

DOCUMENT NPS (in agreed terms)

NPS Benchmarks

Overall Satisfaction

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).

Autumn 1999 Benchmark	Spring 2000 Benchmark
88%	91%

Factor	Autumn 1999 Benchmark	Spring 2000 Benchmark
Information about train times and platforms	80%	81%
Upkeep and repair of train	77%	77%
Comfort of seating area	66%	67%
Station ticket buying facilities	72%	79%
Appropriate environment to catch train	79%	76%
Station cleanliness	81%	79%
Attitude and helpfulness of station staff	77%	77%
Attitude and helpfulness of train staff	65%	70%
Train cleanliness	78%	78%
On-Train Toilet facilities	47%	50%
Information during journey	61%	60%
Space for luggage	49%	51%