

First Great Western	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	2866	83.1	10.99	5.91	8	18	0.81		1.68	
<b>STATION FACILITIES</b>										
Ticket buying facilities	1519	74.9	14.08	11.02	5	12	1.1		-2.48	
Provision of information about train times/platforms	2766	78.68	12.14	9.18	4	12	-0.72		1.09	
The upkeep/repair of the station buildings/platforms	2714	63.81	22.46	13.73	5	13	-1.3		-0.72	
Cleanliness	2789	68.52	20.88	10.6	8	15	-2.6		-1.52	
The facilities and services	2429	56.31	21.45	22.24	3	10	-1.56		-3.05	-
The attitudes and helpfulness of the staff	2077	73.89	18.74	7.37	5	11	1.09		3.48	+
Connections with other forms of public transport	1972	73.69	14.96	11.35	8	14	-0.22		1.21	
Facilities for car parking	1083	53.17	19.22	27.61	3	10	0.11		-1.06	
Overall environment	2846	65.76	22.96	11.28	4	12	-3.28	-	-1.17	
Your personal security whilst using	2466	66.6	26.94	6.47	4	12	-0.49		-0.6	
The availability of staff	2408	60.24	23.21	16.55	6	13	0.82		1.64	
How request to station staff was handled	559	87.65	4.81	7.18	3	9	4.19		2.92	
<b>TRAIN FACILITIES</b>										
The frequency of the trains on that route	2844	78.42	9.69	11.9	6	15	1.9		3.48	+
Punctuality/reliability (i.e. the train arriving/departing on time)	2847	83.21	6.89	9.9	6	16	3.43	+	3.36	+
The length of time the journey was scheduled to take (speed)	2797	86.08	7.89	6.03	6	15	2.97	+	2.68	+
Connections with other train services	1502	74.53	16.42	9.05	8	17	2.63		3.83	+
The value for money for the price of your ticket	2786	52.85	19.68	27.48	4	14	2.41		7.07	+
Up keep and repair of the train	2871	70.38	15.78	13.84	9	19	-1.85		-3.94	-
The provision of information during the journey	2542	65.4	22.79	11.81	7	17	2.34		1.81	
The helpfulness and attitude of staff on train	1717	68.95	24.29	6.77	3	13	2.69		3.16	
The space for luggage	2289	53.83	21.52	24.66	5	12	0.49		0.43	
The toilet facilities	1307	43.05	24.74	32.21	6	15	-1.49		-2.32	
Sufficient room for all passengers to sit/stand	2828	67.4	14.05	18.55	6	16	-0.36		0.51	
The comfort of the seating area	2811	67.25	18.51	14.24	8	18	-2.28		-2.97	-
The ease of being able to get on and off	2849	77.58	15.23	7.19	9	20	2.05		1.09	
Your personal security whilst on board	2618	77.41	19.08	3.5	5	14	0.49		0.6	
The cleanliness of the inside	2891	69.3	17.88	12.83	9	19	-2.57		-3.44	-
The cleanliness of the outside	2404	64.38	25.03	10.6	9	19	-5.19	-	-5.44	-
The availability of staff	2156	47.82	30.38	21.8	4	14	0.65		2.9	
How well train company deals with delays	519	47.93	33.77	18.3	2	7	6.95	+	9.29	+