



National Rail Passenger Survey

Main Report Autumn 2019



Transport Focus is the independent transport user watchdog

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

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

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

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

What is Transport Focus doing for me?

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

Campaigning for improvements

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

- We focus on a number of key issues, including:
 - disruption
 - fares and tickets
 - quality and level of services
 - investment.

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Introduction

Background

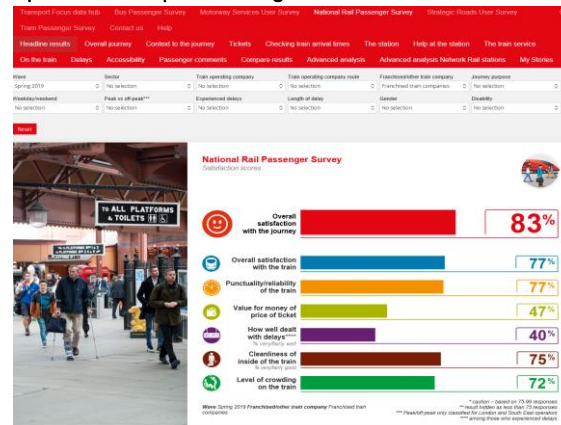
The National Rail Passenger Survey (NRPS) provides a network-wide picture of customers' satisfaction with rail travel. We collect opinions of train services over 10 weeks twice a year from a representative sample of passenger journeys.

Main fieldwork took place between 2 September and 10 November 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). We also include some tables showing satisfaction ratings on passenger journeys for certain specific aspects of service for all TOCs on one page (chapter three), and results for routes within TOCs (chapter four). Chapter five shows which station and train factors have the biggest influence on whether a journey is rated as satisfactory or unsatisfactory. Overall passenger journey ratings are also summarised nationally by totalling results for all TOCs across Great Britain (chapter two).

More analysis for each train company can be found in 'at-a-glance' guides that are available for each train company and for Great Britain on the Transport Focus website.

You can do detailed NRPS analysis online on the Transport Focus data hub which can be accessed through the Transport Focus website at <http://www.transportfocus.org.uk/>



Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Autumn 2018 or Spring 2019. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Autumn 2019 survey the main comparison is against the Autumn 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.

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

The methodology used for these three train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are offered to passengers

on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

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

The overall sample size for the Autumn 2019 survey was 27,764 for all the train companies combined (25,916 for the franchised companies).

Contacts

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Key results

Autumn 2019 wave

- Overall satisfaction by TOC varied between 72 per cent and 96 per cent.
- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with autumn 2018, eight significantly improved and two significantly declined. The improvements in satisfaction were Great Northern (+12 percentage points), ScotRail (+9 percentage points), Great Western Railway (+8 percentage points), Southern (+8 percentage points), Greater Anglia (+8 percentage points), TransPennine Express (+6 percentage points), Thameslink (+4 percentage points), and London Overground (+3 percentage points). The declines in satisfaction were West Midlands Trains (-11 percentage points) and Virgin Trains (-5 percentage points). All other TOCs had no statistically significant change in their overall satisfaction results compared with autumn 2018.
- The highest ratings for overall satisfaction were achieved by Heathrow Express (96 per cent), Grand Central (94 per cent), Hull Trains (92 per cent), Merseyrail (91 per cent), and Chiltern Railways (90 per cent).
- The lowest ratings for overall satisfaction were given to Northern (72 per cent), West Midlands Trains (73 per cent), South Western Railway (74 per cent), TransPennine Express (79 per cent), and Transport for Wales (79 per cent).
- Overall satisfaction by individual routes within TOCs varied between 62 per cent and 96 per cent.
- Satisfaction with value for money by individual routes within TOCs varied between 29 per cent and 81 per cent.
- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 52 per cent and 95 per cent.
- Satisfaction with level of crowding by individual routes within TOCs varied between 52 per cent and 89 per cent.
- For London and the South East operators 82 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is significantly up compared to autumn 2018 (when 78 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for 16 service areas and declined for none. The biggest improvements in satisfaction were with the on-train factors availability of power sockets (+7 percentage points) and usefulness of information about the delay (+7 percentage points).
- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 82 per cent. This was not significantly different compared to autumn 2018 (when 83 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for one service area, declined for six, and the rest were unchanged. The improvement in satisfaction was with reliability of the Internet connection (+4 percentage points). The biggest declines in satisfaction were with choice of shops/eating/drinking facilities available at the station (-4 percentage points) and upkeep and repair of the train (-4 percentage points).
- For regional operators 82 per cent of passenger journeys were rated as very or fairly satisfactory overall. This was significantly up compared to autumn 2018 when 79 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for six service areas, declined for none and the rest were unchanged. The biggest improvements in satisfaction were with the on-train factors availability of power sockets (+11 percentage points) and usefulness of information about the delay (+7 percentage points).
- Nationally the percentage of journeys rated as satisfactory overall was 82 per cent. This was significantly up compared to autumn 2018 (when 79 per cent of journeys were satisfactory). 83 per cent of journeys were rated as satisfactory by passengers overall in spring 2019.
- Nationally the proportion of journeys rated as satisfactory by passengers regarding punctuality/reliability was 74 per cent. This was significantly up compared to autumn 2018 when 71 per cent were satisfactory.
- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for 20 service areas, and the rest were unchanged. The biggest improvements in satisfaction were with the on-train factors availability of power sockets (+7 percentage points), and usefulness of information about the delay (+6 percentage points).

- 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 not significantly different compared to autumn 2018 when 46 per cent were satisfactory. 71 per cent of passenger journeys were rated as satisfactory regarding the level of crowding on the train. This was significantly up compared to autumn 2018 when 69% of passenger journeys were rated as satisfactory.
- Results for Network Rail routes are also available on the Transport Focus website at www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/

National total*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 25916								
Overall satisfaction with the journey	3	↑	-1	↓	24143	82	11	7
STATION FACILITIES								
Overall satisfaction with the station	0	→	0	→	25388	80	15	5
Ticket buying facilities	2	↑	0	→	13567	79	13	8
Provision of information about train times/platforms	1	↑	0	→	24935	85	9	6
Upkeep/repair of the station buildings/platforms	0	→	0	→	24994	73	18	10
Cleanliness	0	→	1	→	25020	76	16	8
Toilet facilities at the station	4	↑	4	↑	14894	50	19	31
Attitudes and helpfulness of the staff	1	→	0	→	17593	78	16	7
Connections with other forms of public transport	1	→	-1	↓	17936	79	12	9
Facilities for car parking	-1	→	-1	→	8214	49	18	33
Facilities for bicycle parking	-1	→	-2	→	5884	60	21	19
Overall environment	0	→	0	→	25165	75	18	7
Your personal security whilst using the station	0	→	0	→	23097	73	23	4
Availability of staff at the station	1	↑	0	→	20686	69	19	13
Shelter facilities	0	→	2	↑	20767	73	15	11
Availability of seating	2	↑	0	→	23685	53	19	28
How request to station staff was handled	0	→	0	→	3837	87	6	7
Choice of shops/eating/drinking facilities available	0	→	0	→	20757	51	21	28
Availability of Wi-Fi	0	→	-2	→	10403	37	19	45
TRAIN FACILITIES								
Overall satisfaction with the train	2	↑	0	→	24904	78	14	8
Frequency of the trains on that route	3	↑	0	→	24760	76	10	14
Punctuality/reliability (i.e. the train arriving/departing on time)	3	↑	-2	↓	24883	74	9	17
Length of time the journey was scheduled to take (speed)	2	↑	-1	↓	24770	83	10	7
Connections with other train services	3	↑	-1	→	14550	77	15	8
Value for money of the price of your ticket	1	→	0	→	23388	47	21	32
Upkeep and repair of the train	1	→	1	↑	24651	75	15	11
Provision of information during the journey	2	↑	0	→	23262	76	16	8
Helpfulness and attitude of staff on train	3	↑	0	→	12830	66	25	8
Space for luggage	2	↑	-1	→	18743	58	20	21
Toilet facilities	2	→	-1	→	10722	45	19	36
Comfort of the seats	0	→	0	→	24033	65	21	15
Step or gap between the train and the platform	1	↑	1	→	23129	64	24	12
Your personal security on board	1	→	0	→	22958	74	22	4
Cleanliness of the inside	1	↑	1	↑	25039	76	13	10
Cleanliness of the outside	0	→	2	↑	22157	73	18	9
Availability of staff on the train	1	→	-1	→	17508	43	29	29
How well train company deals with delays	4	↑	0	→	6455	41	34	25
Usefulness of information about the delay	6	↑	2	→	6107	48	25	27
Level of crowding	2	↑	-1	↓	24723	71	13	16
Reliability of the internet connection	2	↑	-1	→	11850	35	16	49
Availability of power sockets	7	↑	4	↑	12561	38	11	51

London and South East*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 15918								
Overall satisfaction with the journey	3	↑	-1	→	14835	82	11	7
STATION FACILITIES								
Overall satisfaction with the station	0	→	0	→	15572	80	15	5
Ticket buying facilities	2	→	0	→	8356	78	14	9
Provision of information about train times/platforms	2	↑	0	→	15284	85	9	6
Upkeep/repair of the station buildings/platforms	0	→	0	→	15325	72	18	10
Cleanliness	0	→	0	→	15336	75	16	8
Toilet facilities at the station	3	↑	4	↑	8669	48	20	32
Attitudes and helpfulness of the staff	1	→	0	→	10744	76	17	7
Connections with other forms of public transport	1	→	-1	↓	11678	80	12	8
Facilities for car parking	0	→	-1	→	4561	47	19	34
Facilities for bicycle parking	-1	→	-2	→	3578	58	22	20
Overall environment	0	→	0	→	15454	74	19	7
Your personal security whilst using the station	0	→	0	→	14218	72	23	4
Availability of staff at the station	2	↑	0	→	12697	68	20	13
Shelter facilities	0	→	1	→	12641	72	16	12
Availability of seating	2	↑	0	→	14394	51	20	29
How request to station staff was handled	0	→	0	→	2095	86	6	8
Choice of shops/eating/drinking facilities available	0	→	0	→	12568	52	22	27
Availability of Wi-Fi	0	→	-1	→	6263	34	19	46
TRAIN FACILITIES								
Overall satisfaction with the train	3	↑	1	→	15314	78	15	7
Frequency of the trains on that route	4	↑	0	→	15370	76	10	14
Punctuality/reliability (i.e. the train arriving/departing on time)	4	↑	-2	↓	15289	74	9	17
Length of time the journey was scheduled to take (speed)	3	↑	-1	→	15218	82	10	7
Connections with other train services	4	↑	0	→	9354	77	14	8
Value for money of the price of your ticket	1	→	1	→	14198	44	22	34
Upkeep and repair of the train	1	→	1	↑	15139	75	14	10
Provision of information during the journey	2	↑	0	→	14232	76	16	7
Helpfulness and attitude of staff on train	4	↑	0	→	6106	59	31	10
Space for luggage	2	→	-1	→	11218	57	21	22
Toilet facilities	1	→	0	→	6175	43	20	37
Comfort of the seats	0	→	0	→	14770	63	22	15
Step or gap between the train and the platform	2	↑	1	↑	14228	64	25	11
Your personal security on board	1	→	0	→	14071	73	23	4
Cleanliness of the inside	1	→	1	↑	15389	77	13	10
Cleanliness of the outside	0	→	2	↑	13725	74	18	8
Availability of staff on the train	2	→	-1	→	9397	34	31	35
How well train company deals with delays	4	↑	2	→	3582	39	35	25
Usefulness of information about the delay	7	↑	3	→	3404	48	26	27
Level of crowding	3	↑	-1	→	15227	71	13	16
Reliability of the internet connection	2	→	-2	↓	7069	34	16	50
Availability of power sockets	7	↑	4	↑	7213	35	11	54

*Excludes non-franchised train operating companies.

Long-distance*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 5311								
Overall satisfaction with the journey	-1	→	-5	↓	4978	82	9	9
STATION FACILITIES								
Overall satisfaction with the station	-2	↓	-2	→	5221	84	12	4
Ticket buying facilities	0	→	-2	→	2319	85	9	5
Provision of information about train times/platforms	-2	↓	-2	↓	5162	88	7	5
Upkeep/repair of the station buildings/platforms	-1	→	-1	→	5150	78	16	6
Cleanliness	0	→	-1	→	5167	81	14	4
Toilet facilities at the station	2	→	1	→	3435	62	17	21
Attitudes and helpfulness of the staff	-1	→	-1	→	3503	84	12	5
Connections with other forms of public transport	-1	→	0	→	3335	81	11	8
Facilities for car parking	-4	→	-1	→	1623	55	18	27
Facilities for bicycle parking	-1	→	1	→	968	68	21	11
Overall environment	-2	↓	-1	→	5171	80	14	6
Your personal security whilst using the station	-2	→	0	→	4717	79	19	2
Availability of staff at the station	0	→	-1	→	4156	74	18	9
Shelter facilities	-1	→	2	→	4136	79	14	8
Availability of seating	-1	→	-1	→	4896	58	17	25
How request to station staff was handled	-3	→	-3	↓	1033	88	5	8
Choice of shops/eating/drinking facilities available	-4	↓	-4	↓	4494	60	20	21
Availability of Wi-Fi	2	→	-1	→	1960	49	20	32
TRAIN FACILITIES								
Overall satisfaction with the train	-1	→	-2	↓	5114	80	10	10
Frequency of the trains on that route	0	→	-3	↓	4941	80	10	11
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	-6	↓	5121	75	8	18
Length of time the journey was scheduled to take (speed)	0	→	-3	↓	5107	86	7	7
Connections with other train services	-1	→	-3	↓	2752	76	15	9
Value for money of the price of your ticket	1	→	0	→	4990	56	17	27
Upkeep and repair of the train	-4	↓	-3	↓	5067	77	15	8
Provision of information during the journey	-1	→	-2	↓	4882	78	15	7
Helpfulness and attitude of staff on train	-2	→	-2	↓	3592	80	16	4
Space for luggage	-1	→	-2	→	4166	60	16	23
Toilet facilities	1	→	0	→	2629	58	19	23
Comfort of the seats	-1	→	-2	↓	4912	73	16	11
Step or gap between the train and the platform	1	→	1	→	4685	68	23	9
Your personal security on board	1	→	0	→	4738	84	15	2
Cleanliness of the inside	-2	→	-3	↓	5137	79	13	8
Cleanliness of the outside	-2	→	0	→	4392	75	19	6
Availability of staff on the train	-3	↓	-4	↓	4298	62	24	14
How well train company deals with delays	3	→	-5	↓	1762	50	30	20
Usefulness of information about the delay	2	→	-3	→	1660	56	22	22
Level of crowding	-2	→	-4	↓	5079	67	13	21
Reliability of the internet connection	4	↑	3	→	2677	43	14	43
Availability of power sockets	-1	→	1	→	3101	62	11	27

Regional*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall sample size: 4687								
Overall satisfaction with the journey	3	↑	-1	→	4330	82	10	8
STATION FACILITIES								
Overall satisfaction with the station	0	→	0	→	4595	79	15	6
Ticket buying facilities	3	→	2	→	2892	82	10	8
Provision of information about train times/platforms	2	↑	2	→	4489	86	8	5
Upkeep/repair of the station buildings/platforms	-1	→	4	↑	4519	75	16	9
Cleanliness	0	→	4	↑	4517	79	14	8
Toilet facilities at the station	5	↑	7	↑	2790	51	15	34
Attitudes and helpfulness of the staff	1	→	0	→	3346	81	12	7
Connections with other forms of public transport	2	→	0	→	2923	72	14	15
Facilities for car parking	-1	→	-1	→	2030	54	13	34
Facilities for bicycle parking	-2	→	-1	→	1338	65	16	19
Overall environment	1	→	3	↑	4540	77	15	8
Your personal security whilst using the station	0	→	2	→	4162	75	21	4
Availability of staff at the station	0	→	0	→	3833	70	15	15
Shelter facilities	1	→	5	↑	3990	77	12	11
Availability of seating	2	→	3	↑	4395	61	16	23
How request to station staff was handled	4	→	2	→	709	92	4	4
Choice of shops/eating/drinking facilities available	-1	→	1	→	3695	44	17	38
Availability of Wi-Fi	0	→	-2	→	2180	40	17	43
TRAIN FACILITIES								
Overall satisfaction with the train	3	↑	1	→	4476	75	13	12
Frequency of the trains on that route	1	→	0	→	4449	75	9	16
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	-2	→	4473	75	7	18
Length of time the journey was scheduled to take (speed)	2	→	0	→	4445	84	8	7
Connections with other train services	-1	→	-2	→	2444	73	17	10
Value for money of the price of your ticket	1	→	1	→	4200	56	17	27
Upkeep and repair of the train	2	→	3	↑	4445	69	15	17
Provision of information during the journey	4	↑	2	→	4148	72	16	12
Helpfulness and attitude of staff on train	2	→	2	→	3132	79	16	5
Space for luggage	3	→	0	→	3359	63	18	19
Toilet facilities	2	→	-5	↓	1918	42	17	41
Comfort of the seats	2	→	2	→	4351	67	18	15
Step or gap between the train and the platform	-1	→	-1	→	4216	60	25	15
Your personal security on board	0	→	1	→	4149	76	19	4
Cleanliness of the inside	2	→	2	→	4513	71	14	15
Cleanliness of the outside	2	→	2	→	4040	67	20	13
Availability of staff on the train	2	→	2	→	3813	62	23	16
How well train company deals with delays	3	→	-1	→	1111	40	32	28
Usefulness of information about the delay	7	↑	2	→	1043	46	21	33
Level of crowding	0	→	0	→	4417	73	10	17
Reliability of the internet connection	4	→	-1	→	2104	38	13	49
Availability of power sockets	11	↑	6	↑	2247	37	9	54

*Excludes non-franchised train operating companies.

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

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

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-2	→	1	→	919	86	9	5
Chiltern Railways	-2	→	0	→	1034	90	6	4
CrossCountry	-1	→	-6	↓	1209	80	9	10
East Midlands Railway***	-4	→	-6	↓	1006	80	11	9
Gatwick Express*	2	→	1	→	465	89	9	2
Grand Central	0	→	5	↑	438	94	3	3
Great Northern*	12	↑	4	→	460	81	10	9
Great Western Railway	8	↑	0	→	1380	86	8	6
Greater Anglia	8	↑	1	→	1249	81	11	7
Heathrow Express	0	→	2	→	734	96	3	1
Hull Trains	0	→	2	→	575	92	4	5
London North Eastern Railway	2	→	0	→	948	89	6	5
London Overground	3	↑	0	→	1655	88	9	3
Merseyrail	1	→	1	→	876	91	6	3
Northern	-1	→	-7	↓	1256	72	14	14
ScotRail	9	↑	4	↑	1233	89	6	5
South Western Railway	1	→	-4	↓	1848	74	14	12
Southeastern	3	→	1	→	1418	81	13	6
Southern*	8	↑	1	→	1321	82	12	6
TfL Rail	-1	→	-4	→	929	85	10	5
Thameslink*	4	↑	-1	→	1194	82	11	8
TransPennine Express	6	↑	-4	→	846	79	8	12
Transport for Wales**	-2	→	-3	→	965	79	13	8
Virgin Trains	-5	↓	-6	↓	969	85	8	8
West Midlands Trains	-11	↓	-11	↓	963	73	16	11

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Value for money of the price of your ticket

% of passengers satisfied/good by sector:

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

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-5	→	-2	→	878	44	25	31
Chiltern Railways	0	→	3	→	1034	52	21	27
CrossCountry	-3	→	-2	→	1184	52	18	31
East Midlands Railway***	5	→	-1	→	1018	49	20	31
Gatwick Express*	2	→	0	→	475	45	25	31
Grand Central	-2	→	8	↑	431	75	12	13
Great Northern*	7	→	4	→	438	42	23	35
Great Western Railway	4	→	0	→	1389	53	18	29
Greater Anglia	4	→	2	→	1257	43	20	37
Heathrow Express	-3	→	4	→	739	50	25	25
Hull Trains	5	→	2	→	574	65	17	19
London North Eastern Railway	-1	→	2	→	947	59	17	24
London Overground	-3	→	2	→	1515	54	23	23
Merseyrail	2	→	3	→	731	67	12	21
Northern	0	→	-1	→	1260	54	17	29
ScotRail	5	→	3	→	1253	55	17	28
South Western Railway	-2	→	-3	→	1765	34	21	45
Southeastern	0	→	1	→	1318	39	26	35
Southern*	4	→	4	→	1217	45	23	32
TfL Rail	0	→	-1	→	852	50	22	29
Thameslink*	2	→	2	→	1161	42	19	39
TransPennine Express	7	↑	0	→	866	55	17	28
Transport for Wales**	-7	→	-2	→	956	53	20	27
Virgin Trains	1	→	2	→	975	64	16	20
West Midlands Trains	-7	↓	-6	↓	899	51	23	26

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

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

% of passengers satisfied/good by sector:

London and South East	74 %
Long distance	75 %
Regional	75 %

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	0	→	-2	→	936	87	6	7
Chiltern Railways	-2	→	-1	→	1067	86	6	7
CrossCountry	1	→	-9	↓	1222	77	7	16
East Midlands Railway***	-1	→	-9	↓	1040	73	9	18
Gatwick Express*	3	→	6	→	476	85	8	7
Grand Central	-1	→	8	↑	437	90	5	5
Great Northern*	16	↑	1	→	473	74	7	18
Great Western Railway	13	↑	1	→	1417	80	8	12
Greater Anglia	11	↑	3	→	1281	82	7	11
Heathrow Express	-2	→	-1	→	728	95	3	2
Hull Trains	1	→	1	→	587	85	7	7
London North Eastern Railway	4	→	3	→	972	83	6	11
London Overground	-3	→	0	→	1731	78	9	13
Merseyrail	2	→	0	→	909	91	4	6
Northern	1	→	-7	↓	1306	65	8	27
ScotRail	6	↑	2	→	1270	78	7	15
South Western Railway	2	→	-6	↓	1896	63	10	27
Southeastern	5	↑	2	→	1472	77	10	13
Southern*	7	↑	-1	→	1347	73	10	17
TfL Rail	8	↑	2	→	978	88	5	6
Thameslink*	3	→	-5	↓	1233	69	10	21
TransPennine Express	7	↑	0	→	896	66	9	25
Transport for Wales**	-4	→	-4	→	988	76	8	16
Virgin Trains	-7	↓	-11	↓	991	76	7	17
West Midlands Trains	-15	↓	-19	↓	982	60	13	26

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Level of crowding

% of passengers satisfied/good by sector:

London and South East	71 %
Long distance	67 %
Regional	73 %

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-1	→	1	→	937	67	13	21
Chiltern Railways	-2	→	-3	→	1056	73	12	15
CrossCountry	-4	→	-4	→	1204	58	14	28
East Midlands Railway***	-2	→	-5	↓	1038	68	14	18
Gatwick Express*	7	↑	4	→	485	87	8	5
Grand Central	-1	→	3	→	435	79	10	11
Great Northern*	9	↑	5	→	477	74	12	14
Great Western Railway	8	↑	0	→	1409	74	12	14
Greater Anglia	4	→	1	→	1267	74	11	14
Heathrow Express	-2	→	-3	→	747	89	6	5
Hull Trains	-3	→	4	→	578	79	13	8
London North Eastern Railway	2	→	-1	→	963	79	12	9
London Overground	0	→	-2	→	1727	70	14	16
Merseyrail	-4	→	-3	→	894	76	9	15
Northern	1	→	-1	→	1287	70	12	18
ScotRail	3	→	4	→	1268	77	10	14
South Western Railway	2	→	-4	↓	1883	68	15	17
Southeastern	3	→	2	→	1474	73	11	17
Southern*	6	↑	0	→	1337	72	14	14
TfL Rail	-3	→	-6	→	977	64	14	22
Thameslink*	2	→	-1	→	1227	73	13	13
TransPennine Express	2	→	-3	→	889	57	12	32
Transport for Wales**	-3	→	-1	→	968	70	10	21
Virgin Trains	-6	↓	-6	↓	985	75	12	13
West Midlands Trains	-7	↓	-5	↓	971	65	15	21

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Overall satisfaction with the station

% of passengers satisfied/good by sector:

London and South East	80 %
Long distance	84 %
Regional	79 %

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	-9	↓	-4	↓	958	73	19	7
Chiltern Railways	1	→	2	→	1086	89	9	2
CrossCountry	-3	→	-3	↓	1248	83	12	5
East Midlands Railway***	-2	→	0	→	1058	83	13	4
Gatwick Express*	6	→	3	→	497	83	14	4
Grand Central	-1	→	0	→	449	84	13	3
Great Northern*	0	→	1	→	478	75	13	11
Great Western Railway	1	→	-2	→	1436	82	13	6
Greater Anglia	4	→	2	→	1292	82	14	4
Heathrow Express	-1	→	0	→	764	92	6	2
Hull Trains	-1	→	5	→	592	90	7	3
London North Eastern Railway	-3	→	0	→	991	88	9	3
London Overground	-2	→	1	→	1789	81	14	5
Merseyrail	-4	→	-2	→	932	84	12	3
Northern	0	→	-2	→	1348	77	14	9
ScotRail	3	→	4	→	1324	82	15	3
South Western Railway	-2	→	0	→	1929	74	19	7
Southeastern	1	→	-1	→	1485	79	17	3
Southern*	5	↑	2	→	1375	80	14	5
TfL Rail	1	→	1	→	997	82	14	4
Thameslink*	3	→	-1	→	1256	82	14	5
TransPennine Express	2	→	1	→	904	84	11	4
Transport for Wales**	-4	→	-1	→	991	71	18	10
Virgin Trains	-3	→	-4	→	1020	82	12	6
West Midlands Trains	-9	↓	-7	↓	994	77	18	5

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

How well train company deals with delays

% of passengers satisfied/good by sector:

London and South East	39 %
Long distance	50 %
Regional	40 %

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 2019			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
c2c	10	→	7	→	126	50	24	27
Chiltern Railways	-4	→	-8	→	170	49	39	12
CrossCountry	0	→	-6	→	395	48	29	23
East Midlands Railway***	-3	→	-2	→	344	44	39	17
Gatwick Express*	18	→	12	→	94	57	35	9
Grand Central	0	→	14	→	53	77	22	1
Great Northern*	6	→	16	↑	100	38	27	35
Great Western Railway	6	→	2	→	289	46	32	22
Greater Anglia	8	→	18	↑	251	51	24	25
Heathrow Express	-	-	-	-	<50	-	-	-
Hull Trains	8	→	-3	→	124	66	24	9
London North Eastern Railway	7	→	4	→	296	59	24	17
London Overground	6	→	7	→	276	40	33	27
Merseyrail	1	→	-4	→	142	45	38	17
Northern	3	→	-6	→	412	34	31	35
ScotRail	6	→	6	→	266	45	33	22
South Western Railway	3	→	-1	→	687	34	37	29
Southeastern	4	→	5	→	338	44	34	23
Southern*	7	→	-2	→	317	37	40	23
TfL Rail	-22	↓	-12	→	134	30	45	26
Thameslink*	10	↑	1	→	397	39	37	24
TransPennine Express	11	↑	-2	→	399	47	30	24
Transport for Wales**	1	→	-4	→	291	45	30	25
Virgin Trains	-4	→	-13	↓	328	56	28	16
West Midlands Trains	-12	↓	-8	→	403	37	35	27

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

c2c

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 979									
Overall satisfaction with the journey	-2	→	1	→	919	86	9	5	82
STATION FACILITIES									
Overall satisfaction with the station	-9	↓	-4	↓	958	73	19	7	80
Ticket buying facilities	-13	↓	-14	↓	609	62	18	19	78
Provision of information about train times/platforms	-6	↓	-3	→	943	83	10	7	85
Upkeep/repair of the station buildings/platforms	-5	→	0	→	944	68	19	13	72
Cleanliness	-5	↓	2	→	943	74	17	9	75
Toilet facilities at the station	-3	→	2	→	608	45	19	36	48
Attitudes and helpfulness of the staff	-4	→	1	→	725	73	18	9	76
Connections with other forms of public transport	0	→	1	→	748	77	14	9	80
Facilities for car parking	6	→	0	→	367	51	15	33	47
Facilities for bicycle parking	-5	→	2	→	252	55	24	22	58
Overall environment	-7	↓	-2	→	953	68	22	10	74
Your personal security whilst using the station	-6	↓	3	→	882	67	27	6	72
Availability of staff at the station	-8	↓	-3	→	827	61	23	16	68
Shelter facilities	-8	↓	0	→	843	68	18	14	72
Availability of seating	-5	↓	1	→	911	56	20	24	51
How request to station staff was handled	-4	→	3	→	110	85	4	11	86
Choice of shops/eating/drinking facilities available	-2	→	1	→	773	44	23	33	52
Availability of Wi-Fi	-11	↓	-1	→	486	48	23	29	34
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	1	→	942	82	12	5	78
Frequency of the trains on that route	-2	→	-2	→	953	80	8	12	76
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	-2	→	936	87	6	7	74
Length of time the journey was scheduled to take (speed)	-1	→	-2	→	932	88	8	4	82
Connections with other train services	-4	→	-4	→	607	78	16	6	77
Value for money of the price of your ticket	-5	→	-2	→	878	44	25	31	44
Upkeep and repair of the train	-3	→	3	→	931	82	13	4	75
Provision of information during the journey	-2	→	2	→	882	80	14	6	76
Helpfulness and attitude of staff on train	-6	→	12	↑	288	42	37	21	59
Space for luggage	-4	→	3	→	692	53	20	27	57
Toilet facilities	-12	↓	0	→	436	41	24	35	43
Comfort of the seats	0	→	2	→	903	73	19	8	63
Step or gap between the train and the platform	-2	→	1	→	898	71	23	6	64
Your personal security on board	-4	→	1	→	880	70	24	6	73
Cleanliness of the inside	-3	→	0	→	949	83	12	5	77
Cleanliness of the outside	-1	→	2	→	873	80	15	5	74
Availability of staff on the train	-6	↓	2	→	501	19	31	50	34
How well train company deals with delays	10	→	7	→	126	50	24	27	39
Usefulness of information about the delay	3	→	7	→	124	57	16	27	48
Level of crowding	-1	→	1	→	937	67	13	21	71
Reliability of the internet connection	-5	→	4	→	491	44	15	41	34
Availability of power sockets	-2	→	1	→	404	18	13	69	35

Chiltern Railways

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1104									
Overall satisfaction with the journey	-2	→	0	→	1034	90	6	4	82
STATION FACILITIES									
Overall satisfaction with the station	1	→	2	→	1086	89	9	2	80
Ticket buying facilities	-2	→	-6	↓	666	82	11	7	78
Provision of information about train times/platforms	0	→	-1	→	1070	87	7	5	85
Upkeep/repair of the station buildings/platforms	0	→	1	→	1073	81	13	6	72
Cleanliness	-3	→	-2	→	1074	83	13	4	75
Toilet facilities at the station	0	→	3	→	715	56	18	27	48
Attitudes and helpfulness of the staff	0	→	0	→	756	86	11	3	76
Connections with other forms of public transport	-3	→	-3	→	830	75	15	10	80
Facilities for car parking	1	→	0	→	413	71	13	16	47
Facilities for bicycle parking	9	↑	4	→	286	78	16	7	58
Overall environment	1	→	-1	→	1080	84	13	3	74
Your personal security whilst using the station	-4	→	-4	→	991	77	20	3	72
Availability of staff at the station	3	→	3	→	871	74	17	9	68
Shelter facilities	6	↑	6	↑	895	82	12	7	72
Availability of seating	3	→	-1	→	1038	56	22	22	51
How request to station staff was handled	6	→	5	→	170	96	2	2	86
Choice of shops/eating/drinking facilities available	4	→	2	→	972	56	24	20	52
Availability of Wi-Fi	-4	→	-4	→	522	53	19	28	34
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-2	→	1070	86	9	5	78
Frequency of the trains on that route	-2	→	-2	→	1073	78	10	12	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	-1	→	1067	86	6	7	74
Length of time the journey was scheduled to take (speed)	1	→	-1	→	1069	89	6	5	82
Connections with other train services	-6	→	-4	→	539	76	19	6	77
Value for money of the price of your ticket	0	→	3	→	1034	52	21	27	44
Upkeep and repair of the train	-3	→	-3	→	1060	80	13	7	75
Provision of information during the journey	-2	→	-2	→	989	77	17	5	76
Helpfulness and attitude of staff on train	3	→	-1	→	341	55	36	9	59
Space for luggage	-9	↓	-9	↓	792	53	27	20	57
Toilet facilities	1	→	-2	→	453	65	24	11	43
Comfort of the seats	-7	↓	-6	↓	1039	66	22	12	63
Step or gap between the train and the platform	-4	→	-2	→	975	74	23	3	64
Your personal security on board	0	→	-5	↓	984	81	18	1	73
Cleanliness of the inside	-5	↓	-3	→	1070	83	11	6	77
Cleanliness of the outside	-8	↓	-6	↓	933	76	17	7	74
Availability of staff on the train	3	→	-3	→	570	30	33	36	34
How well train company deals with delays	-4	→	-8	→	170	49	39	12	39
Usefulness of information about the delay	-2	→	0	→	158	60	31	9	48
Level of crowding	-2	→	-3	→	1056	73	12	15	71
Reliability of the internet connection	-9	↓	-8	↓	616	42	20	38	34
Availability of power sockets	-8	↓	-11	↓	642	46	10	44	35

Gatwick Express*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 509									
Overall satisfaction with the journey	2	→	1	→	465	89	9	2	82
STATION FACILITIES									
Overall satisfaction with the station	6	→	3	→	497	83	14	4	80
Ticket buying facilities	-6	→	-6	→	290	73	16	11	78
Provision of information about train times/platforms	3	→	3	→	485	87	9	4	85
Upkeep/repair of the station buildings/platforms	5	→	-2	→	480	71	21	8	72
Cleanliness	5	→	-3	→	486	71	21	8	75
Toilet facilities at the station	7	→	9	→	221	62	22	16	48
Attitudes and helpfulness of the staff	5	→	6	→	354	85	11	4	76
Connections with other forms of public transport	3	→	6	→	381	90	7	3	80
Facilities for car parking	6	→	19	→	75	65	16	19	47
Facilities for bicycle parking	4	→	-	-	66	74	12	14	58
Overall environment	4	→	5	→	487	76	18	5	74
Your personal security whilst using the station	7	→	7	→	439	81	18	1	72
Availability of staff at the station	8	→	3	→	392	76	18	7	68
Shelter facilities	-1	→	-7	→	257	74	19	7	72
Availability of seating	14	↑	-4	→	375	50	20	29	51
How request to station staff was handled	16	↑	4	→	136	93	3	4	86
Choice of shops/eating/drinking facilities available	-2	→	-7	→	395	66	23	10	52
Availability of Wi-Fi	3	→	16	→	157	63	13	24	34
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	4	→	488	92	7	0	78
Frequency of the trains on that route	8	↑	6	→	481	92	4	4	76
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	6	→	476	85	8	7	74
Length of time the journey was scheduled to take (speed)	0	→	2	→	482	91	7	2	82
Connections with other train services	0	→	0	→	235	81	15	4	77
Value for money of the price of your ticket	2	→	0	→	475	45	25	31	44
Upkeep and repair of the train	7	↑	2	→	482	91	8	2	75
Provision of information during the journey	-1	→	-8	→	458	77	18	5	76
Helpfulness and attitude of staff on train	3	→	7	→	235	76	21	3	59
Space for luggage	11	↑	2	→	426	62	17	21	57
Toilet facilities	2	→	5	→	183	73	14	12	43
Comfort of the seats	5	→	0	→	484	73	17	10	63
Step or gap between the train and the platform	11	↑	-1	→	433	72	20	8	64
Your personal security on board	12	↑	2	→	436	85	14	1	73
Cleanliness of the inside	2	→	0	→	491	89	6	5	77
Cleanliness of the outside	9	↑	4	→	430	90	7	3	74
Availability of staff on the train	5	→	0	→	324	55	28	17	34
How well train company deals with delays	18	→	12	→	94	57	35	9	39
Usefulness of information about the delay	7	→	11	→	76	49	36	15	48
Level of crowding	7	↑	4	→	485	87	8	5	71
Reliability of the internet connection	-6	→	-10	→	258	51	19	30	34
Availability of power sockets	-11	↓	-2	→	305	80	11	10	35

*Part of the Govia Thameslink Railway franchise.

Great Northern*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 494									
Overall satisfaction with the journey	12	↑	4	→	460	81	10	9	82
STATION FACILITIES									
Overall satisfaction with the station	0	→	1	→	478	75	13	11	80
Ticket buying facilities	-1	→	5	→	268	73	13	13	78
Provision of information about train times/platforms	2	→	0	→	475	79	13	7	85
Upkeep/repair of the station buildings/platforms	2	→	1	→	480	67	18	14	72
Cleanliness	2	→	5	→	479	75	14	11	75
Toilet facilities at the station	2	→	4	→	267	44	18	39	48
Attitudes and helpfulness of the staff	-2	→	-2	→	347	73	17	11	76
Connections with other forms of public transport	3	→	-3	→	364	76	15	9	80
Facilities for car parking	0	→	6	→	145	51	14	35	47
Facilities for bicycle parking	-5	→	15	↑	124	65	17	18	58
Overall environment	2	→	1	→	474	71	16	14	74
Your personal security whilst using the station	-3	→	-2	→	440	69	25	6	72
Availability of staff at the station	5	→	3	→	390	68	17	15	68
Shelter facilities	9	↑	0	→	388	74	15	11	72
Availability of seating	2	→	-5	→	438	51	20	29	51
How request to station staff was handled	-4	→	-7	→	61	78	6	15	86
Choice of shops/eating/drinking facilities available	3	→	-1	→	380	50	22	27	52
Availability of Wi-Fi	5	→	6	→	225	34	17	49	34
TRAIN FACILITIES									
Overall satisfaction with the train	19	↑	16	↑	480	79	13	8	78
Frequency of the trains on that route	18	↑	6	↑	479	74	9	17	76
Punctuality/reliability (i.e. the train arriving/departing on time)	16	↑	1	→	473	74	7	18	74
Length of time the journey was scheduled to take (speed)	9	↑	0	→	470	84	8	7	82
Connections with other train services	22	↑	4	→	309	82	12	6	77
Value for money of the price of your ticket	7	→	4	→	438	42	23	35	44
Upkeep and repair of the train	27	↑	29	↑	475	80	11	10	75
Provision of information during the journey	22	↑	21	↑	456	77	15	8	76
Helpfulness and attitude of staff on train	17	↑	7	→	139	43	37	20	59
Space for luggage	9	↑	6	→	352	56	20	23	57
Toilet facilities	12	↑	14	↑	202	36	20	44	43
Comfort of the seats	13	↑	14	↑	464	61	20	19	63
Step or gap between the train and the platform	9	↑	12	↑	439	68	27	5	64
Your personal security on board	11	↑	14	↑	436	77	20	3	73
Cleanliness of the inside	25	↑	25	↑	481	81	9	10	77
Cleanliness of the outside	30	↑	32	↑	434	78	13	9	74
Availability of staff on the train	7	→	3	→	259	20	29	51	34
How well train company deals with delays	6	→	16	↑	100	38	27	35	39
Usefulness of information about the delay	7	→	3	→	96	39	32	29	48
Level of crowding	9	↑	5	→	477	74	12	14	71
Reliability of the internet connection	16	↑	11	↑	230	36	17	47	34
Availability of power sockets	34	↑	34	↑	260	68	13	19	35

*Part of the Govia Thameslink Railway franchise.

Great Western Railway

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1470									
Overall satisfaction with the journey	8	↑	0	→	1380	86	8	6	82
STATION FACILITIES									
Overall satisfaction with the station	1	→	-2	→	1436	82	13	6	80
Ticket buying facilities	1	→	-1	→	797	82	10	7	78
Provision of information about train times/platforms	2	→	2	→	1413	88	6	6	85
Upkeep/repair of the station buildings/platforms	-3	→	-5	↓	1413	72	18	10	72
Cleanliness	-1	→	-2	→	1418	77	16	8	75
Toilet facilities at the station	1	→	-2	→	907	56	20	24	48
Attitudes and helpfulness of the staff	0	→	-1	→	1023	82	14	4	76
Connections with other forms of public transport	3	→	-2	→	1019	78	12	9	80
Facilities for car parking	2	→	-2	→	462	58	15	27	47
Facilities for bicycle parking	-7	→	-13	↓	355	57	21	22	58
Overall environment	0	→	-3	→	1421	77	16	7	74
Your personal security whilst using the station	0	→	0	→	1308	77	20	3	72
Availability of staff at the station	2	→	1	→	1178	73	18	9	68
Shelter facilities	3	→	0	→	1182	75	14	10	72
Availability of seating	4	→	1	→	1368	57	17	25	51
How request to station staff was handled	-6	→	-5	→	244	84	8	8	86
Choice of shops/eating/drinking facilities available	-1	→	-5	→	1219	54	22	25	52
Availability of Wi-Fi	1	→	-2	→	564	37	21	42	34
TRAIN FACILITIES									
Overall satisfaction with the train	10	↑	2	→	1416	86	9	5	78
Frequency of the trains on that route	8	↑	3	→	1412	82	7	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	13	↑	1	→	1417	80	8	12	74
Length of time the journey was scheduled to take (speed)	7	↑	1	→	1403	88	8	4	82
Connections with other train services	11	↑	0	→	756	80	13	7	77
Value for money of the price of your ticket	4	→	0	→	1389	53	18	29	44
Upkeep and repair of the train	5	↑	1	→	1406	85	10	6	75
Provision of information during the journey	3	→	-1	→	1315	79	16	5	76
Helpfulness and attitude of staff on train	6	→	1	→	796	73	22	5	59
Space for luggage	9	↑	-2	→	1085	69	15	16	57
Toilet facilities	10	↑	2	→	694	64	17	18	43
Comfort of the seats	4	→	0	→	1381	72	15	12	63
Step or gap between the train and the platform	1	→	1	→	1338	65	22	12	64
Your personal security on board	6	↑	2	→	1319	84	14	2	73
Cleanliness of the inside	5	↑	1	→	1425	84	9	7	77
Cleanliness of the outside	3	→	2	→	1252	81	13	7	74
Availability of staff on the train	8	↑	0	→	1005	53	30	17	34
How well train company deals with delays	6	→	2	→	289	46	32	22	39
Usefulness of information about the delay	12	↑	7	→	274	55	22	22	48
Level of crowding	8	↑	0	→	1409	74	12	14	71
Reliability of the internet connection	8	↑	-4	→	683	41	17	42	34
Availability of power sockets	11	↑	1	→	904	81	8	12	35

Greater Anglia

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1326									
Overall satisfaction with the journey	8	↑	1	→	1249	81	11	7	82
STATION FACILITIES									
Overall satisfaction with the station	4	→	2	→	1292	82	14	4	80
Ticket buying facilities	1	→	-3	→	725	79	12	9	78
Provision of information about train times/platforms	4	↑	0	→	1291	87	8	4	85
Upkeep/repair of the station buildings/platforms	6	↑	2	→	1288	78	16	6	72
Cleanliness	5	↑	3	→	1279	80	13	7	75
Toilet facilities at the station	5	→	5	→	788	57	20	22	48
Attitudes and helpfulness of the staff	1	→	-1	→	959	79	14	8	76
Connections with other forms of public transport	-1	→	-4	→	974	76	13	11	80
Facilities for car parking	8	→	1	→	399	55	15	30	47
Facilities for bicycle parking	-3	→	2	→	283	59	24	17	58
Overall environment	2	→	0	→	1298	77	16	7	74
Your personal security whilst using the station	3	→	0	→	1177	75	21	4	72
Availability of staff at the station	0	→	-2	→	1079	67	19	14	68
Shelter facilities	4	→	1	→	1007	71	17	12	72
Availability of seating	2	→	-1	→	1217	53	21	25	51
How request to station staff was handled	5	→	6	→	214	90	5	5	86
Choice of shops/eating/drinking facilities available	4	→	0	→	1085	54	20	25	52
Availability of Wi-Fi	10	↑	-3	→	532	42	16	42	34
TRAIN FACILITIES									
Overall satisfaction with the train	3	→	0	→	1278	73	16	11	78
Frequency of the trains on that route	5	↑	2	→	1279	79	11	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	11	↑	3	→	1281	82	7	11	74
Length of time the journey was scheduled to take (speed)	6	↑	2	→	1273	84	9	7	82
Connections with other train services	9	↑	1	→	725	79	12	8	77
Value for money of the price of your ticket	4	→	2	→	1257	43	20	37	44
Upkeep and repair of the train	0	→	-3	→	1262	64	18	18	75
Provision of information during the journey	-1	→	-1	→	1163	65	23	12	76
Helpfulness and attitude of staff on train	-1	→	-8	→	524	55	31	13	59
Space for luggage	-1	→	-2	→	967	54	22	24	57
Toilet facilities	3	→	-2	→	553	45	21	34	43
Comfort of the seats	2	→	-3	→	1249	56	23	22	63
Step or gap between the train and the platform	3	→	1	→	1166	67	26	7	64
Your personal security on board	1	→	-1	→	1170	72	24	4	73
Cleanliness of the inside	-1	→	-3	→	1279	70	17	14	77
Cleanliness of the outside	1	→	3	→	1109	66	21	13	74
Availability of staff on the train	3	→	1	→	813	35	27	38	34
How well train company deals with delays	8	→	18	↑	251	51	24	25	39
Usefulness of information about the delay	0	→	10	→	245	49	25	26	48
Level of crowding	4	→	1	→	1267	74	11	14	71
Reliability of the internet connection	13	↑	-2	→	643	34	14	52	34
Availability of power sockets	2	→	0	→	702	42	9	48	35

Heathrow Express

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 783									
Overall satisfaction with the journey	0	→	2	→	734	96	3	1	82
STATION FACILITIES									
Overall satisfaction with the station	-1	→	0	→	764	92	6	2	80
Ticket buying facilities	0	→	1	→	559	92	5	3	78
Provision of information about train times/platforms	0	→	1	→	734	87	8	5	85
Upkeep/repair of the station buildings/platforms	-1	→	0	→	744	89	9	1	72
Cleanliness	-1	→	0	→	741	89	9	2	75
Toilet facilities at the station	-2	→	2	→	295	73	15	12	48
Attitudes and helpfulness of the staff	-1	→	-4	→	588	87	10	3	76
Connections with other forms of public transport	4	→	0	→	572	91	6	2	80
Facilities for car parking	-7	→	-3	→	107	73	24	3	47
Facilities for bicycle parking	3	→	-2	→	99	79	16	5	58
Overall environment	-1	→	1	→	737	89	9	1	74
Your personal security whilst using the station	1	→	1	→	688	90	10	1	72
Availability of staff at the station	-2	→	-1	→	637	86	10	4	68
Shelter facilities	-3	→	-2	→	349	87	12	2	72
Availability of seating	-4	→	-2	→	586	73	13	15	51
How request to station staff was handled	-2	→	-4	→	241	92	4	4	86
Choice of shops/eating/drinking facilities available	3	→	0	→	438	71	15	14	52
Availability of Wi-Fi	0	→	-1	→	343	76	8	17	34
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	3	↑	752	96	2	1	78
Frequency of the trains on that route	-2	→	-1	→	741	92	5	3	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	→	-1	→	728	95	3	2	74
Length of time the journey was scheduled to take (speed)	0	→	2	↑	736	98	2	1	82
Connections with other train services	-2	→	-2	→	461	89	9	2	77
Value for money of the price of your ticket	-3	→	4	→	739	50	25	25	44
Upkeep and repair of the train	-2	→	3	→	745	94	4	2	75
Provision of information during the journey	-2	→	-1	→	701	88	9	3	76
Helpfulness and attitude of staff on train	-5	→	-4	→	465	83	16	2	59
Space for luggage	3	→	-1	→	731	91	6	3	57
Toilet facilities	2	→	-1	→	238	70	15	15	43
Comfort of the seats	-1	→	1	→	738	92	6	2	63
Step or gap between the train and the platform	0	→	-3	→	689	88	11	2	64
Your personal security on board	-1	→	-1	→	699	93	7	0	73
Cleanliness of the inside	-1	→	1	→	763	95	3	2	77
Cleanliness of the outside	-2	→	0	→	711	94	6	0	74
Availability of staff on the train	-9	↓	-5	→	552	69	21	10	34
How well train company deals with delays	-	-	-	-	<50	-	-	-	39
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	48
Level of crowding	-2	→	-3	→	747	89	6	5	71
Reliability of the internet connection	-3	→	-6	→	388	71	12	17	34
Availability of power sockets	-2	→	2	→	412	83	8	9	35

London Overground

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1816									
Overall satisfaction with the journey	3	↑	0	→	1655	88	9	3	82
STATION FACILITIES									
Overall satisfaction with the station	-2	→	1	→	1789	81	14	5	80
Ticket buying facilities	0	→	1	→	924	78	14	8	78
Provision of information about train times/platforms	-2	→	-1	→	1719	83	10	7	85
Upkeep/repair of the station buildings/platforms	-1	→	2	→	1733	74	16	10	72
Cleanliness	-1	→	1	→	1733	76	16	8	75
Toilet facilities at the station	2	→	5	→	717	32	16	53	48
Attitudes and helpfulness of the staff	-4	→	-2	→	1116	72	20	8	76
Connections with other forms of public transport	-4	↓	-4	↓	1445	79	12	9	80
Facilities for car parking	-1	→	1	→	471	30	19	52	47
Facilities for bicycle parking	-1	→	2	→	510	52	20	29	58
Overall environment	-1	→	2	→	1748	75	19	7	74
Your personal security whilst using the station	-2	→	0	→	1620	71	24	6	72
Availability of staff at the station	-4	→	-3	→	1421	64	21	15	68
Shelter facilities	-1	→	3	→	1527	70	16	15	72
Availability of seating	-1	→	0	→	1671	54	19	27	51
How request to station staff was handled	0	→	-4	→	119	81	9	10	86
Choice of shops/eating/drinking facilities available	-1	→	1	→	1250	43	22	35	52
Availability of Wi-Fi	-3	→	-3	→	756	30	16	53	34
TRAIN FACILITIES									
Overall satisfaction with the train	0	→	0	→	1731	82	13	5	78
Frequency of the trains on that route	-3	→	-1	→	1750	72	10	18	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	→	0	→	1731	78	9	13	74
Length of time the journey was scheduled to take (speed)	-2	→	0	→	1724	85	9	6	82
Connections with other train services	-1	→	0	→	1364	82	12	6	77
Value for money of the price of your ticket	-3	→	2	→	1515	54	23	23	44
Upkeep and repair of the train	-1	→	1	→	1696	80	12	8	75
Provision of information during the journey	-2	→	0	→	1603	79	15	6	76
Helpfulness and attitude of staff on train	2	→	3	→	564	48	37	15	59
Space for luggage	-1	→	0	→	1234	54	23	23	57
Toilet facilities	4	→	4	→	575	16	9	76	43
Comfort of the seats	0	→	0	→	1656	68	21	11	63
Step or gap between the train and the platform	1	→	0	→	1613	68	22	10	64
Your personal security on board	1	→	0	→	1610	73	21	7	73
Cleanliness of the inside	0	→	3	→	1738	84	11	5	77
Cleanliness of the outside	-3	→	1	→	1593	80	14	6	74
Availability of staff on the train	-2	→	0	→	986	22	31	47	34
How well train company deals with delays	6	→	7	→	276	40	33	27	39
Usefulness of information about the delay	12	↑	7	→	257	52	20	28	48
Level of crowding	0	→	-2	→	1727	70	14	16	71
Reliability of the internet connection	0	→	-2	→	703	27	15	58	34
Availability of power sockets	3	→	5	↑	684	16	9	74	35

South Western Railway

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1977									
Overall satisfaction with the journey	1	→	-4	↓	1848	74	14	12	82
STATION FACILITIES									
Overall satisfaction with the station	-2	→	0	→	1929	74	19	7	80
Ticket buying facilities	1	→	0	→	912	78	14	8	78
Provision of information about train times/platforms	0	→	1	→	1884	82	11	7	85
Upkeep/repair of the station buildings/platforms	0	→	-1	→	1914	64	22	13	72
Cleanliness	2	→	1	→	1888	69	20	11	75
Toilet facilities at the station	6	↑	3	→	987	37	21	42	48
Attitudes and helpfulness of the staff	3	→	1	→	1314	73	19	8	76
Connections with other forms of public transport	0	→	-1	→	1425	79	12	9	80
Facilities for car parking	-5	→	-5	→	496	45	22	33	47
Facilities for bicycle parking	-6	→	-5	→	408	60	21	20	58
Overall environment	0	→	-1	→	1922	70	21	9	74
Your personal security whilst using the station	0	→	-1	→	1758	71	26	3	72
Availability of staff at the station	5	↑	-1	→	1568	64	21	15	68
Shelter facilities	0	→	0	→	1593	67	19	14	72
Availability of seating	1	→	-4	↓	1769	38	22	39	51
How request to station staff was handled	0	→	4	→	262	82	8	10	86
Choice of shops/eating/drinking facilities available	-1	→	-1	→	1582	55	20	25	52
Availability of Wi-Fi	3	→	-2	→	670	25	17	58	34
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	-2	→	1897	73	17	10	78
Frequency of the trains on that route	3	↑	-2	→	1895	72	11	17	76
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	-6	↓	1896	63	10	27	74
Length of time the journey was scheduled to take (speed)	1	→	-6	↓	1882	74	15	12	82
Connections with other train services	5	↑	-1	→	1135	72	17	11	77
Value for money of the price of your ticket	-2	→	-3	→	1765	34	21	45	44
Upkeep and repair of the train	-2	→	-1	→	1871	72	16	13	75
Provision of information during the journey	0	→	-3	→	1772	72	19	9	76
Helpfulness and attitude of staff on train	4	→	-2	→	1017	67	28	5	59
Space for luggage	1	→	-2	→	1313	58	22	20	57
Toilet facilities	2	→	-2	→	717	31	19	50	43
Comfort of the seats	-3	→	-4	↓	1805	62	23	15	63
Step or gap between the train and the platform	-1	→	0	→	1759	55	28	16	64
Your personal security on board	-3	→	-4	↓	1735	72	25	3	73
Cleanliness of the inside	-1	→	-1	→	1901	72	15	13	77
Cleanliness of the outside	-4	↓	-2	→	1691	69	22	9	74
Availability of staff on the train	2	→	-6	↓	1377	46	34	20	34
How well train company deals with delays	3	→	-1	→	687	34	37	29	39
Usefulness of information about the delay	8	↑	2	→	676	42	29	29	48
Level of crowding	2	→	-4	↓	1883	68	15	17	71
Reliability of the internet connection	2	→	-1	→	805	27	14	59	34
Availability of power sockets	25	↑	16	↑	884	45	10	44	35

Southeastern

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1529									
Overall satisfaction with the journey	3	→	1	→	1418	81	13	6	82
STATION FACILITIES									
Overall satisfaction with the station	1	→	-1	→	1485	79	17	3	80
Ticket buying facilities	6	↑	4	→	770	80	13	7	78
Provision of information about train times/platforms	2	→	1	→	1476	85	9	5	85
Upkeep/repair of the station buildings/platforms	2	→	1	→	1476	75	16	9	72
Cleanliness	1	→	0	→	1487	77	14	8	75
Toilet facilities at the station	5	→	4	→	927	56	20	24	48
Attitudes and helpfulness of the staff	-1	→	-1	→	980	75	18	7	76
Connections with other forms of public transport	6	↑	2	→	1124	79	13	8	80
Facilities for car parking	3	→	1	→	406	43	17	40	47
Facilities for bicycle parking	10	→	5	→	267	56	25	19	58
Overall environment	2	→	3	→	1499	76	18	6	74
Your personal security whilst using the station	2	→	3	→	1370	70	25	4	72
Availability of staff at the station	3	→	0	→	1202	68	21	12	68
Shelter facilities	-1	→	2	→	1208	73	16	11	72
Availability of seating	6	↑	2	→	1383	52	20	29	51
How request to station staff was handled	-9	→	-5	→	148	84	10	6	86
Choice of shops/eating/drinking facilities available	3	→	3	→	1279	50	22	27	52
Availability of Wi-Fi	-2	→	0	→	530	31	22	46	34
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	3	→	1484	76	17	8	78
Frequency of the trains on that route	5	↑	2	→	1488	76	10	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)	5	↑	2	→	1472	77	10	13	74
Length of time the journey was scheduled to take (speed)	4	→	2	→	1465	82	11	7	82
Connections with other train services	2	→	4	→	788	75	16	9	77
Value for money of the price of your ticket	0	→	1	→	1318	39	26	35	44
Upkeep and repair of the train	1	→	1	→	1464	67	21	12	75
Provision of information during the journey	3	→	2	→	1355	73	19	8	76
Helpfulness and attitude of staff on train	8	↑	10	↑	523	62	31	7	59
Space for luggage	5	→	6	↑	1041	54	21	25	57
Toilet facilities	-4	→	-3	→	544	37	27	36	43
Comfort of the seats	1	→	1	→	1427	60	24	16	63
Step or gap between the train and the platform	2	→	5	↑	1379	64	24	13	64
Your personal security on board	1	→	1	→	1357	68	28	4	73
Cleanliness of the inside	0	→	1	→	1486	71	17	12	77
Cleanliness of the outside	1	→	3	→	1324	66	23	10	74
Availability of staff on the train	-2	→	-1	→	847	28	31	41	34
How well train company deals with delays	4	→	5	→	338	44	34	23	39
Usefulness of information about the delay	2	→	2	→	316	48	30	22	48
Level of crowding	3	→	2	→	1474	73	11	17	71
Reliability of the internet connection	-5	→	-4	→	672	36	18	46	34
Availability of power sockets	-4	→	-4	→	571	17	10	73	35

Southern*

Overall sample size: 1405

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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	8	↑	1	→	1321	82	12	6	82
STATION FACILITIES									
Overall satisfaction with the station	5	↑	2	→	1375	80	14	5	80
Ticket buying facilities	5	→	2	→	640	76	14	10	78
Provision of information about train times/platforms	6	↑	1	→	1353	84	9	7	85
Upkeep/repair of the station buildings/platforms	4	→	1	→	1342	69	19	12	72
Cleanliness	1	→	0	→	1362	72	18	11	75
Toilet facilities at the station	6	↑	12	↑	753	54	19	27	48
Attitudes and helpfulness of the staff	9	↑	3	→	892	76	15	9	76
Connections with other forms of public transport	5	↑	2	→	971	83	10	7	80
Facilities for car parking	1	→	-2	→	332	46	24	30	47
Facilities for bicycle parking	-2	→	-6	→	264	60	24	16	58
Overall environment	2	→	0	→	1364	71	21	8	74
Your personal security whilst using the station	5	↑	0	→	1256	71	24	5	72
Availability of staff at the station	8	↑	1	→	1083	66	19	15	68
Shelter facilities	3	→	2	→	1104	75	15	10	72
Availability of seating	8	↑	2	→	1262	52	20	28	51
How request to station staff was handled	7	→	1	→	207	88	4	8	86
Choice of shops/eating/drinking facilities available	2	→	-1	→	1118	57	21	23	52
Availability of Wi-Fi	8	↑	3	→	483	42	19	39	34
TRAIN FACILITIES									
Overall satisfaction with the train	7	↑	1	→	1349	75	18	7	78
Frequency of the trains on that route	7	↑	2	→	1359	74	11	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)	7	↑	-1	→	1347	73	10	17	74
Length of time the journey was scheduled to take (speed)	8	↑	0	→	1340	83	11	6	82
Connections with other train services	8	↑	0	→	844	76	15	9	77
Value for money of the price of your ticket	4	→	4	→	1217	45	23	32	44
Upkeep and repair of the train	2	→	3	→	1326	67	17	16	75
Provision of information during the journey	4	↑	-1	→	1263	76	17	7	76
Helpfulness and attitude of staff on train	7	↑	-2	→	515	60	30	10	59
Space for luggage	4	→	-3	→	946	48	22	31	57
Toilet facilities	7	↑	8	↑	479	45	23	33	43
Comfort of the seats	1	→	1	→	1298	59	24	17	63
Step or gap between the train and the platform	6	↑	2	→	1267	59	27	15	64
Your personal security on board	4	↑	2	→	1232	70	24	6	73
Cleanliness of the inside	5	↑	5	↑	1354	70	16	14	77
Cleanliness of the outside	3	→	3	→	1174	69	21	10	74
Availability of staff on the train	7	↑	-1	→	819	36	32	31	34
How well train company deals with delays	7	→	-2	→	317	37	40	23	39
Usefulness of information about the delay	8	↑	1	→	293	45	29	26	48
Level of crowding	6	↑	0	→	1337	72	14	14	71
Reliability of the internet connection	7	↑	-3	→	568	43	15	41	34
Availability of power sockets	3	→	4	→	534	24	10	66	35

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.

TfL Rail

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1019									
Overall satisfaction with the journey	-1	→	-4	→	929	85	10	5	82
STATION FACILITIES									
Overall satisfaction with the station	1	→	1	→	997	82	14	4	80
Ticket buying facilities	6	→	3	→	547	83	13	4	78
Provision of information about train times/platforms	4	→	2	→	966	88	9	3	85
Upkeep/repair of the station buildings/platforms	6	→	3	→	980	76	17	7	72
Cleanliness	0	→	-1	→	982	78	17	5	75
Toilet facilities at the station	9	↑	7	→	531	54	19	27	48
Attitudes and helpfulness of the staff	2	→	2	→	744	84	10	5	76
Connections with other forms of public transport	3	→	-1	→	831	87	8	5	80
Facilities for car parking	-11	→	-7	→	282	38	22	41	47
Facilities for bicycle parking	8	→	3	→	249	61	20	19	58
Overall environment	0	→	0	→	996	77	18	6	74
Your personal security whilst using the station	-3	→	-2	→	920	72	24	4	72
Availability of staff at the station	1	→	2	→	860	82	12	7	68
Shelter facilities	-2	→	0	→	775	71	17	12	72
Availability of seating	-4	→	-1	→	904	50	22	29	51
How request to station staff was handled	3	→	6	→	138	94	1	5	86
Choice of shops/eating/drinking facilities available	6	→	8	↑	768	57	17	26	52
Availability of Wi-Fi	-3	→	-4	→	411	38	16	47	34
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	964	82	13	6	78
Frequency of the trains on that route	4	→	1	→	982	86	7	7	76
Punctuality/reliability (i.e. the train arriving/departing on time)	8	↑	2	→	978	88	5	6	74
Length of time the journey was scheduled to take (speed)	4	→	-1	→	983	89	6	5	82
Connections with other train services	1	→	-4	→	726	83	11	7	77
Value for money of the price of your ticket	0	→	-1	→	852	50	22	29	44
Upkeep and repair of the train	4	→	2	→	967	82	11	7	75
Provision of information during the journey	4	→	2	→	905	86	10	4	76
Helpfulness and attitude of staff on train	-3	→	-5	→	381	46	39	14	59
Space for luggage	-5	→	-3	→	721	53	24	23	57
Toilet facilities	-10	↓	-7	→	343	13	11	76	43
Comfort of the seats	-8	↓	-3	→	931	61	22	18	63
Step or gap between the train and the platform	-2	→	-4	→	901	64	25	10	64
Your personal security on board	-1	→	-3	→	894	70	25	5	73
Cleanliness of the inside	2	→	0	→	982	86	10	4	77
Cleanliness of the outside	1	→	1	→	913	82	13	6	74
Availability of staff on the train	-2	→	-2	→	576	28	29	43	34
How well train company deals with delays	-22	↓	-12	→	134	30	45	26	39
Usefulness of information about the delay	-22	↓	-11	→	129	37	25	38	48
Level of crowding	-3	→	-6	→	977	64	14	22	71
Reliability of the internet connection	-8	→	-7	→	380	27	16	57	34
Availability of power sockets	-2	→	-1	→	335	14	6	80	35

Thameslink*

Overall sample size: 1277

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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	↑	-1	→	1194	82	11	8	82
STATION FACILITIES									
Overall satisfaction with the station	3	→	-1	→	1256	82	14	5	80
Ticket buying facilities	4	→	0	→	679	76	13	10	78
Provision of information about train times/platforms	7	↑	1	→	1233	86	8	6	85
Upkeep/repair of the station buildings/platforms	-4	→	-1	→	1231	74	18	8	72
Cleanliness	-2	→	0	→	1227	78	16	6	75
Toilet facilities at the station	3	→	2	→	613	47	20	33	48
Attitudes and helpfulness of the staff	2	→	0	→	834	78	15	7	76
Connections with other forms of public transport	0	→	-3	→	896	82	11	7	80
Facilities for car parking	1	→	0	→	335	49	16	36	47
Facilities for bicycle parking	3	→	-5	→	242	62	16	22	58
Overall environment	0	→	1	→	1237	78	16	6	74
Your personal security whilst using the station	1	→	1	→	1144	76	21	3	72
Availability of staff at the station	1	→	-1	→	1013	71	19	10	68
Shelter facilities	0	→	2	→	1044	73	15	11	72
Availability of seating	5	↑	2	→	1142	54	18	28	51
How request to station staff was handled	-2	→	0	→	155	87	7	7	86
Choice of shops/eating/drinking facilities available	-1	→	1	→	960	51	20	29	52
Availability of Wi-Fi	-2	→	-3	→	487	32	17	51	34
TRAIN FACILITIES									
Overall satisfaction with the train	4	↑	1	→	1228	82	11	7	78
Frequency of the trains on that route	13	↑	2	→	1247	78	7	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	3	→	-5	↓	1233	69	10	21	74
Length of time the journey was scheduled to take (speed)	2	→	0	→	1222	82	10	9	82
Connections with other train services	8	↑	1	→	801	81	11	8	77
Value for money of the price of your ticket	2	→	2	→	1161	42	19	39	44
Upkeep and repair of the train	-2	→	-2	→	1228	87	10	4	75
Provision of information during the journey	1	→	2	→	1155	83	11	5	76
Helpfulness and attitude of staff on train	9	↑	-1	→	314	48	34	19	59
Space for luggage	-1	→	-4	→	937	67	20	14	57
Toilet facilities	1	→	-4	→	593	71	18	11	43
Comfort of the seats	1	→	1	→	1192	60	19	20	63
Step or gap between the train and the platform	2	→	-1	→	1136	72	22	7	64
Your personal security on board	-1	→	-1	→	1113	75	22	3	73
Cleanliness of the inside	-2	→	-2	→	1243	83	10	7	77
Cleanliness of the outside	-3	→	-2	→	1121	82	13	5	74
Availability of staff on the train	-1	→	0	→	639	20	28	52	34
How well train company deals with delays	10	↑	1	→	397	39	37	24	39
Usefulness of information about the delay	16	↑	4	→	387	51	21	28	48
Level of crowding	2	→	-1	→	1227	73	13	13	71
Reliability of the internet connection	2	→	0	→	558	32	12	56	34
Availability of power sockets	0	→	-2	→	533	17	12	70	35

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.

West Midlands Trains

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1013									
Overall satisfaction with the journey	-11	↓	-11	↓	963	73	16	11	82
STATION FACILITIES									
Overall satisfaction with the station	-9	↓	-7	↓	994	77	18	5	80
Ticket buying facilities	-4	→	-1	→	529	79	15	5	78
Provision of information about train times/platforms	-8	↓	-8	↓	976	82	11	7	85
Upkeep/repair of the station buildings/platforms	-5	↓	-5	↓	971	75	17	9	72
Cleanliness	-6	↓	-5	↓	978	77	17	7	75
Toilet facilities at the station	-6	→	-2	→	635	53	28	20	48
Attitudes and helpfulness of the staff	-8	↓	-6	↓	700	73	21	6	76
Connections with other forms of public transport	-3	→	-2	→	670	74	18	8	80
Facilities for car parking	-11	↓	-6	→	378	54	29	17	47
Facilities for bicycle parking	-9	→	-15	↓	272	55	34	11	58
Overall environment	-9	↓	-8	↓	975	72	22	6	74
Your personal security whilst using the station	-3	→	-4	→	913	73	23	4	72
Availability of staff at the station	0	→	0	→	813	68	21	11	68
Shelter facilities	-5	↓	-5	→	818	72	19	9	72
Availability of seating	-7	↓	-4	→	916	54	22	25	51
How request to station staff was handled	-1	→	-4	→	131	90	4	6	86
Choice of shops/eating/drinking facilities available	-12	↓	-11	↓	787	43	29	29	52
Availability of Wi-Fi	-4	→	-7	→	440	29	36	35	34
TRAIN FACILITIES									
Overall satisfaction with the train	-9	↓	-8	↓	987	70	19	12	78
Frequency of the trains on that route	-11	↓	-11	↓	972	73	13	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-15	↓	-19	↓	982	60	13	26	74
Length of time the journey was scheduled to take (speed)	-5	↓	-6	↓	973	81	13	6	82
Connections with other train services	-17	↓	-12	↓	525	63	28	9	77
Value for money of the price of your ticket	-7	↓	-6	↓	899	51	23	26	44
Upkeep and repair of the train	-4	→	4	→	971	71	17	13	75
Provision of information during the journey	0	→	0	→	916	72	16	12	76
Helpfulness and attitude of staff on train	-6	→	-3	→	469	60	31	9	59
Space for luggage	-3	→	3	→	712	55	25	21	57
Toilet facilities	-3	→	-3	→	403	45	33	22	43
Comfort of the seats	-4	→	-2	→	941	60	27	13	63
Step or gap between the train and the platform	0	→	8	↑	924	61	27	12	64
Your personal security on board	-5	→	-3	→	905	70	26	4	73
Cleanliness of the inside	-2	→	2	→	990	74	16	11	77
Cleanliness of the outside	-7	↓	-2	→	878	72	22	6	74
Availability of staff on the train	-2	→	1	→	681	42	32	26	34
How well train company deals with delays	-12	↓	-8	→	403	37	35	27	39
Usefulness of information about the delay	-6	→	-4	→	373	48	23	30	48
Level of crowding	-7	↓	-5	↓	971	65	15	21	71
Reliability of the internet connection	-1	→	-3	→	462	30	31	40	34
Availability of power sockets	2	→	3	→	455	18	30	51	35

CrossCountry

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1271									
Overall satisfaction with the journey	-1	→	-6	↓	1209	80	9	10	82
STATION FACILITIES									
Overall satisfaction with the station	-3	→	-3	↓	1248	83	12	5	84
Ticket buying facilities	-2	→	0	→	544	85	12	3	85
Provision of information about train times/platforms	-3	↓	-1	→	1228	88	8	4	88
Upkeep/repair of the station buildings/platforms	-3	→	-4	→	1226	77	17	7	78
Cleanliness	-1	→	-2	→	1223	82	14	5	81
Toilet facilities at the station	0	→	-1	→	834	61	18	21	62
Attitudes and helpfulness of the staff	-2	→	-3	→	866	84	12	4	84
Connections with other forms of public transport	-4	→	-3	→	692	77	13	10	81
Facilities for car parking	-5	→	-3	→	402	57	17	26	55
Facilities for bicycle parking	1	→	4	→	264	69	21	11	68
Overall environment	-4	↓	-1	→	1222	80	15	6	80
Your personal security whilst using the station	-2	→	-1	→	1130	80	18	2	79
Availability of staff at the station	-1	→	0	→	1015	74	17	9	74
Shelter facilities	-3	→	2	→	1027	78	14	7	79
Availability of seating	-4	→	-3	→	1173	59	20	21	58
How request to station staff was handled	-6	↓	-6	↓	285	87	4	9	88
Choice of shops/eating/drinking facilities available	-5	↓	-4	→	1050	59	19	22	60
Availability of Wi-Fi	2	→	-4	→	458	47	20	33	49
TRAIN FACILITIES									
Overall satisfaction with the train	-4	→	-4	↓	1233	76	13	12	80
Frequency of the trains on that route	-3	→	-8	↓	1169	78	12	10	80
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	-9	↓	1222	77	7	16	75
Length of time the journey was scheduled to take (speed)	0	→	-5	↓	1209	84	8	7	86
Connections with other train services	-2	→	-5	↓	721	75	16	8	76
Value for money of the price of your ticket	-3	→	-2	→	1184	52	18	31	56
Upkeep and repair of the train	-5	↓	-4	→	1205	72	18	10	77
Provision of information during the journey	-3	→	-3	→	1168	75	17	8	78
Helpfulness and attitude of staff on train	-3	→	-3	→	844	79	17	4	80
Space for luggage	-5	→	1	→	987	55	18	27	60
Toilet facilities	-1	→	4	→	586	53	19	27	58
Comfort of the seats	-5	↓	-4	→	1158	64	22	14	73
Step or gap between the train and the platform	-1	→	1	→	1121	64	25	12	68
Your personal security on board	1	→	1	→	1136	82	16	2	84
Cleanliness of the inside	-4	↓	-4	↓	1228	74	16	10	79
Cleanliness of the outside	-1	→	0	→	1032	72	22	6	75
Availability of staff on the train	-7	↓	-5	↓	1018	60	26	14	62
How well train company deals with delays	0	→	-6	→	395	48	29	23	50
Usefulness of information about the delay	-1	→	-1	→	376	55	21	24	56
Level of crowding	-4	→	-4	→	1204	58	14	28	67
Reliability of the internet connection	9	↑	-1	→	612	49	13	38	43
Availability of power sockets	-2	→	-5	→	684	62	12	26	62

East Midlands Railway***

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1072									
Overall satisfaction with the journey	-4	→	-6	↓	1006	80	11	9	82
STATION FACILITIES									
Overall satisfaction with the station	-2	→	0	→	1058	83	13	4	84
Ticket buying facilities	-4	→	-5	→	544	82	10	8	85
Provision of information about train times/platforms	-1	→	-2	→	1042	86	8	6	88
Upkeep/repair of the station buildings/platforms	1	→	2	→	1044	80	15	5	78
Cleanliness	-1	→	-1	→	1049	82	14	4	81
Toilet facilities at the station	1	→	2	→	710	63	12	25	62
Attitudes and helpfulness of the staff	-3	→	0	→	729	82	12	6	84
Connections with other forms of public transport	-1	→	3	→	683	82	11	7	81
Facilities for car parking	-3	→	0	→	366	64	16	20	55
Facilities for bicycle parking	-1	→	0	→	214	76	16	9	68
Overall environment	-2	→	-1	→	1045	82	14	5	80
Your personal security whilst using the station	-2	→	-1	→	944	80	18	3	79
Availability of staff at the station	-1	→	0	→	881	72	18	10	74
Shelter facilities	1	→	3	→	880	77	14	9	79
Availability of seating	-4	→	-4	→	1006	59	18	23	58
How request to station staff was handled	-3	→	-3	→	170	88	6	7	88
Choice of shops/eating/drinking facilities available	-5	→	-5	→	893	53	23	25	60
Availability of Wi-Fi	5	→	-3	→	445	43	21	36	49
TRAIN FACILITIES									
Overall satisfaction with the train	-5	→	-4	→	1031	74	15	11	80
Frequency of the trains on that route	-1	→	-2	→	1008	73	12	15	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	-9	↓	1040	73	9	18	75
Length of time the journey was scheduled to take (speed)	3	→	-3	→	1041	84	8	8	86
Connections with other train services	-1	→	1	→	541	74	16	10	76
Value for money of the price of your ticket	5	→	-1	→	1018	49	20	31	56
Upkeep and repair of the train	-5	→	-4	→	1030	68	18	14	77
Provision of information during the journey	-3	→	-3	→	975	69	18	13	78
Helpfulness and attitude of staff on train	-5	→	1	→	693	77	17	6	80
Space for luggage	-3	→	-4	→	776	56	17	27	60
Toilet facilities	1	→	1	→	483	54	22	24	58
Comfort of the seats	1	→	-2	→	999	69	18	13	73
Step or gap between the train and the platform	2	→	2	→	956	68	22	10	68
Your personal security on board	-1	→	-2	→	960	80	18	2	84
Cleanliness of the inside	-2	→	-3	→	1042	73	16	11	79
Cleanliness of the outside	-6	→	-1	→	916	65	24	11	75
Availability of staff on the train	-4	→	-3	→	875	57	24	19	62
How well train company deals with delays	-3	→	-2	→	344	44	39	17	50
Usefulness of information about the delay	-6	→	-3	→	312	49	30	21	56
Level of crowding	-2	→	-5	↓	1038	68	14	18	67
Reliability of the internet connection	3	→	6	→	482	35	13	52	43
Availability of power sockets	1	→	2	→	570	47	10	43	62

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Grand Central

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 457									
Overall satisfaction with the journey	0	→	5	↑	438	94	3	3	82
STATION FACILITIES									
Overall satisfaction with the station	-1	→	0	→	449	84	13	3	84
Ticket buying facilities	-4	→	-8	→	171	76	14	11	85
Provision of information about train times/platforms	0	→	3	→	429	90	8	3	88
Upkeep/repair of the station buildings/platforms	-1	→	2	→	439	81	14	5	78
Cleanliness	2	→	2	→	439	86	10	4	81
Toilet facilities at the station	13	↑	-3	→	270	58	15	27	62
Attitudes and helpfulness of the staff	9	→	4	→	260	85	10	5	84
Connections with other forms of public transport	3	→	-2	→	311	83	12	6	81
Facilities for car parking	2	→	-1	→	166	59	8	33	55
Facilities for bicycle parking	5	→	4	→	93	70	19	11	68
Overall environment	-3	→	3	→	434	81	14	5	80
Your personal security whilst using the station	-5	→	1	→	392	78	20	3	79
Availability of staff at the station	7	→	1	→	319	70	14	16	74
Shelter facilities	5	→	6	→	370	82	10	8	79
Availability of seating	6	→	8	↑	412	65	15	20	58
How request to station staff was handled	8	→	4	→	57	89	5	6	88
Choice of shops/eating/drinking facilities available	-6	→	-5	→	385	54	17	29	60
Availability of Wi-Fi	6	→	0	→	188	48	13	39	49
TRAIN FACILITIES									
Overall satisfaction with the train	4	→	4	→	447	93	5	2	80
Frequency of the trains on that route	3	→	8	↑	413	82	9	9	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	→	8	↑	437	90	5	5	75
Length of time the journey was scheduled to take (speed)	0	→	3	→	434	93	5	3	86
Connections with other train services	4	→	0	→	233	79	18	3	76
Value for money of the price of your ticket	-2	→	8	↑	431	75	12	13	56
Upkeep and repair of the train	14	↑	6	↑	446	92	6	2	77
Provision of information during the journey	4	→	5	→	421	87	9	4	78
Helpfulness and attitude of staff on train	3	→	2	→	385	93	6	1	80
Space for luggage	1	→	-6	→	417	62	11	27	60
Toilet facilities	6	→	2	→	292	70	15	15	58
Comfort of the seats	6	→	5	→	440	83	9	8	73
Step or gap between the train and the platform	1	→	-1	→	402	76	22	3	68
Your personal security on board	0	→	4	→	408	91	8	1	84
Cleanliness of the inside	11	↑	5	↑	446	94	3	3	79
Cleanliness of the outside	5	→	3	→	404	91	6	3	75
Availability of staff on the train	2	→	0	→	404	83	9	7	62
How well train company deals with delays	0	→	14	→	53	77	22	1	50
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	56
Level of crowding	-1	→	3	→	435	79	10	11	67
Reliability of the internet connection	6	→	-15	↓	262	47	16	37	43
Availability of power sockets	14	↑	5	→	344	87	5	8	62

Hull Trains

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 608									
Overall satisfaction with the journey	0	→	2	→	575	92	4	5	82
STATION FACILITIES									
Overall satisfaction with the station	-1	→	5	→	592	90	7	3	84
Ticket buying facilities	1	→	1	→	239	90	10	0	85
Provision of information about train times/platforms	0	→	-1	→	585	91	7	2	88
Upkeep/repair of the station buildings/platforms	0	→	0	→	589	87	8	5	78
Cleanliness	-2	→	1	→	587	87	9	3	81
Toilet facilities at the station	5	→	7	→	369	67	13	20	62
Attitudes and helpfulness of the staff	0	→	2	→	362	83	14	3	84
Connections with other forms of public transport	4	→	3	→	406	83	10	7	81
Facilities for car parking	6	→	15	↑	204	77	12	11	55
Facilities for bicycle parking	10	→	14	→	103	82	14	5	68
Overall environment	1	→	4	→	588	88	9	3	80
Your personal security whilst using the station	0	→	1	→	523	81	17	2	79
Availability of staff at the station	1	→	5	→	432	69	21	10	74
Shelter facilities	5	→	5	→	468	88	9	3	79
Availability of seating	4	→	10	↑	531	67	12	22	58
How request to station staff was handled	4	→	8	→	92	94	3	2	88
Choice of shops/eating/drinking facilities available	1	→	7	→	529	69	14	17	60
Availability of Wi-Fi	8	→	11	→	214	57	14	29	49
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-1	→	593	91	4	5	80
Frequency of the trains on that route	3	→	-3	→	547	78	13	9	80
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	1	→	587	85	7	7	75
Length of time the journey was scheduled to take (speed)	0	→	1	→	584	90	7	3	86
Connections with other train services	8	→	6	→	296	85	12	3	76
Value for money of the price of your ticket	5	→	2	→	574	65	17	19	56
Upkeep and repair of the train	-7	↓	-4	→	592	78	13	9	77
Provision of information during the journey	1	→	-1	→	563	91	7	2	78
Helpfulness and attitude of staff on train	-4	↓	-2	→	532	92	7	1	80
Space for luggage	-7	→	-6	→	537	67	14	19	60
Toilet facilities	2	→	2	→	370	69	15	17	58
Comfort of the seats	-7	↓	-3	→	575	76	15	9	73
Step or gap between the train and the platform	-1	→	-2	→	512	79	18	3	68
Your personal security on board	0	→	1	→	548	90	10	1	84
Cleanliness of the inside	-3	→	0	→	593	90	6	4	79
Cleanliness of the outside	-4	→	-1	→	520	85	13	2	75
Availability of staff on the train	-3	→	-2	→	538	86	13	1	62
How well train company deals with delays	8	→	-3	→	124	66	24	9	50
Usefulness of information about the delay	10	→	-3	→	116	64	27	9	56
Level of crowding	-3	→	4	→	578	79	13	8	67
Reliability of the internet connection	2	→	-3	→	335	58	9	33	43
Availability of power sockets	-1	→	1	→	462	86	6	9	62

London North Eastern Railway

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1008									
Overall satisfaction with the journey	2	→	0	→	948	89	6	5	82
STATION FACILITIES									
Overall satisfaction with the station	-3	→	0	→	991	88	9	3	84
Ticket buying facilities	1	→	2	→	361	89	6	4	85
Provision of information about train times/platforms	2	→	-1	→	981	93	5	3	88
Upkeep/repair of the station buildings/platforms	-2	→	0	→	972	84	12	4	78
Cleanliness	-4	→	-3	→	982	82	15	3	81
Toilet facilities at the station	0	→	6	→	618	61	19	20	62
Attitudes and helpfulness of the staff	4	→	5	→	625	87	9	3	84
Connections with other forms of public transport	-2	→	-2	→	658	84	9	6	81
Facilities for car parking	-10	→	3	→	260	50	15	35	55
Facilities for bicycle parking	-7	→	-2	→	121	64	23	13	68
Overall environment	-3	→	-3	→	981	83	13	4	80
Your personal security whilst using the station	-5	→	-1	→	886	79	19	1	79
Availability of staff at the station	9	↑	3	→	734	78	18	4	74
Shelter facilities	-6	→	-3	→	737	77	14	10	79
Availability of seating	1	→	-2	→	914	54	16	30	58
How request to station staff was handled	4	→	-2	→	207	88	5	7	88
Choice of shops/eating/drinking facilities available	-7	↓	-9	↓	859	60	17	23	60
Availability of Wi-Fi	13	↑	3	→	302	55	16	29	49
TRAIN FACILITIES									
Overall satisfaction with the train	2	→	3	→	976	88	7	5	80
Frequency of the trains on that route	2	→	1	→	942	88	6	6	80
Punctuality/reliability (i.e. the train arriving/departing on time)	4	→	3	→	972	83	6	11	75
Length of time the journey was scheduled to take (speed)	0	→	-1	→	976	89	5	6	86
Connections with other train services	8	↑	1	→	476	84	8	7	76
Value for money of the price of your ticket	-1	→	2	→	947	59	17	24	56
Upkeep and repair of the train	0	→	-2	→	973	82	13	5	77
Provision of information during the journey	5	↑	2	→	941	83	13	4	78
Helpfulness and attitude of staff on train	-1	→	-4	→	749	84	12	5	80
Space for luggage	7	↑	4	→	835	75	10	15	60
Toilet facilities	12	↑	3	→	578	63	16	21	58
Comfort of the seats	-1	→	-2	→	959	78	13	9	73
Step or gap between the train and the platform	2	→	3	→	893	67	24	9	68
Your personal security on board	0	→	2	→	891	86	12	1	84
Cleanliness of the inside	-1	→	-3	→	979	84	10	6	79
Cleanliness of the outside	2	→	4	→	853	79	16	5	75
Availability of staff on the train	5	→	-3	→	850	71	19	10	62
How well train company deals with delays	7	→	4	→	296	59	24	17	50
Usefulness of information about the delay	7	→	0	→	285	61	23	16	56
Level of crowding	2	→	-1	→	963	79	12	9	67
Reliability of the internet connection	5	→	0	→	552	49	14	37	43
Availability of power sockets	7	↑	2	→	668	84	9	7	62

TransPennine Express

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 925									
Overall satisfaction with the journey	6	↑	-4	→	846	79	8	12	82
STATION FACILITIES									
Overall satisfaction with the station	2	→	1	→	904	84	11	4	84
Ticket buying facilities	6	→	1	→	459	86	8	6	85
Provision of information about train times/platforms	0	→	-1	→	906	89	6	5	88
Upkeep/repair of the station buildings/platforms	4	→	3	→	899	78	17	5	78
Cleanliness	8	↑	2	→	903	82	14	4	81
Toilet facilities at the station	10	↑	-1	→	630	62	18	21	62
Attitudes and helpfulness of the staff	2	→	2	→	612	82	13	5	84
Connections with other forms of public transport	1	→	0	→	582	76	12	12	81
Facilities for car parking	-8	→	-2	→	294	41	25	34	55
Facilities for bicycle parking	4	→	-4	→	204	64	20	17	68
Overall environment	3	→	1	→	911	81	14	5	80
Your personal security whilst using the station	0	→	3	→	829	82	16	2	79
Availability of staff at the station	2	→	0	→	733	70	21	9	74
Shelter facilities	4	→	3	→	749	81	12	8	79
Availability of seating	3	→	5	→	867	66	15	19	58
How request to station staff was handled	-1	→	-5	→	157	85	4	10	88
Choice of shops/eating/drinking facilities available	2	→	3	→	790	63	20	17	60
Availability of Wi-Fi	-6	→	-7	→	391	39	23	38	49
TRAIN FACILITIES									
Overall satisfaction with the train	4	→	-4	→	876	79	9	12	80
Frequency of the trains on that route	8	↑	1	→	858	75	10	15	80
Punctuality/reliability (i.e. the train arriving/departing on time)	7	↑	0	→	896	66	9	25	75
Length of time the journey was scheduled to take (speed)	2	→	-3	→	893	82	9	9	86
Connections with other train services	2	→	-2	→	484	69	19	12	76
Value for money of the price of your ticket	7	↑	0	→	866	55	17	28	56
Upkeep and repair of the train	-2	→	-1	→	865	85	11	4	77
Provision of information during the journey	1	→	-3	→	840	78	16	6	78
Helpfulness and attitude of staff on train	2	→	0	→	609	79	16	5	80
Space for luggage	-1	→	-3	→	706	53	16	30	60
Toilet facilities	1	→	0	→	367	53	22	26	58
Comfort of the seats	2	→	-2	→	828	79	14	7	73
Step or gap between the train and the platform	0	→	0	→	795	68	23	9	68
Your personal security on board	3	→	0	→	822	83	15	3	84
Cleanliness of the inside	3	→	-1	→	884	84	10	6	79
Cleanliness of the outside	0	→	0	→	752	81	15	4	75
Availability of staff on the train	-3	→	-6	→	758	59	24	17	62
How well train company deals with delays	11	↑	-2	→	399	47	30	24	50
Usefulness of information about the delay	10	↑	0	→	372	53	22	25	56
Level of crowding	2	→	-3	→	889	57	12	32	67
Reliability of the internet connection	-7	→	-7	→	432	34	13	53	43
Availability of power sockets	-4	→	-3	→	486	62	11	27	62

Virgin Trains

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1035									
Overall satisfaction with the journey	-5	↓	-6	↓	969	85	8	8	82
STATION FACILITIES									
Overall satisfaction with the station	-3	→	-4	→	1020	82	12	6	84
Ticket buying facilities	-1	→	-4	→	411	86	9	5	85
Provision of information about train times/platforms	-6	↓	-4	↓	1005	87	8	6	88
Upkeep/repair of the station buildings/platforms	-4	→	-4	→	1009	76	16	8	78
Cleanliness	-2	→	-3	→	1010	80	15	5	81
Toilet facilities at the station	0	→	-1	→	643	65	18	17	62
Attitudes and helpfulness of the staff	-4	→	-3	→	671	84	12	4	84
Connections with other forms of public transport	-1	→	0	→	720	85	11	4	81
Facilities for car parking	2	→	1	→	301	58	18	24	55
Facilities for bicycle parking	-7	→	6	→	165	67	25	8	68
Overall environment	-3	→	-2	→	1012	77	15	8	80
Your personal security whilst using the station	-1	→	-1	→	928	77	21	2	79
Availability of staff at the station	-3	→	-5	↓	793	75	16	9	74
Shelter facilities	0	→	1	→	743	79	14	6	79
Availability of seating	-1	→	1	→	936	52	17	32	58
How request to station staff was handled	-5	→	-1	→	214	89	5	6	88
Choice of shops/eating/drinking facilities available	-6	↓	-5	→	902	63	19	18	60
Availability of Wi-Fi	3	→	5	→	364	59	17	24	49
TRAIN FACILITIES									
Overall satisfaction with the train	-2	→	-2	→	998	85	8	7	80
Frequency of the trains on that route	-4	↓	-4	↓	964	86	8	6	80
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-11	↓	991	76	7	17	75
Length of time the journey was scheduled to take (speed)	-4	↓	-4	↓	988	89	6	5	86
Connections with other train services	-9	↓	-6	↓	530	79	13	8	76
Value for money of the price of your ticket	1	→	2	→	975	64	16	20	56
Upkeep and repair of the train	-5	↓	-5	↓	994	82	13	5	77
Provision of information during the journey	-2	→	-3	→	958	84	10	6	78
Helpfulness and attitude of staff on train	-3	→	-5	↓	697	81	16	3	80
Space for luggage	-3	→	-7	↓	862	63	19	18	60
Toilet facilities	-5	→	-3	→	615	63	19	18	58
Comfort of the seats	-1	→	-2	→	968	78	13	9	73
Step or gap between the train and the platform	2	→	0	→	920	73	21	6	68
Your personal security on board	2	→	-1	→	929	87	13	1	84
Cleanliness of the inside	-3	→	-3	→	1004	84	11	6	79
Cleanliness of the outside	-5	↓	-1	→	839	78	17	5	75
Availability of staff on the train	-4	→	-3	→	797	65	24	11	62
How well train company deals with delays	-4	→	-13	↓	328	56	28	16	50
Usefulness of information about the delay	-4	→	-9	→	315	61	18	20	56
Level of crowding	-6	↓	-6	↓	985	75	12	13	67
Reliability of the internet connection	6	→	13	↑	599	45	16	39	43
Availability of power sockets	-2	→	6	→	693	57	11	32	62

Merseyrail

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 946									
Overall satisfaction with the journey	1	→	1	→	876	91	6	3	82
STATION FACILITIES									
Overall satisfaction with the station	-4	→	-2	→	932	84	12	3	79
Ticket buying facilities	2	→	3	→	581	87	9	4	82
Provision of information about train times/platforms	1	→	0	→	894	91	7	2	86
Upkeep/repair of the station buildings/platforms	-2	→	1	→	914	80	13	7	75
Cleanliness	-4	→	2	→	904	82	13	5	79
Toilet facilities at the station	-8	→	-3	→	489	52	20	28	51
Attitudes and helpfulness of the staff	-2	→	-1	→	739	89	8	3	81
Connections with other forms of public transport	0	→	2	→	622	78	14	9	72
Facilities for car parking	4	→	2	→	447	64	11	25	54
Facilities for bicycle parking	4	→	3	→	321	82	12	5	65
Overall environment	-4	→	-2	→	914	81	15	5	77
Your personal security whilst using the station	0	→	0	→	847	81	15	4	75
Availability of staff at the station	-6	↓	-5	→	819	81	10	9	70
Shelter facilities	-7	↓	2	→	782	84	10	7	77
Availability of seating	-3	→	-3	→	888	66	17	16	61
How request to station staff was handled	0	→	8	→	74	95	3	2	92
Choice of shops/eating/drinking facilities available	0	→	-3	→	690	48	20	33	44
Availability of Wi-Fi	1	→	-11	↓	457	41	17	42	40
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	2	→	908	82	13	5	75
Frequency of the trains on that route	1	→	0	→	926	93	3	4	75
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	0	→	909	91	4	6	75
Length of time the journey was scheduled to take (speed)	0	→	0	→	898	94	4	1	84
Connections with other train services	0	→	-1	→	490	86	11	3	73
Value for money of the price of your ticket	2	→	3	→	731	67	12	21	56
Upkeep and repair of the train	0	→	7	↑	898	72	15	13	69
Provision of information during the journey	1	→	3	→	850	85	11	4	72
Helpfulness and attitude of staff on train	3	→	5	→	435	71	24	5	79
Space for luggage	0	→	0	→	661	55	22	24	63
Toilet facilities	1	→	-4	→	339	8	7	84	42
Comfort of the seats	-3	→	4	→	870	68	21	11	67
Step or gap between the train and the platform	3	→	2	→	858	63	25	12	60
Your personal security on board	0	→	-1	→	843	73	21	6	76
Cleanliness of the inside	0	→	8	↑	915	74	16	11	71
Cleanliness of the outside	-10	↓	5	→	853	59	22	19	67
Availability of staff on the train	7	↑	0	→	692	53	25	22	62
How well train company deals with delays	1	→	-4	→	142	45	38	17	40
Usefulness of information about the delay	7	→	3	→	129	59	20	20	46
Level of crowding	-4	→	-3	→	894	76	9	15	73
Reliability of the internet connection	-1	→	-3	→	375	22	15	63	38
Availability of power sockets	2	→	-4	→	355	7	6	87	37

Northern

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1371									
Overall satisfaction with the journey	-1	→	-7	↓	1256	72	14	14	82
STATION FACILITIES									
Overall satisfaction with the station	0	→	-2	→	1348	77	14	9	79
Ticket buying facilities	2	→	1	→	832	77	11	12	82
Provision of information about train times/platforms	-1	→	-3	→	1325	81	10	9	86
Upkeep/repair of the station buildings/platforms	-4	→	2	→	1332	72	17	11	75
Cleanliness	-1	→	3	→	1348	76	14	10	79
Toilet facilities at the station	7	↑	8	↑	913	52	12	36	51
Attitudes and helpfulness of the staff	0	→	0	→	953	77	12	10	81
Connections with other forms of public transport	3	→	-1	→	854	69	13	18	72
Facilities for car parking	-1	→	1	→	603	57	12	31	54
Facilities for bicycle parking	-1	→	0	→	383	65	14	21	65
Overall environment	2	→	2	→	1335	75	16	9	77
Your personal security whilst using the station	0	→	1	→	1221	71	23	6	75
Availability of staff at the station	0	→	-1	→	1114	65	15	19	70
Shelter facilities	3	→	7	↑	1205	75	11	13	77
Availability of seating	1	→	3	→	1301	59	15	26	61
How request to station staff was handled	5	→	-1	→	203	92	5	4	92
Choice of shops/eating/drinking facilities available	0	→	2	→	1107	46	18	36	44
Availability of Wi-Fi	5	→	-1	→	610	26	17	57	40
TRAIN FACILITIES									
Overall satisfaction with the train	-1	→	-2	→	1305	64	16	20	75
Frequency of the trains on that route	2	→	-2	→	1300	63	11	25	75
Punctuality/reliability (i.e. the train arriving/departing on time)	1	→	-7	↓	1306	65	8	27	75
Length of time the journey was scheduled to take (speed)	3	→	-2	→	1293	78	11	12	84
Connections with other train services	-2	→	-5	→	712	67	19	14	73
Value for money of the price of your ticket	0	→	-1	→	1260	54	17	29	56
Upkeep and repair of the train	-2	→	-1	→	1303	58	15	27	69
Provision of information during the journey	4	→	0	→	1207	64	18	19	72
Helpfulness and attitude of staff on train	-2	→	-3	→	962	77	17	7	79
Space for luggage	0	→	-4	→	955	60	16	24	63
Toilet facilities	2	→	-8	↓	542	43	20	38	42
Comfort of the seats	0	→	2	→	1282	59	17	24	67
Step or gap between the train and the platform	-2	→	-3	→	1234	55	27	18	60
Your personal security on board	0	→	-1	→	1224	72	23	5	76
Cleanliness of the inside	-2	→	-2	→	1319	62	15	23	71
Cleanliness of the outside	0	→	2	→	1188	63	21	16	67
Availability of staff on the train	-1	→	-1	→	1149	60	21	19	62
How well train company deals with delays	3	→	-6	→	412	34	31	35	40
Usefulness of information about the delay	5	→	-2	→	389	39	21	40	46
Level of crowding	1	→	-1	→	1287	70	12	18	73
Reliability of the internet connection	2	→	-5	→	518	24	10	66	38
Availability of power sockets	7	↑	6	↑	620	21	7	72	37

ScotRail

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1344									
Overall satisfaction with the journey	9	↑	4	↑	1233	89	6	5	82
STATION FACILITIES									
Overall satisfaction with the station	3	→	4	→	1324	82	15	3	79
Ticket buying facilities	5	↑	3	→	841	86	8	6	82
Provision of information about train times/platforms	7	↑	7	↑	1287	91	6	3	86
Upkeep/repair of the station buildings/platforms	2	→	7	↑	1289	79	15	6	75
Cleanliness	3	→	5	↑	1288	83	12	5	79
Toilet facilities at the station	7	↑	9	↑	741	52	16	32	51
Attitudes and helpfulness of the staff	5	↑	2	→	941	82	13	5	81
Connections with other forms of public transport	2	→	0	→	853	76	13	11	72
Facilities for car parking	-2	→	-2	→	470	44	12	45	54
Facilities for bicycle parking	-4	→	0	→	296	65	18	17	65
Overall environment	3	→	7	↑	1305	81	14	6	77
Your personal security whilst using the station	1	→	3	→	1198	78	20	2	75
Availability of staff at the station	6	↑	5	↑	1075	73	15	12	70
Shelter facilities	1	→	5	↑	1101	79	12	9	77
Availability of seating	6	↑	9	↑	1251	63	14	23	61
How request to station staff was handled	6	→	2	→	238	90	4	6	92
Choice of shops/eating/drinking facilities available	0	→	3	→	1105	45	14	41	44
Availability of Wi-Fi	-2	→	3	→	632	55	18	27	40
TRAIN FACILITIES									
Overall satisfaction with the train	9	↑	3	→	1265	84	11	5	75
Frequency of the trains on that route	4	→	4	→	1280	80	9	11	75
Punctuality/reliability (i.e. the train arriving/departing on time)	6	↑	2	→	1270	78	7	15	75
Length of time the journey was scheduled to take (speed)	4	↑	3	→	1278	89	6	5	84
Connections with other train services	4	→	2	→	606	76	16	8	73
Value for money of the price of your ticket	5	→	3	→	1253	55	17	28	56
Upkeep and repair of the train	9	↑	5	↑	1261	82	13	5	69
Provision of information during the journey	6	↑	4	→	1181	79	15	7	72
Helpfulness and attitude of staff on train	6	↑	6	↑	903	80	16	3	79
Space for luggage	8	↑	4	→	907	72	19	10	63
Toilet facilities	1	→	-4	→	505	54	19	27	42
Comfort of the seats	9	↑	2	→	1232	78	15	7	67
Step or gap between the train and the platform	0	→	2	→	1196	67	23	10	60
Your personal security on board	2	→	3	→	1169	82	15	3	76
Cleanliness of the inside	9	↑	4	→	1285	81	12	7	71
Cleanliness of the outside	8	↑	0	→	1121	76	18	7	67
Availability of staff on the train	5	→	4	→	1073	63	25	12	62
How well train company deals with delays	6	→	6	→	266	45	33	22	40
Usefulness of information about the delay	12	↑	7	→	253	54	19	27	46
Level of crowding	3	→	4	→	1268	77	10	14	73
Reliability of the internet connection	10	↑	6	→	664	55	14	31	38
Availability of power sockets	20	↑	11	↑	674	66	11	23	37

Transport for Wales*

	Improvement/decline in % satisfied or good since Autumn 2018		Improvement/decline in % satisfied or good since Spring 2019		Autumn 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: 1026									
Overall satisfaction with the journey	-2	→	-3	→	965	79	13	8	82
STATION FACILITIES									
Overall satisfaction with the station	-4	→	-1	→	991	71	18	10	79
Ticket buying facilities	1	→	2	→	638	76	15	9	82
Provision of information about train times/platforms	1	→	3	→	983	84	10	6	86
Upkeep/repair of the station buildings/platforms	-3	→	3	→	984	64	23	13	75
Cleanliness	-3	→	4	→	977	69	20	11	79
Toilet facilities at the station	7	→	6	→	647	46	15	39	51
Attitudes and helpfulness of the staff	-8	↓	-1	→	713	75	15	10	81
Connections with other forms of public transport	-2	→	-2	→	594	60	15	25	72
Facilities for car parking	-5	→	-7	→	510	53	18	29	54
Facilities for bicycle parking	-9	→	-10	→	338	47	21	32	65
Overall environment	-1	→	4	→	986	67	18	15	77
Your personal security whilst using the station	1	→	2	→	896	70	24	7	75
Availability of staff at the station	-10	↓	-4	→	825	57	22	21	70
Shelter facilities	-1	→	4	→	902	66	17	17	77
Availability of seating	1	→	-1	→	955	56	20	24	61
How request to station staff was handled	2	→	8	→	194	96	2	2	92
Choice of shops/eating/drinking facilities available	-5	→	0	→	793	36	21	43	44
Availability of Wi-Fi	-1	→	-5	→	481	36	16	48	40
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	3	→	998	74	13	13	75
Frequency of the trains on that route	-5	→	0	→	943	70	12	18	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	→	-4	→	988	76	8	16	75
Length of time the journey was scheduled to take (speed)	-5	→	-4	→	976	79	14	7	84
Connections with other train services	-8	↓	-4	→	636	71	20	9	73
Value for money of the price of your ticket	-7	→	-2	→	956	53	20	27	56
Upkeep and repair of the train	0	→	3	→	983	61	19	21	69
Provision of information during the journey	-1	→	2	→	910	60	23	17	72
Helpfulness and attitude of staff on train	5	→	3	→	832	87	9	4	79
Space for luggage	3	→	2	→	836	63	16	21	63
Toilet facilities	4	→	-3	→	532	44	17	39	42
Comfort of the seats	-1	→	2	→	967	63	20	17	67
Step or gap between the train and the platform	-4	→	-6	→	928	56	23	21	60
Your personal security on board	0	→	2	→	913	78	18	4	76
Cleanliness of the inside	1	→	3	→	994	68	14	18	71
Cleanliness of the outside	4	→	2	→	878	65	22	13	67
Availability of staff on the train	1	→	7	↑	899	71	18	11	62
How well train company deals with delays	1	→	-4	→	291	45	30	25	40
Usefulness of information about the delay	4	→	0	→	272	45	27	28	46
Level of crowding	-3	→	-1	→	968	70	10	21	73
Reliability of the internet connection	-5	→	-7	→	547	39	17	44	38
Availability of power sockets	4	→	9	↑	598	30	10	60	37

*Transport for Wales rebranded from Arriva Trains Wales on 14 Oct 2018. Fieldwork in Autumn 2018 was only conducted between 1 September and 13 October 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 Autumn 2018.

Full details of the route results for Autumn 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	633	87	→	Hull Trains	575	92	→	Southeastern - Metro	702	83	→
c2c - Tilbury Line	286	86	→	London North Eastern Railway - London - Leeds & West Yorkshire	289	88	→	Southern - Metro*	585	85	↑
Chiltern Railways - Commuter	233	91	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	131	91	→	Southern - Sussex Coast*	736	80	↑
Chiltern Railways - Metro	241	88	→	London North Eastern Railway - London - Scotland	528	89	→	TfL Rail - East	424	85	→
Chiltern Railways - Oxford	223	91	→	London Overground - Gospel Oak - Barking	119	92	↑	TfL Rail - West	505	89	↑
Chiltern Railways - West Midlands	337	92	→	London Overground - Highbury & Islington - Croydon/Clapham	500	87	→	Thameslink - Kent*	178	81	→
CrossCountry - East - West	333	78	↓	London Overground - Richmond/Clapham - Stratford	552	90	→	Thameslink - Loop*	154	91	↑
CrossCountry - North - South Manchester	323	78	→	London Overground - Watford - Euston	161	89	→	Thameslink - North/South*	862	81	→
CrossCountry - North - South Scotland & North East	553	83	→	London Overground - West Anglia	323	85	→	TransPennine Express - North	615	77	→
East Midlands Railway - Liverpool - Norwich***	228	73	→	Merseyrail - Northern	616	89	→	TransPennine Express - North West	110	86	→
East Midlands Railway - Local***	241	81	→	Merseyrail - Wirral	260	94	→	TransPennine Express - South	121	77	→
East Midlands Railway - London***	537	82	↓	Northern - Central	294	62	→	Transport for Wales - Cardiff and Valleys**	130	74	→
Gatwick Express*	465	89	→	Northern - East	566	79	→	Transport for Wales - Interurban**	445	81	→
Grand Central - London - Bradford	218	94	→	Northern - North East	184	80	→	Transport for Wales - Mid Wales and Borders**	230	81	→
Grand Central - London - Sunderland	220	94	→	Northern - West	212	70	→	Transport for Wales - North Wales and Borders**	86	91	→
Great Northern*	460	81	↑	ScotRail - Interurban	377	89	↑	Transport for Wales - South Wales and Borders/West Wales**	74	79	→
Great Western Railway - London Thames Valley	370	83	→	ScotRail - Rural	65	91	-	Virgin Trains - London - Birmingham - Scotland	224	84	→
Great Western Railway - Long Distance	781	92	↑	ScotRail - Strathclyde	456	89	↑	Virgin Trains - London - Liverpool	96	83	→
Great Western Railway - West	229	83	→	ScotRail - Urban	335	87	↑	Virgin Trains - London - Manchester	230	89	→
Greater Anglia - Intercity	257	86	→	South Western Railway - Island Line	109	80	↓	Virgin Trains - London - North Wales	52	87	→
Greater Anglia - Mainline	494	80	→	South Western Railway - Longer distance	584	78	→	Virgin Trains - London - Scotland	134	74	↓
Greater Anglia - Rural	126	86	→	South Western Railway - Metro	618	70	→	Virgin Trains - London - Wolverhampton	233	86	→
Greater Anglia - Stansted Express	102	90	↑	South Western Railway - Outer Suburban & Local	537	74	→	West Midlands Trains - London Commuter	218	71	↓
Greater Anglia - West Anglia	270	78	↑	Southeastern - High Speed	172	87	→	West Midlands Trains - West Coast	231	69	↓
Heathrow Express	734	96	→	Southeastern - Mainline	544	76	→	West Midlands Trains - West Midlands	514	76	↓

Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2018.
Full details of the route results for Autumn 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	603	47	→	Hull Trains	574	65	→	Southeastern - Metro	609	41	→
c2c - Tilbury Line	275	40	→	London North Eastern Railway - London - Leeds & West Yorkshire	298	55	↓	Southern - Metro*	493	43	→
Chiltern Railways - Commuter	233	39	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	131	52	→	Southern - Sussex Coast*	724	47	→
Chiltern Railways - Metro	229	53	→	London North Eastern Railway - London - Scotland	518	64	→	TfL Rail - East	378	48	→
Chiltern Railways - Oxford	229	58	↑	London Overground - Gospel Oak - Barking	104	63	→	TfL Rail - West	474	58	→
Chiltern Railways - West Midlands	343	65	→	London Overground - Highbury & Islington - Croydon/Clapham	447	51	→	Thameslink - Kent*	167	44	→
CrossCountry - East - West	328	48	→	London Overground - Richmond/Clapham - Stratford	532	59	→	Thameslink - Loop*	137	55	→
CrossCountry - North - South Manchester	318	48	→	London Overground - Watford - Euston	154	53	→	Thameslink - North/South*	857	40	→
CrossCountry - North - South Scotland & North East	538	55	→	London Overground - West Anglia	278	44	↓	TransPennine Express - North	629	55	↑
East Midlands Railway - Liverpool - Norwich***	225	54	→	Merseyrail - Northern	506	68	→	TransPennine Express - North West	111	59	→
East Midlands Railway - Local***	239	60	→	Merseyrail - Wirral	225	66	→	TransPennine Express - South	126	45	→
East Midlands Railway - London***	554	42	→	Northern - Central	295	43	→	Transport for Wales - Cardiff and Valleys**	134	41	↓
Gatwick Express*	475	45	→	Northern - East	570	61	→	Transport for Wales - Interurban**	441	56	→
Grand Central - London - Bradford	218	81	→	Northern - North East	177	66	→	Transport for Wales - Mid Wales and Borders**	223	56	→
Grand Central - London - Sunderland	213	71	→	Northern - West	218	52	→	Transport for Wales - North Wales and Borders**	85	54	→
Great Northern*	438	42	→	ScotRail - Interurban	376	56	→	Transport for Wales - South Wales and Borders/West Wales**	73	69	→
Great Western Railway - London Thames Valley	383	50	→	ScotRail - Rural	64	78	-	Virgin Trains - London - Birmingham - Scotland	225	69	→
Great Western Railway - Long Distance	782	48	→	ScotRail - Strathclyde	469	56	→	Virgin Trains - London - Liverpool	92	64	→
Great Western Railway - West	224	68	→	ScotRail - Urban	344	49	→	Virgin Trains - London - Manchester	233	60	→
Greater Anglia - Intercity	253	48	→	South Western Railway - Island Line	107	75	→	Virgin Trains - London - North Wales	52	55	→
Greater Anglia - Mainline	494	37	→	South Western Railway - Longer distance	593	40	→	Virgin Trains - London - Scotland	135	68	→
Greater Anglia - Rural	120	68	→	South Western Railway - Metro	535	32	→	Virgin Trains - London - Wolverhampton	238	63	→
Greater Anglia - Stansted Express	107	44	→	South Western Railway - Outer Suburban & Local	530	29	→	West Midlands Trains - London Commuter	213	37	→
Greater Anglia - West Anglia	283	41	→	Southeastern - High Speed	170	37	→	West Midlands Trains - West Coast	235	53	→
Heathrow Express	739	50	→	Southeastern - Mainline	539	34	→	West Midlands Trains - West Midlands	451	55	→

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

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

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

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

Route				Route				Route			
sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change		sample size	% satisfied or good	significant change	
c2c - Southend Line	640	89	→	Hull Trains	587	85	→	Southeastern - Metro	740	77	→
c2c - Tilbury Line	296	82	→	London North Eastern Railway - London - Leeds & West Yorkshire	307	86	→	Southern - Metro*	596	77	↑
Chiltern Railways - Commuter	241	85	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	135	79	→	Southern - Sussex Coast*	751	70	↑
Chiltern Railways - Metro	244	88	→	London North Eastern Railway - London - Scotland	530	83	→	TfL Rail - East	444	90	↑
Chiltern Railways - Oxford	232	91	→	London Overground - Gospel Oak - Barking	123	87	↑	TfL Rail - West	534	78	→
Chiltern Railways - West Midlands	350	85	↓	London Overground - Highbury & Islington - Croydon/Clapham	517	76	→	Thameslink - Kent*	185	70	→
CrossCountry - East - West	337	73	↓	London Overground - Richmond/Clapham - Stratford	584	76	→	Thameslink - Loop*	157	77	→
CrossCountry - North - South Manchester	324	73	→	London Overground - Watford - Euston	171	76	↓	Thameslink - North/South*	891	68	→
CrossCountry - North - South Scotland & North East	561	81	↑	London Overground - West Anglia	336	83	→	TransPennine Express - North	653	61	→
East Midlands Railway - Liverpool - Norwich***	231	67	→	Merseyrail - Northern	638	90	→	TransPennine Express - North West	116	76	→
East Midlands Railway - Local***	247	72	→	Merseyrail - Wirral	271	91	→	TransPennine Express - South	127	70	→
East Midlands Railway - London***	562	76	→	Northern - Central	309	58	→	Transport for Wales - Cardiff and Valleys**	136	67	↓
Gatwick Express*	476	85	→	Northern - East	589	75	→	Transport for Wales - Interurban**	457	72	→
Grand Central - London - Bradford	222	89	→	Northern - North East	182	81	→	Transport for Wales - Mid Wales and Borders**	231	82	→
Grand Central - London - Sunderland	215	91	→	Northern - West	226	52	↓	Transport for Wales - North Wales and Borders**	89	85	→
Great Northern*	473	74	↑	ScotRail - Interurban	386	80	→	Transport for Wales - South Wales and Borders/West Wales**	75	84	→
Great Western Railway - London Thames Valley	390	76	↑	ScotRail - Rural	65	94	-	Virgin Trains - London - Birmingham - Scotland	230	72	→
Great Western Railway - Long Distance	797	87	↑	ScotRail - Strathclyde	473	77	↑	Virgin Trains - London - Liverpool	93	77	↓
Great Western Railway - West	230	77	→	ScotRail - Urban	346	74	→	Virgin Trains - London - Manchester	242	82	→
Greater Anglia - Intercity	258	79	→	South Western Railway - Island Line	111	88	→	Virgin Trains - London - North Wales	54	77	→
Greater Anglia - Mainline	505	82	↑	South Western Railway - Longer distance	598	71	→	Virgin Trains - London - Scotland	133	73	→
Greater Anglia - Rural	119	82	→	South Western Railway - Metro	621	54	→	Virgin Trains - London - Wolverhampton	239	75	↓
Greater Anglia - Stansted Express	109	94	↑	South Western Railway - Outer Suburban & Local	566	64	↑	West Midlands Trains - London Commuter	235	55	↓
Greater Anglia - West Anglia	290	80	↑	Southeastern - High Speed	176	87	→	West Midlands Trains - West Coast	235	60	↓
Heathrow Express	728	95	→	Southeastern - Mainline	556	73	→	West Midlands Trains - West Midlands	512	63	↓

*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Level of crowding

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2018.
Full details of the route results for Autumn 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	641	69	→	Hull Trains	578	79	→	Southeastern - Metro	739	78	↑
c2c - Tilbury Line	296	63	→	London North Eastern Railway - London - Leeds & West Yorkshire	304	75	→	Southern - Metro*	594	79	↑
Chiltern Railways - Commuter	242	76	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	132	74	→	Southern - Sussex Coast*	743	66	→
Chiltern Railways - Metro	237	66	→	London North Eastern Railway - London - Scotland	527	83	→	TfL Rail - East	445	62	→
Chiltern Railways - Oxford	231	75	→	London Overground - Gospel Oak - Barking	123	81	↑	TfL Rail - West	532	82	↑
Chiltern Railways - West Midlands	346	76	→	London Overground - Highbury & Islington - Croydon/Clapham	511	72	→	Thameslink - Kent*	186	75	→
CrossCountry - East - West	332	55	→	London Overground - Richmond/Clapham - Stratford	590	64	→	Thameslink - Loop*	155	78	→
CrossCountry - North - South Manchester	317	55	→	London Overground - Watford - Euston	170	81	→	Thameslink - North/South*	886	72	→
CrossCountry - North - South Scotland & North East	555	62	→	London Overground - West Anglia	333	71	→	TransPennine Express - North	649	57	→
East Midlands Railway - Liverpool - Norwich***	231	55	→	Merseyrail - Northern	626	72	→	TransPennine Express - North West	115	57	→
East Midlands Railway - Local***	245	67	→	Merseyrail - Wirral	268	82	→	TransPennine Express - South	125	52	→
East Midlands Railway - London***	562	73	→	Northern - Central	304	61	→	Transport for Wales - Cardiff and Valleys**	133	60	→
Gatwick Express*	485	87	↑	Northern - East	581	76	→	Transport for Wales - Interurban**	448	74	↑
Grand Central - London - Bradford	222	80	→	Northern - North East	179	77	→	Transport for Wales - Mid Wales and Borders**	224	69	↓
Grand Central - London - Sunderland	213	79	→	Northern - West	223	71	→	Transport for Wales - North Wales and Borders**	88	82	→
Great Northern*	477	74	↑	ScotRail - Interurban	387	77	→	Transport for Wales - South Wales and Borders/West Wales**	75	74	→
Great Western Railway - London Thames Valley	393	72	→	ScotRail - Rural	66	76	-	Virgin Trains - London - Birmingham - Scotland	229	74	→
Great Western Railway - Long Distance	788	83	↑	ScotRail - Strathclyde	471	76	→	Virgin Trains - London - Liverpool	96	75	→
Great Western Railway - West	228	63	→	ScotRail - Urban	344	77	↑	Virgin Trains - London - Manchester	236	81	→
Greater Anglia - Intercity	259	80	→	South Western Railway - Island Line	110	81	→	Virgin Trains - London - North Wales	53	79	→
Greater Anglia - Mainline	503	69	→	South Western Railway - Longer distance	590	72	→	Virgin Trains - London - Scotland	132	74	↓
Greater Anglia - Rural	114	73	→	South Western Railway - Metro	619	68	→	Virgin Trains - London - Wolverhampton	239	69	↓
Greater Anglia - Stansted Express	107	79	→	South Western Railway - Outer Suburban & Local	564	64	→	West Midlands Trains - London Commuter	232	54	↓
Greater Anglia - West Anglia	284	79	→	Southeastern - High Speed	182	62	↓	West Midlands Trains - West Coast	231	64	→
Heathrow Express	747	89	→	Southeastern - Mainline	553	63	→	West Midlands Trains - West Midlands	508	69	→



*Part of the Govia Thameslink Railway franchise.

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

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.

Overall satisfaction with the station

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Autumn 2018.
Full details of the route results for Autumn 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	656	75	↓	Hull Trains	592	90	→	Southeastern - Metro	741	78	→
c2c - Tilbury Line	302	70	↓	London North Eastern Railway - London - Leeds & West Yorkshire	311	83	→	Southern - Metro*	607	79	→
Chiltern Railways - Commuter	249	90	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	139	88	→	Southern - Sussex Coast*	768	81	↑
Chiltern Railways - Metro	253	88	→	London North Eastern Railway - London - Scotland	541	91	→	TfL Rail - East	455	83	→
Chiltern Railways - Oxford	232	90	→	London Overground - Gospel Oak - Barking	129	82	→	TfL Rail - West	542	75	→
Chiltern Railways - West Midlands	352	89	→	London Overground - Highbury & Islington - Croydon/Clapham	538	78	→	Thameslink - Kent*	183	81	→
CrossCountry - East - West	340	81	→	London Overground - Richmond/Clapham - Stratford	610	83	→	Thameslink - Loop*	163	88	↑
CrossCountry - North - South Manchester	329	78	→	London Overground - Watford - Euston	172	81	→	Thameslink - North/South*	910	81	→
CrossCountry - North - South Scotland & North East	579	87	→	London Overground - West Anglia	340	84	→	TransPennine Express - North	663	83	→
East Midlands Railway - Liverpool - Norwich***	233	76	→	Merseyrail - Northern	657	82	→	TransPennine Express - North West	110	92	→
East Midlands Railway - Local***	252	83	→	Merseyrail - Wirral	275	87	→	TransPennine Express - South	131	81	→
East Midlands Railway - London***	573	87	→	Northern - Central	315	75	→	Transport for Wales - Cardiff and Valleys**	138	62	→
Gatwick Express*	497	83	→	Northern - East	610	78	→	Transport for Wales - Interurban**	457	83	→
Grand Central - London - Bradford	225	88	→	Northern - North East	188	78	→	Transport for Wales - Mid Wales and Borders**	230	86	→
Grand Central - London - Sunderland	224	82	→	Northern - West	235	79	→	Transport for Wales - North Wales and Borders**	89	80	→
Great Northern*	478	75	→	ScotRail - Interurban	396	78	→	Transport for Wales - South Wales and Borders/West Wales**	77	67	→
Great Western Railway - London Thames Valley	397	78	→	ScotRail - Rural	67	83	-	Virgin Trains - London - Birmingham - Scotland	237	85	→
Great Western Railway - Long Distance	801	89	→	ScotRail - Strathclyde	498	82	→	Virgin Trains - London - Liverpool	100	78	→
Great Western Railway - West	238	79	→	ScotRail - Urban	363	85	↑	Virgin Trains - London - Manchester	248	80	→
Greater Anglia - Intercity	262	85	→	South Western Railway - Island Line	111	66	→	Virgin Trains - London - North Wales	54	84	→
Greater Anglia - Mainline	504	83	→	South Western Railway - Longer distance	598	78	→	Virgin Trains - London - Scotland	137	80	→
Greater Anglia - Rural	126	89	→	South Western Railway - Metro	639	69	→	Virgin Trains - London - Wolverhampton	244	85	→
Greater Anglia - Stansted Express	113	74	→	South Western Railway - Outer Suburban & Local	581	76	→	West Midlands Trains - London Commuter	235	72	↓
Greater Anglia - West Anglia	287	78	↑	Southeastern - High Speed	184	88	→	West Midlands Trains - West Coast	237	82	→
Heathrow Express	764	92	→	Southeastern - Mainline	560	80	→	West Midlands Trains - West Midlands	522	76	↓

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 Railway: Liverpool – Norwich

Journeys on the Liverpool – Norwich route.

East Midlands Railway: Local

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

East Midlands Railway: London

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

Gatwick Express*

Fast Gatwick Express services London Victoria – Gatwick, and London Victoria – Gatwick – Brighton services (including stops at a few other stations at peak times).

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.

*Part of the Govia Thameslink Railway franchise.

Great Western Railway: West

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

Greater Anglia: Intercity

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

Greater Anglia: Main line

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

Greater Anglia: Rural

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

Greater Anglia: Stansted

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

Greater Anglia: West Anglia

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

Heathrow Express:

All Heathrow Express journeys.

Hull Trains:

All Hull Trains journeys.

London North Eastern Railway: London – Leeds and West Yorkshire

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

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

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

London North Eastern Railway: London – Scotland

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

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line.

London Overground: Highbury & Islington – Croydon/Clapham Junction

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line.

London Overground: West Anglia

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

Merseyrail: Northern

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

Merseyrail: Wirral

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

Northern: Central

Journeys from stations on lines in and around Greater Manchester.

Northern: East

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

Northern: North East

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

Northern: West

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

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas.

ScotRail: Rural

Journeys on predominantly rural rail lines.

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde.

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on routes that are mainly or wholly within London.

Southern: Metro*

Journeys on routes that are mainly or wholly 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. Also on the following routes: Horsham – Peterborough, Brighton – Cambridge, and some services London Kings Cross – Stevenage/Cambridge.

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.

*Part of the Govia Thameslink Railway franchise.

Transport for Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff.

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, Llandudno/Llandudno Junction – Blaenau Ffestiniog, and Liverpool Lime Street – Chester.

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.

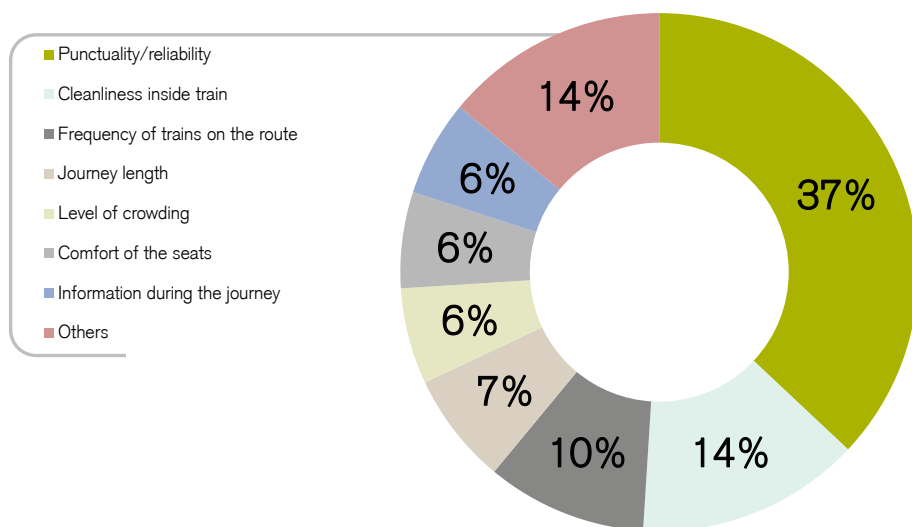
The charts following show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain, based on the NRPS data for Autumn 2019 and Spring 2019 combined.

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

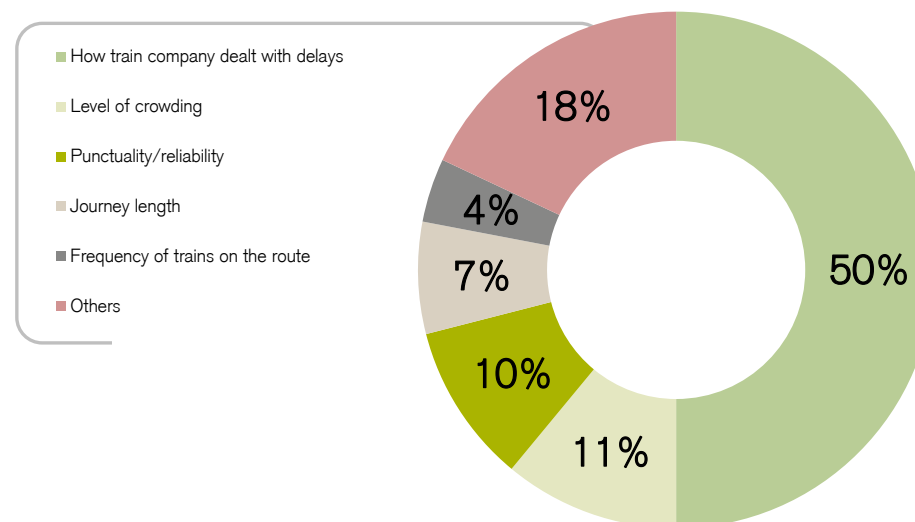
For example, if those satisfied with punctuality are much more likely to be satisfied overall, then punctuality is likely to have a bigger impact on overall satisfaction. The higher the percentage figure, the greater the influence on overall journey satisfaction.

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 Autumn 2019			Business Autumn 2019			Leisure Autumn 2019		
	Improvement/decline in % satisfied or good since Autumn 2018			Improvement/decline in % satisfied or good since Autumn 2018			Improvement/decline in % satisfied or good since Autumn 2018		
	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change
Overall satisfaction with the journey	75	4	↑	84	4	↑	88	1	⇨
STATION FACILITIES									
Overall satisfaction with the station	76	1	⇨	79	0	⇨	84	-1	⇨
Ticket buying facilities	75	1	⇨	80	3	⇨	84	2	↑
Provision of information about train times/platforms	82	2	↑	86	2	⇨	89	0	⇨
Upkeep/repair of the station buildings/platforms	69	0	⇨	72	0	⇨	77	-1	⇨
Cleanliness	72	0	⇨	75	-1	⇨	81	0	⇨
Toilet facilities at the station	43	4	↑	54	7	↑	58	2	⇨
Attitudes and helpfulness of the staff	73	1	⇨	79	1	⇨	83	1	⇨
Connections with other forms of public transport	76	1	⇨	80	4	↑	81	-1	⇨
Facilities for car parking	44	0	⇨	48	3	⇨	56	-3	⇨
Facilities for bicycle parking	58	-1	⇨	57	-1	⇨	65	-2	⇨
Overall environment	72	0	⇨	75	1	⇨	79	-1	⇨
Your personal security whilst using the station	71	0	⇨	74	0	⇨	76	0	⇨
Availability of staff at the station	66	2	↑	68	2	⇨	71	0	⇨
Shelter facilities	68	0	⇨	76	3	⇨	78	0	⇨
Availability of seating	47	3	↑	50	1	⇨	62	1	⇨
How request to station staff was handled	80	-1	⇨	86	-4	⇨	91	1	⇨
Choice of shops/eating/drinking facilities available	47	0	⇨	55	0	⇨	56	-1	⇨
Availability of Wi-Fi	30	-1	⇨	37	0	⇨	49	3	⇨
TRAIN FACILITIES									
Overall satisfaction with the train	70	3	↑	79	4	↑	86	1	⇨
Frequency of the trains on that route	69	5	↑	81	6	↑	82	1	⇨
Punctuality/reliability (i.e. the train arriving/departing on time)	65	5	↑	80	6	↑	82	0	⇨
Length of time the journey was scheduled to take (speed)	78	3	↑	84	4	↑	89	0	⇨
Connections with other train services	72	5	↑	79	3	⇨	82	0	⇨
Value for money of the price of your ticket	32	1	⇨	48	1	⇨	65	1	⇨
Upkeep and repair of the train	69	1	⇨	76	2	⇨	81	0	⇨
Provision of information during the journey	70	3	↑	75	2	⇨	82	1	⇨
Helpfulness and attitude of staff on train	57	3	↑	73	6	↑	74	1	⇨
Space for luggage	53	1	⇨	62	4	⇨	63	2	⇨
Toilet facilities	38	1	⇨	49	4	⇨	53	2	⇨
Comfort of the seats	58	1	⇨	64	0	⇨	72	0	⇨
Step or gap between the train and the platform	63	2	↑	65	3	⇨	65	0	⇨
Your personal security on board	70	0	⇨	77	2	⇨	78	0	⇨
Cleanliness of the inside	71	1	⇨	78	2	⇨	83	0	⇨
Cleanliness of the outside	68	-1	⇨	73	3	⇨	79	0	⇨
Availability of staff on the train	33	1	⇨	47	0	⇨	53	2	⇨
How well train company deals with delays	31	4	↑	45	4	⇨	54	1	⇨
Usefulness of information about the delay	41	7	↑	50	4	⇨	60	4	↑
Level of crowding	60	3	↑	79	4	↑	80	0	⇨
Reliability of the internet connection	28	2	⇨	34	-1	⇨	49	5	↑
Availability of power sockets	28	7	↑	49	5	↑	49	7	↑

*Excludes non-franchised train operating companies.

Methodology

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

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

The number of questionnaires handed out will depend on three main factors: the size of the station, time of day and the length of shift. On Transport for Wales, London Overground, Northern Rail, and part of one route on ScotRail most NRPS shifts are done on-train. These TOCs' routes operate in either mostly rural areas or in areas where there are a lot of small or relatively small stations where it is efficient to do most NRPS shifts on-train.

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

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

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

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

The data for number of journeys and profiles by these variables has been collected and updated from TOCs periodically since the survey started in autumn 1999. Most recently this was done for all TOCs prior to the autumn 2018 survey. The stations for each TOC were stratified by the number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

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

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

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

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

We regularly carry out research to see if any other issues about their rail journey are important to passengers. If so, additional questions will be added to the survey. To provide a benchmark, three different types of train operator have been identified (using standard industry definitions): long-distance, London and the South East, and regional operators.

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

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

Statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

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

Pre-release access

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

Revisions

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

Errors

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

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

discover an error that is insubstantial but that, in our professional judgement, warrants immediate correction, we will amend the published release and ensure that the revision is clearly identified in the revised publication.

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

Waiver

Transport Focus has taken care to ensure that the information contained in the NRPS is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission. Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in NRPS is fit for any particular purpose.

Issues affecting the Autumn 2019 survey

Autumn 2019 (wave 41) main fieldwork was undertaken between 2 September and 10 November 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 South Western Railway, London Overground and Southeastern. Shifts were rescheduled if possible.

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 Railway
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

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

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