



National Rail Passenger Survey

Main Report Spring 2018



Transport Focus is the independent transport user watchdog

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

Passenger Focus became Transport Focus in 2015. It continues to represent train passengers in Britain and bus, coach and tram

passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

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

What is Transport Focus doing for me?

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

Campaigning for improvements

- We gather research and information, like the National Rail Passenger Survey, so we understand the issues that matter to you.
- We work with governments and the industry to ensure that the transport user voice is heard when making decisions about the future.

- We focus on a number of key issues, including:

- disruption
- fares and tickets
- quality and level of services
- investment.

Resolving complaints with rail companies

If you make a complaint and you are unhappy with the response we may be able to take up your complaint with the rail company involved.

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Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. We collect opinions of train services twice a year from a representative sample of passenger journeys.

Main fieldwork took place between 15 January and 28 March 2018. Most top-up shifts were done within the last three weeks of the fieldwork period.

Chapter three of this document shows the percentage of journeys rated as satisfactory or unsatisfactory by passengers for each individual train operating company (TOC). Ratings are also provided for each sector i.e. London and the South East, long-distance and regional operators (chapter two). We also include some tables showing satisfaction ratings on passenger journeys for certain specific aspects of service for all TOCs on one page (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a journey is rated as satisfactory or unsatisfactory. Overall passenger journey ratings are also summarised nationally by totalling results

for all TOCs across Great Britain (chapter two).

More analysis for each train company can be found in 'at-a-glance' guides that are available for each train company and for Great Britain on the Transport Focus website. Other NRPS analysis is also available and readily accessible. Detailed NRPS analysis is available through our online portal at <http://www.railpassengerdata.org.uk/>

There were no major changes to TOC boundaries between Spring 2017 and Spring 2018. The Govia Thameslink Railway franchise now also includes Southern and Gatwick Express (in addition to Thameslink and Great Northern). Results for Govia Thameslink Railway are only shown for each of these four brands. Abellio Greater Anglia no longer includes the West Anglia Inner route (journeys on the London – Enfield Town, London – Chingford, London – Cheshunt and Romford – Upminster lines) and Metro route (journeys on London – Shenfield metro service). West Anglia Inner is now part of London Overground and the Metro route is now a new TOC 'TfL Rail'.

Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Spring 2017 or Autumn 2017. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2018 survey the main comparison is against the Spring 2017 survey. Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this

is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

The methodology used for these four train companies is the same as for most franchised train companies, except

that most questionnaires on these train companies are offered to passengers on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

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

The overall sample size for the Spring 2018 survey was 28,017 for all the train companies combined (25,846 for the franchised companies).

Contacts

Media enquiries

0300 123 2170

Content/presentation/methodology enquiries

0300 123 0837

Key results

Spring 2018 wave

- Overall satisfaction by TOC varied between 69 per cent and 95 per cent.
- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with spring 2017, one significantly improved (Thameslink) and seven significantly declined (TfL Rail, Hull Trains, Heathrow Connect, Greater Anglia, ScotRail, Southeastern, and Virgin Trains). All other TOCs had no statistically significant change in their overall satisfaction results compared with spring 2017.
- The highest ratings for overall satisfaction were achieved by Grand Central (95 per cent), Heathrow Express (95 per cent), Merseyrail (92 per cent), Chiltern Railways (90 per cent) and Virgin Trains (89 per cent).
- The lowest ratings for overall satisfaction were given to Southern (69 per cent), TfL Rail (69 per cent), Southeastern (75 per cent), Greater Anglia (76 per cent), and Great Northern (78 per cent).
- Overall satisfaction by individual routes within TOCs varied between 68 per cent and 100 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 27 per cent and 78 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 49 per cent and 97 per cent.
- Satisfaction with levels of crowding by individual routes within TOCs varied between 56 per cent and 94 per cent.
- For London and the South East operators 79 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is significantly down compared to spring 2017 (when 82 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for two service areas and declined for 19. The biggest improvement in satisfaction was with the availability of power sockets on the train (+3 per cent). The biggest declines were with punctuality/reliability (-5 per cent) and how requests to station staff were handled (-4 per cent).
- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 87 per cent. This was significantly down compared to spring 2017 (when 89 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for no service areas, declined for 17, and the rest were unchanged. The biggest declines in satisfaction were with station shelter facilities (-6 per cent) and punctuality/reliability (-5 per cent).
- For regional operators 84 per cent of passenger journeys were very or fairly satisfactory for their journey overall. This was significantly down compared to spring 2017 when 87 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for no service areas, declined for 14 and the rest were unchanged. The biggest decline in satisfaction was with punctuality/reliability (-6 per cent).
- Nationally the percentage of journeys rated as satisfactory overall was 81 per cent. This was significantly down compared to spring 2017 (when 83 per cent of journeys were satisfactory). 81 per cent of journeys were rated as satisfactory by passengers overall in autumn 2017.
- At a national level, the proportion of journeys rated as satisfactory by passengers regarding punctuality/

reliability was 72 per cent. This was significantly down compared to spring 2017 when 77 per cent were satisfactory.

- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for one service area, declined for 23, and the rest were unchanged. The biggest decline in satisfaction was with punctuality/reliability of the train (-5 per cent). The improvement in satisfaction was with the availability of power sockets (+2 per cent).
- The proportion of journeys rated as satisfactory by passengers regarding value for money for the price of their ticket was 45 per cent nationally. This was significantly down compared to spring 2017 when 47 per cent were satisfactory. 70 per cent of journeys were rated as satisfactory regarding the level of crowding on the train. This was significantly down compared to spring 2017 (-2 per cent).
- Results for Network Rail routes are also available on the Transport Focus website at www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/

National total*

Overall sample size: 25843

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey	-3	↓	0	⊖	24668	81	11	8
STATION FACILITIES								
Overall satisfaction with the station	-2	↓	-2	↓	25339	79	15	6
Ticket buying facilities	-1	⊖	-1	⊖	13638	78	13	9
Provision of information about train times/platforms	-1	⊖	-1	⊖	24854	84	9	6
Upkeep/repair of the station buildings/platforms	-3	↓	-2	↓	24932	72	18	10
Cleanliness	-2	↓	-2	↓	24965	76	16	7
Toilet facilities at the station	-1	⊖	-2	↓	14991	47	19	34
Attitudes and helpfulness of staff	-2	↓	-1	⊖	17889	77	16	7
Connections with other forms of public transport	-1	⊖	-1	⊖	17667	78	12	10
Facilities for car parking	-2	⊖	-2	⊖	8474	48	15	37
Overall environment	-1	↓	-2	↓	25080	74	18	8
Your personal security whilst using the station	-2	↓	-1	↓	23124	73	23	4
Availability of staff at the station	-1	↓	-1	⊖	20880	68	19	14
Shelter facilities	-3	↓	-4	↓	21025	70	15	15
Availability of seating	-3	↓	0	⊖	23431	51	19	30
How request to station staff was handled	-3	↓	-2	⊖	3697	85	6	9
Choice of shops/eating/drinking facilities available	-1	⊖	0	⊖	21196	52	20	28
Availability of Wi-Fi	-1	⊖	0	⊖	10324	34	16	50
TRAIN FACILITIES								
Overall satisfaction with the train	-3	↓	-2	↓	25153	75	15	9
Frequency of the trains on that route	-3	↓	-1	⊖	24739	74	10	16
Punctuality/reliability (train arriving/departing on time)	-5	↓	-3	↓	24868	72	9	19
Length of time the journey was scheduled to take (speed)	-1	↓	0	⊖	24794	82	10	8
Connections with other train services	-2	↓	-2	↓	14088	74	17	9
Value for money of the price of your ticket	-2	↓	-2	↓	23701	45	21	35
Upkeep and repair of the train	-2	↓	-2	↓	24933	73	16	11
Provision of information during the journey	0	⊖	-1	↓	23353	73	18	9
Helpfulness and attitude of staff on train	-2	↓	-2	↓	13961	65	24	10
Space for luggage	0	⊖	1	⊖	19352	58	20	22
Toilet facilities	1	⊖	-1	⊖	11381	41	19	40
Comfort of the seats	-2	↓	-2	↓	24245	64	21	14
Step or gap between the train and the platform	1	⊖	0	⊖	23255	63	26	11
Your personal security on board	-1	⊖	-1	⊖	23239	74	22	4
Cleanliness of the inside	-2	↓	-2	↓	25219	75	14	11
Cleanliness of the outside	-3	↓	-4	↓	22237	70	20	10
Availability of staff on the train	-2	↓	-1	⊖	18507	43	27	29
How well train company deals with delays	-2	⊖	-1	⊖	6581	37	34	29
Level of crowding	-2	↓	1	↑	24728	70	13	17
Reliability of the internet connection***	-	-	0	⊖	11153	30	15	55
Availability of power sockets	2	↑	1	⊖	12346	29	10	61

*Excludes non-franchised train operating companies. ***Attribute added for the first time from Autumn 2017.

London and South East*

Overall sample size: 14908

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey	-3	↓	-1	⊖	14268	79	12	9
STATION FACILITIES								
Overall satisfaction with the station	-2	↓	-2	↓	14606	78	16	6
Ticket buying facilities	-1	⊖	-2	↓	8014	76	14	10
Provision of information about train times/platforms	-1	⊖	-1	⊖	14328	83	10	7
Upkeep/repair of the station buildings/platforms	-2	↓	-2	↓	14367	70	20	10
Cleanliness	-2	↓	-2	↓	14379	75	17	8
Toilet facilities at the station	-1	⊖	-3	↓	8289	45	19	35
Attitudes and helpfulness of staff	-3	↓	-2	↓	10373	75	17	7
Connections with other forms of public transport	0	⊖	0	⊖	10832	79	12	10
Facilities for car parking	-2	⊖	-2	⊖	4476	46	16	38
Overall environment	-1	⊖	-2	↓	14477	73	19	8
Your personal security whilst using the station	-2	↓	-1	⊖	13374	72	24	4
Availability of staff at the station	-2	⊖	-1	⊖	12095	66	20	14
Shelter facilities	-2	↓	-4	↓	11991	69	16	16
Availability of seating	-3	↓	0	⊖	13359	48	20	32
How request to station staff was handled	-4	↓	-3	⊖	1948	84	7	10
Choice of shops/eating/drinking facilities available	0	⊖	0	⊖	12138	51	21	27
Availability of Wi-Fi	-1	⊖	0	⊖	5764	32	16	52
TRAIN FACILITIES								
Overall satisfaction with the train	-3	↓	-2	↓	14515	74	16	9
Frequency of the trains on that route	-3	↓	-1	⊖	14381	72	11	17
Punctuality/reliability (train arriving/departing on time)	-5	↓	-3	↓	14325	70	10	20
Length of time the journey was scheduled to take (speed)	-1	⊖	0	⊖	14287	80	11	9
Connections with other train services	-2	↓	-3	↓	8335	73	17	9
Value for money of the price of your ticket	-2	↓	-2	↓	13542	41	22	37
Upkeep and repair of the train	-2	↓	-2	↓	14378	73	16	11
Provision of information during the journey	0	⊖	0	⊖	13458	73	18	9
Helpfulness and attitude of staff on train	-2	↓	-3	↓	6145	57	29	13
Space for luggage	0	⊖	1	⊖	10792	56	22	23
Toilet facilities	1	⊖	-1	⊖	5984	38	20	42
Comfort of the seats	-2	↓	-2	↓	13968	63	23	15
Step or gap between the train and the platform	2	↑	0	⊖	13399	62	26	12
Your personal security on board	-1	⊖	-1	⊖	13360	72	23	5
Cleanliness of the inside	-2	↓	-2	↓	14558	75	15	11
Cleanliness of the outside	-3	↓	-4	↓	12989	71	20	9
Availability of staff on the train	-2	⊖	-1	⊖	9301	35	29	35
How well train company deals with delays	-2	⊖	0	⊖	3856	35	34	31
Level of crowding	-2	↓	1	⊖	14269	68	13	18
Reliability of the internet connection***	-	-	-1	⊖	6207	28	16	56
Availability of power sockets	3	↑	1	⊖	6453	26	11	64

Improved ↑ Unchanged ⊖ Declined ↓

*Excludes non-franchised train operating companies. ***Attribute added for the first time from Autumn 2017

Long-distance*

Overall sample size: 5714

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey	-2	↓	1	⊖	5429	87	7	6
STATION FACILITIES								
Overall satisfaction with the station	-3	↓	-2	⊖	5615	86	11	3
Ticket buying facilities	0	⊖	0	⊖	2562	87	8	5
Provision of information about train times/platforms	0	⊖	0	⊖	5546	91	6	3
Upkeep/repair of the station buildings/platforms	-3	↓	-3	↓	5533	80	14	6
Cleanliness	-3	↓	-3	↓	5575	83	13	5
Toilet facilities at the station	-2	⊖	-1	⊖	3608	60	17	22
Attitudes and helpfulness of staff	0	⊖	1	⊖	3844	84	11	4
Connections with other forms of public transport	1	⊖	1	⊖	3572	83	9	8
Facilities for car parking	-1	⊖	3	⊖	1682	61	15	25
Overall environment	-3	↓	-3	↓	5569	80	15	5
Your personal security whilst using the station	-2	↓	-1	⊖	5076	80	19	2
Availability of staff at the station	-1	⊖	2	⊖	4518	76	16	8
Shelter facilities	-6	↓	-7	↓	4508	74	14	11
Availability of seating	-2	⊖	0	⊖	5210	59	17	24
How request to station staff was handled	-2	⊖	-1	⊖	1049	89	5	5
Choice of shops/eating/drinking facilities available	-3	↓	-1	⊖	4939	63	19	18
Availability of Wi-Fi	-1	⊖	1	⊖	2088	46	18	36
TRAIN FACILITIES								
Overall satisfaction with the train	-3	↓	1	⊖	5559	84	9	7
Frequency of the trains on that route	-2	↓	-1	⊖	5359	84	8	8
Punctuality/reliability (train arriving/departing on time)	-5	↓	-1	⊖	5513	81	6	13
Length of time the journey was scheduled to take (speed)	-1	⊖	0	⊖	5492	89	7	4
Connections with other train services	-1	⊖	0	⊖	2931	80	12	8
Value for money of the price of your ticket	-3	↓	-4	↓	5414	55	17	28
Upkeep and repair of the train	-3	↓	-1	⊖	5517	81	12	6
Provision of information during the journey	-3	↓	-1	⊖	5243	79	15	7
Helpfulness and attitude of staff on train	-1	⊖	1	⊖	4051	82	14	4
Space for luggage	-1	⊖	2	⊖	4608	64	15	21
Toilet facilities	-1	⊖	1	⊖	2988	57	20	22
Comfort of the seats	-2	↓	0	⊖	5356	75	15	10
Step or gap between the train and the platform	-2	⊖	-1	⊖	5102	68	24	8
Your personal security on board	-1	⊖	0	⊖	5135	83	15	2
Cleanliness of the inside	-3	↓	0	⊖	5571	82	11	7
Cleanliness of the outside	-3	↓	-2	↓	4734	77	17	6
Availability of staff on the train	-4	↓	1	⊖	4728	65	22	12
How well train company deals with delays	-3	⊖	0	⊖	1686	55	31	15
Level of crowding	-2	⊖	3	↑	5476	73	12	15
Reliability of the internet connection***	-	-	2	⊖	2440	37	12	51
Availability of power sockets	-3	⊖	2	⊖	3313	60	10	30

Improved ↑ Unchanged ⊖ Declined ↓

Regional*

Overall sample size: 5221

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with your journey	-4	↓	0	⊖	4971	84	9	8
STATION FACILITIES								
Overall satisfaction with the station	-4	↓	-1	⊖	5118	80	14	6
Ticket buying facilities	-3	↓	1	⊖	3062	81	10	10
Provision of information about train times/platforms	0	⊖	0	⊖	4980	88	7	4
Upkeep/repair of the station buildings/platforms	-3	↓	-1	⊖	5032	75	16	9
Cleanliness	-3	↓	-2	⊖	5011	79	14	7
Toilet facilities at the station	-2	⊖	1	⊖	3094	48	17	35
Attitudes and helpfulness of staff	1	⊖	2	⊖	3672	82	12	6
Connections with other forms of public transport	-3	⊖	-3	⊖	3263	70	15	15
Facilities for car parking	-3	⊖	-5	↓	2316	49	13	38
Overall environment	0	⊖	0	⊖	5034	77	15	8
Your personal security whilst using the station	-1	⊖	-1	⊖	4674	76	20	4
Availability of staff at the station	-1	⊖	-1	⊖	4267	70	16	13
Shelter facilities	-3	↓	-2	⊖	4526	75	13	12
Availability of seating	-4	↓	1	⊖	4862	61	15	24
How request to station staff was handled	0	⊖	1	⊖	700	91	3	6
Choice of shops/eating/drinking facilities available	-1	⊖	0	⊖	4119	48	16	36
Availability of Wi-Fi	0	⊖	3	⊖	2472	39	15	46
TRAIN FACILITIES								
Overall satisfaction with the train	-3	↓	0	⊖	5079	76	13	10
Frequency of the trains on that route	-3	↓	0	⊖	4999	78	8	14
Punctuality/reliability (train arriving/departing on time)	-6	↓	-1	⊖	5030	79	7	14
Length of time the journey was scheduled to take (speed)	-2	↓	-1	⊖	5015	87	7	6
Connections with other train services	0	⊖	-1	⊖	2822	77	14	9
Value for money of the price of your ticket	-2	⊖	-2	⊖	4745	57	16	27
Upkeep and repair of the train	-1	⊖	-3	↓	5038	67	18	15
Provision of information during the journey	-1	⊖	-2	⊖	4652	71	19	10
Helpfulness and attitude of staff on train	-1	⊖	1	⊖	3765	80	16	5
Space for luggage	1	⊖	1	⊖	3952	64	17	19
Toilet facilities	2	⊖	-2	⊖	2409	43	15	42
Comfort of the seats	-1	⊖	-2	⊖	4921	65	19	16
Step or gap between the train and the platform	-4	↓	0	⊖	4754	64	24	11
Your personal security on board	0	⊖	-1	⊖	4744	77	18	4
Cleanliness of the inside	-4	↓	-3	↓	5090	69	16	14
Cleanliness of the outside	-5	↓	-7	↓	4514	64	21	15
Availability of staff on the train	-3	↓	-1	⊖	4478	61	23	16
How well train company deals with delays	-7	⊖	-6	⊖	1039	41	36	24
Level of crowding	-2	⊖	4	↑	4983	76	10	14
Reliability of the internet connection**	-	-	0	⊖	2506	34	13	53
Availability of power sockets	2	⊖	1	⊖	2580	25	8	67

Improved ↑ Unchanged ⊖ Declined ↓

*Excludes non-franchised train operating companies. **Attribute added for the first time from Autumn 2017

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East: 79%
 Long-distance: 87%
 Regional: 84%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	2	⊖	1051	82	12	7
c2c	-3	⊖	-3	⊖	962	86	8	6
Chiltern Railways	-2	⊖	2	⊖	899	90	6	4
CrossCountry	-2	⊖	3	⊖	1309	86	7	7
East Midlands Trains	-2	⊖	2	⊖	964	87	8	6
Gatwick Express ¹	-1	⊖	6	⊖	486	87	9	5
Grand Central	1	⊖	-1	⊖	561	95	3	2
Great Northern ¹	-1	⊖	1	⊖	580	78	16	6
Great Western Railway	0	⊖	1	⊖	1568	81	11	8
Greater Anglia	-6	⬇	-5	⬇	1250	76	12	12
Heathrow Connect	-8	⬇	-1	⊖	477	82	12	7
Heathrow Express	-2	⊖	4	⊖	508	95	4	1
Hull Trains ²	-10	⬇	-8	⬇	518	87	4	9
London Overground	-2	⊖	1	⊖	1512	88	8	3
Merseyrail	-2	⊖	3	⊖	739	92	5	3
Northern ²	-3	⊖	0	⊖	1783	80	10	9
ScotRail	-6	⬇	-1	⊖	1398	84	8	9
South Western Railway ²	-2	⊖	5	⬆	1945	80	11	9
Southeastern	-6	⬇	-5	⬆	1427	75	14	11
Southern ¹	-3	⊖	-4	⊖	1213	69	18	13
TfL Rail	-18	⬇	-6	⊖	280	69	20	11
Thameslink ¹	11	⬆	3	⊖	1108	86	9	5
TransPennine Express	0	⊖	5	⬆	920	86	7	8
Virgin Trains	-3	⬇	-2	⊖	1155	89	7	4
Virgin Trains East Coast	-4	⊖	-4	⬇	1081	87	7	6
West Midlands Trains ³	-3	⊖	-3	⊖	1038	81	10	8

Improved ⬆ Unchanged ⊖ Declined ⬇

¹Part of the Govia Thameslink Railway franchise. ²South Western Railway rebranded from South West Trains in Autumn 2017. ³West Midlands Trains rebranded from London Midland in Spring 2018.

Value for money of the price of your ticket

% of passengers satisfied/good by sector:
 London and South East: 41%
 Long-distance: 55%
 Regional: 57%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	1	⊖	1024	55	15	30
c2c	-6	⬇	-4	⊖	924	46	22	33
Chiltern Railways	0	⊖	-2	⊖	882	48	23	30
CrossCountry	-5	⬇	-7	⬇	1306	50	19	31
East Midlands Trains	-1	⊖	-4	⊖	964	50	19	31
Gatwick Express [*]	-11	⬇	-10	⬇	470	28	30	42
Grand Central	-4	⊖	1	⊖	558	74	10	16
Great Northern [*]	-2	⊖	-3	⊖	571	37	23	40
Great Western Railway	3	⊖	1	⊖	1529	50	17	32
Greater Anglia	-4	⊖	-7	⬇	1233	37	20	43
Heathrow Connect	-2	⊖	-6	⊖	436	53	22	25
Heathrow Express	-3	⊖	-1	⊖	519	48	23	28
Hull Trains ^{**}	0	⊖	-2	⊖	514	65	17	19
London Overground	-5	⬇	-3	⊖	1338	50	24	26
Merseyrail	4	⊖	-2	⊖	580	68	12	19
Northern ^{**}	0	⊖	0	⊖	1744	57	16	27
ScotRail	-7	⬇	-5	⊖	1397	54	16	29
South Western Railway ^{**}	-4	⬇	0	⊖	1860	36	23	41
Southeastern	-3	⊖	-2	⊖	1330	34	23	42
Southern [*]	-1	⊖	0	⊖	1127	38	21	42
TfL Rail	0	⊖	-4	⊖	246	42	23	34
Thameslink [*]	1	⊖	-1	⊖	1058	39	22	39
TransPennine Express	-3	⊖	0	⊖	917	57	16	27
Virgin Trains	-5	⊖	-3	⊖	1161	60	15	26
Virgin Trains East Coast	0	⊖	-3	⊖	1066	60	18	22
West Midlands Trains ^{***}	1	⊖	-4	⊖	974	55	17	28

Improved ⬆ Unchanged ⊖ Declined ⬇

^{*}Part of the Govia Thameslink Railway franchise. ^{**}South Western Railway rebranded from South West Trains in Autumn 2017. ^{***}West Midlands Trains rebranded from London Midland in Spring 2018.

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

% of passengers satisfied/good by sector:

London and South East: 70%

Long-distance: 81%

Regional: 79%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-1	⊖	6	⬆️	1045	80	7	14
c2c	-1	⊖	-4	⬇️	956	87	7	6
Chiltern Railways	-1	⊖	1	⊖	903	88	6	5
CrossCountry	-3	⬇️	2	⊖	1326	83	6	11
East Midlands Trains	-5	⬇️	3	⊖	980	82	7	11
Gatwick Express [†]	1	⊖	9	⬆️	462	84	6	10
Grand Central	-7	⬇️	-4	⊖	557	89	4	7
Great Northern [†]	-5	⊖	4	⊖	595	73	10	18
Great Western Railway	-6	⬇️	-1	⊖	1556	70	10	20
Greater Anglia	-7	⬇️	-11	⬇️	1243	70	9	21
Heathrow Connect	-9	⬇️	-3	⊖	479	64	9	27
Heathrow Express	0	⊖	4	⊖	517	95	3	2
Hull Trains ^{††}	-13	⬇️	-5	⊖	525	82	4	14
London Overground	-6	⬇️	-6	⬇️	1551	78	9	12
Merseyrail	-9	⬇️	-3	⊖	754	85	4	12
Northern ^{†††}	-7	⬇️	0	⊖	1802	77	8	15
ScotRail	-7	⬇️	-4	⊖	1429	78	7	15
South Western Railway ^{††}	-12	⬇️	-2	⊖	1952	65	11	24
Southeastern	-4	⬇️	-5	⬇️	1433	67	12	21
Southern [†]	-3	⊖	-2	⊖	1208	54	10	35
TfL Rail	-19	⬇️	-9	⊖	286	67	13	20
Thameslink [†]	14	⬆️	7	⬆️	1123	79	8	12
TransPennine Express	-5	⬇️	2	⊖	942	77	7	16
Virgin Trains	-5	⬇️	-4	⬇️	1184	83	6	11
Virgin Trains East Coast	-8	⬇️	-9	⬇️	1081	78	6	16
West Midlands Trains ^{†††}	-4	⊖	-4	⊖	1057	75	8	17

Improved ⬆️ Unchanged ⊖ Declined ⬇️

Level of crowding

% of passengers satisfied/good by sector:
 London and South East: 68%
 Long-distance: 73%
 Regional: 76%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	2	⊖	1043	70	11	19
c2c	-4	⊖	-5	↓	949	67	13	20
Chiltern Railways	-1	⊖	0	⊖	902	75	9	16
CrossCountry	-5	↓	5	↑	1324	67	13	20
East Midlands Trains	-3	⊖	2	⊖	969	73	12	15
Gatwick Express [*]	5	⊖	6	⊖	478	83	11	6
Grand Central	-6	↓	-11	↓	550	82	12	6
Great Northern [*]	0	⊖	7	⊖	591	69	11	21
Great Western Railway	1	⊖	6	↑	1550	72	11	16
Greater Anglia	-8	↓	-8	↓	1243	68	14	18
Heathrow Connect	-3	⊖	0	⊖	485	78	10	13
Heathrow Express	-6	↓	1	⊖	520	87	9	4
Hull Trains ^{**}	-11	↓	-8	↓	518	77	15	8
London Overground	-2	⊖	3	⊖	1549	71	13	17
Merseyrail	-3	⊖	0	⊖	736	83	8	9
Northern ^{**}	-2	⊖	4	⊖	1787	74	10	16
ScotRail	-2	⊖	5	⊖	1417	76	10	14
South Western Railway ^{**}	-1	⊖	4	↑	1939	68	15	17
Southeastern	-3	⊖	-1	⊖	1417	66	14	20
Southern [*]	-2	⊖	0	⊖	1201	65	16	19
TfL Rail	-9	⊖	-7	⊖	284	57	13	30
Thameslink [*]	5	⊖	1	⊖	1123	72	12	15
TransPennine Express	4	⊖	11	↑	930	69	11	21
Virgin Trains	-3	⊖	-1	⊖	1176	78	10	11
Virgin Trains East Coast	-1	⊖	-3	⊖	1077	80	14	6
West Midlands Trains ^{***}	-2	⊖	-3	⊖	1043	68	13	19

Improved ↑ Unchanged ⊖ Declined ↓

^{*}Part of the Govia Thameslink Railway franchise. ^{**}South Western Railway rebranded from South West Trains in Autumn 2017. ^{***}West Midlands Trains rebranded from London Midland in Spring 2018.

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East:	78%
Long-distance:	86%
Regional:	80%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-2	⊖	0	⊖	1050	74	18	8
c2c	-1	⊖	-2	⊖	989	83	13	4
Chiltern Railways	-1	⊖	0	⊖	919	88	10	2
CrossCountry	-3	⬇	-1	⊖	1353	86	10	4
East Midlands Trains	-4	⬇	-3	⊖	992	85	12	3
Gatwick Express [†]	-5	⊖	-1	⊖	497	69	24	7
Grand Central	3	⊖	-2	⊖	562	86	9	5
Great Northern [†]	-5	⊖	-9	⬇	597	71	21	8
Great Western Railway	-2	⊖	2	⊖	1583	81	14	6
Greater Anglia	-6	⬇	-5	⬇	1271	78	17	6
Heathrow Connect	-2	⊖	8	⬆	488	74	16	10
Heathrow Express	-1	⊖	3	⊖	519	94	6	1
Hull Trains ^{††}	0	⊖	-2	⊖	529	87	7	6
London Overground	-5	⬇	-4	⬇	1595	78	17	5
Merseyrail	-3	⊖	3	⊖	769	87	9	4
Northern ^{†††}	-4	⬇	-3	⬇	1830	80	14	6
ScotRail	-5	⊖	-1	⊖	1469	79	15	6
South Western Railway ^{††}	-1	⊖	1	⊖	1977	79	16	5
Southeastern	1	⊖	0	⊖	1445	78	14	7
Southern [†]	1	⊖	-4	⬇	1229	74	19	6
TfL Rail	-15	⬇	-6	⊖	287	69	22	10
Thameslink [†]	3	⊖	4	⊖	1148	84	11	5
TransPennine Express	-2	⊖	-1	⊖	961	85	12	3
Virgin Trains	0	⊖	1	⊖	1198	86	10	4
Virgin Trains East Coast	-5	⬇	-7	⬇	1111	86	11	3
West Midlands Trains ^{†††}	-3	⊖	-6	⬇	1069	78	17	5

Improved ⬆ Unchanged ⊖ Declined ⬇

How well train company deals with delays

% of passengers satisfied/good by sector:
 London and South East: 35%
 Long-distance: 55%
 Regional: 41%

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Arriva Trains Wales	-4	⊖	-1	⊖	132	34	42	25
c2c	-5	⊖	-2	⊖	124	46	24	30
Chiltern Railways	7	⊖	9	⊖	164	55	35	10
CrossCountry	-15	⬇	-5	⊖	368	46	39	15
East Midlands Trains	3	⊖	1	⊖	286	55	29	16
Gatwick Express [†]	-10	⊖	-5	⊖	92	33	37	30
Grand Central	-24	⬇	-19	⬇	144	56	33	11
Great Northern [†]	7	⊖	-2	⊖	131	33	39	27
Great Western Railway	-2	⊖	2	⊖	612	44	32	25
Greater Anglia	-6	⊖	-11	⬇	384	37	33	30
Heathrow Connect	2	⊖	3	⊖	123	35	33	32
Heathrow Express	-	⊖	-	⊖	<50	-	-	-
Hull Trains ^{††}	-6	⊖	-10	⊖	179	61	22	17
London Overground	0	⊖	4	⊖	225	37	39	24
Merseyrail	-10	⊖	-3	⊖	193	46	37	17
Northern ^{††}	-1	⊖	-6	⊖	373	41	37	22
ScotRail	-15	⊖	-12	⊖	341	39	32	29
South Western Railway ^{†††}	-4	⊖	0	⊖	590	34	34	32
Southeastern	0	⊖	2	⊖	406	36	29	34
Southern [†]	-3	⊖	0	⊖	469	25	39	36
TfL Rail	-	-	-	-	62	23	29	48
Thameslink [†]	9	⊖	3	⊖	250	41	38	21
TransPennine Express	2	⊖	4	⊖	326	53	33	14
Virgin Trains	-2	⊖	-1	⊖	330	59	26	15
Virgin Trains East Coast	-3	⊖	-6	⊖	376	61	25	14
West Midlands Trains ^{†††}	-1	⊖	0	⊖	347	40	37	23

Improved ⬆ Unchanged ⊖ Declined ⬇

[†]Part of the Govia Thameslink Railway franchise. ^{††}South Western Railway rebranded from South West Trains in Autumn 2017. ^{†††}West Midlands Trains rebranded from London Midland in Spring 2018.



Improved ↑ Unchanged = Declined ↓

Overall sample size: 1006

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	=	-3	=	962	86	8	6	79
STATION FACILITIES									
Overall satisfaction with the station	-1	=	-2	=	989	83	13	4	78
Ticket buying facilities	-4	=	-1	=	690	78	15	7	76
Provision of information about train times/platforms	-2	=	-3	=	978	86	10	4	83
Upkeep/repair of the station buildings/platforms	-4	=	-4	=	975	73	19	8	70
Cleanliness	-1	=	-1	=	975	78	15	7	75
Toilet facilities at the station	-8	↓	-2	=	637	48	18	34	45
Attitudes and helpfulness of the staff	-3	=	-2	=	804	80	14	6	75
Connections with other forms of public transport	-4	=	-1	=	757	74	13	13	79
Facilities for car parking	-12	↓	-12	↓	412	46	16	38	46
Overall environment	-1	=	-3	=	978	75	18	7	73
Your personal security whilst using the station	-2	=	-1	=	906	73	21	5	72
Availability of staff at the station	-3	=	-5	↓	895	70	21	10	66
Shelter facilities	-4	=	-6	↓	872	68	18	14	69
Availability of seating	-1	=	-2	=	914	59	20	21	48
How request to station staff was handled	-2	=	-9	=	107	83	11	6	84
Choice of shops/eating/drinking facilities available	0	=	0	=	823	48	25	28	51
Availability of Wi-Fi	1	=	-3	=	513	58	21	21	32
TRAIN FACILITIES									
Overall satisfaction with the train	-6	↓	-6	↓	980	83	10	7	74
Frequency of the trains on that route	-3	=	-3	=	973	81	8	12	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	=	-4	↓	956	87	7	6	70
Length of time the journey was scheduled to take (speed)	1	=	-1	=	962	89	6	5	80
Connections with other train services	-4	=	-3	=	577	79	14	7	73
Value for money of the price of your ticket	-6	↓	-4	=	924	46	22	33	41
Upkeep and repair of the train	-3	=	-4	↓	973	85	11	4	73
Provision of information during the journey	-2	=	-4	↓	910	79	16	5	73
Helpfulness and attitude of staff on train	-12	↓	-9	↓	316	35	41	24	57
Space for luggage	-1	=	-2	=	704	54	24	22	56
Toilet facilities	-6	=	-9	↓	438	50	26	24	38
Comfort of the seats	-4	=	-4	=	939	76	16	8	63
Step or gap between the train and the platform	0	=	-2	=	926	73	21	6	62
Your personal security on board	-4	=	-6	↓	891	71	25	4	72
Cleanliness of the inside	-2	=	-1	=	982	87	9	4	75
Cleanliness of the outside	-8	↓	-7	↓	908	78	17	5	71
Availability of staff on the train	-9	↓	-7	↓	537	19	30	50	35
How well train company deals with delays	-5	=	-2	=	124	46	24	30	35
Level of crowding	-4	=	-5	↓	949	67	13	20	68
Reliability of the internet connection**	-	-	-5	=	511	44	18	37	28
Availability of power sockets	-2	=	-2	=	378	23	17	60	26

Chiltern Railways

Overall sample size: 943

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	899	90	6	4	79
STATION FACILITIES									
Overall satisfaction with the station	-1	⊖	0	⊖	919	88	10	2	78
Ticket buying facilities	-2	⊖	-2	⊖	615	81	12	8	76
Provision of information about train times/platforms	3	⊖	7	⬆️	913	89	5	5	83
Upkeep/repair of the station buildings/platforms	2	⊖	3	⊖	915	84	13	3	70
Cleanliness	2	⊖	1	⊖	922	85	12	2	75
Toilet facilities at the station	2	⊖	1	⊖	614	58	17	25	45
Attitudes and helpfulness of the staff	1	⊖	-2	⊖	692	84	12	4	75
Connections with other forms of public transport	1	⊖	-2	⊖	655	79	11	10	79
Facilities for car parking	-1	⊖	-1	⊖	426	71	11	18	46
Overall environment	2	⊖	2	⊖	919	87	11	2	73
Your personal security whilst using the station	-1	⊖	-3	⊖	858	78	19	3	72
Availability of staff at the station	3	⊖	-3	⊖	772	70	19	11	66
Shelter facilities	0	⊖	-4	⊖	824	76	14	9	69
Availability of seating	0	⊖	-2	⊖	871	56	20	24	48
How request to station staff was handled	-9	⬇️	-7	⊖	128	87	4	9	84
Choice of shops/eating/drinking facilities available	2	⊖	5	⊖	805	60	21	20	51
Availability of Wi-Fi	8	⊖	-1	⊖	426	59	17	24	32
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⊖	1	⊖	916	87	9	4	74
Frequency of the trains on that route	1	⊖	3	⊖	912	81	8	11	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⊖	1	⊖	903	88	6	5	70
Length of time the journey was scheduled to take (speed)	2	⊖	2	⊖	897	91	5	4	80
Connections with other train services	1	⊖	4	⊖	481	79	15	6	73
Value for money of the price of your ticket	0	⊖	-2	⊖	882	48	23	30	41
Upkeep and repair of the train	-1	⊖	-2	⊖	910	83	12	5	73
Provision of information during the journey	1	⊖	0	⊖	818	80	15	6	73
Helpfulness and attitude of staff on train	-8	⊖	-7	⊖	280	52	36	12	57
Space for luggage	4	⊖	2	⊖	657	64	18	19	56
Toilet facilities	7	⊖	-1	⊖	373	64	20	16	38
Comfort of the seats	0	⊖	1	⊖	872	71	19	10	63
Step or gap between the train and the platform	0	⊖	-4	⊖	832	75	20	5	62
Your personal security on board	0	⊖	0	⊖	838	82	15	3	72
Cleanliness of the inside	-3	⊖	-2	⊖	914	84	12	4	75
Cleanliness of the outside	-6	⬇️	-7	⬇️	784	77	19	4	71
Availability of staff on the train	-7	⊖	-8	⬇️	474	25	36	38	35
How well train company deals with delays	7	⊖	9	⊖	164	55	35	10	35
Level of crowding	-1	⊖	0	⊖	902	75	9	16	68
Reliability of the internet connection**	-	⊖	2	⊖	495	53	15	32	28
Availability of power sockets	0	⊖	-2	⊖	494	52	14	34	26

**Attribute added for the first time from Autumn 2017

Gatwick Express*

Overall sample size: 504

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	6	⊖	486	87	9	5	79
STATION FACILITIES									
Overall satisfaction with the station	-5	⊖	-1	⊖	497	69	24	7	78
Ticket buying facilities	-3	⊖	-2	⊖	253	62	19	18	76
Provision of information about train times/platforms	-2	⊖	2	⊖	476	75	15	10	83
Upkeep/repair of the station buildings/platforms	0	⊖	5	⊖	471	62	25	13	70
Cleanliness	-2	⊖	2	⊖	472	64	25	11	75
Toilet facilities at the station	3	⊖	-2	⊖	256	51	28	21	45
Attitudes and helpfulness of the staff	1	⊖	4	⊖	343	74	17	9	75
Connections with other forms of public transport	-5	⊖	2	⊖	387	83	11	6	79
Facilities for car parking	5	⊖	22	⊖	54	57	13	29	46
Overall environment	-5	⊖	1	⊖	483	62	25	13	73
Your personal security whilst using the station	-6	⊖	-1	⊖	439	67	31	2	72
Availability of staff at the station	-1	⊖	-2	⊖	386	63	22	15	66
Shelter facilities	-1	⊖	2	⊖	255	65	26	9	69
Availability of seating	-6	⊖	-1	⊖	357	37	22	41	48
How request to station staff was handled	-13	⬇	-7	⊖	105	75	12	13	84
Choice of shops/eating/drinking facilities available	-1	⊖	3	⊖	382	65	21	14	51
Availability of Wi-Fi	-8	⊖	-9	⊖	164	36	25	39	32
TRAIN FACILITIES									
Overall satisfaction with the train	0	⊖	4	⊖	493	88	7	5	74
Frequency of the trains on that route	-1	⊖	11	⬆	488	90	4	6	72
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⊖	9	⬆	462	84	6	10	70
Length of time the journey was scheduled to take (speed)	-1	⊖	4	⊖	472	87	7	6	80
Connections with other train services	-3	⊖	9	⊖	241	82	14	5	73
Value for money of the price of your ticket	-11	⬇	-10	⬇	470	28	30	42	41
Upkeep and repair of the train	-4	⊖	2	⊖	488	88	9	3	73
Provision of information during the journey	3	⊖	5	⊖	454	83	12	6	73
Helpfulness and attitude of staff on train	0	⊖	0	⊖	273	74	19	6	57
Space for luggage	4	⊖	6	⊖	429	58	15	27	56
Toilet facilities	2	⊖	5	⊖	221	66	25	9	38
Comfort of the seats	0	⊖	-2	⊖	475	69	18	13	63
Step or gap between the train and the platform	-1	⊖	1	⊖	430	72	26	2	62
Your personal security on board	-4	⊖	1	⊖	447	78	18	3	72
Cleanliness of the inside	-4	⊖	3	⊖	496	88	7	5	75
Cleanliness of the outside	-1	⊖	5	⊖	449	89	10	1	71
Availability of staff on the train	-3	⊖	0	⊖	368	55	28	17	35
How well train company deals with delays	-10	⊖	-5	⊖	92	33	37	30	35
Level of crowding	5	⊖	6	⊖	478	83	11	6	68
Reliability of the internet connection**	-	-	-5	⊖	248	44	15	41	28
Availability of power sockets	0	⊖	5	⊖	337	85	7	7	26

Improved ⬆ Unchanged ⊖ Declined ⬇

Great Northern*

Overall sample size: 610

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	580	78	16	6	79
STATION FACILITIES									
Overall satisfaction with the station	-5	⊖	-9	↓	597	71	21	8	78
Ticket buying facilities	-12	↓	-10	↓	315	64	22	14	76
Provision of information about train times/platforms	-1	⊖	-2	⊖	584	78	13	10	83
Upkeep/repair of the station buildings/platforms	-4	⊖	-5	⊖	593	63	20	17	70
Cleanliness	-5	⊖	-8	↓	591	67	19	14	75
Toilet facilities at the station	-11	↓	-1	⊖	339	32	19	50	45
Attitudes and helpfulness of the staff	-10	↓	-10	↓	414	67	21	13	75
Connections with other forms of public transport	-2	⊖	0	⊖	453	77	10	12	79
Facilities for car parking	6	⊖	5	⊖	176	41	15	44	46
Overall environment	-5	⊖	-10	↓	595	65	20	15	73
Your personal security whilst using the station	-5	⊖	-5	⊖	552	68	27	5	72
Availability of staff at the station	-6	⊖	-7	⊖	484	56	22	21	66
Shelter facilities	-5	⊖	-7	↓	448	66	14	19	69
Availability of seating	-4	⊖	-4	⊖	532	44	26	30	48
How request to station staff was handled	4	⊖	0	⊖	56	90	4	6	84
Choice of shops/eating/drinking facilities available	0	⊖	-5	⊖	481	50	17	33	51
Availability of Wi-Fi	-7	⊖	-7	⊖	247	20	12	67	32
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⊖	-3	⊖	590	66	21	13	74
Frequency of the trains on that route	0	⊖	5	⊖	590	72	9	18	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	⊖	4	⊖	595	73	10	18	70
Length of time the journey was scheduled to take (speed)	-2	⊖	1	⊖	585	84	10	6	80
Connections with other train services	3	⊖	-1	⊖	345	74	17	9	73
Value for money of the price of your ticket	-2	⊖	-3	⊖	571	37	23	40	41
Upkeep and repair of the train	-3	⊖	-2	⊖	590	60	16	24	73
Provision of information during the journey	2	⊖	-4	⊖	544	57	21	22	73
Helpfulness and attitude of staff on train	-7	⊖	1	⊖	166	40	35	25	57
Space for luggage	4	⊖	4	⊖	445	53	27	20	56
Toilet facilities	-4	⊖	3	⊖	264	27	15	57	38
Comfort of the seats	0	⊖	-4	⊖	573	53	24	23	63
Step or gap between the train and the platform	5	⊖	-1	⊖	528	61	29	10	62
Your personal security on board	5	⊖	5	⊖	543	73	22	5	72
Cleanliness of the inside	-8	↓	-4	⊖	597	61	20	19	75
Cleanliness of the outside	-6	⊖	-7	⊖	526	54	24	23	71
Availability of staff on the train	0	⊖	7	↑	327	18	28	54	35
How well train company deals with delays	7	⊖	-2	⊖	131	33	39	27	35
Level of crowding	0	⊖	7	⊖	591	69	11	21	68
Reliability of the internet connection**	-	-	0	⊖	246	17	16	67	28
Availability of power sockets	10	↑	-2	⊖	280	26	8	67	26

Improved ↑ Unchanged ⊖ Declined ↓

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time from Autumn 2017

Great Western Railway

Improved ↑ Unchanged = Declined ↓

Overall sample size: 1619

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	=	1	=	1568	81	11	8	79
STATION FACILITIES									
Overall satisfaction with the station	-2	=	2	=	1583	81	14	6	78
Ticket buying facilities	4	=	5	=	892	81	11	8	76
Provision of information about train times/platforms	0	=	3	=	1572	87	9	4	83
Upkeep/repair of the station buildings/platforms	-2	=	1	=	1569	71	20	9	70
Cleanliness	1	=	1	=	1560	77	16	6	75
Toilet facilities at the station	7	↑	4	=	987	54	21	25	45
Attitudes and helpfulness of the staff	1	=	2	=	1122	82	11	6	75
Connections with other forms of public transport	-2	=	3	=	1098	75	12	12	79
Facilities for car parking	-3	=	0	=	526	53	20	27	46
Overall environment	-1	=	4	=	1582	78	14	8	73
Your personal security whilst using the station	-1	=	2	=	1460	76	21	3	72
Availability of staff at the station	0	=	2	=	1321	69	20	12	66
Shelter facilities	-2	=	-1	=	1337	70	15	14	69
Availability of seating	-1	=	3	=	1505	56	20	24	48
How request to station staff was handled	-4	=	-1	=	296	87	6	7	84
Choice of shops/eating/drinking facilities available	2	=	2	=	1367	53	20	27	51
Availability of Wi-Fi	-3	=	1	=	636	36	18	46	32
TRAIN FACILITIES									
Overall satisfaction with the train	2	=	4	=	1590	80	11	9	74
Frequency of the trains on that route	-3	=	-2	=	1540	73	12	14	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	↓	-1	=	1556	70	10	20	70
Length of time the journey was scheduled to take (speed)	0	=	5	↑	1557	85	9	6	80
Connections with other train services	-3	=	-4	=	851	71	18	11	73
Value for money of the price of your ticket	3	=	1	=	1529	50	17	32	41
Upkeep and repair of the train	2	=	1	=	1573	77	14	9	73
Provision of information during the journey	4	=	4	=	1448	75	15	10	73
Helpfulness and attitude of staff on train	-3	=	0	=	909	69	24	6	57
Space for luggage	7	↑	9	↑	1220	66	19	15	56
Toilet facilities	4	=	3	=	744	49	23	28	38
Comfort of the seats	3	=	2	=	1527	72	19	9	63
Step or gap between the train and the platform	1	=	2	=	1452	63	27	11	62
Your personal security on board	1	=	3	=	1459	79	18	3	72
Cleanliness of the inside	0	=	0	=	1590	77	13	9	75
Cleanliness of the outside	2	=	2	=	1389	75	17	9	71
Availability of staff on the train	0	=	3	=	1174	52	29	19	35
How well train company deals with delays	-2	=	2	=	612	44	32	25	35
Level of crowding	1	=	6	↑	1550	72	11	16	68
Reliability of the internet connection**	-	-	8	↑	781	37	17	46	28
Availability of power sockets	16	↑	10	↑	921	59	12	30	26

Greater Anglia

Overall sample size: 1300

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	↓	-5	↓	1250	76	12	12	79
STATION FACILITIES									
Overall satisfaction with the station	-6	↓	-5	↓	1271	78	17	6	78
Ticket buying facilities	-2	⊖	-4	⊖	735	78	12	10	76
Provision of information about train times/platforms	-3	⊖	-3	↓	1257	83	10	7	83
Upkeep/repair of the station buildings/platforms	-7	↓	-6	↓	1247	72	18	10	70
Cleanliness	-6	↓	-7	↓	1260	75	16	9	75
Toilet facilities at the station	-11	↓	-9	↓	779	49	21	30	45
Attitudes and helpfulness of the staff	-7	↓	-3	⊖	990	77	17	7	75
Connections with other forms of public transport	1	⊖	0	⊖	929	79	10	11	79
Facilities for car parking	-2	⊖	-3	⊖	451	51	14	35	46
Overall environment	-5	↓	-2	⊖	1255	75	18	7	73
Your personal security whilst using the station	-3	⊖	-2	⊖	1155	73	23	4	72
Availability of staff at the station	-9	↓	0	⊖	1093	67	20	13	66
Shelter facilities	-3	⊖	-1	⊖	1039	68	16	16	69
Availability of seating	-3	⊖	-3	⊖	1165	48	19	33	48
How request to station staff was handled	-2	⊖	-2	⊖	210	88	3	9	84
Choice of shops/eating/drinking facilities available	-6	↓	-2	⊖	1078	52	21	28	51
Availability of Wi-Fi	-9	↓	-9	↓	526	29	18	53	32
TRAIN FACILITIES									
Overall satisfaction with the train	-6	↓	-5	↓	1268	71	17	12	74
Frequency of the trains on that route	-3	⊖	-6	↓	1260	72	11	17	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-11	↓	1243	70	9	21	70
Length of time the journey was scheduled to take (speed)	-3	⊖	-6	↓	1250	78	11	11	80
Connections with other train services	-1	⊖	-4	⊖	753	75	16	8	73
Value for money of the price of your ticket	-4	⊖	-7	↓	1233	37	20	43	41
Upkeep and repair of the train	-2	⊖	-1	⊖	1256	69	17	14	73
Provision of information during the journey	-5	↓	-2	⊖	1174	67	20	13	73
Helpfulness and attitude of staff on train	-3	⊖	-6	⊖	573	59	27	13	57
Space for luggage	-2	⊖	1	⊖	978	58	19	23	56
Toilet facilities	-6	⊖	-3	⊖	565	43	22	35	38
Comfort of the seats	-8	↓	-2	⊖	1234	59	21	20	63
Step or gap between the train and the platform	-4	⊖	-3	⊖	1157	65	26	8	62
Your personal security on board	-4	⊖	-2	⊖	1165	72	23	6	72
Cleanliness of the inside	-2	⊖	0	⊖	1270	74	14	11	75
Cleanliness of the outside	-4	⊖	-4	⊖	1117	68	23	9	71
Availability of staff on the train	-3	⊖	-6	⊖	843	33	29	38	35
How well train company deals with delays	-6	⊖	-11	↓	384	37	33	30	35
Level of crowding	-8	↓	-8	↓	1243	68	14	18	68
Reliability of the internet connection**	-	-	-3	⊖	573	25	11	64	28
Availability of power sockets	0	⊖	3	⊖	687	41	7	52	26

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

Heathrow Connect

Overall sample size: 501

Overall satisfaction with the journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	↓	-1	⊖	477	82	12	7	79
Overall satisfaction with the station	-2	⊖	8	↑	488	74	16	10	78
Ticket buying facilities	-2	⊖	1	⊖	282	70	16	14	76
Provision of information about train times/platforms	-6	⊖	-4	⊖	486	70	16	13	83
Upkeep/repair of the station buildings/platforms	-2	⊖	1	⊖	481	63	19	18	70
Cleanliness	-2	⊖	4	⊖	487	70	21	9	75
Toilet facilities at the station	8	⊖	6	⊖	255	46	15	39	45
Attitudes and helpfulness of the staff	-1	⊖	1	⊖	341	73	15	12	75
Connections with other forms of public transport	0	⊖	3	⊖	415	79	10	11	79
Facilities for car parking	-5	⊖	-4	⊖	141	31	20	49	46
Overall environment	-5	⊖	3	⊖	481	66	22	12	73
Your personal security whilst using the station	-3	⊖	4	⊖	434	68	25	6	72
Availability of staff at the station	3	⊖	7	⊖	401	64	18	18	66
Shelter facilities	1	⊖	3	⊖	387	58	15	27	69
Availability of seating	-4	⊖	2	⊖	445	49	16	36	48
How request to station staff was handled	-11	⊖	3	⊖	82	80	5	16	84
Choice of shops/eating/drinking facilities available	-1	⊖	5	⊖	375	49	14	37	51
Availability of Wi-Fi	2	⊖	3	⊖	222	37	13	50	32

TRAIN FACILITIES

Overall satisfaction with the train	-9	↓	-1	⊖	485	79	14	7	74
Frequency of the trains on that route	-3	⊖	-2	⊖	482	62	14	24	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	↓	-3	⊖	479	64	9	27	70
Length of time the journey was scheduled to take (speed)	-3	⊖	0	⊖	484	83	10	7	80
Connections with other train services	3	⊖	2	⊖	342	79	12	9	73
Value for money of the price of your ticket	-2	⊖	-6	⊖	436	53	22	25	41
Upkeep and repair of the train	-5	⊖	-1	⊖	479	81	13	6	73
Provision of information during the journey	-8	↓	2	⊖	453	76	17	7	73
Helpfulness and attitude of staff on train	-5	⊖	1	⊖	238	64	22	14	57
Space for luggage	-2	⊖	2	⊖	377	78	13	9	56
Toilet facilities	-4	⊖	4	⊖	207	60	12	27	38
Comfort of the seats	-7	↓	0	⊖	466	77	18	6	63
Step or gap between the train and the platform	-5	⊖	8	↑	450	66	21	13	62
Your personal security on board	-2	⊖	5	⊖	456	80	17	3	72
Cleanliness of the inside	-8	↓	-2	⊖	487	82	11	7	75
Cleanliness of the outside	-8	↓	-2	⊖	445	79	17	5	71
Availability of staff on the train	-2	⊖	0	⊖	334	48	22	30	35
How well train company deals with delays	2	⊖	3	⊖	123	35	33	32	35
Level of crowding	-3	⊖	0	⊖	485	78	10	13	68
Reliability of the internet connection**	-	-	-6	⊖	202	32	17	51	28
Availability of power sockets	12	↑	12	↑	198	40	7	54	26

Improved ↑ Unchanged ⊖ Declined ↓

Heathrow Express

Overall sample size: 545

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	508	95	4	1	79
STATION FACILITIES									
Overall satisfaction with the station	-1	⊖	3	⊖	519	94	6	1	78
Ticket buying facilities	-1	⊖	-1	⊖	369	93	5	2	76
Provision of information about train times/platforms	-4	⊖	-3	⊖	516	87	10	3	83
Upkeep/repair of the station buildings/platforms	-2	⊖	-2	⊖	519	89	9	2	70
Cleanliness	-3	⊖	-2	⊖	515	88	11	2	75
Toilet facilities at the station	-3	⊖	5	⊖	204	71	16	13	45
Attitudes and helpfulness of the staff	2	⊖	0	⊖	407	91	8	1	75
Connections with other forms of public transport	2	⊖	4	⊖	379	90	6	3	79
Facilities for car parking	-2	⊖	9	⊖	74	67	25	8	46
Overall environment	0	⊖	1	⊖	512	90	8	2	73
Your personal security whilst using the station	-1	⊖	0	⊖	469	89	10	1	72
Availability of staff at the station	-2	⊖	0	⊖	422	85	12	3	66
Shelter facilities	-9	⬇️	-7	⊖	255	84	15	1	69
Availability of seating	-4	⊖	2	⊖	413	73	14	13	48
How request to station staff was handled	2	⊖	2	⊖	138	93	3	4	84
Choice of shops/eating/drinking facilities available	1	⊖	1	⊖	322	69	18	14	51
Availability of Wi-Fi	4	⊖	-2	⊖	265	74	12	14	32
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⊖	4	⊖	534	94	3	2	74
Frequency of the trains on that route	0	⊖	1	⊖	525	91	4	5	72
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⊖	4	⊖	517	95	3	2	70
Length of time the journey was scheduled to take (speed)	0	⊖	2	⊖	525	96	2	2	80
Connections with other train services	-2	⊖	3	⊖	342	88	9	3	73
Value for money of the price of your ticket	-3	⊖	-1	⊖	519	48	23	28	41
Upkeep and repair of the train	-4	⬇️	4	⊖	518	93	5	2	73
Provision of information during the journey	-1	⊖	1	⊖	503	90	8	2	73
Helpfulness and attitude of staff on train	0	⊖	1	⊖	454	89	11	1	57
Space for luggage	-4	⊖	4	⊖	515	90	7	4	56
Toilet facilities	-9	⊖	10	⊖	162	72	15	13	38
Comfort of the seats	-5	⬇️	2	⊖	517	93	6	2	63
Step or gap between the train and the platform	-7	⬇️	-2	⊖	480	85	14	1	62
Your personal security on board	-1	⊖	1	⊖	495	94	5	0	72
Cleanliness of the inside	-4	⬇️	4	⊖	534	92	5	2	75
Cleanliness of the outside	-7	⬇️	-3	⊖	502	90	8	2	71
Availability of staff on the train	1	⊖	11	⬆️	472	86	13	2	35
How well train company deals with delays	-	⊖	-	⊖	<50	-	-	-	35
Level of crowding	-6	⬇️	1	⊖	520	87	9	4	68
Reliability of the internet connection**	-	-	0	⊖	288	71	9	21	28
Availability of power sockets	1	⊖	10	⬆️	313	88	6	6	26

**Attribute added for the first time from Autumn 2017

London Overground

Overall sample size: 1617

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	1512	88	8	3	79
STATION FACILITIES									
Overall satisfaction with the station	-5	↓	-4	↓	1595	78	17	5	78
Ticket buying facilities	-2	⊖	-3	⊖	796	75	17	8	76
Provision of information about train times/platforms	-2	⊖	-3	⊖	1519	82	10	8	83
Upkeep/repair of the station buildings/platforms	-7	↓	-6	↓	1539	72	19	10	70
Cleanliness	-3	⊖	-2	⊖	1529	77	16	7	75
Toilet facilities at the station	-11	↓	-5	⊖	619	27	22	51	45
Attitudes and helpfulness of the staff	-4	⊖	1	⊖	994	76	18	6	75
Connections with other forms of public transport	-2	⊖	-1	⊖	1289	80	12	8	79
Facilities for car parking	-4	⊖	0	⊖	405	29	17	54	46
Overall environment	-3	⊖	-3	⊖	1558	73	20	8	73
Your personal security whilst using the station	-5	↓	-1	⊖	1462	71	24	4	72
Availability of staff at the station	-8	↓	-3	⊖	1262	66	21	14	66
Shelter facilities	-5	↓	-4	↓	1352	66	16	18	69
Availability of seating	-5	↓	1	⊖	1446	52	20	27	48
How request to station staff was handled	-3	⊖	6	⊖	108	88	8	4	84
Choice of shops/eating/drinking facilities available	-6	↓	-4	⊖	1101	41	22	37	51
Availability of Wi-Fi	-8	↓	-5	⊖	644	30	14	56	32
TRAIN FACILITIES									
Overall satisfaction with the train	-5	↓	-1	⊖	1547	82	13	5	74
Frequency of the trains on that route	-3	⊖	-1	⊖	1566	74	10	16	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	↓	-6	↓	1551	78	9	12	70
Length of time the journey was scheduled to take (speed)	-1	⊖	1	⊖	1542	86	9	5	80
Connections with other train services	-3	⊖	-3	⊖	1211	79	13	8	73
Value for money of the price of your ticket	-5	↓	-3	⊖	1338	50	24	26	41
Upkeep and repair of the train	-5	↓	-3	⊖	1536	81	12	6	73
Provision of information during the journey	-3	⊖	0	⊖	1441	80	15	6	73
Helpfulness and attitude of staff on train	-6	⊖	-5	⊖	491	46	37	17	57
Space for luggage	-5	⊖	-2	⊖	1084	53	23	24	56
Toilet facilities	-2	⊖	-1	⊖	470	13	9	78	38
Comfort of the seats	-2	⊖	0	⊖	1496	71	20	9	63
Step or gap between the train and the platform	1	⊖	1	⊖	1446	68	22	11	62
Your personal security on board	-2	⊖	0	⊖	1454	75	20	5	72
Cleanliness of the inside	-3	⊖	0	⊖	1561	85	10	5	75
Cleanliness of the outside	-6	↓	-5	↓	1437	78	16	6	71
Availability of staff on the train	-4	⊖	-7	↓	870	22	31	47	35
How well train company deals with delays	0	⊖	4	⊖	225	37	39	24	35
Level of crowding	-2	⊖	3	⊖	1549	71	13	17	68
Reliability of the internet connection**	-	-	1	⊖	600	26	18	56	28
Availability of power sockets	-2	⊖	-1	⊖	545	12	8	80	26

Improved ↑ Unchanged ⊖ Declined ↓

South Western Railway*

Overall sample size: 2022

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	5	⬆️	1945	80	11	9	79
STATION FACILITIES									
Overall satisfaction with the station	-1	⊖	1	⊖	1977	79	16	5	78
Ticket buying facilities	0	⊖	0	⊖	957	81	13	6	76
Provision of information about train times/platforms	-3	⬇️	-1	⊖	1931	84	10	6	83
Upkeep/repair of the station buildings/platforms	-2	⊖	0	⊖	1939	67	23	10	70
Cleanliness	-1	⊖	2	⊖	1952	72	20	8	75
Toilet facilities at the station	1	⊖	-2	⊖	1104	37	20	44	45
Attitudes and helpfulness of the staff	-1	⊖	1	⊖	1331	75	18	7	75
Connections with other forms of public transport	0	⊖	0	⊖	1487	80	12	8	79
Facilities for car parking	9	⬆️	0	⊖	495	52	13	35	46
Overall environment	-1	⊖	2	⊖	1955	73	20	7	73
Your personal security whilst using the station	-2	⊖	-1	⊖	1777	73	24	3	72
Availability of staff at the station	3	⊖	4	⊖	1575	65	21	14	66
Shelter facilities	-3	⊖	-2	⊖	1587	69	17	15	69
Availability of seating	-4	⬇️	1	⊖	1803	41	22	37	48
How request to station staff was handled	-2	⊖	2	⊖	293	82	4	14	84
Choice of shops/eating/drinking facilities available	2	⊖	2	⊖	1723	60	22	18	51
Availability of Wi-Fi	1	⊖	3	⊖	673	27	17	56	32
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⬇️	1	⊖	1977	74	17	9	74
Frequency of the trains on that route	-5	⬇️	-1	⊖	1946	72	12	16	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-12	⬇️	-2	⊖	1952	65	11	24	70
Length of time the journey was scheduled to take (speed)	-3	⬇️	1	⊖	1939	77	13	10	80
Connections with other train services	-4	⊖	-2	⊖	1010	72	21	7	73
Value for money of the price of your ticket	-4	⬇️	0	⊖	1860	36	23	41	41
Upkeep and repair of the train	-4	⬇️	0	⊖	1951	72	19	10	73
Provision of information during the journey	-1	⊖	4	⬆️	1865	73	18	8	73
Helpfulness and attitude of staff on train	-3	⊖	-1	⊖	1170	69	23	7	57
Space for luggage	-2	⊖	2	⊖	1440	60	22	18	56
Toilet facilities	1	⊖	-1	⊖	828	33	20	47	38
Comfort of the seats	-7	⬇️	-2	⊖	1895	63	25	12	63
Step or gap between the train and the platform**	3	⊖	4	⊖	1823	60	27	13	62
Your personal security on board	-1	⊖	-1	⊖	1817	75	22	3	72
Cleanliness of the inside	-2	⊖	0	⊖	1983	72	15	13	75
Cleanliness of the outside	-3	⊖	-1	⊖	1749	72	21	7	71
Availability of staff on the train	-4	⊖	0	⊖	1539	50	31	19	35
How well train company deals with delays	-4	⊖	0	⊖	590	34	34	32	35
Level of crowding	-1	⊖	4	⬆️	1939	68	15	17	68
Reliability of the internet connection**	-	-	1	⊖	875	29	15	56	28
Availability of power sockets	5	⬆️	5	⬆️	795	18	11	70	26

Improved ⬆️ Unchanged ⊖ Declined ⬇️

*South Western Railway rebranded from South West Trains from Autumn 2017. **Attribute added for the first time from Autumn 2017

Southeastern

Overall sample size: 1479

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	↓	-5	↓	1427	75	14	11	79
STATION FACILITIES									
Overall satisfaction with the station	1	⊖	0	⊖	1445	78	14	7	78
Ticket buying facilities	3	⊖	0	⊖	806	78	13	9	76
Provision of information about train times/platforms	-2	⊖	-2	⊖	1434	82	11	7	83
Upkeep/repair of the station buildings/platforms	-1	⊖	-5	↓	1440	70	19	11	70
Cleanliness	-3	⊖	-6	↓	1438	75	17	8	75
Toilet facilities at the station	1	⊖	-2	⊖	873	55	18	28	45
Attitudes and helpfulness of the staff	-4	⊖	-4	⊖	1081	75	17	8	75
Connections with other forms of public transport	3	⊖	-4	⊖	1085	78	14	9	79
Facilities for car parking	-2	⊖	3	⊖	455	49	15	36	46
Overall environment	-2	⊖	-4	↓	1447	72	19	8	73
Your personal security whilst using the station	-3	⊖	-1	⊖	1334	70	25	5	72
Availability of staff at the station	-1	⊖	-3	⊖	1233	70	17	13	66
Shelter facilities	2	⊖	-3	⊖	1212	69	14	16	69
Availability of seating	-3	⊖	2	⊖	1338	46	20	34	48
How request to station staff was handled	-4	⊖	-2	⊖	197	84	10	6	84
Choice of shops/eating/drinking facilities available	-3	⊖	-2	⊖	1265	43	26	31	51
Availability of Wi-Fi	0	⊖	5	⊖	510	22	16	62	32
TRAIN FACILITIES									
Overall satisfaction with the train	-7	↓	-7	↓	1444	68	20	12	74
Frequency of the trains on that route	-1	⊖	-1	⊖	1430	71	11	18	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	↓	-5	↓	1433	67	12	21	70
Length of time the journey was scheduled to take (speed)	-1	⊖	-3	⊖	1422	75	14	11	80
Connections with other train services	-4	⊖	-1	⊖	777	68	21	11	73
Value for money of the price of your ticket	-3	⊖	-2	⊖	1330	34	23	42	41
Upkeep and repair of the train	-5	↓	-4	⊖	1425	66	20	15	73
Provision of information during the journey	-1	⊖	-1	⊖	1347	68	21	11	73
Helpfulness and attitude of staff on train	1	⊖	-5	⊖	638	51	32	17	57
Space for luggage	0	⊖	2	⊖	1084	52	24	24	56
Toilet facilities	-3	⊖	-4	⊖	582	34	20	47	38
Comfort of the seats	-5	↓	-3	⊖	1411	58	26	16	63
Step or gap between the train and the platform	0	⊖	-1	⊖	1363	59	28	13	62
Your personal security on board	-4	⊖	-4	⊖	1339	64	29	6	72
Cleanliness of the inside	-6	↓	-4	↓	1451	68	17	14	75
Cleanliness of the outside	-8	↓	-7	↓	1311	63	21	16	71
Availability of staff on the train	3	⊖	2	⊖	960	32	25	43	35
How well train company deals with delays	0	⊖	2	⊖	406	36	29	34	35
Level of crowding	-3	⊖	-1	⊖	1417	66	14	20	68
Reliability of the internet connection**	-	-	4	⊖	534	23	17	61	28
Availability of power sockets	-3	⊖	-2	⊖	600	15	8	77	26

Improved ↑ Unchanged ⊖ Declined ↓

Southern*

Overall sample size: 1257

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	-4	⊖	1213	69	18	13	79
STATION FACILITIES									
Overall satisfaction with the station	1	⊖	-4	⬇	1229	74	19	6	78
Ticket buying facilities	-2	⊖	-5	⊖	607	70	17	13	76
Provision of information about train times/platforms	1	⊖	-3	⊖	1202	77	13	9	83
Upkeep/repair of the station buildings/platforms	3	⊖	-1	⊖	1204	68	21	10	70
Cleanliness	1	⊖	-3	⊖	1202	73	19	8	75
Toilet facilities at the station	6	⊖	-8	⬇	697	48	19	33	45
Attitudes and helpfulness of the staff	0	⊖	-4	⊖	865	70	20	10	75
Connections with other forms of public transport	2	⊖	1	⊖	893	79	9	12	79
Facilities for car parking	-2	⊖	-1	⊖	314	40	19	41	46
Overall environment	2	⊖	-5	⬇	1214	68	22	9	73
Your personal security whilst using the station	0	⊖	-3	⊖	1119	69	26	5	72
Availability of staff at the station	2	⊖	-4	⊖	1026	63	19	18	66
Shelter facilities	-2	⊖	-9	⬇	1022	66	17	17	69
Availability of seating	-4	⊖	0	⊖	1119	43	20	37	48
How request to station staff was handled	-8	⊖	-9	⬇	149	77	8	15	84
Choice of shops/eating/drinking facilities available	4	⊖	2	⊖	1045	55	22	24	51
Availability of Wi-Fi	8	⬆	8	⬆	432	34	19	47	32
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⊖	-5	⬇	1225	65	21	13	74
Frequency of the trains on that route	-4	⊖	-1	⊖	1204	62	12	25	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⊖	-2	⊖	1208	54	10	35	70
Length of time the journey was scheduled to take (speed)	-2	⊖	-3	⊖	1201	70	16	14	80
Connections with other train services	0	⊖	-4	⊖	739	65	19	16	73
Value for money of the price of your ticket	-1	⊖	0	⊖	1127	38	21	42	41
Upkeep and repair of the train	-2	⊖	-2	⊖	1202	64	21	14	73
Provision of information during the journey	0	⊖	-1	⊖	1134	70	19	11	73
Helpfulness and attitude of staff on train	1	⊖	4	⊖	494	56	27	17	57
Space for luggage	-1	⊖	-1	⊖	881	45	22	33	56
Toilet facilities	0	⊖	0	⊖	482	36	24	39	38
Comfort of the seats	-2	⊖	-4	⊖	1160	57	25	18	63
Step or gap between the train and the platform	1	⊖	-1	⊖	1111	55	31	14	62
Your personal security on board	2	⊖	1	⊖	1116	70	24	5	72
Cleanliness of the inside	1	⊖	-2	⊖	1222	67	18	14	75
Cleanliness of the outside	-1	⊖	-4	⊖	1055	64	24	12	71
Availability of staff on the train	-1	⊖	2	⊖	774	34	27	39	35
How well train company deals with delays	-3	⊖	0	⊖	469	25	39	36	35
Level of crowding	-2	⊖	0	⊖	1201	65	16	19	68
Reliability of the internet connection**	-	-	-3	⊖	426	19	19	62	28
Availability of power sockets	1	⊖	-1	⊖	512	24	12	64	26

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time from Autumn 2017

TfL Rail*

Overall sample size: 294

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	-18	↓	-6	⊖	280	69	20	11	79
STATION FACILITIES									
Overall satisfaction with the station	-15	↓	-6	⊖	287	69	22	10	78
Ticket buying facilities	-28	↓	-18	⊖	132	59	20	21	76
Provision of information about train times/platforms	-5	⊖	-1	⊖	285	82	8	10	83
Upkeep/repair of the station buildings/platforms	-16	↓	-6	⊖	281	59	21	20	70
Cleanliness	-11	⊖	-14	↓	286	67	23	10	75
Toilet facilities at the station	-1	⊖	-5	⊖	152	45	22	32	45
Attitudes and helpfulness of the staff	-7	⊖	-10	⊖	229	77	18	5	75
Connections with other forms of public transport	-13	↓	-3	⊖	250	78	17	6	79
Facilities for car parking	-12	⊖	-24	⊖	73	35	14	51	46
Overall environment	-7	⊖	-12	⊖	285	64	22	13	73
Your personal security whilst using the station	8	⊖	-8	⊖	272	69	24	8	72
Availability of staff at the station	-1	⊖	-4	⊖	253	77	15	7	66
Shelter facilities	-10	⊖	-10	⊖	211	63	17	20	69
Availability of seating	-5	⊖	-6	⊖	250	44	18	38	48
How request to station staff was handled	-	⊖	-	⊖	<50	-	-	-	84
Choice of shops/eating/drinking facilities available	1	⊖	-7	⊖	248	48	18	34	51
Availability of Wi-Fi	14	⊖	-4	⊖	115	42	16	41	32
TRAIN FACILITIES									
Overall satisfaction with the train	-17	↓	-7	⊖	287	63	25	12	74
Frequency of the trains on that route	-9	⊖	-8	⊖	286	72	12	16	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-19	↓	-9	⊖	286	67	13	20	70
Length of time the journey was scheduled to take (speed)	-9	⊖	-6	⊖	282	77	11	12	80
Connections with other train services	-7	⊖	-16	↓	198	73	19	8	73
Value for money of the price of your ticket	0	⊖	-4	⊖	246	42	23	34	41
Upkeep and repair of the train	-2	⊖	-4	⊖	285	66	20	14	73
Provision of information during the journey	-11	↓	-6	⊖	277	73	21	6	73
Helpfulness and attitude of staff on train	5	⊖	-24	⊖	97	35	50	16	57
Space for luggage	-7	⊖	-7	⊖	209	42	29	29	56
Toilet facilities	11	⊖	-11	⊖	99	20	18	62	38
Comfort of the seats	9	⊖	3	⊖	269	58	19	23	63
Step or gap between the train and the platform	4	⊖	-3	⊖	269	57	31	12	62
Your personal security on board	2	⊖	-9	⊖	260	61	26	12	72
Cleanliness of the inside	-8	⊖	-8	⊖	288	72	20	8	75
Cleanliness of the outside	-10	⊖	-9	⊖	267	63	27	10	71
Availability of staff on the train	-2	⊖	-14	⊖	161	20	29	50	35
How well train company deals with delays	-	-	-	-	62	23	29	48	35
Level of crowding	-9	⊖	-7	⊖	284	57	13	30	68
Reliability of the internet connection**	-	-	-8	⊖	107	32	19	49	28
Availability of power sockets	4	⊖	-14	⊖	102	15	15	70	26

Improved ↑ Unchanged ⊖ Declined ↓

*It's important to note that there were no weekend shifts in the spring 2018 wave due to weekend engineering works. **Attribute added for the first time from Autumn 2017

Thameslink*

Overall sample size: 1168

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	11	↑	3	⊖	1108	86	9	5	79
STATION FACILITIES									
Overall satisfaction with the station	3	⊖	4	⊖	1148	84	11	5	78
Ticket buying facilities	3	⊖	1	⊖	611	74	11	15	76
Provision of information about train times/platforms	4	↑	7	↑	1127	88	7	6	83
Upkeep/repair of the station buildings/platforms	3	⊖	6	↑	1130	80	12	7	70
Cleanliness	0	⊖	2	⊖	1128	83	12	5	75
Toilet facilities at the station	1	⊖	-1	⊖	582	45	19	35	45
Attitudes and helpfulness of the staff	0	⊖	2	⊖	778	77	15	8	75
Connections with other forms of public transport	3	⊖	4	⊖	876	86	7	7	79
Facilities for car parking	-6	⊖	-3	⊖	292	45	18	37	46
Overall environment	4	⊖	3	⊖	1146	79	15	6	73
Your personal security whilst using the station	2	⊖	3	⊖	1049	76	21	2	72
Availability of staff at the station	1	⊖	0	⊖	928	65	21	14	66
Shelter facilities	4	⊖	5	⊖	930	76	13	11	69
Availability of seating	1	⊖	4	⊖	1048	55	21	24	48
How request to station staff was handled	5	⊖	-6	⊖	131	88	7	5	84
Choice of shops/eating/drinking facilities available	1	⊖	1	⊖	933	49	21	31	51
Availability of Wi-Fi	-5	⊖	5	⊖	450	38	13	50	32
TRAIN FACILITIES									
Overall satisfaction with the train	11	↑	0	⊖	1136	84	11	5	74
Frequency of the trains on that route	7	↑	3	⊖	1130	79	10	12	72
Punctuality/reliability (i.e. the train arriving/departing on time)	14	↑	7	↑	1123	79	8	12	70
Length of time the journey was scheduled to take (speed)	7	↑	3	⊖	1125	84	9	7	80
Connections with other train services	7	↑	7	↑	650	83	13	3	73
Value for money of the price of your ticket	1	⊖	-1	⊖	1058	39	22	39	41
Upkeep and repair of the train	17	↑	1	⊖	1132	91	6	3	73
Provision of information during the journey	21	↑	2	⊖	1079	86	10	4	73
Helpfulness and attitude of staff on train	-4	⊖	0	⊖	271	42	40	18	57
Space for luggage	15	↑	5	⊖	875	72	16	13	56
Toilet facilities	19	↑	4	⊖	537	75	19	6	38
Comfort of the seats	7	↑	-5	⊖	1095	62	19	20	63
Step or gap between the train and the platform	7	↑	-2	⊖	1070	70	23	7	62
Your personal security on board	4	⊖	0	⊖	1050	77	19	4	72
Cleanliness of the inside	10	↑	-2	⊖	1138	87	9	5	75
Cleanliness of the outside	10	↑	-4	⊖	1043	84	12	4	71
Availability of staff on the train	3	⊖	1	⊖	587	19	34	47	35
How well train company deals with delays	9	⊖	3	⊖	250	41	38	21	35
Level of crowding	5	⊖	1	⊖	1123	72	12	15	68
Reliability of the internet connection**	-	-	-2	⊖	417	26	11	62	28
Availability of power sockets	1	⊖	0	⊖	400	15	15	70	26

Improved ↑ Unchanged ⊖ Declined ↓

*Part of the Govia Thameslink Railway franchise. **Attribute added for the first time from Autumn 2017

West Midlands Trains*

Overall sample size: 1089

Overall satisfaction with the journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	-3	⊖	1038	81	10	8	79
Overall satisfaction with the station	-3	⊖	-6	↓	1069	78	17	5	78
Ticket buying facilities	1	⊖	-3	⊖	605	79	11	9	76
Provision of information about train times/platforms	1	⊖	-2	⊖	1050	88	8	4	83
Upkeep/repair of the station buildings/platforms	-3	⊖	-5	↓	1064	74	17	8	70
Cleanliness	-2	⊖	-4	⊖	1064	79	14	7	75
Toilet facilities at the station	1	⊖	2	⊖	650	59	14	27	45
Attitudes and helpfulness of the staff	-3	⊖	-4	⊖	730	76	17	7	75
Connections with other forms of public transport	-5	⊖	-3	⊖	673	72	14	14	79
Facilities for car parking	-11	↓	-5	⊖	397	51	13	36	46
Overall environment	0	⊖	-2	⊖	1060	76	17	7	73
Your personal security whilst using the station	-2	⊖	-3	⊖	991	71	24	5	72
Availability of staff at the station	-4	⊖	-5	⊖	867	62	21	17	66
Shelter facilities	-2	⊖	-6	↓	902	72	15	14	69
Availability of seating	1	⊖	-1	⊖	1011	58	15	27	48
How request to station staff was handled	-6	⊖	-8	⊖	130	86	8	7	84
Choice of shops/eating/drinking facilities available	-1	⊖	-2	⊖	887	53	14	33	51
Availability of Wi-Fi	-1	⊖	-4	⊖	428	34	15	51	32

TRAIN FACILITIES

Overall satisfaction with the train	-2	⊖	-2	⊖	1062	77	14	9	74
Frequency of the trains on that route	-4	⊖	-3	⊖	1056	77	9	14	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	⊖	-4	⊖	1057	75	8	17	70
Length of time the journey was scheduled to take (speed)	0	⊖	-1	⊖	1053	87	8	5	80
Connections with other train services	0	⊖	-3	⊖	502	75	18	7	73
Value for money of the price of your ticket	1	⊖	-4	⊖	974	55	17	28	41
Upkeep and repair of the train	-3	⊖	-5	↓	1057	70	17	13	73
Provision of information during the journey	-4	⊖	-8	↓	967	67	22	11	73
Helpfulness and attitude of staff on train	-5	⊖	-13	↓	467	58	30	11	57
Space for luggage	0	⊖	-1	⊖	786	57	22	21	56
Toilet facilities	1	⊖	-5	⊖	381	50	19	32	38
Comfort of the seats	-4	⊖	-3	⊖	1022	63	23	15	63
Step or gap between the train and the platform	-1	⊖	-5	⊖	992	57	26	17	62
Your personal security on board	-2	⊖	-4	⊖	981	70	26	4	72
Cleanliness of the inside	0	⊖	-4	⊖	1066	75	12	12	75
Cleanliness of the outside	1	⊖	-6	↓	954	74	18	8	71
Availability of staff on the train	-7	↓	-8	↓	687	36	32	32	35
How well train company deals with delays	-1	⊖	0	⊖	347	40	37	23	35
Level of crowding	-2	⊖	-3	⊖	1043	68	13	19	68
Reliability of the internet connection**	-	-	-16	↓	394	25	15	61	28
Availability of power sockets	-1	⊖	-6	⊖	402	15	12	72	26

Improved ↑ Unchanged ⊖ Declined ↓

CrossCountry

Overall sample size: 1376

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	3	⊖	1309	86	7	7	87
STATION FACILITIES									
Overall satisfaction with the station	-3	↓	-1	⊖	1353	86	10	4	86
Ticket buying facilities	-1	⊖	-2	⊖	587	88	7	5	87
Provision of information about train times/platforms	0	⊖	-2	⊖	1334	90	7	3	91
Upkeep/repair of the station buildings/platforms	-2	⊖	-3	⊖	1327	80	14	5	80
Cleanliness	-2	⊖	-3	⊖	1338	83	12	5	83
Toilet facilities at the station	0	⊖	-1	⊖	885	65	16	19	60
Attitudes and helpfulness of the staff	1	⊖	-1	⊖	944	85	10	4	84
Connections with other forms of public transport	0	⊖	-2	⊖	739	80	9	11	83
Facilities for car parking	-1	⊖	0	⊖	390	65	13	22	61
Overall environment	-2	⊖	-3	⊖	1331	81	14	5	80
Your personal security whilst using the station	-4	↓	-2	⊖	1214	81	17	2	80
Availability of staff at the station	0	⊖	0	⊖	1093	77	16	7	76
Shelter facilities	-5	↓	-7	↓	1088	76	13	11	74
Availability of seating	-3	⊖	3	⊖	1266	65	17	18	59
How request to station staff was handled	-1	⊖	-2	⊖	268	91	4	5	89
Choice of shops/eating/drinking facilities available	-1	⊖	0	⊖	1158	66	18	16	63
Availability of Wi-Fi	-6	⊖	-1	⊖	470	45	19	37	46
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⊖	2	⊖	1335	82	10	8	84
Frequency of the trains on that route	-6	↓	-4	↓	1271	78	11	10	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	↓	2	⊖	1326	83	6	11	81
Length of time the journey was scheduled to take (speed)	-1	⊖	0	⊖	1310	87	8	5	89
Connections with other train services	-3	⊖	-3	⊖	748	77	15	7	80
Value for money of the price of your ticket	-5	↓	-7	↓	1306	50	19	31	55
Upkeep and repair of the train	-2	⊖	-2	⊖	1321	77	15	8	81
Provision of information during the journey	-3	⊖	-4	⊖	1244	75	17	7	79
Helpfulness and attitude of staff on train	-1	⊖	-1	⊖	969	81	15	4	82
Space for luggage	-2	⊖	3	⊖	1067	60	15	25	64
Toilet facilities	-1	⊖	-7	↓	631	51	19	30	57
Comfort of the seats	-4	⊖	-5	↓	1263	69	17	14	75
Step or gap between the train and the platform	0	⊖	-3	⊖	1224	63	27	10	68
Your personal security on board	-2	⊖	-3	⊖	1238	80	18	2	83
Cleanliness of the inside	-3	⊖	-1	⊖	1340	78	14	8	82
Cleanliness of the outside	-4	⊖	-4	⊖	1149	73	19	8	77
Availability of staff on the train	-3	⊖	-3	⊖	1125	64	23	13	65
How well train company deals with delays	-15	↓	-5	⊖	368	46	39	15	55
Level of crowding	-5	↓	5	↑	1324	67	13	20	73
Reliability of the internet connection**	-	-	-1	⊖	464	32	13	56	37
Availability of power sockets	-3	⊖	2	⊖	700	64	9	27	60

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

East Midlands Trains

Overall sample size: 1015

Overall satisfaction with the journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	964	87	8	6	87
Overall satisfaction with the station	-4	↓	-3	⊖	992	85	12	3	86
Ticket buying facilities	0	⊖	-2	⊖	538	85	10	6	87
Provision of information about train times/platforms	-2	⊖	1	⊖	984	90	6	3	91
Upkeep/repair of the station buildings/platforms	-7	↓	-5	⊖	990	79	15	6	80
Cleanliness	-8	↓	-4	⊖	995	81	14	5	83
Toilet facilities at the station	-2	⊖	1	⊖	669	59	16	25	60
Attitudes and helpfulness of the staff	-3	⊖	0	⊖	742	82	13	5	84
Connections with other forms of public transport	2	⊖	4	⊖	678	79	12	9	83
Facilities for car parking	0	⊖	-1	⊖	367	67	13	20	61
Overall environment	-5	↓	-2	⊖	995	81	13	5	80
Your personal security whilst using the station	-3	⊖	-1	⊖	911	79	18	3	80
Availability of staff at the station	0	⊖	6	⊖	852	75	16	9	76
Shelter facilities	-9	↓	-7	↓	838	70	16	14	74
Availability of seating	-7	↓	-4	⊖	949	57	19	24	59
How request to station staff was handled	-2	⊖	-4	⊖	160	89	6	5	89
Choice of shops/eating/drinking facilities available	-6	⊖	0	⊖	875	57	19	25	63
Availability of Wi-Fi	-7	⊖	-6	⊖	432	40	15	45	46

TRAIN FACILITIES

Overall satisfaction with the train	-3	⊖	-1	⊖	988	82	10	8	84
Frequency of the trains on that route	3	⊖	3	⊖	970	83	8	9	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	3	⊖	980	82	7	11	81
Length of time the journey was scheduled to take (speed)	-3	⊖	1	⊖	979	86	9	5	89
Connections with other train services	-2	⊖	0	⊖	481	78	12	9	80
Value for money of the price of your ticket	-1	⊖	-4	⊖	964	50	19	31	55
Upkeep and repair of the train	-8	↓	-4	⊖	979	73	17	10	81
Provision of information during the journey	-2	⊖	1	⊖	920	74	18	8	79
Helpfulness and attitude of staff on train	-2	⊖	0	⊖	710	79	17	4	82
Space for luggage	-1	⊖	-2	⊖	765	61	19	20	64
Toilet facilities	-7	⊖	-6	⊖	460	45	31	24	57
Comfort of the seats	-7	↓	-2	⊖	955	70	18	12	75
Step or gap between the train and the platform	-2	⊖	-1	⊖	908	68	23	8	68
Your personal security on board	-2	⊖	-2	⊖	917	80	18	2	83
Cleanliness of the inside	-6	↓	-5	⊖	991	76	14	10	82
Cleanliness of the outside	-4	⊖	-7	↓	841	70	22	8	77
Availability of staff on the train	-4	⊖	4	⊖	851	64	24	12	65
How well train company deals with delays	3	⊖	1	⊖	286	55	29	16	55
Level of crowding	-3	⊖	2	⊖	969	73	12	15	73
Reliability of the internet connection**	-	-	-10	⊖	406	23	11	65	37
Availability of power sockets	-4	⊖	-12	↓	536	39	9	52	60

Improved ↑ Unchanged ⊖ Declined ↓

Grand Central

Overall sample size: 581

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	561	95	3	2	87
STATION FACILITIES									
Overall satisfaction with the station	3	⊖	-2	⊖	562	86	9	5	86
Ticket buying facilities	-2	⊖	-4	⊖	253	84	8	8	87
Provision of information about train times/platforms	-1	⊖	0	⊖	553	92	7	2	91
Upkeep/repair of the station buildings/platforms	-2	⊖	-7	⊖	558	82	10	8	80
Cleanliness	-3	⊖	-3	⊖	546	83	11	6	83
Toilet facilities at the station	-3	⊖	-1	⊖	313	54	15	31	60
Attitudes and helpfulness of the staff	-3	⊖	-11	⬇	364	76	19	5	84
Connections with other forms of public transport	1	⊖	-4	⊖	412	83	7	10	83
Facilities for car parking	2	⊖	-9	⊖	260	60	17	23	61
Overall environment	0	⊖	-5	⊖	558	79	14	7	80
Your personal security whilst using the station	1	⊖	-5	⊖	506	77	20	3	80
Availability of staff at the station	-1	⊖	-7	⊖	415	64	22	14	76
Shelter facilities	-1	⊖	-3	⊖	482	79	13	9	74
Availability of seating	0	⊖	-2	⊖	521	59	16	25	59
How request to station staff was handled	6	⊖	3	⊖	92	95	2	4	89
Choice of shops/eating/drinking facilities available	-4	⊖	-7	⊖	501	57	19	24	63
Availability of Wi-Fi	4	⊖	-3	⊖	253	40	10	50	46
TRAIN FACILITIES									
Overall satisfaction with the train	0	⊖	-1	⊖	576	92	5	3	84
Frequency of the trains on that route	-4	⊖	-3	⊖	533	79	13	8	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	⬇	-4	⊖	557	89	4	7	81
Length of time the journey was scheduled to take (speed)	-1	⊖	0	⊖	553	91	5	4	89
Connections with other train services	-5	⊖	-3	⊖	298	84	13	3	80
Value for money of the price of your ticket	-4	⊖	1	⊖	558	74	10	16	55
Upkeep and repair of the train	1	⊖	0	⊖	567	81	13	6	81
Provision of information during the journey	0	⊖	2	⊖	534	86	11	3	79
Helpfulness and attitude of staff on train	-2	⊖	-2	⊖	509	92	7	1	82
Space for luggage	-6	⊖	-4	⊖	544	74	11	14	64
Toilet facilities	3	⊖	-8	⊖	417	63	19	18	57
Comfort of the seats	-2	⊖	-3	⊖	552	83	11	6	75
Step or gap between the train and the platform	1	⊖	0	⊖	528	78	19	3	68
Your personal security on board	0	⊖	-1	⊖	533	90	9	1	83
Cleanliness of the inside	3	⊖	1	⊖	574	90	5	5	82
Cleanliness of the outside	0	⊖	-2	⊖	519	86	10	4	77
Availability of staff on the train	-1	⊖	-2	⊖	526	84	14	2	65
How well train company deals with delays	-24	⬇	-19	⬇	144	56	33	11	55
Level of crowding	-6	⬇	-11	⬇	550	82	12	6	73
Reliability of the internet connection**	-	-	-10	⊖	340	59	20	22	37
Availability of power sockets	0	⊖	-2	⊖	478	84	6	10	60

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

Hull Trains

Overall sample size: 544

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	↓	-8	↓	518	87	4	9	87
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	-2	⊖	529	87	7	6	86
Ticket buying facilities	-6	⊖	-2	⊖	255	80	11	8	87
Provision of information about train times/platforms	-3	⊖	-4	⊖	528	86	7	7	91
Upkeep/repair of the station buildings/platforms	-1	⊖	1	⊖	533	85	10	5	80
Cleanliness	-2	⊖	-1	⊖	521	87	9	4	83
Toilet facilities at the station	0	⊖	-10	↓	338	59	19	22	60
Attitudes and helpfulness of the staff	-2	⊖	-5	⊖	329	79	15	6	84
Connections with other forms of public transport	-1	⊖	-4	⊖	381	80	9	11	83
Facilities for car parking	4	⊖	2	⊖	196	68	14	18	61
Overall environment	-6	↓	-5	⊖	523	80	15	5	80
Your personal security whilst using the station	-3	⊖	-9	↓	476	76	22	2	80
Availability of staff at the station	-6	⊖	-10	↓	398	62	25	13	76
Shelter facilities	-8	↓	-11	↓	435	79	12	8	74
Availability of seating	-4	⊖	-9	↓	480	54	18	28	59
How request to station staff was handled	-16	↓	-5	⊖	78	82	6	12	89
Choice of shops/eating/drinking facilities available	4	⊖	2	⊖	490	66	14	20	63
Availability of Wi-Fi	-8	⊖	-10	⊖	217	39	20	41	46
TRAIN FACILITIES									
Overall satisfaction with the train	-6	↓	-3	⊖	530	91	3	6	84
Frequency of the trains on that route	-10	↓	-12	↓	502	74	9	16	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-13	↓	-5	⊖	525	82	4	14	81
Length of time the journey was scheduled to take (speed)	-7	↓	-5	↓	526	88	8	4	89
Connections with other train services	-14	↓	-15	↓	263	71	16	13	80
Value for money of the price of your ticket	0	⊖	-2	⊖	514	65	17	19	55
Upkeep and repair of the train	-5	⊖	-6	↓	531	85	9	6	81
Provision of information during the journey	-6	↓	-7	↓	510	88	9	3	79
Helpfulness and attitude of staff on train	-4	↓	-4	⊖	490	91	7	1	82
Space for luggage	-7	↓	-3	⊖	471	71	11	18	64
Toilet facilities	-5	⊖	-8	⊖	370	62	20	18	57
Comfort of the seats	-5	⊖	-8	↓	518	81	11	8	75
Step or gap between the train and the platform	-7	⊖	-8	↓	489	75	21	4	68
Your personal security on board	-3	⊖	-2	⊖	507	89	9	2	83
Cleanliness of the inside	-2	⊖	-2	⊖	531	91	6	3	82
Cleanliness of the outside	-3	⊖	-7	↓	478	88	9	2	77
Availability of staff on the train	-3	⊖	-6	↓	502	87	10	3	65
How well train company deals with delays	-6	⊖	-10	⊖	179	61	22	17	55
Level of crowding	-11	↓	-8	↓	518	77	15	8	73
Reliability of the internet connection**	-	-	-10	⊖	281	51	17	32	37
Availability of power sockets	-10	↓	0	⊖	401	82	8	10	60

Improved ↑ Unchanged ⊖ Declined ↓

TransPennine Express

Overall sample size: 975

Overall satisfaction with the journey

STATION FACILITIES

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	5	↑	920	86	7	8	87
STATION FACILITIES									
Overall satisfaction with the station	-2	⊖	-1	⊖	961	85	12	3	86
Ticket buying facilities	-3	⊖	0	⊖	478	84	9	7	87
Provision of information about train times/platforms	1	⊖	2	⊖	947	91	6	3	91
Upkeep/repair of the station buildings/platforms	0	⊖	1	⊖	937	81	13	6	80
Cleanliness	-1	⊖	0	⊖	955	82	12	6	83
Toilet facilities at the station	-5	⊖	-3	⊖	642	55	18	27	60
Attitudes and helpfulness of the staff	2	⊖	4	⊖	707	86	8	6	84
Connections with other forms of public transport	4	⊖	5	⊖	620	83	9	8	83
Facilities for car parking	2	⊖	11	↑	343	50	18	32	61
Overall environment	0	⊖	1	⊖	947	83	13	4	80
Your personal security whilst using the station	1	⊖	4	⊖	860	83	15	2	80
Availability of staff at the station	1	⊖	5	⊖	799	77	15	8	76
Shelter facilities	-2	⊖	-9	↓	822	75	14	11	74
Availability of seating	1	⊖	2	⊖	892	63	17	20	59
How request to station staff was handled	-4	⊖	3	⊖	173	91	3	5	89
Choice of shops/eating/drinking facilities available	-2	⊖	-2	⊖	841	62	18	20	63
Availability of Wi-Fi	5	⊖	2	⊖	368	43	15	42	46
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⊖	5	↑	944	83	10	6	84
Frequency of the trains on that route	-2	⊖	0	⊖	892	80	8	12	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	2	⊖	942	77	7	16	81
Length of time the journey was scheduled to take (speed)	-3	⊖	-2	⊖	935	86	8	6	89
Connections with other train services	2	⊖	4	⊖	535	79	13	8	80
Value for money of the price of your ticket	-3	⊖	0	⊖	917	57	16	27	55
Upkeep and repair of the train	1	⊖	5	↑	940	87	9	5	81
Provision of information during the journey	-1	⊖	5	↑	892	82	12	5	79
Helpfulness and attitude of staff on train	-1	⊖	6	↑	728	86	10	4	82
Space for luggage	-7	↓	3	⊖	782	58	19	23	64
Toilet facilities	-2	⊖	7	⊖	436	58	19	23	57
Comfort of the seats	2	⊖	5	↑	892	80	13	7	75
Step or gap between the train and the platform	0	⊖	7	↑	862	72	21	8	68
Your personal security on board	0	⊖	5	↑	869	85	13	3	83
Cleanliness of the inside	0	⊖	5	↑	948	85	7	7	82
Cleanliness of the outside	-1	⊖	2	⊖	827	82	14	4	77
Availability of staff on the train	-3	⊖	5	⊖	817	71	17	12	65
How well train company deals with delays	2	⊖	4	⊖	326	53	33	14	55
Level of crowding	4	⊖	11	↑	930	69	11	21	73
Reliability of the internet connection**	-	-	7	⊖	370	36	13	51	37
Availability of power sockets	-4	⊖	6	⊖	478	53	13	34	60

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

Virgin Trains

Overall sample size: 1220

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	↓	-2	⊖	1155	89	7	4	87
STATION FACILITIES									
Overall satisfaction with the station	0	⊖	1	⊖	1198	86	10	4	86
Ticket buying facilities	5	⊖	5	↑	544	91	6	3	87
Provision of information about train times/platforms	0	⊖	0	⊖	1190	91	5	4	91
Upkeep/repair of the station buildings/platforms	0	⊖	-2	⊖	1183	78	16	6	80
Cleanliness	-2	⊖	-1	⊖	1189	81	13	6	83
Toilet facilities at the station	0	⊖	2	⊖	734	60	19	21	60
Attitudes and helpfulness of the staff	2	⊖	2	⊖	781	85	12	3	84
Connections with other forms of public transport	2	⊖	3	⊖	808	87	9	4	83
Facilities for car parking	-3	⊖	5	⊖	316	58	17	25	61
Overall environment	-3	⊖	-3	⊖	1195	76	17	6	80
Your personal security whilst using the station	-1	⊖	-1	⊖	1086	77	21	1	80
Availability of staff at the station	-2	⊖	3	⊖	954	76	17	7	76
Shelter facilities	-5	↓	-3	⊖	869	74	15	10	74
Availability of seating	-1	⊖	0	⊖	1086	51	15	34	59
How request to station staff was handled	-1	⊖	-2	⊖	254	89	4	7	89
Choice of shops/eating/drinking facilities available	0	⊖	2	⊖	1054	64	20	15	63
Availability of Wi-Fi	-1	⊖	6	⊖	452	52	19	29	46
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⊖	1	⊖	1193	88	7	5	84
Frequency of the trains on that route	-1	⊖	0	⊖	1156	89	6	4	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	-4	↓	1184	83	6	11	81
Length of time the journey was scheduled to take (speed)	0	⊖	2	⊖	1182	93	4	3	89
Connections with other train services	1	⊖	3	⊖	609	87	9	4	80
Value for money of the price of your ticket	-5	⊖	-3	⊖	1161	60	15	26	55
Upkeep and repair of the train	-3	⊖	1	⊖	1187	88	10	3	81
Provision of information during the journey	-3	⊖	-2	⊖	1140	83	12	5	79
Helpfulness and attitude of staff on train	-3	⊖	1	⊖	812	81	16	3	82
Space for luggage	3	⊖	5	↑	1034	68	13	19	64
Toilet facilities	5	⊖	9	↑	736	68	15	17	57
Comfort of the seats	-1	⊖	2	⊖	1172	79	13	8	75
Step or gap between the train and the platform	-3	⊖	-2	⊖	1100	69	24	6	68
Your personal security on board	-1	⊖	0	⊖	1097	85	14	1	83
Cleanliness of the inside	-2	⊖	2	⊖	1195	88	9	3	82
Cleanliness of the outside	-2	⊖	1	⊖	1003	82	14	4	77
Availability of staff on the train	-6	↓	2	⊖	992	64	25	11	65
How well train company deals with delays	-2	⊖	-1	⊖	330	59	26	15	55
Level of crowding	-3	⊖	-1	⊖	1176	78	10	11	73
Reliability of the internet connection**	-	-	9	↑	568	40	12	48	37
Availability of power sockets	-1	⊖	8	↑	801	60	10	30	60

Improved ↑ Unchanged ⊖ Declined ↓

Virgin Trains East Coast

Improved ↑ Unchanged = Declined ↓

Overall sample size: 1128

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	-4	=	-4	↓	1081	87	7	6	87
STATION FACILITIES									
Overall satisfaction with the station	-5	↓	-7	↓	1111	86	11	3	86
Ticket buying facilities	1	=	-2	=	415	86	8	5	87
Provision of information about train times/platforms	-2	=	-1	=	1091	91	6	3	91
Upkeep/repair of the station buildings/platforms	-7	↓	-7	↓	1096	83	12	5	80
Cleanliness	-4	↓	-6	↓	1098	86	11	3	83
Toilet facilities at the station	-2	=	-8	↓	678	62	16	23	60
Attitudes and helpfulness of the staff	-4	=	-1	=	670	83	13	3	84
Connections with other forms of public transport	0	=	-4	=	727	83	8	9	83
Facilities for car parking	0	=	2	=	266	65	11	24	61
Overall environment	-6	↓	-6	↓	1101	82	15	3	80
Your personal security whilst using the station	-6	↓	-4	=	1005	78	21	1	80
Availability of staff at the station	-6	=	-6	=	820	72	19	9	76
Shelter facilities	-9	↓	-9	↓	891	75	14	11	74
Availability of seating	-2	=	-3	=	1017	57	17	26	59
How request to station staff was handled	-2	=	-2	=	194	83	12	5	89
Choice of shops/eating/drinking facilities available	-8	↓	-8	↓	1011	64	19	16	63
Availability of Wi-Fi	6	=	1	=	366	52	19	29	46
TRAIN FACILITIES									
Overall satisfaction with the train	-7	↓	-6	↓	1099	84	10	6	84
Frequency of the trains on that route	-3	=	-2	=	1070	88	6	6	84
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	↓	-9	↓	1081	78	6	16	81
Length of time the journey was scheduled to take (speed)	0	=	1	=	1086	91	5	4	89
Connections with other train services	-5	=	-7	↓	558	78	9	13	80
Value for money of the price of your ticket	0	=	-3	=	1066	60	18	22	55
Upkeep and repair of the train	-6	↓	-4	=	1090	82	12	6	81
Provision of information during the journey	-4	=	-4	=	1047	79	14	8	79
Helpfulness and attitude of staff on train	1	=	-3	=	832	83	12	4	82
Space for luggage	2	=	-2	=	960	71	13	16	64
Toilet facilities	-1	=	0	=	725	59	20	21	57
Comfort of the seats	-1	=	-1	=	1074	80	13	6	75
Step or gap between the train and the platform	-4	=	-5	=	1008	66	24	10	68
Your personal security on board	-1	=	-1	=	1014	85	15	0	83
Cleanliness of the inside	-3	=	-3	=	1097	86	7	7	82
Cleanliness of the outside	-6	↓	-4	=	914	77	17	6	77
Availability of staff on the train	-2	=	-5	=	943	66	21	12	65
How well train company deals with delays	-3	=	-6	=	376	61	25	14	55
Level of crowding	-1	=	-3	=	1077	80	14	6	73
Reliability of the internet connection**	-	-	4	=	632	50	11	39	37
Availability of power sockets	-3	=	0	=	798	82	8	10	60

**Attribute added for the first time from Autumn 2017

Arriva Trains Wales

Overall sample size: 1084

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	1051	82	12	7	84
STATION FACILITIES									
Overall satisfaction with the station	-2	⊖	0	⊖	1050	74	18	8	80
Ticket buying facilities	-6	⊖	2	⊖	614	76	11	12	81
Provision of information about train times/platforms	-1	⊖	3	⊖	1028	85	10	5	88
Upkeep/repair of the station buildings/platforms	-2	⊖	-1	⊖	1035	66	23	10	75
Cleanliness	1	⊖	3	⊖	1029	73	18	9	79
Toilet facilities at the station	-8	⊖	-2	⊖	679	41	18	41	48
Attitudes and helpfulness of the staff	-2	⊖	-2	⊖	733	78	18	5	82
Connections with other forms of public transport	3	⊖	3	⊖	596	64	17	19	70
Facilities for car parking	-4	⊖	-2	⊖	527	56	17	27	49
Overall environment	3	⊖	2	⊖	1029	71	19	10	77
Your personal security whilst using the station	-4	⊖	-2	⊖	945	68	23	9	76
Availability of staff at the station	-6	⊖	-7	⊖	858	59	19	22	70
Shelter facilities	2	⊖	-2	⊖	955	69	15	15	75
Availability of seating	4	⊖	2	⊖	997	60	16	24	61
How request to station staff was handled	-5	⊖	-4	⊖	174	89	3	8	91
Choice of shops/eating/drinking facilities available	3	⊖	0	⊖	822	43	16	41	48
Availability of Wi-Fi	11	↑	5	⊖	528	34	19	47	39
TRAIN FACILITIES									
Overall satisfaction with the train	-4	⊖	-2	⊖	1067	73	16	11	76
Frequency of the trains on that route	-6	⊖	-1	⊖	1032	71	9	20	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	⊖	6	↑	1045	80	7	14	79
Length of time the journey was scheduled to take (speed)	-3	⊖	-1	⊖	1038	82	11	7	87
Connections with other train services	-5	⊖	-6	⊖	636	68	22	10	77
Value for money of the price of your ticket	-2	⊖	1	⊖	1024	55	15	30	57
Upkeep and repair of the train	-2	⊖	-7	↓	1050	62	20	18	67
Provision of information during the journey	-3	⊖	-5	⊖	961	61	27	12	71
Helpfulness and attitude of staff on train	-2	⊖	1	⊖	878	83	13	4	80
Space for luggage	3	⊖	1	⊖	883	64	17	19	64
Toilet facilities	-3	⊖	1	⊖	620	44	22	34	43
Comfort of the seats	-5	⊖	-6	⊖	1021	63	21	16	65
Step or gap between the train and the platform	-6	⊖	-2	⊖	977	56	30	14	64
Your personal security on board	-7	↓	-4	⊖	992	73	21	6	77
Cleanliness of the inside	-7	↓	-10	↓	1070	64	21	15	69
Cleanliness of the outside	-9	↓	-10	↓	956	56	26	18	64
Availability of staff on the train	-7	↓	-2	⊖	969	64	22	13	61
How well train company deals with delays	-4	⊖	-1	⊖	132	34	42	25	41
Level of crowding	-2	⊖	2	⊖	1043	70	11	19	76
Reliability of the internet connection**	-	-	7	⊖	589	48	14	38	34
Availability of power sockets	1	⊖	-3	⊖	647	21	10	69	25

Merseyrail

Overall sample size: 777

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	3	⊖	739	92	5	3	84
STATION FACILITIES									
Overall satisfaction with the station	-3	⊖	3	⊖	769	87	9	4	80
Ticket buying facilities	-6	⊖	2	⊖	409	88	6	6	81
Provision of information about train times/platforms	1	⊖	0	⊖	731	92	5	3	88
Upkeep/repair of the station buildings/platforms	3	⊖	3	⊖	748	84	11	5	75
Cleanliness	-2	⊖	-2	⊖	753	84	10	6	79
Toilet facilities at the station	-3	⊖	1	⊖	430	56	15	29	48
Attitudes and helpfulness of the staff	-3	⊖	1	⊖	602	89	8	2	82
Connections with other forms of public transport	-2	⊖	-5	⊖	506	74	15	11	70
Facilities for car parking	-6	⊖	-6	⊖	345	54	11	35	49
Overall environment	3	⊖	1	⊖	752	84	11	4	77
Your personal security whilst using the station	0	⊖	0	⊖	714	81	16	3	76
Availability of staff at the station	-2	⊖	-3	⊖	682	82	12	6	70
Shelter facilities	-1	⊖	1	⊖	641	85	9	6	75
Availability of seating	-7	↓	-3	⊖	737	69	12	19	61
How request to station staff was handled	6	⊖	-2	⊖	67	93	6	2	91
Choice of shops/eating/drinking facilities available	-5	⊖	2	⊖	556	46	20	34	48
Availability of Wi-Fi	-6	⊖	5	⊖	373	37	14	50	39
TRAIN FACILITIES									
Overall satisfaction with the train	0	⊖	2	⊖	751	86	10	4	76
Frequency of the trains on that route	5	↑	1	⊖	759	95	3	3	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	↓	-3	⊖	754	85	4	12	79
Length of time the journey was scheduled to take (speed)	-3	↓	2	⊖	749	94	4	2	87
Connections with other train services	7	⊖	-2	⊖	379	83	12	4	77
Value for money of the price of your ticket	4	⊖	-2	⊖	580	68	12	19	57
Upkeep and repair of the train	-3	⊖	0	⊖	748	74	18	8	67
Provision of information during the journey	-3	⊖	-2	⊖	697	82	14	4	71
Helpfulness and attitude of staff on train	-4	⊖	8	⊖	371	72	23	5	80
Space for luggage	-4	⊖	2	⊖	557	58	21	21	64
Toilet facilities	2	⊖	-1	⊖	291	9	3	88	43
Comfort of the seats	0	⊖	4	⊖	722	72	19	9	65
Step or gap between the train and the platform	-2	⊖	5	⊖	717	68	19	13	64
Your personal security on board	1	⊖	4	⊖	690	76	17	6	77
Cleanliness of the inside	-3	⊖	-1	⊖	752	72	17	11	69
Cleanliness of the outside	-2	⊖	-2	⊖	695	66	21	13	64
Availability of staff on the train	-4	⊖	4	⊖	591	52	28	20	61
How well train company deals with delays	-10	⊖	-3	⊖	193	46	37	17	41
Level of crowding	-3	⊖	0	⊖	736	83	8	9	76
Reliability of the internet connection**	-	-	-7	⊖	326	18	12	70	34
Availability of power sockets	-2	⊖	0	⊖	291	6	5	89	25

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

Northern

Improved ↑ Unchanged = Declined ↓

Overall sample size: 1875

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	=	1783	80	10	9	84
STATION FACILITIES									
Overall satisfaction with the station	-4	↓	-3	↓	1830	80	14	6	80
Ticket buying facilities	-2	=	-2	=	1122	81	11	8	81
Provision of information about train times/platforms	-1	=	0	=	1786	88	7	5	88
Upkeep/repair of the station buildings/platforms	-2	=	-3	=	1809	75	15	10	75
Cleanliness	-2	=	-3	=	1788	78	15	7	79
Toilet facilities at the station	-2	=	-2	=	1177	46	18	36	48
Attitudes and helpfulness of the staff	1	=	0	=	1274	81	12	8	82
Connections with other forms of public transport	-4	=	-4	=	1160	70	15	16	70
Facilities for car parking	-7	↓	-7	↓	880	52	13	35	49
Overall environment	-1	=	-1	=	1800	76	17	7	77
Your personal security whilst using the station	-1	=	-2	=	1667	74	21	5	76
Availability of staff at the station	0	=	-1	=	1478	68	17	15	70
Shelter facilities	-6	↓	-7	↓	1679	71	14	15	75
Availability of seating	-2	=	-2	=	1744	60	16	24	61
How request to station staff was handled	-3	=	-1	=	219	89	3	8	91
Choice of shops/eating/drinking facilities available	-4	=	-3	=	1488	50	15	34	48
Availability of Wi-Fi	-5	=	-6	↓	829	28	16	56	39
TRAIN FACILITIES									
Overall satisfaction with the train	-4	↓	0	=	1830	71	15	15	76
Frequency of the trains on that route	-4	↓	-1	=	1787	71	10	19	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	0	=	1802	77	8	15	79
Length of time the journey was scheduled to take (speed)	-1	=	0	=	1799	85	8	8	87
Connections with other train services	1	=	5	↑	1138	77	13	10	77
Value for money of the price of your ticket	0	=	0	=	1744	57	16	27	57
Upkeep and repair of the train	0	=	-5	↓	1814	61	18	21	67
Provision of information during the journey	2	=	-3	=	1655	64	22	14	71
Helpfulness and attitude of staff on train	1	=	0	=	1483	81	13	6	80
Space for luggage	1	=	-1	=	1446	62	17	21	64
Toilet facilities	5	=	-2	=	895	48	16	36	43
Comfort of the seats	0	=	-4	=	1792	58	19	23	65
Step or gap between the train and the platform	-3	=	-1	=	1705	62	25	14	64
Your personal security on board	1	=	0	=	1723	76	19	5	77
Cleanliness of the inside	-3	=	-3	=	1832	67	16	18	69
Cleanliness of the outside	-6	↓	-8	↓	1645	61	20	19	64
Availability of staff on the train	2	=	0	=	1666	64	20	16	61
How well train company deals with delays	-1	=	-6	=	373	41	37	22	41
Level of crowding	-2	=	4	=	1787	74	10	16	76
Reliability of the internet connection**	-	-	-1	=	763	25	10	65	34
Availability of power sockets	-1	=	-2	=	857	12	6	82	25

ScotRail

Overall sample size: 1485

	Improvement/decline in % satisfied or good since Spring 2017		Improvement/decline in % satisfied or good since Autumn 2017		Spring 2018				
	% 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	⊖	1398	84	8	9	84
STATION FACILITIES									
Overall satisfaction with the station	-5	⊖	-1	⊖	1469	79	15	6	80
Ticket buying facilities	-4	⊖	3	⊖	917	78	10	12	81
Provision of information about train times/platforms	1	⊖	-1	⊖	1435	88	8	5	88
Upkeep/repair of the station buildings/platforms	-6	↓	-1	⊖	1440	75	16	9	75
Cleanliness	-5	↓	-3	⊖	1441	80	14	7	79
Toilet facilities at the station	0	⊖	7	⊖	808	49	18	33	48
Attitudes and helpfulness of the staff	3	⊖	6	↑	1063	82	13	5	82
Connections with other forms of public transport	-4	⊖	-2	⊖	1001	70	13	17	70
Facilities for car parking	-1	⊖	-6	⊖	564	37	14	49	49
Overall environment	-2	⊖	1	⊖	1453	77	14	9	77
Your personal security whilst using the station	1	⊖	0	⊖	1348	78	20	2	76
Availability of staff at the station	-1	⊖	2	⊖	1249	70	17	13	70
Shelter facilities	-2	⊖	2	⊖	1251	78	13	8	75
Availability of seating	-7	↓	6	⊖	1384	59	16	25	61
How request to station staff was handled	4	⊖	4	⊖	240	93	3	5	91
Choice of shops/eating/drinking facilities available	3	⊖	2	⊖	1253	47	15	38	48
Availability of Wi-Fi	3	⊖	12	↑	742	53	14	34	39
TRAIN FACILITIES									
Overall satisfaction with the train	-3	⊖	0	⊖	1431	79	13	8	76
Frequency of the trains on that route	-6	↓	0	⊖	1421	80	7	13	78
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-4	⊖	1429	78	7	15	79
Length of time the journey was scheduled to take (speed)	-3	⊖	-2	⊖	1429	89	6	5	87
Connections with other train services	-3	⊖	-5	↑	669	78	14	9	77
Value for money of the price of your ticket	-7	↓	-5	⊖	1397	54	16	29	57
Upkeep and repair of the train	-1	⊖	0	⊖	1426	73	17	10	67
Provision of information during the journey	0	⊖	0	⊖	1339	78	14	8	71
Helpfulness and attitude of staff on train	-2	⊖	-1	⊖	1033	80	17	3	80
Space for luggage	4	⊖	5	⊖	1066	71	15	14	64
Toilet facilities	2	⊖	-1	⊖	603	52	16	32	43
Comfort of the seats	0	⊖	-2	⊖	1386	70	17	13	65
Step or gap between the train and the platform	-1	⊖	1	⊖	1355	69	24	7	64
Your personal security on board	1	⊖	-2	⊖	1339	81	17	2	77
Cleanliness of the inside	-2	⊖	-1	⊖	1436	74	14	12	69
Cleanliness of the outside	-4	⊖	-5	⊖	1218	70	20	11	64
Availability of staff on the train	-6	⊖	-3	⊖	1252	61	23	16	61
How well train company deals with delays	-15	⊖	-12	⊖	341	39	32	29	41
Level of crowding	-2	⊖	5	⊖	1417	76	10	14	76
Reliability of the internet connection**	-	-	2	⊖	828	44	16	40	34
Availability of power sockets	7	⊖	5	⊖	785	46	10	44	25

Improved ↑ Unchanged ⊖ Declined ↓

**Attribute added for the first time from Autumn 2017

Individual train company results by route

Overall satisfaction

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2017. Full details of the route results for Spring 2018 are available on the Transport Focus website (or by email on request).

Improved Unchanged Declined

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	262	82		Greater Anglia: Mainline	480	70		Southeastern: Mainline	496	77	
Arriva Trains Wales: interurban	340	85		Greater Anglia: rural	155	81		Southeastern: Metro	684	72	
Arriva Trains Wales: Mid Wales and Borders	307	89		Greater Anglia: Stansted Express	123	87		Southern: Metro ¹	554	68	
Arriva Trains Wales: North Wales and Borders	95	86		Greater Anglia: West Anglia	294	79		Southern: Sussex Coast ¹	659	69	
Arriva Trains Wales: South Wales and Borders/West Wales	<50	-	-	Heathrow Connect	477	82		TfL Rail	280	69	
c2c: Southend Line	636	87		Heathrow Express	508	95		Thameslink: Loop ¹	331	91	
c2c: Tilbury Line	326	86		Hull Trains	518	87		Thameslink: Kent ¹	193	87	
Chiltern Railways: commuter	224	91		London Overground: Gospel Oak - Barking	132	86		Thameslink: North/South ¹	584	82	
Chiltern Railways: Metro	228	87		London Overground: Highbury and Islington - Croydon/Clapham	472	89		TransPennine Express: North	672	86	
Chiltern Railways: Oxford	193	94		London Overground: Richmond/Clapham - Stratford	391	89		TransPennine Express: North West	132	89	
Chiltern Railways: West Midlands	254	94		London Overground: Watford - Euston	185	90		TransPennine Express: South	116	81	
CrossCountry: East - West	341	87		London Overground: West Anglia	332	85		Virgin: London/Birmingham - Scotland	290	92	
CrossCountry: North - South Manchester	384	81		Merseyrail: Northern	519	92		Virgin: London - Liverpool	132	94	
CrossCountry: North - South Scotland and North East	584	90		Merseyrail: Wirral	220	92		Virgin: London - Manchester	255	82	
East Midlands Trains: Liverpool - Norwich	179	77		Northern: Central	346	79		Virgin: London - North Wales	73	91	
East Midlands Trains: local	180	91		Northern: East	803	82		Virgin: London - Scotland	199	91	
East Midlands Trains: London	605	89		Northern: North East	408	88		Virgin: London - Wolverhampton	206	91	
Gatwick Express ¹	486	87		Northern: West	226	77		Virgin Trains East Coast: London - Leeds and West Yorkshire	335	85	
Grand Central: London - Bradford	78	100		ScotRail: Interurban	552	83		Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	204	89	
Grand Central: London - Sunderland	483	92		ScotRail: rural	86	86		Virgin Trains East Coast: London - Scotland	542	88	
Great Northern ¹	580	78		ScotRail: Strathclyde	464	84		West Midland Trains: London commuter ^{***}	237	75	
Great Western Railway: Long-distance	792	84		ScotRail: urban	296	84		West Midland Trains: West Coast ^{***}	214	86	
Great Western Railway: London Thames Valley	493	80		South Western Railway: Island Line ^{***}	111	94		West Midland Trains: West Midlands ^{***}	587	81	
Great Western Railway: West	283	79		South Western Railway: Longer-distance ^{***}	899	79					
Greater Anglia: Intercity	198	85		South Western Railway: Metro ^{***}	450	80					
				South Western Railway: outer suburban and local ^{***}	485	81					
				Southeastern: High Speed	247	90					

¹Part of the Govia Thameslink Railway franchise. ^{***}South Western Railway rebranded from South West Trains in Autumn 2017. West Midlands Trains rebranded from London Midland in Spring 2018.

Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2017. Full details of the route results for Spring 2018 are available on the Transport Focus website (or by email on request).

Improved  Unchanged  Declined 

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	264	55	=	Greater Anglia: Mainline	469	27	=	Southeastern: Mainline	485	32	=
Arriva Trains Wales: interurban	331	51	=	Greater Anglia: rural	152	54	=	Southeastern: Metro	604	34	=
Arriva Trains Wales: Mid Wales and Borders	293	63	=	Greater Anglia: Stansted Express	125	47	=	Southern: Metro ¹	484	33	=
Arriva Trains Wales: North Wales and Borders	88	52	=	Greater Anglia: West Anglia	295	40	=	Southern: Sussex Coast ¹	643	41	=
Arriva Trains Wales: South Wales and Borders/West Wales	<50	-	=	Heathrow Connect	436	53	=	TfL Rail	246	42	=
c2c: Southend Line	606	49	=	Heathrow Express	519	48	=	Thameslink: Loop ¹	305	43	=
c2c: Tilbury Line	318	40	=	Hull Trains	514	65	=	Thameslink: Kent ¹	177	30	=
Chiltern Railways: commuter	225	34	=	London Overground: Gospel Oak - Barking	111	63	=	Thameslink: North/South ¹	576	41	=
Chiltern Railways: Metro	217	49	=	London Overground: Highbury and Islington - Croydon/Clapham	441	47	=	TransPennine Express: North	668	55	=
Chiltern Railways: Oxford	190	53	=	London Overground: Richmond/Clapham - Stratford	348	51	=	TransPennine Express: North West	133	67	=
Chiltern Railways: West Midlands	250	64	=	London Overground: Watford - Euston	155	52	=	TransPennine Express: South	116	52	=
CrossCountry: East - West	343	52	=	London Overground: West Anglia	283	47	=	Virgin: London/Birmingham - Scotland	286	63	=
CrossCountry: North - South Manchester	384	49	↓	Merseyrail: Northern	403	69	=	Virgin: London - Liverpool	132	65	=
CrossCountry: North - South Scotland and North East	579	50	=	Merseyrail: Wirral	177	68	=	Virgin: London - Manchester	263	51	↓
East Midlands Trains: Liverpool - Norwich	176	47	↓	Northern: Central	326	52	=	Virgin: London - North Wales	74	57	=
East Midlands Trains: local	182	67	=	Northern: East	801	59	=	Virgin: London - Scotland	195	65	=
East Midlands Trains: London	606	43	=	Northern: North East	394	71	=	Virgin: London - Wolverhampton	211	63	=
Gatwick Express ¹	470	28	↓	Northern: West	223	53	=	Virgin Trains East Coast: London - Leeds and West Yorkshire	338	60	=
Grand Central: London - Bradford	78	78	=	ScotRail: Interurban	544	51	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	202	63	=
Grand Central: London - Sunderland	480	72	=	ScotRail: rural	84	75	=	Virgin Trains East Coast: London - Scotland	526	59	=
Great Northern ¹	571	37	=	ScotRail: Strathclyde	480	56	=	West Midland Trains: London commuter ^{***}	234	36	=
Great Western Railway: Long-distance	772	45	=	ScotRail: urban	289	52	=	West Midland Trains: West Coast ^{***}	213	65	=
Great Western Railway: London Thames Valley	481	52	↑	South Western Railway: Island Line ^{***}	106	70	=	West Midland Trains: West Midlands ^{***}	527	58	=
Great Western Railway: West	276	56	=	South Western Railway: Longer-distance ^{***}	898	35	↓				
Greater Anglia: Intercity	192	49	=	South Western Railway: Metro ^{***}	391	33	=				
				South Western Railway: outer suburban and local ^{***}	465	39	=				
				Southeastern: High Speed	241	43	=				

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2017.
Full details of the route results for Spring 2018 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged = Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	267	86	↑	Greater Anglia: Mainline	477	70	=	Southeastern: Mainline	499	71	=
Arriva Trains Wales: interurban	333	83	=	Greater Anglia: rural	154	68	↓	Southeastern: Metro	686	63	↓
Arriva Trains Wales: Mid Wales and Borders	301	90	=	Greater Anglia: Stansted Express	123	87	=	Southern: Metro ¹	554	49	=
Arriva Trains Wales: North Wales and Borders	96	77	↓	Greater Anglia: West Anglia	297	66	↓	Southern: Sussex Coast ¹	654	60	=
Arriva Trains Wales: South Wales and Borders/West Wales	<50	-	-	Heathrow Connect	479	64	↓	TfL Rail	286	67	↓
c2c: Southend Line	631	89	=	Heathrow Express	517	95	=	Thameslink: Loop ¹	335	82	↑
c2c: Tilbury Line	325	82	=	Hull Trains	525	82	↓	Thameslink: Kent ¹	196	81	↑
Chiltern Railways: commuter	228	84	=	London Overground: Gospel Oak - Barking	129	85	=	Thameslink: North/South ¹	592	77	=
Chiltern Railways: Metro	224	91	=	London Overground: Highbury and Islington - Croydon/Clapham	492	79	=	TransPennine Express: North	687	75	↓
Chiltern Railways: Oxford	196	90	=	London Overground: Richmond/Clapham - Stratford	402	76	↓	TransPennine Express: North West	136	79	=
Chiltern Railways: West Midlands	255	91	=	London Overground: Watford - Euston	187	86	=	TransPennine Express: South	119	82	=
CrossCountry: East - West	347	87	=	London Overground: West Anglia	341	77	=	Virgin: London/Birmingham - Scotland	294	87	=
CrossCountry: North - South Manchester	390	79	↓	Merseyrail: Northern	533	88	↓	Virgin: London - Liverpool	136	88	=
CrossCountry: North - South Scotland and North East	589	83	=	Merseyrail: Wirral	221	81	↓	Virgin: London - Manchester	267	78	↓
East Midlands Trains: Liverpool - Norwich	176	71	↓	Northern: Central	349	73	↓	Virgin: London - North Wales	76	91	=
East Midlands Trains: local	182	85	=	Northern: East	821	83	=	Virgin: London - Scotland	202	80	=
East Midlands Trains: London	622	86	=	Northern: North East	400	88	=	Virgin: London - Wolverhampton	209	82	=
Gatwick Express ¹	462	84	=	Northern: West	232	67	↓	Virgin Trains East Coast: London - Leeds and West Yorkshire	336	77	↓
Grand Central: London - Bradford	76	96	=	ScotRail: Interurban	557	83	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	202	84	=
Grand Central: London - Sunderland	481	84	↓	ScotRail: rural	85	92	=	Virgin Trains East Coast: London - Scotland	543	76	↓
Great Northern ¹	595	73	=	ScotRail: Strathclyde	485	74	↓	West Midland Trains: London commuter ^{***}	244	70	=
Great Western Railway: Long-distance	785	73	↓	ScotRail: urban	302	80	=	West Midland Trains: West Coast ^{***}	219	84	=
Great Western Railway: London Thames Valley	491	65	=	South Western Railway: Island Line ^{***}	109	97	=	West Midland Trains: West Midlands ^{***}	594	72	=
Great Western Railway: West	280	76	↓	South Western Railway: Longer-distance ^{***}	912	74	↓				
Greater Anglia: Intercity	192	75	=	South Western Railway: Metro ^{***}	448	55	↓				
				South Western Railway: outer suburban and local ^{***}	483	66	↓				
				Southeastern: High Speed	248	90	=				

¹Part of the Govia Thameslink Railway franchise. ^{***}South Western Railway rebranded from South West Trains in Autumn 2017. West Midlands Trains rebranded from London Midland in Spring 2018.

Level of crowding

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2017.
Full details of the route results for Spring 2018 are available on the Transport Focus website (or by email on request).

Improved  Unchanged  Declined 

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	267	74	=	Greater Anglia: Mainline	476	59	↓	Southeastern: Mainline	495	66	=
Arriva Trains Wales: interurban	337	73	=	Greater Anglia: rural	151	80	=	Southeastern: Metro	677	65	=
Arriva Trains Wales: Mid Wales and Borders	298	84	=	Greater Anglia: Stansted Express	122	72	=	Southern: Metro ¹	549	67	=
Arriva Trains Wales: North Wales and Borders	95	73	=	Greater Anglia: West Anglia	300	70	=	Southern: Sussex Coast ¹	652	63	=
Arriva Trains Wales: South Wales and Borders/West Wales	<50	-	-	Heathrow Connect	485	78	=	TfL Rail	284	57	=
c2c: Southend Line	625	70	=	Heathrow Express	520	87	↓	Thameslink: Loop ¹	336	79	=
c2c: Tilbury Line	324	62	=	Hull Trains	518	77	↓	Thameslink: Kent ¹	197	56	=
Chiltern Railways: commuter	229	74	=	London Overground: Gospel Oak - Barking	132	73	=	Thameslink: North/South ¹	590	77	=
Chiltern Railways: Metro	228	73	=	London Overground: Highbury and Islington - Croydon/Clapham	490	74	=	TransPennine Express: North	682	68	=
Chiltern Railways: Oxford	193	70	=	London Overground: Richmond/Clapham - Stratford	404	65	=	TransPennine Express: North West	131	74	↑
Chiltern Railways: West Midlands	252	79	=	London Overground: Watford - Euston	186	84	=	TransPennine Express: South	117	60	=
CrossCountry: East - West	346	66	=	London Overground: West Anglia	337	69	=	Virgin: London/Birmingham - Scotland	288	78	=
CrossCountry: North - South Manchester	391	63	=	Merseyrail: Northern	526	84	=	Virgin: London - Liverpool	135	85	=
CrossCountry: North - South Scotland and North East	587	70	↓	Merseyrail: Wirral	210	82	↓	Virgin: London - Manchester	267	77	↓
East Midlands Trains: Liverpool - Norwich	175	62	↓	Northern: Central	344	74	=	Virgin: London - North Wales	75	76	=
East Midlands Trains: local	180	77	=	Northern: East	819	72	=	Virgin: London - Scotland	201	80	=
East Midlands Trains: London	614	76	=	Northern: North East	392	84	=	Virgin: London - Wolverhampton	210	77	=
Gatwick Express ¹	478	83	=	Northern: West	232	77	=	Virgin Trains East Coast: London - Leeds and West Yorkshire	334	82	=
Grand Central: London - Bradford	77	93	=	ScotRail: Interurban	555	78	=	Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	202	75	↓
Grand Central: London - Sunderland	473	75	↓	ScotRail: rural	86	83	=	Virgin Trains East Coast: London - Scotland	541	81	=
Great Northern ¹	591	69	=	ScotRail: Strathclyde	481	76	=	West Midland Trains: London commuter ^{***}	238	64	=
Great Western Railway: Long-distance	778	73	=	ScotRail: urban	295	73	=	West Midland Trains: West Coast ^{***}	216	74	=
Great Western Railway: London Thames Valley	493	74	=	South Western Railway: Island Line ^{***}	110	94	=	West Midland Trains: West Midlands ^{***}	589	66	=
Great Western Railway: West	279	68	=	South Western Railway: Longer-distance ^{***}	904	68	=				
Greater Anglia: Intercity	194	82	=	South Western Railway: Metro ^{***}	444	69	=				
				South Western Railway: outer suburban and local ^{***}	481	68	=				
				Southeastern: High Speed	245	78	=				

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2017. Full details of the route results for Spring 2018 are available on the Transport Focus website (or by email on request).

Improved Unchanged Declined

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Arriva Trains Wales: Cardiff and Valleys	266	69		Greater Anglia: Mainline	487	77		Southeastern: Mainline	492	83	
Arriva Trains Wales: interurban	336	79		Greater Anglia: rural	160	80		Southeastern: Metro	704	76	
Arriva Trains Wales: Mid Wales and Borders	303	83		Greater Anglia: Stansted Express	124	75		Southern: Metro ¹	565	75	
Arriva Trains Wales: North Wales and Borders	98	80		Greater Anglia: West Anglia	303	77		Southern: Sussex Coast ¹	664	74	
Arriva Trains Wales: South Wales and Borders/West Wales	<50	-		Heathrow Connect	488	74		TfL Rail	287	69	
c2c: Southend Line	650	85		Heathrow Express	519	94		Thameslink: Loop ¹	348	85	
c2c: Tilbury Line	339	79		Hull Trains	529	87		Thameslink: Kent ¹	201	83	
Chiltern Railways: commuter	233	85		London Overground: Gospel Oak - Barking	135	73		Thameslink: North/South ¹	599	85	
Chiltern Railways: Metro	227	87		London Overground: Highbury and Islington - Croydon/Clapham	505	78		TransPennine Express: North	701	86	
Chiltern Railways: Oxford	198	85		London Overground: Richmond/Clapham - Stratford	407	78		TransPennine Express: North West	140	86	
Chiltern Railways: West Midlands	261	93		London Overground: Watford - Euston	195	80		TransPennine Express: South	120	79	
CrossCountry: East - West	353	84		London Overground: West Anglia	353	82		Virgin: London/Birmingham - Scotland	297	87	
CrossCountry: North - South Manchester	397	85		Merseyrail: Northern	541	85		Virgin: London - Liverpool	136	84	
CrossCountry: North - South Scotland and North East	603	88		Merseyrail: Wirral	228	91		Virgin: London - Manchester	265	80	
East Midlands Trains: Liverpool - Norwich	182	81		Northern: Central	356	79		Virgin: London - North Wales	74	84	
East Midlands Trains: local	181	82		Northern: East	837	83		Virgin: London - Scotland	207	85	
East Midlands Trains: London	629	88		Northern: North East	403	86		Virgin: London - Wolverhampton	219	93	
Gatwick Express ¹	497	69		Northern: West	234	72		Virgin Trains East Coast: London - Leeds and West Yorkshire	350	87	
Grand Central: London - Bradford	78	83		ScotRail: Interurban	579	77		Virgin Trains East Coast: London - Newcastle/Sunderland and East Yorkshire	204	85	
Grand Central: London - Sunderland	484	89		ScotRail: rural	87	85		Virgin Trains East Coast: London - Scotland	557	85	
Great Northern ¹	597	71		ScotRail: Strathclyde	499	79		West Midland Trains: London commuter ^{***}	243	76	
Great Western Railway: Long-distance	803	85		ScotRail: urban	304	79		West Midland Trains: West Coast ^{***}	224	83	
Great Western Railway: London Thames Valley	497	78		South Western Railway: Island Line ^{***}	102	68		West Midland Trains: West Midlands ^{***}	602	76	
Great Western Railway: West	283	79		South Western Railway: Longer-distance ^{***}	916	80					
Greater Anglia: Intercity	197	82		South Western Railway: Metro ^{***}	461	77					
				South Western Railway: outer suburban and local ^{***}	498	79					
				Southeastern: High Speed	249	81					

¹Part of the Govia Thameslink Railway franchise. ^{***}South Western Railway rebranded from South West Trains in Autumn 2017. West Midlands Trains rebranded from London Midland in Spring 2018.

How routes are defined

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

Arriva Trains Wales: Cardiff and 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 and Borders

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

Arriva Trains Wales: North Wales and Borders

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

Arriva Trains Wales: South Wales and Borders/ West Wales

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

c2c: Southend Line

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

c2c: Tilbury Line

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

Chiltern Railways: commuter

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

Chiltern Railways: Metro

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

Chiltern Railways: Oxford

Journeys on London Marylebone – Oxford/Oxford Parkway services

Chiltern Railways: West Midlands

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

CrossCountry: East – West

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

CrossCountry: North – South Manchester

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

CrossCountry: North – South Scotland & North East

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

East Midland Trains: Liverpool – Norwich

Journeys on the Liverpool – Norwich route

East Midlands Trains: Local

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

East Midlands Trains: London

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

Gatwick Express*

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

Grand Central: London – Bradford

Journeys on London King’s Cross – Bradford Interchange route

Grand Central: London – Sunderland

Journeys on London King’s Cross – Sunderland route

Great Northern*

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

Great Western Railway: Long-distance

Journeys on long-distance services

Great Western Railway: London Thames Valley

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

Great Western Railway: West

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

Greater Anglia: Intercity

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

Greater Anglia: Mainline

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

Greater Anglia: rural

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

Greater Anglia: Stansted

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

Greater Anglia: West Anglia

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

Heathrow Connect

All Heathrow Connect journeys

Heathrow Express

All Heathrow Express journeys

Hull Trains

All Hull Trains journeys

London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line

London Overground: Highbury & Islington – Croydon/Clapham

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line

London Overground: West Anglia

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

Merseyrail: Northern

Journeys on the Hunts Cross – Southport/Ormskirk line

*Part of the Govia Thameslink Railway franchise

Merseyrail: Wirral

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

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde

ScotRail: urban

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

Southeastern: High Speed

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

Southeastern: Mainline

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

Southeastern: Metro

Journeys on routes that are within London

Southern: Sussex coast*

Journeys between London and Sussex (and beyond)

Southern: Metro*

Journeys on routes that are within London

South Western Railway: Island line

Journeys starting from stations on the Isle of Wight

South Western Railway: Longer-distance

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

South Western Railway: Metro

Journeys on routes that are mainly or wholly within London

South Western Railway: outer suburban and local

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

TfL Rail

Journeys on London – Shenfield metro service

Thameslink: Loop*

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

Thameslink: North/South*

Journeys on the Brighton – Bedford route

Thameslink: Kent*

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

TransPennine Express: North

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

TransPennine Express: North West

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

TransPennine Express: South

Journeys on lines between Manchester Airport/Manchester and Cleethorpes

Virgin: London – Birmingham – Scotland

Journeys on London – Birmingham – Scotland services

Virgin: London – Liverpool

Journeys on London – Liverpool services

Virgin: London – Manchester

Journeys on London – Manchester services

Virgin: London – North Wales

Journeys on London – Holyhead/North Wales services

Virgin: London – Scotland

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

Virgin: London – Wolverhampton/Shrewsbury

Journeys on London – Wolverhampton/Shrewsbury services

Virgin Trains East Coast: London – Leeds and West Yorkshire

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

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

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

Virgin Trains East Coast: London – Scotland

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

West Midlands Trains: London commuter

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

West Midlands Trains: 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

West Midland Trains: West Midlands

Journeys on several lines mainly in and around Birmingham New Street

What impacts on satisfaction and dissatisfaction?

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

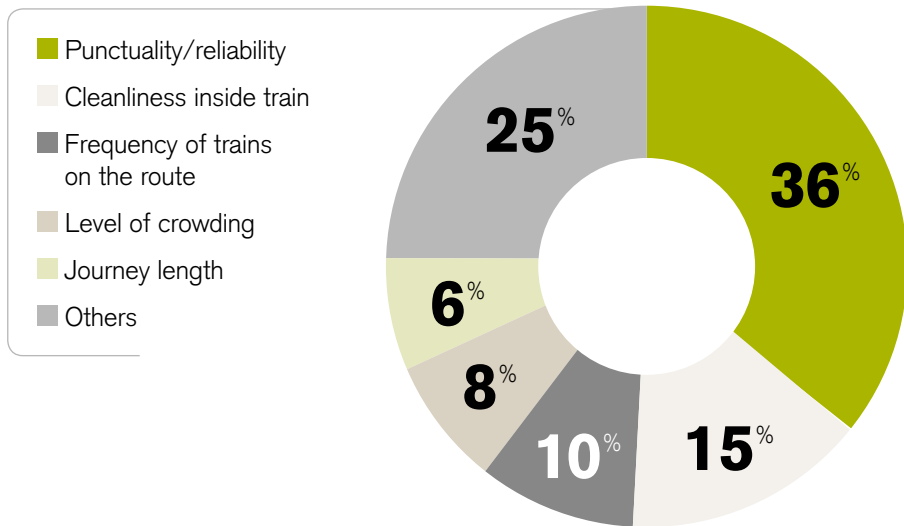
The charts following show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain, based on the NRPS data for Autumn 2017 and Spring 2018 combined.

The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to

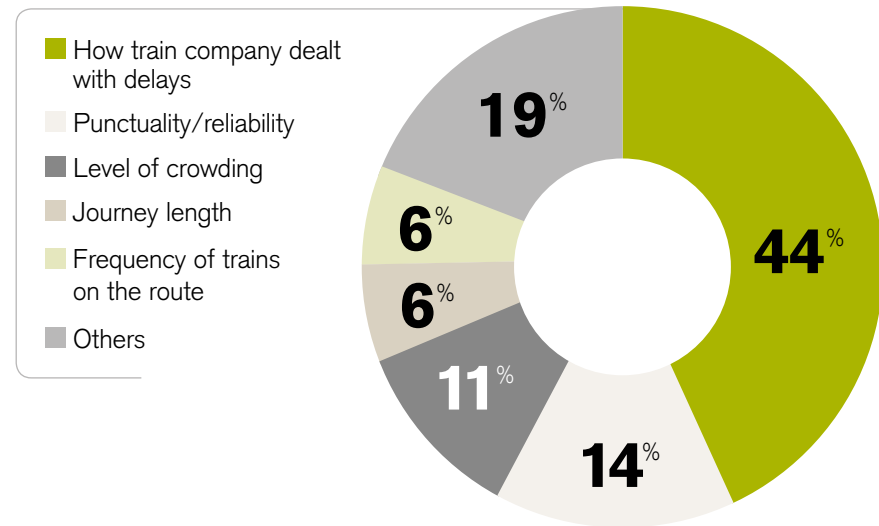
be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure, the greater the influence on overall journey satisfaction.

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

What has the biggest impact on overall **satisfaction**?



What has the biggest impact on overall **dissatisfaction**?





















































































































National results by journey purpose

Journey purpose*

Improved  Unchanged  Declined 

Overall sample size: 25843

	Commuter Spring 2018			Business Spring 2018			Leisure Spring 2018		
	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change
Overall satisfaction with the journey	72	-5		83	-2		89	-1	
STATION FACILITIES									
Overall satisfaction with the station	75	-2		79	0		83	-3	
Ticket buying facilities	74	-2		77	-1		83	0	
Provision of information about train times/platforms	80	-2		87	1		89	0	
Upkeep/repair of the station buildings/platforms	68	-2		71	-2		77	-3	
Cleanliness	73	-2		75	-2		81	-2	
Toilet facilities at the station	42	0		45	-3		55	-2	
Attitudes and helpfulness of staff	73	-2		76	-5		83	-1	
Connections with other forms of public transport	76	0		81	1		80	-2	
Facilities for car parking	42	-2		46	-6		56	-1	
Overall environment	71	-1		73	-1		79	-1	
Your personal security whilst using the station	70	-2		74	0		76	-3	
Availability of staff at the station	66	-2		67	-2		70	-1	
Shelter facilities	66	-3		70	-1		75	-3	
Availability of seating	43	-5		48	-4		62	-1	
How request to station staff was handled	78	-4		86	-3		90	-1	
Choice of shops/eating/drinking facilities available	47	-1		55	1		57	-1	
Availability of Wi-Fi	28	-2		34	-2		46	1	
TRAIN FACILITIES									
Overall satisfaction with the train	66	-6		78	-2		86	-1	
Frequency of the trains on that route	65	-5		78	0		83	-2	
Punctuality/reliability (train arriving/departing on time)	60	-8		77	-3		84	-3	
Length of time the journey was scheduled to take (speed)	75	-3		82	0		90	0	
Connections with other train services	66	-4		79	3		83	-1	
Value for money of the price of your ticket	30	-4		46	0		63	-3	
Upkeep and repair of the train	66	-2		75	-1		79	-2	
Provision of information during the journey	67	-1		75	0		80	1	
Helpfulness and attitude of staff on train	56	-3		72	0		74	-2	
Space for luggage	50	-3		65	4		64	2	
Toilet facilities	32	-2		50	5		51	3	
Comfort of the seats	57	-3		64	0		72	-2	
Step or gap between the train and the platform	60	0		64	0		66	1	
Your personal security on board	70	-1		79	1		77	-1	
Cleanliness of the inside	68	-3		78	-1		81	-1	
Cleanliness of the outside	65	-4		74	-1		76	-3	
Availability of staff on the train	33	-4		49	1		53	-2	
How well train company deals with delays	28	-4		44	1		51	0	
Level of crowding	56	-5		77	0		83	1	
Reliability of the internet connection***	23	-	-	31	-	-	41	-	-
Availability of power sockets	19	0		40	5		41	3	

*Excludes non-franchised train operating companies.

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

Methodology

Questionnaires are offered to passengers about to board a train at stations. They are given a reply-paid envelope for returning the completed questionnaire. Passengers who prefer to complete the questionnaire online give their email address to fieldworkers and are sent a link to the questionnaire by email.

Each train operating company (TOC) is sampled separately. Interviewers are generally given a number of questionnaires to hand out at a station. At Gatwick and Heathrow Airports, and for some shifts at other major stations, questionnaires are handed out to passengers of a specific TOC.

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

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

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

Approximately 25 per cent of questionnaires that are given out are returned. Returned questionnaires are checked to confirm that details provided are for a real journey and then the questionnaire response is assigned to the appropriate TOC.

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999.

Most recently this was done for all TOCs prior to the autumn 2016 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

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

The survey is conducted across the entire franchised railway, and in spring 2018 on four non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days

of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 28,000 correctly completed questionnaires are usually returned each wave. For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2000 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions. For example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

We regularly carry out research to see if any other issues about their rail journey are important to passengers. If so, additional questions will be added to the survey.

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

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

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

Statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

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

Pre-release access

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

Revisions

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

Errors

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

If the error is minor or textual, or insignificant in the sense that any correction would reasonably be deemed inconsequential, we will not issue a correction immediately, but will do so when a new release is due for publication. If we discover an error that is insubstantial but that, in our

professional judgement, warrants immediate correction, we will amend the published release and ensure that the revision is clearly identified in the revised publication.

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

Waiver

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

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

Issues affecting the Spring 2018 survey

Spring 2018 (wave 38) main fieldwork was undertaken between 15 January and 28 March 2018. Top-up interviews were mainly done in the last three weeks of the fieldwork period.

During fieldwork there was industrial action on two TOCs on Saturday 3 March. A small number of shifts had to be moved.

No weekend shifts were possible on TfL Rail due to the amount of weekend engineering works.

During late February and March most parts of the country were affected by snow and other adverse weather at times. This led to a higher number of trains being cancelled than normal (including some station and line closures), which led to the postponement of some on-train and at-station shifts. Several shifts also had to be postponed because interviewers were unable to travel safely to the station. In total 79 shifts had to be moved due to snow/weather-related issues.

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

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

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

Rail sectors

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

Long-distance operators

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

London and South East operators

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

Regional operators

Arriva Trains Wales
Merseyrail
Northern
ScotRail

Contact Transport Focus

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

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