National Rail Passenger Survey

Full Report

Spring 2017 Wave 36

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1 1.1 Methodology

Questionnaires are normally handed out at stations to customers about to board a train. A reply paid envelope is provided for returning questionnaires.

Each Train Operating Company (TOC) is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports and for some shifts at certain London termini and other large stations, questionnaires are handed out to passengers of a specific TOC.

From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on:

- the size of station
- time of day
- length of shift.

TOC data is compiled to provide a national sample.

Fieldwork takes place each Spring (February/March) and Autumn (September/October); until Spring 2003 fieldwork duration was 3 weeks. In Autumn 2003, fieldwork was extended to an 11 week period, from 26 August to 9 November, to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC in this Report is weighted up to the number of passenger journeys annually on the TOC and the profile of those journeys by:

- weekday/weekend
- journey purpose (Commuter, Business, Leisure)
- station size (this profile is applied for each TOC building block).

The data for number of journeys and profiles by these variables was generated from ORR data (2012-13), and informed by ticket sales information and some consultation with TOCs.

The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

From Autumn 2007 standard region definitions have been used replacing older rail regions. Analysis for the old regions is available on request. For more details of NRPS methodology, visit www.transportfocus.org.uk

From Spring 2017, passengers were also offered the choice of completing the questionnaire online.

Spring 2017 (Wave 36)

Fieldwork for Wave 36 (including boosts) was undertaken between 30th January and 30th April 2017. No fieldwork took place between 13th - 23rd April due to the Easter holidays.

During fieldwork there were issues with two lines, the London Overground Gospel Oak to Barking route was closed until Monday 27th February' ; therefore limited shifts were conducted on this line. The Blaenau Ffestiniog - Llandudno line was also closed due to damage caused by Storm Doris, no shifts were conducted on this line.

There were two periods of industrial action during fieldwork (Monday 13th March & Saturday 8th April), in most cases the effect of these was limited but a small number of shifts could not go ahead as planned and had to be re-scheduled.

On the 23rd February most of the UK was hit by Storm Doris, this did result in a number of shifts not taking part as planned due to serious flooding, trains on lines, bus replacements etc. All shifts were re-arranged.

There were two separate incidents of structural damage in stations affecting fieldwork. In March emergency repairs were carried out over a week at Liverpool Lime Street due to a wall falling onto the tracks, this did affect a small number of shifts carried out at this station and also stations with lines running to Liverpool Lime Street. On 12th April shifts were postponed for Heathrow Connect due to bricks causing damage to the line.

Planned & unplanned engineering works again meant that some other shifts were also rescheduled, particularly at weekends. Shifts were only rescheduled if the station was closed as a result of the engineering works or bus replacements were in place for all lines. If some trains were still running the shift went ahead as planned

Autumn 2016 (Wave 35)

Fieldwork for Wave 35 (including boosts) was undertaken between the 1st September and 20th November 2016.

Due to industrial action a small number of Southern fieldwork shifts could not go ahead as planned and had to be re-scheduled.
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 and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Spring 2016 (Wave 34)

Fieldwork for Wave 34 (including boosts) was undertaken between the 11th January and 20th March 2016.

Due to poor weather and a resulting landslide affecting particular routes during fieldwork, a small number of fieldwork shifts were unable to be completed and were replaced.

Service suspension of Heathrow Connect services for about two weeks towards the end of fieldwork meant that quite a large number of shifts could not be completed for this TOC. This means that the sample size is lower than normal, although the results are still robust at TOC level.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Autumn 2015 (Wave 33)

Fieldwork for Wave 33 (including boosts) was undertaken between the 1st September and 12th November 2015.

As with previous waves, planned and unplanned engineering works/problems meant that some other shifts were also rescheduled (this particularly affected shifts during weekends). As usual, shifts were only rescheduled if the engineering work caused a station or line closure. Whenever possible the shifts went ahead as planned if there were still train services running.

Improved ↑
Unchanged →
Declined ↓

National Total*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
Overall sample size 24767	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Overall satisfaction with the journey	3	↑	2	↑	24176	83	10	6
STATION FACILITIES								
Overall satisfaction with the station	3	↑	0	→	24054	81	14	5
Ticket buying facilities	3	↑	2	↑	12281	79	12	9
Provision of information about train times/platforms	4	↑	3	↑	23579	85	9	5
Upkeep/repair of the station buildings/platforms	3	↑	0	→	23698	74	17	8
Cleanliness	3	↑	0	→	23727	78	15	6
Toilet facilities at the station**	-	-	-	-	13744	48	19	33
Attitudes and helpfulness of the staff	4	↑	2	↑	16933	79	15	6
Connections with other forms of public transport	4	↑	2	↑	16433	79	12	10
Facilities for car parking	2	→	-1	→	7833	50	15	35
Overall environment	7	↑	2	↑	23792	76	18	7
Your personal security whilst using the station	4	↑	1	↑	21798	75	22	3
Availability of staff at the station	4	↑	3	↑	19642	69	19	12
Shelter facilities	8	↑	1	↑	19563	73	15	12
Availability of seating	7	↑	4	↑	22267	54	19	27
How request to station staff was handled	3	↑	4	↑	3695	88	5	7
Choice of shops/eating/drinking facilities available	5	↑	6	↑	19733	52	22	26
Availability of Wi-Fi***	-	-	4	↑	9132	35	16	48
TRAIN FACILITIES								
Overall satisfaction with the train	2	↑	-1	→	24435	79	14	7
Frequency of the trains on that route	2	↑	2	↑	23763	77	10	14
Punctuality/reliability (i.e. the train arriving/departing on time)	4	↑	5	↑	23806	77	8	14
Length of time the journey was scheduled to take (speed)	3	↑	2	↑	23612	83	9	7
Connections with other train services	3	↑	1	→	13443	76	16	8
Value for money of the price of your ticket	2	↑	0	→	22455	47	21	32
Upkeep and repair of the train	1	→	0	→	23962	74	16	10
Provision of information during the journey	4	↑	4	↑	22210	73	17	9
Helpfulness and attitude of staff on train	3	↑	4	↑	13351	68	24	8
Space for luggage	5	↑	4	↑	18790	58	21	22
Toilet facilities	4	↑	2	→	10944	40	20	39
Comfort of the seats**	-	-	-	-	23328	67	21	13
Step or gap between the train and the platform**	-	-	-	-	20989	62	26	12
Your personal security on board	-2	↓	-3	↓	22283	75	21	4
Cleanliness of the inside	2	↑	0	→	24364	77	13	10
Cleanliness of the outside	2	↑	-1	↓	21652	74	18	8
Availability of staff on the train	2	↑	2	↑	17465	46	28	27
How well train company deals with delays	5	↑	4	↑	4895	39	34	27
Level of crowding**	-	-	-	-	23527	72	12	16
Availability of Wi-Fi**	-	-	-	-	10860	30	12	58
Availability of power sockets**	-	-	-	-	11512	27	10	63

* National total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

London and South East*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
Overall sample size 14536	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Overall satisfaction with the journey	3	↑	2	↑	14160	82	11	7
STATION FACILITIES								
Overall satisfaction with the station	3	↑	-1	→	14102	80	15	5
Ticket buying facilities	4	↑	2	→	7481	77	13	10
Provision of information about train times/platforms	4	↑	3	↑	13817	84	10	6
Upkeep/repair of the station buildings/platforms	4	↑	0	→	13867	73	18	9
Cleanliness	3	↑	0	→	13889	77	16	7
Toilet facilities at the station**	-	-	-	-	7706	46	20	34
Attitudes and helpfulness of the staff	5	↑	2	↑	10003	78	15	7
Connections with other forms of public transport	4	↑	2	↑	10359	79	11	10
Facilities for car parking	3	↑	0	→	4265	48	16	36
Overall environment	8	↑	2	↑	13926	74	19	7
Your personal security whilst using the station	4	↑	1	↑	12818	74	23	4
Availability of staff at the station	6	↑	3	↑	11662	68	20	12
Shelter facilities	9	↑	1	→	11334	71	17	13
Availability of seating	8	↑	5	↑	12898	51	20	29
How request to station staff was handled	4	↑	5	↑	1997	87	5	7
Choice of shops/eating/drinking facilities available	6	↑	6	↑	11466	52	23	25
Availability of Wi-Fi***	-	-	5	↑	5209	33	17	50
TRAIN FACILITIES								
Overall satisfaction with the train	2	↑	-1	↓	14335	78	15	8
Frequency of the trains on that route	2	↑	2	↑	14054	75	11	15
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	5	↑	13938	75	9	16
Length of time the journey was scheduled to take (speed)	3	↑	1	↑	13826	81	10	9
Connections with other train services	3	↑	2	→	8123	75	16	8
Value for money of the price of your ticket	2	↑	0	→	13003	43	22	35
Upkeep and repair of the train	1	↑	-1	→	14026	74	16	9
Provision of information during the journey	5	↑	4	↑	12987	73	18	9
Helpfulness and attitude of staff on train	4	↑	4	↑	5953	60	29	11
Space for luggage	6	↑	4	↑	10657	56	22	23
Toilet facilities	5	↑	3	↑	5813	37	20	43
Comfort of the seats**	-	-	-	-	13611	65	22	13
Step or gap between the train and the platform**	-	-	-	-	12557	60	27	12
Your personal security on board	-1	→	-3	↓	12969	73	23	4
Cleanliness of the inside	2	↑	0	→	14289	77	13	10
Cleanliness of the outside	2	↑	-1	↓	12811	74	18	8
Availability of staff on the train	2	↑	2	↑	8891	37	30	34
How well train company deals with delays	5	↑	4	↑	3035	36	35	29
Level of crowding**	-	-	-	-	13804	70	13	17
Availability of Wi-Fi**	-	-	-	-	5930	27	12	62
Availability of power sockets**	-	-	-	-	6113	23	9	68

* London and South East total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Long Distance*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
Overall sample size 5634	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Overall satisfaction with the journey	2	↑	3	↑	5525	89	7	4
STATION FACILITIES								
Overall satisfaction with the station	2	↑	2	↑	5488	88	9	3
Ticket buying facilities	1	→	2	→	2234	87	8	5
Provision of information about train times/platforms	3	↑	2	↑	5433	91	6	3
Upkeep/repair of the station buildings/platforms	2	↑	1	→	5432	83	13	4
Cleanliness	2	↑	1	→	5429	86	11	3
Toilet facilities at the station**	-	-	-	-	3442	62	17	20
Attitudes and helpfulness of the staff	0	→	1	→	3752	84	12	4
Connections with other forms of public transport	3	↑	1	→	3334	81	11	7
Facilities for car parking	4	↑	1	→	1672	62	17	22
Overall environment	4	↑	3	↑	5473	84	13	4
Your personal security whilst using the station	3	↑	4	↑	4936	82	16	1
Availability of staff at the station	3	↑	3	↑	4314	77	16	7
Shelter facilities	4	↑	0	→	4305	80	12	8
Availability of seating	3	↑	3	↑	5112	61	18	21
How request to station staff was handled	0	→	1	→	1042	91	4	5
Choice of shops/eating/drinking facilities available	4	↑	3	↑	4784	66	19	15
Availability of Wi-Fi***	-	-	5	↑	1998	48	17	35
TRAIN FACILITIES								
Overall satisfaction with the train	3	↑	2	↑	5573	87	8	5
Frequency of the trains on that route	1	→	1	→	5286	86	7	7
Punctuality/reliability (i.e. the train arriving/departing on time)	2	↑	2	↑	5446	86	6	8
Length of time the journey was scheduled to take (speed)	2	↑	2	↑	5411	90	6	4
Connections with other train services	1	→	0	→	2928	81	12	6
Value for money of the price of your ticket	2	→	0	→	5310	58	18	24
Upkeep and repair of the train	4	↑	2	↑	5483	85	11	4
Provision of information during the journey	3	↑	3	↑	5179	81	14	5
Helpfulness and attitude of staff on train	2	→	2	↑	4112	83	14	3
Space for luggage	5	↑	7	↑	4634	65	16	20
Toilet facilities	6	↑	3	→	3058	58	22	20
Comfort of the seats**	-	-	-	-	5352	78	14	8
Step or gap between the train and the platform**	-	-	-	-	5119	69	22	9
Your personal security on board	-3	↓	-1	→	5137	84	14	2
Cleanliness of the inside	3	↑	3	↑	5561	85	9	5
Cleanliness of the outside	3	↑	1	→	4775	80	16	4
Availability of staff on the train	1	→	4	↑	4642	69	22	9
How well train company deals with delays	4	→	5	↑	1184	58	26	16
Level of crowding**	-	-	-	-	5371	75	11	13
Availability of Wi-Fi**	-	-	-	-	2792	40	13	47
Availability of power sockets**	-	-	-	-	3326	63	11	26

* Long Distance total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Regional*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
Overall sample size 4597	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Overall satisfaction with the journey	2	↑	3	↑	4491	87	8	4
STATION FACILITIES								
Overall satisfaction with the station	1	→	3	↑	4464	84	11	5
Ticket buying facilities	1	→	5	↑	2566	84	8	9
Provision of information about train times/platforms	2	→	4	↑	4329	88	8	4
Upkeep/repair of the station buildings/platforms	0	→	0	→	4399	78	15	7
Cleanliness	2	→	1	→	4409	82	12	7
Toilet facilities at the station**	-	-	-	-	2596	50	16	34
Attitudes and helpfulness of the staff	0	→	2	→	3178	82	13	6
Connections with other forms of public transport	2	→	1	→	2740	73	15	12
Facilities for car parking	-3	→	-3	→	1896	52	13	36
Overall environment	4	↑	2	→	4393	77	16	7
Your personal security whilst using the station	2	→	0	→	4044	76	20	4
Availability of staff at the station	1	→	2	→	3666	71	15	13
Shelter facilities	5	↑	2	→	3924	78	12	10
Availability of seating	3	↑	4	↑	4257	65	16	19
How request to station staff was handled	2	→	3	→	656	90	4	5
Choice of shops/eating/drinking facilities available	2	→	3	↑	3483	48	16	36
Availability of Wi-Fi***	-	-	1	→	1925	39	14	47
TRAIN FACILITIES								
Overall satisfaction with the train	1	→	-1	→	4527	79	13	7
Frequency of the trains on that route	1	→	3	↑	4423	81	7	11
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	3	↑	4422	85	6	8
Length of time the journey was scheduled to take (speed)	4	↑	2	↑	4375	90	6	4
Connections with other train services	1	→	-1	→	2392	77	15	8
Value for money of the price of your ticket	-1	→	-1	→	4142	60	17	23
Upkeep and repair of the train	-2	→	-1	→	4453	68	18	14
Provision of information during the journey	-1	→	1	→	4044	72	18	10
Helpfulness and attitude of staff on train	1	→	2	→	3286	81	15	4
Space for luggage	0	→	2	→	3499	64	19	18
Toilet facilities	-5	→	-2	→	2073	41	22	37
Comfort of the seats**	-	-	-	-	4365	66	19	15
Step or gap between the train and the platform**	-	-	-	-	3313	68	20	12
Your personal security on board	-5	↓	-3	↓	4177	77	19	4
Cleanliness of the inside	0	→	-1	→	4514	73	15	12
Cleanliness of the outside	0	→	-2	→	4066	69	20	11
Availability of staff on the train	0	→	0	→	3932	64	23	12
How well train company deals with delays	7	→	5	→	676	47	31	21
Level of crowding**	-	-	-	-	4352	78	11	11
Availability of Wi-Fi**	-	-	-	-	2138	38	12	51
Availability of power sockets**	-	-	-	-	2073	23	11	66

* Regional total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East	82 %
Long distance	89 %
Regional	87 %

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	1	→	1	→	1225	83	11	6
c2c	8	↑	2	→	916	89	6	5
Chiltern Railways	1	→	1	→	1034	92	6	2
CrossCountry	2	→	4	↑	1205	88	7	5
East Midlands Trains	3	→	6	↑	1068	89	8	3
Gatwick Express*	9	↑	5	↑	510	88	8	4
Grand Central	-2	→	4	↑	865	94	3	2
Great Northern*	5	→	2	→	563	79	15	6
Great Western Railway	-3	→	-1	→	1457	81	11	7
Greater Anglia**	6	↑	3	→	1320	83	10	7
Heathrow Connect	7	↑	3	→	428	90	7	3
Heathrow Express	6	↑	1	→	492	97	2	2
Hull Trains	3	↑	0	→	677	97	1	2
London Midland	-2	→	-1	→	943	84	9	7
London Overground	2	→	1	→	1423	90	7	2
Merseyrail	3	→	-1	→	697	94	4	2
Northern**	2	→	2	→	1365	83	11	6
ScotRail	2	→	6	↑	1204	90	7	3
South West Trains	0	→	-1	→	2298	82	11	7
Southeastern	10	↑	4	↑	1528	81	11	9
Southern*	3	→	7	↑	1101	72	17	11
TfL Rail	8	→	7	→	137	87	9	4
Thameslink*	1	→	2	→	930	75	13	11
TransPennine Express**	-1	→	3	→	852	86	7	6
Virgin Trains	0	→	2	→	1186	92	6	2
Virgin Trains East Coast	2	→	-1	→	1214	91	5	4

Improved
Unchanged
Declined

Value for money of the price of your ticket

% of passengers satisfied/good by sector:

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

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	-1	→	-4	→	1166	57	19	24
c2c	10	↑	5	→	867	52	21	27
Chiltern Railways	-1	→	-2	→	994	47	24	29
CrossCountry	1	→	0	→	1147	55	19	26
East Midlands Trains	0	→	1	→	1029	51	19	30
Gatwick Express*	3	→	6	→	495	39	26	36
Grand Central	5	→	10	↑	834	78	10	11
Great Northern*	3	→	2	→	517	39	25	36
Great Western Railway	-2	→	-4	→	1430	48	20	32
Greater Anglia**	6	↑	0	→	1286	42	20	38
Heathrow Connect	1	→	1	→	378	55	22	23
Heathrow Express	11	↑	-1	→	477	52	18	30
Hull Trains	-1	→	-4	→	663	65	18	18
London Midland	-1	→	-2	→	840	54	20	26
London Overground	4	→	1	→	1167	55	21	24
Merseyrail	-9	↓	-7	→	509	65	17	19
Northern**	-1	→	-1	→	1300	57	19	24
ScotRail	2	→	3	→	1167	61	15	23
South West Trains	0	→	1	→	2079	40	22	38
Southeastern	6	↑	2	→	1366	38	23	40
Southern*	3	→	0	→	1004	38	22	40
TfL Rail	-2	→	0	→	107	42	32	26
Thameslink*	2	→	1	→	851	38	20	43
TransPennine Express**	2	→	-1	→	822	60	19	21
Virgin Trains	3	→	2	→	1135	64	15	21
Virgin Trains East Coast	0	→	0	→	1177	60	18	21

Improved
Unchanged
Declined

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

% of passengers satisfied/good by sector:

London and South East	75 %
Long distance	86 %
Regional	85 %

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	5	→	1	→	1199	81	8	11
c2c	2	→	4	↑	900	88	6	7
Chiltern Railways	2	→	1	→	1035	90	6	4
CrossCountry	1	→	6	↑	1171	86	7	7
East Midlands Trains	5	↑	6	↑	1053	88	5	7
Gatwick Express*	4	→	10	↑	484	83	7	10
Grand Central	0	→	13	↑	848	96	3	1
Great Northern*	9	↑	14	↑	562	78	9	14
Great Western Railway	-1	→	2	→	1461	76	9	15
Greater Anglia**	6	↑	4	→	1292	77	8	15
Heathrow Connect	-3	→	3	→	423	73	12	15
Heathrow Express	2	→	3	→	474	96	2	2
Hull Trains	2	→	-1	→	671	95	3	2
London Midland	0	→	2	→	925	78	9	13
London Overground	2	→	3	→	1400	84	7	9
Merseyrail	3	→	1	→	692	94	2	4
Northern**	4	↑	4	↑	1347	83	6	11
ScotRail	-1	→	5	↑	1184	85	7	8
South West Trains	2	→	2	→	2256	77	9	14
Southeastern	14	↑	4	→	1497	72	12	17
Southern*	5	↑	13	↑	1076	57	11	32
TfL Rail	1	→	6	→	127	86	9	5
Thameslink*	9	↑	10	↑	923	65	9	26
TransPennine Express**	5	↑	1	→	846	82	6	12
Virgin Trains	1	→	-2	→	1167	88	5	7
Virgin Trains East Coast	-2	→	-3	→	1209	86	5	9

Improved
Unchanged
Declined

Level of crowding***

% of passengers satisfied/good by sector:

London and South East	70 %
Long distance	75 %
Regional	78 %

* Part of the Govia Thameslink Railway franchise
** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	-	-	-	-	1172	72	11	17
c2c	-	-	-	-	889	71	11	17
Chiltern Railways	-	-	-	-	1015	76	10	14
CrossCountry	-	-	-	-	1162	72	12	16
East Midlands Trains	-	-	-	-	1037	76	10	14
Gatwick Express*	-	-	-	-	494	79	10	11
Grand Central	-	-	-	-	835	88	9	3
Great Northern*	-	-	-	-	560	69	14	18
Great Western Railway	-	-	-	-	1441	72	13	16
Greater Anglia**	-	-	-	-	1294	76	11	13
Heathrow Connect	-	-	-	-	419	81	10	9
Heathrow Express	-	-	-	-	485	94	4	2
Hull Trains	-	-	-	-	657	89	6	5
London Midland	-	-	-	-	897	70	13	17
London Overground	-	-	-	-	1394	73	14	14
Merseyrail	-	-	-	-	675	86	8	6
Northern**	-	-	-	-	1335	76	10	14
ScotRail	-	-	-	-	1170	79	12	9
South West Trains	-	-	-	-	2235	69	12	20
Southeastern	-	-	-	-	1480	69	12	19
Southern*	-	-	-	-	1070	67	14	18
TfL Rail	-	-	-	-	124	67	7	26
Thameslink*	-	-	-	-	911	67	13	19
TransPennine Express**	-	-	-	-	830	65	13	23
Virgin Trains	-	-	-	-	1151	81	11	8
Virgin Trains East Coast	-	-	-	-	1191	81	12	7

* Attribute added for the first time in Spring 2017, so no historical comparison yet

Improved
Unchanged
Declined

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	80 %
Long distance	88 %
Regional	84 %

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	-1	→	0	→	1205	76	17	7
c2c	2	→	1	→	911	83	13	4
Chiltern Railways	-1	→	0	→	1031	88	10	2
CrossCountry	3	↑	3	→	1192	89	8	2
East Midlands Trains	1	→	2	→	1058	89	9	2
Gatwick Express*	1	→	1	→	503	74	18	8
Grand Central	-2	→	-2	→	857	84	12	4
Great Northern*	-3	→	-2	→	567	76	19	4
Great Western Railway	2	→	0	→	1473	82	12	6
Greater Anglia**	6	↑	1	→	1328	83	13	4
Heathrow Connect	3	→	5	→	429	76	15	9
Heathrow Express	6	↑	2	→	479	94	5	1
Hull Trains	-2	→	-4	→	669	87	11	2
London Midland	-1	→	-3	→	937	81	14	5
London Overground	2	→	-1	→	1401	84	13	4
Merseyrail	1	→	0	→	697	90	7	2
Northern**	3	→	3	↑	1349	84	11	5
ScotRail	-1	→	5	→	1213	83	11	5
South West Trains	0	→	-2	→	2270	79	16	4
Southeastern	8	↑	0	→	1510	78	17	6
Southern*	4	↑	-1	→	1100	73	19	8
TfL Rail	9	→	1	→	133	83	10	7
Thameslink*	6	↑	1	→	938	81	13	6
TransPennine Express**	2	→	1	→	850	88	9	3
Virgin Trains	2	→	2	→	1173	86	11	3
Virgin Trains East Coast	0	→	1	→	1215	90	7	2

Improved
Unchanged
Declined

How well train company deals with delays

% of passengers satisfied/good by sector:

London and South East	36 %
Long distance	58 %
Regional	47 %

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor
Arriva Trains Wales	2	→	-4	→	200	38	35	27
c2c	23	↑	7	→	111	51	24	25
Chiltern Railways	-6	→	0	→	139	49	35	16
CrossCountry	8	→	14	↑	242	62	25	13
East Midlands Trains	-2	→	5	→	224	52	35	13
Gatwick Express*	17	↑	17	↑	81	44	30	27
Grand Central	20	→	29	↑	74	81	13	6
Great Northern*	0	→	0	→	113	26	46	28
Great Western Railway	3	→	0	→	404	45	36	19
Greater Anglia**	1	→	5	→	266	43	37	20
Heathrow Connect	-4	→	-1	→	79	33	46	20
Heathrow Express	-4	→	-7	→	32	59	25	16
Hull Trains	-10	→	-3	→	112	67	23	11
London Midland	-1	→	-8	→	220	41	30	30
London Overground	10	→	1	→	195	37	40	23
Merseyrail	15	→	-5	→	86	56	32	12
Northern**	1	→	1	→	211	42	34	24
ScotRail	11	→	16	→	179	54	27	19
South West Trains	5	→	0	→	490	38	38	24
Southeastern	6	→	6	→	345	36	34	31
Southern*	2	→	5	→	407	28	32	40
TfL Rail	35	→	18	→	9	76	8	15
Thameslink*	3	→	9	↑	255	32	35	34
TransPennine Express**	5	→	-2	→	210	51	26	23
Virgin Trains	3	→	1	→	231	61	26	13
Virgin Trains East Coast	0	→	2	→	277	63	21	16

Improved ↑
Unchanged →
Declined ↓

c2c

Overall sample size 937	Improvement/decline in % satisfied or good since Spring 2016: % change	Improvement/decline in % satisfied or good since Spring 2016: significant change	Improvement/decline in % satisfied or good since Autumn 2016: % change	Improvement/decline in % satisfied or good since Autumn 2016: significant change	Spring 2017: sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	8	↑	2	→	916	89	6	5	82
STATION FACILITIES									
Overall satisfaction with the station	2	→	1	→	911	83	13	4	80
Ticket buying facilities	7	↑	10	↑	581	82	11	7	77
Provision of information about train times/platforms	3	→	2	→	905	88	8	4	84
Upkeep/repair of the station buildings/platforms	3	→	6	↑	905	77	19	4	73
Cleanliness	0	→	3	→	905	78	17	4	77
Toilet facilities at the station**	-	-	-	-	569	56	20	24	46
Attitudes and helpfulness of the staff	5	↑	4	→	703	83	11	6	78
Connections with other forms of public transport	8	↑	2	→	691	77	10	12	79
Facilities for car parking	8	→	4	→	337	58	15	27	48
Overall environment	3	→	4	→	899	76	18	6	74
Your personal security whilst using the station	6	↑	7	↑	848	75	21	4	74
Availability of staff at the station	2	→	2	→	800	73	19	8	68
Shelter facilities	9	↑	4	→	782	72	17	10	71
Availability of seating	10	↑	6	↑	837	60	22	18	51
How request to station staff was handled	-1	→	-2	→	99	85	8	7	87
Choice of shops/eating/drinking facilities available	5	→	3	→	723	47	27	26	52
Availability of Wi-Fi***	-	-	5	→	445	56	19	25	33
TRAIN FACILITIES									
Overall satisfaction with the train	11	↑	1	→	925	89	7	4	78
Frequency of the trains on that route	10	↑	5	↑	927	83	6	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	4	↑	900	88	6	7	75
Length of time the journey was scheduled to take (speed)	8	↑	4	↑	894	89	6	6	81
Connections with other train services	6	↑	3	→	530	83	12	5	75
Value for money of the price of your ticket	10	↑	5	→	867	52	21	27	43
Upkeep and repair of the train	2	→	-1	→	913	88	9	3	74
Provision of information during the journey	6	↑	3	→	846	81	15	4	73
Helpfulness and attitude of staff on train	15	↑	6	→	288	47	35	18	60
Space for luggage	6	↑	5	→	680	55	23	22	56
Toilet facilities	7	→	4	→	421	57	27	17	37
Comfort of the seats**	-	-	-	-	885	79	13	7	65
Step or gap between the train and the platform**	-	-	-	-	866	74	21	5	60
Your personal security on board	7	↑	2	→	850	75	19	6	73
Cleanliness of the inside	1	→	-1	→	927	88	7	5	77
Cleanliness of the outside	2	→	-2	→	862	86	10	4	74
Availability of staff on the train	8	↑	4	→	462	28	29	43	37
How well train company deals with delays	23	↑	7	→	111	51	24	25	36
Level of crowding**	-	-	-	-	889	71	11	17	70
Availability of Wi-Fi**	-	-	-	-	441	45	15	40	27
Availability of power sockets**	-	-	-	-	353	24	16	60	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Chiltern Railways

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1062	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	⇨	1	⇨	1034	92	6	2	82
STATION FACILITIES									
Overall satisfaction with the station	-1	⇨	0	⇨	1031	88	10	2	80
Ticket buying facilities	2	⇨	3	⇨	678	83	10	7	77
Provision of information about train times/platforms	2	⇨	2	⇨	1012	87	9	4	84
Upkeep/repair of the station buildings/platforms	0	⇨	-1	⇨	1026	82	13	5	73
Cleanliness	-3	⇨	-3	⇨	1031	83	13	4	77
Toilet facilities at the station**	-	-	-	-	667	55	21	23	46
Attitudes and helpfulness of the staff	1	⇨	-2	⇨	771	83	12	4	78
Connections with other forms of public transport	5	⇨	-1	⇨	722	79	13	8	79
Facilities for car parking	1	⇨	-1	⇨	492	71	11	17	48
Overall environment	4	⇧	1	⇨	1029	84	12	3	74
Your personal security whilst using the station	1	⇨	1	⇨	945	80	18	2	74
Availability of staff at the station	-3	⇨	-2	⇨	884	66	22	12	68
Shelter facilities	3	⇨	-1	⇨	881	76	15	9	71
Availability of seating	4	⇨	1	⇨	974	56	22	21	51
How request to station staff was handled	5	⇨	7	⇨	134	96	2	2	87
Choice of shops/eating/drinking facilities available	6	⇧	1	⇨	900	58	23	19	52
Availability of Wi-Fi***	-	-	6	⇨	495	51	20	29	33
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⇨	-1	⇨	1044	89	8	3	78
Frequency of the trains on that route	2	⇨	0	⇨	1028	80	9	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⇨	1	⇨	1035	90	6	4	75
Length of time the journey was scheduled to take (speed)	0	⇨	1	⇨	1026	89	6	6	81
Connections with other train services	0	⇨	2	⇨	556	78	16	6	75
Value for money of the price of your ticket	-1	⇨	-2	⇨	994	47	24	29	43
Upkeep and repair of the train	-1	⇨	-4	⇩	1039	84	11	5	74
Provision of information during the journey	0	⇨	2	⇨	956	79	16	5	73
Helpfulness and attitude of staff on train	0	⇨	2	⇨	339	60	30	10	60
Space for luggage	2	⇨	-2	⇨	782	59	20	21	56
Toilet facilities	3	⇨	6	⇨	445	57	22	21	37
Comfort of the seats**	-	-	-	-	1008	71	19	10	65
Step or gap between the train and the platform**	-	-	-	-	962	75	22	4	60
Your personal security on board	-4	⇨	-2	⇨	964	82	16	2	73
Cleanliness of the inside	1	⇨	-1	⇨	1046	88	8	4	77
Cleanliness of the outside	6	⇧	-1	⇨	942	83	14	3	74
Availability of staff on the train	-8	⇩	-4	⇨	540	32	34	34	37
How well train company deals with delays	-6	⇨	0	⇨	139	49	35	16	36
Level of crowding**	-	-	-	-	1015	76	10	14	70
Availability of Wi-Fi**	-	-	-	-	588	56	12	32	27
Availability of power sockets**	-	-	-	-	588	52	9	39	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Gatwick Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 525	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	9	↑	5	↑	510	88	8	4	82
STATION FACILITIES									
Overall satisfaction with the station	1	→	1	→	503	74	18	8	80
Ticket buying facilities	-2	→	9	→	279	65	13	22	77
Provision of information about train times/platforms	2	→	5	→	487	77	12	12	84
Upkeep/repair of the station buildings/platforms	-1	→	6	→	479	62	24	14	73
Cleanliness	0	→	5	→	484	66	22	12	77
Toilet facilities at the station**	-	-	-	-	223	48	21	31	46
Attitudes and helpfulness of the staff	2	→	3	→	377	73	18	9	78
Connections with other forms of public transport	7	↑	11	↑	381	88	7	5	79
Facilities for car parking	11	→	14	→	62	52	12	35	48
Overall environment	4	→	8	↑	481	67	23	10	74
Your personal security whilst using the station	-2	→	4	→	443	73	24	3	74
Availability of staff at the station	2	→	3	→	393	64	22	15	68
Shelter facilities	2	→	12	↑	237	66	24	10	71
Availability of seating	6	→	9	↑	354	43	20	37	51
How request to station staff was handled	10	↑	8	→	142	88	8	4	87
Choice of shops/eating/drinking facilities available	-8	↓	5	→	373	66	23	11	52
Availability of Wi-Fi***	-	-	8	→	160	44	22	34	33
TRAIN FACILITIES									
Overall satisfaction with the train	11	↑	2	→	518	89	7	4	78
Frequency of the trains on that route	3	→	10	↑	499	91	6	2	75
Punctuality/reliability (i.e. the train arriving/departing on time)	4	→	10	↑	484	83	7	10	75
Length of time the journey was scheduled to take (speed)	2	→	7	↑	481	88	7	6	81
Connections with other train services	3	→	13	↑	243	85	13	3	75
Value for money of the price of your ticket	3	→	6	→	495	39	26	36	43
Upkeep and repair of the train	20	↑	1	→	513	92	7	1	74
Provision of information during the journey	14	↑	6	→	457	80	16	4	73
Helpfulness and attitude of staff on train	20	↑	9	↑	294	74	20	6	60
Space for luggage	-3	→	3	→	466	54	17	29	56
Toilet facilities	20	↑	-5	→	209	64	24	11	37
Comfort of the seats**	-	-	-	-	501	69	18	13	65
Step or gap between the train and the platform**	-	-	-	-	459	72	22	5	60
Your personal security on board	6	→	1	→	461	83	16	1	73
Cleanliness of the inside	15	↑	1	→	516	92	3	4	77
Cleanliness of the outside	20	↑	0	→	471	90	7	3	74
Availability of staff on the train	27	↑	14	↑	342	58	31	11	37
How well train company deals with delays	17	↑	17	↑	81	44	30	27	36
Level of crowding**	-	-	-	-	494	79	10	11	70
Availability of Wi-Fi**	-	-	-	-	235	71	12	17	27
Availability of power sockets**	-	-	-	-	321	86	7	7	23

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Great Northern*

Overall sample size 583	Improvement/decline in % satisfied or good since Spring 2016: % change	Improvement/decline in % satisfied or good since Spring 2016: significant change	Improvement/decline in % satisfied or good since Autumn 2016: % change	Improvement/decline in % satisfied or good since Autumn 2016: significant change	Spring 2017: sample size	Spring 2017: % satisfied or good	Spring 2017: % neither/ nor	Spring 2017: % dissatisfied or poor	Spring 2017: TOC Type % satisfied or good
Overall satisfaction with the journey	5	⇨	2	⇨	563	79	15	6	82
STATION FACILITIES									
Overall satisfaction with the station	-3	⇨	-2	⇨	567	76	19	4	80
Ticket buying facilities	1	⇨	6	⇨	273	76	15	9	77
Provision of information about train times/platforms	4	⇨	1	⇨	547	79	13	8	84
Upkeep/repair of the station buildings/platforms	-4	⇨	0	⇨	556	67	23	10	73
Cleanliness	-4	⇨	-3	⇨	560	72	22	6	77
Toilet facilities at the station**	-	-	-	-	315	43	19	38	46
Attitudes and helpfulness of the staff	5	⇨	1	⇨	374	77	14	9	78
Connections with other forms of public transport	6	⇨	7	⇨	421	79	12	9	79
Facilities for car parking	-7	⇨	-4	⇨	139	35	27	38	48
Overall environment	3	⇨	3	⇨	563	71	21	8	74
Your personal security whilst using the station	2	⇨	5	⇨	519	73	25	2	74
Availability of staff at the station	1	⇨	8	⇨	445	63	20	17	68
Shelter facilities	8	⇨	5	⇨	436	71	18	11	71
Availability of seating	8	⇧	4	⇨	512	49	24	28	51
How request to station staff was handled	3	⇨	1	⇨	72	87	5	8	87
Choice of shops/eating/drinking facilities available	-4	⇨	3	⇨	461	51	26	24	52
Availability of Wi-Fi***	-	-	3	⇨	203	28	14	58	33
TRAIN FACILITIES									
Overall satisfaction with the train	0	⇨	0	⇨	571	67	22	11	78
Frequency of the trains on that route	1	⇨	-3	⇨	565	72	16	13	75
Punctuality/reliability (i.e. the train arriving/departing on time)	9	⇧	14	⇧	562	78	9	14	75
Length of time the journey was scheduled to take (speed)	0	⇨	2	⇨	560	86	9	5	81
Connections with other train services	-5	⇨	-1	⇨	307	72	19	9	75
Value for money of the price of your ticket	3	⇨	2	⇨	517	39	25	36	43
Upkeep and repair of the train	8	⇧	9	⇧	558	64	20	16	74
Provision of information during the journey	7	⇨	8	⇧	506	56	25	19	73
Helpfulness and attitude of staff on train	7	⇨	15	⇧	168	47	31	22	60
Space for luggage	7	⇨	9	⇧	410	49	30	21	56
Toilet facilities	15	⇧	9	⇨	230	31	17	52	37
Comfort of the seats**	-	-	-	-	537	53	30	17	65
Step or gap between the train and the platform**	-	-	-	-	518	56	37	7	60
Your personal security on board	-2	⇨	-6	⇨	509	68	28	4	73
Cleanliness of the inside	11	⇧	9	⇧	573	69	18	14	77
Cleanliness of the outside	7	⇨	10	⇧	509	60	24	17	74
Availability of staff on the train	1	⇨	5	⇨	331	18	29	53	37
How well train company deals with delays	0	⇨	0	⇨	113	26	46	28	36
Level of crowding**	-	-	-	-	560	69	14	18	70
Availability of Wi-Fi**	-	-	-	-	227	17	4	79	27
Availability of power sockets**	-	-	-	-	256	16	8	76	23

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Great Western Railway*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1502	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-3	⇨	-1	⇨	1457	81	11	7	82
STATION FACILITIES									
Overall satisfaction with the station	2	⇨	0	⇨	1473	82	12	6	80
Ticket buying facilities	-2	⇨	-5	⇨	784	77	12	11	77
Provision of information about train times/platforms	2	⇨	3	⇨	1456	87	7	6	84
Upkeep/repair of the station buildings/platforms	3	⇨	0	⇨	1448	73	17	10	73
Cleanliness	0	⇨	-3	⇨	1452	77	17	6	77
Toilet facilities at the station**	-	-	-	-	929	47	24	29	46
Attitudes and helpfulness of the staff	2	⇨	2	⇨	1031	81	14	5	78
Connections with other forms of public transport	7	⇧	9	⇧	1024	78	10	12	79
Facilities for car parking	0	⇨	-6	⇨	463	56	17	27	48
Overall environment	8	⇧	5	⇧	1452	79	16	5	74
Your personal security whilst using the station	2	⇨	2	⇨	1310	77	20	3	74
Availability of staff at the station	1	⇨	1	⇨	1203	69	19	11	68
Shelter facilities	6	⇧	2	⇨	1184	73	16	11	71
Availability of seating	2	⇨	4	⇨	1365	57	21	22	51
How request to station staff was handled	1	⇨	2	⇨	253	91	7	3	87
Choice of shops/eating/drinking facilities available	4	⇨	5	⇨	1273	50	24	25	52
Availability of Wi-Fi***	-	-	8	⇧	542	38	21	41	33
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⇨	-4	⇩	1480	78	15	8	78
Frequency of the trains on that route	-1	⇨	0	⇨	1428	76	10	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⇨	2	⇨	1461	76	9	15	75
Length of time the journey was scheduled to take (speed)	2	⇨	3	⇨	1445	85	7	8	81
Connections with other train services	-1	⇨	2	⇨	784	74	16	9	75
Value for money of the price of your ticket	-2	⇨	-4	⇨	1430	48	20	32	43
Upkeep and repair of the train	-1	⇨	-4	⇩	1441	75	17	9	74
Provision of information during the journey	2	⇨	0	⇨	1347	71	19	10	73
Helpfulness and attitude of staff on train	4	⇨	4	⇨	835	73	20	8	60
Space for luggage	1	⇨	0	⇨	1130	59	22	19	56
Toilet facilities	-1	⇨	-2	⇨	705	45	24	32	37
Comfort of the seats**	-	-	-	-	1410	69	21	11	65
Step or gap between the train and the platform**	-	-	-	-	1348	62	24	14	60
Your personal security on board	-3	⇨	-4	⇨	1330	78	19	3	73
Cleanliness of the inside	-1	⇨	-3	⇨	1471	78	13	9	77
Cleanliness of the outside	0	⇨	-5	⇩	1272	72	17	10	74
Availability of staff on the train	2	⇨	3	⇨	1085	52	29	19	37
How well train company deals with delays	3	⇨	0	⇨	404	45	36	19	36
Level of crowding**	-	-	-	-	1441	72	13	16	70
Availability of Wi-Fi**	-	-	-	-	721	43	16	41	27
Availability of power sockets**	-	-	-	-	773	43	13	44	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Greater Anglia*

Overall sample size 1365	Improvement/decline in % satisfied or good since Spring 2016: % change	Improvement/decline in % satisfied or good since Spring 2016: significant change	Improvement/decline in % satisfied or good since Autumn 2016: % change	Improvement/decline in % satisfied or good since Autumn 2016: significant change	Spring 2017: sample size	Spring 2017: % satisfied or good	Spring 2017: % neither/ nor	Spring 2017: % dissatisfied or poor	Spring 2017: TOC Type % satisfied or good
Overall satisfaction with the journey	6	↑	3	→	1320	83	10	7	82
STATION FACILITIES									
Overall satisfaction with the station	6	↑	1	→	1328	83	13	4	80
Ticket buying facilities	8	↑	5	↑	727	80	13	8	77
Provision of information about train times/platforms	5	↑	5	↑	1304	87	9	4	84
Upkeep/repair of the station buildings/platforms	9	↑	5	↑	1317	79	16	5	73
Cleanliness	5	↑	2	→	1312	81	15	4	77
Toilet facilities at the station**	-	-	-	-	767	60	15	25	46
Attitudes and helpfulness of the staff	6	↑	6	↑	971	84	11	6	78
Connections with other forms of public transport	5	↑	3	→	955	78	11	11	79
Facilities for car parking	3	→	1	→	413	52	16	32	48
Overall environment	13	↑	5	↑	1310	80	15	5	74
Your personal security whilst using the station	5	↑	5	↑	1193	76	21	3	74
Availability of staff at the station	13	↑	7	↑	1087	77	15	8	68
Shelter facilities	13	↑	3	→	1042	71	17	12	71
Availability of seating	6	↑	4	→	1201	51	18	31	51
How request to station staff was handled	3	→	6	→	225	90	4	7	87
Choice of shops/eating/drinking facilities available	12	↑	10	↑	1119	58	19	23	52
Availability of Wi-Fi***	-	-	9	↑	513	38	22	40	33
TRAIN FACILITIES									
Overall satisfaction with the train	3	→	-2	→	1345	77	13	10	78
Frequency of the trains on that route	2	→	-2	→	1305	74	11	15	75
Punctuality/reliability (i.e. the train arriving/departing on time)	6	↑	4	→	1292	77	8	15	75
Length of time the journey was scheduled to take (speed)	2	→	1	→	1291	81	10	9	81
Connections with other train services	7	↑	2	→	735	77	15	8	75
Value for money of the price of your ticket	6	↑	0	→	1286	42	20	38	43
Upkeep and repair of the train	5	↑	-3	→	1318	71	16	13	74
Provision of information during the journey	13	↑	8	↑	1229	72	17	11	73
Helpfulness and attitude of staff on train	7	↑	4	→	553	63	26	11	60
Space for luggage	10	↑	4	→	1002	60	21	19	56
Toilet facilities	11	↑	3	→	584	49	22	28	37
Comfort of the seats**	-	-	-	-	1297	66	17	16	65
Step or gap between the train and the platform**	-	-	-	-	1203	69	23	8	60
Your personal security on board	3	→	-1	→	1218	75	21	4	73
Cleanliness of the inside	3	→	-4	↓	1342	77	14	9	77
Cleanliness of the outside	5	↑	-2	→	1202	72	19	9	74
Availability of staff on the train	3	→	1	→	810	36	28	36	37
How well train company deals with delays	1	→	5	→	266	43	37	20	36
Level of crowding**	-	-	-	-	1294	76	11	13	70
Availability of Wi-Fi**	-	-	-	-	600	29	11	60	27
Availability of power sockets**	-	-	-	-	681	40	6	53	23

* Greater Anglia rebranded from Abellio Greater Anglia in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Heathrow Connect

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 445	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	7	⇧	3	⇨	428	90	7	3	82
STATION FACILITIES									
Overall satisfaction with the station	3	⇨	5	⇨	429	76	15	9	80
Ticket buying facilities	1	⇨	3	⇨	222	72	14	15	77
Provision of information about train times/platforms	7	⇨	6	⇨	421	76	14	10	84
Upkeep/repair of the station buildings/platforms	-1	⇨	3	⇨	414	65	20	15	73
Cleanliness	0	⇨	0	⇨	418	72	17	11	77
Toilet facilities at the station**	-	-	-	-	204	39	19	42	46
Attitudes and helpfulness of the staff	-3	⇨	3	⇨	296	74	16	10	78
Connections with other forms of public transport	4	⇨	4	⇨	355	79	11	10	79
Facilities for car parking	11	⇨	3	⇨	106	36	20	44	48
Overall environment	9	⇧	10	⇧	417	71	18	11	74
Your personal security whilst using the station	4	⇨	3	⇨	379	71	22	7	74
Availability of staff at the station	6	⇨	1	⇨	348	61	22	17	68
Shelter facilities	-2	⇨	1	⇨	299	57	19	24	71
Availability of seating	3	⇨	12	⇧	382	53	17	31	51
How request to station staff was handled	11	⇨	6	⇨	73	90	3	6	87
Choice of shops/eating/drinking facilities available	12	⇧	11	⇧	338	51	14	35	52
Availability of Wi-Fi***	-	-	7	⇨	207	35	15	50	33
TRAIN FACILITIES									
Overall satisfaction with the train	2	⇨	0	⇨	441	88	9	3	78
Frequency of the trains on that route	-1	⇨	2	⇨	425	65	13	22	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⇨	3	⇨	423	73	12	15	75
Length of time the journey was scheduled to take (speed)	-4	⇨	-1	⇨	417	86	10	3	81
Connections with other train services	-2	⇨	-7	⇩	309	76	17	7	75
Value for money of the price of your ticket	1	⇨	1	⇨	378	55	22	23	43
Upkeep and repair of the train	3	⇨	-1	⇨	433	85	11	4	74
Provision of information during the journey	4	⇨	5	⇨	405	83	12	5	73
Helpfulness and attitude of staff on train	6	⇨	7	⇨	230	69	24	7	60
Space for luggage	11	⇧	7	⇨	367	80	12	8	56
Toilet facilities	4	⇨	15	⇧	183	65	20	15	37
Comfort of the seats**	-	-	-	-	422	84	10	6	65
Step or gap between the train and the platform**	-	-	-	-	228	71	16	12	60
Your personal security on board	1	⇨	-1	⇨	404	81	16	3	73
Cleanliness of the inside	5	⇨	3	⇨	440	90	6	4	77
Cleanliness of the outside	4	⇨	-1	⇨	420	87	10	4	74
Availability of staff on the train	5	⇨	7	⇨	317	50	26	24	37
How well train company deals with delays	-4	⇨	-1	⇨	79	33	46	20	36
Level of crowding**	-	-	-	-	419	81	10	9	70
Availability of Wi-Fi**	-	-	-	-	198	26	16	58	27
Availability of power sockets**	-	-	-	-	194	27	16	57	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Heathrow Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 504	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	6	↑	1	→	492	97	2	2	82
STATION FACILITIES									
Overall satisfaction with the station	6	↑	2	→	479	94	5	1	80
Ticket buying facilities	1	→	2	→	315	94	5	1	77
Provision of information about train times/platforms	9	↑	5	↑	459	91	6	4	84
Upkeep/repair of the station buildings/platforms	9	↑	-1	→	469	91	7	2	73
Cleanliness	9	↑	0	→	477	90	8	2	77
Toilet facilities at the station**	-	-	-	-	178	74	10	16	46
Attitudes and helpfulness of the staff	4	→	-2	→	379	90	8	3	78
Connections with other forms of public transport	6	→	2	→	363	89	7	5	79
Facilities for car parking	-1	→	5	→	60	69	17	14	48
Overall environment	8	↑	1	→	474	90	8	2	74
Your personal security whilst using the station	6	↑	0	→	431	89	11	0	74
Availability of staff at the station	9	↑	1	→	390	87	11	2	68
Shelter facilities	13	↑	10	↑	231	93	6	2	71
Availability of seating	9	↑	2	→	385	77	10	13	51
How request to station staff was handled	0	→	-3	→	112	91	5	4	87
Choice of shops/eating/drinking facilities available	4	→	4	→	294	68	17	15	52
Availability of Wi-Fi***	-	-	1	→	257	71	14	16	33
TRAIN FACILITIES									
Overall satisfaction with the train	7	↑	-1	→	499	96	3	1	78
Frequency of the trains on that route	2	→	1	→	484	91	5	4	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	3	→	474	96	2	2	75
Length of time the journey was scheduled to take (speed)	0	→	0	→	476	96	2	2	81
Connections with other train services	0	→	0	→	325	90	7	3	75
Value for money of the price of your ticket	11	↑	-1	→	477	52	18	30	43
Upkeep and repair of the train	8	↑	0	→	489	97	2	1	74
Provision of information during the journey	6	↑	0	→	473	91	8	1	73
Helpfulness and attitude of staff on train	4	→	-5	↓	409	88	11	1	60
Space for luggage	12	↑	2	→	479	93	5	2	56
Toilet facilities	2	→	3	→	172	82	6	12	37
Comfort of the seats**	-	-	-	-	485	97	2	0	65
Step or gap between the train and the platform**	-	-	-	-	239	92	6	2	60
Your personal security on board	2	→	-1	→	465	95	5	0	73
Cleanliness of the inside	3	→	-1	→	500	96	2	2	77
Cleanliness of the outside	7	↑	3	↑	477	98	2	1	74
Availability of staff on the train	7	↑	-1	→	433	85	14	1	37
How well train company deals with delays	-4	→	-7	→	32	59	25	16	36
Level of crowding**	-	-	-	-	485	94	4	2	70
Availability of Wi-Fi**	-	-	-	-	309	74	11	15	27
Availability of power sockets**	-	-	-	-	305	87	4	9	23

* Due to a rolling stock fault, Heathrow Express had to use a different type of train on its services for about two weeks of fieldwork in Spring 2016. This may have affected Spring 2016 results for this TOC.
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

London Midland

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 961	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-2	⇨	-1	⇨	943	84	9	7	82
STATION FACILITIES									
Overall satisfaction with the station	-1	⇨	-3	⇨	937	81	14	5	80
Ticket buying facilities	1	⇨	2	⇨	521	79	13	9	77
Provision of information about train times/platforms	0	⇨	1	⇨	918	86	9	5	84
Upkeep/repair of the station buildings/platforms	1	⇨	2	⇨	912	77	15	8	73
Cleanliness	0	⇨	2	⇨	920	81	13	6	77
Toilet facilities at the station**	-	-	-	-	537	57	20	23	46
Attitudes and helpfulness of the staff	1	⇨	3	⇨	636	79	14	6	78
Connections with other forms of public transport	4	⇨	3	⇨	623	77	14	9	79
Facilities for car parking	8	⇨	2	⇨	357	61	12	27	48
Overall environment	1	⇨	1	⇨	923	75	17	8	74
Your personal security whilst using the station	-1	⇨	1	⇨	866	72	22	6	74
Availability of staff at the station	0	⇨	2	⇨	757	66	19	15	68
Shelter facilities	4	⇨	-1	⇨	792	74	14	12	71
Availability of seating	4	⇨	2	⇨	882	57	18	25	51
How request to station staff was handled	2	⇨	5	⇨	124	92	4	4	87
Choice of shops/eating/drinking facilities available	2	⇨	7	⇧	751	54	17	28	52
Availability of Wi-Fi***	-	-	7	⇨	350	36	11	54	33
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⇩	-2	⇨	949	80	15	5	78
Frequency of the trains on that route	-2	⇨	1	⇨	924	81	7	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⇨	2	⇨	925	78	9	13	75
Length of time the journey was scheduled to take (speed)	-2	⇨	2	⇨	917	87	7	6	81
Connections with other train services	-5	⇨	-1	⇨	525	75	16	10	75
Value for money of the price of your ticket	-1	⇨	-2	⇨	840	54	20	26	43
Upkeep and repair of the train	-3	⇨	1	⇨	930	73	17	10	74
Provision of information during the journey	-4	⇨	1	⇨	844	70	20	10	73
Helpfulness and attitude of staff on train	-7	⇨	0	⇨	435	63	29	8	60
Space for luggage	4	⇨	5	⇨	695	57	21	21	56
Toilet facilities	0	⇨	-1	⇨	376	49	28	24	37
Comfort of the seats**	-	-	-	-	907	66	21	13	65
Step or gap between the train and the platform**	-	-	-	-	892	58	29	13	60
Your personal security on board	-8	⇩	-5	⇩	879	72	24	4	73
Cleanliness of the inside	-1	⇨	1	⇨	951	75	14	11	77
Cleanliness of the outside	-2	⇨	-6	⇩	857	73	20	7	74
Availability of staff on the train	-3	⇨	4	⇨	636	44	29	28	37
How well train company deals with delays	-1	⇨	-8	⇨	220	41	30	30	36
Level of crowding**	-	-	-	-	897	70	13	17	70
Availability of Wi-Fi**	-	-	-	-	353	24	12	65	27
Availability of power sockets**	-	-	-	-	381	17	11	73	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

London Overground

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1472	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	→	1	→	1423	90	7	2	82
STATION FACILITIES									
Overall satisfaction with the station	2	→	-1	→	1401	84	13	4	80
Ticket buying facilities	7	↑	2	→	631	77	14	9	77
Provision of information about train times/platforms	1	→	0	→	1339	84	10	6	84
Upkeep/repair of the station buildings/platforms	2	→	1	→	1365	79	15	6	73
Cleanliness	2	→	-1	→	1366	81	14	5	77
Toilet facilities at the station**	-	-	-	-	527	37	16	46	46
Attitudes and helpfulness of the staff	2	→	2	→	948	80	16	5	78
Connections with other forms of public transport	2	→	1	→	1134	82	11	7	79
Facilities for car parking	0	→	4	→	343	33	17	50	48
Overall environment	4	↑	1	→	1390	76	18	6	74
Your personal security whilst using the station	5	↑	1	→	1301	76	20	4	74
Availability of staff at the station	1	→	1	→	1133	73	18	9	68
Shelter facilities	7	↑	0	→	1201	71	18	12	71
Availability of seating	5	↑	3	→	1309	58	18	24	51
How request to station staff was handled	8	→	9	→	121	91	6	3	87
Choice of shops/eating/drinking facilities available	4	→	8	↑	973	47	23	30	52
Availability of Wi-Fi***	-	-	5	→	542	38	19	43	33
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	1446	87	10	3	78
Frequency of the trains on that route	0	→	-1	→	1437	77	11	12	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	3	→	1400	84	7	9	75
Length of time the journey was scheduled to take (speed)	0	→	0	→	1393	87	8	5	81
Connections with other train services	-1	→	-4	↓	1125	81	13	5	75
Value for money of the price of your ticket	4	→	1	→	1167	55	21	24	43
Upkeep and repair of the train	-2	→	-3	↓	1398	86	10	4	74
Provision of information during the journey	2	→	2	→	1298	83	13	4	73
Helpfulness and attitude of staff on train	5	→	5	→	445	51	35	14	60
Space for luggage	4	→	3	→	991	57	22	21	56
Toilet facilities	-2	→	0	→	440	15	13	72	37
Comfort of the seats**	-	-	-	-	1346	74	19	7	65
Step or gap between the train and the platform**	-	-	-	-	783	67	23	10	60
Your personal security on board	0	→	-2	→	1300	76	20	4	73
Cleanliness of the inside	-1	→	0	→	1441	87	9	4	77
Cleanliness of the outside	0	→	1	→	1317	85	12	4	74
Availability of staff on the train	-1	→	-3	→	802	26	32	42	37
How well train company deals with delays	10	→	1	→	195	37	40	23	36
Level of crowding**	-	-	-	-	1394	73	14	14	70
Availability of Wi-Fi**	-	-	-	-	525	22	16	62	27
Availability of power sockets**	-	-	-	-	491	14	11	75	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

South West Trains

Overall sample size 2343	Improvement/decline in % satisfied or good since Spring 2016: % change	Improvement/decline in % satisfied or good since Spring 2016: significant change	Improvement/decline in % satisfied or good since Autumn 2016: % change	Improvement/decline in % satisfied or good since Autumn 2016: significant change	Spring 2017: sample size	Spring 2017: % satisfied or good	Spring 2017: % neither/ nor	Spring 2017: % dissatisfied or poor	Spring 2017: TOC Type % satisfied or good
Overall satisfaction with the journey	0	⇨	-1	⇨	2298	82	11	7	82
STATION FACILITIES									
Overall satisfaction with the station	0	⇨	-2	⇨	2270	79	16	4	80
Ticket buying facilities	1	⇨	1	⇨	1152	81	12	7	77
Provision of information about train times/platforms	4	⇧	2	⇨	2223	87	9	5	84
Upkeep/repair of the station buildings/platforms	0	⇨	-2	⇨	2245	69	20	11	73
Cleanliness	1	⇨	-1	⇨	2266	73	17	10	77
Toilet facilities at the station**	-	-	-	-	1189	36	20	44	46
Attitudes and helpfulness of the staff	6	⇧	4	⇧	1553	76	16	7	78
Connections with other forms of public transport	1	⇨	2	⇨	1753	81	10	9	79
Facilities for car parking	-4	⇨	0	⇨	614	44	16	40	48
Overall environment	6	⇧	0	⇨	2255	74	19	7	74
Your personal security whilst using the station	3	⇧	0	⇨	2084	75	23	3	74
Availability of staff at the station	6	⇧	0	⇨	1840	62	24	14	68
Shelter facilities	8	⇧	3	⇨	1812	72	16	12	71
Availability of seating	4	⇨	4	⇧	2078	45	22	34	51
How request to station staff was handled	0	⇨	9	⇧	288	84	8	8	87
Choice of shops/eating/drinking facilities available	5	⇧	7	⇧	1903	58	21	21	52
Availability of Wi-Fi***	-	-	7	⇧	696	27	16	57	33
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⇨	-2	⇨	2321	78	16	6	78
Frequency of the trains on that route	0	⇨	-1	⇨	2281	77	9	14	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	⇨	2	⇨	2256	77	9	14	75
Length of time the journey was scheduled to take (speed)	2	⇨	-2	⇨	2236	81	11	9	81
Connections with other train services	2	⇨	1	⇨	1248	76	16	8	75
Value for money of the price of your ticket	0	⇨	1	⇨	2079	40	22	38	43
Upkeep and repair of the train	0	⇨	1	⇨	2269	76	17	7	74
Provision of information during the journey	2	⇨	4	⇧	2104	74	18	8	73
Helpfulness and attitude of staff on train	3	⇨	5	⇧	1260	72	23	5	60
Space for luggage	7	⇧	8	⇧	1716	62	19	19	56
Toilet facilities	0	⇨	2	⇨	924	32	16	52	37
Comfort of the seats**	-	-	-	-	2195	70	20	10	65
Step or gap between the train and the platform**	-	-	-	-	2094	57	28	14	60
Your personal security on board	-3	⇨	-3	⇨	2115	76	20	3	73
Cleanliness of the inside	0	⇨	-1	⇨	2308	74	14	11	77
Cleanliness of the outside	-2	⇨	-4	⇩	2063	75	19	6	74
Availability of staff on the train	1	⇨	3	⇨	1673	54	30	16	37
How well train company deals with delays	5	⇨	0	⇨	490	38	38	24	36
Level of crowding**	-	-	-	-	2235	69	12	20	70
Availability of Wi-Fi**	-	-	-	-	920	31	11	57	27
Availability of power sockets**	-	-	-	-	856	13	9	78	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Southeastern

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1558	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	10	↑	4	↑	1528	81	11	9	82
STATION FACILITIES									
Overall satisfaction with the station	8	↑	0	→	1510	78	17	6	80
Ticket buying facilities	2	→	-3	→	780	74	15	11	77
Provision of information about train times/platforms	9	↑	3	↑	1494	84	10	6	84
Upkeep/repair of the station buildings/platforms	8	↑	-2	→	1497	71	20	9	73
Cleanliness	8	↑	2	→	1490	78	16	6	77
Toilet facilities at the station**	-	-	-	-	857	53	20	27	46
Attitudes and helpfulness of the staff	11	↑	2	→	1104	79	16	5	78
Connections with other forms of public transport	4	→	-2	→	1086	75	13	12	79
Facilities for car parking	8	↑	-2	→	464	51	13	35	48
Overall environment	16	↑	6	↑	1498	75	19	7	74
Your personal security whilst using the station	10	↑	4	→	1398	73	23	4	74
Availability of staff at the station	13	↑	3	→	1310	72	18	10	68
Shelter facilities	11	↑	0	→	1247	68	16	16	71
Availability of seating	15	↑	5	↑	1405	49	19	31	51
How request to station staff was handled	11	↑	0	→	203	88	3	9	87
Choice of shops/eating/drinking facilities available	13	↑	9	↑	1270	46	26	27	52
Availability of Wi-Fi***	-	-	0	→	485	21	15	64	33
TRAIN FACILITIES									
Overall satisfaction with the train	8	↑	-1	→	1543	75	16	9	78
Frequency of the trains on that route	9	↑	3	→	1510	71	12	17	75
Punctuality/reliability (i.e. the train arriving/departing on time)	14	↑	4	→	1497	72	12	17	75
Length of time the journey was scheduled to take (speed)	7	↑	1	→	1485	76	12	11	81
Connections with other train services	12	↑	4	→	782	73	17	11	75
Value for money of the price of your ticket	6	↑	2	→	1366	38	23	40	43
Upkeep and repair of the train	6	↑	1	→	1510	71	18	11	74
Provision of information during the journey	10	↑	5	↑	1407	70	20	10	73
Helpfulness and attitude of staff on train	0	→	-1	→	595	50	34	16	60
Space for luggage	10	↑	4	→	1178	52	23	25	56
Toilet facilities	10	↑	8	↑	629	36	19	44	37
Comfort of the seats**	-	-	-	-	1469	63	23	14	65
Step or gap between the train and the platform**	-	-	-	-	1428	59	30	12	60
Your personal security on board	-1	→	-4	→	1386	69	26	5	73
Cleanliness of the inside	7	↑	2	→	1529	74	15	11	77
Cleanliness of the outside	4	↑	-1	→	1362	71	19	11	74
Availability of staff on the train	3	→	1	→	949	29	31	40	37
How well train company deals with delays	6	→	6	→	345	36	34	31	36
Level of crowding**	-	-	-	-	1480	69	12	19	70
Availability of Wi-Fi**	-	-	-	-	549	16	11	73	27
Availability of power sockets**	-	-	-	-	583	18	8	74	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Southern*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1129	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	→	7	↑	1101	72	17	11	82
STATION FACILITIES									
Overall satisfaction with the station	4	↑	-1	→	1100	73	19	8	80
Ticket buying facilities	9	↑	2	→	546	72	13	15	77
Provision of information about train times/platforms	3	→	3	→	1082	76	15	9	84
Upkeep/repair of the station buildings/platforms	6	↑	-4	→	1071	65	23	12	73
Cleanliness	4	→	-3	→	1065	72	19	9	77
Toilet facilities at the station**	-	-	-	-	594	42	21	37	46
Attitudes and helpfulness of the staff	5	↑	0	→	809	69	20	11	78
Connections with other forms of public transport	5	↑	4	→	791	77	12	11	79
Facilities for car parking	4	→	-3	→	320	41	17	42	48
Overall environment	7	↑	-1	→	1079	67	23	11	74
Your personal security whilst using the station	4	↑	1	→	959	69	27	4	74
Availability of staff at the station	7	↑	7	↑	923	60	23	16	68
Shelter facilities	9	↑	1	→	888	68	19	13	71
Availability of seating	12	↑	8	↑	1004	46	19	35	51
How request to station staff was handled	8	→	8	→	195	85	5	10	87
Choice of shops/eating/drinking facilities available	10	↑	7	↑	892	51	24	25	52
Availability of Wi-Fi***	-	-	-2	→	380	26	16	57	33
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	-1	→	1116	69	20	11	78
Frequency of the trains on that route	3	→	9	↑	1087	66	14	21	75
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	13	↑	1076	57	11	32	75
Length of time the journey was scheduled to take (speed)	3	→	4	→	1066	72	17	11	81
Connections with other train services	6	↑	5	→	664	66	23	12	75
Value for money of the price of your ticket	3	→	0	→	1004	38	22	40	43
Upkeep and repair of the train	-3	→	-5	↓	1084	66	21	13	74
Provision of information during the journey	1	→	2	→	1013	70	20	10	73
Helpfulness and attitude of staff on train	9	↑	3	→	454	56	33	11	60
Space for luggage	6	↑	1	→	793	46	23	31	56
Toilet facilities	4	→	-4	→	431	36	26	38	37
Comfort of the seats**	-	-	-	-	1050	59	25	17	65
Step or gap between the train and the platform**	-	-	-	-	1020	54	31	15	60
Your personal security on board	-3	→	-6	↓	998	68	28	4	73
Cleanliness of the inside	-3	→	-5	↓	1112	67	17	16	77
Cleanliness of the outside	-1	→	-6	↓	970	65	25	11	74
Availability of staff on the train	7	↑	3	→	699	35	27	38	37
How well train company deals with delays	2	→	5	→	407	28	32	40	36
Level of crowding**	-	-	-	-	1070	67	14	18	70
Availability of Wi-Fi**	-	-	-	-	425	16	11	73	27
Availability of power sockets**	-	-	-	-	462	22	10	68	23

*Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the Gatwick Express service.
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

TfL Rail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 139	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	8	→	7	→	137	87	9	4	82
STATION FACILITIES									
Overall satisfaction with the station	9	→	1	→	133	83	10	7	80
Ticket buying facilities	17	↑	7	→	61	87	8	5	77
Provision of information about train times/platforms	10	→	6	→	124	87	9	3	84
Upkeep/repair of the station buildings/platforms	10	→	6	→	126	75	11	13	73
Cleanliness	5	→	1	→	123	78	15	7	77
Toilet facilities at the station**	-	-	-	-	66	46	19	36	46
Attitudes and helpfulness of the staff	5	→	3	→	98	84	14	2	78
Connections with other forms of public transport	8	→	5	→	97	90	4	5	79
Facilities for car parking	6	→	-3	→	31	47	9	44	48
Overall environment	7	→	0	→	122	71	18	11	74
Your personal security whilst using the station	-8	→	-17	↓	119	61	34	5	74
Availability of staff at the station	5	→	4	→	118	78	13	9	68
Shelter facilities	16	↑	1	→	97	73	14	12	71
Availability of seating	8	→	6	→	111	49	17	34	51
How request to station staff was handled	9	→	13	→	15	92	0	8	87
Choice of shops/eating/drinking facilities available	2	→	-4	→	91	47	21	32	52
Availability of Wi-Fi***	-	-	-3	→	52	28	17	55	33
TRAIN FACILITIES									
Overall satisfaction with the train	10	→	2	→	136	80	12	8	78
Frequency of the trains on that route	-5	→	0	→	135	81	12	7	75
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	6	→	127	86	9	5	75
Length of time the journey was scheduled to take (speed)	1	→	1	→	126	86	9	6	81
Connections with other train services	-1	→	-3	→	89	81	12	7	75
Value for money of the price of your ticket	-2	→	0	→	107	42	32	26	43
Upkeep and repair of the train	2	→	-1	→	125	68	22	10	74
Provision of information during the journey	16	↑	13	↑	120	84	10	6	73
Helpfulness and attitude of staff on train	3	→	-11	→	49	30	61	9	60
Space for luggage	4	→	-6	→	97	49	23	28	56
Toilet facilities	-2	→	-1	→	43	9	3	88	37
Comfort of the seats**	-	-	-	-	122	49	27	24	65
Step or gap between the train and the platform**	-	-	-	-	122	53	26	21	60
Your personal security on board	0	→	-11	→	121	60	29	12	73
Cleanliness of the inside	8	→	4	→	136	80	13	7	77
Cleanliness of the outside	11	→	7	→	119	72	15	12	74
Availability of staff on the train	8	→	3	→	75	22	32	45	37
How well train company deals with delays	35	→	18	→	9	76	8	15	36
Level of crowding**	-	-	-	-	124	67	7	26	70
Availability of Wi-Fi**	-	-	-	-	48	22	1	77	27
Availability of power sockets**	-	-	-	-	40	11	4	85	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Thameslink*

Overall sample size 960	Improvement/decline in % satisfied or good since Spring 2016: % change	Improvement/decline in % satisfied or good since Spring 2016: significant change	Improvement/decline in % satisfied or good since Autumn 2016: % change	Improvement/decline in % satisfied or good since Autumn 2016: significant change	Spring 2017: sample size	Spring 2017: % satisfied or good	Spring 2017: % neither/ nor	Spring 2017: % dissatisfied or poor	Spring 2017: TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	2	→	930	75	13	11	82
STATION FACILITIES									
Overall satisfaction with the station	6	↑	1	→	938	81	13	6	80
Ticket buying facilities	4	→	5	→	468	71	14	14	77
Provision of information about train times/platforms	10	↑	8	↑	926	83	9	7	84
Upkeep/repair of the station buildings/platforms	6	↑	1	→	920	78	14	8	73
Cleanliness	5	→	4	→	915	83	12	5	77
Toilet facilities at the station**	-	-	-	-	466	44	21	35	46
Attitudes and helpfulness of the staff	6	↑	3	→	628	77	16	7	78
Connections with other forms of public transport	4	→	2	→	681	83	9	9	79
Facilities for car parking	14	↑	8	→	230	51	14	35	48
Overall environment	8	↑	-1	→	925	75	17	8	74
Your personal security whilst using the station	4	→	0	→	833	74	23	4	74
Availability of staff at the station	4	→	0	→	769	63	20	16	68
Shelter facilities	9	↑	-2	→	735	72	14	14	71
Availability of seating	12	↑	6	↑	866	54	20	26	51
How request to station staff was handled	-6	→	-4	→	126	83	5	12	87
Choice of shops/eating/drinking facilities available	2	→	5	→	737	48	23	30	52
Availability of Wi-Fi***	-	-	14	↑	346	43	12	45	33
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	2	→	941	73	15	12	78
Frequency of the trains on that route	6	↑	7	↑	928	71	9	19	75
Punctuality/reliability (i.e. the train arriving/departing on time)	9	↑	10	↑	923	65	9	26	75
Length of time the journey was scheduled to take (speed)	4	→	4	→	906	77	11	12	81
Connections with other train services	8	↑	7	↑	535	76	15	8	75
Value for money of the price of your ticket	2	→	1	→	851	38	20	43	43
Upkeep and repair of the train	7	↑	7	↑	928	74	14	13	74
Provision of information during the journey	15	↑	14	↑	860	65	15	19	73
Helpfulness and attitude of staff on train	16	↑	16	↑	238	46	32	22	60
Space for luggage	12	↑	10	↑	717	57	19	24	56
Toilet facilities	23	↑	14	↑	376	56	19	25	37
Comfort of the seats**	-	-	-	-	884	55	23	22	65
Step or gap between the train and the platform**	-	-	-	-	862	63	25	13	60
Your personal security on board	3	→	3	→	838	73	22	5	73
Cleanliness of the inside	8	↑	3	→	937	77	13	10	77
Cleanliness of the outside	12	↑	5	→	865	74	15	11	74
Availability of staff on the train	1	→	3	→	487	16	25	59	37
How well train company deals with delays	3	→	9	↑	255	32	35	34	36
Level of crowding**	-	-	-	-	911	67	13	19	70
Availability of Wi-Fi**	-	-	-	-	298	20	10	70	27
Availability of power sockets**	-	-	-	-	328	14	7	79	23

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

CrossCountry

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1224	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	→	4	↑	1205	88	7	5	89
STATION FACILITIES									
Overall satisfaction with the station	3	↑	3	→	1192	89	8	2	88
Ticket buying facilities	0	→	4	→	487	89	7	4	87
Provision of information about train times/platforms	3	→	2	→	1180	90	7	3	91
Upkeep/repair of the station buildings/platforms	2	→	0	→	1180	82	14	4	83
Cleanliness	1	→	-1	→	1176	86	11	3	86
Toilet facilities at the station**	-	-	-	-	744	65	18	17	62
Attitudes and helpfulness of the staff	-2	→	1	→	832	85	12	3	84
Connections with other forms of public transport	1	→	0	→	618	80	13	7	81
Facilities for car parking	12	↑	6	→	365	65	16	18	62
Overall environment	2	→	2	→	1185	84	13	3	84
Your personal security whilst using the station	5	↑	6	↑	1063	85	14	1	82
Availability of staff at the station	-1	→	1	→	960	76	17	6	77
Shelter facilities	3	→	-1	→	954	81	12	7	80
Availability of seating	3	→	4	→	1126	68	18	14	61
How request to station staff was handled	-1	→	4	→	269	92	3	4	91
Choice of shops/eating/drinking facilities available	3	→	3	→	1011	68	19	13	66
Availability of Wi-Fi***	-	-	6	→	432	51	17	33	48
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	2	→	1215	84	10	6	87
Frequency of the trains on that route	4	↑	4	↑	1133	84	9	7	86
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	6	↑	1171	86	7	7	86
Length of time the journey was scheduled to take (speed)	2	→	3	↑	1178	88	8	5	90
Connections with other train services	1	→	3	→	690	81	12	7	81
Value for money of the price of your ticket	1	→	0	→	1147	55	19	26	58
Upkeep and repair of the train	3	→	2	→	1188	79	16	5	85
Provision of information during the journey	4	→	2	→	1125	79	16	5	81
Helpfulness and attitude of staff on train	1	→	3	→	883	82	15	3	83
Space for luggage	2	→	9	↑	975	62	17	22	65
Toilet facilities	7	↑	5	→	599	52	26	21	58
Comfort of the seats**	-	-	-	-	1164	73	17	11	78
Step or gap between the train and the platform**	-	-	-	-	1117	63	25	12	69
Your personal security on board	-5	↓	0	→	1114	83	16	2	84
Cleanliness of the inside	2	→	3	→	1208	81	12	7	85
Cleanliness of the outside	3	→	2	→	1026	77	19	4	80
Availability of staff on the train	-1	→	3	→	1002	66	25	9	69
How well train company deals with delays	8	→	14	↑	242	62	25	13	58
Level of crowding**	-	-	-	-	1162	72	12	16	75
Availability of Wi-Fi**	-	-	-	-	545	38	12	51	40
Availability of power sockets**	-	-	-	-	665	67	11	23	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

East Midlands Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1084	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	⇨	6	⇧	1068	89	8	3	89
STATION FACILITIES									
Overall satisfaction with the station	1	⇨	2	⇨	1058	89	9	2	88
Ticket buying facilities	0	⇨	5	⇨	522	85	7	8	87
Provision of information about train times/platforms	4	⇧	4	⇧	1044	92	5	3	91
Upkeep/repair of the station buildings/platforms	2	⇨	4	⇨	1042	86	10	4	83
Cleanliness	2	⇨	6	⇧	1049	89	8	3	86
Toilet facilities at the station**	-	-	-	-	713	61	16	22	62
Attitudes and helpfulness of the staff	2	⇨	4	⇨	770	84	12	4	84
Connections with other forms of public transport	2	⇨	-1	⇨	685	78	13	10	81
Facilities for car parking	-2	⇨	-4	⇨	375	67	16	17	62
Overall environment	5	⇧	6	⇧	1054	87	11	2	84
Your personal security whilst using the station	1	⇨	3	⇨	968	82	17	2	82
Availability of staff at the station	5	⇨	5	⇨	867	75	16	9	77
Shelter facilities	2	⇨	1	⇨	861	79	11	10	80
Availability of seating	5	⇨	3	⇨	1003	64	17	19	61
How request to station staff was handled	1	⇨	-2	⇨	165	91	3	6	91
Choice of shops/eating/drinking facilities available	6	⇧	8	⇧	909	63	16	21	66
Availability of Wi-Fi***	-	-	4	⇨	420	47	16	37	48
TRAIN FACILITIES									
Overall satisfaction with the train	2	⇨	2	⇨	1071	86	9	5	87
Frequency of the trains on that route	-1	⇨	0	⇨	1022	81	7	12	86
Punctuality/reliability (i.e. the train arriving/departing on time)	5	⇧	6	⇧	1053	88	5	7	86
Length of time the journey was scheduled to take (speed)	2	⇨	2	⇨	1041	89	6	6	90
Connections with other train services	3	⇨	5	⇨	521	80	14	6	81
Value for money of the price of your ticket	0	⇨	1	⇨	1029	51	19	30	58
Upkeep and repair of the train	2	⇨	3	⇨	1057	81	11	8	85
Provision of information during the journey	3	⇨	2	⇨	994	75	18	7	81
Helpfulness and attitude of staff on train	1	⇨	1	⇨	789	81	15	4	83
Space for luggage	8	⇧	5	⇨	856	62	17	21	65
Toilet facilities	9	⇧	1	⇨	508	52	22	26	58
Comfort of the seats**	-	-	-	-	1022	76	15	9	78
Step or gap between the train and the platform**	-	-	-	-	993	70	21	9	69
Your personal security on board	-4	⇨	0	⇨	990	82	16	2	84
Cleanliness of the inside	1	⇨	1	⇨	1074	83	10	7	85
Cleanliness of the outside	3	⇨	-1	⇨	930	74	19	7	80
Availability of staff on the train	1	⇨	5	⇨	901	68	23	10	69
How well train company deals with delays	-2	⇨	5	⇨	224	52	35	13	58
Level of crowding**	-	-	-	-	1037	76	10	14	75
Availability of Wi-Fi**	-	-	-	-	498	29	16	55	40
Availability of power sockets**	-	-	-	-	584	43	12	45	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Grand Central

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 885	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-2	→	4	↑	865	94	3	2	89
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-2	→	857	84	12	4	88
Ticket buying facilities	4	→	4	→	308	86	8	6	87
Provision of information about train times/platforms	0	→	7	↑	824	93	5	2	91
Upkeep/repair of the station buildings/platforms	0	→	2	→	843	84	12	4	83
Cleanliness	3	→	3	→	845	86	8	5	86
Toilet facilities at the station**	-	-	-	-	496	56	17	26	62
Attitudes and helpfulness of the staff	3	→	-1	→	479	79	16	5	84
Connections with other forms of public transport	8	↑	1	→	605	82	8	10	81
Facilities for car parking	-1	→	4	→	327	58	15	28	62
Overall environment	0	→	2	→	838	80	15	5	84
Your personal security whilst using the station	-4	→	1	→	759	76	21	3	82
Availability of staff at the station	2	→	-5	→	594	65	20	15	77
Shelter facilities	3	→	-1	→	711	80	14	7	80
Availability of seating	-4	→	2	→	784	58	18	24	61
How request to station staff was handled	1	→	14	↑	106	88	6	6	91
Choice of shops/eating/drinking facilities available	-1	→	0	→	722	61	15	24	66
Availability of Wi-Fi***	-	-	-7	→	317	36	18	46	48
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	1	→	876	93	4	3	87
Frequency of the trains on that route	2	→	7	↑	816	83	8	9	86
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	13	↑	848	96	3	1	86
Length of time the journey was scheduled to take (speed)	0	→	8	↑	845	92	5	3	90
Connections with other train services	4	→	4	→	408	89	10	1	81
Value for money of the price of your ticket	5	→	10	↑	834	78	10	11	58
Upkeep and repair of the train	-3	→	-2	→	865	80	12	8	85
Provision of information during the journey	1	→	3	→	813	86	11	3	81
Helpfulness and attitude of staff on train	4	↑	5	↑	769	94	5	1	83
Space for luggage	-1	→	2	→	802	80	10	10	65
Toilet facilities	-1	→	-6	→	644	60	22	19	58
Comfort of the seats**	-	-	-	-	837	85	9	7	78
Step or gap between the train and the platform**	-	-	-	-	426	77	20	3	69
Your personal security on board	-1	→	-3	→	795	89	10	1	84
Cleanliness of the inside	-2	→	-2	→	875	87	8	5	85
Cleanliness of the outside	-3	→	-2	→	796	85	12	3	80
Availability of staff on the train	-1	→	3	→	794	85	13	2	69
How well train company deals with delays	20	→	29	↑	74	81	13	6	58
Level of crowding**	-	-	-	-	835	88	9	3	75
Availability of Wi-Fi**	-	-	-	-	549	60	13	26	40
Availability of power sockets**	-	-	-	-	700	84	4	12	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Hull Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 689	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	↑	0	→	677	97	1	2	89
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-4	→	669	87	11	2	88
Ticket buying facilities	0	→	1	→	252	86	9	5	87
Provision of information about train times/platforms	1	→	-3	→	650	90	7	3	91
Upkeep/repair of the station buildings/platforms	-2	→	-5	↓	667	86	11	3	83
Cleanliness	1	→	-2	→	659	89	9	2	86
Toilet facilities at the station**	-	-	-	-	396	58	20	22	62
Attitudes and helpfulness of the staff	0	→	-6	→	389	81	15	4	84
Connections with other forms of public transport	3	→	1	→	484	82	9	10	81
Facilities for car parking	3	→	-3	→	220	65	18	17	62
Overall environment	4	→	-1	→	663	86	11	3	84
Your personal security whilst using the station	3	→	-3	→	586	79	19	3	82
Availability of staff at the station	3	→	-5	→	458	68	18	14	77
Shelter facilities	10	↑	-1	→	510	87	9	4	80
Availability of seating	0	→	-3	→	593	58	19	23	61
How request to station staff was handled	6	→	12	→	66	98	0	2	91
Choice of shops/eating/drinking facilities available	-1	→	-5	→	598	62	14	24	66
Availability of Wi-Fi***	-	-	3	→	250	47	15	38	48
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	-2	→	680	96	3	1	87
Frequency of the trains on that route	5	→	-3	→	644	84	8	8	86
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	-1	→	671	95	3	2	86
Length of time the journey was scheduled to take (speed)	1	→	0	→	670	95	3	2	90
Connections with other train services	1	→	-3	→	333	85	11	5	81
Value for money of the price of your ticket	-1	→	-4	→	663	65	18	18	58
Upkeep and repair of the train	-1	→	-3	→	678	90	7	3	85
Provision of information during the journey	4	→	1	→	648	94	5	1	81
Helpfulness and attitude of staff on train	0	→	-1	→	626	95	3	2	83
Space for luggage	4	→	1	→	623	78	11	12	65
Toilet facilities	1	→	-10	↓	496	67	16	17	58
Comfort of the seats**	-	-	-	-	661	87	9	4	78
Step or gap between the train and the platform**	-	-	-	-	333	82	14	5	69
Your personal security on board	1	→	-3	→	624	92	7	1	84
Cleanliness of the inside	-1	→	-2	→	684	93	6	1	85
Cleanliness of the outside	1	→	0	→	604	91	8	1	80
Availability of staff on the train	1	→	-1	→	619	90	9	1	69
How well train company deals with delays	-10	→	-3	→	112	67	23	11	58
Level of crowding**	-	-	-	-	657	89	6	5	75
Availability of Wi-Fi**	-	-	-	-	432	78	7	15	40
Availability of power sockets**	-	-	-	-	522	93	4	4	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

TransPennine Express*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 876	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	-1	⇨	3	⇨	852	86	7	6	89
STATION FACILITIES									
Overall satisfaction with the station	2	⇨	1	⇨	850	88	9	3	88
Ticket buying facilities	3	⇨	1	⇨	396	87	9	5	87
Provision of information about train times/platforms	6	⇧	1	⇨	846	91	6	4	91
Upkeep/repair of the station buildings/platforms	1	⇨	0	⇨	844	80	14	6	83
Cleanliness	1	⇨	0	⇨	853	83	13	4	86
Toilet facilities at the station**	-	-	-	-	543	59	16	24	62
Attitudes and helpfulness of the staff	2	⇨	2	⇨	596	84	11	4	84
Connections with other forms of public transport	8	⇧	1	⇨	486	79	13	8	81
Facilities for car parking	1	⇨	-3	⇨	262	48	22	31	62
Overall environment	5	⇧	4	⇨	848	83	13	4	84
Your personal security whilst using the station	5	⇧	3	⇨	765	82	16	2	82
Availability of staff at the station	6	⇧	2	⇨	698	76	15	9	77
Shelter facilities	3	⇨	-3	⇨	727	77	14	9	80
Availability of seating	8	⇧	4	⇨	785	62	18	20	61
How request to station staff was handled	5	⇨	2	⇨	151	95	3	2	91
Choice of shops/eating/drinking facilities available	6	⇧	1	⇨	737	64	19	17	66
Availability of Wi-Fi***	-	-	2	⇨	329	38	19	42	48
TRAIN FACILITIES									
Overall satisfaction with the train	4	⇧	2	⇨	864	86	7	7	87
Frequency of the trains on that route	-2	⇨	0	⇨	823	83	8	9	86
Punctuality/reliability (i.e. the train arriving/departing on time)	5	⇧	1	⇨	846	82	6	12	86
Length of time the journey was scheduled to take (speed)	2	⇨	2	⇨	836	90	6	4	90
Connections with other train services	2	⇨	-5	⇨	466	77	15	8	81
Value for money of the price of your ticket	2	⇨	-1	⇨	822	60	19	21	58
Upkeep and repair of the train	3	⇨	-1	⇨	852	86	10	4	85
Provision of information during the journey	4	⇨	3	⇨	797	83	13	4	81
Helpfulness and attitude of staff on train	5	⇧	3	⇨	676	86	12	2	83
Space for luggage	8	⇧	12	⇧	704	65	15	19	65
Toilet facilities	8	⇧	8	⇨	412	60	17	22	58
Comfort of the seats**	-	-	-	-	816	79	13	8	78
Step or gap between the train and the platform**	-	-	-	-	797	71	21	8	69
Your personal security on board	-1	⇨	-1	⇨	804	84	13	2	84
Cleanliness of the inside	3	⇨	0	⇨	858	85	8	7	85
Cleanliness of the outside	2	⇨	-1	⇨	752	83	13	4	80
Availability of staff on the train	10	⇧	7	⇧	755	74	19	7	69
How well train company deals with delays	5	⇨	-2	⇨	210	51	26	23	58
Level of crowding**	-	-	-	-	830	65	13	23	75
Availability of Wi-Fi**	-	-	-	-	355	35	10	55	40
Availability of power sockets**	-	-	-	-	439	57	12	31	63

* TransPennine Express rebranded from First TransPennine Express in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Virgin Trains

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1210	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	0	⇨	2	⇨	1186	92	6	2	89
STATION FACILITIES									
Overall satisfaction with the station	2	⇨	2	⇨	1173	86	11	3	88
Ticket buying facilities	2	⇨	-1	⇨	452	86	11	3	87
Provision of information about train times/platforms	2	⇨	2	⇨	1157	90	7	3	91
Upkeep/repair of the station buildings/platforms	5	⇧	2	⇨	1161	78	16	6	83
Cleanliness	6	⇧	2	⇨	1152	84	12	4	86
Toilet facilities at the station**	-	-	-	-	673	60	18	22	62
Attitudes and helpfulness of the staff	-1	⇨	-1	⇨	790	83	13	4	84
Connections with other forms of public transport	4	⇧	4	⇨	785	86	10	5	81
Facilities for car parking	-1	⇨	2	⇨	310	60	14	25	62
Overall environment	7	⇧	1	⇨	1173	79	15	6	84
Your personal security whilst using the station	0	⇨	0	⇨	1047	78	20	2	82
Availability of staff at the station	3	⇨	2	⇨	899	78	16	6	77
Shelter facilities	6	⇧	1	⇨	809	80	14	7	80
Availability of seating	3	⇨	1	⇨	1084	52	18	30	61
How request to station staff was handled	0	⇨	0	⇨	249	91	5	5	91
Choice of shops/eating/drinking facilities available	3	⇨	-1	⇨	1041	64	20	16	66
Availability of Wi-Fi***	-	-	9	⇧	420	53	17	30	48
TRAIN FACILITIES									
Overall satisfaction with the train	1	⇨	2	⇨	1195	91	7	2	87
Frequency of the trains on that route	0	⇨	0	⇨	1134	90	6	4	86
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⇨	-2	⇨	1167	88	5	7	86
Length of time the journey was scheduled to take (speed)	3	⇧	0	⇨	1151	93	4	3	90
Connections with other train services	1	⇨	-1	⇨	628	85	10	4	81
Value for money of the price of your ticket	3	⇨	2	⇨	1135	64	15	21	58
Upkeep and repair of the train	2	⇨	2	⇨	1175	90	8	2	85
Provision of information during the journey	2	⇨	2	⇨	1101	86	11	4	81
Helpfulness and attitude of staff on train	3	⇨	4	⇨	813	84	13	3	83
Space for luggage	3	⇨	3	⇨	1026	66	15	19	65
Toilet facilities	1	⇨	-4	⇨	744	63	21	16	58
Comfort of the seats**	-	-	-	-	1147	81	14	6	78
Step or gap between the train and the platform**	-	-	-	-	1109	72	23	5	69
Your personal security on board	-4	⇩	-2	⇨	1100	86	13	1	84
Cleanliness of the inside	0	⇨	4	⇧	1191	90	7	3	85
Cleanliness of the outside	0	⇨	1	⇨	1022	85	13	3	80
Availability of staff on the train	1	⇨	3	⇨	930	69	22	9	69
How well train company deals with delays	3	⇨	1	⇨	231	61	26	13	58
Level of crowding**	-	-	-	-	1151	81	11	8	75
Availability of Wi-Fi**	-	-	-	-	603	42	13	45	40
Availability of power sockets**	-	-	-	-	762	60	13	27	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Virgin Trains East Coast

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1240	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	⇨	-1	⇨	1214	91	5	4	89
STATION FACILITIES									
Overall satisfaction with the station	0	⇨	1	⇨	1215	90	7	2	88
Ticket buying facilities	-5	⇨	0	⇨	377	85	9	6	87
Provision of information about train times/platforms	3	⇨	2	⇨	1206	93	5	2	91
Upkeep/repair of the station buildings/platforms	1	⇨	0	⇨	1205	90	8	2	83
Cleanliness	-2	⇨	-1	⇨	1199	90	9	2	86
Toilet facilities at the station**	-	-	-	-	769	64	18	18	62
Attitudes and helpfulness of the staff	4	⇨	2	⇨	764	87	10	2	84
Connections with other forms of public transport	-1	⇨	1	⇨	760	84	9	8	81
Facilities for car parking	8	⇨	1	⇨	360	65	17	17	62
Overall environment	2	⇨	2	⇨	1213	88	10	3	84
Your personal security whilst using the station	2	⇨	6	⇧	1093	84	15	1	82
Availability of staff at the station	1	⇨	6	⇧	890	78	16	6	77
Shelter facilities	4	⇧	5	⇧	954	85	10	6	80
Availability of seating	1	⇨	2	⇨	1114	59	18	23	61
How request to station staff was handled	-4	⇨	-1	⇨	208	85	6	9	91
Choice of shops/eating/drinking facilities available	2	⇨	6	⇧	1086	72	18	10	66
Availability of Wi-Fi***	-	-	5	⇨	397	46	18	36	48
TRAIN FACILITIES									
Overall satisfaction with the train	4	⇧	0	⇨	1228	91	6	3	87
Frequency of the trains on that route	-1	⇨	-1	⇨	1174	92	5	4	86
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	⇨	-3	⇨	1209	86	5	9	86
Length of time the journey was scheduled to take (speed)	2	⇨	1	⇨	1205	92	5	3	90
Connections with other train services	-1	⇨	-2	⇨	623	83	11	6	81
Value for money of the price of your ticket	0	⇨	0	⇨	1177	60	18	21	58
Upkeep and repair of the train	12	⇧	3	⇨	1211	89	8	4	85
Provision of information during the journey	3	⇨	6	⇧	1162	83	13	4	81
Helpfulness and attitude of staff on train	-3	⇨	-1	⇨	951	83	15	2	83
Space for luggage	3	⇨	7	⇧	1073	69	15	15	65
Toilet facilities	6	⇨	7	⇧	795	60	21	20	58
Comfort of the seats**	-	-	-	-	1203	81	12	6	78
Step or gap between the train and the platform**	-	-	-	-	1103	70	20	9	69
Your personal security on board	-1	⇨	-1	⇨	1129	86	12	2	84
Cleanliness of the inside	5	⇧	5	⇧	1230	89	7	4	85
Cleanliness of the outside	5	⇧	6	⇧	1045	83	14	3	80
Availability of staff on the train	-6	⇩	0	⇨	1054	69	23	8	69
How well train company deals with delays	0	⇨	2	⇨	277	63	21	16	58
Level of crowding**	-	-	-	-	1191	81	12	7	75
Availability of Wi-Fi**	-	-	-	-	791	57	12	32	40
Availability of power sockets**	-	-	-	-	876	85	6	8	63

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Arriva Trains Wales

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1244	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	1	→	1	→	1225	83	11	6	87
STATION FACILITIES									
Overall satisfaction with the station	-1	→	0	→	1205	76	17	7	84
Ticket buying facilities	7	↑	11	↑	720	82	8	9	84
Provision of information about train times/platforms	4	→	8	↑	1169	86	9	5	88
Upkeep/repair of the station buildings/platforms	4	→	2	→	1177	68	20	12	78
Cleanliness	8	↑	3	→	1186	72	16	11	82
Toilet facilities at the station**	-	-	-	-	749	49	17	34	50
Attitudes and helpfulness of the staff	4	→	5	→	821	80	13	7	82
Connections with other forms of public transport	3	→	-1	→	676	61	20	19	73
Facilities for car parking	2	→	0	→	605	60	10	29	52
Overall environment	5	→	1	→	1174	67	21	11	77
Your personal security whilst using the station	7	↑	3	→	1068	72	21	7	76
Availability of staff at the station	11	↑	8	↑	968	66	13	22	71
Shelter facilities	3	→	-2	→	1097	67	16	16	78
Availability of seating	3	→	-1	→	1149	56	19	25	65
How request to station staff was handled	4	→	11	↑	226	95	2	3	90
Choice of shops/eating/drinking facilities available	6	→	2	→	933	40	22	38	48
Availability of Wi-Fi***	-	-	-4	→	557	24	16	60	39
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	2	→	1231	77	14	9	79
Frequency of the trains on that route	1	→	7	↑	1185	76	7	16	81
Punctuality/reliability (i.e. the train arriving/departing on time)	5	→	1	→	1199	81	8	11	85
Length of time the journey was scheduled to take (speed)	2	→	3	→	1180	85	9	7	90
Connections with other train services	-6	↓	-2	→	732	73	21	7	77
Value for money of the price of your ticket	-1	→	-4	→	1166	57	19	24	60
Upkeep and repair of the train	1	→	0	→	1202	64	19	16	68
Provision of information during the journey	0	→	1	→	1105	64	24	13	72
Helpfulness and attitude of staff on train	4	→	1	→	1017	85	12	3	81
Space for luggage	-1	→	-2	→	1012	61	18	21	64
Toilet facilities	3	→	0	→	662	47	20	32	41
Comfort of the seats**	-	-	-	-	1182	68	20	12	66
Step or gap between the train and the platform**	-	-	-	-	676	61	24	15	68
Your personal security on board	-1	→	0	→	1140	80	17	3	77
Cleanliness of the inside	0	→	1	→	1223	71	15	14	73
Cleanliness of the outside	0	→	-2	→	1092	64	23	13	69
Availability of staff on the train	4	→	-1	→	1134	72	19	9	64
How well train company deals with delays	2	→	-4	→	200	38	35	27	47
Level of crowding**	-	-	-	-	1172	72	11	17	78
Availability of Wi-Fi**	-	-	-	-	639	43	14	43	38
Availability of power sockets**	-	-	-	-	665	21	13	67	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Merseyrail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 719	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	3	→	-1	→	697	94	4	2	87
STATION FACILITIES									
Overall satisfaction with the station	1	→	0	→	697	90	7	2	84
Ticket buying facilities	3	→	6	↑	373	93	4	2	84
Provision of information about train times/platforms	3	→	1	→	658	92	5	3	88
Upkeep/repair of the station buildings/platforms	-2	→	-7	↓	688	80	11	9	78
Cleanliness	4	→	-3	→	692	86	8	6	82
Toilet facilities at the station**	-	-	-	-	375	59	15	25	50
Attitudes and helpfulness of the staff	8	↑	3	→	554	93	4	3	82
Connections with other forms of public transport	-1	→	-2	→	432	76	13	11	73
Facilities for car parking	2	→	3	→	289	60	9	31	52
Overall environment	2	→	-5	→	683	81	14	5	77
Your personal security whilst using the station	2	→	1	→	649	81	17	2	76
Availability of staff at the station	4	→	-3	→	605	84	9	7	71
Shelter facilities	7	↑	-2	→	591	86	8	6	78
Availability of seating	10	↑	2	→	665	76	12	12	65
How request to station staff was handled	2	→	-12	↓	71	87	5	8	90
Choice of shops/eating/drinking facilities available	4	→	5	→	476	51	17	32	48
Availability of Wi-Fi***	-	-	0	→	266	43	10	47	39
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-5	↓	709	87	11	3	79
Frequency of the trains on that route	-5	↓	-7	↓	706	89	4	7	81
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	1	→	692	94	2	4	85
Length of time the journey was scheduled to take (speed)	3	↑	1	→	688	97	1	1	90
Connections with other train services	-9	↓	-11	↓	323	76	14	11	77
Value for money of the price of your ticket	-9	↓	-7	→	509	65	17	19	60
Upkeep and repair of the train	-2	→	-8	↓	699	77	13	10	68
Provision of information during the journey	2	→	-2	→	638	85	11	4	72
Helpfulness and attitude of staff on train	0	→	1	→	347	76	17	7	81
Space for luggage	5	→	2	→	495	62	17	21	64
Toilet facilities	-15	↓	-14	↓	249	8	9	83	41
Comfort of the seats**	-	-	-	-	682	72	19	9	66
Step or gap between the train and the platform**	-	-	-	-	669	70	18	12	68
Your personal security on board	-5	→	-9	↓	653	75	18	7	77
Cleanliness of the inside	-4	→	-7	↓	711	75	12	13	73
Cleanliness of the outside	-8	↓	-8	↓	658	68	18	14	69
Availability of staff on the train	-4	→	-6	→	518	56	23	21	64
How well train company deals with delays	15	→	-5	→	86	56	32	12	47
Level of crowding**	-	-	-	-	675	86	8	6	78
Availability of Wi-Fi**	-	-	-	-	253	17	13	70	38
Availability of power sockets**	-	-	-	-	234	9	9	83	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Northern*

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1391	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	→	2	→	1365	83	11	6	87
STATION FACILITIES									
Overall satisfaction with the station	3	→	3	↑	1349	84	11	5	84
Ticket buying facilities	4	→	4	↑	735	83	8	9	84
Provision of information about train times/platforms	4	↑	5	↑	1317	89	6	5	88
Upkeep/repair of the station buildings/platforms	1	→	1	→	1339	77	15	8	78
Cleanliness	1	→	2	→	1337	80	14	7	82
Toilet facilities at the station**	-	-	-	-	823	48	17	35	50
Attitudes and helpfulness of the staff	1	→	0	→	946	79	13	7	82
Connections with other forms of public transport	7	↑	2	→	830	74	15	11	73
Facilities for car parking	2	→	-1	→	562	59	16	25	52
Overall environment	4	→	4	↑	1336	77	16	7	77
Your personal security whilst using the station	3	→	0	→	1239	75	21	4	76
Availability of staff at the station	3	→	2	→	1115	68	18	14	71
Shelter facilities	5	↑	2	→	1215	77	13	11	78
Availability of seating	2	→	3	→	1276	62	18	20	65
How request to station staff was handled	1	→	2	→	177	92	3	5	90
Choice of shops/eating/drinking facilities available	3	→	10	↑	1057	55	16	30	48
Availability of Wi-Fi***	-	-	6	↑	562	33	18	49	39
TRAIN FACILITIES									
Overall satisfaction with the train	3	→	-1	→	1370	74	14	11	79
Frequency of the trains on that route	2	→	2	→	1344	75	9	16	81
Punctuality/reliability (i.e. the train arriving/departing on time)	4	↑	4	↑	1347	83	6	11	85
Length of time the journey was scheduled to take (speed)	7	↑	3	→	1332	86	9	5	90
Connections with other train services	5	→	2	→	782	76	15	9	77
Value for money of the price of your ticket	-1	→	-1	→	1300	57	19	24	60
Upkeep and repair of the train	-1	→	-1	→	1352	60	20	19	68
Provision of information during the journey	0	→	-2	→	1197	62	23	15	72
Helpfulness and attitude of staff on train	1	→	0	→	1037	79	16	4	81
Space for luggage	4	→	1	→	1059	62	19	19	64
Toilet facilities	0	→	-1	→	615	43	21	36	41
Comfort of the seats**	-	-	-	-	1328	58	20	22	66
Step or gap between the train and the platform**	-	-	-	-	849	65	23	12	68
Your personal security on board	-3	→	-3	↓	1259	75	21	4	77
Cleanliness of the inside	4	→	1	→	1367	70	16	14	73
Cleanliness of the outside	5	↑	0	→	1238	67	20	13	69
Availability of staff on the train	0	→	-1	→	1233	62	24	14	64
How well train company deals with delays	1	→	1	→	211	42	34	24	47
Level of crowding**	-	-	-	-	1335	76	10	14	78
Availability of Wi-Fi**	-	-	-	-	573	24	9	66	38
Availability of power sockets**	-	-	-	-	576	13	6	81	23

* Northern rebranded from Northern Rail in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

ScotRail

	Improvement/decline in % satisfied or good since Spring 2016		Improvement/decline in % satisfied or good since Autumn 2016		Spring 2017				
Overall sample size 1243	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC Type % satisfied or good
Overall satisfaction with the journey	2	→	6	↑	1204	90	7	3	87
STATION FACILITIES									
Overall satisfaction with the station	-1	→	5	→	1213	83	11	5	84
Ticket buying facilities	-4	→	4	→	738	82	8	10	84
Provision of information about train times/platforms	-2	→	3	→	1185	87	10	4	88
Upkeep/repair of the station buildings/platforms	-2	→	3	→	1195	81	14	5	78
Cleanliness	1	→	2	→	1194	85	9	6	82
Toilet facilities at the station**	-	-	-	-	649	49	15	36	50
Attitudes and helpfulness of the staff	-5	→	1	→	857	79	16	5	82
Connections with other forms of public transport	-3	→	2	→	802	74	14	12	73
Facilities for car parking	-12	↓	-6	→	440	37	13	50	52
Overall environment	4	→	3	→	1200	79	14	7	77
Your personal security whilst using the station	-2	→	-1	→	1088	77	19	4	76
Availability of staff at the station	-6	→	2	→	978	71	16	13	71
Shelter facilities	5	→	5	→	1021	80	11	9	78
Availability of seating	2	→	7	↑	1167	66	17	18	65
How request to station staff was handled	2	→	5	→	182	89	7	5	90
Choice of shops/eating/drinking facilities available	-2	→	-3	→	1017	44	14	42	48
Availability of Wi-Fi***	-	-	-1	→	540	49	11	39	39
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	0	→	1217	82	13	5	79
Frequency of the trains on that route	2	→	6	↑	1188	86	7	7	81
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	5	↑	1184	85	7	8	85
Length of time the journey was scheduled to take (speed)	2	→	3	→	1175	92	5	3	90
Connections with other train services	4	→	2	→	555	81	14	5	77
Value for money of the price of your ticket	2	→	3	→	1167	61	15	23	60
Upkeep and repair of the train	-4	→	1	→	1200	74	17	9	68
Provision of information during the journey	-3	→	6	→	1104	77	14	9	72
Helpfulness and attitude of staff on train	-1	→	5	→	885	82	15	3	81
Space for luggage	-6	→	5	→	933	67	19	14	64
Toilet facilities	-7	→	4	→	547	50	29	21	41
Comfort of the seats**	-	-	-	-	1173	71	19	11	66
Step or gap between the train and the platform**	-	-	-	-	1119	70	18	12	68
Your personal security on board	-9	↓	-2	→	1125	79	18	2	77
Cleanliness of the inside	-1	→	-2	→	1213	76	15	9	73
Cleanliness of the outside	-1	→	-2	→	1078	74	19	7	69
Availability of staff on the train	-1	→	4	→	1047	68	25	8	64
How well train company deals with delays	11	→	16	→	179	54	27	19	47
Level of crowding**	-	-	-	-	1170	79	12	9	78
Availability of Wi-Fi**	-	-	-	-	673	54	12	34	38
Availability of power sockets**	-	-	-	-	598	39	17	44	23

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

National Total - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	28917	27168	27156	27115	27812	28775	25762	27757	26899	24767				
Overall satisfaction with the journey	**85**	**82**	**83**	**82**	**81**	**80**	**83**	**80**	**81**	**83**	**3**	↑	**2**	↑
STATION FACILITIES														
Overall satisfaction with the station	80	76	78	78	79	79	81	79	81	81	3	↑	0	→
Ticket buying facilities	75	75	74	74	74	75	75	76	77	79	3	↑	2	↑
Provision of information about train times/platforms	83	81	82	81	81	81	83	81	82	85	4	↑	3	↑
Upkeep/repair of the station buildings/platforms	72	70	71	69	72	71	73	71	74	74	3	↑	0	→
Cleanliness	76	74	75	74	76	75	78	76	78	78	3	↑	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Attitudes and helpfulness of the staff	72	71	73	73	73	74	76	75	77	79	4	↑	2	↑
Connections with other forms of public transport	77	75	74	75	75	74	76	75	76	79	4	↑	2	↑
Facilities for car parking	51	49	49	49	50	49	50	48	50	50	2	→	-1	→
Overall environment	71	67	69	68	70	69	72	69	74	76	7	↑	2	↑
Your personal security whilst using the station	71	68	70	70	71	71	73	71	73	75	4	↑	1	↑
Availability of staff at the station	60	60	61	61	62	63	66	65	66	69	4	↑	3	↑
Shelter facilities	70	63	68	65	69	66	71	65	72	73	8	↑	1	↑
Availability of seating	49	46	46	46	47	48	48	48	50	54	7	↑	4	↑
How request to station staff was handled	86	83	85	85	85	87	87	85	84	88	3	↑	4	↑
Choice of shops/eating/drinking facilities available	-	46	47	47	49	49	49	47	47	52	5	↑	6	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	31	35	-	-	4	↑
TRAIN FACILITIES														
Overall satisfaction with the train	82	79	80	79	78	78	81	77	80	79	2	↑	-1	→
Frequency of the trains on that route	78	77	77	77	76	75	77	75	75	77	2	↑	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	83	78	79	77	77	75	78	73	73	77	4	↑	5	↑
Length of time the journey was scheduled to take (speed)	86	84	84	83	83	82	83	81	82	83	3	↑	2	↑
Connections with other train services	78	76	76	76	76	74	76	73	75	76	3	↑	1	→
Value for money of the price of your ticket	47	42	45	45	46	45	48	46	47	47	2	↑	0	→
Upkeep and repair of the train	76	73	74	75	73	73	75	73	75	74	1	→	0	→
Provision of information during the journey	72	71	70	69	69	70	72	70	70	73	4	↑	4	↑
Helpfulness and attitude of staff on train	65	66	66	64	63	64	65	64	64	68	3	↑	4	↑
Space for luggage	54	53	52	53	51	53	53	53	54	58	5	↑	4	↑
Toilet facilities	39	37	36	38	36	38	37	37	38	40	4	↑	2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Your personal security on board	79	77	78	77	77	78	79	77	78	75	-2	↓	-3	↓
Cleanliness of the inside	76	73	75	75	74	74	77	75	77	77	2	↑	0	→
Cleanliness of the outside	74	69	73	72	73	72	76	72	75	74	2	↑	-1	↓
Availability of staff on the train	46	45	45	44	44	45	44	44	44	46	2	↑	2	↑
How well train company deals with delays	44	38	40	38	38	34	39	34	35	39	5	↑	4	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	30	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	27	-	-	-	-

* National total excludes non-franchised train operating companies

**Attribute added for the first time in Spring 2017, so no historical comparisons yet

*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London and South East - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	18281	17252	17332	17468	17540	18157	16610	17672	15675	14536				
Overall satisfaction with the journey	**85**	**81**	**82**	**80**	**80**	**79**	**82**	**79**	**80**	**82**	**3**	↑	**2**	↑
STATION FACILITIES														
Overall satisfaction with the station	79	75	77	77	78	77	79	77	81	80	3	↑	-1	→
Ticket buying facilities	73	73	72	72	72	72	73	73	75	77	4	↑	2	→
Provision of information about train times/platforms	82	79	81	79	80	79	81	80	81	84	4	↑	3	↑
Upkeep/repair of the station buildings/platforms	70	67	69	66	70	68	71	69	73	73	4	↑	0	→
Cleanliness	75	72	74	72	74	73	76	74	77	77	3	↑	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	46	-	-	-	-
Attitudes and helpfulness of the staff	70	69	71	71	71	72	74	72	76	78	5	↑	2	↑
Connections with other forms of public transport	77	75	75	75	76	75	76	75	77	79	4	↑	2	↑
Facilities for car parking	49	47	45	47	47	46	47	45	48	48	3	↑	0	→
Overall environment	69	65	68	66	68	67	70	67	72	74	8	↑	2	↑
Your personal security whilst using the station	70	67	69	69	69	69	72	69	72	74	4	↑	1	↑
Availability of staff at the station	58	58	59	60	60	61	63	62	65	68	6	↑	3	↑
Shelter facilities	68	60	66	63	67	63	68	62	70	71	9	↑	1	→
Availability of seating	46	42	42	42	43	44	45	43	47	51	8	↑	5	↑
How request to station staff was handled	85	80	84	83	83	85	85	84	83	87	4	↑	5	↑
Choice of shops/eating/drinking facilities available	-	45	46	46	48	47	48	45	45	52	6	↑	6	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	28	33	-	-	5	↑
TRAIN FACILITIES														
Overall satisfaction with the train	81	77	80	77	77	76	80	76	79	78	2	↑	-1	↓
Frequency of the trains on that route	77	75	76	75	75	73	75	72	73	75	2	↑	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	83	76	78	75	75	73	75	70	69	75	5	↑	5	↑
Length of time the journey was scheduled to take (speed)	85	82	83	82	81	80	82	78	80	81	3	↑	1	↑
Connections with other train services	77	75	75	75	75	73	75	72	74	75	3	↑	2	→
Value for money of the price of your ticket	43	38	41	41	41	40	43	41	43	43	2	↑	0	→
Upkeep and repair of the train	76	72	74	74	72	73	75	73	75	74	1	↑	-1	→
Provision of information during the journey	71	70	70	68	67	69	71	68	68	73	5	↑	4	↑
Helpfulness and attitude of staff on train	59	59	58	56	54	56	56	55	56	60	4	↑	4	↑
Space for luggage	52	50	49	51	48	49	50	49	51	56	6	↑	4	↑
Toilet facilities	36	34	32	34	32	33	33	32	35	37	5	↑	3	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	60	-	-	-	-
Your personal security on board	77	75	76	75	75	75	77	74	76	73	-1	→	-3	↓
Cleanliness of the inside	76	71	74	74	73	73	76	74	77	77	2	↑	0	→
Cleanliness of the outside	74	69	74	72	72	72	76	72	75	74	2	↑	-1	↓
Availability of staff on the train	38	37	37	35	34	36	35	35	35	37	2	↑	2	↑
How well train company deals with delays	43	36	38	36	35	31	35	32	33	36	5	↑	4	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	27	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	23	-	-	-	-

* London and South East total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Long Distance - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	6224	5864	5791	5708	6160	5953	5410	5655	5727	5634				
Overall satisfaction with the journey	**89**	**87**	**88**	**86**	**86**	**88**	**87**	**88**	**86**	**89**	**2**	↑	**3**	↑
STATION FACILITIES														
Overall satisfaction with the station	84	81	82	82	84	84	86	87	86	88	2	↑	2	↑
Ticket buying facilities	86	83	82	84	85	84	83	86	85	87	1	→	2	→
Provision of information about train times/platforms	88	87	87	86	87	88	88	88	89	91	3	↑	2	↑
Upkeep/repair of the station buildings/platforms	76	75	76	76	78	78	79	80	82	83	2	↑	1	→
Cleanliness	80	79	80	81	81	82	83	84	85	86	2	↑	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Attitudes and helpfulness of the staff	80	78	79	81	80	81	83	84	83	84	0	→	1	→
Connections with other forms of public transport	80	78	77	77	77	79	78	78	80	81	3	↑	1	→
Facilities for car parking	60	57	60	59	61	59	58	57	61	62	4	↑	1	→
Overall environment	76	73	75	75	76	76	79	80	81	84	4	↑	3	↑
Your personal security whilst using the station	78	76	75	78	77	78	80	80	78	82	3	↑	4	↑
Availability of staff at the station	68	66	68	68	69	71	73	74	74	77	3	↑	3	↑
Shelter facilities	76	69	75	72	76	73	78	76	80	80	4	↑	0	→
Availability of seating	52	50	51	53	53	55	55	58	58	61	3	↑	3	↑
How request to station staff was handled	89	89	89	88	89	92	93	91	90	91	0	→	1	→
Choice of shops/eating/drinking facilities available	-	56	59	60	62	61	61	62	63	66	4	↑	3	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	42	48	-	-	5	↑
TRAIN FACILITIES														
Overall satisfaction with the train	87	86	87	85	85	86	85	85	86	87	3	↑	2	↑
Frequency of the trains on that route	85	85	85	83	85	85	84	85	85	86	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	83	84	83	82	84	84	84	84	86	2	↑	2	↑
Length of time the journey was scheduled to take (speed)	89	89	88	88	88	88	88	88	88	90	2	↑	2	↑
Connections with other train services	82	80	80	79	80	82	80	80	81	81	1	→	0	→
Value for money of the price of your ticket	55	54	57	55	58	59	58	57	58	58	2	→	0	→
Upkeep and repair of the train	85	85	84	84	81	83	82	80	83	85	4	↑	2	↑
Provision of information during the journey	78	80	78	77	77	79	78	78	79	81	3	↑	3	↑
Helpfulness and attitude of staff on train	80	81	80	82	81	82	81	81	81	83	2	→	2	↑
Space for luggage	56	58	57	59	57	61	57	60	58	65	5	↑	7	↑
Toilet facilities	54	52	52	56	52	54	52	52	56	58	6	↑	3	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	78	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Your personal security on board	86	86	85	86	84	86	86	87	85	84	-3	↓	-1	→
Cleanliness of the inside	84	84	84	84	82	84	83	83	83	85	3	↑	3	↑
Cleanliness of the outside	81	78	80	79	79	79	79	78	79	80	3	↑	1	→
Availability of staff on the train	66	67	66	67	67	68	65	68	65	69	1	→	4	↑
How well train company deals with delays	56	57	50	54	55	59	55	54	53	58	4	→	5	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	40	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	63	-	-	-	-

* Long Distance total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Regional - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	4412	4052	4033	3939	4112	4665	3742	4430	5497	4597				
Overall satisfaction with the journey	**86**	**84**	**84**	**86**	**84**	**85**	**88**	**85**	**84**	**87**	**2**	↑	**3**	↑
STATION FACILITIES														
Overall satisfaction with the station	82	79	80	81	82	82	85	83	81	84	1	→	3	↑
Ticket buying facilities	82	80	80	78	81	82	82	82	78	84	1	→	5	↑
Provision of information about train times/platforms	86	86	83	86	84	86	87	87	84	88	2	→	4	↑
Upkeep/repair of the station buildings/platforms	77	78	77	77	78	79	80	78	78	78	0	→	0	→
Cleanliness	80	80	79	80	81	82	83	80	80	82	2	→	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	50	-	-	-	-
Attitudes and helpfulness of the staff	78	77	79	76	78	80	83	81	80	82	0	→	2	→
Connections with other forms of public transport	73	74	70	71	71	70	73	71	72	73	2	→	1	→
Facilities for car parking	54	52	54	52	55	55	54	55	54	52	-3	→	-3	→
Overall environment	75	73	73	74	76	77	78	74	76	77	4	↑	2	→
Your personal security whilst using the station	72	70	72	74	75	74	76	75	76	76	2	→	0	→
Availability of staff at the station	64	66	67	64	70	70	72	71	70	71	1	→	2	→
Shelter facilities	76	72	75	73	77	74	79	73	77	78	5	↑	2	→
Availability of seating	59	59	59	59	60	62	61	61	61	65	3	↑	4	↑
How request to station staff was handled	90	88	87	87	89	92	90	89	87	90	2	→	3	→
Choice of shops/eating/drinking facilities available	-	42	45	43	46	49	49	47	45	48	2	→	3	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	38	39	-	-	1	→
TRAIN FACILITIES														
Overall satisfaction with the train	81	80	81	81	80	80	83	79	80	79	1	→	-1	→
Frequency of the trains on that route	79	79	79	81	78	79	79	81	79	81	1	→	3	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	84	81	82	83	81	83	85	83	82	85	2	→	3	↑
Length of time the journey was scheduled to take (speed)	89	87	88	88	86	86	88	86	87	90	4	↑	2	↑
Connections with other train services	76	78	78	80	77	79	78	76	78	77	1	→	-1	→
Value for money of the price of your ticket	57	53	56	56	58	58	61	61	60	60	-1	→	-1	→
Upkeep and repair of the train	71	71	70	72	71	70	73	70	70	68	-2	→	-1	→
Provision of information during the journey	71	71	70	71	69	70	74	72	71	72	-1	→	1	→
Helpfulness and attitude of staff on train	75	74	77	77	78	77	82	80	79	81	1	→	2	→
Space for luggage	61	60	61	58	60	62	64	64	61	64	0	→	2	→
Toilet facilities	42	38	39	43	43	46	47	46	43	41	-5	→	-2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Your personal security on board	80	79	80	83	80	82	84	82	81	77	-5	↓	-3	↓
Cleanliness of the inside	74	73	73	73	74	73	77	73	75	73	0	→	-1	→
Cleanliness of the outside	70	65	70	69	73	69	76	69	71	69	0	→	-2	→
Availability of staff on the train	60	61	61	62	64	65	67	65	64	64	0	→	0	→
How well train company deals with delays	40	35	41	42	39	40	46	40	42	47	7	→	5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	78	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	38	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	23	-	-	-	-

* Regional total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

c2c - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1171	1059	1095	1089	1075	1011	1087	1138	1059	937				
Overall satisfaction with the journey	**93**	**92**	**92**	**89**	**89**	**86**	**89**	**81**	**87**	**89**	**8**	↑	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	87	84	85	81	83	84	84	82	83	83	2	→	1	→
Ticket buying facilities	80	84	81	78	76	78	78	76	72	82	7	↑	10	↑
Provision of information about train times/platforms	89	88	88	87	85	88	87	85	86	88	3	→	2	→
Upkeep/repair of the station buildings/platforms	80	78	78	75	75	78	79	73	71	77	3	→	6	↑
Cleanliness	82	83	82	79	78	80	83	79	76	78	0	→	3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	56	-	-	-	-
Attitudes and helpfulness of the staff	75	82	81	80	77	81	80	77	78	83	5	↑	4	→
Connections with other forms of public transport	75	76	75	72	73	73	75	70	75	77	8	↑	2	→
Facilities for car parking	58	60	55	55	56	53	62	50	54	58	8	→	4	→
Overall environment	76	77	78	72	73	74	78	73	72	76	3	→	4	→
Your personal security whilst using the station	71	73	73	72	69	73	73	69	68	75	6	↑	7	↑
Availability of staff at the station	67	72	72	70	71	72	72	71	71	73	2	→	2	→
Shelter facilities	72	69	72	67	68	64	70	64	69	72	9	↑	4	→
Availability of seating	58	58	61	56	54	54	56	50	54	60	10	↑	6	↑
How request to station staff was handled	92	86	85	87	86	85	90	86	87	85	-1	→	-2	→
Choice of shops/eating/drinking facilities available	-	35	42	42	43	42	45	42	44	47	5	→	3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	51	56	-	-	5	→
TRAIN FACILITIES														
Overall satisfaction with the train	92	90	92	88	88	85	88	78	88	89	11	↑	1	→
Frequency of the trains on that route	86	87	87	80	81	82	84	73	79	83	10	↑	5	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	96	94	94	91	91	93	93	86	83	88	2	→	4	↑
Length of time the journey was scheduled to take (speed)	92	94	93	91	92	93	91	80	85	89	8	↑	4	↑
Connections with other train services	87	85	88	81	80	81	82	77	81	83	6	↑	3	→
Value for money of the price of your ticket	46	46	47	44	47	45	47	41	46	52	10	↑	5	→
Upkeep and repair of the train	92	92	91	87	86	86	88	86	90	88	2	→	-1	→
Provision of information during the journey	81	84	82	78	76	79	79	76	78	81	6	↑	3	→
Helpfulness and attitude of staff on train	34	42	39	35	38	42	41	32	41	47	15	↑	6	→
Space for luggage	49	50	51	48	47	52	49	49	51	55	6	↑	5	→
Toilet facilities	56	58	55	50	52	52	54	50	52	57	7	→	4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	79	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	74	-	-		-
Your personal security on board	76	77	77	74	75	75	73	68	73	75	7	↑	2	→
Cleanliness of the inside	93	90	90	88	88	86	87	88	89	88	1	→	-1	→
Cleanliness of the outside	89	86	88	84	85	86	86	84	87	86	2	→	-2	→
Availability of staff on the train	19	23	20	18	21	23	25	20	24	28	8	↑	4	→
How well train company deals with delays	62	62	61	37	42	42	47	28	44	51	23	↑	7	→
Level of crowding**	-	-	-	-	-	-	-	-	-	71	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	45	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	24	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Chiltern Railways - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1199	1104	1093	1146	1157	1089	1074	1122	1174	1062				
Overall satisfaction with the journey	**91**	**89**	**91**	**92**	**91**	**90**	**91**	**91**	**91**	**92**	**1**	→	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	87	84	88	88	90	89	88	90	89	88	-1	→	0	→
Ticket buying facilities	81	83	81	82	84	83	80	81	80	83	2	→	3	→
Provision of information about train times/platforms	85	85	84	85	85	85	85	85	85	87	2	→	2	→
Upkeep/repair of the station buildings/platforms	83	80	82	83	85	84	83	82	83	82	0	→	-1	→
Cleanliness	86	85	85	87	88	87	87	86	86	83	-3	→	-3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	55	-	-	-	-
Attitudes and helpfulness of the staff	79	79	80	83	84	82	81	82	85	83	1	→	-2	→
Connections with other forms of public transport	75	72	74	71	78	79	79	74	79	79	5	→	-1	→
Facilities for car parking	72	71	71	75	70	75	72	70	72	71	1	→	-1	→
Overall environment	83	80	83	81	85	84	85	80	83	84	4	↑	1	→
Your personal security whilst using the station	79	75	78	79	82	82	80	79	78	80	1	→	1	→
Availability of staff at the station	64	63	69	68	72	69	64	69	68	66	-3	→	-2	→
Shelter facilities	79	72	77	73	80	75	81	74	77	76	3	→	-1	→
Availability of seating	57	51	56	51	55	57	55	52	55	56	4	→	1	→
How request to station staff was handled	85	85	90	90	93	89	87	91	88	96	5	→	7	→
Choice of shops/eating/drinking facilities available	-	51	50	52	58	56	56	51	56	58	6	↑	1	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	45	51	-	-	6	→
TRAIN FACILITIES														
Overall satisfaction with the train	89	88	90	91	91	89	92	90	90	89	-1	→	-1	→
Frequency of the trains on that route	80	77	81	80	83	81	85	78	80	80	2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	89	92	90	89	91	90	87	88	90	2	→	1	→
Length of time the journey was scheduled to take (speed)	88	88	87	89	89	89	88	89	88	89	0	→	1	→
Connections with other train services	72	76	76	77	80	77	79	79	76	78	0	→	2	→
Value for money of the price of your ticket	50	45	48	49	48	46	52	49	49	47	-1	→	-2	→
Upkeep and repair of the train	89	84	86	88	87	87	89	85	88	84	-1	→	-4	↓
Provision of information during the journey	77	75	77	75	78	80	80	80	77	79	0	→	2	→
Helpfulness and attitude of staff on train	56	57	54	60	58	59	59	60	58	60	0	→	2	→
Space for luggage	55	55	59	58	57	60	57	57	61	59	2	→	-2	→
Toilet facilities	53	54	52	52	53	55	55	54	51	57	3	→	6	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	71	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	75	-	-		-
Your personal security on board	86	85	87	86	87	88	88	85	84	82	-4	→	-2	→
Cleanliness of the inside	86	84	87	88	88	86	90	86	89	88	1	→	-1	→
Cleanliness of the outside	83	81	84	84	86	80	85	77	84	83	6	↑	-1	→
Availability of staff on the train	35	34	32	35	37	40	36	40	36	32	-8	↓	-4	→
How well train company deals with delays	51	46	52	43	54	57	54	54	49	49	-6	→	0	→
Level of crowding**	-	-	-	-	-	-	-	-	-	76	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	56	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	52	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Gatwick Express - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	415	381	533	441	408	596	505	593	521	525				
Overall satisfaction with the journey	**90**	**80**	**83**	**88**	**88**	**86**	**80**	**79**	**82**	**88**	**9**	↑	**5**	↑
STATION FACILITIES														
Overall satisfaction with the station	80	75	75	79	80	81	72	74	73	74	1	→	1	→
Ticket buying facilities	76	71	68	65	61	70	58	67	56	65	-2	→	9	→
Provision of information about train times/platforms	79	75	78	78	77	77	73	75	72	77	2	→	5	→
Upkeep/repair of the station buildings/platforms	60	54	62	63	61	65	56	63	56	62	-1	→	6	→
Cleanliness	67	59	60	66	63	72	60	66	61	66	0	→	5	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Attitudes and helpfulness of the staff	71	69	74	75	71	73	71	71	70	73	2	→	3	→
Connections with other forms of public transport	87	79	82	83	85	83	82	81	77	88	7	↑	11	↑
Facilities for car parking	32	38	24	33	32	44	39	41	39	52	11	→	14	→
Overall environment	67	60	61	63	61	69	59	63	58	67	4	→	8	↑
Your personal security whilst using the station	74	71	70	73	71	72	71	75	69	73	-2	→	4	→
Availability of staff at the station	61	61	64	64	62	67	59	62	60	64	2	→	3	→
Shelter facilities	72	50	57	63	62	66	62	64	54	66	2	→	12	↑
Availability of seating	35	35	35	40	32	40	33	36	34	43	6	→	9	↑
How request to station staff was handled	87	83	87	83	82	86	83	78	80	88	10	↑	8	→
Choice of shops/eating/drinking facilities available	-	64	67	68	71	67	63	74	62	66	-8	↓	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	36	44	-	-	8	→
TRAIN FACILITIES														
Overall satisfaction with the train	85	78	83	86	89	87	81	77	87	89	11	↑	2	→
Frequency of the trains on that route	94	91	92	92	93	92	89	89	81	91	3	→	10	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	90	80	87	90	94	89	82	80	73	83	4	→	10	↑
Length of time the journey was scheduled to take (speed)	89	82	89	90	91	90	84	86	81	88	2	→	7	↑
Connections with other train services	84	72	84	85	84	78	85	81	71	85	3	→	13	↑
Value for money of the price of your ticket	35	31	32	35	32	36	37	36	33	39	3	→	6	→
Upkeep and repair of the train	79	79	81	81	78	81	76	72	92	92	20	↑	1	→
Provision of information during the journey	72	65	64	70	67	73	64	66	74	80	14	↑	6	→
Helpfulness and attitude of staff on train	61	63	65	70	59	68	55	55	65	74	20	↑	9	↑
Space for luggage	57	54	56	58	53	62	51	57	51	54	-3	→	3	→
Toilet facilities	49	50	52	52	54	55	54	44	69	64	20	↑	-5	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	69	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	72	-	-		-
Your personal security on board	77	80	82	86	84	86	81	77	82	83	6	→	1	→
Cleanliness of the inside	79	78	80	83	84	83	81	78	92	92	15	↑	1	→
Cleanliness of the outside	75	69	70	73	76	77	75	70	89	90	20	↑	0	→
Availability of staff on the train	44	43	43	54	38	48	27	31	43	58	27	↑	14	↑
How well train company deals with delays	36	30	33	40	32	33	20	26	26	44	17	↑	17	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	79	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	71	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	86	-	-		-

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Great Northern - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	583	657	535	658	579	520	563	600	636	583				
Overall satisfaction with the journey	**82**	**79**	**80**	**77**	**82**	**80**	**84**	**74**	**78**	**79**	**5**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	79	77	78	78	79	80	82	79	78	76	-3	→	-2	→
Ticket buying facilities	74	66	75	71	71	72	74	74	69	76	1	→	6	→
Provision of information about train times/platforms	81	77	83	79	74	75	77	75	78	79	4	→	1	→
Upkeep/repair of the station buildings/platforms	69	72	75	68	77	70	73	71	68	67	-4	→	0	→
Cleanliness	77	79	81	74	83	77	80	76	75	72	-4	→	-3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	43	-	-	-	-
Attitudes and helpfulness of the staff	73	71	76	78	72	72	72	72	76	77	5	→	1	→
Connections with other forms of public transport	79	73	70	77	74	75	79	73	73	79	6	→	7	→
Facilities for car parking	45	44	44	41	42	42	50	42	39	35	-7	→	-4	→
Overall environment	74	68	72	68	71	69	74	67	68	71	3	→	3	→
Your personal security whilst using the station	73	69	71	70	65	72	73	71	68	73	2	→	5	→
Availability of staff at the station	58	59	59	64	58	66	67	62	55	63	1	→	8	→
Shelter facilities	68	57	64	63	71	65	71	64	66	71	8	→	5	→
Availability of seating	50	44	44	43	45	47	50	41	45	49	8	↑	4	→
How request to station staff was handled	88	80	84	89	79	82	93	84	86	87	3	→	1	→
Choice of shops/eating/drinking facilities available	-	52	50	49	55	53	56	55	48	51	-4	→	3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	25	28	-	-	3	→
TRAIN FACILITIES														
Overall satisfaction with the train	74	70	74	70	72	71	78	67	67	67	0	→	0	→
Frequency of the trains on that route	79	78	78	77	72	74	77	71	75	72	1	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	77	75	74	79	77	79	69	64	78	9	↑	14	↑
Length of time the journey was scheduled to take (speed)	90	87	86	85	86	85	87	86	84	86	0	→	2	→
Connections with other train services	82	79	77	74	74	73	82	76	73	72	-5	→	-1	→
Value for money of the price of your ticket	39	34	35	40	35	40	40	37	37	39	3	→	2	→
Upkeep and repair of the train	59	53	61	58	59	57	61	56	55	64	8	↑	9	↑
Provision of information during the journey	53	55	57	53	47	54	55	49	48	56	7	→	8	↑
Helpfulness and attitude of staff on train	40	42	44	39	43	35	37	40	32	47	7	→	15	↑
Space for luggage	46	42	45	42	44	39	43	42	40	49	7	→	9	↑
Toilet facilities	25	25	29	25	17	19	20	16	22	31	15	↑	9	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	53	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	56	-	-		-
Your personal security on board	73	73	74	72	71	71	76	70	74	68	-2	→	-6	→
Cleanliness of the inside	63	58	69	63	65	66	70	57	60	69	11	↑	9	↑
Cleanliness of the outside	59	55	66	62	59	59	62	52	50	60	7	→	10	↑
Availability of staff on the train	20	16	18	16	20	17	15	17	13	18	1	→	5	→
How well train company deals with delays	43	29	44	38	34	28	31	26	26	26	0	→	0	→
Level of crowding**	-	-	-	-	-	-	-	-	-	69	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	17	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	16	-	-		-

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Great Western Railway - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	3037	2996	3140	3050	3006	3106	2880	2834	1701	1502				
Overall satisfaction with the journey	**83**	**80**	**80**	**80**	**81**	**81**	**84**	**84**	**82**	**81**	**-3**	⇨	**-1**	⇨
STATION FACILITIES														
Overall satisfaction with the station	79	76	77	78	82	81	81	81	82	82	2	⇨	0	⇨
Ticket buying facilities	74	76	74	77	79	79	80	79	82	77	-2	⇨	-5	⇨
Provision of information about train times/platforms	83	83	83	82	85	85	85	85	84	87	2	⇨	3	⇨
Upkeep/repair of the station buildings/platforms	68	69	73	71	75	73	72	71	73	73	3	⇨	0	⇨
Cleanliness	74	73	78	76	79	77	77	77	79	77	0	⇨	-3	⇨
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	47	-	-	-	-
Attitudes and helpfulness of the staff	74	75	76	75	79	79	79	79	79	81	2	⇨	2	⇨
Connections with other forms of public transport	72	70	71	71	73	71	73	71	69	78	7	⇧	9	⇧
Facilities for car parking	57	54	55	54	61	57	59	56	61	56	0	⇨	-6	⇨
Overall environment	68	66	71	70	75	73	73	71	74	79	8	⇧	5	⇧
Your personal security whilst using the station	72	69	72	72	76	74	78	75	75	77	2	⇨	2	⇨
Availability of staff at the station	59	63	61	65	67	66	70	69	69	69	1	⇨	1	⇨
Shelter facilities	68	63	69	66	74	68	75	67	71	73	6	⇧	2	⇨
Availability of seating	49	49	49	51	55	56	55	55	54	57	2	⇨	4	⇨
How request to station staff was handled	88	90	89	85	88	89	88	90	89	91	1	⇨	2	⇨
Choice of shops/eating/drinking facilities available	-	47	47	49	51	49	48	46	46	50	4	⇨	5	⇨
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	30	38	-	-	8	⇧
TRAIN FACILITIES														
Overall satisfaction with the train	81	79	80	78	79	78	81	81	82	78	-3	⇨	-4	⇩
Frequency of the trains on that route	75	76	75	74	77	77	79	77	76	76	-1	⇨	0	⇨
Punctuality/reliability (i.e. the train arriving/departing on time)	79	76	74	73	74	75	79	77	74	76	-1	⇨	2	⇨
Length of time the journey was scheduled to take (speed)	85	83	83	83	82	84	85	83	82	85	2	⇨	3	⇨
Connections with other train services	73	73	71	71	71	75	76	75	72	74	-1	⇨	2	⇨
Value for money of the price of your ticket	53	48	47	48	48	49	53	50	51	48	-2	⇨	-4	⇨
Upkeep and repair of the train	78	76	74	76	74	73	76	76	79	75	-1	⇨	-4	⇩
Provision of information during the journey	69	67	64	66	66	67	68	69	71	71	2	⇨	0	⇨
Helpfulness and attitude of staff on train	67	68	67	67	68	69	72	69	69	73	4	⇨	4	⇨
Space for luggage	53	57	52	55	55	56	57	58	59	59	1	⇨	0	⇨
Toilet facilities	44	42	41	41	41	41	42	45	46	45	-1	⇨	-2	⇨
Comfort of the seats**	-	-	-	-	-	-	-	-	-	69	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	62	-	-		-
Your personal security on board	79	79	79	80	81	80	82	81	82	78	-3	⇨	-4	⇨
Cleanliness of the inside	77	74	74	76	76	75	78	79	81	78	-1	⇨	-3	⇨
Cleanliness of the outside	73	70	72	71	72	71	74	73	77	72	0	⇨	-5	⇩
Availability of staff on the train	47	48	45	48	47	48	49	50	49	52	2	⇨	3	⇨
How well train company deals with delays	48	44	40	44	43	39	45	42	45	45	3	⇨	0	⇨
Level of crowding**	-	-	-	-	-	-	-	-	-	72	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	43	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	43	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Greater Anglia - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2156	2267	2226	2313	2226	2204	1588	1796	1370	1365				
Overall satisfaction with the journey	**83**	**77**	**80**	**81**	**80**	**75**	**81**	**77**	**79**	**83**	**6**	↑	**3**	→
STATION FACILITIES														
Overall satisfaction with the station	79	75	78	75	75	72	80	77	83	83	6	↑	1	→
Ticket buying facilities	73	73	69	69	65	67	72	72	74	80	8	↑	5	↑
Provision of information about train times/platforms	80	77	80	78	76	74	82	81	81	87	5	↑	5	↑
Upkeep/repair of the station buildings/platforms	71	68	70	63	65	63	74	70	74	79	9	↑	5	↑
Cleanliness	75	71	73	70	70	67	80	76	79	81	5	↑	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	60	-	-	-	-
Attitudes and helpfulness of the staff	68	67	72	71	74	72	81	78	78	84	6	↑	6	↑
Connections with other forms of public transport	80	78	78	77	77	76	76	73	76	78	5	↑	3	→
Facilities for car parking	50	50	46	52	47	42	53	49	52	52	3	→	1	→
Overall environment	71	65	68	64	65	61	72	67	75	80	13	↑	5	↑
Your personal security whilst using the station	69	65	66	65	64	63	72	70	71	76	5	↑	5	↑
Availability of staff at the station	55	57	58	57	60	57	68	64	69	77	13	↑	7	↑
Shelter facilities	66	59	64	59	61	55	69	58	68	71	13	↑	3	→
Availability of seating	45	40	42	40	38	39	45	46	48	51	6	↑	4	→
How request to station staff was handled	83	84	83	87	87	84	90	87	84	90	3	→	6	→
Choice of shops/eating/drinking facilities available	-	47	51	49	45	47	49	46	48	58	12	↑	10	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	29	38	-	-	9	↑
TRAIN FACILITIES														
Overall satisfaction with the train	73	70	73	72	69	66	79	74	80	77	3	→	-2	→
Frequency of the trains on that route	77	76	77	77	75	75	75	72	77	74	2	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	83	74	78	77	77	75	75	71	73	77	6	↑	4	→
Length of time the journey was scheduled to take (speed)	85	81	81	82	81	80	81	79	80	81	2	→	1	→
Connections with other train services	78	73	73	75	74	74	71	70	75	77	7	↑	2	→
Value for money of the price of your ticket	37	35	36	35	37	34	42	36	42	42	6	↑	0	→
Upkeep and repair of the train	58	53	58	58	52	54	70	66	74	71	5	↑	-3	→
Provision of information during the journey	62	60	58	59	59	58	69	59	64	72	13	↑	8	↑
Helpfulness and attitude of staff on train	48	49	47	48	43	44	60	56	59	63	7	↑	4	→
Space for luggage	54	49	49	55	46	48	56	50	57	60	10	↑	4	→
Toilet facilities	34	34	28	36	28	26	43	39	46	49	11	↑	3	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	66	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	69	-	-		-
Your personal security on board	72	68	70	69	69	68	78	73	77	75	3	→	-1	→
Cleanliness of the inside	62	57	64	60	60	61	76	73	81	77	3	→	-4	↓
Cleanliness of the outside	58	50	57	54	58	55	71	67	73	72	5	↑	-2	→
Availability of staff on the train	25	26	24	25	24	26	34	32	35	36	3	→	1	→
How well train company deals with delays	44	28	40	40	35	28	46	42	38	43	1	→	5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	76	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	29	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	40	-	-		-

* Greater Anglia rebranded from Abellio Greater Anglia in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Heathrow Connect - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	599	560	519	578	785	564	566	381	512	445				
Overall satisfaction with the journey	**94**	**91**	**88**	**88**	**85**	**88**	**89**	**83**	**87**	**90**	**7**	↑	**3**	→
STATION FACILITIES														
Overall satisfaction with the station	80	77	81	74	75	75	77	73	71	76	3	→	5	→
Ticket buying facilities	73	71	67	68	71	70	70	71	69	72	1	→	3	→
Provision of information about train times/platforms	76	74	79	71	73	72	74	69	70	76	7	→	6	→
Upkeep/repair of the station buildings/platforms	72	70	71	70	70	69	68	66	62	65	-1	→	3	→
Cleanliness	77	73	71	73	73	75	71	72	71	72	0	→	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	39	-	-	-	-
Attitudes and helpfulness of the staff	73	69	67	68	70	74	71	77	71	74	-3	→	3	→
Connections with other forms of public transport	81	74	81	78	73	75	76	76	76	79	4	→	4	→
Facilities for car parking	40	26	34	32	29	40	32	25	33	36	11	→	3	→
Overall environment	70	64	69	66	65	64	69	62	61	71	9	↑	10	↑
Your personal security whilst using the station	70	71	69	70	66	71	72	68	69	71	4	→	3	→
Availability of staff at the station	62	57	54	61	60	57	59	55	60	61	6	→	1	→
Shelter facilities	68	63	67	66	65	62	64	58	56	57	-2	→	1	→
Availability of seating	52	52	48	48	48	54	52	49	41	53	3	→	12	↑
How request to station staff was handled	76	88	84	83	88	89	86	79	84	90	11	→	6	→
Choice of shops/eating/drinking facilities available	-	52	48	49	47	49	46	38	40	51	12	↑	11	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	29	35	-	-	7	→
TRAIN FACILITIES														
Overall satisfaction with the train	95	91	90	91	89	89	90	87	89	88	2	→	0	→
Frequency of the trains on that route	70	68	67	62	63	67	68	66	63	65	-1	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	78	80	76	73	69	73	76	69	73	-3	→	3	→
Length of time the journey was scheduled to take (speed)	93	90	91	88	85	86	88	90	88	86	-4	→	-1	→
Connections with other train services	84	81	80	81	78	79	82	78	83	76	-2	→	-7	↓
Value for money of the price of your ticket	52	54	53	54	50	51	56	54	55	55	1	→	1	→
Upkeep and repair of the train	96	93	90	92	87	90	86	83	86	85	3	→	-1	→
Provision of information during the journey	86	83	81	83	82	83	80	79	78	83	4	→	5	→
Helpfulness and attitude of staff on train	74	68	63	71	61	66	71	63	62	69	6	→	7	→
Space for luggage	81	78	71	73	72	75	79	69	74	80	11	↑	7	→
Toilet facilities	65	71	58	62	59	63	59	61	50	65	4	→	15	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	84	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	71	-	-		-
Your personal security on board	87	88	79	83	80	82	84	80	82	81	1	→	-1	→
Cleanliness of the inside	95	91	89	91	89	89	88	86	88	90	5	→	3	→
Cleanliness of the outside	91	89	86	86	88	86	85	82	88	87	4	→	-1	→
Availability of staff on the train	64	58	48	53	43	47	50	45	42	50	5	→	7	→
How well train company deals with delays	41	34	45	42	37	36	38	37	35	33	-4	→	-1	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	26	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	27	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Heathrow Express - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	522	526	540	573	722	676	548	539	849	504				
Overall satisfaction with the journey	**93**	**94**	**96**	**94**	**94**	**94**	**95**	**91**	**96**	**97**	**6**	↑	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	88	89	91	92	92	90	88	89	92	94	6	↑	2	→
Ticket buying facilities	90	89	93	92	92	89	89	92	92	94	1	→	2	→
Provision of information about train times/platforms	82	84	89	86	87	84	83	82	86	91	9	↑	5	↑
Upkeep/repair of the station buildings/platforms	83	82	87	85	89	85	84	82	92	91	9	↑	-1	→
Cleanliness	82	83	87	86	87	86	83	81	90	90	9	↑	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	74	-	-	-	-
Attitudes and helpfulness of the staff	78	84	79	80	85	84	87	86	92	90	4	→	-2	→
Connections with other forms of public transport	81	87	85	85	83	89	82	83	87	89	6	→	2	→
Facilities for car parking	74	69	63	65	59	65	68	70	64	69	-1	→	5	→
Overall environment	81	80	88	85	84	85	82	81	89	90	8	↑	1	→
Your personal security whilst using the station	83	82	85	84	85	86	86	83	89	89	6	↑	0	→
Availability of staff at the station	72	77	73	75	75	74	82	77	85	87	9	↑	1	→
Shelter facilities	78	82	83	80	79	78	82	80	83	93	13	↑	10	↑
Availability of seating	64	68	64	68	63	70	69	68	75	77	9	↑	2	→
How request to station staff was handled	92	96	89	89	91	95	98	91	94	91	0	→	-3	→
Choice of shops/eating/drinking facilities available	-	68	71	70	69	67	64	64	64	68	4	→	4	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	70	71	-	-	1	→
TRAIN FACILITIES														
Overall satisfaction with the train	94	95	96	95	96	95	94	90	97	96	7	↑	-1	→
Frequency of the trains on that route	94	93	94	93	91	90	89	89	90	91	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	96	95	95	95	94	94	93	94	93	96	2	→	3	→
Length of time the journey was scheduled to take (speed)	97	97	97	97	96	96	96	97	96	96	0	→	0	→
Connections with other train services	84	85	86	88	87	86	86	90	90	90	0	→	0	→
Value for money of the price of your ticket	40	40	46	45	42	36	42	41	53	52	11	↑	-1	→
Upkeep and repair of the train	89	94	96	96	98	96	94	90	97	97	8	↑	0	→
Provision of information during the journey	83	87	90	85	86	88	88	85	90	91	6	↑	0	→
Helpfulness and attitude of staff on train	85	87	86	84	88	87	86	84	93	88	4	→	-5	↓
Space for luggage	84	92	84	90	89	90	89	82	91	93	12	↑	2	→
Toilet facilities	73	79	80	73	71	81	77	80	79	82	2	→	3	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	97	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	92	-	-		-
Your personal security on board	90	93	95	95	94	94	96	93	96	95	2	→	-1	→
Cleanliness of the inside	95	93	97	95	94	96	92	93	97	96	3	→	-1	→
Cleanliness of the outside	92	94	96	95	95	95	92	91	95	98	7	↑	3	↑
Availability of staff on the train	75	76	79	77	76	78	80	78	86	85	7	↑	-1	→
How well train company deals with delays	67	70	36	45	33	52	52	64	66	59	-4	→	-7	→
Level of crowding**	-	-	-	-	-	-	-	-	-	94	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	74	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	87	-	-		-

* Due to a rolling stock fault, Heathrow Express had to use a different type of train on its services for about two weeks of fieldwork in Spring 2016. This may have affected Spring 2016 results for this TOC.
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London Midland - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1108	1149	1204	1121	1257	1205	1125	1139	1127	961				
Overall satisfaction with the journey	**83**	**80**	**84**	**82**	**82**	**84**	**86**	**86**	**85**	**84**	**-2**	→	**-1**	→
STATION FACILITIES														
Overall satisfaction with the station	76	73	74	75	74	76	80	82	84	81	-1	→	-3	→
Ticket buying facilities	75	72	74	74	74	78	76	77	77	79	1	→	2	→
Provision of information about train times/platforms	85	80	80	81	80	82	86	86	85	86	0	→	1	→
Upkeep/repair of the station buildings/platforms	70	66	66	62	66	67	71	76	76	77	1	→	2	→
Cleanliness	75	71	74	72	71	75	76	81	79	81	0	→	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Attitudes and helpfulness of the staff	73	70	72	71	68	71	77	78	77	79	1	→	3	→
Connections with other forms of public transport	69	71	65	65	69	65	68	73	74	77	4	→	3	→
Facilities for car parking	57	45	48	51	54	53	58	54	59	61	8	→	2	→
Overall environment	69	61	66	62	63	65	71	74	74	75	1	→	1	→
Your personal security whilst using the station	71	66	66	66	67	70	73	73	71	72	-1	→	1	→
Availability of staff at the station	56	55	55	54	53	58	61	66	64	66	0	→	2	→
Shelter facilities	71	63	68	66	68	64	70	70	75	74	4	→	-1	→
Availability of seating	53	45	49	50	49	52	52	53	55	57	4	→	2	→
How request to station staff was handled	88	81	85	88	80	89	91	90	87	92	2	→	5	→
Choice of shops/eating/drinking facilities available	-	42	46	43	44	44	48	52	48	54	2	→	7	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	29	36	-	-	7	→
TRAIN FACILITIES														
Overall satisfaction with the train	83	80	81	79	81	81	83	84	82	80	-4	↓	-2	→
Frequency of the trains on that route	78	76	77	75	79	80	80	83	80	81	-2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	70	73	74	74	77	76	79	77	78	0	→	2	→
Length of time the journey was scheduled to take (speed)	84	84	82	83	86	86	85	89	85	87	-2	→	2	→
Connections with other train services	76	72	73	72	76	75	77	80	75	75	-5	→	-1	→
Value for money of the price of your ticket	52	51	52	50	54	54	57	55	56	54	-1	→	-2	→
Upkeep and repair of the train	84	80	79	78	69	78	76	75	72	73	-3	→	1	→
Provision of information during the journey	76	70	72	69	67	71	73	74	70	70	-4	→	1	→
Helpfulness and attitude of staff on train	66	59	62	62	60	65	63	70	63	63	-7	→	0	→
Space for luggage	55	54	52	54	49	48	54	54	53	57	4	→	5	→
Toilet facilities	52	53	46	44	42	44	42	49	50	49	0	→	-1	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	66	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	58	-	-		-
Your personal security on board	79	75	78	77	77	77	80	80	77	72	-8	↓	-5	↓
Cleanliness of the inside	83	76	77	75	71	76	74	76	74	75	-1	→	1	→
Cleanliness of the outside	83	77	80	75	76	76	78	76	79	73	-2	→	-6	↓
Availability of staff on the train	48	41	42	41	39	45	41	47	40	44	-3	→	4	→
How well train company deals with delays	46	32	37	35	36	35	41	42	48	41	-1	→	-8	→
Level of crowding**	-	-	-	-	-	-	-	-	-	70	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	24	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	17	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

London Overground - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1134	1111	1062	1169	1195	1247	1322	1583	1528	1472				
Overall satisfaction with the journey	**93**	**92**	**89**	**91**	**88**	**87**	**88**	**88**	**90**	**90**	**2**	→	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	87	79	80	85	82	81	84	82	85	84	2	→	-1	→
Ticket buying facilities	77	70	68	73	75	71	69	71	76	77	7	↑	2	→
Provision of information about train times/platforms	83	81	81	85	81	80	82	83	84	84	1	→	0	→
Upkeep/repair of the station buildings/platforms	78	77	71	77	74	77	77	76	78	79	2	→	1	→
Cleanliness	80	80	77	79	76	76	83	78	82	81	2	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	37	-	-	-	-
Attitudes and helpfulness of the staff	68	69	68	75	73	71	75	78	78	80	2	→	2	→
Connections with other forms of public transport	76	77	79	81	81	76	77	80	81	82	2	→	1	→
Facilities for car parking	32	33	31	42	32	26	30	33	30	33	0	→	4	→
Overall environment	77	71	68	72	71	68	74	72	75	76	4	↑	1	→
Your personal security whilst using the station	73	69	70	76	71	68	73	71	75	76	5	↑	1	→
Availability of staff at the station	62	63	60	67	62	61	68	73	72	73	1	→	1	→
Shelter facilities	70	60	62	66	66	65	66	64	70	71	7	↑	0	→
Availability of seating	57	45	45	52	49	52	49	52	55	58	5	↑	3	→
How request to station staff was handled	86	83	84	78	80	89	87	83	82	91	8	→	9	→
Choice of shops/eating/drinking facilities available	-	38	40	42	40	37	45	43	39	47	4	→	8	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	33	38	-	-	5	→
TRAIN FACILITIES														
Overall satisfaction with the train	92	92	91	89	88	87	89	88	88	87	-1	→	-1	→
Frequency of the trains on that route	79	79	79	79	75	77	79	77	78	77	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	87	84	87	82	81	85	82	82	84	2	→	3	→
Length of time the journey was scheduled to take (speed)	88	89	88	88	87	87	89	87	87	87	0	→	0	→
Connections with other train services	83	82	82	86	81	80	84	82	85	81	-1	→	-4	↓
Value for money of the price of your ticket	57	48	53	56	49	54	50	51	54	55	4	→	1	→
Upkeep and repair of the train	94	92	93	94	93	90	88	89	89	86	-2	→	-3	↓
Provision of information during the journey	86	85	84	83	83	81	82	81	81	83	2	→	2	→
Helpfulness and attitude of staff on train	57	60	54	51	42	41	43	46	46	51	5	→	5	→
Space for luggage	62	58	57	59	50	48	52	54	54	57	4	→	3	→
Toilet facilities	16	12	14	22	12	14	12	17	15	15	-2	→	0	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	74	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	67	-	-		-
Your personal security on board	83	80	83	81	78	78	77	77	78	76	0	→	-2	→
Cleanliness of the inside	93	91	91	92	89	88	89	88	87	87	-1	→	0	→
Cleanliness of the outside	92	89	91	91	89	86	88	85	84	85	0	→	1	→
Availability of staff on the train	42	42	37	30	24	24	21	27	29	26	-1	→	-3	→
How well train company deals with delays	42	35	30	48	29	29	28	27	37	37	10	→	1	→
Level of crowding**	-	-	-	-	-	-	-	-	-	73	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	22	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	14	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

South West Trains - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2375	2004	2062	1944	2127	2187	1951	1990	2257	2343				
Overall satisfaction with the journey	**85**	**81**	**81**	**79**	**80**	**80**	**81**	**82**	**83**	**82**	**0**	→	**-1**	→
STATION FACILITIES														
Overall satisfaction with the station	78	74	74	75	77	78	80	79	81	79	0	→	-2	→
Ticket buying facilities	74	74	72	72	75	75	77	80	80	81	1	→	1	→
Provision of information about train times/platforms	84	81	80	78	83	83	82	83	85	87	4	↑	2	→
Upkeep/repair of the station buildings/platforms	68	64	64	61	68	66	69	69	71	69	0	→	-2	→
Cleanliness	71	69	67	66	72	70	70	72	74	73	1	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	36	-	-	-	-
Attitudes and helpfulness of the staff	67	68	69	70	68	70	68	70	73	76	6	↑	4	↑
Connections with other forms of public transport	78	76	72	73	76	76	75	80	79	81	1	→	2	→
Facilities for car parking	55	50	46	43	45	47	47	48	44	44	-4	→	0	→
Overall environment	68	63	64	64	67	67	69	68	74	74	6	↑	0	→
Your personal security whilst using the station	68	67	67	68	72	69	72	71	74	75	3	↑	0	→
Availability of staff at the station	52	54	54	58	56	55	55	56	62	62	6	↑	0	→
Shelter facilities	65	60	62	60	65	62	67	64	69	72	8	↑	3	→
Availability of seating	41	38	35	36	37	38	37	41	41	45	4	→	4	↑
How request to station staff was handled	83	75	86	84	81	88	82	85	75	84	0	→	9	↑
Choice of shops/eating/drinking facilities available	-	52	51	51	55	54	55	53	51	58	5	↑	7	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	19	27	-	-	7	↑
TRAIN FACILITIES														
Overall satisfaction with the train	83	79	79	77	78	78	80	79	80	78	-1	→	-2	→
Frequency of the trains on that route	77	73	72	74	74	74	77	77	78	77	0	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	77	80	77	79	76	78	75	74	77	2	→	2	→
Length of time the journey was scheduled to take (speed)	82	81	80	80	80	79	81	79	82	81	2	→	-2	→
Connections with other train services	73	74	73	72	74	74	74	74	75	76	2	→	1	→
Value for money of the price of your ticket	37	33	37	37	38	35	40	40	39	40	0	→	1	→
Upkeep and repair of the train	79	78	78	76	75	76	76	76	74	76	0	→	1	→
Provision of information during the journey	74	73	72	70	71	71	71	72	70	74	2	→	4	↑
Helpfulness and attitude of staff on train	71	70	69	67	65	68	67	69	68	72	3	→	5	↑
Space for luggage	55	53	50	53	53	54	53	55	54	62	7	↑	8	↑
Toilet facilities	36	30	29	30	30	32	30	32	30	32	0	→	2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	70	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	57	-	-		-
Your personal security on board	80	80	79	78	78	80	79	79	79	76	-3	→	-3	→
Cleanliness of the inside	76	74	73	73	73	73	72	75	75	74	0	→	-1	→
Cleanliness of the outside	79	75	76	73	74	75	74	77	78	75	-2	→	-4	↓
Availability of staff on the train	52	51	52	49	49	50	50	53	51	54	1	→	3	→
How well train company deals with delays	48	45	39	35	40	36	40	33	38	38	5	→	0	→
Level of crowding**	-	-	-	-	-	-	-	-	-	69	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	31	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	13	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Southeastern - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1671	1687	1672	1652	1706	1851	1580	1704	1677	1558				
Overall satisfaction with the journey	**85**	**78**	**84**	**73**	**74**	**76**	**76**	**70**	**77**	**81**	**10**	↑	**4**	↑
STATION FACILITIES														
Overall satisfaction with the station	76	73	78	73	76	77	76	70	78	78	8	↑	0	→
Ticket buying facilities	69	71	73	71	69	72	74	72	77	74	2	→	-3	→
Provision of information about train times/platforms	78	77	83	74	77	79	79	75	81	84	9	↑	3	↑
Upkeep/repair of the station buildings/platforms	69	65	69	63	68	70	70	63	73	71	8	↑	-2	→
Cleanliness	73	70	73	68	72	74	75	70	77	78	8	↑	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	53	-	-	-	-
Attitudes and helpfulness of the staff	68	65	69	67	68	75	73	68	77	79	11	↑	2	→
Connections with other forms of public transport	76	77	76	75	75	74	76	71	77	75	4	→	-2	→
Facilities for car parking	43	46	44	46	42	47	45	43	53	51	8	↑	-2	→
Overall environment	66	64	67	61	66	66	68	59	69	75	16	↑	6	↑
Your personal security whilst using the station	66	64	67	63	68	68	71	63	69	73	10	↑	4	→
Availability of staff at the station	58	57	60	58	62	67	65	59	69	72	13	↑	3	→
Shelter facilities	67	59	67	60	64	62	66	57	68	68	11	↑	0	→
Availability of seating	43	42	39	36	38	42	45	34	45	49	15	↑	5	↑
How request to station staff was handled	83	80	83	79	84	86	83	77	88	88	11	↑	0	→
Choice of shops/eating/drinking facilities available	-	41	39	40	44	42	42	34	38	46	13	↑	9	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	21	21	-	-	0	→
TRAIN FACILITIES														
Overall satisfaction with the train	80	75	79	73	71	72	75	68	76	75	8	↑	-1	→
Frequency of the trains on that route	77	75	77	73	73	69	68	63	68	71	9	↑	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	77	80	69	73	74	68	57	68	72	14	↑	4	→
Length of time the journey was scheduled to take (speed)	86	80	83	76	76	78	76	70	76	76	7	↑	1	→
Connections with other train services	78	73	74	69	72	66	65	61	69	73	12	↑	4	→
Value for money of the price of your ticket	38	31	34	30	36	34	36	32	36	38	6	↑	2	→
Upkeep and repair of the train	75	70	71	68	64	67	67	65	71	71	6	↑	1	→
Provision of information during the journey	71	69	67	62	61	66	66	60	65	70	10	↑	5	↑
Helpfulness and attitude of staff on train	54	57	54	47	53	53	51	50	50	50	0	→	-1	→
Space for luggage	48	47	48	45	44	47	49	41	48	52	10	↑	4	→
Toilet facilities	30	34	33	29	28	31	26	26	28	36	10	↑	8	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	63	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	59	-	-		-
Your personal security on board	74	70	74	67	71	71	74	69	72	69	-1	→	-4	→
Cleanliness of the inside	73	68	72	68	66	68	69	67	72	74	7	↑	2	→
Cleanliness of the outside	71	65	71	68	66	70	72	66	72	71	4	↑	-1	→
Availability of staff on the train	33	34	32	28	31	32	29	26	28	29	3	→	1	→
How well train company deals with delays	40	32	31	27	21	27	31	29	29	36	6	→	6	→
Level of crowding**	-	-	-	-	-	-	-	-	-	69	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	16	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	18	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Southern - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2639	2113	2221	2179	2239	2532	1538	1751	1367	1129				
Overall satisfaction with the journey	**82**	**78**	**76**	**78**	**77**	**72**	**78**	**69**	**65**	**72**	**3**	→	**7**	↑
STATION FACILITIES														
Overall satisfaction with the station	78	73	75	74	76	72	74	69	74	73	4	↑	-1	→
Ticket buying facilities	70	70	69	68	67	68	67	63	70	72	9	↑	2	→
Provision of information about train times/platforms	80	76	79	75	77	73	77	73	73	76	3	→	3	→
Upkeep/repair of the station buildings/platforms	69	62	65	61	66	61	66	59	69	65	6	↑	-4	→
Cleanliness	75	69	72	70	73	71	73	68	75	72	4	→	-3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	42	-	-	-	-
Attitudes and helpfulness of the staff	72	67	66	68	70	69	68	64	70	69	5	↑	0	→
Connections with other forms of public transport	80	75	77	79	76	75	75	73	73	77	5	↑	4	→
Facilities for car parking	41	40	39	41	43	43	45	37	45	41	4	→	-3	→
Overall environment	68	61	65	62	65	62	64	59	67	67	7	↑	-1	→
Your personal security whilst using the station	70	66	67	68	67	68	67	65	68	69	4	↑	1	→
Availability of staff at the station	60	58	58	58	58	59	58	54	53	60	7	↑	7	↑
Shelter facilities	69	60	66	62	69	62	66	59	67	68	9	↑	1	→
Availability of seating	39	39	38	38	40	39	37	34	38	46	12	↑	8	↑
How request to station staff was handled	82	76	82	82	81	80	83	77	77	85	8	→	8	→
Choice of shops/eating/drinking facilities available	-	44	46	47	51	47	45	41	44	51	10	↑	7	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	28	26	-	-	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train	80	75	77	77	80	76	80	68	70	69	1	→	-1	→
Frequency of the trains on that route	75	70	73	73	73	67	71	63	56	66	3	→	9	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	77	72	73	65	68	56	65	53	44	57	5	↑	13	↑
Length of time the journey was scheduled to take (speed)	84	80	80	80	78	73	76	69	68	72	3	→	4	→
Connections with other train services	77	74	73	74	73	66	70	60	61	66	6	↑	5	→
Value for money of the price of your ticket	42	36	39	39	40	37	41	35	38	38	3	→	0	→
Upkeep and repair of the train	72	69	69	76	77	76	75	69	71	66	-3	→	-5	↓
Provision of information during the journey	75	73	72	74	73	73	73	68	68	70	1	→	2	→
Helpfulness and attitude of staff on train	57	54	57	56	53	57	55	47	52	56	9	↑	3	→
Space for luggage	46	43	44	46	46	46	42	40	45	46	6	↑	1	→
Toilet facilities	36	35	32	40	40	44	41	33	40	36	4	→	-4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	59	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	54	-	-		-
Your personal security on board	76	74	75	75	77	76	75	71	74	68	-3	→	-6	↓
Cleanliness of the inside	74	70	72	76	77	76	75	70	72	67	-3	→	-5	↓
Cleanliness of the outside	71	66	71	72	75	72	77	66	71	65	-1	→	-6	↓
Availability of staff on the train	35	33	36	35	36	37	35	28	31	35	7	↑	3	→
How well train company deals with delays	39	30	39	34	36	27	31	25	23	28	2	→	5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	67	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	16	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	22	-	-		-

* Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the Gatwick Express service.
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

TfL Rail - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	424	359	509	184	222	249	316	262	235	139				
Overall satisfaction with the journey	**80**	**76**	**79**	**81**	**76**	**77**	**85**	**79**	**80**	**87**	**8**	→	**7**	→
STATION FACILITIES														
Overall satisfaction with the station	75	76	79	80	77	78	81	74	83	83	9	→	1	→
Ticket buying facilities	72	73	73	79	63	66	75	70	79	87	17	↑	7	→
Provision of information about train times/platforms	79	76	81	83	73	72	81	78	81	87	10	→	6	→
Upkeep/repair of the station buildings/platforms	65	67	69	64	65	70	71	65	70	75	10	→	6	→
Cleanliness	72	69	74	71	71	74	78	73	77	78	5	→	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	46	-	-	-	-
Attitudes and helpfulness of the staff	66	64	71	73	71	75	77	79	81	84	5	→	3	→
Connections with other forms of public transport	82	81	84	84	82	88	83	82	86	90	8	→	5	→
Facilities for car parking	47	42	46	52	36	46	39	41	50	47	6	→	-3	→
Overall environment	67	63	71	68	64	66	69	64	71	71	7	→	0	→
Your personal security whilst using the station	67	58	68	69	66	69	71	69	78	61	-8	→	-17	↓
Availability of staff at the station	51	56	59	56	54	60	72	73	74	78	5	→	4	→
Shelter facilities	62	57	64	63	67	62	65	58	72	73	16	↑	1	→
Availability of seating	46	40	44	48	41	40	47	41	43	49	8	→	6	→
How request to station staff was handled	75	78	82	90	73	92	92	83	80	92	9	→	13	→
Choice of shops/eating/drinking facilities available	-	43	50	45	51	50	52	45	51	47	2	→	-4	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	30	28	-	-	-3	→
TRAIN FACILITIES														
Overall satisfaction with the train	69	68	66	71	66	67	77	70	78	80	10	→	2	→
Frequency of the trains on that route	83	80	85	82	83	89	87	86	81	81	-5	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	70	77	75	77	75	84	85	79	86	1	→	6	→
Length of time the journey was scheduled to take (speed)	86	81	82	81	80	82	85	84	85	86	1	→	1	→
Connections with other train services	82	74	77	87	79	85	87	82	84	81	-1	→	-3	→
Value for money of the price of your ticket	38	37	32	39	36	29	46	44	42	42	-2	→	0	→
Upkeep and repair of the train	53	45	51	53	45	48	64	66	69	68	2	→	-1	→
Provision of information during the journey	54	54	53	48	62	62	68	68	72	84	16	↑	13	↑
Helpfulness and attitude of staff on train	36	34	30	35	21	29	38	27	41	30	3	→	-11	→
Space for luggage	45	41	41	51	32	44	40	45	55	49	4	→	-6	→
Toilet facilities	27	21	14	20	12	8	9	11	10	9	-2	→	-1	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	49	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	53	-	-		-
Your personal security on board	62	59	62	65	59	57	60	60	70	60	0	→	-11	→
Cleanliness of the inside	55	50	58	55	54	58	74	72	76	80	8	→	4	→
Cleanliness of the outside	53	42	51	46	48	44	63	61	65	72	11	→	7	→
Availability of staff on the train	18	16	9	14	8	20	22	15	19	22	8	→	3	→
How well train company deals with delays	30	25	33	60	48	16	40	41	58	76	35	→	18	→
Level of crowding**	-	-	-	-	-	-	-	-	-	67	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	22	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	11	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Thameslink - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1208	1105	1022	1147	973	1205	1081	1160	1023	960				
Overall satisfaction with the journey	**80**	**73**	**78**	**78**	**73**	**70**	**73**	**74**	**73**	**75**	**1**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	78	72	78	76	78	74	75	75	80	81	6	↑	1	→
Ticket buying facilities	68	70	74	70	68	66	66	67	66	71	4	→	5	→
Provision of information about train times/platforms	79	77	80	79	78	73	78	74	75	83	10	↑	8	↑
Upkeep/repair of the station buildings/platforms	64	64	75	72	71	69	69	71	77	78	6	↑	1	→
Cleanliness	73	71	80	77	76	74	75	78	78	83	5	→	4	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	44	-	-	-	-
Attitudes and helpfulness of the staff	69	64	75	72	70	68	74	71	74	77	6	↑	3	→
Connections with other forms of public transport	80	76	79	78	78	77	77	79	80	83	4	→	2	→
Facilities for car parking	45	41	51	50	46	42	38	37	43	51	14	↑	8	→
Overall environment	68	65	74	69	67	68	67	67	76	75	8	↑	-1	→
Your personal security whilst using the station	70	69	72	69	69	69	70	70	74	74	4	→	0	→
Availability of staff at the station	62	53	60	60	60	57	60	59	63	63	4	→	0	→
Shelter facilities	64	57	67	64	66	62	68	62	74	72	9	↑	-2	→
Availability of seating	40	38	44	45	49	45	45	42	48	54	12	↑	6	↑
How request to station staff was handled	85	81	82	84	85	84	75	89	87	83	-6	→	-4	→
Choice of shops/eating/drinking facilities available	-	36	42	42	43	42	41	45	43	48	2	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	29	43	-	-	14	↑
TRAIN FACILITIES														
Overall satisfaction with the train	73	64	72	69	68	67	72	71	72	73	2	→	2	→
Frequency of the trains on that route	79	74	76	75	71	67	70	66	64	71	6	↑	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	78	66	72	71	63	53	61	57	56	65	9	↑	10	↑
Length of time the journey was scheduled to take (speed)	84	78	80	81	75	74	77	73	73	77	4	→	4	→
Connections with other train services	77	73	76	74	74	63	75	69	69	76	8	↑	7	↑
Value for money of the price of your ticket	37	30	39	37	41	34	39	35	37	38	2	→	1	→
Upkeep and repair of the train	61	52	62	58	58	60	67	66	67	74	7	↑	7	↑
Provision of information during the journey	47	40	52	47	46	47	53	50	51	65	15	↑	14	↑
Helpfulness and attitude of staff on train	36	32	37	32	36	31	35	30	30	46	16	↑	16	↑
Space for luggage	44	39	43	42	38	46	43	45	47	57	12	↑	10	↑
Toilet facilities	29	27	35	31	30	30	37	33	42	56	23	↑	14	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	55	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	63	-	-		-
Your personal security on board	72	67	69	70	66	66	73	70	70	73	3	→	3	→
Cleanliness of the inside	67	56	66	63	64	65	69	69	74	77	8	↑	3	→
Cleanliness of the outside	54	48	61	59	59	61	70	62	69	74	12	↑	5	→
Availability of staff on the train	12	10	14	15	14	12	13	15	13	16	1	→	3	→
How well train company deals with delays	24	27	41	32	29	22	25	29	23	32	3	→	9	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	67	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	20	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	14	-	-		-

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

CrossCountry - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1425	1200	1223	1129	1272	1150	1031	1236	1267	1224				
Overall satisfaction with the journey	**85**	**84**	**86**	**82**	**83**	**86**	**87**	**86**	**84**	**88**	**2**	→	**4**	↑
STATION FACILITIES														
Overall satisfaction with the station	80	76	80	80	82	83	88	86	87	89	3	↑	3	→
Ticket buying facilities	84	85	82	82	87	85	85	88	84	89	0	→	4	→
Provision of information about train times/platforms	85	85	84	82	85	86	90	87	88	90	3	→	2	→
Upkeep/repair of the station buildings/platforms	71	67	71	71	76	75	80	81	83	82	2	→	0	→
Cleanliness	74	74	78	78	80	81	83	85	87	86	1	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Attitudes and helpfulness of the staff	79	77	82	80	80	80	84	87	84	85	-2	→	1	→
Connections with other forms of public transport	74	73	75	72	76	79	80	78	80	80	1	→	0	→
Facilities for car parking	58	60	58	56	59	57	55	53	59	65	12	↑	6	→
Overall environment	70	65	71	71	74	75	80	82	82	84	2	→	2	→
Your personal security whilst using the station	77	74	75	77	77	76	83	80	79	85	5	↑	6	↑
Availability of staff at the station	68	64	68	65	68	71	77	77	75	76	-1	→	1	→
Shelter facilities	75	66	75	71	74	73	82	78	82	81	3	→	-1	→
Availability of seating	53	53	55	55	56	59	63	65	64	68	3	→	4	→
How request to station staff was handled	89	90	90	85	90	94	94	93	88	92	-1	→	4	→
Choice of shops/eating/drinking facilities available	-	50	55	58	63	63	60	65	65	68	3	→	3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	44	51	-	-	6	→
TRAIN FACILITIES														
Overall satisfaction with the train	82	81	84	81	82	82	84	82	82	84	2	→	2	→
Frequency of the trains on that route	79	80	81	77	81	81	82	81	80	84	4	↑	4	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	82	80	83	78	81	85	86	85	80	86	1	→	6	↑
Length of time the journey was scheduled to take (speed)	85	86	86	83	86	86	88	86	85	88	2	→	3	↑
Connections with other train services	78	77	78	74	79	82	82	80	78	81	1	→	3	→
Value for money of the price of your ticket	53	49	53	52	53	55	58	53	55	55	1	→	0	→
Upkeep and repair of the train	82	80	82	80	77	79	79	76	77	79	3	→	2	→
Provision of information during the journey	73	76	76	74	74	76	76	75	77	79	4	→	2	→
Helpfulness and attitude of staff on train	79	77	81	80	79	81	81	81	79	82	1	→	3	→
Space for luggage	50	55	54	57	54	59	54	60	53	62	2	→	9	↑
Toilet facilities	48	48	48	56	46	49	49	45	48	52	7	↑	5	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	73	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	63	-	-		-
Your personal security on board	84	84	84	84	82	85	85	88	82	83	-5	↓	0	→
Cleanliness of the inside	79	78	80	80	78	80	80	79	78	81	2	→	3	→
Cleanliness of the outside	79	74	77	78	76	78	79	74	75	77	3	→	2	→
Availability of staff on the train	64	63	67	64	64	66	64	67	63	66	-1	→	3	→
How well train company deals with delays	51	51	44	52	51	55	54	54	47	62	8	→	14	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	72	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	38	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	67	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

East Midlands Trains - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1045	1088	1124	1123	1106	1099	1063	1092	1026	1084				
Overall satisfaction with the journey	**89**	**88**	**86**	**87**	**88**	**89**	**84**	**86**	**83**	**89**	**3**	→	**6**	↑
STATION FACILITIES														
Overall satisfaction with the station	89	82	81	83	87	88	87	88	87	89	1	→	2	→
Ticket buying facilities	87	77	80	78	84	84	80	85	81	85	0	→	5	→
Provision of information about train times/platforms	86	83	84	84	87	87	84	88	88	92	4	↑	4	↑
Upkeep/repair of the station buildings/platforms	82	76	77	78	86	83	84	84	82	86	2	→	4	→
Cleanliness	86	80	79	83	88	87	87	86	83	89	2	→	6	↑
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Attitudes and helpfulness of the staff	81	78	73	82	80	79	82	83	81	84	2	→	4	→
Connections with other forms of public transport	77	74	73	75	75	74	74	75	78	78	2	→	-1	→
Facilities for car parking	70	67	69	70	74	71	72	69	71	67	-2	→	-4	→
Overall environment	83	74	74	76	83	82	82	82	81	87	5	↑	6	↑
Your personal security whilst using the station	78	72	75	78	78	83	79	81	78	82	1	→	3	→
Availability of staff at the station	72	64	64	67	71	71	71	70	70	75	5	→	5	→
Shelter facilities	79	67	70	73	78	74	78	77	78	79	2	→	1	→
Availability of seating	55	50	52	56	58	59	57	59	61	64	5	→	3	→
How request to station staff was handled	91	85	84	91	86	86	91	90	93	91	1	→	-2	→
Choice of shops/eating/drinking facilities available	-	50	51	53	58	57	59	57	55	63	6	↑	8	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	42	47	-	-	4	→
TRAIN FACILITIES														
Overall satisfaction with the train	87	86	86	86	86	87	85	84	83	86	2	→	2	→
Frequency of the trains on that route	85	81	81	79	80	82	79	81	81	81	-1	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	86	80	84	83	85	83	82	82	88	5	↑	6	↑
Length of time the journey was scheduled to take (speed)	89	86	86	86	87	88	85	87	86	89	2	→	2	→
Connections with other train services	79	78	75	78	76	79	75	77	75	80	3	→	5	→
Value for money of the price of your ticket	49	48	52	49	52	51	51	52	50	51	0	→	1	→
Upkeep and repair of the train	85	84	81	83	82	80	83	79	79	81	2	→	3	→
Provision of information during the journey	74	72	70	72	72	75	73	72	73	75	3	→	2	→
Helpfulness and attitude of staff on train	78	80	76	80	79	79	77	80	80	81	1	→	1	→
Space for luggage	56	53	56	57	59	56	54	54	57	62	8	↑	5	→
Toilet facilities	54	43	49	54	47	45	50	43	51	52	9	↑	1	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	76	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	70	-	-		-
Your personal security on board	86	84	84	86	84	85	86	86	81	82	-4	→	0	→
Cleanliness of the inside	84	83	82	84	83	83	84	81	81	83	1	→	1	→
Cleanliness of the outside	77	71	73	74	75	72	73	71	75	74	3	→	-1	→
Availability of staff on the train	62	64	62	64	64	65	63	67	62	68	1	→	5	→
How well train company deals with delays	56	58	49	56	53	49	49	54	47	52	-2	→	5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	76	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	29	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	43	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Grand Central - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	992	639	623	653	587	551	620	548	538	885				
Overall satisfaction with the journey	**96**	**93**	**95**	**94**	**94**	**94**	**93**	**96**	**91**	**94**	**-2**	→	**4**	↑
STATION FACILITIES														
Overall satisfaction with the station	88	87	85	88	84	81	83	86	85	84	-2	→	-2	→
Ticket buying facilities	83	87	83	88	79	81	82	82	82	86	4	→	4	→
Provision of information about train times/platforms	89	90	88	90	88	89	88	93	86	93	0	→	7	↑
Upkeep/repair of the station buildings/platforms	87	86	87	87	82	80	85	83	82	84	0	→	2	→
Cleanliness	89	87	87	87	80	82	85	83	83	86	3	→	3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	56	-	-	-	-
Attitudes and helpfulness of the staff	75	80	78	77	79	77	76	76	80	79	3	→	-1	→
Connections with other forms of public transport	86	82	85	85	77	76	79	74	81	82	8	↑	1	→
Facilities for car parking	55	56	52	53	56	51	60	59	54	58	-1	→	4	→
Overall environment	83	81	84	80	78	77	80	79	78	80	0	→	2	→
Your personal security whilst using the station	78	77	78	79	75	77	78	81	76	76	-4	→	1	→
Availability of staff at the station	61	68	65	66	63	63	67	63	70	65	2	→	-5	→
Shelter facilities	80	75	77	79	78	74	80	77	81	80	3	→	-1	→
Availability of seating	54	51	51	45	54	51	57	62	56	58	-4	→	2	→
How request to station staff was handled	88	89	76	84	98	85	76	88	74	88	1	→	14	↑
Choice of shops/eating/drinking facilities available	-	67	70	67	61	61	62	62	61	61	-1	→	0	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	43	36	-	-	-7	→
TRAIN FACILITIES														
Overall satisfaction with the train	94	91	95	92	92	92	94	93	92	93	-1	→	1	→
Frequency of the trains on that route	73	77	76	79	79	79	81	81	76	83	2	→	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	94	93	88	90	96	96	92	96	82	96	0	→	13	↑
Length of time the journey was scheduled to take (speed)	91	89	94	91	91	93	90	92	84	92	0	→	8	↑
Connections with other train services	82	83	85	86	85	85	86	85	85	89	4	→	4	→
Value for money of the price of your ticket	73	75	78	78	79	76	76	73	68	78	5	→	10	↑
Upkeep and repair of the train	85	78	83	82	79	81	84	83	81	80	-3	→	-2	→
Provision of information during the journey	86	84	82	85	83	85	84	85	82	86	1	→	3	→
Helpfulness and attitude of staff on train	92	91	88	92	89	91	90	90	89	94	4	↑	5	↑
Space for luggage	80	77	79	80	74	80	72	81	78	80	-1	→	2	→
Toilet facilities	65	55	60	67	58	64	63	60	66	60	-1	→	-6	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	85	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	77	-	-		-
Your personal security on board	91	92	90	92	90	91	90	91	93	89	-1	→	-3	→
Cleanliness of the inside	89	85	89	89	84	87	90	89	89	87	-2	→	-2	→
Cleanliness of the outside	86	80	85	82	86	85	85	88	87	85	-3	→	-2	→
Availability of staff on the train	83	85	82	85	82	86	85	86	82	85	-1	→	3	→
How well train company deals with delays	77	73	50	84	73	81	57	61	52	81	20	→	29	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	88	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	60	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	84	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Hull Trains - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	596	543	560	605	702	594	576	582	566	689				
Overall satisfaction with the journey	**95**	**95**	**86**	**96**	**89**	**96**	**97**	**94**	**97**	**97**	**3**	↑	**0**	→
STATION FACILITIES														
Overall satisfaction with the station	92	89	79	92	90	90	88	89	91	87	-2	→	-4	→
Ticket buying facilities	86	88	85	91	80	89	88	86	85	86	0	→	1	→
Provision of information about train times/platforms	88	91	80	90	86	90	91	88	92	90	1	→	-3	→
Upkeep/repair of the station buildings/platforms	88	90	77	89	89	88	88	88	91	86	-2	→	-5	↓
Cleanliness	91	90	80	90	90	90	91	88	92	89	1	→	-2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Attitudes and helpfulness of the staff	81	79	75	82	78	81	74	81	87	81	0	→	-6	→
Connections with other forms of public transport	83	86	83	85	79	79	81	79	81	82	3	→	1	→
Facilities for car parking	70	67	67	65	71	69	66	62	67	65	3	→	-3	→
Overall environment	88	84	76	84	84	85	84	82	87	86	4	→	-1	→
Your personal security whilst using the station	80	81	76	85	79	84	83	76	82	79	3	→	-3	→
Availability of staff at the station	68	70	62	69	68	68	62	65	73	68	3	→	-5	→
Shelter facilities	83	79	69	83	84	82	83	77	88	87	10	↑	-1	→
Availability of seating	57	57	46	58	56	59	59	58	61	58	0	→	-3	→
How request to station staff was handled	90	89	79	75	90	94	91	93	86	98	6	→	12	→
Choice of shops/eating/drinking facilities available	-	64	63	72	66	63	65	63	67	62	-1	→	-5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	44	47	-	-	3	→
TRAIN FACILITIES														
Overall satisfaction with the train	97	92	90	96	92	96	95	94	98	96	2	→	-2	→
Frequency of the trains on that route	79	80	74	88	79	79	83	79	88	84	5	→	-3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	94	91	73	97	76	96	95	93	95	95	2	→	-1	→
Length of time the journey was scheduled to take (speed)	93	92	81	96	88	94	93	94	95	95	1	→	0	→
Connections with other train services	83	79	69	86	79	86	85	84	88	85	1	→	-3	→
Value for money of the price of your ticket	60	62	57	66	63	56	69	65	68	65	-1	→	-4	→
Upkeep and repair of the train	93	92	91	94	94	92	92	91	93	90	-1	→	-3	→
Provision of information during the journey	87	90	86	94	90	89	87	90	93	94	4	→	1	→
Helpfulness and attitude of staff on train	93	94	90	97	93	94	91	96	97	95	0	→	-1	→
Space for luggage	72	72	70	79	73	73	73	74	76	78	4	→	1	→
Toilet facilities	65	62	65	69	64	67	73	66	78	67	1	→	-10	↓
Comfort of the seats**	-	-	-	-	-	-	-	-	-	87	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	82	-	-		-
Your personal security on board	92	91	92	95	94	94	93	92	95	92	1	→	-3	→
Cleanliness of the inside	96	93	93	94	93	94	94	94	95	93	-1	→	-2	→
Cleanliness of the outside	90	88	86	93	89	88	86	90	91	91	1	→	0	→
Availability of staff on the train	87	86	87	94	89	88	84	89	91	90	1	→	-1	→
How well train company deals with delays	47	63	64	79	72	18	73	76	70	67	-10	→	-3	→
Level of crowding**	-	-	-	-	-	-	-	-	-	89	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	78	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	93	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Transpennine Express - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1111	1190	1008	1092	1037	1183	1016	1106	1045	876				
Overall satisfaction with the journey	**88**	**85**	**85**	**85**	**82**	**85**	**83**	**87**	**84**	**86**	**-1**	⇨	**3**	⇨
STATION FACILITIES														
Overall satisfaction with the station	86	86	86	86	85	86	87	86	86	88	2	⇨	1	⇨
Ticket buying facilities	87	84	84	87	84	85	84	84	86	87	3	⇨	1	⇨
Provision of information about train times/platforms	91	88	90	89	88	89	86	85	90	91	6	⇧	1	⇨
Upkeep/repair of the station buildings/platforms	79	82	79	81	79	83	81	80	81	80	1	⇨	0	⇨
Cleanliness	82	86	83	84	81	83	84	82	84	83	1	⇨	0	⇨
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Attitudes and helpfulness of the staff	80	81	82	82	77	82	82	82	82	84	2	⇨	2	⇨
Connections with other forms of public transport	80	76	76	71	78	78	78	71	78	79	8	⇧	1	⇨
Facilities for car parking	58	55	58	52	57	50	49	46	51	48	1	⇨	-3	⇨
Overall environment	78	79	81	79	80	80	82	79	79	83	5	⇧	4	⇨
Your personal security whilst using the station	81	80	77	78	79	82	80	77	79	82	5	⇧	3	⇨
Availability of staff at the station	69	72	74	70	73	74	72	70	74	76	6	⇧	2	⇨
Shelter facilities	78	75	80	74	79	75	78	74	80	77	3	⇨	-3	⇨
Availability of seating	59	58	59	58	57	61	58	54	58	62	8	⇧	4	⇨
How request to station staff was handled	89	91	94	91	85	91	93	90	93	95	5	⇨	2	⇨
Choice of shops/eating/drinking facilities available	-	59	65	61	65	60	62	58	63	64	6	⇧	1	⇨
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	36	38	-	-	2	⇨
TRAIN FACILITIES														
Overall satisfaction with the train	88	86	84	80	82	83	82	82	84	86	4	⇧	2	⇨
Frequency of the trains on that route	81	84	84	81	84	84	81	85	83	83	-2	⇨	0	⇨
Punctuality/reliability (i.e. the train arriving/departing on time)	88	82	82	86	74	79	73	78	81	82	5	⇧	1	⇨
Length of time the journey was scheduled to take (speed)	88	89	88	88	85	87	85	88	87	90	2	⇨	2	⇨
Connections with other train services	81	80	78	81	78	78	76	75	83	77	2	⇨	-5	⇨
Value for money of the price of your ticket	57	55	62	54	57	60	61	58	62	60	2	⇨	-1	⇨
Upkeep and repair of the train	89	90	89	87	84	85	84	82	86	86	3	⇨	-1	⇨
Provision of information during the journey	80	82	83	77	77	79	77	79	81	83	4	⇨	3	⇨
Helpfulness and attitude of staff on train	81	82	79	81	82	81	79	81	83	86	5	⇧	3	⇨
Space for luggage	52	58	55	50	53	59	54	57	53	65	8	⇧	12	⇧
Toilet facilities	56	53	51	52	52	55	50	52	53	60	8	⇧	8	⇨
Comfort of the seats**	-	-	-	-	-	-	-	-	-	79	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	71	-	-		-
Your personal security on board	84	86	82	82	83	86	83	85	86	84	-1	⇨	-1	⇨
Cleanliness of the inside	86	86	85	83	82	85	84	82	85	85	3	⇨	0	⇨
Cleanliness of the outside	85	82	84	84	79	82	82	81	84	83	2	⇨	-1	⇨
Availability of staff on the train	66	69	66	67	70	67	62	64	67	74	10	⇧	7	⇧
How well train company deals with delays	49	53	44	53	51	63	52	45	53	51	5	⇨	-2	⇨
Level of crowding**	-	-	-	-	-	-	-	-	-	65	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	35	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	57	-	-		-

* TransPennine Express rebranded from First TransPennine Express in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Virgin Trains - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1392	1152	1229	1238	1506	1416	1233	1051	1227	1210				
Overall satisfaction with the journey	**92**	**92**	**91**	**90**	**90**	**89**	**91**	**92**	**90**	**92**	**0**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	80	79	79	79	79	77	78	84	84	86	2	→	2	→
Ticket buying facilities	87	83	80	86	86	83	80	84	87	86	2	→	-1	→
Provision of information about train times/platforms	87	87	85	88	85	86	86	89	88	90	2	→	2	→
Upkeep/repair of the station buildings/platforms	71	72	73	71	67	66	68	73	76	78	5	↑	2	→
Cleanliness	77	75	76	77	74	75	75	78	82	84	6	↑	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	60	-	-	-	-
Attitudes and helpfulness of the staff	77	77	78	80	79	81	81	83	84	83	-1	→	-1	→
Connections with other forms of public transport	87	84	78	83	78	81	79	81	82	86	4	↑	4	→
Facilities for car parking	55	51	57	59	60	57	58	61	59	60	-1	→	2	→
Overall environment	70	70	70	69	66	65	68	72	78	79	7	↑	1	→
Your personal security whilst using the station	76	74	73	75	72	72	75	78	78	78	0	→	0	→
Availability of staff at the station	62	63	64	68	65	65	69	75	76	78	3	→	2	→
Shelter facilities	74	69	72	69	72	68	74	74	78	80	6	↑	1	→
Availability of seating	44	43	44	45	44	44	43	49	51	52	3	→	1	→
How request to station staff was handled	90	88	89	90	91	92	92	91	91	91	0	→	0	→
Choice of shops/eating/drinking facilities available	-	60	61	61	59	58	58	61	65	64	3	→	-1	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	45	53	-	-	9	↑
TRAIN FACILITIES														
Overall satisfaction with the train	92	93	91	90	90	89	90	90	89	91	1	→	2	→
Frequency of the trains on that route	91	90	90	90	92	90	90	90	90	90	0	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	90	87	87	86	86	83	90	87	89	88	1	→	-2	→
Length of time the journey was scheduled to take (speed)	94	93	92	92	93	90	93	90	93	93	3	↑	0	→
Connections with other train services	87	87	86	83	84	82	84	85	87	85	1	→	-1	→
Value for money of the price of your ticket	60	61	60	61	68	65	63	62	63	64	3	→	2	→
Upkeep and repair of the train	89	91	89	91	86	88	87	88	88	90	2	→	2	→
Provision of information during the journey	84	88	82	83	82	83	82	84	84	86	2	→	2	→
Helpfulness and attitude of staff on train	81	84	82	82	82	82	82	81	80	84	3	→	4	→
Space for luggage	59	62	58	64	57	61	59	63	63	66	3	→	3	→
Toilet facilities	57	60	59	64	61	61	60	62	67	63	1	→	-4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	81	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	72	-	-		-
Your personal security on board	89	89	88	88	86	88	88	89	87	86	-4	↓	-2	→
Cleanliness of the inside	90	90	88	89	87	87	87	89	86	90	0	→	4	↑
Cleanliness of the outside	87	87	83	81	85	84	84	84	83	85	0	→	1	→
Availability of staff on the train	68	71	67	67	67	67	65	69	67	69	1	→	3	→
How well train company deals with delays	60	64	51	55	63	62	61	58	60	61	3	→	1	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	42	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	60	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Virgin Trains East Coast - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1251	1234	1207	1126	1239	1105	1067	1170	1162	1240				
Overall satisfaction with the journey	**92**	**86**	**91**	**91**	**90**	**94**	**89**	**88**	**91**	**91**	**2**	→	**-1**	→
STATION FACILITIES														
Overall satisfaction with the station	88	87	88	87	90	90	90	91	89	90	0	→	1	→
Ticket buying facilities	86	87	83	87	84	84	84	90	86	85	-5	→	0	→
Provision of information about train times/platforms	91	90	91	90	90	92	91	90	91	93	3	→	2	→
Upkeep/repair of the station buildings/platforms	83	82	85	86	86	90	89	89	90	90	1	→	0	→
Cleanliness	88	86	88	89	89	91	91	91	91	90	-2	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	64	-	-	-	-
Attitudes and helpfulness of the staff	83	80	81	82	82	85	84	84	86	87	4	→	2	→
Connections with other forms of public transport	85	81	83	83	80	82	81	85	82	84	-1	→	1	→
Facilities for car parking	57	51	60	60	51	60	53	58	64	65	8	→	1	→
Overall environment	82	80	83	84	85	86	88	86	86	88	2	→	2	→
Your personal security whilst using the station	80	78	77	83	79	83	81	82	79	84	2	→	6	↑
Availability of staff at the station	73	69	69	73	72	76	70	77	72	78	1	→	6	↑
Shelter facilities	77	70	78	75	80	78	78	81	80	85	4	↑	5	↑
Availability of seating	48	43	46	48	51	54	51	58	57	59	1	→	2	→
How request to station staff was handled	88	87	87	86	90	91	90	89	86	85	-4	→	-1	→
Choice of shops/eating/drinking facilities available	-	62	66	66	68	67	68	70	66	72	2	→	6	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	41	46	-	-	5	→
TRAIN FACILITIES														
Overall satisfaction with the train	89	87	89	90	89	93	86	86	91	91	4	↑	0	→
Frequency of the trains on that route	91	90	93	92	92	94	92	92	92	92	-1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	89	83	89	84	88	92	86	87	89	86	-2	→	-3	→
Length of time the journey was scheduled to take (speed)	92	88	89	91	92	93	91	89	90	92	2	→	1	→
Connections with other train services	84	77	82	83	83	86	83	84	85	83	-1	→	-2	→
Value for money of the price of your ticket	58	56	62	60	64	63	59	61	61	60	0	→	0	→
Upkeep and repair of the train	82	81	81	80	79	82	76	77	86	89	12	↑	3	→
Provision of information during the journey	81	80	80	82	80	84	80	80	78	83	3	→	6	↑
Helpfulness and attitude of staff on train	85	84	81	87	81	87	85	85	84	83	-3	→	-1	→
Space for luggage	66	63	63	68	65	70	64	66	62	69	3	→	7	↑
Toilet facilities	54	50	51	50	51	57	47	54	53	60	6	→	7	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	81	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	70	-	-		-
Your personal security on board	90	86	88	89	88	89	87	87	87	86	-1	→	-1	→
Cleanliness of the inside	85	85	86	84	85	88	83	84	84	89	5	↑	5	↑
Cleanliness of the outside	77	72	81	79	79	79	76	78	78	83	5	↑	6	↑
Availability of staff on the train	72	71	67	75	71	78	72	75	69	69	-6	↓	0	→
How well train company deals with delays	69	62	65	58	67	69	63	63	61	63	0	→	2	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	57	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	85	-	-		-

** **Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Arriva Trains Wales - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1352	1248	1251	1097	1065	1386	1109	1017	1086	1244				
Overall satisfaction with the journey	**88**	**88**	**86**	**83**	**83**	**89**	**82**	**82**	**82**	**83**	**1**	→	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	78	78	74	77	75	79	77	77	75	76	-1	→	0	→
Ticket buying facilities	81	78	82	80	79	78	79	75	71	82	7	↑	11	↑
Provision of information about train times/platforms	81	83	81	82	81	85	82	83	78	86	4	→	8	↑
Upkeep/repair of the station buildings/platforms	66	69	63	64	67	72	70	64	66	68	4	→	2	→
Cleanliness	68	70	64	65	72	71	70	64	69	72	8	↑	3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	49	-	-	-	-
Attitudes and helpfulness of the staff	78	76	72	74	75	83	77	76	75	80	4	→	5	→
Connections with other forms of public transport	70	66	66	64	61	71	61	58	62	61	3	→	-1	→
Facilities for car parking	69	62	62	62	59	70	65	58	60	60	2	→	0	→
Overall environment	66	68	59	62	67	67	68	63	67	67	5	→	1	→
Your personal security whilst using the station	66	70	67	69	69	68	69	65	69	72	7	↑	3	→
Availability of staff at the station	60	65	63	61	63	67	61	55	58	66	11	↑	8	↑
Shelter facilities	72	70	67	66	65	66	72	65	70	67	3	→	-2	→
Availability of seating	55	54	53	50	49	57	57	53	56	56	3	→	-1	→
How request to station staff was handled	86	92	87	89	93	93	88	91	84	95	4	→	11	↑
Choice of shops/eating/drinking facilities available	-	41	34	39	32	40	39	34	38	40	6	→	2	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	28	24	-	-	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train	86	84	81	81	80	85	80	77	75	77	0	→	2	→
Frequency of the trains on that route	77	78	74	75	76	76	73	75	69	76	1	→	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	86	85	86	82	78	87	80	77	80	81	5	→	1	→
Length of time the journey was scheduled to take (speed)	86	83	84	82	82	86	82	83	82	85	2	→	3	→
Connections with other train services	80	82	80	73	76	75	73	79	75	73	-6	↓	-2	→
Value for money of the price of your ticket	55	54	53	54	55	57	59	58	61	57	-1	→	-4	→
Upkeep and repair of the train	79	79	68	71	69	74	69	64	64	64	1	→	0	→
Provision of information during the journey	66	66	64	66	66	67	63	64	63	64	0	→	1	→
Helpfulness and attitude of staff on train	82	82	87	81	83	85	84	81	84	85	4	→	1	→
Space for luggage	66	63	59	61	61	67	61	62	63	61	-1	→	-2	→
Toilet facilities	51	55	49	47	45	50	49	45	47	47	3	→	0	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	68	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	61	-	-		-
Your personal security on board	81	86	84	81	81	86	81	81	80	80	-1	→	0	→
Cleanliness of the inside	80	78	67	73	74	77	72	71	70	71	0	→	1	→
Cleanliness of the outside	74	70	66	66	68	69	69	64	66	64	0	→	-2	→
Availability of staff on the train	70	73	72	69	71	76	71	68	73	72	4	→	-1	→
How well train company deals with delays	42	38	56	35	37	42	37	36	42	38	2	→	-4	→
Level of crowding**	-	-	-	-	-	-	-	-	-	72	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	43	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	21	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Merseyrail - % saying satisfied/good

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	700	557	517	598	478	709	483	850	785	719				
Overall satisfaction with the journey	**92**	**92**	**93**	**93**	**90**	**91**	**93**	**90**	**95**	**94**	**3**	→	**-1**	→
STATION FACILITIES														
Overall satisfaction with the station	87	86	91	88	91	87	90	89	91	90	1	→	0	→
Ticket buying facilities	89	89	86	92	87	86	89	90	87	93	3	→	6	↑
Provision of information about train times/platforms	88	91	88	90	89	90	92	89	91	92	3	→	1	→
Upkeep/repair of the station buildings/platforms	81	85	85	84	83	80	82	82	88	80	-2	→	-7	↓
Cleanliness	86	84	88	86	85	82	85	82	89	86	4	→	-3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Attitudes and helpfulness of the staff	88	87	86	83	83	85	90	85	89	93	8	↑	3	→
Connections with other forms of public transport	82	83	79	73	75	77	82	77	78	76	-1	→	-2	→
Facilities for car parking	64	61	63	60	53	54	46	58	57	60	2	→	3	→
Overall environment	83	79	86	84	79	81	80	79	86	81	2	→	-5	→
Your personal security whilst using the station	81	76	81	81	76	78	81	79	80	81	2	→	1	→
Availability of staff at the station	82	81	85	79	81	78	84	80	87	84	4	→	-3	→
Shelter facilities	84	78	81	84	80	81	85	80	88	86	7	↑	-2	→
Availability of seating	68	69	71	69	68	66	68	66	74	76	10	↑	2	→
How request to station staff was handled	88	93	94	93	93	93	91	85	99	87	2	→	-12	↓
Choice of shops/eating/drinking facilities available	-	46	49	48	49	46	44	47	46	51	4	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	42	43	-	-	0	→
TRAIN FACILITIES														
Overall satisfaction with the train	89	90	89	88	85	85	93	88	91	87	-1	→	-5	↓
Frequency of the trains on that route	94	93	96	93	94	94	93	95	96	89	-5	↓	-7	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	92	91	93	93	87	92	93	91	93	94	3	→	1	→
Length of time the journey was scheduled to take (speed)	96	97	94	96	94	96	96	94	96	97	3	↑	1	→
Connections with other train services	89	92	86	88	84	87	86	85	87	76	-9	↓	-11	↓
Value for money of the price of your ticket	70	65	66	70	66	68	69	74	71	65	-9	↓	-7	→
Upkeep and repair of the train	80	81	78	76	73	72	87	79	85	77	-2	→	-8	↓
Provision of information during the journey	90	87	89	87	81	87	90	84	87	85	2	→	-2	→
Helpfulness and attitude of staff on train	63	67	71	72	62	70	70	76	75	76	0	→	1	→
Space for luggage	59	61	66	55	51	54	64	57	60	62	5	→	2	→
Toilet facilities	21	17	18	18	23	25	17	23	22	8	-15	↓	-14	↓
Comfort of the seats**	-	-	-	-	-	-	-	-	-	72	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	70	-	-		-
Your personal security on board	83	78	85	83	76	80	86	80	84	75	-5	→	-9	↓
Cleanliness of the inside	80	81	78	77	75	74	84	79	82	75	-4	→	-7	↓
Cleanliness of the outside	71	70	69	71	74	70	80	75	76	68	-8	↓	-8	↓
Availability of staff on the train	45	50	55	49	48	55	56	60	62	56	-4	→	-6	→
How well train company deals with delays	43	41	53	45	39	48	49	41	61	56	15	→	-5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	86	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	17	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	9	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Northern - % saying satisfied/good*

	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1051	1106	1219	1150	1568	1414	1086	1313	2269	1391				
Overall satisfaction with the journey	**80**	**76**	**78**	**80**	**78**	**79**	**84**	**82**	**81**	**83**	**2**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	78	76	76	76	79	79	83	81	81	84	3	→	3	↑
Ticket buying facilities	78	77	75	73	78	80	76	78	78	83	4	→	4	↑
Provision of information about train times/platforms	83	84	82	83	83	84	86	85	84	89	4	↑	5	↑
Upkeep/repair of the station buildings/platforms	75	76	74	73	77	77	79	76	76	77	1	→	1	→
Cleanliness	80	78	77	77	79	81	82	78	78	80	1	→	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Attitudes and helpfulness of the staff	74	72	75	71	76	76	78	79	79	79	1	→	0	→
Connections with other forms of public transport	75	71	67	71	67	67	69	66	71	74	7	↑	2	→
Facilities for car parking	57	55	53	51	55	58	55	56	60	59	2	→	-1	→
Overall environment	73	70	72	69	75	75	78	74	74	77	4	→	4	↑
Your personal security whilst using the station	70	66	68	67	74	72	73	72	75	75	3	→	0	→
Availability of staff at the station	58	58	60	56	64	64	68	65	66	68	3	→	2	→
Shelter facilities	70	69	72	65	74	71	78	72	75	77	5	↑	2	→
Availability of seating	55	54	57	53	56	62	61	60	59	62	2	→	3	→
How request to station staff was handled	90	84	86	85	87	91	88	90	90	92	1	→	2	→
Choice of shops/eating/drinking facilities available	-	41	45	40	48	52	53	51	45	55	3	→	10	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	27	33	-	-	6	↑
TRAIN FACILITIES														
Overall satisfaction with the train	71	69	72	74	70	72	76	71	75	74	3	→	-1	→
Frequency of the trains on that route	73	69	71	75	68	69	70	73	73	75	2	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	77	72	77	78	77	78	81	79	80	83	4	↑	4	↑
Length of time the journey was scheduled to take (speed)	85	81	85	87	80	81	83	79	83	86	7	↑	3	→
Connections with other train services	73	72	73	75	70	76	72	71	74	76	5	→	2	→
Value for money of the price of your ticket	57	54	56	54	56	53	58	58	58	57	-1	→	-1	→
Upkeep and repair of the train	57	55	59	61	60	60	64	61	61	60	-1	→	-1	→
Provision of information during the journey	60	59	58	60	59	57	65	62	64	62	0	→	-2	→
Helpfulness and attitude of staff on train	71	73	71	70	76	75	81	78	79	79	1	→	0	→
Space for luggage	57	56	55	53	55	57	62	58	61	62	4	→	1	→
Toilet facilities	39	31	35	42	41	40	46	42	44	43	0	→	-1	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	58	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	65	-	-		-
Your personal security on board	79	73	73	79	78	79	82	78	79	75	-3	→	-3	↓
Cleanliness of the inside	63	60	65	64	65	66	71	66	69	70	4	→	1	→
Cleanliness of the outside	61	49	63	59	65	63	71	62	67	67	5	↑	0	→
Availability of staff on the train	58	55	56	56	62	62	65	62	63	62	0	→	-1	→
How well train company deals with delays	39	29	35	43	32	31	44	41	41	42	1	→	1	→
Level of crowding**	-	-	-	-	-	-	-	-	-	76	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	24	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	13	-	-		-

* Northern rebranded from Northern Rail in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

ScotRail - % saying satisfied/good

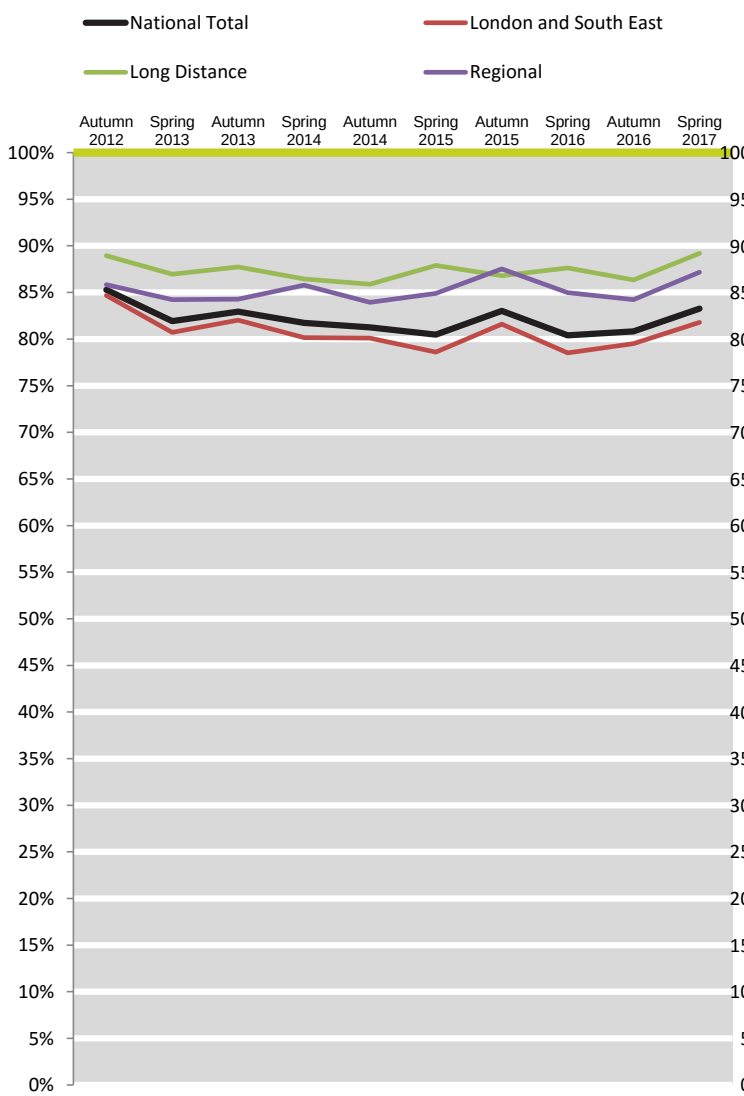
	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1309	1141	1046	1094	1001	1156	1064	1250	1357	1243				
Overall satisfaction with the journey	**90**	**90**	**87**	**90**	**88**	**87**	**90**	**87**	**83**	**90**	**2**	→	**6**	↑
STATION FACILITIES														
Overall satisfaction with the station	84	81	82	84	83	84	88	84	79	83	-1	→	5	→
Ticket buying facilities	84	80	83	76	82	84	87	86	77	82	-4	→	4	→
Provision of information about train times/platforms	89	88	83	88	85	87	87	88	83	87	-2	→	3	→
Upkeep/repair of the station buildings/platforms	80	79	80	82	81	83	84	83	79	81	-2	→	3	→
Cleanliness	81	83	83	86	85	87	87	85	83	85	1	→	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	49	-	-	-	-
Attitudes and helpfulness of the staff	76	77	81	79	79	82	86	84	78	79	-5	→	1	→
Connections with other forms of public transport	67	76	69	73	77	70	78	78	72	74	-3	→	2	→
Facilities for car parking	38	40	46	46	56	47	53	49	44	37	-12	↓	-6	→
Overall environment	76	74	74	80	80	82	80	75	76	79	4	→	3	→
Your personal security whilst using the station	71	73	76	80	78	76	79	79	78	77	-2	→	-1	→
Availability of staff at the station	63	70	68	67	71	73	74	77	69	71	-6	→	2	→
Shelter facilities	82	74	78	80	82	77	80	75	75	80	5	→	5	→
Availability of seating	61	60	57	65	62	61	59	63	59	66	2	→	7	↑
How request to station staff was handled	91	88	86	88	89	93	92	87	84	89	2	→	5	→
Choice of shops/eating/drinking facilities available	-	42	46	47	47	49	51	46	47	44	-2	→	-3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	50	49	-	-	-1	→
TRAIN FACILITIES														
Overall satisfaction with the train	87	87	88	88	87	84	88	83	82	82	-1	→	0	→
Frequency of the trains on that route	81	84	81	85	81	83	83	84	80	86	2	→	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	87	84	82	86	82	84	86	86	80	85	-1	→	5	↑
Length of time the journey was scheduled to take (speed)	92	89	91	88	90	88	90	90	89	92	2	→	3	→
Connections with other train services	70	75	80	85	82	79	83	77	79	81	4	→	2	→
Value for money of the price of your ticket	52	49	52	56	59	60	61	59	59	61	2	→	3	→
Upkeep and repair of the train	81	83	79	84	83	78	79	77	73	74	-4	→	1	→
Provision of information during the journey	74	77	76	78	75	76	79	80	72	77	-3	→	6	→
Helpfulness and attitude of staff on train	79	76	83	85	84	79	85	83	77	82	-1	→	5	→
Space for luggage	65	65	67	64	70	69	66	73	63	67	-6	→	5	→
Toilet facilities	49	46	48	52	53	58	57	57	47	50	-7	→	4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	71	-	-		-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	70	-	-		-
Your personal security on board	80	83	84	88	85	86	85	88	82	79	-9	↓	-2	→
Cleanliness of the inside	82	84	84	84	83	78	81	77	78	76	-1	→	-2	→
Cleanliness of the outside	81	80	80	83	83	74	81	75	75	74	-1	→	-2	→
Availability of staff on the train	65	69	66	72	72	69	73	68	64	68	-1	→	4	→
How well train company deals with delays	40	43	42	44	49	49	51	43	38	54	11	→	16	→
Level of crowding**	-	-	-	-	-	-	-	-	-	79	-	-		-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	54	-	-		-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	39	-	-		-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

6.1 Overall opinion of journey

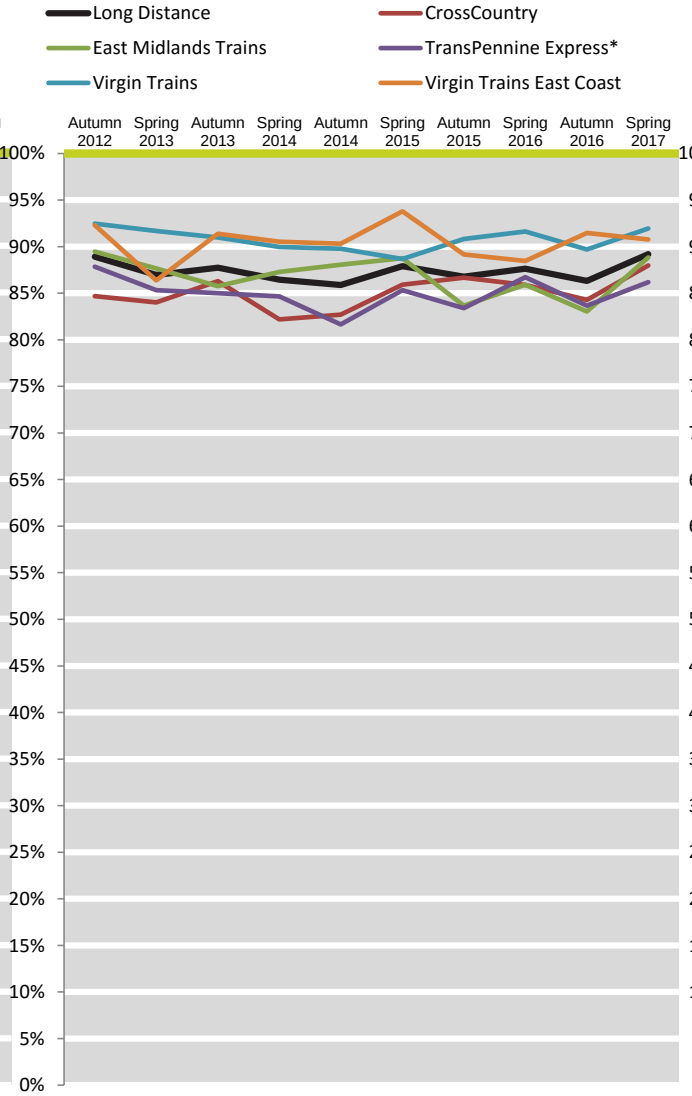
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



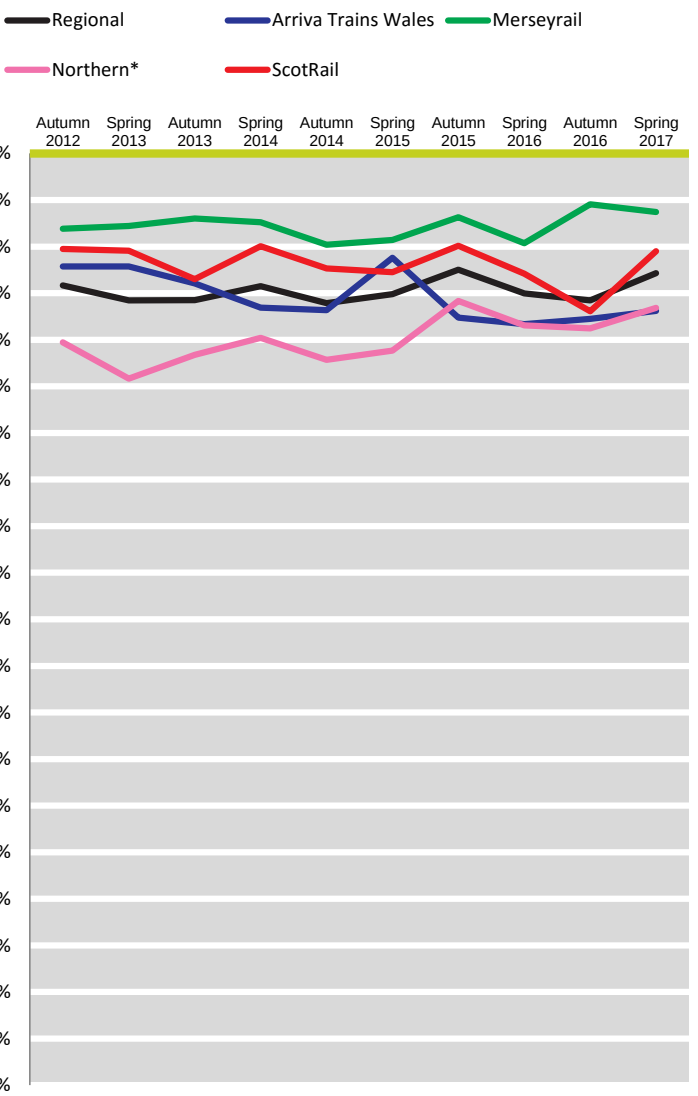
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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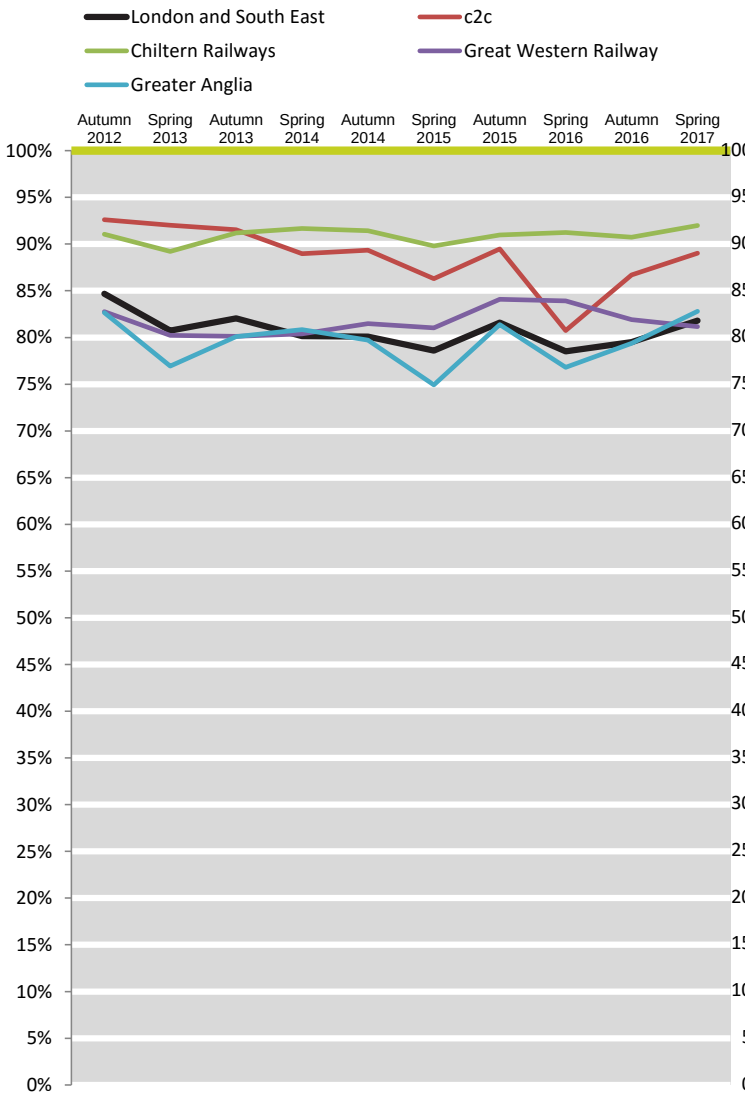
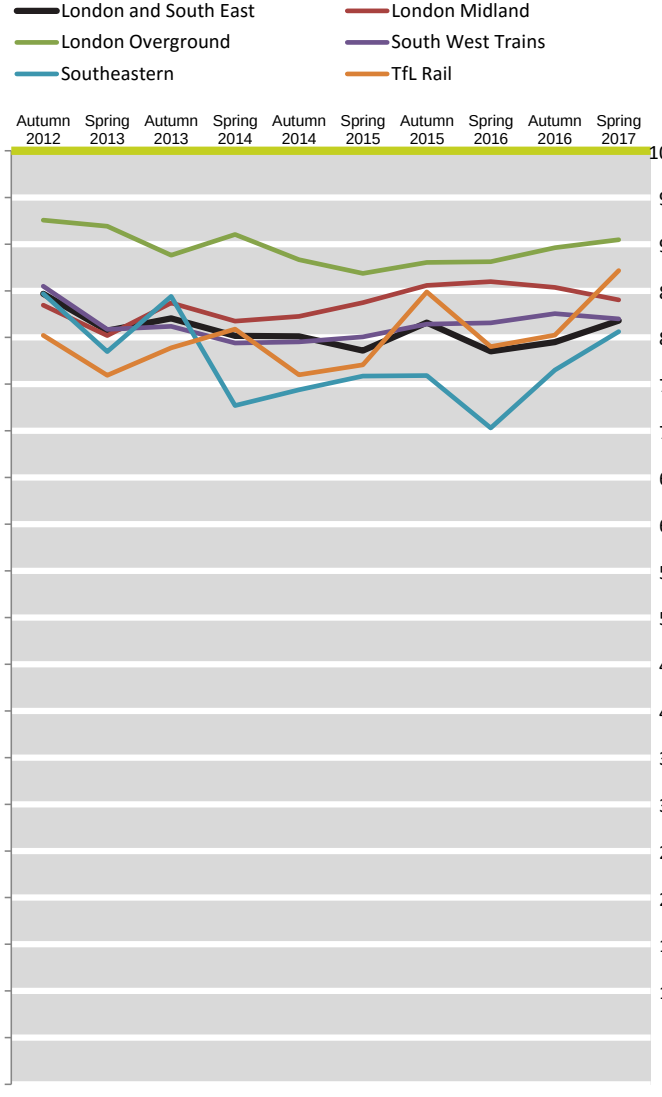
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



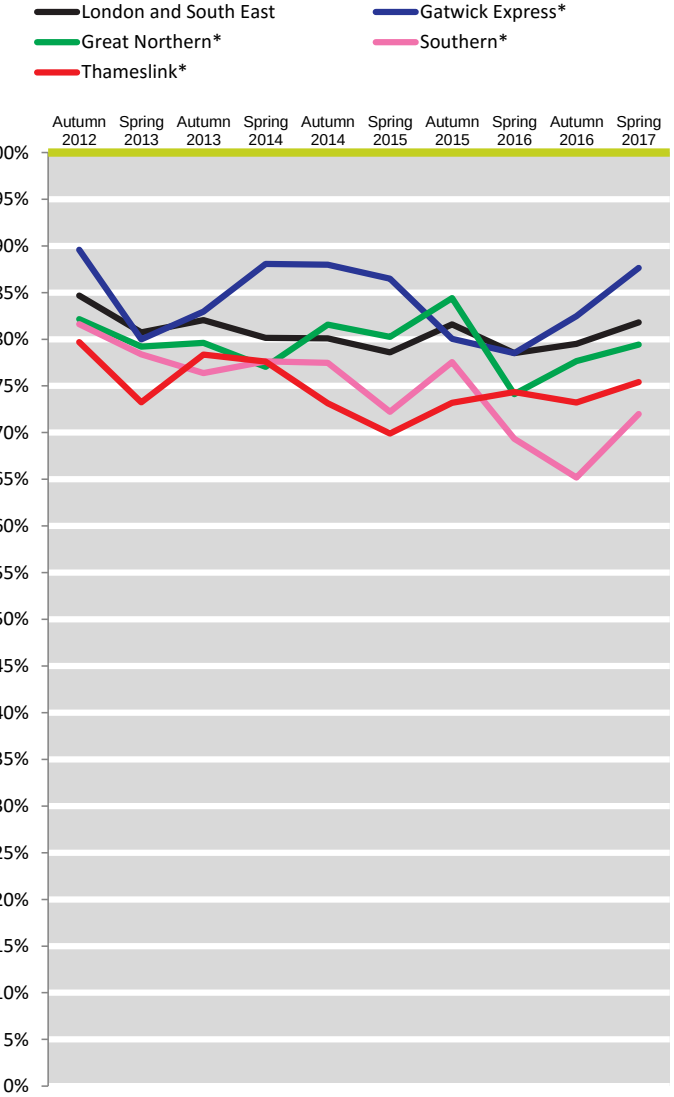
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

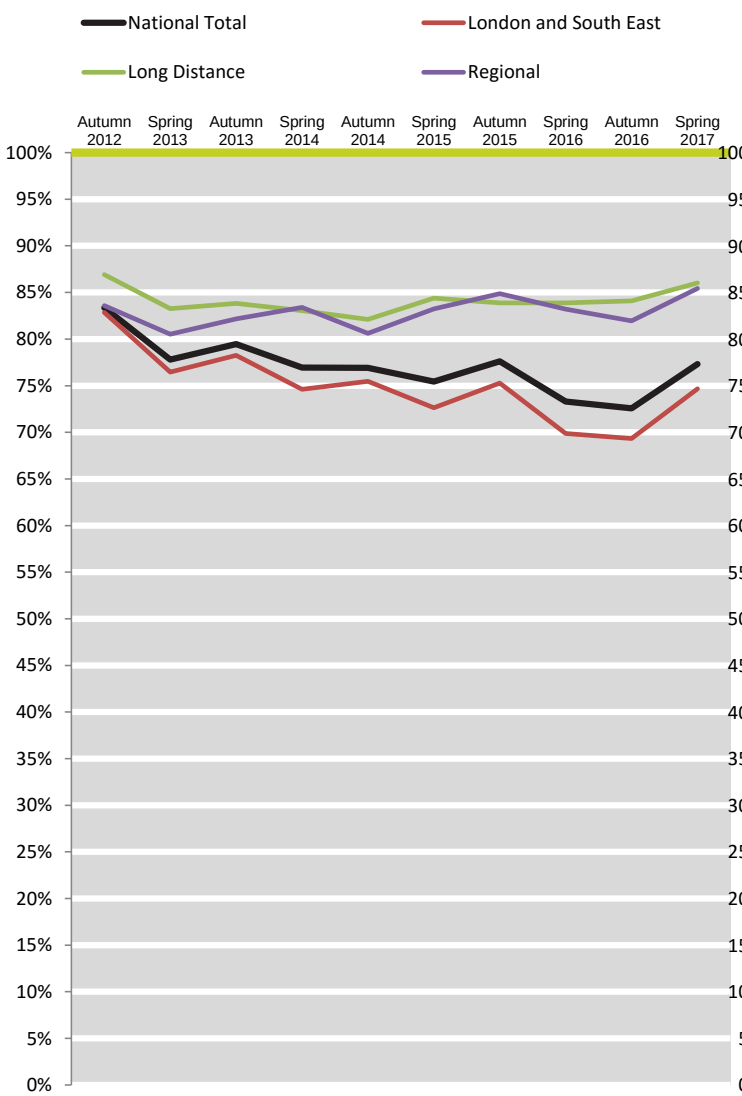
Percentage of passengers satisfied
2012 to 2017



* Part of the Govia Thameslink Railway franchise

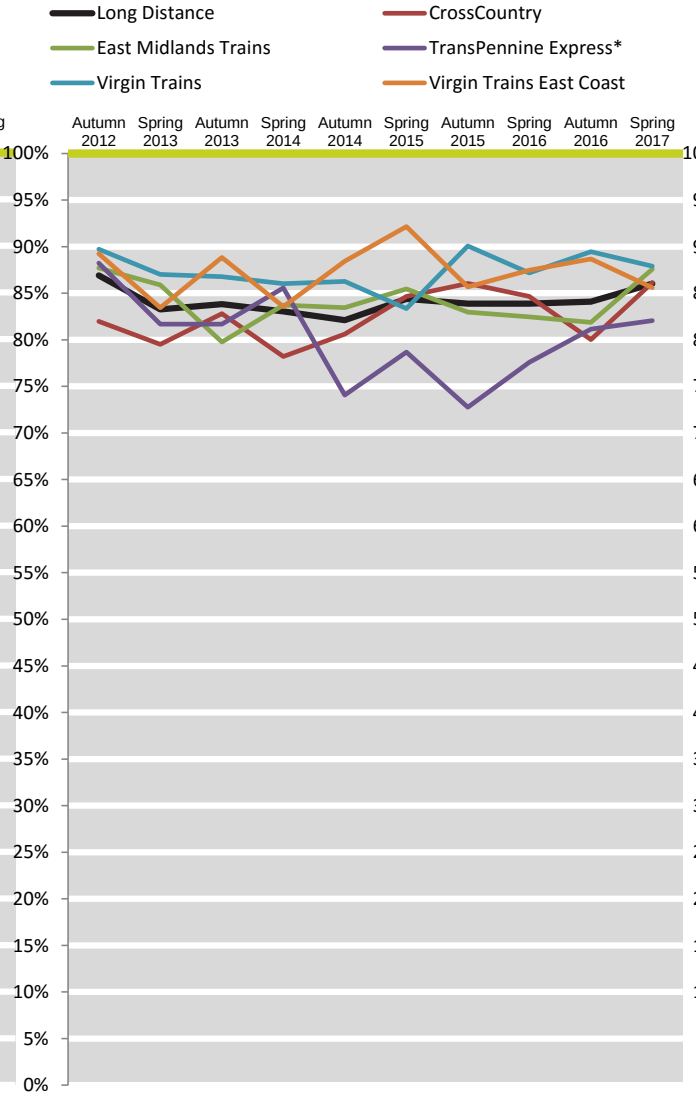
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



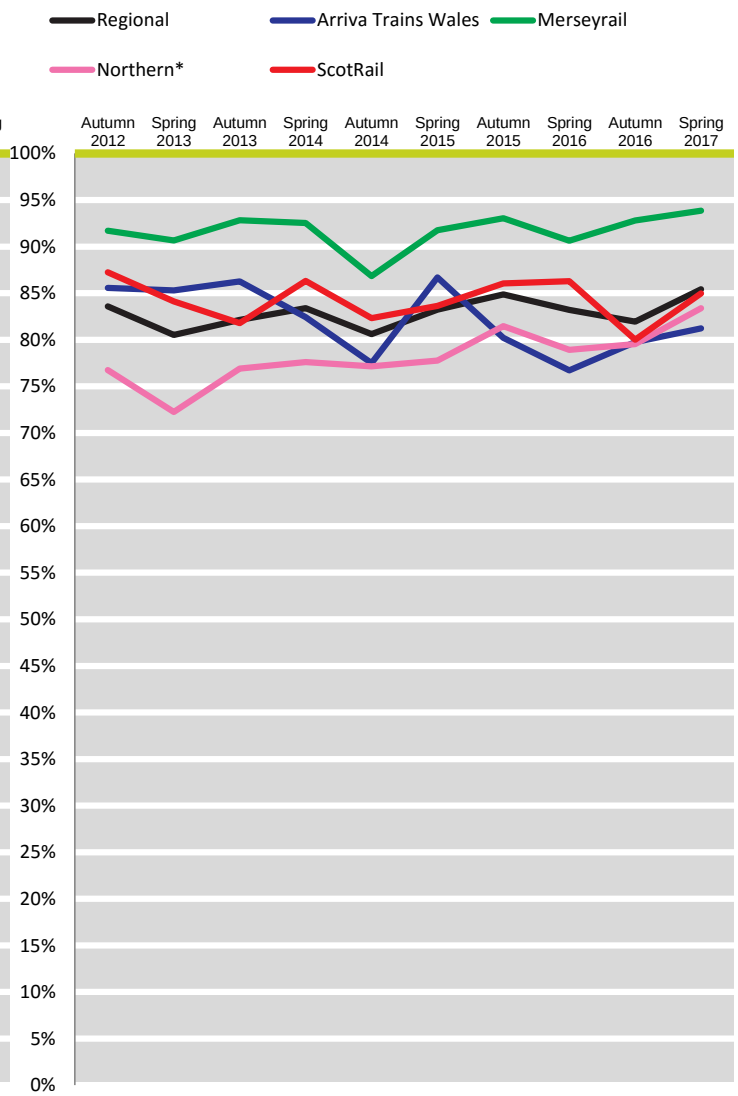
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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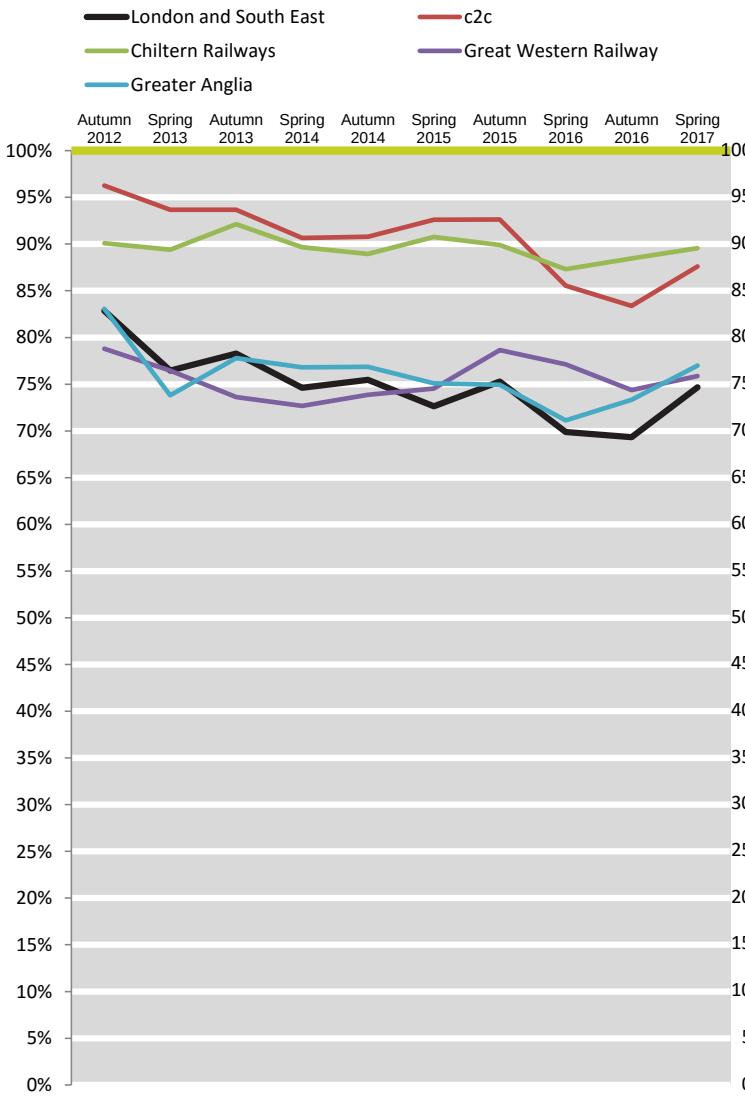
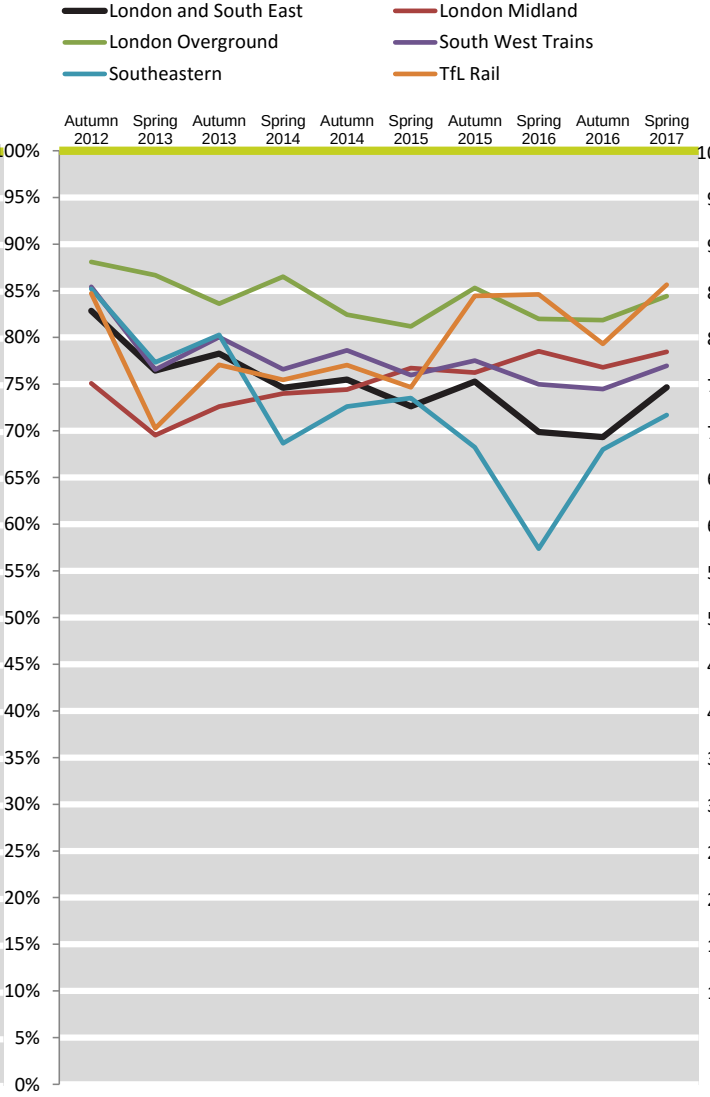
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



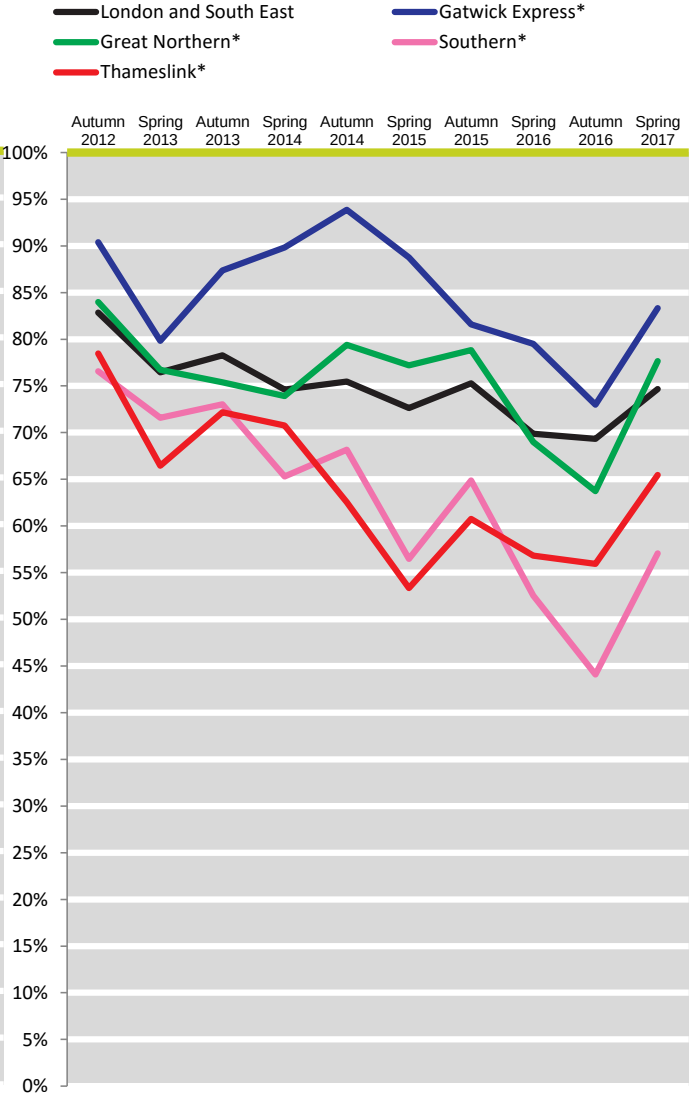
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

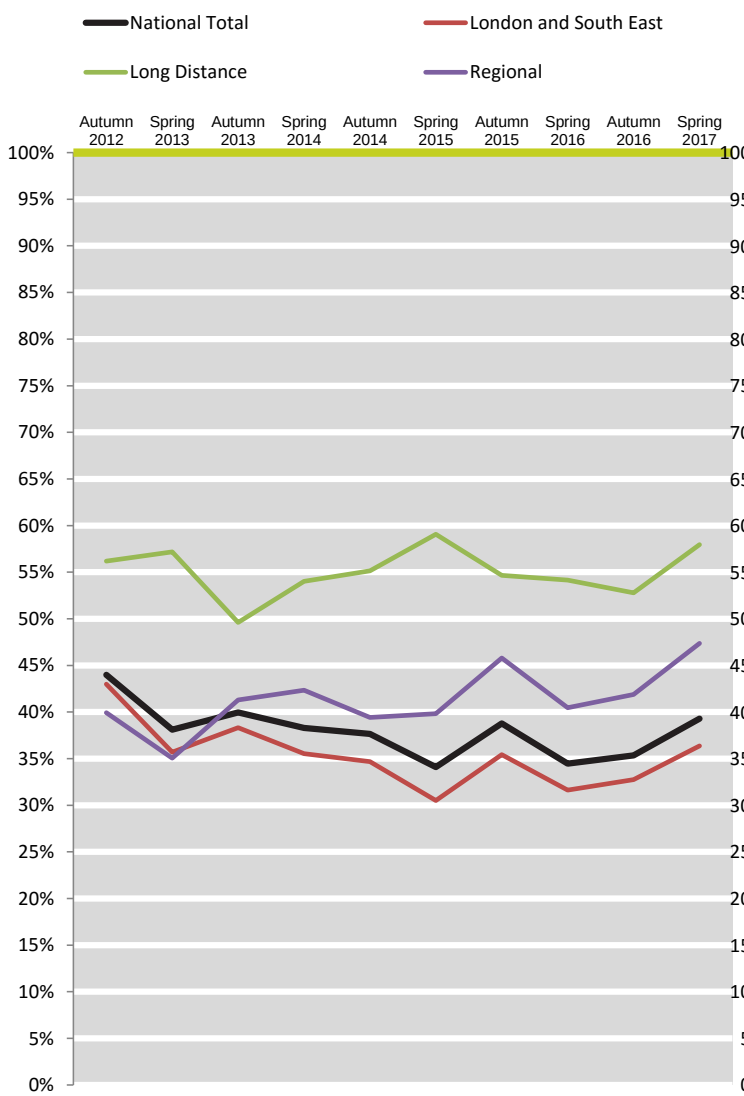
Percentage of passengers satisfied
2012 to 2017



* Part of the Govia Thameslink Railway franchise

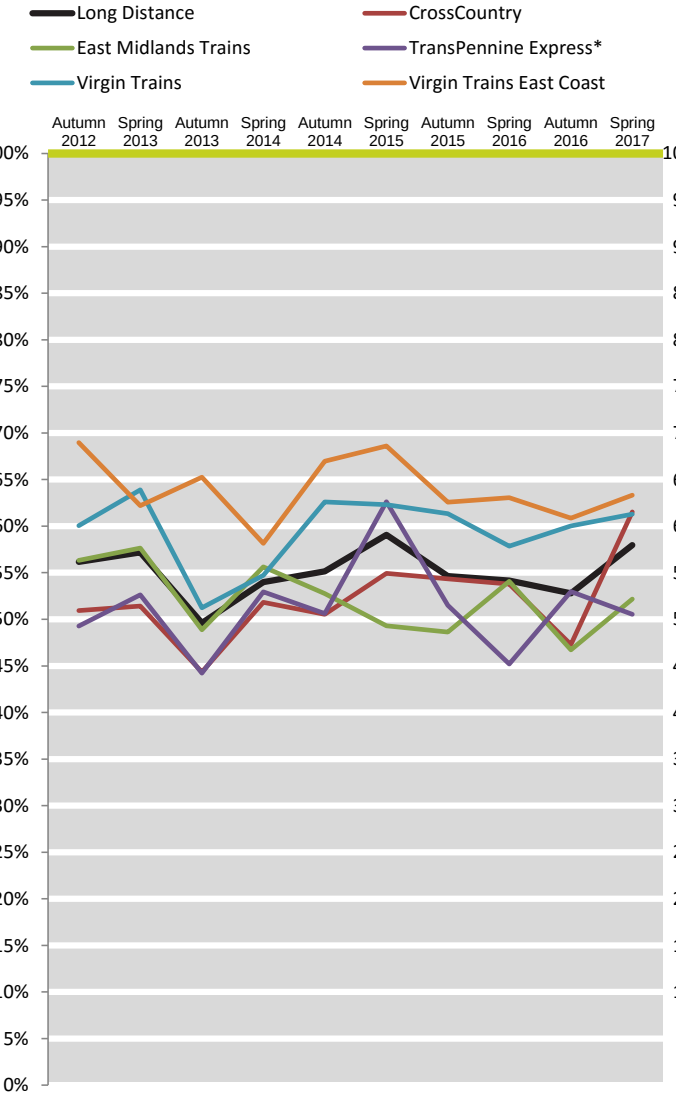
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



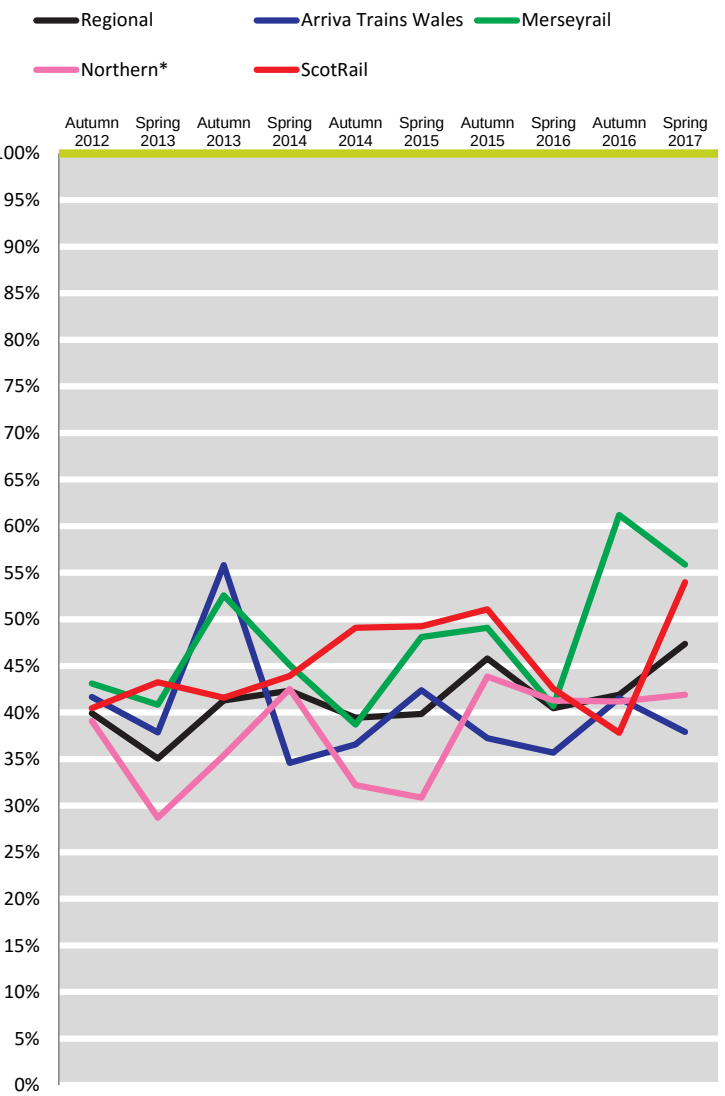
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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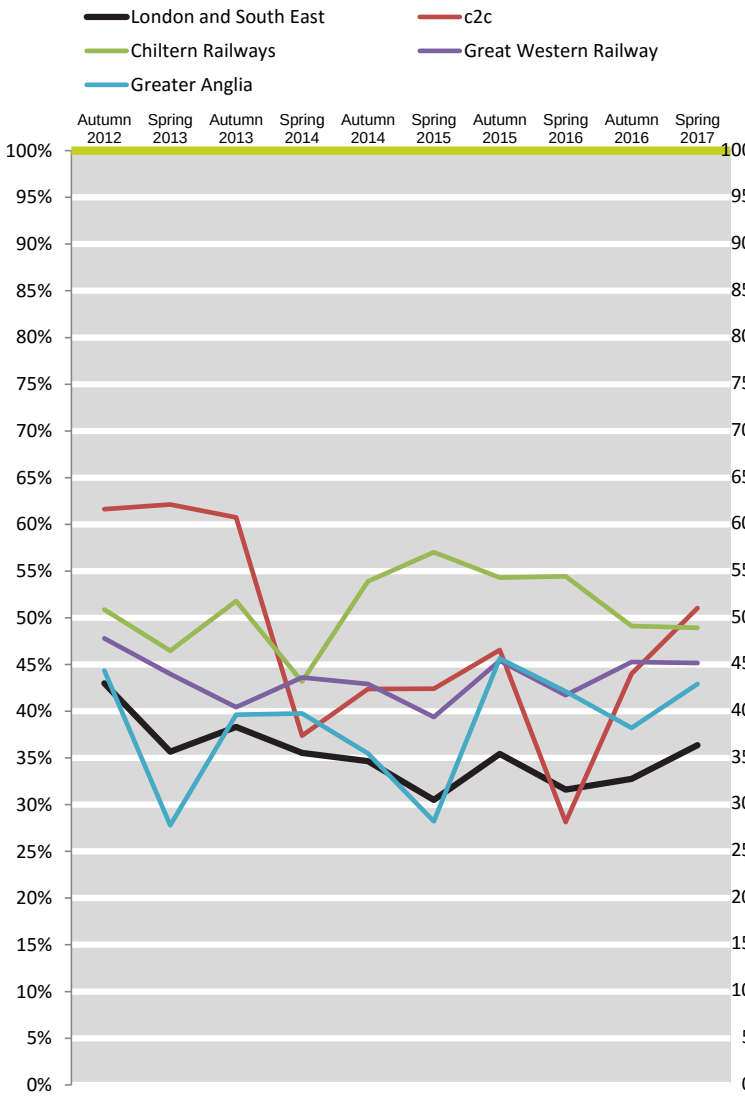
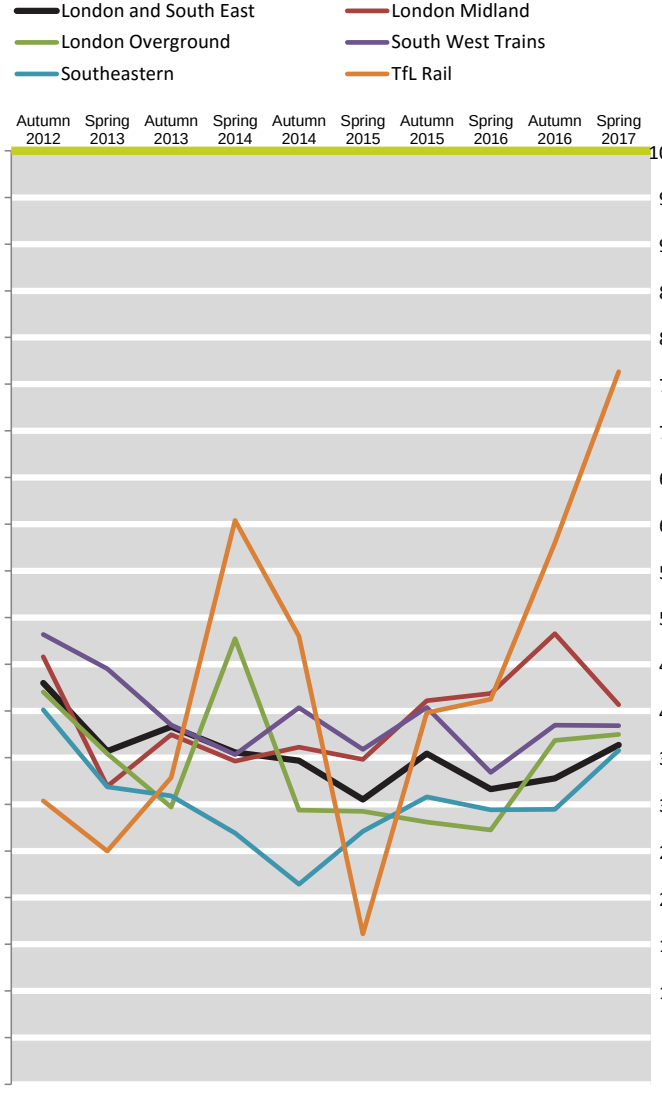
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



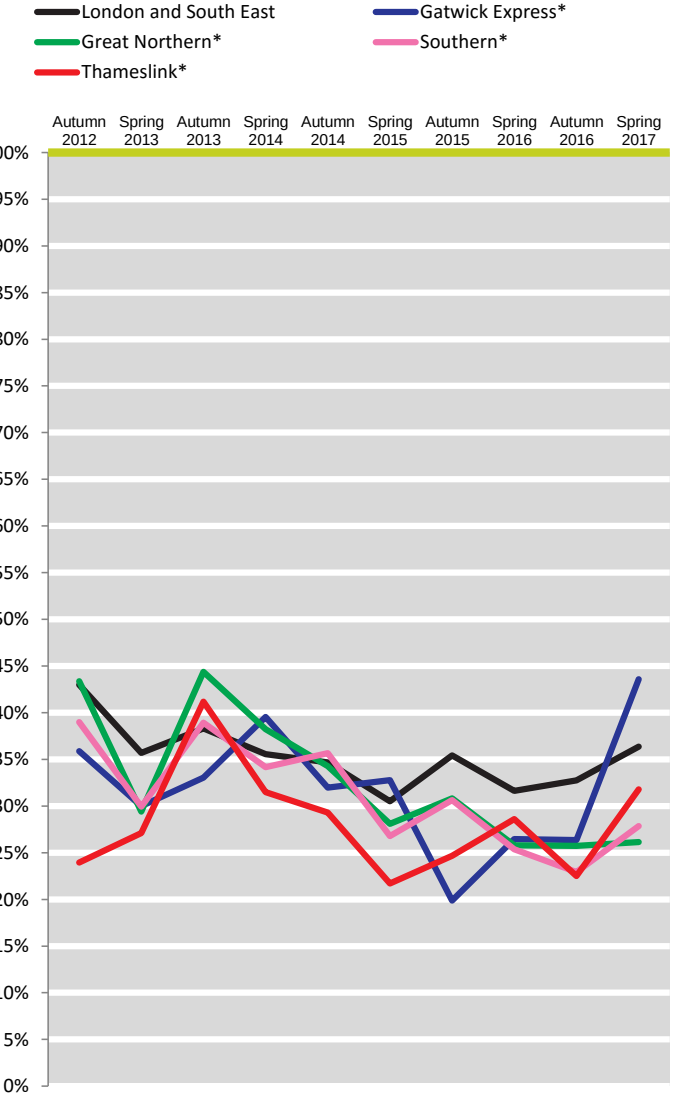
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

Percentage of passengers satisfied
2012 to 2017

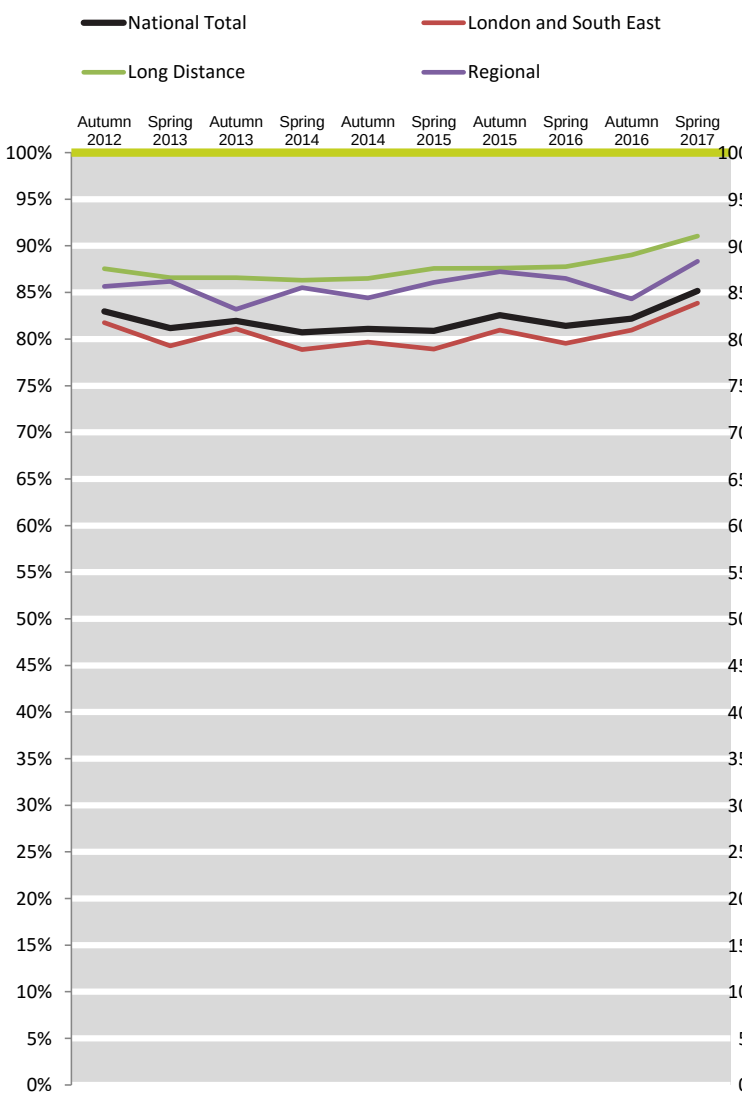


* Part of the Govia Thameslink Railway franchise

6.4 Provision of information about trains/platforms

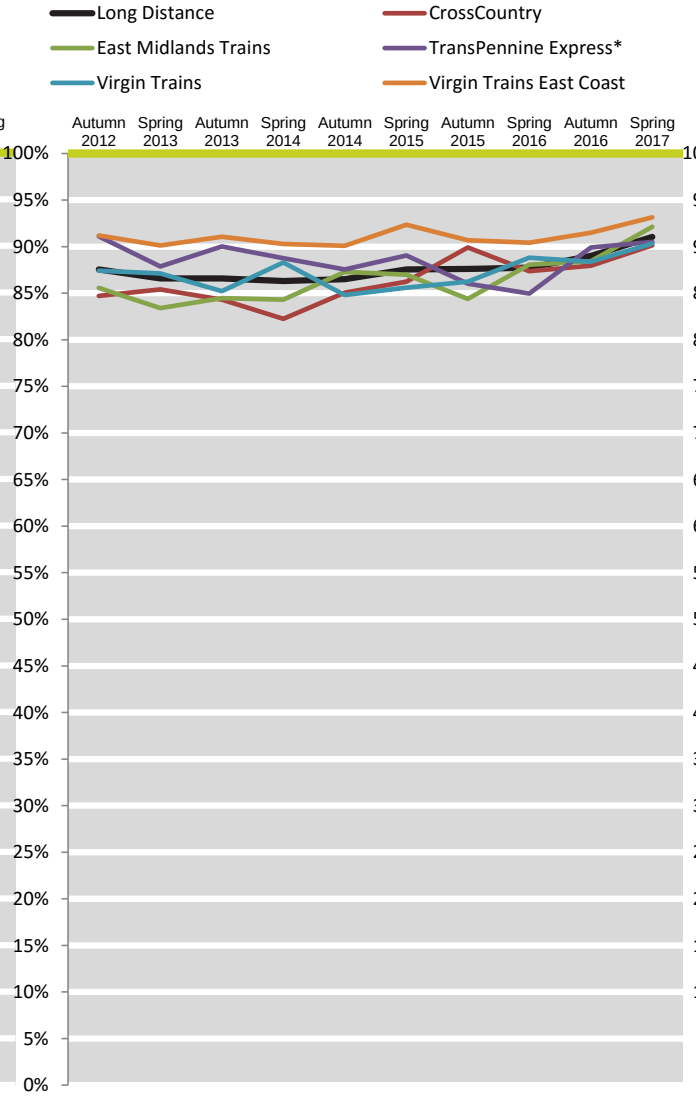
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



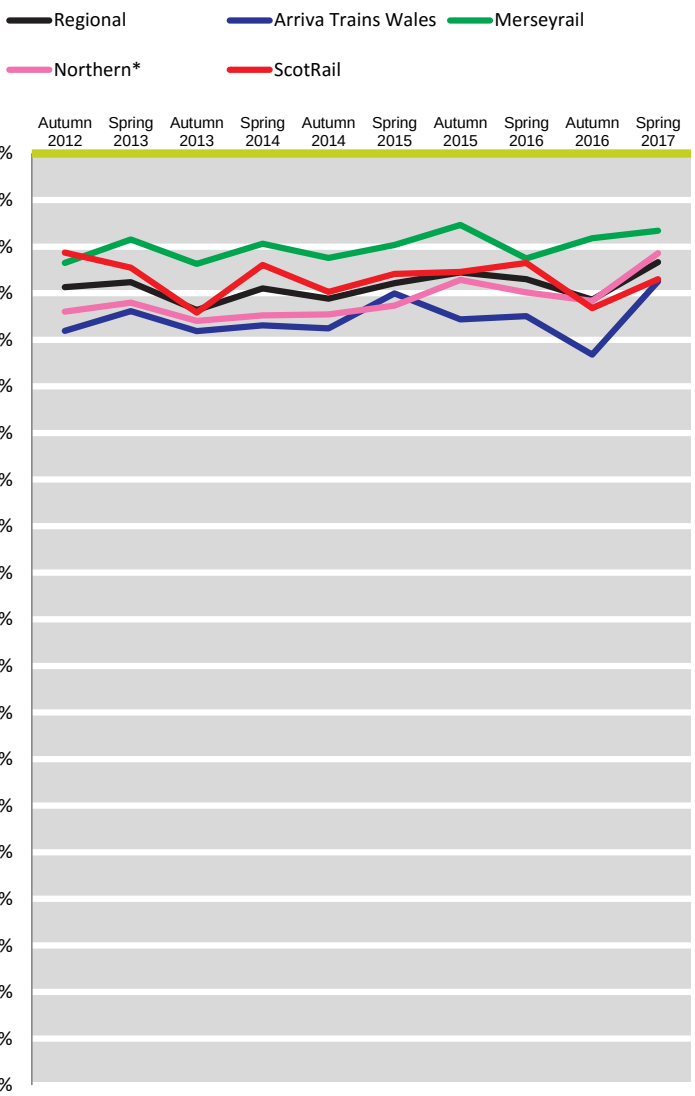
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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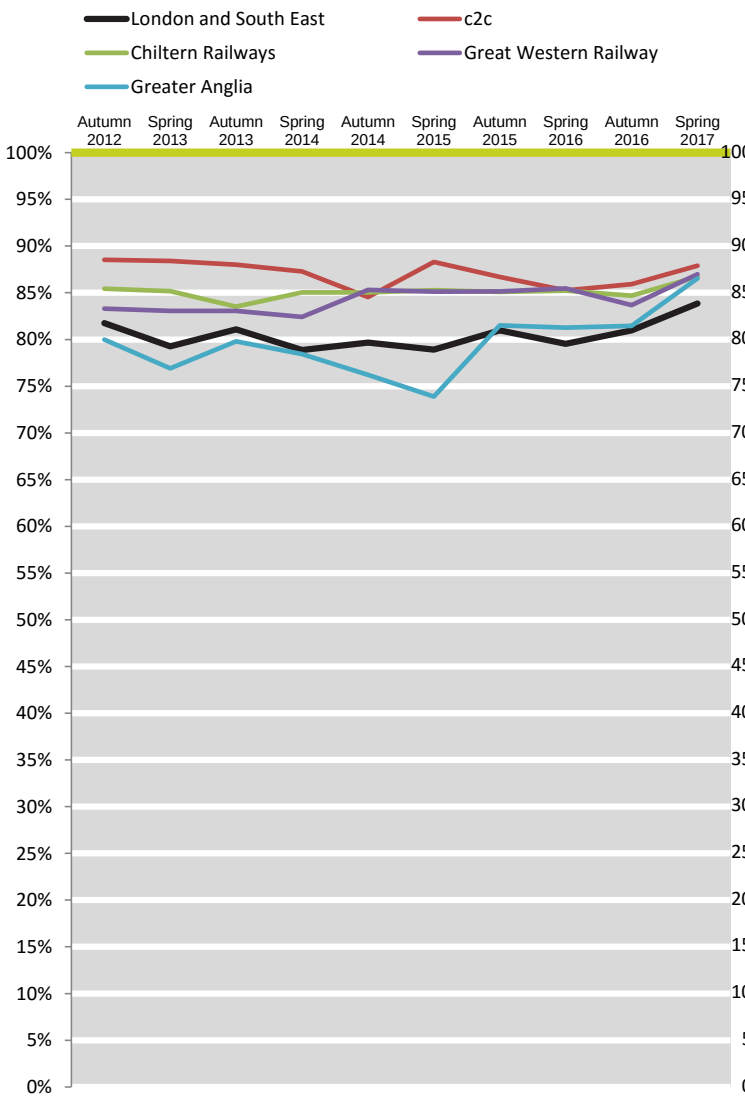
6.4 Provision of information about trains/platforms

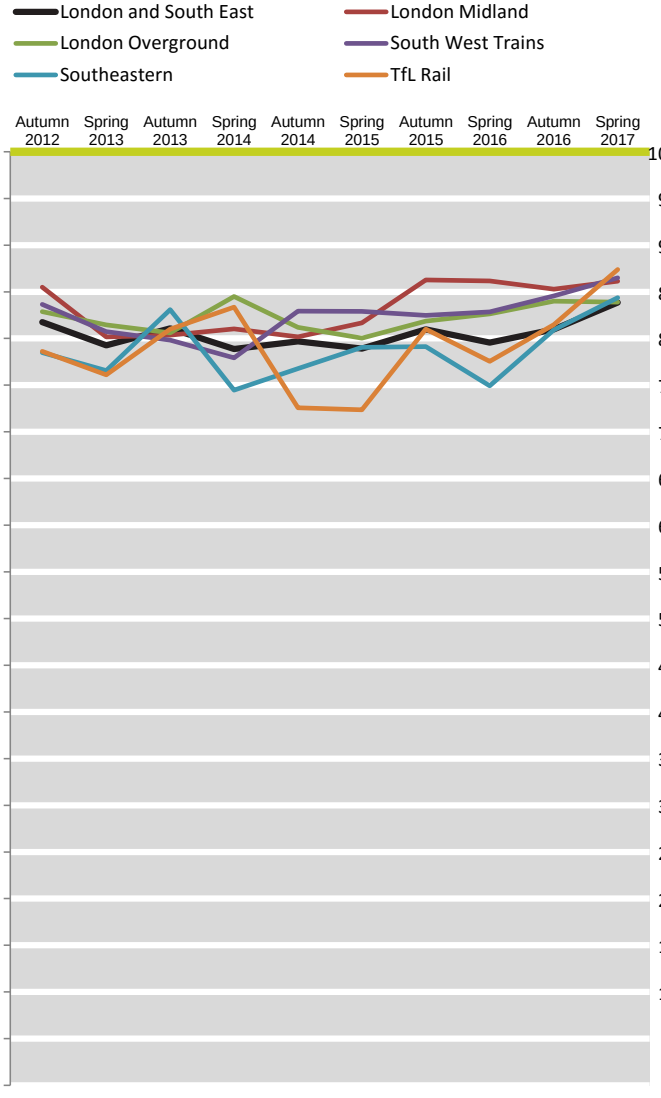
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



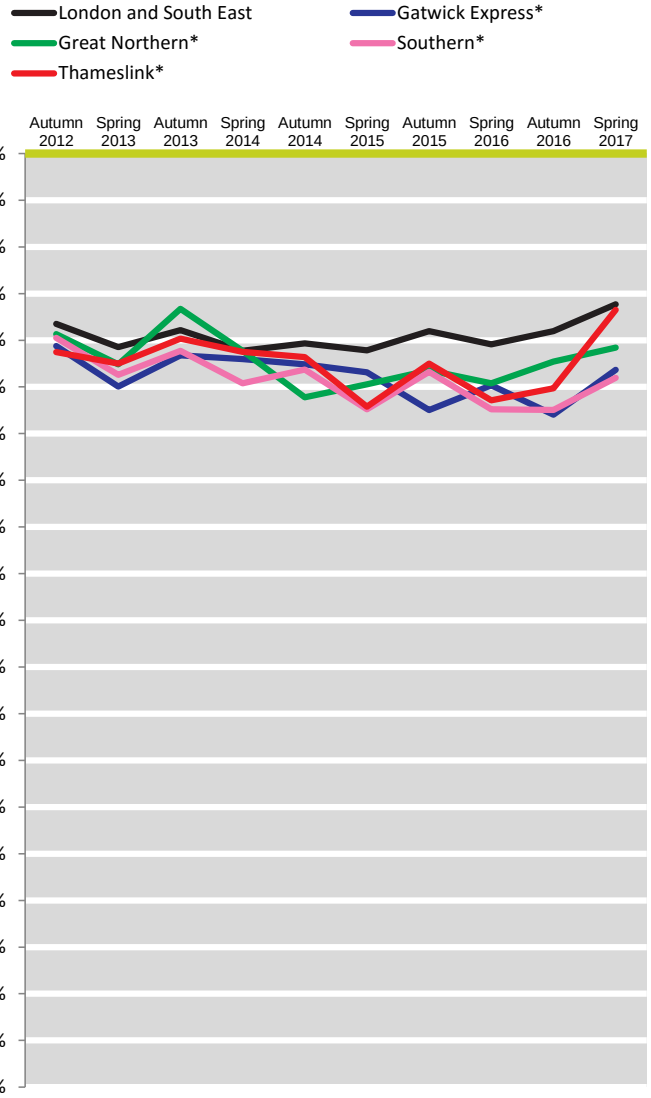
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

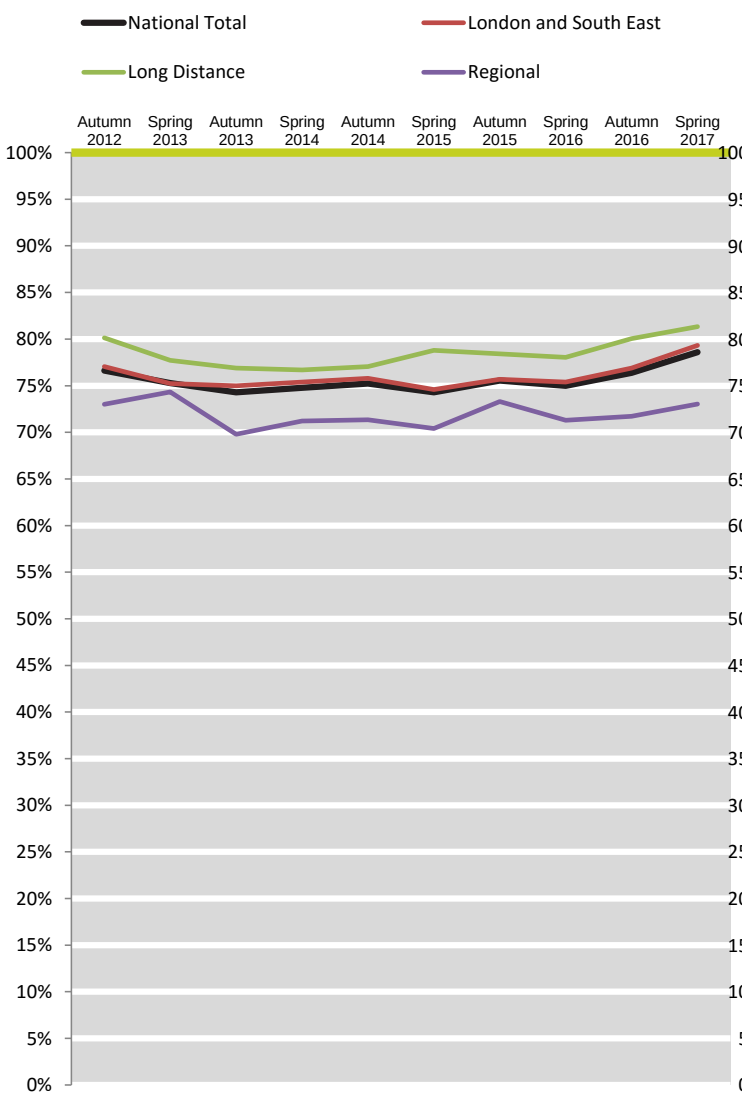
Percentage of passengers satisfied
2012 to 2017



* Part of the Govia Thameslink Railway franchise

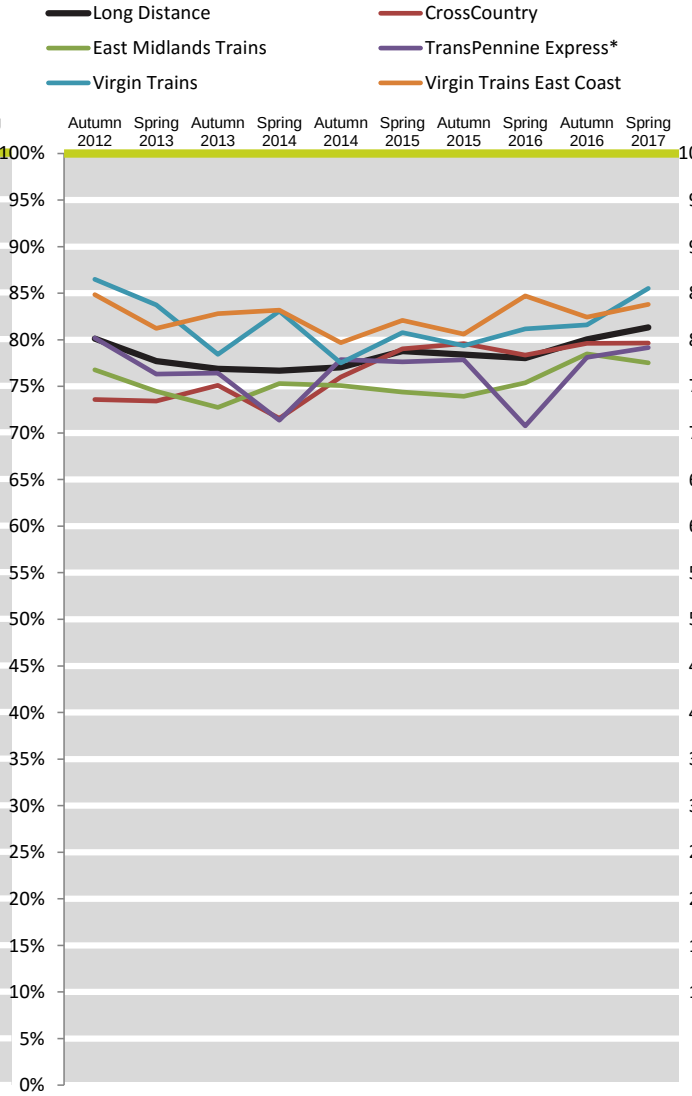
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



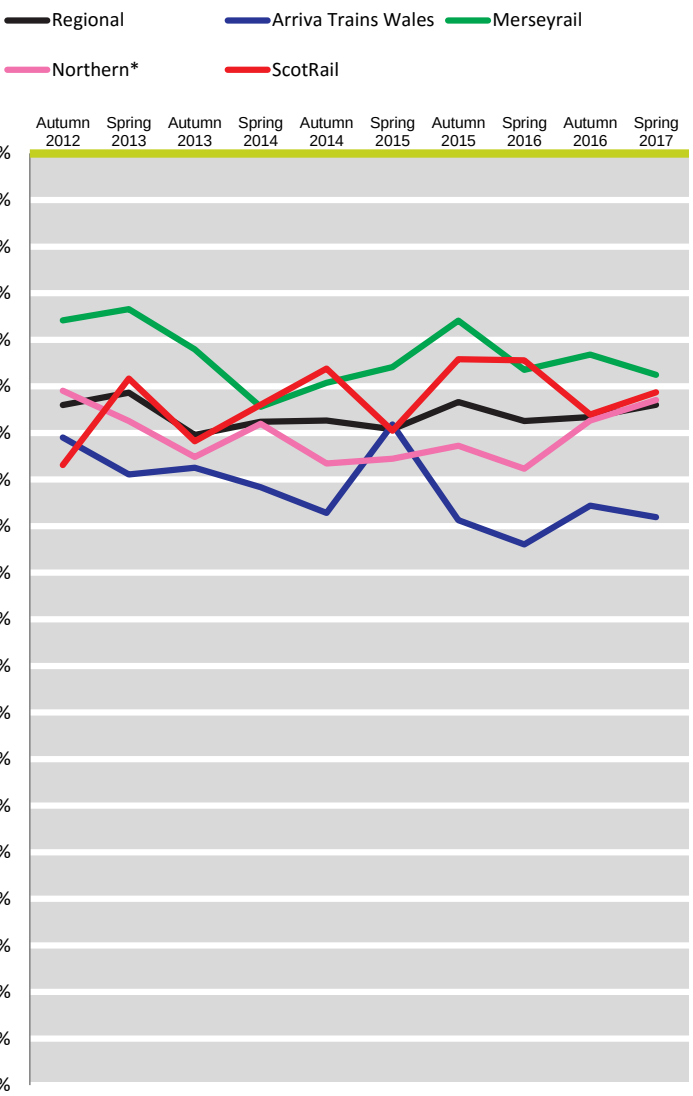
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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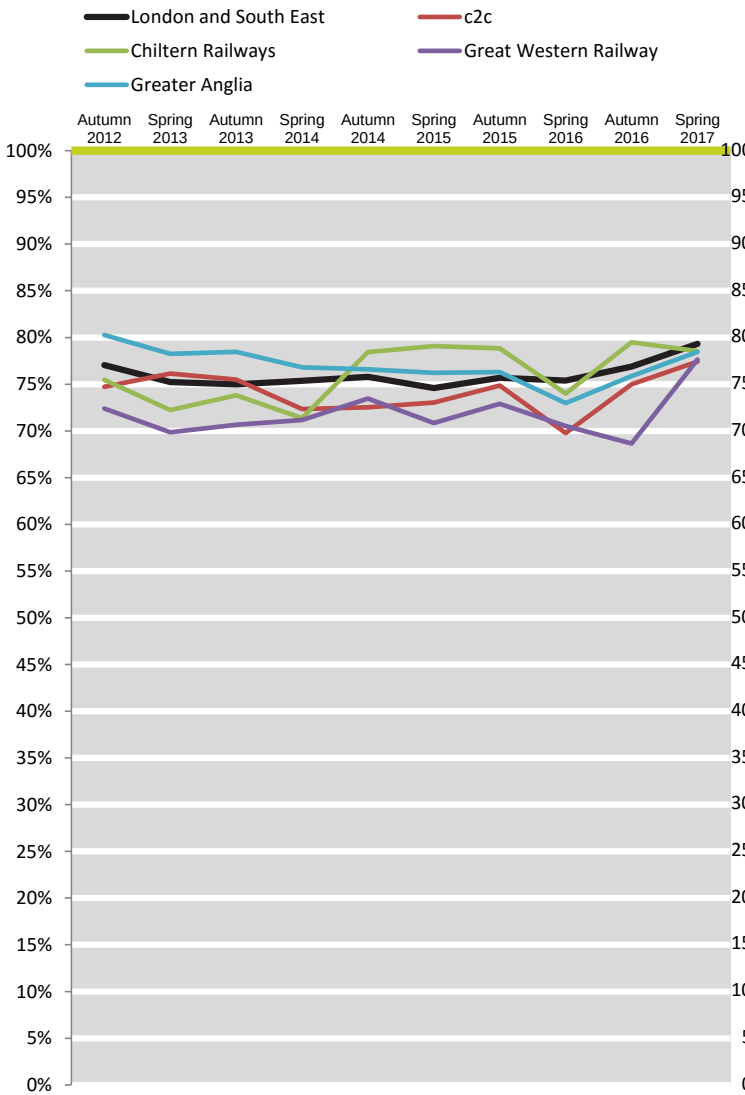
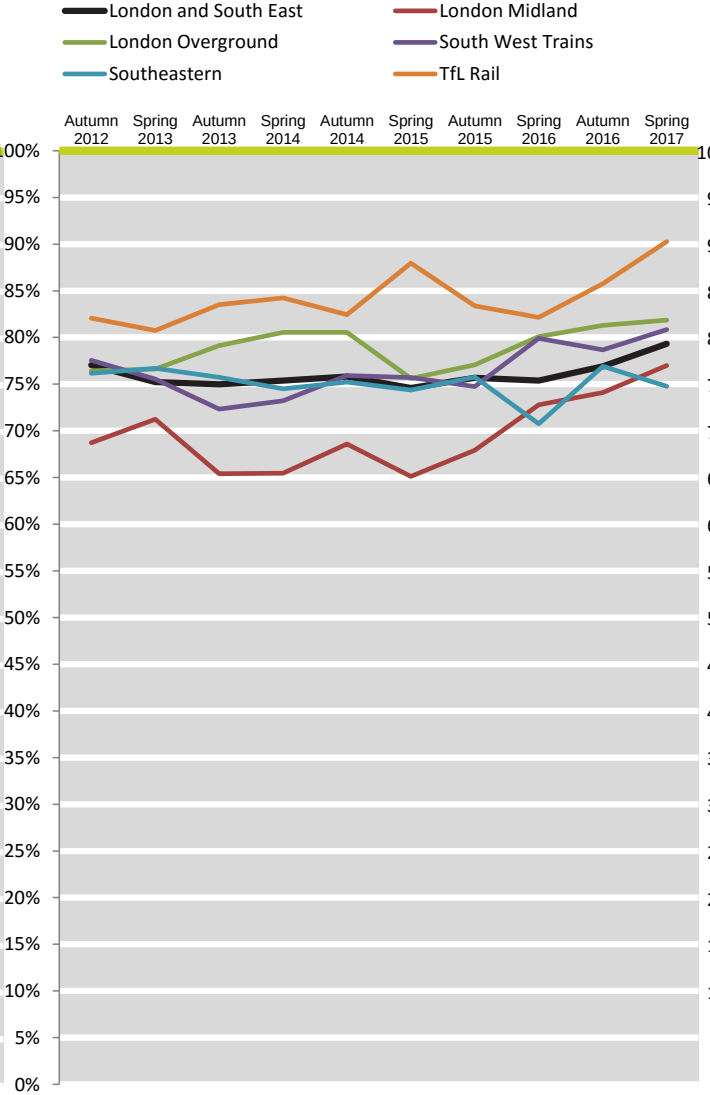
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



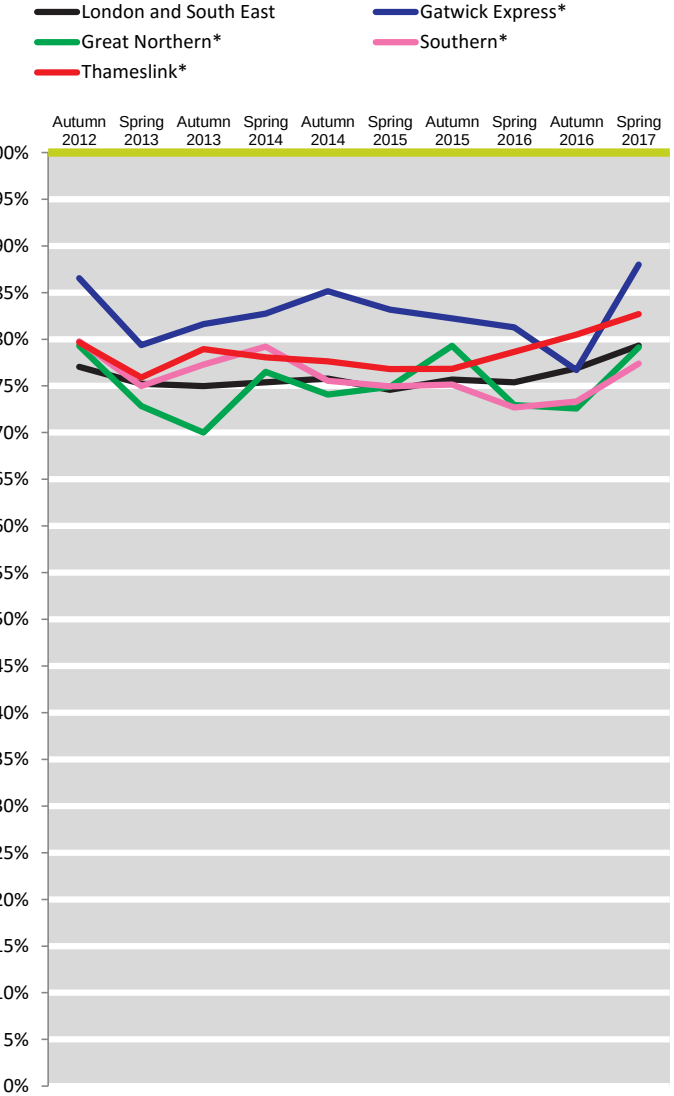
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

Percentage of passengers satisfied
2012 to 2017



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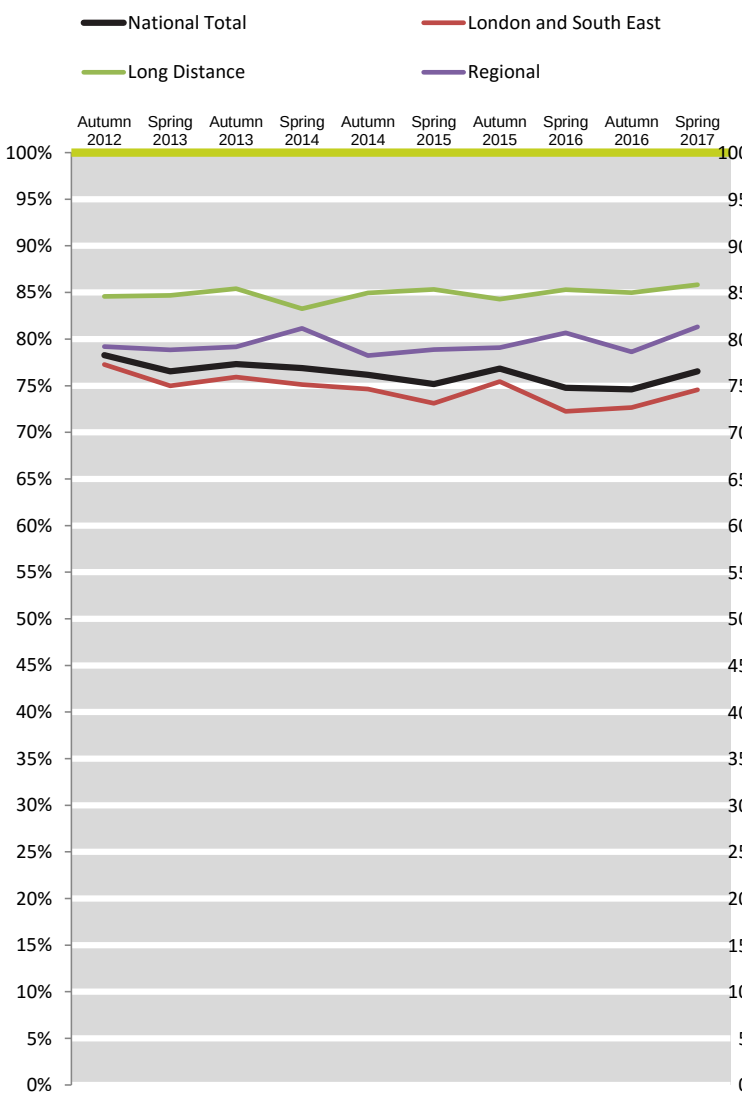
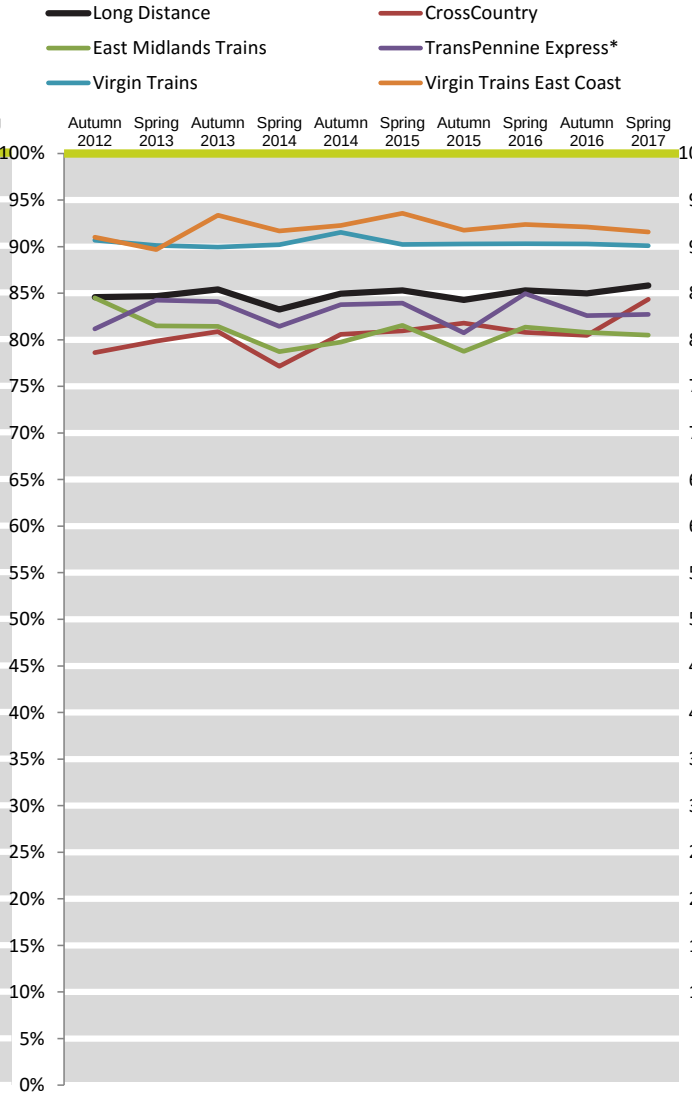
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



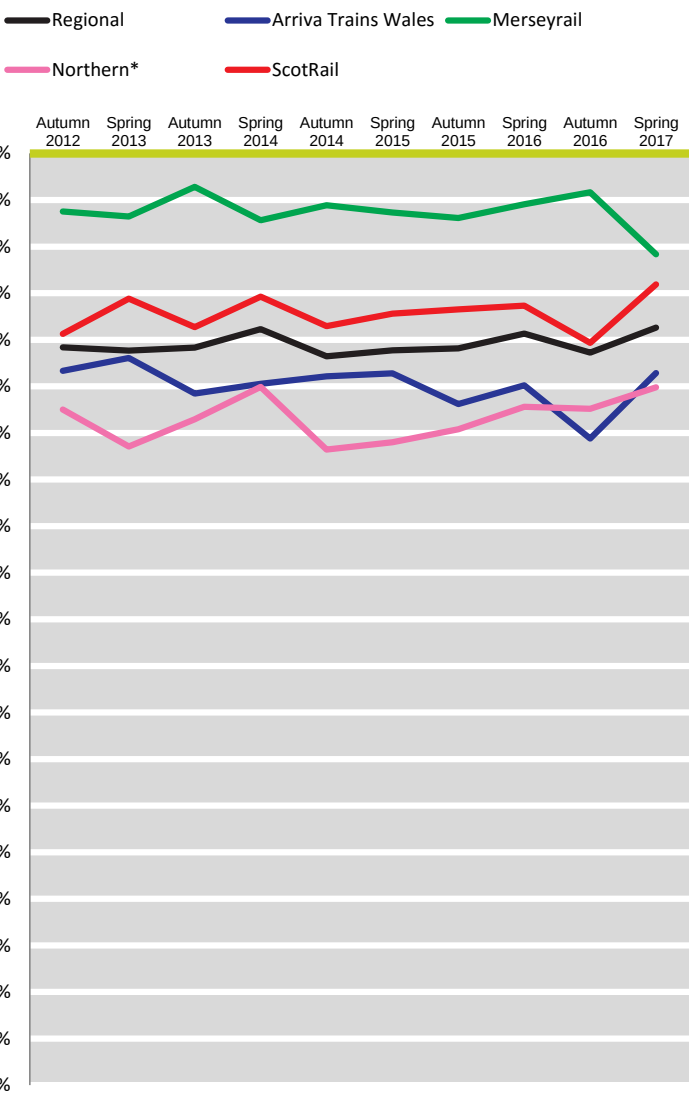
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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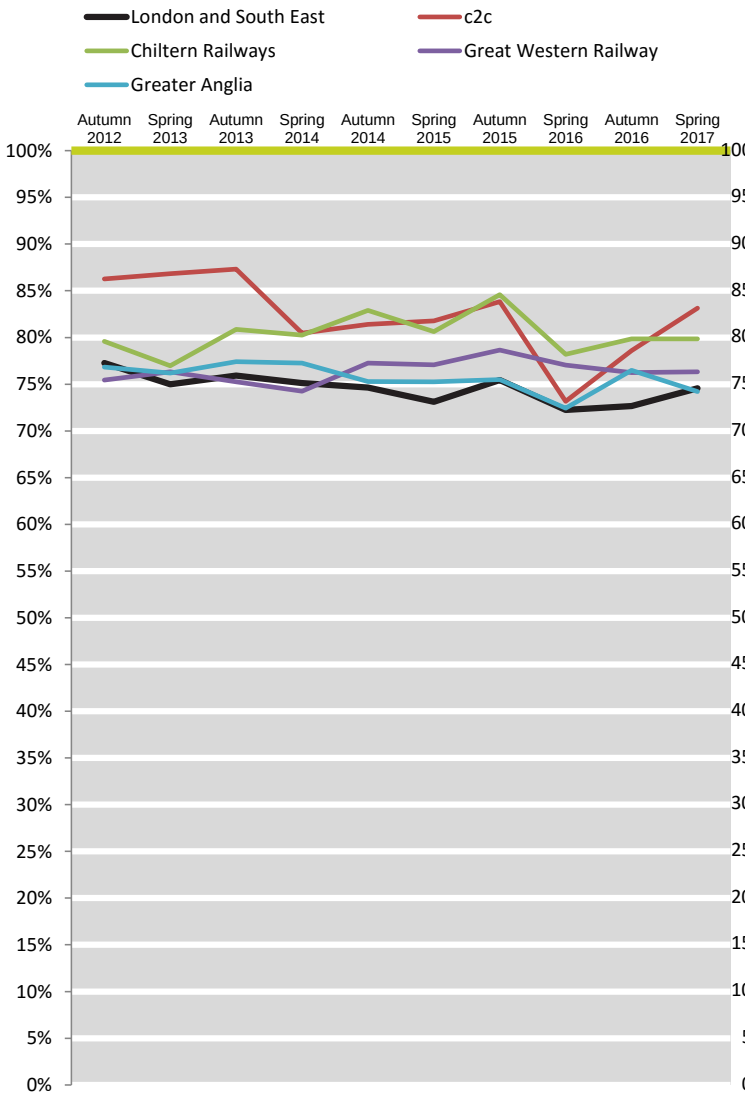
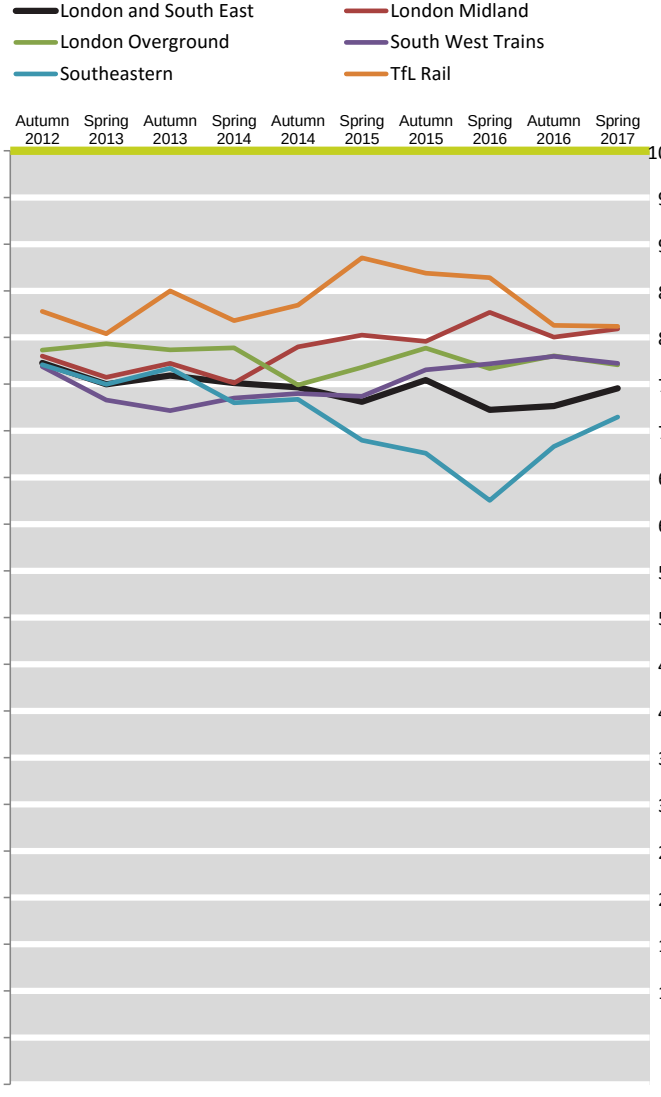
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



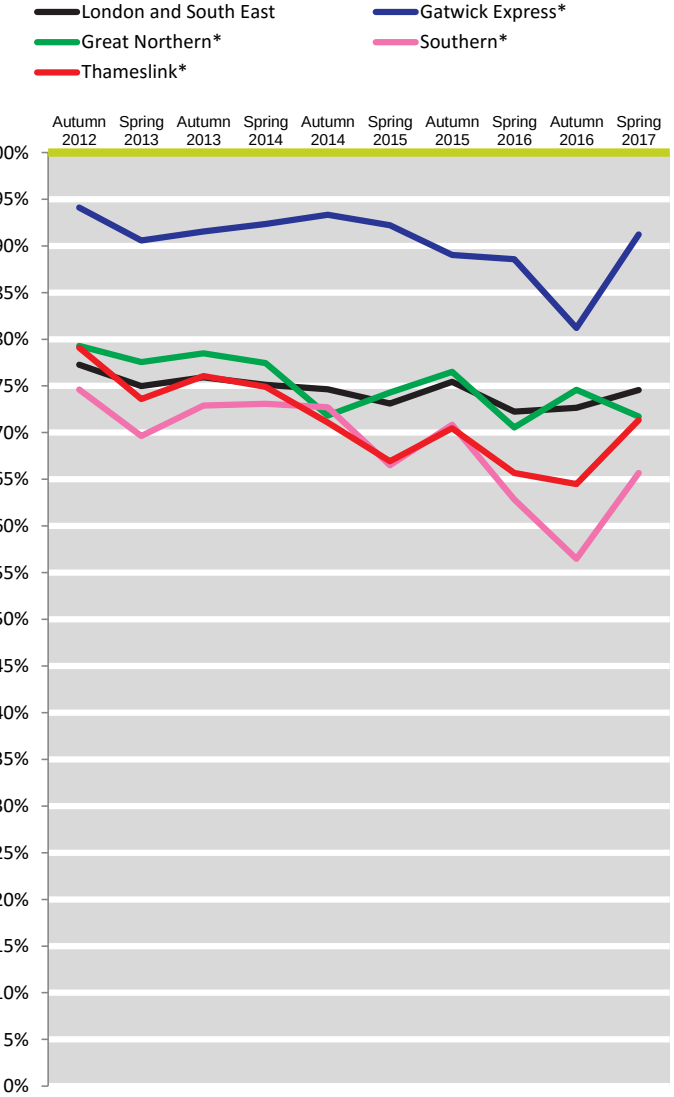
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

Percentage of passengers satisfied
2012 to 2017



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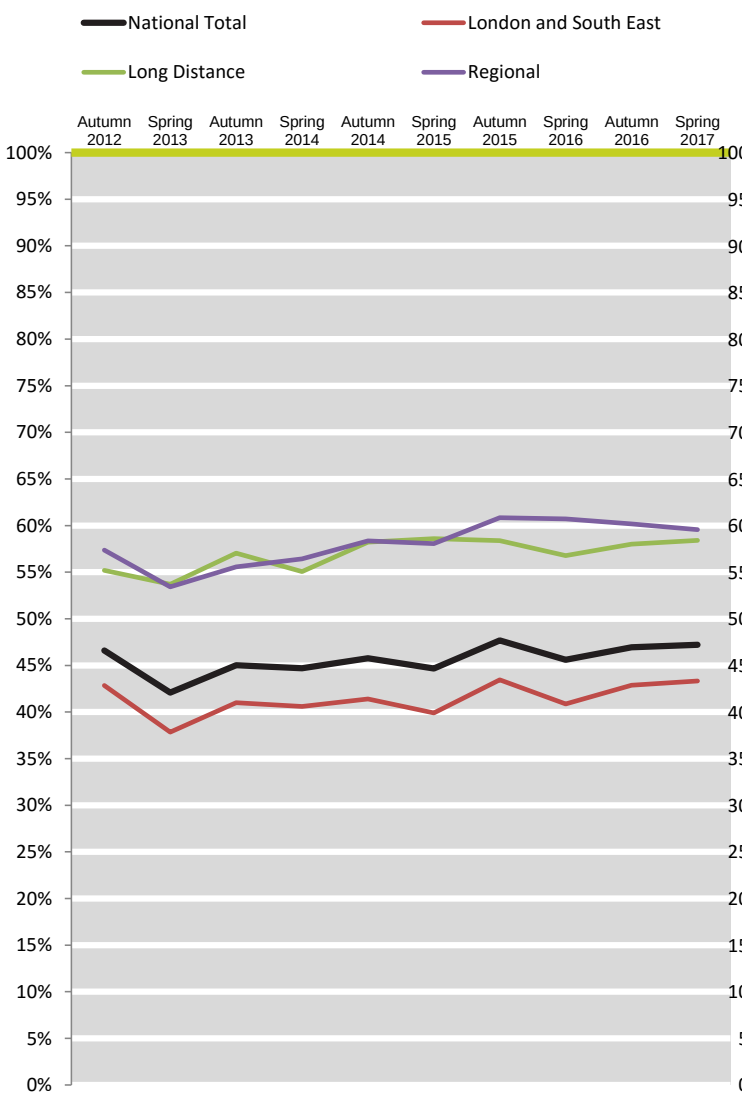
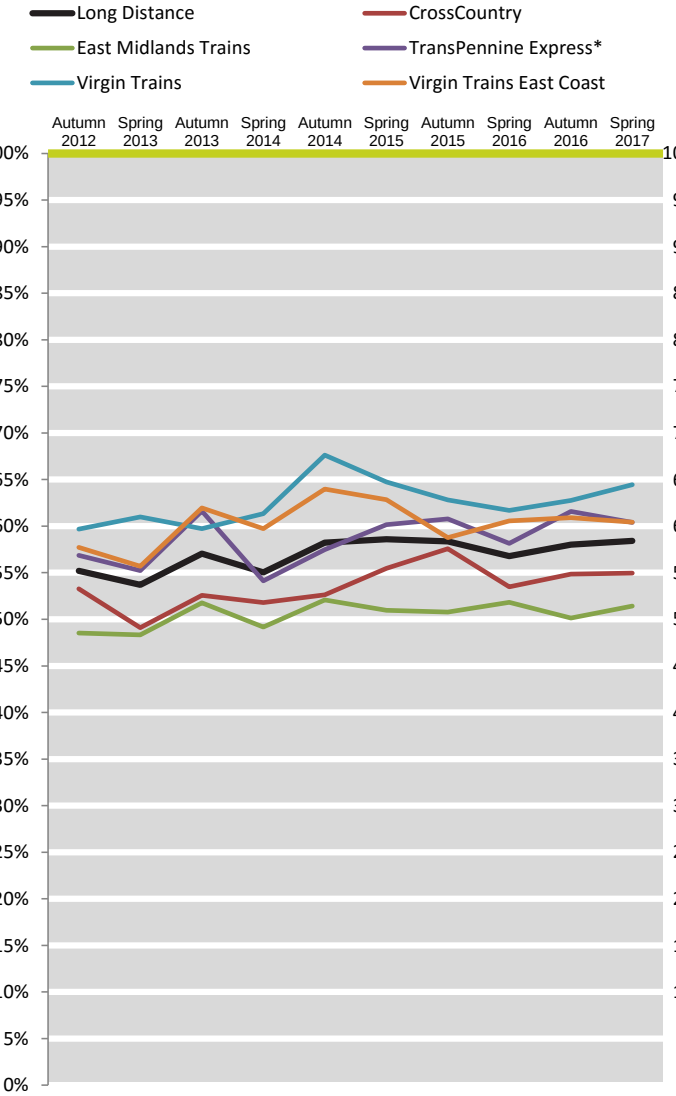
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



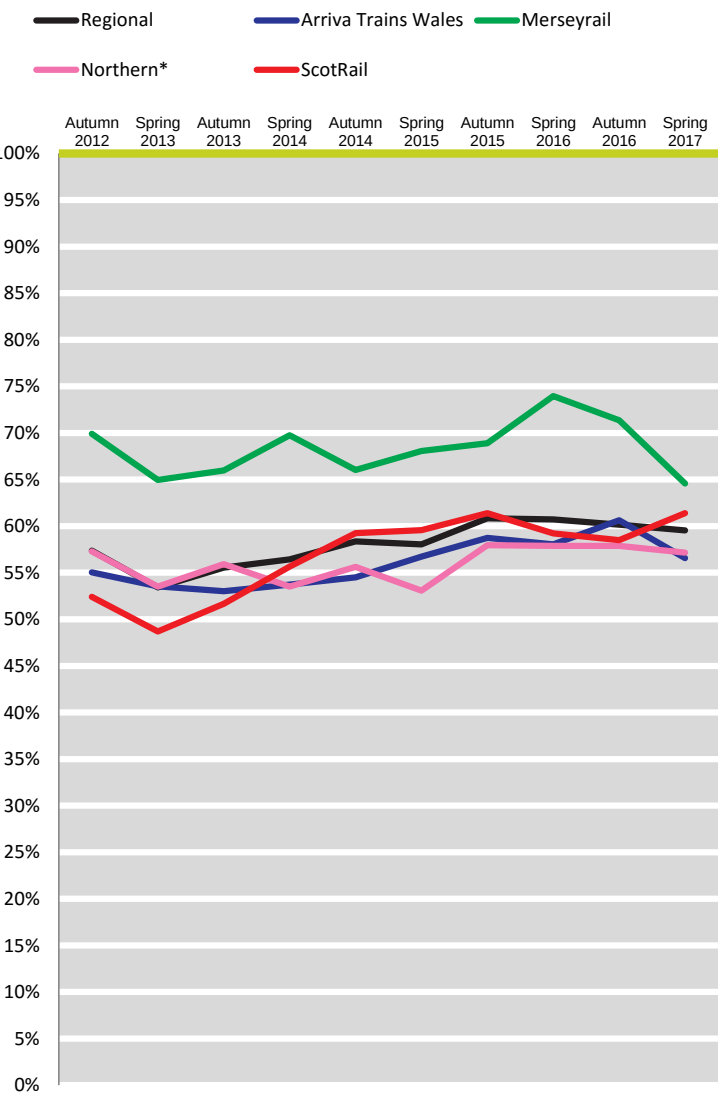
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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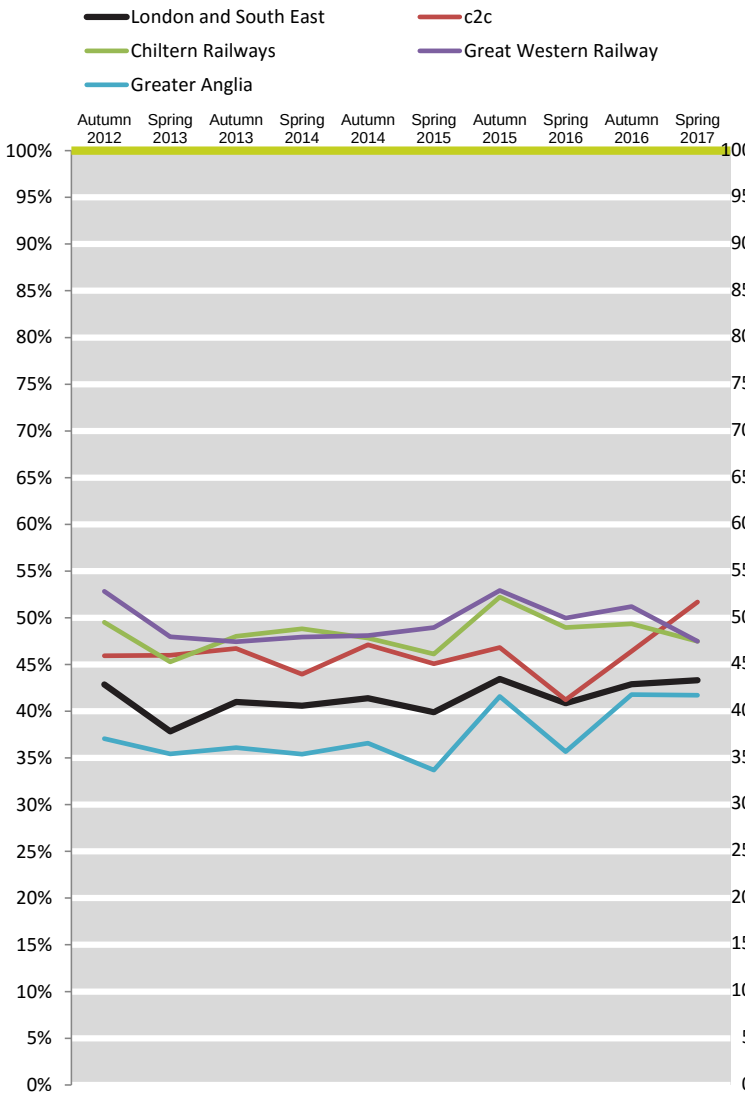
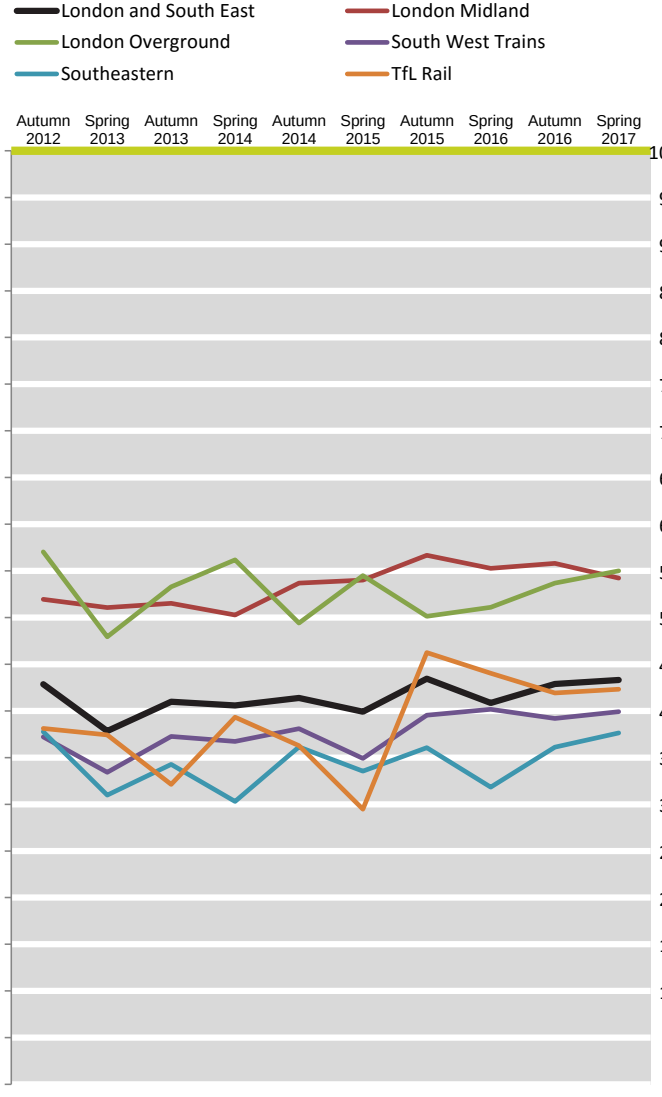
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



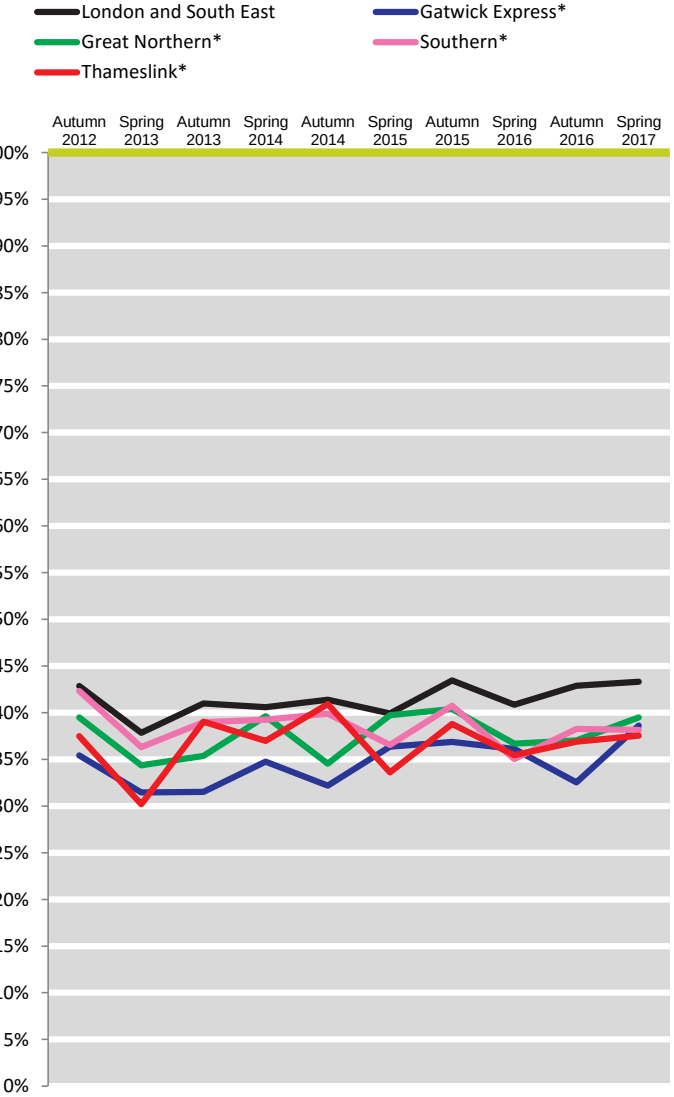
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

Percentage of passengers satisfied
2012 to 2017

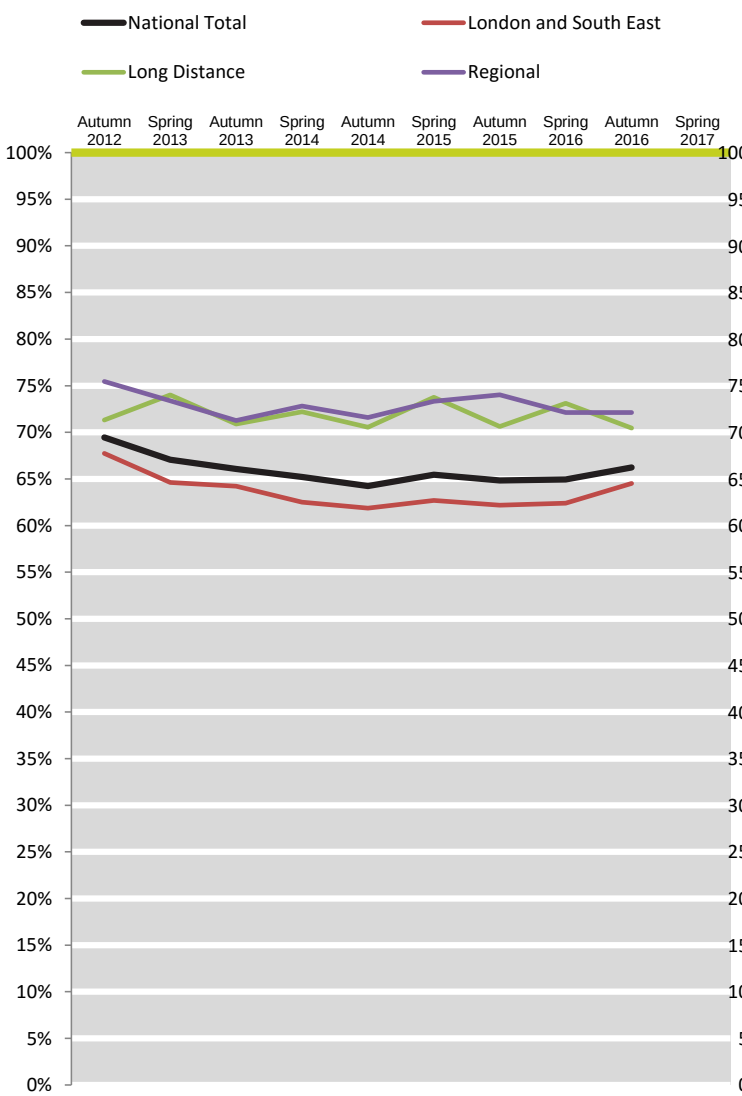


* Part of the Govia Thameslink Railway franchise

6.8 Sufficient room for all passengers to sit/stand

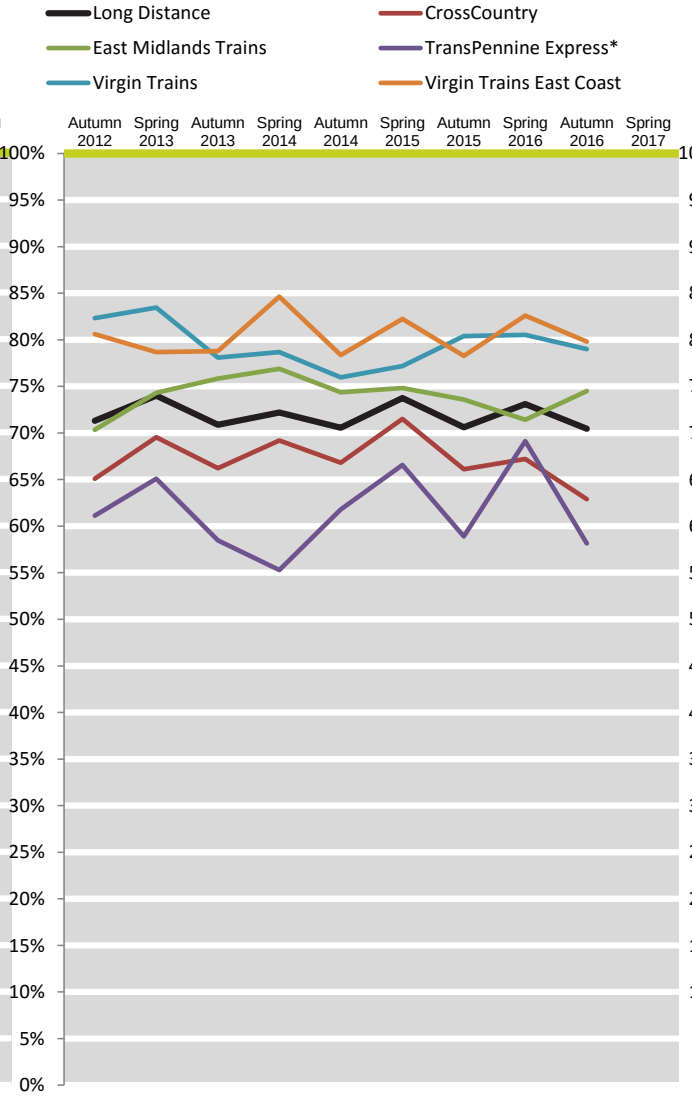
National and Sector-Level

Percentage of passengers satisfied
2012 to 2017



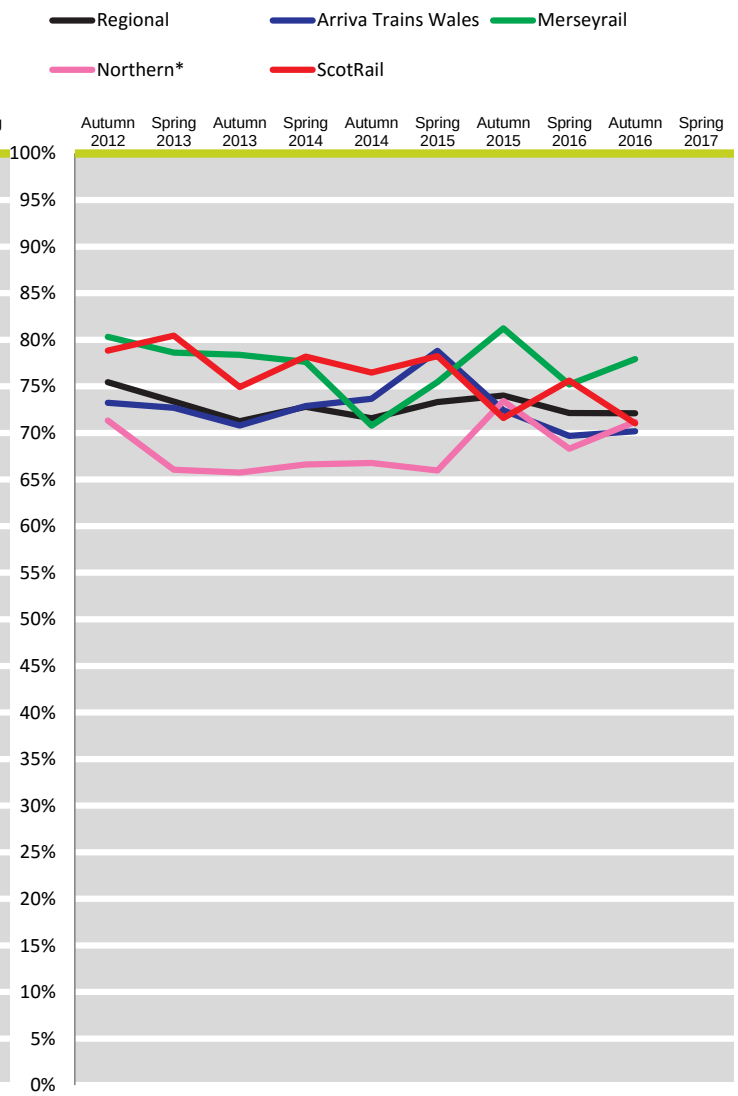
Long Distance Operators

Percentage of passengers satisfied
2012 to 2017



Regional Operators

Percentage of passengers satisfied
2012 to 2017



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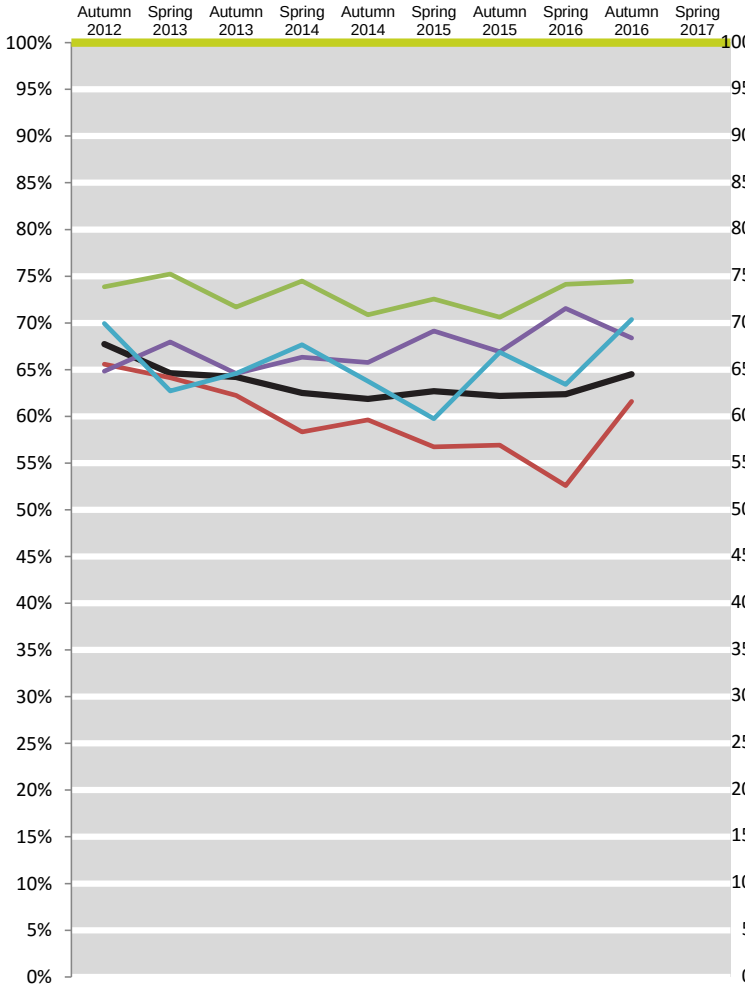
6.8 Sufficient room for all passengers to sit/stand

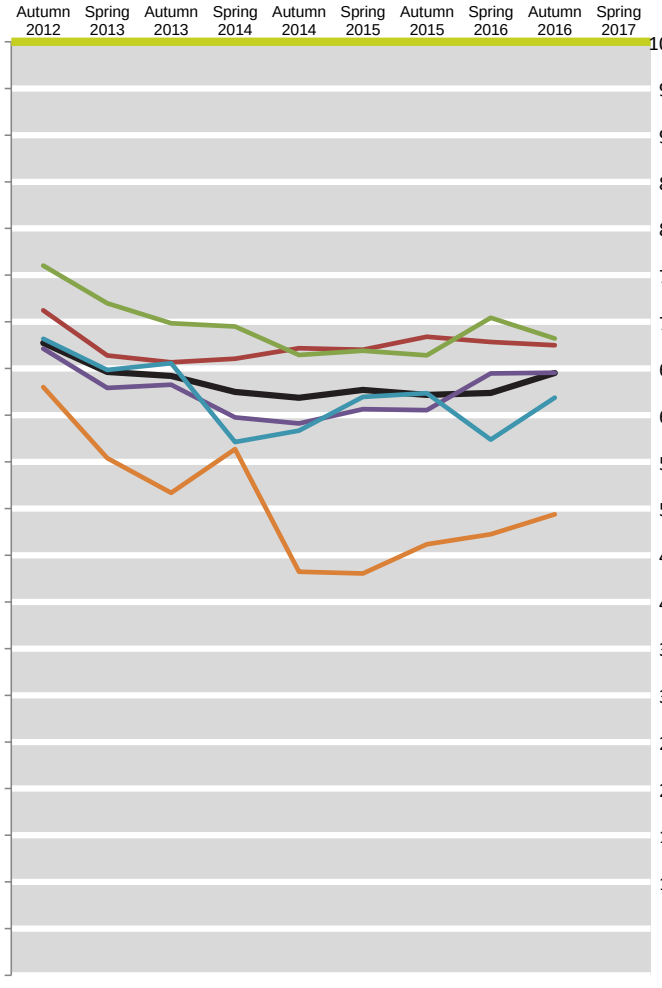
London and South East Operators (Part One)

Percentage of passengers satisfied
2012 to 2017



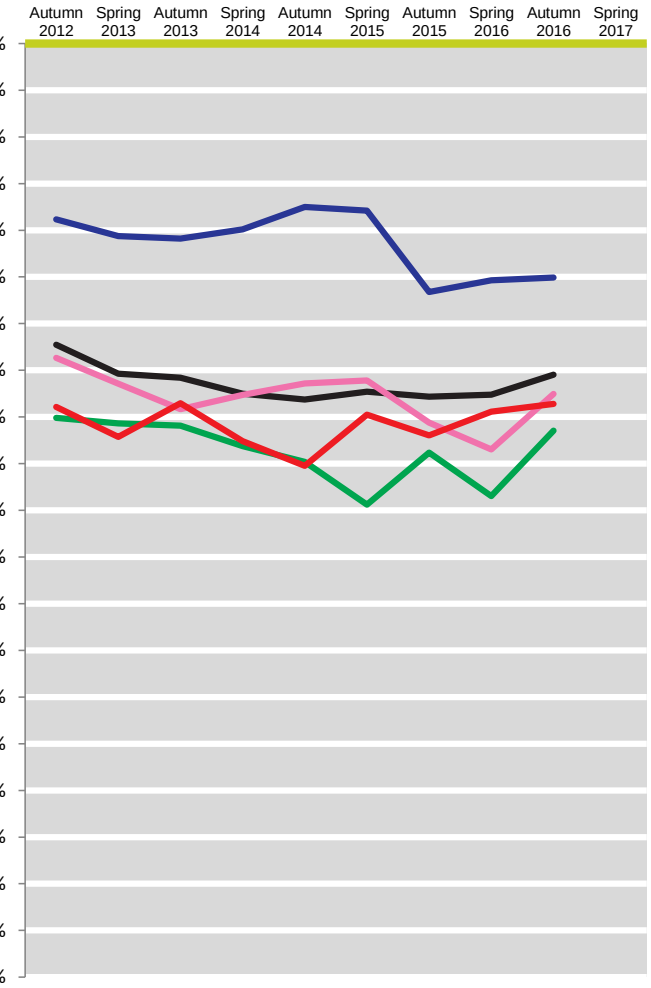
London and South East Operators (Part Two)

Percentage of passengers satisfied
2012 to 2017



London and South East Operators (Part Three)

Percentage of passengers satisfied
2012 to 2017



* Part of the Govia Thameslink Railway franchise

Improved
Unchanged
Declined

London and South East - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	3665	3963	4149	4464	4268	4488	3915	4115	3769	7077				
Overall satisfaction with the journey	**79**	**71**	**75**	**71**	**70**	**69**	**74**	**67**	**69**	**77**	**10**	↑	**8**	↑
STATION FACILITIES														
Overall satisfaction with the station	80	75	78	75	78	77	79	75	79	78	3	↑	-1	→
Ticket buying facilities	73	69	71	70	69	71	70	70	72	76	6	↑	5	↑
Provision of information about train times/platforms	84	78	81	76	77	77	79	77	78	82	5	↑	5	↑
Upkeep/repair of the station buildings/platforms	70	67	68	63	69	69	70	67	72	71	4	↑	-2	→
Cleanliness	76	72	73	71	74	74	75	73	77	76	3	↑	-2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	44	-	-	-	-
Attitudes and helpfulness of the staff	66	65	68	67	67	70	70	68	71	76	8	↑	5	↑
Connections with other forms of public transport	81	78	77	76	76	77	77	74	76	77	3	↑	2	→
Facilities for car parking	49	48	43	43	41	41	42	40	42	46	5	↑	3	→
Overall environment	71	68	68	65	69	68	70	65	71	72	7	↑	1	→
Your personal security whilst using the station	70	68	70	67	71	70	70	70	72	73	3	↑	1	→
Availability of staff at the station	59	57	59	59	59	61	62	61	65	68	8	↑	4	↑
Shelter facilities	68	60	64	60	66	61	68	60	67	68	8	↑	1	→
Availability of seating	33	30	33	30	32	33	35	31	35	48	17	↑	13	↑
How request to station staff was handled	76	77	81	77	77	76	78	77	78	84	8	↑	7	↑
Choice of shops/eating/drinking facilities available	0	49	47	46	52	52	50	45	44	48	3	→	4	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	22	30	-	-	8	↑
TRAIN FACILITIES														
Overall satisfaction with the train	74	68	71	68	68	67	72	65	70	73	8	↑	4	↑
Frequency of the trains on that route	76	72	74	72	72	69	72	66	67	72	6	↑	6	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	82	69	74	66	68	64	66	59	60	69	11	↑	9	↑
Length of time the journey was scheduled to take (speed)	81	74	77	74	73	72	74	67	70	78	11	↑	8	↑
Connections with other train services	75	69	71	68	70	67	69	64	65	71	8	↑	7	↑
Value for money of the price of your ticket	27	22	25	25	25	24	29	24	26	35	11	↑	8	↑
Upkeep and repair of the train	71	66	67	67	66	66	69	69	68	72	3	↑	4	↑
Provision of information during the journey	65	63	62	60	60	61	65	60	60	71	11	↑	11	↑
Helpfulness and attitude of staff on train	50	51	50	47	48	49	50	49	48	56	7	↑	8	↑
Space for luggage	41	41	41	39	38	41	41	40	42	53	13	↑	11	↑
Toilet facilities	29	29	29	27	26	27	28	26	28	35	9	↑	7	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Your personal security on board	74	70	72	68	72	71	74	69	72	72	2	→	0	→
Cleanliness of the inside	71	67	70	69	68	68	71	69	72	75	5	↑	3	↑
Cleanliness of the outside	68	62	67	66	66	66	69	68	69	72	4	↑	3	↑
Availability of staff on the train	27	28	26	26	26	26	29	27	26	34	6	↑	8	↑
How well train company deals with delays	30	32	30	27	26	24	26	24	25	32	8	↑	7	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	60	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	22	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	21	-	-	-	-

* London and South East total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London and South East - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	14616	13289	13183	13004	13272	13669	12695	13557	11906	7459				
Overall satisfaction with the journey	**86**	**83**	**84**	**83**	**83**	**81**	**84**	**81**	**82**	**86**	**5**	↑	**4**	↑
STATION FACILITIES														
Overall satisfaction with the station	79	75	77	77	78	77	79	77	81	81	4	↑	0	→
Ticket buying facilities	73	74	72	72	73	73	74	74	77	78	4	↑	2	→
Provision of information about train times/platforms	81	80	81	80	80	79	82	80	82	85	5	↑	3	↑
Upkeep/repair of the station buildings/platforms	70	67	69	67	70	68	71	69	73	75	5	↑	2	↑
Cleanliness	74	72	74	72	74	73	76	74	77	78	4	↑	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Attitudes and helpfulness of the staff	71	70	72	73	73	73	75	74	77	80	6	↑	3	↑
Connections with other forms of public transport	76	74	74	75	76	74	75	76	77	81	6	↑	4	↑
Facilities for car parking	49	46	46	49	48	47	49	46	50	51	4	↑	1	→
Overall environment	69	64	68	66	68	66	70	67	73	76	9	↑	3	↑
Your personal security whilst using the station	70	67	68	69	69	69	72	69	72	74	5	↑	2	↑
Availability of staff at the station	58	58	59	60	60	61	64	63	65	67	5	↑	2	↑
Shelter facilities	68	61	66	63	67	63	68	63	70	74	11	↑	3	↑
Availability of seating	48	45	45	46	46	48	47	46	50	54	8	↑	4	↑
How request to station staff was handled	86	81	85	84	85	87	87	85	84	89	5	↑	6	↑
Choice of shops/eating/drinking facilities available	0	44	45	47	47	45	47	45	46	55	10	↑	10	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	30	37	-	-	6	↑
TRAIN FACILITIES														
Overall satisfaction with the train	83	80	82	80	80	79	83	79	81	82	3	↑	0	→
Frequency of the trains on that route	78	76	76	76	76	74	77	74	74	77	3	↑	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	83	78	79	77	78	75	78	73	72	80	7	↑	8	↑
Length of time the journey was scheduled to take (speed)	86	85	84	84	84	83	84	81	82	84	3	↑	2	↑
Connections with other train services	78	76	76	77	76	74	77	74	76	79	5	↑	3	↑
Value for money of the price of your ticket	46	42	45	45	46	45	48	46	48	52	6	↑	4	↑
Upkeep and repair of the train	77	74	76	76	74	75	76	74	77	77	3	↑	0	→
Provision of information during the journey	73	71	72	70	70	71	72	70	71	75	5	↑	4	↑
Helpfulness and attitude of staff on train	61	61	60	58	56	58	58	57	58	64	7	↑	6	↑
Space for luggage	54	52	52	54	51	52	52	52	54	58	6	↑	4	↑
Toilet facilities	37	36	34	36	34	35	34	34	37	40	6	↑	3	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Your personal security on board	78	76	78	77	76	77	77	76	77	74	-1	→	-3	↓
Cleanliness of the inside	77	72	76	75	75	75	77	76	78	78	3	↑	0	→
Cleanliness of the outside	75	71	75	73	74	73	77	73	77	76	3	↑	-1	→
Availability of staff on the train	41	40	40	38	37	38	36	37	37	40	3	↑	3	↑
How well train company deals with delays	46	37	41	39	38	33	39	34	35	42	8	↑	7	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	80	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	31	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	25	-	-	-	-

* London and South East total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

c2c - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	570	543	528	523	375	429	447	510	466	581				
Overall satisfaction with the journey	**92**	**89**	**89**	**85**	**83**	**81**	**82**	**69**	**80**	**85**	**16**	↑	**4**	→
STATION FACILITIES														
Overall satisfaction with the station	89	87	85	80	83	85	83	79	83	82	3	→	0	→
Ticket buying facilities	77	79	75	70	72	73	72	71	65	80	9	↑	15	↑
Provision of information about train times/platforms	91	87	88	86	84	88	85	82	81	85	3	→	4	→
Upkeep/repair of the station buildings/platforms	79	76	78	73	75	77	76	69	73	72	3	→	-1	→
Cleanliness	83	83	84	77	79	79	80	76	79	78	2	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	51	-	-	-	-
Attitudes and helpfulness of the staff	75	78	78	80	74	74	76	75	76	80	5	→	4	→
Connections with other forms of public transport	74	73	76	68	70	70	71	67	73	75	8	↑	2	→
Facilities for car parking	60	61	58	56	59	55	67	53	55	53	0	→	-3	→
Overall environment	77	77	76	71	73	72	75	69	73	75	5	→	2	→
Your personal security whilst using the station	73	72	72	69	72	70	69	68	69	74	6	→	5	→
Availability of staff at the station	70	70	72	71	69	70	70	70	73	73	4	→	1	→
Shelter facilities	71	70	69	63	67	59	66	58	63	68	10	↑	5	→
Availability of seating	52	51	57	46	49	45	47	39	45	54	15	↑	9	↑
How request to station staff was handled	83	86	86	62	81	72	100	83	79	75	-8	→	-4	→
Choice of shops/eating/drinking facilities available	0	32	38	41	44	42	38	38	39	43	5	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	47	51	-	-	4	→
TRAIN FACILITIES														
Overall satisfaction with the train	90	88	88	86	85	77	80	66	82	86	20	↑	3	→
Frequency of the trains on that route	88	87	85	79	82	80	79	66	73	82	17	↑	10	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	97	93	96	90	90	90	89	76	81	86	9	↑	5	→
Length of time the journey was scheduled to take (speed)	92	92	94	89	93	91	87	69	81	85	16	↑	4	→
Connections with other train services	87	85	88	80	79	79	80	75	79	80	5	→	1	→
Value for money of the price of your ticket	39	38	38	35	38	35	37	33	37	42	9	↑	5	→
Upkeep and repair of the train	89	91	88	84	85	84	85	85	86	86	1	→	0	→
Provision of information during the journey	78	80	76	73	68	73	75	71	73	78	8	↑	6	→
Helpfulness and attitude of staff on train	32	38	37	28	27	35	32	31	40	45	14	↑	5	→
Space for luggage	42	44	41	43	34	41	39	41	42	55	14	↑	13	↑
Toilet facilities	53	54	48	45	46	48	44	50	47	54	4	→	8	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	77	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	73	-	-	-	-
Your personal security on board	76	75	75	72	75	71	68	62	70	76	14	↑	5	→
Cleanliness of the inside	91	90	88	85	87	82	84	87	87	88	1	→	1	→
Cleanliness of the outside	85	84	84	82	83	84	82	82	85	84	2	→	-1	→
Availability of staff on the train	16	19	18	16	15	17	18	17	20	25	8	↑	5	→
How well train company deals with delays	24	56	49	35	44	38	40	18	37	48	30	↑	11	→
Level of crowding**	-	-	-	-	-	-	-	-	-	64	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	39	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	24	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

c2c - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	601	516	567	566	700	582	640	628	593	356				
Overall satisfaction with the journey	**93**	**94**	**93**	**92**	**93**	**90**	**95**	**89**	**91**	**96**	**6**	↑	**5**	↑
STATION FACILITIES														
Overall satisfaction with the station	86	82	84	83	83	84	85	83	83	85	2	→	3	→
Ticket buying facilities	83	87	85	84	79	81	83	80	77	86	7	→	9	↑
Provision of information about train times/platforms	87	89	88	88	85	88	88	88	89	92	4	→	3	→
Upkeep/repair of the station buildings/platforms	80	79	79	76	76	79	81	77	69	84	8	↑	16	↑
Cleanliness	82	83	81	80	78	81	85	81	74	80	-1	→	6	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Attitudes and helpfulness of the staff	75	86	83	80	79	85	83	79	80	87	9	↑	8	↑
Connections with other forms of public transport	75	79	75	77	74	75	78	72	76	81	9	↑	5	→
Facilities for car parking	56	59	52	54	54	50	57	47	52	67	20	↑	15	↑
Overall environment	75	76	80	72	73	75	80	75	72	78	3	→	7	→
Your personal security whilst using the station	69	74	74	74	68	75	75	70	68	76	6	→	8	↑
Availability of staff at the station	65	75	72	69	72	73	74	72	69	71	-1	→	2	→
Shelter facilities	73	69	74	70	69	68	73	68	72	79	12	↑	7	→
Availability of seating	64	64	64	63	57	61	63	57	59	69	12	↑	10	↑
How request to station staff was handled	94	86	84	92	87	88	89	87	88	94	7	→	6	→
Choice of shops/eating/drinking facilities available	0	39	45	42	41	42	50	45	49	53	8	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	55	68	-	-	13	↑
TRAIN FACILITIES														
Overall satisfaction with the train	94	92	94	90	90	91	93	87	91	94	8	↑	3	→
Frequency of the trains on that route	85	87	89	82	81	83	87	79	82	84	6	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	96	94	92	91	91	95	95	92	85	91	-2	→	6	↑
Length of time the journey was scheduled to take (speed)	93	96	93	92	92	94	94	89	87	94	5	↑	8	↑
Connections with other train services	87	84	88	81	81	82	83	79	82	88	10	↑	7	→
Value for money of the price of your ticket	52	53	54	51	53	52	55	48	53	68	20	↑	15	↑
Upkeep and repair of the train	94	94	93	89	87	87	90	88	92	92	5	→	0	→
Provision of information during the journey	84	86	87	81	81	84	83	79	82	85	6	→	4	→
Helpfulness and attitude of staff on train	35	46	40	42	44	47	48	33	42	53	19	↑	10	→
Space for luggage	55	55	60	53	55	60	57	56	56	56	0	→	0	→
Toilet facilities	58	61	60	54	55	55	63	49	56	61	12	→	5	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	82	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Your personal security on board	75	79	80	75	75	78	76	73	74	74	1	→	-1	→
Cleanliness of the inside	94	90	91	91	89	88	89	88	91	89	1	→	-2	→
Cleanliness of the outside	93	87	92	86	86	88	88	84	89	88	3	→	-1	→
Availability of staff on the train	21	27	21	21	24	27	31	22	27	33	11	↑	6	→
How well train company deals with delays	86	70	64	40	41	50	56	42	49	59	17	→	10	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	26	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Chiltern Railways - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	252	301	345	419	371	409	403	441	420	579				
Overall satisfaction with the journey	**88**	**90**	**89**	**89**	**89**	**88**	**87**	**88**	**88**	**90**	**2**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	90	90	91	90	92	91	90	90	91	86	-4	→	-5	↓
Ticket buying facilities	85	83	84	82	80	82	79	78	81	80	2	→	-1	→
Provision of information about train times/platforms	88	86	87	86	84	86	85	86	86	85	-1	→	-1	→
Upkeep/repair of the station buildings/platforms	84	82	84	80	85	86	82	80	83	79	-1	→	-4	→
Cleanliness	88	83	87	88	91	88	87	84	87	80	-4	→	-6	↓
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	54	-	-	-	-
Attitudes and helpfulness of the staff	75	78	77	81	83	77	80	82	86	83	1	→	-3	→
Connections with other forms of public transport	71	71	75	67	76	81	79	73	78	71	-2	→	-7	→
Facilities for car parking	70	65	68	72	69	70	75	70	72	71	1	→	-1	→
Overall environment	86	82	84	82	86	85	85	80	86	82	2	→	-4	→
Your personal security whilst using the station	80	80	82	81	82	83	82	80	83	76	-4	→	-7	↓
Availability of staff at the station	67	62	68	68	74	67	66	69	68	66	-2	→	-2	→
Shelter facilities	79	68	74	73	77	69	78	67	73	73	6	→	0	→
Availability of seating	46	36	45	42	42	45	42	41	45	54	13	↑	8	↑
How request to station staff was handled	88	85	89	86	87	75	89	97	87	97	0	→	9	→
Choice of shops/eating/drinking facilities available	0	56	54	50	53	57	52	48	54	52	3	→	-2	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	43	52	-	-	9	→
TRAIN FACILITIES														
Overall satisfaction with the train	89	86	89	88	89	86	86	86	88	86	0	→	-2	→
Frequency of the trains on that route	79	74	78	78	80	79	81	72	80	76	4	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	89	85	90	89	88	90	87	83	87	87	5	→	0	→
Length of time the journey was scheduled to take (speed)	84	84	85	85	87	86	86	86	87	87	1	→	0	→
Connections with other train services	70	74	76	67	77	75	78	76	79	73	-3	→	-6	→
Value for money of the price of your ticket	34	31	34	31	37	34	34	33	37	39	6	→	2	→
Upkeep and repair of the train	87	85	85	84	86	86	86	80	86	80	0	→	-5	→
Provision of information during the journey	75	77	69	71	74	75	77	76	73	74	-2	→	1	→
Helpfulness and attitude of staff on train	56	55	51	57	52	53	57	56	51	53	-3	→	2	→
Space for luggage	50	50	50	53	56	52	54	55	58	55	1	→	-3	→
Toilet facilities	55	46	45	47	45	49	51	47	49	58	10	→	8	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	74	-	-	-	-
Your personal security on board	90	86	88	87	86	87	89	84	81	81	-4	→	0	→
Cleanliness of the inside	88	85	89	87	90	87	88	82	87	86	5	→	-1	→
Cleanliness of the outside	82	79	84	83	88	79	81	71	83	81	10	↑	-1	→
Availability of staff on the train	34	29	29	32	34	30	32	32	29	28	-4	→	-1	→
How well train company deals with delays	55	41	54	32	46	46	49	46	56	49	3	→	-7	→
Level of crowding**	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	55	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	47	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved ⇧
Unchanged ⇨
Declined ⇩

Chiltern Railways - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	947	803	748	727	786	680	671	681	754	483				
Overall satisfaction with the journey	**92**	**89**	**92**	**93**	**92**	**90**	**93**	**93**	**92**	**94**	**0**	⇨	**2**	⇨
STATION FACILITIES														
Overall satisfaction with the station	86	83	87	87	89	88	87	89	88	91	1	⇨	3	⇨
Ticket buying facilities	80	83	80	82	85	84	81	83	79	86	3	⇨	7	⇨
Provision of information about train times/platforms	85	85	82	85	86	85	85	85	84	89	4	⇨	4	⇨
Upkeep/repair of the station buildings/platforms	83	79	81	84	85	83	84	83	83	85	2	⇨	1	⇨
Cleanliness	86	85	85	87	86	87	87	87	85	85	-1	⇨	0	⇨
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Attitudes and helpfulness of the staff	80	79	81	84	85	85	82	83	85	84	1	⇨	0	⇨
Connections with other forms of public transport	77	73	73	74	79	78	79	75	80	85	10	⇧	5	⇨
Facilities for car parking	72	73	72	77	70	77	71	71	72	72	2	⇨	0	⇨
Overall environment	82	79	83	81	85	83	85	80	82	87	6	⇧	5	⇨
Your personal security whilst using the station	79	74	77	79	83	81	80	79	76	83	4	⇨	7	⇧
Availability of staff at the station	64	63	69	67	71	70	63	69	69	66	-3	⇨	-2	⇨
Shelter facilities	80	73	78	73	81	78	82	77	79	79	2	⇨	0	⇨
Availability of seating	60	56	60	55	60	63	62	59	59	58	0	⇨	-1	⇨
How request to station staff was handled	85	85	90	91	94	92	87	88	89	95	7	⇨	7	⇨
Choice of shops/eating/drinking facilities available	0	49	48	53	60	56	58	53	57	63	9	⇧	5	⇨
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	46	50	-	-	4	⇨
TRAIN FACILITIES														
Overall satisfaction with the train	90	88	91	93	91	90	94	92	91	92	0	⇨	1	⇨
Frequency of the trains on that route	80	78	82	81	84	81	86	82	80	83	2	⇨	4	⇨
Punctuality/reliability (i.e. the train arriving/departing on time)	90	91	93	90	89	91	91	90	89	92	2	⇨	3	⇨
Length of time the journey was scheduled to take (speed)	89	89	88	90	89	91	89	90	88	90	0	⇨	3	⇨
Connections with other train services	73	77	76	81	81	78	79	80	75	83	3	⇨	8	⇧
Value for money of the price of your ticket	53	50	54	58	52	52	61	58	55	55	-3	⇨	0	⇨
Upkeep and repair of the train	89	84	87	89	87	88	90	87	88	87	0	⇨	-2	⇨
Provision of information during the journey	78	74	80	78	79	82	82	82	79	84	2	⇨	4	⇨
Helpfulness and attitude of staff on train	56	58	55	62	60	62	60	62	61	67	5	⇨	6	⇨
Space for luggage	56	57	63	61	58	63	59	58	62	63	5	⇨	1	⇨
Toilet facilities	52	58	54	56	56	58	56	58	51	56	-2	⇨	5	⇨
Comfort of the seats**	-	-	-	-	-	-	-	-	-	73	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Your personal security on board	85	85	86	85	88	88	87	86	86	83	-3	⇨	-2	⇨
Cleanliness of the inside	85	83	86	88	87	86	91	89	90	89	0	⇨	-1	⇨
Cleanliness of the outside	83	81	84	84	85	80	86	80	85	85	5	⇨	0	⇨
Availability of staff on the train	36	35	32	37	37	44	39	45	39	36	-9	⇨	-3	⇨
How well train company deals with delays	49	49	50	50	58	64	60	60	46	49	-10	⇨	4	⇨
Level of crowding**	-	-	-	-	-	-	-	-	-	83	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	57	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Gatwick Express - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	35	39	51	46	25	34	52	89	93	251				
Overall satisfaction with the journey	**90**	**62**	**87**	**85**	**84**	**77**	**63**	**60**	**62**	**84**	**24**	↑	**22**	↑
STATION FACILITIES														
Overall satisfaction with the station	89	64	78	76	76	68	59	72	65	74	2	→	9	→
Ticket buying facilities	68	69	53	56	28	58	22	59	41	63	3	→	22	↑
Provision of information about train times/platforms	86	72	85	84	75	87	65	78	70	74	-4	→	4	→
Upkeep/repair of the station buildings/platforms	74	43	77	57	56	60	46	61	49	56	-5	→	7	→
Cleanliness	78	42	72	67	66	61	56	62	55	65	3	→	10	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	49	-	-	-	-
Attitudes and helpfulness of the staff	72	54	73	55	64	59	67	54	58	74	21	↑	16	↑
Connections with other forms of public transport	98	77	75	89	79	67	89	77	72	86	8	→	14	↑
Facilities for car parking	0	29	0	39	0	14	0	0	37	38	38	→	2	→
Overall environment	69	47	67	64	62	59	57	64	51	67	3	→	16	↑
Your personal security whilst using the station	75	56	71	63	66	76	63	60	59	74	14	↑	15	↑
Availability of staff at the station	54	46	63	47	61	50	48	45	42	67	23	↑	26	↑
Shelter facilities	82	38	48	70	76	37	65	55	56	64	10	→	9	→
Availability of seating	21	9	20	29	30	21	7	19	18	40	21	↑	21	↑
How request to station staff was handled	100	55	86	79	45	100	100	80	56	92	12	→	36	↑
Choice of shops/eating/drinking facilities available	0	57	68	79	82	59	52	75	57	65	-9	→	8	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	10	35	-	-	25	↑
TRAIN FACILITIES														
Overall satisfaction with the train	90	62	83	85	88	76	76	66	75	85	18	↑	9	→
Frequency of the trains on that route	96	77	94	95	97	96	78	88	63	88	0	→	25	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	90	52	85	95	100	76	60	59	46	78	19	↑	32	↑
Length of time the journey was scheduled to take (speed)	90	65	88	89	91	86	69	78	62	84	6	→	22	↑
Connections with other train services	85	47	76	81	93	44	78	77	51	81	4	→	30	↑
Value for money of the price of your ticket	32	20	32	32	35	37	22	21	12	33	12	→	21	↑
Upkeep and repair of the train	80	70	82	77	69	70	71	67	87	90	23	↑	3	→
Provision of information during the journey	73	53	68	71	68	75	60	65	62	78	14	↑	17	↑
Helpfulness and attitude of staff on train	72	37	62	81	48	63	35	37	55	75	38	↑	20	↑
Space for luggage	56	40	48	60	26	56	37	41	48	56	15	↑	8	→
Toilet facilities	20	43	41	45	47	39	33	29	56	66	38	↑	10	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Your personal security on board	79	74	81	89	75	87	78	71	75	81	10	→	6	→
Cleanliness of the inside	78	70	78	78	82	66	75	76	88	90	14	↑	2	→
Cleanliness of the outside	87	67	75	71	73	74	72	62	84	89	26	↑	5	→
Availability of staff on the train	49	24	36	52	24	37	9	17	27	57	40	↑	30	↑
How well train company deals with delays	36	21	49	33	0	0	0	12	11	36	23	↑	25	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	85	-	-	-	-

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*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Gatwick Express - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	380	342	482	395	383	562	453	504	428	274				
Overall satisfaction with the journey	**90**	**83**	**82**	**89**	**88**	**87**	**82**	**81**	**85**	**91**	**9**	↑	**6**	↑
STATION FACILITIES														
Overall satisfaction with the station	78	77	75	79	81	82	74	74	74	75	1	→	0	→
Ticket buying facilities	77	72	71	67	63	70	61	68	58	66	-2	→	8	→
Provision of information about train times/platforms	78	76	77	77	78	76	74	75	72	79	4	→	7	→
Upkeep/repair of the station buildings/platforms	58	56	59	64	62	66	57	64	57	66	3	→	9	↑
Cleanliness	65	62	58	66	63	73	60	66	61	67	1	→	6	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Attitudes and helpfulness of the staff	71	72	75	78	72	74	72	73	71	72	-2	→	0	→
Connections with other forms of public transport	84	80	83	82	86	85	81	82	77	89	8	↑	12	↑
Facilities for car parking	41	41	27	33	33	48	43	44	39	58	14	→	20	→
Overall environment	67	62	60	62	61	70	59	63	59	66	4	→	7	→
Your personal security whilst using the station	73	74	70	76	71	71	72	77	70	72	-5	→	3	→
Availability of staff at the station	62	63	64	67	62	68	61	64	63	61	-4	→	-2	→
Shelter facilities	70	52	59	62	61	68	62	66	54	68	2	→	14	↑
Availability of seating	38	39	38	42	32	41	36	39	36	46	6	→	9	→
How request to station staff was handled	86	87	87	83	83	86	83	78	82	85	7	→	3	→
Choice of shops/eating/drinking facilities available	0	65	67	66	70	67	65	74	62	67	-7	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	41	50	-	-	9	→
TRAIN FACILITIES														
Overall satisfaction with the train	84	81	83	86	89	88	81	79	88	92	13	↑	4	→
Frequency of the trains on that route	94	93	91	92	93	92	91	89	84	94	5	↑	10	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	90	85	88	89	93	90	85	82	76	88	5	→	11	↑
Length of time the journey was scheduled to take (speed)	89	85	89	90	91	90	86	87	83	91	4	→	7	↑
Connections with other train services	83	76	86	86	83	82	85	82	74	87	5	→	13	↑
Value for money of the price of your ticket	36	34	31	35	32	36	39	38	35	43	4	→	8	→
Upkeep and repair of the train	78	80	81	82	79	82	76	73	92	94	21	↑	1	→
Provision of information during the journey	71	67	64	70	67	73	64	66	76	81	15	↑	5	→
Helpfulness and attitude of staff on train	59	67	65	67	60	68	57	56	66	74	18	↑	8	→
Space for luggage	57	56	57	58	55	63	52	59	51	52	-7	→	0	→
Toilet facilities	55	51	54	54	55	57	57	47	72	63	16	↑	-9	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	76	-	-	-	-
Your personal security on board	77	82	82	86	84	86	81	78	83	84	6	→	1	→
Cleanliness of the inside	79	80	81	84	84	85	82	78	92	94	16	↑	2	→
Cleanliness of the outside	73	69	69	73	77	78	76	71	90	90	20	↑	0	→
Availability of staff on the train	43	47	45	54	40	49	30	33	46	58	25	↑	12	↑
How well train company deals with delays	36	35	30	41	32	36	26	30	30	53	23	↑	23	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	85	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	86	-	-	-	-

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**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Great Northern - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	88	134	164	207	201	206	185	120	120	238				
Overall satisfaction with the journey	**74**	**72**	**79**	**67**	**77**	**72**	**82**	**72**	**70**	**76**	**4**	→	**6**	→
STATION FACILITIES														
Overall satisfaction with the station	88	86	85	80	81	84	89	93	81	76	-17	↓	-5	→
Ticket buying facilities	76	78	78	77	64	75	74	66	58	72	5	→	14	→
Provision of information about train times/platforms	88	84	89	87	75	74	83	82	63	80	-2	→	17	↑
Upkeep/repair of the station buildings/platforms	85	83	79	70	77	74	81	92	64	64	-28	↓	0	→
Cleanliness	90	86	89	77	87	85	92	91	74	68	-23	↓	-6	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	46	-	-	-	-
Attitudes and helpfulness of the staff	66	71	76	77	70	72	80	69	66	79	10	→	13	→
Connections with other forms of public transport	79	82	67	72	76	81	92	88	83	80	-8	→	-4	→
Facilities for car parking	52	63	39	52	43	47	15	17	14	29	12	→	15	→
Overall environment	86	85	82	69	70	75	88	79	69	68	-11	→	-1	→
Your personal security whilst using the station	76	81	77	68	66	76	81	86	74	74	-12	↓	0	→
Availability of staff at the station	63	64	61	63	51	67	79	69	46	67	-3	→	21	↑
Shelter facilities	76	62	67	58	77	67	83	83	78	67	-16	↓	-11	→
Availability of seating	38	37	32	36	43	37	40	33	26	48	15	→	22	↑
How request to station staff was handled	68	62	89	93	76	67	87	80	80	82	2	→	3	→
Choice of shops/eating/drinking facilities available	0	64	58	49	64	68	83	76	67	51	-26	↓	-16	↓
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	12	25	-	-	13	→
TRAIN FACILITIES														
Overall satisfaction with the train	64	58	67	62	67	62	70	68	58	64	-5	→	5	→
Frequency of the trains on that route	77	76	82	78	77	74	74	77	66	73	-4	→	7	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	75	79	71	80	75	82	78	57	72	-5	→	15	↑
Length of time the journey was scheduled to take (speed)	83	81	85	80	86	81	85	90	75	88	-2	→	13	↑
Connections with other train services	71	70	75	74	89	75	78	67	64	71	4	→	8	→
Value for money of the price of your ticket	11	21	15	19	22	27	29	26	22	30	4	→	8	→
Upkeep and repair of the train	44	45	49	49	57	51	56	65	44	62	-3	→	18	↑
Provision of information during the journey	46	46	57	44	41	44	61	54	34	59	5	→	25	↑
Helpfulness and attitude of staff on train	33	40	42	38	34	32	41	35	41	47	12	→	6	→
Space for luggage	37	36	39	37	35	37	39	39	32	49	10	→	16	↑
Toilet facilities	15	24	33	19	6	11	9	22	22	35	13	→	13	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	52	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	52	-	-	-	-
Your personal security on board	80	74	75	64	67	68	72	70	72	67	-3	→	-4	→
Cleanliness of the inside	55	57	67	60	64	56	67	71	55	68	-3	→	13	↑
Cleanliness of the outside	45	49	58	57	57	52	58	60	43	61	1	→	18	↑
Availability of staff on the train	9	10	8	12	10	10	15	12	8	17	5	→	10	→
How well train company deals with delays	37	44	41	43	7	32	24	49	25	23	-26	→	-2	→
Level of crowding**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	14	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	19	-	-	-	-

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*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Great Northern - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	495	523	371	451	378	314	378	480	516	345				
Overall satisfaction with the journey	**83**	**81**	**80**	**80**	**83**	**85**	**85**	**75**	**79**	**82**	**7**	→	**3**	→
STATION FACILITIES														
Overall satisfaction with the station	77	76	76	77	79	78	81	77	78	76	-1	→	-2	→
Ticket buying facilities	74	64	74	69	74	70	74	75	70	78	4	→	8	→
Provision of information about train times/platforms	79	76	82	76	74	76	75	74	80	79	5	→	-1	→
Upkeep/repair of the station buildings/platforms	66	70	73	68	77	67	72	68	68	70	2	→	2	→
Cleanliness	75	77	79	73	81	73	78	74	75	75	2	→	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	40	-	-	-	-
Attitudes and helpfulness of the staff	74	71	76	78	72	71	71	73	77	75	2	→	-2	→
Connections with other forms of public transport	79	71	71	78	73	72	77	70	71	79	8	→	8	→
Facilities for car parking	44	40	45	36	41	39	51	44	41	39	-5	→	-2	→
Overall environment	72	65	69	68	71	66	71	65	67	73	7	→	5	→
Your personal security whilst using the station	73	66	69	70	65	70	71	68	67	72	4	→	6	→
Availability of staff at the station	58	59	58	64	61	66	64	61	56	60	-1	→	4	→
Shelter facilities	66	56	63	64	69	64	69	62	65	75	13	↑	10	↑
Availability of seating	51	45	48	45	46	52	51	42	47	50	7	→	3	→
How request to station staff was handled	90	82	83	89	79	91	95	84	87	89	5	→	3	→
Choice of shops/eating/drinking facilities available	0	50	48	49	52	45	50	51	45	50	-1	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	27	30	-	-	3	→
TRAIN FACILITIES														
Overall satisfaction with the train	76	72	76	72	73	76	80	66	69	69	3	→	1	→
Frequency of the trains on that route	80	78	77	77	70	74	77	70	76	71	1	→	-5	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	77	74	75	79	78	78	68	65	82	14	↑	17	↑
Length of time the journey was scheduled to take (speed)	91	88	87	86	86	88	88	85	85	84	-1	→	-1	→
Connections with other train services	83	80	78	74	68	72	83	77	74	72	-5	→	-2	→
Value for money of the price of your ticket	44	37	42	46	40	47	43	38	39	46	8	→	7	→
Upkeep and repair of the train	61	55	65	61	60	60	62	55	57	66	11	↑	9	→
Provision of information during the journey	54	56	57	55	49	60	54	48	50	53	5	→	3	→
Helpfulness and attitude of staff on train	41	42	45	39	46	36	36	41	30	47	6	→	17	↑
Space for luggage	47	43	47	44	47	40	44	42	42	49	7	→	8	→
Toilet facilities	27	25	28	27	21	23	22	16	22	28	13	↑	6	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	53	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Your personal security on board	72	73	73	74	73	73	77	70	74	69	-2	→	-6	→
Cleanliness of the inside	64	58	70	64	66	71	71	55	60	69	14	↑	9	↑
Cleanliness of the outside	61	57	69	64	59	62	63	51	51	58	7	→	8	→
Availability of staff on the train	22	17	21	18	24	21	15	17	14	19	1	→	4	→
How well train company deals with delays	45	25	45	37	39	23	32	24	26	30	5	→	4	→
Level of crowding**	-	-	-	-	-	-	-	-	-	77	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	19	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	12	-	-	-	-

* Part of the Govia Thameslink Railway franchise
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Great Western Railway - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	427	428	551	464	523	507	476	434	350	724				
Overall satisfaction with the journey	**81**	**74**	**69**	**71**	**74**	**78**	**76**	**76**	**74**	**76**	**0**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	85	80	79	76	84	79	83	81	82	80	-1	→	-2	→
Ticket buying facilities	78	71	71	73	82	73	78	82	76	80	-2	→	3	→
Provision of information about train times/platforms	85	86	82	79	86	85	86	85	83	88	3	→	5	↑
Upkeep/repair of the station buildings/platforms	73	74	76	71	75	73	69	69	69	68	0	→	-1	→
Cleanliness	78	76	80	75	77	76	74	76	76	74	-2	→	-2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	46	-	-	-	-
Attitudes and helpfulness of the staff	73	72	72	74	76	76	78	74	72	83	9	↑	11	↑
Connections with other forms of public transport	78	77	70	63	76	72	75	68	73	80	12	↑	7	↑
Facilities for car parking	51	51	51	49	58	52	50	48	62	58	10	↑	-5	→
Overall environment	71	68	70	67	74	70	72	67	71	75	8	↑	3	→
Your personal security whilst using the station	76	73	73	66	75	73	79	78	75	79	2	→	4	→
Availability of staff at the station	64	59	62	62	72	65	73	67	67	72	5	→	6	→
Shelter facilities	73	62	67	59	71	60	73	62	69	69	8	↑	0	→
Availability of seating	38	45	44	41	47	41	47	48	44	56	8	↑	12	↑
How request to station staff was handled	83	82	90	80	80	87	84	84	90	91	7	→	1	→
Choice of shops/eating/drinking facilities available	0	57	52	44	57	49	49	46	43	51	5	→	9	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	21	38	-	-	17	↑
TRAIN FACILITIES														
Overall satisfaction with the train	78	71	71	71	77	74	76	77	74	74	-4	→	-1	→
Frequency of the trains on that route	80	76	73	75	80	76	82	81	82	78	-2	→	-4	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	71	61	64	71	70	71	69	64	69	0	→	5	→
Length of time the journey was scheduled to take (speed)	79	77	73	77	79	78	77	79	77	82	3	→	6	→
Connections with other train services	72	68	64	69	72	72	76	75	69	68	-7	→	-1	→
Value for money of the price of your ticket	31	26	29	27	30	29	29	28	23	37	9	↑	14	↑
Upkeep and repair of the train	81	81	73	72	76	75	74	81	75	72	-9	↓	-3	→
Provision of information during the journey	68	65	59	62	68	64	64	66	66	71	5	→	5	→
Helpfulness and attitude of staff on train	61	63	67	61	65	65	62	62	65	77	16	↑	12	↑
Space for luggage	51	53	52	52	54	58	47	54	51	63	9	↑	12	↑
Toilet facilities	35	39	39	38	34	38	39	42	33	40	-2	→	7	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Your personal security on board	80	76	78	75	81	77	83	83	80	81	-1	→	2	→
Cleanliness of the inside	76	76	75	74	80	77	77	82	83	77	-6	↓	-6	→
Cleanliness of the outside	75	66	74	70	75	71	74	75	76	69	-6	→	-7	→
Availability of staff on the train	42	42	36	40	44	41	36	42	44	49	7	→	5	→
How well train company deals with delays	41	39	32	43	51	33	32	38	38	39	2	→	1	→
Level of crowding**	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	36	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	42	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Great Western Railway - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2610	2568	2589	2586	2483	2599	2404	2400	1351	778				
Overall satisfaction with the journey	**83**	**81**	**82**	**82**	**83**	**81**	**85**	**85**	**83**	**85**	**0**	→	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	78	76	77	78	82	81	81	81	82	84	3	→	1	→
Ticket buying facilities	74	77	75	78	78	80	81	78	83	75	-3	→	-8	↓
Provision of information about train times/platforms	83	83	83	83	85	85	85	86	84	86	1	→	2	→
Upkeep/repair of the station buildings/platforms	68	68	72	71	75	73	73	71	74	77	6	↑	3	→
Cleanliness	73	73	77	76	80	78	77	77	80	79	2	→	-1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	47	-	-	-	-
Attitudes and helpfulness of the staff	75	75	77	75	79	80	80	80	81	80	0	→	-1	→
Connections with other forms of public transport	71	69	71	73	73	71	73	71	68	76	5	→	8	↑
Facilities for car parking	58	55	56	55	61	58	61	58	61	55	-4	→	-7	→
Overall environment	68	65	72	71	75	73	73	71	75	82	11	↑	7	↑
Your personal security whilst using the station	71	69	72	73	76	74	77	75	75	76	1	→	0	→
Availability of staff at the station	58	63	61	65	66	66	70	69	69	67	-2	→	-2	→
Shelter facilities	68	63	70	68	74	69	75	68	71	75	7	↑	4	→
Availability of seating	50	49	50	53	56	58	56	57	56	58	2	→	3	→
How request to station staff was handled	89	91	89	85	89	89	89	91	89	91	0	→	2	→
Choice of shops/eating/drinking facilities available	0	46	47	50	50	49	47	46	46	49	3	→	3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	33	39	-	-	6	→
TRAIN FACILITIES														
Overall satisfaction with the train	81	80	81	80	79	79	82	81	83	80	-1	→	-3	→
Frequency of the trains on that route	75	76	76	74	77	77	78	76	75	75	-2	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	79	77	76	74	74	75	80	78	76	81	2	→	4	→
Length of time the journey was scheduled to take (speed)	86	84	85	84	83	85	86	84	83	87	3	→	4	→
Connections with other train services	73	73	73	71	71	75	77	75	73	78	2	→	5	→
Value for money of the price of your ticket	56	51	51	51	51	52	57	54	56	55	1	→	-2	→
Upkeep and repair of the train	78	75	75	77	73	73	77	75	80	76	1	→	-3	→
Provision of information during the journey	69	68	65	67	65	67	69	70	72	72	2	→	0	→
Helpfulness and attitude of staff on train	68	69	67	68	68	70	73	70	70	70	0	→	0	→
Space for luggage	53	57	52	55	55	56	59	59	60	57	-2	→	-4	→
Toilet facilities	46	43	41	41	42	42	43	46	50	47	1	→	-2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Your personal security on board	79	79	80	81	81	81	82	81	83	76	-5	→	-6	↓
Cleanliness of the inside	77	74	74	77	75	75	78	78	80	78	0	→	-2	→
Cleanliness of the outside	73	70	72	71	72	71	74	72	78	75	3	→	-3	→
Availability of staff on the train	48	49	46	49	47	49	51	52	50	54	3	→	4	→
How well train company deals with delays	49	45	43	44	41	40	49	43	47	52	9	→	4	→
Level of crowding**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	44	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Greater Anglia - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	513	553	502	550	621	584	276	342	300	664				
Overall satisfaction with the journey	**76**	**68**	**71**	**71**	**73**	**67**	**78**	**59**	**73**	**80**	**21**	↑	**7**	↑
STATION FACILITIES														
Overall satisfaction with the station	82	78	79	77	79	76	79	68	82	84	16	↑	2	→
Ticket buying facilities	73	70	68	74	68	69	70	67	78	75	8	→	-4	→
Provision of information about train times/platforms	84	78	78	77	78	76	80	78	82	85	6	→	3	→
Upkeep/repair of the station buildings/platforms	75	71	69	65	70	67	77	69	70	78	9	↑	8	↑
Cleanliness	80	71	72	74	75	73	83	73	77	80	7	→	3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Attitudes and helpfulness of the staff	58	57	63	64	67	68	81	77	71	83	6	→	11	↑
Connections with other forms of public transport	83	81	79	75	78	81	67	65	72	77	12	↑	5	→
Facilities for car parking	49	51	44	50	36	40	48	40	50	48	8	→	-2	→
Overall environment	76	69	72	67	69	66	79	63	75	80	17	↑	4	→
Your personal security whilst using the station	72	64	67	67	71	66	71	67	71	75	7	→	3	→
Availability of staff at the station	55	58	54	57	58	54	72	65	65	77	12	↑	12	↑
Shelter facilities	67	68	61	58	64	57	67	59	69	71	11	↑	1	→
Availability of seating	31	28	36	28	30	32	40	40	36	50	11	↑	14	↑
How request to station staff was handled	67	80	71	91	83	71	82	82	83	87	5	→	4	→
Choice of shops/eating/drinking facilities available	0	56	57	57	55	53	53	47	50	55	8	→	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	27	34	-	-	8	→
TRAIN FACILITIES														
Overall satisfaction with the train	66	63	63	63	62	58	73	54	72	75	20	↑	2	→
Frequency of the trains on that route	73	74	77	77	77	74	79	63	74	73	9	↑	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	78	65	73	68	73	67	68	52	68	72	20	↑	4	→
Length of time the journey was scheduled to take (speed)	78	69	74	76	74	73	76	59	74	78	19	↑	5	→
Connections with other train services	75	64	67	71	69	72	71	58	70	75	17	↑	5	→
Value for money of the price of your ticket	22	18	16	21	23	19	19	14	24	35	22	↑	11	↑
Upkeep and repair of the train	55	51	49	55	50	47	63	57	69	68	11	↑	-1	→
Provision of information during the journey	57	52	51	54	58	54	60	43	57	71	28	↑	14	↑
Helpfulness and attitude of staff on train	41	38	31	44	30	29	46	27	51	57	30	↑	6	→
Space for luggage	44	42	38	43	31	38	44	30	42	56	26	↑	13	↑
Toilet facilities	27	26	20	29	22	15	34	19	38	46	27	↑	8	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	64	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Your personal security on board	68	65	66	66	66	60	73	58	73	73	16	↑	1	→
Cleanliness of the inside	61	55	57	57	55	53	70	60	76	76	15	↑	-1	→
Cleanliness of the outside	58	50	51	51	55	47	70	57	68	70	13	↑	2	→
Availability of staff on the train	19	16	11	20	14	14	20	11	26	27	16	↑	2	→
How well train company deals with delays	30	17	26	34	29	25	35	27	31	39	11	→	8	→
Level of crowding**	-	-	-	-	-	-	-	-	-	68	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	25	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	38	-	-	-	-

* Greater Anglia rebranded from Abellio Greater Anglia in Autumn 2016
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Greater Anglia - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1643	1714	1724	1763	1605	1620	1312	1454	1070	701				
Overall satisfaction with the journey	**85**	**79**	**83**	**84**	**82**	**78**	**82**	**81**	**81**	**86**	**5**	↑	**5**	↑
STATION FACILITIES														
Overall satisfaction with the station	79	74	78	75	73	71	81	79	83	83	3	→	0	→
Ticket buying facilities	73	74	69	68	64	67	73	73	73	85	12	↑	12	↑
Provision of information about train times/platforms	79	77	80	79	76	73	82	82	81	88	6	↑	7	↑
Upkeep/repair of the station buildings/platforms	69	68	71	63	64	61	73	71	76	80	10	↑	5	→
Cleanliness	73	71	74	68	69	65	79	77	79	82	5	↑	3	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Attitudes and helpfulness of the staff	71	70	76	73	77	73	80	78	80	84	6	↑	4	→
Connections with other forms of public transport	79	78	78	77	76	74	79	75	77	80	5	→	3	→
Facilities for car parking	51	49	47	52	51	43	54	53	52	57	4	→	5	→
Overall environment	70	64	67	63	64	60	71	68	74	80	12	↑	5	↑
Your personal security whilst using the station	68	65	66	65	62	62	72	71	71	76	5	→	6	↑
Availability of staff at the station	56	57	60	56	60	58	68	64	71	76	13	↑	6	→
Shelter facilities	66	56	65	59	60	55	69	58	68	72	14	↑	4	→
Availability of seating	49	43	45	44	41	41	46	47	51	53	6	→	2	→
How request to station staff was handled	86	85	85	86	88	87	90	87	84	91	4	→	7	→
Choice of shops/eating/drinking facilities available	0	44	48	46	41	44	48	45	48	62	16	↑	14	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	30	42	-	-	12	↑
TRAIN FACILITIES														
Overall satisfaction with the train	75	72	76	74	71	70	81	79	82	80	1	→	-2	→
Frequency of the trains on that route	78	77	78	77	75	76	75	75	77	76	1	→	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	84	76	80	79	78	78	77	76	75	82	6	↑	7	↑
Length of time the journey was scheduled to take (speed)	87	84	84	84	83	83	83	83	82	84	0	→	2	→
Connections with other train services	79	75	75	76	76	75	71	73	76	79	6	→	3	→
Value for money of the price of your ticket	41	40	43	40	41	40	47	41	47	49	8	↑	2	→
Upkeep and repair of the train	58	54	61	59	52	56	71	69	75	74	6	↑	-1	→
Provision of information during the journey	64	62	61	60	60	60	71	63	66	73	9	↑	7	↑
Helpfulness and attitude of staff on train	49	53	52	49	47	50	63	63	60	68	5	→	8	→
Space for luggage	57	51	53	58	52	52	59	56	61	65	9	↑	4	→
Toilet facilities	37	37	31	38	31	32	45	45	49	53	8	→	4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	70	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	72	-	-	-	-
Your personal security on board	73	68	71	70	70	71	79	76	78	78	1	→	0	→
Cleanliness of the inside	62	58	66	60	62	63	77	76	82	78	1	→	-4	→
Cleanliness of the outside	58	50	60	55	60	58	72	69	75	74	5	→	-1	→
Availability of staff on the train	27	29	27	26	27	31	37	38	37	44	7	→	7	→
How well train company deals with delays	51	32	44	43	37	30	49	50	41	49	-1	→	8	→
Level of crowding**	-	-	-	-	-	-	-	-	-	84	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	34	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	43	-	-	-	-

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**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London Midland - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	94	144	146	137	133	133	111	116	113	475				
Overall satisfaction with the journey	**81**	**63**	**77**	**78**	**69**	**80**	**73**	**83**	**77**	**79**	**-4**	→	**3**	→
STATION FACILITIES														
Overall satisfaction with the station	77	77	72	67	68	74	82	76	77	82	5	→	5	→
Ticket buying facilities	85	68	64	64	70	73	71	68	81	81	13	↑	0	→
Provision of information about train times/platforms	89	77	80	81	82	81	84	81	77	85	4	→	8	→
Upkeep/repair of the station buildings/platforms	69	67	69	54	60	58	70	67	68	73	6	→	6	→
Cleanliness	75	76	74	69	73	65	68	73	74	82	9	→	8	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Attitudes and helpfulness of the staff	72	75	63	56	60	70	61	70	78	79	9	→	1	→
Connections with other forms of public transport	76	79	71	81	79	71	75	77	81	79	2	→	-2	→
Facilities for car parking	55	57	44	45	52	53	54	41	60	66	24	↑	6	→
Overall environment	71	69	64	56	61	58	67	62	64	73	11	↑	9	→
Your personal security whilst using the station	82	66	65	72	67	70	73	74	74	75	1	→	1	→
Availability of staff at the station	53	55	51	47	41	54	45	51	51	68	17	↑	18	↑
Shelter facilities	59	54	60	57	51	51	58	46	65	74	28	↑	9	→
Availability of seating	29	22	26	21	25	32	28	34	35	54	20	↑	19	↑
How request to station staff was handled	100	86	89	82	79	72	88	73	86	88	15	→	3	→
Choice of shops/eating/drinking facilities available	0	48	57	45	46	47	52	47	46	54	7	→	8	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	14	34	-	-	21	↑
TRAIN FACILITIES														
Overall satisfaction with the train	74	64	73	72	66	76	85	73	76	78	5	→	1	→
Frequency of the trains on that route	76	68	69	72	70	85	79	79	88	77	-2	→	-11	↓
Punctuality/reliability (i.e. the train arriving/departing on time)	75	58	76	75	58	73	63	69	71	72	3	→	1	→
Length of time the journey was scheduled to take (speed)	84	64	79	78	76	78	79	83	72	81	-2	→	9	↑
Connections with other train services	76	61	66	72	53	72	76	74	75	72	-1	→	-2	→
Value for money of the price of your ticket	22	20	18	24	26	27	21	26	33	47	21	↑	14	↑
Upkeep and repair of the train	88	78	77	75	74	78	77	77	75	71	-6	→	-4	→
Provision of information during the journey	73	59	63	63	64	74	64	69	66	70	1	→	4	→
Helpfulness and attitude of staff on train	61	47	44	58	52	65	55	63	52	65	2	→	13	→
Space for luggage	50	47	43	53	34	51	52	44	49	55	11	→	6	→
Toilet facilities	53	38	30	29	40	44	36	33	42	45	12	→	3	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Your personal security on board	90	74	74	83	68	77	86	71	83	74	3	→	-9	→
Cleanliness of the inside	82	76	76	74	70	78	75	75	73	75	-1	→	2	→
Cleanliness of the outside	81	74	80	75	71	78	76	74	75	73	-1	→	-2	→
Availability of staff on the train	48	27	24	29	24	41	32	32	37	43	11	→	7	→
How well train company deals with delays	42	24	20	25	27	24	21	51	36	39	-12	→	3	→
Level of crowding**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	23	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	17	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London Midland - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1014	1005	1058	984	1124	1072	1014	1023	1014	486				
Overall satisfaction with the journey	**84**	**82**	**84**	**82**	**83**	**84**	**87**	**86**	**86**	**88**	**2**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	76	73	75	75	74	76	80	83	85	80	-2	→	-5	→
Ticket buying facilities	74	73	75	74	74	79	76	78	77	76	-2	→	0	→
Provision of information about train times/platforms	85	80	80	81	80	82	87	87	86	87	1	→	2	→
Upkeep/repair of the station buildings/platforms	71	66	66	62	66	67	72	77	76	81	4	→	4	→
Cleanliness	75	70	74	72	71	76	76	82	80	81	-1	→	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Attitudes and helpfulness of the staff	73	70	73	73	69	72	79	79	77	80	1	→	3	→
Connections with other forms of public transport	68	71	65	64	68	64	67	72	74	75	3	→	2	→
Facilities for car parking	58	44	48	51	54	53	58	56	59	57	1	→	-2	→
Overall environment	69	60	66	62	63	66	71	75	75	77	2	→	3	→
Your personal security whilst using the station	70	66	66	65	67	70	73	72	71	69	-3	→	-2	→
Availability of staff at the station	56	55	56	55	54	58	63	67	65	64	-3	→	-1	→
Shelter facilities	72	64	68	66	69	66	71	72	76	74	2	→	-2	→
Availability of seating	54	47	52	52	51	54	54	55	57	60	5	→	3	→
How request to station staff was handled	88	81	84	88	80	89	91	92	87	95	4	→	9	→
Choice of shops/eating/drinking facilities available	0	41	45	43	43	44	47	53	48	55	2	→	7	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	30	37	-	-	8	→
TRAIN FACILITIES														
Overall satisfaction with the train	84	81	82	80	82	81	83	85	82	81	-3	→	-1	→
Frequency of the trains on that route	78	76	78	75	80	80	80	83	79	85	2	→	5	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	70	72	74	76	77	77	79	77	84	5	→	7	↑
Length of time the journey was scheduled to take (speed)	84	86	83	83	87	86	85	89	85	92	3	→	7	↑
Connections with other train services	76	72	73	72	78	76	77	80	75	77	-4	→	1	→
Value for money of the price of your ticket	54	54	55	52	56	57	60	58	57	61	3	→	4	→
Upkeep and repair of the train	84	80	79	79	69	78	76	75	72	74	-1	→	2	→
Provision of information during the journey	76	71	73	70	68	71	74	75	70	71	-4	→	1	→
Helpfulness and attitude of staff on train	66	59	64	62	61	65	63	70	63	61	-9	→	-2	→
Space for luggage	56	55	53	54	50	48	55	55	53	60	5	→	7	→
Toilet facilities	52	54	47	46	42	44	42	50	50	52	2	→	2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	71	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Your personal security on board	78	75	78	76	77	77	80	81	77	70	-11	↓	-7	↓
Cleanliness of the inside	83	76	77	75	71	76	74	76	74	75	-1	→	1	→
Cleanliness of the outside	83	77	79	75	76	76	78	76	80	73	-2	→	-6	↓
Availability of staff on the train	48	42	44	42	40	45	42	48	40	45	-3	→	4	→
How well train company deals with delays	46	33	39	35	37	36	44	41	49	43	2	→	-7	→
Level of crowding**	-	-	-	-	-	-	-	-	-	79	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	25	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	16	-	-	-	-

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*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London Overground - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	30	40	66	58	49	75	157	127	109	732				
Overall satisfaction with the journey	**96**	**86**	**88**	**92**	**88**	**90**	**81**	**75**	**88**	**88**	**13**	↑	**0**	→
STATION FACILITIES														
Overall satisfaction with the station	96	77	85	87	85	88	81	85	84	83	-2	→	-1	→
Ticket buying facilities	73	72	89	83	77	87	70	65	78	79	13	↑	0	→
Provision of information about train times/platforms	98	74	88	86	87	89	86	81	86	83	2	→	-3	→
Upkeep/repair of the station buildings/platforms	92	68	73	78	76	78	77	75	82	78	3	→	-4	→
Cleanliness	82	73	83	78	86	81	81	82	86	82	1	→	-4	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	37	-	-	-	-
Attitudes and helpfulness of the staff	80	68	88	85	81	83	73	79	80	77	-2	→	-3	→
Connections with other forms of public transport	72	82	76	83	91	87	77	84	76	81	-2	→	6	→
Facilities for car parking	64	69	55	50	58	59	28	34	29	32	-2	→	3	→
Overall environment	73	64	76	71	56	77	67	73	68	76	3	→	9	→
Your personal security whilst using the station	74	81	84	78	70	83	70	74	67	77	3	→	10	→
Availability of staff at the station	70	64	76	86	68	75	70	78	78	73	-4	→	-5	→
Shelter facilities	86	58	79	68	69	75	66	62	65	68	5	→	3	→
Availability of seating	63	51	59	60	64	65	50	35	49	53	18	↑	4	→
How request to station staff was handled	100	66	75	100	100	90	71	68	64	90	22	→	26	→
Choice of shops/eating/drinking facilities available	0	45	39	32	43	46	43	45	44	45	-1	→	1	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	28	35	-	-	8	→
TRAIN FACILITIES														
Overall satisfaction with the train	99	98	91	90	82	90	76	73	73	85	12	↑	12	↑
Frequency of the trains on that route	85	66	60	76	69	76	67	69	73	75	6	→	2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	99	74	89	91	84	92	75	62	77	82	20	↑	6	→
Length of time the journey was scheduled to take (speed)	91	68	79	83	88	87	78	83	85	85	2	→	0	→
Connections with other train services	92	69	78	77	87	90	77	71	74	78	7	→	4	→
Value for money of the price of your ticket	45	27	37	44	44	48	33	35	38	50	15	↑	12	→
Upkeep and repair of the train	94	94	96	95	94	93	74	68	60	85	17	↑	25	↑
Provision of information during the journey	96	90	90	74	94	85	63	64	72	81	16	↑	9	→
Helpfulness and attitude of staff on train	41	43	40	33	40	56	35	46	23	40	-6	→	17	→
Space for luggage	48	57	48	50	38	61	42	45	40	52	7	→	12	→
Toilet facilities	69	22	0	14	10	18	13	18	9	13	-5	→	4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	71	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	64	-	-	-	-
Your personal security on board	94	83	91	84	79	76	66	67	69	75	8	→	6	→
Cleanliness of the inside	86	91	93	92	86	94	73	73	70	85	13	↑	15	↑
Cleanliness of the outside	89	87	94	95	88	98	73	74	63	84	10	↑	20	↑
Availability of staff on the train	26	27	21	20	24	26	18	21	12	23	2	→	11	→
How well train company deals with delays	0	26	61	0	33	33	32	24	53	35	11	→	-18	→
Level of crowding**	-	-	-	-	-	-	-	-	-	63	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	19	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	13	-	-	-	-

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*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

London Overground - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1104	1071	996	1111	1146	1172	1165	1456	1419	740				
Overall satisfaction with the journey	**93**	**92**	**89**	**91**	**88**	**87**	**88**	**89**	**90**	**93**	**4**	↑	**3**	↑
STATION FACILITIES														
Overall satisfaction with the station	86	79	80	85	82	81	84	81	85	84	3	→	-1	→
Ticket buying facilities	77	70	68	73	74	71	69	71	75	76	5	→	1	→
Provision of information about train times/platforms	83	82	80	84	81	80	82	83	84	84	2	→	0	→
Upkeep/repair of the station buildings/platforms	78	77	71	77	74	77	77	76	78	79	3	→	2	→
Cleanliness	80	80	77	79	76	76	83	78	82	80	1	→	-2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	37	-	-	-	-
Attitudes and helpfulness of the staff	68	69	68	75	72	71	75	78	78	83	5	↑	5	↑
Connections with other forms of public transport	76	77	79	81	80	76	77	80	82	82	3	→	1	→
Facilities for car parking	32	33	31	42	32	25	30	33	30	35	1	→	5	→
Overall environment	77	71	68	72	71	68	74	71	75	75	4	→	0	→
Your personal security whilst using the station	73	68	70	76	71	68	73	71	76	76	5	→	0	→
Availability of staff at the station	62	63	60	66	62	61	68	72	72	73	1	→	2	→
Shelter facilities	70	60	62	66	66	65	66	64	71	73	9	↑	2	→
Availability of seating	57	45	45	52	48	52	49	53	55	62	8	↑	7	↑
How request to station staff was handled	86	84	84	77	80	89	88	83	82	92	9	→	9	→
Choice of shops/eating/drinking facilities available	0	38	40	42	40	37	45	42	39	49	6	→	10	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	34	42	-	-	8	→
TRAIN FACILITIES														
Overall satisfaction with the train	92	92	91	89	88	87	89	88	89	89	1	→	0	→
Frequency of the trains on that route	79	79	79	79	75	77	79	77	78	79	2	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	88	87	84	86	82	81	86	83	82	86	3	→	4	↑
Length of time the journey was scheduled to take (speed)	88	90	88	89	87	87	89	87	87	89	2	→	2	→
Connections with other train services	83	82	82	86	81	80	84	83	86	84	2	→	-1	→
Value for money of the price of your ticket	57	48	54	56	49	55	51	52	55	60	8	↑	5	→
Upkeep and repair of the train	94	92	93	94	93	90	88	90	91	87	-2	→	-3	↓
Provision of information during the journey	86	85	84	84	83	81	83	82	81	85	3	→	4	→
Helpfulness and attitude of staff on train	58	60	54	52	42	41	43	46	48	62	16	↑	14	↑
Space for luggage	62	58	57	59	50	48	53	54	55	62	8	↑	7	↑
Toilet facilities	16	12	14	22	12	14	12	17	15	17	0	→	2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	76	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	69	-	-	-	-
Your personal security on board	83	80	82	81	78	78	78	77	79	78	1	→	-1	→
Cleanliness of the inside	93	91	91	92	89	88	89	89	88	89	0	→	1	→
Cleanliness of the outside	92	89	91	91	89	86	88	86	85	86	0	→	1	→
Availability of staff on the train	43	42	37	30	24	24	21	27	30	29	2	→	-1	→
How well train company deals with delays	42	36	29	48	29	29	28	28	35	40	12	→	5	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	24	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	15	-	-	-	-

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Improved
Unchanged
Declined

South West Trains - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	285	377	388	408	511	506	395	336	471	953				
Overall satisfaction with the journey	**80**	**72**	**73**	**71**	**73**	**78**	**77**	**74**	**77**	**78**	**4**	→	**1**	→
STATION FACILITIES														
Overall satisfaction with the station	82	79	74	73	80	81	85	79	84	77	-2	→	-6	↓
Ticket buying facilities	82	77	79	71	73	76	70	76	78	81	6	→	3	→
Provision of information about train times/platforms	87	81	77	76	83	84	82	82	84	86	3	→	2	→
Upkeep/repair of the station buildings/platforms	71	71	63	61	71	71	70	69	74	67	-2	→	-7	↓
Cleanliness	75	75	67	70	74	74	72	70	77	71	1	→	-6	↓
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	32	-	-	-	-
Attitudes and helpfulness of the staff	64	72	73	66	68	70	65	67	71	74	7	→	4	→
Connections with other forms of public transport	84	82	78	76	78	79	75	76	77	75	-2	→	-3	→
Facilities for car parking	58	59	48	48	45	42	35	41	36	40	-1	→	5	→
Overall environment	74	73	63	64	71	73	67	68	76	71	3	→	-5	→
Your personal security whilst using the station	71	71	67	66	74	71	70	72	76	74	2	→	-2	→
Availability of staff at the station	54	56	57	56	58	57	54	51	63	62	10	↑	-1	→
Shelter facilities	64	64	57	58	68	64	68	58	65	70	12	↑	5	→
Availability of seating	24	24	25	28	28	32	28	28	35	44	16	↑	9	↑
How request to station staff was handled	80	74	95	66	91	88	71	91	78	82	-9	→	3	→
Choice of shops/eating/drinking facilities available	0	62	52	50	60	61	58	54	50	49	-5	→	-1	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	12	20	-	-	8	↑
TRAIN FACILITIES														
Overall satisfaction with the train	76	70	70	66	71	76	72	71	73	74	2	→	0	→
Frequency of the trains on that route	81	72	77	70	72	74	75	76	78	76	0	→	-2	→
Punctuality/reliability (i.e. the train arriving/departing on time)	89	72	80	71	73	72	73	68	70	71	3	→	1	→
Length of time the journey was scheduled to take (speed)	76	70	75	70	73	73	75	69	75	77	8	↑	2	→
Connections with other train services	72	67	75	66	70	70	69	69	69	72	3	→	3	→
Value for money of the price of your ticket	23	18	29	28	26	23	29	25	25	30	5	→	5	→
Upkeep and repair of the train	81	75	75	71	72	76	73	75	69	74	-1	→	5	→
Provision of information during the journey	72	72	69	65	70	68	67	66	65	72	6	→	7	↑
Helpfulness and attitude of staff on train	66	72	63	64	64	71	65	71	63	67	-4	→	4	→
Space for luggage	47	44	41	40	47	52	45	47	47	57	10	↑	10	↑
Toilet facilities	28	23	24	19	23	29	22	22	19	29	6	→	10	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	66	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	55	-	-	-	-
Your personal security on board	80	79	74	67	79	80	77	77	77	74	-4	→	-3	→
Cleanliness of the inside	74	73	74	71	72	75	69	73	71	73	1	→	2	→
Cleanliness of the outside	78	74	74	69	73	75	68	77	76	73	-4	→	-3	→
Availability of staff on the train	47	48	49	46	43	46	46	47	41	49	2	→	8	↑
How well train company deals with delays	53	43	28	31	31	27	34	24	33	36	12	→	3	→
Level of crowding**	-	-	-	-	-	-	-	-	-	56	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	26	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	10	-	-	-	-

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Unchanged
Declined

South West Trains - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2090	1627	1674	1536	1616	1681	1556	1654	1786	1390				
Overall satisfaction with the journey	**86**	**83**	**83**	**82**	**82**	**81**	**83**	**84**	**84**	**86**	**2**	→	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	77	73	74	76	76	77	79	79	81	82	2	→	1	→
Ticket buying facilities	72	73	70	72	76	74	79	82	81	81	0	→	0	→
Provision of information about train times/platforms	83	81	80	79	83	83	83	83	85	87	4	↑	3	→
Upkeep/repair of the station buildings/platforms	67	62	65	61	67	65	68	69	70	71	2	→	1	→
Cleanliness	70	67	67	65	71	69	70	73	72	75	2	→	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	39	-	-	-	-
Attitudes and helpfulness of the staff	68	67	68	71	69	70	70	71	73	79	8	↑	6	↑
Connections with other forms of public transport	76	74	71	72	75	75	75	81	79	87	6	↑	8	↑
Facilities for car parking	55	47	45	41	45	48	51	50	48	48	-2	→	0	→
Overall environment	66	61	64	64	65	65	69	68	73	77	9	↑	4	↑
Your personal security whilst using the station	68	66	67	69	71	69	72	71	74	76	5	↑	2	→
Availability of staff at the station	52	54	53	58	55	55	56	58	61	62	4	→	1	→
Shelter facilities	65	60	64	61	64	62	67	65	70	75	9	↑	4	→
Availability of seating	44	41	38	38	39	39	40	45	42	45	0	→	3	→
How request to station staff was handled	83	75	84	87	79	88	83	84	75	86	2	→	11	↑
Choice of shops/eating/drinking facilities available	0	50	50	52	53	52	53	52	52	66	14	↑	15	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	23	34	-	-	11	↑
TRAIN FACILITIES														
Overall satisfaction with the train	84	81	81	80	80	79	82	81	82	82	1	→	0	→
Frequency of the trains on that route	76	74	71	75	75	74	77	78	78	79	1	→	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	85	78	80	78	80	77	79	77	76	83	6	↑	7	↑
Length of time the journey was scheduled to take (speed)	83	83	81	82	83	80	83	82	85	84	3	→	0	→
Connections with other train services	74	75	73	73	75	75	76	76	77	80	5	↑	4	→
Value for money of the price of your ticket	40	37	39	39	42	38	43	45	44	50	5	↑	6	↑
Upkeep and repair of the train	79	79	78	77	76	76	77	76	76	77	1	→	2	→
Provision of information during the journey	75	73	73	71	72	72	73	74	71	75	1	→	5	↑
Helpfulness and attitude of staff on train	71	69	70	68	66	67	67	69	69	77	9	↑	8	↑
Space for luggage	57	56	52	57	56	55	55	58	56	67	9	↑	11	↑
Toilet facilities	37	32	31	34	33	33	33	36	34	36	0	→	2	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	74	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Your personal security on board	81	80	80	82	78	80	80	80	80	79	-1	→	-1	→
Cleanliness of the inside	77	74	72	74	74	72	73	75	76	75	0	→	-1	→
Cleanliness of the outside	79	76	76	74	75	75	76	77	79	76	-1	→	-3	→
Availability of staff on the train	54	51	53	50	51	51	52	54	54	58	4	→	4	→
How well train company deals with delays	48	45	41	37	44	40	43	37	40	42	6	→	2	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	38	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	16	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Southeastern - % saying satisfied/good

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	515	651	597	651	662	655	542	680	625	770				
Overall satisfaction with the journey	**79**	**68**	**79**	**65**	**63**	**64**	**65**	**60**	**66**	**77**	**17**	↑	**11**	↑
STATION FACILITIES														
Overall satisfaction with the station	74	71	78	74	74	74	71	70	77	78	8	↑	1	→
Ticket buying facilities	64	63	70	69	70	73	68	71	70	71	0	→	1	→
Provision of information about train times/platforms	79	74	82	71	73	79	72	72	78	83	11	↑	5	→
Upkeep/repair of the station buildings/platforms	66	64	67	60	67	67	62	60	72	70	10	↑	-2	→
Cleanliness	71	68	71	67	70	72	71	67	77	78	10	↑	1	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	54	-	-	-	-
Attitudes and helpfulness of the staff	64	62	64	62	64	73	70	65	72	79	13	↑	7	↑
Connections with other forms of public transport	83	76	80	78	77	76	78	75	75	73	-2	→	-2	→
Facilities for car parking	36	36	34	27	33	33	38	38	43	47	9	→	5	→
Overall environment	63	65	66	60	66	66	63	59	66	75	15	↑	9	↑
Your personal security whilst using the station	64	66	67	63	71	69	66	66	66	71	6	→	5	→
Availability of staff at the station	59	58	58	60	60	67	64	62	71	73	11	↑	2	→
Shelter facilities	65	53	63	59	62	59	64	56	67	65	8	↑	-3	→
Availability of seating	33	30	29	23	27	30	31	25	32	44	19	↑	11	↑
How request to station staff was handled	74	78	81	78	67	79	68	67	77	89	22	↑	13	→
Choice of shops/eating/drinking facilities available	0	41	35	37	45	41	38	34	40	46	12	↑	5	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	22	18	-	-	-4	→
TRAIN FACILITIES														
Overall satisfaction with the train	73	67	71	64	61	59	64	59	68	71	12	↑	3	→
Frequency of the trains on that route	74	70	72	71	69	66	63	56	61	67	12	↑	7	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	82	67	75	60	64	63	56	46	62	68	21	↑	6	→
Length of time the journey was scheduled to take (speed)	82	73	77	68	67	70	67	59	66	71	12	↑	5	→
Connections with other train services	74	68	66	64	66	59	58	53	54	67	14	↑	12	↑
Value for money of the price of your ticket	29	20	22	18	21	23	24	18	26	28	10	↑	2	→
Upkeep and repair of the train	70	64	66	60	57	63	62	60	61	68	8	↑	7	↑
Provision of information during the journey	63	62	58	51	53	59	60	52	57	65	13	↑	8	↑
Helpfulness and attitude of staff on train	46	50	48	34	47	40	45	43	42	49	6	→	7	→
Space for luggage	37	41	39	33	34	33	42	35	38	51	16	↑	13	↑
Toilet facilities	19	23	24	17	20	20	19	19	19	35	16	↑	15	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	58	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Your personal security on board	69	65	70	59	69	68	73	63	67	69	6	→	2	→
Cleanliness of the inside	67	63	66	62	61	62	64	62	66	72	11	↑	7	↑
Cleanliness of the outside	66	59	64	63	59	62	63	60	64	68	8	↑	4	→
Availability of staff on the train	26	28	23	15	24	23	24	23	21	31	9	↑	10	↑
How well train company deals with delays	23	32	21	14	17	29	21	20	20	35	14	↑	14	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	56	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	12	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	16	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Southeastern - % saying satisfied/good

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	1156	1036	1075	1001	1044	1196	1038	1024	1052	788				
Overall satisfaction with the journey	**87**	**84**	**87**	**78**	**81**	**81**	**81**	**76**	**82**	**84**	**8**	↑	**2**	→
STATION FACILITIES														
Overall satisfaction with the station	76	74	78	73	77	79	79	70	78	77	7	↑	-1	→
Ticket buying facilities	71	76	74	71	69	71	77	73	81	78	5	→	-3	→
Provision of information about train times/platforms	78	78	84	77	79	79	83	77	82	86	9	↑	3	→
Upkeep/repair of the station buildings/platforms	70	66	69	65	69	71	73	64	73	72	8	↑	-1	→
Cleanliness	74	71	73	69	74	75	77	71	76	79	7	↑	2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	53	-	-	-	-
Attitudes and helpfulness of the staff	70	67	72	71	71	76	74	69	80	80	10	↑	-1	→
Connections with other forms of public transport	73	77	73	72	74	73	75	69	78	77	8	↑	-1	→
Facilities for car parking	46	51	49	58	47	54	49	46	57	55	9	→	-2	→
Overall environment	66	64	68	62	66	67	71	58	70	75	16	↑	5	→
Your personal security whilst using the station	68	63	67	63	66	67	73	62	71	75	13	↑	4	→
Availability of staff at the station	58	56	61	57	63	67	65	57	68	71	14	↑	3	→
Shelter facilities	68	62	69	60	65	64	68	57	69	71	14	↑	2	→
Availability of seating	47	49	45	44	45	48	51	39	52	55	16	↑	3	→
How request to station staff was handled	85	80	83	79	89	88	89	82	92	87	5	→	-5	→
Choice of shops/eating/drinking facilities available	0	42	41	42	43	43	44	33	36	47	14	↑	11	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	21	25	-	-	4	→
TRAIN FACILITIES														
Overall satisfaction with the train	83	79	83	78	77	78	80	72	80	80	8	↑	-1	→
Frequency of the trains on that route	78	78	79	74	76	71	70	66	73	76	9	↑	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	87	83	83	74	78	78	74	63	72	75	12	↑	4	→
Length of time the journey was scheduled to take (speed)	87	84	86	81	82	82	80	75	81	81	6	↑	0	→
Connections with other train services	79	75	78	72	76	70	68	64	75	78	14	↑	3	→
Value for money of the price of your ticket	42	37	41	38	46	39	42	40	42	48	8	↑	5	→
Upkeep and repair of the train	78	73	74	73	69	69	70	67	76	74	7	↑	-2	→
Provision of information during the journey	74	73	72	69	66	69	69	64	70	74	10	↑	5	→
Helpfulness and attitude of staff on train	57	61	57	55	57	59	54	53	55	50	-3	→	-5	→
Space for luggage	53	51	54	53	51	55	53	45	53	52	7	↑	-1	→
Toilet facilities	35	41	37	36	33	37	29	30	34	39	8	→	5	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	67	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Your personal security on board	76	72	76	72	72	73	74	72	76	68	-4	→	-7	↓
Cleanliness of the inside	76	70	75	72	69	71	71	70	75	76	6	↑	1	→
Cleanliness of the outside	73	68	74	71	70	73	77	69	76	73	3	→	-4	→
Availability of staff on the train	36	38	37	37	34	37	31	28	32	26	-2	→	-6	→
How well train company deals with delays	48	32	37	38	26	26	39	36	35	37	1	→	2	→
Level of crowding**	-	-	-	-	-	-	-	-	-	81	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	22	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	20	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Southern - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	489	386	502	585	499	562	377	425	264	550				
Overall satisfaction with the journey	**75**	**71**	**67**	**72**	**67**	**57**	**71**	**60**	**51**	**66**	**6**	→	**15**	↑
STATION FACILITIES														
Overall satisfaction with the station	78	65	73	72	74	67	74	66	65	71	4	→	5	→
Ticket buying facilities	65	54	64	61	58	60	68	59	58	73	14	↑	15	↑
Provision of information about train times/platforms	81	72	78	71	72	62	74	69	62	73	4	→	11	↑
Upkeep/repair of the station buildings/platforms	62	51	57	55	61	59	67	55	63	63	8	↑	0	→
Cleanliness	69	61	66	65	71	71	73	69	69	69	1	→	0	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	39	-	-	-	-
Attitudes and helpfulness of the staff	65	53	57	59	60	60	60	56	60	66	10	↑	6	→
Connections with other forms of public transport	82	74	80	81	73	74	77	70	71	77	7	→	6	→
Facilities for car parking	29	27	22	33	27	21	32	23	31	42	18	↑	11	→
Overall environment	62	56	60	60	62	57	67	57	62	64	8	↑	3	→
Your personal security whilst using the station	69	62	67	68	66	65	70	65	72	67	2	→	-5	→
Availability of staff at the station	52	47	54	52	50	53	55	54	50	61	6	→	10	↑
Shelter facilities	72	55	64	61	65	61	66	61	62	65	4	→	3	→
Availability of seating	23	19	23	22	27	22	30	26	20	44	18	↑	24	↑
How request to station staff was handled	62	74	69	82	69	68	73	67	72	82	15	→	10	→
Choice of shops/eating/drinking facilities available	0	50	49	47	51	55	51	45	34	47	2	→	13	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	16	23	-	-	7	→
TRAIN FACILITIES														
Overall satisfaction with the train	72	64	68	75	74	68	73	59	60	64	5	→	4	→
Frequency of the trains on that route	69	63	67	68	66	55	65	57	43	63	6	→	21	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	75	60	65	55	57	41	56	44	30	49	5	→	20	↑
Length of time the journey was scheduled to take (speed)	82	71	72	73	70	61	70	57	53	69	12	↑	17	↑
Connections with other train services	78	66	71	64	66	59	63	53	50	62	9	↑	12	↑
Value for money of the price of your ticket	32	23	28	29	24	21	30	24	24	31	7	↑	7	→
Upkeep and repair of the train	71	60	65	76	75	70	72	66	68	63	-4	→	-6	→
Provision of information during the journey	69	65	69	71	65	67	71	65	58	66	1	→	7	→
Helpfulness and attitude of staff on train	42	37	52	49	39	43	38	32	34	51	19	↑	17	↑
Space for luggage	33	36	42	41	35	34	32	33	36	42	10	↑	7	→
Toilet facilities	28	28	28	45	33	35	36	25	39	32	7	→	-7	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	54	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	50	-	-	-	-
Your personal security on board	73	66	70	74	72	71	73	68	71	65	-4	→	-6	→
Cleanliness of the inside	73	65	68	77	74	72	74	66	69	61	-5	→	-8	↓
Cleanliness of the outside	72	57	68	72	71	71	73	64	65	60	-4	→	-5	→
Availability of staff on the train	18	17	26	25	19	22	23	17	19	31	14	↑	12	↑
How well train company deals with delays	22	23	35	27	26	16	21	20	12	21	0	→	8	→
Level of crowding**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	14	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	20	-	-	-	-

* Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the

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Improved
Unchanged
Declined

Southern - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	2150	1727	1719	1594	1740	1970	1161	1326	1103	579				
Overall satisfaction with the journey	**83**	**80**	**79**	**80**	**81**	**77**	**79**	**72**	**69**	**79**	**6**	↑	**10**	↑
STATION FACILITIES														
Overall satisfaction with the station	78	75	76	75	77	73	74	69	76	76	6	↑	-1	→
Ticket buying facilities	71	74	70	70	71	70	67	64	72	71	7	→	-1	→
Provision of information about train times/platforms	80	77	79	77	79	76	77	74	75	79	6	↑	4	→
Upkeep/repair of the station buildings/platforms	70	65	68	63	68	61	66	61	71	68	8	↑	-2	→
Cleanliness	76	71	74	72	74	70	73	68	76	74	7	↑	-2	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	46	-	-	-	-
Attitudes and helpfulness of the staff	73	71	69	71	73	72	71	66	72	74	7	↑	1	→
Connections with other forms of public transport	79	75	76	79	77	75	74	74	74	78	5	→	4	→
Facilities for car parking	43	42	43	43	49	47	47	40	48	41	1	→	-7	→
Overall environment	69	63	66	62	66	63	63	60	69	69	9	↑	0	→
Your personal security whilst using the station	70	67	67	68	68	68	65	64	67	71	7	↑	4	→
Availability of staff at the station	62	61	59	60	61	61	59	54	54	60	7	↑	6	↑
Shelter facilities	69	62	66	62	70	63	66	59	68	73	14	↑	4	→
Availability of seating	42	43	43	44	44	44	39	36	42	49	13	↑	6	↑
How request to station staff was handled	84	76	84	82	84	82	85	78	77	87	9	→	9	→
Choice of shops/eating/drinking facilities available	0	42	46	47	51	44	44	40	46	56	16	↑	10	↑
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	31	29	-	-	-2	→
TRAIN FACILITIES														
Overall satisfaction with the train	81	78	79	78	82	78	82	71	73	75	4	→	2	→
Frequency of the trains on that route	76	71	75	75	75	70	72	64	60	68	4	→	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	77	75	76	69	72	61	68	55	48	66	11	↑	18	↑
Length of time the journey was scheduled to take (speed)	84	82	83	82	81	76	78	72	72	75	3	→	3	→
Connections with other train services	77	76	73	77	75	68	72	61	63	70	9	↑	7	↑
Value for money of the price of your ticket	44	40	43	43	45	41	44	38	42	47	9	↑	5	→
Upkeep and repair of the train	72	71	71	76	77	78	76	70	72	70	0	→	-2	→
Provision of information during the journey	76	74	73	75	76	75	74	69	70	74	5	↑	4	→
Helpfulness and attitude of staff on train	59	59	59	59	57	60	60	50	56	61	11	↑	5	→
Space for luggage	48	45	44	48	49	50	44	42	48	51	9	↑	3	→
Toilet facilities	38	36	33	39	43	46	43	34	41	41	6	→	0	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	63	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	59	-	-	-	-
Your personal security on board	76	76	76	75	79	77	75	72	74	72	0	→	-3	→
Cleanliness of the inside	74	71	72	75	78	77	76	71	73	73	2	→	0	→
Cleanliness of the outside	71	69	72	73	76	72	78	66	72	70	4	→	-2	→
Availability of staff on the train	38	38	39	39	41	41	39	30	34	39	8	↑	4	→
How well train company deals with delays	42	32	40	37	40	32	34	27	26	38	11	↑	11	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	77	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	18	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	25	-	-	-	-

* Part of the Govia Thameslink Railway franchise. Up to and including Spring 2015 Southern included the

**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

TfL Rail - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	85	58	156	52	92	112	60	27	53	72				
Overall satisfaction with the journey	**75**	**69**	**73**	**74**	**71**	**70**	**95**	**76**	**71**	**75**	**-1**	→	**4**	→
STATION FACILITIES														
Overall satisfaction with the station	76	71	82	80	75	78	90	92	84	75	-17	→	-9	→
Ticket buying facilities	73	62	78	82	68	69	79	79	77	77	-2	→	0	→
Provision of information about train times/platforms	80	74	76	77	70	73	83	100	80	88	-12	→	8	→
Upkeep/repair of the station buildings/platforms	70	67	70	56	62	68	83	87	73	72	-14	→	0	→
Cleanliness	77	59	75	64	71	70	86	91	80	71	-19	→	-9	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	27	-	-	-	-
Attitudes and helpfulness of the staff	59	43	64	68	62	73	80	76	79	72	-4	→	-6	→
Connections with other forms of public transport	84	80	85	77	84	88	86	93	91	88	-5	→	-3	→
Facilities for car parking	53	41	43	45	24	35	14	0	11	32	32	→	21	→
Overall environment	71	64	74	62	54	62	78	78	77	60	-18	→	-17	→
Your personal security whilst using the station	73	52	69	62	71	67	66	82	79	53	-28	↓	-26	↓
Availability of staff at the station	48	47	50	61	47	51	75	75	81	73	-2	→	-7	→
Shelter facilities	65	66	59	72	68	67	70	79	75	65	-14	→	-9	→
Availability of seating	41	32	41	45	37	30	41	21	26	46	25	↑	20	↑
How request to station staff was handled	28	84	47	100	86	85	100	100	54	76	-24	→	22	→
Choice of shops/eating/drinking facilities available	0	47	52	44	55	51	71	72	69	42	-30	↓	-26	↓
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	21	28	-	-	7	→
TRAIN FACILITIES														
Overall satisfaction with the train	64	57	58	75	58	62	82	67	69	71	4	→	1	→
Frequency of the trains on that route	85	79	83	85	81	84	88	84	76	76	-8	→	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	82	57	73	79	78	69	85	92	66	78	-14	→	12	→
Length of time the journey was scheduled to take (speed)	83	63	76	71	74	74	84	94	70	87	-7	→	17	↑
Connections with other train services	92	59	73	85	83	79	86	91	74	74	-16	→	1	→
Value for money of the price of your ticket	29	18	16	23	29	16	43	22	26	45	23	→	20	↑
Upkeep and repair of the train	52	37	44	54	45	45	69	79	70	61	-18	→	-9	→
Provision of information during the journey	43	39	51	48	57	48	75	50	45	84	34	↑	39	↑
Helpfulness and attitude of staff on train	40	14	23	58	18	12	53	20	27	50	29	→	23	→
Space for luggage	39	32	35	59	19	36	41	35	42	58	23	→	16	→
Toilet facilities	20	5	13	25	18	10	0	0	0	11	11	→	11	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	44	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	60	-	-	-	-
Your personal security on board	56	51	61	60	54	47	48	63	58	57	-6	→	0	→
Cleanliness of the inside	53	43	54	58	52	50	80	71	78	78	7	→	0	→
Cleanliness of the outside	47	43	48	59	49	39	65	70	54	74	5	→	20	↑
Availability of staff on the train	16	3	5	24	3	11	23	16	10	29	13	→	19	→
How well train company deals with delays	18	0	15	32	30	14	33	0	56	74	-	-	18	→
Level of crowding**	-	-	-	-	-	-	-	-	-	57	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	18	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	16	-	-	-	-

**Attribute added for the first time in Spring 2017, so no historical comparisons yet

Improved
Unchanged
Declined

TfL Rail - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	339	301	353	132	130	137	256	235	182	67				
Overall satisfaction with the journey	**82**	**77**	**82**	**83**	**79**	**84**	**82**	**79**	**82**	**97**	**18**	↑	**15**	↑
STATION FACILITIES														
Overall satisfaction with the station	75	78	77	81	79	77	79	72	82	90	18	↑	8	→
Ticket buying facilities	71	75	69	77	59	61	74	68	80	94	26	↑	14	→
Provision of information about train times/platforms	78	77	83	86	74	71	80	75	82	87	12	→	5	→
Upkeep/repair of the station buildings/platforms	63	67	69	66	68	73	68	62	69	78	15	→	8	→
Cleanliness	70	71	73	73	71	78	76	71	76	84	13	→	8	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Attitudes and helpfulness of the staff	68	69	75	74	76	78	77	79	82	93	14	→	11	→
Connections with other forms of public transport	81	81	83	87	81	87	83	81	85	92	12	→	7	→
Facilities for car parking	45	42	48	56	45	56	43	42	53	56	15	→	3	→
Overall environment	66	63	70	69	72	70	66	62	70	80	18	↑	10	→
Your personal security whilst using the station	65	60	68	71	63	71	72	67	77	66	-1	→	-11	→
Availability of staff at the station	52	58	64	55	60	71	72	73	73	82	10	→	9	→
Shelter facilities	61	55	66	60	67	58	64	56	72	80	24	↑	9	→
Availability of seating	48	42	45	49	45	52	49	44	46	52	8	→	6	→
How request to station staff was handled	82	77	89	89	61	100	91	82	82	100	18	→	18	→
Choice of shops/eating/drinking facilities available	0	42	48	46	49	49	44	42	47	51	9	→	4	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	32	27	-	-	-5	→
TRAIN FACILITIES														
Overall satisfaction with the train	70	70	70	69	72	73	76	71	79	89	18	↑	9	→
Frequency of the trains on that route	82	81	86	81	85	93	86	87	82	85	-1	→	3	→
Punctuality/reliability (i.e. the train arriving/departing on time)	86	73	79	74	77	80	84	84	82	93	9	→	11	→
Length of time the journey was scheduled to take (speed)	87	85	85	84	84	89	85	83	87	84	1	→	-3	→
Connections with other train services	79	77	79	87	77	90	87	82	85	86	4	→	1	→
Value for money of the price of your ticket	41	42	41	45	42	45	47	47	45	39	-8	→	-6	→
Upkeep and repair of the train	53	47	55	52	45	52	63	64	68	74	10	→	6	→
Provision of information during the journey	58	58	54	48	65	76	66	71	77	85	14	→	8	→
Helpfulness and attitude of staff on train	35	40	33	27	22	45	34	28	44	17	-10	→	-27	↓
Space for luggage	47	43	45	48	40	54	40	46	57	40	-6	→	-17	→
Toilet facilities	30	26	14	17	7	5	11	12	11	7	-5	→	-4	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	53	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	47	-	-	-	-
Your personal security on board	64	60	63	67	64	66	64	60	73	62	2	→	-11	→
Cleanliness of the inside	56	51	60	54	55	65	72	72	76	82	10	→	6	→
Cleanliness of the outside	55	42	53	41	46	48	63	61	67	71	10	→	3	→
Availability of staff on the train	18	20	10	11	13	29	22	15	21	15	1	→	-6	→
How well train company deals with delays	42	31	41	73	62	18	41	41	60	100	59	→	40	→
Level of crowding**	-	-	-	-	-	-	-	-	-	75	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	26	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	7	-	-	-	-

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Improved
Unchanged
Declined

Thameslink - % saying satisfied/good*

Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	402	406	360	462	323	422	434	468	385	488				
Overall satisfaction with the journey	**73**	**66**	**70**	**69**	**63**	**62**	**63**	**67**	**61**	**68**	**0**	→	**6**	→
STATION FACILITIES														
Overall satisfaction with the station	81	74	80	80	79	79	79	77	83	79	2	→	-4	→
Ticket buying facilities	73	70	69	73	67	60	65	62	67	71	9	→	4	→
Provision of information about train times/platforms	81	74	79	78	73	74	78	73	75	80	7	↑	5	→
Upkeep/repair of the station buildings/platforms	67	66	75	74	75	75	71	75	82	77	2	→	-5	→
Cleanliness	76	73	78	79	80	78	80	80	85	80	0	→	-4	→
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	36	-	-	-	-
Attitudes and helpfulness of the staff	70	62	73	75	68	74	76	69	74	76	6	→	2	→
Connections with other forms of public transport	82	82	77	81	80	80	80	78	79	79	1	→	-1	→
Facilities for car parking	55	44	48	36	44	34	28	28	25	43	15	→	18	↑
Overall environment	73	67	73	71	72	76	72	72	81	75	3	→	-6	→
Your personal security whilst using the station	73	72	77	71	75	72	71	73	74	75	2	→	2	→
Availability of staff at the station	69	61	63	66	66	68	62	61	63	64	2	→	1	→
Shelter facilities	64	58	67	67	69	70	67	65	73	71	6	→	-2	→
Availability of seating	36	32	42	42	38	41	45	40	42	49	9	↑	7	→
How request to station staff was handled	85	84	68	70	73	74	89	74	79	73	-1	→	-6	→
Choice of shops/eating/drinking facilities available	0	35	49	48	49	44	42	41	39	42	1	→	3	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	22	38	-	-	17	↑
TRAIN FACILITIES														
Overall satisfaction with the train	67	57	63	59	60	60	64	63	62	66	3	→	4	→
Frequency of the trains on that route	75	68	72	66	64	60	65	64	61	69	5	→	7	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	60	66	59	55	42	51	51	43	59	8	→	16	↑
Length of time the journey was scheduled to take (speed)	77	72	72	75	65	62	69	66	63	70	4	→	7	→
Connections with other train services	73	72	70	67	74	60	73	62	68	73	11	↑	5	→
Value for money of the price of your ticket	23	23	26	24	29	24	30	22	26	23	1	→	-2	→
Upkeep and repair of the train	56	49	55	53	52	54	61	63	63	73	9	↑	10	↑
Provision of information during the journey	49	39	39	41	41	43	49	50	50	65	15	↑	15	↑
Helpfulness and attitude of staff on train	38	25	24	28	27	25	36	20	22	40	20	↑	18	↑
Space for luggage	39	35	35	33	28	34	37	38	36	57	19	↑	22	↑
Toilet facilities	26	27	34	27	30	20	32	29	41	53	24	↑	12	→
Comfort of the seats**	-	-	-	-	-	-	-	-	-	48	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	61	-	-	-	-
Your personal security on board	67	65	66	67	60	64	71	70	68	71	1	→	3	→
Cleanliness of the inside	62	56	60	58	56	63	66	64	68	77	13	↑	8	↑
Cleanliness of the outside	49	49	56	52	54	59	67	62	65	72	9	↑	7	→
Availability of staff on the train	12	7	8	12	9	8	13	11	9	11	0	→	2	→
How well train company deals with delays	19	24	32	28	19	17	23	23	18	21	-1	→	3	→
Level of crowding**	-	-	-	-	-	-	-	-	-	54	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	15	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	13	-	-	-	-

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*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Thameslink - % saying satisfied/good*

Off-Peak	Autumn 2012	Spring 2013	Autumn 2013	Spring 2014	Autumn 2014	Spring 2015	Autumn 2015	Spring 2016	Autumn 2016	Spring 2017	Improvement/ decline in % satisfied or good since Spring 2016: % change	Improvement/ decline in % satisfied or good since Spring 2016: significant change	Improvement/ decline in % satisfied or good since Autumn 2016: % change	Improvement/ decline in % satisfied or good since Autumn 2016: significant change
Sample size	806	699	662	685	650	783	647	692	638	472				
Overall satisfaction with the journey	**83**	**77**	**82**	**82**	**77**	**73**	**78**	**77**	**79**	**83**	**6**	→	**4**	→
STATION FACILITIES														
Overall satisfaction with the station	77	71	77	74	77	73	72	74	79	83	9	↑	4	→
Ticket buying facilities	66	71	76	69	68	68	66	70	66	72	2	→	6	→
Provision of information about train times/platforms	78	79	81	79	80	72	77	74	75	86	13	↑	12	↑
Upkeep/repair of the station buildings/platforms	63	63	74	71	69	67	68	70	74	78	8	↑	4	→
Cleanliness	72	70	81	76	74	73	73	77	75	85	8	↑	10	↑
Toilet facilities at the station**	-	-	-	-	-	-	-	-	-	54	-	-	-	-
Attitudes and helpfulness of the staff	68	65	75	71	71	65	74	71	75	79	7	→	4	→
Connections with other forms of public transport	78	72	80	77	77	75	75	79	81	88	9	↑	7	→
Facilities for car parking	40	40	52	57	47	45	43	41	50	63	22	↑	13	→
Overall environment	65	64	74	68	65	65	64	65	74	76	10	↑	2	→
Your personal security whilst using the station	68	67	71	68	67	68	70	68	74	73	5	→	-1	→
Availability of staff at the station	59	49	58	57	57	52	58	58	64	63	5	→	0	→
Shelter facilities	64	56	67	62	65	58	68	61	74	73	11	↑	-1	→
Availability of seating	42	41	44	46	53	47	44	44	51	59	16	↑	8	→
How request to station staff was handled	85	80	86	89	88	86	70	92	89	89	-3	→	0	→
Choice of shops/eating/drinking facilities available	0	36	38	39	41	41	41	47	45	54	6	→	9	→
Availability of Wi-Fi***	-	-	-	-	-	-	-	-	33	50	-	-	16	↑
TRAIN FACILITIES														
Overall satisfaction with the train	76	68	76	74	72	69	75	75	77	81	6	→	4	→
Frequency of the trains on that route	81	76	78	79	74	70	73	66	66	74	8	↑	8	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	80	70	75	77	66	58	65	59	63	73	13	↑	10	↑
Length of time the journey was scheduled to take (speed)	86	81	83	85	80	79	81	75	79	84	9	↑	6	→
Connections with other train services	79	73	78	78	73	65	76	71	70	80	9	↑	10	↑
Value for money of the price of your ticket	45	34	45	44	46	38	43	41	43	53	12	↑	10	↑
Upkeep and repair of the train	63	53	65	61	61	62	70	68	69	75	7	→	6	→
Provision of information during the journey	46	40	57	49	48	48	55	50	52	66	16	↑	14	↑
Helpfulness and attitude of staff on train	35	35	43	35	40	34	34	33	34	53	20	↑	20	↑
Space for luggage	46	42	47	46	42	51	46	49	53	56	8	→	4	→
Toilet facilities	30	27	36	33	30	35	40	35	43	61	25	↑	18	↑
Comfort of the seats**	-	-	-	-	-	-	-	-	-	62	-	-	-	-
Step or gap between the train and the platform**	-	-	-	-	-	-	-	-	-	65	-	-	-	-
Your personal security on board	75	68	70	72	69	67	74	71	71	75	5	→	4	→
Cleanliness of the inside	69	55	68	65	67	66	71	71	76	77	6	→	1	→
Cleanliness of the outside	57	48	64	62	62	62	72	62	71	76	14	↑	6	→
Availability of staff on the train	12	12	17	17	16	14	14	16	14	22	6	→	8	→
How well train company deals with delays	27	29	46	34	35	24	26	31	26	46	15	→	20	↑
Level of crowding**	-	-	-	-	-	-	-	-	-	82	-	-	-	-
Availability of Wi-Fi**	-	-	-	-	-	-	-	-	-	27	-	-	-	-
Availability of power sockets**	-	-	-	-	-	-	-	-	-	15	-	-	-	-

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Improved ↑
Unchanged →
Declined ↓

Overall satisfaction with the journey

	sample size	% satisfied/ good	significant change
Arriva Trains Wales - Cardiff and Valleys	299	77	→
Arriva Trains Wales - Interurban	339	81	→
Arriva Trains Wales - Mid Wales and Borders	340	89	→
Arriva Trains Wales - North Wales and Borders	105	92	→
Arriva Trains Wales - South Wales and Borders/West Wales	142	86	→
c2c - Southend Line	598	90	↑
c2c - Tilbury Line	318	88	↑
Chiltern Railways - Commuter	291	92	-
Chiltern Railways - Metro	321	89	-
Chiltern Railways - Oxford	150	90	-
Chiltern Railways - West Midlands	272	96	-
CrossCountry - East - West	316	86	-
CrossCountry - North - South Manchester	330	90	-
CrossCountry - North - South Scotland and North East	559	88	-
East Midlands Trains - Liverpool - Norwich	232	90	→
East Midlands Trains - Local	231	87	→
East Midlands Trains - London	605	89	→
Gatwick Express*	510	88	↑
Grand Central - London - Bradford	223	96	→
Grand Central - London - Sunderland	642	93	→
Great Northern*	563	79	→
Great Western Railway - Long Distance	746	84	→
Great Western Railway - London Thames Valley	377	78	→
Great Western Railway - West	334	84	→
Greater Anglia - Intercity**	207	88	→
Greater Anglia - Mainline**	453	78	→
Greater Anglia - Rural**	151	87	↑
Greater Anglia - Stansted Express**	100	88	→
Greater Anglia - West Anglia Outer/West Anglia**	409	85	↑
Heathrow Connect	428	90	↑
Heathrow Express	492	97	↑
First Hull Trains	677	97	↑
London Midland - London Commuter	212	81	→
London Midland - West Coast	204	85	→
London Midland - West Midlands	527	85	→
London Overground - Gospel Oak - Barking	81	91	→
London Overground - Highbury and Islington - Croydon/Clapham	482	90	→
London Overground - Richmond/Clapham - Stratford	418	92	→
London Overground - Watford - Euston	163	93	→
London Overground - West Anglia	279	86	↑
Merseyrail - Northern	526	91	→
Merseyrail - Wirral	171	97	→

	sample size	% satisfied/ good	significant change
Northern - Central**	354	81	-
Northern - East**	671	82	-
Northern - North East**	140	87	-
Northern - West**	200	89	-
ScotRail - Interurban	483	87	→
ScotRail - Rural	82	86	→
ScotRail - Strathclyde	348	92	→
ScotRail - Urban	291	85	→
South West Trains - Island Line	110	88	→
South West Trains - Longer distance	808	84	→
South West Trains - Metro	746	80	→
South West Trains - Outer Suburban and Local	634	82	→
Southeastern - High Speed	220	93	↑
Southeastern - Mainline	516	78	↑
Southeastern - Metro	792	80	↑
Southern - Metro*	488	72	→
Southern - Sussex Coast*	613	72	→
TfL Rail	137	87	→
Thameslink - Loop*	275	79	→
Thameslink - Kent*	192	63	-
Thameslink - North/South*	463	80	-
TransPennine Express - North**	600	86	→
TransPennine Express - North West**	164	85	→
TransPennine Express - South**	88	87	→
Virgin Trains - London - Birmingham - Scotland	270	90	→
Virgin Trains - London - Liverpool	126	87	→
Virgin Trains - London - Manchester	277	97	→
Virgin Trains - London - North Wales	94	96	→
Virgin Trains - London - Scotland	145	89	→
Virgin Trains - London - Wolverhampton	273	90	→
Virgin Trains East Coast - London - Leeds and West Yorkshire	351	90	-
Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	259	91	-
Virgin Trains East Coast - London - Scotland	605	91	-

* Part of the Govia Thameslink Railway franchise

** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

Improved ↑
Unchanged →
Declined ↓

Value for money of the price of your ticket

	sample size	% satisfied/ good	significant change
Arriva Trains Wales - Cardiff and Valleys	292	51	→
Arriva Trains Wales - Interurban	327	53	→
Arriva Trains Wales - Mid Wales and Borders	317	65	↑
Arriva Trains Wales - North Wales and Borders	99	62	→
Arriva Trains Wales - South Wales and Borders/West Wales	131	65	→
c2c - Southend Line	569	53	↑
c2c - Tilbury Line	298	50	↑
Chiltern Railways - Commuter	286	40	-
Chiltern Railways - Metro	299	52	-
Chiltern Railways - Oxford	145	43	-
Chiltern Railways - West Midlands	264	54	-
CrossCountry - East - West	294	52	-
CrossCountry - North - South Manchester	312	59	-
CrossCountry - North - South Scotland and North East	541	54	-
East Midlands Trains - Liverpool - Norwich	223	58	→
East Midlands Trains - Local	227	66	→
East Midlands Trains - London	579	42	→
Gatwick Express*	495	39	→
Grand Central - London - Bradford	220	87	→
Grand Central - London - Sunderland	614	72	→
Great Northern*	517	39	→
Great Western Railway - Long Distance	736	46	→
Great Western Railway - London Thames Valley	366	39	↓
Great Western Railway - West	328	64	→
Greater Anglia - Intercity**	205	53	→
Greater Anglia - Mainline**	443	34	→
Greater Anglia - Rural**	146	64	↑
Greater Anglia - Stansted Express**	92	44	→
Greater Anglia - West Anglia Outer/West Anglia**	400	41	→
Heathrow Connect	378	55	→
Heathrow Express	477	52	↑
First Hull Trains	663	65	→
London Midland - London Commuter	203	43	→
London Midland - West Coast	194	57	→
London Midland - West Midlands	443	57	→
London Overground - Gospel Oak - Barking	68	52	→
London Overground - Highbury and Islington - Croydon/Clapham	414	52	→
London Overground - Richmond/Clapham - Stratford	327	59	→
London Overground - Watford - Euston	133	56	→
London Overground - West Anglia	225	53	↑
Merseyrail - Northern	393	61	↓
Merseyrail - Wirral	116	70	→

	sample size	% satisfied/ good	significant change
Northern - Central**	332	58	-
Northern - East**	638	55	-
Northern - North East**	138	73	-
Northern - West**	192	57	-
ScotRail - Interurban	460	55	→
ScotRail - Rural	78	77	→
ScotRail - Strathclyde	341	66	→
ScotRail - Urban	288	52	→
South West Trains - Island Line	105	68	→
South West Trains - Longer distance	778	43	→
South West Trains - Metro	618	38	→
South West Trains - Outer Suburban and Local	578	39	→
Southeastern - High Speed	216	42	→
Southeastern - Mainline	483	33	→
Southeastern - Metro	667	39	↑
Southern - Metro*	419	37	→
Southern - Sussex Coast*	585	40	→
TfL Rail	107	42	→
Thameslink - Loop*	248	40	↑
Thameslink - Kent*	174	33	-
Thameslink - North/South*	429	39	-
TransPennine Express - North**	574	58	→
TransPennine Express - North West**	162	68	→
TransPennine Express - South**	86	61	→
Virgin Trains - London - Birmingham - Scotland	255	70	→
Virgin Trains - London - Liverpool	123	59	→
Virgin Trains - London - Manchester	263	64	→
Virgin Trains - London - North Wales	89	49	→
Virgin Trains - London - Scotland	144	60	→
Virgin Trains - London - Wolverhampton	260	70	→
Virgin Trains East Coast - London - Leeds and West Yorkshire	346	56	-
Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	255	68	-
Virgin Trains East Coast - London - Scotland	577	62	-

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Improved ↑
Unchanged →
Declined ↓

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

	sample size	% satisfied/ good	significant change
Arriva Trains Wales - Cardiff and Valleys	295	76	→
Arriva Trains Wales - Interurban	331	82	→
Arriva Trains Wales - Mid Wales and Borders	332	90	↑
Arriva Trains Wales - North Wales and Borders	103	91	↑
Arriva Trains Wales - South Wales and Borders/West Wales	138	79	→
c2c - Southend Line	588	89	→
c2c - Tilbury Line	312	85	↑
Chiltern Railways - Commuter	292	85	-
Chiltern Railways - Metro	326	93	-
Chiltern Railways - Oxford	147	90	-
Chiltern Railways - West Midlands	270	92	-
CrossCountry - East - West	303	87	-
CrossCountry - North - South Manchester	324	86	-
CrossCountry - North - South Scotland and North East	544	85	-
East Midlands Trains - Liverpool - Norwich	232	86	→
East Midlands Trains - Local	225	88	→
East Midlands Trains - London	596	88	↑
Gatwick Express*	484	83	→
Grand Central - London - Bradford	223	97	→
Grand Central - London - Sunderland	625	95	→
Great Northern*	562	78	↑
Great Western Railway - Long Distance	747	82	→
Great Western Railway - London Thames Valley	379	64	↓
Great Western Railway - West	335	87	→
Greater Anglia - Intercity**	204	82	→
Greater Anglia - Mainline**	443	73	→
Greater Anglia - Rural**	146	82	→
Greater Anglia - Stansted Express**	96	93	→
Greater Anglia - West Anglia Outer/West Anglia**	403	77	↑
Heathrow Connect	423	73	→
Heathrow Express	474	96	→
First Hull Trains	671	95	→
London Midland - London Commuter	216	72	→
London Midland - West Coast	195	85	→
London Midland - West Midlands	514	77	→
London Overground - Gospel Oak - Barking	81	80	→
London Overground - Highbury and Islington - Croydon/Clapham	472	83	→
London Overground - Richmond/Clapham - Stratford	406	88	→
London Overground - Watford - Euston	159	86	→
London Overground - West Anglia	282	80	↑
Merseyrail - Northern	521	94	↑
Merseyrail - Wirral	171	94	→

	sample size	% satisfied/ good	significant change
Northern - Central**	348	82	-
Northern - East**	664	84	-
Northern - North East**	139	93	-
Northern - West**	196	82	-
ScotRail - Interurban	473	85	→
ScotRail - Rural	76	96	→
ScotRail - Strathclyde	347	85	→
ScotRail - Urban	288	84	→
South West Trains - Island Line	108	98	→
South West Trains - Longer distance	787	82	→
South West Trains - Metro	740	74	→
South West Trains - Outer Suburban and Local	621	75	→
Southeastern - High Speed	215	89	↑
Southeastern - Mainline	507	71	↑
Southeastern - Metro	775	70	↑
Southern - Metro*	480	51	→
Southern - Sussex Coast*	596	64	↑
TfL Rail	127	86	→
Thameslink - Loop*	280	65	↑
Thameslink - Kent*	191	54	-
Thameslink - North/South*	452	73	-
TransPennine Express - North**	590	82	↑
TransPennine Express - North West**	166	82	→
TransPennine Express - South**	90	82	→
Virgin Trains - London - Birmingham - Scotland	262	88	→
Virgin Trains - London - Liverpool	124	82	→
Virgin Trains - London - Manchester	271	91	→
Virgin Trains - London - North Wales	92	93	→
Virgin Trains - London - Scotland	144	87	↑
Virgin Trains - London - Wolverhampton	273	86	→
Virgin Trains East Coast - London - Leeds and West Yorkshire	354	87	-
Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	257	86	-
Virgin Trains East Coast - London - Scotland	599	85	-

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Improved
Unchanged
Declined

Level of crowding***

	sample size	% satisfied/ good	significant change
Arriva Trains Wales - Cardiff and Valleys	286	67	-
Arriva Trains Wales - Interurban	326	68	-
Arriva Trains Wales - Mid Wales and Borders	323	81	-
Arriva Trains Wales - North Wales and Borders	101	79	-
Arriva Trains Wales - South Wales and Borders/West Wales	136	76	-
c2c - Southend Line	581	72	-
c2c - Tilbury Line	308	69	-
Chiltern Railways - Commuter	287	74	-
Chiltern Railways - Metro	319	75	-
Chiltern Railways - Oxford	142	65	-
Chiltern Railways - West Midlands	267	83	-
CrossCountry - East - West	304	72	-
CrossCountry - North - South Manchester	315	67	-
CrossCountry - North - South Scotland and North East	543	76	-
East Midlands Trains - Liverpool - Norwich	229	76	-
East Midlands Trains - Local	226	81	-
East Midlands Trains - London	582	74	-
Gatwick Express*	494	79	-
Grand Central - London - Bradford	216	91	-
Grand Central - London - Sunderland	619	87	-
Great Northern*	560	69	-
Great Western Railway - Long Distance	735	72	-
Great Western Railway - London Thames Valley	376	71	-
Great Western Railway - West	330	72	-
Greater Anglia - Intercity**	205	78	-
Greater Anglia - Mainline**	447	72	-
Greater Anglia - Rural**	144	86	-
Greater Anglia - Stansted Express**	97	82	-
Greater Anglia - West Anglia Outer/West Anglia**	401	77	-
Heathrow Connect	419	81	-
Heathrow Express	485	94	-
First Hull Trains	657	89	-
London Midland - London Commuter	213	64	-
London Midland - West Coast	192	72	-
London Midland - West Midlands	492	72	-
London Overground - Gospel Oak - Barking	77	72	-
London Overground - Highbury and Islington - Croydon/Clapham	470	70	-
London Overground - Richmond/Clapham - Stratford	407	72	-
London Overground - Watford - Euston	157	81	-
London Overground - West Anglia	283	76	-
Merseyrail - Northern	508	82	-
Merseyrail - Wirral	167	91	-
Northern - Central**	347	76	-
Northern - East**	657	73	-
Northern - North East**	138	91	-
Northern - West**	193	80	-
ScotRail - Interurban	467	75	-
ScotRail - Rural	71	83	-
ScotRail - Strathclyde	342	81	-
ScotRail - Urban	290	73	-
South West Trains - Island Line	110	94	-
South West Trains - Longer distance	771	69	-
South West Trains - Metro	736	68	-
South West Trains - Outer Suburban and Local	618	68	-
Southeastern - High Speed	212	73	-
Southeastern - Mainline	512	67	-
Southeastern - Metro	756	69	-
Southern - Metro*	470	70	-
Southern - Sussex Coast*	600	65	-
TfL Rail	124	67	-
Thameslink - Loop*	271	71	-
Thameslink - Kent*	188	57	-
Thameslink - North/South*	452	71	-
TransPennine Express - North**	581	67	-
TransPennine Express - North West**	162	59	-
TransPennine Express - South**	87	63	-
Virgin Trains - London - Birmingham - Scotland	252	82	-
Virgin Trains - London - Liverpool	124	83	-
Virgin Trains - London - Manchester	272	88	-
Virgin Trains - London - North Wales	92	81	-
Virgin Trains - London - Scotland	145	80	-
Virgin Trains - London - Wolverhampton	265	71	-
Virgin Trains East Coast - London - Leeds and West Yorkshire	347	81	-
Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	257	86	-
Virgin Trains East Coast - London - Scotland	588	81	-

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*** Attribute added for the first time in Spring 2017, so no historical comparison yet

Improved ↑
Unchanged →
Declined ↓

Overall satisfaction with the station

	sample size	% satisfied/ good	significant change
Arriva Trains Wales - Cardiff and Valleys	297	66	→
Arriva Trains Wales - Interurban	334	79	→
Arriva Trains Wales - Mid Wales and Borders	331	83	→
Arriva Trains Wales - North Wales and Borders	104	85	↑
Arriva Trains Wales - South Wales and Borders/West Wales	139	80	→
c2c - Southend Line	593	86	→
c2c - Tilbury Line	318	78	→
Chiltern Railways - Commuter	289	88	-
Chiltern Railways - Metro	324	88	-
Chiltern Railways - Oxford	149	86	-
Chiltern Railways - West Midlands	269	90	-
CrossCountry - East - West	314	91	-
CrossCountry - North - South Manchester	324	88	-
CrossCountry - North - South Scotland and North East	554	89	-
East Midlands Trains - Liverpool - Norwich	231	93	↑
East Midlands Trains - Local	230	84	→
East Midlands Trains - London	597	90	→
Gatwick Express*	503	74	→
Grand Central - London - Bradford	219	76	→
Grand Central - London - Sunderland	638	89	→
Great Northern*	567	76	→
Great Western Railway - Long Distance	755	88	→
Great Western Railway - London Thames Valley	380	77	→
Great Western Railway - West	338	83	→
Greater Anglia - Intercity**	211	87	→
Greater Anglia - Mainline**	453	83	→
Greater Anglia - Rural**	152	81	↑
Greater Anglia - Stansted Express**	102	89	→
Greater Anglia - West Anglia Outer/West Anglia**	410	82	→
Heathrow Connect	429	76	→
Heathrow Express	479	94	↑
First Hull Trains	669	87	→
London Midland - London Commuter	217	76	→
London Midland - West Coast	201	86	→
London Midland - West Midlands	519	80	→
London Overground - Gospel Oak - Barking	71	75	→
London Overground - Highbury and Islington - Croydon/Clapham	466	80	→
London Overground - Richmond/Clapham - Stratford	414	88	↑
London Overground - Watford - Euston	159	85	→
London Overground - West Anglia	291	82	→
Merseyrail - Northern	523	91	→
Merseyrail - Wirral	174	90	→

	sample size	% satisfied/ good	significant change
Northern - Central**	353	83	-
Northern - East**	662	83	-
Northern - North East**	140	88	-
Northern - West**	194	84	-
ScotRail - Interurban	482	79	→
ScotRail - Rural	81	81	→
ScotRail - Strathclyde	357	85	→
ScotRail - Urban	293	85	→
South West Trains - Island Line	108	82	→
South West Trains - Longer distance	793	83	→
South West Trains - Metro	737	77	→
South West Trains - Outer Suburban and Local	632	79	→
Southeastern - High Speed	219	85	↑
Southeastern - Mainline	510	77	→
Southeastern - Metro	781	77	↑
Southern - Metro*	486	72	→
Southern - Sussex Coast*	614	74	↑
TfL Rail	133	83	→
Thameslink - Loop*	279	80	→
Thameslink - Kent*	193	75	-
Thameslink - North/South*	466	86	-
TransPennine Express - North**	594	88	→
TransPennine Express - North West**	167	87	→
TransPennine Express - South**	89	91	→
Virgin Trains - London - Birmingham - Scotland	264	88	→
Virgin Trains - London - Liverpool	123	81	→
Virgin Trains - London - Manchester	272	88	→
Virgin Trains - London - North Wales	94	84	→
Virgin Trains - London - Scotland	148	90	→
Virgin Trains - London - Wolverhampton	271	83	→
Virgin Trains East Coast - London - Leeds and West Yorkshire	357	88	-
Virgin Trains East Coast - London - Newcastle/Sunderland and East Yorkshire	264	95	-
Virgin Trains East Coast - London - Scotland	595	91	-

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Improved ↑
Unchanged →
Declined ↓

Journey Purpose*

Overall sample size 24767	Commuters Spring 2017	Improvement/decline in % satisfied or good since Spring 2016		Business Spring 2017	Improvement/decline in % satisfied or good since Spring 2016		Leisure Spring 2017	Improvement/decline in % satisfied or good since Spring 2016	
	% satisfied/ good	% change	significant change	% satisfied/ good	% change	significant change	% satisfied/	% change	significant change
Overall satisfaction with the journey	**77**	**5**	↑	**84**	**2**	→	**90**	**1**	→
STATION FACILITIES									
Overall satisfaction with the station	77	4	↑	80	1	→	86	1	↑
Ticket buying facilities	76	5	↑	79	3	→	83	1	→
Provision of information about train times/platforms	82	5	↑	86	5	↑	89	2	↑
Upkeep/repair of the station buildings/platforms	70	4	↑	73	3	→	80	2	↑
Cleanliness	75	3	↑	77	2	→	83	2	↑
Toilet facilities at the station**	42	-	-	48	-	-	57	-	-
Attitudes and helpfulness of the staff	75	5	↑	81	5	↑	84	2	↑
Connections with other forms of public transport	76	4	↑	81	5	↑	81	3	↑
Facilities for car parking	45	2	→	52	2	→	56	2	→
Overall environment	72	8	↑	74	7	↑	80	5	↑
Your personal security whilst using the station	72	4	↑	74	1	→	78	3	↑
Availability of staff at the station	67	6	↑	69	5	↑	71	3	↑
Shelter facilities	69	9	↑	71	5	↑	78	7	↑
Availability of seating	48	8	↑	52	6	↑	63	5	↑
How request to station staff was handled	82	6	↑	89	1	→	91	2	→
Choice of shops/eating/drinking facilities available	48	7	↑	54	2	→	58	4	↑
Availability of Wi-Fi***	30	-	-	36	-	-	45	-	-
TRAIN FACILITIES									
Overall satisfaction with the train	72	3	↑	80	1	→	87	0	→
Frequency of the trains on that route	69	3	↑	78	2	→	84	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	68	7	↑	80	3	→	87	1	↑
Length of time the journey was scheduled to take (speed)	78	4	↑	82	1	→	90	2	↑
Connections with other train services	70	4	↑	76	0	→	83	2	↑
Value for money of the price of your ticket	33	2	↑	46	-1	→	65	2	↑
Upkeep and repair of the train	68	1	→	76	2	→	81	0	→
Provision of information during the journey	68	5	↑	75	5	↑	79	2	↑
Helpfulness and attitude of staff on train	59	4	↑	72	1	→	76	3	↑
Space for luggage	53	5	↑	61	6	↑	62	4	↑
Toilet facilities	34	5	↑	45	6	↑	48	1	→
Comfort of the seats**	61	-	-	65	-	-	74	-	-
Step or gap between the train and the platform**	60	-	-	64	-	-	64	-	-
Your personal security on board	70	-1	→	78	-3	→	79	-3	↓
Cleanliness of the inside	71	2	↑	79	3	↑	83	1	→
Cleanliness of the outside	69	2	→	75	4	↑	79	1	→
Availability of staff on the train	37	2	→	48	0	→	55	2	→
How well train company deals with delays	32	8	↑	43	3	→	52	-1	→
Level of crowding**	61	-	-	77	-	-	82	-	-
Availability of Wi-Fi**	22	-	-	34	-	-	42	-	-
Availability of power sockets**	19	-	-	35	-	-	38	-	-

* National total excludes non-franchised train operating companies

**Attribute added for the first time in Spring 2017, so no historical comparisons yet

*** Attribute added for the first time from Autumn 2016

Improved ↑
Unchanged →
Declined ↓

Age*

Overall sample size 24767	16-34 Spring 2017 % satisfied/ good	Improvement/decline in % satisfied or good since Spring 2016 % change	significant change	35-59 Spring 2017 % satisfied/ good	Improvement/decline in % satisfied or good since Spring 2016 % change	significant change	60+ Spring 2017 % satisfied/	Improvement/decline in % satisfied or good since Spring 2016 % change	significant change
Overall satisfaction with the journey	**82**	**4**	↑	**81**	**3**	↑	**90**	**0**	→
STATION FACILITIES									
Overall satisfaction with the station	81	3	↑	80	3	↑	84	0	→
Ticket buying facilities	79	4	↑	78	4	↑	83	0	→
Provision of information about train times/platforms	83	3	↑	84	5	↑	89	2	↑
Upkeep/repair of the station buildings/platforms	74	4	↑	73	4	↑	78	1	→
Cleanliness	76	3	↑	77	3	↑	83	1	→
Toilet facilities at the station**	41	-	-	47	-	-	57	-	-
Attitudes and helpfulness of the staff	76	3	↑	78	6	↑	84	0	→
Connections with other forms of public transport	77	3	↑	78	4	↑	81	1	→
Facilities for car parking	48	-1	→	49	4	↑	54	0	→
Overall environment	77	8	↑	74	7	↑	78	3	↑
Your personal security whilst using the station	77	4	↑	73	4	↑	77	2	→
Availability of staff at the station	68	4	↑	69	6	↑	71	1	→
Shelter facilities	75	9	↑	70	8	↑	77	6	↑
Availability of seating	52	5	↑	51	8	↑	62	5	↑
How request to station staff was handled	86	2	→	88	5	↑	90	0	→
Choice of shops/eating/drinking facilities available	52	6	↑	50	5	↑	58	4	↑
Availability of Wi-Fi***	29	-	-	35	-	-	49	-	-
TRAIN FACILITIES									
Overall satisfaction with the train	76	2	↑	76	2	↑	87	0	→
Frequency of the trains on that route	70	1	→	75	2	↑	86	2	↑
Punctuality/reliability (i.e. the train arriving/departing on time)	70	4	↑	76	5	↑	87	3	↑
Length of time the journey was scheduled to take (speed)	81	3	↑	81	3	↑	90	2	↑
Connections with other train services	75	3	↑	73	2	↑	84	3	↑
Value for money of the price of your ticket	37	0	→	42	2	↑	72	2	→
Upkeep and repair of the train	72	1	→	72	2	↑	81	0	→
Provision of information during the journey	70	4	↑	71	4	↑	81	1	→
Helpfulness and attitude of staff on train	68	5	↑	65	4	↑	73	1	→
Space for luggage	58	4	↑	56	6	↑	59	4	↑
Toilet facilities	40	5	↑	37	5	↑	46	-1	→
Comfort of the seats**	65	-	-	65	-	-	72	-	-
Step or gap between the train and the platform**	69	-	-	61	-	-	58	-	-
Your personal security on board	78	0	→	73	-1	→	75	-7	↓
Cleanliness of the inside	75	3	↑	74	2	↑	84	0	→
Cleanliness of the outside	74	3	↑	71	1	→	78	1	→
Availability of staff on the train	42	2	→	43	2	→	55	1	→
How well train company deals with delays	38	8	↑	36	5	↑	49	-1	→
Level of crowding**	68	-	-	69	-	-	81	-	-
Availability of Wi-Fi**	21	-	-	30	-	-	45	-	-
Availability of power sockets**	21	-	-	28	-	-	40	-	-

* National total excludes non-franchised train operating companies

**Attribute added for the first time in Spring 2017, so no historical comparisons yet

*** Attribute added for the first time from Autumn 2016

Improved
Unchanged
Declined

Gender*

Overall sample size 24767	Male Spring 2017 % satisfied/ good	Improvement/decline in % satisfied or good since Spring 2016 % change	significant change	Female Spring 2017 % satisfied/	Improvement/decline in % satisfied or good since Spring 2016 % change	significant change
Overall satisfaction with the journey	**80**	**4**	↑	**85**	**2**	↑
STATION FACILITIES						
Overall satisfaction with the station	79	3	↑	83	2	↑
Ticket buying facilities	76	3	↑	81	4	↑
Provision of information about train times/platforms	84	4	↑	87	3	↑
Upkeep/repair of the station buildings/platforms	72	3	↑	76	3	↑
Cleanliness	77	3	↑	80	2	↑
Toilet facilities at the station**	45	-	-	51	-	-
Attitudes and helpfulness of the staff	76	3	↑	81	5	↑
Connections with other forms of public transport	76	3	↑	80	3	↑
Facilities for car parking	48	2	→	51	1	→
Overall environment	73	6	↑	78	7	↑
Your personal security whilst using the station	73	4	↑	76	3	↑
Availability of staff at the station	66	4	↑	71	5	↑
Shelter facilities	71	7	↑	75	8	↑
Availability of seating	50	6	↑	57	7	↑
How request to station staff was handled	85	2	→	90	3	↑
Choice of shops/eating/drinking facilities available	49	6	↑	55	5	↑
Availability of Wi-Fi***	31	-	-	38	-	-
TRAIN FACILITIES						
Overall satisfaction with the train	76	2	↑	81	1	→
Frequency of the trains on that route	76	2	↑	77	1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	75	5	↑	79	3	↑
Length of time the journey was scheduled to take (speed)	81	4	↑	85	2	↑
Connections with other train services	74	3	↑	78	3	↑
Value for money of the price of your ticket	44	2	→	50	1	→
Upkeep and repair of the train	74	2	↑	75	0	→
Provision of information during the journey	71	4	↑	75	4	↑
Helpfulness and attitude of staff on train	66	4	↑	69	3	↑
Space for luggage	57	5	↑	57	5	↑
Toilet facilities	39	4	↑	41	3	↑
Comfort of the seats**	63	-	-	70	-	-
Step or gap between the train and the platform**	63	-	-	61	-	-
Your personal security on board	74	-3	↓	75	-1	→
Cleanliness of the inside	77	3	↑	77	1	→
Cleanliness of the outside	73	3	↑	74	0	→
Availability of staff on the train	44	2	↑	47	1	→
How well train company deals with delays	35	4	↑	43	5	↑
Level of crowding**	68	-	-	74	-	-
Availability of Wi-Fi**	26	-	-	33	-	-
Availability of power sockets**	25	-	-	29	-	-

* National total excludes non-franchised train operating companies
**Attribute added for the first time in Spring 2017, so no historical comparisons yet
*** Attribute added for the first time from Autumn 2016

* Part of the Govia Thameslink Railway franchise
** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Annual journeys ('000s)	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	**24767**	**9839**	**3171**	**11757**	**21043**	**3724**	**7723**	**5239**	**6537**	**5268**
Arriva Trains Wales	31475	31	10	59	81	19	22	26	26	26
c2c	43331	67	6	27	86	14	25	17	31	27
Chiltern Railways	24450	38	25	37	82	18	35	8	28	29
CrossCountry	37216	15	28	57	78	22	26	22	26	26
East Midlands Trains	25840	23	28	49	82	18	23	23	26	28
Gatwick Express*	8576	15	44	40	78	22	69	0	0	31
Great Northern*	53000	47	28	25	89	11	24	25	25	26
Great Western Railway	103952	30	20	50	71	29	22	24	28	25
Greater Anglia**	89195	47	21	32	86	14	30	13	30	27
London Midland	69605	40	13	46	85	15	27	16	31	25
London Overground	188790	61	3	37	80	20	23	25	27	26
Merseyrail	44284	38	1	61	80	20	13	27	30	30
Northern**	98557	38	9	53	76	24	23	27	24	26
ScotRail	94179	39	13	47	80	20	26	18	30	25
South West Trains	236851	53	15	32	85	15	27	20	27	26
Southeastern	177793	55	17	28	87	13	19	30	26	26
Southern*	186640	51	15	34	90	10	20	28	26	26
TfL Rail	39265	62	3	35	82	18	26	22	24	28
Thameslink*	82326	43	25	32	83	17	18	29	26	26
TransPennine Express**	25980	26	13	61	82	18	23	23	27	28
Virgin Trains	35704	11	23	66	81	19	28	7	36	29
Virgin Trains East Coast	21086	9	32	59	75	25	29	14	30	27

* Part of the Govia Thameslink Railway franchise
** The following TOCs were rebranded in Autumn 2016: Greater Anglia (from Abellio Greater Anglia), Northern (from Northern Rail), TransPennine Express (from First TransPennine Express)

	Sample size	Journey Purpose			Day of Week		Station Size			
		Commute	Business	Leisure	Weekday	Weekend	Very large	Large	Medium	Small
Sample size	**24767**	**9839**	**3171**	**11757**	**21043**	**3724**	**7723**	**5239**	**6537**	**5268**
Arriva Trains Wales	1244	34	8	59	74	26	22	20	28	31
c2c	937	62	4	34	89	11	38	15	26	21
Chiltern Railways	1062	46	14	40	89	11	24	8	37	32
CrossCountry	1224	28	21	51	80	20	32	20	26	22
East Midlands Trains	1084	33	18	48	80	20	34	31	18	17
Gatwick Express*	525	20	26	54	85	15	70	0	0	30
Great Northern*	583	49	9	42	85	15	30	23	30	17
Great Western Railway	1502	34	16	50	88	12	40	19	29	12
Greater Anglia**	1365	43	11	46	86	14	37	14	32	18
London Midland	961	41	10	49	83	17	33	20	31	16
London Overground	1472	57	6	37	86	14	20	19	25	36
Merseyrail	719	41	2	57	91	9	25	30	27	18
Northern**	1391	41	7	52	82	18	26	24	23	27
ScotRail	1243	36	13	51	80	20	35	22	28	15
South West Trains	2343	41	10	48	83	17	36	19	30	16
Southeastern	1558	49	8	43	85	15	26	34	20	21
Southern*	1129	47	9	44	88	12	18	38	28	16
TfL Rail	139	67	6	27	92	8	37	35	12	17
Thameslink*	960	50	9	41	91	9	33	29	18	20
TransPennine Express**	876	32	16	51	92	8	24	29	24	22
Virgin Trains	1210	21	29	50	82	18	35	9	32	24
Virgin Trains East Coast	1240	19	27	54	90	10	33	16	30	21

The following reports are produced each wave:

At a glance for each TOC	Short summary reports showing headline results
Full Report	Summary tables for all TOCs (including comparison with one year previously), trend tables for last 10 waves by TOC, trend charts for the main NRPS factors, peak vs off-peak analysis for LSE TOCs.
Multivariate Report	Multivariate analysis showing drivers of satisfaction and dissatisfaction nationally, by sector and by TOC for latest two NRPS waves combined.
PTE Report	NRPS reports for all PTEs (exactly the same format as TOC reports).
Rankings Report	Results since wave 10 showing satisfaction score for each TOC by factor, significant changes since one year earlier, national rank and rank in TOC type.
Stakeholder Report	Summary national trend charts for all main factors, trend charts by age/journey purpose & gender, summary results for leisure/business passengers & commuters, one page for each factor showing national trend and results for all TOCs, Government Office Region charts for each factor and simple tables for some questions that are not included in the main NRPS report.
Stations Report	Percentage of passengers satisfied by each main factor for last 10 waves for all Network Rail stations covered by NRPS during that time period.
TOC Report	Tables and graphs showing results for TOC (including comparisons with one year previously and with relevant sector), trend charts for all factors (including sector and benchmark (if relevant) comparisons), summary profile of passengers surveyed, station sample sizes for TOC and sample composition & weighting.
Virtual TOC Report	NRPS reports for TOCs that used to exist or that are planned to exist in the future (exactly the same format as TOC reports).

Sector definitions

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

London and South East Operators	c2c Chiltern Railways Gatwick Express* Great Northern* Great Western Railway Greater Anglia London Midland London Overground South West Trains Southeastern Southern* TfL Rail Thameslink*
Long Distance Operators	CrossCountry East Midlands Trains TransPennine Express Virgin Trains Virgin Trains East Coast
Regional Operators	Arriva Trains Wales Merseyrail Northern ScotRail

The following TOCs were rebranded in Autumn 2016:

- Greater Anglia (from Abellio Greater Anglia)
- Northern (from Northern Rail)
- TransPennine Express (from First TransPennine Express)

* Part of the Govia Thameslink Railway framchise

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:

The following TOCs were rebranded in Autumn 2016:

- Greater Anglia (from Abellio Greater Anglia)
- Northern (from Northern Rail)
- TransPennine Express (from First TransPennine Express)

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.

Chiltern Railways: Metro
Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham).

Chiltern Railways: Oxford
Journeys on London Marylebone – Oxford 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 Midlands 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 rail lines in the West of England.

Greater Anglia: Intercity
London – Norwich journeys, plus a few shorter workings (like an early morning Colchester to Norwich service).

Greater Anglia: Main line
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.

* Part of the Govia Thameslink Railway franchise

11.3 How routes are defined (cont'd)

Greater Anglia: Rural
Journeys on Ipswich – Felixstowe, Lowestoft, Cambridge and Peterborough rail lines, plus Norwich to Lowestoft, Yarmouth, Sheringham and Cambridge lines.

Greater Anglia: Stansted
Journeys on 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 – Kings'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 rail lines in and around Birmingham New Street.

London Overground: Gospel Oak – Barking*
Journeys on the Gospel Oak – Barking line.

London Overground: Highbury & Islington – Croydon/ Clapham Junction
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 West Anglia 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 rail lines, 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: Main line
Journeys on (generally) main line routes London – Kent lines.

Southeastern: Metro
Journeys on rail lines that are within London.

Southern: Metro*
Journeys on rail lines that are within London.

Southern: Sussex Coast*
Journeys London – Sussex (and beyond).

South West Trains: Island line
Journeys starting from stations on the Isle of Wight.

* Part of the Govia Thameslink Railway franchise

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 outisde 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: Kent*
Journeys on the Bedford - Kent route (including Denmark Hill & Sevenoaks, West Dulwich & Orpington route).

Thameslink: North/South*
Journeys on the Brighton – Bedford 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 Trains: London - Birmingham – Scotland
Journeys on London - Birmingham – Scotland services.

Virgin Trains: London – Liverpool
Journeys on London – Liverpool services.

Virgin Trains: London – Manchester
Journeys on London – Manchester services.

Virgin Trains: London – North Wales
Journeys on London – Holyhead/North Wales services.

Virgin Trains: London – Scotland
Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services.

Virgin Trains: 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 .

* Part of the Govia Thameslink Railway franchise

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Transport Focus is the operating name of the Passengers' Council. This survey was published in July 2017. © Transport Focus 2017.