



National Rail Passenger Survey

Main Report Spring 2019



Transport Focus is the independent transport user watchdog

The mission of Transport Focus is to get the best deal for passengers and road users. With a strong emphasis on evidence-based campaigning and research, it ensures that it knows what is happening on the ground. It uses this 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 it hopes to again seek the views of more than 100,000 passengers on a range of the issues that affect them. As ever Transport Focus will publish all of its research.

What is Transport Focus doing for me?

Transport Focus is here to put the interests of transport users first. It does this by:

Campaigning for improvements

- Gathering research and information, like the National Rail Passenger Survey, so it understands the issues that matter to you.
- Working with governments and the industry to ensure that the transport user voice is heard when decisions are made about the future.

- Transport Focus concentrates on a number of key issues, including:
 - disruption
 - fares and tickets
 - quality and level of services
 - investment.

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Introduction

Background

The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. Transport Focus collects opinions of train service users twice a year from a representative sample of passenger journeys.

Main fieldwork in this wave took place between 4 February and 14 April 2019. 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). This report also includes 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 will be available from early to mid-July 2019 on the Transport Focus data hub which can be accessed through the Transport Focus website at <http://www.transportfocus.org.uk/>

There were some major changes to TOC boundaries between Spring 2018 and Autumn 2018. This will affect some comparisons between Spring 2019 and Spring 2018, mainly on TfL Rail and Thameslink, and also some routes that are/were operated by Great Northern, Southern and Southeastern TOCs. For further details please see the Main report for Autumn 2018.

Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Spring 2018 or Autumn 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 Spring 2019 survey the main comparison is against the Spring 2018 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.

NRPS contains satisfaction ratings for all TOCs operating under franchise. Transport Focus is 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 2019 survey was 30,119 for all the train companies combined (28,238 for the franchised companies).

Contacts

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Key results

Spring 2019 wave

- Overall satisfaction by TOC varied between 77 per cent and 95 per cent.
- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with spring 2018, three significantly improved and one significantly declined. The improvements in satisfaction were Southern (+12 per cent), Great Western Railway (+6 per cent) and Southeastern (+5 per cent). The decline in satisfaction was Grand Central (-6 per cent). All other TOCs had no statistically significant change in their overall satisfaction results compared with spring 2018.
- The highest ratings for overall satisfaction were achieved by Heathrow Express (95 per cent), Virgin Trains (91 per cent), Merseyrail (90 per cent), Hull Trains (90 per cent), and Chiltern Railways (90 per cent).
- The lowest ratings for overall satisfaction were given to Great Northern (77 per cent), South Western Railway (78 per cent), Northern (78 per cent), Greater Anglia (80 per cent) and Southeastern (80 per cent).
- Overall satisfaction by individual routes within TOCs varied between 68 per cent and 95 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 32 per cent and 82 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 64 per cent and 96 per cent.
- Satisfaction with levels of crowding by individual routes within TOCs varied between 48 per cent and 92 per cent.
- For London and the South East operators 83 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is significantly up compared to spring 2018 (when 79 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for 25 service areas and declined for none. The biggest improvements in satisfaction were with the reliability of the Internet connection (+8 per cent), punctuality/reliability (+7 per cent) and availability of power sockets (+6 per cent).
- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 87 per cent. This was not significantly different compared to spring 2018 (when 87 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for one service areas, declined for two, and the rest were unchanged. The improvement in satisfaction was with station shelter facilities (+3 per cent). The declines in satisfaction were with facilities for car parking (-6 per cent) and level of crowding on the train (-2 per cent).
- For regional operators 83 per cent of passenger journeys were very or fairly satisfactory for their journey overall. This was not significantly different compared to spring 2018 when 84 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for three service areas, declined for 12 and the rest were unchanged. The biggest improvement in satisfaction was with the availability of power sockets (+6 per cent). The biggest decline in satisfaction were with the upkeep/repair of the station buildings/platforms (-5 per cent), with five factors at -4 per cent.

- Nationally the percentage of journeys rated as satisfactory overall was 83 per cent. This was significantly up compared to spring 2018 (when 81 per cent of journeys were satisfactory). 79 per cent of journeys were rated as satisfactory by passengers overall in autumn 2018.
- At a national level, the proportion of journeys rated as satisfactory by passengers regarding punctuality/reliability was 77 per cent. This was significantly up compared to spring 2018 when 72 per cent were satisfactory.
- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for 21 service areas, and the rest were unchanged. The biggest improvement in satisfaction was with the reliability of the Internet connection (+7 per cent), followed by punctuality/reliability and availability of power sockets (both +5 percent).
- The proportion of journeys rated as satisfactory by passengers regarding value for money for the price of their ticket nationally was 47 per cent. This was significantly up compared to spring 2018 when 45 per cent were satisfactory. 72 per cent of journeys were rated as satisfactory regarding the level of crowding on the train. This was significantly up compared to spring 2018 when 70% of journeys were rated as satisfactory.
- Results for Network Rail routes are also available on the Transport Focus website at <https://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/>

National Total*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 28238								
Overall satisfaction with the journey	3	↑	4	↑	26494	83	10	7
STATION FACILITIES								
Overall satisfaction with the station	1	↑	0	→	27640	80	15	5
Ticket buying facilities	1	→	1	↑	15058	79	13	8
Provision of information about train times/platforms	1	→	1	↑	27202	85	9	6
Upkeep/repair of the station buildings/platforms	1	→	-1	→	27231	73	18	10
Cleanliness	-1	→	-1	→	27290	76	16	8
Toilet facilities at the station	-1	→	-1	→	15997	46	19	35
Attitudes and helpfulness of the staff	1	↑	1	→	19058	78	16	7
Connections with other forms of public transport	2	↑	2	↑	19698	80	12	9
Facilities for car parking	2	↑	0	→	8943	50	16	34
Facilities for bicycle parking	1	→	1	→	6221	62	21	17
Overall environment	0	→	-1	→	27488	75	18	8
Your personal security whilst using the station	0	→	0	→	25200	73	23	4
Availability of staff at the station	1	↑	2	↑	22565	69	19	12
Shelter facilities	1	↑	-2	↓	22632	71	15	13
Availability of seating	2	↑	2	↑	25667	53	19	28
How request to station staff was handled	2	→	0	→	4003	87	4	8
Choice of shops/eating/drinking facilities available	0	→	0	→	22676	52	21	28
Availability of Wi-Fi	4	↑	2	↑	11197	38	17	45
TRAIN FACILITIES								
Overall satisfaction with the train	2	↑	2	↑	27213	77	14	8
Frequency of the trains on that route	2	↑	3	↑	27063	76	10	14
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	5	↑	27249	77	8	15
Length of time the journey was scheduled to take (speed)	2	↑	3	↑	27093	84	9	6
Connections with other train services	3	↑	4	↑	15833	77	15	8
Value for money of the price of your ticket	2	↑	0	→	25532	47	20	33
Upkeep and repair of the train	1	→	-1	→	26969	73	16	11
Provision of information during the journey	2	↑	1	↑	25221	75	16	8
Helpfulness and attitude of staff on train	1	→	2	↑	14143	66	25	9
Space for luggage	1	→	2	↑	20319	59	20	21
Toilet facilities	4	↑	2	↑	11901	46	19	36
Comfort of the seats	0	→	0	→	26359	65	20	15
Step or gap between the train and the platform	0	→	0	→	25369	63	25	12
Your personal security on board	0	→	1	→	25026	74	21	4
Cleanliness of the inside	1	→	0	→	27338	75	14	11
Cleanliness of the outside	1	↑	-2	↓	24243	71	19	9
Availability of staff on the train	1	→	2	↑	19130	44	27	29
How well train company deals with delays	3	↑	3	↑	6025	40	35	25
Usefulness of information about the delay	3	↑	4	↑	5681	46	26	28
Level of crowding	2	↑	3	↑	27058	72	12	16
Reliability of the Internet connection	7	↑	4	↑	12405	37	15	48
Availability of power sockets	5	↑	3	↑	13266	35	10	55

London and South East*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 17358								
Overall satisfaction with the journey	4	↑	4	↑	16337	83	11	7
STATION FACILITIES								
Overall satisfaction with the station	2	↑	0	→	16967	80	15	5
Ticket buying facilities	2	↑	2	→	9279	78	14	8
Provision of information about train times/platforms	2	↑	2	↑	16707	85	10	6
Upkeep/repair of the station buildings/platforms	2	↑	0	→	16709	72	18	10
Cleanliness	0	→	0	→	16742	75	17	8
Toilet facilities at the station	-1	→	-1	→	9280	44	19	36
Attitudes and helpfulness of the staff	1	→	1	→	11642	76	17	7
Connections with other forms of public transport	2	↑	2	↑	12784	81	11	8
Facilities for car parking	2	→	1	→	5046	48	16	35
Facilities for bicycle parking	1	→	1	→	3808	60	22	18
Overall environment	1	→	0	→	16871	74	18	8
Your personal security whilst using the station	1	→	0	→	15477	73	23	4
Availability of staff at the station	2	↑	2	↑	13889	68	20	12
Shelter facilities	2	↑	-1	→	13836	71	16	14
Availability of seating	3	↑	2	↑	15601	51	19	29
How request to station staff was handled	3	→	0	→	2251	86	5	9
Choice of shops/eating/drinking facilities available	1	→	0	→	13679	52	21	27
Availability of Wi-Fi	4	↑	2	→	6747	36	18	46
TRAIN FACILITIES								
Overall satisfaction with the train	3	↑	2	↑	16759	77	15	8
Frequency of the trains on that route	4	↑	4	↑	16773	76	10	15
Punctuality/reliability (i.e. the train arriving/departing on time)	7	↑	6	↑	16759	76	8	15
Length of time the journey was scheduled to take (speed)	4	↑	4	↑	16652	83	10	7
Connections with other train services	4	↑	4	↑	10112	78	15	8
Value for money of the price of your ticket	3	↑	0	→	15465	44	21	35
Upkeep and repair of the train	1	↑	-1	→	16588	74	15	11
Provision of information during the journey	3	↑	1	↑	15478	76	16	8
Helpfulness and attitude of staff on train	1	→	4	↑	6693	59	30	12
Space for luggage	2	↑	2	↑	12104	58	21	21
Toilet facilities	5	↑	2	→	6849	44	19	38
Comfort of the seats	0	→	0	→	16206	63	21	16
Step or gap between the train and the platform	1	→	0	→	15599	63	25	12
Your personal security on board	1	→	1	→	15307	73	22	4
Cleanliness of the inside	1	→	0	→	16838	76	14	10
Cleanliness of the outside	2	↑	-2	↓	15072	73	19	9
Availability of staff on the train	1	→	3	↑	10227	36	29	35
How well train company deals with delays	3	↑	2	→	3359	38	36	27
Usefulness of information about the delay	4	↑	4	↑	3160	45	27	29
Level of crowding	4	↑	4	↑	16667	72	12	16
Reliability of the Internet connection	8	↑	4	↑	7352	36	15	49
Availability of power sockets	6	↑	3	↑	7394	31	10	58

*Excludes non-franchised train operating companies

Long Distance*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 5915								
Overall satisfaction with the journey	0	→	4	↑	5513	87	7	6
STATION FACILITIES								
Overall satisfaction with the station	0	→	0	→	5807	85	11	4
Ticket buying facilities	0	→	1	→	2747	87	9	4
Provision of information about train times/platforms	-1	→	0	→	5731	90	6	4
Upkeep/repair of the station buildings/platforms	-1	→	0	→	5727	79	14	6
Cleanliness	0	→	1	→	5758	83	12	5
Toilet facilities at the station	1	→	2	→	3791	62	17	21
Attitudes and helpfulness of the staff	0	→	0	→	3908	84	11	4
Connections with other forms of public transport	-2	→	-1	→	3800	81	11	8
Facilities for car parking	-6	↓	-3	→	1861	55	17	28
Facilities for bicycle parking	-3	→	-2	→	1024	67	20	12
Overall environment	1	→	-1	→	5795	81	12	6
Your personal security whilst using the station	0	→	-2	→	5288	79	18	2
Availability of staff at the station	-1	→	1	→	4631	75	17	8
Shelter facilities	3	↑	-2	→	4537	77	13	10
Availability of seating	0	→	-1	→	5436	58	16	25
How request to station staff was handled	2	→	0	→	1024	91	4	5
Choice of shops/eating/drinking facilities available	1	→	0	→	5079	64	17	19
Availability of Wi-Fi	4	→	4	→	2177	50	17	33
TRAIN FACILITIES								
Overall satisfaction with the train	-1	→	1	→	5683	83	11	7
Frequency of the trains on that route	-1	→	3	↑	5568	83	8	9
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	6	↑	5734	81	6	13
Length of time the journey was scheduled to take (speed)	0	→	3	↑	5699	89	6	4
Connections with other train services	-1	→	2	→	3057	79	12	9
Value for money of the price of your ticket	1	→	2	→	5557	56	18	26
Upkeep and repair of the train	-1	→	0	→	5652	81	13	7
Provision of information during the journey	2	→	2	→	5373	80	14	6
Helpfulness and attitude of staff on train	1	→	0	→	4073	82	14	4
Space for luggage	-1	→	1	→	4641	62	17	21
Toilet facilities	0	→	0	→	2958	57	19	23
Comfort of the seats	0	→	1	→	5510	76	14	10
Step or gap between the train and the platform	0	→	0	→	5257	67	24	9
Your personal security on board	1	→	1	→	5281	84	14	2
Cleanliness of the inside	0	→	1	→	5706	82	11	7
Cleanliness of the outside	-2	→	-2	↓	4908	75	18	7
Availability of staff on the train	1	→	1	→	4759	66	22	12
How well train company deals with delays	0	→	8	↑	1654	55	30	15
Usefulness of information about the delay	1	→	5	↑	1572	59	23	19
Level of crowding	-2	↓	2	→	5670	71	12	18
Reliability of the Internet connection	4	→	1	→	2748	40	14	46
Availability of power sockets	1	→	-2	→	3471	61	10	29

Regional*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 4965								
Overall satisfaction with the journey	-1	→	4	↑	4644	83	10	7
STATION FACILITIES								
Overall satisfaction with the station	-1	→	0	→	4866	79	15	6
Ticket buying facilities	-1	→	1	→	3032	80	12	9
Provision of information about train times/platforms	-4	↓	0	→	4764	84	10	6
Upkeep/repair of the station buildings/platforms	-5	↓	-5	↓	4795	71	18	11
Cleanliness	-4	↓	-4	↓	4790	75	17	8
Toilet facilities at the station	-3	→	-1	→	2926	45	17	38
Attitudes and helpfulness of the staff	-2	→	0	→	3508	80	13	6
Connections with other forms of public transport	2	→	2	→	3114	72	15	13
Facilities for car parking	5	↑	0	→	2036	54	13	33
Facilities for bicycle parking	1	→	-1	→	1389	66	18	16
Overall environment	-4	↓	-2	→	4822	74	17	9
Your personal security whilst using the station	-2	→	-1	→	4435	73	22	5
Availability of staff at the station	-1	→	0	→	4045	69	17	14
Shelter facilities	-3	↓	-4	↓	4259	72	15	14
Availability of seating	-3	↓	-2	→	4630	58	17	25
How request to station staff was handled	-1	→	2	→	728	90	4	6
Choice of shops/eating/drinking facilities available	-4	↓	-2	→	3918	43	19	38
Availability of Wi-Fi	3	→	2	→	2273	42	14	44
TRAIN FACILITIES								
Overall satisfaction with the train	-2	→	2	→	4771	74	15	10
Frequency of the trains on that route	-4	↓	1	→	4722	74	10	16
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	4	↑	4756	77	7	16
Length of time the journey was scheduled to take (speed)	-3	↓	2	→	4742	85	9	6
Connections with other train services	-2	→	1	→	2664	75	16	9
Value for money of the price of your ticket	-2	→	0	→	4510	55	16	29
Upkeep and repair of the train	-1	→	0	→	4729	66	18	16
Provision of information during the journey	-1	→	1	→	4370	70	19	11
Helpfulness and attitude of staff on train	-3	↓	0	→	3377	77	18	5
Space for luggage	-1	→	3	→	3574	63	18	19
Toilet facilities	4	→	7	↑	2094	47	19	34
Comfort of the seats	0	→	0	→	4643	65	19	16
Step or gap between the train and the platform	-3	↓	0	→	4513	61	25	13
Your personal security on board	-2	→	0	→	4438	76	20	4
Cleanliness of the inside	0	→	0	→	4794	69	16	15
Cleanliness of the outside	1	→	0	→	4263	65	22	14
Availability of staff on the train	-2	→	1	→	4144	60	24	16
How well train company deals with delays	0	→	5	→	1012	41	33	25
Usefulness of information about the delay	-1	→	5	→	949	44	25	30
Level of crowding	-3	↓	0	→	4721	73	13	15
Reliability of the Internet connection	5	↑	5	↑	2305	39	14	47
Availability of power sockets	6	↑	5	↑	2401	31	10	59

*Excludes non-franchised train operating companies

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East	83 %
Long distance	87 %
Regional	83 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-1	→	-3	→	1066	85	10	4
Chiltern Railways	-1	→	-2	→	954	90	7	4
CrossCountry	0	→	5	↑	1281	86	7	7
East Midlands Trains	-1	→	2	→	1108	86	8	6
Gatwick Express*	2	→	1	→	428	89	4	7
Grand Central*****	-6	↓	-5	↓	617	89	6	5
Great Northern*	-1	→	9	↑	578	77	14	9
Great Western Railway	6	↑	9	↑	1606	87	8	5
Greater Anglia	4	→	7	↑	1500	80	11	9
Heathrow Express	0	→	-1	→	624	95	4	2
Hull Trains	3	→	-1	→	542	90	7	3
London North Eastern Railway***	1	→	2	→	962	89	6	5
London Overground	0	→	3	↑	1748	88	8	4
Merseyrail	-2	→	0	→	751	90	8	2
Northern	-2	→	6	↑	1409	78	13	9
ScotRail	1	→	5	↑	1441	85	8	7
South Western Railway	-2	→	6	↑	2088	78	13	9
Southeastern	5	↑	2	→	1581	80	12	8
Southern*	12	↑	7	↑	1505	81	12	8
TfL Rail**	-	-	3	→	1000	89	8	3
Thameslink*	-3	→	6	↑	1204	83	10	7
TransPennine Express	-2	→	10	↑	988	83	8	9
Transport for Wales****	1	→	1	→	1043	82	9	8
Virgin Trains	2	→	1	→	1174	91	6	3
West Midlands Trains	3	→	0	→	1079	84	11	5

Improved ↑ Unchanged → Declined ↓

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*****Grand Central results for Spring 2019 have probably been affected by engineering works on the East Coast mainline during weekend fieldwork.

Value for money of the price of your ticket

% of passengers satisfied/good by sector:

London and South East	44 %
Long distance	56 %
Regional	55 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	0	→	-3	→	1011	46	25	29
Chiltern Railways	1	→	-3	→	936	49	21	30
CrossCountry	4	→	-1	→	1271	54	19	27
East Midlands Trains	0	→	6	→	1119	50	22	28
Gatwick Express*	17	↑	2	→	413	45	23	32
Grand Central*****	-7	↓	-10	↓	611	67	13	20
Great Northern*	1	→	3	→	550	38	22	40
Great Western Railway	3	→	4	→	1624	53	18	29
Greater Anglia	3	→	2	→	1479	41	20	39
Heathrow Express	-2	→	-6	→	627	46	24	30
Hull Trains	-2	→	3	→	541	63	16	22
London North Eastern Railway***	-3	→	-3	→	974	57	19	24
London Overground	2	→	-5	↓	1567	52	23	25
Merseyrail	-5	→	-1	→	628	64	16	21
Northern	-2	→	1	→	1407	55	15	30
ScotRail	-2	→	2	→	1444	53	17	31
South Western Railway	0	→	1	→	1978	36	21	43
Southeastern	3	→	-1	→	1423	37	24	39
Southern*	4	→	0	→	1437	42	20	38
TfL Rail**	-	-	1	→	890	51	20	29
Thameslink*	1	→	0	→	1171	40	21	39
TransPennine Express	-2	→	8	↑	985	55	15	29
Transport for Wales****	0	→	-5	→	1031	55	15	30
Virgin Trains	2	→	-1	→	1208	62	16	22
West Midlands Trains	1	→	-1	→	986	57	17	27

Improved ↑ Unchanged → Declined ↓

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

% of passengers satisfied/good by sector:

London and South East	76 %
Long distance	81 %
Regional	77 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	2	→	1	→	1079	89	5	6
Chiltern Railways	-1	→	0	→	976	88	4	8
CrossCountry	3	→	10	↑	1322	86	6	8
East Midlands Trains	0	→	8	↑	1155	82	7	11
Gatwick Express*	-5	→	-4	→	427	79	7	14
Grand Central*****	-7	↓	-9	↓	616	82	5	13
Great Northern*	1	→	15	↑	598	73	8	18
Great Western Railway	9	↑	12	↑	1657	79	7	14
Greater Anglia	9	↑	8	↑	1518	79	7	14
Heathrow Express	1	→	0	→	625	96	3	1
Hull Trains	2	→	0	→	553	84	7	9
London North Eastern Railway***	3	→	1	→	999	80	7	13
London Overground	-1	→	-2	→	1829	78	9	14
Merseyrail	5	↑	1	→	770	90	4	5
Northern	-5	↓	8	↑	1455	72	8	20
ScotRail	-2	→	4	→	1473	76	8	17
South Western Railway	4	↑	7	↑	2152	69	9	22
Southeastern	8	↑	3	→	1605	75	11	14
Southern*	19	↑	8	↑	1546	74	11	16
TfL Rail**	-	-	6	↑	1030	87	5	8
Thameslink*	-5	↓	9	↑	1241	75	8	17
TransPennine Express	-11	↓	7	↑	1028	65	10	25
Transport for Wales****	0	→	-1	→	1058	80	8	13
Virgin Trains	5	↑	4	↑	1230	88	4	9
West Midlands Trains	5	↑	4	→	1101	80	7	13

Improved ↑ Unchanged → Declined ↓

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Level of crowding

% of passengers satisfied/good by sector:

London and South East	72 %
Long distance	71 %
Regional	73 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-2	→	-2	→	1072	65	12	22
Chiltern Railways	1	→	1	→	975	76	10	14
CrossCountry	-5	↓	1	→	1300	63	13	24
East Midlands Trains	0	→	4	→	1145	73	12	15
Gatwick Express*	0	→	3	→	434	83	8	8
Grand Central*****	-6	→	-4	→	605	76	11	13
Great Northern*	0	→	4	→	592	69	12	19
Great Western Railway	2	→	8	↑	1632	74	14	12
Greater Anglia	6	↑	4	→	1522	74	11	15
Heathrow Express	4	↑	2	→	634	92	6	3
Hull Trains	-2	→	-7	↓	534	75	12	13
London North Eastern Railway***	0	→	3	→	993	80	10	9
London Overground	2	→	3	→	1828	72	11	16
Merseyrail	-4	→	-1	→	763	79	11	9
Northern	-3	→	2	→	1446	71	14	15
ScotRail	-3	→	-1	→	1469	73	12	15
South Western Railway	3	→	6	↑	2130	71	12	16
Southeastern	4	→	1	→	1599	70	15	14
Southern*	7	↑	6	↑	1536	72	12	16
TfL Rail**	-	-	3	→	1022	70	11	20
Thameslink*	2	→	3	→	1235	74	11	15
TransPennine Express	-10	↓	5	→	1017	59	12	29
Transport for Wales****	1	→	-1	→	1043	71	11	18
Virgin Trains	2	→	-1	→	1215	81	10	9
West Midlands Trains	2	→	-1	→	1090	70	12	18

Improved ↑ Unchanged → Declined ↓

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Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	80 %
Long distance	85 %
Regional	79 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-5	↓	-4	↓	1087	78	16	7
Chiltern Railways	-1	→	-1	→	987	87	10	3
CrossCountry	0	→	0	→	1333	86	10	3
East Midlands Trains	-1	→	-2	→	1182	84	13	4
Gatwick Express*	11	↑	4	→	445	80	14	5
Grand Central*****	-2	→	-1	→	625	84	12	4
Great Northern*	3	→	-1	→	605	74	18	8
Great Western Railway	4	→	4	→	1676	84	12	4
Greater Anglia	1	→	1	→	1550	79	16	5
Heathrow Express	-1	→	-1	→	648	92	7	1
Hull Trains	-2	→	-6	↓	564	86	11	3
London North Eastern Railway***	3	→	-2	→	1010	88	8	4
London Overground	2	→	-3	→	1864	80	13	6
Merseyrail	0	→	-1	→	793	87	11	2
Northern	-1	→	2	→	1481	79	14	7
ScotRail	-1	→	-1	→	1508	78	17	5
South Western Railway	-4	↓	-2	→	2174	74	20	5
Southeastern	2	→	2	→	1567	80	15	4
Southern*	4	↑	3	→	1589	78	15	7
TfL Rail**	-	-	1	→	1045	82	13	5
Thameslink*	-2	→	4	↑	1254	82	13	5
TransPennine Express	-2	→	1	→	1036	84	11	5
Transport for Wales****	-1	→	-3	→	1084	73	17	10
Virgin Trains	0	→	0	→	1246	86	11	3
West Midlands Trains	6	↑	-2	→	1124	83	11	5

Improved ↑ Unchanged → Declined ↓

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How well train company deals with delays

% of passengers satisfied/good by sector:

London and South East	38 %
Long distance	55 %
Regional	41 %

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-4	→	2	→	89	42	32	26
Chiltern Railways	2	→	4	→	166	57	29	14
CrossCountry	8	→	6	→	294	54	29	17
East Midlands Trains	-9	→	-1	→	282	46	34	20
Gatwick Express*	12	→	7	→	102	45	34	21
Grand Central*****	7	→	-14	→	109	63	28	9
Great Northern*	-11	→	-10	→	99	22	35	44
Great Western Railway	0	→	4	→	400	44	38	19
Greater Anglia	-4	→	-9	→	264	33	31	36
Heathrow Express	-	-	-	-	<50	-	-	-
Hull Trains	8	→	11	→	155	69	24	7
London North Eastern Railway***	-6	→	3	→	289	55	37	8
London Overground	-4	→	-1	→	244	33	40	27
Merseyrail	3	→	5	→	104	49	32	19
Northern	-2	→	9	↑	345	40	38	22
ScotRail	0	→	0	→	315	39	30	30
South Western Railway	1	→	4	→	629	35	34	30
Southeastern	2	→	-2	→	320	38	34	28
Southern*	13	↑	9	↑	336	38	36	26
TfL Rail**	-	-	-10	→	120	42	35	24
Thameslink*	-3	→	9	↑	311	38	38	25
TransPennine Express	-4	→	13	↑	439	48	31	20
Transport for Wales****	16	→	5	→	248	49	23	28
Virgin Trains	11	↑	9	↑	350	69	22	9
West Midlands Trains	5	→	-4	→	279	45	37	18

Improved ↑ Unchanged → Declined ↓

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c2c

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	→	-3	→	1066	85	10	4	83
STATION FACILITIES									
Overall satisfaction with the station	-5	↓	-4	↓	1087	78	16	7	80
Ticket buying facilities	-2	→	0	→	690	76	14	9	78
Provision of information about train times/platforms	-1	→	-3	→	1083	85	9	6	85
Upkeep/repair of the station buildings/platforms	-5	↓	-5	↓	1079	68	21	11	72
Cleanliness	-6	↓	-7	↓	1082	72	17	11	75
Toilet facilities at the station	-5	↓	-6	↓	672	43	20	37	44
Attitudes and helpfulness of the staff	-8	↓	-4	→	822	72	20	8	76
Connections with other forms of public transport	2	→	0	→	849	76	15	9	81
Facilities for car parking	6	→	6	→	420	51	16	33	48
Facilities for bicycle parking	-10	↓	-7	↓	278	53	23	24	60
Overall environment	-5	↓	-5	↓	1084	69	22	8	74
Your personal security whilst using the station	-10	↓	-9	↓	990	63	29	7	73
Availability of staff at the station	-5	↓	-4	→	969	65	21	14	68
Shelter facilities	0	→	-7	↓	954	68	18	14	71
Availability of seating	-4	→	-6	↓	1024	55	22	22	51
How request to station staff was handled	0	→	-6	↓	105	83	7	11	86
Choice of shops/eating/drinking facilities available	-4	→	-3	→	887	43	24	33	52
Availability of Wi-Fi	-9	↓	-10	↓	533	49	21	30	36
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-2	→	1085	82	12	6	77
Frequency of the trains on that route	1	→	0	→	1089	82	8	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	1	→	1079	89	5	6	76
Length of time the journey was scheduled to take (speed)	1	→	1	→	1071	90	8	2	83
Connections with other train services	3	→	0	→	721	82	14	5	78
Value for money of the price of your ticket	0	→	-3	→	1011	46	25	29	44
Upkeep and repair of the train	-6	↓	-6	↓	1065	79	14	7	74
Provision of information during the journey	-1	→	-4	→	1002	78	15	6	76
Helpfulness and attitude of staff on train	-5	→	-18	↓	313	30	49	20	59
Space for luggage	-4	→	-8	↓	786	50	26	24	58
Toilet facilities	-9	↓	-12	↓	496	41	24	35	44
Comfort of the seats	-4	→	-2	→	1027	72	20	8	63
Step or gap between the train and the platform	-3	→	-2	→	1021	70	25	5	63
Your personal security on board	-3	→	-5	↓	982	68	25	7	73
Cleanliness of the inside	-3	→	-2	→	1082	83	9	7	76
Cleanliness of the outside	0	→	-3	→	983	78	17	5	73
Availability of staff on the train	-3	→	-8	↓	564	17	33	51	36
How well train company deals with delays	-4	→	2	→	89	42	32	26	38
Usefulness of information about the delay	0	→	-4	→	83	51	16	33	45
Level of crowding	-2	→	-2	→	1072	65	12	22	72
Reliability of the Internet connection	-5	→	-9	↓	559	40	21	39	36
Availability of power sockets	-5	→	-3	→	417	17	15	68	31

Chiltern Railways






















































































	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	→	-2	→	954	90	7	4	83
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-1	→	987	87	10	3	80
Ticket buying facilities	7	↑	4	→	611	88	8	4	78
Provision of information about train times/platforms	-2	→	1	→	981	88	6	6	85
Upkeep/repair of the station buildings/platforms	-4	→	-1	→	968	80	14	6	72
Cleanliness	0	→	-1	→	975	85	11	4	75
Toilet facilities at the station	-5	→	-3	→	617	52	20	28	44
Attitudes and helpfulness of the staff	2	→	0	→	668	86	11	3	76
Connections with other forms of public transport	-1	→	0	→	727	78	12	10	81
Facilities for car parking	0	→	1	→	380	71	12	17	48
Facilities for bicycle parking	2	→	5	→	236	73	15	12	60
Overall environment	-1	→	2	→	967	86	11	3	74
Your personal security whilst using the station	3	→	0	→	883	81	17	2	73
Availability of staff at the station	2	→	0	→	783	71	18	10	68
Shelter facilities	-1	→	0	→	809	76	13	11	71
Availability of seating	1	→	4	→	917	57	20	23	51
How request to station staff was handled	4	→	1	→	138	91	7	1	86
Choice of shops/eating/drinking facilities available	-6	→	1	→	839	54	23	23	52
Availability of Wi-Fi	-1	→	1	→	452	57	18	24	36
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	-1	→	979	88	9	4	77
Frequency of the trains on that route	-1	→	0	→	982	79	8	12	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	0	→	976	88	4	8	76
Length of time the journey was scheduled to take (speed)	-1	→	2	→	979	90	6	4	83
Connections with other train services	0	→	-2	→	462	80	16	4	78
Value for money of the price of your ticket	1	→	-3	→	936	49	21	30	44
Upkeep and repair of the train	1	→	0	→	965	83	11	6	74
Provision of information during the journey	0	→	0	→	907	79	15	6	76
Helpfulness and attitude of staff on train	4	→	4	→	321	56	34	10	59
Space for luggage	-1	→	1	→	690	63	22	15	58
Toilet facilities	2	→	3	→	402	66	16	17	44
Comfort of the seats	0	→	-1	→	955	72	18	10	63
Step or gap between the train and the platform	1	→	-2	→	891	76	20	5	63
Your personal security on board	4	→	5	↑	882	86	14	0	73
Cleanliness of the inside	1	→	-2	→	980	86	10	5	76
Cleanliness of the outside	5	↑	-1	→	839	82	14	4	73
Availability of staff on the train	8	↑	6	→	492	33	35	33	36
How well train company deals with delays	2	→	4	→	166	57	29	14	38
Usefulness of information about the delay	-1	→	-2	→	153	60	26	14	45
Level of crowding	1	→	1	→	975	76	10	14	72
Reliability of the Internet connection	-3	→	-1	→	517	50	15	35	36
Availability of power sockets	5	→	3	→	558	57	10	33	31

Gatwick Express*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	2	→	1	→	428	89	4	7	83
STATION FACILITIES									
Overall satisfaction with the station	11	↑	4	→	445	80	14	5	80
Ticket buying facilities	17	↑	-1	→	246	79	12	9	78
Provision of information about train times/platforms	9	↑	-1	→	427	84	11	6	85
Upkeep/repair of the station buildings/platforms	11	↑	7	→	427	72	18	9	72
Cleanliness	10	↑	8	→	427	75	19	7	75
Toilet facilities at the station	2	→	-2	→	214	53	21	27	44
Attitudes and helpfulness of the staff	5	→	-1	→	315	79	15	6	76
Connections with other forms of public transport	2	→	-2	→	355	85	12	3	81
Facilities for car parking	-11	→	-13	→	54	46	23	30	48
Facilities for bicycle parking	-	-	-	-	<50	-	-	-	60
Overall environment	9	→	-1	→	433	71	22	7	74
Your personal security whilst using the station	7	→	0	→	388	74	25	1	73
Availability of staff at the station	9	→	5	→	343	72	19	8	68
Shelter facilities	16	↑	6	→	222	81	12	6	71
Availability of seating	17	↑	18	↑	341	54	13	33	51
How request to station staff was handled	14	→	12	→	113	89	2	8	86
Choice of shops/eating/drinking facilities available	8	→	5	→	344	73	14	13	52
Availability of Wi-Fi	11	→	-13	→	143	47	27	26	36
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	-2	→	436	89	7	5	77
Frequency of the trains on that route	-4	→	3	→	435	86	7	7	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	→	-4	→	427	79	7	14	76
Length of time the journey was scheduled to take (speed)	2	→	-2	→	431	89	4	7	83
Connections with other train services	0	→	0	→	205	81	12	6	78
Value for money of the price of your ticket	17	↑	2	→	413	45	23	32	44
Upkeep and repair of the train	0	→	5	→	439	89	9	3	74
Provision of information during the journey	1	→	7	→	403	84	10	6	76
Helpfulness and attitude of staff on train	-5	→	-4	→	234	69	26	4	59
Space for luggage	2	→	9	→	372	60	13	27	58
Toilet facilities	3	→	-2	→	192	69	18	13	44
Comfort of the seats	4	→	5	→	434	73	17	10	63
Step or gap between the train and the platform	1	→	12	↑	385	73	20	7	63
Your personal security on board	4	→	10	↑	402	83	14	3	73
Cleanliness of the inside	1	→	2	→	446	89	6	5	76
Cleanliness of the outside	-4	→	4	→	399	85	11	4	73
Availability of staff on the train	0	→	5	→	294	55	31	15	36
How well train company deals with delays	12	→	7	→	102	45	34	21	38
Usefulness of information about the delay	4	→	-4	→	95	38	49	13	45
Level of crowding	0	→	3	→	434	83	8	8	72
Reliability of the Internet connection	17	↑	4	→	244	61	11	28	36
Availability of power sockets	-3	→	-9	→	282	82	7	11	31

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

Great Northern*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Improved  Unchanged  Declined 				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 614									
Overall satisfaction with the journey	-1		9		578	77	14	9	83
STATION FACILITIES									
Overall satisfaction with the station	3		-1		605	74	18	8	80
Ticket buying facilities	5		-6		324	69	21	11	78
Provision of information about train times/platforms	2		3		586	80	12	8	85
Upkeep/repair of the station buildings/platforms	3		1		588	66	21	13	72
Cleanliness	3		-3		592	70	21	9	75
Toilet facilities at the station	8		-3		308	39	16	45	44
Attitudes and helpfulness of the staff	8		0		414	75	18	7	76
Connections with other forms of public transport	1		6		465	78	10	11	81
Facilities for car parking	4		-6		170	45	17	37	48
Facilities for bicycle parking	10		-20		131	49	21	30	60
Overall environment	4		1		604	69	21	10	74
Your personal security whilst using the station	3		-1		549	71	24	5	73
Availability of staff at the station	9		2		495	65	21	14	68
Shelter facilities	8		9		474	74	13	13	71
Availability of seating	12		7		550	56	16	28	51
How request to station staff was handled	-5		3		88	86	6	9	86
Choice of shops/eating/drinking facilities available	1		3		461	51	20	29	52
Availability of Wi-Fi	8		-1		238	28	14	58	36
TRAIN FACILITIES									
Overall satisfaction with the train	-4		3		598	63	19	18	77
Frequency of the trains on that route	-5		12		593	67	9	24	76
Punctuality/reliability (i.e. the train arriving/departing on time)	1		15		598	73	8	18	76
Length of time the journey was scheduled to take (speed)	1		9		589	84	10	6	83
Connections with other train services	3		17		358	78	16	6	78
Value for money of the price of your ticket	1		3		550	38	22	40	44
Upkeep and repair of the train	-10		-2		593	50	20	30	74
Provision of information during the journey	-1		1		551	56	20	24	76
Helpfulness and attitude of staff on train	-4		10		172	36	33	31	59
Space for luggage	-3		3		448	50	26	24	58
Toilet facilities	-5		-2		269	22	17	61	44
Comfort of the seats	-6		-1		587	47	25	28	63
Step or gap between the train and the platform	-4		-3		561	56	31	13	63
Your personal security on board	-10		-3		548	63	29	8	73
Cleanliness of the inside	-4		0		604	56	18	26	76
Cleanliness of the outside	-7		-2		542	46	21	32	73
Availability of staff on the train	-1		4		361	17	23	60	36
How well train company deals with delays	-11		-10		99	22	35	44	38
Usefulness of information about the delay	-8		4		98	36	21	43	45
Level of crowding	0		4		592	69	12	19	72
Reliability of the Internet connection	8		5		251	25	11	64	36
Availability of power sockets	9		0		291	34	6	59	31

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

Great Western Railway

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	6	↑	9	↑	1606	87	8	5	83
STATION FACILITIES									
Overall satisfaction with the station	4	→	4	→	1676	84	12	4	80
Ticket buying facilities	2	→	2	→	969	83	10	7	78
Provision of information about train times/platforms	0	→	0	→	1662	86	9	4	85
Upkeep/repair of the station buildings/platforms	5	↑	2	→	1655	77	16	8	72
Cleanliness	2	→	1	→	1656	79	15	6	75
Toilet facilities at the station	5	→	3	→	1058	58	19	23	44
Attitudes and helpfulness of the staff	1	→	1	→	1217	83	12	5	76
Connections with other forms of public transport	5	→	5	→	1195	80	12	9	81
Facilities for car parking	7	→	4	→	571	60	17	23	48
Facilities for bicycle parking	7	→	6	→	426	70	18	12	60
Overall environment	2	→	3	→	1657	80	15	6	74
Your personal security whilst using the station	1	→	0	→	1525	78	20	2	73
Availability of staff at the station	3	→	1	→	1380	72	19	9	68
Shelter facilities	5	→	3	→	1383	75	13	12	71
Availability of seating	0	→	3	→	1569	57	20	23	51
How request to station staff was handled	2	→	-1	→	296	89	2	8	86
Choice of shops/eating/drinking facilities available	6	↑	4	→	1423	59	21	21	52
Availability of Wi-Fi	3	→	3	→	630	39	19	42	36
TRAIN FACILITIES									
Overall satisfaction with the train	4	→	7	↑	1650	83	9	7	77
Frequency of the trains on that route	6	↑	6	↑	1635	79	10	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	9	↑	12	↑	1657	79	7	14	76
Length of time the journey was scheduled to take (speed)	1	→	5	↑	1641	86	8	6	83
Connections with other train services	9	↑	11	↑	876	80	12	8	78
Value for money of the price of your ticket	3	→	4	→	1624	53	18	29	44
Upkeep and repair of the train	6	↑	4	→	1645	83	11	6	74
Provision of information during the journey	5	↑	4	→	1529	80	15	6	76
Helpfulness and attitude of staff on train	3	→	5	→	942	73	22	5	59
Space for luggage	5	→	11	↑	1255	71	15	14	58
Toilet facilities	14	↑	8	↑	830	62	19	18	44
Comfort of the seats	0	→	4	→	1619	72	15	13	63
Step or gap between the train and the platform	2	→	1	→	1534	65	24	12	63
Your personal security on board	3	→	4	→	1508	83	16	2	73
Cleanliness of the inside	5	↑	4	→	1661	83	10	7	76
Cleanliness of the outside	4	→	1	→	1463	78	16	5	73
Availability of staff on the train	1	→	7	↑	1208	53	30	17	36
How well train company deals with delays	0	→	4	→	400	44	38	19	38
Usefulness of information about the delay	2	→	5	→	369	49	25	26	45
Level of crowding	2	→	8	↑	1632	74	14	12	72
Reliability of the Internet connection	8	↑	12	↑	805	45	16	39	36
Availability of power sockets	20	↑	10	↑	1041	79	10	11	31

Greater Anglia

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	4	→	7	↑	1500	80	11	9	83
STATION FACILITIES									
Overall satisfaction with the station	1	→	1	→	1550	79	16	5	80
Ticket buying facilities	5	→	4	→	805	83	10	7	78
Provision of information about train times/platforms	4	↑	4	↑	1525	87	7	6	85
Upkeep/repair of the station buildings/platforms	5	↑	4	→	1519	76	15	9	72
Cleanliness	2	→	2	→	1516	78	16	7	75
Toilet facilities at the station	4	→	1	→	869	53	18	30	44
Attitudes and helpfulness of the staff	3	→	2	→	1073	79	13	7	76
Connections with other forms of public transport	1	→	4	→	1114	81	10	10	81
Facilities for car parking	2	→	7	→	415	53	16	30	48
Facilities for bicycle parking	-7	→	-6	→	290	57	24	19	60
Overall environment	2	→	2	→	1539	77	16	7	74
Your personal security whilst using the station	2	→	2	→	1412	75	21	4	73
Availability of staff at the station	2	→	1	→	1248	69	19	12	68
Shelter facilities	2	→	3	→	1210	70	15	14	71
Availability of seating	5	↑	3	→	1416	54	19	28	51
How request to station staff was handled	-4	→	-1	→	211	84	11	5	86
Choice of shops/eating/drinking facilities available	3	→	4	→	1264	55	21	24	52
Availability of Wi-Fi	16	↑	12	↑	586	45	15	40	36
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	3	→	1534	73	17	10	77
Frequency of the trains on that route	6	↑	4	→	1522	77	9	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	9	↑	8	↑	1518	79	7	14	76
Length of time the journey was scheduled to take (speed)	4	→	4	→	1510	82	9	9	83
Connections with other train services	3	→	8	↑	837	79	14	8	78
Value for money of the price of your ticket	3	→	2	→	1479	41	20	39	44
Upkeep and repair of the train	-3	→	3	→	1519	66	18	16	74
Provision of information during the journey	-1	→	0	→	1404	66	20	14	76
Helpfulness and attitude of staff on train	4	→	7	→	590	63	24	13	59
Space for luggage	-2	→	0	→	1114	56	22	23	58
Toilet facilities	4	→	6	→	671	47	20	32	44
Comfort of the seats	0	→	5	→	1490	59	20	21	63
Step or gap between the train and the platform	0	→	2	→	1399	66	25	9	63
Your personal security on board	1	→	2	→	1403	73	23	4	73
Cleanliness of the inside	-1	→	2	→	1544	73	15	13	76
Cleanliness of the outside	-5	↓	-2	→	1357	63	21	16	73
Availability of staff on the train	1	→	2	→	914	34	25	41	36
How well train company deals with delays	-4	→	-9	→	264	33	31	36	38
Usefulness of information about the delay	-7	→	-10	→	240	38	28	34	45
Level of crowding	6	↑	4	→	1522	74	11	15	72
Reliability of the Internet connection	12	↑	15	↑	684	37	13	50	36
Availability of power sockets	1	→	2	→	781	42	7	51	31

Heathrow Express

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 665									
Overall satisfaction with the journey	0	→	-1	→	624	95	4	2	83
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-1	→	648	92	7	1	80
Ticket buying facilities	-2	→	-1	→	463	91	6	3	78
Provision of information about train times/platforms	-1	→	-1	→	620	86	11	3	85
Upkeep/repair of the station buildings/platforms	0	→	-2	→	631	89	10	1	72
Cleanliness	2	→	-1	→	624	89	9	2	75
Toilet facilities at the station	-1	→	-4	→	247	70	22	8	44
Attitudes and helpfulness of the staff	0	→	2	→	492	91	7	2	76
Connections with other forms of public transport	1	→	5	↑	492	92	6	2	81
Facilities for car parking	9	→	-4	→	96	76	14	9	48
Facilities for bicycle parking	25	↑	5	→	90	81	14	5	60
Overall environment	-1	→	-2	→	635	89	10	1	74
Your personal security whilst using the station	0	→	-1	→	563	88	12	0	73
Availability of staff at the station	2	→	0	→	543	87	10	3	68
Shelter facilities	5	→	-2	→	323	89	10	1	71
Availability of seating	2	→	-2	→	501	75	12	13	51
How request to station staff was handled	3	→	2	→	191	96	1	4	86
Choice of shops/eating/drinking facilities available	2	→	3	→	395	71	16	14	52
Availability of Wi-Fi	3	→	1	→	301	77	10	13	36
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-3	↓	643	93	5	2	77
Frequency of the trains on that route	2	→	0	→	637	93	5	2	76
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	0	→	625	96	3	1	76
Length of time the journey was scheduled to take (speed)	0	→	-2	→	628	96	3	1	83
Connections with other train services	2	→	0	→	419	90	8	2	78
Value for money of the price of your ticket	-2	→	-6	→	627	46	24	30	44
Upkeep and repair of the train	-3	→	-5	↓	624	90	7	3	74
Provision of information during the journey	0	→	-1	→	578	89	9	2	76
Helpfulness and attitude of staff on train	-2	→	-1	→	427	87	12	1	59
Space for luggage	2	→	4	→	619	91	6	3	58
Toilet facilities	-1	→	3	→	215	71	13	16	44
Comfort of the seats	-1	→	-1	→	626	92	7	1	63
Step or gap between the train and the platform	5	↑	3	→	585	90	8	2	63
Your personal security on board	-1	→	0	→	583	94	6	1	73
Cleanliness of the inside	2	→	-2	→	644	94	4	1	76
Cleanliness of the outside	3	→	-3	→	599	93	6	1	73
Availability of staff on the train	-12	↓	-4	→	490	73	21	6	36
How well train company deals with delays	-	-	-	-	<50	-	-	-	38
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	45
Level of crowding	4	↑	2	→	634	92	6	3	72
Reliability of the Internet connection	7	→	4	→	334	77	11	11	36
Availability of power sockets	-7	→	-4	→	362	81	10	9	31

London Overground

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	→	3	↑	1748	88	8	4	83
STATION FACILITIES									
Overall satisfaction with the station	2	→	-3	→	1864	80	13	6	80
Ticket buying facilities	3	→	0	→	1007	78	15	8	78
Provision of information about train times/platforms	2	→	-1	→	1814	84	10	6	85
Upkeep/repair of the station buildings/platforms	0	→	-3	→	1826	71	19	10	72
Cleanliness	-2	→	-2	→	1830	76	16	9	75
Toilet facilities at the station	0	→	-3	→	762	27	17	56	44
Attitudes and helpfulness of the staff	-2	→	-2	→	1166	74	19	7	76
Connections with other forms of public transport	3	↑	1	→	1531	83	10	7	81
Facilities for car parking	0	→	-2	→	496	29	19	52	48
Facilities for bicycle parking	-2	→	-3	→	510	49	23	27	60
Overall environment	0	→	-3	→	1842	73	18	9	74
Your personal security whilst using the station	-1	→	-2	→	1714	71	23	6	73
Availability of staff at the station	2	→	-1	→	1483	67	20	13	68
Shelter facilities	0	→	-5	↓	1629	66	16	18	71
Availability of seating	1	→	-1	→	1740	54	18	28	51
How request to station staff was handled	-3	→	4	→	151	85	5	10	86
Choice of shops/eating/drinking facilities available	2	→	-2	→	1326	42	20	38	52
Availability of Wi-Fi	3	→	0	→	774	33	15	52	36
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	0	→	1804	82	12	6	77
Frequency of the trains on that route	-1	→	-2	→	1842	73	10	18	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	-2	→	1829	78	9	14	76
Length of time the journey was scheduled to take (speed)	-1	→	-1	→	1822	85	10	5	83
Connections with other train services	3	→	-1	→	1435	81	11	7	78
Value for money of the price of your ticket	2	→	-5	↓	1567	52	23	25	44
Upkeep and repair of the train	-2	→	-2	→	1786	79	13	8	74
Provision of information during the journey	0	→	-1	→	1642	79	15	6	76
Helpfulness and attitude of staff on train	-2	→	-1	→	573	44	37	19	59
Space for luggage	1	→	-1	→	1215	54	23	24	58
Toilet facilities	-2	→	-1	→	556	11	11	78	44
Comfort of the seats	-4	↓	-1	→	1757	68	21	11	63
Step or gap between the train and the platform	1	→	1	→	1712	69	21	10	63
Your personal security on board	-2	→	1	→	1669	73	20	7	73
Cleanliness of the inside	-4	↓	-2	→	1823	81	12	7	76
Cleanliness of the outside	0	→	-4	↓	1672	78	16	6	73
Availability of staff on the train	1	→	-1	→	969	23	30	47	36
How well train company deals with delays	-4	→	-1	→	244	33	40	27	38
Usefulness of information about the delay	-1	→	5	→	238	45	25	30	45
Level of crowding	2	→	3	→	1828	72	11	16	72
Reliability of the Internet connection	3	→	2	→	689	29	17	55	36
Availability of power sockets	0	→	-1	→	597	12	9	80	31

South Western Railway

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	→	6	↑	2088	78	13	9	83
STATION FACILITIES									
Overall satisfaction with the station	-4	↓	-2	→	2174	74	20	5	80
Ticket buying facilities	-4	→	1	→	1119	78	15	8	78
Provision of information about train times/platforms	-2	→	0	→	2129	82	11	7	85
Upkeep/repair of the station buildings/platforms	-1	→	1	→	2130	65	22	12	72
Cleanliness	-4	↓	1	→	2136	68	20	11	75
Toilet facilities at the station	-3	→	3	→	1133	33	22	45	44
Attitudes and helpfulness of the staff	-3	→	2	→	1472	72	18	9	76
Connections with other forms of public transport	0	→	1	→	1617	81	11	9	81
Facilities for car parking	-2	→	0	→	605	50	15	35	48
Facilities for bicycle parking	-6	→	0	→	461	65	21	14	60
Overall environment	-2	→	0	→	2161	71	22	7	74
Your personal security whilst using the station	0	→	2	→	1964	73	24	3	73
Availability of staff at the station	1	→	6	↑	1751	65	20	14	68
Shelter facilities	-2	→	-1	→	1775	66	19	14	71
Availability of seating	2	→	5	↑	2004	42	20	38	51
How request to station staff was handled	-3	→	-4	→	269	79	6	16	86
Choice of shops/eating/drinking facilities available	-5	↓	0	→	1795	55	22	23	52
Availability of Wi-Fi	0	→	5	→	751	27	16	57	36
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	2	→	2147	75	15	10	77
Frequency of the trains on that route	3	→	5	↑	2139	74	11	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)	4	↑	7	↑	2152	69	9	22	76
Length of time the journey was scheduled to take (speed)	2	→	6	↑	2130	80	11	9	83
Connections with other train services	2	→	7	↑	1239	74	17	9	78
Value for money of the price of your ticket	0	→	1	→	1978	36	21	43	44
Upkeep and repair of the train	1	→	-1	→	2120	73	16	11	74
Provision of information during the journey	1	→	3	↑	1981	75	17	8	76
Helpfulness and attitude of staff on train	0	→	6	↑	1124	69	25	6	59
Space for luggage	0	→	3	→	1502	60	20	20	58
Toilet facilities	-1	→	4	→	808	32	16	51	44
Comfort of the seats	3	→	1	→	2057	66	20	14	63
Step or gap between the train and the platform	-5	↓	-1	→	1990	55	28	17	63
Your personal security on board	1	→	1	→	1949	76	21	3	73
Cleanliness of the inside	1	→	0	→	2146	73	15	12	76
Cleanliness of the outside	-1	→	-2	→	1918	71	21	8	73
Availability of staff on the train	2	→	8	↑	1536	52	29	19	36
How well train company deals with delays	1	→	4	→	629	35	34	30	38
Usefulness of information about the delay	2	→	6	↑	588	40	28	32	45
Level of crowding	3	→	6	↑	2130	71	12	16	72
Reliability of the Internet connection	-1	→	2	→	861	28	11	61	36
Availability of power sockets	11	↑	10	↑	932	30	11	59	31

Southeastern

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	TOC type % satisfied or good
Overall satisfaction with the journey	5	↑	2	→	1581	80	12	83
STATION FACILITIES								
Overall satisfaction with the station	2	→	2	→	1567	80	15	80
Ticket buying facilities	-1	→	3	→	870	77	15	78
Provision of information about train times/platforms	2	→	1	→	1591	84	11	85
Upkeep/repair of the station buildings/platforms	5	↑	1	→	1606	75	18	72
Cleanliness	2	→	1	→	1600	77	17	75
Toilet facilities at the station	-2	→	2	→	980	53	20	44
Attitudes and helpfulness of the staff	1	→	0	→	1118	76	19	76
Connections with other forms of public transport	0	→	4	→	1210	77	13	81
Facilities for car parking	-7	→	2	→	485	42	17	48
Facilities for bicycle parking	-3	→	5	→	309	51	28	60
Overall environment	1	→	-1	→	1613	73	20	74
Your personal security whilst using the station	-2	→	-1	→	1483	68	28	73
Availability of staff at the station	-3	→	3	→	1345	67	20	68
Shelter facilities	2	→	-3	→	1323	72	15	71
Availability of seating	3	→	5	↑	1463	50	19	51
How request to station staff was handled	6	→	-3	→	209	89	4	86
Choice of shops/eating/drinking facilities available	4	→	0	→	1382	47	24	52
Availability of Wi-Fi	10	↑	-2	→	609	31	22	36
TRAIN FACILITIES								
Overall satisfaction with the train	4	↑	-2	→	1610	73	20	77
Frequency of the trains on that route	2	→	2	→	1617	73	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	8	↑	3	→	1605	75	11	76
Length of time the journey was scheduled to take (speed)	5	↑	2	→	1600	80	13	83
Connections with other train services	3	→	-2	→	885	71	20	78
Value for money of the price of your ticket	3	→	-1	→	1423	37	24	44
Upkeep and repair of the train	1	→	1	→	1593	67	20	74
Provision of information during the journey	3	→	1	→	1480	71	20	76
Helpfulness and attitude of staff on train	0	→	-2	→	594	51	34	59
Space for luggage	-4	→	-1	→	1136	48	28	58
Toilet facilities	7	→	-1	→	643	40	26	44
Comfort of the seats	1	→	0	→	1542	59	25	63
Step or gap between the train and the platform	0	→	-2	→	1528	59	28	63
Your personal security on board	2	→	-1	→	1461	66	29	73
Cleanliness of the inside	2	→	0	→	1615	71	19	76
Cleanliness of the outside	1	→	-2	→	1456	64	24	73
Availability of staff on the train	-2	→	0	→	929	29	29	36
How well train company deals with delays	2	→	-2	→	320	38	34	38
Usefulness of information about the delay	5	→	0	→	297	46	27	45
Level of crowding	4	→	1	→	1599	70	15	72
Reliability of the Internet connection	17	↑	-1	→	696	40	22	36
Availability of power sockets	7	↑	0	→	603	22	12	31

Southern*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1616									
Overall satisfaction with the journey	12	↑	7	↑	1505	81	12	8	83
STATION FACILITIES									
Overall satisfaction with the station	4	↑	3	→	1589	78	15	7	80
Ticket buying facilities	4	→	3	→	788	74	15	11	78
Provision of information about train times/platforms	6	↑	5	↑	1552	84	10	6	85
Upkeep/repair of the station buildings/platforms	0	→	3	→	1543	69	19	13	72
Cleanliness	-1	→	1	→	1552	72	16	12	75
Toilet facilities at the station	-6	↓	-7	↓	853	42	19	38	44
Attitudes and helpfulness of the staff	3	→	6	↑	1045	73	18	9	76
Connections with other forms of public transport	2	→	3	→	1145	82	12	7	81
Facilities for car parking	8	↑	3	→	409	48	17	35	48
Facilities for bicycle parking	11	↑	4	→	323	66	18	16	60
Overall environment	3	→	2	→	1562	71	19	9	74
Your personal security whilst using the station	2	→	5	↑	1429	71	24	5	73
Availability of staff at the station	2	→	6	↑	1273	64	22	14	68
Shelter facilities	6	↑	1	→	1264	72	15	13	71
Availability of seating	7	↑	6	↑	1423	50	19	31	51
How request to station staff was handled	9	↑	6	→	224	86	4	10	86
Choice of shops/eating/drinking facilities available	3	→	3	→	1295	58	20	23	52
Availability of Wi-Fi	5	→	5	→	591	39	20	41	36
TRAIN FACILITIES									
Overall satisfaction with the train	8	↑	5	↑	1539	73	17	9	77
Frequency of the trains on that route	10	↑	5	↑	1551	72	12	16	76
Punctuality/reliability (i.e. the train arriving/departing on time)	19	↑	8	↑	1546	74	11	16	76
Length of time the journey was scheduled to take (speed)	13	↑	8	↑	1524	83	10	7	83
Connections with other train services	11	↑	8	↑	947	76	16	8	78
Value for money of the price of your ticket	4	→	0	→	1437	42	20	38	44
Upkeep and repair of the train	0	→	-1	→	1528	64	22	15	74
Provision of information during the journey	7	↑	6	↑	1437	77	16	7	76
Helpfulness and attitude of staff on train	5	→	9	↑	628	62	28	10	59
Space for luggage	6	↑	8	↑	1104	51	22	27	58
Toilet facilities	0	→	-1	→	584	36	23	40	44
Comfort of the seats	2	→	0	→	1482	58	22	19	63
Step or gap between the train and the platform	1	→	4	↑	1425	57	28	16	63
Your personal security on board	-2	→	2	→	1395	68	27	4	73
Cleanliness of the inside	-2	→	-1	→	1555	65	20	15	76
Cleanliness of the outside	2	→	0	→	1361	66	22	12	73
Availability of staff on the train	3	→	8	↑	966	37	28	35	36
How well train company deals with delays	13	↑	9	↑	336	38	36	26	38
Usefulness of information about the delay	11	↑	8	→	319	44	28	27	45
Level of crowding	7	↑	6	↑	1536	72	12	16	72
Reliability of the Internet connection	27	↑	9	↑	661	46	15	39	36
Availability of power sockets	-3	→	0	→	615	20	11	69	31

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

TfL Rail**

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1066									
Overall satisfaction with the journey	-	-	3	→	1000	89	8	3	83
STATION FACILITIES									
Overall satisfaction with the station	-	-	1	→	1045	82	13	5	80
Ticket buying facilities	-	-	3	→	576	80	14	6	78
Provision of information about train times/platforms	-	-	2	→	1024	86	9	5	85
Upkeep/repair of the station buildings/platforms	-	-	3	→	1026	73	16	10	72
Cleanliness	-	-	1	→	1027	79	16	5	75
Toilet facilities at the station	-	-	2	→	516	46	20	34	44
Attitudes and helpfulness of the staff	-	-	0	→	753	82	13	5	76
Connections with other forms of public transport	-	-	4	→	876	88	7	4	81
Facilities for car parking	-	-	-4	→	284	44	15	40	48
Facilities for bicycle parking	-	-	5	→	260	58	21	21	60
Overall environment	-	-	0	→	1039	76	16	8	74
Your personal security whilst using the station	-	-	-1	→	975	75	21	5	73
Availability of staff at the station	-	-	-1	→	915	80	14	6	68
Shelter facilities	-	-	-2	→	824	71	14	15	71
Availability of seating	-	-	-3	→	930	50	19	31	51
How request to station staff was handled	-	-	-3	→	153	88	4	8	86
Choice of shops/eating/drinking facilities available	-	-	-2	→	795	49	20	31	52
Availability of Wi-Fi	-	-	0	→	441	41	17	41	36
TRAIN FACILITIES									
Overall satisfaction with the train	-	-	0	→	1029	82	9	8	77
Frequency of the trains on that route	-	-	3	→	1036	86	7	8	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-	-	6	↑	1030	87	5	8	76
Length of time the journey was scheduled to take (speed)	-	-	6	↑	1025	90	7	3	83
Connections with other train services	-	-	5	→	772	87	10	3	78
Value for money of the price of your ticket	-	-	1	→	890	51	20	29	44
Upkeep and repair of the train	-	-	2	→	1014	79	13	8	74
Provision of information during the journey	-	-	2	→	941	84	12	4	76
Helpfulness and attitude of staff on train	-	-	2	→	404	52	31	17	59
Space for luggage	-	-	-2	→	738	56	16	28	58
Toilet facilities	-	-	-3	→	360	20	9	71	44
Comfort of the seats	-	-	-5	→	999	64	19	17	63
Step or gap between the train and the platform	-	-	2	→	974	68	23	9	63
Your personal security on board	-	-	1	→	956	72	22	5	73
Cleanliness of the inside	-	-	2	→	1034	86	9	5	76
Cleanliness of the outside	-	-	0	→	962	81	13	6	73
Availability of staff on the train	-	-	1	→	610	30	29	40	36
How well train company deals with delays	-	-	-10	→	120	42	35	24	38
Usefulness of information about the delay	-	-	-11	→	115	48	32	20	45
Level of crowding	-	-	3	→	1022	70	11	20	72
Reliability of the Internet connection	-	-	-1	→	412	34	14	53	36
Availability of power sockets	-	-	-2	→	380	15	9	76	31

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

Thameslink*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1290									
Overall satisfaction with the journey	-3	→	6	↑	1204	83	10	7	83
STATION FACILITIES									
Overall satisfaction with the station	-2	→	4	↑	1254	82	13	5	80
Ticket buying facilities	2	→	4	→	678	76	16	8	78
Provision of information about train times/platforms	-2	→	6	↑	1253	86	9	5	85
Upkeep/repair of the station buildings/platforms	-5	↓	-3	→	1245	75	16	9	72
Cleanliness	-6	↓	-2	→	1249	78	15	8	75
Toilet facilities at the station	0	→	1	→	631	45	20	35	44
Attitudes and helpfulness of the staff	1	→	1	→	827	78	16	7	76
Connections with other forms of public transport	-1	→	3	→	937	85	10	5	81
Facilities for car parking	4	→	1	→	329	49	17	34	48
Facilities for bicycle parking	-2	→	8	→	264	66	23	11	60
Overall environment	-2	→	-1	→	1260	77	16	7	74
Your personal security whilst using the station	-1	→	0	→	1145	75	22	3	73
Availability of staff at the station	6	↑	1	→	1005	71	20	9	68
Shelter facilities	-5	→	-2	→	1026	71	16	12	71
Availability of seating	-3	→	2	→	1164	52	23	26	51
How request to station staff was handled	-1	→	-2	→	156	86	5	8	86
Choice of shops/eating/drinking facilities available	1	→	-2	→	999	50	25	26	52
Availability of Wi-Fi	-2	→	1	→	527	35	19	46	36
TRAIN FACILITIES									
Overall satisfaction with the train	-3	→	3	→	1247	81	13	6	77
Frequency of the trains on that route	-2	→	11	↑	1239	76	9	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	9	↑	1241	75	8	17	76
Length of time the journey was scheduled to take (speed)	-2	→	2	→	1234	82	10	8	83
Connections with other train services	-3	→	7	↑	783	80	13	7	78
Value for money of the price of your ticket	1	→	0	→	1171	40	21	39	44
Upkeep and repair of the train	-2	→	-1	→	1238	88	9	3	74
Provision of information during the journey	-6	↓	-2	→	1180	81	13	6	76
Helpfulness and attitude of staff on train	7	→	10	↑	318	49	35	16	59
Space for luggage	-1	→	3	→	946	71	18	11	58
Toilet facilities	0	→	4	→	611	75	15	10	44
Comfort of the seats	-2	→	0	→	1201	60	20	20	63
Step or gap between the train and the platform	3	→	3	→	1152	73	20	7	63
Your personal security on board	-1	→	-1	→	1145	76	21	3	73
Cleanliness of the inside	-1	→	0	→	1251	85	10	5	76
Cleanliness of the outside	-1	→	-1	→	1130	84	13	3	73
Availability of staff on the train	1	→	-1	→	644	20	31	49	36
How well train company deals with delays	-3	→	9	↑	311	38	38	25	38
Usefulness of information about the delay	-6	→	12	↑	298	47	26	27	45
Level of crowding	2	→	3	→	1235	74	11	15	72
Reliability of the Internet connection	6	→	2	→	538	32	14	54	36
Availability of power sockets	4	→	2	→	471	19	10	70	31

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

West Midlands Trains

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	3	→	0	→	1079	84	11	5	83
STATION FACILITIES									
Overall satisfaction with the station	6	↑	-2	→	1124	83	11	5	80
Ticket buying facilities	1	→	-3	→	596	80	13	7	78
Provision of information about train times/platforms	2	→	0	→	1080	90	7	3	85
Upkeep/repair of the station buildings/platforms	5	↑	-1	→	1097	79	14	7	72
Cleanliness	2	→	-1	→	1100	81	12	6	75
Toilet facilities at the station	-4	→	-4	→	667	55	19	26	44
Attitudes and helpfulness of the staff	3	→	-2	→	752	79	15	6	76
Connections with other forms of public transport	4	→	-1	→	763	77	13	11	81
Facilities for car parking	9	↑	-5	→	428	60	13	27	48
Facilities for bicycle parking	15	↑	6	→	275	70	17	13	60
Overall environment	4	→	-1	→	1110	80	14	7	74
Your personal security whilst using the station	6	↑	1	→	1020	77	19	5	73
Availability of staff at the station	6	↑	0	→	899	68	21	11	68
Shelter facilities	5	→	-1	→	943	76	14	10	71
Availability of seating	0	→	-3	→	1060	58	17	25	51
How request to station staff was handled	8	→	3	→	138	94	2	4	86
Choice of shops/eating/drinking facilities available	1	→	-1	→	869	54	16	30	52
Availability of Wi-Fi	2	→	4	→	472	36	17	46	36
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	-2	→	1101	77	15	7	77
Frequency of the trains on that route	7	↑	-1	→	1093	84	6	10	76
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	4	→	1101	80	7	13	76
Length of time the journey was scheduled to take (speed)	0	→	1	→	1096	87	9	4	83
Connections with other train services	0	→	-5	→	592	75	17	8	78
Value for money of the price of your ticket	1	→	-1	→	986	57	17	27	44
Upkeep and repair of the train	-4	→	-8	↓	1083	66	18	16	74
Provision of information during the journey	6	↑	0	→	1021	72	18	9	76
Helpfulness and attitude of staff on train	5	→	-3	→	480	63	29	7	59
Space for luggage	-6	→	-6	→	798	51	21	28	58
Toilet facilities	-1	→	1	→	427	49	23	28	44
Comfort of the seats	0	→	-2	→	1056	62	24	14	63
Step or gap between the train and the platform	-3	→	-8	↓	1027	53	32	15	63
Your personal security on board	3	→	-2	→	1007	73	23	4	73
Cleanliness of the inside	-4	→	-4	→	1097	72	17	12	76
Cleanliness of the outside	0	→	-4	→	990	74	20	6	73
Availability of staff on the train	5	→	-3	→	740	42	29	29	36
How well train company deals with delays	5	→	-4	→	279	45	37	18	38
Usefulness of information about the delay	7	→	-2	→	267	51	25	23	45
Level of crowding	2	→	-1	→	1090	70	12	18	72
Reliability of the Internet connection	8	→	2	→	435	32	15	52	36
Availability of power sockets	0	→	-1	→	426	15	12	73	31

CrossCountry

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	→	5	↑	1281	86	7	7	87
STATION FACILITIES									
Overall satisfaction with the station	0	→	0	→	1333	86	10	3	85
Ticket buying facilities	-3	→	-2	→	599	85	11	4	87
Provision of information about train times/platforms	-1	→	-2	→	1308	89	7	5	90
Upkeep/repair of the station buildings/platforms	0	→	0	→	1309	80	14	6	79
Cleanliness	1	→	1	→	1320	84	12	4	83
Toilet facilities at the station	-3	→	1	→	897	63	17	20	62
Attitudes and helpfulness of the staff	2	→	2	→	905	87	10	3	84
Connections with other forms of public transport	0	→	-1	→	732	80	12	8	81
Facilities for car parking	-6	→	-2	→	449	59	16	25	55
Facilities for bicycle parking	-7	→	-3	→	268	65	21	14	67
Overall environment	-1	→	-3	→	1326	81	13	6	81
Your personal security whilst using the station	-1	→	-1	→	1198	80	17	2	79
Availability of staff at the station	-2	→	-1	→	1075	75	17	8	75
Shelter facilities	0	→	-5	↓	1081	76	13	11	77
Availability of seating	-3	→	-1	→	1253	62	18	20	58
How request to station staff was handled	3	→	0	→	236	94	3	3	91
Choice of shops/eating/drinking facilities available	-3	→	-1	→	1137	63	17	19	64
Availability of Wi-Fi	7	→	5	→	495	51	17	32	50
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	0	→	1311	80	12	8	83
Frequency of the trains on that route	7	↑	6	↑	1266	86	7	7	83
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	10	↑	1322	86	6	8	81
Length of time the journey was scheduled to take (speed)	3	→	5	↑	1305	89	7	4	89
Connections with other train services	3	→	3	→	746	81	11	8	79
Value for money of the price of your ticket	4	→	-1	→	1271	54	19	27	56
Upkeep and repair of the train	-2	→	-2	→	1293	75	17	8	81
Provision of information during the journey	3	→	0	→	1226	78	16	6	80
Helpfulness and attitude of staff on train	2	→	0	→	945	82	14	4	82
Space for luggage	-6	↓	-5	↓	1051	54	17	28	62
Toilet facilities	-2	→	-5	→	624	50	24	27	57
Comfort of the seats	-1	→	-1	→	1256	68	20	13	76
Step or gap between the train and the platform	-1	→	-1	→	1219	63	26	11	67
Your personal security on board	1	→	0	→	1227	81	16	3	84
Cleanliness of the inside	0	→	0	→	1310	78	13	9	82
Cleanliness of the outside	-2	→	-1	→	1124	72	21	8	75
Availability of staff on the train	1	→	-2	→	1115	65	23	13	66
How well train company deals with delays	8	→	6	→	294	54	29	17	55
Usefulness of information about the delay	0	→	0	→	272	56	26	18	59
Level of crowding	-5	↓	1	→	1300	63	13	24	71
Reliability of the Internet connection	19	↑	10	↑	581	50	14	36	40
Availability of power sockets	4	→	2	→	729	67	8	25	61

East Midlands Trains

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	→	2	→	1108	86	8	6	87
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-2	→	1182	84	13	4	85
Ticket buying facilities	2	→	1	→	680	87	8	5	87
Provision of information about train times/platforms	-2	→	1	→	1168	88	6	6	90
Upkeep/repair of the station buildings/platforms	-1	→	-1	→	1174	78	16	6	79
Cleanliness	2	→	0	→	1173	83	12	5	83
Toilet facilities at the station	1	→	-1	→	820	61	17	22	62
Attitudes and helpfulness of the staff	0	→	-2	→	839	82	12	6	84
Connections with other forms of public transport	-1	→	-4	→	854	78	13	9	81
Facilities for car parking	-3	→	-3	→	431	64	16	20	55
Facilities for bicycle parking	7	→	-1	→	281	76	18	7	67
Overall environment	1	→	-2	→	1178	82	12	6	81
Your personal security whilst using the station	2	→	-1	→	1093	81	18	1	79
Availability of staff at the station	-3	→	-1	→	977	72	18	10	75
Shelter facilities	4	→	-2	→	967	74	15	11	77
Availability of seating	6	→	1	→	1130	63	16	21	58
How request to station staff was handled	2	→	0	→	184	90	3	6	91
Choice of shops/eating/drinking facilities available	1	→	0	→	1026	58	22	20	64
Availability of Wi-Fi	6	→	7	→	501	46	17	38	50
TRAIN FACILITIES									
Overall satisfaction with the train	-4	→	-1	→	1145	79	13	8	83
Frequency of the trains on that route	-8	↓	1	→	1135	75	11	15	83
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	8	↑	1155	82	7	11	81
Length of time the journey was scheduled to take (speed)	2	→	7	↑	1150	88	7	6	89
Connections with other train services	-5	→	-2	→	606	73	14	13	79
Value for money of the price of your ticket	0	→	6	→	1119	50	22	28	56
Upkeep and repair of the train	-2	→	-2	→	1141	71	16	13	81
Provision of information during the journey	-2	→	0	→	1072	72	18	11	80
Helpfulness and attitude of staff on train	-3	→	-6	→	807	76	18	6	82
Space for luggage	-1	→	1	→	890	59	21	19	62
Toilet facilities	8	→	1	→	553	53	20	27	57
Comfort of the seats	2	→	3	→	1130	72	17	12	76
Step or gap between the train and the platform	-3	→	0	→	1043	66	25	10	67
Your personal security on board	2	→	0	→	1056	82	16	2	84
Cleanliness of the inside	-1	→	1	→	1149	75	14	10	82
Cleanliness of the outside	-3	→	-5	→	1008	67	22	11	75
Availability of staff on the train	-4	→	-1	→	967	60	27	13	66
How well train company deals with delays	-9	→	-1	→	282	46	34	20	55
Usefulness of information about the delay	-2	→	-3	→	271	53	21	26	59
Level of crowding	0	→	4	→	1145	73	12	15	71
Reliability of the Internet connection	6	→	-2	→	526	29	16	54	40
Availability of power sockets	6	→	-2	→	666	44	13	43	61

Grand Central*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 643									
Overall satisfaction with the journey	-6	↓	-5	↓	617	89	6	5	87
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-1	→	625	84	12	4	85
Ticket buying facilities	-1	→	3	→	240	83	8	9	87
Provision of information about train times/platforms	-5	↓	-3	→	614	86	9	5	90
Upkeep/repair of the station buildings/platforms	-3	→	-3	→	619	79	15	6	79
Cleanliness	0	→	0	→	603	83	12	5	83
Toilet facilities at the station	8	→	17	↑	350	62	12	26	62
Attitudes and helpfulness of the staff	5	→	4	→	383	81	13	5	84
Connections with other forms of public transport	1	→	5	→	417	84	6	10	81
Facilities for car parking	-1	→	3	→	228	60	14	27	55
Facilities for bicycle parking	5	→	1	→	147	66	24	10	67
Overall environment	-2	→	-6	↓	606	77	15	7	81
Your personal security whilst using the station	-1	→	-6	↓	547	77	20	3	79
Availability of staff at the station	5	→	6	→	456	69	17	14	75
Shelter facilities	-3	→	-1	→	516	76	15	10	77
Availability of seating	-1	→	-2	→	569	57	19	24	58
How request to station staff was handled	-9	→	4	→	87	85	7	7	91
Choice of shops/eating/drinking facilities available	3	→	-1	→	540	60	18	23	64
Availability of Wi-Fi	8	→	6	→	258	48	20	32	50
TRAIN FACILITIES									
Overall satisfaction with the train	-4	→	0	→	630	88	6	5	83
Frequency of the trains on that route	-5	→	-5	→	581	74	14	12	83
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-9	↓	616	82	5	13	81
Length of time the journey was scheduled to take (speed)	-1	→	-3	→	603	89	7	4	89
Connections with other train services	-5	→	5	→	318	79	16	4	79
Value for money of the price of your ticket	-7	↓	-10	↓	611	67	13	20	56
Upkeep and repair of the train	5	→	8	↑	621	86	9	5	81
Provision of information during the journey	-4	→	-1	→	580	82	16	3	80
Helpfulness and attitude of staff on train	0	→	2	→	557	92	6	2	82
Space for luggage	-7	→	7	↑	588	68	14	19	62
Toilet facilities	5	→	4	→	440	68	18	14	57
Comfort of the seats	-4	→	2	→	611	79	13	8	76
Step or gap between the train and the platform	-2	→	2	→	554	77	18	5	67
Your personal security on board	-2	→	-4	→	577	87	11	1	84
Cleanliness of the inside	0	→	6	↑	627	89	7	3	82
Cleanliness of the outside	3	→	2	→	583	88	10	2	75
Availability of staff on the train	-1	→	2	→	563	83	14	3	66
How well train company deals with delays	7	→	-14	→	109	63	28	9	55
Usefulness of information about the delay	11	→	0	→	106	70	23	8	59
Level of crowding	-6	→	-4	→	605	76	11	13	71
Reliability of the Internet connection	3	→	20	↑	386	62	13	25	40
Availability of power sockets	-2	→	10	↑	518	82	8	10	61

*Grand Central results for Spring 2019 have probably been affected by engineering works on the East Coast mainline during weekend fieldwork.

Hull Trains






















































































	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	3	→	-1	→	542	90	7	3	87
STATION FACILITIES									
Overall satisfaction with the station	-2	→	-6	↓	564	86	11	3	85
Ticket buying facilities	8	↑	-1	→	245	89	9	3	87
Provision of information about train times/platforms	6	↑	2	→	547	92	6	2	90
Upkeep/repair of the station buildings/platforms	2	→	0	→	555	87	9	4	79
Cleanliness	0	→	-3	→	557	86	10	3	83
Toilet facilities at the station	1	→	-1	→	326	60	16	24	62
Attitudes and helpfulness of the staff	2	→	-3	→	328	81	17	2	84
Connections with other forms of public transport	0	→	1	→	390	81	10	10	81
Facilities for car parking	-6	→	-9	→	231	62	14	24	55
Facilities for bicycle parking	0	→	-3	→	101	68	24	8	67
Overall environment	3	→	-3	→	557	84	11	5	81
Your personal security whilst using the station	4	→	-1	→	500	80	18	2	79
Availability of staff at the station	2	→	-4	→	403	64	25	10	75
Shelter facilities	3	→	0	→	462	83	10	8	77
Availability of seating	3	→	-6	→	510	57	19	24	58
How request to station staff was handled	4	→	-4	→	76	86	4	10	91
Choice of shops/eating/drinking facilities available	-4	→	-6	→	498	62	19	18	64
Availability of Wi-Fi	7	→	-3	→	210	46	14	40	50
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	-1	→	558	92	5	3	83
Frequency of the trains on that route	7	↑	6	↑	523	81	10	8	83
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	0	→	553	84	7	9	81
Length of time the journey was scheduled to take (speed)	1	→	-1	→	552	89	7	4	89
Connections with other train services	8	→	2	→	287	79	15	6	79
Value for money of the price of your ticket	-2	→	3	→	541	63	16	22	56
Upkeep and repair of the train	-4	→	-4	→	557	82	11	8	81
Provision of information during the journey	3	→	1	→	532	91	7	2	80
Helpfulness and attitude of staff on train	2	→	-2	→	505	93	5	2	82
Space for luggage	2	→	-1	→	489	73	13	14	62
Toilet facilities	5	→	0	→	366	67	17	16	57
Comfort of the seats	-2	→	-4	→	549	79	12	9	76
Step or gap between the train and the platform	6	→	1	→	504	81	16	3	67
Your personal security on board	0	→	-1	→	524	89	10	1	84
Cleanliness of the inside	-1	→	-2	→	561	90	7	3	82
Cleanliness of the outside	-3	→	-3	→	496	86	12	3	75
Availability of staff on the train	1	→	-1	→	512	88	10	2	66
How well train company deals with delays	8	→	11	→	155	69	24	7	55
Usefulness of information about the delay	7	→	13	→	140	67	23	10	59
Level of crowding	-2	→	-7	↓	534	75	12	13	71
Reliability of the Internet connection	10	↑	5	→	305	61	10	29	40
Availability of power sockets	3	→	-1	→	424	85	6	9	61

London North Eastern Railway*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	1	→	2	→	962	89	6	5	87
STATION FACILITIES									
Overall satisfaction with the station	3	→	-2	→	1010	88	8	4	85
Ticket buying facilities	1	→	-1	→	383	88	9	3	87
Provision of information about train times/platforms	2	→	3	→	998	94	4	3	90
Upkeep/repair of the station buildings/platforms	0	→	-2	→	1001	83	11	6	79
Cleanliness	-1	→	-1	→	1001	85	9	6	83
Toilet facilities at the station	-7	→	-7	→	621	55	19	26	62
Attitudes and helpfulness of the staff	-1	→	0	→	621	83	12	5	84
Connections with other forms of public transport	3	→	0	→	641	86	6	8	81
Facilities for car parking	-18	↓	-12	↓	274	47	17	36	55
Facilities for bicycle parking	-4	→	-4	→	129	66	16	18	67
Overall environment	4	→	-1	→	1011	85	10	5	81
Your personal security whilst using the station	2	→	-4	→	912	80	18	2	79
Availability of staff at the station	3	→	6	→	762	75	17	9	75
Shelter facilities	4	→	-3	→	768	79	10	11	77
Availability of seating	-1	→	3	→	942	56	15	29	58
How request to station staff was handled	7	→	6	→	187	90	4	6	91
Choice of shops/eating/drinking facilities available	4	→	2	→	902	69	12	19	64
Availability of Wi-Fi	0	→	10	→	341	52	15	33	50
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	-1	→	990	84	11	5	83
Frequency of the trains on that route	-1	→	1	→	965	87	7	6	83
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	1	→	999	80	7	13	81
Length of time the journey was scheduled to take (speed)	-1	→	1	→	995	90	6	4	89
Connections with other train services	6	→	8	↑	529	84	10	7	79
Value for money of the price of your ticket	-3	→	-3	→	974	57	19	24	56
Upkeep and repair of the train	1	→	2	→	985	84	12	5	81
Provision of information during the journey	3	→	3	→	935	82	14	5	80
Helpfulness and attitude of staff on train	4	→	3	→	773	87	10	3	82
Space for luggage	0	→	3	→	845	71	14	15	62
Toilet facilities	1	→	10	↑	619	60	16	23	57
Comfort of the seats	0	→	2	→	971	80	13	7	76
Step or gap between the train and the platform	-2	→	-1	→	914	64	25	11	67
Your personal security on board	-1	→	-2	→	919	84	14	2	84
Cleanliness of the inside	1	→	3	→	993	87	9	4	82
Cleanliness of the outside	-2	→	-3	→	848	75	18	7	75
Availability of staff on the train	7	↑	8	↑	828	74	19	7	66
How well train company deals with delays	-6	→	3	→	289	55	37	8	55
Usefulness of information about the delay	0	→	7	→	273	61	27	13	59
Level of crowding	0	→	3	→	993	80	10	9	71
Reliability of the Internet connection	0	→	6	→	548	49	12	39	40
Availability of power sockets	0	→	4	→	716	82	6	12	61

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

TransPennine Express

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Improved  Unchanged  Declined 				
	% change	significant change	% change	significant change	Spring 2019				TOC type % satisfied or good
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor					
Overall sample size: 1053									
Overall satisfaction with the journey	-2		10		988	83	8	9	87
STATION FACILITIES									
Overall satisfaction with the station	-2		1		1036	84	11	5	85
Ticket buying facilities	1		5		512	85	8	7	87
Provision of information about train times/platforms	-2		1		1020	90	6	4	90
Upkeep/repair of the station buildings/platforms	-5		1		1015	75	16	8	79
Cleanliness	-3		5		1026	79	14	6	83
Toilet facilities at the station	8		10		687	62	16	22	62
Attitudes and helpfulness of the staff	-6		0		729	80	13	7	84
Connections with other forms of public transport	-7		1		660	76	13	11	81
Facilities for car parking	-7		-6		356	43	19	38	55
Facilities for bicycle parking	2		8		186	67	23	10	67
Overall environment	-2		2		1031	80	12	8	81
Your personal security whilst using the station	-4		-3		959	78	19	3	79
Availability of staff at the station	-7		2		852	70	18	12	75
Shelter facilities	3		1		861	78	13	9	77
Availability of seating	-2		-1		980	61	16	23	58
How request to station staff was handled	-1		4		164	90	3	7	91
Choice of shops/eating/drinking facilities available	-3		-1		891	60	16	25	64
Availability of Wi-Fi	3		1		398	46	18	36	50
TRAIN FACILITIES									
Overall satisfaction with the train	-1		8		1018	83	8	9	83
Frequency of the trains on that route	-6		7		1003	74	11	15	83
Punctuality/reliability (i.e. the train arriving/departing on time)	-11		7		1028	65	10	25	81
Length of time the journey was scheduled to take (speed)	-1		4		1017	85	9	6	89
Connections with other train services	-8		5		551	71	14	14	79
Value for money of the price of your ticket	-2		8		985	55	15	29	56
Upkeep and repair of the train	-1		-1		1013	86	10	4	81
Provision of information during the journey	-2		4		977	81	14	5	80
Helpfulness and attitude of staff on train	-7		2		747	79	16	5	82
Space for luggage	-1		2		796	57	18	26	62
Toilet facilities	-6		0		409	52	23	25	57
Comfort of the seats	1		4		956	81	11	8	76
Step or gap between the train and the platform	-3		1		965	68	23	9	67
Your personal security on board	-2		3		956	83	14	3	84
Cleanliness of the inside	-1		3		1025	85	10	5	82
Cleanliness of the outside	-1		0		878	81	15	4	75
Availability of staff on the train	-6		3		886	65	21	14	66
How well train company deals with delays	-4		13		439	48	31	20	55
Usefulness of information about the delay	-6		10		418	53	25	22	59
Level of crowding	-10		5		1017	59	12	29	71
Reliability of the Internet connection	5		0		473	41	13	46	40
Availability of power sockets	12		-1		564	65	10	25	61

Virgin Trains

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	2	→	1	→	1174	91	6	3	87
STATION FACILITIES									
Overall satisfaction with the station	0	→	0	→	1246	86	11	3	85
Ticket buying facilities	0	→	3	→	573	91	7	2	87
Provision of information about train times/platforms	0	→	-2	→	1237	91	6	4	90
Upkeep/repair of the station buildings/platforms	1	→	0	→	1228	80	14	6	79
Cleanliness	2	→	0	→	1238	83	14	4	83
Toilet facilities at the station	6	→	1	→	766	65	18	17	62
Attitudes and helpfulness of the staff	2	→	-1	→	814	87	10	3	84
Connections with other forms of public transport	-2	→	-1	→	913	85	9	6	81
Facilities for car parking	0	→	1	→	351	57	17	26	55
Facilities for bicycle parking	-18	↓	-13	↓	160	61	24	15	67
Overall environment	3	→	-1	→	1249	79	14	7	81
Your personal security whilst using the station	1	→	0	→	1126	78	20	2	79
Availability of staff at the station	4	→	2	→	965	80	15	4	75
Shelter facilities	4	→	-1	→	860	78	15	7	77
Availability of seating	0	→	-2	→	1131	51	16	34	58
How request to station staff was handled	0	→	-4	→	253	90	5	6	91
Choice of shops/eating/drinking facilities available	4	→	-1	→	1123	68	17	15	64
Availability of Wi-Fi	3	→	-2	→	442	55	17	29	50
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	0	→	1219	87	9	4	83
Frequency of the trains on that route	1	→	0	→	1199	90	6	4	83
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	4	↑	1230	88	4	9	81
Length of time the journey was scheduled to take (speed)	0	→	0	→	1232	93	4	3	89
Connections with other train services	-2	→	-2	→	625	85	10	4	79
Value for money of the price of your ticket	2	→	-1	→	1208	62	16	22	56
Upkeep and repair of the train	-1	→	0	→	1220	87	9	4	81
Provision of information during the journey	4	↑	1	→	1163	87	9	4	80
Helpfulness and attitude of staff on train	5	↑	3	→	801	87	11	2	82
Space for luggage	2	→	4	→	1059	70	14	16	62
Toilet facilities	-2	→	-2	→	753	66	16	18	57
Comfort of the seats	1	→	1	→	1197	80	11	9	76
Step or gap between the train and the platform	4	→	2	→	1116	73	21	6	67
Your personal security on board	3	→	3	→	1123	88	11	1	84
Cleanliness of the inside	-1	→	0	→	1229	87	9	4	82
Cleanliness of the outside	-3	→	-4	→	1050	79	17	4	75
Availability of staff on the train	5	→	0	→	963	69	21	10	66
How well train company deals with delays	11	↑	9	↑	350	69	22	9	55
Usefulness of information about the delay	12	↑	4	→	338	70	16	14	59
Level of crowding	2	→	-1	→	1215	81	10	9	71
Reliability of the Internet connection	-8	↓	-8	↓	620	32	13	55	40
Availability of power sockets	-8	↓	-7	↓	796	51	13	36	61

Merseyrail

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				TOC type % satisfied or good
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	
Overall satisfaction with the journey	-2	→	0	→	751	90	8	2	83
STATION FACILITIES									
Overall satisfaction with the station	0	→	-1	→	793	87	11	2	79
Ticket buying facilities	-3	→	-1	→	478	84	8	8	80
Provision of information about train times/platforms	-1	→	1	→	766	91	7	2	84
Upkeep/repair of the station buildings/platforms	-5	→	-4	→	783	79	14	7	71
Cleanliness	-3	→	-5	↓	771	80	13	7	75
Toilet facilities at the station	-1	→	-5	→	414	55	18	27	45
Attitudes and helpfulness of the staff	1	→	-1	→	632	90	8	3	80
Connections with other forms of public transport	2	→	-2	→	524	76	17	8	72
Facilities for car parking	7	→	1	→	329	61	11	28	54
Facilities for bicycle parking	2	→	1	→	233	79	14	6	66
Overall environment	-2	→	-3	→	783	82	13	5	74
Your personal security whilst using the station	0	→	0	→	742	81	17	2	73
Availability of staff at the station	3	→	-1	→	706	85	11	3	69
Shelter facilities	-3	→	-8	↓	654	82	9	9	72
Availability of seating	0	→	0	→	755	70	14	16	58
How request to station staff was handled	-6	→	-8	→	57	87	4	9	90
Choice of shops/eating/drinking facilities available	5	→	3	→	552	51	17	32	43
Availability of Wi-Fi	15	↑	12	↑	381	51	8	41	42
TRAIN FACILITIES									
Overall satisfaction with the train	-6	↓	-3	→	769	80	14	6	74
Frequency of the trains on that route	-1	→	2	→	789	94	4	3	74
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	1	→	770	90	4	5	77
Length of time the journey was scheduled to take (speed)	1	→	0	→	764	95	4	1	85
Connections with other train services	4	→	0	→	402	87	11	3	75
Value for money of the price of your ticket	-5	→	-1	→	628	64	16	21	55
Upkeep and repair of the train	-9	↓	-8	↓	762	65	24	11	66
Provision of information during the journey	0	→	-2	→	721	82	15	4	70
Helpfulness and attitude of staff on train	-6	→	-2	→	345	67	28	6	77
Space for luggage	-3	→	0	→	544	55	21	24	63
Toilet facilities	3	→	5	→	284	13	12	76	47
Comfort of the seats	-8	↓	-7	↓	745	64	25	11	65
Step or gap between the train and the platform	-7	↓	1	→	748	61	26	13	61
Your personal security on board	-3	→	0	→	713	73	21	6	76
Cleanliness of the inside	-6	→	-8	↓	771	66	21	14	69
Cleanliness of the outside	-12	↓	-14	↓	709	54	24	22	65
Availability of staff on the train	1	→	7	→	565	52	27	20	60
How well train company deals with delays	3	→	5	→	104	49	32	19	41
Usefulness of information about the delay	0	→	3	→	96	56	23	21	44
Level of crowding	-4	→	-1	→	763	79	11	9	73
Reliability of the Internet connection	8	→	3	→	314	25	13	62	39
Availability of power sockets	5	→	7	↑	304	11	7	82	31

Northern

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	→	6	↑	1409	78	13	9	83
STATION FACILITIES									
Overall satisfaction with the station	-1	→	2	→	1481	79	14	7	79
Ticket buying facilities	-5	↓	1	→	945	76	15	8	80
Provision of information about train times/platforms	-4	↓	2	→	1449	84	10	6	84
Upkeep/repair of the station buildings/platforms	-6	↓	-6	↓	1455	69	18	13	71
Cleanliness	-4	↓	-4	→	1463	73	18	9	75
Toilet facilities at the station	-2	→	-1	→	989	44	17	39	45
Attitudes and helpfulness of the staff	-3	→	0	→	1062	78	15	7	80
Connections with other forms of public transport	1	→	4	→	943	70	14	15	72
Facilities for car parking	4	→	-2	→	614	56	15	29	54
Facilities for bicycle parking	3	→	-1	→	426	65	18	17	66
Overall environment	-3	→	0	→	1465	73	17	10	74
Your personal security whilst using the station	-4	→	-2	→	1343	70	24	6	73
Availability of staff at the station	-2	→	1	→	1226	66	18	16	69
Shelter facilities	-2	→	-3	→	1320	69	16	15	72
Availability of seating	-3	→	-2	→	1411	57	19	24	58
How request to station staff was handled	4	→	7	→	211	93	2	5	90
Choice of shops/eating/drinking facilities available	-6	↓	-1	→	1193	44	20	35	43
Availability of Wi-Fi	0	→	6	→	634	28	12	60	42
TRAIN FACILITIES									
Overall satisfaction with the train	-4	↓	0	→	1456	66	19	15	74
Frequency of the trains on that route	-5	↓	4	→	1436	66	13	21	74
Punctuality/reliability (i.e. the train arriving/departing on time)	-5	↓	8	↑	1455	72	8	20	77
Length of time the journey was scheduled to take (speed)	-5	↓	5	↑	1462	79	12	9	85
Connections with other train services	-6	↓	3	→	870	71	19	10	75
Value for money of the price of your ticket	-2	→	1	→	1407	55	15	30	55
Upkeep and repair of the train	-2	→	-1	→	1452	58	18	24	66
Provision of information during the journey	0	→	4	→	1323	64	21	15	70
Helpfulness and attitude of staff on train	-2	→	1	→	1101	79	16	5	77
Space for luggage	2	→	4	→	1074	64	16	20	63
Toilet facilities	2	→	10	↑	640	51	18	31	47
Comfort of the seats	-1	→	-2	→	1427	57	20	22	65
Step or gap between the train and the platform	-3	→	1	→	1372	58	26	15	61
Your personal security on board	-3	→	1	→	1355	73	22	5	76
Cleanliness of the inside	-3	→	0	→	1466	64	15	21	69
Cleanliness of the outside	-1	→	-2	→	1312	61	24	15	65
Availability of staff on the train	-3	→	0	→	1308	61	22	17	60
How well train company deals with delays	-2	→	9	↑	345	40	38	22	41
Usefulness of information about the delay	-4	→	7	→	337	41	30	30	44
Level of crowding	-3	→	2	→	1446	71	14	15	73
Reliability of the Internet connection	3	→	7	↑	569	28	11	60	39
Availability of power sockets	4	→	2	→	653	16	7	77	31

ScotRail

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				TOC type % satisfied or good
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	
Overall satisfaction with the journey	1	→	5	↑	1441	85	8	7	83
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-1	→	1508	78	17	5	79
Ticket buying facilities	5	→	2	→	968	83	9	9	80
Provision of information about train times/platforms	-4	↓	0	→	1499	84	10	7	84
Upkeep/repair of the station buildings/platforms	-3	→	-5	→	1482	72	18	10	71
Cleanliness	-2	→	-2	→	1488	78	16	6	75
Toilet facilities at the station	-6	→	-2	→	851	43	16	41	45
Attitudes and helpfulness of the staff	-2	→	3	→	1088	80	14	7	80
Connections with other forms of public transport	6	↑	2	→	995	76	13	11	72
Facilities for car parking	9	↑	0	→	526	46	11	43	54
Facilities for bicycle parking	-2	→	-4	→	363	65	18	18	66
Overall environment	-4	→	-4	→	1508	73	17	10	74
Your personal security whilst using the station	-3	→	-2	→	1384	75	22	3	73
Availability of staff at the station	-2	→	1	→	1247	68	19	13	69
Shelter facilities	-4	→	-4	→	1308	74	14	12	72
Availability of seating	-4	→	-3	→	1435	54	17	29	58
How request to station staff was handled	-5	→	4	→	270	87	6	7	90
Choice of shops/eating/drinking facilities available	-5	→	-3	→	1312	42	17	41	43
Availability of Wi-Fi	-1	→	-6	→	737	52	19	29	42
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	6	↑	1475	82	12	7	74
Frequency of the trains on that route	-4	→	0	→	1464	76	10	14	74
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	4	→	1473	76	8	17	77
Length of time the journey was scheduled to take (speed)	-2	→	2	→	1475	87	9	5	85
Connections with other train services	-4	→	2	→	705	74	16	11	75
Value for money of the price of your ticket	-2	→	2	→	1444	53	17	31	55
Upkeep and repair of the train	5	↑	4	→	1458	78	14	8	66
Provision of information during the journey	-3	→	2	→	1362	74	18	7	70
Helpfulness and attitude of staff on train	-5	→	0	→	1063	75	20	5	77
Space for luggage	-4	→	4	→	1044	68	19	13	63
Toilet facilities	6	→	5	→	567	58	21	20	47
Comfort of the seats	5	↑	7	↑	1433	75	16	8	65
Step or gap between the train and the platform	-4	→	-2	→	1401	65	24	11	61
Your personal security on board	-2	→	-1	→	1376	79	18	3	76
Cleanliness of the inside	4	→	5	↑	1486	77	13	10	69
Cleanliness of the outside	6	↑	8	↑	1277	75	17	8	65
Availability of staff on the train	-2	→	2	→	1285	59	26	14	60
How well train company deals with delays	0	→	0	→	315	39	30	30	41
Usefulness of information about the delay	1	→	5	→	289	47	20	33	44
Level of crowding	-3	→	-1	→	1469	73	12	15	73
Reliability of the Internet connection	6	→	4	→	791	49	17	34	39
Availability of power sockets	10	↑	9	↑	778	55	13	32	31

Transport for Wales*

	Improvement/decline in % satisfied or good since Spring 2018		Improvement/decline in % satisfied or good since Autumn 2018		Spring 2019				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall sample size: 1110									
Overall satisfaction with the journey	1	→	1	→	1043	82	9	8	83
STATION FACILITIES									
Overall satisfaction with the station	-1	→	-3	→	1084	73	17	10	79
Ticket buying facilities	-2	→	-1	→	641	74	13	12	80
Provision of information about train times/platforms	-4	→	-2	→	1050	81	12	7	84
Upkeep/repair of the station buildings/platforms	-5	→	-6	→	1075	61	24	14	71
Cleanliness	-8	↓	-6	↓	1068	65	22	13	75
Toilet facilities at the station	-1	→	0	→	672	40	18	42	45
Attitudes and helpfulness of the staff	-1	→	-6	→	726	76	16	7	80
Connections with other forms of public transport	-2	→	1	→	652	62	20	18	72
Facilities for car parking	4	→	3	→	567	60	18	22	54
Facilities for bicycle parking	7	→	2	→	367	57	20	23	66
Overall environment	-7	↓	-5	→	1066	64	23	14	74
Your personal security whilst using the station	0	→	-1	→	966	68	23	8	73
Availability of staff at the station	2	→	-6	→	866	61	18	21	69
Shelter facilities	-7	→	-4	→	977	62	18	19	72
Availability of seating	-4	→	1	→	1029	56	17	27	58
How request to station staff was handled	-2	→	-7	→	190	88	5	7	90
Choice of shops/eating/drinking facilities available	-7	→	-6	→	861	36	23	42	43
Availability of Wi-Fi	7	→	5	→	521	41	10	49	42
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-2	→	1071	71	18	11	74
Frequency of the trains on that route	0	→	-5	→	1033	70	10	19	74
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	-1	→	1058	80	8	13	77
Length of time the journey was scheduled to take (speed)	1	→	-2	→	1041	83	10	7	85
Connections with other train services	7	→	-4	→	687	75	16	9	75
Value for money of the price of your ticket	0	→	-5	→	1031	55	15	30	55
Upkeep and repair of the train	-5	→	-3	→	1057	58	20	22	66
Provision of information during the journey	-3	→	-3	→	964	58	24	18	70
Helpfulness and attitude of staff on train	1	→	2	→	868	84	12	4	77
Space for luggage	-3	→	1	→	912	61	16	24	63
Toilet facilities	2	→	7	→	603	47	21	33	47
Comfort of the seats	-2	→	-3	→	1038	60	19	21	65
Step or gap between the train and the platform	5	→	1	→	992	61	25	14	61
Your personal security on board	3	→	-2	→	994	76	19	5	76
Cleanliness of the inside	1	→	-2	→	1071	65	18	17	69
Cleanliness of the outside	7	→	1	→	965	63	24	14	65
Availability of staff on the train	-1	→	-6	→	986	64	23	14	60
How well train company deals with delays	16	→	5	→	248	49	23	28	41
Usefulness of information about the delay	14	→	4	→	227	45	23	32	44
Level of crowding	1	→	-1	→	1043	71	11	18	73
Reliability of the Internet connection	-3	→	2	→	631	45	11	44	39
Availability of power sockets	-1	→	-5	→	666	21	9	70	31

*Transport for Wales rebranded from Arriva Trains Wales on 14 Oct 2018

Individual train company results by route

Overall satisfaction with the journey

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2018.

Full details of the route results for Spring 2019 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged → Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
c2c - Southend Line	726	87	→	Hull Trains	542	90	→	Southeastern - Metro	816	80	↑
c2c - Tilbury Line	340	82	→	London North Eastern Railway - London - Leeds & West Yorkshire***	268	90	→	Southern - Metro*	600	81	↑
Chiltern Railways - Commuter	238	91	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	189	86	→	Southern - Sussex Coast*	905	80	↑
Chiltern Railways - Metro	197	85	→	London North Eastern Railway - London - Scotland***	505	89	→	TfL Rail - East**	452	88	-
Chiltern Railways - Oxford	198	91	→	London Overground - Gospel Oak - Barking	117	83	→	TfL Rail - West**	548	91	-
Chiltern Railways - West Midlands	321	94	→	London Overground - Highbury & Islington - Croydon/Clapham	534	90	→	Thameslink - Kent*	167	83	→
CrossCountry - East - West	350	85	→	London Overground - Richmond/Clapham - Stratford	600	88	→	Thameslink - Loop*	176	90	→
CrossCountry - North - South Manchester	238	88	↑	London Overground - Watford - Euston	173	88	→	Thameslink - North/South*	861	82	→
CrossCountry - North - South Scotland & North East	693	85	↓	London Overground - West Anglia	324	85	→	TransPennine Express - North	722	83	→
East Midlands Trains - Liverpool - Norwich	219	80	→	Merseyrail - Northern	422	91	→	TransPennine Express - North West	128	85	→
East Midlands Trains - Local	264	89	→	Merseyrail - Wirral	329	89	→	TransPennine Express - South	138	81	→
East Midlands Trains - London	625	87	→	Northern - Central	303	77	→	Transport for Wales - Cardiff and Valleys****	176	77	→
Gatwick Express*	428	89	→	Northern - East	593	83	→	Transport for Wales - Interurban****	423	81	→
Grand Central - London - Bradford	251	94	→	Northern - North East	303	83	→	Transport for Wales - Mid Wales and Borders****	223	88	→
Grand Central - London - Sunderland	366	86	↓	Northern - West	210	68	→	Transport for Wales - North Wales and Borders****	135	87	→
Great Northern*	578	77	→	ScotRail - Interurban	484	86	→	Transport for Wales - South Wales and Borders/West Wales****	86	88	-
Great Western Railway - London Thames Valley	443	86	→	ScotRail - Rural	51	89	→	Virgin Trains - London - Birmingham - Scotland	249	89	→
Great Western Railway - Long Distance	905	86	→	ScotRail - Strathclyde	512	84	→	Virgin Trains - London - Liverpool	135	91	→
Great Western Railway - West	258	88	↑	ScotRail - Urban	394	83	→	Virgin Trains - London - Manchester	310	93	↑
Greater Anglia - Intercity	250	78	→	South Western Railway - Island Line	95	93	→	Virgin Trains - London - North Wales	72	86	→
Greater Anglia - Mainline	605	83	↑	South Western Railway - Longer distance	702	78	→	Virgin Trains - London - Scotland	172	91	→
Greater Anglia - Rural	117	93	↑	South Western Railway - Metro	672	78	→	Virgin Trains - London - Wolverhampton	236	92	→
Greater Anglia - Stansted Express	133	91	→	South Western Railway - Outer Suburban & Local	619	78	→	West Midlands Trains - London Commuter	267	78	→
Greater Anglia - West Anglia	395	71	→	Southeastern - High Speed	197	92	→	West Midlands Trains - West Coast	194	89	→
Heathrow Express	624	95	→	Southeastern - Mainline	568	76	→	West Midlands Trains - West Midlands	618	84	→

Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2018.

Full details of the route results for Spring 2019 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged → Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
c2c - Southend Line	687	46	→	Hull Trains	541	63	→	Southeastern - Metro	675	39	→
c2c - Tilbury Line	324	45	→	London North Eastern Railway - London - Leeds & West Yorkshire***	272	57	→	Southern - Metro*	544	38	→
Chiltern Railways - Commuter	228	39	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	189	59	→	Southern - Sussex Coast*	893	44	→
Chiltern Railways - Metro	186	55	→	London North Eastern Railway - London - Scotland***	513	57	→	TfL Rail - East**	385	49	-
Chiltern Railways - Oxford	207	36	↓	London Overground - Gospel Oak - Barking	108	60	→	TfL Rail - West**	505	58	-
Chiltern Railways - West Midlands	315	60	→	London Overground - Highbury & Islington - Croydon/Clapham	493	50	→	Thameslink - Kent*	152	37	→
CrossCountry - East - West	353	53	→	London Overground - Richmond/Clapham - Stratford	560	57	→	Thameslink - Loop*	154	49	→
CrossCountry - North - South Manchester	230	53	→	London Overground - Watford - Euston	151	48	→	Thameslink - North/South*	865	40	→
CrossCountry - North - South Scotland & North East	688	55	→	London Overground - West Anglia	255	45	→	TransPennine Express - North	721	54	→
East Midlands Trains - Liverpool - Norwich	223	52	→	Merseyrail - Northern	371	65	→	TransPennine Express - North West	130	59	→
East Midlands Trains - Local	263	56	→	Merseyrail - Wirral	257	61	→	TransPennine Express - South	134	59	→
East Midlands Trains - London	633	47	→	Northern - Central	304	50	→	Transport for Wales - Cardiff and Valleys****	174	44	→
Gatwick Express*	413	45	↑	Northern - East	585	58	→	Transport for Wales - Interurban****	420	53	→
Grand Central - London - Bradford	253	81	→	Northern - North East	303	69	→	Transport for Wales - Mid Wales and Borders****	217	60	→
Grand Central - London - Sunderland	358	59	↓	Northern - West	215	52	→	Transport for Wales - North Wales and Borders****	134	67	→
Great Northern*	550	38	→	ScotRail - Interurban	471	51	→	Transport for Wales - South Wales and Borders/West Wales****	86	66	-
Great Western Railway - London Thames Valley	460	48	→	ScotRail - Rural	50	75	→	Virgin Trains - London - Birmingham - Scotland	253	65	→
Great Western Railway - Long Distance	912	50	→	ScotRail - Strathclyde	519	54	→	Virgin Trains - London - Liverpool	141	53	→
Great Western Railway - West	252	66	→	ScotRail - Urban	404	47	→	Virgin Trains - London - Manchester	315	60	→
Greater Anglia - Intercity	245	37	→	South Western Railway - Island Line	92	82	→	Virgin Trains - London - North Wales	74	60	→
Greater Anglia - Mainline	593	38	↑	South Western Railway - Longer distance	695	40	→	Virgin Trains - London - Scotland	177	62	→
Greater Anglia - Rural	117	61	→	South Western Railway - Metro	585	38	→	Virgin Trains - London - Wolverhampton	248	66	→
Greater Anglia - Stansted Express	141	39	→	South Western Railway - Outer Suburban & Local	606	32	↓	West Midlands Trains - London Commuter	269	39	→
Greater Anglia - West Anglia	383	40	→	Southeastern - High Speed	198	46	→	West Midlands Trains - West Coast	197	67	→
Heathrow Express	627	46	→	Southeastern - Mainline	550	32	→	West Midlands Trains - West Midlands	520	59	→

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

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

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

****Transport for Wales rebranded from Arriva Trains Wales on 14 October 2018

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2018.

Full details of the route results for Spring 2019 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged → Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
c2c - Southend Line	733	92	→	Hull Trains	553	84	→	Southeastern - Metro	822	75	↑
c2c - Tilbury Line	346	82	→	London North Eastern Railway - London - Leeds & West Yorkshire***	278	83	→	Southern - Metro*	623	77	↑
Chiltern Railways - Commuter	236	87	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	194	85	→	Southern - Sussex Coast*	923	71	↑
Chiltern Railways - Metro	206	86	→	London North Eastern Railway - London - Scotland***	527	77	→	TfL Rail - East**	468	89	-
Chiltern Railways - Oxford	210	88	→	London Overground - Gospel Oak - Barking	125	66	↓	TfL Rail - West**	562	79	-
Chiltern Railways - West Midlands	324	91	→	London Overground - Highbury & Islington - Croydon/Clapham	556	77	→	Thameslink - Kent*	166	77	→
CrossCountry - East - West	364	84	→	London Overground - Richmond/Clapham - Stratford	627	76	→	Thameslink - Loop*	180	81	→
CrossCountry - North - South Manchester	244	91	↑	London Overground - Watford - Euston	184	84	→	Thameslink - North/South*	895	73	→
CrossCountry - North - South Scotland & North East	714	83	→	London Overground - West Anglia	337	81	→	TransPennine Express - North	753	65	↓
East Midlands Trains - Liverpool - Norwich	231	74	→	Merseyrail - Northern	431	91	→	TransPennine Express - North West	134	66	→
East Midlands Trains - Local	267	87	→	Merseyrail - Wirral	339	90	↑	TransPennine Express - South	141	64	↓
East Midlands Trains - London	657	83	→	Northern - Central	320	67	→	Transport for Wales - Cardiff and Valleys****	175	76	↓
Gatwick Express*	427	79	→	Northern - East	603	79	→	Transport for Wales - Interurban****	427	77	→
Grand Central - London - Bradford	257	93	→	Northern - North East	306	82	→	Transport for Wales - Mid Wales and Borders****	226	85	→
Grand Central - London - Sunderland	359	76	↓	Northern - West	226	64	→	Transport for Wales - North Wales and Borders****	140	89	↑
Great Northern*	598	73	→	ScotRail - Interurban	496	79	→	Transport for Wales - South Wales and Borders/West Wales****	90	77	-
Great Western Railway - London Thames Valley	467	78	↑	ScotRail - Rural	50	85	→	Virgin Trains - London - Birmingham - Scotland	262	85	→
Great Western Railway - Long Distance	937	78	↑	ScotRail - Strathclyde	529	75	→	Virgin Trains - London - Liverpool	143	89	→
Great Western Railway - West	253	81	→	ScotRail - Urban	398	71	↓	Virgin Trains - London - Manchester	318	88	↑
Greater Anglia - Intercity	249	70	→	South Western Railway - Island Line	98	96	→	Virgin Trains - London - North Wales	76	88	→
Greater Anglia - Mainline	613	82	↑	South Western Railway - Longer distance	721	72	→	Virgin Trains - London - Scotland	180	88	→
Greater Anglia - Rural	117	88	↑	South Western Railway - Metro	683	66	↑	Virgin Trains - London - Wolverhampton	251	89	→
Greater Anglia - Stansted Express	142	95	→	South Western Railway - Outer Suburban & Local	650	68	→	West Midlands Trains - London Commuter	282	75	→
Greater Anglia - West Anglia	397	71	→	Southeastern - High Speed	203	91	→	West Midlands Trains - West Coast	200	82	→
Heathrow Express	625	96	→	Southeastern - Mainline	580	70	→	West Midlands Trains - West Midlands	619	80	↑

Level of crowding

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2018.

Full details of the route results for Spring 2019 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged → Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
c2c - Southend Line	731	67	→	Hull Trains	534	75	→	Southeastern - Metro	821	72	↑
c2c - Tilbury Line	341	62	→	London North Eastern Railway - London - Leeds & West Yorkshire***	278	83	→	Southern - Metro*	616	77	↑
Chiltern Railways - Commuter	236	79	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	193	78	→	Southern - Sussex Coast*	920	68	→
Chiltern Railways - Metro	205	72	→	London North Eastern Railway - London - Scotland***	522	80	→	TfL Rail - East**	464	66	-
Chiltern Railways - Oxford	209	78	→	London Overground - Gospel Oak - Barking	123	65	→	TfL Rail - West**	558	83	-
Chiltern Railways - West Midlands	325	76	→	London Overground - Highbury & Islington - Croydon/Clapham	552	73	→	Thameslink - Kent*	166	70	↑
CrossCountry - East - West	357	61	→	London Overground - Richmond/Clapham - Stratford	636	72	↑	Thameslink - Loop*	177	81	→
CrossCountry - North - South Manchester	240	56	→	London Overground - Watford - Euston	182	82	→	Thameslink - North/South*	892	74	→
CrossCountry - North - South Scotland & North East	703	68	→	London Overground - West Anglia	335	69	→	TransPennine Express - North	747	62	↓
East Midlands Trains - Liverpool - Norwich	229	68	→	Merseyrail - Northern	430	75	↓	TransPennine Express - North West	131	48	↓
East Midlands Trains - Local	266	73	→	Merseyrail - Wirral	333	85	→	TransPennine Express - South	139	65	→
East Midlands Trains - London	650	75	→	Northern - Central	319	63	↓	Transport for Wales - Cardiff and Valleys****	172	63	↓
Gatwick Express*	434	83	→	Northern - East	598	76	→	Transport for Wales - Interurban****	425	68	→
Grand Central - London - Bradford	254	87	→	Northern - North East	304	80	→	Transport for Wales - Mid Wales and Borders****	221	68	↓
Grand Central - London - Sunderland	351	70	→	Northern - West	225	70	→	Transport for Wales - North Wales and Borders****	140	82	→
Great Northern*	592	69	→	ScotRail - Interurban	493	70	↓	Transport for Wales - South Wales and Borders/West Wales****	85	82	-
Great Western Railway - London Thames Valley	463	71	→	ScotRail - Rural	<50	-	-	Virgin Trains - London - Birmingham - Scotland	260	76	→
Great Western Railway - Long Distance	919	79	↑	ScotRail - Strathclyde	521	74	→	Virgin Trains - London - Liverpool	143	75	→
Great Western Railway - West	250	71	→	ScotRail - Urban	406	70	→	Virgin Trains - London - Manchester	312	81	→
Greater Anglia - Intercity	252	70	→	South Western Railway - Island Line	95	90	→	Virgin Trains - London - North Wales	75	82	→
Greater Anglia - Mainline	613	73	↑	South Western Railway - Longer distance	717	72	→	Virgin Trains - London - Scotland	178	87	→
Greater Anglia - Rural	118	84	→	South Western Railway - Metro	680	74	→	Virgin Trains - London - Wolverhampton	247	84	→
Greater Anglia - Stansted Express	144	79	→	South Western Railway - Outer Suburban & Local	638	69	→	West Midlands Trains - London Commuter	278	61	→
Greater Anglia - West Anglia	395	71	→	Southeastern - High Speed	199	82	→	West Midlands Trains - West Coast	201	79	→
Heathrow Express	634	92	↑	Southeastern - Mainline	579	63	→	West Midlands Trains - West Midlands	611	69	→

*Part of the Govia Thameslink Railway franchise. Comparisons with waves prior to Autumn 2018 may have been affected by changes to TOC routes.

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

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

****Transport for Wales rebranded from Arriva Trains Wales on 14 October 2018

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2018.

Full details of the route results for Spring 2019 are available on the Transport Focus website (or by email on request).

Improved ↑ Unchanged → Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
c2c - Southend Line	741	79	↓	Hull Trains	564	86	→	Southeastern - Metro	797	78	→
c2c - Tilbury Line	346	75	→	London North Eastern Railway - London - Leeds & West Yorkshire***	287	87	→	Southern - Metro*	640	75	→
Chiltern Railways - Commuter	246	91	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire***	196	87	→	Southern - Sussex Coast*	949	81	↑
Chiltern Railways - Metro	205	79	→	London North Eastern Railway - London - Scotland***	527	90	→	TfL Rail - East**	471	84	-
Chiltern Railways - Oxford	208	91	→	London Overground - Gospel Oak - Barking	127	75	→	TfL Rail - West**	574	75	-
Chiltern Railways - West Midlands	328	88	→	London Overground - Highbury & Islington - Croydon/Clapham	562	79	→	Thameslink - Kent*	167	84	→
CrossCountry - East - West	365	87	→	London Overground - Richmond/Clapham - Stratford	642	82	→	Thameslink - Loop*	184	88	→
CrossCountry - North - South Manchester	243	89	→	London Overground - Watford - Euston	185	83	→	Thameslink - North/South*	903	81	→
CrossCountry - North - South Scotland & North East	725	85	→	London Overground - West Anglia	348	81	→	TransPennine Express - North	761	84	→
East Midlands Trains - Liverpool - Norwich	235	82	→	Merseyrail - Northern	451	87	→	TransPennine Express - North West	133	83	→
East Midlands Trains - Local	271	83	→	Merseyrail - Wirral	342	87	→	TransPennine Express - South	142	80	→
East Midlands Trains - London	676	85	→	Northern - Central	328	78	→	Transport for Wales - Cardiff and Valleys****	180	69	→
Gatwick Express*	445	80	↑	Northern - East	613	80	→	Transport for Wales - Interurban****	445	79	→
Grand Central - London - Bradford	258	83	→	Northern - North East	310	82	→	Transport for Wales - Mid Wales and Borders****	224	80	→
Grand Central - London - Sunderland	367	85	→	Northern - West	230	76	→	Transport for Wales - North Wales and Borders****	142	77	→
Great Northern*	605	74	→	ScotRail - Interurban	507	74	→	Transport for Wales - South Wales and Borders/West Wales****	93	70	-
Great Western Railway - London Thames Valley	469	83	→	ScotRail - Rural	53	74	→	Virgin Trains - London - Birmingham - Scotland	269	82	→
Great Western Railway - Long Distance	951	86	→	ScotRail - Strathclyde	537	80	→	Virgin Trains - London - Liverpool	142	82	→
Great Western Railway - West	256	84	→	ScotRail - Urban	411	77	→	Virgin Trains - London - Manchester	322	84	→
Greater Anglia - Intercity	259	79	→	South Western Railway - Island Line	90	78	→	Virgin Trains - London - North Wales	77	81	→
Greater Anglia - Mainline	629	86	↑	South Western Railway - Longer distance	735	76	→	Virgin Trains - London - Scotland	183	88	→
Greater Anglia - Rural	115	80	→	South Western Railway - Metro	698	71	↓	Virgin Trains - London - Wolverhampton	253	92	→
Greater Anglia - Stansted Express	146	82	→	South Western Railway - Outer Suburban & Local	651	75	→	West Midlands Trains - London Commuter	292	77	→
Greater Anglia - West Anglia	401	69	→	Southeastern - High Speed	205	86	→	West Midlands Trains - West Coast	209	88	→
Heathrow Express	648	92	→	Southeastern - Mainline	565	84	→	West Midlands Trains - West Midlands	623	84	↑

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:

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).

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).

*Part of the Govia Thameslink Railway franchise.

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

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.

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.

Transport for Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff.

*Part of the Govia Thameslink Railway franchise.

Transport for Wales: Interurban

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

Transport for Wales: Mid Wales & Borders

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

Transport for Wales: North Wales & Borders

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

Transport for 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.

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 and dissatisfaction?

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

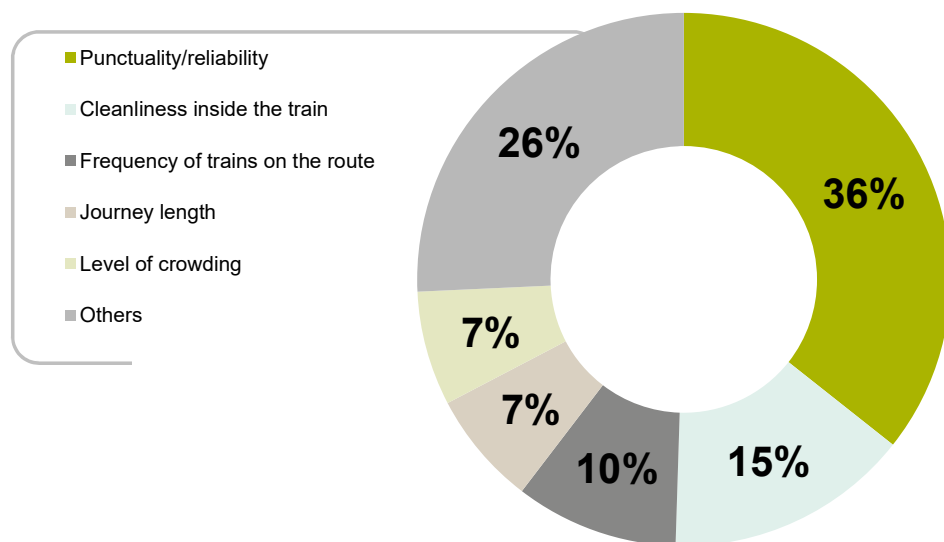
The charts following show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain, based on the NRPS data for Spring 2019 and Autumn 2018 combined.

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

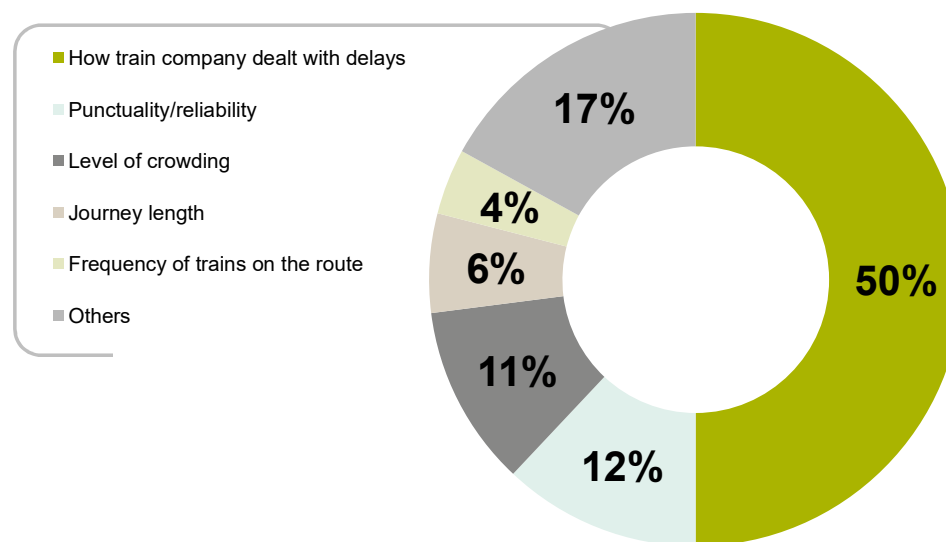
if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure, the greater the influence on overall journey satisfaction.

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

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



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



National results by journey purpose

Journey Purpose*

Improved ↑ Unchanged → Declined ↓

	Commuter Spring 2019			Business Spring 2019			Leisure Spring 2019		
	Improvement/decline in % satisfied or good since Spring 2018			Improvement/decline in % satisfied or good since Spring 2018			Improvement/decline in % satisfied or good since Spring 2018		
	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change
Overall sample size: 28238									
Overall satisfaction with the journey	76	4	↑	85	2	→	90	1	→
STATION FACILITIES									
Overall satisfaction with the station	76	1	→	81	2	→	85	1	→
Ticket buying facilities	75	1	→	80	3	→	84	1	→
Provision of information about train times/platforms	81	2	↑	86	0	→	89	0	→
Upkeep/repair of the station buildings/platforms	68	0	→	73	2	→	78	1	→
Cleanliness	71	-2	↓	77	1	→	81	0	→
Toilet facilities at the station	40	-2	↓	49	3	→	54	-1	→
Attitudes and helpfulness of the staff	73	0	→	79	2	→	84	1	→
Connections with other forms of public transport	78	2	↑	81	0	→	82	3	↑
Facilities for car parking	44	2	→	52	6	→	57	1	→
Facilities for bicycle parking	58	0	→	64	6	→	68	2	→
Overall environment	71	0	→	75	2	→	79	0	→
Your personal security whilst using the station	70	0	→	75	1	→	76	0	→
Availability of staff at the station	67	1	→	68	1	→	72	1	→
Shelter facilities	67	0	→	72	2	→	77	2	↑
Availability of seating	45	2	↑	54	6	↑	62	0	→
How request to station staff was handled	80	2	→	90	4	→	91	1	→
Choice of shops/eating/drinking facilities available	46	-1	→	58	3	→	56	0	→
Availability of Wi-Fi	33	5	↑	39	5	→	48	2	→
TRAIN FACILITIES									
Overall satisfaction with the train	69	4	↑	79	2	→	85	0	→
Frequency of the trains on that route	69	4	↑	80	2	→	83	0	→
Punctuality/reliability (i.e. the train arriving/departing on time)	67	8	↑	81	4	↑	86	2	↑
Length of time the journey was scheduled to take (speed)	79	4	↑	86	4	↑	90	0	→
Connections with other train services	72	6	↑	79	0	→	84	1	→
Value for money of the price of your ticket	31	1	→	48	2	→	65	2	↑
Upkeep and repair of the train	67	1	→	76	1	→	79	0	→
Provision of information during the journey	69	2	↑	78	3	→	81	1	→
Helpfulness and attitude of staff on train	57	1	→	73	0	→	74	0	→
Space for luggage	54	3	↑	61	-4	↓	65	1	→
Toilet facilities	37	5	↑	52	2	→	55	4	↑
Comfort of the seats	57	0	→	66	2	→	72	0	→
Step or gap between the train and the platform	61	1	→	64	0	→	65	-1	→
Your personal security on board	70	1	→	76	-3	↓	78	1	→
Cleanliness of the inside	69	1	→	78	1	→	81	0	→
Cleanliness of the outside	67	2	↑	72	-2	→	77	1	→
Availability of staff on the train	34	1	→	49	0	→	54	1	→
How well train company deals with delays	31	2	→	46	2	→	54	2	→
Usefulness of information about the delay	39	5	↑	48	-2	→	57	0	→
Level of crowding	61	5	↑	78	1	→	82	-1	→
Reliability of the Internet connection	29	7	↑	40	8	↑	48	8	↑
Availability of power sockets	23	5	↑	49	10	↑	46	5	↑

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 using 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 where there are a lot of small or relatively small stations. In such areas 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 any 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

The survey is conducted across the entire franchised railway, and in spring 2019 on three non-franchised train operating companies (TOCs) as well. In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 28,000 correctly completed questionnaires are usually returned each wave. For the

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

Transport Focus regularly carries 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. This 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.

Transport Focus ensures that its 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 it 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, Transport Focus will set out the issues with using such data or, for those accessing the data via the 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

Transport Focus is open and transparent at all times about revisions to published statistics.

Errors

Occasionally errors in published statistics generated by Transport Focus 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 Transport Focus will amend the release as soon as possible and include a prominent alert on its 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, Transport Focus will not issue a correction immediately, but will do so when a new release is due for publication.

If Transport Focus discovers an error that is insubstantial but that, in its professional judgement, warrants immediate correction, Transport Focus 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 the Transport Focus 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 upon it. Transport Focus does not guarantee that the information contained in NRPS is fit for any particular purpose.

Issues affecting the Spring 2019 survey

Spring 2019 (wave 40) main fieldwork was undertaken between 4 February and 14 April 2019. Top-up interviews were mainly done in the last three weeks of the fieldwork period.

During fieldwork there were some periods of adverse weather, however these only had a limited impact on fieldwork.

Weekend fieldwork was affected by extensive engineering works and line closures on some weekends, including on TfL Rail (East) and Gatwick Express. Shifts were rescheduled if possible.

Grand Central results for Spring 2019 have probably been affected by engineering works on the East Coast mainline during weekend 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

Merseyrail
Northern
ScotRail
Transport for Wales

*Part of the Govia Thameslink Railway franchise.

Contact Transport Focus

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