

Working in partnership with London TravelWatch

# Best train stations according to passengers revealed

07 May 2018

London Kings Cross is the top train station in Britain, say passengers.

In a survey by independent watchdog Transport Focus over 28,000 passengers rated how satisfied they were with the station they were travelling from.

Kings Cross tops the list of train stations with the most satisfied passengers. The Network Rail station, which Virgin East Coast, Great Northern, Grand Central and Hull Trains operate from, earned 96 per cent passenger satisfaction.

Anthony Smith, chief executive of the independent transport watchdog, said:

“Our research shows how a good experience at many of Britain’s major train stations like Kings Cross can improve passengers’ train journeys.

“Investment in stations can improve passengers’ satisfaction with them when targeted at features which make a difference to their experience. Passengers’ top priorities for stations include arrival time information, waiting rooms and the overall look and feel of the station.”

The top five stations for passenger satisfaction are London Kings Cross, London St Pancras (95 per cent), Birmingham New Street and Reading (both 92 per cent) and London Marylebone (91 per cent).

Passengers were least satisfied with Glasgow Queen Street. The ScotRail station, which is undergoing a major upgrade, had just 58 per cent of passengers satisfied.

Anthony Smith added:

“While Glasgow Queen Street is being redeveloped it’s vital that the ScotRail Alliance continues to talk to passengers about the improvements and makes sure staff are on hand to help.”

Glasgow Queen Street was followed by Gatwick Airport station (66 per cent), Oxford (67 per cent), Clapham Junction (67 per cent) and Barking (70 per cent).

The independent watchdog is calling on Network Rail and train operators to focus on the things that are most important to passengers in the design and the delivery of station improvements.

### **Britain’s top stations according to passengers**

1. London Kings Cross
2. London St Pancras
3. Birmingham New Street
4. Reading
5. London Marylebone
6. Liverpool Central
7. Beaconsfield
8. Sheffield
9. Manchester Piccadilly
10. Glasgow Central
11. London Blackfriars
12. York
13. Edinburgh
14. Newcastle
15. Amersham
16. Leicester
17. Newark North Gate

18. London Paddington
19. Heathrow Airport Terminals 1,2,3
20. London Fenchurch Street
21. Richmond (Surrey)
22. Bath Spa
23. Heathrow Terminal 5
24. Liverpool Lime Street
25. High Wycombe
26. Leamington Spa
27. Cambridge
28. London Liverpool Street
29. Nottingham
30. Milton Keynes Central
31. Peterborough
32. Derby
33. Moorfields
34. Leeds
35. Brighton
36. London Charing Cross
37. London Bridge
38. Chester
39. St Albans

40. London Waterloo
41. Bristol Temple Meads
42. London Euston
43. London Cannon Street
44. Coventry
45. East Croydon
46. Stratford (London)
47. Cardiff Central
48. Hull
49. Highbury And Islington
50. London Victoria
51. Wimbledon
52. Barking
53. Clapham Junction
54. Oxford
55. Gatwick Airport
56. Glasgow Queen Street

Transport Focus spoke to 28,940 passengers at Britain's rail stations between September and November 2017 as part of the National Rail Passenger Survey.

Results are based on the 56 stations where at least 100 people responded.

<https://www.transportfocus.org.uk/news/best-train-stations-according-passengers-revealed/>