

Southeastern	Spring 2010						Improvement / decline in % satisfied or good since Autumn 2009		Improvement / decline in % satisfied or good since Spring 2009	
	sample size	% satisfied or good	% neither/nor	% dissatisfied or poor	Rank in TOC type	National Rank	% change	significant change	% change	significant change
Overall satisfaction	1967	81.21	12.29	6.5	9	20	0.91		4.73	+
STATION FACILITIES										
Ticket buying facilities	1198	69.76	15.51	14.73	8	19	3.39		4.53	+
Provision of information about train times/platforms	1865	75.56	13.25	11.2	9	19	-0.45		3.26	
The upkeep/repair of the station buildings/platforms	1833	64.69	21.09	14.22	4	12	3.69	+	8.33	+
Cleanliness	1875	69.78	19.22	11.01	5	12	2.78		6.74	+
The facilities and services	1650	49.84	21.92	28.24	8	16	3.1		4.26	+
The attitudes and helpfulness of the staff	1544	67.57	21.62	10.81	8	17	2.51		1.32	
Connections with other forms of public transport	1531	73.95	15.2	10.85	7	13	-0.49		0.36	
Facilities for car parking	728	45.26	18.66	36.07	7	17	9.5	+	13.62	+
Overall environment	1912	63	23.29	13.71	8	17	2.56		6.86	+
Your personal security whilst using	1740	63.52	30.43	6.06	6	14	6.82	+	8.17	+
The availability of staff	1730	56.99	24.37	18.64	7	14	4.2	+	3.25	
How request to station staff was handled	321	83.74	5.5	9.79	7	16	0.13		6.93	
TRAIN FACILITIES										
The frequency of the trains on that route	1939	72.71	10.45	16.85	9	19	0.06		0.16	
Punctuality/reliability (i.e. the train arriving/departing on time)	1920	76.7	10.74	12.56	9	20	-4.64	-	-0.62	
The length of time the journey was scheduled to take (speed)	1898	77.55	11.97	10.48	12	23	-3.55	-	-0.99	
Connections with other train services	1074	71.65	19.19	9.16	11	21	3.4		1.6	
The value for money for the price of your ticket	1760	38.88	23.53	37.58	9	20	5.14	+	10.33	+
Up keep and repair of the train	1942	68.43	16.83	14.74	10	20	3.29		2.52	
The provision of information during the journey	1755	63.41	24.07	12.52	9	19	-2.27		6.59	+
The helpfulness and attitude of staff on train	924	56.9	29.24	13.86	6	17	9.47	+	17.51	+
The space for luggage	1436	47.57	23.77	28.65	11	22	4.91	+	9.76	+
The toilet facilities	725	32.21	21.75	46.03	9	19	11.3	+	9.77	+
Sufficient room for all passengers to sit/stand	1899	63.54	15.41	21.05	9	20	4.62	+	9.55	+
The comfort of the seating area	1913	65.98	19.73	14.3	10	20	5.2	+	6.07	+
The ease of being able to get on and off	1936	78.9	14.44	6.65	7	17	2.14		7.31	+
Your personal security whilst on board	1800	69.38	23.98	6.63	9	20	5.68	+	9.4	+
The cleanliness of the inside	1958	68.77	18.15	13.09	10	20	2.99		5.02	+
The cleanliness of the outside	1738	63.22	26	10.78	10	20	-0.53		1.36	
The availability of staff	1312	34.93	28.44	36.63	7	18	8.8	+	14.32	+
How well train company deals with delays	317	29.08	40.16	30.75	8	19	4.07		2.61	