



National Rail Passenger Survey
Autumn 2016 Main Report



Transport Focus is the independent transport user watchdog

Our mission is to get the best deal for passengers and road users. With a strong emphasis on evidence-based campaigning and research, we ensure that we know what is happening on the ground. We use our knowledge to influence decisions on behalf of passengers and road users to secure improvements and make a difference.

We represent train passengers in Britain and bus, coach and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

This year we hope to again seek the views of more than 100,000 passengers and transport users on a range of the issues that affect them. As ever we will publish all of our research.

What is Transport Focus doing for me?

We're here to put the interests of transport users first. We do this by:

Campaigning for improvements

- We conduct research and gather information, like the National Rail Passenger Survey, so we understand the issues that matter to you.
- We work with governments and the industry to ensure that the transport user voice is heard when making decisions about the future.
- We focus on a number of key issues, including:
 - disruption
 - fares and tickets
 - quality and level of services
 - investment.

Resolving complaints with rail companies

If you make a complaint and are unhappy with the response, we may be able to take up your complaint with the rail company involved. Our contact details can be found on the back cover.

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Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with their train journey. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction, overall satisfaction with the station and train, and satisfaction with 33 specific aspects of service can therefore be compared over time. In the Autumn 2016 wave we surveyed our millionth rail passenger journey in the NRPS.

Main fieldwork took place between 1 September and 20 November 2016. Top-up shifts were done within the last three weeks of the fieldwork period.

This document contains passenger ratings of their journey for each individual train operating company (TOC) in chapter three. Ratings are also provided for each sector i.e. London and the South East, long-distance, and regional operators (chapter two). We also include some tables showing passenger ratings for certain specific aspects of

service for all TOCs on one page (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a passenger is satisfied or dissatisfied. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

More analysis for each train company can be found in 'at-a-glance' guides which are available for each train company and for Great Britain on the Transport Focus website. Other NRPS analysis is also available and readily accessible. Detailed analysis for the last six waves is available through our online system Reportal and summary data (including 10 waves of trend data) is available through our open data tool which can be accessed via the following link:

<http://www.transportfocus.org.uk/our-open-data>.

There were no major changes to TOC boundaries between Spring 2016 and Autumn 2016.

Issues affecting the Autumn 2016 survey

Autumn 2016 (wave 35) main fieldwork was undertaken between 1 September and 20 November 2016. Top-up interviews were done within the last three weeks of the fieldwork period.

Due to strikes on some days during fieldwork, a small number of Southern shifts could not go ahead as planned and had to be re-scheduled as very few or no trains were running at some stations.

The London Overground Gospel Oak to Barking route was not in operation for the whole of the fieldwork period; therefore no fieldwork shifts were conducted on this route.

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

Shifts were aborted if a station only had a replacement bus service. As previously, where a station was still open and served several TOCs, we continued with our intended shift as planned – we were able to distribute questionnaires to passengers on those TOCs still operating a service.

Field workers were told not to give questionnaires to passengers boarding a replacement bus service and all completed questionnaires relating to journeys undertaken wholly or partly by bus were excluded from the final analysis and reporting of results. There is a question which gathers this data on the front page of the questionnaire, making such exclusions very straightforward.

We recognise that some journeys are not covered by this survey, mainly because it does not include rail replacement bus services, but this only has a limited effect on the results.

Other comments

For ease of use, National Rail Passenger Survey (NRPS) data is reported without decimal places. However, changes from wave to wave are calculated using three decimal places. Rounding of the data means that results may appear to differ by one per cent to the published results. For example, 84.6 is reported as 85 and 83.2 is reported as 83; the apparent reported difference is two; however the actual difference is 1.4 and will therefore be published as one.

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2015 or Spring 2016. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2016 survey the main comparison is against the Autumn 2015 results. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so,

quite large percentage changes may not be significant.

Passenger satisfaction with the various train factors is based on which train company is operating the train on which passengers were travelling. Satisfaction with station factors is based on passengers' views of the station at which they commenced their journey. For example, passengers' views of station factors in the train company table for Chiltern Railways is based on all passengers' views of their origin station before travelling on a journey with Chiltern Railways. However, some stations that Chiltern Railways trains call at are not operated by Chiltern Railways. NRPS results by station operator are available on request.

The NRPS contains satisfaction ratings for all TOCs operating under franchise. We are also very pleased that four other train companies participated in the survey at their own expense, and grateful that they have allowed their data to be published here. They are Hull Trains, Grand Central, Heathrow Connect and Heathrow Express.

The methodology used for these four train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are handed out on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

Data for Hull Trains and Grand Central is provided next to a comparison with data for long-distance TOCs. Data for Heathrow Connect and Heathrow Express is provided next to a comparison with data for London and South East TOCs. However, it should be noted that data for these operators has not been included in the summary of long-distance, London and South East or national data. Sector data only includes train companies that are operating under franchise.

The overall sample size for the Autumn 2016 survey was 29,364 for all the train companies combined (26,899 for the franchised companies).

Results for Southeastern from Spring 2016 going back to Autumn 2008 have been revised following receipt of updated journey profile information. National and London & South East sector results (which include Southeastern) have also been revised. No changes are statistically significant.

Contacts

Media enquiries

0300 123 2170

Content/presentation/methodology enquiries

0300 123 0837

Key results

Autumn 2016 wave

- Nationally the percentage of passengers satisfied with their journey overall was 81 per cent. This was a significant decline compared to Autumn 2015 (when 83 per cent of passengers were satisfied). 80 per cent of passengers were satisfied overall with their journey in Spring 2016.
- Overall satisfaction by TOC varied between 65 per cent and 97 per cent.
- Overall satisfaction by individual routes within TOCs varied between 62 per cent and 97 per cent.
- At a national level, the proportion of passengers satisfied with punctuality/reliability was 73 per cent. This was significantly down compared to Autumn 2015 when 78 per cent of passengers were satisfied. This was the factor showing the largest decline.
- Nationally the percentage of passengers satisfied with all train and station factors improved for four service areas, declined for nine (including overall satisfaction with the train) and the rest were unchanged. The biggest improvement in satisfaction was +2 per cent for the facilities and services at the station; the biggest decline was for punctuality/reliability (-5 per cent).
- The proportion of passengers satisfied with value for money of the price of their ticket nationally was 47 per cent. This

was not significantly different compared to Autumn 2015 when 48 per cent were satisfied. 66 per cent of passengers were satisfied with sufficient room for all passengers to sit/stand, which was a significant improvement compared to Autumn 2015 (when 65 per cent were satisfied).

- For London and the South East operators 80 per cent of passengers were very or fairly satisfied overall. This is a significant decline compared to Autumn 2015 (when 82 per cent were satisfied). The percentage of passengers satisfied with all train and station factors significantly improved for eight service areas (including overall satisfaction with the station), declined for seven (including overall satisfaction with the train) and the rest were unchanged. The biggest improvement in satisfaction was with the facilities and services at the station (+3 per cent), the biggest decline was with punctuality/reliability (-6 per cent).
- For the long-distance operators the proportion of passengers who were very or fairly satisfied overall was 86 per cent. This was not significantly different compared to Autumn 2015 (when 87 per cent were satisfied). Passenger satisfaction for the various train and station factors improved for five service areas and declined for none. The rest were unchanged. The biggest improvements in satisfaction were with the facilities and services at the station and toilet facilities on the train (both +4 per cent).
- For regional operators 84 per cent of passengers were very or fairly satisfied with their journey overall. This was a significant decline compared to Autumn 2015 when 88 per cent were satisfied. Passenger satisfaction for

the various station and train factors improved for no service areas, declined for sixteen and the rest were unchanged. Seven service areas showed declines of -4 per cent, including overall satisfaction with the station.

- Comparing the percentage of passengers satisfied overall for individual train operating companies with Autumn 2015, none significantly improved and three significantly declined (Great Northern, ScotRail and Southern). All other TOCs had no statistically significant change in their overall satisfaction results compared with Autumn 2015.
- The highest ratings for overall satisfaction were achieved by Hull Trains (97 per cent), Heathrow Express (96 per cent), Merseyrail (95 per cent), Chiltern Railways (91 per cent), Grand Central (91 per cent) and Virgin Trains East Coast (91 per cent).
- The lowest ratings for overall satisfaction were given to Southern (65 per cent), Thameslink (73 per cent), Southeastern (77 per cent) and Great Northern (78 per cent).
- Satisfaction with value for money by individual routes within TOCs varied between 33 per cent and 84 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 44 per cent and 97 per cent.
- Satisfaction with sufficient room for all passengers to sit/stand by individual routes within TOCs varied between 47 per cent and 94 per cent.

Improved 
 Unchanged 
 Declined 

National total*

	Overall sample size 26899	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-2		0		26321	81	11	8
STATION FACILITIES									
Overall satisfaction with the station		0		3		26261	81	13	6
Ticket buying facilities		1		1		13433	77	12	11
Provision of information about train times/platforms		0		1		25300	82	10	8
The upkeep/repair of the station buildings/platforms		1		3		25311	74	17	8
Cleanliness		1		2		25533	78	15	7
The facilities and services		2		2		21737	58	20	21
The attitudes and helpfulness of the staff		1		2		19190	77	16	7
Connections with other forms of public transport		1		1		18954	76	14	9
Facilities for car parking		1		2		9104	50	18	32
Overall environment		1		5		25458	74	19	7
Your personal security whilst using the station		0		2		23188	73	23	4
The availability of staff		1		2		21971	66	20	13
The provision of shelter facilities		1		6		20342	72	17	11
Availability of seating		1		2		23716	50	20	30
How request to station staff was handled		-3		-1		4063	84	5	9
The choice of shops/eating/drinking facilities available		-2		0		20402	47	23	30
TRAIN FACILITIES									
Overall satisfaction with the train		-2		2		26502	80	13	7
The frequency of the trains on that route		-2		0		25837	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)		-5		-1		25997	73	9	19
The length of time the journey was scheduled to take (speed)		-2		1		25682	82	10	8
Connections with other train services		-1		2		15031	75	16	9
The value for money of the price of your ticket		-1		1		24481	47	22	31
Upkeep and repair of the train		-1		1		25717	75	15	10
The provision of information during the journey		-2		0		23809	70	19	11
The helpfulness and attitude of staff on train		-1		0		15217	64	27	9
The space for luggage		1		1		20244	54	22	24
The toilet facilities		1		2		11358	38	21	40
Sufficient room for all passengers to sit/stand		1		1		25651	66	13	20
The comfort of the seating area		0		1		25541	72	17	11
The ease of being able to get on and off		1		1		25975	79	13	8
Your personal security on board		-1		1		24427	78	19	4
The cleanliness of the inside		0		2		26247	77	14	9
The cleanliness of the outside		-1		3		22235	75	19	6
The availability of staff		-1		-1		19386	44	28	28
How well train company deals with delays		-3		1		5759	35	36	29

Improved 
 Unchanged 
 Declined 

London and South East*

	Overall sample size 15675	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-2		1		15346	80	11	9
STATION FACILITIES									
Overall satisfaction with the station		1		4		15316	81	14	6
Ticket buying facilities		2		2		8096	75	13	11
Provision of information about train times/platforms		0		1		14769	81	11	8
The upkeep/repair of the station buildings/platforms		2		4		14726	73	18	9
Cleanliness		1		3		14871	77	16	7
The facilities and services		3		3		12568	57	21	21
The attitudes and helpfulness of the staff		2		3		11280	76	17	7
Connections with other forms of public transport		1		2		11786	77	14	9
Facilities for car parking		1		3		4793	48	19	33
Overall environment		2		6		14852	72	20	7
Your personal security whilst using the station		0		3		13585	72	24	4
The availability of staff		1		3		12951	65	22	14
The provision of shelter facilities		2		7		11602	70	19	12
Availability of seating		2		3		13690	47	21	33
How request to station staff was handled		-2		-1		2299	83	6	10
The choice of shops/eating/drinking facilities available		-3		0		11791	45	24	30
TRAIN FACILITIES									
Overall satisfaction with the train		-2		3		15459	79	14	7
The frequency of the trains on that route		-3		0		15191	73	10	18
Punctuality/reliability (i.e. the train arriving/departing on time)		-6		-1		15156	69	9	21
The length of time the journey was scheduled to take (speed)		-2		1		14983	80	11	9
Connections with other train services		-2		2		8762	74	17	9
The value for money of the price of your ticket		-1		2		14153	43	23	34
Upkeep and repair of the train		0		2		14984	75	15	10
The provision of information during the journey		-2		0		13789	68	20	12
The helpfulness and attitude of staff on train		-1		0		6965	56	32	12
The space for luggage		1		2		11453	51	24	25
The toilet facilities		2		3		6016	35	22	43
Sufficient room for all passengers to sit/stand		2		2		14931	65	14	22
The comfort of the seating area		0		2		14872	70	18	12
The ease of being able to get on and off		1		1		15143	78	13	8
Your personal security on board		0		2		14123	76	20	4
The cleanliness of the inside		1		2		15294	77	14	9
The cleanliness of the outside		-1		3		13116	75	19	6
The availability of staff		0		0		10013	35	30	35
How well train company deals with delays		-3		1		3638	33	36	31

Improved ↑
 Unchanged =
 Declined ↓

Long-distance*

	Overall sample size 5727	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		0	=	-1	=	5625	86	7	6
STATION FACILITIES									
Overall satisfaction with the station		0	=	0	=	5614	86	11	3
Ticket buying facilities		2	=	-1	=	2162	85	9	6
Provision of information about train times/platforms		1	=	1	=	5467	89	7	4
The upkeep/repair of the station buildings/platforms		2	↑	1	=	5428	82	13	5
Cleanliness		2	=	1	=	5506	85	11	4
The facilities and services		4	↑	2	=	4881	74	14	13
The attitudes and helpfulness of the staff		0	=	-1	=	3974	83	13	4
Connections with other forms of public transport		2	=	2	=	3561	80	13	7
Facilities for car parking		3	=	4	=	1736	61	17	23
Overall environment		2	=	1	=	5476	81	15	5
Your personal security whilst using the station		-1	=	-1	=	4938	78	19	2
The availability of staff		1	=	0	=	4582	74	18	8
The provision of shelter facilities		1	=	3	↑	4231	80	14	6
Availability of seating		3	↑	1	=	5097	58	18	24
How request to station staff was handled		-2	=	-1	=	1041	90	4	5
The choice of shops/eating/drinking facilities available		2	=	1	=	4658	63	19	18
TRAIN FACILITIES									
Overall satisfaction with the train		0	=	1	=	5654	86	9	5
The frequency of the trains on that route		1	=	0	=	5395	85	8	7
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	0	=	5549	84	6	9
The length of time the journey was scheduled to take (speed)		0	=	0	=	5499	88	7	4
Connections with other train services		1	=	1	=	3071	81	12	7
The value for money of the price of your ticket		0	=	1	=	5411	58	18	24
Upkeep and repair of the train		1	=	2	↑	5526	83	12	5
The provision of information during the journey		1	=	1	=	5238	79	14	7
The helpfulness and attitude of staff on train		0	=	0	=	4165	81	15	4
The space for luggage		1	=	-2	=	4614	58	17	25
The toilet facilities		4	↑	4	↑	2977	56	21	24
Sufficient room for all passengers to sit/stand		0	=	-3	↓	5498	70	12	17
The comfort of the seating area		3	↑	0	=	5451	79	13	8
The ease of being able to get on and off		-1	=	-2	=	5550	83	12	6
Your personal security on board		-1	=	-3	↓	5266	85	13	2
The cleanliness of the inside		-1	=	0	=	5608	83	12	6
The cleanliness of the outside		0	=	1	=	4564	79	17	4
The availability of staff		0	=	-3	↓	4725	65	22	12
How well train company deals with delays		-2	=	-1	=	1304	53	31	16

Improved 
 Unchanged 
 Declined 

Regional*

	Overall sample size 5497	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
		% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Overall satisfaction with your journey		-3		-1		5350	84	9	6
STATION FACILITIES									
Overall satisfaction with the station		-4		-2		5331	81	14	5
Ticket buying facilities		-4		-4		3175	78	10	12
Provision of information about train times/platforms		-3		-2		5064	84	10	6
The upkeep/repair of the station buildings/platforms		-3		-1		5157	78	15	8
Cleanliness		-2		1		5156	80	13	6
The facilities and services		-3		-3		4288	55	18	27
The attitudes and helpfulness of the staff		-2		-1		3936	80	14	6
Connections with other forms of public transport		-2		0		3607	72	15	13
Facilities for car parking		0		0		2575	54	16	30
Overall environment		-2		2		5130	76	17	7
Your personal security whilst using the station		0		1		4665	76	20	4
The availability of staff		-3		-1		4438	70	16	14
The provision of shelter facilities		-3		3		4509	77	14	10
Availability of seating		0		0		4929	61	18	20
How request to station staff was handled		-2		-1		723	87	4	8
The choice of shops/eating/drinking facilities available		-4		-2		3953	45	17	38
TRAIN FACILITIES									
Overall satisfaction with the train		-3		2		5389	80	12	8
The frequency of the trains on that route		0		-2		5251	79	8	13
Punctuality/reliability (i.e. the train arriving/departing on time)		-3		-1		5292	82	6	12
The length of time the journey was scheduled to take (speed)		0		1		5200	87	8	5
Connections with other train services		0		1		3198	78	15	7
The value for money of the price of your ticket		-1		-1		4917	60	18	22
Upkeep and repair of the train		-4		0		5207	70	16	14
The provision of information during the journey		-3		-2		4782	71	19	10
The helpfulness and attitude of staff on train		-3		-1		4087	79	17	4
The space for luggage		-2		-2		4177	61	18	20
The toilet facilities		-4		-3		2365	43	19	38
Sufficient room for all passengers to sit/stand		-2		0		5222	72	12	15
The comfort of the seating area		-3		0		5218	72	16	12
The ease of being able to get on and off		0		1		5282	83	10	6
Your personal security on board		-3		-2		5038	81	16	4
The cleanliness of the inside		-2		2		5345	75	14	11
The cleanliness of the outside		-4		2		4555	71	21	8
The availability of staff		-3		0		4648	64	22	13
How well train company deals with delays		-4		1		817	42	33	25

Individual train company results

Overall satisfaction

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East**** 80%
 Long-distance 86%
 Regional 84%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	0	⊖	1	⊖	1040	82	11	7
c2c	-3	⊖	6	↑	1044	87	8	5
Chiltern Railways	0	⊖	-1	⊖	1151	91	6	3
CrossCountry	-2	⊖	-2	⊖	1247	84	8	8
East Midlands Trains	-1	⊖	-3	⊖	1004	83	10	7
Gatwick Express*	2	⊖	4	⊖	504	82	10	8
Grand Central	-2	⊖	-6	↓	517	91	4	5
Great Northern*	-7	↓	4	⊖	621	78	12	10
Great Western Railway	-2	⊖	-2	⊖	1671	82	10	9
Greater Anglia**	-2	⊖	3	⊖	1339	79	12	8
Heathrow Connect	-2	⊖	4	⊖	493	87	7	6
Heathrow Express	1	⊖	5	↑	807	96	3	1
Hull Trains	0	⊖	3	↑	541	97	3	0
London Midland	0	⊖	-1	⊖	1112	85	9	6
London Overground***	2	⊖	1	⊖	1483	90	6	4
Merseyrail	1	⊖	4	↑	775	95	4	1
Northern**	-3	⊖	0	⊖	2202	81	11	7
ScotRail	-7	↓	-4	⊖	1333	83	10	7
South West Trains	1	⊖	1	⊖	2213	83	11	6
Southeastern****	1	⊖	6	↑	1651	77	13	10
Southern*	-12	↓	-4	↓	1326	65	16	19
TfL Rail	-5	⊖	1	⊖	234	80	13	7
Thameslink*	0	⊖	-1	⊖	997	73	14	13
TransPennine Express**	0	⊖	-3	⊖	1024	84	7	9
Virgin Trains	-1	⊖	-2	⊖	1207	90	6	4
Virgin Trains East Coast	2	⊖	3	⊖	1143	91	5	4

The value for money of the price of your ticket

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East**** 43%
 Long-distance 58%
 Regional 60%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	2	⊖	3	⊖	988	61	18	21
c2c	0	⊖	5	↑	979	46	25	29
Chiltern Railways	-3	⊖	0	⊖	1103	49	23	28
CrossCountry	-3	⊖	1	⊖	1187	55	20	25
East Midlands Trains	-1	⊖	-2	⊖	976	50	21	29
Gatwick Express*	-4	⊖	-4	⊖	496	33	27	41
Grand Central	-8	↓	-5	⊖	492	68	19	13
Great Northern*	-3	⊖	0	⊖	590	37	25	38
Great Western Railway	-2	⊖	1	⊖	1607	51	19	30
Greater Anglia**	0	⊖	6	↑	1301	42	22	36
Heathrow Connect	-1	⊖	0	⊖	434	55	23	23
Heathrow Express	11	↑	12	↑	779	53	21	27
Hull Trains	0	⊖	3	⊖	522	68	18	14
London Midland	-1	⊖	1	⊖	1015	56	20	24
London Overground***	4	⊖	3	⊖	1268	54	23	23
Merseyrail	2	⊖	-3	⊖	563	71	17	12
Northern**	0	⊖	0	⊖	2079	58	17	25
ScotRail	-3	⊖	-1	⊖	1287	59	20	22
South West Trains	0	⊖	-1	⊖	2025	39	27	34
Southeastern****	0	⊖	4	⊖	1447	36	24	40
Southern*	-3	⊖	3	⊖	1208	38	20	42
TfL Rail	-4	⊖	-2	⊖	188	42	23	35
Thameslink*	-2	⊖	1	⊖	926	37	21	42
TransPennine Express**	1	⊖	3	⊖	989	62	18	20
Virgin Trains	0	⊖	1	⊖	1161	63	16	21
Virgin Trains East Coast	2	⊖	0	⊖	1098	61	15	24

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

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East**** 69%
 Long-distance 84%
 Regional 82%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	0	⊖	3	⊖	1029	80	9	12
c2c	-9	↓	-2	⊖	1027	83	8	9
Chiltern Railways	-1	⊖	1	⊖	1138	88	5	6
CrossCountry	-6	↓	-5	↓	1229	80	9	11
East Midlands Trains	-1	⊖	-1	⊖	990	82	7	11
Gatwick Express*	-9	↓	-7	↓	500	73	7	20
Grand Central	-10	↓	-13	↓	509	82	4	13
Great Northern*	-15	↓	-5	⊖	615	64	12	25
Great Western Railway	-4	↓	-3	⊖	1642	74	9	17
Greater Anglia**	-2	⊖	2	⊖	1318	73	9	18
Heathrow Connect	-3	⊖	-7	⊖	497	69	11	20
Heathrow Express	0	⊖	-1	⊖	791	93	5	3
Hull Trains	0	⊖	2	⊖	539	95	3	2
London Midland	1	⊖	-2	⊖	1100	77	10	14
London Overground***	-3	⊖	0	⊖	1471	82	9	9
Merseyrail	0	⊖	2	⊖	765	93	3	4
Northern**	-2	⊖	1	⊖	2181	80	7	13
ScotRail	-6	↓	-6	↓	1317	80	6	14
South West Trains	-3	⊖	-1	⊖	2188	74	10	16
Southeastern****	0	⊖	11	↑	1612	68	9	23
Southern*	-21	↓	-8	↓	1322	44	9	47
TfL Rail	-5	⊖	-5	⊖	226	79	10	11
Thameslink*	-5	⊖	-1	⊖	997	56	10	34
TransPennine Express**	8	↑	4	⊖	1017	81	6	13
Virgin Trains	-1	⊖	2	⊖	1190	89	5	6
Virgin Trains East Coast	3	⊖	1	⊖	1123	89	5	6

Sufficient room for all passengers to sit/stand

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East**** 65%
 Long-distance 70%
 Regional 72%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	0	⊖	1017	70	13	17
c2c	5	⊖	9	↑	1016	62	14	24
Chiltern Railways	4	⊖	0	⊖	1127	74	14	12
CrossCountry	-3	⊖	-4	↓	1222	63	14	23
East Midlands Trains	1	⊖	3	⊖	986	74	9	16
Gatwick Express*	2	⊖	0	⊖	488	75	15	10
Grand Central	4	⊖	0	⊖	511	92	6	2
Great Northern*	2	⊖	7	⊖	605	59	16	25
Great Western Railway	1	⊖	-3	⊖	1636	68	15	17
Greater Anglia**	4	⊖	7	↑	1314	70	13	17
Heathrow Connect	-4	⊖	-3	⊖	483	78	10	11
Heathrow Express	3	⊖	5	↑	805	93	5	2
Hull Trains	12	↑	5	↑	520	94	4	2
London Midland	-1	⊖	0	⊖	1060	67	14	18
London Overground***	2	⊖	-2	⊖	1466	68	14	18
Merseyrail	-3	⊖	3	⊖	744	78	12	10
Northern**	-2	⊖	3	⊖	2163	71	11	18
ScotRail	-1	⊖	-5	⊖	1298	71	14	15
South West Trains	4	↑	0	⊖	2150	65	14	21
Southeastern****	0	⊖	4	↑	1582	62	14	24
Southern*	3	⊖	6	↑	1290	62	13	25
TfL Rail	3	⊖	2	⊖	228	49	13	38
Thameslink*	3	⊖	1	⊖	969	61	13	25
TransPennine Express**	-1	⊖	-11	↓	1011	58	13	28
Virgin Trains	-1	⊖	-2	⊖	1173	79	11	10
Virgin Trains East Coast	2	⊖	-3	⊖	1106	80	14	7

Overall satisfaction with the station

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East**** 81%
 Long-distance 86%
 Regional 81%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	-1	⊖	-1	⊖	1047	75	17	7
c2c	-2	⊖	1	⊖	1035	83	11	6
Chiltern Railways	1	⊖	-1	⊖	1153	89	10	2
CrossCountry	-2	⊖	0	⊖	1237	87	10	3
East Midlands Trains	0	⊖	-2	⊖	1008	87	10	3
Gatwick Express*	1	⊖	-1	⊖	512	73	16	10
Grand Central	2	⊖	-1	⊖	517	85	10	5
Great Northern*	-4	⊖	-1	⊖	625	78	14	8
Great Western Railway	1	⊖	2	⊖	1663	82	13	5
Greater Anglia**	2	⊖	6	↑	1336	83	12	5
Heathrow Connect	-7	↓	-2	⊖	493	71	16	13
Heathrow Express	4	⊖	4	⊖	815	92	7	1
Hull Trains	3	⊖	2	⊖	547	91	7	2
London Midland	4	↑	2	⊖	1097	84	10	6
London Overground***	1	⊖	3	↑	1477	85	11	4
Merseyrail	1	⊖	2	⊖	766	91	9	1
Northern**	-3	⊖	0	⊖	2188	81	13	6
ScotRail	-9	↓	-5	↓	1330	79	15	6
South West Trains	1	⊖	2	⊖	2214	81	14	5
Southeastern****	1	⊖	8	↑	1636	78	16	7
Southern*	0	⊖	5	↑	1334	74	18	8
TfL Rail	1	⊖	8	↑	230	83	12	5
Thameslink*	6	↑	6	↑	1004	80	12	7
TransPennine Express**	-1	⊖	0	⊖	1027	86	10	3
Virgin Trains	6	↑	0	⊖	1200	84	12	4
Virgin Trains East Coast	-1	⊖	-1	⊖	1142	89	10	1

How well the train company dealt with delays

Improved 
 Unchanged 
 Declined 

% of passengers satisfied/good by sector:

London and South East****	33%
Long-distance	53%
Regional	42%

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor
Arriva Trains Wales	4	⊖	6	⊖	169	42	35	23
c2c	-3	⊖	16	↑	138	44	38	18
Chiltern Railways	-5	⊖	-5	⊖	161	49	33	18
CrossCountry	-7	⊖	-6	⊖	277	47	35	18
East Midlands Trains	-2	⊖	-7	⊖	275	47	34	20
Gatwick Express*	6	⊖	0	⊖	117	26	29	45
Grand Central	-5	⊖	-9	⊖	108	52	26	23
Great Northern*	-5	⊖	0	⊖	156	26	39	36
Great Western Railway	0	⊖	4	⊖	481	45	33	22
Greater Anglia**	-7	⊖	-4	⊖	321	38	41	21
Heathrow Connect	-4	⊖	-3	⊖	97	35	43	22
Heathrow Express	14	⊖	2	⊖	62	66	22	12
Hull Trains	-3	⊖	-6	⊖	63	70	16	14
London Midland	7	⊖	6	⊖	237	48	36	16
London Overground***	9	⊖	10	⊖	191	37	37	26
Merseyrail	12	⊖	21	↑	92	61	28	11
Northern**	-3	⊖	0	⊖	347	41	37	22
ScotRail	-13	⊖	-5	⊖	209	38	30	32
South West Trains	-2	⊖	5	⊖	451	38	38	23
Southeastern****	-1	⊖	0	⊖	386	29	37	34
Southern*	-8	↓	-2	⊖	605	23	35	42
TfL Rail	-	⊖	-	⊖	<50	-	-	-
Thameslink*	-2	⊖	-6	⊖	359	23	36	41
TransPennine Express**	1	⊖	8	⊖	227	53	29	18
Virgin Trains	-1	⊖	2	⊖	234	60	27	13
Virgin Trains East Coast	-2	⊖	-2	⊖	291	61	29	10

c2c

Improved 
 Unchanged 
 Declined 

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1059	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-3	=	6	↑	1044	87	8	5	80
STATION FACILITIES										
Overall satisfaction with the station		-2	=	1	=	1035	83	11	6	81
Ticket buying facilities		-6	↓	-3	=	661	72	17	11	75
Provision of information about train times/platforms		-1	=	1	=	995	86	8	6	81
The upkeep/repair of the station buildings/platforms		-8	↓	-3	=	999	71	20	10	73
Cleanliness		-7	↓	-3	=	1005	76	14	10	77
The facilities and services		-5	=	-5	=	889	58	22	20	57
The attitudes and helpfulness of the staff		-2	=	1	=	827	78	16	6	76
Connections with other forms of public transport		0	=	5	↑	835	75	15	10	77
Facilities for car parking		-9	↓	3	=	420	54	16	30	48
Overall environment		-6	↓	-1	=	1004	72	20	8	72
Your personal security whilst using the station		-4	=	-1	=	942	68	25	7	72
The availability of staff at the station		-1	=	0	=	930	71	20	9	65
The provision of shelter facilities		-1	=	5	↑	872	69	18	13	70
Availability of seating		-2	=	4	=	954	54	22	24	47
How request to station staff was handled		-4	=	1	=	105	87	8	5	83
The choice of shops/eating/drinking facilities available		-1	=	2	=	798	44	27	28	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	10	↑	1050	88	8	4	79
The frequency of the trains on that route		-5	↓	5	↑	1043	79	9	12	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-9	↓	-2	=	1027	83	8	9	69
The length of time the journey was scheduled to take (speed)		-6	↓	4	↑	1013	85	8	8	80
Connections with other train services		-1	=	3	=	631	81	14	6	74
The value for money of the price of your ticket		0	=	5	↑	979	46	25	29	43
Upkeep and repair of the train		2	=	3	↑	1028	90	8	3	75
The provision of information during the journey		-1	=	3	=	949	78	16	6	68
The helpfulness and attitude of staff on train		1	=	9	↑	354	41	39	20	56
The space for luggage		2	=	1	=	777	51	26	24	51
The toilet facilities		-1	=	3	=	442	52	24	24	35
Sufficient room for all passengers to sit/stand		5	=	9	↑	1016	62	14	24	65
The comfort of the seating area		3	=	10	↑	1004	79	12	8	70
The ease of being able to get on and off		1	=	8	↑	1033	82	10	7	78
Your personal security on board		0	=	5	↑	962	73	22	5	76
The cleanliness of the inside		2	=	2	=	1046	89	8	3	77
The cleanliness of the outside		2	=	4	=	920	87	10	3	75
The availability of staff on the train		-1	=	4	=	600	24	31	44	35
How well train company deals with delays		-3	=	16	↑	138	44	38	18	33

Improved 
 Unchanged 
 Declined 

Chiltern Railways

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1174	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	⊖	-1	⊖	1151	91	6	3	80
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	-1	⊖	1153	89	10	2	81
Ticket buying facilities		0	⊖	-1	⊖	624	80	10	10	75
Provision of information about train times/platforms		0	⊖	-1	⊖	1118	85	9	6	81
The upkeep/repair of the station buildings/platforms		0	⊖	2	⊖	1127	83	12	5	73
Cleanliness		-1	⊖	0	⊖	1123	86	11	3	77
The facilities and services		-3	⊖	-1	⊖	1017	69	18	13	57
The attitudes and helpfulness of the staff		4	⊖	2	⊖	835	85	12	3	76
Connections with other forms of public transport		1	⊖	5	⬆️	889	79	13	8	77
Facilities for car parking		0	⊖	2	⊖	429	72	11	17	48
Overall environment		-2	⊖	3	⊖	1127	83	14	3	72
Your personal security whilst using the station		-2	⊖	-1	⊖	1025	78	20	1	72
The availability of staff at the station		4	⊖	-1	⊖	955	68	20	12	65
The provision of shelter facilities		-4	⊖	4	⊖	900	77	16	7	70
Availability of seating		0	⊖	2	⊖	1055	55	22	24	47
How request to station staff was handled		1	⊖	-2	⊖	178	88	4	5	83
The choice of shops/eating/drinking facilities available		0	⊖	5	⊖	975	56	22	22	45
TRAIN FACILITIES										
Overall satisfaction with the train		-1	⊖	1	⊖	1162	90	7	3	79
The frequency of the trains on that route		-5	⬇️	2	⊖	1143	80	8	12	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊖	1	⊖	1138	88	5	6	69
The length of time the journey was scheduled to take (speed)		-1	⊖	-1	⊖	1127	88	8	4	80
Connections with other train services		-3	⊖	-2	⊖	557	76	16	7	74
The value for money of the price of your ticket		-3	⊖	0	⊖	1103	49	23	28	43
Upkeep and repair of the train		-1	⊖	3	⊖	1129	88	9	4	75
The provision of information during the journey		-3	⊖	-2	⊖	1021	77	16	7	68
The helpfulness and attitude of staff on train		-1	⊖	-2	⊖	430	58	35	8	56
The space for luggage		3	⊖	4	⊖	857	61	21	18	51
The toilet facilities		-4	⊖	-4	⊖	440	51	26	24	35
Sufficient room for all passengers to sit/stand		4	⊖	0	⊖	1127	74	14	12	65
The comfort of the seating area		1	⊖	-2	⊖	1128	80	14	7	70
The ease of being able to get on and off		1	⊖	1	⊖	1138	89	8	3	78
Your personal security on board		-4	⬇️	-1	⊖	1047	84	14	2	76
The cleanliness of the inside		-1	⊖	3	⊖	1155	89	7	4	77
The cleanliness of the outside		-1	⊖	7	⬆️	969	84	14	2	75
The availability of staff on the train		-1	⊖	-4	⊖	635	36	34	30	35
How well train company deals with delays		-5	⊖	-5	⊖	161	49	33	18	33

Improved 
 Unchanged 
 Declined 

Gatwick Express*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 521	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	=	4	=	504	82	10	8	80
STATION FACILITIES										
Overall satisfaction with the station		1	=	-1	=	512	73	16	10	81
Ticket buying facilities		-2	=	-11	↓	297	56	16	28	75
Provision of information about train times/platforms		0	=	-3	=	490	72	14	14	81
The upkeep/repair of the station buildings/platforms		0	=	-7	=	486	56	26	18	73
Cleanliness		1	=	-5	=	483	61	25	15	77
The facilities and services		2	=	-7	=	382	59	27	15	57
The attitudes and helpfulness of the staff		-1	=	-1	=	382	70	21	10	76
Connections with other forms of public transport		-6	=	-5	=	422	77	15	8	77
Facilities for car parking		0	=	-3	=	72	39	21	40	48
Overall environment		-1	=	-5	=	493	58	27	15	72
Your personal security whilst using the station		-2	=	-6	=	443	69	28	3	72
The availability of staff at the station		1	=	-1	=	424	60	23	17	65
The provision of shelter facilities		-8	=	-10	=	203	54	31	15	70
Availability of seating		1	=	-3	=	362	34	15	52	47
How request to station staff was handled		-3	=	2	=	139	80	4	15	83
The choice of shops/eating/drinking facilities available		-2	=	-13	↓	370	62	28	10	45
TRAIN FACILITIES										
Overall satisfaction with the train		6	↑	9	↑	516	87	8	5	79
The frequency of the trains on that route		-8	↓	-7	↓	509	81	6	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-9	↓	-7	↓	500	73	7	20	69
The length of time the journey was scheduled to take (speed)		-2	=	-5	=	502	81	10	9	80
Connections with other train services		-13	↓	-10	↓	222	71	19	10	74
The value for money of the price of your ticket		-4	=	-4	=	496	33	27	41	43
Upkeep and repair of the train		16	↑	19	↑	509	92	5	3	75
The provision of information during the journey		11	↑	8	↑	442	74	18	8	68
The helpfulness and attitude of staff on train		10	=	10	=	243	65	27	9	56
The space for luggage		0	=	-6	=	437	51	17	32	51
The toilet facilities		16	↑	25	↑	197	69	16	15	35
Sufficient room for all passengers to sit/stand		2	=	0	=	488	75	15	10	65
The comfort of the seating area		1	=	2	=	500	80	13	8	70
The ease of being able to get on and off		17	↑	17	↑	496	87	10	3	78
Your personal security on board		1	=	5	=	464	82	16	2	76
The cleanliness of the inside		11	↑	14	↑	514	92	5	3	77
The cleanliness of the outside		14	↑	20	↑	464	89	8	2	75
The availability of staff on the train		17	↑	12	↑	323	43	32	24	35
How well train company deals with delays		6	=	0	=	117	26	29	45	33

Improved 
 Unchanged 
 Declined 

Great Northern*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 636	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-7	↓	4	⊖	621	78	12	10	80
STATION FACILITIES										
Overall satisfaction with the station		-4	⊖	-1	⊖	625	78	14	8	81
Ticket buying facilities		-5	⊖	-5	⊖	326	69	16	15	75
Provision of information about train times/platforms		1	⊖	2	⊖	605	78	13	9	81
The upkeep/repair of the station buildings/platforms		-6	⊖	-4	⊖	609	68	20	13	73
Cleanliness		-5	⊖	-1	⊖	608	75	17	8	77
The facilities and services		-6	⊖	-9	↓	539	52	20	28	57
The attitudes and helpfulness of the staff		4	⊖	4	⊖	449	76	18	6	76
Connections with other forms of public transport		-7	⊖	0	⊖	509	73	17	11	77
Facilities for car parking		-10	⊖	-2	⊖	172	39	20	41	48
Overall environment		-6	⊖	0	⊖	604	68	21	11	72
Your personal security whilst using the station		-5	⊖	-3	⊖	554	68	27	5	72
The availability of staff at the station		-11	↓	-7	⊖	523	55	26	19	65
The provision of shelter facilities		-5	⊖	3	⊖	457	66	18	15	70
Availability of seating		-5	⊖	3	⊖	551	45	24	32	47
How request to station staff was handled		-7	⊖	2	⊖	76	86	7	6	83
The choice of shops/eating/drinking facilities available		-8	↓	-7	⊖	512	48	19	33	45
TRAIN FACILITIES										
Overall satisfaction with the train		-11	↓	1	⊖	627	67	20	12	79
The frequency of the trains on that route		-2	⊖	4	⊖	621	75	9	17	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-15	↓	-5	⊖	615	64	12	25	69
The length of time the journey was scheduled to take (speed)		-4	⊖	-2	⊖	614	84	9	7	80
Connections with other train services		-9	↓	-4	⊖	351	73	18	9	74
The value for money of the price of your ticket		-3	⊖	0	⊖	590	37	25	38	43
Upkeep and repair of the train		-6	⊖	-1	⊖	611	55	25	20	75
The provision of information during the journey		-7	⊖	0	⊖	548	48	29	23	68
The helpfulness and attitude of staff on train		-5	⊖	-8	⊖	212	32	49	19	56
The space for luggage		-3	⊖	-1	⊖	482	40	28	31	51
The toilet facilities		2	⊖	6	⊖	231	22	21	57	35
Sufficient room for all passengers to sit/stand		2	⊖	7	⊖	605	59	16	25	65
The comfort of the seating area		0	⊖	10	↑	610	61	20	19	70
The ease of being able to get on and off		1	⊖	6	⊖	613	75	14	11	78
Your personal security on board		-3	⊖	3	⊖	579	74	20	6	76
The cleanliness of the inside		-11	↓	2	⊖	622	60	25	16	77
The cleanliness of the outside		-12	↓	-2	⊖	521	50	29	21	75
The availability of staff on the train		-1	⊖	-3	⊖	393	13	29	58	35
How well train company deals with delays		-5	⊖	0	⊖	156	26	39	36	33

Improved 
 Unchanged 
 Declined 

Great Western Railway

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1701	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	⊖	-2	⊖	1671	82	10	9	80
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	2	⊖	1663	82	13	5	81
Ticket buying facilities		2	⊖	3	⊖	891	82	9	9	75
Provision of information about train times/platforms		-1	⊖	-2	⊖	1623	84	10	6	81
The upkeep/repair of the station buildings/platforms		1	⊖	2	⊖	1608	73	18	9	73
Cleanliness		2	⊖	3	⊖	1624	79	15	6	77
The facilities and services		0	⊖	1	⊖	1440	61	18	20	57
The attitudes and helpfulness of the staff		0	⊖	0	⊖	1216	79	15	6	76
Connections with other forms of public transport		-4	⬇️	-2	⊖	1212	69	20	11	77
Facilities for car parking		2	⊖	5	⊖	568	61	16	23	48
Overall environment		2	⊖	4	⬆️	1616	74	18	7	72
Your personal security whilst using the station		-2	⊖	0	⊖	1468	75	21	4	72
The availability of staff at the station		-2	⊖	0	⊖	1382	69	20	12	65
The provision of shelter facilities		-4	⊖	4	⊖	1294	71	20	9	70
Availability of seating		-1	⊖	-2	⊖	1524	54	24	23	47
How request to station staff was handled		1	⊖	-1	⊖	303	89	4	5	83
The choice of shops/eating/drinking facilities available		-2	⊖	-1	⊖	1354	46	25	29	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊖	1	⊖	1677	82	11	7	79
The frequency of the trains on that route		-2	⊖	-1	⊖	1635	76	11	13	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-4	⬇️	-3	⊖	1642	74	9	17	69
The length of time the journey was scheduled to take (speed)		-3	⬇️	-1	⊖	1628	82	10	8	80
Connections with other train services		-4	⊖	-3	⊖	910	72	17	11	74
The value for money of the price of your ticket		-2	⊖	1	⊖	1607	51	19	30	43
Upkeep and repair of the train		2	⊖	3	⊖	1623	79	14	7	75
The provision of information during the journey		3	⊖	2	⊖	1476	71	19	10	68
The helpfulness and attitude of staff on train		-3	⊖	0	⊖	975	69	23	8	56
The space for luggage		1	⊖	1	⊖	1270	59	23	18	51
The toilet facilities		4	⊖	1	⊖	766	46	24	29	35
Sufficient room for all passengers to sit/stand		1	⊖	-3	⊖	1636	68	15	17	65
The comfort of the seating area		2	⊖	3	⊖	1615	75	16	9	70
The ease of being able to get on and off		0	⊖	-1	⊖	1648	76	15	8	78
Your personal security on board		0	⊖	1	⊖	1535	82	16	2	76
The cleanliness of the inside		3	⊖	2	⊖	1661	81	12	7	77
The cleanliness of the outside		3	⊖	5	⬆️	1397	77	17	6	75
The availability of staff on the train		0	⊖	-1	⊖	1210	49	29	21	35
How well train company deals with delays		0	⊖	4	⊖	481	45	33	22	33

Improved 
 Unchanged 
 Declined 

Greater Anglia*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1370	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	⊖	3	⊖	1339	79	12	8	80
STATION FACILITIES										
Overall satisfaction with the station		2	⊖	6	↑	1336	83	12	5	81
Ticket buying facilities		2	⊖	3	⊖	749	74	13	12	75
Provision of information about train times/platforms		0	⊖	0	⊖	1309	81	11	8	81
The upkeep/repair of the station buildings/platforms		0	⊖	4	↑	1294	74	19	7	73
Cleanliness		-1	⊖	3	⊖	1302	79	15	7	77
The facilities and services		6	↑	8	↑	1080	64	19	17	57
The attitudes and helpfulness of the staff		-3	⊖	0	⊖	1023	78	15	7	76
Connections with other forms of public transport		0	⊖	3	⊖	1029	76	13	11	77
Facilities for car parking		-1	⊖	2	⊖	486	52	23	25	48
Overall environment		2	⊖	8	↑	1304	75	19	7	72
Your personal security whilst using the station		-1	⊖	0	⊖	1182	71	25	4	72
The availability of staff at the station		1	⊖	5	↑	1146	69	17	14	65
The provision of shelter facilities		-1	⊖	10	↑	1020	68	20	12	70
Availability of seating		3	⊖	2	⊖	1188	48	20	32	47
How request to station staff was handled		-5	⊖	-3	⊖	235	84	3	10	83
The choice of shops/eating/drinking facilities available		-1	⊖	2	⊖	1034	48	26	26	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	⊖	5	↑	1353	80	14	6	79
The frequency of the trains on that route		1	⊖	4	↑	1324	77	9	14	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	⊖	2	⊖	1318	73	9	18	69
The length of time the journey was scheduled to take (speed)		-1	⊖	1	⊖	1301	80	11	9	80
Connections with other train services		4	⊖	5	⊖	777	75	18	7	74
The value for money of the price of your ticket		0	⊖	6	↑	1301	42	22	36	43
Upkeep and repair of the train		4	↑	8	↑	1323	74	15	11	75
The provision of information during the journey		-5	↓	5	⊖	1176	64	24	12	68
The helpfulness and attitude of staff on train		-2	⊖	2	⊖	628	59	30	11	56
The space for luggage		0	⊖	6	↑	1026	57	22	21	51
The toilet facilities		3	⊖	8	↑	610	46	21	33	35
Sufficient room for all passengers to sit/stand		4	⊖	7	↑	1314	70	13	17	65
The comfort of the seating area		2	⊖	6	↑	1313	70	18	12	70
The ease of being able to get on and off		2	⊖	5	↑	1324	82	13	5	78
Your personal security on board		-1	⊖	4	⊖	1218	77	19	4	76
The cleanliness of the inside		5	↑	7	↑	1342	81	13	7	77
The cleanliness of the outside		2	⊖	7	↑	1144	73	18	8	75
The availability of staff on the train		1	⊖	3	⊖	866	35	29	36	35
How well train company deals with delays		-7	⊖	-4	⊖	321	38	41	21	33

Improved ↑
 Unchanged =
 Declined ↓

Heathrow Connect

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 512	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	=	4	=	493	87	7	6	80
STATION FACILITIES										
Overall satisfaction with the station		-7	↓	-2	=	493	71	16	13	81
Ticket buying facilities		-1	=	-3	=	296	69	13	18	75
Provision of information about train times/platforms		-4	=	1	=	471	70	16	14	81
The upkeep/repair of the station buildings/platforms		-6	=	-4	=	465	62	20	18	73
Cleanliness		1	=	0	=	470	71	17	12	77
The facilities and services		-3	=	-6	=	388	46	17	38	57
The attitudes and helpfulness of the staff		1	=	-6	=	353	71	18	10	76
Connections with other forms of public transport		-1	=	0	=	416	76	9	15	77
Facilities for car parking		1	=	8	=	136	33	13	54	48
Overall environment		-7	↓	-1	=	469	61	23	15	72
Your personal security whilst using the station		-3	=	1	=	432	69	23	8	72
The availability of staff at the station		1	=	5	=	419	60	21	20	65
The provision of shelter facilities		-8	=	-3	=	361	56	23	21	70
Availability of seating		-11	↓	-8	↓	429	41	20	39	47
How request to station staff was handled		-2	=	5	=	93	84	4	11	83
The choice of shops/eating/drinking facilities available		-6	=	2	=	357	40	15	46	45
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	2	=	502	89	6	5	79
The frequency of the trains on that route		-5	=	-3	=	490	63	12	25	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	-7	=	497	69	11	20	69
The length of time the journey was scheduled to take (speed)		0	=	-3	=	488	88	6	7	80
Connections with other train services		1	=	5	=	346	83	11	6	74
The value for money of the price of your ticket		-1	=	0	=	434	55	23	23	43
Upkeep and repair of the train		0	=	3	=	479	86	9	5	75
The provision of information during the journey		-2	=	-1	=	457	78	14	8	68
The helpfulness and attitude of staff on train		-10	↓	-2	=	258	62	26	12	56
The space for luggage		-5	=	5	=	408	74	18	8	51
The toilet facilities		-9	=	-11	=	211	50	26	25	35
Sufficient room for all passengers to sit/stand		-4	=	-3	=	483	78	10	11	65
The comfort of the seating area		-1	=	5	=	482	88	7	6	70
The ease of being able to get on and off		0	=	2	=	486	83	11	6	78
Your personal security on board		-2	=	2	=	461	82	13	5	76
The cleanliness of the inside		-1	=	2	=	488	88	9	4	77
The cleanliness of the outside		3	=	5	=	422	88	10	2	75
The availability of staff on the train		-8	=	-2	=	357	42	27	31	35
How well train company deals with delays		-4	=	-3	=	97	35	43	22	33

Improved 
 Unchanged 
 Declined 

Heathrow Express*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 849	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1	=	5	↑	807	96	3	1	80
STATION FACILITIES										
Overall satisfaction with the station		4	=	4	=	815	92	7	1	81
Ticket buying facilities		3	=	-1	=	539	92	4	4	75
Provision of information about train times/platforms		3	=	4	=	757	86	9	6	81
The upkeep/repair of the station buildings/platforms		8	↑	10	↑	776	92	7	1	73
Cleanliness		7	↑	9	↑	785	90	8	2	77
The facilities and services		4	=	4	=	547	75	17	8	57
The attitudes and helpfulness of the staff		5	=	6	↑	627	92	7	1	76
Connections with other forms of public transport		5	=	4	=	605	87	9	5	77
Facilities for car parking		-4	=	-6	=	141	64	28	8	48
Overall environment		7	↑	7	↑	757	89	9	2	72
Your personal security whilst using the station		3	=	7	↑	669	89	11	0	72
The availability of staff at the station		4	=	8	↑	658	85	12	2	65
The provision of shelter facilities		1	=	3	=	364	83	14	4	70
Availability of seating		6	=	7	=	623	75	11	14	47
How request to station staff was handled		-4	=	3	=	193	94	2	4	83
The choice of shops/eating/drinking facilities available		0	=	0	=	424	64	18	18	45
TRAIN FACILITIES										
Overall satisfaction with the train		3	↑	7	↑	816	97	3	0	79
The frequency of the trains on that route		1	=	1	=	794	90	3	7	73
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	-1	=	791	93	5	3	69
The length of time the journey was scheduled to take (speed)		0	=	-1	=	791	96	3	1	80
Connections with other train services		3	=	0	=	523	90	9	2	74
The value for money of the price of your ticket		11	↑	12	↑	779	53	21	27	43
Upkeep and repair of the train		4	↑	8	↑	801	97	3	0	75
The provision of information during the journey		2	=	6	↑	777	90	9	1	68
The helpfulness and attitude of staff on train		6	↑	9	↑	675	93	6	1	56
The space for luggage		3	=	10	↑	786	91	6	3	51
The toilet facilities		2	=	0	=	286	79	10	11	35
Sufficient room for all passengers to sit/stand		3	=	5	↑	805	93	5	2	65
The comfort of the seating area		2	=	10	↑	800	96	3	0	70
The ease of being able to get on and off		1	=	1	=	793	96	3	1	78
Your personal security on board		0	=	3	=	764	96	4	0	76
The cleanliness of the inside		5	↑	4	↑	812	97	2	0	77
The cleanliness of the outside		3	=	4	↑	752	95	5	1	75
The availability of staff on the train		6	↑	8	↑	710	86	12	2	35
How well train company deals with delays		14	=	2	=	62	66	22	12	33

Improved 
 Unchanged 
 Declined 

London Midland

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1127	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	=	-1	=	1112	85	9	6	80
STATION FACILITIES										
Overall satisfaction with the station		4	↑	2	=	1097	84	10	6	81
Ticket buying facilities		1	=	0	=	630	77	11	12	75
Provision of information about train times/platforms		-1	=	-1	=	1065	85	9	6	81
The upkeep/repair of the station buildings/platforms		4	↑	-1	=	1049	76	17	8	73
Cleanliness		4	=	-2	=	1070	79	15	6	77
The facilities and services		1	=	-3	=	907	59	17	24	57
The attitudes and helpfulness of the staff		0	=	-1	=	815	77	16	8	76
Connections with other forms of public transport		6	↑	1	=	744	74	14	12	77
Facilities for car parking		1	=	5	=	441	59	17	24	48
Overall environment		3	=	0	=	1053	74	20	6	72
Your personal security whilst using the station		-3	=	-2	=	971	71	24	5	72
The availability of staff at the station		3	=	-2	=	913	64	22	14	65
The provision of shelter facilities		5	↑	6	↑	865	75	16	9	70
Availability of seating		3	=	2	=	1005	55	21	24	47
How request to station staff was handled		-4	=	-4	=	184	87	4	9	83
The choice of shops/eating/drinking facilities available		0	=	-5	=	849	48	19	33	45
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-2	=	1113	82	11	7	79
The frequency of the trains on that route		0	=	-3	=	1094	80	6	14	73
Punctuality/reliability (i.e. the train arriving/departing on time)		1	=	-2	=	1100	77	10	14	69
The length of time the journey was scheduled to take (speed)		0	=	-4	↓	1078	85	10	5	80
Connections with other train services		-1	=	-4	=	602	75	16	9	74
The value for money of the price of your ticket		-1	=	1	=	1015	56	20	24	43
Upkeep and repair of the train		-4	=	-4	=	1076	72	17	12	75
The provision of information during the journey		-3	=	-4	↓	993	70	18	12	68
The helpfulness and attitude of staff on train		0	=	-7	↓	559	63	28	9	56
The space for luggage		-2	=	-1	=	821	53	24	24	51
The toilet facilities		8	↑	1	=	429	50	24	26	35
Sufficient room for all passengers to sit/stand		-1	=	0	=	1060	67	14	18	65
The comfort of the seating area		-1	=	-1	=	1056	73	17	10	70
The ease of being able to get on and off		2	=	-1	=	1097	82	10	8	78
Your personal security on board		-3	=	-3	=	1019	77	18	5	76
The cleanliness of the inside		0	=	-2	=	1104	74	15	11	77
The cleanliness of the outside		1	=	4	=	938	79	16	5	75
The availability of staff on the train		-1	=	-6	↓	783	40	31	29	35
How well train company deals with delays		7	=	6	=	237	48	36	16	33

Improved 
 Unchanged 
 Declined 

London Overground*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1528	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊖	1	⊖	1483	90	6	4	80
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	3	↑	1477	85	11	4	81
Ticket buying facilities		6	⊖	5	⊖	751	76	14	10	75
Provision of information about train times/platforms		2	⊖	1	⊖	1392	84	9	7	81
The upkeep/repair of the station buildings/platforms		1	⊖	2	⊖	1421	78	15	7	73
Cleanliness		-1	⊖	4	↑	1433	82	13	5	77
The facilities and services		5	⊖	1	⊖	1080	46	26	28	57
The attitudes and helpfulness of the staff		3	⊖	0	⊖	1057	78	17	5	76
Connections with other forms of public transport		4	⊖	1	⊖	1214	81	13	6	77
Facilities for car parking		0	⊖	-4	⊖	427	30	23	47	48
Overall environment		1	⊖	3	⊖	1441	75	19	6	72
Your personal security whilst using the station		2	⊖	4	⊖	1325	75	21	4	72
The availability of staff at the station		4	⊖	0	⊖	1249	72	19	9	65
The provision of shelter facilities		5	⊖	7	↑	1223	70	18	12	70
Availability of seating		6	↑	2	⊖	1351	55	20	25	47
How request to station staff was handled		-5	⊖	-1	⊖	123	82	5	9	83
The choice of shops/eating/drinking facilities available		-6	⊖	-3	⊖	950	39	21	39	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	⊖	1	⊖	1494	88	7	4	79
The frequency of the trains on that route		-1	⊖	1	⊖	1482	78	7	14	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	⊖	0	⊖	1471	82	9	9	69
The length of time the journey was scheduled to take (speed)		-2	⊖	0	⊖	1461	87	8	5	80
Connections with other train services		1	⊖	3	⊖	1158	85	9	6	74
The value for money of the price of your ticket		4	⊖	3	⊖	1268	54	23	23	43
Upkeep and repair of the train		1	⊖	0	⊖	1448	89	7	4	75
The provision of information during the journey		-2	⊖	0	⊖	1365	81	15	5	68
The helpfulness and attitude of staff on train		3	⊖	0	⊖	610	46	38	16	56
The space for luggage		2	⊖	0	⊖	1093	54	24	22	51
The toilet facilities		3	⊖	-2	⊖	450	15	10	75	35
Sufficient room for all passengers to sit/stand		2	⊖	-2	⊖	1466	68	14	18	65
The comfort of the seating area		-1	⊖	-1	⊖	1440	80	13	7	70
The ease of being able to get on and off		0	⊖	-1	⊖	1466	81	11	8	78
Your personal security on board		1	⊖	1	⊖	1377	78	18	4	76
The cleanliness of the inside		-2	⊖	-1	⊖	1478	87	9	4	77
The cleanliness of the outside		-4	↓	-1	⊖	1325	84	13	3	75
The availability of staff on the train		8	↑	2	⊖	931	29	32	40	35
How well train company deals with delays		9	⊖	10	⊖	191	37	37	26	33

Improved 
 Unchanged 
 Declined 

South West Trains

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 2257	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1	=	1	=	2213	83	11	6	80
STATION FACILITIES										
Overall satisfaction with the station		1	=	2	=	2214	81	14	5	81
Ticket buying facilities		3	=	0	=	1065	80	13	7	75
Provision of information about train times/platforms		2	=	2	=	2111	85	10	5	81
The upkeep/repair of the station buildings/platforms		2	=	2	=	2103	71	21	8	73
Cleanliness		3	=	2	=	2141	74	19	7	77
The facilities and services		6	↑	2	=	1794	60	24	16	57
The attitudes and helpfulness of the staff		4	↑	2	=	1525	73	21	7	76
Connections with other forms of public transport		4	↑	-1	=	1715	79	14	7	77
Facilities for car parking		-3	=	-4	=	568	44	22	34	48
Overall environment		5	↑	6	↑	2147	74	21	5	72
Your personal security whilst using the station		3	=	3	=	1932	74	23	3	72
The availability of staff at the station		6	↑	6	↑	1779	62	24	15	65
The provision of shelter facilities		2	=	5	↑	1623	69	19	12	70
Availability of seating		4	↑	-1	=	1952	41	22	37	47
How request to station staff was handled		-7	=	-9	↓	282	75	7	16	83
The choice of shops/eating/drinking facilities available		-3	=	-2	=	1730	51	25	23	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	1	=	2219	80	16	4	79
The frequency of the trains on that route		1	=	1	=	2189	78	10	12	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-3	=	-1	=	2188	74	10	16	69
The length of time the journey was scheduled to take (speed)		2	=	4	↑	2161	82	11	7	80
Connections with other train services		1	=	1	=	1183	75	18	7	74
The value for money of the price of your ticket		0	=	-1	=	2025	39	27	34	43
Upkeep and repair of the train		-2	=	-2	=	2154	74	18	8	75
The provision of information during the journey		-2	=	-3	=	2009	70	22	8	68
The helpfulness and attitude of staff on train		1	=	-2	=	1336	68	26	6	56
The space for luggage		1	=	-1	=	1614	54	25	21	51
The toilet facilities		0	=	-2	=	875	30	26	44	35
Sufficient room for all passengers to sit/stand		4	↑	0	=	2150	65	14	21	65
The comfort of the seating area		2	=	1	=	2130	72	18	9	70
The ease of being able to get on and off		3	=	0	=	2184	79	14	7	78
Your personal security on board		0	=	0	=	2064	79	18	3	76
The cleanliness of the inside		3	=	0	=	2199	75	16	9	77
The cleanliness of the outside		4	↑	1	=	1864	78	18	3	75
The availability of staff on the train		1	=	-2	=	1670	51	30	19	35
How well train company deals with delays		-2	=	5	=	451	38	38	23	33

Improved ↑
 Unchanged =
 Declined ↓

Southeastern*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1677	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1	=	6	↑	1651	77	13	10	80
STATION FACILITIES										
Overall satisfaction with the station		1	=	8	↑	1636	78	16	7	81
Ticket buying facilities		3	=	5	=	871	77	12	10	75
Provision of information about train times/platforms		2	=	6	↑	1595	81	11	8	81
The upkeep/repair of the station buildings/platforms		3	=	10	↑	1586	73	18	10	73
Cleanliness		2	=	7	↑	1604	77	16	8	77
The facilities and services		3	=	10	↑	1366	58	21	21	57
The attitudes and helpfulness of the staff		4	=	9	↑	1241	77	16	7	76
Connections with other forms of public transport		1	=	6	↑	1279	77	14	10	77
Facilities for car parking		8	↑	10	↑	490	53	16	31	48
Overall environment		0	=	10	↑	1588	69	23	8	72
Your personal security whilst using the station		-2	=	6	↑	1472	69	27	3	72
The availability of staff at the station		4	=	10	↑	1422	69	21	10	65
The provision of shelter facilities		2	=	11	↑	1248	68	19	13	70
Availability of seating		0	=	10	↑	1466	45	20	35	47
How request to station staff was handled		4	=	10	↑	249	88	4	7	83
The choice of shops/eating/drinking facilities available		-4	=	4	=	1267	38	27	35	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	=	8	↑	1659	76	15	9	79
The frequency of the trains on that route		1	=	6	↑	1620	68	10	22	73
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	11	↑	1612	68	9	23	69
The length of time the journey was scheduled to take (speed)		0	=	6	↑	1598	76	12	12	80
Connections with other train services		4	=	8	↑	863	69	20	11	74
The value for money of the price of your ticket		0	=	4	=	1447	36	24	40	43
Upkeep and repair of the train		3	=	6	↑	1601	71	17	12	75
The provision of information during the journey		-1	=	5	↑	1484	65	22	13	68
The helpfulness and attitude of staff on train		-1	=	1	=	697	50	35	14	56
The space for luggage		-2	=	6	↑	1179	48	24	28	51
The toilet facilities		2	=	2	=	639	28	25	46	35
Sufficient room for all passengers to sit/stand		0	=	4	↑	1582	62	14	24	65
The comfort of the seating area		-1	=	3	=	1591	65	21	14	70
The ease of being able to get on and off		1	=	2	=	1607	77	15	8	78
Your personal security on board		-1	=	3	=	1508	72	22	6	76
The cleanliness of the inside		3	=	5	↑	1624	72	18	11	77
The cleanliness of the outside		-1	=	6	↑	1402	72	21	7	75
The availability of staff on the train		-1	=	2	=	1034	28	32	40	35
How well train company deals with delays		-1	=	0	=	386	29	37	34	33

Southern*

Improved 
 Unchanged 
 Declined 

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1367	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-12	↓	-4	↓	1326	65	16	19	80
STATION FACILITIES										
Overall satisfaction with the station		0	=	5	↑	1334	74	18	8	81
Ticket buying facilities		2	=	7	↑	652	70	13	18	75
Provision of information about train times/platforms		-4	↓	0	=	1278	73	12	15	81
The upkeep/repair of the station buildings/platforms		3	=	10	↑	1270	69	20	11	73
Cleanliness		2	=	7	↑	1284	75	17	8	77
The facilities and services		5	↑	8	↑	1096	58	21	20	57
The attitudes and helpfulness of the staff		1	=	6	↑	998	70	19	11	76
Connections with other forms of public transport		-2	=	1	=	970	73	15	12	77
Facilities for car parking		0	=	7	=	381	45	16	39	48
Overall environment		4	=	8	↑	1277	67	22	10	72
Your personal security whilst using the station		2	=	4	=	1166	68	28	4	72
The availability of staff at the station		-5	↓	-1	=	1156	53	25	22	65
The provision of shelter facilities		1	=	8	↑	998	67	19	13	70
Availability of seating		0	=	4	=	1182	38	20	43	47
How request to station staff was handled		-6	=	0	=	226	77	8	15	83
The choice of shops/eating/drinking facilities available		-2	=	2	=	1021	44	26	30	45
TRAIN FACILITIES										
Overall satisfaction with the train		-10	↓	2	=	1344	70	17	12	79
The frequency of the trains on that route		-14	↓	-6	↓	1310	56	12	31	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-21	↓	-8	↓	1322	44	9	47	69
The length of time the journey was scheduled to take (speed)		-8	↓	-1	=	1293	68	16	16	80
Connections with other train services		-10	↓	1	=	782	61	21	18	74
The value for money of the price of your ticket		-3	=	3	=	1208	38	20	42	43
Upkeep and repair of the train		-4	↓	2	=	1281	71	16	13	75
The provision of information during the journey		-6	↓	-1	=	1231	68	19	13	68
The helpfulness and attitude of staff on train		-3	=	5	=	542	52	35	13	56
The space for luggage		3	=	5	↑	953	45	23	31	51
The toilet facilities		-1	=	8	↑	500	40	22	37	35
Sufficient room for all passengers to sit/stand		3	=	6	↑	1290	62	13	25	65
The comfort of the seating area		-1	=	3	=	1284	68	19	13	70
The ease of being able to get on and off		-1	=	1	=	1311	76	14	11	78
Your personal security on board		-1	=	3	=	1212	74	21	5	76
The cleanliness of the inside		-4	=	2	=	1319	72	16	12	77
The cleanliness of the outside		-6	↓	5	↑	1101	71	22	7	75
The availability of staff on the train		-4	=	3	=	869	31	31	38	35
How well train company deals with delays		-8	↓	-2	=	605	23	35	42	33

TfL Rail

Improved 
 Unchanged 
 Declined 

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 235	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-5	⊖	1	⊖	234	80	13	7	80
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	8	↑	230	83	12	5	81
Ticket buying facilities		5	⊖	10	⊖	111	79	10	11	75
Provision of information about train times/platforms		0	⊖	4	⊖	221	81	11	8	81
The upkeep/repair of the station buildings/platforms		-1	⊖	5	⊖	215	70	18	12	73
Cleanliness		-1	⊖	4	⊖	229	77	16	7	77
The facilities and services		-1	⊖	9	⊖	194	57	15	28	57
The attitudes and helpfulness of the staff		4	⊖	3	⊖	184	81	13	6	76
Connections with other forms of public transport		2	⊖	4	⊖	198	86	11	3	77
Facilities for car parking		11	⊖	10	⊖	76	50	16	33	48
Overall environment		2	⊖	7	⊖	230	71	21	8	72
Your personal security whilst using the station		7	⊖	9	⊖	217	78	18	4	72
The availability of staff at the station		2	⊖	1	⊖	215	74	15	10	65
The provision of shelter facilities		7	⊖	14	↑	175	72	13	15	70
Availability of seating		-4	⊖	2	⊖	213	43	16	40	47
How request to station staff was handled		-	⊖	-	⊖	<50	-	-	-	83
The choice of shops/eating/drinking facilities available		-1	⊖	5	⊖	181	51	21	28	45
TRAIN FACILITIES										
Overall satisfaction with the train		1	⊖	8	⊖	232	78	14	8	79
The frequency of the trains on that route		-6	⊖	-5	⊖	231	81	9	9	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	⊖	-5	⊖	226	79	10	11	69
The length of time the journey was scheduled to take (speed)		0	⊖	0	⊖	221	85	9	6	80
Connections with other train services		-3	⊖	1	⊖	146	84	12	4	74
The value for money of the price of your ticket		-4	⊖	-2	⊖	188	42	23	35	43
Upkeep and repair of the train		4	⊖	3	⊖	219	69	16	16	75
The provision of information during the journey		4	⊖	4	⊖	205	72	20	8	68
The helpfulness and attitude of staff on train		3	⊖	14	⊖	81	41	40	19	56
The space for luggage		14	↑	10	⊖	177	55	20	25	51
The toilet facilities		1	⊖	-1	⊖	83	10	7	83	35
Sufficient room for all passengers to sit/stand		3	⊖	2	⊖	228	49	13	38	65
The comfort of the seating area		5	⊖	9	⊖	224	59	19	22	70
The ease of being able to get on and off		-2	⊖	3	⊖	233	63	17	20	78
Your personal security on board		10	↑	10	↑	221	70	24	6	76
The cleanliness of the inside		3	⊖	4	⊖	231	76	14	10	77
The cleanliness of the outside		2	⊖	4	⊖	207	65	26	9	75
The availability of staff on the train		-3	⊖	4	⊖	132	19	28	53	35
How well train company deals with delays		-	⊖	-	⊖	<50	-	-	-	33

Improved 
 Unchanged 
 Declined 

Thameslink*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1023	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	=	-1	=	997	73	14	13	80
STATION FACILITIES										
Overall satisfaction with the station		6	↑	6	↑	1004	80	12	7	81
Ticket buying facilities		0	=	-1	=	468	66	20	14	75
Provision of information about train times/platforms		-3	=	1	=	967	75	13	12	81
The upkeep/repair of the station buildings/platforms		8	↑	6	↑	959	77	14	9	73
Cleanliness		3	=	0	=	965	78	16	6	77
The facilities and services		1	=	-3	=	784	51	23	26	57
The attitudes and helpfulness of the staff		0	=	4	=	728	74	18	8	76
Connections with other forms of public transport		4	=	2	=	770	80	13	6	77
Facilities for car parking		4	=	6	=	263	43	18	39	48
Overall environment		10	↑	9	↑	968	76	17	7	72
Your personal security whilst using the station		4	=	4	=	888	74	24	3	72
The availability of staff at the station		4	=	4	=	857	63	22	14	65
The provision of shelter facilities		5	=	11	↑	724	74	17	9	70
Availability of seating		3	=	6	=	887	48	23	29	47
How request to station staff was handled		11	↑	-2	=	171	87	2	9	83
The choice of shops/eating/drinking facilities available		2	=	-2	=	750	43	20	37	45
TRAIN FACILITIES										
Overall satisfaction with the train		0	=	0	=	1013	72	16	12	79
The frequency of the trains on that route		-6	↓	-1	=	990	64	12	23	73
Punctuality/reliability (i.e. the train arriving/departing on time)		-5	=	-1	=	997	56	10	34	69
The length of time the journey was scheduled to take (speed)		-3	=	1	=	986	73	12	15	80
Connections with other train services		-5	=	1	=	580	69	19	12	74
The value for money of the price of your ticket		-2	=	1	=	926	37	21	42	43
Upkeep and repair of the train		0	=	0	=	982	67	16	18	75
The provision of information during the journey		-1	=	1	=	890	51	19	29	68
The helpfulness and attitude of staff on train		-5	=	0	=	298	30	41	30	56
The space for luggage		4	=	2	=	767	47	22	31	51
The toilet facilities		5	=	9	=	354	42	25	33	35
Sufficient room for all passengers to sit/stand		3	=	1	=	969	61	13	25	65
The comfort of the seating area		-4	=	-9	↓	977	58	22	20	70
The ease of being able to get on and off		5	↑	3	=	993	75	15	10	78
Your personal security on board		-3	=	0	=	917	70	24	6	76
The cleanliness of the inside		4	=	5	=	999	74	15	11	77
The cleanliness of the outside		-1	=	6	↑	864	69	22	10	75
The availability of staff on the train		-1	=	-2	=	567	13	25	62	35
How well train company deals with delays		-2	=	-6	=	359	23	36	41	33

Improved 
 Unchanged 
 Declined 

CrossCountry

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1267	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	⊖	-2	⊖	1247	84	8	8	86
STATION FACILITIES										
Overall satisfaction with the station		-2	⊖	0	⊖	1237	87	10	3	86
Ticket buying facilities		-1	⊖	-4	⊖	531	84	9	7	85
Provision of information about train times/platforms		-2	⊖	1	⊖	1202	88	8	4	89
The upkeep/repair of the station buildings/platforms		3	⊖	2	⊖	1194	83	13	4	82
Cleanliness		4	⬆	2	⊖	1217	87	10	3	85
The facilities and services		5	⊖	2	⊖	1078	77	12	11	74
The attitudes and helpfulness of the staff		0	⊖	-3	⊖	924	84	12	4	83
Connections with other forms of public transport		0	⊖	1	⊖	712	80	13	7	80
Facilities for car parking		3	⊖	6	⊖	405	59	19	22	61
Overall environment		2	⊖	0	⊖	1204	82	14	5	81
Your personal security whilst using the station		-4	⊖	-2	⊖	1097	79	19	2	78
The availability of staff at the station		-1	⊖	-1	⊖	1053	75	18	7	74
The provision of shelter facilities		0	⊖	4	⬆	960	82	13	6	80
Availability of seating		1	⊖	-1	⊖	1141	64	18	18	58
How request to station staff was handled		-6	⬇	-5	⊖	286	88	5	6	90
The choice of shops/eating/drinking facilities available		5	⊖	0	⊖	1015	65	19	17	63
TRAIN FACILITIES										
Overall satisfaction with the train		-2	⊖	0	⊖	1249	82	12	6	86
The frequency of the trains on that route		-1	⊖	0	⊖	1179	80	11	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-6	⬇	-5	⬇	1229	80	9	11	84
The length of time the journey was scheduled to take (speed)		-3	⊖	-1	⊖	1199	85	9	6	88
Connections with other train services		-4	⊖	-2	⊖	715	78	14	8	81
The value for money of the price of your ticket		-3	⊖	1	⊖	1187	55	20	25	58
Upkeep and repair of the train		-2	⊖	1	⊖	1212	77	16	7	83
The provision of information during the journey		1	⊖	2	⊖	1147	77	16	7	79
The helpfulness and attitude of staff on train		-2	⊖	-2	⊖	924	79	15	6	81
The space for luggage		-1	⊖	-7	⬇	1001	53	21	26	58
The toilet facilities		-2	⊖	2	⊖	567	48	23	29	56
Sufficient room for all passengers to sit/stand		-3	⊖	-4	⬇	1222	63	14	23	70
The comfort of the seating area		1	⊖	-1	⊖	1189	73	16	11	79
The ease of being able to get on and off		-4	⬇	-3	⊖	1220	79	15	7	83
Your personal security on board		-3	⊖	-6	⬇	1164	82	15	3	85
The cleanliness of the inside		-3	⊖	-1	⊖	1231	78	14	9	83
The cleanliness of the outside		-4	⊖	1	⊖	1006	75	21	4	79
The availability of staff on the train		-1	⊖	-5	⊖	1051	63	25	12	65
How well train company deals with delays		-7	⊖	-6	⊖	277	47	35	18	53

Improved 
 Unchanged 
 Declined 

East Midlands Trains

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1026	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-1	⊖	-3	⊖	1004	83	10	7	86
STATION FACILITIES										
Overall satisfaction with the station		0	⊖	-2	⊖	1008	87	10	3	86
Ticket buying facilities		1	⊖	-5	⊖	501	81	11	9	85
Provision of information about train times/platforms		4	⬆️	0	⊖	991	88	8	3	89
The upkeep/repair of the station buildings/platforms		-2	⊖	-2	⊖	980	82	12	6	82
Cleanliness		-4	⬇️	-3	⊖	992	83	12	5	85
The facilities and services		-1	⊖	1	⊖	896	69	14	18	74
The attitudes and helpfulness of the staff		-2	⊖	-2	⊖	747	81	14	5	83
Connections with other forms of public transport		5	⊖	3	⊖	687	78	12	10	80
Facilities for car parking		-1	⊖	2	⊖	393	71	13	16	61
Overall environment		-1	⊖	-1	⊖	989	81	15	4	81
Your personal security whilst using the station		0	⊖	-2	⊖	908	78	20	2	78
The availability of staff at the station		-1	⊖	0	⊖	851	70	20	10	74
The provision of shelter facilities		0	⊖	1	⊖	835	78	13	9	80
Availability of seating		5	⊖	2	⊖	947	61	19	19	58
How request to station staff was handled		2	⊖	3	⊖	152	93	2	4	90
The choice of shops/eating/drinking facilities available		-4	⊖	-3	⊖	849	55	20	25	63
TRAIN FACILITIES										
Overall satisfaction with the train		-2	⊖	0	⊖	1019	83	11	6	86
The frequency of the trains on that route		2	⊖	-1	⊖	982	81	8	12	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	⊖	-1	⊖	990	82	7	11	84
The length of time the journey was scheduled to take (speed)		1	⊖	-1	⊖	984	86	7	6	88
Connections with other train services		0	⊖	-2	⊖	528	75	13	13	81
The value for money of the price of your ticket		-1	⊖	-2	⊖	976	50	21	29	58
Upkeep and repair of the train		-5	⬇️	-1	⊖	991	79	15	6	83
The provision of information during the journey		0	⊖	1	⊖	927	73	17	9	79
The helpfulness and attitude of staff on train		3	⊖	0	⊖	730	80	16	4	81
The space for luggage		3	⊖	3	⊖	794	57	15	28	58
The toilet facilities		1	⊖	8	⬆️	477	51	22	27	56
Sufficient room for all passengers to sit/stand		1	⊖	3	⊖	986	74	9	16	70
The comfort of the seating area		-1	⊖	-1	⊖	974	78	15	7	79
The ease of being able to get on and off		-1	⊖	-3	⊖	995	81	13	6	83
Your personal security on board		-4	⬇️	-4	⊖	954	81	16	3	85
The cleanliness of the inside		-2	⊖	0	⊖	1007	81	12	7	83
The cleanliness of the outside		1	⊖	4	⊖	818	75	18	7	79
The availability of staff on the train		-1	⊖	-4	⊖	843	62	23	15	65
How well train company deals with delays		-2	⊖	-7	⊖	275	47	34	20	53

Improved 
 Unchanged 
 Declined 

Grand Central

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 538	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-2	⊖	-6	↓	517	91	4	5	86
STATION FACILITIES										
Overall satisfaction with the station		2	⊖	-1	⊖	517	85	10	5	86
Ticket buying facilities		0	⊖	0	⊖	246	82	9	9	85
Provision of information about train times/platforms		-2	⊖	-6	↓	492	86	10	4	89
The upkeep/repair of the station buildings/platforms		-3	⊖	-1	⊖	503	82	11	7	82
Cleanliness		-2	⊖	0	⊖	502	83	11	6	85
The facilities and services		2	⊖	3	⊖	465	69	14	17	74
The attitudes and helpfulness of the staff		4	⊖	4	⊖	351	80	14	6	83
Connections with other forms of public transport		2	⊖	7	⊖	388	81	11	8	80
Facilities for car parking		-6	⊖	-5	⊖	253	54	11	36	61
Overall environment		-2	⊖	-2	⊖	504	78	15	8	81
Your personal security whilst using the station		-2	⊖	-5	⊖	452	76	20	5	78
The availability of staff at the station		4	⊖	7	⊖	412	70	18	12	74
The provision of shelter facilities		1	⊖	4	⊖	420	81	13	6	80
Availability of seating		-1	⊖	-6	⊖	467	56	19	24	58
How request to station staff was handled		-2	⊖	-13	⊖	77	74	11	12	90
The choice of shops/eating/drinking facilities available		-1	⊖	-2	⊖	455	61	18	21	63
TRAIN FACILITIES										
Overall satisfaction with the train		-3	⊖	-2	⊖	523	92	6	3	86
The frequency of the trains on that route		-5	⊖	-5	⊖	486	76	12	12	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-10	↓	-13	↓	509	82	4	13	84
The length of time the journey was scheduled to take (speed)		-6	↓	-8	↓	503	84	8	7	88
Connections with other train services		-1	⊖	0	⊖	279	85	13	2	81
The value for money of the price of your ticket		-8	↓	-5	⊖	492	68	19	13	58
Upkeep and repair of the train		-3	⊖	-2	⊖	515	81	11	7	83
The provision of information during the journey		-1	⊖	-2	⊖	480	82	15	2	79
The helpfulness and attitude of staff on train		0	⊖	0	⊖	479	89	9	1	81
The space for luggage		6	⊖	-3	⊖	476	78	13	9	58
The toilet facilities		2	⊖	5	⊖	398	66	20	14	56
Sufficient room for all passengers to sit/stand		4	⊖	0	⊖	511	92	6	2	70
The comfort of the seating area		0	⊖	-1	⊖	515	89	7	4	79
The ease of being able to get on and off		4	⊖	2	⊖	511	91	8	1	83
Your personal security on board		3	⊖	2	⊖	488	93	7	0	85
The cleanliness of the inside		-1	⊖	0	⊖	524	89	9	3	83
The cleanliness of the outside		2	⊖	-1	⊖	456	87	12	1	79
The availability of staff on the train		-3	⊖	-4	⊖	486	82	15	3	65
How well train company deals with delays		-5	⊖	-9	⊖	108	52	26	23	53

Improved 
 Unchanged 
 Declined 

Hull Trains

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 566	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	=	3	↑	541	97	3	0	86
STATION FACILITIES										
Overall satisfaction with the station		3	=	2	=	547	91	7	2	86
Ticket buying facilities		-2	=	0	=	230	85	9	5	85
Provision of information about train times/platforms		2	=	4	=	530	92	6	2	89
The upkeep/repair of the station buildings/platforms		3	=	3	=	531	91	8	1	82
Cleanliness		0	=	3	=	530	92	8	1	85
The facilities and services		3	=	1	=	487	73	14	12	74
The attitudes and helpfulness of the staff		13	↑	5	=	358	87	9	5	83
Connections with other forms of public transport		0	=	2	=	394	81	10	9	80
Facilities for car parking		1	=	5	=	246	67	10	23	61
Overall environment		3	=	5	=	529	87	10	3	81
Your personal security whilst using the station		-1	=	6	↑	472	82	16	2	78
The availability of staff at the station		11	↑	8	↑	426	73	17	10	74
The provision of shelter facilities		6	=	12	↑	432	88	8	4	80
Availability of seating		2	=	3	=	492	61	16	23	58
How request to station staff was handled		-5	=	-6	=	87	86	3	8	90
The choice of shops/eating/drinking facilities available		3	=	5	=	477	67	15	18	63
TRAIN FACILITIES										
Overall satisfaction with the train		3	↑	4	↑	546	98	2	1	86
The frequency of the trains on that route		5	=	9	↑	505	88	7	5	85
Punctuality/reliability (i.e. the train arriving/departing on time)		0	=	2	=	539	95	3	2	84
The length of time the journey was scheduled to take (speed)		2	=	1	=	529	95	3	2	88
Connections with other train services		3	=	4	=	298	88	10	2	81
The value for money of the price of your ticket		0	=	3	=	522	68	18	14	58
Upkeep and repair of the train		1	=	2	=	539	93	5	2	83
The provision of information during the journey		7	↑	3	=	521	93	5	2	79
The helpfulness and attitude of staff on train		6	↑	1	=	514	97	3	1	81
The space for luggage		3	=	2	=	493	76	13	11	58
The toilet facilities		5	=	12	↑	400	78	12	10	56
Sufficient room for all passengers to sit/stand		12	↑	5	↑	520	94	4	2	70
The comfort of the seating area		3	=	3	=	536	92	6	2	79
The ease of being able to get on and off		2	=	3	=	543	95	4	1	83
Your personal security on board		2	=	3	=	518	95	5	0	85
The cleanliness of the inside		1	=	1	=	546	95	4	1	83
The cleanliness of the outside		5	=	1	=	460	91	8	1	79
The availability of staff on the train		7	↑	2	=	520	91	8	1	65
How well train company deals with delays		-3	=	-6	=	63	70	16	14	53

Improved 
 Unchanged 
 Declined 

TransPennine Express*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1045	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	⊖	-3	⊖	1024	84	7	9	86
STATION FACILITIES										
Overall satisfaction with the station		-1	⊖	0	⊖	1027	86	10	3	86
Ticket buying facilities		2	⊖	2	⊖	427	86	9	5	85
Provision of information about train times/platforms		4	↑	5	↑	992	90	5	5	89
The upkeep/repair of the station buildings/platforms		-1	⊖	1	⊖	987	81	14	5	82
Cleanliness		0	⊖	2	⊖	1004	84	11	6	85
The facilities and services		3	⊖	6	↑	878	73	16	11	74
The attitudes and helpfulness of the staff		0	⊖	0	⊖	723	82	13	4	83
Connections with other forms of public transport		0	⊖	7	↑	615	78	14	7	80
Facilities for car parking		2	⊖	4	⊖	299	51	17	33	61
Overall environment		-3	⊖	1	⊖	989	79	15	6	81
Your personal security whilst using the station		-1	⊖	2	⊖	884	79	19	3	78
The availability of staff at the station		2	⊖	4	⊖	822	74	17	8	74
The provision of shelter facilities		2	⊖	6	↑	812	80	15	5	80
Availability of seating		0	⊖	3	⊖	927	58	21	21	58
How request to station staff was handled		0	⊖	3	⊖	173	93	3	4	90
The choice of shops/eating/drinking facilities available		1	⊖	5	⊖	816	63	18	19	63
TRAIN FACILITIES										
Overall satisfaction with the train		2	⊖	2	⊖	1025	84	9	7	86
The frequency of the trains on that route		2	⊖	-2	⊖	987	83	8	9	85
Punctuality/reliability (i.e. the train arriving/departing on time)		8	↑	4	⊖	1017	81	6	13	84
The length of time the journey was scheduled to take (speed)		3	⊖	-1	⊖	1010	87	8	5	88
Connections with other train services		6	↑	8	↑	589	83	11	7	81
The value for money of the price of your ticket		1	⊖	3	⊖	989	62	18	20	58
Upkeep and repair of the train		2	⊖	4	⊖	1008	86	10	4	83
The provision of information during the journey		3	⊖	2	⊖	944	81	12	7	79
The helpfulness and attitude of staff on train		4	⊖	2	⊖	781	83	13	4	81
The space for luggage		-1	⊖	-4	⊖	825	53	17	29	58
The toilet facilities		3	⊖	0	⊖	426	53	18	29	56
Sufficient room for all passengers to sit/stand		-1	⊖	-11	↓	1011	58	13	28	70
The comfort of the seating area		2	⊖	-1	⊖	985	79	13	8	79
The ease of being able to get on and off		0	⊖	-2	⊖	1016	81	11	8	83
Your personal security on board		3	⊖	0	⊖	959	86	12	3	85
The cleanliness of the inside		1	⊖	3	⊖	1014	85	10	5	83
The cleanliness of the outside		2	⊖	3	⊖	837	84	14	2	79
The availability of staff on the train		5	⊖	3	⊖	887	67	21	12	65
How well train company deals with delays		1	⊖	8	⊖	227	53	29	18	53

Improved ↑
 Unchanged =
 Declined ↓

Virgin Trains

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1227	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-1	=	-2	=	1207	90	6	4	86
STATION FACILITIES										
Overall satisfaction with the station		6	↑	0	=	1200	84	12	4	86
Ticket buying facilities		8	↑	3	=	408	87	8	5	85
Provision of information about train times/platforms		2	=	0	=	1172	88	9	3	89
The upkeep/repair of the station buildings/platforms		8	↑	4	=	1171	76	17	6	82
Cleanliness		6	↑	4	=	1179	82	13	6	85
The facilities and services		10	↑	4	=	1036	72	15	13	74
The attitudes and helpfulness of the staff		2	=	0	=	821	84	13	3	83
Connections with other forms of public transport		2	=	0	=	801	82	13	6	80
Facilities for car parking		1	=	-2	=	352	59	21	21	61
Overall environment		10	↑	6	↑	1180	78	16	6	81
Your personal security whilst using the station		3	=	-1	=	1063	78	20	3	78
The availability of staff at the station		7	↑	1	=	972	76	16	8	74
The provision of shelter facilities		5	=	5	=	825	78	16	6	80
Availability of seating		8	↑	2	=	1077	51	17	32	58
How request to station staff was handled		-1	=	0	=	231	91	4	5	90
The choice of shops/eating/drinking facilities available		8	↑	5	=	1005	65	19	15	63
TRAIN FACILITIES										
Overall satisfaction with the train		-1	=	-1	=	1214	89	7	4	86
The frequency of the trains on that route		0	=	0	=	1153	90	6	4	85
Punctuality/reliability (i.e. the train arriving/departing on time)		-1	=	2	=	1190	89	5	6	84
The length of time the journey was scheduled to take (speed)		0	=	3	↑	1188	93	4	3	88
Connections with other train services		2	=	2	=	646	87	8	5	81
The value for money of the price of your ticket		0	=	1	=	1161	63	16	21	58
Upkeep and repair of the train		1	=	0	=	1190	88	8	4	83
The provision of information during the journey		2	=	0	=	1144	84	11	6	79
The helpfulness and attitude of staff on train		-2	=	0	=	828	80	16	4	81
The space for luggage		4	=	0	=	1037	63	16	21	58
The toilet facilities		7	↑	5	=	762	67	16	17	56
Sufficient room for all passengers to sit/stand		-1	=	-2	=	1173	79	11	10	70
The comfort of the seating area		2	=	1	=	1180	85	10	6	79
The ease of being able to get on and off		1	=	0	=	1197	89	9	3	83
Your personal security on board		-1	=	-2	=	1123	87	12	1	85
The cleanliness of the inside		-1	=	-3	=	1208	86	10	4	83
The cleanliness of the outside		-1	=	-1	=	986	83	13	3	79
The availability of staff on the train		1	=	-2	=	971	67	22	11	65
How well train company deals with delays		-1	=	2	=	234	60	27	13	53

Improved 
 Unchanged 
 Declined 

Virgin Trains East Coast

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1162	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		2	⊖	3	⊖	1143	91	5	4	86
STATION FACILITIES										
Overall satisfaction with the station		-1	⊖	-1	⊖	1142	89	10	1	86
Ticket buying facilities		1	⊖	-4	⊖	295	86	8	6	85
Provision of information about train times/platforms		1	⊖	1	⊖	1110	91	6	2	89
The upkeep/repair of the station buildings/platforms		1	⊖	1	⊖	1096	90	7	4	82
Cleanliness		0	⊖	-1	⊖	1114	91	7	2	85
The facilities and services		-1	⊖	-4	⊖	993	77	12	10	74
The attitudes and helpfulness of the staff		2	⊖	2	⊖	759	86	11	3	83
Connections with other forms of public transport		2	⊖	-2	⊖	746	82	10	8	80
Facilities for car parking		11	⬆️	7	⊖	287	64	10	25	61
Overall environment		-2	⊖	0	⊖	1114	86	12	2	81
Your personal security whilst using the station		-3	⊖	-4	⊖	986	79	20	1	78
The availability of staff at the station		1	⊖	-5	⊖	884	72	21	7	74
The provision of shelter facilities		1	⊖	-1	⊖	799	80	14	7	80
Availability of seating		6	⬆️	-1	⊖	1005	57	13	30	58
How request to station staff was handled		-4	⊖	-3	⊖	199	86	5	8	90
The choice of shops/eating/drinking facilities available		-2	⊖	-4	⊖	973	66	20	14	63
TRAIN FACILITIES										
Overall satisfaction with the train		4	⬆️	4	⬆️	1147	91	6	3	86
The frequency of the trains on that route		0	⊖	0	⊖	1094	92	5	3	85
Punctuality/reliability (i.e. the train arriving/departing on time)		3	⊖	1	⊖	1123	89	5	6	84
The length of time the journey was scheduled to take (speed)		-1	⊖	1	⊖	1118	90	7	3	88
Connections with other train services		2	⊖	0	⊖	593	85	12	4	81
The value for money of the price of your ticket		2	⊖	0	⊖	1098	61	15	24	58
Upkeep and repair of the train		9	⬆️	9	⬆️	1125	86	10	5	83
The provision of information during the journey		-3	⊖	-3	⊖	1076	78	17	5	79
The helpfulness and attitude of staff on train		-1	⊖	-1	⊖	902	84	13	3	81
The space for luggage		-2	⊖	-4	⊖	957	62	17	21	58
The toilet facilities		6	⊖	-2	⊖	745	53	26	22	56
Sufficient room for all passengers to sit/stand		2	⊖	-3	⊖	1106	80	14	7	70
The comfort of the seating area		8	⬆️	2	⊖	1123	81	13	6	79
The ease of being able to get on and off		2	⊖	1	⊖	1122	84	11	4	83
Your personal security on board		0	⊖	0	⊖	1066	87	12	1	85
The cleanliness of the inside		1	⊖	1	⊖	1148	84	12	4	83
The cleanliness of the outside		1	⊖	0	⊖	917	78	17	6	79
The availability of staff on the train		-4	⊖	-6	⬇️	973	69	20	11	65
How well train company deals with delays		-2	⊖	-2	⊖	291	61	29	10	53

Improved 
 Unchanged 
 Declined 

Arriva Trains Wales

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1086	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		0	⊖	1	⊖	1040	82	11	7	84
STATION FACILITIES										
Overall satisfaction with the station		-1	⊖	-1	⊖	1047	75	17	7	81
Ticket buying facilities		-7	⬇	-4	⊖	614	71	14	15	78
Provision of information about train times/platforms		-4	⊖	-4	⊖	976	78	15	7	84
The upkeep/repair of the station buildings/platforms		-4	⊖	2	⊖	989	66	22	12	78
Cleanliness		-1	⊖	5	⊖	1000	69	18	13	80
The facilities and services		1	⊖	6	⊖	835	49	20	31	55
The attitudes and helpfulness of the staff		-2	⊖	-1	⊖	720	75	16	9	80
Connections with other forms of public transport		2	⊖	4	⊖	651	62	21	17	72
Facilities for car parking		-4	⊖	2	⊖	556	60	16	23	54
Overall environment		-1	⊖	4	⊖	983	67	23	11	76
Your personal security whilst using the station		-1	⊖	4	⊖	886	69	24	8	76
The availability of staff at the station		-3	⊖	3	⊖	813	58	20	22	70
The provision of shelter facilities		-2	⊖	5	⊖	937	70	16	14	77
Availability of seating		0	⊖	4	⊖	954	56	19	24	61
How request to station staff was handled		-4	⊖	-7	⊖	147	84	8	8	87
The choice of shops/eating/drinking facilities available		-1	⊖	4	⊖	738	38	20	42	45
TRAIN FACILITIES										
Overall satisfaction with the train		-5	⬇	-2	⊖	1062	75	16	9	80
The frequency of the trains on that route		-4	⊖	-6	⬇	1006	69	11	20	79
Punctuality/reliability (i.e. the train arriving/departing on time)		0	⊖	3	⊖	1029	80	9	12	82
The length of time the journey was scheduled to take (speed)		0	⊖	-1	⊖	1003	82	10	8	87
Connections with other train services		2	⊖	-5	⊖	703	75	18	8	78
The value for money of the price of your ticket		2	⊖	3	⊖	988	61	18	21	60
Upkeep and repair of the train		-4	⊖	0	⊖	1012	64	19	17	70
The provision of information during the journey		0	⊖	-1	⊖	927	63	23	14	71
The helpfulness and attitude of staff on train		1	⊖	4	⊖	918	84	12	4	79
The space for luggage		1	⊖	1	⊖	891	63	18	19	61
The toilet facilities		-3	⊖	2	⊖	595	47	19	34	43
Sufficient room for all passengers to sit/stand		-2	⊖	0	⊖	1017	70	13	17	72
The comfort of the seating area		-1	⊖	2	⊖	1020	72	17	12	72
The ease of being able to get on and off		-4	⊖	-3	⊖	1028	78	13	9	83
Your personal security on board		-1	⊖	-1	⊖	984	80	17	4	81
The cleanliness of the inside		-2	⊖	-1	⊖	1053	70	16	14	75
The cleanliness of the outside		-3	⊖	2	⊖	904	66	22	12	71
The availability of staff on the train		2	⊖	5	⊖	955	73	18	9	64
How well train company deals with delays		4	⊖	6	⊖	169	42	35	23	42

Improved 
 Unchanged 
 Declined 

Merseyrail

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 785	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		1	⊖	4	↑	775	95	4	1	84
STATION FACILITIES										
Overall satisfaction with the station		1	⊖	2	⊖	766	91	9	1	81
Ticket buying facilities		-2	⊖	-3	⊖	386	87	8	5	78
Provision of information about train times/platforms		-1	⊖	2	⊖	709	91	7	2	84
The upkeep/repair of the station buildings/platforms		5	↑	5	↑	737	88	10	3	78
Cleanliness		4	⊖	7	↑	725	89	8	3	80
The facilities and services		-2	⊖	1	⊖	558	62	20	18	55
The attitudes and helpfulness of the staff		-1	⊖	4	⊖	624	89	9	2	80
Connections with other forms of public transport		-4	⊖	2	⊖	506	78	13	9	72
Facilities for car parking		11	↑	-1	⊖	331	57	14	29	54
Overall environment		6	↑	7	↑	736	86	12	2	76
Your personal security whilst using the station		-1	⊖	1	⊖	685	80	17	3	76
The availability of staff at the station		3	⊖	7	↑	667	87	10	3	70
The provision of shelter facilities		4	⊖	9	↑	578	88	8	3	77
Availability of seating		6	↑	8	↑	711	74	12	14	61
How request to station staff was handled		8	⊖	14	↑	53	99	1	0	87
The choice of shops/eating/drinking facilities available		3	⊖	-1	⊖	484	46	22	32	45
TRAIN FACILITIES										
Overall satisfaction with the train		-1	⊖	4	⊖	773	91	7	1	80
The frequency of the trains on that route		3	⊖	1	⊖	771	96	2	2	79
Punctuality/reliability (i.e. the train arriving/departing on time)		0	⊖	2	⊖	765	93	3	4	82
The length of time the journey was scheduled to take (speed)		0	⊖	2	⊖	747	96	2	1	87
Connections with other train services		1	⊖	2	⊖	409	87	10	3	78
The value for money of the price of your ticket		2	⊖	-3	⊖	563	71	17	12	60
Upkeep and repair of the train		-2	⊖	6	↑	733	85	11	4	70
The provision of information during the journey		-3	⊖	4	⊖	715	87	10	3	71
The helpfulness and attitude of staff on train		5	⊖	-1	⊖	414	75	21	4	79
The space for luggage		-4	⊖	2	⊖	562	60	21	19	61
The toilet facilities		5	⊖	-1	⊖	185	22	11	67	43
Sufficient room for all passengers to sit/stand		-3	⊖	3	⊖	744	78	12	10	72
The comfort of the seating area		-2	⊖	3	⊖	747	83	13	4	72
The ease of being able to get on and off		-1	⊖	4	↑	753	91	7	3	83
Your personal security on board		-2	⊖	4	⊖	718	84	14	2	81
The cleanliness of the inside		-2	⊖	3	⊖	767	82	11	7	75
The cleanliness of the outside		-4	⊖	1	⊖	691	76	18	5	71
The availability of staff on the train		6	⊖	3	⊖	560	62	24	14	64
How well train company deals with delays		12	⊖	21	↑	92	61	28	11	42

Improved 
 Unchanged 
 Declined 

Northern*

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 2269	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-3	⊖	0	⊖	2202	81	11	7	84
STATION FACILITIES										
Overall satisfaction with the station		-3	⊖	0	⊖	2188	81	13	6	81
Ticket buying facilities		2	⊖	0	⊖	1372	78	8	13	78
Provision of information about train times/platforms		-2	⊖	-1	⊖	2101	84	10	6	84
The upkeep/repair of the station buildings/platforms		-3	⊖	0	⊖	2138	76	15	9	78
Cleanliness		-4	↓	-1	⊖	2130	78	14	8	80
The facilities and services		-4	⊖	-3	⊖	1813	55	16	29	55
The attitudes and helpfulness of the staff		1	⊖	0	⊖	1615	79	14	7	80
Connections with other forms of public transport		3	⊖	5	↑	1529	71	16	13	72
Facilities for car parking		4	⊖	3	⊖	1148	60	15	25	54
Overall environment		-5	↓	0	⊖	2111	74	18	8	76
Your personal security whilst using the station		2	⊖	3	⊖	1922	75	20	5	76
The availability of staff at the station		-3	⊖	0	⊖	1847	66	17	18	70
The provision of shelter facilities		-3	⊖	4	⊖	1921	75	14	11	77
Availability of seating		-2	⊖	-1	⊖	2031	59	18	23	61
How request to station staff was handled		2	⊖	0	⊖	292	90	5	5	87
The choice of shops/eating/drinking facilities available		-8	↓	-6	↓	1661	45	16	39	45
TRAIN FACILITIES										
Overall satisfaction with the train		-1	⊖	4	↑	2219	75	14	11	80
The frequency of the trains on that route		2	⊖	0	⊖	2175	73	9	18	79
Punctuality/reliability (i.e. the train arriving/departing on time)		-2	⊖	1	⊖	2181	80	7	13	82
The length of time the journey was scheduled to take (speed)		0	⊖	4	↑	2154	83	9	7	87
Connections with other train services		1	⊖	3	⊖	1393	74	16	10	78
The value for money of the price of your ticket		0	⊖	0	⊖	2079	58	17	25	60
Upkeep and repair of the train		-3	⊖	0	⊖	2157	61	18	21	70
The provision of information during the journey		0	⊖	2	⊖	1944	64	21	14	71
The helpfulness and attitude of staff on train		-2	⊖	1	⊖	1732	79	16	5	79
The space for luggage		-1	⊖	3	⊖	1699	61	16	23	61
The toilet facilities		-3	⊖	1	⊖	1044	44	19	37	43
Sufficient room for all passengers to sit/stand		-2	⊖	3	⊖	2163	71	11	18	72
The comfort of the seating area		-1	⊖	2	⊖	2159	65	16	20	72
The ease of being able to get on and off		2	⊖	2	⊖	2181	79	12	9	83
Your personal security on board		-3	⊖	1	⊖	2088	79	18	4	81
The cleanliness of the inside		-2	⊖	3	⊖	2205	69	16	14	75
The cleanliness of the outside		-3	⊖	5	↑	1893	67	23	10	71
The availability of staff on the train		-2	⊖	1	⊖	1970	63	22	15	64
How well train company deals with delays		-3	⊖	0	⊖	347	41	37	22	42

ScotRail

Improved 
 Unchanged 
 Declined 

	Improvement/decline in % satisfied or good since Autumn 2015		Improvement/decline in % satisfied or good since Spring 2016		Autumn 2016					
	Overall sample size 1357	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with your journey		-7	↓	-4	⊖	1333	83	10	7	84
STATION FACILITIES										
Overall satisfaction with the station		-9	↓	-5	↓	1330	79	15	6	81
Ticket buying facilities		-10	↓	-8	↓	803	77	11	12	78
Provision of information about train times/platforms		-4	⊖	-5	↓	1278	83	10	7	84
The upkeep/repair of the station buildings/platforms		-6	↓	-5	⊖	1293	79	14	7	78
Cleanliness		-4	⊖	-2	⊖	1301	83	13	4	80
The facilities and services		-4	⊖	-8	↓	1082	54	17	29	55
The attitudes and helpfulness of the staff		-8	↓	-6	↓	977	78	16	6	80
Connections with other forms of public transport		-6	⊖	-6	⊖	921	72	14	14	72
Facilities for car parking		-9	⊖	-6	⊖	540	44	18	39	54
Overall environment		-5	⊖	1	⊖	1300	76	17	7	76
Your personal security whilst using the station		-1	⊖	-1	⊖	1172	78	19	3	76
The availability of staff at the station		-5	⊖	-8	↓	1111	69	17	14	70
The provision of shelter facilities		-5	⊖	1	⊖	1073	75	15	10	77
Availability of seating		0	⊖	-5	⊖	1233	59	22	19	61
How request to station staff was handled		-9	⊖	-3	⊖	231	84	3	12	87
The choice of shops/eating/drinking facilities available		-4	⊖	1	⊖	1070	47	15	38	45
TRAIN FACILITIES										
Overall satisfaction with the train		-5	↓	-1	⊖	1335	82	12	6	80
The frequency of the trains on that route		-4	⊖	-4	⊖	1299	80	10	11	79
Punctuality/reliability (i.e. the train arriving/departing on time)		-6	↓	-6	↓	1317	80	6	14	82
The length of time the journey was scheduled to take (speed)		0	⊖	-1	⊖	1296	89	7	3	87
Connections with other train services		-4	⊖	2	⊖	693	79	15	6	78
The value for money of the price of your ticket		-3	⊖	-1	⊖	1287	59	20	22	60
Upkeep and repair of the train		-6	↓	-4	⊖	1305	73	17	10	70
The provision of information during the journey		-7	↓	-8	↓	1196	72	20	8	71
The helpfulness and attitude of staff on train		-9	↓	-6	↓	1023	77	19	4	79
The space for luggage		-4	⊖	-11	↓	1025	63	19	18	61
The toilet facilities		-10	⊖	-11	↓	541	47	23	31	43
Sufficient room for all passengers to sit/stand		-1	⊖	-5	⊖	1298	71	14	15	72
The comfort of the seating area		-6	↓	-4	⊖	1292	76	16	8	72
The ease of being able to get on and off		-1	⊖	0	⊖	1320	87	8	5	83
Your personal security on board		-4	⊖	-7	↓	1248	82	14	4	81
The cleanliness of the inside		-3	⊖	1	⊖	1320	78	13	9	75
The cleanliness of the outside		-6	⊖	0	⊖	1067	75	19	6	71
The availability of staff on the train		-9	↓	-4	⊖	1163	64	24	12	64
How well train company deals with delays		-13	⊖	-5	⊖	209	38	30	32	42

Individual train company results by route

Overall satisfaction

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2015.

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Autumn 2015 and Autumn 2016.

Full details of the route results for Autumn 2016 are available on the Transport Focus website (or by email on request).

Improved 
Unchanged 
Declined 

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	304	78	=	Greater Anglia: Stansted Express	131	89	=	Southeastern: Mainline**	575	78	=
Arriva Trains Wales: Interurban	343	84	-	Greater Anglia: West Anglia	341	85	=	Southeastern: Metro**	813	75	=
Arriva Trains Wales: Mid Wales and Borders	201	87	-	Heathrow Connect	493	87	=	Southern: Metro*	583	68	↓
Arriva Trains Wales: North Wales and Borders	122	89	-	Heathrow Express	807	96	=	Southern: Sussex Coast*	743	63	↓
Arriva Trains Wales: South Wales and Borders/West Wales	70	81	-	Hull Trains	541	97	=	TfL Rail	234	80	=
c2c: Southend Line	708	89	-	London Midland: London Commuter	342	84	-	Thameslink: Kent*	213	62	-
c2c: Tilbury Line	336	82	-	London Midland: West Coast	237	88	-	Thameslink: Loop*	239	78	-
Chiltern Railways: Commuter	313	91	-	London Midland: West Midlands	533	85	-	Thameslink: North/South*	545	77	-
Chiltern Railways: Metro	288	90	-	London Overground: Gospel Oak - Barking***	-	-	-	TransPennine Express: North	667	85	=
Chiltern Railways: Oxford	167	90	-	London Overground: Highbury and Islington - Croydon/Clapham	516	90	=	TransPennine Express: North West	171	82	=
Chiltern Railways: West Midlands	383	92	-	London Overground: Richmond/Clapham - Stratford	503	89	=	TransPennine Express: South	186	79	=
CrossCountry: East - West	298	86	-	London Overground: Watford - Euston	217	93	=	Virgin: London/Birmingham - Scotland	242	90	=
CrossCountry: North - South Manchester	402	82	-	London Overground: West Anglia	247	90	=	Virgin: London - Liverpool	146	89	=
CrossCountry: North - South Scotland and North East	547	85	-	Merseyrail: Northern	491	95	=	Virgin: London - Manchester	276	89	=
East Midlands Trains: Liverpool - Norwich	255	78	=	Merseyrail: Wirral	284	93	=	Virgin: London - North Wales	92	92	=
East Midlands Trains: Local	213	77	=	Northern: Central	712	81	-	Virgin: London - Scotland	192	86	=
East Midlands Trains: London	536	88	=	Northern: East	856	81	-	Virgin: London - Wolverhampton/Shrewsbury	259	92	=
Gatwick Express*	504	82	=	Northern: North East	327	90	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	351	93	-
Grand Central: London - Bradford	177	95	=	Northern: West	307	80	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	190	90	-
Grand Central: London - Sunderland	340	87	=	ScotRail: Interurban	555	85	=	Virgin Trains East Coast: London - Scotland	602	90	-
Great Northern*	621	78	↓	ScotRail: Rural	123	90	=				
Great Western Railway: London Thames Valley	500	82	=	ScotRail: Strathclyde	351	81	↓				
Great Western Railway: Long Distance	811	82	↓	ScotRail: Urban	304	89	=				
Great Western Railway: West	360	81	=	South West Trains: Island Line	139	90	↓				
Greater Anglia: Intercity	201	78	=	South West Trains: Longer distance	873	88	↑				
Greater Anglia: Mainline	545	75	↓	South West Trains: Metro	619	78	=				
Greater Anglia: Rural	121	81	=	South West Trains: Outer Suburban and Local	582	81	=				
				Southeastern: High Speed**	263	84	↓				

The following TOCs were rebranded:

- Greater Anglia (from Abellio Greater Anglia) on 16 October 2016 (when new contract started). Results cover period before and after rebranding
- Northern (from Northern Rail) on 1 April 2016
- TransPennine Express (from First TransPennine Express) on 1 April 2016

The value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2015.

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Autumn 2015 and Autumn 2016.

Full details of the route results for Autumn 2016 are available on the Transport Focus website (or by email on request).

Improved ↑
Unchanged =
Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	295	52	=	Greater Anglia: Stansted Express	133	37	=	Southeastern: Mainline**	537	34	=
Arriva Trains Wales: Interurban	329	53	-	Greater Anglia: West Anglia	328	48	=	Southeastern: Metro**	661	37	=
Arriva Trains Wales: Mid Wales and Borders	193	63	-	Heathrow Connect	434	55	=	Southern: Metro*	493	35	=
Arriva Trains Wales: North Wales and Borders	102	70	-	Heathrow Express	779	53	↑	Southern: Sussex Coast*	715	41	=
Arriva Trains Wales: South Wales and Borders/West Wales	69	75	-	Hull Trains	522	68	=	TfL Rail	188	42	=
c2c: Southend Line	672	49	-	London Midland: London Commuter	326	43	-	Thameslink: Kent*	191	37	-
c2c: Tilbury Line	307	42	-	London Midland: West Coast	226	66	-	Thameslink: Loop*	211	38	-
Chiltern Railways: Commuter	301	40	-	London Midland: West Midlands	463	55	-	Thameslink: North/South*	524	36	-
Chiltern Railways: Metro	267	49	-	London Overground: Gospel Oak - Barking***	-	-	-	TransPennine Express: North	642	58	=
Chiltern Railways: Oxford	166	47	-	London Overground: Highbury and Islington - Croydon/Clapham	455	51	=	TransPennine Express: North West	167	73	=
Chiltern Railways: West Midlands	369	64	-	London Overground: Richmond/Clapham - Stratford	424	57	=	TransPennine Express: South	180	63	=
CrossCountry: East - West	294	61	-	London Overground: Watford - Euston	183	57	=	Virgin: London/Birmingham - Scotland	231	67	=
CrossCountry: North - South Manchester	386	51	-	London Overground: West Anglia	206	51	=	Virgin: London - Liverpool	139	67	=
CrossCountry: North - South Scotland and North East	507	54	-	Merseyrail: Northern	355	74	=	Virgin: London - Manchester	270	55	=
East Midlands Trains: Liverpool - Norwich	247	46	↓	Merseyrail: Wirral	208	67	=	Virgin: London - North Wales	88	54	=
East Midlands Trains: Local	211	57	=	Northern: Central	645	54	-	Virgin: London - Scotland	185	59	=
East Midlands Trains: London	518	48	=	Northern: East	838	58	-	Virgin: London - Wolverhampton/Shrewsbury	248	71	=
Gatwick Express*	496	33	=	Northern: North East	319	69	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	346	55	-
Grand Central: London - Bradford	177	71	=	Northern: West	277	60	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	181	66	-
Grand Central: London - Sunderland	315	66	↓	ScotRail: Interurban	537	49	=	Virgin Trains East Coast: London - Scotland	571	64	-
Great Northern*	590	37	=	ScotRail: Rural	120	75	=				
Great Western Railway: London Thames Valley	478	47	=	ScotRail: Strathclyde	339	63	=				
Great Western Railway: Long Distance	780	46	=	ScotRail: Urban	291	55	=				
Great Western Railway: West	349	66	=	South West Trains: Island Line	123	84	=				
Greater Anglia: Intercity	191	52	=	South West Trains: Longer distance	846	44	=				
Greater Anglia: Mainline	531	34	=	South West Trains: Metro	524	37	=				
Greater Anglia: Rural	118	50	=	South West Trains: Outer Suburban and Local	532	37	=				
				Southeastern: High Speed**	249	35	=				

The following TOCs were rebranded:

- Greater Anglia (from Abellio Greater Anglia) on 16 October 2016 (when new contract started). Results cover period before and after rebranding
- Northern (from Northern Rail) on 1 April 2016
- TransPennine Express (from First TransPennine Express) on 1 April 2016

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2015.

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Autumn 2015 and Autumn 2016.

Full details of the route results for Autumn 2016 are available on the Transport Focus website (or by email on request).

Improved 
Unchanged 
Declined 

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	294	75	=	Greater Anglia: Stansted Express	132	86	=	Southeastern: Mainline**	566	67	=
Arriva Trains Wales: Interurban	346	79	-	Greater Anglia: West Anglia	336	76	=	Southeastern: Metro**	792	68	=
Arriva Trains Wales: Mid Wales and Borders	200	85	-	Heathrow Connect	497	69	=	Southern: Metro*	583	44	↓
Arriva Trains Wales: North Wales and Borders	119	88	-	Heathrow Express	791	93	=	Southern: Sussex Coast*	739	44	↓
Arriva Trains Wales: South Wales and Borders/West Wales	70	79	-	Hull Trains	539	95	=	TfL Rail	226	79	=
c2c: Southend Line	701	87	-	London Midland: London Commuter	339	77	-	Thameslink: Kent*	210	45	-
c2c: Tilbury Line	326	75	-	London Midland: West Coast	236	80	-	Thameslink: Loop*	240	58	-
Chiltern Railways: Commuter	308	87	-	London Midland: West Midlands	525	75	-	Thameslink: North/South*	547	61	-
Chiltern Railways: Metro	284	91	-	London Overground: Gospel Oak - Barking***	-	-	-	TransPennine Express: North	659	81	↑
Chiltern Railways: Oxford	166	86	-	London Overground: Highbury and Islington - Croydon/Clapham	515	80	=	TransPennine Express: North West	171	82	=
Chiltern Railways: West Midlands	380	88	-	London Overground: Richmond/Clapham - Stratford	494	86	=	TransPennine Express: South	187	79	=
CrossCountry: East - West	300	85	-	London Overground: Watford - Euston	212	85	=	Virgin: London/Birmingham - Scotland	239	89	=
CrossCountry: North - South Manchester	396	80	-	London Overground: West Anglia	250	76	=	Virgin: London - Liverpool	143	90	=
CrossCountry: North - South Scotland and North East	533	78	-	Merseyrail: Northern	482	93	=	Virgin: London - Manchester	274	89	=
East Midlands Trains: Liverpool - Norwich	250	75	=	Merseyrail: Wirral	283	93	=	Virgin: London - North Wales	87	91	=
East Midlands Trains: Local	216	80	=	Northern: Central	707	77	-	Virgin: London - Scotland	191	90	=
East Midlands Trains: London	524	86	=	Northern: East	855	82	-	Virgin: London - Wolverhampton/Shrewsbury	256	89	=
Gatwick Express*	500	73	↓	Northern: North East	322	89	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	349	90	-
Grand Central: London - Bradford	177	90	↓	Northern: West	297	76	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	189	91	-
Grand Central: London - Sunderland	332	77	↓	ScotRail: Interurban	549	81	=	Virgin Trains East Coast: London - Scotland	585	87	-
Great Northern*	615	64	↓	ScotRail: Rural	122	91	=				
Great Western Railway: London Thames Valley	492	68	=	ScotRail: Strathclyde	345	79	↓				
Great Western Railway: Long Distance	790	76	↓	ScotRail: Urban	301	83	=				
Great Western Railway: West	360	83	=	South West Trains: Island Line	140	97	=				
Greater Anglia: Intercity	193	71	=	South West Trains: Longer distance	854	84	=				
Greater Anglia: Mainline	538	72	=	South West Trains: Metro	619	68	=				
Greater Anglia: Rural	119	68	=	South West Trains: Outer Suburban and Local	575	72	↓				
				Southeastern: High Speed**	254	75	↓				

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- TransPennine Express (from First TransPennine Express) on 1 April 2016

Sufficient room for all passengers to sit/stand

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2015.

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Autumn 2015 and Autumn 2016.

Full details of the route results for Autumn 2016 are available on the Transport Focus website (or by email on request).

Improved 
Unchanged 
Declined 

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	295	65	=	Greater Anglia: Stansted Express	131	63	↓	Southeastern: Mainline**	555	63	=
Arriva Trains Wales: Interurban	339	62	-	Greater Anglia: West Anglia	335	71	=	Southeastern: Metro**	768	60	=
Arriva Trains Wales: Mid Wales and Borders	195	71	-	Heathrow Connect	483	78	=	Southern: Metro*	560	66	=
Arriva Trains Wales: North Wales and Borders	118	88	-	Heathrow Express	805	93	=	Southern: Sussex Coast*	730	59	=
Arriva Trains Wales: South Wales and Borders/West Wales	70	68	-	Hull Trains	520	94	↑	TfL Rail	228	49	=
c2c: Southend Line	695	61	-	London Midland: London Commuter	328	63	-	Thameslink: Kent*	203	47	-
c2c: Tilbury Line	321	64	-	London Midland: West Coast	228	70	-	Thameslink: Loop*	233	68	-
Chiltern Railways: Commuter	311	74	-	London Midland: West Midlands	504	68	-	Thameslink: North/South*	533	66	-
Chiltern Railways: Metro	276	67	-	London Overground: Gospel Oak - Barking***	-	-	-	TransPennine Express: North	658	58	=
Chiltern Railways: Oxford	163	77	-	London Overground: Highbury and Islington - Croydon/Clapham	514	72	=	TransPennine Express: North West	168	56	=
Chiltern Railways: West Midlands	377	83	-	London Overground: Richmond/Clapham - Stratford	495	63	=	TransPennine Express: South	185	60	=
CrossCountry: East - West	301	66	-	London Overground: Watford - Euston	215	77	=	Virgin: London/Birmingham - Scotland	233	77	=
CrossCountry: North - South Manchester	394	55	-	London Overground: West Anglia	242	69	=	Virgin: London - Liverpool	142	82	=
CrossCountry: North - South Scotland and North East	527	66	-	Merseyrail: Northern	469	80	=	Virgin: London - Manchester	266	81	=
East Midlands Trains: Liverpool - Norwich	251	70	=	Merseyrail: Wirral	275	76	=	Virgin: London - North Wales	89	76	=
East Midlands Trains: Local	215	78	=	Northern: Central	695	70	-	Virgin: London - Scotland	191	80	=
East Midlands Trains: London	520	75	=	Northern: East	848	69	-	Virgin: London - Wolverhampton/Shrewsbury	252	77	=
Gatwick Express*	488	75	=	Northern: North East	319	81	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	344	82	-
Grand Central: London - Bradford	175	89	=	Northern: West	301	75	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	181	88	-
Grand Central: London - Sunderland	336	94	=	ScotRail: Interurban	533	71	↑	Virgin Trains East Coast: London - Scotland	581	76	-
Great Northern*	605	59	=	ScotRail: Rural	124	93	=				
Great Western Railway: London Thames Valley	486	68	=	ScotRail: Strathclyde	343	69	=				
Great Western Railway: Long Distance	797	72	=	ScotRail: Urban	298	75	=				
Great Western Railway: West	353	64	=	South West Trains: Island Line	136	80	=				
Greater Anglia: Intercity	190	81	=	South West Trains: Longer distance	845	66	↑				
Greater Anglia: Mainline	540	66	=	South West Trains: Metro	606	63	=				
Greater Anglia: Rural	118	78	=	South West Trains: Outer Suburban and Local	563	64	=				
				Southeastern: High Speed**	259	77	=				

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- Northern (from Northern Rail) on 1 April 2016
- TransPennine Express (from First TransPennine Express) on 1 April 2016

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2015.

A dash in the significant change column means that significant change cannot be calculated because the routes have changed between Autumn 2015 and Autumn 2016.

Full details of the route results for Autumn 2016 are available on the Transport Focus website (or by email on request).

Improved ↑
Unchanged =
Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	305	72	=	Greater Anglia: Stansted Express	133	82	=	Southeastern: Mainline**	567	76	=
Arriva Trains Wales: Interurban	344	84	-	Greater Anglia: West Anglia	341	83	=	Southeastern: Metro**	804	79	=
Arriva Trains Wales: Mid Wales and Borders	203	78	-	Heathrow Connect	493	71	↓	Southern: Metro*	584	74	=
Arriva Trains Wales: North Wales and Borders	125	75	-	Heathrow Express	815	92	=	Southern: Sussex Coast*	750	74	=
Arriva Trains Wales: South Wales and Borders/West Wales	70	76	-	Hull Trains	547	91	=	TfL Rail	230	83	=
c2c: Southend Line	705	85	-	London Midland: London Commuter	334	83	-	Thameslink: Kent*	214	78	-
c2c: Tilbury Line	330	78	-	London Midland: West Coast	235	89	-	Thameslink: Loop*	242	78	-
Chiltern Railways: Commuter	313	89	-	London Midland: West Midlands	528	83	-	Thameslink: North/South*	548	84	-
Chiltern Railways: Metro	288	85	-	London Overground: Gospel Oak - Barking***	-	-	-	TransPennine Express: North	666	86	=
Chiltern Railways: Oxford	168	93	-	London Overground: Highbury and Islington - Croydon/Clapham	517	86	=	TransPennine Express: North West	175	86	=
Chiltern Railways: West Midlands	384	90	-	London Overground: Richmond/Clapham - Stratford	495	85	=	TransPennine Express: South	186	89	=
CrossCountry: East - West	297	87	-	London Overground: Watford - Euston	215	79	=	Virgin: London/Birmingham - Scotland	240	82	=
CrossCountry: North - South Manchester	396	85	-	London Overground: West Anglia	250	86	↑	Virgin: London - Liverpool	144	84	=
CrossCountry: North - South Scotland and North East	544	87	-	Merseyrail: Northern	481	92	=	Virgin: London - Manchester	274	86	↑
East Midlands Trains: Liverpool - Norwich	257	84	=	Merseyrail: Wirral	285	89	=	Virgin: London - North Wales	89	84	=
East Midlands Trains: Local	217	84	=	Northern: Central	708	79	-	Virgin: London - Scotland	193	76	=
East Midlands Trains: London	534	89	=	Northern: East	850	83	-	Virgin: London - Wolverhampton/Shrewsbury	260	87	↑
Gatwick Express*	512	73	=	Northern: North East	330	84	-	Virgin Trains East Coast: London - Leeds and West Yorkshire	355	89	-
Grand Central: London - Bradford	176	82	=	Northern: West	300	77	-	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	189	89	-
Grand Central: London - Sunderland	341	88	=	ScotRail: Interurban	554	73	↓	Virgin Trains East Coast: London - Scotland	598	90	-
Great Northern*	625	78	=	ScotRail: Rural	125	80	=				
Great Western Railway: London Thames Valley	500	79	=	ScotRail: Strathclyde	350	81	↓				
Great Western Railway: Long Distance	810	86	=	ScotRail: Urban	301	79	=				
Great Western Railway: West	353	82	=	South West Trains: Island Line	136	82	=				
Greater Anglia: Intercity	196	85	=	South West Trains: Longer distance	875	86	=				
Greater Anglia: Mainline	541	82	=	South West Trains: Metro	623	76	=				
Greater Anglia: Rural	125	82	=	South West Trains: Outer Suburban and Local	580	83	=				
				Southeastern: High Speed**	265	78	=				

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How are routes defined

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

Arriva Trains Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff

Arriva Trains Wales: Interurban

Journeys on the Fishguard Harbour – Manchester Piccadilly, Milford Haven – Manchester Piccadilly, and Holyhead – Cardiff Central lines

Arriva Trains Wales: Mid Wales & Borders:

Journeys on the Pwllheli/Aberystwyth – Birmingham International, Shrewsbury – Crewe, and Holyhead – Birmingham International lines

Arriva Trains Wales: North Wales & Borders

Journeys on the Llandudno – Manchester Piccadilly, Bidston – Wrexham Central, Chester – Crewe, and Llandudno/Llandudno Junction – Blaenau Ffestiniog lines

Arriva Trains Wales: South Wales & Borders/West Wales

Journeys on the Swansea – Shrewsbury, Maesteg – Cheltenham Spa, Pembroke Docks – Swansea, Swansea – Cardiff Central, and Cardiff Central – Ebbw Vale Town lines

c2c: Southend Line

Journeys on the London Fenchurch Street – Shoeburyness/Southend Central line (via Basildon)

c2c: Tilbury Line

Journeys on the London Fenchurch Street – Southend Central (via Tilbury Town) and Fenchurch Street – Grays lines

Chiltern Railways: Commuter

Journeys on the London Marylebone – Banbury route, including services London Marylebone – stations south of Banbury (via Wembley Stadium). Also includes London Marylebone – Aylesbury (via High Wycombe) and Aylesbury – Princes Risborough services, but not London Marylebone – Oxford/Oxford Parkway

Chiltern Railways: Metro

Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham)

Chiltern Railways: Oxford

Journeys on London Marylebone – Oxford/Oxford Parkway services

Chiltern Railways: West Midlands

Journeys on the West Midlands – London Marylebone services, including London – Stratford-Upon-Avon and a few services that do not go to/from London

CrossCountry: East – West

Journeys on routes Birmingham – Leicester, Birmingham – Cambridge and Stansted Airport, and Nottingham/Derby – Bristol/Cardiff

CrossCountry: North-South Manchester

Journeys on route Manchester to/from the South West and South Coast

CrossCountry: North-South Scotland & North East

Journeys on route Scotland/North East England to/from the South West/South Coast

East Midland Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

Journeys on the London – Sheffield route. Also includes London – Corby services

Gatwick Express*

Fast Gatwick Express services Gatwick – London Victoria (including peak extensions to/from Brighton)

Grand Central: London – Bradford

Journeys on London King's Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King's Cross – Sunderland route

Great Northern*

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

Great Western Railway: Long-distance

Journeys on long-distance services

Great Western Railway: London Thames Valley

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

Great Western Railway: West

Journeys on (generally) short-distance rural routes in the west of England

Greater Anglia: Intercity

London – Norwich journeys, plus a few shorter services (like an early morning Colchester to Norwich service)

Greater Anglia: Mainline

Journeys on outer suburban Great Eastern services London – Ipswich, plus branches to Harwich, Clacton, Walton, Sudbury, Southminster and Braintree. Also includes journeys on London – Southend Victoria service

Greater Anglia: Rural

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

Greater Anglia: Stansted

Journeys on the Stansted Express on Greater Anglia trains which start or end at Stansted Airport where the passenger has an origin or destination of the airport

Greater Anglia: West Anglia

Journeys on London – Hertford East, London – Cambridge, London – King's Lynn, Cambridge – King's Lynn and Cambridge – Stansted Airport. Also passengers using Stansted Express for journeys not travelling to or from Stansted Airport

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

Hull Trains

All Hull Trains journeys

London Midland: London Commuter

Journeys on London Euston – Milton Keynes – Northampton services. Also journeys on Bedford – Bletchley, and Watford Junction – St Albans Abbey routes

London Midland: West Coast

Journeys on London Euston – Crewe/Liverpool Lime Street, London Euston – Birmingham New Street (mainly passengers to/from Birmingham New Street, Coventry or Rugby), and Birmingham New Street – Liverpool Lime Street routes

London Midland: West Midlands

Journeys on several lines mainly in and around Birmingham New Street

London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

*Part of the Govia Thameslink Railway franchise

**London Overground Gospel Oak to Barking route was mostly closed in the Autumn 2016 wave for line improvement works, so results for London Overground in this wave do not include this route

London Overground: Highbury & Islington – Croydon/Clapham

Journeys on the Highbury & Islington – West Croydon and Highbury & Islington – Clapham Junction lines

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

Journeys on routes London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk rail line

Merseyrail: Wirral

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

Northern: Central

Journeys on several lines in and around Manchester

Northern: East

Journeys on several lines in and around Leeds, Doncaster and Sheffield

Northern: North East

Journeys on lines in and around Newcastle

Northern: West

Journeys on lines in and around Liverpool and Preston

ScotRail: Interurban

Journeys on longer-distance rail lines between urban areas

ScotRail: Rural

Journeys on predominantly rural rail lines

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: Urban

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

Southeastern: High Speed

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

Southeastern: Mainline

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

Southeastern: Metro

Journeys on routes that are within London

Southern: Sussex coast*

Journeys between London and Sussex (and beyond)

Southern: Metro*

Journeys on routes that are within London

South West Trains: Island line

Journeys starting from stations on the Isle of Wight

South West Trains: Longer-distance

Journeys starting on longer-distance routes that generally go to or from London, but where the vast majority of the journey is outside London

South West Trains: Metro

Journeys on routes that are mainly or wholly within London

South West Trains: Outer Suburban and Local

Journeys on routes that go outside London, but which are within commuter travelling distance of London. Also journeys on local routes that are generally not on main lines that are wholly outside London

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

Journeys on Thameslink loop trains (via Wimbledon and Sutton) from/to as far north as Luton or St Albans

Thameslink: North/South*

Journeys on the Brighton – Bedford route

Thameslink: Kent*

Journeys on the Bedford – Kent route (including Denmark Hill & Sevenoaks, West Dulwich & Orpington route)

TransPennine Express: North

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

TransPennine Express: North West

Journeys on rail lines between Manchester Airport & Manchester and Carlisle, Preston, Lancaster, Glasgow and Edinburgh

TransPennine Express: South

Journeys on rail lines between Manchester Airport/ Manchester and Cleethorpes

Virgin: London – Birmingham – Scotland

Journeys on London – Birmingham – Scotland services

Virgin: London – Liverpool

Journeys on London – Liverpool services

Virgin: London – Manchester

Journeys on London – Manchester services

Virgin: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin: London – Scotland

Journeys on London – Glasgow/Scotland services
Also includes London – Blackpool services

Virgin: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London – Leeds and West Yorkshire

Journeys on London – Leeds, London – Harrogate, London – Bradford Foster Square, and London – Skipton services

Virgin Trains East Coast: London – Newcastle/Sunderland and East Yorkshire

Journeys on London – Newcastle, London – Sunderland, London – York, London – Hull, and London – Lincoln services

Virgin Trains East Coast: London – Scotland

Journeys on London – Scotland services, and Leeds – Scotland services

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What impacts on satisfaction and dissatisfaction?

Not all the station and train factors shown in this report will have equal importance. Some things will have a much bigger influence on whether a passenger is satisfied with the overall journey than others.

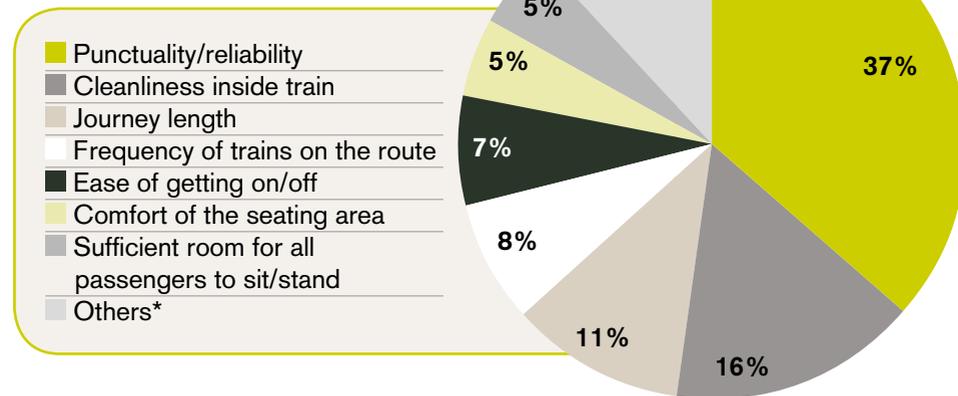
The charts below show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain based on the NRPS data for Autumn 2016 and Spring 2016 combined.

The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those

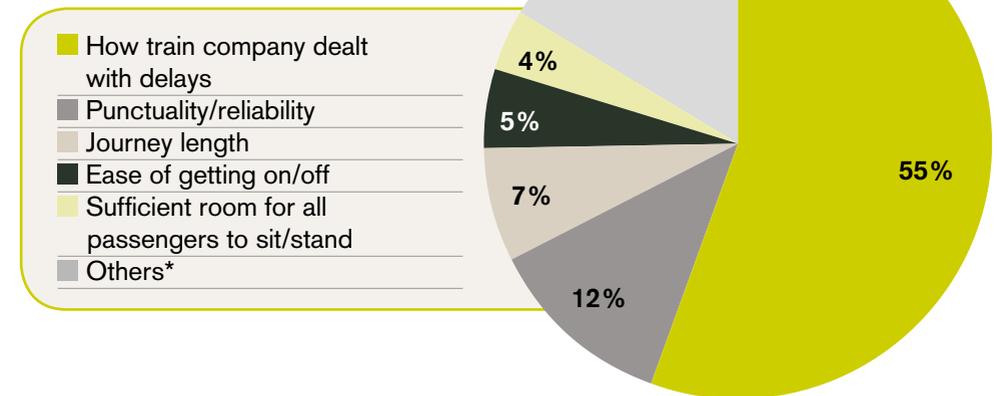
satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction – the higher the percentage figure below the greater the influence on overall journey satisfaction.

These charts show that punctuality remains the biggest single influence on satisfaction, and that the way delays are handled by TOCs has a strong influence on dissatisfaction. Similar analysis by train company is available on the Transport Focus website at www.transportfocus.org.uk/research/national-passenger-survey-introduction

What has the biggest impact on overall satisfaction?



What has the biggest impact on overall dissatisfaction?



National results

by journey purpose

Improved ↑
 Unchanged =
 Declined ↓

Journey purpose*

	Commuters Autumn 2016			Improvement/decline in % satisfied or good since Autumn 2015			Business Autumn 2016			Improvement/decline in % satisfied or good since Autumn 2015			Leisure Autumn 2016			Improvement/decline in % satisfied or good since Autumn 2015		
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change			
Overall sample size 26899																		
Overall satisfaction with your journey	74	-3	↓	83	-2	=	88	-2	↓	88	-2	↓	88	-2	↓			
STATION FACILITIES																		
Overall satisfaction with the station	77	0	=	83	2	=	85	0	=	85	0	=	85	0	=			
Ticket buying facilities	73	2	=	77	1	=	81	0	=	81	0	=	81	0	=			
Provision of information about train times/platforms	78	-1	=	83	-1	=	87	0	=	87	0	=	87	0	=			
The upkeep/repair of the station buildings/platforms	70	1	=	73	1	=	80	1	=	80	1	=	80	1	=			
Cleanliness	74	0	=	78	2	=	83	1	=	83	1	=	83	1	=			
The facilities and services	53	2	↑	62	4	=	63	1	=	63	1	=	63	1	=			
The attitudes and helpfulness of the staff	73	1	=	80	3	=	82	1	=	82	1	=	82	1	=			
Connections with other forms of public transport	75	2	=	79	1	=	78	-1	=	78	-1	=	78	-1	=			
Facilities for car parking	45	1	=	55	4	=	56	-1	=	56	-1	=	56	-1	=			
Overall environment	69	1	=	73	1	=	78	2	↑	78	2	↑	78	2	↑			
Your personal security whilst using the station	71	1	=	73	-3	=	76	0	=	76	0	=	76	0	=			
The availability of staff	64	1	=	67	2	=	69	0	=	69	0	=	69	0	=			
The provision of shelter facilities	68	2	↑	72	0	=	76	-1	=	76	-1	=	76	-1	=			
Availability of seating	44	2	↑	47	1	=	58	1	=	58	1	=	58	1	=			
How request to station staff was handled	76	-6	↓	87	-1	=	89	-1	=	89	-1	=	89	-1	=			
The choice of shops/eating/drinking facilities available	42	-2	↓	49	0	=	53	-4	↓	53	-4	↓	53	-4	↓			
TRAIN FACILITIES																		
Overall satisfaction with the train	73	-2	↓	82	-1	=	87	-1	=	87	-1	=	87	-1	=			
The frequency of the trains on that route	67	-3	↓	79	0	=	82	-1	↓	82	-1	↓	82	-1	↓			
Punctuality/reliability (i.e. the train arriving/departing on time)	62	-6	↓	75	-6	↓	84	-3	↓	84	-3	↓	84	-3	↓			
The length of time the journey was scheduled to take (speed)	76	-2	↓	81	-1	=	88	-1	=	88	-1	=	88	-1	=			
Connections with other train services	70	-1	=	77	2	=	81	-2	↓	81	-2	↓	81	-2	↓			
The value for money of the price of your ticket	33	-1	=	45	-2	=	65	0	=	65	0	=	65	0	=			
Upkeep and repair of the train	69	-2	↓	77	2	=	81	0	=	81	0	=	81	0	=			
The provision of information during the journey	64	-2	↓	70	-4	↓	77	-1	=	77	-1	=	77	-1	=			
The helpfulness and attitude of staff on train	56	-1	=	69	-3	=	71	-1	=	71	-1	=	71	-1	=			
The space for luggage	49	1	=	56	2	=	58	0	=	58	0	=	58	0	=			
The toilet facilities	29	-1	=	45	8	↑	48	1	=	48	1	=	48	1	=			
Sufficient room for all passengers to sit/stand	55	1	=	73	4	↑	77	1	=	77	1	=	77	1	=			
The comfort of the seating area	64	-1	=	73	1	=	79	0	=	79	0	=	79	0	=			
The ease of being able to get on and off	74	1	=	83	1	=	84	1	=	84	1	=	84	1	=			
Your personal security on board	73	-2	=	82	0	=	82	-1	=	82	-1	=	82	-1	=			
The cleanliness of the inside	72	0	=	79	1	=	82	0	=	82	0	=	82	0	=			
The cleanliness of the outside	70	-1	=	75	-1	=	80	-1	=	80	-1	=	80	-1	=			
The availability of staff	35	-1	=	46	-3	=	54	1	=	54	1	=	54	1	=			
How well train company deals with delays	27	-5	↓	39	0	=	50	-4	=	50	-4	=	50	-4	=			

Technical appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply-paid envelope provided for returning them.

Each train operating company (TOC) is sampled separately. Interviewers are generally 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.

The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift.

On Arriva Trains Wales, London Overground and Northern, and one route on both ScotRail and South West Trains, most NRPS shifts are done on-train. These TOCs' routes operate either in mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NRPS shifts on-train.

On Hull Trains, Grand Central, Heathrow Connect and Heathrow Express most questionnaires are handed out on the train to ensure return of sufficient questionnaires.

Approximately 31 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

TOC data is compiled to provide a national sample. Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October). Up to Spring 2003, fieldwork took place over three weeks. From Autumn 2003, the fieldwork was extended to a 10 or 11-week period to provide a better representation of journeys (though if Easter is early, the fieldwork period may be slightly shorter and start earlier than normal).

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose (commute, business, leisure) and station size. All data for a TOC presented in this report is weighted up to the number of passenger journeys annually on the TOC and the profile of these journeys by weekday/weekend, journey purpose (commuter, business, leisure) and station size (very large, large, medium, small).

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in Autumn 1999. Most recently this was done for all TOCs prior to the Autumn 2016 survey. The stations for each TOC were stratified by the 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.

To allow simple reprocessing of data in line with changes to franchise boundaries, the sample design for NRPS uses a 'building block' approach from Autumn 2003 onwards (see page 62). For some of the new franchised TOCs it is not possible to provide reliable data pre-Autumn 2003.

If you would like to know more about how the survey is carried out or how data is compiled, including more details on methodology, please visit www.transportfocus.org.uk/research/national-passenger-survey-introduction

The survey is conducted across the entire franchised railway, and, in Autumn 2016, on four non-franchised train operating companies (TOCs). In both Spring and Autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 30,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2000 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions; for example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

To provide a benchmark, three different types of train operator have been identified (using standard industry definitions): long-distance, London and the South East, and regional operators.

In this publication individual train operator results are presented alongside an appropriate sector type, enabling comparison of a TOC's results with operators that provide broadly similar services.

Changes to franchise boundaries or ownership of franchises in 2009 or previous years are detailed in previous reports. Changes to TOC boundaries mean that comparisons between the latest sector results and results up to Spring 2008 differ slightly in the areas that they cover (but this generally only makes a difference of up to one or two percentage points).

The NRPS uses a 'building block' approach. This is where the area covered by a TOC is divided into routes or divisions, so that when the boundaries of a franchise are revised, NRPS data can be quite easily reprocessed to the boundaries or routes of a new franchise. It also means that robust sub-TOC data is sometimes available and like-for-like comparisons can be made between routes at a sub-TOC level.

National Rail Passenger Survey statement of compliance with official statistics

Here we set out how we ensure the survey complies with the requirements of being an Official Statistic.

Quality management

Details of methodology, including data collection and analyses, are included in this publication and further details are available from: www.transportfocus.org.uk/research/national-passenger-survey-introduction.

We ensure that our methods are subject to internal review and external validation and scrutiny, both in the form of published methodological notes and at presentations. The methods used in the National Rail Passenger Survey (NRPS) are objectively chosen and based on sound statistical approaches. Whenever possible Transport Focus adopts standard practices and approaches.

Confidentiality and access to statistical data

Transport Focus protects the security of its statistical data and ensures that no statistics or analyses are produced that are likely to identify an individual unless the individual has previously consented to their data being used in this way. In certain circumstances we will provide data where the sample size is small, or where it is less robust, to internal staff, researchers, train companies and other organisations.

However we set out the issues with using such data or, if accessing the data via our website, such data are hidden.

Pre-release access

Access to the data before publication is limited to those who are involved in quality-checking the statistics before public release, those involved with operational planning, and those essential for production and publication.

Revisions

We are open and transparent at all times about revisions to published statistics.

Errors

Occasionally errors in our published statistics will occur. Significant errors in published statistics will be corrected as soon as possible, and publicity given to them. An error is considered to be significant if the resultant change would qualify or contradict the conclusions that would previously have been drawn from the data. In such circumstances we will amend the electronic version of the release as soon as possible and include a prominent alert on our website to notify users of the change.

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed

inconsequential, we will not issue a correction immediately, but will do so when a new release was due for publication. If we discover an error which is insubstantial but which, in our professional judgement, warrants immediate correction we will amend electronic copies of the published release and ensure that the revision is clearly identified in the revised publication.

Decisions on how to address any errors in published statistics will be made by the head of profession for statistics at Transport Focus in consultation with Transport Focus's Statistics Governance Group. Information on all such amendments will be placed on our website alongside the link to the published document.

Waiver

Transport Focus has taken care to ensure that the information contained in the NRPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in NRPS is fit for any particular purpose.

Rail sectors

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

Long-distance operators

CrossCountry
East Midlands Trains
TransPennine Express
Virgin Trains
Virgin Trains East Coast

London and South East operators

c2c
Chiltern Railways
Gatwick Express*
Greater Anglia
Great Northern*
Great Western Railway
London Midland
London Overground
South West Trains
Southeastern
Southern*
TfL Rail
Thameslink*

Regional operators

Arriva Trains Wales
Merseyrail
Northern
ScotRail



Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, bus, coach or tram contact us:

RTEH-XAGE-BYKZ, Transport Focus, PO Box 5594, Southend On Sea SS1 9PZ

t 0300 123 2170

e advice@transportfocus.org.uk

w www.transportfocus.org.uk

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