



# National Rail Passenger Survey

Main Report Autumn 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.

# Contents

## 1 Introduction

- 1.1 Background 3
- 1.2 Other comments and contacts 4

## 2 Key results

- 2.1 Key results 5
- 2.2 National and sector level results 7

## 3 Individual train company results

- 3.1 Overall satisfaction with the journey 11
- 3.2 Value for money of the price of your ticket 12
- 3.3 Punctuality/reliability (i.e. the train arriving/departing on time) 13
- 3.4 Level of crowding 14
- 3.5 Overall satisfaction with the station 15
- 3.6 How well train company deals with delays 16
- 3.7 London and South East operators 17
- 3.8 Long distance operators 31
- 3.9 Regional operators 38

## 4 Individual train company results by route

- 4.1 Overall satisfaction 43
- 4.2 Value for money of the price of your ticket 44
- 4.3 Punctuality/reliability (i.e. the train arriving/departing on time) 45
- 4.4 Level of crowding 46
- 4.5 Overall satisfaction with the station 47

## 5 What impacts on satisfaction and dissatisfaction?

- Key drivers analysis 52

## 6 National results by journey purpose

- National results by journey purpose 54

## 7 Technical appendix

- 7.1 Methodology 56
- 7.2 NRPS statement of compliance with official statistics 58
- 7.3 Issues affecting the Autumn 2018 survey 59
- 7.4 Rail sectors 60

# 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 1 September and 16 November 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 some major changes to TOC boundaries between Spring 2018 and Autumn 2018. In May 2018 TfL Rail took over operation of the Heathrow Connect service between Paddington and Heathrow. There have also been major changes to Thameslink as they now operate over additional routes, that includes services (or additional services) to East Grinstead, Littlehampton, Horsham, Maidstone East, Peterborough, Cambridge, Orpington and Sevenoaks. This change has also affected services on some routes that are/were operated by Great Northern, Southern and Southeastern TOCs. Most Gatwick Express services run between London Victoria and Brighton (via Gatwick).

## Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2017 or Spring 2018. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2018 survey the main comparison is against the Autumn 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 three 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 Express and Hull Trains.

The methodology used for these three 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 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 26,766 for all the train companies combined (25,171 for the franchised companies).

### Contacts

#### Media enquiries

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#### Content/presentation/methodology enquiries

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# Key results

## Autumn 2018 wave

- Overall satisfaction by TOC varied between 68 per cent and 96 per cent.
- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with Autumn 2017, two significantly improved and seven significantly declined. The improvements in satisfaction were Heathrow Express (+5 per cent) and Chiltern Railways (+4 per cent). The declines in satisfaction were Great Northern (-9 per cent), Northern (-9 per cent), TransPennine Express (-8 per cent), Greater Anglia (-8 per cent), Thameslink (-6 per cent), ScotRail (-6 per cent), and London North Eastern Railway (-5 per cent). All other TOCs had no statistically significant change in their overall satisfaction results compared with autumn 2017.
- The highest ratings for overall satisfaction were achieved by Heathrow Express (96 per cent), Grand Central (94 per cent), Chiltern Railways (92 per cent), Hull Trains (91 per cent), Merseyrail (90 per cent) and Virgin Trains (90 per cent).
- The lowest ratings for overall satisfaction were given to Great Northern (68 per cent), Northern (72 per cent), South Western Railway (73 per cent), TransPennine Express (73 per cent), and Greater Anglia (73 per cent).
- Overall satisfaction by individual routes within TOCs varied between 60 per cent and 97 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 30 per cent and 78 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 54 per cent and 96 per cent.
- Satisfaction with levels of crowding by individual routes within TOCs varied between 47 per cent and 92 per cent.
- For London and the South East operators 78 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is significantly down compared to autumn 2017 (when 80 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for three service areas, declined for nine, and the rest were unchanged. The biggest improvement in satisfaction were with the availability of power sockets on the train (+4 per cent) and reliability of the internet connection on the train (+4 per cent). The biggest declines were with helpfulness and attitude of staff on the train (-5 per cent) and availability of staff on the train (-4 per cent).
- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 83 per cent. This was significantly down compared to autumn 2017 (when 86 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for two service areas, declined for nine, and the rest were unchanged. The biggest improvement in satisfaction was with reliability of the internet connection (+5 per cent). The biggest decline in satisfaction was with punctuality/reliability (-7 per cent).
- For regional operators 79 per cent of passenger journeys were very or fairly satisfactory for their journey overall. This was significantly down compared to autumn 2017 when 83 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for no service areas, declined for 15 and the rest were unchanged. The biggest declines in satisfaction were with usefulness of information about delays (-13 per cent) and how well train company dealt with delays (-11 per cent).
- Nationally the percentage of journeys rated as satisfactory overall was 79 per cent. This was significantly down compared to autumn 2017 (when 81 per cent of journeys were satisfactory). 81 per cent of passenger journeys were rated as satisfactory by passengers overall in spring 2018.
- At a national level, the proportion of journeys rated as satisfactory by passengers regarding punctuality/ reliability was 71 per cent. This was significantly down compared to autumn 2017 when 74 per cent were satisfactory.
- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for three service areas, declined for 16, and the rest were unchanged. The biggest improvement in satisfaction was with the availability of power sockets (+4 per cent). The biggest decline in satisfaction was with helpfulness and attitude of staff on the train (-4 per cent).

- Nationally the percentage of journeys rated as satisfactory for value for money for the price of their ticket was 46 per cent. This was not significantly different compared to autumn 2017 when 47 per cent were satisfactory. 69 per cent of journeys were rated as satisfactory regarding the level of crowding on the train. This was not significantly different compared to autumn 2017 when 69% of journeys were also rated as satisfactory.
- 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/](http://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/)



## National Total\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor
Overall sample size: 25171								
<b>Overall satisfaction with the journey</b>	-2	↓	-2	↓	23729	79	12	9
<b>STATION FACILITIES</b>								
Overall satisfaction with the station	-1	⇒	1	⇒	24649	80	15	6
Ticket buying facilities	-1	↓	0	⇒	13176	77	14	9
Provision of information about train times/platforms	-1	↓	-1	⇒	24233	84	10	6
Upkeep/repair of the station buildings/platforms	-1	⇒	1	↑	24242	73	18	9
Cleanliness	-2	↓	0	⇒	24347	76	16	8
Toilet facilities at the station	-3	↓	0	⇒	14390	47	19	34
Attitudes and helpfulness of the staff	-1	↓	0	⇒	17298	77	16	7
Connections with other forms of public transport	-1	⇒	0	⇒	17314	78	13	10
Facilities for car parking	0	⇒	2	⇒	7863	50	16	34
Facilities for bicycle parking	1	⇒	1	⇒	5709	61	21	18
Overall environment	-1	⇒	1	⇒	24458	75	18	7
Your personal security whilst using the station	-1	⇒	0	⇒	22390	73	23	4
Availability of staff at the station	-1	↓	0	⇒	20136	67	19	14
Shelter facilities	-1	⇒	3	↑	19961	73	16	11
Availability of seating	1	⇒	0	⇒	22965	51	19	29
How request to station staff was handled	0	⇒	2	⇒	3916	87	4	9
Choice of shops/eating/drinking facilities available	0	⇒	0	⇒	20170	52	21	27
Availability of Wi-Fi	2	↑	2	↑	10042	36	18	46
<b>TRAIN FACILITIES</b>								
Overall satisfaction with the train	-2	↓	0	⇒	24392	76	14	10
Frequency of the trains on that route	-2	↓	-1	↓	24094	73	10	17
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	↓	-1	⇒	24289	71	9	20
Length of time the journey was scheduled to take (speed)	-1	↓	-1	⇒	24163	81	10	9
Connections with other train services	-3	↓	0	⇒	13916	74	16	10
Value for money of the price of your ticket	0	⇒	2	↑	22838	46	20	34
Upkeep and repair of the train	0	⇒	1	↑	24111	74	15	11
Provision of information during the journey	0	⇒	1	⇒	22631	74	17	10
Helpfulness and attitude of staff on train	-4	↓	-2	↓	12728	64	26	10
Space for luggage	0	⇒	-1	⇒	18481	57	20	23
Toilet facilities	1	⇒	2	↑	10875	43	19	38
Comfort of the seats	-2	↓	0	⇒	23504	64	20	16
Step or gap between the train and the platform	0	⇒	0	⇒	22679	63	26	12
Your personal security on board	-1	↓	0	⇒	22441	74	22	5
Cleanliness of the inside	-1	⇒	1	⇒	24462	75	14	11
Cleanliness of the outside	-1	↓	3	↑	21701	73	19	8
Availability of staff on the train	-3	↓	-2	↓	17198	42	28	30
How well train company deals with delays	-1	⇒	0	⇒	7125	37	33	30
Usefulness of information about the delay	-2	⇒	-1	⇒	6704	42	27	31
Level of crowding	1	⇒	-1	⇒	24078	69	13	18
Reliability of the Internet connection	3	↑	3	↑	10935	33	15	52
Availability of power sockets	4	↑	2	↑	11817	32	10	58



## London and South East\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor
Overall sample size: 15519								
<b>Overall satisfaction with the journey</b>	-1	↓	-1	→	14650	78	12	9
<b>STATION FACILITIES</b>								
Overall satisfaction with the station	0	→	1	↑	15170	79	15	6
Ticket buying facilities	-2	→	0	→	8215	76	14	9
Provision of information about train times/platforms	-1	→	0	→	14937	83	10	7
Upkeep/repair of the station buildings/platforms	-1	→	2	↑	14905	72	18	10
Cleanliness	-2	↓	0	→	14978	75	17	8
Toilet facilities at the station	-3	↓	0	→	8425	45	20	35
Attitudes and helpfulness of the staff	-2	↓	0	→	10645	75	17	8
Connections with other forms of public transport	-1	→	0	→	11309	79	13	9
Facilities for car parking	-1	→	1	→	4439	47	17	35
Facilities for bicycle parking	0	→	0	→	3526	59	21	20
Overall environment	-1	→	1	↑	15048	74	18	7
Your personal security whilst using the station	-1	→	0	→	13787	72	24	4
Availability of staff at the station	-2	→	0	→	12413	66	20	14
Shelter facilities	-1	→	3	↑	12193	71	17	12
Availability of seating	1	→	1	→	14003	49	20	31
How request to station staff was handled	0	→	3	→	2272	86	4	10
Choice of shops/eating/drinking facilities available	0	→	0	→	12218	52	22	27
Availability of Wi-Fi	2	→	2	→	6099	34	19	47
<b>TRAIN FACILITIES</b>								
Overall satisfaction with the train	-1	→	1	→	15065	75	15	10
Frequency of the trains on that route	-1	↓	0	→	14994	72	10	18
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	↓	1	→	14970	70	10	20
Length of time the journey was scheduled to take (speed)	0	→	0	→	14896	80	11	9
Connections with other train services	-2	↓	0	→	8969	74	16	10
Value for money of the price of your ticket	1	→	3	↑	13937	44	20	36
Upkeep and repair of the train	0	→	2	↑	14869	75	15	10
Provision of information during the journey	1	→	1	↑	13918	74	16	9
Helpfulness and attitude of staff on train	-5	↓	-2	↓	5998	55	32	13
Space for luggage	1	→	0	→	11065	55	21	23
Toilet facilities	2	↑	4	↑	6219	42	19	39
Comfort of the seats	-2	↓	0	→	14466	63	21	16
Step or gap between the train and the platform	0	→	1	→	13987	63	26	12
Your personal security on board	-1	→	0	→	13766	72	23	5
Cleanliness of the inside	0	→	1	↑	15092	76	14	10
Cleanliness of the outside	-1	→	3	↑	13489	74	18	8
Availability of staff on the train	-4	↓	-2	↓	9240	33	31	37
How well train company deals with delays	1	→	1	→	4141	36	34	30
Usefulness of information about the delay	0	→	0	→	3922	41	27	32
Level of crowding	1	→	0	→	14866	68	14	18
Reliability of the Internet connection	4	↑	4	↑	6607	32	16	52
Availability of power sockets	4	↑	2	↑	6641	28	11	61

\*Excludes non-franchised train operating companies

## Long Distance\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor
Overall sample size: 5233								
<b>Overall satisfaction with the journey</b>	-3	↓	-4	↓	4912	83	9	8
<b>STATION FACILITIES</b>								
Overall satisfaction with the station	-1	⇒	0	⇒	5139	86	11	4
Ticket buying facilities	-1	⇒	-1	⇒	2300	86	8	7
Provision of information about train times/platforms	0	⇒	0	⇒	5073	90	6	4
Upkeep/repair of the station buildings/platforms	-3	↓	-1	⇒	5071	80	14	6
Cleanliness	-4	↓	-1	⇒	5111	82	13	5
Toilet facilities at the station	-2	⇒	0	⇒	3392	60	18	22
Attitudes and helpfulness of the staff	1	⇒	0	⇒	3477	84	11	5
Connections with other forms of public transport	0	⇒	-1	⇒	3246	82	10	8
Facilities for car parking	1	⇒	-2	⇒	1556	59	18	23
Facilities for bicycle parking	-1	⇒	-1	⇒	921	69	20	10
Overall environment	-1	⇒	2	⇒	5119	82	13	5
Your personal security whilst using the station	1	⇒	1	⇒	4649	81	17	2
Availability of staff at the station	-1	⇒	-2	⇒	4113	73	18	9
Shelter facilities	-2	⇒	5	↑	4024	79	13	8
Availability of seating	0	⇒	0	⇒	4828	59	16	25
How request to station staff was handled	0	⇒	1	⇒	984	91	3	6
Choice of shops/eating/drinking facilities available	0	⇒	1	⇒	4493	64	18	18
Availability of Wi-Fi	1	⇒	0	⇒	1900	46	18	35
<b>TRAIN FACILITIES</b>								
Overall satisfaction with the train	-2	↓	-3	↓	5048	81	11	8
Frequency of the trains on that route	-4	↓	-4	↓	4879	80	10	11
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-6	↓	5060	75	8	18
Length of time the journey was scheduled to take (speed)	-2	↓	-3	↓	5033	86	8	6
Connections with other train services	-3	↓	-3	↓	2590	77	13	10
Value for money of the price of your ticket	-4	↓	-1	⇒	4889	54	18	27
Upkeep and repair of the train	-1	⇒	0	⇒	5007	81	12	7
Provision of information during the journey	-1	⇒	0	⇒	4778	79	14	7
Helpfulness and attitude of staff on train	1	⇒	0	⇒	3649	82	14	4
Space for luggage	0	⇒	-2	⇒	4187	61	15	24
Toilet facilities	1	⇒	0	⇒	2731	57	20	23
Comfort of the seats	-1	⇒	-1	⇒	4892	74	16	9
Step or gap between the train and the platform	-2	⇒	-1	⇒	4689	67	23	10
Your personal security on board	-1	⇒	0	⇒	4706	82	15	2
Cleanliness of the inside	-2	⇒	-1	⇒	5072	81	11	7
Cleanliness of the outside	-2	⇒	0	⇒	4360	77	17	6
Availability of staff on the train	1	⇒	0	⇒	4251	65	22	12
How well train company deals with delays	-7	↓	-7	↓	1832	47	34	18
Usefulness of information about the delay	-2	⇒	-3	⇒	1724	54	25	21
Level of crowding	-1	⇒	-4	↓	5001	69	12	19
Reliability of the Internet connection	5	↑	3	⇒	2269	39	12	49
Availability of power sockets	4	↑	2	⇒	3056	63	10	27

## Regional\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor
Overall sample size: 4419								
<b>Overall satisfaction with the journey</b>	-5	↓	-5	↓	4167	79	11	11
<b>STATION FACILITIES</b>								
Overall satisfaction with the station	-2	⇒	-1	⇒	4340	79	14	6
Ticket buying facilities	-1	⇒	-2	⇒	2661	79	13	8
Provision of information about train times/platforms	-4	↓	-4	↓	4223	84	9	7
Upkeep/repair of the station buildings/platforms	-1	⇒	1	⇒	4266	76	15	9
Cleanliness	-2	⇒	0	⇒	4258	79	14	7
Toilet facilities at the station	0	⇒	-1	⇒	2573	46	17	37
Attitudes and helpfulness of the staff	0	⇒	-2	⇒	3176	80	12	7
Connections with other forms of public transport	-3	⇒	0	⇒	2759	70	15	14
Facilities for car parking	1	⇒	5	↑	1868	54	13	33
Facilities for bicycle parking	4	⇒	2	⇒	1262	67	18	15
Overall environment	-1	⇒	-1	⇒	4291	76	17	7
Your personal security whilst using the station	-2	⇒	-1	⇒	3954	75	21	5
Availability of staff at the station	-1	⇒	-1	⇒	3610	70	15	15
Shelter facilities	-1	⇒	1	⇒	3744	76	13	11
Availability of seating	0	⇒	-2	⇒	4134	59	18	23
How request to station staff was handled	-3	⇒	-3	⇒	660	88	5	8
Choice of shops/eating/drinking facilities available	-2	⇒	-3	⇒	3459	45	20	35
Availability of Wi-Fi	4	⇒	1	⇒	2043	40	14	46
<b>TRAIN FACILITIES</b>								
Overall satisfaction with the train	-4	↓	-4	↓	4279	73	14	13
Frequency of the trains on that route	-5	↓	-5	↓	4221	73	10	17
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-6	↓	4259	73	7	20
Length of time the journey was scheduled to take (speed)	-5	↓	-5	↓	4234	83	9	8
Connections with other train services	-4	↓	-3	⇒	2357	74	15	11
Value for money of the price of your ticket	-4	↓	-2	⇒	4012	55	17	28
Upkeep and repair of the train	-4	↓	-1	⇒	4235	66	18	16
Provision of information during the journey	-5	↓	-3	↓	3935	68	19	13
Helpfulness and attitude of staff on train	-2	⇒	-3	↓	3081	77	17	6
Space for luggage	-3	⇒	-4	↓	3229	60	18	22
Toilet facilities	-5	↓	-3	⇒	1925	40	19	41
Comfort of the seats	-3	⇒	0	⇒	4146	65	18	17
Step or gap between the train and the platform	-3	↓	-3	↓	4003	61	26	13
Your personal security on board	-2	⇒	-1	⇒	3969	76	19	5
Cleanliness of the inside	-4	↓	0	⇒	4298	69	16	15
Cleanliness of the outside	-6	↓	1	⇒	3852	65	22	13
Availability of staff on the train	-3	⇒	-2	⇒	3707	59	23	18
How well train company deals with delays	-11	↓	-4	⇒	1152	36	28	35
Usefulness of information about the delay	-13	↓	-6	↓	1058	39	24	37
Level of crowding	1	⇒	-3	↓	4211	73	10	17
Reliability of the Internet connection	0	⇒	0	⇒	2059	34	13	53
Availability of power sockets	2	⇒	1	⇒	2120	26	8	66

\*Excludes non-franchised train operating companies

## Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East	78 %
Long distance	83 %
Regional	79 %

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	2	→	0	→	937	82	11	7
c2c	-2	→	2	→	902	88	7	5
Chiltern Railways	4	↑	2	→	980	92	6	2
CrossCountry	-2	→	-5	↓	1172	81	10	8
East Midlands Trains	-1	→	-3	→	869	84	11	5
Gatwick Express*	7	→	1	→	393	88	5	7
Grand Central	-2	→	-1	→	457	94	5	2
Great Northern*	-9	↓	-10	↓	440	68	17	14
Great Western Railway	-2	→	-3	→	1368	78	10	12
Greater Anglia	-8	↓	-3	→	1415	73	17	10
Heathrow Express	5	↑	1	→	607	96	3	1
Hull Trains	-3	→	4	→	457	91	5	4
London North Eastern Railway***	-5	↓	0	→	1083	87	6	7
London Overground	-2	→	-3	↓	1501	85	11	5
Merseyrail	2	→	-2	→	730	90	5	5
Northern	-9	↓	-8	↓	1285	72	15	13
ScotRail	-6	↓	-4	↓	1215	79	8	13
South Western Railway	-3	→	-8	↓	1992	73	14	14
Southeastern	-2	→	3	→	1402	78	14	8
Southern*	2	→	5	↑	1249	74	15	11
TfL Rail**	-	-	-	-	935	86	9	4
Thameslink*	-6	↓	-9	↓	1120	77	12	11
TransPennine Express	-8	↓	-13	↓	760	73	11	16
Virgin Trains	-1	→	1	→	1028	90	5	5
West Midlands Trains***	0	→	3	→	953	84	10	6

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

## Value for money of the price of your ticket

% of passengers satisfied/good by sector:

London and South East	44 %
Long distance	54 %
Regional	55 %

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	6	→	5	→	919	60	18	22
c2c	0	→	4	→	860	49	21	30
Chiltern Railways	2	→	4	→	976	52	21	27
CrossCountry	-2	→	5	↑	1159	55	19	26
East Midlands Trains	-10	↓	-6	→	857	44	23	33
Gatwick Express*	5	→	15	↑	385	43	18	38
Grand Central	4	→	3	→	450	77	11	12
Great Northern*	-5	→	-2	→	422	35	23	43
Great Western Railway	-1	→	-2	→	1357	49	18	33
Greater Anglia	-6	↓	1	→	1421	38	21	40
Heathrow Express	3	→	5	→	620	53	20	27
Hull Trains	-7	→	-5	→	461	60	18	22
London North Eastern Railway***	-2	→	0	→	1087	61	17	22
London Overground	4	↑	7	↑	1301	57	19	24
Merseyrail	-6	→	-4	→	608	64	17	18
Northern	-3	→	-3	→	1254	54	17	29
ScotRail	-8	↓	-4	→	1231	51	18	31
South Western Railway	0	→	-1	→	1872	36	22	42
Southeastern	2	→	4	→	1291	39	22	40
Southern*	4	→	4	→	1185	41	20	38
TfL Rail**	-	-	-	-	860	50	23	27
Thameslink*	-1	→	1	→	1097	40	19	42
TransPennine Express	-10	↓	-10	↓	759	48	18	34
Virgin Trains	0	→	3	→	1027	63	15	23
West Midlands Trains***	-2	→	2	→	910	57	18	25

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\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

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

% of passengers satisfied/good by sector:

London and South East	70 %
Long distance	75 %
Regional	73 %

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	7	↑	1	→	945	80	6	13
c2c	-4	↓	0	→	919	87	5	7
Chiltern Railways	1	→	0	→	1006	88	7	5
CrossCountry	-5	↓	-7	↓	1193	76	8	16
East Midlands Trains	-5	↓	-8	↓	897	74	10	16
Gatwick Express*	7	→	-2	→	379	83	3	14
Grand Central	-1	→	3	→	454	91	4	5
Great Northern*	-11	↓	-14	↓	448	58	12	30
Great Western Railway	-5	→	-4	→	1408	67	9	24
Greater Anglia	-10	↓	1	→	1447	71	10	19
Heathrow Express	5	↑	1	→	615	96	3	1
Hull Trains	-3	→	2	→	469	84	6	10
London North Eastern Railway***	-8	↓	1	→	1118	79	6	15
London Overground	-4	↓	2	→	1536	80	8	11
Merseyrail	1	→	4	→	755	89	4	7
Northern	-12	↓	-12	↓	1300	65	9	26
ScotRail	-10	↓	-6	↓	1259	72	6	22
South Western Railway	-6	↓	-4	↓	2023	61	12	27
Southeastern	0	→	5	↑	1417	72	11	17
Southern*	9	↑	11	↑	1279	66	9	25
TfL Rail**	-	-	-	-	975	81	8	11
Thameslink*	-7	↓	-13	↓	1154	66	10	24
TransPennine Express	-15	↓	-18	↓	790	59	9	32
Virgin Trains	-3	→	1	→	1062	84	6	11
West Midlands Trains***	-3	→	1	→	979	76	8	17

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\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

## Level of crowding

% of passengers satisfied/good by sector:

London and South East	68 %
Long distance	69 %
Regional	73 %

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	4	→	2	→	933	72	12	16
c2c	-4	→	1	→	916	68	13	19
Chiltern Railways	0	→	0	→	995	75	12	13
CrossCountry	0	→	-5	↓	1176	62	13	25
East Midlands Trains	-2	→	-4	→	875	70	13	17
Gatwick Express*	3	→	-3	→	389	80	12	9
Grand Central	-13	↓	-3	→	451	80	11	10
Great Northern*	3	→	-4	→	446	65	12	23
Great Western Railway	0	→	-6	↓	1390	66	13	21
Greater Anglia	-6	↓	2	→	1433	70	13	17
Heathrow Express	4	→	3	→	617	90	6	3
Hull Trains	-3	→	5	→	468	82	11	7
London North Eastern Railway***	-6	↓	-3	→	1111	77	12	10
London Overground	2	→	-1	→	1527	70	14	17
Merseyrail	-2	→	-3	→	742	80	7	13
Northern	-1	→	-5	↓	1283	69	12	19
ScotRail	3	→	-2	→	1253	74	8	18
South Western Railway	1	→	-3	→	2002	65	14	21
Southeastern	2	→	3	→	1415	69	14	17
Southern*	0	→	1	→	1259	66	17	17
TfL Rail**	-	-	-	-	967	67	14	20
Thameslink*	-1	→	-1	→	1147	71	13	15
TransPennine Express	-4	→	-14	↓	784	54	11	35
Virgin Trains	2	→	3	→	1055	81	10	8
West Midlands Trains***	0	→	3	→	980	71	12	17

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\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.



## Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	79 %
Long distance	86 %
Regional	79 %

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	1	→	2	→	959	76	16	9
c2c	-3	→	-1	→	943	82	13	5
Chiltern Railways	1	→	0	→	1014	88	9	3
CrossCountry	0	→	0	→	1215	86	11	3
East Midlands Trains	-2	→	1	→	909	85	11	4
Gatwick Express*	6	→	7	→	397	76	19	5
Grand Central	-3	→	-1	→	454	85	9	6
Great Northern*	-4	→	5	→	457	76	14	10
Great Western Railway	2	→	0	→	1428	81	15	5
Greater Anglia	-5	↓	0	→	1466	78	17	5
Heathrow Express	3	→	0	→	620	93	5	2
Hull Trains	2	→	4	→	482	91	6	2
London North Eastern Railway***	-2	→	5	↑	1135	91	6	3
London Overground	1	→	5	↑	1576	83	13	4
Merseyrail	4	→	1	→	761	88	8	4
Northern	-6	↓	-3	→	1324	77	16	7
ScotRail	0	→	0	→	1296	79	15	6
South Western Railway	-1	→	-3	→	2039	76	17	7
Southeastern	0	→	0	→	1414	79	16	6
Southern*	-3	→	1	→	1293	75	18	7
TfL Rail**	-	-	-	-	992	81	13	5
Thameslink*	-1	→	-6	↓	1169	79	15	6
TransPennine Express	-4	→	-3	→	799	82	12	6
Virgin Trains	0	→	-1	→	1081	85	12	3
West Midlands Trains***	2	→	8	↑	982	86	11	3

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\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

## How well train company deals with delays

% of passengers satisfied/good by sector:

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

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018			
	% change	significant	% change	significant	sample	% satisfied or good	% neither/nor	% dissatisfied
Arriva Trains Wales	9	→	10	→	226	44	30	27
c2c	-8	→	-6	→	124	40	37	23
Chiltern Railways	6	→	-3	→	186	53	31	16
CrossCountry	-3	→	2	→	426	48	32	20
East Midlands Trains	-7	→	-8	→	296	47	40	13
Gatwick Express*	0	→	5	→	91	38	39	23
Grand Central	1	→	20	↑	98	77	19	4
Great Northern*	-4	→	-1	→	152	32	32	36
Great Western Railway	-1	→	-3	→	553	40	35	25
Greater Anglia	-6	→	5	→	411	42	33	25
Heathrow Express	-	-	-	-	<50	-	-	-
Hull Trains	-13	→	-3	→	122	59	30	12
London North Eastern Railway***	-14	↓	-9	→	414	52	34	14
London Overground	1	→	-3	→	237	34	38	28
Merseyrail	-5	→	-2	→	148	44	30	26
Northern	-16	↓	-11	↓	406	31	31	38
ScotRail	-12	→	0	→	372	39	24	36
South Western Railway	-3	→	-3	→	743	31	34	35
Southeastern	6	→	4	→	363	40	32	28
Southern*	5	→	4	→	399	29	37	34
TfL Rail**	-	-	-	-	188	51	28	20
Thameslink*	-9	→	-12	↓	360	29	34	37
TransPennine Express	-13	↓	-17	↓	415	36	35	29
Virgin Trains	1	→	1	→	281	60	30	9
West Midlands Trains***	9	↑	9	→	334	49	33	18

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018 survey. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

c2c

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 960									
Overall satisfaction with the journey	-2	→	2	→	902	88	7	5	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-3	→	-1	→	943	82	13	5	79
Ticket buying facilities	-3	→	-3	→	549	76	15	10	76
Provision of information about train times/platforms	-1	→	2	→	929	88	8	4	83
Upkeep/repair of the station buildings/platforms	-4	→	0	→	930	73	17	10	72
Cleanliness	0	→	1	→	927	79	13	8	75
Toilet facilities at the station	-2	→	0	→	538	48	16	36	45
Attitudes and helpfulness of the staff	-6	↓	-3	→	722	77	17	6	75
Connections with other forms of public transport	1	→	2	→	722	76	15	9	79
Facilities for car parking	-13	↓	0	→	310	46	12	43	47
Facilities for bicycle parking	1	→	-3	→	229	60	17	22	59
Overall environment	-3	→	0	→	939	75	19	6	74
Your personal security whilst using the station	-1	→	-1	→	875	72	22	6	72
Availability of staff at the station	-6	↓	-1	→	809	69	19	12	66
Shelter facilities	2	→	8	↑	815	76	14	10	71
Availability of seating	0	→	2	→	870	61	17	22	49
How request to station staff was handled	-4	→	6	→	105	89	4	7	86
Choice of shops/eating/drinking facilities available	-1	→	-1	→	729	46	22	32	52
Availability of Wi-Fi	-1	→	2	→	453	59	16	24	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-5	↓	1	→	931	84	10	6	75
Frequency of the trains on that route	-1	→	2	→	936	82	7	11	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	↓	0	→	919	87	5	7	70
Length of time the journey was scheduled to take (speed)	-2	→	0	→	923	89	6	5	80
Connections with other train services	0	→	3	→	582	82	13	5	74
Value for money of the price of your ticket	0	→	4	→	860	49	21	30	44
Upkeep and repair of the train	-4	↓	0	→	918	85	10	4	75
Provision of information during the journey	-1	→	3	→	852	82	13	5	74
Helpfulness and attitude of staff on train	3	→	13	↑	267	48	27	25	55
Space for luggage	1	→	3	→	638	58	19	23	55
Toilet facilities	-6	→	3	→	400	53	16	31	42
Comfort of the seats	-6	↓	-2	→	887	74	16	10	63
Step or gap between the train and the platform	-3	→	-1	→	885	72	22	6	63
Your personal security on board	-3	→	3	→	859	73	21	6	72
Cleanliness of the inside	-2	→	-1	→	930	86	9	6	76
Cleanliness of the outside	-4	→	3	→	843	81	16	3	74
Availability of staff on the train	-2	→	5	→	476	25	28	47	33
How well train company deals with delays	-8	→	-6	→	124	40	37	23	36
Usefulness of information about the delay	3	→	3	→	120	54	27	19	41
Level of crowding	-4	→	1	→	916	68	13	19	68
Reliability of the Internet connection	0	→	5	→	458	49	13	37	32
Availability of power sockets	-4	→	-2	→	332	20	14	66	28

## Chiltern Railways

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1034									
Overall satisfaction with the journey	4	↑	2	→	980	92	6	2	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1	→	0	→	1014	88	9	3	79
Ticket buying facilities	2	→	4	→	594	85	10	6	76
Provision of information about train times/platforms	5	↑	-2	→	994	87	7	6	83
Upkeep/repair of the station buildings/platforms	0	→	-3	→	998	81	14	5	72
Cleanliness	2	→	1	→	1006	86	11	3	75
Toilet facilities at the station	-1	→	-2	→	654	56	22	23	45
Attitudes and helpfulness of the staff	0	→	2	→	726	86	11	3	75
Connections with other forms of public transport	-3	→	-1	→	762	78	15	7	79
Facilities for car parking	-2	→	-1	→	407	70	11	19	47
Facilities for bicycle parking	-5	→	-3	→	265	68	19	12	59
Overall environment	-1	→	-3	→	1012	84	14	3	74
Your personal security whilst using the station	0	→	3	→	920	81	17	2	72
Availability of staff at the station	-1	→	2	→	812	71	19	10	66
Shelter facilities	-5	→	-1	→	807	76	15	9	71
Availability of seating	-4	→	-2	→	961	54	21	25	49
How request to station staff was handled	-4	→	3	→	165	90	3	7	86
Choice of shops/eating/drinking facilities available	-3	→	-7	↓	871	53	27	20	52
Availability of Wi-Fi	-3	→	-2	→	503	57	19	24	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	3	→	1	→	1006	88	8	4	75
Frequency of the trains on that route	2	→	-1	→	1004	80	7	13	72
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	0	→	1006	88	7	5	70
Length of time the journey was scheduled to take (speed)	-1	→	-3	→	1000	88	8	4	80
Connections with other train services	6	↑	2	→	504	82	14	5	74
Value for money of the price of your ticket	2	→	4	→	976	52	21	27	44
Upkeep and repair of the train	-1	→	1	→	1007	83	12	5	75
Provision of information during the journey	-1	→	-1	→	918	79	17	4	74
Helpfulness and attitude of staff on train	-8	→	-1	→	307	52	39	9	55
Space for luggage	0	→	-2	→	749	62	21	17	55
Toilet facilities	-2	→	-1	→	425	63	20	17	42
Comfort of the seats	2	→	2	→	988	73	17	10	63
Step or gap between the train and the platform	-1	→	3	→	927	78	20	2	63
Your personal security on board	-1	→	-1	→	913	81	17	2	72
Cleanliness of the inside	2	→	3	→	1012	88	9	3	76
Cleanliness of the outside	0	→	7	↑	881	83	13	3	74
Availability of staff on the train	-7	→	2	→	488	27	41	32	33
How well train company deals with delays	6	→	-3	→	186	53	31	16	36
Usefulness of information about the delay	2	→	2	→	172	63	20	17	41
Level of crowding	0	→	0	→	995	75	12	13	68
Reliability of the Internet connection	-1	→	-2	→	602	50	13	36	32
Availability of power sockets	0	→	2	→	583	54	11	35	28

## Gatwick Express\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 406									
Overall satisfaction with the journey	7	→	1	→	393	88	5	7	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	6	→	7	→	397	76	19	5	79
Ticket buying facilities	15	↑	17	↑	223	79	10	10	76
Provision of information about train times/platforms	11	↑	9	↑	380	84	10	6	83
Upkeep/repair of the station buildings/platforms	9	→	4	→	376	66	23	12	72
Cleanliness	4	→	2	→	379	66	24	10	75
Toilet facilities at the station	2	→	4	→	203	55	21	24	45
Attitudes and helpfulness of the staff	10	↑	6	→	290	80	15	5	75
Connections with other forms of public transport	6	→	4	→	307	87	10	3	79
Facilities for car parking	24	→	2	→	59	59	27	14	47
Facilities for bicycle parking	37	↑	18	→	54	70	19	11	59
Overall environment	11	↑	10	↑	383	72	21	7	74
Your personal security whilst using the station	6	→	7	→	350	73	26	1	72
Availability of staff at the station	2	→	4	→	303	67	23	10	66
Shelter facilities	12	→	10	→	218	75	18	6	71
Availability of seating	-1	→	0	→	311	37	26	37	49
How request to station staff was handled	-5	→	2	→	104	77	5	18	86
Choice of shops/eating/drinking facilities available	6	→	3	→	308	68	22	10	52
Availability of Wi-Fi	15	→	24	↑	134	60	14	26	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	6	→	2	→	397	91	5	4	75
Frequency of the trains on that route	4	→	-7	↓	392	84	9	7	72
Punctuality/reliability (i.e. the train arriving/departing on time)	7	→	-2	→	379	83	3	14	70
Length of time the journey was scheduled to take (speed)	9	↑	4	→	379	91	5	4	80
Connections with other train services	8	→	-1	→	198	81	11	8	74
Value for money of the price of your ticket	5	→	15	↑	385	43	18	38	44
Upkeep and repair of the train	-4	→	-5	→	397	83	14	3	75
Provision of information during the journey	0	→	-5	→	362	78	16	6	74
Helpfulness and attitude of staff on train	-1	→	-1	→	202	74	23	3	55
Space for luggage	-1	→	-7	→	332	51	15	34	55
Toilet facilities	10	→	5	→	158	71	18	11	42
Comfort of the seats	-3	→	-1	→	382	68	17	14	63
Step or gap between the train and the platform	-10	↓	-11	↓	362	61	31	8	63
Your personal security on board	-4	→	-6	→	362	73	24	3	72
Cleanliness of the inside	1	→	-1	→	401	87	9	4	76
Cleanliness of the outside	-3	→	-8	↓	353	81	18	1	74
Availability of staff on the train	-6	→	-6	→	271	50	25	25	33
How well train company deals with delays	0	→	5	→	91	38	39	23	36
Usefulness of information about the delay	-6	→	8	→	85	42	24	34	41
Level of crowding	3	→	-3	→	389	80	12	9	68
Reliability of the Internet connection	8	→	13	→	195	57	21	22	32
Availability of power sockets	10	↑	5	→	237	90	4	6	28

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

## Great Northern\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 469									
Overall satisfaction with the journey	-9	↓	-10	↓	440	68	17	14	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-4	→	5	→	457	76	14	10	79
Ticket buying facilities	1	→	11	↑	257	75	16	9	76
Provision of information about train times/platforms	-3	→	-1	→	453	77	12	11	83
Upkeep/repair of the station buildings/platforms	-3	→	2	→	448	65	18	17	72
Cleanliness	-2	→	6	→	454	73	16	12	75
Toilet facilities at the station	9	→	10	↑	270	42	23	36	45
Attitudes and helpfulness of the staff	-1	→	9	↑	331	75	15	10	75
Connections with other forms of public transport	-5	→	-5	→	357	72	18	10	79
Facilities for car parking	15	↑	10	→	136	51	16	33	47
Facilities for bicycle parking	11	→	30	↑	131	70	7	23	59
Overall environment	-7	↓	3	→	453	69	20	11	74
Your personal security whilst using the station	0	→	5	→	421	73	23	5	72
Availability of staff at the station	0	→	7	→	381	64	24	13	66
Shelter facilities	-9	↓	-1	→	372	65	20	15	71
Availability of seating	1	→	5	→	424	49	22	29	49
How request to station staff was handled	-8	→	-7	→	62	83	6	11	86
Choice of shops/eating/drinking facilities available	-7	→	-2	→	371	48	20	32	52
Availability of Wi-Fi	2	→	9	→	231	29	10	61	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-10	↓	-7	→	454	60	17	23	75
Frequency of the trains on that route	-12	↓	-17	↓	452	56	13	31	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-11	↓	-14	↓	448	58	12	30	70
Length of time the journey was scheduled to take (speed)	-7	↓	-9	↓	445	75	12	12	80
Connections with other train services	-15	↓	-14	↓	269	60	25	15	74
Value for money of the price of your ticket	-5	→	-2	→	422	35	23	43	44
Upkeep and repair of the train	-11	↓	-8	↓	451	52	20	28	75
Provision of information during the journey	-5	→	-2	→	409	56	21	24	74
Helpfulness and attitude of staff on train	-13	↓	-14	↓	133	26	42	32	55
Space for luggage	-2	→	-6	→	345	47	24	29	55
Toilet facilities	0	→	-3	→	203	24	17	59	42
Comfort of the seats	-9	↓	-5	→	434	48	25	27	63
Step or gap between the train and the platform	-2	→	-1	→	416	60	32	9	63
Your personal security on board	-2	→	-7	↓	409	66	26	8	72
Cleanliness of the inside	-9	↓	-4	→	457	57	19	24	76
Cleanliness of the outside	-12	↓	-6	→	418	48	25	27	74
Availability of staff on the train	2	→	-4	→	263	13	24	62	33
How well train company deals with delays	-4	→	-1	→	152	32	32	36	36
Usefulness of information about the delay	-20	↓	-12	→	144	33	27	41	41
Level of crowding	3	→	-4	→	446	65	12	23	68
Reliability of the Internet connection	2	→	2	→	234	20	12	68	32
Availability of power sockets	7	→	9	↑	242	35	10	55	28

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

## Great Western Railway

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1458									
Overall satisfaction with the journey	-2	→	-3	→	1368	78	10	12	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2	→	0	→	1428	81	15	5	79
Ticket buying facilities	5	→	0	→	781	81	10	9	76
Provision of information about train times/platforms	3	→	0	→	1428	87	9	4	83
Upkeep/repair of the station buildings/platforms	4	→	4	→	1408	75	17	8	72
Cleanliness	1	→	0	→	1414	78	16	7	75
Toilet facilities at the station	5	→	1	→	896	55	19	26	45
Attitudes and helpfulness of the staff	2	→	0	→	985	82	13	5	75
Connections with other forms of public transport	3	→	0	→	999	75	14	11	79
Facilities for car parking	2	→	3	→	432	56	17	28	47
Facilities for bicycle parking	6	→	1	→	331	63	21	16	59
Overall environment	3	→	-1	→	1422	77	16	7	74
Your personal security whilst using the station	3	→	1	→	1282	77	19	4	72
Availability of staff at the station	4	→	2	→	1163	71	18	11	66
Shelter facilities	0	→	2	→	1149	72	16	12	71
Availability of seating	1	→	-3	→	1341	54	19	27	49
How request to station staff was handled	2	→	3	→	252	90	3	6	86
Choice of shops/eating/drinking facilities available	4	→	2	→	1213	55	21	25	52
Availability of Wi-Fi	1	→	0	→	553	36	22	42	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	0	→	-4	→	1399	76	12	12	75
Frequency of the trains on that route	-2	→	0	→	1386	74	11	16	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	→	-4	→	1408	67	9	24	70
Length of time the journey was scheduled to take (speed)	1	→	-4	↓	1400	81	11	8	80
Connections with other train services	-6	↓	-2	→	735	69	16	15	74
Value for money of the price of your ticket	-1	→	-2	→	1357	49	18	33	44
Upkeep and repair of the train	4	→	3	→	1387	80	12	8	75
Provision of information during the journey	5	→	1	→	1295	76	16	9	74
Helpfulness and attitude of staff on train	-2	→	-2	→	788	67	25	7	55
Space for luggage	3	→	-6	↓	1057	60	18	22	55
Toilet facilities	9	↑	6	→	708	54	20	26	42
Comfort of the seats	-2	→	-3	→	1354	69	17	14	63
Step or gap between the train and the platform	4	→	1	→	1284	64	22	14	63
Your personal security on board	3	→	-1	→	1281	79	18	4	72
Cleanliness of the inside	1	→	1	→	1406	79	13	8	76
Cleanliness of the outside	5	↑	3	→	1226	78	16	6	74
Availability of staff on the train	-3	→	-6	↓	1019	45	30	25	33
How well train company deals with delays	-1	→	-3	→	553	40	35	25	36
Usefulness of information about the delay	-1	→	-4	→	526	43	28	29	41
Level of crowding	0	→	-6	↓	1390	66	13	21	68
Reliability of the Internet connection	4	→	-4	→	640	33	20	47	32
Availability of power sockets	20	↑	10	↑	823	69	13	18	28



## Greater Anglia

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1493									
Overall satisfaction with the journey	-8	↓	-3	→	1415	73	17	10	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-5	↓	0	→	1466	78	17	5	79
Ticket buying facilities	-4	→	1	→	816	78	12	10	76
Provision of information about train times/platforms	-4	↓	0	→	1446	83	10	7	83
Upkeep/repair of the station buildings/platforms	-6	↓	1	→	1441	73	18	10	72
Cleanliness	-7	↓	0	→	1450	76	16	8	75
Toilet facilities at the station	-5	→	3	→	852	52	19	29	45
Attitudes and helpfulness of the staff	-3	→	1	→	1081	77	14	8	75
Connections with other forms of public transport	-3	→	-3	→	1089	77	11	13	79
Facilities for car parking	-8	→	-5	→	434	46	14	39	47
Facilities for bicycle parking	-7	→	-1	→	313	63	14	23	59
Overall environment	-2	→	0	→	1442	75	17	8	74
Your personal security whilst using the station	-2	→	0	→	1323	73	23	4	72
Availability of staff at the station	0	→	0	→	1220	67	20	13	66
Shelter facilities	-1	→	0	→	1123	68	18	14	71
Availability of seating	0	→	3	→	1316	51	20	29	49
How request to station staff was handled	-5	→	-3	→	271	85	4	11	86
Choice of shops/eating/drinking facilities available	-3	→	-1	→	1234	51	24	25	52
Availability of Wi-Fi	-4	→	4	→	556	33	20	47	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-6	↓	-1	→	1454	70	17	13	75
Frequency of the trains on that route	-4	↓	2	→	1455	73	11	15	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-10	↓	1	→	1447	71	10	19	70
Length of time the journey was scheduled to take (speed)	-6	↓	0	→	1441	78	14	8	80
Connections with other train services	-9	↓	-5	→	831	70	19	11	74
Value for money of the price of your ticket	-6	↓	1	→	1421	38	21	40	44
Upkeep and repair of the train	-7	↓	-5	↓	1439	63	18	18	75
Provision of information during the journey	-3	→	-1	→	1360	66	23	11	74
Helpfulness and attitude of staff on train	-9	↓	-3	→	556	56	26	18	55
Space for luggage	-1	→	-2	→	1108	55	24	21	55
Toilet facilities	-5	→	-2	→	649	42	25	34	42
Comfort of the seats	-7	↓	-5	↓	1412	54	24	23	63
Step or gap between the train and the platform	-4	→	-2	→	1331	64	25	11	63
Your personal security on board	-3	→	-1	→	1318	71	25	5	72
Cleanliness of the inside	-4	→	-3	→	1461	71	15	14	76
Cleanliness of the outside	-7	↓	-3	→	1291	65	24	11	74
Availability of staff on the train	-7	↓	-1	→	912	32	25	43	33
How well train company deals with delays	-6	→	5	→	411	42	33	25	36
Usefulness of information about the delay	-5	→	4	→	379	49	25	26	41
Level of crowding	-6	↓	2	→	1433	70	13	17	68
Reliability of the Internet connection	-6	→	-4	→	667	21	13	66	32
Availability of power sockets	2	→	-1	→	810	40	8	52	28

# Heathrow Express

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 640									
Overall satisfaction with the journey	5	↑	1	→	607	96	3	1	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	3	→	0	→	620	93	5	2	79
Ticket buying facilities	-2	→	-1	→	431	91	5	4	76
Provision of information about train times/platforms	-3	→	0	→	598	87	9	4	83
Upkeep/repair of the station buildings/platforms	0	→	2	→	607	91	8	1	72
Cleanliness	1	→	3	→	606	91	8	2	75
Toilet facilities at the station	9	→	3	→	239	74	15	10	45
Attitudes and helpfulness of the staff	-2	→	-3	→	480	89	9	2	75
Connections with other forms of public transport	1	→	-3	→	465	87	8	5	79
Facilities for car parking	22	↑	13	→	72	80	13	7	47
Facilities for bicycle parking	11	→	19	↑	67	76	21	3	59
Overall environment	1	→	1	→	608	90	8	1	74
Your personal security whilst using the station	0	→	1	→	545	89	10	1	72
Availability of staff at the station	2	→	2	→	515	87	9	4	66
Shelter facilities	0	→	7	↑	275	90	8	1	71
Availability of seating	6	→	4	→	502	77	12	12	49
How request to station staff was handled	2	→	0	→	165	94	3	3	86
Choice of shops/eating/drinking facilities available	1	→	0	→	374	68	17	14	52
Availability of Wi-Fi	0	→	2	→	300	76	9	15	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	6	↑	2	→	628	96	3	1	75
Frequency of the trains on that route	3	→	2	→	619	94	5	1	72
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	1	→	615	96	3	1	70
Length of time the journey was scheduled to take (speed)	4	↑	2	→	623	98	2	0	80
Connections with other train services	6	→	2	→	403	91	7	3	74
Value for money of the price of your ticket	3	→	5	→	620	53	20	27	44
Upkeep and repair of the train	6	↑	2	→	615	96	4	1	75
Provision of information during the journey	2	→	1	→	586	90	8	2	74
Helpfulness and attitude of staff on train	0	→	-1	→	471	88	11	2	55
Space for luggage	2	→	-2	→	602	88	7	5	55
Toilet facilities	6	→	-4	→	182	68	15	17	42
Comfort of the seats	3	→	1	→	610	93	5	2	63
Step or gap between the train and the platform	0	→	2	→	578	87	12	0	63
Your personal security on board	0	→	-1	→	586	94	6	0	72
Cleanliness of the inside	8	↑	4	↑	630	97	2	1	76
Cleanliness of the outside	2	→	6	↑	599	96	3	0	74
Availability of staff on the train	2	→	-8	↓	509	77	19	4	33
How well train company deals with delays		→		→	<50	-	-	-	36
Usefulness of information about the delay		→		→	<50	-	-	-	41
Level of crowding	4	→	3	→	617	90	6	3	68
Reliability of the Internet connection	3	→	3	→	311	74	11	15	32
Availability of power sockets	7	→	-2	→	341	85	9	6	28

## London Overground

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1603									
Overall satisfaction with the journey	-2	→	-3	↓	1501	85	11	5	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1	→	5	↑	1576	83	13	4	79
Ticket buying facilities	0	→	3	→	821	78	14	8	76
Provision of information about train times/platforms	0	→	3	→	1527	85	10	5	83
Upkeep/repair of the station buildings/platforms	-4	↓	3	→	1535	75	18	8	72
Cleanliness	-3	→	0	→	1544	77	16	7	75
Toilet facilities at the station	-2	→	3	→	623	30	16	54	45
Attitudes and helpfulness of the staff	1	→	0	→	1045	76	17	7	75
Connections with other forms of public transport	2	→	3	→	1293	82	10	8	79
Facilities for car parking	1	→	2	→	402	31	15	54	47
Facilities for bicycle parking	4	→	1	→	421	52	20	28	59
Overall environment	-1	→	3	→	1552	75	18	6	74
Your personal security whilst using the station	0	→	1	→	1434	73	23	4	72
Availability of staff at the station	0	→	3	→	1255	69	19	12	66
Shelter facilities	1	→	5	↑	1342	71	17	12	71
Availability of seating	4	→	3	→	1471	55	19	26	49
How request to station staff was handled	-1	→	-7	→	110	81	7	12	86
Choice of shops/eating/drinking facilities available	-1	→	3	→	1094	44	22	34	52
Availability of Wi-Fi	-2	→	3	→	624	33	16	50	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-2	→	0	→	1552	82	13	4	75
Frequency of the trains on that route	-1	→	1	→	1555	74	9	17	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	↓	2	→	1536	80	8	11	70
Length of time the journey was scheduled to take (speed)	2	→	0	→	1532	86	8	6	80
Connections with other train services	1	→	4	→	1203	82	11	6	74
Value for money of the price of your ticket	4	↑	7	↑	1301	57	19	24	44
Upkeep and repair of the train	-3	→	0	→	1524	81	13	6	75
Provision of information during the journey	0	→	1	→	1419	80	14	6	74
Helpfulness and attitude of staff on train	-5	→	0	→	449	45	36	18	55
Space for luggage	1	→	2	→	1059	55	22	23	55
Toilet facilities	-2	→	-1	→	464	12	9	79	42
Comfort of the seats	-3	→	-3	→	1487	69	22	9	63
Step or gap between the train and the platform	1	→	0	→	1459	68	22	10	63
Your personal security on board	-3	→	-3	→	1416	72	22	7	72
Cleanliness of the inside	-2	→	-2	→	1553	83	10	7	76
Cleanliness of the outside	-1	→	4	↑	1413	83	13	5	74
Availability of staff on the train	-4	→	2	→	825	24	29	47	33
How well train company deals with delays	1	→	-3	→	237	34	38	28	36
Usefulness of information about the delay	-5	→	-6	→	229	40	29	31	41
Level of crowding	2	→	-1	→	1527	70	14	17	68
Reliability of the Internet connection	1	→	1	→	572	27	17	57	32
Availability of power sockets	0	→	1	→	536	13	9	78	28

## South Western Railway

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 2093									
Overall satisfaction with the journey	-3	→	-8	↓	1992	73	14	14	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-1	→	-3	→	2039	76	17	7	79
Ticket buying facilities	-5	↓	-5	↓	1073	76	16	8	76
Provision of information about train times/platforms	-3	→	-2	→	2008	82	12	6	83
Upkeep/repair of the station buildings/platforms	-3	→	-3	→	2002	64	23	12	72
Cleanliness	-4	↓	-5	↓	2003	67	22	11	75
Toilet facilities at the station	-8	↓	-6	↓	1086	31	21	48	45
Attitudes and helpfulness of the staff	-4	→	-4	↓	1388	71	21	9	75
Connections with other forms of public transport	-1	→	-1	→	1483	79	12	9	79
Facilities for car parking	-3	→	-2	→	567	50	17	33	47
Facilities for bicycle parking	1	→	-5	→	479	65	21	14	59
Overall environment	0	→	-3	→	2031	70	21	9	74
Your personal security whilst using the station	-3	→	-2	→	1834	71	25	4	72
Availability of staff at the station	-2	→	-6	↓	1633	59	25	16	66
Shelter facilities	-3	→	-1	→	1654	67	19	14	71
Availability of seating	-3	→	-3	→	1903	38	22	41	49
How request to station staff was handled	3	→	0	→	312	83	6	12	86
Choice of shops/eating/drinking facilities available	-3	→	-5	↓	1699	56	22	22	52
Availability of Wi-Fi	-2	→	-5	↓	705	22	21	57	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-1	→	-2	→	2045	72	16	12	75
Frequency of the trains on that route	-3	↓	-3	→	2008	69	10	21	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	↓	-4	↓	2023	61	12	27	70
Length of time the journey was scheduled to take (speed)	-3	→	-4	↓	2010	73	13	14	80
Connections with other train services	-8	↓	-5	↓	1179	67	22	11	74
Value for money of the price of your ticket	0	→	-1	→	1872	36	22	42	44
Upkeep and repair of the train	3	→	2	→	2009	74	17	9	75
Provision of information during the journey	2	→	-2	→	1898	72	18	11	74
Helpfulness and attitude of staff on train	-7	↓	-6	↓	1065	63	28	8	55
Space for luggage	-1	→	-3	→	1467	57	23	20	55
Toilet facilities	-5	→	-4	→	828	29	22	49	42
Comfort of the seats	0	→	2	→	1933	65	22	13	63
Step or gap between the train and the platform	-1	→	-4	↓	1895	56	29	15	63
Your personal security on board	-1	→	0	→	1863	75	22	3	72
Cleanliness of the inside	1	→	1	→	2041	73	15	12	76
Cleanliness of the outside	0	→	1	→	1801	73	20	7	74
Availability of staff on the train	-6	↓	-6	↓	1483	44	33	22	33
How well train company deals with delays	-3	→	-3	→	743	31	34	35	36
Usefulness of information about the delay	-2	→	-4	→	703	34	28	38	41
Level of crowding	1	→	-3	→	2002	65	14	21	68
Reliability of the Internet connection	-3	→	-3	→	845	25	16	59	32
Availability of power sockets	7	↑	2	→	825	20	12	68	28

## Southeastern

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1463									
Overall satisfaction with the journey	-2	→	3	→	1402	78	14	8	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	0	→	0	→	1414	79	16	6	79
Ticket buying facilities	-3	→	-4	→	734	74	18	8	76
Provision of information about train times/platforms	-1	→	1	→	1400	83	11	6	83
Upkeep/repair of the station buildings/platforms	-1	→	4	→	1408	74	19	8	72
Cleanliness	-5	↓	1	→	1414	76	17	7	75
Toilet facilities at the station	-5	→	-4	→	872	51	22	27	45
Attitudes and helpfulness of the staff	-4	→	1	→	987	76	16	8	75
Connections with other forms of public transport	-8	↓	-4	→	1045	73	17	10	79
Facilities for car parking	-6	→	-9	↓	425	40	21	39	47
Facilities for bicycle parking	-7	→	-8	→	294	46	32	22	59
Overall environment	-2	→	2	→	1414	74	19	7	74
Your personal security whilst using the station	-3	→	-2	→	1296	68	27	5	72
Availability of staff at the station	-9	↓	-6	↓	1188	65	19	16	66
Shelter facilities	2	→	5	↑	1157	74	16	10	71
Availability of seating	0	→	-1	→	1315	45	22	33	49
How request to station staff was handled	7	→	9	↑	175	93	0	7	86
Choice of shops/eating/drinking facilities available	2	→	4	→	1192	47	25	28	52
Availability of Wi-Fi	17	↑	12	↑	528	34	21	46	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-1	→	6	↑	1430	74	17	9	75
Frequency of the trains on that route	-1	→	0	→	1431	71	13	16	72
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	5	↑	1417	72	11	17	70
Length of time the journey was scheduled to take (speed)	0	→	3	→	1410	79	11	10	80
Connections with other train services	3	→	5	→	750	73	16	10	74
Value for money of the price of your ticket	2	→	4	→	1291	39	22	40	44
Upkeep and repair of the train	-3	→	1	→	1398	66	21	13	75
Provision of information during the journey	1	→	2	→	1309	70	20	10	74
Helpfulness and attitude of staff on train	-3	→	2	→	564	54	33	14	55
Space for luggage	0	→	-3	→	1035	49	24	27	55
Toilet facilities	4	→	7	↑	557	41	21	38	42
Comfort of the seats	-1	→	1	→	1365	59	24	16	63
Step or gap between the train and the platform	1	→	2	→	1329	61	26	13	63
Your personal security on board	-1	→	3	→	1315	67	28	5	72
Cleanliness of the inside	-2	→	3	→	1424	71	16	12	76
Cleanliness of the outside	-4	→	2	→	1272	65	25	10	74
Availability of staff on the train	0	→	-2	→	866	30	28	42	33
How well train company deals with delays	6	→	4	→	363	40	32	28	36
Usefulness of information about the delay	5	→	5	→	349	46	24	30	41
Level of crowding	2	→	3	→	1415	69	14	17	68
Reliability of the Internet connection	23	↑	18	↑	609	41	16	43	32
Availability of power sockets	4	→	6	↑	541	21	10	69	28

## Southern\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1320									
Overall satisfaction with the journey	2	→	5	↑	1249	74	15	11	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-3	→	1	→	1293	75	18	7	79
Ticket buying facilities	-4	→	1	→	637	71	16	13	76
Provision of information about train times/platforms	-2	→	1	→	1266	78	12	9	83
Upkeep/repair of the station buildings/platforms	-4	↓	-3	→	1262	65	22	13	72
Cleanliness	-5	↓	-2	→	1273	71	18	11	75
Toilet facilities at the station	-7	↓	1	→	748	49	20	32	45
Attitudes and helpfulness of the staff	-6	↓	-2	→	862	67	22	11	75
Connections with other forms of public transport	-1	→	-1	→	902	78	14	8	79
Facilities for car parking	5	→	6	→	287	45	19	36	47
Facilities for bicycle parking	3	→	7	→	243	62	22	16	59
Overall environment	-4	↓	1	→	1272	69	22	9	74
Your personal security whilst using the station	-6	↓	-3	→	1159	66	29	5	72
Availability of staff at the station	-8	↓	-5	↓	1035	58	23	19	66
Shelter facilities	-3	→	6	↑	1014	72	16	12	71
Availability of seating	1	→	2	→	1153	44	21	35	49
How request to station staff was handled	-6	→	3	→	202	80	5	15	86
Choice of shops/eating/drinking facilities available	2	→	0	→	1043	55	22	24	52
Availability of Wi-Fi	8	↑	0	→	477	34	19	47	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	→	3	→	1285	68	19	13	75
Frequency of the trains on that route	4	→	5	↑	1272	67	11	22	72
Punctuality/reliability (i.e. the train arriving/departing on time)	9	↑	11	↑	1279	66	9	25	70
Length of time the journey was scheduled to take (speed)	2	→	5	↑	1257	75	13	12	80
Connections with other train services	-1	→	3	→	776	69	18	13	74
Value for money of the price of your ticket	4	→	4	→	1185	41	20	38	44
Upkeep and repair of the train	-1	→	1	→	1258	65	18	17	75
Provision of information during the journey	0	→	1	→	1199	71	18	11	74
Helpfulness and attitude of staff on train	0	→	-4	→	508	53	32	15	55
Space for luggage	-2	→	-2	→	943	43	23	34	55
Toilet facilities	1	→	1	→	510	38	20	42	42
Comfort of the seats	-2	→	2	→	1226	58	22	19	63
Step or gap between the train and the platform	-4	→	-3	→	1192	52	30	17	63
Your personal security on board	-3	→	-4	↓	1156	66	27	7	72
Cleanliness of the inside	-3	→	-2	→	1289	66	17	17	76
Cleanliness of the outside	-2	→	2	→	1119	66	21	13	74
Availability of staff on the train	-3	→	-5	→	794	29	34	37	33
How well train company deals with delays	5	→	4	→	399	29	37	34	36
Usefulness of information about the delay	3	→	4	→	377	37	31	32	41
Level of crowding	0	→	1	→	1259	66	17	17	68
Reliability of the Internet connection	15	↑	17	↑	511	37	15	48	32
Availability of power sockets	-4	→	-3	→	522	21	11	68	28

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

## TfL Rail\*\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1009									
Overall satisfaction with the journey	-	-	-	-	935	86	9	4	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-	-	-	-	992	81	13	5	79
Ticket buying facilities	-	-	-	-	555	76	16	8	76
Provision of information about train times/platforms	-	-	-	-	970	84	9	6	83
Upkeep/repair of the station buildings/platforms	-	-	-	-	968	71	18	11	72
Cleanliness	-	-	-	-	973	78	16	7	75
Toilet facilities at the station	-	-	-	-	483	44	18	38	45
Attitudes and helpfulness of the staff	-	-	-	-	749	83	13	5	75
Connections with other forms of public transport	-	-	-	-	826	84	9	7	79
Facilities for car parking	-	-	-	-	278	48	14	38	47
Facilities for bicycle parking	-	-	-	-	245	53	24	23	59
Overall environment	-	-	-	-	978	76	17	7	74
Your personal security whilst using the station	-	-	-	-	919	76	19	5	72
Availability of staff at the station	-	-	-	-	855	81	13	6	66
Shelter facilities	-	-	-	-	764	73	15	13	71
Availability of seating	-	-	-	-	911	54	18	28	49
How request to station staff was handled	-	-	-	-	202	91	2	7	86
Choice of shops/eating/drinking facilities available	-	-	-	-	745	51	20	30	52
Availability of Wi-Fi	-	-	-	-	434	41	16	43	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-	-	-	-	969	82	13	5	75
Frequency of the trains on that route	-	-	-	-	973	83	6	11	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	-	-	975	81	8	11	70
Length of time the journey was scheduled to take (speed)	-	-	-	-	974	84	9	7	80
Connections with other train services	-	-	-	-	704	82	12	6	74
Value for money of the price of your ticket	-	-	-	-	860	50	23	27	44
Upkeep and repair of the train	-	-	-	-	965	78	14	8	75
Provision of information during the journey	-	-	-	-	896	82	13	5	74
Helpfulness and attitude of staff on train	-	-	-	-	397	50	33	18	55
Space for luggage	-	-	-	-	737	58	22	20	55
Toilet facilities	-	-	-	-	355	23	12	65	42
Comfort of the seats	-	-	-	-	945	69	18	13	63
Step or gap between the train and the platform	-	-	-	-	897	66	25	9	63
Your personal security on board	-	-	-	-	899	71	26	3	72
Cleanliness of the inside	-	-	-	-	977	84	11	5	76
Cleanliness of the outside	-	-	-	-	925	80	15	5	74
Availability of staff on the train	-	-	-	-	589	30	30	40	33
How well train company deals with delays	-	-	-	-	188	51	28	20	36
Usefulness of information about the delay	-	-	-	-	181	59	22	19	41
Level of crowding	-	-	-	-	967	67	14	20	68
Reliability of the Internet connection	-	-	-	-	397	35	18	48	32
Availability of power sockets	-	-	-	-	359	17	7	76	28

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018. As TOC boundary significantly changed no comparison with previous waves.



## Thameslink\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1201									
Overall satisfaction with the journey	-6	↓	-9	↓	1120	77	12	11	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-1	→	-6	↓	1169	79	15	6	79
Ticket buying facilities	-1	→	-2	→	613	72	15	13	76
Provision of information about train times/platforms	-1	→	-8	↓	1160	80	10	10	83
Upkeep/repair of the station buildings/platforms	3	→	-3	→	1157	78	14	9	72
Cleanliness	-1	→	-3	→	1164	80	15	6	75
Toilet facilities at the station	-2	→	-1	→	595	44	20	35	45
Attitudes and helpfulness of the staff	1	→	-1	→	810	76	15	9	75
Connections with other forms of public transport	1	→	-3	→	845	82	10	8	79
Facilities for car parking	0	→	3	→	311	48	19	33	47
Facilities for bicycle parking	-4	→	-10	→	274	58	20	21	59
Overall environment	2	→	-1	→	1175	78	16	6	74
Your personal security whilst using the station	2	→	-2	→	1064	74	22	3	72
Availability of staff at the station	5	→	5	→	964	70	18	12	66
Shelter facilities	2	→	-3	→	974	73	16	11	71
Availability of seating	-2	→	-6	↓	1099	49	21	30	49
How request to station staff was handled	-5	→	1	→	176	88	5	7	86
Choice of shops/eating/drinking facilities available	5	→	4	→	928	52	20	28	52
Availability of Wi-Fi	1	→	-4	→	498	34	18	48	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-7	↓	-6	↓	1160	78	12	10	75
Frequency of the trains on that route	-10	↓	-13	↓	1160	66	12	22	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-13	↓	1154	66	10	24	70
Length of time the journey was scheduled to take (speed)	-2	→	-5	↓	1144	80	10	10	80
Connections with other train services	-3	→	-10	↓	713	73	17	10	74
Value for money of the price of your ticket	-1	→	1	→	1097	40	19	42	44
Upkeep and repair of the train	-1	→	-2	→	1149	89	7	4	75
Provision of information during the journey	-1	→	-4	→	1103	82	10	7	74
Helpfulness and attitude of staff on train	-3	→	-3	→	323	38	44	18	55
Space for luggage	1	→	-4	→	875	68	18	15	55
Toilet facilities	0	→	-4	→	571	71	16	13	42
Comfort of the seats	-7	↓	-2	→	1116	60	16	25	63
Step or gap between the train and the platform	-2	→	0	→	1084	70	24	6	63
Your personal security on board	0	→	-1	→	1077	77	20	3	72
Cleanliness of the inside	-3	→	-2	→	1159	85	9	6	76
Cleanliness of the outside	-4	↓	0	→	1068	84	12	4	74
Availability of staff on the train	2	→	2	→	608	21	31	49	33
How well train company deals with delays	-9	→	-12	↓	360	29	34	37	36
Usefulness of information about the delay	-4	→	-18	↓	344	35	30	35	41
Level of crowding	-1	→	-1	→	1147	71	13	15	68
Reliability of the Internet connection	2	→	4	→	491	30	15	55	32
Availability of power sockets	2	→	2	→	439	17	12	71	28

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

## West Midlands Trains\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1010									
Overall satisfaction with the journey	0	→	3	→	953	84	10	6	78
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2	→	8	↑	982	86	11	3	79
Ticket buying facilities	1	→	4	→	562	83	10	6	76
Provision of information about train times/platforms	0	→	2	→	976	90	7	4	83
Upkeep/repair of the station buildings/platforms	1	→	6	↑	972	80	14	6	72
Cleanliness	0	→	4	→	977	83	12	5	75
Toilet facilities at the station	2	→	0	→	605	59	19	22	45
Attitudes and helpfulness of the staff	0	→	5	→	669	81	15	4	75
Connections with other forms of public transport	2	→	5	→	679	77	15	8	79
Facilities for car parking	9	↑	14	↑	391	65	18	17	47
Facilities for bicycle parking	3	→	9	→	247	64	24	12	59
Overall environment	3	→	5	↑	975	81	14	5	74
Your personal security whilst using the station	2	→	6	↑	910	76	20	4	72
Availability of staff at the station	1	→	6	↑	795	68	19	13	66
Shelter facilities	-1	→	5	→	804	77	13	10	71
Availability of seating	1	→	3	→	928	61	16	24	49
How request to station staff was handled	-3	→	5	→	136	91	3	6	86
Choice of shops/eating/drinking facilities available	0	→	2	→	791	55	16	29	52
Availability of Wi-Fi	-6	→	-2	→	403	33	25	42	34
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-1	→	2	→	983	79	13	8	75
Frequency of the trains on that route	4	↑	8	↑	970	85	6	9	72
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	1	→	979	76	8	17	70
Length of time the journey was scheduled to take (speed)	-1	→	-1	→	981	86	8	6	80
Connections with other train services	2	→	5	→	525	80	12	7	74
Value for money of the price of your ticket	-2	→	2	→	910	57	18	25	44
Upkeep and repair of the train	-1	→	4	→	967	74	16	10	75
Provision of information during the journey	-2	→	6	↑	898	72	17	10	74
Helpfulness and attitude of staff on train	-5	→	8	→	439	66	30	4	55
Space for luggage	-1	→	0	→	720	57	20	23	55
Toilet facilities	-6	→	-2	→	391	48	25	27	42
Comfort of the seats	-1	→	1	→	937	64	24	12	63
Step or gap between the train and the platform	0	→	5	→	926	61	26	13	63
Your personal security on board	0	→	5	→	898	75	19	6	72
Cleanliness of the inside	-3	→	0	→	982	76	16	8	76
Cleanliness of the outside	-2	→	4	→	879	78	16	5	74
Availability of staff on the train	-1	→	8	↑	646	44	32	24	33
How well train company deals with delays	9	↑	9	→	334	49	33	18	36
Usefulness of information about the delay	6	→	9	→	313	53	26	21	41
Level of crowding	0	→	3	→	980	71	12	17	68
Reliability of the Internet connection	-10	↓	6	→	386	30	22	47	32
Availability of power sockets	-4	→	1	→	392	17	14	69	28

\*West Midlands Trains rebranded from London Midland on 10 December 2018

## CrossCountry

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1241									
Overall satisfaction with the journey	-2	→	-5	↓	1172	81	10	8	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	0	→	0	→	1215	86	11	3	86
Ticket buying facilities	-3	→	-1	→	563	87	9	5	86
Provision of information about train times/platforms	-1	→	1	→	1196	91	6	3	90
Upkeep/repair of the station buildings/platforms	-4	↓	0	→	1188	80	15	6	80
Cleanliness	-3	↓	0	→	1207	83	12	5	82
Toilet facilities at the station	-5	↓	-4	→	848	61	18	21	60
Attitudes and helpfulness of the staff	-1	→	0	→	867	85	11	4	84
Connections with other forms of public transport	-1	→	1	→	679	81	12	8	82
Facilities for car parking	-4	→	-4	→	380	61	16	23	59
Facilities for bicycle parking	-3	→	-4	→	256	68	21	12	69
Overall environment	-1	→	2	→	1207	83	12	5	82
Your personal security whilst using the station	-2	→	0	→	1093	82	16	2	81
Availability of staff at the station	-1	→	-1	→	1006	76	16	8	73
Shelter facilities	-1	→	6	↑	1019	81	12	7	79
Availability of seating	1	→	-2	→	1158	63	16	21	59
How request to station staff was handled	0	→	2	→	289	94	2	4	91
Choice of shops/eating/drinking facilities available	-2	→	-2	→	1034	64	18	18	64
Availability of Wi-Fi	0	→	1	→	469	46	17	37	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	0	→	-2	→	1196	79	12	9	81
Frequency of the trains on that route	-2	→	2	→	1129	80	9	11	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	-7	↓	1193	76	8	16	75
Length of time the journey was scheduled to take (speed)	-2	→	-2	→	1185	85	8	7	86
Connections with other train services	-3	→	0	→	672	77	13	9	77
Value for money of the price of your ticket	-2	→	5	↑	1159	55	19	26	54
Upkeep and repair of the train	-2	→	0	→	1188	77	15	8	81
Provision of information during the journey	-1	→	2	→	1146	78	16	6	79
Helpfulness and attitude of staff on train	1	→	2	→	878	82	14	4	82
Space for luggage	2	→	0	→	977	60	15	25	61
Toilet facilities	-3	→	4	→	605	55	21	25	57
Comfort of the seats	-4	↓	0	→	1147	69	17	13	74
Step or gap between the train and the platform	-2	→	1	→	1107	64	23	13	67
Your personal security on board	-2	→	1	→	1123	81	16	4	82
Cleanliness of the inside	-1	→	0	→	1203	78	12	10	81
Cleanliness of the outside	-4	↓	0	→	1026	73	21	6	77
Availability of staff on the train	1	→	4	→	1020	67	21	12	65
How well train company deals with delays	-3	→	2	→	426	48	32	20	47
Usefulness of information about the delay	4	→	0	→	390	56	22	22	54
Level of crowding	0	→	-5	↓	1176	62	13	25	69
Reliability of the Internet connection	7	→	8	↑	447	40	12	48	39
Availability of power sockets	3	→	1	→	666	65	10	25	63

## East Midlands Trains

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 927									
Overall satisfaction with the journey	-1	→	-3	→	869	84	11	5	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-2	→	1	→	909	85	11	4	86
Ticket buying facilities	0	→	1	→	472	86	7	7	86
Provision of information about train times/platforms	-2	→	-3	→	900	87	7	7	90
Upkeep/repair of the station buildings/platforms	-4	→	0	→	902	79	16	5	80
Cleanliness	-2	→	2	→	908	83	13	4	82
Toilet facilities at the station	3	→	2	→	638	61	17	22	60
Attitudes and helpfulness of the staff	2	→	3	→	626	84	10	5	84
Connections with other forms of public transport	7	↑	3	→	611	82	11	6	82
Facilities for car parking	-1	→	0	→	287	67	15	18	59
Facilities for bicycle parking	-5	→	8	→	199	76	16	7	69
Overall environment	0	→	2	→	910	84	11	5	82
Your personal security whilst using the station	2	→	3	→	844	82	17	2	81
Availability of staff at the station	3	→	-2	→	746	73	18	10	73
Shelter facilities	-1	→	6	→	746	76	14	10	79
Availability of seating	1	→	5	→	877	62	16	21	59
How request to station staff was handled	-2	→	1	→	132	90	3	7	91
Choice of shops/eating/drinking facilities available	1	→	0	→	796	57	20	23	64
Availability of Wi-Fi	-8	→	-1	→	373	38	22	39	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-4	→	-3	→	901	79	12	9	81
Frequency of the trains on that route	-6	↓	-9	↓	878	74	11	15	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	-8	↓	897	74	10	16	75
Length of time the journey was scheduled to take (speed)	-4	→	-5	→	890	81	10	9	86
Connections with other train services	-3	→	-3	→	431	75	14	10	77
Value for money of the price of your ticket	-10	↓	-6	→	857	44	23	33	54
Upkeep and repair of the train	-5	→	0	→	888	73	16	11	81
Provision of information during the journey	-2	→	-2	→	842	72	17	11	79
Helpfulness and attitude of staff on train	3	→	3	→	646	82	14	4	82
Space for luggage	-4	→	-2	→	712	58	18	23	61
Toilet facilities	2	→	8	→	439	53	22	25	57
Comfort of the seats	-4	→	-1	→	873	69	21	11	74
Step or gap between the train and the platform	-4	→	-3	→	834	66	24	11	67
Your personal security on board	0	→	2	→	843	82	16	2	82
Cleanliness of the inside	-7	↓	-2	→	900	75	16	10	81
Cleanliness of the outside	-6	→	2	→	799	71	21	8	77
Availability of staff on the train	1	→	-3	→	762	61	25	14	65
How well train company deals with delays	-7	→	-8	→	296	47	40	13	47
Usefulness of information about the delay	2	→	2	→	278	56	29	16	54
Level of crowding	-2	→	-4	→	875	70	13	17	69
Reliability of the Internet connection	-2	→	8	→	384	32	13	56	39
Availability of power sockets	-5	→	7	→	496	46	11	43	63

## Grand Central

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 468									
Overall satisfaction with the journey	-2	→	-1	→	457	94	5	2	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-3	→	-1	→	454	85	9	6	86
Ticket buying facilities	-8	→	-4	→	175	80	12	8	86
Provision of information about train times/platforms	-2	→	-2	→	448	89	5	6	90
Upkeep/repair of the station buildings/platforms	-7	↓	0	→	447	82	11	7	80
Cleanliness	-3	→	0	→	449	83	10	6	82
Toilet facilities at the station	-10	→	-9	→	263	45	17	38	60
Attitudes and helpfulness of the staff	-10	↓	1	→	278	77	16	7	84
Connections with other forms of public transport	-8	→	-3	→	344	79	7	14	82
Facilities for car parking	-12	→	-3	→	154	57	12	31	59
Facilities for bicycle parking	1	→	3	→	96	65	21	14	69
Overall environment	0	→	5	→	447	84	10	6	82
Your personal security whilst using the station	1	→	6	→	414	83	13	4	81
Availability of staff at the station	-8	→	-1	→	333	63	20	17	73
Shelter facilities	-4	→	-1	→	354	77	13	9	79
Availability of seating	-1	→	1	→	421	59	16	25	59
How request to station staff was handled	-10	→	-13	→	63	82	2	16	91
Choice of shops/eating/drinking facilities available	-3	→	4	→	390	60	14	26	64
Availability of Wi-Fi	-1	→	2	→	175	42	12	46	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-5	→	-4	→	463	88	8	4	81
Frequency of the trains on that route	-3	→	0	→	427	79	10	11	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	3	→	454	91	4	5	75
Length of time the journey was scheduled to take (speed)	2	→	2	→	450	92	4	3	86
Connections with other train services	-12	↓	-9	→	218	75	16	9	77
Value for money of the price of your ticket	4	→	3	→	450	77	11	12	54
Upkeep and repair of the train	-3	→	-3	→	459	78	12	10	81
Provision of information during the journey	-1	→	-4	→	432	83	14	4	79
Helpfulness and attitude of staff on train	-3	→	-2	→	407	90	8	2	82
Space for luggage	-18	↓	-14	↓	434	61	11	28	61
Toilet facilities	-7	→	1	→	337	64	14	22	57
Comfort of the seats	-8	↓	-6	→	458	77	13	9	74
Step or gap between the train and the platform	-4	→	-4	→	408	75	22	3	67
Your personal security on board	0	→	1	→	432	91	8	1	82
Cleanliness of the inside	-5	→	-7	↓	462	83	9	8	81
Cleanliness of the outside	-1	→	1	→	413	86	11	2	77
Availability of staff on the train	-5	→	-3	→	421	81	14	5	65
How well train company deals with delays	1	→	20	↑	98	77	19	4	47
Usefulness of information about the delay	1	→	11	→	91	70	19	11	54
Level of crowding	-13	↓	-3	→	451	80	11	10	69
Reliability of the Internet connection	-27	↓	-17	↓	277	41	18	41	39
Availability of power sockets	-13	↓	-12	↓	373	72	10	18	63

## Hull Trains

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 487									
Overall satisfaction with the journey	-3	→	4	→	457	91	5	4	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	2	→	4	→	482	91	6	2	86
Ticket buying facilities	6	→	9	↑	192	89	7	4	86
Provision of information about train times/platforms	0	→	4	→	463	90	5	5	90
Upkeep/repair of the station buildings/platforms	3	→	2	→	467	87	9	3	80
Cleanliness	2	→	3	→	471	90	8	2	82
Toilet facilities at the station	-8	→	3	→	278	61	17	22	60
Attitudes and helpfulness of the staff	-1	→	5	→	277	83	14	3	84
Connections with other forms of public transport	-4	→	-1	→	323	80	11	10	82
Facilities for car parking	5	→	3	→	208	71	16	13	59
Facilities for bicycle parking	8	→	4	→	90	71	19	10	69
Overall environment	2	→	7	↑	466	87	11	2	82
Your personal security whilst using the station	-4	→	5	→	415	81	18	1	81
Availability of staff at the station	-4	→	6	→	335	68	18	14	73
Shelter facilities	-7	↓	4	→	377	83	10	7	79
Availability of seating	0	→	8	↑	433	63	18	19	59
How request to station staff was handled	3	→	8	→	75	90	6	4	91
Choice of shops/eating/drinking facilities available	4	→	2	→	420	68	16	16	64
Availability of Wi-Fi	0	→	10	→	197	49	12	39	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-1	→	2	→	471	92	5	3	81
Frequency of the trains on that route	-12	↓	1	→	436	75	15	10	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	2	→	469	84	6	10	75
Length of time the journey was scheduled to take (speed)	-3	→	2	→	463	90	6	4	86
Connections with other train services	-8	→	7	→	234	77	14	8	77
Value for money of the price of your ticket	-7	→	-5	→	461	60	18	22	54
Upkeep and repair of the train	-6	↓	0	→	475	85	13	2	81
Provision of information during the journey	-4	→	2	→	446	90	8	2	79
Helpfulness and attitude of staff on train	0	→	4	↑	423	96	4	0	82
Space for luggage	0	→	3	→	426	74	12	14	61
Toilet facilities	-3	→	5	→	310	67	17	16	57
Comfort of the seats	-6	↓	2	→	465	83	12	5	74
Step or gap between the train and the platform	-4	→	5	→	426	80	17	3	67
Your personal security on board	-1	→	1	→	440	90	9	1	82
Cleanliness of the inside	-1	→	2	→	475	92	5	3	81
Cleanliness of the outside	-6	↓	1	→	412	89	9	2	77
Availability of staff on the train	-3	→	3	→	429	89	10	1	65
How well train company deals with delays	-13	→	-3	→	122	59	30	12	47
Usefulness of information about the delay	-14	→	-6	→	107	55	29	16	54
Level of crowding	-3	→	5	→	468	82	11	7	69
Reliability of the Internet connection	-4	→	6	→	261	56	14	30	39
Availability of power sockets	4	→	4	→	353	86	7	7	63

## London North Eastern Railway\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1150									
Overall satisfaction with the journey	-5	↓	0	→	1083	87	6	7	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-2	→	5	↑	1135	91	6	3	86
Ticket buying facilities	1	→	2	→	413	89	6	5	86
Provision of information about train times/platforms	-1	→	-1	→	1119	91	5	4	90
Upkeep/repair of the station buildings/platforms	-4	↓	3	→	1117	86	11	3	80
Cleanliness	-6	↓	0	→	1128	86	10	4	82
Toilet facilities at the station	-8	↓	0	→	677	61	17	21	60
Attitudes and helpfulness of the staff	-1	→	0	→	717	83	13	4	84
Connections with other forms of public transport	-2	→	2	→	721	86	8	6	82
Facilities for car parking	-3	→	-6	→	313	60	17	24	59
Facilities for bicycle parking	-10	↓	1	→	146	71	17	13	69
Overall environment	-2	→	4	→	1130	86	11	3	82
Your personal security whilst using the station	2	→	5	↑	1023	84	13	3	81
Availability of staff at the station	-9	↓	-3	→	846	69	23	8	73
Shelter facilities	-2	→	7	↑	880	82	11	6	79
Availability of seating	-7	↓	-4	→	1054	53	19	28	59
How request to station staff was handled	-1	→	1	→	187	84	5	11	91
Choice of shops/eating/drinking facilities available	-5	→	3	→	1006	67	17	15	64
Availability of Wi-Fi	-9	→	-10	→	369	42	18	39	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-4	↓	1	→	1109	85	9	5	81
Frequency of the trains on that route	-4	→	-2	→	1069	86	7	7	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-8	↓	1	→	1118	79	6	15	75
Length of time the journey was scheduled to take (speed)	-2	→	-2	→	1114	89	7	4	86
Connections with other train services	-9	↓	-2	→	565	76	13	11	77
Value for money of the price of your ticket	-2	→	0	→	1087	61	17	22	54
Upkeep and repair of the train	-5	↓	-1	→	1108	82	11	7	81
Provision of information during the journey	-4	→	-1	→	1057	78	15	6	79
Helpfulness and attitude of staff on train	-1	→	2	→	839	85	12	3	82
Space for luggage	-5	→	-3	→	971	69	14	18	61
Toilet facilities	-8	↓	-8	↓	695	51	20	29	57
Comfort of the seats	-3	→	-2	→	1099	79	14	7	74
Step or gap between the train and the platform	-5	→	-1	→	1019	65	25	9	67
Your personal security on board	0	→	1	→	1040	86	13	1	82
Cleanliness of the inside	-5	↓	-2	→	1118	84	10	6	81
Cleanliness of the outside	-4	→	1	→	945	78	15	8	77
Availability of staff on the train	-5	→	0	→	953	66	21	13	65
How well train company deals with delays	-14	↓	-9	→	414	52	34	14	47
Usefulness of information about the delay	-9	→	-6	→	400	54	27	19	54
Level of crowding	-6	↓	-3	→	1111	77	12	10	69
Reliability of the Internet connection	-3	→	-6	→	591	43	13	44	39
Availability of power sockets	-5	→	-5	→	766	77	10	13	63

\*London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018



# TransPennine Express

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 816									
Overall satisfaction with the journey	-8	↓	-13	↓	760	73	11	16	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-4	→	-3	→	799	82	12	6	86
Ticket buying facilities	-3	→	-4	→	399	80	9	11	86
Provision of information about train times/platforms	-1	→	-2	→	786	89	6	5	90
Upkeep/repair of the station buildings/platforms	-5	↓	-6	↓	795	75	16	9	80
Cleanliness	-8	↓	-8	↓	791	74	15	11	82
Toilet facilities at the station	-6	→	-3	→	558	52	20	28	60
Attitudes and helpfulness of the staff	-2	→	-6	↓	562	80	12	8	84
Connections with other forms of public transport	-3	→	-8	↓	524	75	12	13	82
Facilities for car parking	10	→	-1	→	264	49	21	30	59
Facilities for bicycle parking	-8	→	-5	→	158	59	28	13	69
Overall environment	-3	→	-5	→	795	78	16	6	82
Your personal security whilst using the station	3	→	-1	→	715	81	16	3	81
Availability of staff at the station	-4	→	-9	↓	666	68	21	11	73
Shelter facilities	-8	↓	1	→	662	77	14	9	79
Availability of seating	2	→	-1	→	768	62	16	22	59
How request to station staff was handled	-2	→	-6	→	156	86	8	6	91
Choice of shops/eating/drinking facilities available	-3	→	-1	→	705	61	19	20	64
Availability of Wi-Fi	4	→	2	→	323	45	19	36	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	→	-9	↓	782	75	11	14	81
Frequency of the trains on that route	-13	↓	-13	↓	768	67	15	18	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-15	↓	-18	↓	790	59	9	32	75
Length of time the journey was scheduled to take (speed)	-8	↓	-6	↓	790	80	10	10	86
Connections with other train services	-9	↓	-12	↓	403	67	15	18	77
Value for money of the price of your ticket	-10	↓	-10	↓	759	48	18	34	54
Upkeep and repair of the train	5	↑	0	→	771	86	10	3	81
Provision of information during the journey	0	→	-6	↓	727	77	15	9	79
Helpfulness and attitude of staff on train	-2	→	-8	↓	557	77	17	6	82
Space for luggage	-1	→	-4	→	625	55	14	31	61
Toilet facilities	1	→	-6	→	339	52	20	28	57
Comfort of the seats	1	→	-3	→	731	77	17	6	74
Step or gap between the train and the platform	3	→	-4	→	732	68	24	8	67
Your personal security on board	0	→	-5	↓	720	79	18	3	82
Cleanliness of the inside	1	→	-4	→	783	81	12	7	81
Cleanliness of the outside	1	→	-1	→	684	81	15	4	77
Availability of staff on the train	-3	→	-9	↓	659	62	22	16	65
How well train company deals with delays	-13	↓	-17	↓	415	36	35	29	47
Usefulness of information about the delay	-12	↓	-16	↓	395	43	25	31	54
Level of crowding	-4	→	-14	↓	784	54	11	35	69
Reliability of the Internet connection	12	↑	5	→	338	40	13	46	39
Availability of power sockets	19	↑	13	↑	446	66	10	23	63

# Virgin Trains

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1099									
Overall satisfaction with the journey	-1	→	1	→	1028	90	5	5	83
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	0	→	-1	→	1081	85	12	3	86
Ticket buying facilities	2	→	-3	→	453	88	8	5	86
Provision of information about train times/platforms	2	→	2	→	1072	93	5	3	90
Upkeep/repair of the station buildings/platforms	0	→	1	→	1069	80	14	6	80
Cleanliness	0	→	1	→	1077	82	14	4	82
Toilet facilities at the station	7	↑	5	→	671	65	17	18	60
Attitudes and helpfulness of the staff	5	↑	3	→	705	88	10	3	84
Connections with other forms of public transport	1	→	-1	→	711	86	8	6	82
Facilities for car parking	3	→	-2	→	312	56	22	22	59
Facilities for bicycle parking	18	↑	-5	→	162	75	18	8	69
Overall environment	1	→	4	→	1077	80	14	6	82
Your personal security whilst using the station	0	→	1	→	974	78	21	2	81
Availability of staff at the station	5	↑	2	→	849	78	15	7	73
Shelter facilities	3	→	5	↑	717	80	13	8	79
Availability of seating	2	→	2	→	971	53	16	31	59
How request to station staff was handled	3	→	5	→	220	94	1	5	91
Choice of shops/eating/drinking facilities available	6	↑	4	→	952	69	18	13	64
Availability of Wi-Fi	11	↑	5	→	366	57	16	28	46
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	0	→	-1	→	1060	88	9	4	81
Frequency of the trains on that route	1	→	1	→	1035	90	6	3	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	1	→	1062	84	6	11	75
Length of time the journey was scheduled to take (speed)	3	→	0	→	1054	93	4	2	86
Connections with other train services	4	→	1	→	519	87	8	4	77
Value for money of the price of your ticket	0	→	3	→	1027	63	15	23	54
Upkeep and repair of the train	0	→	-2	→	1052	86	9	5	81
Provision of information during the journey	1	→	3	→	1006	86	11	3	79
Helpfulness and attitude of staff on train	4	→	3	→	729	84	13	2	82
Space for luggage	3	→	-2	→	902	66	13	20	61
Toilet facilities	8	↑	0	→	653	68	17	16	57
Comfort of the seats	2	→	0	→	1042	79	13	8	74
Step or gap between the train and the platform	-1	→	1	→	997	70	22	7	67
Your personal security on board	0	→	0	→	980	85	15	1	82
Cleanliness of the inside	1	→	-1	→	1068	87	8	5	81
Cleanliness of the outside	2	→	1	→	906	83	13	4	77
Availability of staff on the train	7	↑	5	↑	857	69	22	9	65
How well train company deals with delays	1	→	1	→	281	60	30	9	47
Usefulness of information about the delay	8	→	8	→	261	66	23	12	54
Level of crowding	2	→	3	→	1055	81	10	8	69
Reliability of the Internet connection	8	↑	0	→	509	40	11	50	39
Availability of power sockets	7	↑	-1	→	682	59	9	32	63

## Arriva Trains Wales\*

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 988									
Overall satisfaction with the journey	2	→	0	→	937	82	11	7	79
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	1	→	2	→	959	76	16	9	79
Ticket buying facilities	1	→	-1	→	559	76	15	9	79
Provision of information about train times/platforms	1	→	-2	→	917	83	10	7	84
Upkeep/repair of the station buildings/platforms	0	→	1	→	935	67	17	15	76
Cleanliness	1	→	-2	→	931	71	19	10	79
Toilet facilities at the station	-4	→	-2	→	603	39	21	40	46
Attitudes and helpfulness of the staff	3	→	5	→	648	83	11	6	80
Connections with other forms of public transport	1	→	-2	→	549	62	19	20	70
Facilities for car parking	0	→	1	→	458	58	13	29	54
Facilities for bicycle parking	3	→	6	→	299	56	20	24	67
Overall environment	0	→	-2	→	932	68	20	12	76
Your personal security whilst using the station	-2	→	1	→	850	69	25	6	75
Availability of staff at the station	1	→	8	→	767	67	16	17	70
Shelter facilities	-4	→	-2	→	873	67	19	14	76
Availability of seating	-3	→	-5	→	893	55	20	26	59
How request to station staff was handled	1	→	5	→	187	95	2	4	88
Choice of shops/eating/drinking facilities available	-1	→	-1	→	758	41	18	41	45
Availability of Wi-Fi	8	→	2	→	475	37	15	48	40
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-3	→	-1	→	963	73	15	12	73
Frequency of the trains on that route	4	→	4	→	916	75	10	15	73
Punctuality/reliability (i.e. the train arriving/departing on time)	7	↑	1	→	945	80	6	13	73
Length of time the journey was scheduled to take (speed)	1	→	3	→	930	85	9	6	83
Connections with other train services	5	→	11	↑	625	79	13	8	74
Value for money of the price of your ticket	6	→	5	→	919	60	18	22	55
Upkeep and repair of the train	-8	↓	-2	→	952	61	19	20	66
Provision of information during the journey	-5	→	0	→	878	61	24	16	68
Helpfulness and attitude of staff on train	0	→	-1	→	816	82	15	3	77
Space for luggage	-3	→	-4	→	811	60	17	23	60
Toilet facilities	-3	→	-4	→	528	40	24	36	40
Comfort of the seats	-6	→	1	→	929	63	21	16	65
Step or gap between the train and the platform	2	→	4	→	888	60	25	15	61
Your personal security on board	2	→	5	→	887	78	17	5	76
Cleanliness of the inside	-6	↓	4	→	967	68	18	14	69
Cleanliness of the outside	-4	→	6	→	854	61	24	15	65
Availability of staff on the train	4	→	6	→	882	70	19	12	59
How well train company deals with delays	9	→	10	→	226	44	30	27	36
Usefulness of information about the delay	4	→	10	→	197	41	29	31	39
Level of crowding	4	→	2	→	933	72	12	16	73
Reliability of the Internet connection	3	→	-5	→	535	43	18	39	34
Availability of power sockets	1	→	4	→	551	26	12	62	26

\*Fieldwork on Arriva Trains Wales only took place up to 13 October (as the franchise was rebranded/under new ownership from 14 October).

## Merseyrail

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 773									
Overall satisfaction with the journey	2	→	-2	→	730	90	5	5	79
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	4	→	1	→	761	88	8	4	79
Ticket buying facilities	0	→	-2	→	453	86	8	6	79
Provision of information about train times/platforms	-2	→	-2	→	734	90	6	4	84
Upkeep/repair of the station buildings/platforms	2	→	-1	→	750	82	13	5	76
Cleanliness	0	→	2	→	754	86	11	3	79
Toilet facilities at the station	5	→	4	→	387	60	13	27	46
Attitudes and helpfulness of the staff	2	→	1	→	626	90	7	3	80
Connections with other forms of public transport	-1	→	4	→	500	78	12	10	70
Facilities for car parking	0	→	6	→	323	60	11	29	54
Facilities for bicycle parking	-5	→	0	→	253	78	12	10	67
Overall environment	2	→	0	→	755	85	11	5	76
Your personal security whilst using the station	0	→	0	→	716	81	15	4	75
Availability of staff at the station	1	→	4	→	669	86	7	6	70
Shelter facilities	7	↑	5	↑	618	90	6	4	76
Availability of seating	-3	→	0	→	731	70	14	16	59
How request to station staff was handled	0	→	3	→	64	95	2	3	88
Choice of shops/eating/drinking facilities available	3	→	1	→	541	48	25	27	45
Availability of Wi-Fi	8	→	3	→	339	40	19	42	40
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-2	→	-4	→	753	83	10	7	73
Frequency of the trains on that route	-1	→	-3	→	762	92	3	5	73
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	4	→	755	89	4	7	73
Length of time the journey was scheduled to take (speed)	2	→	0	→	750	95	3	2	83
Connections with other train services	1	→	3	→	394	86	9	5	74
Value for money of the price of your ticket	-6	→	-4	→	608	64	17	18	55
Upkeep and repair of the train	-1	→	-1	→	744	73	18	9	66
Provision of information during the journey	0	→	2	→	698	84	12	4	68
Helpfulness and attitude of staff on train	4	→	-4	→	353	69	25	6	77
Space for luggage	-1	→	-3	→	541	55	22	23	60
Toilet facilities	-3	→	-2	→	274	7	10	83	40
Comfort of the seats	2	→	-1	→	727	71	18	11	65
Step or gap between the train and the platform	-4	→	-8	↓	715	60	26	14	61
Your personal security on board	1	→	-3	→	700	73	19	8	76
Cleanliness of the inside	2	→	2	→	755	74	15	11	69
Cleanliness of the outside	0	→	3	→	712	68	20	12	65
Availability of staff on the train	-2	→	-6	→	561	46	29	25	59
How well train company deals with delays	-5	→	-2	→	148	44	30	26	36
Usefulness of information about the delay	-9	→	-3	→	140	53	23	24	39
Level of crowding	-2	→	-3	→	742	80	7	13	73
Reliability of the Internet connection	-2	→	5	→	299	23	10	67	34
Availability of power sockets	-2	→	-2	→	298	4	7	89	26

## Northern

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1349									
Overall satisfaction with the journey	-9	↓	-8	↓	1285	72	15	13	79
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	-6	↓	-3	→	1324	77	16	7	79
Ticket buying facilities	-7	↓	-6	↓	809	75	14	10	79
Provision of information about train times/platforms	-6	↓	-6	↓	1300	82	10	8	84
Upkeep/repair of the station buildings/platforms	-3	→	1	→	1311	76	15	10	76
Cleanliness	-3	→	0	→	1302	78	15	8	79
Toilet facilities at the station	-3	→	-1	→	828	45	15	40	46
Attitudes and helpfulness of the staff	-3	→	-3	→	965	77	13	10	80
Connections with other forms of public transport	-8	↓	-4	→	848	66	16	18	70
Facilities for car parking	-1	→	6	→	594	58	14	28	54
Facilities for bicycle parking	-1	→	4	→	362	66	20	14	67
Overall environment	-4	↓	-3	→	1322	73	20	7	76
Your personal security whilst using the station	-4	→	-2	→	1215	72	22	6	75
Availability of staff at the station	-4	→	-3	→	1095	65	16	19	70
Shelter facilities	-6	↓	1	→	1175	72	16	12	76
Availability of seating	-3	→	-1	→	1271	59	19	22	59
How request to station staff was handled	-4	→	-3	→	225	86	5	8	88
Choice of shops/eating/drinking facilities available	-8	↓	-5	↓	1052	45	19	36	45
Availability of Wi-Fi	-12	↓	-7	↓	552	22	15	64	40
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-5	↓	-5	↓	1312	66	16	19	73
Frequency of the trains on that route	-10	↓	-9	↓	1281	62	12	26	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-12	↓	-12	↓	1300	65	9	26	73
Length of time the journey was scheduled to take (speed)	-10	↓	-10	↓	1300	75	13	13	83
Connections with other train services	-3	→	-8	↓	745	69	15	16	74
Value for money of the price of your ticket	-3	→	-3	→	1254	54	17	29	55
Upkeep and repair of the train	-6	↓	-2	→	1297	59	19	22	66
Provision of information during the journey	-7	↓	-4	→	1206	60	23	18	68
Helpfulness and attitude of staff on train	-2	→	-2	→	1018	78	15	7	77
Space for luggage	-3	→	-2	→	983	60	18	22	60
Toilet facilities	-10	↓	-8	↓	600	40	20	39	40
Comfort of the seats	-3	→	1	→	1272	59	18	23	65
Step or gap between the train and the platform	-6	↓	-5	↓	1231	57	28	16	61
Your personal security on board	-4	→	-3	→	1216	73	22	6	76
Cleanliness of the inside	-6	↓	-2	→	1315	64	17	19	69
Cleanliness of the outside	-7	↓	1	→	1193	62	22	16	65
Availability of staff on the train	-3	→	-3	→	1186	61	21	18	59
How well train company deals with delays	-16	↓	-11	↓	406	31	31	38	36
Usefulness of information about the delay	-15	↓	-11	↓	391	34	23	43	39
Level of crowding	-1	→	-5	↓	1283	69	12	19	73
Reliability of the Internet connection	-5	→	-4	→	523	21	12	66	34
Availability of power sockets	1	→	2	→	606	14	6	80	26

## ScotRail

	Improvement/decline in % satisfied or good since Autumn 2017		Improvement/decline in % satisfied or good since Spring 2018		Autumn 2018				
	% change	significant change	% change	significant change	sample size	% satisfied	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1309									
Overall satisfaction with the journey	-6	↓	-4	↓	1215	79	8	13	79
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	0	→	0	→	1296	79	15	6	79
Ticket buying facilities	5	→	2	→	840	80	13	7	79
Provision of information about train times/platforms	-4	↓	-4	↓	1272	84	9	8	84
Upkeep/repair of the station buildings/platforms	0	→	2	→	1270	77	16	7	76
Cleanliness	-3	→	0	→	1271	80	14	6	79
Toilet facilities at the station	3	→	-4	→	755	45	19	37	46
Attitudes and helpfulness of the staff	1	→	-5	→	937	77	15	8	80
Connections with other forms of public transport	2	→	4	→	862	74	14	12	70
Facilities for car parking	3	→	9	↑	493	46	12	43	54
Facilities for bicycle parking	14	↑	2	→	348	69	17	14	67
Overall environment	1	→	1	→	1282	78	15	7	76
Your personal security whilst using the station	0	→	-1	→	1173	77	20	2	75
Availability of staff at the station	-1	→	-3	→	1079	67	19	14	70
Shelter facilities	2	→	0	→	1078	78	12	10	76
Availability of seating	5	→	-1	→	1239	57	17	25	59
How request to station staff was handled	-5	→	-9	↓	184	84	7	10	88
Choice of shops/eating/drinking facilities available	1	→	-2	→	1108	45	19	36	45
Availability of Wi-Fi	16	↑	5	→	677	57	11	32	40
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	-4	→	-4	→	1251	75	14	11	73
Frequency of the trains on that route	-4	→	-4	→	1262	76	9	15	73
Punctuality/reliability (i.e. the train arriving/departing on time)	-10	↓	-6	↓	1259	72	6	22	73
Length of time the journey was scheduled to take (speed)	-6	↓	-4	↓	1254	85	9	6	83
Connections with other train services	-11	↓	-6	→	593	72	17	11	74
Value for money of the price of your ticket	-8	↓	-4	→	1231	51	18	31	55
Upkeep and repair of the train	0	→	0	→	1242	73	16	11	66
Provision of information during the journey	-5	→	-5	↓	1153	73	16	11	68
Helpfulness and attitude of staff on train	-6	↓	-5	→	894	75	18	7	77
Space for luggage	-2	→	-7	↓	894	64	17	19	60
Toilet facilities	0	→	1	→	523	53	19	28	40
Comfort of the seats	-3	→	-2	→	1218	69	18	13	65
Step or gap between the train and the platform	-1	→	-2	→	1169	67	24	8	61
Your personal security on board	-3	→	-1	→	1166	80	18	2	76
Cleanliness of the inside	-2	→	-1	→	1261	73	15	12	69
Cleanliness of the outside	-8	↓	-3	→	1093	67	23	10	65
Availability of staff on the train	-6	→	-3	→	1078	58	24	18	59
How well train company deals with delays	-12	→	0	→	372	39	24	36	36
Usefulness of information about the delay	-16	↓	-4	→	330	42	23	35	39
Level of crowding	3	→	-2	→	1253	74	8	18	73
Reliability of the Internet connection	3	→	1	→	702	45	12	43	34
Availability of power sockets	6	→	0	→	665	46	10	44	26

## Individual train company results

## Overall satisfaction with the journey

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2017.  
Full details of the route results for Autumn 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	% satisfied or good	significant change	Route	sample	% satisfied	significant change
Arriva Trains Wales - Cardiff and Valleys	169	81	→	Greater Anglia - Mainline	531	76	→	South Western Railway - Longer distance	697	79	→
Arriva Trains Wales - Interurban	353	79	→	Greater Anglia - Rural	110	82	→	South Western Railway - Metro	601	68	↓
Arriva Trains Wales - Mid Wales and Borders	218	85	→	Greater Anglia - Stansted Express	157	75	↓	South Western Railway - Outer Suburban & Local	615	71	↓
Arriva Trains Wales - North Wales and Borders	111	92	→	Greater Anglia - West Anglia	377	63	↓	Southeastern - High Speed	171	92	→
Arriva Trains Wales - South Wales and Borders/West Wales	86	74	→	Heathrow Express	607	96	↑	Southeastern - Mainline	530	74	→
c2c - Southend Line	599	88	→	Hull Trains	457	91	→	Southeastern - Metro	701	78	→
c2c - Tilbury Line	303	88	→	London North Eastern Railway - London - Leeds & West Yorkshire***	310	86	↓	Southern - Metro*	454	79	↑
Chiltern Railways - Commuter	216	94	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	177	90	→	Southern - Sussex Coast*	795	70	→
Chiltern Railways - Metro	247	91	→	London North Eastern Railway - London - Scotland***	596	87	→	TfL Rail - East**	418	87	-
Chiltern Railways - Oxford	195	92	↑	London Overground - Gospel Oak - Barking	112	79	→	TfL Rail - West**	517	84	-
Chiltern Railways - West Midlands	322	92	→	London Overground - Highbury & Islington - Croydon/Clapham	401	83	↓	Thameslink - Kent*	162	77	→
CrossCountry - East - West	307	86	→	London Overground - Richmond/Clapham - Stratford	430	88	→	Thameslink - Loop*	144	77	→
CrossCountry - North - South Manchester	231	82	→	London Overground - Watford - Euston	212	91	→	Thameslink - North/South*	814	77	↓
CrossCountry - North - South Scotland & North East	634	79	↓	London Overground - West Anglia	346	83	→	TransPennine Express - North	551	73	↓
East Midlands Trains - Liverpool - Norwich	164	77	→	Merseyrail - Northern	468	90	→	TransPennine Express - North West	121	74	→
East Midlands Trains - Local	189	77	↓	Merseyrail - Wirral	262	91	→	TransPennine Express - South	88	73	→
East Midlands Trains - London	516	89	→	Northern - Central	302	60	↓	Virgin Trains - London - Liverpool	135	86	→
Gatwick Express*	393	88	→	Northern - East	566	81	→	Virgin Trains - London - Manchester	229	89	→
Grand Central - London - Bradford	211	94	→	Northern - North East	183	85	→	Virgin Trains - London - North Wales	62	97	→
Grand Central - London - Sunderland	246	94	→	Northern - West	234	71	↓	Virgin Trains - London - Scotland	116	92	→
Great Northern*	440	68	↓	ScotRail - Interurban	417	79	→	Virgin Trains - London - Wolverhampton	226	90	→
Great Western Railway - London Thames Valley	355	79	→	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	260	91	→
Great Western Railway - Long Distance	801	79	→	ScotRail - Strathclyde	418	80	→	West Midlands Trains - London Commuter***	304	83	→
Great Western Railway - West	212	74	→	ScotRail - Urban	337	74	↓	West Midlands Trains - West Coast***	180	85	→
Greater Anglia - Intercity	240	81	↓	South Western Railway - Island Line	79	93	→	West Midlands Trains - West Midlands***	469	85	→

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.



## Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2017. Full details of the route results for Autumn 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
Arriva Trains Wales - Cardiff and Valleys	169	60	➡	Greater Anglia - Mainline	532	35	➡	South Western Railway - Longer distance	691	43	➡
Arriva Trains Wales - Interurban	343	51	➡	Greater Anglia - Rural	107	55	➡	South Western Railway - Metro	535	31	➡
Arriva Trains Wales - Mid Wales and Borders	216	59	➡	Greater Anglia - Stansted Express	160	34	➡	South Western Railway - Outer Suburban & Local	575	32	➡
Arriva Trains Wales - North Wales and Borders	108	67	➡	Greater Anglia - West Anglia	380	30	➡	Southeastern - High Speed	169	48	➡
Arriva Trains Wales - South Wales and Borders/West Wales	83	60	➡	Heathrow Express	620	53	➡	Southeastern - Mainline	504	36	➡
c2c - Southend Line	563	50	➡	Hull Trains	461	60	➡	Southeastern - Metro	618	38	➡
c2c - Tilbury Line	297	48	➡	London North Eastern Railway - London - Leeds & West Yorkshire***	311	65	➡	Southern - Metro*	403	40	➡
Chiltern Railways - Commuter	217	46	➡	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	188	57	➡	Southern - Sussex Coast*	782	42	➡
Chiltern Railways - Metro	235	53	➡	London North Eastern Railway - London - Scotland***	588	58	➡	TfL Rail - East**	376	49	-
Chiltern Railways - Oxford	196	46	➡	London Overground - Gospel Oak - Barking	100	53	↓	TfL Rail - West**	484	52	-
Chiltern Railways - West Midlands	328	61	➡	London Overground - Highbury & Islington - Croydon/Clapham	346	55	↑	Thameslink - Kent*	156	33	➡
CrossCountry - East - West	307	57	➡	London Overground - Richmond/Clapham - Stratford	390	59	➡	Thameslink - Loop*	136	43	➡
CrossCountry - North - South Manchester	235	56	➡	London Overground - Watford - Euston	177	62	➡	Thameslink - North/South*	805	40	➡
CrossCountry - North - South Scotland & North East	617	53	↓	London Overground - West Anglia	288	54	➡	TransPennine Express - North	553	47	↓
East Midlands Trains - Liverpool - Norwich	160	50	➡	Merseyrail - Northern	395	64	➡	TransPennine Express - North West	120	47	➡
East Midlands Trains - Local	182	55	➡	Merseyrail - Wirral	213	65	➡	TransPennine Express - South	86	50	➡
East Midlands Trains - London	515	37	↓	Northern - Central	303	46	➡	Virgin Trains - London - Liverpool	138	59	➡
Gatwick Express*	385	43	➡	Northern - East	564	60	➡	Virgin Trains - London - Manchester	231	53	➡
Grand Central - London - Bradford	210	78	➡	Northern - North East	172	66	➡	Virgin Trains - London - North Wales	62	56	➡
Grand Central - London - Sunderland	240	77	➡	Northern - West	215	51	↓	Virgin Trains - London - Scotland	113	67	➡
Great Northern*	422	35	➡	ScotRail - Interurban	411	50	➡	Virgin Trains - London - Wolverhampton	227	72	➡
Great Western Railway - London Thames Valley	349	46	➡	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	256	65	➡
Great Western Railway - Long Distance	800	44	➡	ScotRail - Strathclyde	422	52	↓	West Midlands Trains - London Commuter***	304	40	➡
Great Western Railway - West	208	62	➡	ScotRail - Urban	352	43	↓	West Midlands Trains - West Coast***	178	63	➡
Greater Anglia - Intercity	242	55	➡	South Western Railway - Island Line	71	75	➡	West Midlands Trains - West Midlands***	428	61	➡

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington - Heathrow from Autumn 2018. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2017.  
Full details of the route results for Autumn 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	% satisfied or good	significant change	Route	sample	% satisfied	significant change
Arriva Trains Wales - Cardiff and Valleys	171	83	→	Greater Anglia - Mainline	544	75	→	South Western Railway - Longer distance	706	73	→
Arriva Trains Wales - Interurban	352	78	→	Greater Anglia - Rural	111	82	→	South Western Railway - Metro	614	54	↓
Arriva Trains Wales - Mid Wales and Borders	221	83	→	Greater Anglia - Stansted Express	161	77	↓	South Western Railway - Outer Suburban & Local	624	57	↓
Arriva Trains Wales - North Wales and Borders	114	82	→	Greater Anglia - West Anglia	390	59	↓	Southeastern - High Speed	170	83	→
Arriva Trains Wales - South Wales and Borders/West Wales	87	74	↑	Heathrow Express	615	96	↑	Southeastern - Mainline	530	67	→
c2c - Southend Line	608	88	↓	Hull Trains	469	84	→	Southeastern - Metro	717	73	→
c2c - Tilbury Line	311	86	→	London North Eastern Railway - London - Leeds & West Yorkshire***	320	83	→	Southern - Metro*	461	71	↑
Chiltern Railways - Commuter	224	84	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	186	82	→	Southern - Sussex Coast*	818	62	→
Chiltern Railways - Metro	251	90	→	London North Eastern Railway - London - Scotland***	612	76	↓	TfL Rail - East**	435	82	-
Chiltern Railways - Oxford	197	88	→	London Overground - Gospel Oak - Barking	117	75	→	TfL Rail - West**	540	75	-
Chiltern Railways - West Midlands	334	91	→	London Overground - Highbury & Islington - Croydon/Clapham	394	82	→	Thameslink - Kent*	164	64	→
CrossCountry - East - West	315	83	→	London Overground - Richmond/Clapham - Stratford	453	78	→	Thameslink - Loop*	149	68	→
CrossCountry - North - South Manchester	239	77	→	London Overground - Watford - Euston	217	88	→	Thameslink - North/South*	841	66	↓
CrossCountry - North - South Scotland & North East	639	72	↓	London Overground - West Anglia	355	79	→	TransPennine Express - North	574	56	↓
East Midlands Trains - Liverpool - Norwich	171	64	→	Merseyrail - Northern	494	87	→	TransPennine Express - North West	126	62	→
East Midlands Trains - Local	189	82	→	Merseyrail - Wirral	261	91	→	TransPennine Express - South	90	74	→
East Midlands Trains - London	537	75	→	Northern - Central	315	54	↓	Virgin Trains - London - Liverpool	146	90	→
Gatwick Express*	379	83	→	Northern - East	573	70	↓	Virgin Trains - London - Manchester	234	81	→
Grand Central - London - Bradford	209	88	→	Northern - North East	176	83	↓	Virgin Trains - London - North Wales	64	89	→
Grand Central - London - Sunderland	245	94	→	Northern - West	236	67	→	Virgin Trains - London - Scotland	118	85	→
Great Northern*	448	58	↓	ScotRail - Interurban	427	80	→	Virgin Trains - London - Wolverhampton	235	85	→
Great Western Railway - London Thames Valley	367	62	→	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	265	81	→
Great Western Railway - Long Distance	823	67	↓	ScotRail - Strathclyde	426	70	↓	West Midlands Trains - London Commuter***	317	72	→
Great Western Railway - West	218	74	→	ScotRail - Urban	362	66	↓	West Midlands Trains - West Coast***	186	87	→
Greater Anglia - Intercity	241	74	↓	South Western Railway - Island Line	79	96	→	West Midlands Trains - West Midlands***	476	71	→

\*Part of the Govia Thameslink Railway franchise. Comparisons between Autumn 2018 and previous waves may have been affected by changes to TOC routes since Spring 2018.

\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

## Level of crowding

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2017. Full details of the route results for Autumn 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
Arriva Trains Wales - Cardiff and Valleys	167	73	→	Greater Anglia - Mainline	541	67	↓	South Western Railway - Longer distance	701	70	↑
Arriva Trains Wales - Interurban	357	57	→	Greater Anglia - Rural	109	74	→	South Western Railway - Metro	613	64	→
Arriva Trains Wales - Mid Wales and Borders	209	83	↑	Greater Anglia - Stansted Express	159	64	↓	South Western Railway - Outer Suburban & Local	611	62	→
Arriva Trains Wales - North Wales and Borders	113	83	→	Greater Anglia - West Anglia	384	70	→	Southeastern - High Speed	170	76	→
Arriva Trains Wales - South Wales and Borders/West Wales	87	66	→	Heathrow Express	617	90	→	Southeastern - Mainline	526	66	→
c2c - Southend Line	608	68	↓	Hull Trains	468	82	→	Southeastern - Metro	719	70	→
c2c - Tilbury Line	308	68	→	London North Eastern Railway - London - Leeds & West Yorkshire***	320	77	→	Southern - Metro*	457	72	↑
Chiltern Railways - Commuter	222	79	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	188	78	→	Southern - Sussex Coast*	802	61	↓
Chiltern Railways - Metro	244	74	→	London North Eastern Railway - London - Scotland***	603	78	↓	TfL Rail - East**	431	65	-
Chiltern Railways - Oxford	199	68	→	London Overground - Gospel Oak - Barking	116	47	↓	TfL Rail - West**	536	75	-
Chiltern Railways - West Midlands	330	72	→	London Overground - Highbury & Islington - Croydon/Clapham	395	73	→	Thameslink - Kent*	163	68	→
CrossCountry - East - West	308	59	→	London Overground - Richmond/Clapham - Stratford	448	63	→	Thameslink - Loop*	148	79	→
CrossCountry - North - South Manchester	233	63	→	London Overground - Watford - Euston	216	78	→	Thameslink - North/South*	836	71	→
CrossCountry - North - South Scotland & North East	635	64	→	London Overground - West Anglia	352	76	→	TransPennine Express - North	570	55	↓
East Midlands Trains - Liverpool - Norwich	166	62	→	Merseyrail - Northern	484	77	→	TransPennine Express - North West	124	54	→
East Midlands Trains - Local	182	67	→	Merseyrail - Wirral	258	85	→	TransPennine Express - South	90	55	→
East Midlands Trains - London	527	74	→	Northern - Central	310	61	↓	Virgin Trains - London - Liverpool	147	80	→
Gatwick Express*	389	80	→	Northern - East	565	76	↑	Virgin Trains - London - Manchester	233	86	→
Grand Central - London - Bradford	207	87	→	Northern - North East	176	72	↓	Virgin Trains - London - North Wales	64	80	→
Grand Central - London - Sunderland	244	76	↓	Northern - West	232	67	→	Virgin Trains - London - Scotland	119	89	↑
Great Northern*	446	65	→	ScotRail - Interurban	429	76	↑	Virgin Trains - London - Wolverhampton	231	82	→
Great Western Railway - London Thames Valley	365	68	→	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	261	70	→
Great Western Railway - Long Distance	809	68	→	ScotRail - Strathclyde	418	76	→	West Midlands Trains - London Commuter***	322	66	→
Great Western Railway - West	216	59	→	ScotRail - Urban	360	62	↓	West Midlands Trains - West Coast***	185	75	→
Greater Anglia - Intercity	240	82	→	South Western Railway - Island Line	77	92	→	West Midlands Trains - West Midlands***	473	71	→

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\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 2018.

## Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2017. Full details of the route results for Autumn 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	% satisfied or good	significant change	Route	sample	% satisfied	significant change
Arriva Trains Wales - Cardiff and Valleys	172	74	→	Greater Anglia - Mainline	546	83	→	South Western Railway - Longer distance	720	82	→
Arriva Trains Wales - Interurban	366	78	→	Greater Anglia - Rural	112	85	→	South Western Railway - Metro	626	69	→
Arriva Trains Wales - Mid Wales and Borders	220	85	→	Greater Anglia - Stansted Express	165	73	↓	South Western Railway - Outer Suburban & Local	621	77	→
Arriva Trains Wales - North Wales and Borders	113	81	→	Greater Anglia - West Anglia	398	68	↓	Southeastern - High Speed	172	87	→
Arriva Trains Wales - South Wales and Borders/West Wales	88	67	→	Heathrow Express	620	93	→	Southeastern - Mainline	519	82	→
c2c - Southend Line	620	82	→	Hull Trains	482	91	→	Southeastern - Metro	723	76	→
c2c - Tilbury Line	323	83	→	London North Eastern Railway - London - Leeds & West Yorkshire***	324	89	→	Southern - Metro*	464	77	→
Chiltern Railways - Commuter	226	89	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	190	92	→	Southern - Sussex Coast*	829	74	↓
Chiltern Railways - Metro	251	85	→	London North Eastern Railway - London - Scotland***	621	91	→	TfL Rail - East**	445	83	-
Chiltern Railways - Oxford	198	92	↑	London Overground - Gospel Oak - Barking	119	72	→	TfL Rail - West**	547	71	-
Chiltern Railways - West Midlands	339	88	→	London Overground - Highbury & Islington - Croydon/Clapham	411	83	→	Thameslink - Kent*	162	77	→
CrossCountry - East - West	314	86	→	London Overground - Richmond/Clapham - Stratford	460	84	→	Thameslink - Loop*	151	76	→
CrossCountry - North - South Manchester	243	85	→	London Overground - Watford - Euston	220	85	→	Thameslink - North/South*	856	80	→
CrossCountry - North - South Scotland & North East	658	87	→	London Overground - West Anglia	366	84	→	TransPennine Express - North	577	82	↓
East Midlands Trains - Liverpool - Norwich	173	82	→	Merseyrail - Northern	498	87	→	TransPennine Express - North West	129	85	→
East Midlands Trains - Local	187	80	→	Merseyrail - Wirral	263	90	→	TransPennine Express - South	93	82	→
East Midlands Trains - London	549	89	→	Northern - Central	321	70	↓	Virgin Trains - London - Liverpool	152	81	→
Gatwick Express*	397	76	→	Northern - East	583	82	→	Virgin Trains - London - Manchester	236	87	→
Grand Central - London - Bradford	212	86	→	Northern - North East	184	79	→	Virgin Trains - London - North Wales	62	81	→
Grand Central - London - Sunderland	242	85	→	Northern - West	236	79	→	Virgin Trains - London - Scotland	121	87	→
Great Northern*	457	76	→	ScotRail - Interurban	442	73	→	Virgin Trains - London - Wolverhampton	238	89	→
Great Western Railway - London Thames Valley	370	79	→	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	272	81	→
Great Western Railway - Long Distance	835	85	→	ScotRail - Strathclyde	436	82	→	West Midlands Trains - London Commuter***	322	80	→
Great Western Railway - West	223	77	→	ScotRail - Urban	373	78	→	West Midlands Trains - West Coast***	186	90	→
Greater Anglia - Intercity	245	84	→	South Western Railway - Island Line	72	79	→	West Midlands Trains - West Midlands***	474	85	→

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\*\*TfL Rail also includes the former Heathrow Connect stopping service London Paddington – Heathrow from Autumn 2018. As TOC boundary significantly changed no comparison with previous waves.

\*\*\*West Midlands Trains rebranded from London Midland on 10 December 2017. London North Eastern Railway rebranded from Virgin Trains East Coast on 24 June 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 & Valleys

Journeys on the Valley lines around Cardiff.

### Arriva Trains Wales: Interurban

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

### Arriva Trains Wales: Mid Wales & Borders

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

### Arriva Trains Wales: North Wales & Borders

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

### Arriva Trains Wales: South Wales & Borders/West Wales

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

### c2c: Southend line

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

### c2c: Tilbury line

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

### Chiltern Railways: Commuter

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

### Chiltern Railways: Metro

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

### Chiltern Railways: Oxford

Journeys on London Marylebone – Oxford services.

### Chiltern Railways: West Midlands

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

### CrossCountry: East – West

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

### CrossCountry: North-South Manchester

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

### CrossCountry: North-South Scotland & North East

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

### East Midlands Trains: Liverpool - Norwich

Journeys on the Liverpool - Norwich route.

### East Midlands Trains: Local

Journeys on local rail lines around Nottingham, Derby and Lincoln (excluding Liverpool - Norwich, London - Sheffield and London - Nottingham services).

### East Midlands Trains: London

Journeys on the London - Sheffield and London - Nottingham routes. Also includes London - Corby services.

### Gatwick Express\*

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

\*Part of the Govia Thameslink Railway franchise

**Grand Central: London - Bradford**

Journeys on London King's Cross - Bradford Interchange route.

**Grand Central: London - Sunderland**

Journeys on London King's Cross - Sunderland route.

**Great Northern\***

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

**Great Western Railway: Long distance**

Journeys on long distance services.

**Great Western Railway: London Thames Valley**

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

**Great Western Railway: West**

Journeys on (generally) short distance rural rail lines in the West of England.

**Greater Anglia: Intercity**

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

**Greater Anglia: Main line**

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

**Greater Anglia: Rural**

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

**Greater Anglia: Stansted**

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

**Greater Anglia: West Anglia**

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

**Heathrow Express:**

All Heathrow Express journeys.

**Hull Trains:**

All Hull Trains journeys.

**London North Eastern Railway:****London – Leeds and West Yorkshire**

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

**London North Eastern Railway:****London : London – Newcastle/Sunderland and East Yorkshire**

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

**London North Eastern Railway:****London - Scotland**

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

**London Overground: Gospel Oak – Barking**

Journeys on the Gospel Oak – Barking line.

**London Overground: Highbury & Islington – Croydon/Clapham Junction**

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

**London Overground: Richmond/Clapham Junction – Stratford**

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

**London Overground: Watford – Euston**

Journeys on the London Euston – Watford line.

**London Overground: West Anglia**

Journeys on West Anglia routes London - Enfield Town, London - Chingford, London - Cheshunt and Romford - Upminster.

**Merseyrail: Northern**

Journeys on the Hunts Cross – Southport/Ormskirk rail line.

**Merseyrail: Wirral**

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

**Northern: Central**

Journeys from stations on lines in and around Greater Manchester.

**Northern: East**

Journeys from stations on lines in and around Yorkshire and the Humber, including Leeds, Doncaster and Sheffield.

**Northern: North East**

Journeys from stations on lines in and around the North East, including Newcastle and Middlesbrough.

**Northern: West**

Journeys from stations on lines in and around Liverpool, Preston and Cumbria.

**ScotRail: Interurban**

Journeys on longer distance rail lines between urban areas.

**ScotRail: Rural**

Journeys on predominantly rural rail lines.

**ScotRail: Strathclyde**

Journeys on local rail lines within Strathclyde.

**ScotRail: Urban**

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

**Southeastern: High speed**

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

**Southeastern: Main line**

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

**Southeastern: Metro**

Journeys on rail lines that are within London.

**Southern: Metro\***

Journeys on rail lines that are within London.

**Southern: Sussex Coast\***

Journeys London – Sussex (and beyond).

**South 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 - East**

Journeys on London – Shenfield metro service

**TfL Rail - West**

Journeys on stopping service London – Heathrow (including London – Hayes and Harlington)

**Thameslink: Loop\***

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

**Thameslink: Kent\***

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

**Thameslink: North/South\***

Journeys on the Brighton – Bedford route.

**TransPennine Express: North**

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

\*Part of the Govia Thameslink Railway franchise

**TransPennine Express: North West**

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

**TransPennine Express: South**

Journeys on rail lines between Manchester Airport/Manchester and Cleethorpes.

**Virgin Trains: London - Birmingham – Scotland**

Journeys on London - Birmingham – Scotland services.

**Virgin Trains: London – Liverpool**

Journeys on London – Liverpool services.

**Virgin Trains: London – Manchester**

Journeys on London – Manchester services.

**Virgin Trains: London – North Wales**

Journeys on London – Holyhead/North Wales services.

**Virgin Trains: London – Scotland**

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

**Virgin Trains: London – Wolverhampton/Shrewsbury**

Journeys on London – Wolverhampton/Shrewsbury services.

**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 Midlands Trains: West Midlands**

Journeys on several rail lines in and around Birmingham New Street.



## What impacts on satisfaction

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 2018 and Spring 2018 combined.

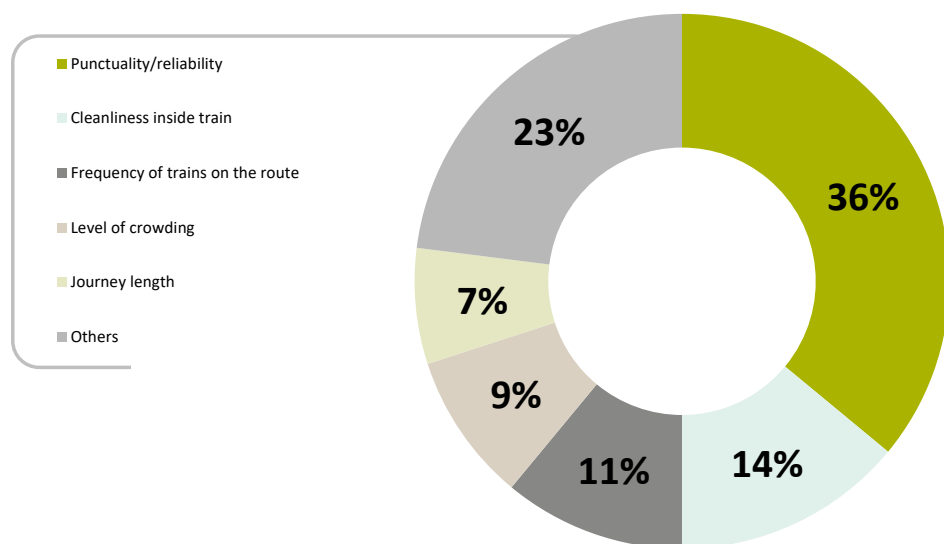
The analysis looks at which factors correlate most highly with overall journey satisfaction. For example, if those satisfied with punctuality are much more likely to

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.

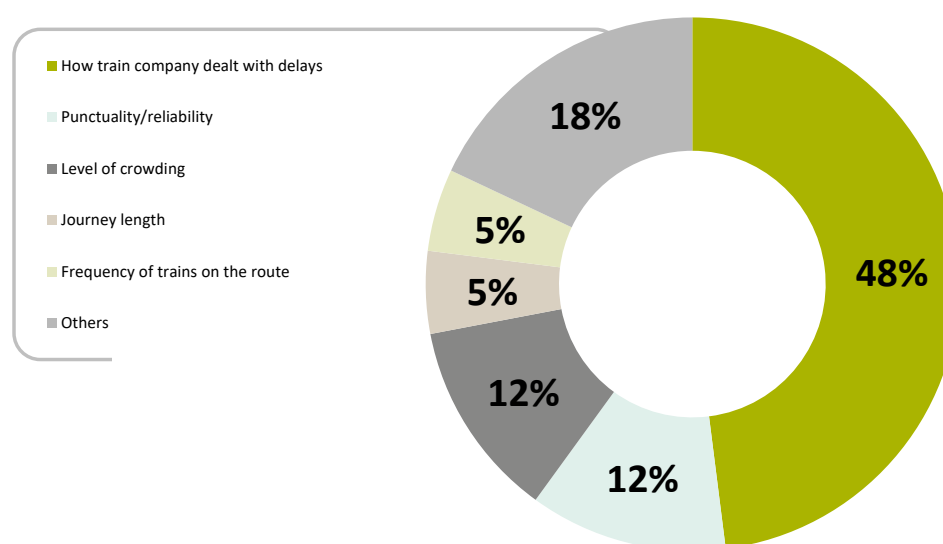
These charts show that punctuality remains the biggest single influence on satisfaction, and that the way delays are handled by TOCs has a strong influence on dissatisfaction. Similar analysis by train company and train company routes is available on the Transport Focus website at

[www.transportfocus.org.uk/research/national-passenger-survey-introduction](http://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 ↓

	Commuter Autumn 2018			Business Autumn 2018			Leisure Autumn 2018		
	Improvement/decline in % satisfied or good since Autumn 2017			Improvement/decline in % satisfied or good since Autumn 2017			Improvement/decline in % satisfied or good since Autumn 2017		
	%	%	significant change	%	%	significant change	%	%	significant change
Overall sample size: 25171									
<b>Overall satisfaction with the journey</b>	71	-3	↓	80	-4	↓	88	-1	↓
<b>STATION FACILITIES</b>									
Overall satisfaction with the station	75	-1	→	79	-3	→	85	1	→
Ticket buying facilities	73	-3	↓	78	-5	↓	82	1	→
Provision of information about train times/platforms	79	-2	↓	84	-2	→	89	0	→
Upkeep/repair of the station buildings/platforms	68	-1	→	72	-2	→	79	0	→
Cleanliness	72	-3	↓	76	-3	→	81	-2	↓
Toilet facilities at the station	39	-5	↓	47	-2	→	56	0	→
Attitudes and helpfulness of the staff	72	-3	↓	78	0	→	83	0	→
Connections with other forms of public transport	75	-1	→	76	-7	↓	81	2	→
Facilities for car parking	44	1	→	44	-9	↓	59	2	→
Facilities for bicycle parking	58	2	→	58	-1	→	67	-1	→
Overall environment	71	-1	→	74	-2	→	80	0	→
Your personal security whilst using the station	71	-1	→	74	-2	→	76	-1	→
Availability of staff at the station	64	-3	↓	66	-3	→	71	1	→
Shelter facilities	69	-1	→	72	-5	↓	78	0	→
Availability of seating	44	0	→	49	1	→	61	1	→
How request to station staff was handled	81	0	→	90	-2	→	90	0	→
Choice of shops/eating/drinking facilities available	47	0	→	55	-2	→	57	0	→
Availability of Wi-Fi	31	2	↑	37	3	→	46	1	→
<b>TRAIN FACILITIES</b>									
Overall satisfaction with the train	67	-2	↓	76	-5	↓	85	-1	→
Frequency of the trains on that route	64	-4	↓	76	-1	→	82	-1	→
Punctuality/reliability (i.e. the train arriving/departing on time)	60	-5	↓	74	-4	↓	83	-2	↓
Length of time the journey was scheduled to take (speed)	74	-2	↓	80	-2	→	88	-1	→
Connections with other train services	67	-4	↓	76	0	→	82	-2	→
Value for money of the price of your ticket	31	-1	→	47	-1	→	64	0	→
Upkeep and repair of the train	68	0	→	74	-2	→	81	0	→
Provision of information during the journey	68	-1	→	73	-2	→	81	2	→
Helpfulness and attitude of staff on train	54	-4	↓	67	-8	↓	73	-2	→
Space for luggage	52	1	→	58	0	→	62	0	→
Toilet facilities	37	2	→	45	-1	→	51	0	→
Comfort of the seats	57	-2	↓	63	-2	→	72	-2	↓
Step or gap between the train and the platform	61	0	→	62	-2	→	65	0	→
Your personal security on board	70	-2	→	75	-2	→	78	0	→
Cleanliness of the inside	69	-1	→	76	-2	→	82	0	→
Cleanliness of the outside	69	0	→	71	-5	↓	79	-2	↓
Availability of staff on the train	32	-3	↓	46	-4	→	51	-3	↓
How well train company deals with delays	27	-3	↓	41	2	→	54	0	→
Usefulness of information about the delay	34	-2	→	46	0	→	55	-2	→
Level of crowding	57	1	→	75	-2	→	80	1	→
Reliability of the Internet connection	26	4	↑	34	4	→	44	2	→
Availability of power sockets	21	2	↑	44	7	↑	42	3	→

# 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 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 2018 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](http://www.transportfocus.org.uk/research/national-passenger-survey-introduction)

The survey is conducted across the entire franchised railway, and in autumn 2018 on three 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.

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](http://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 Autumn 2018 survey

Autumn 2018 (wave 39) main fieldwork was undertaken between 1 September and 16 November 2018. Top-up interviews were mainly done in the last three weeks of the fieldwork period.

During fieldwork there were several days of industrial action on Northern and South Western Railway TOCs (especially on Saturdays). This meant that a number of shifts had to be moved as there was no train service running or for on train shifts because the train was not running. South Western Railway also experienced four days of strikes on weekdays over the October half-term period. There were two strikes on the Piccadilly Line on the London Underground which meant that a few shifts on TfL Rail had to be moved – because of concerns over interviewer safety and effectiveness, and because some services were atypically busy.

During September and October parts of the country were affected by storms Ali, Bronagh and Callum. Storm Ali closed a number of large stations in Scotland which led to a small number of shifts having to be reallocated to another day, Storms Bronagh and Callum had a limited effect on fieldwork.

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  
London North Eastern Railway  
TransPennine Express  
Virgin Trains

### London and South East operators

c2c  
Chiltern Railways  
Gatwick Express\*  
Greater Anglia  
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

\*Part of the Govia Thameslink Railway franchise

#### 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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