

Campaign for Better Transport's Happiest Commuter Index

Cities are ranked by affordability, overcrowding and punctuality. Weightings are based on passengers' priorities and scores for expectation vs. satisfaction, with affordability the most important followed by overcrowding and then punctuality.⁷

City ¹	overcrowding ²	season ticket cost ³	weekly wage ⁴	affordability ⁵	punctuality ⁶	Rank - lack of overcrowding	Rank - affordability	Rank - punctuality	Weighted score for unhappiness ⁷	Overall happiness rank
Cardiff	7.2%	£1,052.67	£383.30	2.75	86	1	1	3	3.4	1
Newcastle	12.9%	£1,110.00	£376.40	2.95	85	4	2	5	7.8	2
Nottingham	8.8%	£1,508.00	£366.60	4.11	88	2	6	1	8.1	3
Birmingham	29.8%	£1,236.00	£400.00	3.09	85	9	3	6	13.1	4
Leeds	49.1%	£1,260.00	£402.50	3.13	86	10	4	4	13.7	5
Liverpool	17.5%	£1,547.33	£392.50	3.94	82.5	5	5	9	13.7	6
Leicester	10.5%	£1,835.33	£380.30	4.83	82	3	9	10	16.8	7
Sheffield	27.6%	£2,033.33	£370.20	5.49	88	7	11	2	17.4	8
Bristol	21.2%	£1,826.00	£392.60	4.65	62	6	8	11	18.6	9
London	50.3%	£2,527.33	£550.70	4.59	83.5	11	7	8	19.7	10
Manchester	29.5%	£1,923.33	£394.50	4.88	84.5	8	10	7	19.9	11

¹ Where a city has more than one station an average is used. London figure includes London Waterloo, London Victoria, London Liverpool St, London Bridge, London Euston, London Paddington, London Kings Cross and London St Pancras Intl.

² Percentage of services where the number of standard class passengers exceeds the number of standard class seats on services arriving between 07:00 and 09:59 (Office of Rail Regulation, *National Rail Trends 2010-2011 Yearbook*, table 2.4c <http://www.rail-reg.gov.uk/upload/pdf/nrt-yearbook-2010-11.pdf>)

³ Average cost of a season ticket from a station between 10 and 19 miles away <http://www.nationalrail.co.uk>

⁴ Median weekly gross wage for the relevant travel to work area (Office for National Statistics, *Annual Survey of Hours and Earnings 2011* -provisional results)

⁵ Cost of season ticket as number of weeks' pay

⁶ Percentage of passengers questioned who were satisfied with the punctuality/reliability of the trains (Passenger Focus, *National Passenger Survey*, Autumn 2011 wave)

⁷ Weightings based on passengers' priorities and scores for expectation vs. satisfaction, with affordability the most important followed by overcrowding and then punctuality (Passenger Focus, *Passengers' Priorities for Improvements in Rail Services* <http://www.passengerfocus.org.uk/research/publications/passengers-priorities-for-improvements-in-rail-services>)