

DOCUMENT NPS (in agreed terms)

NPS Benchmarks

In each case, the benchmarks shown are expressed as a percentage of passengers who indicated in the relevant survey that they were Fairly or Very Satisfied with the relevant factor or rated the relevant factor as Fairly or Very Good (as the case may be).

Overall Satisfaction

| Required Performance | Target Score % Very Satisfied/ Fairly Satisfied | Spring 2002 Benchmark % Very Satisfied/ Fairly Satisfied | Autumn 2002 Benchmark % Very Satisfied/ Fairly Satisfied |
|--|--|---|---|
| Maintain or improve on NPS Benchmark level | = 81% | 80% | 81% |

Generic Factors

| Factor | Target Score % Very Satisfied/ Fairly Satisfied | Spring 2002 Benchmark % Very Satisfied/ Fairly Satisfied | Autumn 2002 Benchmark % Very Satisfied/ Fairly Satisfied |
|---|--|---|---|
| Information about train times and platforms | 69% | 67% | 70% |
| Upkeep and repair of train | 68% | 66% | 70% |
| Comfort of seating area | 68% | 65% | 70% |
| Station ticket buying facilities | 70% | 69% | 71% |
| Appropriate environment to catch train | 50% | 49% | 50% |
| Station cleanliness | 48% | 47% | 49% |
| Attitude and helpfulness of station staff | 69% | 68% | 70% |

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|---|-----|-----|-----|
| Attitude and helpfulness of train staff | 72% | 74% | 70% |
| Train cleanliness | 71% | 69% | 73% |
| On-Train toilet facilities | 42% | 42% | 41% |
| Information during journey | 51% | 50% | 52% |
| Station facilities and services | 32% | 30% | 32% |