



**National Passenger Survey**  
Spring 2007



## What is Passenger Focus?

Passenger Focus is the independent national rail consumer watchdog. Our mission is to get the best deal for Britain's rail passengers. We have two main aims: to influence both long and short-term decisions and issues that affect passengers, and to help passengers through advice, advocacy and empowerment.

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 rail passengers and we work with the rail industry, other passenger groups and government to secure journey improvements.

Our vision is to ensure that the rail industry and government are always  
**putting rail passengers first**

This will be achieved by our mission of  
**getting the best deal for rail passengers**

Over the next three years, our work will be based on the following five objectives which underpin the vision and mission

- 1 understanding the needs and experiences of rail passengers
- 2 securing tangible and measurable improvements for rail passengers
- 3 empowering rail passengers with information, advice and advocacy
- 4 influencing major long-term decisions that affect rail passengers
- 5 being visible, accessible and understood by rail passengers and stakeholders.

## What is Passenger Focus doing for me?

We're here to put the interests of rail passengers first. We do this by:

### Campaigning for improvements

- we gather research and information, such as the results presented in this document
- we work with government and the rail industry to ensure that the passenger voice is heard when making decisions about the future of the railways
- we focus on a number of key issues
  - fares and tickets
  - quality and level of services
  - investment in the railway

### Providing practical advice

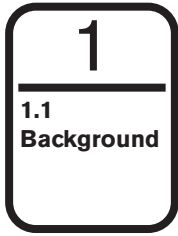
- we provide passengers with advice on how to get the best from the national rail network, explain their rights and help them when things go wrong
- we work with other passenger groups to support them in their work to help passengers.

### Resolving complaints

- if you make a complaint and you are unhappy with the response we can take up your complaint with the company involved.

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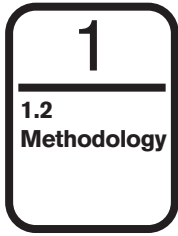
# Introduction

## **Background**

The National Passenger Survey (NPS) provides a network-wide picture of customers' satisfaction with rail travel. Passenger opinions of train services are collected twice a year from a representative sample of passenger journeys. Passengers' overall satisfaction and satisfaction with 30 specific aspects of service can therefore be compared over time.

Fieldwork took place between 22 January and 25 March 2007. Top up shifts were carried out between 19 March and 31 March 2007.

This document contains passenger ratings of their journey 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. Passengers' ratings are also summarised nationally by totalling results for all TOCs across Great Britain.



## Methodology

The survey is conducted across the entire franchised railway. In both Spring and Autumn of each year self-completion questionnaires are distributed at approximately 650 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 help ensure the sample accurately represents passengers using each operator's services, in terms of the proportion of commuting, business and leisure journeys.

Overall, approximately 25,000 correctly completed questionnaires are returned each wave. For the majority of train operators the results are based on responses from 1,000 passengers per survey. Smaller operators' results are based on 500 passengers whilst 2,900 passengers are surveyed for the largest operator. Sample sizes are provided on each page. All passengers answer the 'overall satisfaction' with journey question, however not all passengers will answer all of the additional questions, for example only those passengers who are delayed would rate 'how well train company dealt with delays'. The number of passengers responding to each question is clearly indicated in the 'sample size' column.

To provide a benchmark, three different types of train operator have been identified; these are long distance, London and the South East, and regional operators.

In this publication, individual train operator results are

presented alongside an appropriate sector type thus enabling comparison of a TOC's results with those of operators that provide broadly similar services.

From 1 April 2006 the rail industry reclassified TransPennine Express (TPE) to the long distance sector from the regional sector for performance purposes and in the National Passenger Survey this TOC has also been reclassified in this way.

Two new franchises came into existence on 1 April 2006; First Great Western and First Capital Connect. The new First Great Western franchise covers the services previously provided by the former First Great Western, First Great Western Link (FGWL), and Wessex franchises. First Capital Connect covers the services previously provided by Thameslink and WAGN. Data in this report are presented for these new franchises, and comparisons include those made against the reprocessed historic data for Spring 2006 which is as if the franchises had previously been constituted as they are now. Data for the individual components of the new franchises (i.e. the former First Great Western, First Great Western Link (FGWL), Wessex, Thameslink and WAGN franchises) is available on request.

First Capital Connect is presented as a London and South East sector TOC (the former franchises Thameslink and WAGN were both in this sector). First Great Western has also been placed in the London and South East sector. The majority of

passengers for the new First Great Western franchise are in the London and South East sector (formerly the FGWL franchise), rather than long distance (the former First Great Western franchise) or regional (the former Wessex franchise).

These changes mean that several sector level results previously published have changed, but generally only by one or two percentage points.

There was a further change on 4 February 2007 when the new South West Trains franchise started. The boundaries of the new franchise are essentially the same except that Island Line on the Isle of Wight is now part of South West Trains. NPS results for the Island Line TOC up to Autumn 2006 have now been reprocessed and included in the new South West Trains results. Sector results for the former Island Line are now included in the London and South East sector as they are part of South West Trains (rather than being within the results for the Regional sector). Data for the Island Line are available on request.

With changes to the specification of the boundaries of train operating companies, 'sector' definitions are becoming less straightforward and meaningful as train operating company boundaries increasingly do not relate to the traditional sectors. Passenger Focus and the Office of Rail Regulation are currently reviewing the 'sector' reporting and following consultation with stakeholders may make some changes to these in the future.



## Other comments

Passengers' satisfaction can vary by season, therefore differences in scores for the proportion of passengers who are satisfied with services or rate them as good are provided for the same period in the previous year as well as for the previous wave carried out approximately six months ago.

For ease of use, NPS data are 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 2, however the actual difference is 1.4 and will therefore be published as '1'.

The tables include columns marked 'significant change' which measures whether there has been a marked improvement or decline in satisfaction since Spring or Autumn 2006. If an 'improved' or 'declined' satisfaction rating is marked it means it is significant at the 95% confidence level. This means there is a less than a 5% chance that the change observed is 'not real'.

Trend data charts in section 6 are based on the top priorities identified by passengers in passenger priorities research carried out by the Strategic Rail Authority in Spring 2005.

Trend data provided in line charts indicate the percentage of passengers satisfied with the service attribute over time. Where a change is made to the routes served by a particular train operating company the historical data set is re-processed to reflect the new TOC structure with regards to routes served and to ensure the trends are comparable.

The National Passenger survey contains satisfaction ratings for all rail operators operating under franchise. In addition this publication includes ratings for Heathrow Express, who were included for the first time in the Spring 2006 wave of NPS, using the same methodology as other train operating companies at their own expense. Passenger Focus is pleased that Heathrow Express decided to participate in the survey and grateful that they have allowed their data to be published in this publication.

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 Heathrow Express has not been included in the summary of London and South East or National data. Summary data remains for coverage of train operating companies that are operating under franchise.

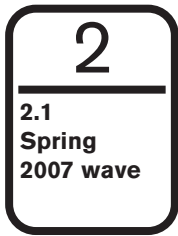
## Contacts

### Media enquiries

0870 336 6021

### Content/presentation/methodology enquiries

0870 336 6037



## Key results

### Spring 2007 wave

- At a national level the percentage of passengers satisfied with their journey overall is down by 2% compared to Spring 2006 to 79%. This is the lowest overall percentage of passengers satisfied nationally since Spring 2005. This compares to 80% in Spring 2006 and 81% in Autumn 2006.
- At a national level, the proportion of passengers satisfied with punctuality/reliability is 77%. This is 2% lower than Spring 2006 (and Autumn 2006).
- The percentage of passengers satisfied with most service areas at a national level was generally either little changed or slightly down compared to the Spring 2006 results. Satisfaction with eleven service areas declined and one improved, whilst satisfaction for the other eighteen service areas was not significantly different.
- The percentage of passengers satisfied with nearly all the station factors was unchanged, whereas satisfaction with most train factors declined slightly. The proportion of passengers satisfied with value for money for the price of their ticket nationally was 40%, down 1% compared to Spring 2006. Satisfaction with sufficient room for all the passengers to sit/stand also declined slightly (down 2%) to 59%.
- For London and the South East operators 77% of

passengers were very or fairly satisfied, compared to 78% in Spring 2006 (and 80% in Autumn 2006). This is the lowest level of overall satisfaction since Spring 2005. The percentage of passengers satisfied with most station factors did not change significantly compared to Spring 2006. But the percentage of passengers satisfied with many of the train factors was slightly, but significantly down.

- For the long distance operators the proportion of passengers who were very or fairly satisfied overall was 87%, this is unchanged compared to Spring 2006 (though 2% higher than Autumn 2006). For most service areas passenger satisfaction was largely unchanged or declined compared to Spring 2006. Changes in passenger satisfaction with station factors varied (satisfaction with three factors improved and three declined), though the percentage satisfied with many train factors declined slightly.
- For regional operators 82% of passengers were very or fairly satisfied with their journey overall, compared to 85% in Spring 2006 (and 84% in Autumn 2006). For most service areas passenger satisfaction was unchanged compared to Spring 2006.
- Comparing the percentage of passengers satisfied for individual train operating companies with Spring 2006,

four have declined significantly (First Great Western<sup>1</sup>, First ScotRail, First Capital Connect<sup>2</sup> and Northern Rail), and three have significantly improved (Midland Mainline, Arriva Trains Wales and Heathrow Express). Fourteen have had no statistically significant changes in their overall satisfaction results compared with Spring 2006.

- The lowest ratings for overall satisfaction were given to First Capital Connect (71%), First Great Western (72%), One (72%), Southeastern (74%), and Silverlink (76%).
- The highest ratings for overall satisfaction were achieved by Heathrow Express (94%), Gatwick Express (92%), Chiltern Railways (90%), Midland Mainline (90%), c2c (89%), and TransPennine Express (89%).

<sup>1</sup> From Spring 2006 onwards results are for the former First Great Western, First Great Western Link, and Wessex franchises that were combined to the new franchise.

<sup>2</sup> From Spring 2006 onwards results are for the former Thameslink and WAGN franchises that were combined to the new franchise.

<sup>1,2</sup> Data have been reprocessed to produce reliable estimates for previous surveys.

2

2.2  
National and  
sector-level  
results

Improved ↑  
Unchanged =  
Declined ↓

**National total**

	Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	24922	79	13	9	-2	↓	-2	↓
<b>STATION FACILITIES</b>								
Ticket buying facilities	15047	67	16	17	2	↑	2	↑
Provision of information about train times/platforms	23590	76	13	12	-2	↓	-1	=
The upkeep/repair of the station buildings/platforms	23429	60	23	17	-3	↓	-1	=
Cleanliness	24430	67	20	14	-3	↓	0	=
The facilities and services	20582	50	19	31	-2	↓	0	=
The attitudes and helpfulness of the staff	19484	68	20	11	-1	=	0	=
Connections with other forms of public transport	18143	73	15	12	-1	↓	0	=
Facilities for car parking	10010	46	16	38	-2	↓	0	=
Overall environment	23700	60	26	14	-2	↓	0	=
Your personal security whilst using	21036	57	32	11	-2	↓	0	=
The availability of staff	21420	56	24	20	0	=	0	=
How request to station staff was handled	4458	82	7	10	-2	↓	-1	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	24399	75	10	15	-2	↓	-1	↓
Punctuality/reliability (the train arriving/departing on time)	24139	77	8	15	-2	↓	-2	↓
The length of time the journey was scheduled to take (speed)	24048	81	11	8	-1	↓	-1	↓
Connections with other train services	11367	68	22	10	-3	↓	-1	=
The value for money for the price of your ticket	22514	40	21	39	-4	↓	-1	↓
Up keep and repair of the train	24201	71	16	13	-1	=	0	=
The provision of information during the journey	22314	64	23	13	0	=	0	=
The helpfulness and attitude of staff on train	13880	62	27	10	-1	↓	-2	↓
The space for luggage	18771	47	24	29	-1	=	-2	↓
The toilet facilities	11954	36	23	41	-1	=	-3	↓
Sufficient room for all the passengers to sit/stand	23976	59	15	26	-1	↓	-2	↓
The comfort of the seating area	24100	67	19	15	-1	=	-1	=
The ease of being able to get on and off	24382	75	17	8	-1	↓	-2	↓
Your personal security whilst on board	22880	69	26	6	-1	↓	-1	=
The cleanliness of the inside	24874	71	16	13	-1	=	0	=
The cleanliness of the outside	22262	64	23	12	-2	↓	0	=
The availability of staff	19171	38	29	33	-1	=	-1	↓
How well train company dealt with delays	5391	32	36	32	-5	↓	-3	↓



# 2

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**2.2**  
National and  
sector-level  
results

Improved ↑  
Unchanged =  
Declined ↓

## London and South East

	Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	14473	77	14	9	-3	↓	-1	↓
<b>STATION FACILITIES</b>								
Ticket buying facilities	9426	64	17	19	2	↑	3	↑
Provision of information about train times/platforms	13708	75	13	12	-3	↓	-1	=
The upkeep/repair of the station buildings/platforms	13619	58	24	18	-4	↓	-1	=
Cleanliness	14183	66	21	14	-3	↓	0	=
The facilities and services	11924	49	20	31	-2	↓	0	=
The attitudes and helpfulness of the staff	11534	67	21	12	-1	=	1	=
Connections with other forms of public transport	10995	74	15	12	-1	↓	0	=
Facilities for car parking	5722	44	17	40	-1	=	0	=
Overall environment	13812	58	27	14	-2	↓	0	=
Your personal security whilst using	12345	55	34	11	-3	↓	0	=
The availability of staff	12617	54	25	21	0	=	1	=
How request to station staff was handled	2394	81	7	11	-2	=	0	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	14243	74	10	16	-2	↓	-1	=
Punctuality/reliability (the train arriving/departing on time)	14014	75	9	16	-4	↓	-3	↓
The length of time the journey was scheduled to take (speed)	13944	79	12	9	-2	↓	-1	↓
Connections with other train services	6917	67	23	11	-3	↓	-1	=
The value for money for the price of your ticket	13062	34	22	44	-4	↓	-1	↓
Up keep and repair of the train	14036	69	17	14	0	=	1	=
The provision of information during the journey	12787	61	24	15	0	=	-1	=
The helpfulness and attitude of staff on train	6346	54	31	14	-3	↓	-2	↓
The space for luggage	10620	44	25	31	-1	=	-2	↓
The toilet facilities	6514	32	23	45	-2	=	-4	↓
Sufficient room for all the passengers to sit/stand	13900	56	16	29	-2	↓	-3	↓
The comfort of the seating area	13915	64	20	16	-1	=	-1	=
The ease of being able to get on and off	14142	73	18	9	-1	=	-2	↓
Your personal security whilst on board	13213	66	28	6	-2	↓	-1	=
The cleanliness of the inside	14422	70	16	14	-1	=	0	=
The cleanliness of the outside	12988	64	24	12	-2	↓	0	=
The availability of staff	10308	29	31	40	-1	=	-1	=
How well train company dealt with delays	3310	30	37	33	-5	↓	-3	↓

## Long distance

	Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5382	87	8	5	2	↑	0	=
<b>STATION FACILITIES</b>								
Ticket buying facilities	2590	80	12	8	1	=	4	↑
Provision of information about train times/platforms	5143	86	8	6	0	=	0	=
The upkeep/repair of the station buildings/platforms	5077	70	18	11	-3	↓	2	↑
Cleanliness	5292	76	16	8	-1	=	2	↑
The facilities and services	4630	66	18	16	-1	=	0	=
The attitudes and helpfulness of the staff	4014	76	18	5	-1	=	-2	↓
Connections with other forms of public transport	3634	75	14	10	-1	=	0	=
Facilities for car parking	1992	49	17	35	-4	↓	-4	↓
Overall environment	5118	70	20	10	-2	↓	1	=
Your personal security whilst using	4449	68	28	4	-2	↓	-1	=
The availability of staff	4498	66	23	11	-2	=	-3	↓
How request to station staff was handled	1207	87	7	5	0	=	0	=
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	5205	85	8	8	2	↑	-1	=
Punctuality/reliability (the train arriving/departing on time)	5234	85	5	9	3	↑	0	=
The length of time the journey was scheduled to take (speed)	5229	87	7	5	3	↑	0	=
Connections with other train services	2310	75	16	9	0	=	2	=
The value for money for the price of your ticket	4971	52	19	29	-3	↓	-5	↓
Up keep and repair of the train	5280	88	8	4	1	↑	-2	↓
The provision of information during the journey	5049	82	13	5	2	↑	-2	↓
The helpfulness and attitude of staff on train	4009	81	16	3	0	=	-2	↓
The space for luggage	4440	55	18	28	1	=	-3	↓
The toilet facilities	3265	57	23	21	2	=	-6	↓
Sufficient room for all the passengers to sit/stand	5222	70	14	16	2	↑	-2	↓
The comfort of the seating area	5255	80	12	8	0	=	-1	=
The ease of being able to get on and off	5287	83	12	4	2	↑	0	=
Your personal security whilst on board	4952	84	14	2	1	=	-1	=
The cleanliness of the inside	5391	86	9	5	2	↑	-2	↓
The cleanliness of the outside	4721	80	15	5	0	=	1	=
The availability of staff	4572	67	24	9	-1	=	-4	↓
How well train company dealt with delays	1171	53	29	18	1	=	-2	=

2

2.2  
National and  
sector-level  
results

Improved ↑  
Unchanged =  
Declined ↓

**Regional**

	Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	% change	significant change	% change	significant change
Overall satisfaction	5067	82	11	7	-2	↓	-3	↓
<b>STATION FACILITIES</b>								
Ticket buying facilities	3031	73	13	14	0	=	-2	=
Provision of information about train times/platforms	4739	76	12	12	0	=	-1	=
The upkeep/repair of the station buildings/platforms	4733	62	21	17	-2	↓	-2	=
Cleanliness	4955	67	18	15	-2	↓	-1	=
The facilities and services	4028	47	16	38	0	=	-3	↓
The attitudes and helpfulness of the staff	3936	72	16	12	0	=	-2	=
Connections with other forms of public transport	3514	67	17	16	-1	=	-1	=
Facilities for car parking	2296	52	16	32	-1	=	0	=
Overall environment	4770	61	23	15	-1	=	-1	=
Your personal security whilst using	4242	62	28	11	2	=	2	↑
The availability of staff	4305	58	20	22	-1	=	-2	=
How request to station staff was handled	857	82	6	11	-4	↓	-4	↓
<b>TRAIN FACILITIES</b>								
The frequency of the trains on that route	4951	77	9	14	0	=	-1	=
Punctuality/reliability (the train arriving/departing on time)	4891	82	7	11	1	=	0	=
The length of time the journey was scheduled to take (speed)	4875	87	8	5	1	=	0	=
Connections with other train services	2140	69	21	10	-4	↓	-1	=
The value for money for the price of your ticket	4481	57	19	25	-2	↓	0	=
Up keep and repair of the train	4885	68	17	14	-2	↓	-1	=
The provision of information during the journey	4478	67	20	13	0	=	2	↑
The helpfulness and attitude of staff on train	3525	72	23	5	1	=	-1	=
The space for luggage	3711	56	21	23	-1	=	-3	↓
The toilet facilities	2175	38	23	39	0	=	-1	=
Sufficient room for all the passengers to sit/stand	4854	68	13	19	1	=	-1	=
The comfort of the seating area	4930	72	17	11	0	=	-1	=
The ease of being able to get on and off	4953	80	14	6	-1	=	-1	=
Your personal security whilst on board	4715	74	21	5	-1	=	-2	↓
The cleanliness of the inside	5061	69	17	14	-2	↓	-1	=
The cleanliness of the outside	4553	60	24	16	-4	↓	1	=
The availability of staff	4291	55	27	18	2	=	-1	=
How well train company dealt with delays	910	32	35	33	-5	↓	-1	=



# Individual Train Operating Company results

Improved   
 Unchanged   
 Declined

c2c

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006

Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1047	89	7	4	77	0		2		
<b>STATION FACILITIES</b>										
Ticket buying facilities	729	67	18	15	64	-4		-4		
Provision of information about train times/platforms	995	77	13	9	75	-5		-3		
The upkeep/repair of the station buildings/platforms	991	64	20	16	58	-7		-2		
Cleanliness	1031	70	19	10	66	-5		1		
The facilities and services	865	41	22	37	49	-8		-8		
The attitudes and helpfulness of the staff	899	69	19	11	67	-2		-2		
Connections with other forms of public transport	831	63	20	17	74	-4		-7		
Facilities for car parking	412	43	19	38	44	-4		-3		
Overall environment	1004	58	29	13	58	-7		-5		
Your personal security whilst using	917	54	34	12	55	-1		2		
The availability of staff	962	57	23	20	54	-3		-2		
How request to station staff was handled	133	83	6	8	81	-3		3		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1036	82	7	11	74	-1		0		
Punctuality/reliability (the train arriving/departing on time)	1015	90	5	5	75	0		2		
The length of time the journey was scheduled to take (speed)	1016	87	8	5	79	0		-1		
Connections with other train services	513	76	17	7	67	-1		4		
The value for money for the price of your ticket	946	39	25	36	34	-4		1		
Up keep and repair of the train	1008	85	11	4	69	2		3		
The provision of information during the journey	949	71	21	8	61	-3		-1		
The helpfulness and attitude of staff on train	317	27	44	29	54	-1		0		
The space for luggage	770	46	25	29	44	1		-3		
The toilet facilities	506	43	27	30	32	-2		-4		
Sufficient room for all the passengers to sit/stand	1005	60	17	22	56	-1		-2		
The comfort of the seating area	1020	78	15	8	64	-2		-1		
The ease of being able to get on and off	1024	80	15	5	73	-5		-4		
Your personal security whilst on board	952	64	29	7	66	-1		3		
The cleanliness of the inside	1045	85	11	4	70	1		2		
The cleanliness of the outside	969	79	17	5	64	-3		-1		
The availability of staff	640	13	31	57	29	-1		0		
How well train company dealt with delays	63	31	29	40	30	-14		-16		

# 3

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3.1  
London and  
South East

Improved ↑  
 Unchanged =  
 Declined ↓

## Chiltern Railways

Spring 2007

		Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1052	90	6	4	77	0	=	2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	772	76	14	11	64	7	↑	5	↑
Provision of information about train times/platforms	1008	80	11	9	75	3	=	7	↑
The upkeep/repair of the station buildings/platforms	997	73	14	13	58	-1	=	4	=
Cleanliness	1034	80	12	8	66	0	=	3	=
The facilities and services	882	61	16	23	49	1	=	0	=
The attitudes and helpfulness of the staff	850	75	17	7	67	2	=	0	=
Connections with other forms of public transport	775	71	15	14	74	0	=	0	=
Facilities for car parking	484	67	15	18	44	-2	=	-1	=
Overall environment	1016	74	17	9	58	1	=	3	=
Your personal security whilst using	892	68	27	5	55	-1	=	4	↑
The availability of staff	908	62	24	14	54	3	=	3	=
How request to station staff was handled	180	86	6	8	81	0	=	-3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1043	81	8	11	74	-1	=	-3	=
Punctuality/reliability (the train arriving/departing on time)	1024	91	4	5	75	1	=	4	↑
The length of time the journey was scheduled to take (speed)	1015	89	6	5	79	2	=	4	↑
Connections with other train services	487	77	18	5	67	0	=	2	=
The value for money for the price of your ticket	966	49	23	28	34	-1	=	2	=
Up keep and repair of the train	1028	86	11	4	69	-3	=	-2	=
The provision of information during the journey	918	70	21	9	61	-5	↓	0	=
The helpfulness and attitude of staff on train	336	54	35	11	54	7	=	-1	=
The space for luggage	746	51	27	21	44	-8	↓	-4	=
The toilet facilities	398	49	28	24	32	-2	=	-2	=
Sufficient room for all the passengers to sit/stand	1004	68	15	16	56	-1	=	-2	=
The comfort of the seating area	1029	76	17	7	64	-3	=	-1	=
The ease of being able to get on and off	1027	86	12	2	73	-3	=	0	=
Your personal security whilst on board	966	80	19	1	66	-3	=	0	=
The cleanliness of the inside	1050	84	10	6	70	-2	=	1	=
The cleanliness of the outside	932	80	15	5	64	-1	=	3	=
The availability of staff	625	27	36	37	29	2	=	0	=
How well train company dealt with delays	122	42	35	23	30	-1	=	2	=

3

3.1  
London and  
South EastImproved ↑  
Unchanged =  
Declined ↓

## First Capital Connect

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1579	71	17	12	77	-5	↓	-5	↓
<b>STATION FACILITIES</b>									
Ticket buying facilities	975	64	17	19	64	1	=	2	=
Provision of information about train times/platforms	1478	69	14	17	75	-3	↓	-2	=
The upkeep/repair of the station buildings/platforms	1472	53	28	20	58	-5	↓	-4	↓
Cleanliness	1537	62	23	15	66	-4	↓	1	=
The facilities and services	1200	41	23	36	49	-7	↓	-1	=
The attitudes and helpfulness of the staff	1180	64	22	14	67	-5	↓	-3	=
Connections with other forms of public transport	1182	74	17	9	74	-2	=	1	=
Facilities for car parking	529	41	17	43	44	-4	=	-3	=
Overall environment	1508	51	33	16	58	-4	↓	-1	=
Your personal security whilst using	1332	53	37	10	55	-2	=	-1	=
The availability of staff	1335	50	28	22	54	-4	↓	-1	=
How request to station staff was handled	260	76	8	16	81	-2	=	-4	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1557	75	11	14	74	-1	=	-3	=
Punctuality/reliability (the train arriving/departing on time)	1528	70	11	19	75	-6	↓	-9	↓
The length of time the journey was scheduled to take (speed)	1528	79	13	8	79	-2	=	-5	↓
Connections with other train services	729	66	26	9	67	-2	=	-2	=
The value for money for the price of your ticket	1419	32	21	47	34	-4	↓	-5	↓
Up keep and repair of the train	1532	49	25	26	69	-3	=	-4	↓
The provision of information during the journey	1356	40	34	26	61	-3	=	-6	↓
The helpfulness and attitude of staff on train	467	33	41	26	54	0	=	-9	↓
The space for luggage	1154	36	27	37	44	-2	=	-2	=
The toilet facilities	687	17	21	63	32	-4	=	-6	↓
Sufficient room for all the passengers to sit/stand	1500	51	20	29	56	-5	↓	-3	=
The comfort of the seating area	1538	51	26	24	64	-4	↓	-3	=
The ease of being able to get on and off	1533	69	22	9	73	-1	=	-5	↓
Your personal security whilst on board	1447	59	34	7	66	-2	=	-1	=
The cleanliness of the inside	1563	52	23	25	70	-2	=	-2	=
The cleanliness of the outside	1405	50	31	19	64	-2	=	-2	=
The availability of staff	1043	9	28	63	29	0	=	-4	↓
How well train company dealt with delays	387	28	36	36	30	-1	=	-1	=

3

3.1  
London and  
South EastImproved ↑  
Unchanged =  
Declined ↓

## First Great Western

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	3030	72	14	14	77	-5	↓	-6	↓
<b>STATION FACILITIES</b>									
Ticket buying facilities	1887	67	15	19	64	3	=	-1	=
Provision of information about train times/platforms	2904	69	15	16	75	-6	↓	-6	↓
The upkeep/repair of the station buildings/platforms	2881	59	23	18	58	-4	↓	-4	↓
Cleanliness	2981	65	20	15	66	-3	↓	-3	↓
The facilities and services	2544	56	18	26	49	-3	↓	-3	↓
The attitudes and helpfulness of the staff	2424	67	20	14	67	-4	↓	-2	=
Connections with other forms of public transport	2100	74	13	13	74	1	=	2	=
Facilities for car parking	1281	51	16	33	44	-5	↓	-3	=
Overall environment	2890	59	27	15	58	-4	↓	-5	↓
Your personal security whilst using	2519	60	31	10	55	-4	↓	-2	=
The availability of staff	2620	55	24	21	54	-1	=	-3	=
How request to station staff was handled	695	79	9	11	81	-2	=	-3	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	2951	68	12	20	74	-6	↓	-7	↓
Punctuality/reliability (the train arriving/departing on time)	2942	66	9	25	75	-7	↓	-7	↓
The length of time the journey was scheduled to take (speed)	2915	76	12	12	79	-5	↓	-6	↓
Connections with other train services	1420	64	18	18	67	-4	↓	-3	=
The value for money for the price of your ticket	2807	39	18	43	34	-7	↓	-4	↓
Up keep and repair of the train	2957	62	21	16	69	-6	↓	-8	↓
The provision of information during the journey	2643	52	29	17	61	-7	↓	-9	↓
The helpfulness and attitude of staff on train	1713	61	30	19	54	-7	↓	-7	↓
The space for luggage	2299	53	23	10	44	-1	=	-5	↓
The toilet facilities	1571	34	25	24	32	-2	=	-6	↓
Sufficient room for all the passengers to sit/stand	2933	60	14	42	56	-1	=	-7	↓
The comfort of the seating area	2898	65	21	26	64	-5	↓	-5	↓
The ease of being able to get on and off	2973	70	21	14	73	-2	=	-6	↓
Your personal security whilst on board	2734	69	26	9	66	-5	↓	-7	↓
The cleanliness of the inside	3028	65	18	5	70	-3	↓	-5	↓
The cleanliness of the outside	2636	59	26	17	64	-3	↓	-5	↓
The availability of staff	2340	34	32	16	29	-9	↓	-8	↓
How well train company dealt with delays	1073	30	35	34	30	-7	↓	-8	↓

Comparison with Spring 2006 is against combined results for First Great Western (old), First Great Western Link, and Wessex franchises which existed up to 1 April 2006

# 3

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3.1  
London and  
South East

Improved ↑  
 Unchanged =  
 Declined ↓

## Heathrow Express

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
						% change	significant change	% change	significant change
Overall satisfaction	520	94	5	1	77	-2	=	3	↑
<b>STATION FACILITIES</b>									
Ticket buying facilities	407	85	11	4	64	-5	↓	2	=
Provision of information about train times/ platforms	486	80	13	6	75	-5	↓	-2	=
The upkeep/ repair of the station buildings/ platforms	478	80	15	4	58	-1	=	0	=
Cleanliness	500	79	15	6	66	-3	=	-4	=
The facilities and services	310	62	18	20	49	0	=	4	=
The attitudes and helpfulness of the staff	323	71	24	5	67	1	=	4	=
Connections with other forms of public transport	427	82	15	3	74	0	=	-1	=
Facilities for car parking	43	21	27	53	44	-12	=	-4	=
Overall environment	492	79	17	5	58	1	=	3	=
Your personal security whilst using	377	74	24	2	55	2	=	4	=
The availability of staff	355	62	27	11	54	0	=	6	=
How request to station staff was handled	78	91	4	3	81	6	=	7	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	522	94	4	2	74	1	=	3	↑
Punctuality/ reliability (the train arriving/ departing on time)	497	95	3	2	75	2	=	3	↑
The length of time the journey was scheduled to take (speed)	504	97	3	1	79	1	=	4	↑
Connections with other train services	191	74	23	3	67	-7	=	-4	=
The value for money for the price of your ticket	493	29	22	49	34	-4	=	0	=
Up keep and repair of the train	518	89	10	1	69	-2	=	-2	=
The provision of information during the journey	484	85	13	2	61	3	=	1	=
The helpfulness and attitude of staff on train	387	81	18	1	54	2	=	3	=
The space for luggage	503	88	8	4	44	-2	=	0	=
The toilet facilities	139	69	17	14	32	7	=	3	=
Sufficient room for all the passengers to sit/stand	515	89	7	4	56	1	=	3	=
The comfort of the seating area	521	90	7	3	64	-1	=	0	=
The ease of being able to get on and off	514	95	4	1	73	1	=	3	=
Your personal security whilst on board	475	92	8	0	66	2	=	4	↑
The cleanliness of the inside	527	89	9	2	70	-3	=	-4	↓
The cleanliness of the outside	484	89	11	0	64	-2	=	-2	=
The availability of staff	428	70	28	2	29	6	↑	3	=
How well train company dealt with delays	30	49	26	25	30	0	=	5	=



# 3

## 3.1 London and South East

Improved ↑  
 Unchanged =  
 Declined ↓

### One

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006

Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1566	72	16	11	77	-2	=	1	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1039	62	19	19	64	2	=	3	=	
Provision of information about train times/platforms	1487	71	14	14	75	4	↑	1	=	
The upkeep/repair of the station buildings/platforms	1464	60	23	17	58	-3	=	-2	=	
Cleanliness	1545	66	20	14	66	-4	↓	-2	=	
The facilities and services	1326	50	20	29	49	0	=	-1	=	
The attitudes and helpfulness of the staff	1280	64	25	11	67	1	=	3	=	
Connections with other forms of public transport	1270	78	13	10	74	-1	=	-1	=	
Facilities for car parking	643	41	19	40	44	-1	=	3	=	
Overall environment	1498	59	27	14	58	-3	=	-2	=	
Your personal security whilst using	1366	51	37	12	55	-6	↓	-4	=	
The availability of staff	1378	51	26	22	54	5	↑	3	=	
How request to station staff was handled	225	83	7	10	81	7	=	6	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1542	76	9	15	74	1	=	7	↑	
Punctuality/reliability (the train arriving/departing on time)	1517	71	11	18	75	0	=	1	=	
The length of time the journey was scheduled to take (speed)	1497	76	14	10	79	-2	=	2	=	
Connections with other train services	765	65	25	9	67	-2	=	1	=	
The value for money for the price of your ticket	1398	29	21	51	34	-2	=	1	=	
Up keep and repair of the train	1515	54	23	23	69	-3	=	3	=	
The provision of information during the journey	1392	49	31	20	61	0	=	-4	↓	
The helpfulness and attitude of staff on train	665	48	32	19	54	0	=	1	=	
The space for luggage	1150	44	27	29	44	-1	=	-2	=	
The toilet facilities	722	23	23	54	32	0	=	-3	=	
Sufficient room for all the passengers to sit/stand	1506	50	16	34	56	-3	=	-5	↓	
The comfort of the seating area	1493	53	25	22	64	-4	↓	0	=	
The ease of being able to get on and off	1513	67	22	12	73	-3	↓	-2	=	
Your personal security whilst on board	1429	58	33	9	66	-1	=	-2	=	
The cleanliness of the inside	1559	59	20	21	70	-1	=	5	↑	
The cleanliness of the outside	1412	52	30	18	64	-2	=	4	=	
The availability of staff	1129	21	28	51	29	2	=	0	=	
How well train company dealt with delays	362	26	36	37	30	-2	=	2	=	

3

3.1  
London and  
South EastImproved ↑  
Unchanged =  
Declined ↓

## Silverlink

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/ nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1050	76	15	9	77	-3	=	-2	=
<b>STATION FACILITIES</b>									
Ticket buying facilities	660	64	17	19	64	-1	=	3	=
Provision of information about train times/platforms	1003	71	13	16	75	-3	=	0	=
The upkeep/repair of the station buildings/platforms	981	57	24	20	58	-6	↓	2	=
Cleanliness	1031	63	22	15	66	-3	=	2	=
The facilities and services	867	49	19	32	49	-5	=	6	↑
The attitudes and helpfulness of the staff	821	67	19	13	67	1	=	7	↑
Connections with other forms of public transport	858	81	11	8	74	2	=	10	↑
Facilities for car parking	304	42	20	38	44	3	=	5	=
Overall environment	994	60	23	17	58	1	=	7	↑
Your personal security whilst using	875	54	32	14	55	-1	=	3	=
The availability of staff	909	51	25	24	54	-4	=	3	=
How request to station staff was handled	177	76	6	18	81	-5	=	0	=
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1035	72	9	19	74	0	=	1	=
Punctuality/ reliability (the train arriving/departing on time)	1010	75	8	17	75	0	=	-1	=
The length of time the journey was scheduled to take (speed)	1011	85	9	6	79	3	=	0	=
Connections with other train services	468	66	23	10	67	-1	=	-3	=
The value for money for the price of your ticket	918	36	20	43	34	-3	=	5	↑
Up keep and repair of the train	1022	48	20	32	69	2	=	3	=
The provision of information during the journey	918	50	26	24	61	4	=	6	↑
The helpfulness and attitude of staff on train	403	44	39	18	54	2	=	5	=
The space for luggage	771	44	27	29	44	-1	=	2	=
The toilet facilities	430	19	19	62	32	-4	=	1	=
Sufficient room for all the passengers to sit/stand	1008	50	16	34	56	-3	=	-4	=
The comfort of the seating area	1028	52	23	25	64	2	=	0	=
The ease of being able to get on and off	1023	67	19	14	73	1	=	-2	=
Your personal security whilst on board	957	58	30	12	66	-2	=	1	=
The cleanliness of the inside	1048	54	21	24	70	0	=	2	=
The cleanliness of the outside	938	52	31	17	64	1	=	1	=
The availability of staff	736	19	33	48	29	1	=	0	=
How well train company dealt with delays	177	22	33	45	30	-7	=	0	=

# 3

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3.1  
London and  
South East

Improved ↑  
 Unchanged =  
 Declined ↓

## Southeastern

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	1581	74	16	10	77	-3	↓	-3	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1085	62	18	20	64	3	=	5	↑	
Provision of information about train times/platforms	1478	73	16	11	75	-3	↓	0	=	
The upkeep/repair of the station buildings/platforms	1470	53	27	20	58	-5	↓	-2	=	
Cleanliness	1531	62	22	17	66	-2	=	-3	=	
The facilities and services	1310	45	21	34	49	1	=	2	=	
The attitudes and helpfulness of the staff	1304	65	21	14	67	-1	=	1	=	
Connections with other forms of public transport	1237	70	17	13	74	-1	=	1	=	
Facilities for car parking	689	41	15	44	44	0	=	2	=	
Overall environment	1509	54	30	16	58	-1	=	1	=	
Your personal security whilst using	1392	50	36	14	55	-3	=	0	=	
The availability of staff	1425	54	24	21	54	3	=	2	=	
How request to station staff was handled	196	77	10	11	81	-7	=	1	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1558	71	11	18	74	-4	↓	-2	=	
Punctuality/reliability (the train arriving/departing on time)	1528	75	9	16	75	-4	↓	-2	=	
The length of time the journey was scheduled to take (speed)	1512	76	13	11	79	-2	=	-2	=	
Connections with other train services	705	67	23	10	67	1	=	5	=	
The value for money for the price of your ticket	1409	30	23	46	34	-6	↓	-2	=	
Up keep and repair of the train	1518	68	19	14	69	2	=	1	=	
The provision of information during the journey	1388	59	26	15	61	3	=	1	=	
The helpfulness and attitude of staff on train	600	46	33	21	54	-3	=	-1	=	
The space for luggage	1141	33	26	41	44	-5	↓	-3	=	
The toilet facilities	688	22	22	56	32	-3	=	-4	=	
Sufficient room for all the passengers to sit/stand	1506	47	16	37	56	-4	↓	-1	=	
The comfort of the seating area	1488	60	22	19	64	1	=	2	=	
The ease of being able to get on and off	1547	70	19	11	73	-4	↓	-3	↓	
Your personal security whilst on board	1441	60	32	7	66	1	=	1	=	
The cleanliness of the inside	1578	65	18	16	70	0	=	-2	=	
The cleanliness of the outside	1456	58	29	13	64	-4	↓	-4	↓	
The availability of staff	1073	20	30	50	29	-3	=	-2	=	
How well train company dealt with delays	341	24	38	38	30	0	=	-2	=	

# 3

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3.1  
London and  
South East

Improved ↑  
 Unchanged =  
 Declined ↓

## South West Trains (including the former Island Line franchise)

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	1885	81	11	8	77	-1	=	-2	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1209	66	16	18	64	3	=	3	=	
Provision of information about train times/platforms	1758	80	11	10	75	-4	↓	-3	↓	
The upkeep/repair of the station buildings/platforms	1777	62	22	16	58	-3	=	2	=	
Cleanliness	1846	69	20	11	66	-2	=	2	=	
The facilities and services	1554	54	21	26	49	-3	=	0	=	
The attitudes and helpfulness of the staff	1465	72	19	10	67	1	=	1	=	
Connections with other forms of public transport	1432	73	15	12	74	-2	=	-3	=	
Facilities for car parking	793	44	19	38	44	0	=	-6	↓	
Overall environment	1786	62	27	11	58	-4	↓	-2	=	
Your personal security whilst using	1606	60	32	8	55	-4	↓	-2	=	
The availability of staff	1628	60	23	16	54	1	=	1	=	
How request to station staff was handled	287	86	5	7	81	1	=	-2	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1859	78	9	13	74	-1	=	-1	=	
Punctuality/reliability (the train arriving/departing on time)	1815	80	7	13	75	-2	=	-4	↓	
The length of time the journey was scheduled to take (speed)	1821	80	11	9	79	0	=	-1	=	
Connections with other train services	903	65	25	10	67	-8	↓	-7	↓	
The value for money for the price of your ticket	1702	35	24	41	34	-3	=	-3	=	
Up keep and repair of the train	1826	87	8	4	69	1	=	4	↑	
The provision of information during the journey	1684	77	17	7	61	1	=	2	=	
The helpfulness and attitude of staff on train	1172	69	26	4	54	-3	=	-2	=	
The space for luggage	1410	54	23	23	44	3	=	-3	=	
The toilet facilities	818	48	24	28	32	1	=	-4	=	
Sufficient room for all the passengers to sit/stand	1820	63	14	23	56	0	=	-3	↓	
The comfort of the seating area	1814	74	14	12	64	-1	=	-3	=	
The ease of being able to get on and off	1849	80	12	8	73	4	↑	1	=	
Your personal security whilst on board	1744	75	22	3	66	-3	↓	-1	=	
The cleanliness of the inside	1880	84	10	6	70	-1	=	0	=	
The cleanliness of the outside	1734	80	16	4	64	-1	=	3	=	
The availability of staff	1552	51	31	18	29	1	=	2	=	
How well train company dealt with delays	393	40	38	22	30	-4	=	-6	=	

# 3

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3.1  
London and  
South East

Improved ↑  
 Unchanged =  
 Declined ↓

## Southern

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006	Improvement/decline in % satisfied or good since Spring 2006			
						% change	significant change	% change	significant change	
Overall satisfaction	1683	81	11	7	77	-3	↓	2	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1070	65	17	18	64	3	=	6	↑	
Provision of information about train times/platforms	1597	80	11	9	75	-3	↓	3	=	
The upkeep/repair of the station buildings/platforms	1586	61	23	17	58	-1	=	2	=	
Cleanliness	1647	67	20	13	66	-3	=	0	=	
The facilities and services	1376	48	20	32	49	0	=	2	=	
The attitudes and helpfulness of the staff	1311	66	23	10	67	-1	=	3	=	
Connections with other forms of public transport	1310	75	14	11	74	-3	=	-1	=	
Facilities for car parking	587	43	15	42	44	0	=	5	=	
Overall environment	1607	60	25	15	58	1	=	4	↑	
Your personal security whilst using	1446	57	31	12	55	1	=	3	=	
The availability of staff	1452	51	28	22	54	-3	=	0	=	
How request to station staff was handled	241	82	6	12	81	-6	↓	2	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1662	72	10	18	74	-5	↓	-2	=	
Punctuality/reliability (the train arriving/departing on time)	1635	78	8	15	75	-6	↓	-1	=	
The length of time the journey was scheduled to take (speed)	1629	81	11	8	79	-4	↓	0	=	
Connections with other train services	927	68	20	11	67	-5	↓	2	=	
The value for money for the price of your ticket	1497	37	23	40	34	-5	↓	2	=	
Up keep and repair of the train	1630	81	12	7	69	1	=	1	=	
The provision of information during the journey	1539	73	18	9	61	0	=	0	=	
The helpfulness and attitude of staff on train	673	57	30	13	54	-2	=	-2	=	
The space for luggage	1179	45	22	33	44	2	=	2	=	
The toilet facilities	694	42	21	36	32	0	=	-3	=	
Sufficient room for all the passengers to sit/stand	1618	61	13	25	56	-1	=	-1	=	
The comfort of the seating area	1607	74	16	10	64	2	=	0	=	
The ease of being able to get on and off	1653	77	15	8	73	0	=	1	=	
Your personal security whilst on board	1543	70	24	6	66	0	=	2	=	
The cleanliness of the inside	1671	79	13	8	70	0	=	-1	=	
The cleanliness of the outside	1506	73	19	8	64	-1	=	0	=	
The availability of staff	1170	32	32	36	29	-2	=	-1	=	
How well train company dealt with delays	392	31	40	29	30	-13	↓	-4	=	

# 3

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3.2  
Long  
distance

Improved ↑  
 Unchanged =  
 Declined ↓

## GNER

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006

Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change	
Overall satisfaction	1062	87	7	5	87	0	=	-2	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	316	82	14	4	80	4	=	-1	=	
Provision of information about train times/platforms	1027	91	4	5	86	1	=	1	=	
The upkeep/repair of the station buildings/platforms	1001	74	17	9	70	1	=	7	↑	
Cleanliness	1056	78	15	8	76	3	=	3	=	
The facilities and services	901	65	19	16	66	-1	=	-3	=	
The attitudes and helpfulness of the staff	719	77	18	5	76	0	=	1	=	
Connections with other forms of public transport	771	83	11	6	75	0	=	4	=	
Facilities for car parking	290	51	17	32	49	2	=	10	↑	
Overall environment	1022	70	22	8	70	0	=	2	=	
Your personal security whilst using	862	68	29	2	68	-2	=	-2	=	
The availability of staff	838	67	22	11	66	0	=	-1	=	
How request to station staff was handled	242	83	8	9	87	-5	=	-6	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1025	87	6	7	85	-1	=	-2	=	
Punctuality/reliability (the train arriving/departing on time)	1028	87	3	9	85	4	↑	2	=	
The length of time the journey was scheduled to take (speed)	1024	91	6	3	87	2	=	0	=	
Connections with other train services	446	79	12	9	75	2	=	4	=	
The value for money for the price of your ticket	979	54	18	28	52	0	=	-8	↓	
Up keep and repair of the train	1040	80	11	9	88	0	=	-4	↓	
The provision of information during the journey	993	82	14	4	82	2	=	-3	↓	
The helpfulness and attitude of staff on train	823	82	14	3	81	2	=	-3	=	
The space for luggage	910	60	17	23	55	1	=	-1	=	
The toilet facilities	730	51	25	25	57	-1	=	-7	↓	
Sufficient room for all the passengers to sit/stand	1028	71	14	15	70	-3	=	-5	↓	
The comfort of the seating area	1043	77	14	9	80	-1	=	-4	↓	
The ease of being able to get on and off	1038	81	14	5	83	0	=	-2	=	
Your personal security whilst on board	965	84	15	1	84	-1	=	-1	=	
The cleanliness of the inside	1068	82	10	8	86	0	=	-3	↓	
The cleanliness of the outside	885	77	18	5	80	-3	=	-2	=	
The availability of staff	918	69	23	8	67	-1	=	-6	↓	
How well train company dealt with delays	227	56	27	16	53	-8	=	-11	↓	

# 3

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**3.2**  
Long distance

Improved ↑  
 Unchanged =  
 Declined ↓

## Midland Mainline

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006	Improvement/decline in % satisfied or good since Spring 2006			
						% change	significant change	% change	significant change	
Overall satisfaction	1064	90	7	3	87	3	↑	3	↑	
<b>STATION FACILITIES</b>										
Ticket buying facilities	642	78	13	9	80	3	=	6	↑	
Provision of information about train times/platforms	1002	83	10	7	86	1	=	0	=	
The upkeep/repair of the station buildings/platforms	998	69	18	13	70	2	=	6	↑	
Cleanliness	1046	77	15	8	76	2	=	3	=	
The facilities and services	936	57	22	21	66	-2	=	0	=	
The attitudes and helpfulness of the staff	841	78	18	4	76	0	=	-2	=	
Connections with other forms of public transport	775	61	19	20	75	4	=	4	=	
Facilities for car parking	483	55	17	28	49	-8	↓	-4	=	
Overall environment	1008	71	18	11	70	2	=	7	↑	
Your personal security whilst using	899	69	27	4	68	-1	=	4	=	
The availability of staff	920	65	24	12	66	-3	=	-2	=	
How request to station staff was handled	181	89	6	4	87	0	=	3	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1054	86	7	7	85	0	=	0	=	
Punctuality/reliability (the train arriving/departing on time)	1042	90	5	5	85	3	=	2	=	
The length of time the journey was scheduled to take (speed)	1044	89	6	5	87	6	↑	6	↑	
Connections with other train services	422	72	16	12	75	-1	=	3	=	
The value for money for the price of your ticket	990	48	20	32	52	-1	=	3	=	
Up keep and repair of the train	1043	85	10	5	88	1	=	-2	=	
The provision of information during the journey	1005	79	15	5	82	0	=	-3	=	
The helpfulness and attitude of staff on train	798	82	16	2	81	2	=	3	=	
The space for luggage	839	54	20	26	55	-5	↓	-6	↓	
The toilet facilities	651	55	24	21	57	-3	=	-6	↓	
Sufficient room for all the passengers to sit/stand	1033	71	14	15	70	2	=	3	=	
The comfort of the seating area	1035	81	13	6	80	2	=	-1	=	
The ease of being able to get on and off	1046	80	15	5	83	-1	=	-1	=	
Your personal security whilst on board	995	83	16	2	84	2	=	0	=	
The cleanliness of the inside	1066	86	9	6	86	-1	=	0	=	
The cleanliness of the outside	946	73	19	9	80	-2	=	8	↑	
The availability of staff	893	66	23	10	67	1	=	2	=	
How well train company dealt with delays	165	61	25	14	53	1	=	14	↑	

# 3

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3.2  
Long  
distance

Improved ↑  
 Unchanged =  
 Declined ↓

## TransPennine Express

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	1069	89	6	5	87	1	=	3	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	653	86	8	6	80	5	↑	2	=	
Provision of information about train times/platforms	1016	86	8	6	86	1	=	1	=	
The upkeep/repair of the station buildings/platforms	995	77	15	8	70	-4	↓	1	=	
Cleanliness	1031	79	13	8	76	-4	↓	-2	=	
The facilities and services	913	71	14	15	66	-1	=	2	=	
The attitudes and helpfulness of the staff	846	75	17	7	76	-2	=	-2	=	
Connections with other forms of public transport	695	74	15	10	75	-1	=	0	=	
Facilities for car parking	400	40	19	41	49	-9	↓	-5	=	
Overall environment	1012	77	14	8	70	-3	=	-1	=	
Your personal security whilst using	894	72	24	4	68	-3	=	0	=	
The availability of staff	922	66	22	12	66	-1	=	-1	=	
How request to station staff was handled	216	88	5	4	87	5	=	1	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1038	87	6	7	85	4	↑	6	↑	
Punctuality/reliability (the train arriving/departing on time)	1037	86	5	9	85	3	↑	3	=	
The length of time the journey was scheduled to take (speed)	1037	88	6	6	87	0	=	2	=	
Connections with other train services	470	75	15	10	75	-3	=	4	=	
The value for money for the price of your ticket	976	52	23	26	52	-3	=	1	=	
Up keep and repair of the train	1048	92	6	2	88	6	↑	25	↑	
The provision of information during the journey	991	83	11	6	82	5	↑	18	↑	
The helpfulness and attitude of staff on train	795	79	17	4	81	-3	=	0	=	
The space for luggage	818	59	18	23	55	-1	=	1	=	
The toilet facilities	507	63	23	14	57	3	=	25	↑	
Sufficient room for all the passengers to sit/stand	1038	74	11	15	70	1	=	7	↑	
The comfort of the seating area	1040	85	11	4	80	3	=	13	↑	
The ease of being able to get on and off	1045	86	10	4	83	3	=	8	↑	
Your personal security whilst on board	995	84	14	2	84	0	=	6	↑	
The cleanliness of the inside	1066	87	8	5	86	3	=	17	↑	
The cleanliness of the outside	983	86	11	3	80	4	↑	29	↑	
The availability of staff	937	66	24	10	67	0	=	7	↑	
How well train company dealt with delays	208	45	33	22	53	13	↑	11	↑	



# 3

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3.2  
Long  
distance

Improved ↑  
 Unchanged =  
 Declined ↓

## Virgin CrossCountry

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006	Improvement/decline in % satisfied or good since Spring 2006			
						% change	significant change	% change	significant change	
Overall satisfaction	1125	84	8	7	87	5	↑	1	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	532	79	12	9	80	-2	=	2	=	
Provision of information about train times/platforms	1085	83	9	8	86	-2	=	1	=	
The upkeep/repair of the station buildings/platforms	1068	65	21	15	70	-6	↓	-3	=	
Cleanliness	1108	74	17	9	76	-3	=	0	=	
The facilities and services	962	69	16	15	66	1	=	1	=	
The attitudes and helpfulness of the staff	848	78	18	4	76	-3	=	-4	↓	
Connections with other forms of public transport	620	72	16	12	75	-3	=	-2	=	
Facilities for car parking	434	55	14	31	49	-3	=	-4	=	
Overall environment	1078	67	22	11	70	-4	=	-4	↓	
Your personal security whilst using	925	67	30	4	68	-5	↓	-3	=	
The availability of staff	945	66	23	11	66	-2	=	-7	↓	
How request to station staff was handled	319	87	7	5	87	-2	=	-3	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1071	79	11	10	85	2	=	-4	↓	
Punctuality/reliability (the train arriving/departing on time)	1093	81	6	13	85	6	↑	-1	=	
The length of time the journey was scheduled to take (speed)	1095	84	10	7	87	3	↑	-2	=	
Connections with other train services	540	74	17	9	75	1	=	1	=	
The value for money for the price of your ticket	1032	53	17	29	52	-4	=	-5	↓	
Up keep and repair of the train	1109	89	7	3	88	0	=	-3	↓	
The provision of information during the journey	1057	84	12	4	82	2	=	-1	=	
The helpfulness and attitude of staff on train	818	85	13	2	81	3	=	1	=	
The space for luggage	930	53	17	30	55	5	↑	-3	=	
The toilet facilities	658	61	20	19	57	5	↑	-9	↓	
Sufficient room for all the passengers to sit/stand	1089	65	17	18	70	5	↑	-4	↓	
The comfort of the seating area	1100	78	12	10	80	-1	=	-3	=	
The ease of being able to get on and off	1114	84	11	5	83	7	↑	3	↑	
Your personal security whilst on board	1015	84	14	2	84	1	=	0	=	
The cleanliness of the inside	1128	87	9	4	86	3	=	-3	↓	
The cleanliness of the outside	972	81	15	4	80	-2	=	1	=	
The availability of staff	944	67	24	9	67	-2	=	-4	=	
How well train company dealt with delays	326	49	31	20	53	-2	=	2	=	

# 3

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3.2  
Long  
distance

↑ Improved  
= Unchanged  
↓ Declined

## Virgin West Coast

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006	Improvement/decline in % satisfied or good since Spring 2006			
						% change	significant change	% change	significant change	
Overall satisfaction	1062	87	8	5	87	1	=	-3	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	447	75	15	10	80	-2	=	0	=	
Provision of information about train times/platforms	1013	87	9	5	86	3	=	0	=	
The upkeep/repair of the station buildings/platforms	1015	70	20	11	70	-5	↓	-2	=	
Cleanliness	1051	74	17	9	76	-2	=	-1	=	
The facilities and services	918	64	21	15	66	-3	=	-1	=	
The attitudes and helpfulness of the staff	760	74	20	6	76	-2	=	-2	=	
Connections with other forms of public transport	773	81	11	7	75	-2	=	-2	=	
Facilities for car parking	385	42	17	42	49	-2	=	-7	=	
Overall environment	998	67	22	12	70	-5	↓	-3	=	
Your personal security whilst using	869	66	30	4	68	0	=	-2	=	
The availability of staff	873	67	23	10	66	-2	=	0	=	
How request to station staff was handled	249	89	6	3	87	4	=	7	↑	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1017	87	7	7	85	4	↑	2	=	
Punctuality/reliability (the train arriving/departing on time)	1034	86	5	9	85	0	=	-3	↓	
The length of time the journey was scheduled to take (speed)	1029	87	8	5	87	3	=	0	=	
Connections with other train services	432	75	17	7	75	-1	=	0	=	
The value for money for the price of your ticket	994	53	17	30	52	-5	↓	-6	↓	
Up keep and repair of the train	1040	93	6	1	88	0	=	-1	=	
The provision of information during the journey	1003	81	13	6	82	1	=	-3	↓	
The helpfulness and attitude of staff on train	775	77	19	4	81	-3	=	-6	↓	
The space for luggage	943	50	17	33	55	1	=	-5	↓	
The toilet facilities	719	55	22	23	57	3	=	-4	=	
Sufficient room for all the passengers to sit/stand	1034	72	13	15	70	4	=	-4	↓	
The comfort of the seating area	1037	79	12	9	80	-1	=	0	=	
The ease of being able to get on and off	1044	85	13	2	83	0	=	-2	=	
Your personal security whilst on board	982	86	13	1	84	3	=	-3	=	
The cleanliness of the inside	1063	90	7	3	86	2	=	-3	↓	
The cleanliness of the outside	935	83	13	5	80	0	=	-5	↓	
The availability of staff	880	65	26	10	67	-2	=	-5	↓	
How well train company dealt with delays	245	58	27	15	53	10	↑	-3	=	

# 3

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**3.3**  
Regional operators

Improved ↑  
 Unchanged =  
 Declined ↓

## Arriva Trains Wales































































Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	781	84	10	6	82	5	↑	5	↑	
<b>STATION FACILITIES</b>										
Ticket buying facilities	441	68	14	19	73	0	=	-1	=	
Provision of information about train times/platforms	743	73	13	14	76	3	=	8	↑	
The upkeep/repair of the station buildings/platforms	720	52	23	25	62	-3	=	7	↑	
Cleanliness	766	57	21	22	67	-2	=	4	=	
The facilities and services	634	42	15	43	47	3	=	7	↑	
The attitudes and helpfulness of the staff	614	65	20	15	72	-5	=	-6	↓	
Connections with other forms of public transport	487	67	13	20	67	3	=	10	↑	
Facilities for car parking	387	45	17	38	52	-6	=	-5	=	
Overall environment	729	50	26	24	61	-1	=	1	=	
Your personal security whilst using	655	53	31	16	62	2	=	-1	=	
The availability of staff	682	52	18	30	58	0	=	-1	=	
How request to station staff was handled	156	85	7	6	82	2	=	2	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	764	72	11	17	77	1	=	6	↑	
Punctuality/reliability (the train arriving/departing on time)	750	81	6	13	82	6	↑	6	↑	
The length of time the journey was scheduled to take (speed)	749	87	9	4	87	5	↑	5	↑	
Connections with other train services	360	72	16	13	69	4	=	10	↑	
The value for money for the price of your ticket	714	55	20	25	57	-2	=	1	=	
Up keep and repair of the train	748	66	18	15	68	4	=	14	↑	
The provision of information during the journey	653	55	30	15	67	4	=	4	=	
The helpfulness and attitude of staff on train	635	77	19	4	72	2	=	2	=	
The space for luggage	573	58	20	22	56	-2	=	1	=	
The toilet facilities	372	42	21	38	38	0	=	2	=	
Sufficient room for all the passengers to sit/stand	749	71	13	16	68	5	↑	4	=	
The comfort of the seating area	763	74	15	11	72	8	↑	12	↑	
The ease of being able to get on and off	767	80	14	7	80	5	↑	5	↑	
Your personal security whilst on board	737	74	19	7	74	3	=	2	=	
The cleanliness of the inside	787	66	17	17	69	1	=	7	↑	
The cleanliness of the outside	694	52	25	24	60	-3	=	9	↑	
The availability of staff	705	64	23	13	55	7	↑	6	↑	
How well train company dealt with delays	152	38	32	30	32	7	=	10	=	

Improved   
 Unchanged   
 Declined 




## Central Trains

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	1225	83	10	7	82	3		0		
<b>STATION FACILITIES</b>										
Ticket buying facilities	722	74	15	11	73	-1		1		
Provision of information about train times/platforms	1132	77	13	9	76	1		2		
The upkeep/repair of the station buildings/platforms	1136	57	25	19	62	-3		0		
Cleanliness	1191	64	22	14	67	-4		1		
The facilities and services	1027	49	19	32	47	-6		1		
The attitudes and helpfulness of the staff	987	75	17	8	72	1		0		
Connections with other forms of public transport	792	67	17	16	67	4		4		
Facilities for car parking	583	57	15	28	52	1		1		
Overall environment	1145	58	27	15	61	-3		4		
Your personal security whilst using	1024	61	32	7	62	2		1		
The availability of staff	1065	59	23	17	58	1		0		
How request to station staff was handled	271	86	7	6	82	-3		2		
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	1175	77	10	13	77	4		3		
Punctuality/reliability (the train arriving/departing on time)	1178	79	7	14	82	4		1		
The length of time the journey was scheduled to take (speed)	1171	87	9	4	87	5		3		
Connections with other train services	537	72	17	11	69	9		5		
The value for money for the price of your ticket	1081	54	19	27	57	-3		1		
Up keep and repair of the train	1178	66	19	14	68	-4		-3		
The provision of information during the journey	1087	63	23	14	67	2		0		
The helpfulness and attitude of staff on train	768	68	24	8	72	0		5		
The space for luggage	896	50	24	26	56	2		-1		
The toilet facilities	519	41	27	32	38	1		2		
Sufficient room for all the passengers to sit/stand	1172	64	14	22	68	3		0		
The comfort of the seating area	1172	68	20	12	72	0		-2		
The ease of being able to get on and off	1191	77	15	8	80	0		-3		
Your personal security whilst on board	1129	73	22	5	74	-2		-1		
The cleanliness of the inside	1214	71	17	13	69	1		1		
The cleanliness of the outside	1100	64	26	10	60	-2		2		
The availability of staff	988	46	29	25	55	-2		1		
How well train company dealt with delays	249	38	32	30	32	6		9		

## 3

3.3  
Regional  
operators

Improved   
 Unchanged   
 Declined 

## First ScotRail

Spring 2007

Improvement/decline in %  
satisfied or good since  
Autumn 2006Improvement/decline in %  
satisfied or good since  
Spring 2006

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	1022	83	11	6	82	-5	↓	-4	↓
<b>STATION FACILITIES</b>									
Ticket buying facilities	635	75	12	13	73	2	⊖	-1	⊖
Provision of information about train times/platforms	979	77	12	11	76	-1	⊖	-2	⊖
The upkeep/repair of the station buildings/platforms	984	66	22	12	62	-2	⊖	-2	⊖
Cleanliness	1010	75	17	8	67	0	⊖	0	⊖
The facilities and services	815	52	13	35	47	2	⊖	-2	⊖
The attitudes and helpfulness of the staff	763	77	14	9	72	4	⊖	0	⊖
Connections with other forms of public transport	721	69	16	14	67	0	⊖	0	⊖
Facilities for car parking	458	55	16	29	52	3	⊖	1	⊖
Overall environment	981	69	21	10	61	2	⊖	1	⊖
Your personal security whilst using	876	69	23	8	62	6	↑	6	↑
The availability of staff	862	59	22	19	58	-3	⊖	-4	⊖
How request to station staff was handled	147	85	5	9	82	3	⊖	0	⊖
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	1012	79	9	12	77	-3	⊖	-4	↓
Punctuality/reliability (the train arriving/departing on time)	993	83	7	10	82	-6	↓	-2	⊖
The length of time the journey was scheduled to take (speed)	987	88	7	5	87	-2	⊖	-1	⊖
Connections with other train services	400	71	22	7	69	-6	⊖	0	⊖
The value for money for the price of your ticket	953	57	19	24	57	1	⊖	2	⊖
Up keep and repair of the train	1000	80	13	7	68	-1	⊖	0	⊖
The provision of information during the journey	926	75	15	9	67	-1	⊖	2	⊖
The helpfulness and attitude of staff on train	730	74	23	3	72	-2	⊖	-3	⊖
The space for luggage	730	57	21	22	56	-5	↓	-6	↓
The toilet facilities	428	36	28	36	38	-12	↓	-10	↓
Sufficient room for all the passengers to sit/stand	984	71	12	16	68	1	⊖	1	⊖
The comfort of the seating area	1005	78	16	6	72	-2	⊖	-2	⊖
The ease of being able to get on and off	1007	82	13	5	80	-3	⊖	-1	⊖
Your personal security whilst on board	955	80	17	3	74	1	⊖	0	⊖
The cleanliness of the inside	1026	78	13	9	69	-2	⊖	-2	⊖
The cleanliness of the outside	900	72	19	9	60	0	⊖	5	↑
The availability of staff	885	61	27	13	55	1	⊖	-2	⊖
How well train company dealt with delays	187	38	36	27	32	-12	↓	-7	⊖

Improved ↑  
Unchanged =  
Declined ↓

## Gatwick Express

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	516	92	6	1	82	-2	=	-2	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	247	76	13	11	73	7	=	6	=	
Provision of information about train times/platforms	474	87	8	5	76	2	=	3	=	
The upkeep/repair of the station buildings/platforms	472	70	24	6	62	0	=	-4	=	
Cleanliness	508	72	20	8	67	1	=	-2	=	
The facilities and services	362	75	15	9	47	2	=	5	=	
The attitudes and helpfulness of the staff	329	69	24	7	72	2	=	2	=	
Connections with other forms of public transport	423	88	8	3	67	3	=	0	=	
Facilities for car parking	93	49	18	33	52	15	↑	5	=	
Overall environment	480	70	26	4	61	-2	=	-3	=	
Your personal security whilst using	391	65	31	4	62	0	=	-2	=	
The availability of staff	357	60	28	12	58	1	=	1	=	
How request to station staff was handled	79	91	6	3	82	1	=	7	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	513	95	3	2	77	-1	=	-2	=	
Punctuality/reliability (the train arriving/departing on time)	494	94	4	2	82	0	=	0	=	
The length of time the journey was scheduled to take (speed)	500	96	3	2	87	1	=	0	=	
Connections with other train services	191	76	16	7	69	-6	=	-6	=	
The value for money for the price of your ticket	460	38	27	35	57	-2	=	-8	↓	
Up keep and repair of the train	506	82	11	7	68	-2	=	-8	↓	
The provision of information during the journey	464	83	14	3	67	-3	=	0	=	
The helpfulness and attitude of staff on train	410	83	16	2	72	1	=	-2	=	
The space for luggage	472	78	11	11	56	2	=	-4	=	
The toilet facilities	248	71	18	11	38	1	=	0	=	
Sufficient room for all the passengers to sit/stand	503	88	9	3	68	0	=	0	=	
The comfort of the seating area	519	88	11	1	72	0	=	-4	↓	
The ease of being able to get on and off	510	91	8	1	80	1	=	0	=	
Your personal security whilst on board	479	88	10	2	74	-2	=	-2	=	
The cleanliness of the inside	520	88	8	4	69	0	=	-3	=	
The cleanliness of the outside	474	83	13	3	60	-3	=	-4	=	
The availability of staff	446	71	24	5	55	-10	↓	-5	↓	
How well train company dealt with delays	30	30	42	28	32	-8	=	-22	↓	

## Merseyrail

Spring 2007

	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006		
						% change	significant change	% change	significant change	
Overall satisfaction	528	88	8	4	82	-1	=	-1	=	
<b>STATION FACILITIES</b>										
Ticket buying facilities	356	76	16	8	73	3	=	-2	=	
Provision of information about train times/platforms	484	76	11	13	76	2	=	-3	=	
The upkeep/repair of the station buildings/platforms	490	58	23	18	62	-3	=	-1	=	
Cleanliness	513	63	19	18	67	-5	=	0	=	
The facilities and services	373	30	20	50	47	4	=	0	=	
The attitudes and helpfulness of the staff	443	76	15	9	72	5	=	1	=	
Connections with other forms of public transport	380	67	16	17	67	-2	=	-7	↓	
Facilities for car parking	282	59	10	31	52	5	=	4	=	
Overall environment	491	59	27	15	61	0	=	2	=	
Your personal security whilst using	450	62	29	9	62	5	=	6	=	
The availability of staff	468	67	21	12	58	2	=	2	=	
How request to station staff was handled	49	75	9	12	82	0	=	-9	=	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	526	91	4	5	77	0	=	2	=	
Punctuality/reliability (the train arriving/departing on time)	511	87	7	6	82	0	=	-1	=	
The length of time the journey was scheduled to take (speed)	512	93	5	2	87	1	=	2	=	
Connections with other train services	189	85	10	5	69	1	=	7	=	
The value for money for the price of your ticket	413	60	21	19	57	-8	↓	-3	=	
Up keep and repair of the train	494	81	14	4	68	-1	=	1	=	
The provision of information during the journey	494	86	12	2	67	1	=	-1	=	
The helpfulness and attitude of staff on train	239	66	27	8	72	16	↑	9	↑	
The space for luggage	345	51	25	23	56	-1	=	-11	↓	
The toilet facilities	170	15	12	73	38	5	=	0	=	
Sufficient room for all the passengers to sit/stand	492	73	13	14	68	1	=	-4	=	
The comfort of the seating area	512	82	13	5	72	1	=	-3	=	
The ease of being able to get on and off	510	88	9	3	80	1	=	3	=	
Your personal security whilst on board	484	67	26	7	74	0	=	0	=	
The cleanliness of the inside	527	73	17	10	69	-2	=	-3	=	
The cleanliness of the outside	486	59	26	15	60	-2	=	-7	↓	
The availability of staff	395	37	36	27	55	8	↑	4	=	
How well train company dealt with delays	57	41	36	23	32	-1	=	1	=	

# 3

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## 3.3 Regional operators

Improved ↑  
 Unchanged =  
 Declined ↓

### Northern Rail

Spring 2007

		Spring 2007				Improvement/decline in % satisfied or good since Autumn 2006		Improvement/decline in % satisfied or good since Spring 2006	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good	% change	significant change	% change	significant change
Overall satisfaction	995	77	13	10	82	-3	=	-7	↓
<b>STATION FACILITIES</b>									
Ticket buying facilities	630	69	12	18	73	-4	=	-3	=
Provision of information about train times/platforms	927	74	12	14	76	-2	=	-3	=
The upkeep/repair of the station buildings/platforms	931	64	16	20	62	-2	=	-2	=
Cleanliness	967	64	17	19	67	-3	=	-4	=
The facilities and services	817	47	15	38	47	-2	=	-7	↓
The attitudes and helpfulness of the staff	800	67	17	16	72	-3	=	-3	=
Connections with other forms of public transport	711	62	19	19	67	-5	↓	-5	↓
Facilities for car parking	493	46	17	37	52	-9	↓	-3	=
Overall environment	944	60	22	19	61	-4	=	-3	=
Your personal security whilst using	846	57	28	15	62	-3	=	0	=
The availability of staff	871	55	15	30	58	-3	=	-1	=
How request to station staff was handled	155	76	5	18	82	-14	↓	-13	↓
<b>TRAIN FACILITIES</b>									
The frequency of the trains on that route	961	70	10	20	77	-1	=	-4	=
Punctuality/reliability (the train arriving/departing on time)	965	79	7	14	82	5	↑	0	=
The length of time the journey was scheduled to take (speed)	956	84	9	7	87	-1	=	-3	↓
Connections with other train services	463	61	25	13	69	-10	↓	-10	↓
The value for money for the price of your ticket	860	58	17	26	57	-2	=	-3	=
Up keep and repair of the train	959	53	22	25	68	-5	↓	-6	↓
The provision of information during the journey	854	56	25	20	67	0	=	3	=
The helpfulness and attitude of staff on train	743	73	22	5	72	1	=	-2	=
The space for luggage	695	56	20	25	56	1	=	-1	=
The toilet facilities	438	40	22	38	38	7	↑	2	=
Sufficient room for all the passengers to sit/stand	954	62	13	25	68	-2	=	-4	↓
The comfort of the seating area	959	61	20	19	72	0	=	-2	=
The ease of being able to get on and off	968	74	17	9	80	-3	=	-4	↓
Your personal security whilst on board	931	71	24	5	74	-4	=	-4	↓
The cleanliness of the inside	987	59	21	20	69	-4	=	-3	=
The cleanliness of the outside	899	49	28	24	60	-10	↓	-4	=
The availability of staff	872	55	25	20	55	1	=	-4	=
How well train company dealt with delays	235	22	36	42	32	-12	↓	-3	=



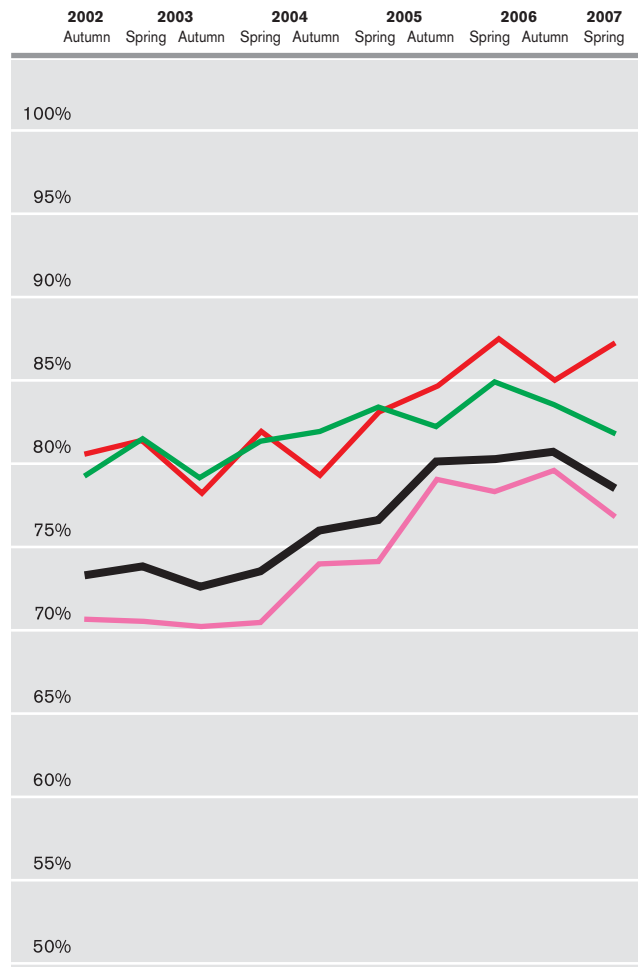
**4**  
**4.1**  
**Overall opinion of journey**

# Percentage of passengers satisfied 2002-2007

**Chart 4.1a National sector levels**

Percentage of passengers satisfied 2002 to 2007

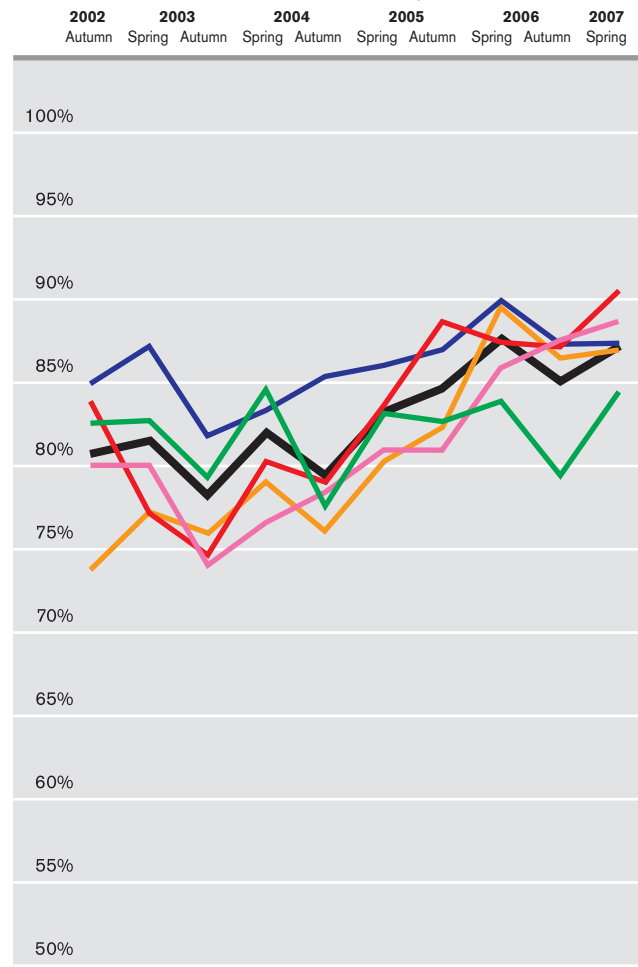
- Long distance
- Regional
- National total
- London and South East



**Chart 4.1b Long distance operators**

Percentage of passengers satisfied 2002 to 2007

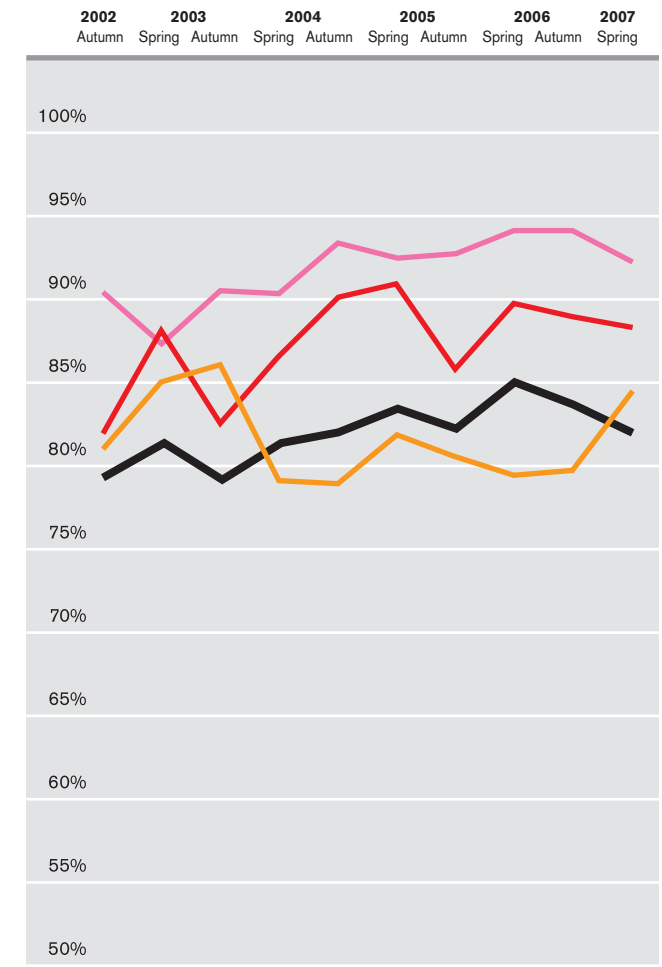
- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector



**Chart 4.1c Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.1 Overall opinion of journey

Chart 4.1d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

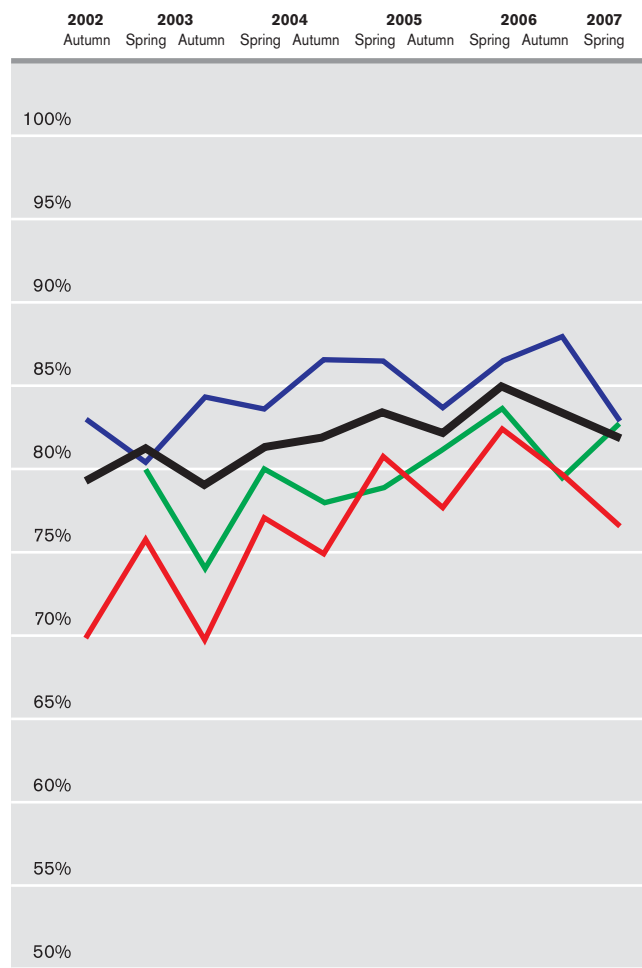


Chart 4.1e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

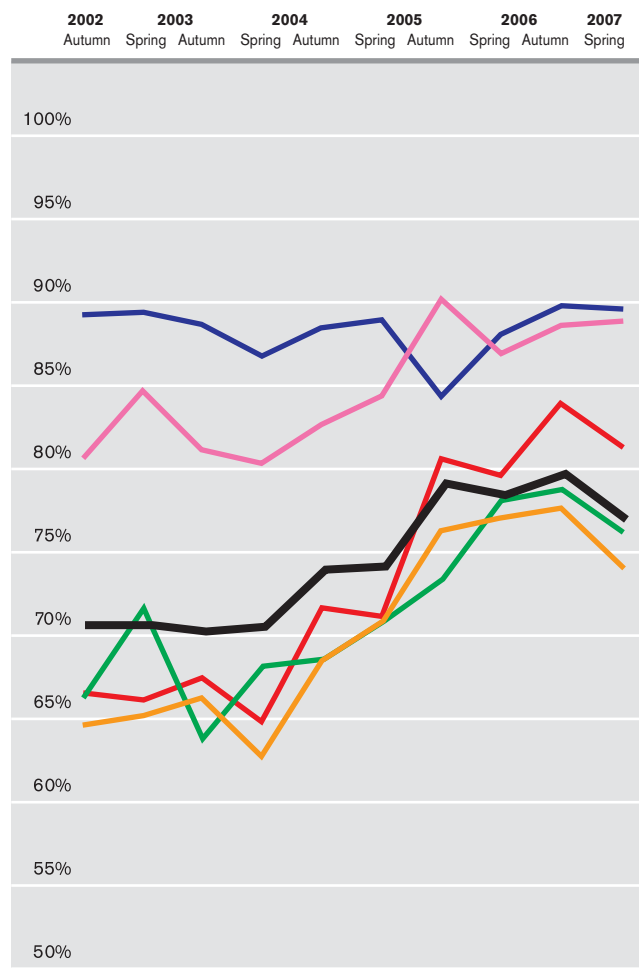
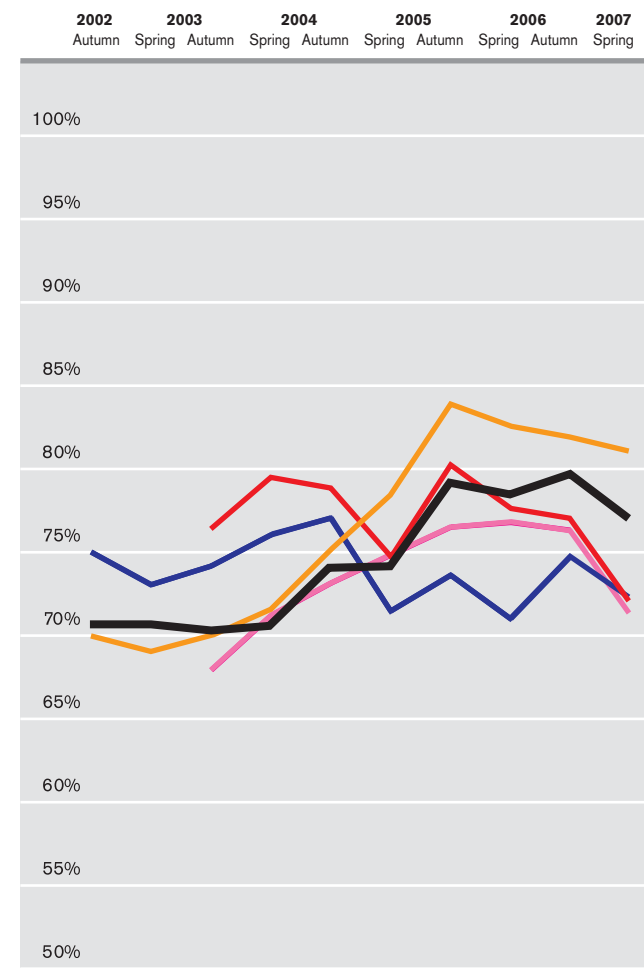


Chart 4.1f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector



# 4

## 4.2 Punctuality and reliability

Chart 4.2a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East



Chart 4.2b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

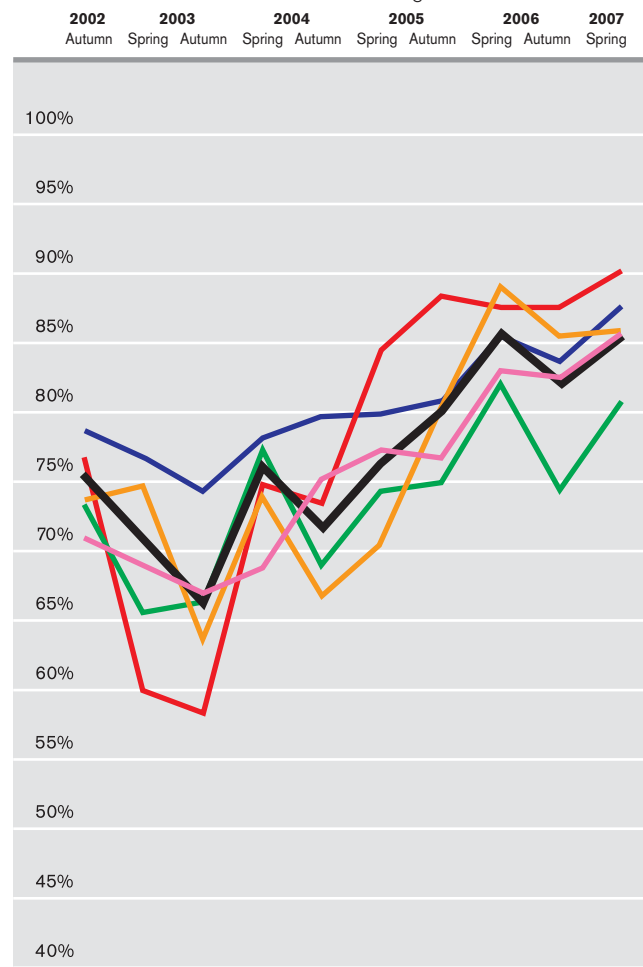
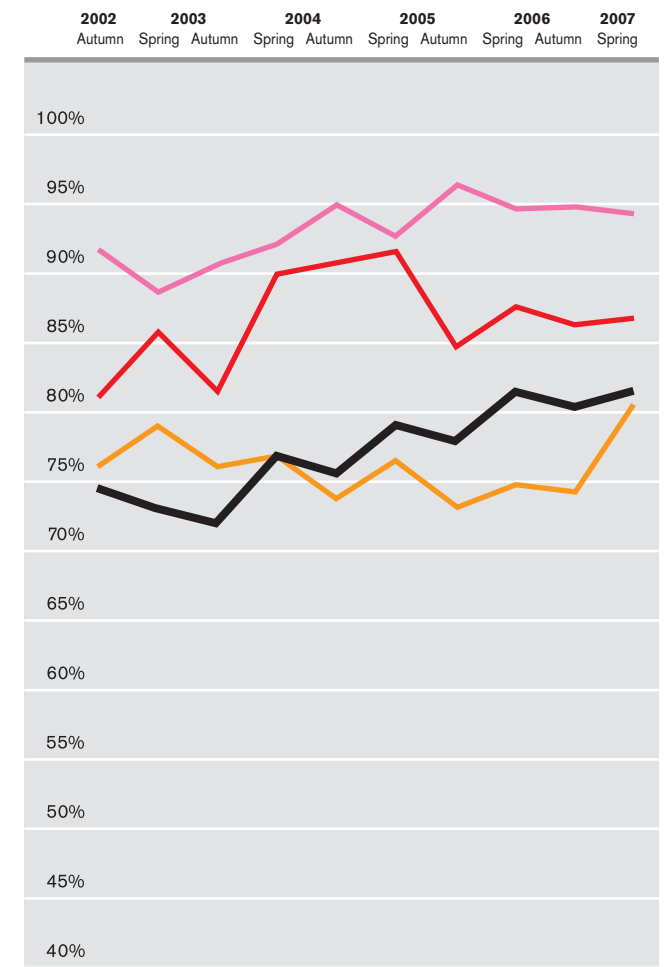


Chart 4.2c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.2 Punctuality and reliability

Chart 4.2d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

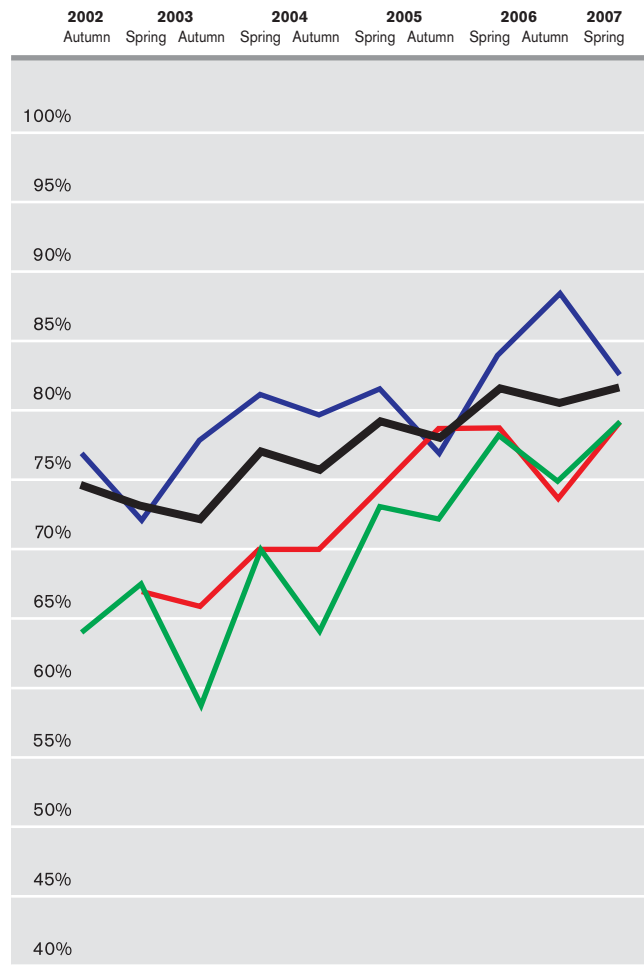


Chart 4.2e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

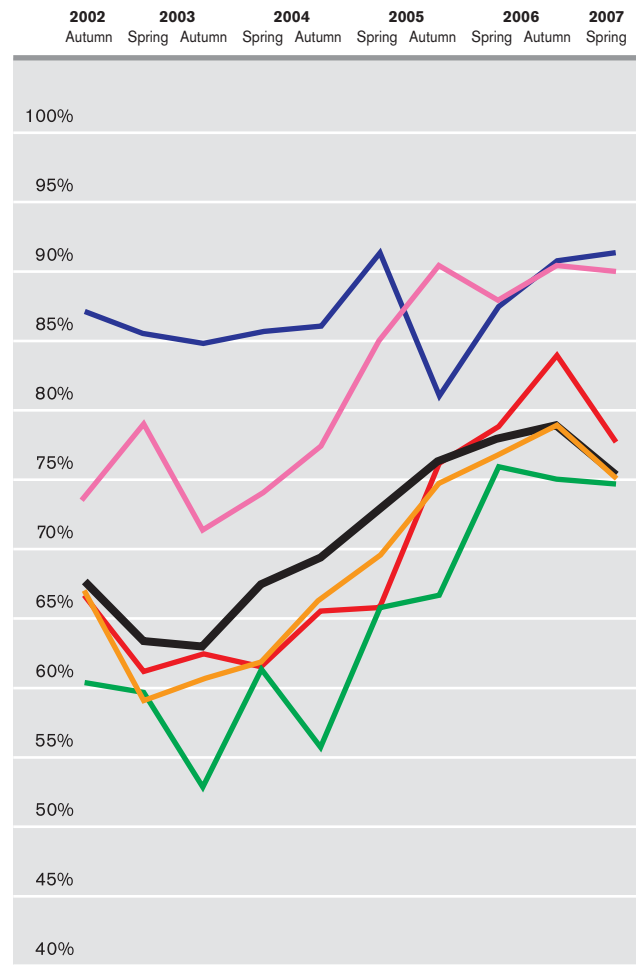
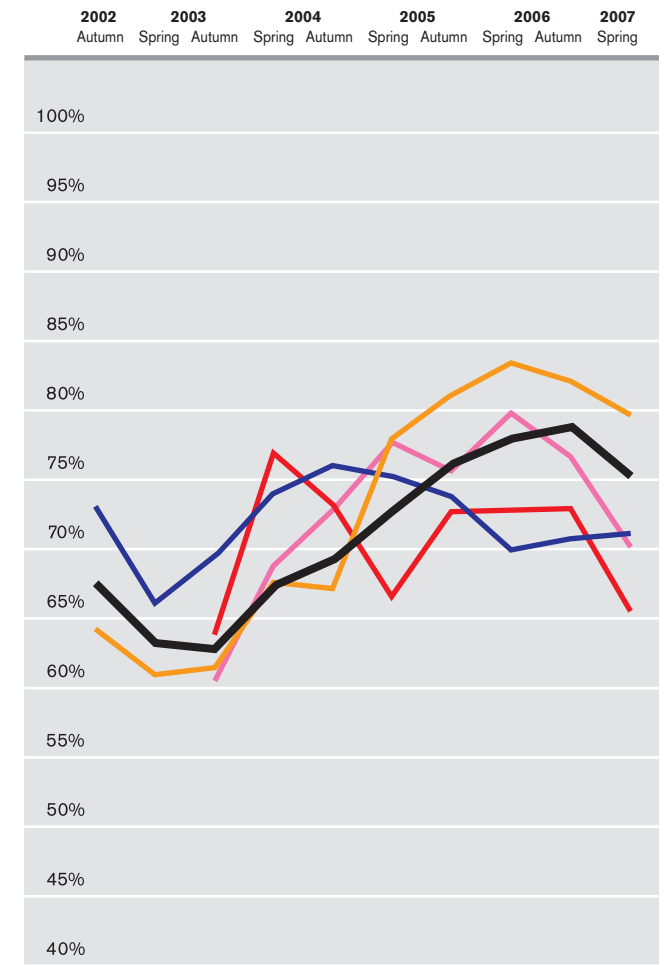


Chart 4.2f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector



# 4

## 4.3 Dealing with delays

Chart 4.3a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East

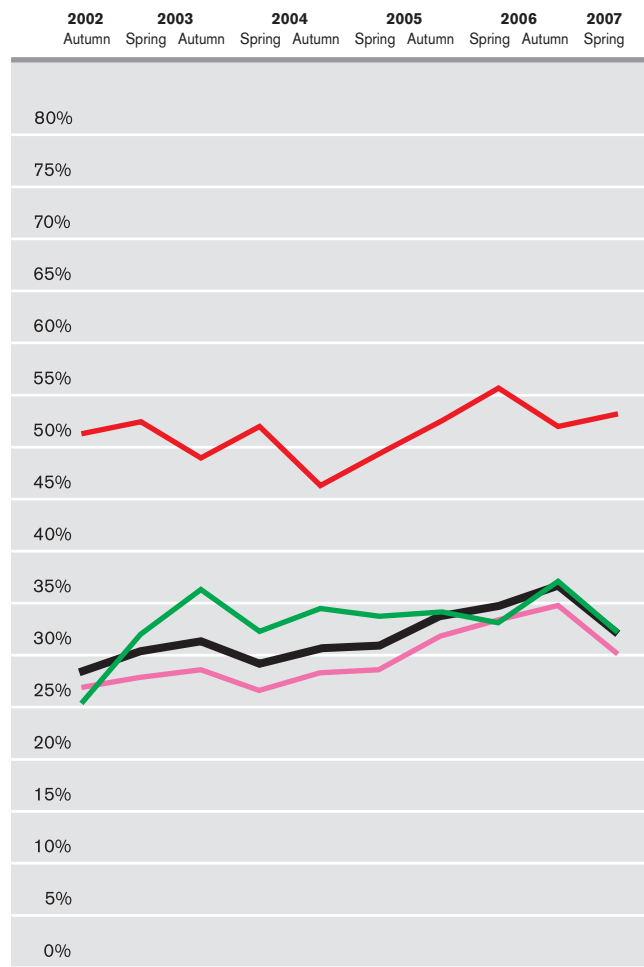


Chart 4.3b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

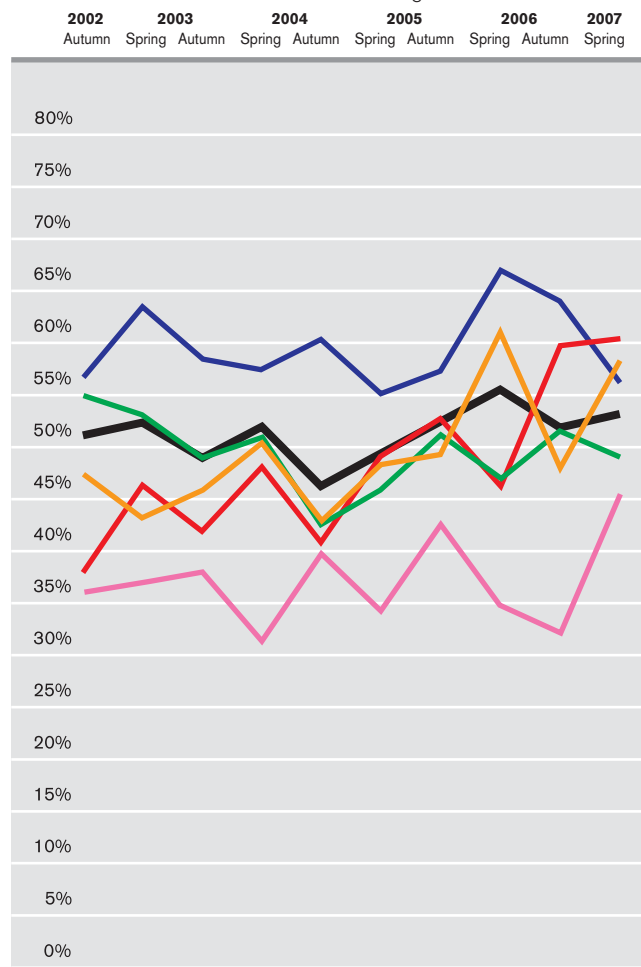
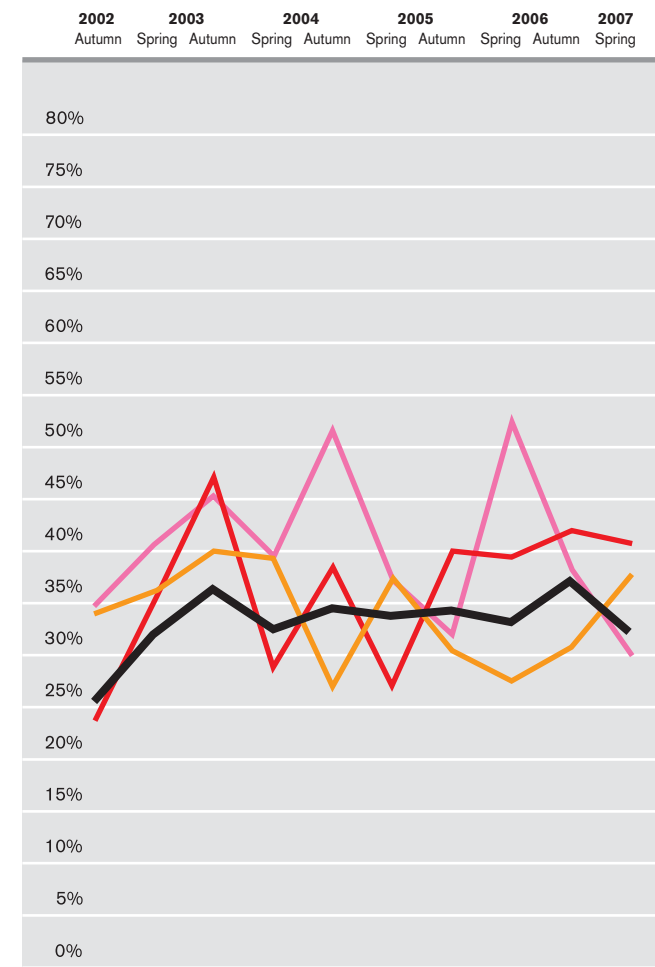


Chart 4.3c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.3 Dealing with delays

Chart 4.3d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Central Trains
- Northern Rail
- Regional sector

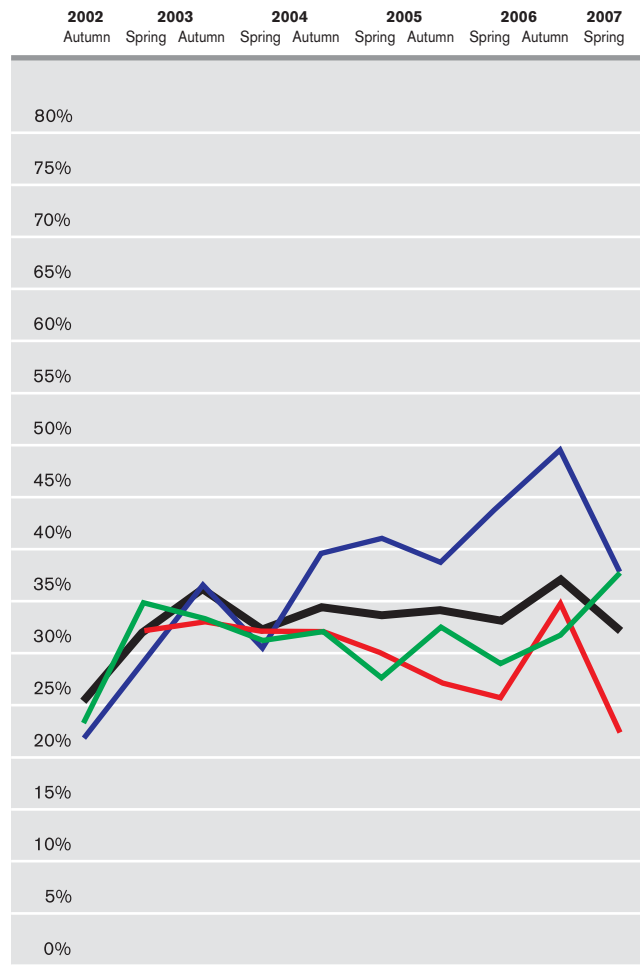


Chart 4.3e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- Silverlink
- c2c
- Southeastern
- Southern
- London and South East sector

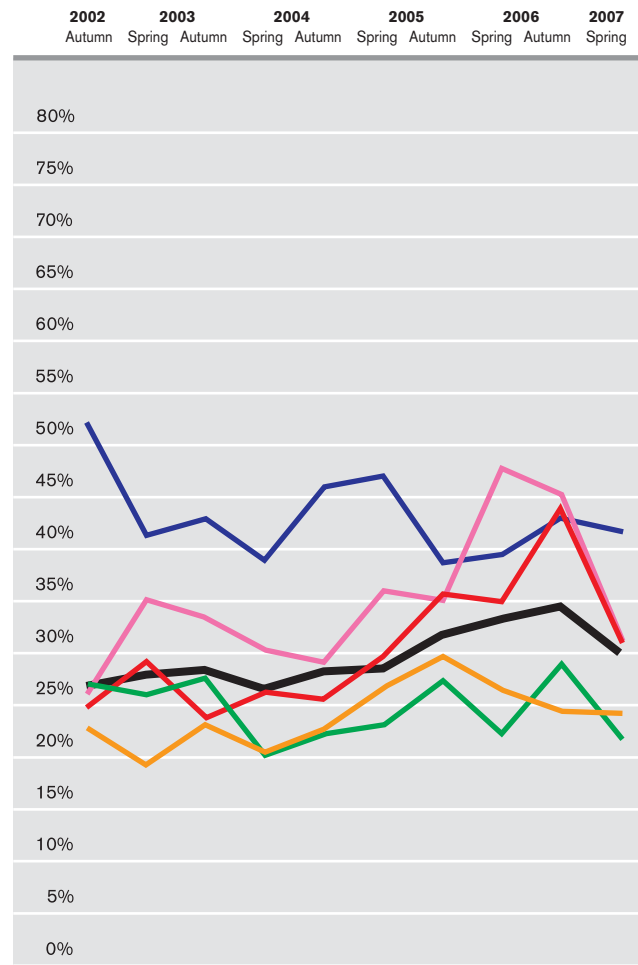
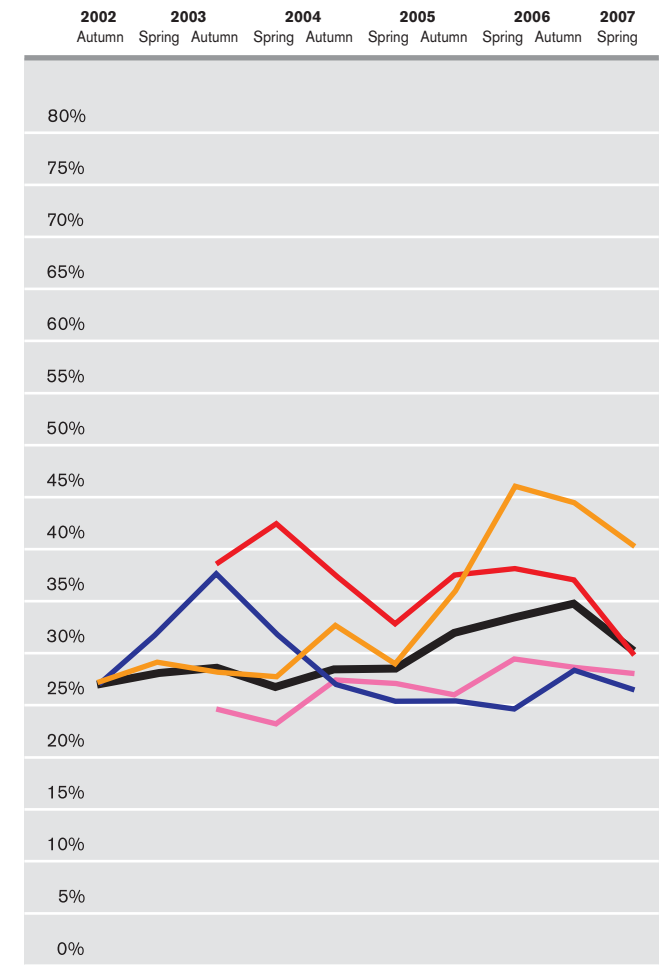


Chart 4.3f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- South West Trains
- First Great Western
- London and South East sector
- One

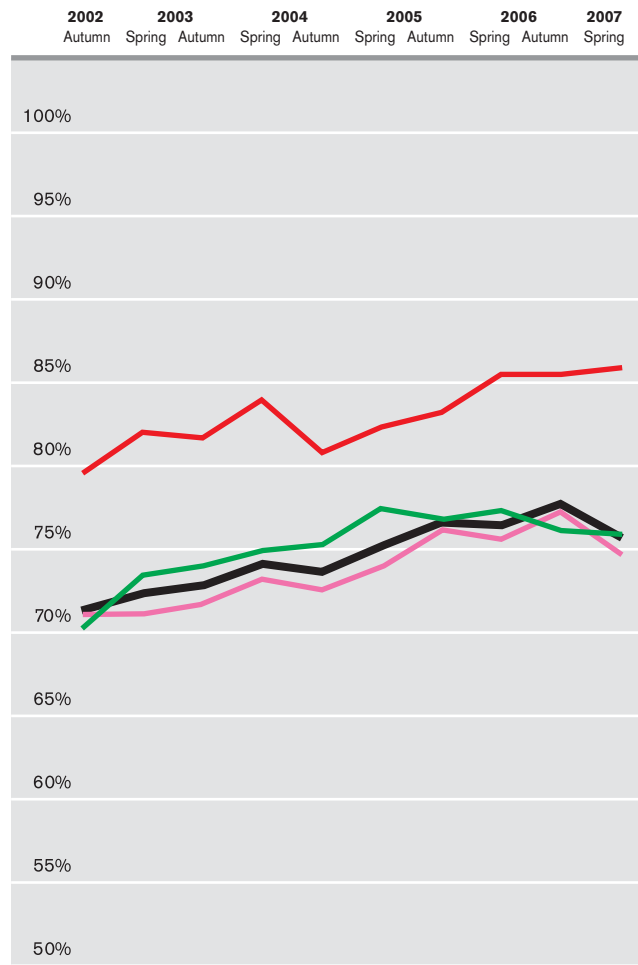


**4**  
**4.4**  
**Provision of information about trains/platforms**

**Chart 4.4a National sector levels**

Percentage of passengers satisfied 2002 to 2007

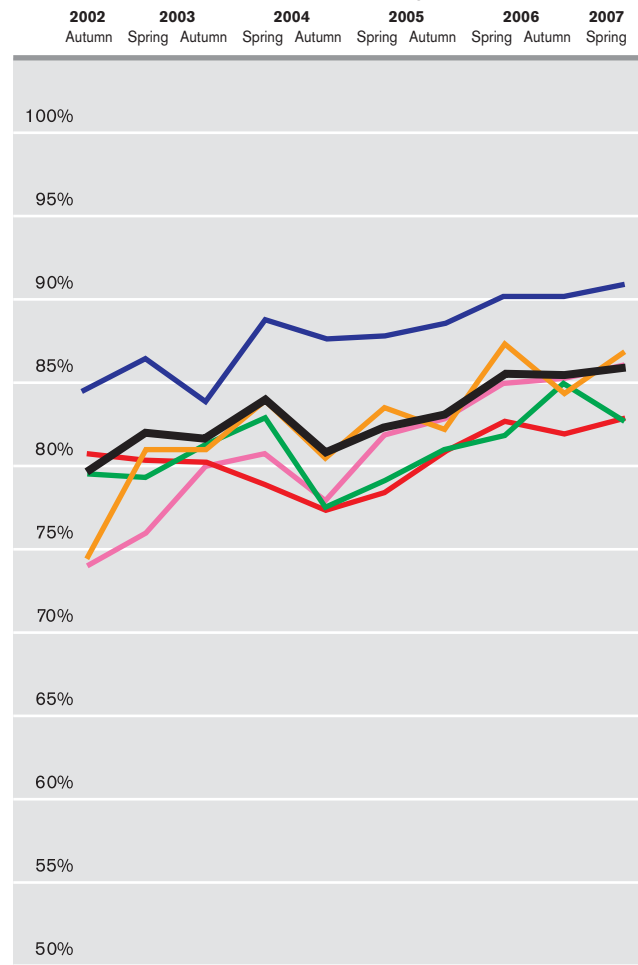
- Long distance
- Regional
- National total
- London and South East



**Chart 4.4b Long distance operators**

Percentage of passengers satisfied 2002 to 2007

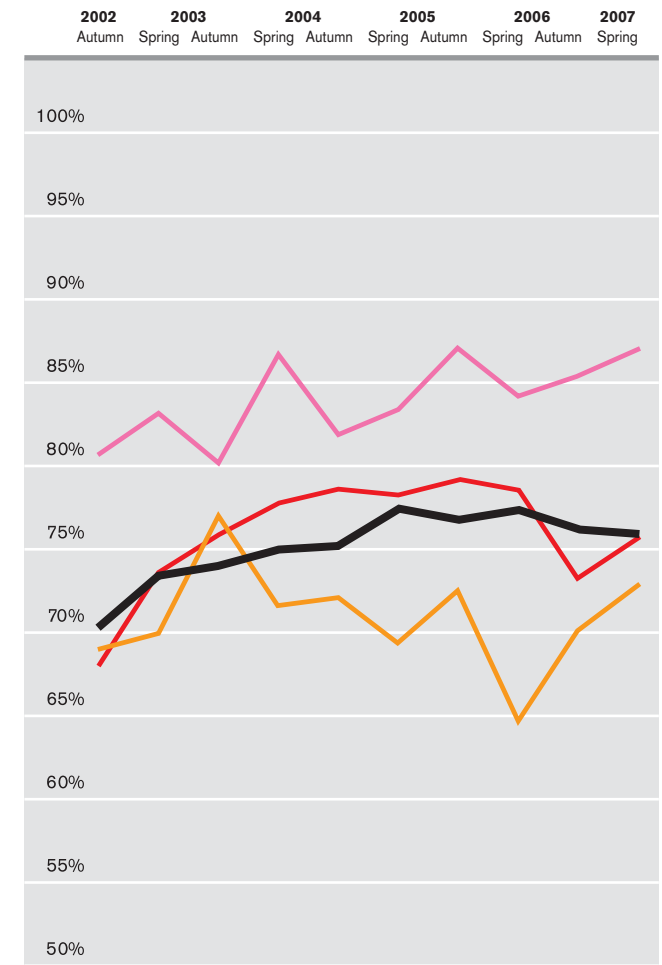
- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector



**Chart 4.4c Regional operators (part 1)**

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.4 Provision of information about trains/platforms

Chart 4.4d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

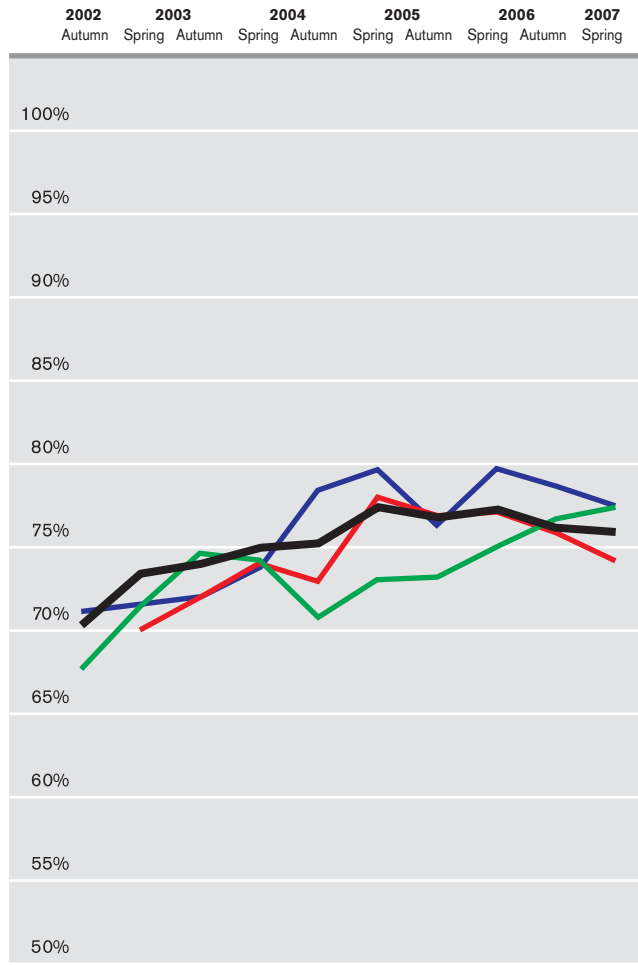


Chart 4.4e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

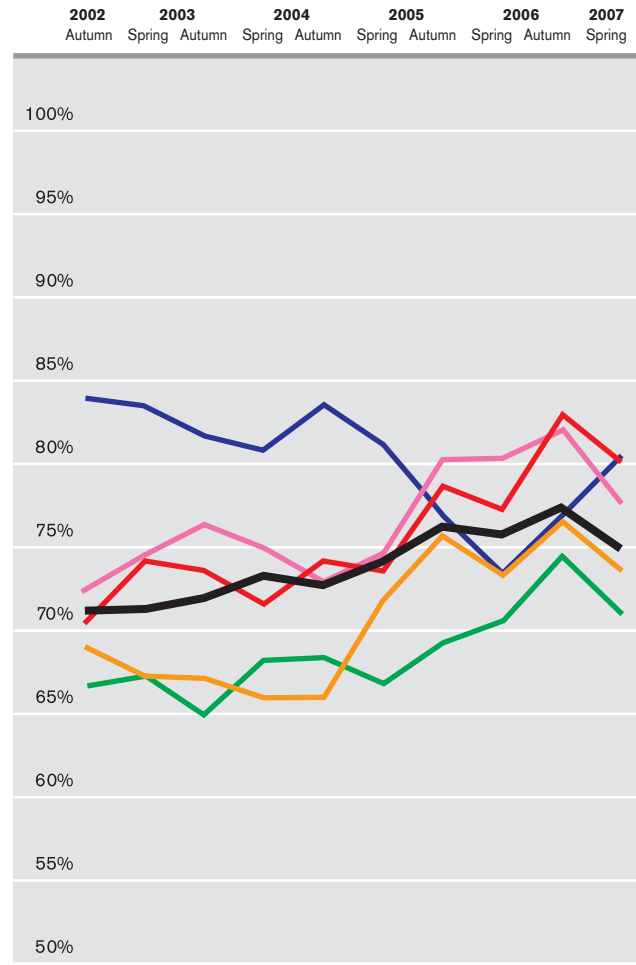
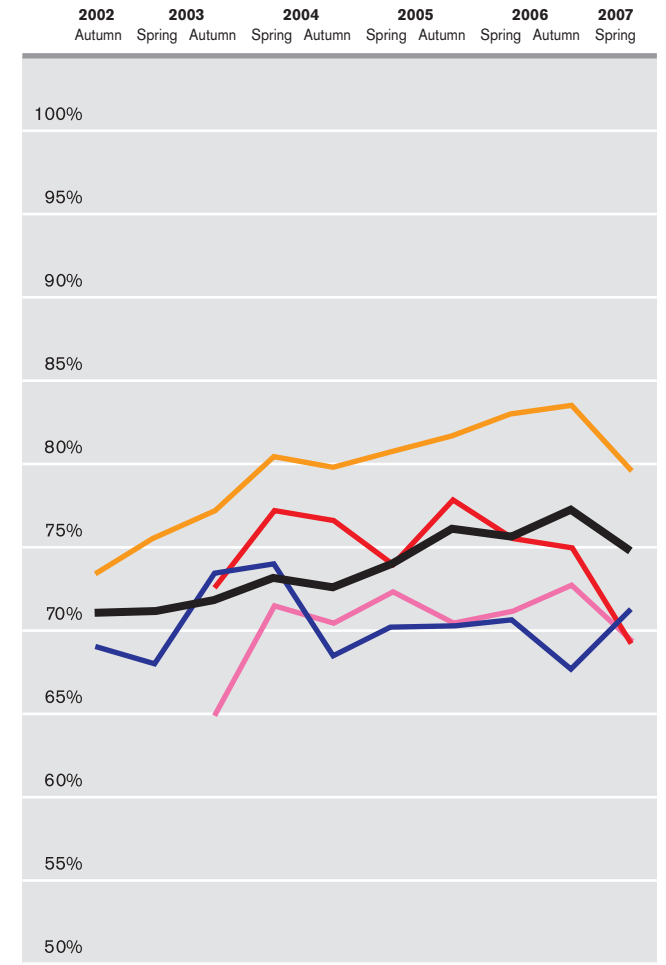


Chart 4.4f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector





# 4

## 4.5 Connections with public transport

Chart 4.5a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East

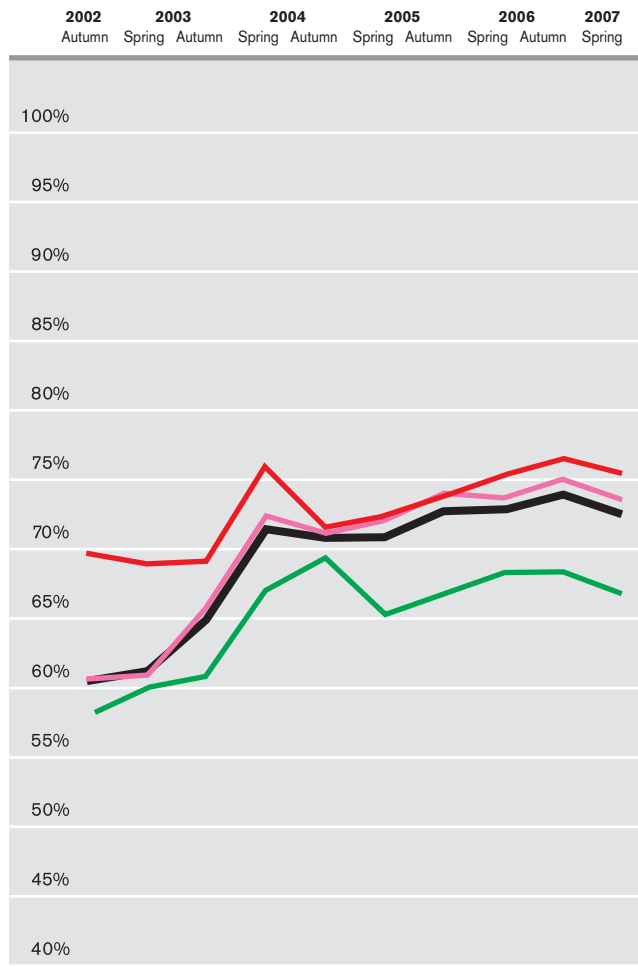


Chart 4.5b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

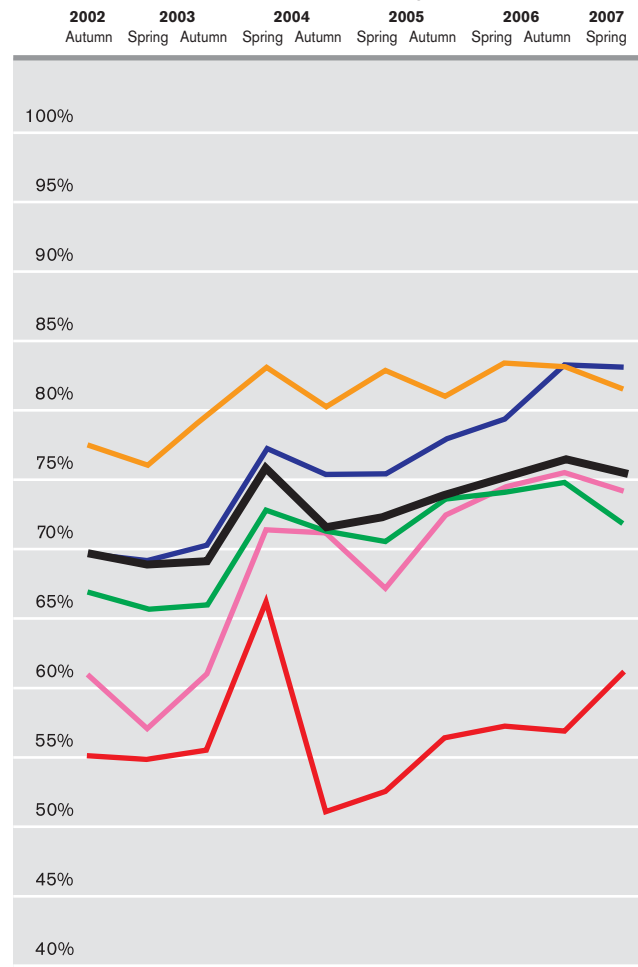
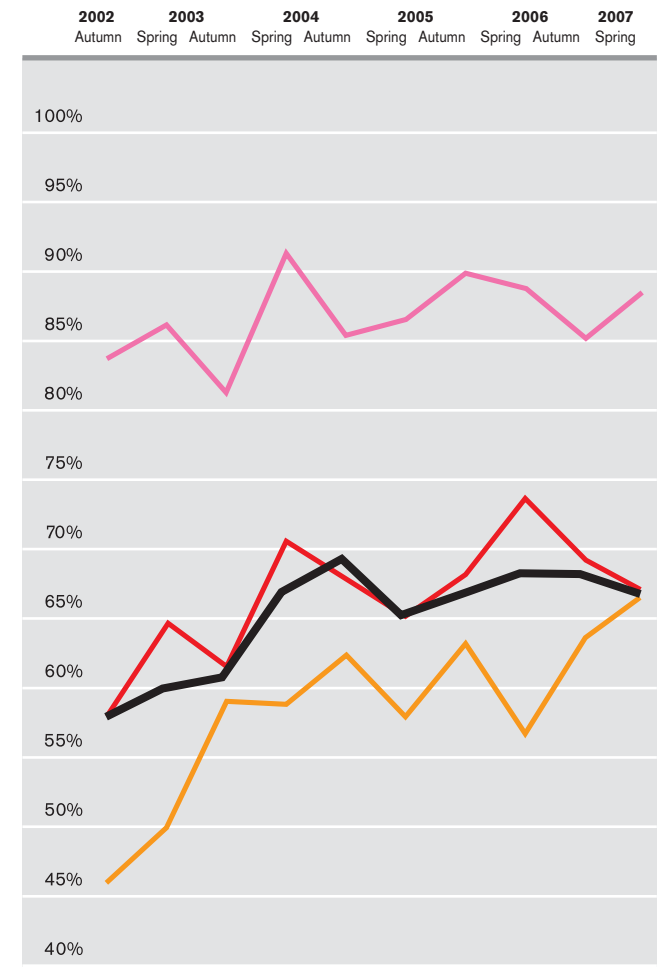


Chart 4.5c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.5 Connections with public transport

Chart 4.5d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

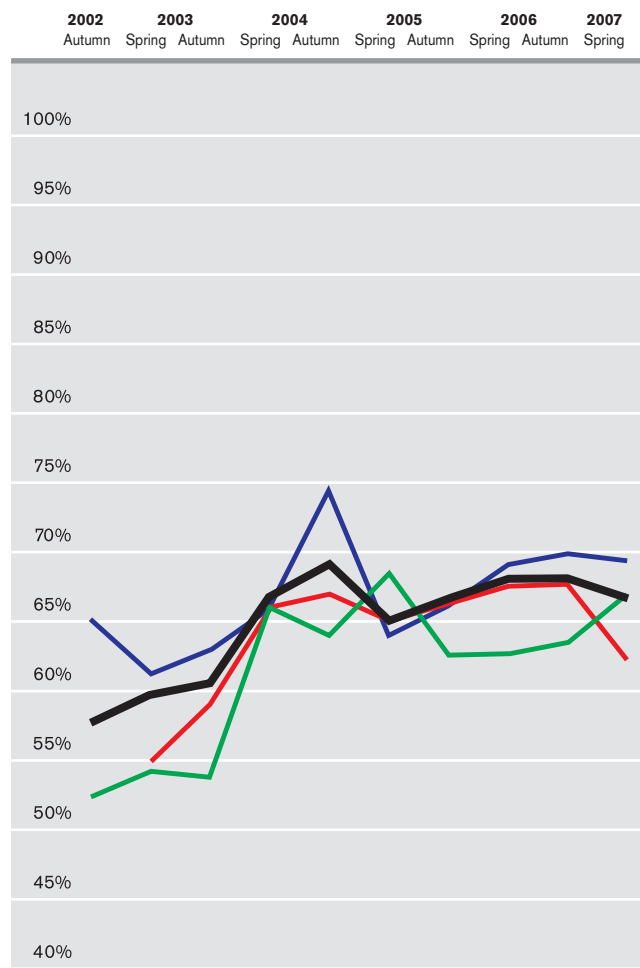


Chart 4.5e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

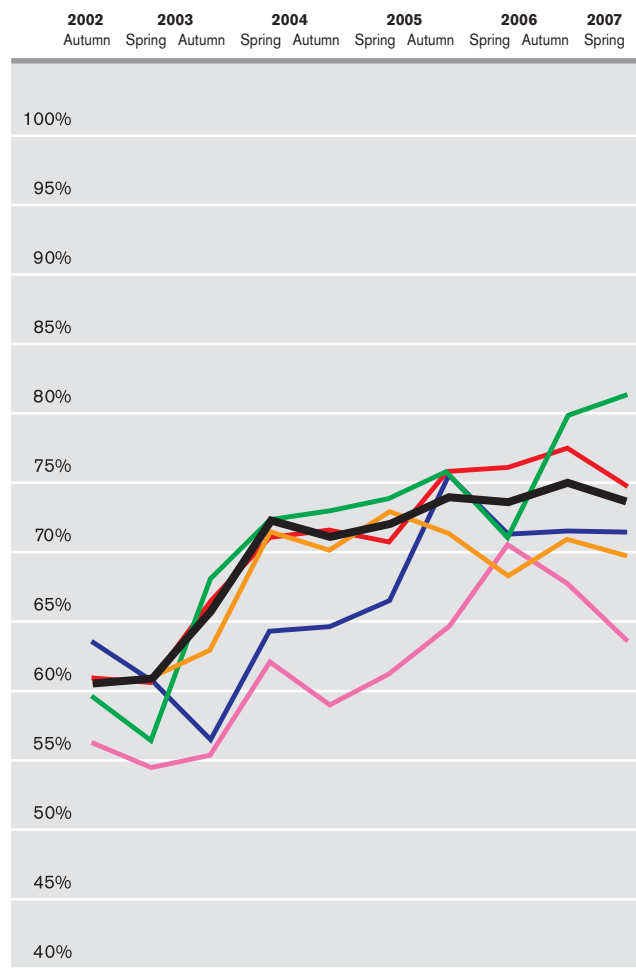
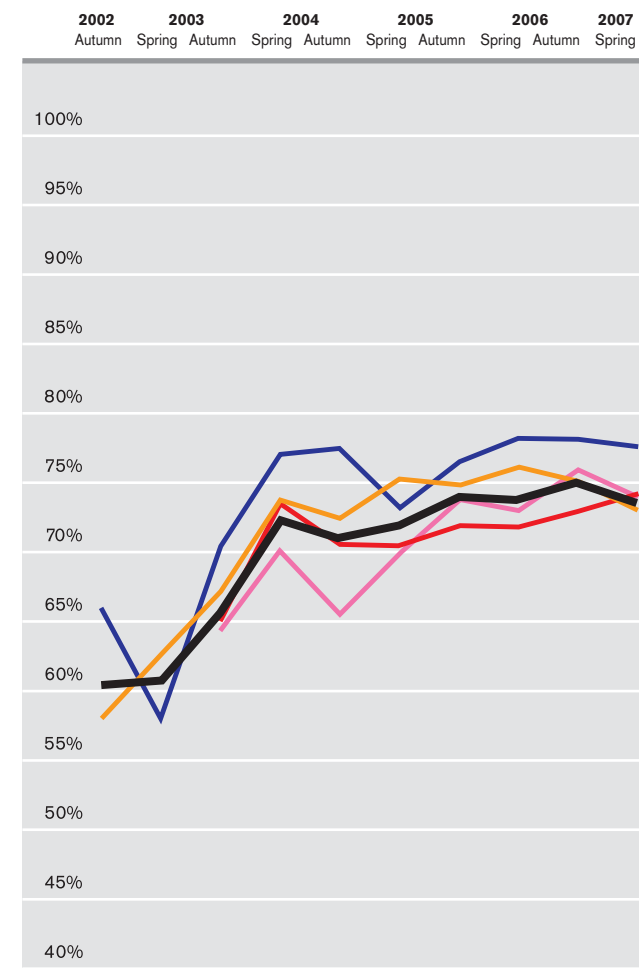


Chart 4.5f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector



# 4

## 4.6 Frequency of trains

Chart 4.6a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East

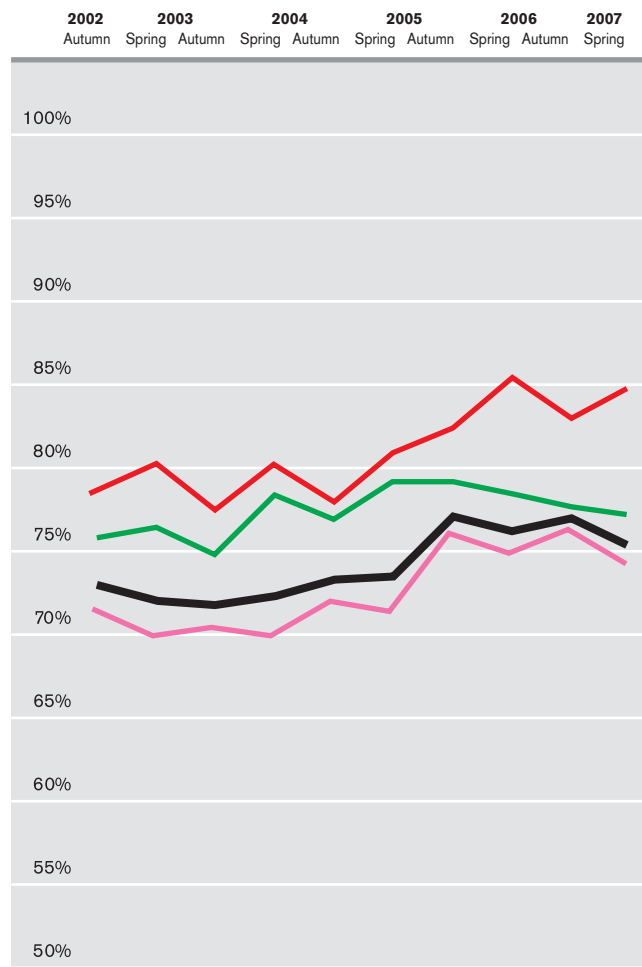


Chart 4.6b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

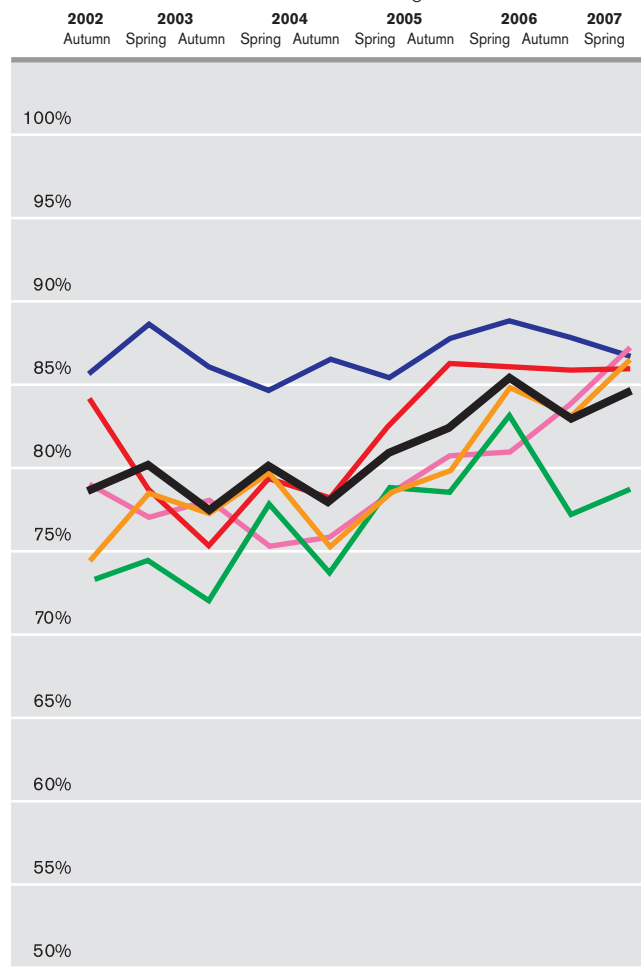
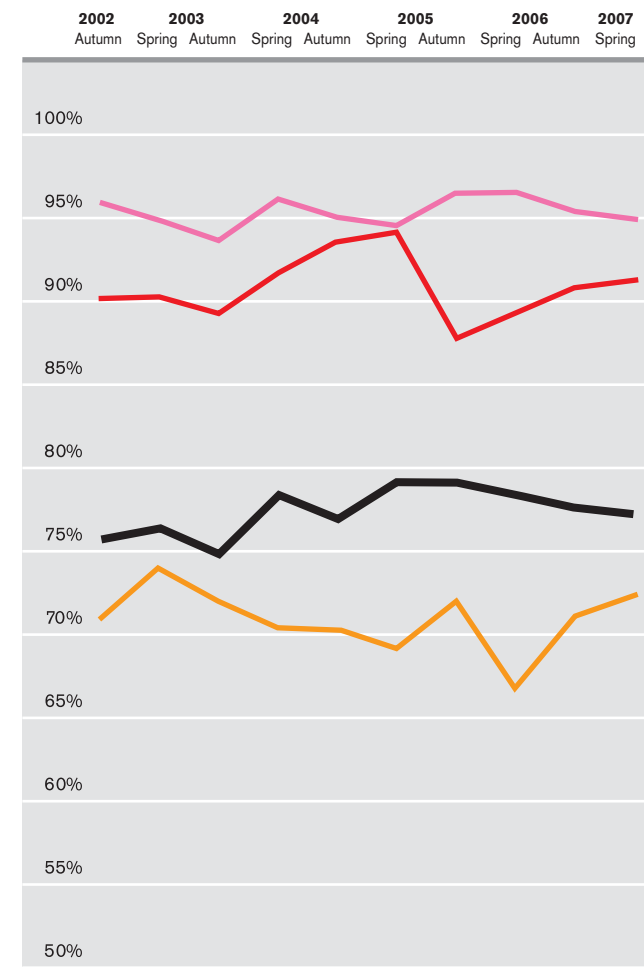


Chart 4.6c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.6 Frequency of trains

Chart 4.6d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

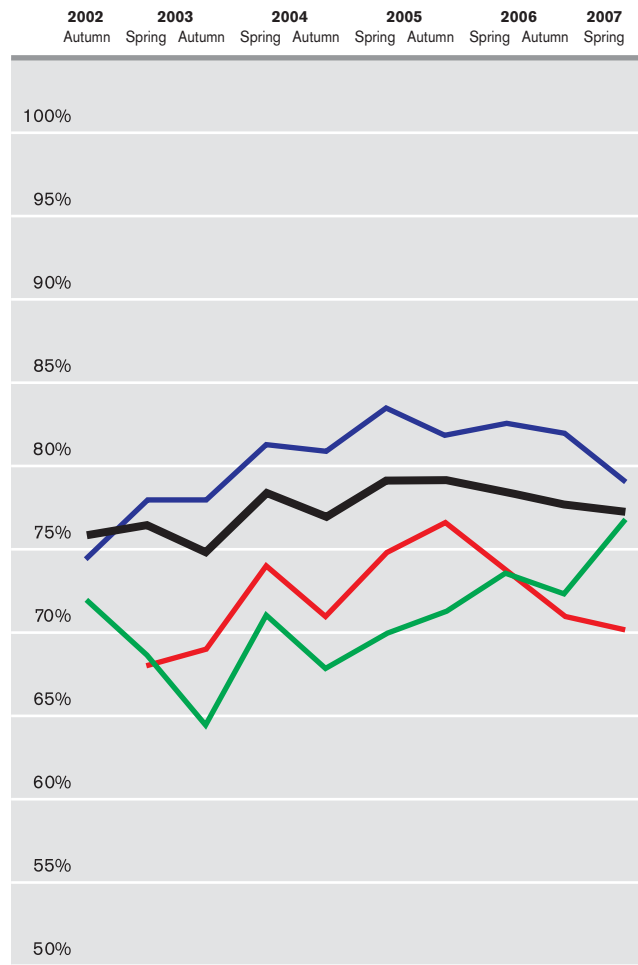


Chart 4.6e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

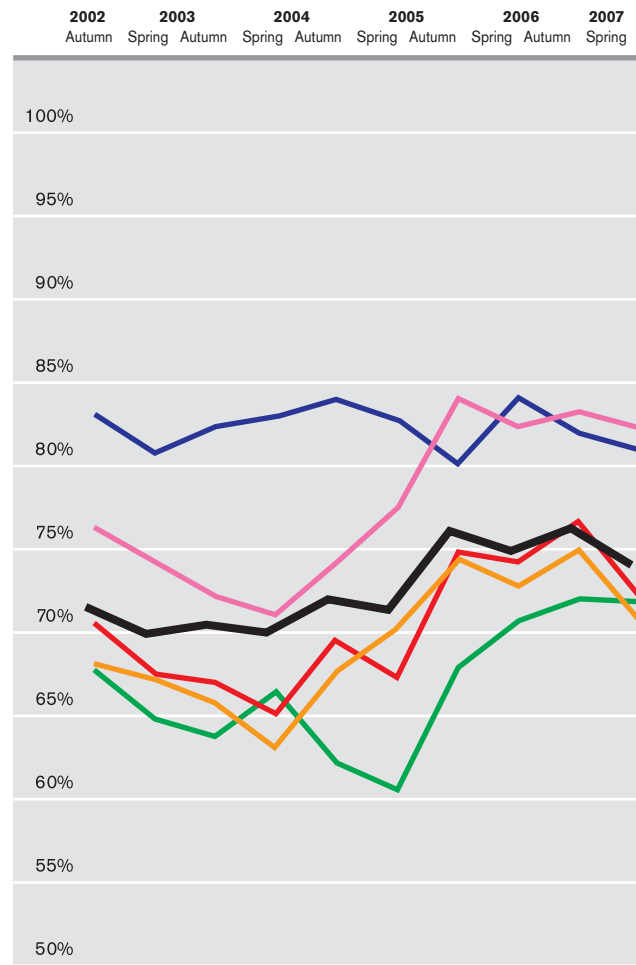
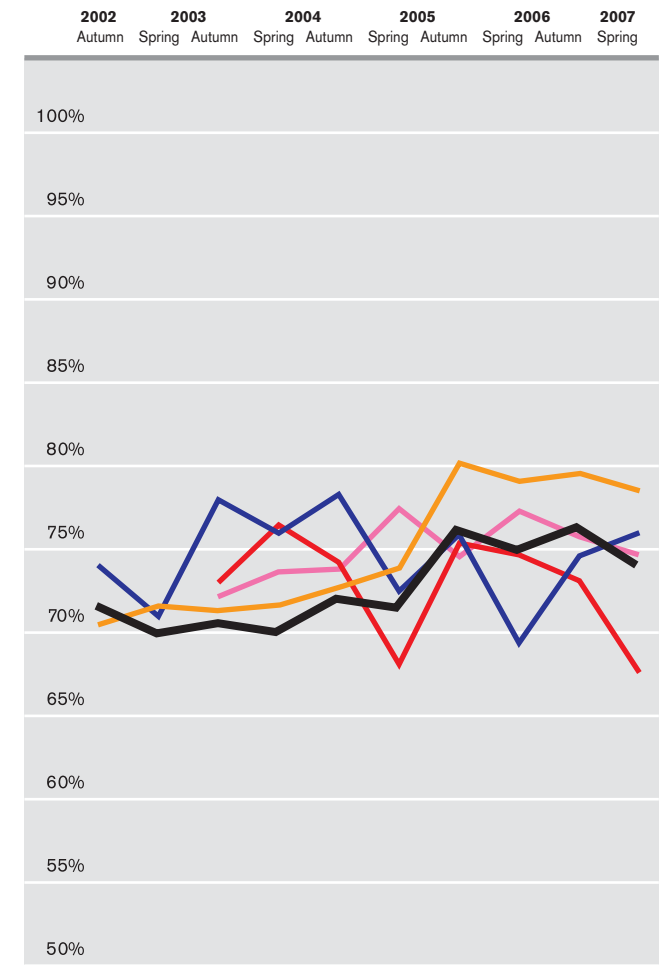


Chart 4.6f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector



# 4

## 4.7 Value for money

Chart 4.7a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East

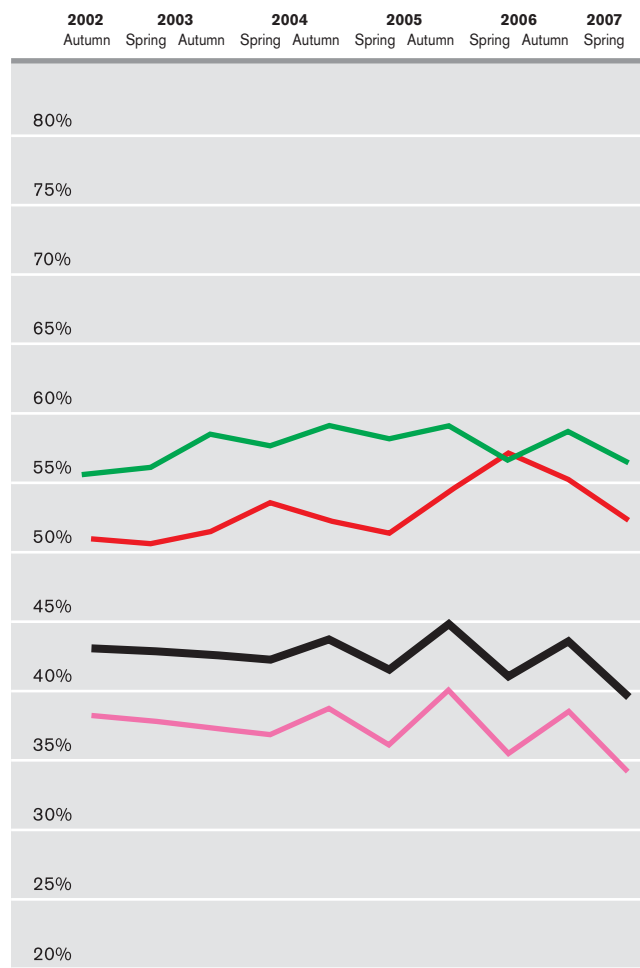


Chart 4.7b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

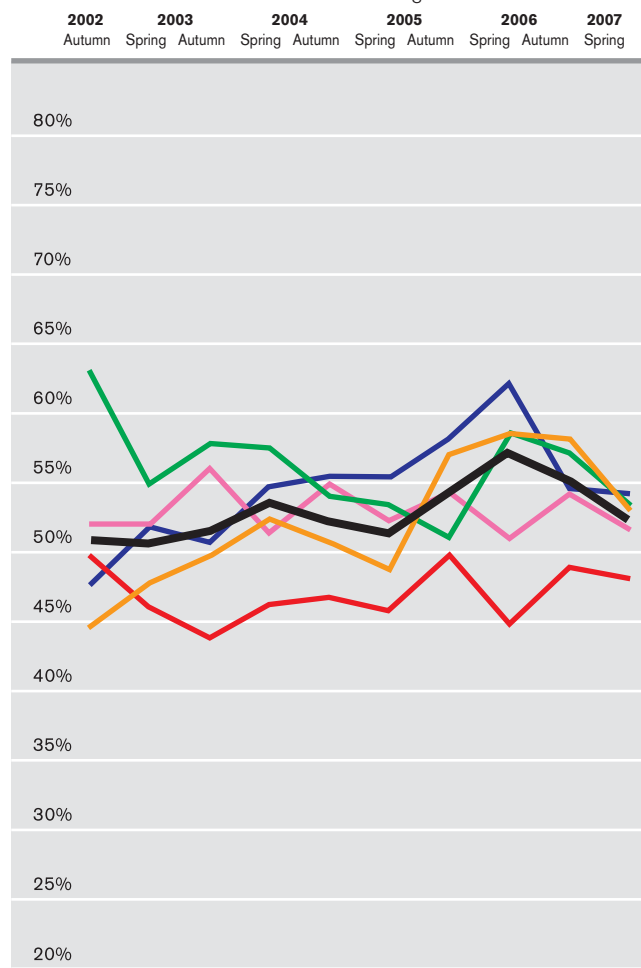
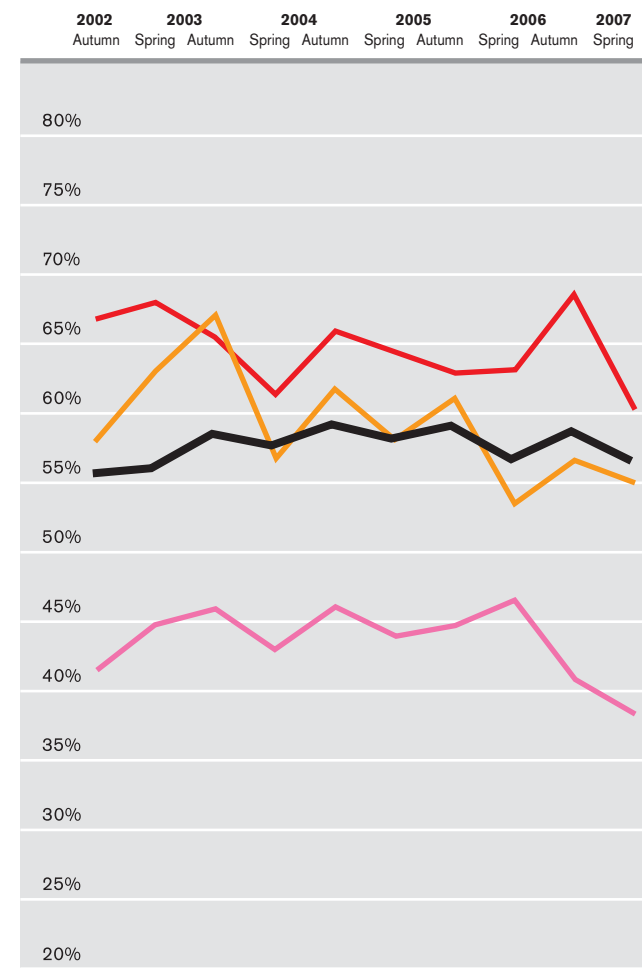


Chart 4.7c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.7 Value for money

Chart 4.7d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

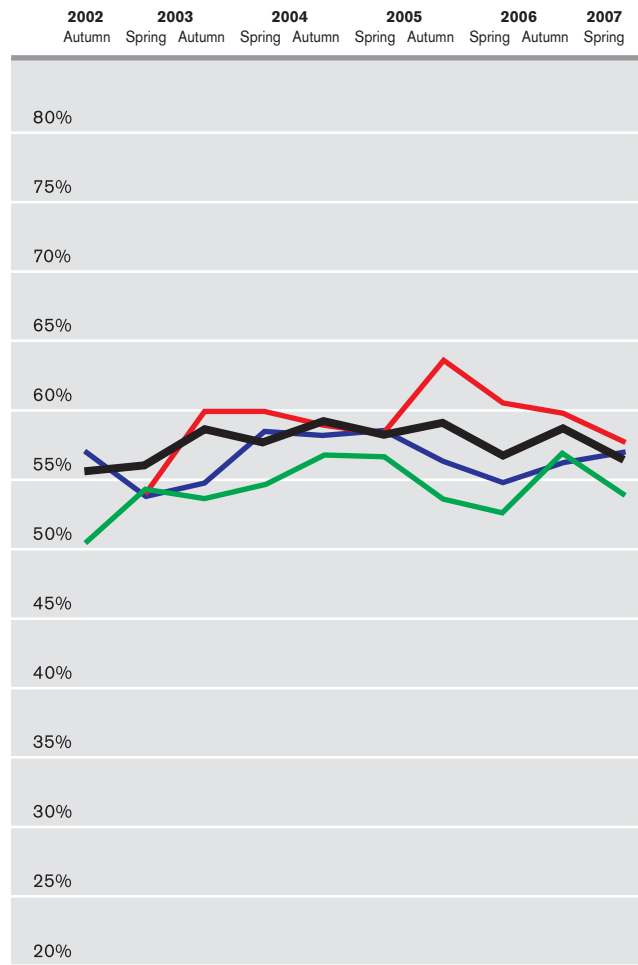


Chart 4.7e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

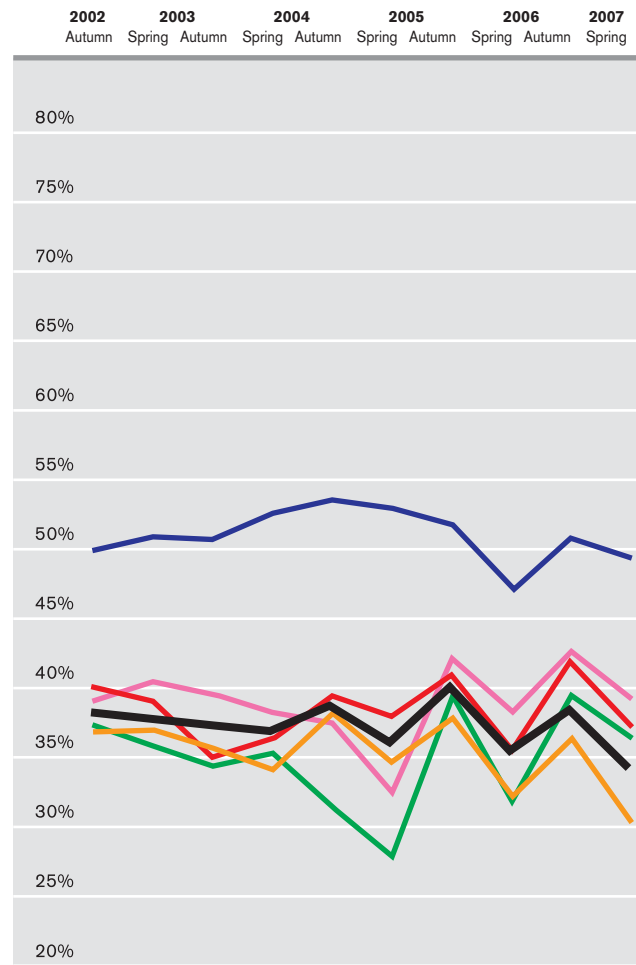
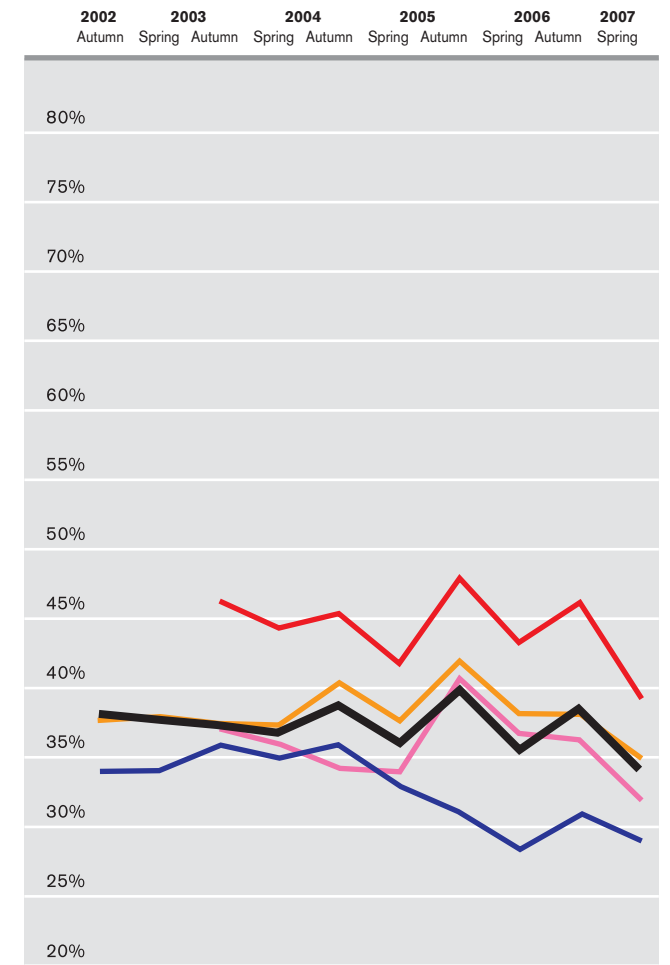


Chart 4.7f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector



# 4

## 4.8 Sufficient room for all passengers

Chart 4.8a National sector levels

Percentage of passengers satisfied 2002 to 2007

- Long distance
- Regional
- National total
- London and South East

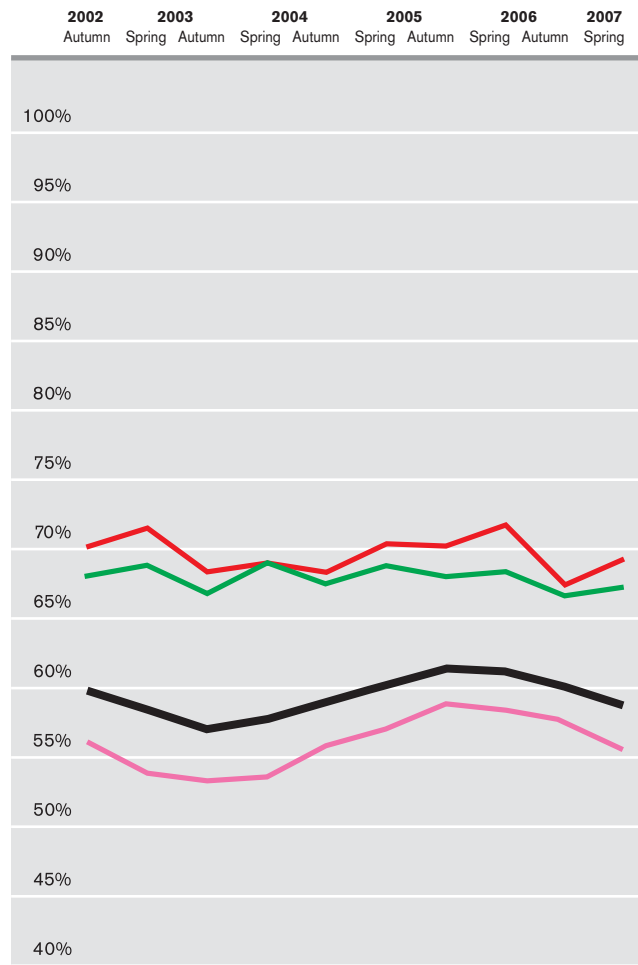


Chart 4.8b Long distance operators

Percentage of passengers satisfied 2002 to 2007

- GNER
- TransPennine Express
- Midland Mainline
- Virgin CrossCountry
- Virgin West Coast
- Long distance sector

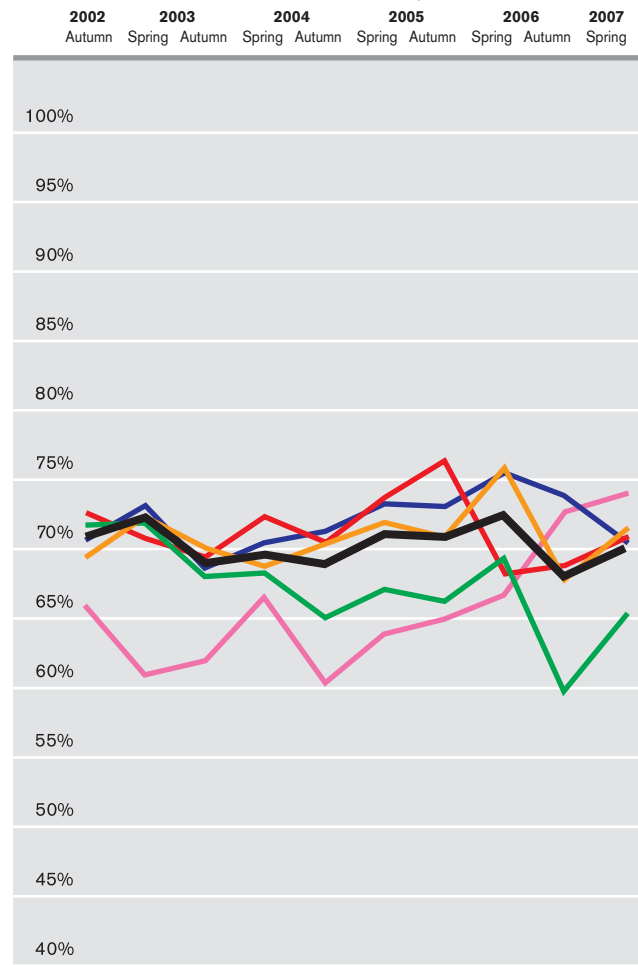
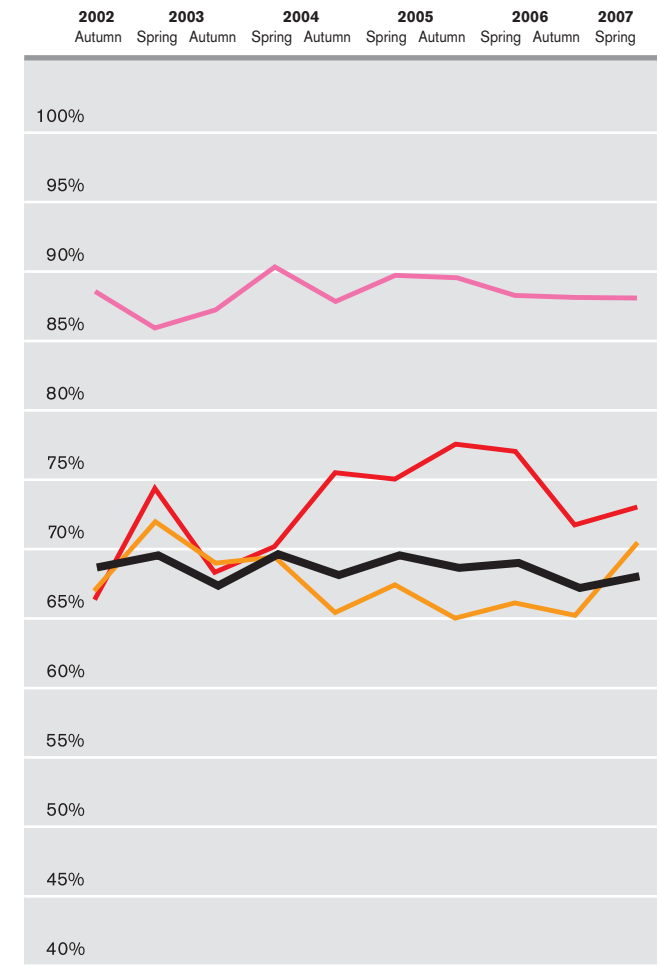


Chart 4.8c Regional operators (part 1)

Percentage of passengers satisfied 2002 to 2007

- Gatwick Express
- Merseyrail
- Arriva Trains Wales
- Regional sector



# 4

## 4.8 Sufficient room for all passengers

Chart 4.8d **Regional operators (part 2)**

Percentage of passengers satisfied 2002 to 2007

- First ScotRail
- Northern Rail
- Central Trains
- Regional sector

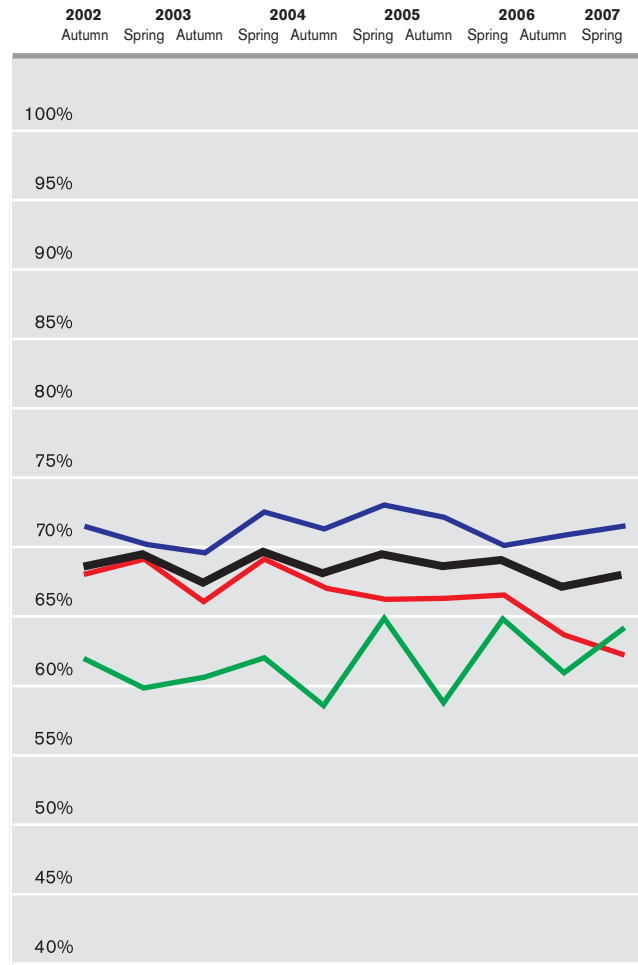


Chart 4.8e **London and South East operators (pt 1)**

Percentage of passengers satisfied 2002 to 2007

- Chiltern Railways
- c2c
- Southern
- Silverlink
- Southeastern
- London and South East sector

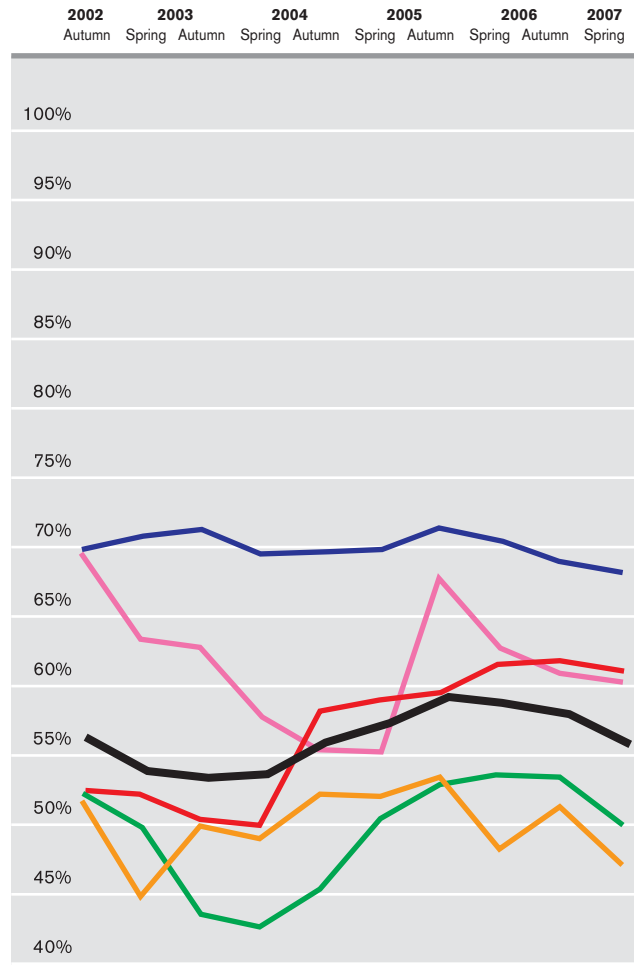
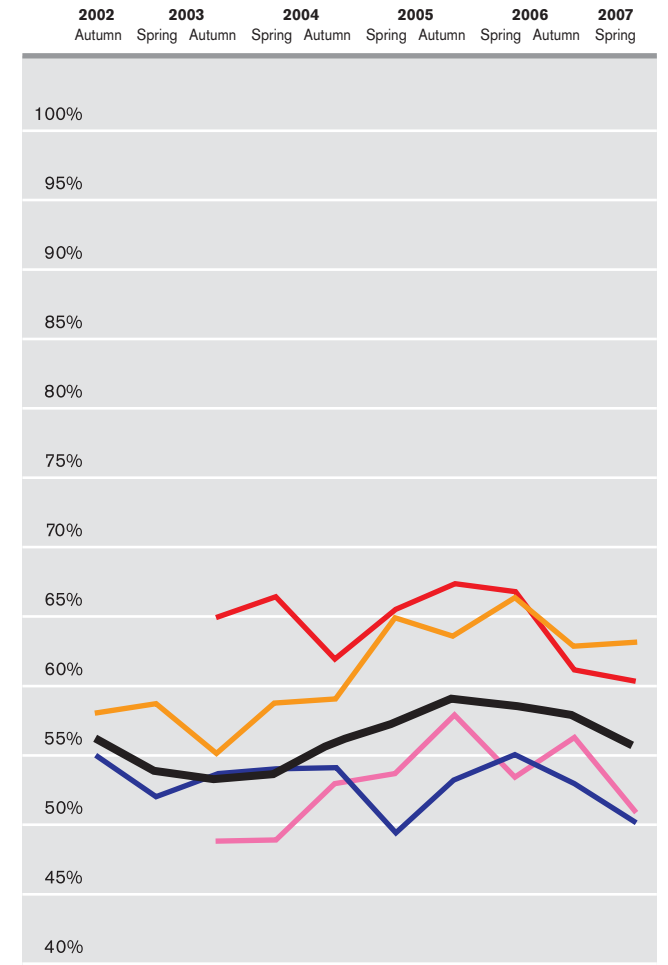


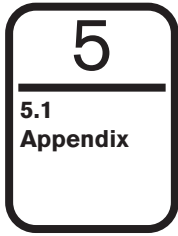
Chart 4.8f **London and South East operators (pt 2)**

Percentage of passengers satisfied 2002 to 2007

- First Capital Connect
- First Great Western
- One
- South West Trains
- London and South East sector







## Technical appendix

### Appendix

Questionnaires are handed out at stations to passengers about to board a train, with a reply paid envelope being provided for returning questionnaires.

Each TOC is sampled separately. Interviewers are given a number of questionnaires to hand out at a station. At London termini and Gatwick Airport, questionnaires are handed out to passengers of a specific TOC. From Autumn 2003 onwards, at all other stations, questionnaires are handed out to passengers of any TOC (in the past, these were also targeted). The number of questionnaires handed out will depend on three main factors: the size of the station, time of day, and the length of shift.

Approximately 37% of questionnaires that are given out are returned each survey. 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.

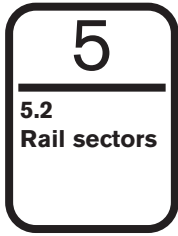
Fieldwork is carried out each Spring (principally in February/March) and in the Autumn (principally in September/October). Up to Spring 2003, fieldwork took place over 3 weeks. In Autumn 2003, the fieldwork was extended to an 11 week period to provide a better representation of journeys.

Quotas for returned questionnaires are set overall and by weekday/weekend, journey purpose and station size. All data for a TOC 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.

The data for number of journeys and profiles by these variables was collected from TOCs in 1999 and updated prior to the Autumn 2003 survey. The stations for each TOC were stratified by number of passengers and a number of stations in each size stratum is sampled. This sample design and weighting ensures that data is representative of all passenger journeys made on each TOC. National results are constructed by combining data for all TOCs together, weighting by number of journeys.

To allow simple reprocessing of data in line with franchise boundaries the sample design for NPS utilises a 'building block' approach from autumn 2003 onwards. For some of the new TOCs it is not possible to provide reliable data for before autumn 2003. In these cases there will be gaps in data within this publication.

If you would like to know more about how the survey is carried out or how data is compiled including more details of methodology and a detailed survey overview document, please visit [www.passengerfocus.org.uk/nps](http://www.passengerfocus.org.uk/nps)



## Rail sectors

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

### Long distance operators

GNER  
Midland Mainline  
TransPennine Express (TPE)<sup>3</sup>  
Virgin CrossCountry  
Virgin West Coast

### London and South East operators

c2c  
Chiltern Railways  
First Capital Connect<sup>1</sup>  
First Great Western (new)<sup>1</sup>  
First Great Western (old)<sup>2</sup>  
First Great Western Link<sup>2</sup>  
One  
Silverlink  
Southeastern  
South West Trains (old)<sup>4</sup>  
South West Trains (new)<sup>5</sup>  
Southern  
Thameslink<sup>2</sup>  
WAGN<sup>2</sup>  
Wessex<sup>2</sup>

### Regional operators

Arriva Trains Wales  
Central Trains  
First ScotRail  
Gatwick Express  
Island Line<sup>4</sup>  
Merseyrail  
Northern Rail  
TransPennine Express (TPE)<sup>3</sup>

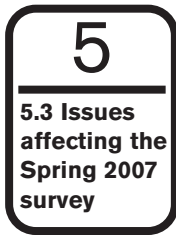
<sup>1</sup> From Autumn 2006 survey (new franchises from 1 April 2006)

<sup>2</sup> Up to Spring 2006 survey (franchises existed up to 31 March 2006)

<sup>3</sup> Regional franchise up to Spring 2006 survey and long distance franchise from Autumn 2006.

<sup>4</sup> Up to Autumn 2006 (franchises existed up to 3 February 2007)

<sup>5</sup> From Spring 2007 (new franchises from 4 February 2007)



## Issues affecting the Spring 2007 survey

Wave 16 fieldwork was undertaken between 22 January and 25 March 2007. Top up shifts were run between 19 March and 31 March 2007. The fieldwork period was virtually the same as the corresponding period in 2006.

Fieldwork ran smoothly, with just a small number of problems affecting specific TOCs, and some more widespread disruption because of wintry weather in February.

Planned engineering work required us to reschedule a handful of shifts. As usual, we only re-scheduled shifts if there were no trains running from the station.

One shift at Cardiff was re-scheduled because an international rugby match was likely to lead to overcrowding at the station.

Industrial action in Scotland led to the rescheduling of some shifts, but only when there were no train services at all from a station. On the whole, fieldwork continued as normal.

A serious derailment in Cumbria on 23 February led to widespread disruption. However, very few scheduled shifts were directly affected, and shifts were only rescheduled when there were no services from a station.

On 7 March, two circuit failures and a broken down train disrupted services out of Paddington and Marylebone. The

shifts went ahead as scheduled, and subsequent examination of the returned questionnaires showed that very few passengers had used delayed trains.

In the second week of February (especially the morning of 8 February) snow affected large parts of the country. On the whole, shifts went ahead as scheduled. However, there were some instances where interviewers were unable to reach their designated station, and the shift was rescheduled.

A small number of other shifts were also rescheduled when the station sampled was closed entirely (when only replacement bus services for all TOCs serving that station were operating). As previously, where a station was still open (and served several TOCs), we continued with our intended shifts as planned – we were still able to distribute questionnaires to passengers on those TOCs still operating a service. Fieldworkers were told not to give 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.



**Contact us**

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, contact us:

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Textphone 0845 850 1354

Email [info@passengerfocus.org.uk](mailto:info@passengerfocus.org.uk)

Web [www.passengerfocus.org.uk](http://www.passengerfocus.org.uk)

Passenger Focus is the operating name of the Rail Passengers Council