National Rail Passenger Survey

Main Report Spring 2020

transportfocus

Transport Focus is the independent transport user watchdog

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

Passenger Focus became Transport Focus in 2015. It continues to represent train passengers in Britain and bus, coach and tram passengers in England (outside of London) as well as all those who use motorways and major A-roads – known as the Strategic Road Network (SRN) – in England.

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

What is Transport Focus doing for me?

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

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

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

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Introduction

Background

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

Main fieldwork took place between 27 January and 16 March 2020. Fieldwork stopped after just more than seven weeks of the Spring 2020 wave following government advice regarding the COVID-19 outbreak. The main comparison with the spring 2020 wave is spring 2019 which took place between 4 February and 14 April 2019. As the Spring 2020 wave finished earlier than usual, sample sizes are about 75% of target and therefore results are based on smaller sample sizes than normal (though still nearly 19,850 returned questionnaires for all TOCs combined). As per normal, any results based on less than 50 questionnaires in this report are hidden.

The sudden early finish to fieldwork meant that, apart from on one train company, target sample sizes were not achieved. Also, there was no real opportunity (as is normally the case) to use the last 2-3 weeks of fieldwork to target specific sample cells that were most adrift of target. But the loss of fieldwork does not appear to have led to any unusual results for the key metrics at national level or for most TOCs (even if confidence intervals for results are wider than normal).

Because of the unusual circumstances with fieldwork, we have produced a separate 'Quality Assurance Statement' to accompany this main report that discusses in more detail the issues with the spring 2020 survey. This is available on the Transport Focus website at: https://www.transportfocus.org.uk/research-publications/research/national-passenger-survey-introduction/

In summary, on some train companies; Great Northern, East Midlands Railway, London North Eastern Railway, C2c, Chiltern Railways, Transport for Wales and TransPennine Express, greater than usual care should be taken when interpreting the results of the Spring 2020 wave. While for Merseyrail considerable caution should be used when interpreting their results.

Chapter three of this document shows the percentage of journeys rated as satisfactory or unsatisfactory by passengers for each individual train operating company (TOC). Ratings are also provided for each sector i.e. London and the South East, long-distance and regional operators (chapter two). We also include some tables showing satisfaction ratings on passenger journeys for certain specific aspects of service for all TOCs on one page (chapter three),
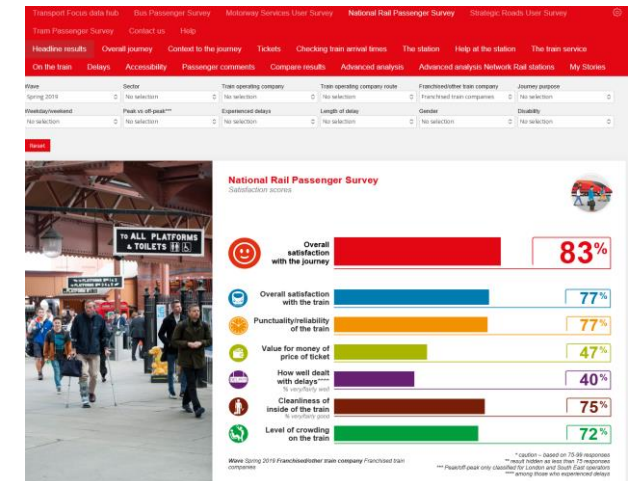
Other comments

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

The tables include a column marked 'significant change', which measures whether there has been a marked improvement or decline in satisfaction since Spring 2019 or Autumn 2019. If an improved or declined satisfaction rating is marked it means it is significant at the 95 per cent confidence level. This means there is a less than five per cent chance that the change observed is not 'real'. As some station and train factors have a seasonal component to the results, the main comparison we use is against the survey results one year previously. For the Spring 2020 survey the main comparison is against the Spring 2019 survey.

Those passengers with no opinion are excluded from these calculations and from these tables – in some cases this is a large group. This means that sample sizes may be small for a few of the station or train factors of some TOCs. If so, quite large percentage changes may not be significant.

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

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

The methodology used for these three train companies is the same as for most franchised train companies, except that most questionnaires on these train companies are offered to passengers on the train to ensure that sufficient completed questionnaires are returned. Please see the Appendix for further details.

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

The overall sample size for the Autumn 2019 survey was 19,847 for all the train companies combined (18,492 for the franchised companies).

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Key results

Spring 2020 wave

- Overall satisfaction by TOC varied between 75 per cent and 95 per cent.

- Comparing the percentage of journeys rated as satisfactory overall for individual train operating companies with spring 2019, three significantly improved and four significantly declined. The improvements in satisfaction were Great Northern (+9 percentage points), Grand Central (+6 percentage points), and ScotRail (+5 percentage points). The declines in satisfaction were Avanti West Coast* (-7 percentage points), TransPennine Express (-5 percentage points), West Midlands Trains (-5 percentage points), and South Western Railway (-4 percentage points). All other TOCs had no statistically significant change in their overall satisfaction results compared with spring 2019. *Results compared to previous operator (Virgin Trains)*

- The highest ratings for overall satisfaction for franchised train companies were achieved by London North Eastern Railway (91 per cent), Merseyrail (90 per cent), ScotRail (90 per cent), Gatwick Express (89 per cent) and TfL Rail (89 per cent).

- The lowest ratings for overall satisfaction were given to South Western Railway (75 per cent), Greater Anglia (77 per cent), Northern (77 per cent), TransPennine Express (78 per cent), and Southern (78 per cent)

- The ratings for non-franchised train companies were as follows: Grand Central (95 per cent), Heathrow Express (94 per cent), and Hull Trains (92 per cent).

- Overall satisfaction by individual routes within TOCs varied between 68 per cent and 100 per cent.

- Satisfaction with value for money by individual routes within TOCs varied between 26 per cent and 82 per cent.

- Satisfaction with punctuality/reliability by individual routes within TOCs varied between 53 per cent and 96 per cent.

- Satisfaction with level of crowding by individual routes within TOCs varied between 48 per cent and 93 per cent.

- For London and the South East operators 82 per cent of passenger journeys were rated as very or fairly satisfactory overall. This is not significantly different compared to spring 2019 (when 83 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for three service areas and declined for one. The biggest improvements in satisfaction were with toilet facilities at the station (+6 percentage points) and availability of power sockets (+6 percentage points). The decline in satisfaction was with punctuality/reliability (-2 percentage points)

- For the long-distance operators the proportion of journeys rated as very or fairly satisfactory overall by passengers was 84 per cent. This was significantly down compared to spring 2019 (when 87 per cent were satisfactory). The percentage of passenger journeys rated as satisfactory for train and station factors improved for four service areas, declined for six, and the rest were unchanged. The biggest improvement in satisfaction was with reliability of the Internet connection on the train (+7 percentage points). The biggest decline in satisfaction was with punctuality/reliability (-7 percentage points).

- For regional operators 84 per cent of passenger journeys were rated as very or fairly satisfactory overall. This was not significantly different compared to spring 2019 when 83 per cent were satisfactory. The percentage of passenger journeys rated as satisfactory for train and station factors improved for eight service areas, declined for one and the rest were unchanged. The biggest improvement in satisfaction were with the availability of power sockets on the train (+15 percentage points). The decline in satisfaction was with punctuality/reliability (-3 percentage points).

- Nationally the percentage of journeys rated as satisfactory overall was 82 per cent. This was significantly down compared to spring 2019 (when 83 per cent of journeys were satisfactory). 82 per cent of journeys were rated as satisfactory by passengers overall in autumn 2019.

- Nationally the proportion of journeys rated as satisfactory by passengers regarding punctuality/reliability was 74 per cent. This was significantly down compared to spring 2019 when 77 per cent were satisfactory (-3 percentage points).

- Nationally the percentage of journeys rated as satisfactory by passengers for all train and station factors increased for eight service areas, declined for one, and the rest were unchanged. The biggest improvements in satisfaction was with the availability of power sockets on the train (+7 percentage points). The decline in satisfaction was for punctuality/reliability (as mentioned above).

- The proportion of journeys rated as satisfactory by passengers regarding value for money for the price of their ticket nationally was 47 per cent. This was not significantly different compared to spring 2019 when 47 per cent were also satisfied. 73 per cent of passenger journeys were rated as satisfactory regarding the level of crowding on the train. This was significantly up compared to spring 2019 when 72 per cent of passenger journeys were rated as satisfactory.

Quality Assurance Statement on the Spring 2020 results

Fieldwork on the Spring 2020 NRPS wave was suddenly curtailed in early March due to the onset of Coronavirus. This meant that target sample sizes were not achieved and there was no real opportunity (as is normally the case) to use the last 2-3 weeks of fieldwork to target specific sample cells that were most adrift of target.

The lower sample size naturally leads to wider margins of error. The lack of targeting has led to lower weighting efficiencies for most TOCs reducing effective sample sizes and further widening margins of error. A small number of sample cells had to be merged due to low sample sizes.

Apart from widening margins of error, the loss of fieldwork does not appear to have led to any unusual results for the key metrics at national level or for most TOCs. The widening of margins of error have been taken into account in identifying any significant shifts in reported metrics.

However, Merseyrail clearly stands out from other TOCs, with six metrics that show spikes in Spring 2020 (which are not continuations of previous trends) and the TOC featuring on four of the six criteria used to judge whether there are any specific issues with the Spring 2020 NRPS wave. There may be good reasons for the changed perceptions if the TOC has undertaken specific related actions but if this is not the case, we would suggest considerable caution is used when interpreting the results for Merseyrail.

A number of TOCs have low rankings on more than one of the criteria used to judge whether there are any specific issues with the Spring 2020 NRPS Wave. These TOCs are Great Northern, East Midlands Railway, London North Eastern Railway, c2c, Chiltern Railways, Transport for Wales and TransPennine Express. With these TOCs, we would suggest greater than usual care is taken when interpreting the results of the Spring 2020 wave.

For the other TOCs, we see no great evidence that the curtailment of fieldwork has had any major impact on the results and we suggest that the metrics for these TOCs meet the normal NRPS standards, with the caveat that reduced sample sizes and weighting efficiencies will widen the margins of error. These widened margins of error will be in any event used to calculate whether there have been significant changes and the NRPS User Guidance is being updated to reflect these wider margins for this wave.

Further details are available from the full Quality Assurance Report which is available on the Transport Focus website (see page 3 of this report for further details). The updated User Guidance and Technical Reports will also incorporate the impact of both the reduced sample sizes and the lower weighting efficiencies seen.

National total*

Overall sample size: 18492

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		**Spring 2020**			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey	-1	⬇	0	➡	17098	82	10	8
STATION FACILITIES								
Overall satisfaction with the station	1	➡	1	➡	18143	81	14	6
Ticket buying facilities	1	➡	0	➡	9629	79	13	7
Provision of information about train times/platforms	0	➡	0	➡	17884	85	9	6
Upkeep/repair of the station buildings/platforms	0	➡	-1	➡	17883	72	18	10
Cleanliness	1	➡	0	➡	17911	77	15	8
Toilet facilities at the station	6	⬆	2	⬆	10909	52	17	30
Attitudes and helpfulness of the staff	2	⬆	2	⬆	12742	79	15	6
Connections with other forms of public transport	0	➡	2	⬆	13078	80	11	9
Facilities for car parking	-1	➡	0	➡	5596	49	16	35
Facilities for bicycle parking	-1	➡	1	➡	3975	61	20	19
Overall environment	0	➡	0	➡	18005	75	18	7
Your personal security whilst using the station	0	➡	0	➡	16543	73	23	4
Availability of staff at the station	2	⬆	2	⬆	14933	71	18	11
Shelter facilities	0	➡	-2	⬇	14982	71	15	13
Availability of seating	1	➡	1	➡	16865	54	19	27
How request to station staff was handled	1	➡	1	➡	2780	88	5	7
Choice of shops/eating/drinking facilities available	1	➡	1	➡	15157	52	20	28
Availability of Wi-Fi	1	➡	3	⬆	7590	39	19	42
TRAIN FACILITIES								
Overall satisfaction with the train	1	⬆	1	➡	17713	78	13	8
Frequency of the trains on that route	1	➡	1	➡	17691	77	9	14
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⬇	0	➡	17750	74	8	18
Length of time the journey was scheduled to take (speed)	-1	➡	0	➡	17670	83	9	8
Connections with other train services	-1	➡	0	➡	10244	76	15	8
Value for money of the price of your ticket	0	➡	0	➡	16706	47	20	33
Upkeep and repair of the train	2	⬆	0	➡	17567	75	15	10
Provision of information during the journey	1	➡	1	➡	16568	76	16	8
Helpfulness and attitude of staff on train	0	➡	0	➡	8985	67	25	9
Space for luggage	1	➡	2	⬆	13280	60	20	20
Toilet facilities	1	➡	2	➡	7576	46	19	35
Comfort of the seats	1	⬆	1	⬆	17175	66	20	14
Step or gap between the train and the platform	1	➡	0	➡	16400	64	24	11
Your personal security on board	0	➡	0	➡	16286	75	21	4
Cleanliness of the inside	1	➡	0	➡	17823	76	14	10
Cleanliness of the outside	0	➡	-1	➡	15590	72	19	9
Availability of staff on the train	0	➡	1	➡	12345	43	28	28
How well train company deals with delays	-2	➡	-2	➡	4738	38	35	26
Usefulness of information about the delay	-1	➡	-3	⬇	4517	45	26	29
Level of crowding	1	⬆	2	⬆	17662	73	11	15
Reliability of the internet connection	0	➡	1	➡	8560	37	15	48
Availability of power sockets	7	⬆	4	⬆	9206	42	10	48

*Excludes non-franchised train operating companies.

London and South East*

Overall sample size: 11526

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey	-1	➡	0	➡	10622	82	11	8
STATION FACILITIES								
Overall satisfaction with the station	1	➡	1	➡	11295	80	14	5
Ticket buying facilities	1	➡	1	➡	6121	79	14	7
Provision of information about train times/platforms	0	➡	0	➡	11117	84	9	6
Upkeep/repair of the station buildings/platforms	-1	➡	0	➡	11115	71	19	10
Cleanliness	1	➡	1	➡	11150	76	16	8
Toilet facilities at the station	6	⬆	2	➡	6421	50	18	31
Attitudes and helpfulness of the staff	2	➡	2	⬆	7857	78	16	6
Connections with other forms of public transport	0	➡	2	⬆	8569	81	11	8
Facilities for car parking	-1	➡	0	➡	3154	47	17	36
Facilities for bicycle parking	-1	➡	1	➡	2399	60	21	20
Overall environment	0	➡	0	➡	11208	75	18	7
Your personal security whilst using the station	0	➡	0	➡	10291	72	24	4
Availability of staff at the station	2	⬆	2	⬆	9324	70	19	12
Shelter facilities	0	➡	-1	➡	9233	71	16	14
Availability of seating	1	➡	2	⬆	10398	53	20	28
How request to station staff was handled	1	➡	1	➡	1607	87	5	8
Choice of shops/eating/drinking facilities available	1	➡	1	➡	9293	53	21	27
Availability of Wi-Fi	1	➡	3	⬆	4594	37	19	43
TRAIN FACILITIES								
Overall satisfaction with the train	1	➡	0	➡	11011	78	13	8
Frequency of the trains on that route	1	➡	0	➡	11101	76	10	14
Punctuality/reliability (i.e. the train arriving/departing on time)	-2	⬇	0	➡	11058	74	8	18
Length of time the journey was scheduled to take (speed)	-1	➡	0	➡	11018	82	10	8
Connections with other train services	-1	➡	0	➡	6661	77	15	8
Value for money of the price of your ticket	1	➡	0	➡	10296	45	21	34
Upkeep and repair of the train	1	➡	0	➡	10906	75	15	10
Provision of information during the journey	1	➡	0	➡	10218	76	16	8
Helpfulness and attitude of staff on train	0	➡	0	➡	4321	59	30	11
Space for luggage	0	➡	1	➡	7959	58	20	22
Toilet facilities	1	➡	1	➡	4387	44	19	37
Comfort of the seats	1	➡	1	➡	10655	64	21	15
Step or gap between the train and the platform	1	➡	0	➡	10186	64	25	11
Your personal security on board	1	➡	1	➡	10064	74	21	5
Cleanliness of the inside	1	➡	-1	➡	11093	76	14	10
Cleanliness of the outside	0	➡	-2	⬇	9732	72	19	8
Availability of staff on the train	0	➡	1	➡	6707	35	30	35
How well train company deals with delays	-1	➡	-3	➡	2696	37	37	27
Usefulness of information about the delay	-1	➡	-4	⬇	2584	44	26	30
Level of crowding	1	➡	2	⬆	11016	73	12	16
Reliability of the internet connection	-1	➡	1	➡	5061	35	15	50
Availability of power sockets	6	⬆	3	⬆	5219	38	10	52

*Excludes non-franchised train operating companies.

Long-distance*

Overall sample size: 3631

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		**Spring 2020**			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey	-3	↓	2	→	3403	84	8	8
STATION FACILITIES								
Overall satisfaction with the station	0	→	2	→	3575	86	11	3
Ticket buying facilities	0	→	2	→	1546	87	9	4
Provision of information about train times/platforms	1	→	2	↑	3542	91	6	3
Upkeep/repair of the station buildings/platforms	0	→	1	→	3524	79	14	7
Cleanliness	0	→	2	→	3525	83	12	5
Toilet facilities at the station	4	↑	4	↑	2427	66	16	18
Attitudes and helpfulness of the staff	0	→	1	→	2481	84	12	4
Connections with other forms of public transport	1	→	2	→	2370	82	9	9
Facilities for car parking	4	→	4	→	1070	59	16	25
Facilities for bicycle parking	0	→	0	→	671	68	22	10
Overall environment	0	→	1	→	3552	82	13	5
Your personal security whilst using the station	1	→	1	→	3261	80	18	2
Availability of staff at the station	2	→	3	↑	2868	77	16	7
Shelter facilities	-3	↓	-5	↓	2882	74	15	11
Availability of seating	1	→	1	→	3325	59	17	24
How request to station staff was handled	0	→	4	→	721	91	4	5
Choice of shops/eating/drinking facilities available	-1	→	3	↑	3182	63	18	19
Availability of Wi-Fi	2	→	3	→	1395	52	19	29
TRAIN FACILITIES								
Overall satisfaction with the train	-1	→	1	→	3504	81	11	8
Frequency of the trains on that route	-1	→	2	→	3396	82	8	10
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	↓	-1	→	3478	74	7	19
Length of time the journey was scheduled to take (speed)	-3	↓	1	→	3464	87	7	6
Connections with other train services	-4	↓	-1	→	1870	75	14	10
Value for money of the price of your ticket	-2	→	-1	→	3382	55	17	28
Upkeep and repair of the train	-2	↓	1	→	3479	78	13	9
Provision of information during the journey	0	→	2	→	3343	80	14	6
Helpfulness and attitude of staff on train	0	→	3	→	2464	83	14	3
Space for luggage	4	↑	6	↑	2909	66	15	18
Toilet facilities	5	↑	5	↑	1792	63	18	19
Comfort of the seats	-2	→	1	→	3392	74	16	10
Step or gap between the train and the platform	2	→	1	→	3210	69	22	9
Your personal security on board	-1	→	-1	→	3236	83	16	2
Cleanliness of the inside	-1	→	2	→	3518	81	11	7
Cleanliness of the outside	1	→	1	→	3019	76	17	7
Availability of staff on the train	-2	→	3	→	2902	65	23	12
How well train company deals with delays	-4	→	0	→	1290	51	29	20
Usefulness of information about the delay	-6	↓	-3	→	1219	53	26	21
Level of crowding	2	→	6	↑	3460	73	11	16
Reliability of the internet connection	7	↑	4	→	1884	47	14	40
Availability of power sockets	3	→	2	→	2250	64	10	26

Improved ↑ Unchanged ⇒ Declined ↓

*Excludes non-franchised train operating companies.

Regional*

Improved ⬆ Unchanged ➡ Declined ⬇

Overall sample size: 3335

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Overall satisfaction with the journey	1	➡	2	➡	3073	84	8	8
STATION FACILITIES								
Overall satisfaction with the station	-1	➡	-1	➡	3273	78	15	7
Ticket buying facilities	-1	➡	-3	➡	1962	79	13	8
Provision of information about train times/platforms	2	➡	0	➡	3225	87	8	6
Upkeep/repair of the station buildings/platforms	0	➡	-3	⬇	3244	71	18	11
Cleanliness	1	➡	-3	⬇	3236	76	15	9
Toilet facilities at the station	7	⬆	1	➡	2061	52	14	34
Attitudes and helpfulness of the staff	4	⬆	3	⬆	2404	84	10	6
Connections with other forms of public transport	-1	➡	0	➡	2139	72	15	13
Facilities for car parking	-3	➡	-3	➡	1372	51	12	37
Facilities for bicycle parking	-4	➡	-3	➡	905	62	17	21
Overall environment	0	➡	-4	⬇	3245	73	17	10
Your personal security whilst using the station	0	➡	-1	➡	2991	74	21	5
Availability of staff at the station	2	➡	2	➡	2741	71	16	13
Shelter facilities	2	➡	-3	⬇	2867	73	14	13
Availability of seating	0	➡	-3	➡	3142	58	17	25
How request to station staff was handled	2	➡	0	➡	452	92	3	5
Choice of shops/eating/drinking facilities available	0	➡	-1	➡	2682	44	16	40
Availability of Wi-Fi	-1	➡	2	➡	1601	41	16	43
TRAIN FACILITIES								
Overall satisfaction with the train	3	➡	2	➡	3198	77	12	11
Frequency of the trains on that route	1	➡	1	➡	3194	75	8	16
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⬇	-1	➡	3214	74	8	18
Length of time the journey was scheduled to take (speed)	1	➡	1	➡	3188	85	8	7
Connections with other train services	-3	➡	-1	➡	1713	72	18	10
Value for money of the price of your ticket	-2	➡	-2	➡	3028	53	18	29
Upkeep and repair of the train	6	⬆	3	⬆	3182	72	14	14
Provision of information during the journey	4	⬆	2	➡	3007	74	16	10
Helpfulness and attitude of staff on train	3	➡	1	➡	2200	80	16	4
Space for luggage	2	➡	2	➡	2412	65	20	15
Toilet facilities	-1	➡	4	➡	1397	46	17	37
Comfort of the seats	4	⬆	2	➡	3128	69	17	14
Step or gap between the train and the platform	1	➡	2	➡	3004	63	24	14
Your personal security on board	-1	➡	-2	➡	2986	74	22	4
Cleanliness of the inside	4	⬆	2	➡	3212	73	14	13
Cleanliness of the outside	2	➡	0	➡	2839	67	21	12
Availability of staff on the train	0	➡	-2	➡	2736	60	24	16
How well train company deals with delays	-3	➡	-2	➡	752	38	33	30
Usefulness of information about the delay	-2	➡	-3	➡	714	43	26	32
Level of crowding	3	⬆	3	⬆	3186	76	10	14
Reliability of the internet connection	0	➡	1	➡	1615	39	16	45
Availability of power sockets	15	⬆	9	⬆	1737	46	9	45

*Excludes non-franchised train operating companies.

Overall satisfaction with the journey

% of passengers satisfied/good by sector:

London and South East	82 %
Long distance	84 %
Regional	84 %

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-7	⬇	-1	➡	604	84	9	8
c2c	-3	➡	-4	➡	577	82	13	5
Chiltern Railways	-2	➡	-2	➡	761	88	7	5
CrossCountry	-1	➡	5	⬆	867	85	9	6
East Midlands Railway***	-3	➡	4	➡	601	83	10	7
Gatwick Express*	0	➡	0	➡	379	89	5	6
Grand Central	6	⬆	1	➡	379	95	3	2
Great Northern*	9	⬆	5	➡	277	86	10	4
Great Western Railway	-1	➡	0	➡	965	86	7	7
Greater Anglia	-4	➡	-5	➡	939	77	12	11
Heathrow Express	0	➡	-2	➡	489	94	4	2
Hull Trains	2	➡	1	➡	392	92	4	3
London North Eastern Railway	2	➡	1	➡	704	91	6	4
London Overground	-1	➡	0	➡	1132	87	9	4
Merseyrail	0	➡	-1	➡	484	90	6	4
Northern****	-2	➡	5	⬆	932	77	12	11
ScotRail	5	⬆	1	➡	920	90	5	5
South Western Railway	-4	⬇	0	➡	1356	75	14	11
Southeastern	3	➡	2	➡	1255	83	10	7
Southern*	-2	➡	-3	➡	837	78	12	9
TfL Rail	0	➡	3	➡	726	89	7	5
Thameslink*	-2	➡	0	➡	782	81	10	8
TransPennine Express	-5	⬇	-1	➡	627	78	9	13
Transport for Wales	-1	➡	2	➡	737	81	9	10
West Midlands Trains	-5	⬇	6	⬆	636	79	10	11

*Part of the Govia Thameslink Railway franchise.
**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

Value for money of the price of your ticket

% of passengers satisfied/good by sector:

London and South East	45 %	
Long distance	55 %	
Regional	53 %	

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Improved ⬆ Unchanged ➡ Declined ⬇ Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-1	➡	-3	➡	594	61	18	22
c2c	-5	➡	-3	➡	566	41	26	33
Chiltern Railways	2	➡	-1	➡	756	51	21	28
CrossCountry	-1	➡	1	➡	858	53	18	29
East Midlands Railway***	-1	➡	1	➡	590	49	18	32
Gatwick Express*	-1	➡	-1	➡	383	44	23	32
Grand Central	7	⬆	-1	➡	374	74	12	14
Great Northern*	7	➡	3	➡	269	45	22	34
Great Western Railway	-1	➡	-1	➡	964	52	18	30
Greater Anglia	2	➡	0	➡	949	42	19	39
Heathrow Express	8	⬆	4	➡	500	54	19	26
Hull Trains	-1	➡	-3	➡	397	61	19	19
London North Eastern Railway	2	➡	0	➡	702	59	15	25
London Overground	3	➡	2	➡	1046	55	23	21
Merseyrail	-1	➡	-5	➡	409	62	21	17
Northern****	-3	➡	-2	➡	919	52	16	32
ScotRail	-2	➡	-4	➡	957	51	20	30
South Western Railway	0	➡	3	➡	1339	37	20	43
Southeastern	2	➡	1	➡	1177	39	25	36
Southern*	0	➡	-3	➡	802	42	21	37
TfL Rail	-4	➡	-3	➡	682	47	27	26
Thameslink*	2	➡	1	➡	764	42	20	38
TransPennine Express	-6	➡	-6	➡	638	50	16	34
Transport for Wales	1	➡	4	➡	743	56	17	27
West Midlands Trains	-3	➡	2	➡	599	53	17	30

*Part of the Govia Thameslink Railway franchise.
**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

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

% of passengers satisfied/good by sector:

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

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-9	⬇	3	➡	604	79	8	13
c2c	1	➡	2	➡	596	89	5	6
Chiltern Railways	0	➡	1	➡	788	87	4	9
CrossCountry	-6	⬇	3	➡	881	80	8	13
East Midlands Railway***	-9	⬇	0	➡	616	73	7	20
Gatwick Express*	3	➡	-3	➡	386	82	5	13
Grand Central	10	⬆	2	➡	370	92	3	5
Great Northern*	5	➡	4	➡	294	78	6	15
Great Western Railway	0	➡	-1	➡	991	78	6	16
Greater Anglia	-6	⬇	-9	⬇	973	73	8	19
Heathrow Express	-1	➡	0	➡	495	95	4	1
Hull Trains	1	➡	0	➡	407	85	7	8
London North Eastern Railway	0	➡	-3	➡	724	80	7	13
London Overground	-4	➡	-3	➡	1185	74	9	16
Merseyrail	0	➡	-1	➡	503	90	3	7
Northern****	-10	⬇	-3	➡	969	63	9	28
ScotRail	3	➡	1	➡	983	79	9	12
South Western Railway	-4	⬇	1	➡	1430	64	9	27
Southeastern	1	➡	-1	➡	1294	76	10	14
Southern*	2	➡	3	➡	873	76	8	17
TfL Rail	-3	➡	-5	➡	770	84	7	10
Thameslink*	-3	➡	2	➡	823	71	7	22
TransPennine Express	-9	⬇	-9	⬇	653	56	7	37
Transport for Wales	-7	➡	-3	➡	759	73	7	20
West Midlands Trains	-16	⬇	4	➡	655	64	10	26

*Part of the Govia Thameslink Railway franchise.
**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

Level of crowding

% of passengers satisfied/good by sector:

London and South East	73 %
Long distance	73 %
Regional	76 %

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-1	➡	4	➡	606	79	9	11
c2c	0	➡	-1	➡	597	65	14	21
Chiltern Railways	2	➡	5	➡	785	78	9	13
CrossCountry	4	➡	8	⬆	875	66	14	20
East Midlands Railway***	0	➡	5	➡	611	73	12	15
Gatwick Express*	4	➡	0	➡	386	88	8	4
Grand Central	6	⬆	4	➡	374	83	11	6
Great Northern*	9	⬆	4	➡	295	78	6	16
Great Western Railway	5	⬆	5	➡	977	79	10	11
Greater Anglia	0	➡	-1	➡	973	74	11	15
Heathrow Express	1	➡	5	⬆	506	93	5	2
Hull Trains	2	➡	-2	➡	410	77	11	12
London North Eastern Railway	1	➡	2	➡	722	81	8	11
London Overground	-1	➡	2	➡	1191	72	13	16
Merseyrail	1	➡	4	➡	503	80	7	13
Northern****	1	➡	2	➡	958	72	12	16
ScotRail	7	⬆	3	➡	976	80	9	11
South Western Railway	0	➡	4	➡	1427	71	12	17
Southeastern	3	➡	1	➡	1289	73	14	13
Southern*	0	➡	0	➡	862	72	12	16
TfL Rail	-4	➡	2	➡	768	66	12	22
Thameslink*	1	➡	2	➡	816	75	9	16
TransPennine Express	9	⬆	11	⬆	646	68	11	21
Transport for Wales	5	➡	7	➡	749	76	11	13
West Midlands Trains	-5	➡	1	➡	650	65	14	21

*Part of the Govia Thameslink Railway franchise.
**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

Overall satisfaction with the station

% of passengers satisfied/good by sector:

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

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-3	➡	1	➡	630	83	14	3
c2c	-3	➡	1	➡	607	74	18	8
Chiltern Railways	-2	➡	-4	⬇	798	85	12	3
CrossCountry	3	➡	6	⬆	922	89	9	2
East Midlands Railway***	3	➡	3	➡	628	86	10	4
Gatwick Express*	2	➡	-1	➡	411	82	12	5
Grand Central	2	➡	2	➡	391	86	9	4
Great Northern*	4	➡	3	➡	310	78	13	9
Great Western Railway	0	➡	2	➡	1012	84	12	4
Greater Anglia	3	➡	1	➡	991	83	12	5
Heathrow Express	-1	➡	-1	➡	522	91	6	2
Hull Trains	3	➡	-2	➡	423	88	8	3
London North Eastern Railway	0	➡	1	➡	743	89	10	2
London Overground	0	➡	-1	➡	1223	80	15	5
Merseyrail	3	➡	5	➡	517	89	5	5
Northern****	-6	⬇	-4	➡	984	73	17	10
ScotRail	2	➡	-2	➡	1004	80	16	5
South Western Railway	1	➡	1	➡	1446	75	18	7
Southeastern	1	➡	2	➡	1296	81	13	6
Southern*	2	➡	-1	➡	883	80	15	5
TfL Rail	0	➡	0	➡	816	82	13	6
Thameslink*	4	⬆	5	⬆	837	86	10	4
TransPennine Express	-2	➡	-3	➡	652	82	12	6
Transport for Wales	2	➡	4	➡	768	75	16	9
West Midlands Trains	-6	⬇	1	➡	665	77	15	7

*Part of the Govia Thameslink Railway franchise.
**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

How well train company deals with delays

% of passengers satisfied/good by sector:

London and South East	37 %
Long distance	51 %
Regional	38 %

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020			
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor
Avanti West Coast**	-13	⬇	0	➡	217	56	30	14
c2c	14	➡	6	➡	73	56	33	11
Chiltern Railways	-17	⬇	-9	➡	152	40	34	26
CrossCountry	0	➡	6	➡	310	54	26	20
East Midlands Railway***	3	➡	5	➡	215	49	32	19
Gatwick Express*	10	➡	-2	➡	85	55	18	27
Grand Central	-	-	-	-	<50	-	-	-
Great Northern*	-	-	-	-	<50	-	-	-
Great Western Railway	4	➡	1	➡	267	47	31	22
Greater Anglia	5	➡	-13	⬇	280	38	33	29
Heathrow Express	-	-	-	-	<50	-	-	-
Hull Trains	-2	➡	1	➡	126	68	23	9
London North Eastern Railway	10	➡	6	➡	214	65	18	17
London Overground	-1	➡	-8	➡	207	32	42	26
Merseyrail	-10	➡	-6	➡	93	39	36	25
Northern****	-10	⬇	-4	➡	299	30	35	36
ScotRail	12	➡	6	➡	178	51	32	17
South Western Railway	-3	➡	-1	➡	445	33	34	33
Southeastern	2	➡	-3	➡	297	41	36	23
Southern*	-1	➡	0	➡	197	37	37	27
TfL Rail	5	➡	18	➡	116	47	35	18
Thameslink*	-6	➡	-7	➡	285	32	43	25
TransPennine Express	-11	⬇	-9	➡	334	38	35	27
Transport for Wales	-15	➡	-11	➡	182	34	22	44
West Midlands Trains	-8	➡	0	➡	243	37	37	26

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**Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

c2c*

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Improved ↑ Unchanged ⇨ Declined ↓				
Overall sample size: 619	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
								Spring 2020	
Overall satisfaction with the journey	-3	⇨	-4	⇨	577	82	13	5	82
STATION FACILITIES									
Overall satisfaction with the station	-3	⇨	1	⇨	607	74	18	8	80
Ticket buying facilities	-16	↓	-3	⇨	379	60	18	22	79
Provision of information about train times/platforms	0	⇨	3	⇨	594	86	10	4	84
Upkeep/repair of the station buildings/platforms	-3	⇨	-3	⇨	596	65	24	10	71
Cleanliness	-3	⇨	-5	⇨	594	69	22	8	76
Toilet facilities at the station	-5	⇨	-7	⇨	348	38	16	46	50
Attitudes and helpfulness of the staff	-1	⇨	-2	⇨	449	71	18	11	78
Connections with other forms of public transport	2	⇨	1	⇨	465	78	11	11	81
Facilities for car parking	-13	↓	-13	↓	211	38	16	46	47
Facilities for bicycle parking	4	⇨	2	⇨	146	57	21	22	60
Overall environment	-3	⇨	-1	⇨	599	67	25	8	75
Your personal security whilst using the station	0	⇨	-3	⇨	553	64	29	7	72
Availability of staff at the station	-2	⇨	1	⇨	522	62	23	15	70
Shelter facilities	-2	⇨	-2	⇨	527	66	18	15	71
Availability of seating	-2	⇨	-3	⇨	566	53	23	24	53
How request to station staff was handled	-13	⇨	-16	↓	62	69	14	17	87
Choice of shops/eating/drinking facilities available	-3	⇨	-4	⇨	486	40	26	34	53
Availability of Wi-Fi	-3	⇨	-3	⇨	287	46	20	35	37
TRAIN FACILITIES									
Overall satisfaction with the train	-1	⇨	-2	⇨	590	80	15	5	78
Frequency of the trains on that route	-1	⇨	1	⇨	600	81	8	11	76
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⇨	2	⇨	596	89	5	6	74
Length of time the journey was scheduled to take (speed)	0	⇨	2	⇨	594	90	8	2	82
Connections with other train services	-2	⇨	2	⇨	369	80	15	5	77
Value for money of the price of your ticket	-5	⇨	-3	⇨	566	41	26	33	45
Upkeep and repair of the train	3	⇨	1	⇨	584	83	11	7	75
Provision of information during the journey	-2	⇨	-4	⇨	560	76	17	7	76
Helpfulness and attitude of staff on train	4	⇨	-7	⇨	148	34	35	31	59
Space for luggage	-4	⇨	-7	⇨	423	46	27	26	58
Toilet facilities	-4	⇨	-4	⇨	250	37	26	38	44
Comfort of the seats	-4	⇨	-6	↓	570	67	22	10	64
Step or gap between the train and the platform	-2	⇨	-2	⇨	557	68	21	10	64
Your personal security on board	1	⇨	0	⇨	542	69	23	8	74
Cleanliness of the inside	-1	⇨	-1	⇨	596	82	11	7	76
Cleanliness of the outside	1	⇨	-1	⇨	529	79	16	6	72
Availability of staff on the train	-3	⇨	-5	⇨	316	14	26	60	35
How well train company deals with delays	14	⇨	6	⇨	73	56	33	11	37
Usefulness of information about the delay	1	⇨	-6	⇨	72	52	33	15	44
Level of crowding	0	⇨	-1	⇨	597	65	14	21	73
Reliability of the internet connection	-4	⇨	-8	⇨	289	36	17	47	35
Availability of power sockets	-6	⇨	-7	↓	238	11	14	75	38

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Chiltern Railways*

Overall sample size: 818

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	⇨	-2	⇨	761	88	7	5	82
STATION FACILITIES									
Overall satisfaction with the station	-2	⇨	-4	⬇	798	85	12	3	80
Ticket buying facilities	-8	⬇	-2	⇨	497	81	14	6	79
Provision of information about train times/platforms	-1	⇨	0	⇨	799	87	7	6	84
Upkeep/repair of the station buildings/platforms	-2	⇨	-3	⇨	800	78	14	8	71
Cleanliness	-2	⇨	0	⇨	796	83	13	4	76
Toilet facilities at the station	-4	⇨	-7	⬇	496	48	21	31	50
Attitudes and helpfulness of the staff	-2	⇨	-2	⇨	563	84	12	3	78
Connections with other forms of public transport	2	⇨	4	⇨	591	79	11	9	81
Facilities for car parking	-6	⇨	-6	⇨	290	65	15	20	47
Facilities for bicycle parking	1	⇨	-3	⇨	212	74	16	10	60
Overall environment	-3	⇨	-1	⇨	803	83	12	5	75
Your personal security whilst using the station	-2	⇨	2	⇨	733	80	20	1	72
Availability of staff at the station	2	⇨	-1	⇨	641	73	16	11	70
Shelter facilities	1	⇨	-5	⇨	669	77	14	9	71
Availability of seating	1	⇨	2	⇨	767	59	19	22	53
How request to station staff was handled	-2	⇨	-7	⇨	131	89	9	2	87
Choice of shops/eating/drinking facilities available	2	⇨	0	⇨	706	56	24	20	53
Availability of Wi-Fi	-2	⇨	3	⇨	366	56	19	25	37
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⇨	0	⇨	784	86	8	6	78
Frequency of the trains on that route	2	⇨	4	⇨	790	82	9	9	76
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⇨	1	⇨	788	87	4	9	74
Length of time the journey was scheduled to take (speed)	-3	⇨	-2	⇨	784	86	7	7	82
Connections with other train services	1	⇨	5	⇨	364	81	14	5	77
Value for money of the price of your ticket	2	⇨	-1	⇨	756	51	21	28	45
Upkeep and repair of the train	-8	⬇	-5	⬇	770	75	17	8	75
Provision of information during the journey	1	⇨	3	⇨	718	80	12	8	76
Helpfulness and attitude of staff on train	1	⇨	2	⇨	260	57	31	11	59
Space for luggage	-7	⬇	2	⇨	565	55	25	20	58
Toilet facilities	-6	⇨	-4	⇨	315	60	21	19	44
Comfort of the seats	-5	⇨	1	⇨	771	67	19	14	64
Step or gap between the train and the platform	-2	⇨	1	⇨	709	74	22	3	64
Your personal security on board	-5	⬇	0	⇨	705	80	18	2	74
Cleanliness of the inside	-6	⬇	-4	⇨	785	79	14	6	76
Cleanliness of the outside	-8	⬇	-1	⇨	662	74	18	8	72
Availability of staff on the train	-3	⇨	0	⇨	405	30	35	35	35
How well train company deals with delays	-17	⬇	-9	⇨	152	40	34	26	37
Usefulness of information about the delay	-17	⬇	-17	⬇	146	43	28	29	44
Level of crowding	2	⇨	5	⇨	785	78	9	13	73
Reliability of the internet connection	-7	⇨	1	⇨	408	43	18	39	35
Availability of power sockets	-12	⬇	-1	⇨	453	45	11	44	38

Improved ⬆ Unchanged ⇨ Declined ⬇

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Gatwick Express*

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
Overall sample size: 416	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	➡	0	➡	379	89	5	6	82
STATION FACILITIES									
Overall satisfaction with the station	2	➡	-1	➡	411	82	12	5	80
Ticket buying facilities	3	➡	9	➡	254	82	11	7	79
Provision of information about train times/platforms	4	➡	1	➡	399	88	7	6	84
Upkeep/repair of the station buildings/platforms	2	➡	4	➡	393	75	15	11	71
Cleanliness	-1	➡	2	➡	398	73	16	11	76
Toilet facilities at the station	5	➡	-4	➡	225	58	17	25	50
Attitudes and helpfulness of the staff	0	➡	-7	➡	291	78	16	6	78
Connections with other forms of public transport	3	➡	-3	➡	328	88	6	6	81
Facilities for car parking	-7	➡	-26	⬇	73	39	25	36	47
Facilities for bicycle parking	-	-	-20	➡	70	54	21	25	60
Overall environment	7	➡	1	➡	403	78	17	5	75
Your personal security whilst using the station	1	➡	-5	➡	363	75	23	2	72
Availability of staff at the station	2	➡	-1	➡	325	74	15	10	70
Shelter facilities	-2	➡	5	➡	248	79	14	7	71
Availability of seating	-6	➡	-2	➡	323	48	19	34	53
How request to station staff was handled	4	➡	1	➡	96	94	2	4	87
Choice of shops/eating/drinking facilities available	2	➡	8	➡	337	75	11	14	53
Availability of Wi-Fi	8	➡	-8	➡	138	55	20	26	37
TRAIN FACILITIES									
Overall satisfaction with the train	1	➡	-3	➡	392	89	7	3	78
Frequency of the trains on that route	3	➡	-2	➡	393	89	6	5	76
Punctuality/reliability (i.e. the train arriving/departing on time)	3	➡	-3	➡	386	82	5	13	74
Length of time the journey was scheduled to take (speed)	3	➡	1	➡	385	93	5	2	82
Connections with other train services	1	➡	1	➡	185	82	10	8	77
Value for money of the price of your ticket	-1	➡	-1	➡	383	44	23	32	45
Upkeep and repair of the train	0	➡	-2	➡	388	89	6	5	75
Provision of information during the journey	1	➡	8	⬆	357	85	11	5	76
Helpfulness and attitude of staff on train	-1	➡	-8	➡	198	68	29	3	59
Space for luggage	3	➡	1	➡	314	63	15	22	58
Toilet facilities	5	➡	0	➡	169	74	15	11	44
Comfort of the seats	0	➡	0	➡	387	73	19	8	64
Step or gap between the train and the platform	-2	➡	-1	➡	343	71	21	8	64
Your personal security on board	3	➡	1	➡	345	86	13	1	74
Cleanliness of the inside	-1	➡	-1	➡	394	88	6	6	76
Cleanliness of the outside	0	➡	-5	➡	356	85	13	2	72
Availability of staff on the train	-4	➡	-3	➡	269	51	31	18	35
How well train company deals with delays	10	➡	-2	➡	85	55	18	27	37
Usefulness of information about the delay	23	⬆	12	➡	80	61	17	21	44
Level of crowding	4	➡	0	➡	386	88	8	4	73
Reliability of the internet connection	-3	➡	7	➡	199	58	11	31	35
Availability of power sockets	2	➡	4	➡	250	84	4	12	38

Improved ⬆ Unchanged ➡ Declined ⬇

*Part of the Govia Thameslink Railway franchise.
*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Great Northern*

Overall sample size: 314

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Improved ⬆ Unchanged ➡ Declined ⬇				
					Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	9	⬆	5	➡	277	86	10	4	82
STATION FACILITIES									
Overall satisfaction with the station	4	➡	3	➡	310	78	13	9	80
Ticket buying facilities	10	⬆	5	➡	149	79	13	8	79
Provision of information about train times/platforms	2	➡	2	➡	301	81	9	10	84
Upkeep/repair of the station buildings/platforms	0	➡	-1	➡	306	66	21	14	71
Cleanliness	2	➡	-3	➡	305	72	19	9	76
Toilet facilities at the station	11	⬆	7	➡	153	50	14	36	50
Attitudes and helpfulness of the staff	6	➡	9	⬆	214	81	13	6	78
Connections with other forms of public transport	4	➡	6	➡	249	82	11	7	81
Facilities for car parking	-1	➡	-6	➡	79	45	17	38	47
Facilities for bicycle parking	8	➡	-7	➡	72	58	10	33	60
Overall environment	3	➡	1	➡	305	72	17	11	75
Your personal security whilst using the station	-1	➡	1	➡	280	70	26	4	72
Availability of staff at the station	4	➡	1	➡	251	69	16	14	70
Shelter facilities	1	➡	0	➡	226	75	17	8	71
Availability of seating	-7	➡	-2	➡	272	49	21	30	53
How request to station staff was handled	-	-	-	-	<50	-	-	-	87
Choice of shops/eating/drinking facilities available	2	➡	2	➡	240	53	21	27	53
Availability of Wi-Fi	14	⬆	8	➡	143	42	16	42	37
TRAIN FACILITIES									
Overall satisfaction with the train	22	⬆	6	➡	293	85	11	4	78
Frequency of the trains on that route	11	⬆	5	➡	300	78	7	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	5	➡	4	➡	294	78	6	15	74
Length of time the journey was scheduled to take (speed)	5	➡	5	➡	291	89	6	5	82
Connections with other train services	3	➡	-1	➡	175	81	12	7	77
Value for money of the price of your ticket	7	➡	3	➡	269	45	22	34	45
Upkeep and repair of the train	34	⬆	4	➡	292	84	8	8	75
Provision of information during the journey	26	⬆	5	➡	279	82	13	5	76
Helpfulness and attitude of staff on train	15	⬆	8	➡	79	51	40	9	59
Space for luggage	13	⬆	7	➡	227	63	24	13	58
Toilet facilities	20	⬆	6	➡	116	42	25	34	44
Comfort of the seats	17	⬆	3	➡	292	64	21	15	64
Step or gap between the train and the platform	17	⬆	5	➡	271	73	23	4	64
Your personal security on board	14	⬆	0	➡	274	77	19	4	74
Cleanliness of the inside	28	⬆	4	➡	300	85	9	6	76
Cleanliness of the outside	35	⬆	3	➡	268	82	13	6	72
Availability of staff on the train	8	➡	5	➡	152	25	31	44	35
How well train company deals with delays	-	-	-	-	<50	-	-	-	37
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	44
Level of crowding	9	⬆	4	➡	295	78	6	16	73
Reliability of the internet connection	20	⬆	9	➡	150	45	12	43	35
Availability of power sockets	43	⬆	10	⬆	167	78	10	12	38

*Part of the Govia Thameslink Railway franchise.

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Great Western Railway*

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
Overall sample size: 1032	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	⇨	0	⇨	965	86	7	7	82
STATION FACILITIES									
Overall satisfaction with the station	0	⇨	2	⇨	1012	84	12	4	80
Ticket buying facilities	0	⇨	1	⇨	538	83	12	5	79
Provision of information about train times/platforms	3	⇨	1	⇨	1006	90	7	3	84
Upkeep/repair of the station buildings/platforms	-3	⇨	2	⇨	996	74	18	9	71
Cleanliness	-1	⇨	2	⇨	997	78	15	7	76
Toilet facilities at the station	1	⇨	3	⇨	635	60	21	20	50
Attitudes and helpfulness of the staff	-1	⇨	1	⇨	729	83	12	5	78
Connections with other forms of public transport	-7	⬇	-5	⇨	684	73	14	13	81
Facilities for car parking	-5	⇨	-3	⇨	274	55	18	27	47
Facilities for bicycle parking	-3	⇨	10	⇨	219	67	18	15	60
Overall environment	-1	⇨	1	⇨	1003	78	16	6	75
Your personal security whilst using the station	0	⇨	1	⇨	918	78	20	2	72
Availability of staff at the station	4	⇨	3	⇨	833	76	15	9	70
Shelter facilities	-1	⇨	-1	⇨	825	74	15	11	71
Availability of seating	2	⇨	2	⇨	952	59	20	21	53
How request to station staff was handled	-6	⇨	0	⇨	196	84	6	11	87
Choice of shops/eating/drinking facilities available	-3	⇨	2	⇨	864	56	21	24	53
Availability of Wi-Fi	6	⇨	8	⇨	396	45	19	36	37
TRAIN FACILITIES									
Overall satisfaction with the train	3	⇨	0	⇨	986	86	10	4	78
Frequency of the trains on that route	-1	⇨	-3	⇨	981	79	10	12	76
Punctuality/reliability (i.e. the train arriving/departing on time)	0	⇨	-1	⇨	991	78	6	16	74
Length of time the journey was scheduled to take (speed)	0	⇨	-1	⇨	979	87	8	5	82
Connections with other train services	-7	⬇	-7	⬇	547	73	15	12	77
Value for money of the price of your ticket	-1	⇨	-1	⇨	964	52	18	30	45
Upkeep and repair of the train	2	⇨	1	⇨	978	85	10	5	75
Provision of information during the journey	-2	⇨	-1	⇨	916	77	16	7	76
Helpfulness and attitude of staff on train	4	⇨	3	⇨	568	76	19	4	59
Space for luggage	1	⇨	4	⇨	743	72	14	14	58
Toilet facilities	7	⇨	5	⇨	460	69	17	13	44
Comfort of the seats	-1	⇨	-1	⇨	962	71	17	11	64
Step or gap between the train and the platform	1	⇨	0	⇨	894	65	22	13	64
Your personal security on board	-1	⇨	-3	⇨	909	81	18	1	74
Cleanliness of the inside	1	⇨	0	⇨	995	83	9	7	76
Cleanliness of the outside	3	⇨	1	⇨	853	81	14	5	72
Availability of staff on the train	4	⇨	3	⇨	733	57	27	16	35
How well train company deals with delays	4	⇨	1	⇨	267	47	31	22	37
Usefulness of information about the delay	-2	⇨	-8	⇨	255	47	26	27	44
Level of crowding	5	⬆	5	⇨	977	79	10	11	73
Reliability of the internet connection	3	⇨	6	⇨	471	48	15	37	35
Availability of power sockets	5	⇨	3	⇨	637	84	6	10	38

Improved ⬆ Unchanged ⇨ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Greater Anglia*

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
Improved ⬆ Unchanged ➡ Declined ⬇									
Overall sample size: 1016	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-4	➡	-5	➡	939	77	12	11	82
STATION FACILITIES									
Overall satisfaction with the station	3	➡	1	➡	991	83	12	5	80
Ticket buying facilities	-4	➡	-1	➡	541	79	12	9	79
Provision of information about train times/platforms	-2	➡	-2	➡	982	86	9	6	84
Upkeep/repair of the station buildings/platforms	-1	➡	-3	➡	972	75	18	7	71
Cleanliness	1	➡	-2	➡	993	78	16	6	76
Toilet facilities at the station	10	⬆	5	➡	641	63	18	19	50
Attitudes and helpfulness of the staff	2	➡	3	➡	714	82	12	7	78
Connections with other forms of public transport	-2	➡	3	➡	736	79	11	10	81
Facilities for car parking	-2	➡	-3	➡	296	52	22	27	47
Facilities for bicycle parking	10	➡	8	➡	187	67	18	15	60
Overall environment	2	➡	2	➡	986	79	15	5	75
Your personal security whilst using the station	1	➡	1	➡	914	76	21	3	72
Availability of staff at the station	5	➡	6	⬆	831	73	17	9	70
Shelter facilities	1	➡	0	➡	784	71	16	13	71
Availability of seating	-2	➡	-1	➡	895	52	23	25	53
How request to station staff was handled	4	➡	-2	➡	148	88	7	5	87
Choice of shops/eating/drinking facilities available	2	➡	3	➡	831	57	19	24	53
Availability of Wi-Fi	-4	➡	-1	➡	419	41	19	40	37
TRAIN FACILITIES									
Overall satisfaction with the train	-2	➡	-2	➡	969	71	16	13	78
Frequency of the trains on that route	-2	➡	-4	➡	977	75	9	17	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	⬇	-9	⬇	973	73	8	19	74
Length of time the journey was scheduled to take (speed)	-2	➡	-5	➡	956	80	10	10	82
Connections with other train services	-3	➡	-4	➡	542	76	15	9	77
Value for money of the price of your ticket	2	➡	0	➡	949	42	19	39	45
Upkeep and repair of the train	-5	➡	-2	➡	962	61	22	17	75
Provision of information during the journey	-3	➡	-1	➡	893	64	23	13	76
Helpfulness and attitude of staff on train	-5	➡	3	➡	361	59	24	17	59
Space for luggage	3	➡	4	➡	733	58	17	24	58
Toilet facilities	3	➡	6	➡	411	51	18	31	44
Comfort of the seats	-3	➡	0	➡	941	56	22	22	64
Step or gap between the train and the platform	3	➡	2	➡	885	69	26	5	64
Your personal security on board	-1	➡	0	➡	883	72	23	5	74
Cleanliness of the inside	-7	⬇	-4	➡	966	66	18	17	76
Cleanliness of the outside	-3	➡	-6	➡	852	60	25	16	72
Availability of staff on the train	-2	➡	-4	➡	570	32	25	43	35
How well train company deals with delays	5	➡	-13	⬇	280	38	33	29	37
Usefulness of information about the delay	5	➡	-6	➡	260	43	24	33	44
Level of crowding	0	➡	-1	➡	973	74	11	15	73
Reliability of the internet connection	0	➡	2	➡	492	37	15	48	35
Availability of power sockets	-1	➡	-2	➡	520	41	10	49	38

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Heathrow Express*

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
Overall sample size: 533	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	➡	-2	➡	489	94	4	2	82
STATION FACILITIES									
Overall satisfaction with the station	-1	➡	-1	➡	522	91	6	2	80
Ticket buying facilities	-2	➡	-3	➡	366	89	6	5	79
Provision of information about train times/platforms	2	➡	1	➡	504	88	8	4	84
Upkeep/repair of the station buildings/platforms	1	➡	0	➡	507	90	8	3	71
Cleanliness	1	➡	1	➡	507	90	7	3	76
Toilet facilities at the station	9	➡	7	➡	194	79	11	10	50
Attitudes and helpfulness of the staff	0	➡	3	➡	421	91	8	2	78
Connections with other forms of public transport	-3	➡	-3	➡	382	89	7	4	81
Facilities for car parking	-5	➡	-2	➡	53	72	15	13	47
Facilities for bicycle parking	-7	➡	-4	➡	52	75	18	7	60
Overall environment	-1	➡	-1	➡	510	88	10	2	75
Your personal security whilst using the station	1	➡	0	➡	454	90	10	0	72
Availability of staff at the station	2	➡	3	➡	463	89	8	4	70
Shelter facilities	-6	➡	-4	➡	227	83	14	3	71
Availability of seating	2	➡	4	➡	403	77	10	13	53
How request to station staff was handled	-2	➡	2	➡	166	94	3	3	87
Choice of shops/eating/drinking facilities available	0	➡	-1	➡	305	70	15	14	53
Availability of Wi-Fi	-5	➡	-3	➡	210	73	15	13	37
TRAIN FACILITIES									
Overall satisfaction with the train	-1	➡	-4	⬇	509	93	4	3	78
Frequency of the trains on that route	-2	➡	0	➡	507	92	5	3	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-1	➡	0	➡	495	95	4	1	74
Length of time the journey was scheduled to take (speed)	1	➡	-1	➡	504	97	3	1	82
Connections with other train services	-1	➡	1	➡	311	90	9	1	77
Value for money of the price of your ticket	8	⬆	4	➡	500	54	19	26	45
Upkeep and repair of the train	3	➡	0	➡	500	93	5	2	75
Provision of information during the journey	-1	➡	0	➡	462	88	10	2	76
Helpfulness and attitude of staff on train	0	➡	4	➡	331	87	12	2	59
Space for luggage	-1	➡	0	➡	488	91	6	3	58
Toilet facilities	-10	➡	-9	➡	143	62	22	16	44
Comfort of the seats	-1	➡	-1	➡	496	91	7	2	64
Step or gap between the train and the platform	1	➡	4	➡	464	92	7	1	64
Your personal security on board	-1	➡	0	➡	464	93	6	1	74
Cleanliness of the inside	-2	➡	-3	➡	512	93	6	2	76
Cleanliness of the outside	0	➡	0	➡	471	94	5	1	72
Availability of staff on the train	-1	➡	4	➡	374	73	19	8	35
How well train company deals with delays	-	-	-	-	<50	-	-	-	37
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	44
Level of crowding	1	➡	5	⬆	506	93	5	2	73
Reliability of the internet connection	-8	➡	-1	➡	239	69	16	15	35
Availability of power sockets	3	➡	1	➡	273	84	9	7	38

Improved ⬆   Unchanged ➡   Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

London Overground*

Overall sample size: 1244

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	➡	0	➡	1132	87	9	4	82
STATION FACILITIES									
Overall satisfaction with the station	0	➡	-1	➡	1223	80	15	5	80
Ticket buying facilities	-2	➡	-3	➡	660	76	18	6	79
Provision of information about train times/platforms	-2	➡	-2	➡	1189	81	11	8	84
Upkeep/repair of the station buildings/platforms	-1	➡	-3	➡	1198	70	20	10	71
Cleanliness	-1	➡	-1	➡	1203	75	16	9	76
Toilet facilities at the station	2	➡	-3	➡	492	28	19	52	50
Attitudes and helpfulness of the staff	0	➡	2	➡	740	74	20	6	78
Connections with other forms of public transport	-1	➡	3	➡	1024	82	11	8	81
Facilities for car parking	8	⬆	7	⬆	331	37	13	50	47
Facilities for bicycle parking	2	➡	-1	➡	319	51	20	30	60
Overall environment	-1	➡	-3	➡	1207	72	21	7	75
Your personal security whilst using the station	-2	➡	-2	➡	1113	69	25	6	72
Availability of staff at the station	-2	➡	1	➡	960	65	21	13	70
Shelter facilities	1	➡	-3	➡	1054	67	16	17	71
Availability of seating	2	➡	2	➡	1139	56	18	26	53
How request to station staff was handled	6	➡	10	➡	73	91	1	8	87
Choice of shops/eating/drinking facilities available	-1	➡	-2	➡	891	41	18	40	53
Availability of Wi-Fi	-2	➡	1	➡	532	31	15	54	37
TRAIN FACILITIES									
Overall satisfaction with the train	2	➡	1	➡	1191	84	11	5	78
Frequency of the trains on that route	2	➡	3	➡	1200	75	11	15	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	➡	-3	➡	1185	74	9	16	74
Length of time the journey was scheduled to take (speed)	-2	➡	-1	➡	1195	83	10	7	82
Connections with other train services	-3	➡	-3	➡	957	79	15	6	77
Value for money of the price of your ticket	3	➡	2	➡	1046	55	23	21	45
Upkeep and repair of the train	0	➡	0	➡	1171	80	13	7	75
Provision of information during the journey	-1	➡	-1	➡	1099	78	16	6	76
Helpfulness and attitude of staff on train	-3	➡	-7	➡	370	41	42	17	59
Space for luggage	-3	➡	-3	➡	801	51	23	27	58
Toilet facilities	2	➡	-2	➡	365	14	12	74	44
Comfort of the seats	1	➡	1	➡	1138	69	22	9	64
Step or gap between the train and the platform	-2	➡	-2	➡	1103	67	22	12	64
Your personal security on board	-1	➡	-1	➡	1121	72	20	8	74
Cleanliness of the inside	2	➡	-1	➡	1199	83	11	6	76
Cleanliness of the outside	-1	➡	-2	➡	1086	78	15	7	72
Availability of staff on the train	-1	➡	0	➡	641	22	32	46	35
How well train company deals with delays	-1	➡	-8	➡	207	32	42	26	37
Usefulness of information about the delay	-1	➡	-8	➡	190	44	28	28	44
Level of crowding	-1	➡	2	➡	1191	72	13	16	73
Reliability of the internet connection	-2	➡	0	➡	461	26	17	57	35
Availability of power sockets	8	⬆	3	➡	416	19	9	72	38

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

South Western Railway*

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
Overall sample size: 1471	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-4	⬇	0	➡	1356	75	14	11	82
STATION FACILITIES									
Overall satisfaction with the station	1	➡	1	➡	1446	75	18	7	80
Ticket buying facilities	4	➡	4	➡	721	82	12	7	79
Provision of information about train times/platforms	-3	➡	-3	➡	1422	79	11	9	84
Upkeep/repair of the station buildings/platforms	0	➡	1	➡	1415	65	21	14	71
Cleanliness	2	➡	1	➡	1420	70	18	12	76
Toilet facilities at the station	11	⬆	7	⬆	814	44	20	36	50
Attitudes and helpfulness of the staff	1	➡	0	➡	1001	73	18	8	78
Connections with other forms of public transport	4	⬆	6	⬆	1038	85	9	6	81
Facilities for car parking	-6	➡	-1	➡	366	44	18	38	47
Facilities for bicycle parking	-4	➡	1	➡	254	61	20	19	60
Overall environment	-2	➡	-2	➡	1436	68	22	10	75
Your personal security whilst using the station	0	➡	1	➡	1292	72	25	2	72
Availability of staff at the station	2	➡	3	➡	1191	67	21	12	70
Shelter facilities	1	➡	1	➡	1169	68	16	16	71
Availability of seating	-2	➡	2	➡	1310	40	22	38	53
How request to station staff was handled	4	➡	1	➡	234	83	8	8	87
Choice of shops/eating/drinking facilities available	0	➡	1	➡	1189	55	22	23	53
Availability of Wi-Fi	3	➡	5	➡	523	30	19	51	37
TRAIN FACILITIES									
Overall satisfaction with the train	-1	➡	0	➡	1410	73	16	11	78
Frequency of the trains on that route	-1	➡	1	➡	1423	73	10	16	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-4	⬇	1	➡	1430	64	9	27	74
Length of time the journey was scheduled to take (speed)	-3	⬇	2	➡	1434	76	12	12	82
Connections with other train services	0	➡	2	➡	831	74	16	10	77
Value for money of the price of your ticket	0	➡	3	➡	1339	37	20	43	45
Upkeep and repair of the train	-2	➡	-1	➡	1415	71	16	13	75
Provision of information during the journey	-2	➡	0	➡	1314	72	17	11	76
Helpfulness and attitude of staff on train	-3	➡	-1	➡	780	66	27	8	59
Space for luggage	2	➡	4	➡	972	62	21	17	58
Toilet facilities	-3	➡	-1	➡	547	29	17	54	44
Comfort of the seats	-1	➡	3	➡	1359	65	21	14	64
Step or gap between the train and the platform	0	➡	0	➡	1320	55	31	14	64
Your personal security on board	-3	➡	1	➡	1287	73	23	4	74
Cleanliness of the inside	-2	➡	0	➡	1429	71	15	14	76
Cleanliness of the outside	-3	➡	0	➡	1223	68	21	10	72
Availability of staff on the train	-5	➡	2	➡	1038	48	31	21	35
How well train company deals with delays	-3	➡	-1	➡	445	33	34	33	37
Usefulness of information about the delay	-3	➡	-5	➡	427	37	25	38	44
Level of crowding	0	➡	4	➡	1427	71	12	17	73
Reliability of the internet connection	-1	➡	0	➡	635	27	11	62	35
Availability of power sockets	18	⬆	3	➡	731	48	9	43	38

Improved ⬆ Unchanged ➡ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Southeastern*

Overall sample size: 1345

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	3	⇨	2	⇨	1255	83	10	7	82
STATION FACILITIES									
Overall satisfaction with the station	1	⇨	2	⇨	1296	81	13	6	80
Ticket buying facilities	-3	⇨	-7	⬇	704	73	17	10	79
Provision of information about train times/platforms	0	⇨	-1	⇨	1297	84	10	6	84
Upkeep/repair of the station buildings/platforms	-2	⇨	-2	⇨	1303	73	18	9	71
Cleanliness	1	⇨	1	⇨	1308	78	14	8	76
Toilet facilities at the station	8	⬆	5	⇨	820	61	16	23	50
Attitudes and helpfulness of the staff	2	⇨	3	⇨	894	78	15	6	78
Connections with other forms of public transport	3	⇨	1	⇨	1031	80	12	7	81
Facilities for car parking	3	⇨	2	⇨	337	45	13	42	47
Facilities for bicycle parking	2	⇨	-3	⇨	219	53	25	22	60
Overall environment	3	⇨	0	⇨	1317	76	17	7	75
Your personal security whilst using the station	1	⇨	-1	⇨	1218	69	25	6	72
Availability of staff at the station	3	⇨	3	⇨	1114	70	19	11	70
Shelter facilities	-2	⇨	-4	⇨	1085	69	18	13	71
Availability of seating	4	⇨	2	⇨	1214	54	20	26	53
How request to station staff was handled	-1	⇨	4	⇨	181	88	6	6	87
Choice of shops/eating/drinking facilities available	5	⬆	2	⇨	1164	52	20	28	53
Availability of Wi-Fi	9	⬆	9	⬆	475	41	23	36	37
TRAIN FACILITIES									
Overall satisfaction with the train	7	⬆	4	⇨	1299	80	12	8	78
Frequency of the trains on that route	2	⇨	-1	⇨	1301	75	11	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	1	⇨	-1	⇨	1294	76	10	14	74
Length of time the journey was scheduled to take (speed)	0	⇨	-2	⇨	1292	80	10	9	82
Connections with other train services	4	⇨	0	⇨	721	75	18	7	77
Value for money of the price of your ticket	2	⇨	1	⇨	1177	39	25	36	45
Upkeep and repair of the train	6	⬆	5	⬆	1274	73	18	10	75
Provision of information during the journey	4	⇨	2	⇨	1181	75	18	7	76
Helpfulness and attitude of staff on train	9	⬆	-1	⇨	456	60	30	10	59
Space for luggage	10	⬆	4	⇨	925	58	21	20	58
Toilet facilities	6	⇨	10	⬆	475	46	23	31	44
Comfort of the seats	6	⬆	4	⇨	1256	65	22	14	64
Step or gap between the train and the platform	4	⇨	0	⇨	1193	63	28	8	64
Your personal security on board	5	⇨	3	⇨	1164	71	24	5	74
Cleanliness of the inside	5	⬆	4	⇨	1305	75	17	7	76
Cleanliness of the outside	4	⇨	1	⇨	1125	67	24	9	72
Availability of staff on the train	6	⇨	7	⬆	742	35	28	37	35
How well train company deals with delays	2	⇨	-3	⇨	297	41	36	23	37
Usefulness of information about the delay	2	⇨	0	⇨	290	48	26	26	44
Level of crowding	3	⇨	1	⇨	1289	73	14	13	73
Reliability of the internet connection	6	⇨	10	⬆	595	46	16	38	35
Availability of power sockets	4	⇨	8	⬆	490	25	13	61	38

Improved ⬆ Unchanged ⇨ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Southern*

Overall sample size: 899

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	→	-3	→	837	78	12	9	82
STATION FACILITIES									
Overall satisfaction with the station	2	→	-1	→	883	80	15	5	80
Ticket buying facilities	6	↑	4	→	441	80	13	6	79
Provision of information about train times/platforms	2	→	1	→	855	85	9	6	84
Upkeep/repair of the station buildings/platforms	1	→	0	→	855	69	20	11	71
Cleanliness	2	→	2	→	857	73	19	8	76
Toilet facilities at the station	10	↑	-2	→	482	52	20	28	50
Attitudes and helpfulness of the staff	5	↑	2	→	587	78	16	6	78
Connections with other forms of public transport	-1	→	-2	→	654	81	13	6	81
Facilities for car parking	-3	→	0	→	203	45	23	31	47
Facilities for bicycle parking	-10	↓	-4	→	173	56	24	20	60
Overall environment	1	→	1	→	867	73	21	7	75
Your personal security whilst using the station	0	→	0	→	795	71	24	5	72
Availability of staff at the station	8	↑	7	↑	703	72	17	10	70
Shelter facilities	-1	→	-3	→	727	72	15	14	71
Availability of seating	4	→	2	→	802	54	18	28	53
How request to station staff was handled	2	→	1	→	134	88	3	9	87
Choice of shops/eating/drinking facilities available	-2	→	-1	→	719	55	24	20	53
Availability of Wi-Fi	0	→	-3	→	318	40	23	37	37
TRAIN FACILITIES									
Overall satisfaction with the train	1	→	0	→	872	75	15	10	78
Frequency of the trains on that route	2	→	0	→	867	74	11	14	76
Punctuality/reliability (i.e. the train arriving/departing on time)	2	→	3	→	873	76	8	17	74
Length of time the journey was scheduled to take (speed)	-1	→	-1	→	864	82	9	9	82
Connections with other train services	-2	→	-2	→	528	74	16	10	77
Value for money of the price of your ticket	0	→	-3	→	802	42	21	37	45
Upkeep and repair of the train	0	→	-3	→	849	64	19	18	75
Provision of information during the journey	1	→	2	→	805	78	15	7	76
Helpfulness and attitude of staff on train	-1	→	1	→	345	61	29	10	59
Space for luggage	-4	→	0	→	613	47	21	32	58
Toilet facilities	2	→	-7	→	345	38	24	38	44
Comfort of the seats	2	→	1	→	822	60	22	18	64
Step or gap between the train and the platform	1	→	-1	→	806	58	25	17	64
Your personal security on board	2	→	0	→	791	70	25	5	74
Cleanliness of the inside	-1	→	-6	↓	873	64	20	16	76
Cleanliness of the outside	-2	→	-6	↓	742	64	24	12	72
Availability of staff on the train	0	→	1	→	534	37	30	33	35
How well train company deals with delays	-1	→	0	→	197	37	37	27	37
Usefulness of information about the delay	-3	→	-3	→	190	42	31	28	44
Level of crowding	0	→	0	→	862	72	12	16	73
Reliability of the internet connection	-6	→	-4	→	377	40	19	41	35
Availability of power sockets	5	→	2	→	372	25	13	62	38

Improved ↑ Unchanged → Declined ↓

*Part of the Govia Thameslink Railway franchise.
*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

TfL Rail*

Overall sample size: 825

Improved ⬆ Unchanged ➡ Declined ⬇

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	➡	3	➡	726	89	7	5	82
STATION FACILITIES									
Overall satisfaction with the station	0	➡	0	➡	816	82	13	6	80
Ticket buying facilities	2	➡	-1	➡	478	81	15	4	79
Provision of information about train times/platforms	-1	➡	-3	➡	798	85	10	4	84
Upkeep/repair of the station buildings/platforms	1	➡	-2	➡	799	74	18	7	71
Cleanliness	4	➡	5	➡	800	83	12	5	76
Toilet facilities at the station	4	➡	-3	➡	477	51	19	30	50
Attitudes and helpfulness of the staff	-1	➡	-3	➡	638	82	11	7	78
Connections with other forms of public transport	-2	➡	-1	➡	679	86	8	6	81
Facilities for car parking	-3	➡	4	➡	249	41	16	43	47
Facilities for bicycle parking	-5	➡	-8	➡	211	53	30	18	60
Overall environment	3	➡	2	➡	803	79	15	6	75
Your personal security whilst using the station	-4	➡	-1	➡	736	71	25	4	72
Availability of staff at the station	-3	➡	-4	➡	726	77	16	6	70
Shelter facilities	2	➡	2	➡	659	73	16	11	71
Availability of seating	1	➡	2	➡	746	51	19	29	53
How request to station staff was handled	-3	➡	-9	➡	116	85	7	8	87
Choice of shops/eating/drinking facilities available	4	➡	-4	➡	659	53	19	27	53
Availability of Wi-Fi	-5	➡	-1	➡	378	36	22	42	37
TRAIN FACILITIES									
Overall satisfaction with the train	-3	➡	-2	➡	761	79	14	7	78
Frequency of the trains on that route	0	➡	-1	➡	785	86	7	7	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	➡	-5	➡	770	84	7	10	74
Length of time the journey was scheduled to take (speed)	-2	➡	-1	➡	771	88	8	4	82
Connections with other train services	-2	➡	2	➡	579	84	12	4	77
Value for money of the price of your ticket	-4	➡	-3	➡	682	47	27	26	45
Upkeep and repair of the train	3	➡	1	➡	763	83	12	6	75
Provision of information during the journey	1	➡	-2	➡	713	84	12	4	76
Helpfulness and attitude of staff on train	-3	➡	3	➡	265	49	37	13	59
Space for luggage	-6	➡	-2	➡	543	50	21	29	58
Toilet facilities	-4	➡	3	➡	293	16	15	69	44
Comfort of the seats	0	➡	3	➡	744	63	20	17	64
Step or gap between the train and the platform	3	➡	6	➡	730	70	20	9	64
Your personal security on board	-2	➡	1	➡	704	71	23	6	74
Cleanliness of the inside	2	➡	2	➡	778	88	9	3	76
Cleanliness of the outside	2	➡	1	➡	727	83	12	5	72
Availability of staff on the train	-6	➡	-3	➡	448	25	34	41	35
How well train company deals with delays	5	➡	18	➡	116	47	35	18	37
Usefulness of information about the delay	12	➡	24	⬆	114	60	19	21	44
Level of crowding	-4	➡	2	➡	768	66	12	22	73
Reliability of the internet connection	-2	➡	5	➡	344	32	19	50	35
Availability of power sockets	0	➡	1	➡	296	15	10	74	38

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Thameslink*

Overall sample size: 852

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	⇨	0	⇨	782	81	10	8	82
STATION FACILITIES									
Overall satisfaction with the station	4	⬆	5	⬆	837	86	10	4	80
Ticket buying facilities	8	⬆	8	⬆	427	84	10	6	79
Provision of information about train times/platforms	3	⇨	2	⇨	827	89	7	4	84
Upkeep/repair of the station buildings/platforms	4	⇨	5	⬆	833	79	15	7	71
Cleanliness	6	⬆	5	⬆	824	83	11	6	76
Toilet facilities at the station	2	⇨	0	⇨	421	47	18	35	50
Attitudes and helpfulness of the staff	1	⇨	1	⇨	571	79	17	5	78
Connections with other forms of public transport	1	⇨	4	⬆	650	86	8	5	81
Facilities for car parking	1	⇨	1	⇨	203	50	14	36	47
Facilities for bicycle parking	2	⇨	7	⇨	159	68	17	15	60
Overall environment	3	⇨	2	⇨	822	80	14	6	75
Your personal security whilst using the station	1	⇨	0	⇨	759	75	22	3	72
Availability of staff at the station	-2	⇨	-1	⇨	686	70	19	12	70
Shelter facilities	4	⇨	2	⇨	693	75	13	11	71
Availability of seating	7	⬆	5	⇨	780	59	17	24	53
How request to station staff was handled	5	⇨	5	⇨	100	91	4	5	87
Choice of shops/eating/drinking facilities available	6	⬆	5	⇨	666	56	20	24	53
Availability of Wi-Fi	1	⇨	4	⇨	345	36	19	45	37
TRAIN FACILITIES									
Overall satisfaction with the train	-2	⇨	-2	⇨	809	80	14	7	78
Frequency of the trains on that route	3	⇨	0	⇨	830	79	9	13	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-3	⇨	2	⇨	823	71	7	22	74
Length of time the journey was scheduled to take (speed)	3	⇨	3	⇨	822	85	9	6	82
Connections with other train services	3	⇨	2	⇨	508	83	11	6	77
Value for money of the price of your ticket	2	⇨	1	⇨	764	42	20	38	45
Upkeep and repair of the train	-2	⇨	0	⇨	811	87	10	4	75
Provision of information during the journey	3	⇨	0	⇨	774	84	11	5	76
Helpfulness and attitude of staff on train	-5	⇨	-4	⇨	215	44	39	17	59
Space for luggage	-3	⇨	1	⇨	618	67	18	15	58
Toilet facilities	-4	⇨	-1	⇨	395	71	17	12	44
Comfort of the seats	0	⇨	0	⇨	768	60	19	21	64
Step or gap between the train and the platform	-1	⇨	0	⇨	760	71	21	8	64
Your personal security on board	2	⇨	3	⇨	731	78	18	4	74
Cleanliness of the inside	-2	⇨	0	⇨	815	84	11	6	76
Cleanliness of the outside	-6	⬇	-4	⬇	723	77	17	5	72
Availability of staff on the train	3	⇨	3	⇨	416	23	31	47	35
How well train company deals with delays	-6	⇨	-7	⇨	285	32	43	25	37
Usefulness of information about the delay	-2	⇨	-6	⇨	281	45	26	29	44
Level of crowding	1	⇨	2	⇨	816	75	9	16	73
Reliability of the internet connection	-6	⇨	-6	⇨	369	26	12	62	35
Availability of power sockets	-4	⇨	-1	⇨	351	16	10	74	38

Improved ⬆ Unchanged ⇨ Declined ⬇

*Part of the Govia Thameslink Railway franchise.
*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

West Midlands Trains*

Overall sample size: 675

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-5	⬇	6	⬆	636	79	10	11	82
STATION FACILITIES									
Overall satisfaction with the station	-6	⬇	1	➡	665	77	15	7	80
Ticket buying facilities	-1	➡	0	➡	332	79	12	8	79
Provision of information about train times/platforms	-5	⬇	3	➡	648	85	9	7	84
Upkeep/repair of the station buildings/platforms	-6	⬇	-1	➡	649	74	17	9	71
Cleanliness	-4	➡	1	➡	655	77	16	7	76
Toilet facilities at the station	6	➡	8	⬆	417	61	14	25	50
Attitudes and helpfulness of the staff	2	➡	8	⬆	466	81	13	6	78
Connections with other forms of public transport	-3	➡	0	➡	440	74	12	14	81
Facilities for car parking	2	➡	8	➡	242	62	14	24	47
Facilities for bicycle parking	-3	➡	12	⬆	158	67	23	10	60
Overall environment	-5	➡	3	➡	657	75	16	9	75
Your personal security whilst using the station	-5	➡	-1	➡	617	72	23	6	72
Availability of staff at the station	-3	➡	-4	➡	541	64	19	16	70
Shelter facilities	-7	⬇	-2	➡	567	70	16	14	71
Availability of seating	-4	➡	1	➡	632	54	18	28	53
How request to station staff was handled	-5	➡	0	➡	92	89	4	7	87
Choice of shops/eating/drinking facilities available	-3	➡	8	⬆	541	51	16	34	53
Availability of Wi-Fi	-7	➡	1	➡	274	30	20	50	37
TRAIN FACILITIES									
Overall satisfaction with the train	-6	⬇	2	➡	655	72	16	12	78
Frequency of the trains on that route	-8	⬇	3	➡	654	76	11	13	76
Punctuality/reliability (i.e. the train arriving/departing on time)	-16	⬇	4	➡	655	64	10	26	74
Length of time the journey was scheduled to take (speed)	-7	⬇	-1	➡	651	80	9	10	82
Connections with other train services	-1	➡	12	⬆	355	75	17	8	77
Value for money of the price of your ticket	-3	➡	2	➡	599	53	17	30	45
Upkeep and repair of the train	1	➡	-4	➡	649	67	19	14	75
Provision of information during the journey	-6	⬇	-6	⬇	609	66	21	13	76
Helpfulness and attitude of staff on train	1	➡	4	➡	276	64	25	11	59
Space for luggage	0	➡	-3	➡	482	52	23	25	58
Toilet facilities	-4	➡	-1	➡	246	45	28	27	44
Comfort of the seats	0	➡	2	➡	645	62	22	15	64
Step or gap between the train and the platform	3	➡	-5	➡	615	57	26	18	64
Your personal security on board	-1	➡	3	➡	608	73	21	6	74
Cleanliness of the inside	0	➡	-2	➡	658	72	14	14	76
Cleanliness of the outside	-3	➡	-1	➡	586	71	20	10	72
Availability of staff on the train	-7	➡	-7	⬇	443	35	30	35	35
How well train company deals with delays	-8	➡	0	➡	243	37	37	26	37
Usefulness of information about the delay	-3	➡	0	➡	230	48	25	27	44
Level of crowding	-5	➡	1	➡	650	65	14	21	73
Reliability of the internet connection	-8	➡	-5	➡	271	24	17	59	35
Availability of power sockets	5	➡	2	➡	298	20	9	70	38

Improved ⬆ Unchanged ➡ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Avanti West Coast*

Overall sample size: 641

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-7	⬇	-1	➡	604	84	9	8	84
STATION FACILITIES									
Overall satisfaction with the station	-3	➡	1	➡	630	83	14	3	86
Ticket buying facilities	-3	➡	1	➡	266	87	9	3	87
Provision of information about train times/platforms	-1	➡	3	➡	625	89	7	4	91
Upkeep/repair of the station buildings/platforms	-4	➡	0	➡	623	76	16	8	79
Cleanliness	-1	➡	2	➡	623	82	13	5	83
Toilet facilities at the station	5	➡	6	➡	409	70	16	14	66
Attitudes and helpfulness of the staff	1	➡	4	➡	415	88	10	2	84
Connections with other forms of public transport	4	➡	4	➡	456	90	7	3	82
Facilities for car parking	1	➡	1	➡	153	59	14	27	59
Facilities for bicycle parking	12	➡	6	➡	119	73	21	6	68
Overall environment	-3	➡	0	➡	630	77	16	7	82
Your personal security whilst using the station	1	➡	2	➡	578	78	20	2	80
Availability of staff at the station	-2	➡	4	➡	492	79	15	6	77
Shelter facilities	-5	➡	-6	➡	427	74	17	9	74
Availability of seating	6	➡	5	➡	566	56	16	28	59
How request to station staff was handled	6	➡	7	➡	124	96	1	3	91
Choice of shops/eating/drinking facilities available	1	➡	6	⬆	580	69	14	17	63
Availability of Wi-Fi	7	➡	2	➡	261	62	16	22	52
TRAIN FACILITIES									
Overall satisfaction with the train	-6	⬇	-4	➡	624	82	11	8	81
Frequency of the trains on that route	-4	⬇	0	➡	594	86	7	7	82
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	⬇	3	➡	604	79	8	13	74
Length of time the journey was scheduled to take (speed)	-3	➡	1	➡	608	90	4	5	87
Connections with other train services	-6	➡	0	➡	331	79	13	8	75
Value for money of the price of your ticket	-1	➡	-3	➡	594	61	18	22	55
Upkeep and repair of the train	-9	⬇	-4	➡	617	78	16	6	78
Provision of information during the journey	-6	⬇	-3	➡	597	81	14	5	80
Helpfulness and attitude of staff on train	-4	➡	2	➡	411	83	14	3	83
Space for luggage	-1	➡	5	➡	546	69	13	18	66
Toilet facilities	4	➡	7	➡	374	70	15	15	63
Comfort of the seats	-4	➡	-2	➡	609	76	16	8	74
Step or gap between the train and the platform	3	➡	3	➡	570	76	18	6	69
Your personal security on board	-3	➡	-2	➡	569	85	14	2	83
Cleanliness of the inside	-4	➡	-1	➡	623	83	10	6	81
Cleanliness of the outside	-3	➡	-1	➡	541	77	17	7	76
Availability of staff on the train	-2	➡	1	➡	491	67	22	11	65
How well train company deals with delays	-13	⬇	0	➡	217	56	30	14	51
Usefulness of information about the delay	-11	⬇	-3	➡	200	58	23	19	53
Level of crowding	-1	➡	4	➡	606	79	9	11	73
Reliability of the internet connection	18	⬆	5	➡	389	50	11	39	47
Availability of power sockets	5	➡	-1	➡	438	56	9	34	64

Improved ⬆ Unchanged ➡ Declined ⬇

*Avanti West Coast rebranded from Virgin Trains on 8 December 2019.
*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

CrossCountry*

Overall sample size: 932

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	⇨	5	⬆	867	85	9	6	84
STATION FACILITIES									
Overall satisfaction with the station	3	⇨	6	⬆	922	89	9	2	86
Ticket buying facilities	5	⬆	5	⬆	388	90	8	2	87
Provision of information about train times/platforms	2	⇨	3	⇨	908	91	7	2	91
Upkeep/repair of the station buildings/platforms	1	⇨	5	⬆	902	81	13	6	79
Cleanliness	0	⇨	3	⇨	895	84	12	4	83
Toilet facilities at the station	5	⇨	6	⬆	619	67	14	19	66
Attitudes and helpfulness of the staff	-1	⇨	3	⇨	655	86	10	3	84
Connections with other forms of public transport	3	⇨	6	⬆	530	83	8	9	82
Facilities for car parking	4	⇨	7	⇨	275	63	14	22	59
Facilities for bicycle parking	0	⇨	-3	⇨	178	65	24	10	68
Overall environment	4	⬆	6	⬆	908	85	11	4	82
Your personal security whilst using the station	2	⇨	3	⇨	825	83	16	1	80
Availability of staff at the station	2	⇨	2	⇨	745	77	17	7	77
Shelter facilities	1	⇨	-2	⇨	767	77	13	11	74
Availability of seating	0	⇨	3	⇨	848	62	17	21	59
How request to station staff was handled	2	⇨	8	⬆	201	95	3	2	91
Choice of shops/eating/drinking facilities available	3	⇨	7	⬆	771	66	15	19	63
Availability of Wi-Fi	1	⇨	5	⇨	352	53	18	30	52
TRAIN FACILITIES									
Overall satisfaction with the train	2	⇨	6	⬆	888	82	11	7	81
Frequency of the trains on that route	-2	⇨	7	⬆	855	84	7	9	82
Punctuality/reliability (i.e. the train arriving/departing on time)	-6	⬇	3	⇨	881	80	8	13	74
Length of time the journey was scheduled to take (speed)	-3	⇨	2	⇨	872	86	7	7	87
Connections with other train services	-3	⇨	2	⇨	515	77	14	9	75
Value for money of the price of your ticket	-1	⇨	1	⇨	858	53	18	29	55
Upkeep and repair of the train	-1	⇨	3	⇨	882	74	14	12	78
Provision of information during the journey	-1	⇨	2	⇨	839	77	16	7	80
Helpfulness and attitude of staff on train	-1	⇨	2	⇨	629	81	15	4	83
Space for luggage	9	⬆	8	⬆	723	63	16	21	66
Toilet facilities	10	⬆	6	⇨	431	59	16	25	63
Comfort of the seats	2	⇨	6	⬆	852	70	18	12	74
Step or gap between the train and the platform	1	⇨	0	⇨	821	64	25	11	69
Your personal security on board	1	⇨	1	⇨	814	83	16	2	83
Cleanliness of the inside	0	⇨	4	⇨	892	77	12	10	81
Cleanliness of the outside	1	⇨	1	⇨	742	72	19	8	76
Availability of staff on the train	-2	⇨	3	⇨	730	63	25	12	65
How well train company deals with delays	0	⇨	6	⇨	310	54	26	20	51
Usefulness of information about the delay	3	⇨	4	⇨	297	59	20	21	53
Level of crowding	4	⇨	8	⬆	875	66	14	20	73
Reliability of the internet connection	0	⇨	1	⇨	465	50	12	38	47
Availability of power sockets	-2	⇨	3	⇨	543	66	9	25	64

Improved ⬆ Unchanged ⇨ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

East Midlands Railway***

Overall sample size: 637

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-3	➡	4	➡	601	83	10	7	84
STATION FACILITIES									
Overall satisfaction with the station	3	➡	3	➡	628	86	10	4	86
Ticket buying facilities	1	➡	6	➡	290	88	9	3	87
Provision of information about train times/platforms	1	➡	3	➡	626	89	6	5	91
Upkeep/repair of the station buildings/platforms	2	➡	0	➡	620	81	13	7	79
Cleanliness	2	➡	3	➡	630	85	8	6	83
Toilet facilities at the station	4	➡	2	➡	437	64	15	20	66
Attitudes and helpfulness of the staff	1	➡	2	➡	444	83	11	6	84
Connections with other forms of public transport	-1	➡	-4	➡	442	78	9	13	82
Facilities for car parking	3	➡	3	➡	202	67	14	19	59
Facilities for bicycle parking	-4	➡	-4	➡	123	72	15	13	68
Overall environment	1	➡	2	➡	630	83	12	5	82
Your personal security whilst using the station	1	➡	1	➡	588	81	16	3	80
Availability of staff at the station	4	➡	4	➡	521	76	14	10	77
Shelter facilities	-3	➡	-7	⬇	516	71	16	13	74
Availability of seating	-1	➡	3	➡	602	62	16	22	59
How request to station staff was handled	-1	➡	2	➡	111	90	6	4	91
Choice of shops/eating/drinking facilities available	-3	➡	2	➡	570	55	23	22	63
Availability of Wi-Fi	3	➡	5	➡	275	49	21	31	52
TRAIN FACILITIES									
Overall satisfaction with the train	-3	➡	1	➡	617	75	14	11	81
Frequency of the trains on that route	0	➡	2	➡	602	75	7	18	82
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	⬇	0	➡	616	73	7	20	74
Length of time the journey was scheduled to take (speed)	-2	➡	2	➡	619	86	7	7	87
Connections with other train services	3	➡	2	➡	289	76	13	11	75
Value for money of the price of your ticket	-1	➡	1	➡	590	49	18	32	55
Upkeep and repair of the train	-7	⬇	-3	➡	610	64	19	17	78
Provision of information during the journey	4	➡	7	⬆	582	76	14	10	80
Helpfulness and attitude of staff on train	5	➡	5	➡	431	82	16	2	83
Space for luggage	-1	➡	3	➡	477	58	20	22	66
Toilet facilities	-4	➡	-5	➡	261	49	23	28	63
Comfort of the seats	-4	➡	-2	➡	594	68	18	14	74
Step or gap between the train and the platform	-1	➡	-4	➡	576	64	25	11	69
Your personal security on board	-5	➡	-3	➡	581	77	20	2	83
Cleanliness of the inside	-4	➡	-2	➡	619	71	18	11	81
Cleanliness of the outside	-5	➡	-4	➡	543	62	23	15	76
Availability of staff on the train	-1	➡	2	➡	518	59	27	14	65
How well train company deals with delays	3	➡	5	➡	215	49	32	19	51
Usefulness of information about the delay	-4	➡	-1	➡	202	49	24	27	53
Level of crowding	0	➡	5	➡	611	73	12	15	73
Reliability of the internet connection	2	➡	-3	➡	296	32	18	50	47
Availability of power sockets	4	➡	1	➡	370	48	13	39	64

Improved ⬆ Unchanged ➡ Declined ⬇

***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
***Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Grand Central*

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
Overall sample size: 395	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	6	⬆	1	➡	379	95	3	2	84
STATION FACILITIES									
Overall satisfaction with the station	2	➡	2	➡	391	86	9	4	86
Ticket buying facilities	0	➡	8	➡	156	84	9	7	87
Provision of information about train times/platforms	2	➡	-1	➡	373	89	6	5	91
Upkeep/repair of the station buildings/platforms	4	➡	1	➡	377	83	11	7	79
Cleanliness	3	➡	1	➡	372	87	8	5	83
Toilet facilities at the station	-7	➡	-4	➡	246	55	16	29	66
Attitudes and helpfulness of the staff	6	➡	2	➡	230	88	9	3	84
Connections with other forms of public transport	-6	➡	-4	➡	267	78	12	10	82
Facilities for car parking	3	➡	4	➡	138	63	12	25	59
Facilities for bicycle parking	-8	➡	-12	➡	85	58	29	13	68
Overall environment	2	➡	-1	➡	379	80	13	7	82
Your personal security whilst using the station	1	➡	0	➡	342	78	20	2	80
Availability of staff at the station	-2	➡	-3	➡	283	67	17	16	77
Shelter facilities	2	➡	-5	➡	314	77	12	11	74
Availability of seating	3	➡	-5	➡	340	60	14	26	59
How request to station staff was handled	12	⬆	8	➡	59	98	1	1	91
Choice of shops/eating/drinking facilities available	0	➡	5	➡	336	60	16	24	63
Availability of Wi-Fi	-1	➡	-2	➡	148	46	18	36	52
TRAIN FACILITIES									
Overall satisfaction with the train	7	⬆	2	➡	386	95	4	1	81
Frequency of the trains on that route	5	➡	-3	➡	352	79	11	10	82
Punctuality/reliability (i.e. the train arriving/departing on time)	10	⬆	2	➡	370	92	3	5	74
Length of time the journey was scheduled to take (speed)	1	➡	-2	➡	370	90	5	5	87
Connections with other train services	5	➡	5	➡	204	85	13	2	75
Value for money of the price of your ticket	7	⬆	-1	➡	374	74	12	14	55
Upkeep and repair of the train	5	⬆	-1	➡	383	91	6	3	78
Provision of information during the journey	1	➡	-4	➡	356	83	13	4	80
Helpfulness and attitude of staff on train	0	➡	-2	➡	343	92	8	1	83
Space for luggage	-3	➡	3	➡	364	64	16	19	66
Toilet facilities	4	➡	2	➡	263	72	14	14	63
Comfort of the seats	4	➡	0	➡	377	83	7	10	74
Step or gap between the train and the platform	2	➡	3	➡	350	79	19	3	69
Your personal security on board	0	➡	-3	➡	362	88	11	1	83
Cleanliness of the inside	3	➡	-2	➡	389	92	7	1	81
Cleanliness of the outside	4	➡	1	➡	348	92	6	2	76
Availability of staff on the train	3	➡	3	➡	346	86	10	3	65
How well train company deals with delays	-	-	-	-	<50	-	-	-	51
Usefulness of information about the delay	-	-	-	-	<50	-	-	-	53
Level of crowding	6	⬆	4	➡	374	83	11	6	73
Reliability of the internet connection	-7	➡	7	➡	217	54	15	31	47
Availability of power sockets	6	⬆	1	➡	302	88	6	6	64

Improved ⬆ Unchanged ➡ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Hull Trains*

Overall sample size: 427

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	2	➡	1	➡	392	92	4	3	84
STATION FACILITIES									
Overall satisfaction with the station	3	➡	-2	➡	423	88	8	3	86
Ticket buying facilities	0	➡	-1	➡	183	89	7	4	87
Provision of information about train times/platforms	0	➡	2	➡	414	92	5	3	91
Upkeep/repair of the station buildings/platforms	-1	➡	-1	➡	414	86	9	4	79
Cleanliness	1	➡	0	➡	414	87	9	4	83
Toilet facilities at the station	1	➡	-6	➡	293	61	20	20	66
Attitudes and helpfulness of the staff	0	➡	-3	➡	244	81	16	4	84
Connections with other forms of public transport	2	➡	0	➡	300	83	9	8	82
Facilities for car parking	12	⬆	-3	➡	187	74	14	12	59
Facilities for bicycle parking	6	➡	-8	➡	95	74	22	4	68
Overall environment	1	➡	-3	➡	418	85	11	5	82
Your personal security whilst using the station	0	➡	-1	➡	377	80	17	2	80
Availability of staff at the station	3	➡	-2	➡	299	67	23	10	77
Shelter facilities	5	➡	0	➡	344	87	7	5	74
Availability of seating	6	➡	-4	➡	382	63	17	21	59
How request to station staff was handled	-1	➡	-9	➡	52	85	8	7	91
Choice of shops/eating/drinking facilities available	6	➡	-1	➡	390	68	14	18	63
Availability of Wi-Fi	4	➡	-7	➡	171	50	20	30	52
TRAIN FACILITIES									
Overall satisfaction with the train	-1	➡	0	➡	413	91	4	5	81
Frequency of the trains on that route	1	➡	4	➡	384	82	11	7	82
Punctuality/reliability (i.e. the train arriving/departing on time)	1	➡	0	➡	407	85	7	8	74
Length of time the journey was scheduled to take (speed)	1	➡	0	➡	408	90	6	4	87
Connections with other train services	4	➡	-2	➡	215	84	11	5	75
Value for money of the price of your ticket	-1	➡	-3	➡	397	61	19	19	55
Upkeep and repair of the train	8	⬆	12	⬆	409	90	6	4	78
Provision of information during the journey	-4	➡	-3	➡	396	88	8	5	80
Helpfulness and attitude of staff on train	-1	➡	1	➡	365	93	6	2	83
Space for luggage	6	➡	12	⬆	366	79	9	12	66
Toilet facilities	13	⬆	11	⬆	266	80	10	9	63
Comfort of the seats	0	➡	3	➡	399	79	11	9	74
Step or gap between the train and the platform	-2	➡	0	➡	379	79	19	2	69
Your personal security on board	2	➡	1	➡	386	90	9	0	83
Cleanliness of the inside	1	➡	2	➡	413	91	4	5	81
Cleanliness of the outside	6	⬆	7	⬆	379	92	7	1	76
Availability of staff on the train	-3	➡	-1	➡	382	85	9	5	65
How well train company deals with delays	-2	➡	1	➡	126	68	23	9	51
Usefulness of information about the delay	-3	➡	0	➡	115	64	23	13	53
Level of crowding	2	➡	-2	➡	410	77	11	12	73
Reliability of the internet connection	-6	➡	-3	➡	237	55	16	30	47
Availability of power sockets	4	➡	4	➡	322	89	4	7	64

Improved ⬆ Unchanged ➡ Declined ⬇

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

London North Eastern Railway*

Overall sample size: 753

Improved ↑ Unchanged → Declined ↓

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	2	→	1	→	704	91	6	4	84
STATION FACILITIES									
Overall satisfaction with the station	0	→	1	→	743	89	10	2	86
Ticket buying facilities	0	→	-1	→	282	88	10	2	87
Provision of information about train times/platforms	0	→	1	→	732	94	4	2	91
Upkeep/repair of the station buildings/platforms	3	→	3	→	726	87	10	4	79
Cleanliness	4	→	7	↑	724	89	10	2	83
Toilet facilities at the station	13	↑	6	→	505	68	17	15	66
Attitudes and helpfulness of the staff	-2	→	-6	→	490	81	15	3	84
Connections with other forms of public transport	-4	→	-2	→	489	82	10	7	82
Facilities for car parking	15	↑	12	→	214	62	18	20	59
Facilities for bicycle parking	-15	→	-12	→	103	52	38	10	68
Overall environment	0	→	2	→	731	85	11	3	82
Your personal security whilst using the station	-2	→	-1	→	669	79	21	1	80
Availability of staff at the station	3	→	-1	→	561	77	19	4	77
Shelter facilities	-4	→	-1	→	601	76	14	10	74
Availability of seating	-4	→	-2	→	685	52	19	29	59
How request to station staff was handled	-10	→	-8	→	162	80	10	10	91
Choice of shops/eating/drinking facilities available	-4	→	5	→	668	65	18	17	63
Availability of Wi-Fi	1	→	-2	→	241	53	26	20	52
TRAIN FACILITIES									
Overall satisfaction with the train	5	→	1	→	724	89	7	4	81
Frequency of the trains on that route	1	→	1	→	709	89	7	4	82
Punctuality/reliability (i.e. the train arriving/departing on time)	0	→	-3	→	724	80	7	13	74
Length of time the journey was scheduled to take (speed)	1	→	2	→	716	91	7	2	87
Connections with other train services	-7	→	-8	↓	361	76	14	9	75
Value for money of the price of your ticket	2	→	0	→	702	59	15	25	55
Upkeep and repair of the train	5	→	6	↑	721	88	8	4	78
Provision of information during the journey	6	↑	4	→	704	88	9	3	80
Helpfulness and attitude of staff on train	0	→	4	→	572	88	10	2	83
Space for luggage	3	→	-1	→	638	74	14	12	66
Toilet facilities	8	→	5	→	437	68	16	16	63
Comfort of the seats	-4	→	-1	→	715	77	14	9	74
Step or gap between the train and the platform	6	→	4	→	643	70	22	7	69
Your personal security on board	4	→	2	→	670	88	12	0	83
Cleanliness of the inside	2	→	5	↑	729	89	7	4	81
Cleanliness of the outside	11	↑	7	↑	614	86	10	4	76
Availability of staff on the train	5	→	8	↑	627	79	16	5	65
How well train company deals with delays	10	→	6	→	214	65	18	17	51
Usefulness of information about the delay	4	→	4	→	203	64	27	9	53
Level of crowding	1	→	2	→	722	81	8	11	73
Reliability of the internet connection	10	↑	11	↑	421	59	14	26	47
Availability of power sockets	0	→	-3	→	513	81	7	12	64

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

TransPennine Express*

Overall sample size: 668

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-5	⬇	-1	➡	627	78	9	13	84
STATION FACILITIES									
Overall satisfaction with the station	-2	➡	-3	➡	652	82	12	6	86
Ticket buying facilities	-2	➡	-4	➡	320	82	9	8	87
Provision of information about train times/platforms	0	➡	1	➡	651	90	6	4	91
Upkeep/repair of the station buildings/platforms	-1	➡	-4	➡	653	74	17	10	79
Cleanliness	-3	➡	-5	➡	653	77	17	6	83
Toilet facilities at the station	-2	➡	-1	➡	457	61	19	21	66
Attitudes and helpfulness of the staff	0	➡	-1	➡	477	81	13	6	84
Connections with other forms of public transport	1	➡	0	➡	453	76	13	11	82
Facilities for car parking	2	➡	4	➡	226	45	20	35	59
Facilities for bicycle parking	1	➡	5	➡	148	69	19	12	68
Overall environment	-2	➡	-3	➡	653	78	15	7	82
Your personal security whilst using the station	1	➡	-2	➡	601	79	18	3	80
Availability of staff at the station	4	➡	4	➡	549	74	17	9	77
Shelter facilities	-5	➡	-7	⬇	571	73	15	12	74
Availability of seating	1	➡	-4	➡	624	62	17	21	59
How request to station staff was handled	-2	➡	3	➡	123	88	3	9	91
Choice of shops/eating/drinking facilities available	-4	➡	-7	⬇	593	56	22	22	63
Availability of Wi-Fi	-7	➡	1	➡	266	40	19	41	52
TRAIN FACILITIES									
Overall satisfaction with the train	-2	➡	2	➡	651	81	11	8	81
Frequency of the trains on that route	0	➡	-1	➡	636	75	11	15	82
Punctuality/reliability (i.e. the train arriving/departing on time)	-9	⬇	-9	⬇	653	56	7	37	74
Length of time the journey was scheduled to take (speed)	-5	⬇	-3	➡	649	79	11	10	87
Connections with other train services	-5	➡	-3	➡	374	66	18	15	75
Value for money of the price of your ticket	-6	➡	-6	➡	638	50	16	34	55
Upkeep and repair of the train	3	➡	4	➡	649	89	8	4	78
Provision of information during the journey	-1	➡	2	➡	621	80	13	7	80
Helpfulness and attitude of staff on train	1	➡	1	➡	421	80	16	4	83
Space for luggage	10	⬆	14	⬆	525	67	15	18	66
Toilet facilities	8	➡	8	➡	289	61	23	16	63
Comfort of the seats	-1	➡	1	➡	622	80	12	8	74
Step or gap between the train and the platform	1	➡	2	➡	600	70	23	7	69
Your personal security on board	-2	➡	-2	➡	602	81	17	2	83
Cleanliness of the inside	2	➡	3	➡	655	87	9	4	81
Cleanliness of the outside	2	➡	2	➡	579	83	14	3	76
Availability of staff on the train	-6	➡	-1	➡	536	58	25	17	65
How well train company deals with delays	-11	⬇	-9	➡	334	38	35	27	51
Usefulness of information about the delay	-12	⬇	-12	⬇	317	42	33	25	53
Level of crowding	9	⬆	11	⬆	646	68	11	21	73
Reliability of the internet connection	-2	➡	5	➡	313	39	14	46	47
Availability of power sockets	6	➡	9	⬆	386	71	10	19	64

Improved ⬆ Unchanged ➡ Declined ⬇

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Merseyrail*

Overall sample size: 525

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	0	➡	-1	➡	484	90	6	4	84
STATION FACILITIES									
Overall satisfaction with the station	3	➡	5	➡	517	89	5	5	78
Ticket buying facilities	-4	➡	-7	➡	294	80	13	7	79
Provision of information about train times/platforms	3	➡	3	➡	499	94	4	2	87
Upkeep/repair of the station buildings/platforms	3	➡	2	➡	518	82	12	6	71
Cleanliness	8	⬆	7	⬆	511	89	6	6	76
Toilet facilities at the station	4	➡	7	➡	304	59	16	25	52
Attitudes and helpfulness of the staff	-1	➡	1	➡	421	89	7	4	84
Connections with other forms of public transport	-6	➡	-8	➡	333	69	25	6	72
Facilities for car parking	-14	➡	-17	⬇	198	47	9	44	51
Facilities for bicycle parking	-16	⬇	-19	⬇	144	63	14	23	62
Overall environment	0	➡	1	➡	517	82	12	6	73
Your personal security whilst using the station	0	➡	0	➡	488	81	16	3	74
Availability of staff at the station	-3	➡	2	➡	457	83	13	4	71
Shelter facilities	2	➡	1	➡	410	84	10	5	73
Availability of seating	-4	➡	0	➡	491	66	14	20	58
How request to station staff was handled	-	-	-	-	<50	-	-	-	92
Choice of shops/eating/drinking facilities available	-11	⬇	-8	➡	382	40	21	39	44
Availability of Wi-Fi	-7	➡	3	➡	274	44	8	48	41
TRAIN FACILITIES									
Overall satisfaction with the train	3	➡	1	➡	499	83	11	6	77
Frequency of the trains on that route	2	➡	2	➡	509	95	2	3	75
Punctuality/reliability (i.e. the train arriving/departing on time)	0	➡	-1	➡	503	90	3	7	74
Length of time the journey was scheduled to take (speed)	0	➡	0	➡	497	94	4	1	85
Connections with other train services	3	➡	3	➡	233	89	9	2	72
Value for money of the price of your ticket	-1	➡	-5	➡	409	62	21	17	53
Upkeep and repair of the train	8	➡	1	➡	501	73	18	8	72
Provision of information during the journey	1	➡	-2	➡	481	83	12	5	74
Helpfulness and attitude of staff on train	7	➡	3	➡	219	74	20	6	80
Space for luggage	-1	➡	-1	➡	373	54	27	18	65
Toilet facilities	-5	➡	-1	➡	204	8	4	88	46
Comfort of the seats	5	➡	1	➡	487	69	21	11	69
Step or gap between the train and the platform	0	➡	-2	➡	474	61	25	14	63
Your personal security on board	-2	➡	-1	➡	458	71	25	3	74
Cleanliness of the inside	6	➡	-2	➡	505	72	18	10	73
Cleanliness of the outside	7	➡	2	➡	453	61	26	14	67
Availability of staff on the train	-5	➡	-5	➡	379	47	29	24	60
How well train company deals with delays	-10	➡	-6	➡	93	39	36	25	38
Usefulness of information about the delay	11	➡	8	➡	85	67	6	27	43
Level of crowding	1	➡	4	➡	503	80	7	13	76
Reliability of the internet connection	2	➡	6	➡	225	28	13	59	39
Availability of power sockets	-3	➡	1	➡	224	8	2	90	46

Improved ⬆ Unchanged ➡ Declined ⬇

*Please treat Spring 2020 results for this TOC with great caution due to the early curtailment of fieldwork.

Northern*

Overall sample size: 1004

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-2	⇨	5	⬆	932	77	12	11	84
STATION FACILITIES									
Overall satisfaction with the station	-6	⬇	-4	⇨	984	73	17	10	78
Ticket buying facilities	1	⇨	0	⇨	568	77	14	9	79
Provision of information about train times/platforms	-4	⇨	-1	⇨	971	80	12	8	87
Upkeep/repair of the station buildings/platforms	-4	⇨	-6	⬇	980	65	20	14	71
Cleanliness	-4	⇨	-7	⬇	977	69	19	12	76
Toilet facilities at the station	4	⇨	-5	⇨	693	48	15	37	52
Attitudes and helpfulness of the staff	1	⇨	1	⇨	705	79	12	9	84
Connections with other forms of public transport	-1	⇨	0	⇨	661	69	15	16	72
Facilities for car parking	1	⇨	0	⇨	400	57	14	29	51
Facilities for bicycle parking	-2	⇨	-2	⇨	273	63	19	18	62
Overall environment	-7	⬇	-9	⬇	980	66	22	12	73
Your personal security whilst using the station	-2	⇨	-3	⇨	888	68	25	7	74
Availability of staff at the station	-2	⇨	-1	⇨	825	64	18	18	71
Shelter facilities	-1	⇨	-8	⬇	881	68	16	16	73
Availability of seating	-2	⇨	-4	⇨	955	55	20	25	58
How request to station staff was handled	-7	⇨	-5	⇨	157	86	4	9	92
Choice of shops/eating/drinking facilities available	-1	⇨	-2	⇨	801	44	18	38	44
Availability of Wi-Fi	-2	⇨	0	⇨	400	26	15	59	41
TRAIN FACILITIES									
Overall satisfaction with the train	3	⇨	5	⬆	971	69	14	17	77
Frequency of the trains on that route	-3	⇨	0	⇨	957	63	10	26	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-10	⬇	-3	⇨	969	63	9	28	74
Length of time the journey was scheduled to take (speed)	-3	⇨	-1	⇨	960	77	11	12	85
Connections with other train services	-9	⬇	-4	⇨	547	62	23	15	72
Value for money of the price of your ticket	-3	⇨	-2	⇨	919	52	16	32	53
Upkeep and repair of the train	8	⬆	9	⬆	965	66	13	21	72
Provision of information during the journey	5	⇨	5	⇨	912	69	17	15	74
Helpfulness and attitude of staff on train	-3	⇨	0	⇨	676	76	18	6	80
Space for luggage	0	⇨	5	⇨	704	64	17	19	65
Toilet facilities	-6	⇨	2	⇨	392	45	21	34	46
Comfort of the seats	7	⬆	5	⇨	945	64	16	20	69
Step or gap between the train and the platform	1	⇨	4	⇨	904	59	25	15	63
Your personal security on board	-2	⇨	-1	⇨	905	71	24	5	74
Cleanliness of the inside	4	⇨	6	⬆	972	68	15	17	73
Cleanliness of the outside	4	⇨	2	⇨	886	64	20	16	67
Availability of staff on the train	-1	⇨	0	⇨	824	60	22	18	60
How well train company deals with delays	-10	⬇	-4	⇨	299	30	35	36	38
Usefulness of information about the delay	-8	⇨	-5	⇨	282	33	28	39	43
Level of crowding	1	⇨	2	⇨	958	72	12	16	76
Reliability of the internet connection	3	⇨	7	⇨	410	31	15	54	39
Availability of power sockets	21	⬆	15	⬆	479	36	9	54	46

Improved ⬆   Unchanged ⇨   Declined ⬇

*Northern rebranded to Northern Trains on 1 March 2020.
*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

ScotRail*

Improved ⬆ Unchanged ➡ Declined ⬇

Overall sample size: 1025

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020				
	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	5	⬆	1	➡	920	90	5	5	84
STATION FACILITIES									
Overall satisfaction with the station	2	➡	-2	➡	1004	80	16	5	78
Ticket buying facilities	-4	➡	-7	⬇	630	79	13	8	79
Provision of information about train times/platforms	7	⬆	0	➡	1008	91	4	5	87
Upkeep/repair of the station buildings/platforms	3	➡	-4	➡	997	75	16	8	71
Cleanliness	1	➡	-5	⬇	1005	79	15	6	76
Toilet facilities at the station	9	⬆	0	➡	576	52	14	35	52
Attitudes and helpfulness of the staff	7	⬆	4	➡	750	86	9	5	84
Connections with other forms of public transport	1	➡	1	➡	666	77	11	12	72
Facilities for car parking	-8	➡	-6	➡	363	38	12	50	51
Facilities for bicycle parking	1	➡	1	➡	231	66	11	23	62
Overall environment	5	➡	-3	➡	1000	78	14	8	73
Your personal security whilst using the station	1	➡	-1	➡	923	76	20	3	74
Availability of staff at the station	6	⬆	1	➡	846	74	16	10	71
Shelter facilities	3	➡	-2	➡	874	78	11	11	73
Availability of seating	3	➡	-5	➡	967	58	16	26	58
How request to station staff was handled	9	⬆	7	➡	142	96	1	3	92
Choice of shops/eating/drinking facilities available	2	➡	0	➡	876	44	13	43	44
Availability of Wi-Fi	-2	➡	-5	➡	529	50	21	29	41
TRAIN FACILITIES									
Overall satisfaction with the train	2	➡	-1	➡	965	83	11	6	77
Frequency of the trains on that route	5	⬆	1	➡	982	81	9	10	75
Punctuality/reliability (i.e. the train arriving/departing on time)	3	➡	1	➡	983	79	9	12	74
Length of time the journey was scheduled to take (speed)	5	⬆	2	➡	981	91	6	3	85
Connections with other train services	4	➡	2	➡	450	77	17	6	72
Value for money of the price of your ticket	-2	➡	-4	➡	957	51	20	30	53
Upkeep and repair of the train	2	➡	-2	➡	956	80	13	7	72
Provision of information during the journey	5	⬆	1	➡	909	80	15	5	74
Helpfulness and attitude of staff on train	9	⬆	4	➡	674	84	14	1	80
Space for luggage	5	➡	0	➡	695	72	19	9	65
Toilet facilities	1	➡	5	➡	390	59	15	26	46
Comfort of the seats	2	➡	0	➡	948	78	16	6	69
Step or gap between the train and the platform	4	➡	2	➡	928	69	21	10	63
Your personal security on board	1	➡	-2	➡	902	80	17	3	74
Cleanliness of the inside	2	➡	-2	➡	968	79	12	8	73
Cleanliness of the outside	-3	➡	-3	➡	816	72	22	6	67
Availability of staff on the train	2	➡	-1	➡	832	62	27	12	60
How well train company deals with delays	12	➡	6	➡	178	51	32	17	38
Usefulness of information about the delay	7	➡	0	➡	170	54	29	17	43
Level of crowding	7	⬆	3	➡	976	80	9	11	76
Reliability of the internet connection	-1	➡	-6	➡	540	49	17	34	39
Availability of power sockets	11	⬆	0	➡	529	66	10	24	46

*Confidence intervals of the Spring 2020 results are wider than normal due to the early curtailment of fieldwork

Transport for Wales*

	Improvement/decline in % satisfied or good since **Spring 2019**		Improvement/decline in % satisfied or good since **Autumn 2019**		Spring 2020				
Overall sample size: 781	% change	significant change	% change	significant change	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	TOC type % satisfied or good
Overall satisfaction with the journey	-1	→	2	→	737	81	9	10	84
STATION FACILITIES									
Overall satisfaction with the station	2	→	4	→	768	75	16	9	78
Ticket buying facilities	8	→	6	→	470	82	10	8	79
Provision of information about train times/platforms	4	→	1	→	747	85	9	6	87
Upkeep/repair of the station buildings/platforms	3	→	0	→	749	64	20	16	71
Cleanliness	6	→	2	→	743	70	18	11	76
Toilet facilities at the station	20	↑	13	↑	488	60	10	31	52
Attitudes and helpfulness of the staff	10	↑	11	↑	528	86	9	5	84
Connections with other forms of public transport	3	→	5	→	479	65	15	20	72
Facilities for car parking	2	→	10	→	411	63	12	25	51
Facilities for bicycle parking	-4	→	6	→	257	53	23	24	62
Overall environment	6	→	2	→	748	69	20	11	73
Your personal security whilst using the station	5	→	3	→	692	73	21	7	74
Availability of staff at the station	9	↑	13	↑	613	70	13	17	71
Shelter facilities	4	→	0	→	702	66	17	17	73
Availability of seating	4	→	5	→	729	60	15	25	58
How request to station staff was handled	10	→	1	→	127	97	3	0	92
Choice of shops/eating/drinking facilities available	11	↑	11	↑	623	46	14	40	44
Availability of Wi-Fi	11	→	17	↑	398	52	12	35	41
TRAIN FACILITIES									
Overall satisfaction with the train	3	→	0	→	763	75	14	11	77
Frequency of the trains on that route	1	→	1	→	746	71	9	19	75
Punctuality/reliability (i.e. the train arriving/departing on time)	-7	→	-3	→	759	73	7	20	74
Length of time the journey was scheduled to take (speed)	1	→	4	→	750	83	9	8	85
Connections with other train services	-4	→	0	→	483	71	17	12	72
Value for money of the price of your ticket	1	→	4	→	743	56	17	27	53
Upkeep and repair of the train	9	↑	6	→	760	67	18	15	72
Provision of information during the journey	6	→	4	→	705	64	21	15	74
Helpfulness and attitude of staff on train	-2	→	-5	→	631	82	13	5	80
Space for luggage	1	→	-1	→	640	62	20	18	65
Toilet facilities	3	→	6	→	411	50	22	28	46
Comfort of the seats	2	→	-1	→	748	62	20	17	69
Step or gap between the train and the platform	-4	→	2	→	698	57	27	16	63
Your personal security on board	-2	→	-4	→	721	74	22	3	74
Cleanliness of the inside	9	↑	6	→	767	75	13	13	73
Cleanliness of the outside	8	↑	6	→	684	71	17	12	67
Availability of staff on the train	3	→	-5	→	701	66	22	11	60
How well train company deals with delays	-15	→	-11	→	182	34	22	44	38
Usefulness of information about the delay	-14	→	-14	→	177	31	27	42	43
Level of crowding	5	→	7	→	749	76	11	13	76
Reliability of the internet connection	-3	→	3	→	440	42	19	39	39
Availability of power sockets	25	↑	16	↑	505	46	9	45	46

Improved ↑ Unchanged → Declined ↓

*Please treat Spring 2020 results for this TOC with more caution than normal due to the early curtailment of fieldwork.

Individual train company results

Overall satisfaction with the journey

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2019.
Full details of the route results for Spring 2020 are available on the Transport Focus website (or by email on request).

Improved ⬆   Unchanged ➡   Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Avanti West Coast - London - Birmingham - Scotland**	131	86	➡	Greater Anglia - Intercity	169	87	➡	South Western Railway - Island Line	75	87	➡
Avanti West Coast - London - Liverpool**	55	71	⬇	Greater Anglia - Mainline	368	68	⬇	South Western Railway - Longer distance	542	79	➡
Avanti West Coast - London - Manchester**	149	83	⬇	Greater Anglia - Rural	74	92	➡	South Western Railway - Metro	356	71	⬇
Avanti West Coast - London - North Wales**	<50	-	-	Greater Anglia - Stansted Express	76	87	➡	South Western Railway - Outer Suburban & Local	383	74	➡
Avanti West Coast - London - Scotland**	77	85	➡	Greater Anglia - West Anglia	252	77	➡	Southeastern - High Speed	118	91	➡
Avanti West Coast - London - Wolverhampton**	150	86	➡	Heathrow Express	489	94	➡	Southeastern - Mainline	469	77	➡
c2c - Southend Line	382	85	➡	Hull Trains	392	92	➡	Southeastern - Metro	668	85	➡
c2c - Tilbury Line	195	76	➡	London North Eastern Railway - London - Leeds & West Yorkshire	206	90	➡	Southern - Metro*	348	81	➡
Chiltern Railways - Commuter	152	90	➡	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	105	95	➡	Southern - Sussex Coast*	489	76	➡
Chiltern Railways - Metro	180	85	➡	London North Eastern Railway - London - Scotland	393	90	➡	TfL Rail - East	409	89	➡
Chiltern Railways - Oxford	155	88	➡	London Overground - Gospel Oak - Barking	71	100	⬆	TfL Rail - West	317	90	➡
Chiltern Railways - West Midlands	274	89	➡	London Overground - Highbury & Islington - Croydon/Clapham	367	90	➡	Thameslink - Kent*	132	86	➡
CrossCountry - East - West	197	82	➡	London Overground - Richmond/Clapham - Stratford	461	84	➡	Thameslink - Loop*	101	88	➡
CrossCountry - North - South Manchester	196	85	➡	London Overground - Watford - Euston	94	87	➡	Thameslink - North/South*	549	80	➡
CrossCountry - North - South Scotland & North East	474	86	➡	London Overground - West Anglia	139	86	➡	TransPennine Express - North	497	80	➡
East Midlands Railway - Liverpool - Norwich***	157	73	➡	Merseyrail - Northern	276	87	➡	TransPennine Express - North West	58	69	⬇
East Midlands Railway - Local***	133	90	➡	Merseyrail - Wirral	208	94	➡	TransPennine Express - South	72	86	➡
East Midlands Railway - London***	311	84	➡	Northern - Central****	252	69	➡	Transport for Wales - Cardiff and Valleys	114	77	➡
Gatwick Express*	379	89	➡	Northern - East****	391	77	➡	Transport for Wales - Interurban	323	84	➡
Grand Central - London - Bradford	135	96	➡	Northern - North East****	129	86	➡	Transport for Wales - Mid Wales and Borders	177	86	➡
Grand Central - London - Sunderland	244	95	⬆	Northern - West****	160	87	⬆	Transport for Wales - North Wales and Borders	<50	-	-
Great Northern*	277	86	⬆	ScotRail - Interurban	313	88	➡	Transport for Wales - South Wales and Borders/West Wales	75	76	➡
Great Western Railway - London Thames Valley	278	85	➡	ScotRail - Rural	<50	-	-	West Midlands Trains - London Commuter	125	73	➡
Great Western Railway - Long Distance	523	87	➡	ScotRail - Strathclyde	296	92	⬆	West Midlands Trains - West Coast	103	83	➡
Great Western Railway - West	164	86	➡	ScotRail - Urban	300	87	➡	West Midlands Trains - West Midlands	408	80	➡

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***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

Value for money of the price of your ticket

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2019.
Full details of the route results for Spring 2020 are available on the Transport Focus website (or by email on request).

Improved ⬆   Unchanged ➡   Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Avanti West Coast - London - Birmingham - Scotland**	127	66	➡	Greater Anglia - Intercity	171	53	➡	South Western Railway - Island Line	70	71	➡
Avanti West Coast - London - Liverpool**	<50	-	-	Greater Anglia - Mainline	363	31	➡	South Western Railway - Longer distance	559	42	➡
Avanti West Coast - London - Manchester**	152	54	➡	Greater Anglia - Rural	70	72	➡	South Western Railway - Metro	324	35	➡
Avanti West Coast - London - North Wales**	<50	-	-	Greater Anglia - Stansted Express	77	42	➡	South Western Railway - Outer Suburban & Local	386	33	➡
Avanti West Coast - London - Scotland**	76	49	➡	Greater Anglia - West Anglia	268	46	➡	Southeastern - High Speed	117	26	⬇
Avanti West Coast - London - Wolverhampton**	150	71	➡	Heathrow Express	500	54	⬆	Southeastern - Mainline	464	34	➡
c2c - Southend Line	375	45	➡	Hull Trains	397	61	➡	Southeastern - Metro	596	44	➡
c2c - Tilbury Line	191	34	➡	London North Eastern Railway - London - Leeds & West Yorkshire	208	52	➡	Southern - Metro*	308	37	➡
Chiltern Railways - Commuter	152	41	➡	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	103	63	➡	Southern - Sussex Coast*	494	46	➡
Chiltern Railways - Metro	173	50	➡	London North Eastern Railway - London - Scotland	391	64	➡	TfL Rail - East	378	47	➡
Chiltern Railways - Oxford	159	47	➡	London Overground - Gospel Oak - Barking	65	59	➡	TfL Rail - West	304	49	⬇
Chiltern Railways - West Midlands	272	66	➡	London Overground - Highbury & Islington - Croydon/Clapham	349	52	➡	Thameslink - Kent*	116	50	➡
CrossCountry - East - West	194	53	➡	London Overground - Richmond/Clapham - Stratford	421	57	➡	Thameslink - Loop*	91	45	➡
CrossCountry - North - South Manchester	193	53	➡	London Overground - Watford - Euston	90	55	➡	Thameslink - North/South*	557	41	➡
CrossCountry - North - South Scotland & North East	471	53	➡	London Overground - West Anglia	121	60	⬆	TransPennine Express - North	504	52	➡
East Midlands Railway - Liverpool - Norwich***	164	48	➡	Merseyrail - Northern	229	56	➡	TransPennine Express - North West	63	45	➡
East Midlands Railway - Local***	128	73	⬆	Merseyrail - Wirral	180	69	➡	TransPennine Express - South	71	46	➡
East Midlands Railway - London***	298	39	➡	Northern - Central****	246	44	➡	Transport for Wales - Cardiff and Valleys	115	57	➡
Gatwick Express*	383	44	➡	Northern - East****	394	57	➡	Transport for Wales - Interurban	326	45	➡
Grand Central - London - Bradford	134	82	➡	Northern - North East****	127	60	➡	Transport for Wales - Mid Wales and Borders	176	61	➡
Grand Central - London - Sunderland	240	70	⬆	Northern - West****	152	50	➡	Transport for Wales - North Wales and Borders	50	70	➡
Great Northern*	269	45	➡	ScotRail - Interurban	317	40	⬇	Transport for Wales - South Wales and Borders/West Wales	76	50	➡
Great Western Railway - London Thames Valley	278	50	➡	ScotRail - Rural	<50	-	-	West Midlands Trains - London Commuter	122	38	➡
Great Western Railway - Long Distance	524	48	➡	ScotRail - Strathclyde	318	55	➡	West Midlands Trains - West Coast	101	66	➡
Great Western Railway - West	162	63	➡	ScotRail - Urban	312	51	➡	West Midlands Trains - West Midlands	376	52	➡

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***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

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

Symbols show where the % satisfied is significantly improved, unchanged or has declined since Spring 2019.
Full details of the route results for Spring 2020 are available on the Transport Focus website (or by email on request).

Improved ⬆ Unchanged ➡ Declined ⬇

Route	sample size	% satisfied or good	significant change
Avanti West Coast - London - Birmingham - Scotland**	133	80	➡
Avanti West Coast - London - Liverpool**	51	69	⬇
Avanti West Coast - London - Manchester**	149	80	➡
Avanti West Coast - London - North Wales**	<50	-	-
Avanti West Coast - London - Scotland**	78	75	⬇
Avanti West Coast - London - Wolverhampton**	151	82	➡
c2c - Southend Line	390	91	➡
c2c - Tilbury Line	206	85	➡
Chiltern Railways - Commuter	158	88	➡
Chiltern Railways - Metro	189	85	➡
Chiltern Railways - Oxford	161	84	➡
Chiltern Railways - West Midlands	280	91	➡
CrossCountry - East - West	196	77	⬇
CrossCountry - North - South Manchester	201	85	➡
CrossCountry - North - South Scotland & North East	484	78	⬇
East Midlands Railway - Liverpool - Norwich***	165	53	⬇
East Midlands Railway - Local***	134	77	➡
East Midlands Railway - London***	317	79	➡
Gatwick Express*	386	82	➡
Grand Central - London - Bradford	133	91	➡
Grand Central - London - Sunderland	237	93	⬆
Great Northern*	294	78	➡
Great Western Railway - London Thames Valley	289	79	➡
Great Western Railway - Long Distance	534	78	➡
Great Western Railway - West	168	77	➡

Route	sample size	% satisfied or good	significant change
Greater Anglia - Intercity	169	74	➡
Greater Anglia - Mainline	377	70	⬇
Greater Anglia - Rural	71	83	➡
Greater Anglia - Stansted Express	79	93	➡
Greater Anglia - West Anglia	277	68	➡
Heathrow Express	495	95	➡
Hull Trains	407	85	➡
London North Eastern Railway - London - Leeds & West Yorkshire	212	81	➡
London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	107	93	➡
London North Eastern Railway - London - Scotland	405	76	➡
London Overground - Gospel Oak - Barking	75	82	⬆
London Overground - Highbury & Islington - Croydon/Clapham	379	75	➡
London Overground - Richmond/Clapham - Stratford	486	68	⬇
London Overground - Watford - Euston	100	80	➡
London Overground - West Anglia	145	82	➡
Merseyrail - Northern	287	91	➡
Merseyrail - Wirral	216	89	➡
Northern - Central****	265	53	⬇
Northern - East****	409	65	⬇
Northern - North East****	128	72	⬇
Northern - West****	167	74	➡
ScotRail - Interurban	327	79	➡
ScotRail - Rural	<50	-	-
ScotRail - Strathclyde	325	79	➡
ScotRail - Urban	320	79	➡

Route	sample size	% satisfied or good	significant change
South Western Railway - Island Line	75	96	➡
South Western Railway - Longer distance	575	72	➡
South Western Railway - Metro	371	55	⬇
South Western Railway - Outer Suburban & Local	409	66	➡
Southeastern - High Speed	120	95	➡
Southeastern - Mainline	478	69	➡
Southeastern - Metro	696	77	➡
Southern - Metro*	364	75	➡
Southern - Sussex Coast*	509	77	⬆
TfL Rail - East	437	84	➡
TfL Rail - West	333	82	➡
Thameslink - Kent*	136	77	➡
Thameslink - Loop*	105	74	➡
Thameslink - North/South*	582	70	➡
TransPennine Express - North	517	56	⬇
TransPennine Express - North West	64	54	➡
TransPennine Express - South	72	64	➡
Transport for Wales - Cardiff and Valleys	114	66	➡
Transport for Wales - Interurban	337	79	➡
Transport for Wales - Mid Wales and Borders	179	81	➡
Transport for Wales - North Wales and Borders	52	86	➡
Transport for Wales - South Wales and Borders/West Wales	77	69	➡
West Midlands Trains - London Commuter	127	57	⬇
West Midlands Trains - West Coast	107	69	➡
West Midlands Trains - West Midlands	421	64	⬇

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****Northern rebranded to Northern Trains on 1 March 2020.

Level of crowding

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Improved ⬆   Unchanged ➡   Declined ⬇

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Avanti West Coast - London - Birmingham - Scotland**	131	85	➡	Greater Anglia - Intercity	173	71	➡	South Western Railway - Island Line	75	87	➡
Avanti West Coast - London - Liverpool**	51	73	➡	Greater Anglia - Mainline	372	70	➡	South Western Railway - Longer distance	574	79	⬆
Avanti West Coast - London - Manchester**	151	77	➡	Greater Anglia - Rural	72	84	➡	South Western Railway - Metro	373	65	⬇
Avanti West Coast - London - North Wales**	<50	-	-	Greater Anglia - Stansted Express	80	90	➡	South Western Railway - Outer Suburban & Local	405	71	➡
Avanti West Coast - London - Scotland**	78	79	➡	Greater Anglia - West Anglia	276	74	➡	Southeastern - High Speed	121	83	➡
Avanti West Coast - London - Wolverhampton**	152	80	➡	Heathrow Express	506	93	➡	Southeastern - Mainline	476	61	➡
c2c - Southend Line	390	65	➡	Hull Trains	410	77	➡	Southeastern - Metro	692	77	➡
c2c - Tilbury Line	207	66	➡	London North Eastern Railway - London - Leeds & West Yorkshire	213	78	➡	Southern - Metro*	357	74	➡
Chiltern Railways - Commuter	156	84	➡	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	105	88	➡	Southern - Sussex Coast*	505	71	➡
Chiltern Railways - Metro	190	70	➡	London North Eastern Railway - London - Scotland	404	81	➡	TfL Rail - East	433	63	➡
Chiltern Railways - Oxford	160	73	➡	London Overground - Gospel Oak - Barking	75	83	⬆	TfL Rail - West	335	88	➡
Chiltern Railways - West Midlands	279	81	➡	London Overground - Highbury & Islington - Croydon/Clapham	383	72	➡	Thameslink - Kent*	134	79	➡
CrossCountry - East - West	199	60	➡	London Overground - Richmond/Clapham - Stratford	489	70	➡	Thameslink - Loop*	102	75	➡
CrossCountry - North - South Manchester	193	61	➡	London Overground - Watford - Euston	100	79	➡	Thameslink - North/South*	580	74	➡
CrossCountry - North - South Scotland & North East	483	73	➡	London Overground - West Anglia	144	70	➡	TransPennine Express - North	511	68	⬆
East Midlands Railway - Liverpool - Norwich***	165	58	➡	Merseyrail - Northern	285	78	➡	TransPennine Express - North West	63	61	➡
East Midlands Railway - Local***	134	83	➡	Merseyrail - Wirral	218	84	➡	TransPennine Express - South	72	80	➡
East Midlands Railway - London***	312	75	➡	Northern - Central****	264	62	➡	Transport for Wales - Cardiff and Valleys	118	77	➡
Gatwick Express*	386	88	➡	Northern - East****	404	74	➡	Transport for Wales - Interurban	326	76	⬆
Grand Central - London - Bradford	136	88	➡	Northern - North East****	128	83	➡	Transport for Wales - Mid Wales and Borders	177	84	⬆
Grand Central - London - Sunderland	238	80	⬆	Northern - West****	162	81	➡	Transport for Wales - North Wales and Borders	51	87	➡
Great Northern*	295	78	⬆	ScotRail - Interurban	326	78	⬆	Transport for Wales - South Wales and Borders/West Wales	77	64	➡
Great Western Railway - London Thames Valley	287	77	➡	ScotRail - Rural	<50	-	-	West Midlands Trains - London Commuter	127	48	⬇
Great Western Railway - Long Distance	527	78	➡	ScotRail - Strathclyde	324	79	➡	West Midlands Trains - West Coast	108	74	➡
Great Western Railway - West	163	85	⬆	ScotRail - Urban	315	81	⬆	West Midlands Trains - West Midlands	415	68	➡

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****Northern rebranded to Northern Trains on 1 March 2020.

Overall satisfaction with the station

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Full details of the route results for Spring 2020 are available on the Transport Focus website (or by email on request).

Improved ↑   Unchanged →   Declined ↓

Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change	Route	sample size	% satisfied or good	significant change
Avanti West Coast - London - Birmingham - Scotland**	135	88	→	Greater Anglia - Intercity	179	90	→	South Western Railway - Island Line	70	76	→
Avanti West Coast - London - Liverpool**	58	82	→	Greater Anglia - Mainline	376	81	→	South Western Railway - Longer distance	587	76	→
Avanti West Coast - London - Manchester**	156	81	→	Greater Anglia - Rural	71	80	→	South Western Railway - Metro	378	72	→
Avanti West Coast - London - North Wales**	<50	-	-	Greater Anglia - Stansted Express	82	84	→	South Western Railway - Outer Suburban & Local	411	77	→
Avanti West Coast - London - Scotland**	80	79	→	Greater Anglia - West Anglia	283	82	↑	Southeastern - High Speed	120	81	→
Avanti West Coast - London - Wolverhampton**	157	82	↓	Heathrow Express	522	91	→	Southeastern - Mainline	484	80	→
c2c - Southend Line	397	76	→	Hull Trains	423	88	→	Southeastern - Metro	692	82	→
c2c - Tilbury Line	210	72	→	London North Eastern Railway - London - Leeds & West Yorkshire	219	84	→	Southern - Metro*	367	77	→
Chiltern Railways - Commuter	162	87	→	London North Eastern Railway - London - Newcastle/Sunderland and East Yorkshire	109	94	→	Southern - Sussex Coast*	516	82	→
Chiltern Railways - Metro	190	78	→	London North Eastern Railway - London - Scotland	415	91	→	TfL Rail - East	462	83	→
Chiltern Railways - Oxford	163	84	→	London Overground - Gospel Oak - Barking	80	77	→	TfL Rail - West	354	76	→
Chiltern Railways - West Midlands	283	90	→	London Overground - Highbury & Islington - Croydon/Clapham	392	82	→	Thameslink - Kent*	136	82	→
CrossCountry - East - West	212	87	→	London Overground - Richmond/Clapham - Stratford	500	79	→	Thameslink - Loop*	109	83	→
CrossCountry - North - South Manchester	210	91	→	London Overground - Watford - Euston	101	73	→	Thameslink - North/South*	592	88	↑
CrossCountry - North - South Scotland & North East	500	90	↑	London Overground - West Anglia	150	82	→	TransPennine Express - North	516	81	→
East Midlands Railway - Liverpool - Norwich***	166	82	→	Merseyrail - Northern	293	86	→	TransPennine Express - North West	63	82	→
East Midlands Railway - Local***	135	89	→	Merseyrail - Wirral	224	93	→	TransPennine Express - South	73	89	→
East Midlands Railway - London***	327	86	→	Northern - Central****	270	62	↓	Transport for Wales - Cardiff and Valleys	116	71	→
Gatwick Express*	411	82	→	Northern - East****	413	78	→	Transport for Wales - Interurban	339	83	→
Grand Central - London - Bradford	145	77	→	Northern - North East****	132	81	→	Transport for Wales - Mid Wales and Borders	181	80	→
Grand Central - London - Sunderland	246	92	↑	Northern - West****	169	82	→	Transport for Wales - North Wales and Borders	54	82	→
Great Northern*	310	78	→	ScotRail - Interurban	335	74	→	Transport for Wales - South Wales and Borders/West Wales	78	71	→
Great Western Railway - London Thames Valley	297	80	→	ScotRail - Rural	<50	-	-	West Midlands Trains - London Commuter	130	69	→
Great Western Railway - Long Distance	542	87	→	ScotRail - Strathclyde	332	82	→	West Midlands Trains - West Coast	110	83	→
Great Western Railway - West	173	87	→	ScotRail - Urban	327	81	→	West Midlands Trains - West Midlands	425	78	↓

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***East Midlands Railway rebranded from East Midlands Trains on 18 August 2019.
****Northern rebranded to Northern Trains on 1 March 2020.

How routes are defined

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

Avanti West Coast: London - Birmingham – Scotland
Journeys on London - Birmingham – Scotland services.

Avanti West Coast: London – Liverpool
Journeys on London – Liverpool services.

Avanti West Coast: London – Manchester
Journeys on London – Manchester services.

Avanti West Coast: London – North Wales
Journeys on London – Holyhead/North Wales services.

Avanti West Coast: London – Scotland
Journeys on London – Glasgow/Scotland services. Also includes London - Blackpool services.

Avanti West Coast: London – Wolverhampton/Shrewsbury
Journeys on London – Wolverhampton/Shrewsbury services.

c2c: Southend line
Journeys on the London Fenchurch Street – Shoeburyness/Southend Central line (via Basildon).

c2c: Tilbury line
Journeys on the London Fenchurch Street – Southend Central (via Tilbury Town) and Fenchurch Street – Grays lines.

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

Chiltern Railways: Metro
Journeys on the Aylesbury/Aylesbury Vale Parkway – London line (via Amersham).

Chiltern Railways: Oxford
Journeys on London Marylebone – Oxford services.

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

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

CrossCountry: North-South Manchester
Journeys on route Manchester to/from the South West and South Coast.

CrossCountry: North-South Scotland & North East
Journeys on route Scotland/North East England to/from the South West/South Coast.

East Midlands Railway: Liverpool - Norwich
Journeys on the Liverpool - Norwich route.

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

East Midlands Railway: London
Journeys on the London - Sheffield and London - Nottingham routes. Also includes London - Corby services.

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

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

Grand Central: London - Sunderland

Journeys on London King's Cross - Sunderland route.

Great Northern*

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

Great Western Railway: Long distance

Journeys on long-distance services.

Great Western Railway: London Thames Valley

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

Great Western Railway: West

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

Greater Anglia: Intercity

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

Greater Anglia: Main line

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

Greater Anglia: Rural

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

Greater Anglia: Stansted

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

Greater Anglia: West Anglia

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

Heathrow Express:

All Heathrow Express journeys.

Hull Trains:

All Hull Trains journeys.

London North Eastern Railway: London – Leeds and West Yorkshire

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

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

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

London North Eastern Railway: London - Scotland

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

London Overground: Gospel Oak – Barking

Journeys on the Gospel Oak – Barking line.

London Overground: Highbury & Islington – Croydon/Clapham Junction

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

London Overground: Richmond/Clapham Junction – Stratford

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

London Overground: Watford – Euston

Journeys on the London Euston – Watford line.

London Overground: West Anglia

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

Merseyrail: Northern

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

Merseyrail: Wirral

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

Northern: Central

Journeys from stations on lines in and around Greater Manchester.

Northern: East

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

Northern: North East

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

Northern: West

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

ScotRail: Interurban

Journeys on longer distance rail lines between urban areas.

ScotRail: Rural

Journeys on predominantly rural rail lines.

ScotRail: Strathclyde

Journeys on local rail lines within Strathclyde.

ScotRail: Urban

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

Southeastern: High speed

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

Southeastern: Main line

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

Southeastern: Metro

Journeys on routes that are mainly or wholly within London.

Southern: Metro*

Journeys on routes that are mainly or wholly within London.

Southern: Sussex Coast*

Journeys London – Sussex (and beyond).

South Western Railway: Island line

Journeys starting from stations on the Isle of Wight.

South Western Railway: Longer-distance

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

South Western Railway: Metro

Journeys on routes that are mainly or wholly within London.

South Western Railway: Outer Suburban and Local

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

TfL Rail: East

Journeys on London – Shenfield metro service

TfL Rail: West

Journeys on stopping services London – Heathrow, London – Reading, and London – Hayes and Harlington.

Thameslink: Loop*

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

Thameslink: Kent*

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

Thameslink: North/South*

Journeys on the Brighton – Bedford route. Also on the following routes: Horsham – Peterborough, Brighton – Cambridge, and some services London Kings Cross – Stevenage/Cambridge.

*Part of the Govia Thameslink Railway franchise.

TransPennine Express: North

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

TransPennine Express: North West

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

TransPennine Express: South

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

Transport for Wales: Cardiff & Valleys

Journeys on the Valley lines around Cardiff.

Transport for Wales: Interurban

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

Transport for Wales: Mid Wales & Borders

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

Transport for Wales: North Wales & Borders

Journeys on the Llandudno – Manchester Piccadilly, Bidston – Wrexham Central, Chester – Crewe, Llandudno/Llandudno Junction – Blaenau Ffestiniog, and Liverpool Lime Street – Chester.

Transport for Wales: South Wales & Borders/West Wales

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

West Midlands Trains: London Commuter

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

West Midlands Trains: West Coast

Journeys on London Euston – Crewe/Liverpool Lime Street, London Euston – Birmingham New Street (mainly passengers to/from Birmingham New Street, Coventry or Rugby), and Birmingham New Street - Liverpool Lime Street routes.

West Midlands Trains: West Midlands

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

What impacts
on satisfaction
and dissatisfaction?

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

The charts following show which station and train factors are statistically most important in determining overall passenger satisfaction and dissatisfaction in Great Britain, based on the NRPS data for Spring 2020 and Autumn 2019 combined.

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

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

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

What has the biggest impact on overall satisfaction?

Legend:
- Punctualtiy/ reliability
- Cleanliness inside train
- Frequency of trains on the route
- Journey Length
- Level of crowding
- Information during the journey
- Comfort of the seats
- Others

13%
5%
6%
7%
7%
11%
14%
37%
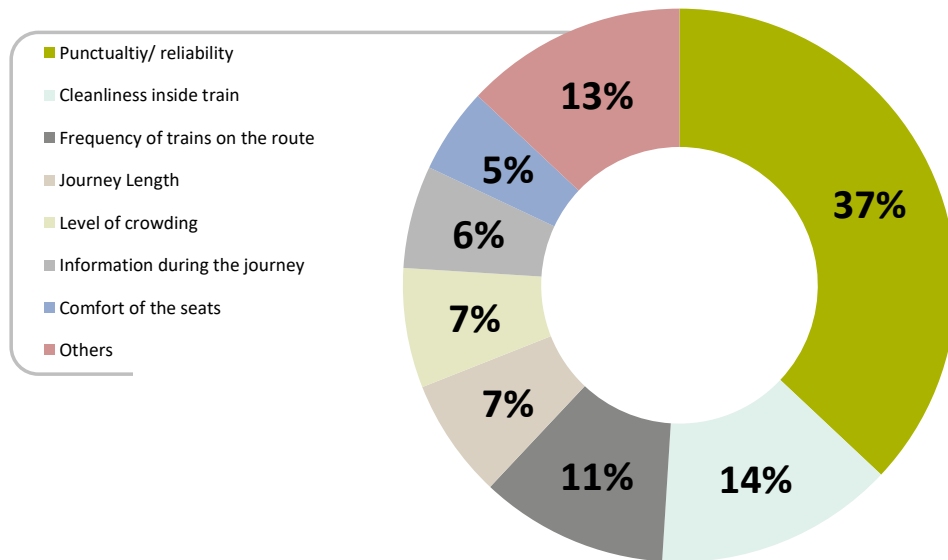
What has the biggest impact on overall dissatisfaction?

Legend:
- How train company dealt with delays
- Level of crowding
- Punctuality/ reliability
- Journey length
- Frequency of trains on the route
- Others

18%
5%
7%
10%
11%
49%
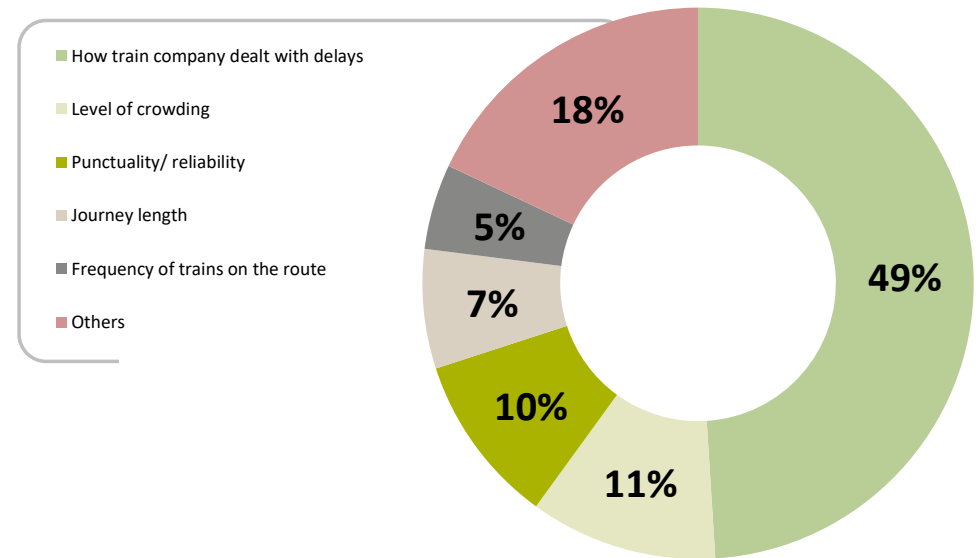
National results

by Journey purpose

Journey purpose*

Improved ⬆ Unchanged ➡ Declined ⬇

Overall sample size: 18492

	Commuter Spring 2020	Improvement/decline in % satisfied or good since Spring 2019		Business Spring 2020	Improvement/decline in % satisfied or good since Spring 2019		Leisure Spring 2020	Improvement/decline in % satisfied or good since Spring 2019	
	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change	% satisfied/good	% change	significant change
Overall satisfaction with the journey	75	-2	➡	86	1	➡	89	-1	➡
STATION FACILITIES									
Overall satisfaction with the station	75	0	➡	83	2	➡	85	1	➡
Ticket buying facilities	75	0	➡	81	1	➡	84	0	➡
Provision of information about train times/platforms	81	-1	➡	88	1	➡	90	1	➡
Upkeep/repair of the station buildings/platforms	67	-1	➡	75	2	➡	77	-1	➡
Cleanliness	72	1	➡	81	4	⬆	81	0	➡
Toilet facilities at the station	45	5	⬆	57	9	⬆	60	6	⬆
Attitudes and helpfulness of the staff	74	1	➡	83	4	⬆	85	1	➡
Connections with other forms of public transport	78	0	➡	84	3	➡	82	-1	➡
Facilities for car parking	43	-1	➡	43	-9	⬇	58	1	➡
Facilities for bicycle parking	58	0	➡	61	-4	➡	65	-3	➡
Overall environment	70	-1	➡	79	4	⬆	79	0	➡
Your personal security whilst using the station	69	-1	➡	76	1	➡	76	0	➡
Availability of staff at the station	66	0	➡	75	7	⬆	74	3	⬆
Shelter facilities	67	0	➡	72	0	➡	77	0	➡
Availability of seating	47	2	⬆	53	-1	➡	62	0	➡
How request to station staff was handled	81	1	➡	93	3	➡	91	0	➡
Choice of shops/eating/drinking facilities available	46	0	➡	57	0	➡	58	2	➡
Availability of Wi-Fi	31	-1	➡	46	7	⬆	51	3	➡
TRAIN FACILITIES									
Overall satisfaction with the train	71	1	➡	82	2	➡	86	1	➡
Frequency of the trains on that route	69	0	➡	81	1	➡	83	1	➡
Punctuality/reliability (i.e. the train arriving/departing on time)	63	-5	⬇	81	0	➡	84	-2	⬇
Length of time the journey was scheduled to take (speed)	77	-1	➡	85	0	➡	89	-1	➡
Connections with other train services	70	-2	➡	82	2	➡	83	-1	➡
Value for money of the price of your ticket	32	1	➡	48	0	➡	64	-1	➡
Upkeep and repair of the train	69	2	⬆	76	1	➡	81	1	➡
Provision of information during the journey	71	1	➡	76	-2	➡	83	1	➡
Helpfulness and attitude of staff on train	55	-2	➡	74	1	➡	76	2	➡
Space for luggage	53	-1	➡	67	6	⬆	66	1	➡
Toilet facilities	38	1	➡	56	4	➡	56	1	➡
Comfort of the seats	59	2	➡	66	0	➡	73	1	➡
Step or gap between the train and the platform	63	1	➡	64	1	➡	66	1	➡
Your personal security on board	70	-1	➡	78	2	➡	79	0	➡
Cleanliness of the inside	71	2	➡	78	0	➡	82	1	➡
Cleanliness of the outside	67	1	➡	73	1	➡	77	0	➡
Availability of staff on the train	32	-2	➡	50	1	➡	54	0	➡
How well train company deals with delays	29	-2	➡	48	2	➡	52	-2	➡
Usefulness of information about the delay	37	-3	➡	49	1	➡	59	1	➡
Level of crowding	61	0	➡	82	4	⬆	84	1	➡
Reliability of the internet connection	27	-3	⬇	40	0	➡	52	3	➡
Availability of power sockets	31	8	⬆	51	2	➡	54	8	⬆

*Excludes non-franchised train operating companies.

Methodology

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

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

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

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

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

TOC data is compiled to provide a national sample. Fieldwork is carried out each spring (principally in February/March) and in the autumn (principally in September/October). Up to spring 2003, fieldwork took place over three weeks. From autumn 2003, the fieldwork was extended to a 10 or 11-week period to provide a better representation of journeys (though if Easter is early, the fieldwork period may be slightly shorter and start earlier than normal). This wave (Spring 2020), fieldwork took place over slightly more than seven weeks (as fieldwork was stopped early due to the virus outbreak).

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

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

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

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

The survey is conducted across the entire franchised railway, and in Spring 2020 on three non-franchised train operating companies (TOCs). In both spring and autumn of each year, self-completion questionnaires are distributed at approximately 700 stations across Great Britain, selected to be representative of the entire network. Questionnaires are distributed at different times of day and across all days of the week. Data is weighted to ensure the sample accurately represents passengers using each operator's services in terms of the proportion of commuting, business and leisure journeys.

Overall, about 28,000 correctly completed questionnaires are usually returned each wave (though as mentioned elsewhere in this report the sample size was about 19,850 this wave due to the early finish of fieldwork). For the majority of train operators the results are based on responses from 1000 passengers per survey. Smaller operators' results are usually based on the views of at least 500 passengers, whilst at least 2000 passengers are surveyed for the largest operator. Sample sizes for each question are provided on each page in sections two and three, along with the overall sample size for each operator. Not all passengers will answer all of the questions. For example only those passengers who are delayed would rate how well the train company dealt with delays. The number of passengers responding to each question is clearly indicated in the sample size column.

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

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

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

Statement of compliance with official statistics

Quality management

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

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

Confidentiality and access to statistical data

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

Pre-release access

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

Revisions

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

Errors

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

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

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

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

Waiver

Transport Focus has taken care to ensure that the information contained in the NRPS is correct. NRPS is run according to a quality assurance process which has been agreed between Transport Focus and its research agency. This includes applying defined procedures in five different areas:
- derivation of sampling plan data
- creation of sampling plan
- monitoring fieldwork activity
- validating survey data
- checks on data outputs
In addition, a number of reports are available on the Transport Focus website to help users interpret NRPS results and use them appropriately. However, no warranty, express or implied, is given as to accuracy and Transport Focus does not accept any liability for error or omission.'

Issues affecting the Spring 2020 survey

Spring 2020 (wave 42) main fieldwork was undertaken between 27 January and 16 March 2020. Fieldwork was due to continue up to 5 April 2020, but due to the impact of the Coronavirus (COVID-19) and changing Government guidelines, it was necessary to halt NRPS shifts early in the 8th week of fieldwork. No further interviewing shifts were done after the 16 March as Government guidelines stopped all non-essential contact and all unnecessary travel.

In the 2-3 weeks prior to 16 March a large number of shifts were also cancelled by the interviewing team due to numerous interviewers being considered in the at risk category and also some not wishing to work as a precaution. The impact of the COVID-19 virus resulted in 620 planned interviewing shifts not being completed in Spring 2020.

On the 29 February the Northern train company (operated by Arriva Rail North) lost their franchise, and changed to being a publicly owned train operating company from 1 March called Northern Trains. Results for Northern in this report include results for Northern and Northern Trains combined.

Due to a freight train derailment on 23 January that badly damaged track and lineside equipment, there was no train services between Barking and South Tottenham for several weeks. A few NRPS shifts were cancelled and moved to a later date.

During fieldwork there was some periods of adverse weather. In early February Storm Ciara had an impact on a number of shifts with some having to be cancelled or achieving a low number of interviews. Then in mid-February Storm Dennis impacted the South West of the UK particularly, resulting in numerous train cancellations and delays (with some station and line closures). Several NRPS shifts had to be cancelled and rescheduled.

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

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

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

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

Rail sectors

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

Long-distance operators

Avanti West Coast

CrossCountry

East Midlands Railway

London North Eastern Railway

TransPennine Express

London and South East operators

c2c

Chiltern Railways

Gatwick Express*

Greater Anglia

Great Northern*

Great Western Railway

London Overground

South Western Railway

Southeastern

Southern*

TfL Rail

Thameslink*

West Midlands Trains

Regional operators

Merseyrail

Northern

ScotRail

Transport for Wales

*Part of the Govia Thameslink Railway franchise.