

## Southeastern

	Improvement/decline in % satisfied or good since Spring 2019		Improvement/decline in % satisfied or good since Autumn 2019		Spring 2020					
	Overall sample size 1345	% 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
<b>STATION FACILITIES</b>										
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	72
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		2	↑	2	⇨	1164	52	20	28	53
Availability of Wi-Fi		9	↑	9	↑	475	41	23	36	37
<b>TRAIN FACILITIES</b>										
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