Contents

transportfocus

Contents

transportfocus

Contents

transportfocus

Introduction

The Rail User Weekly Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey (made in the last seven days).

Transport Focus obtains the views of approximately 500 rail passengers each week.

Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

This report identifies the key drivers of overall satisfaction. It then shows results by train operating company for overall satisfaction compared with each factor in the survey. Most results are aggregated over 12 weeks to increase the sample but for two factors all results from the 30 weeks are used to maximise the sample.

The survey has been developed as an extension to Transport Focus's *Travel during Covid-19 survey* and includes many of the core questions from the *National Rail Passenger Survey*.

Further details on how we carried out this survey are available on page 25.

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Importance of all sixteen aspects asked in the survey

Punctuality/reliability has the most impact on overall satisfaction, followed by level of crowding and cleanliness inside the train.

Importance

Aspect	Importance
Punctuality / reliability (i.e. the train departing / arriving on time)	16%
Level of crowding on the train	10%
The cleanliness of the inside of the train	9%
Length of time the journey was scheduled to take	8%
The information on how busy the train would be before travelling	7%
Overall satisfaction with the station	6%
Provision of information during the journey	6%
The behaviour of other passengers	6%
Value for money of your ticket	6%
Helpfulness and attitude of staff	5%
Comfort of the seats	5%
Frequency of the trains on that route	4%
The ventilation on the train	4%
The COVID measures in place on the train and at stations	4%
The number of people wearing face coverings during your…	3%
Reliability of the internet connection	2%

Key drivers of overall journey satisfaction. Base size: n = 1932. See methodology page for more detail.

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Overall journey satisfaction and punctuality (over last 12 weeks)

Overall satisfaction %

Operator	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with punctuality/reliability %

Operator	%
Avanti West Coast	78
c2c	91
Chiltern Railways	89
CrossCountry	81
East Midlands Railway	88
Great Northern	85
Great Western Railway	81
Greater Anglia	85
London North Eastern Railway	85
London Northwestern Railway	81
London Overground	83
Merseyrail	94
Northern	83
ScotRail	84
South Western Railway	85
Southeastern	87
Southern	73
TfL Rail	81
Thameslink	78
TransPennine Express	85
Transport for Wales	75
West Midlands Railway	73

Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2: Caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.

Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 303; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 346; ScotRail 323; South Western Railway 424; Southeastern 394; Southern 310; TfL Rail 231; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

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Overall satisfaction and level of crowding (over last 12 weeks)

Overall satisfaction %

Train Operating Company	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with level of crowding %

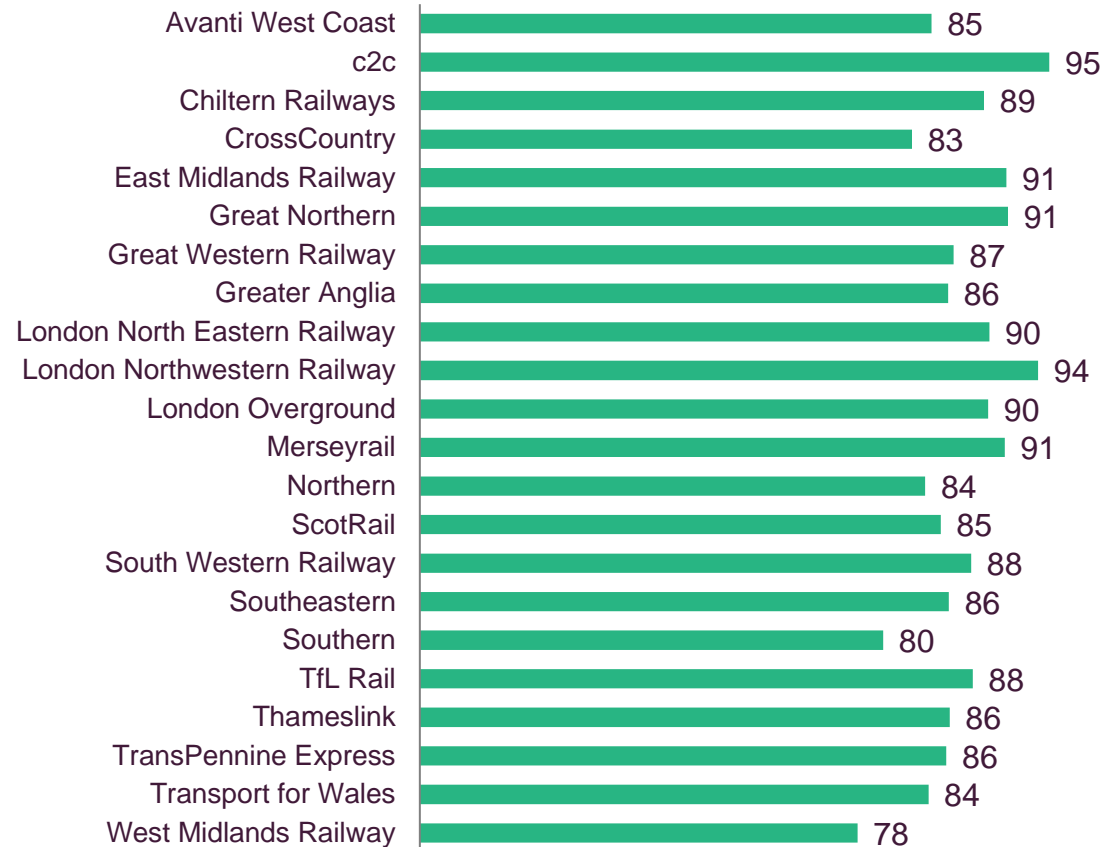| Train Operating Company	%
Avanti West Coast	71
c2c	82
Chiltern Railways	78
CrossCountry	66
East Midlands Railway	74
Great Northern	79
Great Western Railway	74
Greater Anglia	74
London North Eastern Railway	79
London Northwestern Railway	75
London Overground	76
Merseyrail	81
Northern	78
ScotRail	75
South Western Railway	73
Southeastern	71
Southern	71
TfL Rail	72
Thameslink	80
TransPennine Express	74
Transport for Wales	64
West Midlands Railway	64

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2: Caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
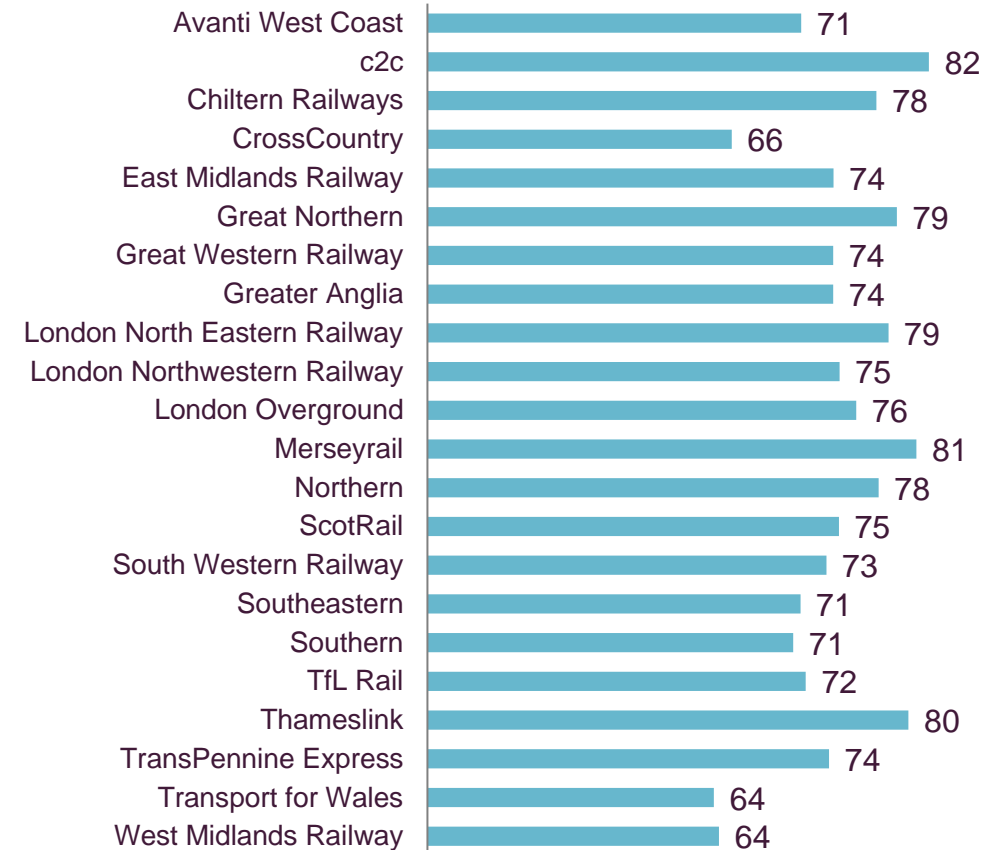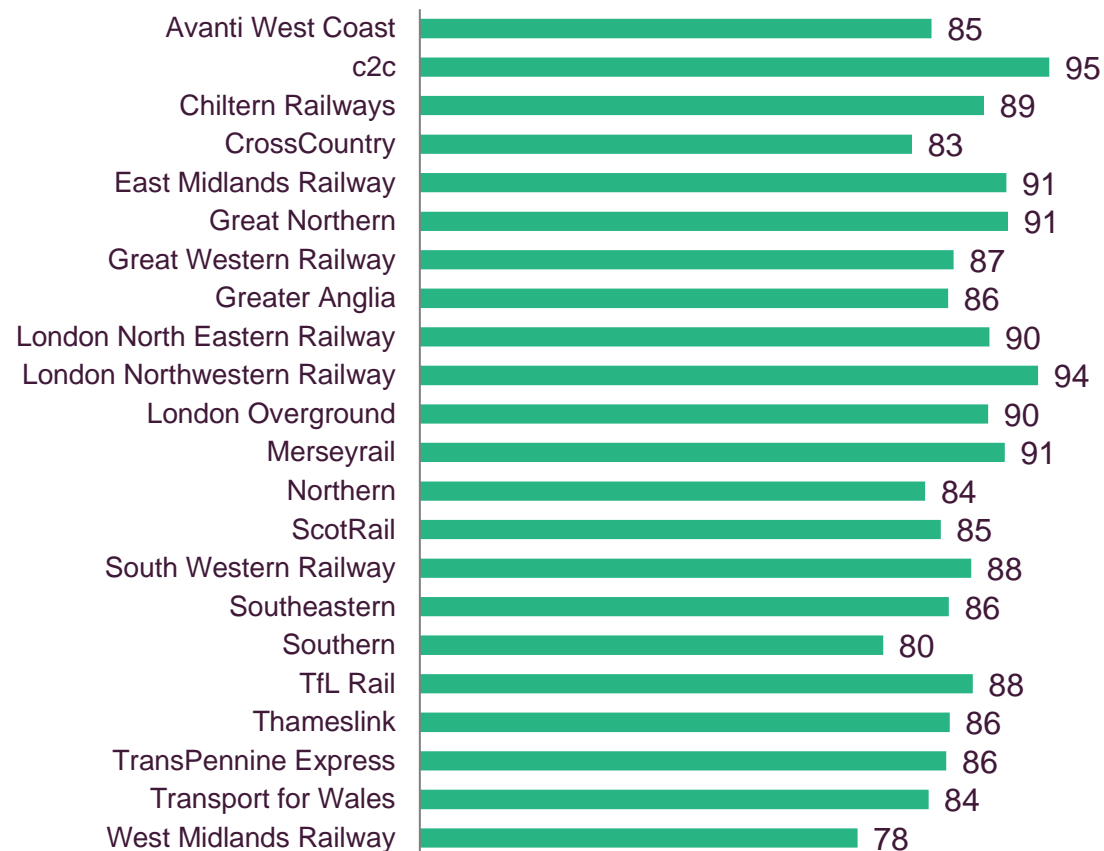Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 303; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 346; ScotRail 323; South Western Railway 424; Southeastern 394; Southern 310; TfL Rail 231; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

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Overall satisfaction and cleanliness (for the 12 weeks up to 30 January)

Overall satisfaction %

Train Operating Company	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with cleanliness inside the train %

Train Operating Company	%
Avanti West Coast	85
c2c	87
Chiltern Railways	90
CrossCountry	80
East Midlands Railway	85
Great Northern	86
Great Western Railway	89
Greater Anglia	83
London North Eastern Railway	88
London Northwestern Railway	85
London Overground	81
Merseyrail	84
Northern	80
ScotRail	74
South Western Railway	77
Southeastern	82
Southern	70
TfL Rail	80
Thameslink	85
TransPennine Express	85
Transport for Wales	84
West Midlands Railway	73

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
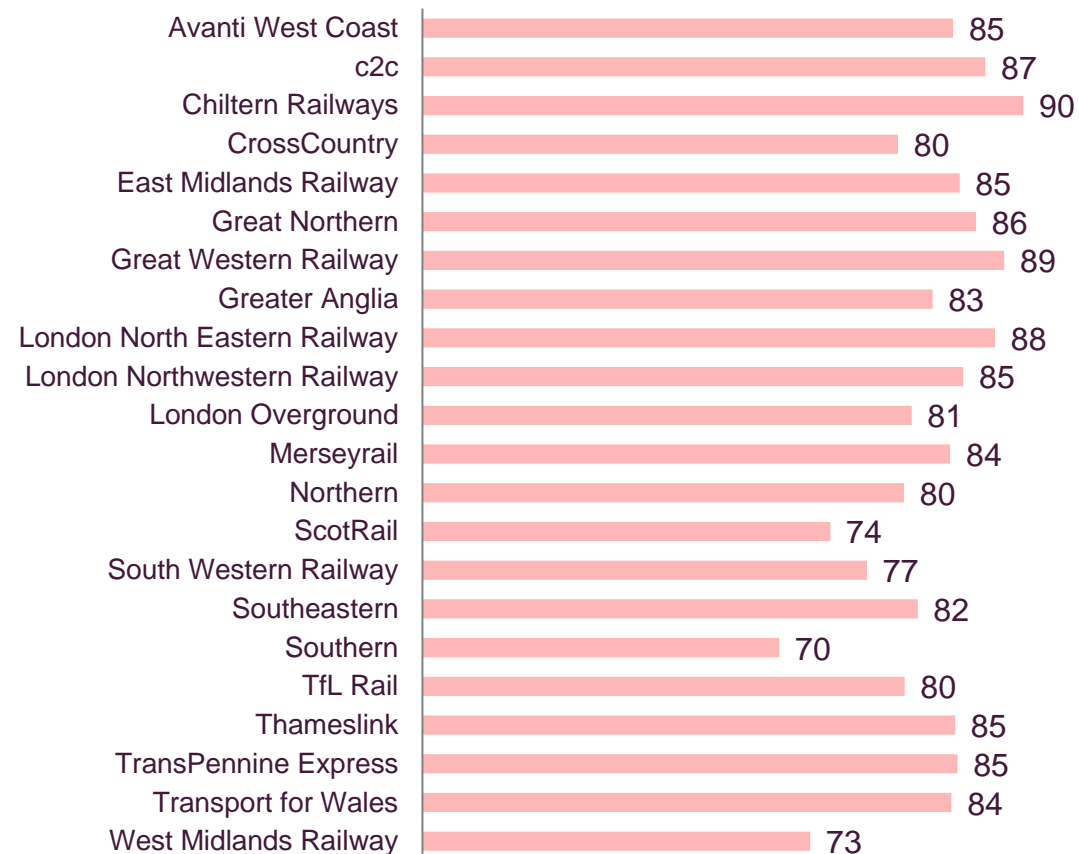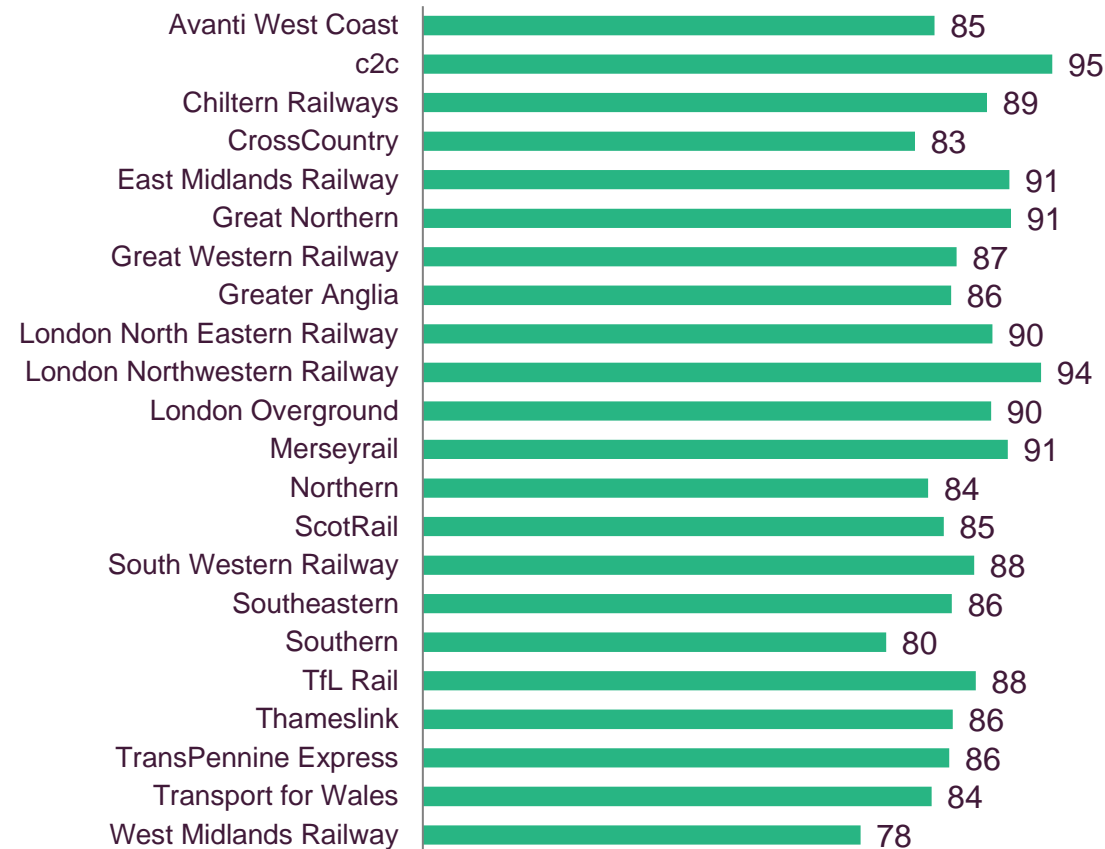Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 305; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 85*; London Overground 186; Merseyrail 116; Northern 347; ScotRail 325; South Western Railway 424; Southeastern 393; Southern 310; TfL Rail 233; Thameslink 219; TransPennine Express 134; Transport for Wales 97*; West Midlands Railway 158.

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Overall satisfaction and scheduled journey time (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with scheduled journey time %

TOC	%
Avanti West Coast	80
c2c	89
Chiltern Railways	86
CrossCountry	86
East Midlands Railway	86
Great Northern	85
Great Western Railway	89
Greater Anglia	85
London North Eastern Railway	91
London Northwestern Railway	80
London Overground	85
Merseyrail	91
Northern	86
ScotRail	88
South Western Railway	85
Southeastern	85
Southern	78
TfL Rail	85
Thameslink	87
TransPennine Express	89
Transport for Wales	83
West Midlands Railway	77

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
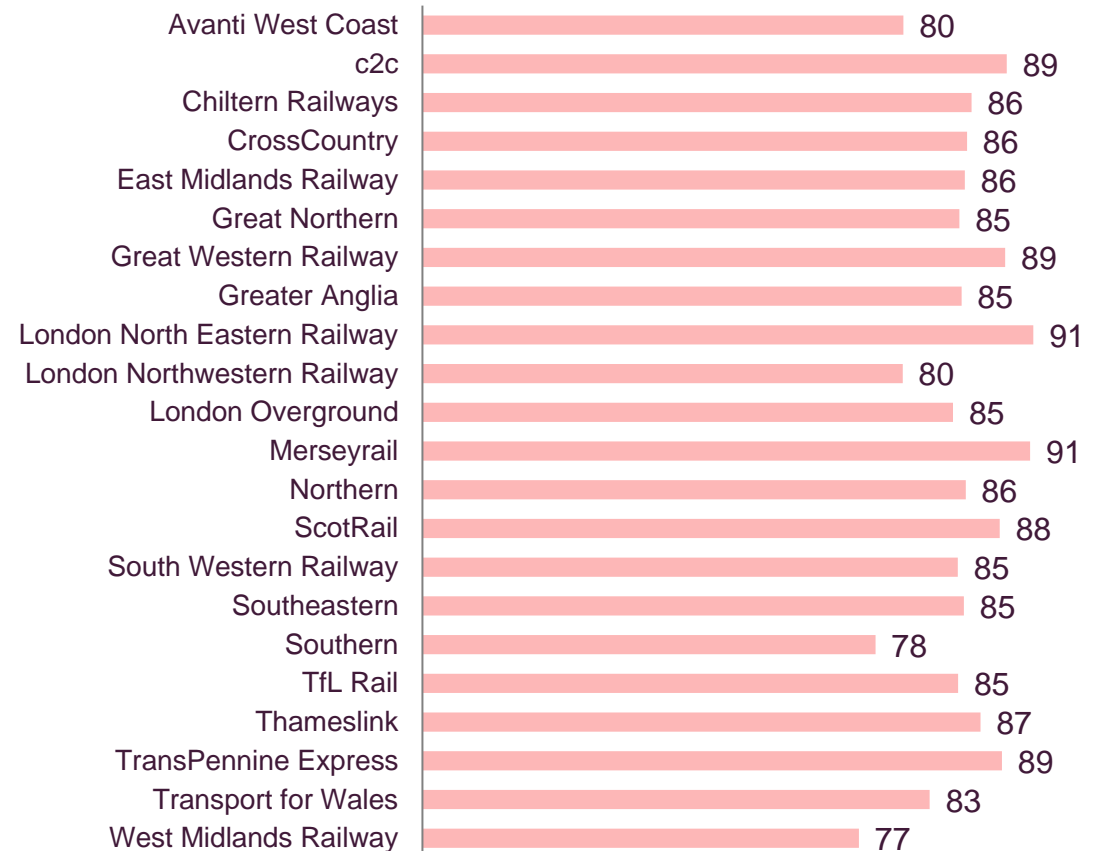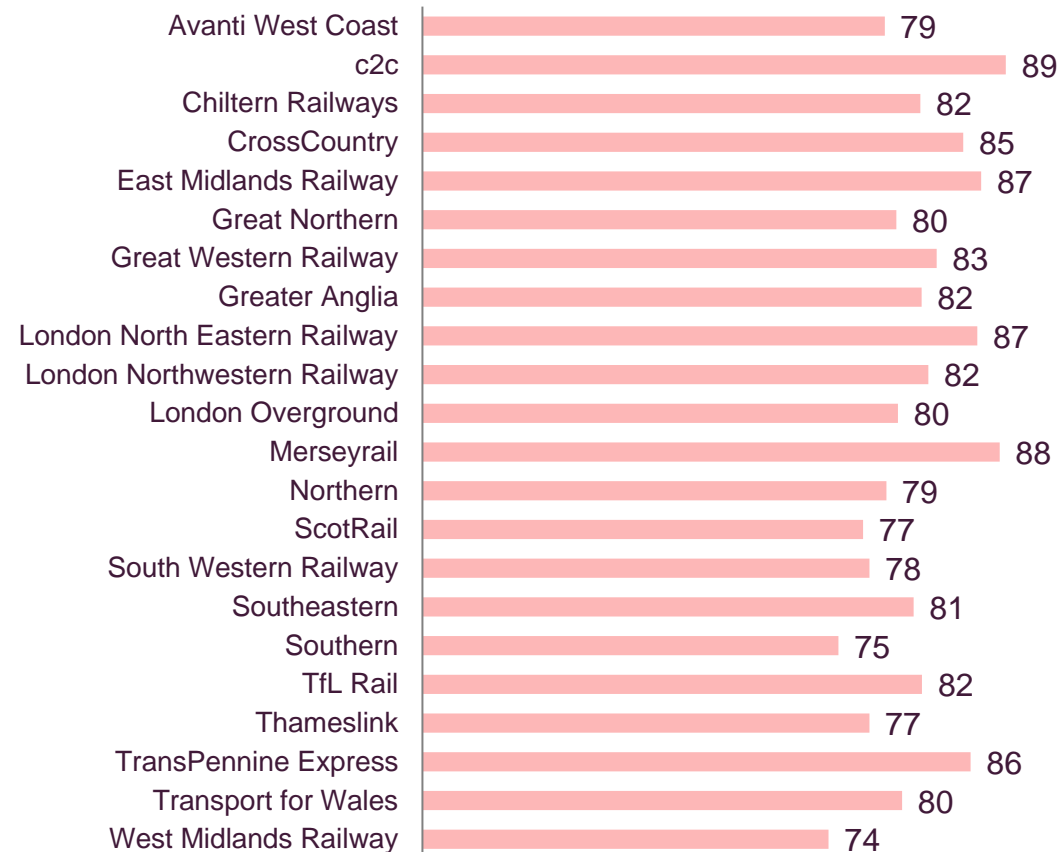Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 303; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 347; ScotRail 324; South Western Railway 425; Southeastern 394; Southern 310; TfL Rail 233; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

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Overall satisfaction and station overall (for the 12 weeks up to 30 January)

Overall satisfaction %

Operator	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with station overall %

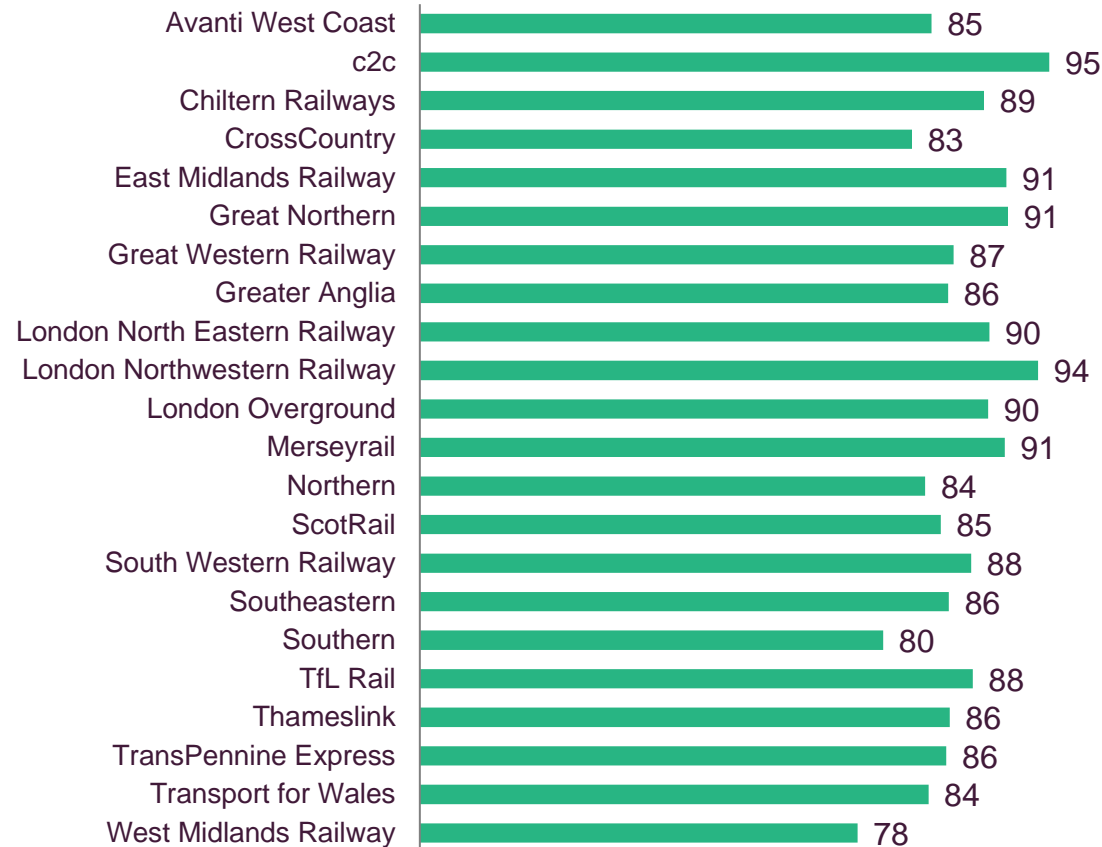| Operator	%
Avanti West Coast	79
c2c	89
Chiltern Railways	82
CrossCountry	85
East Midlands Railway	87
Great Northern	80
Great Western Railway	83
Greater Anglia	82
London North Eastern Railway	87
London Northwestern Railway	82
London Overground	80
Merseyrail	88
Northern	79
ScotRail	77
South Western Railway	78
Southeastern	81
Southern	75
TfL Rail	82
Thameslink	77
TransPennine Express	86
Transport for Wales	80
West Midlands Railway	74

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
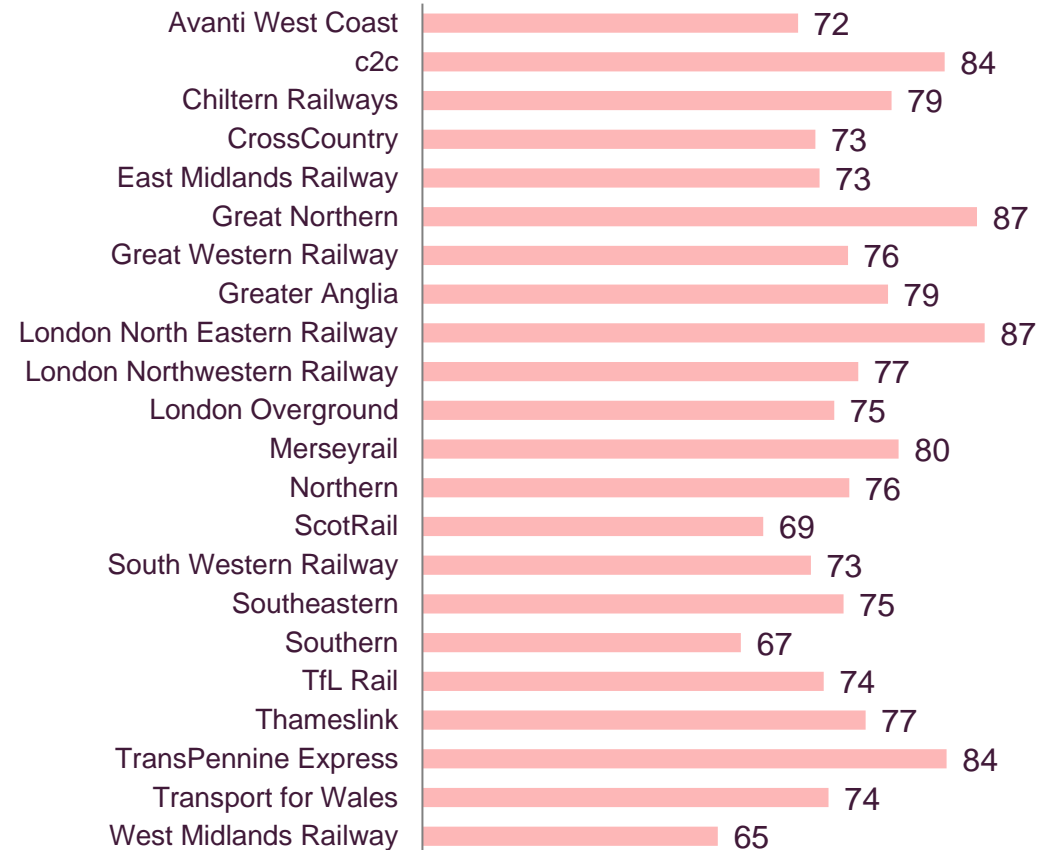Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 100; Great Western Railway 302; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 185; Merseyrail 116; Northern 345; ScotRail 324; South Western Railway 425; Southeastern 394; Southern 310; TfL Rail 233; Thameslink 218; TransPennine Express 133; Transport for Wales 96*; West Midlands Railway 160.

11

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Overall satisfaction and information provided during the journey (for the 12 weeks up to 30 January)

Overall satisfaction %

Train Operating Company	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with info. provided during the journey %

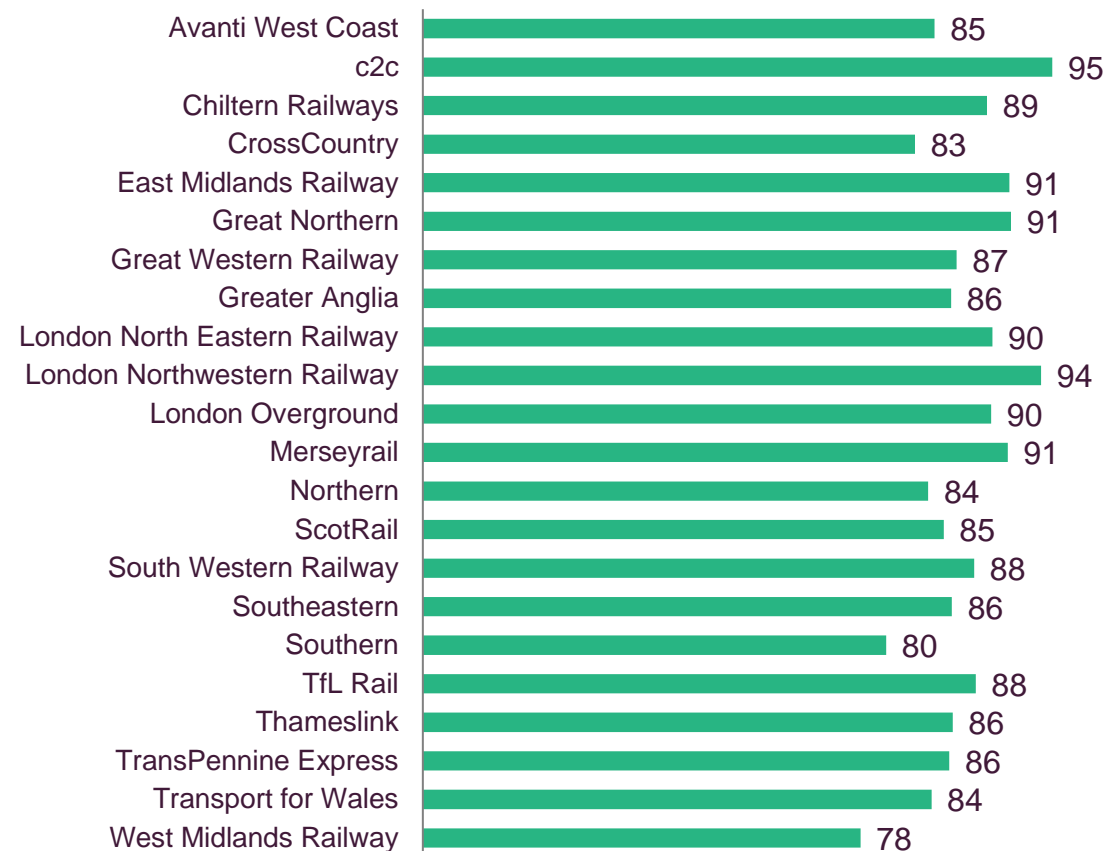| Train Operating Company	%
Avanti West Coast	72
c2c	84
Chiltern Railways	79
CrossCountry	73
East Midlands Railway	73
Great Northern	87
Great Western Railway	76
Greater Anglia	79
London North Eastern Railway	87
London Northwestern Railway	77
London Overground	75
Merseyrail	80
Northern	76
ScotRail	69
South Western Railway	73
Southeastern	75
Southern	67
TfL Rail	74
Thameslink	77
TransPennine Express	84
Transport for Wales	74
West Midlands Railway	65

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
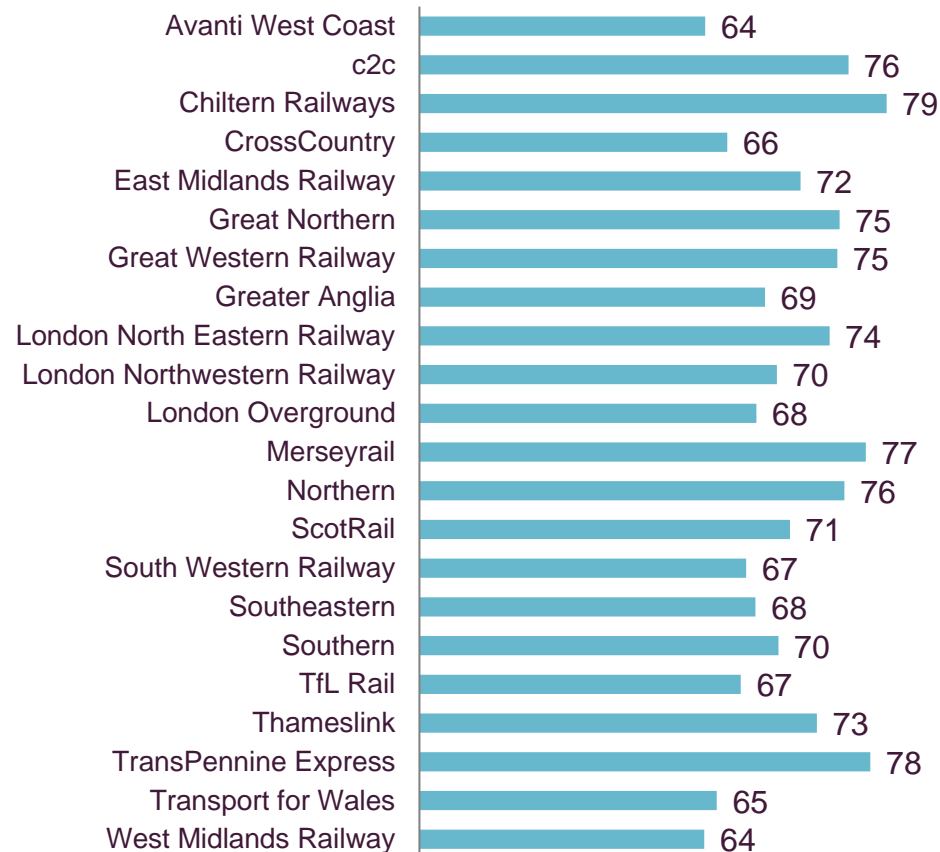Base size: Avanti West Coast 151; c2c 64*; Chiltern Railways 64*; CrossCountry 127; East Midlands Railway 135; Great Northern 99*; Great Western Railway 293; Greater Anglia 217; London North Eastern Railway 217; London Northwestern Railway 82*; London Overground 171; Merseyrail 105; Northern 338; ScotRail 302; South Western Railway 411; Southeastern 367; Southern 294; TfL Rail 215; Thameslink 210; TransPennine Express 131; Transport for Wales 94*; West Midlands Railway 153.

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Overall satisfaction and other passengers' behaviour (for the 12 weeks up to 30 January)

Overall satisfaction %

Train Operating Company	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with the behaviour of other passengers %

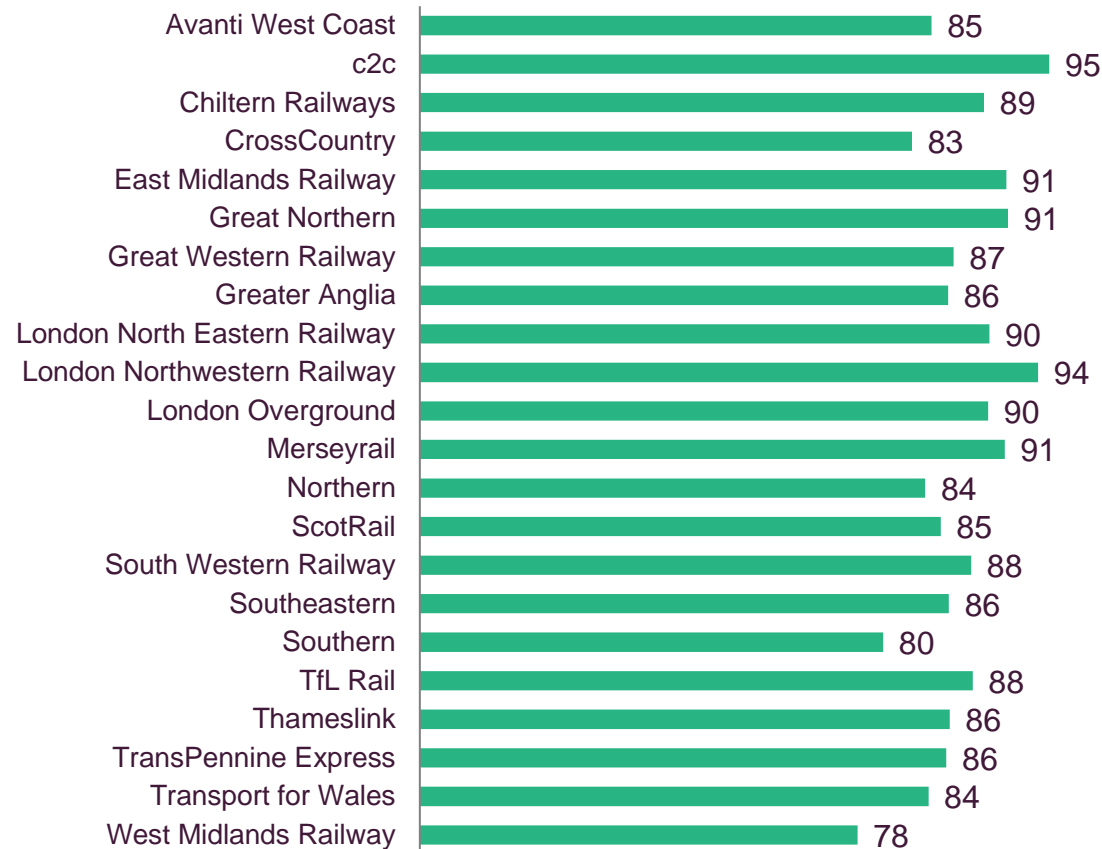| Train Operating Company	%
Avanti West Coast	64
c2c	76
Chiltern Railways	79
CrossCountry	66
East Midlands Railway	72
Great Northern	75
Great Western Railway	75
Greater Anglia	69
London North Eastern Railway	74
London Northwestern Railway	70
London Overground	68
Merseyrail	77
Northern	76
ScotRail	71
South Western Railway	67
Southeastern	68
Southern	70
TfL Rail	67
Thameslink	73
TransPennine Express	78
Transport for Wales	65
West Midlands Railway	64

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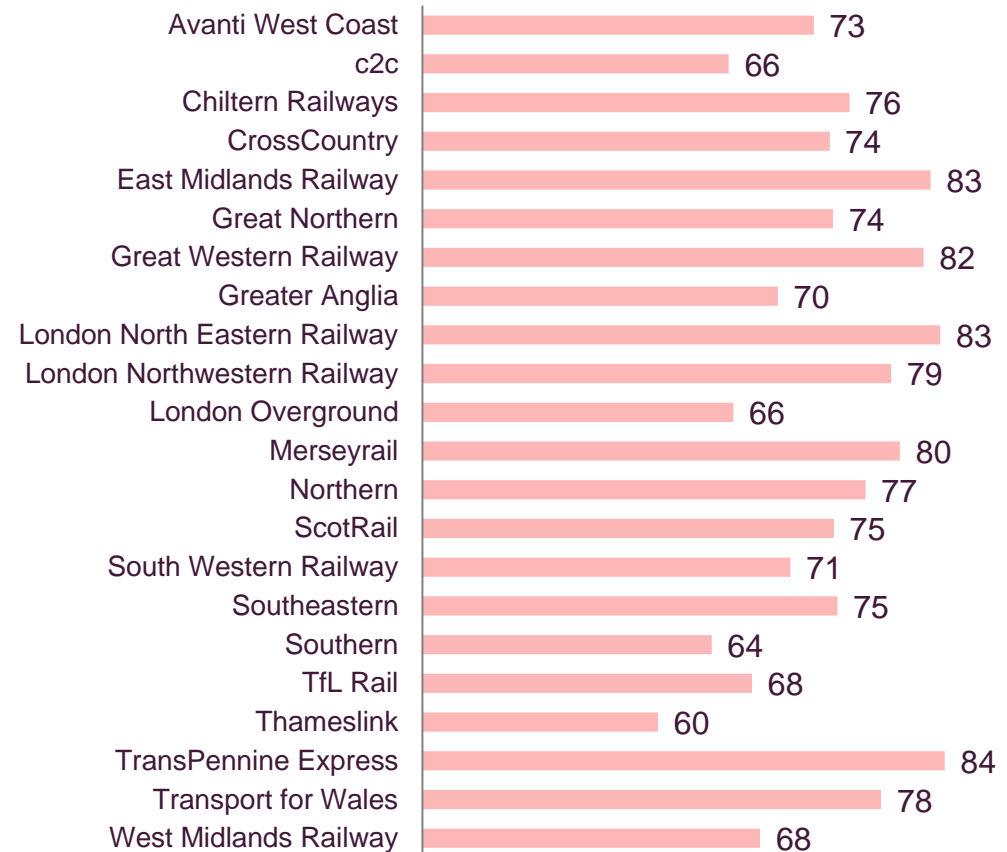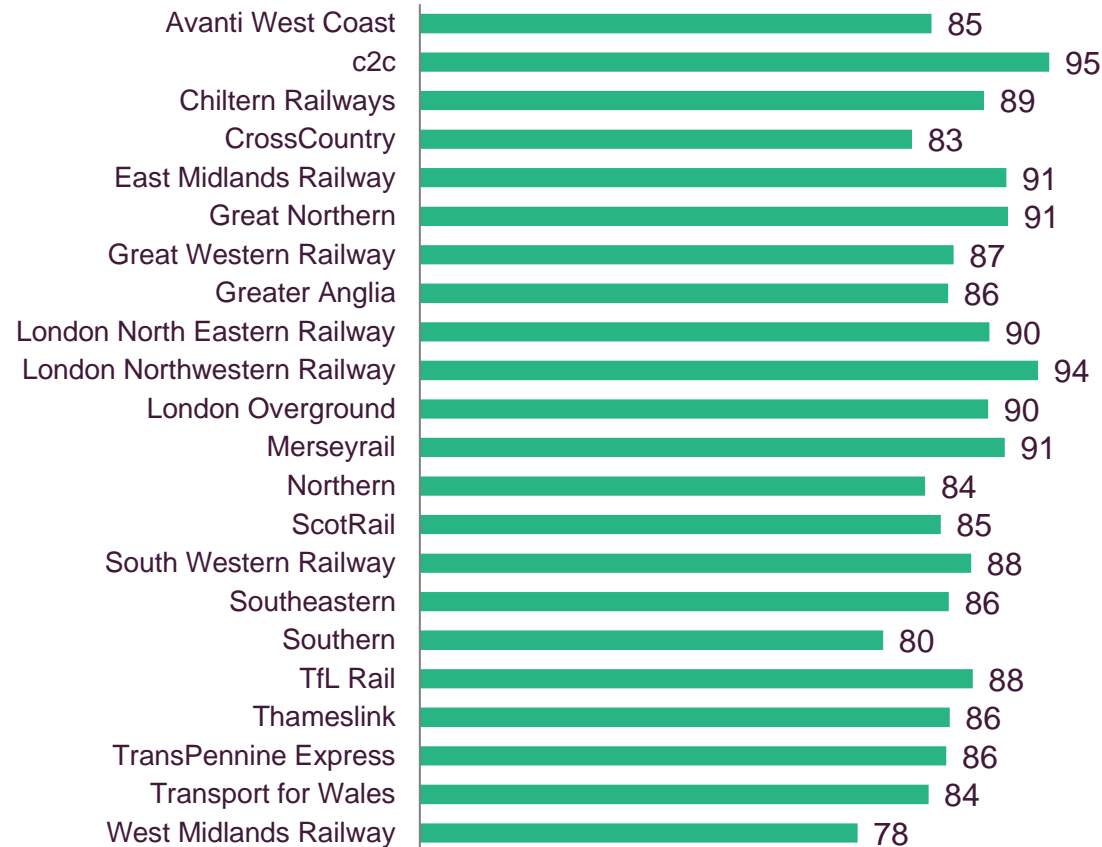Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 100; Great Western Railway 301; Greater Anglia 219; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 115; Northern 344; ScotRail 319; South Western Railway 422; Southeastern 393; Southern 305; TfL Rail 228; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 158.

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Overall satisfaction and helpfulness/attitude of staff (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with helpfulness/attitude of staff %

TOC	%
Avanti West Coast	73
c2c	66
Chiltern Railways	76
CrossCountry	74
East Midlands Railway	83
Great Northern	74
Great Western Railway	82
Greater Anglia	70
London North Eastern Railway	83
London Northwestern Railway	79
London Overground	66
Merseyrail	80
Northern	77
ScotRail	75
South Western Railway	71
Southeastern	75
Southern	64
TfL Rail	68
Thameslink	60
TransPennine Express	84
Transport for Wales	78
West Midlands Railway	68

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
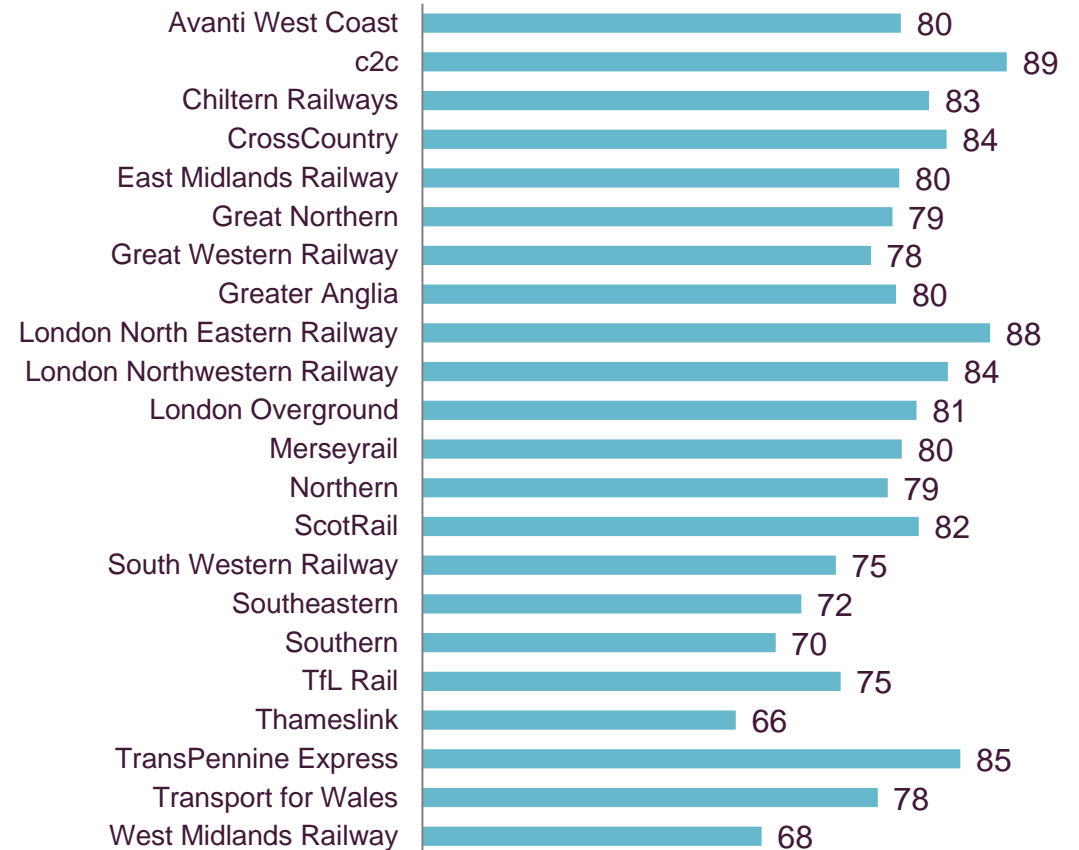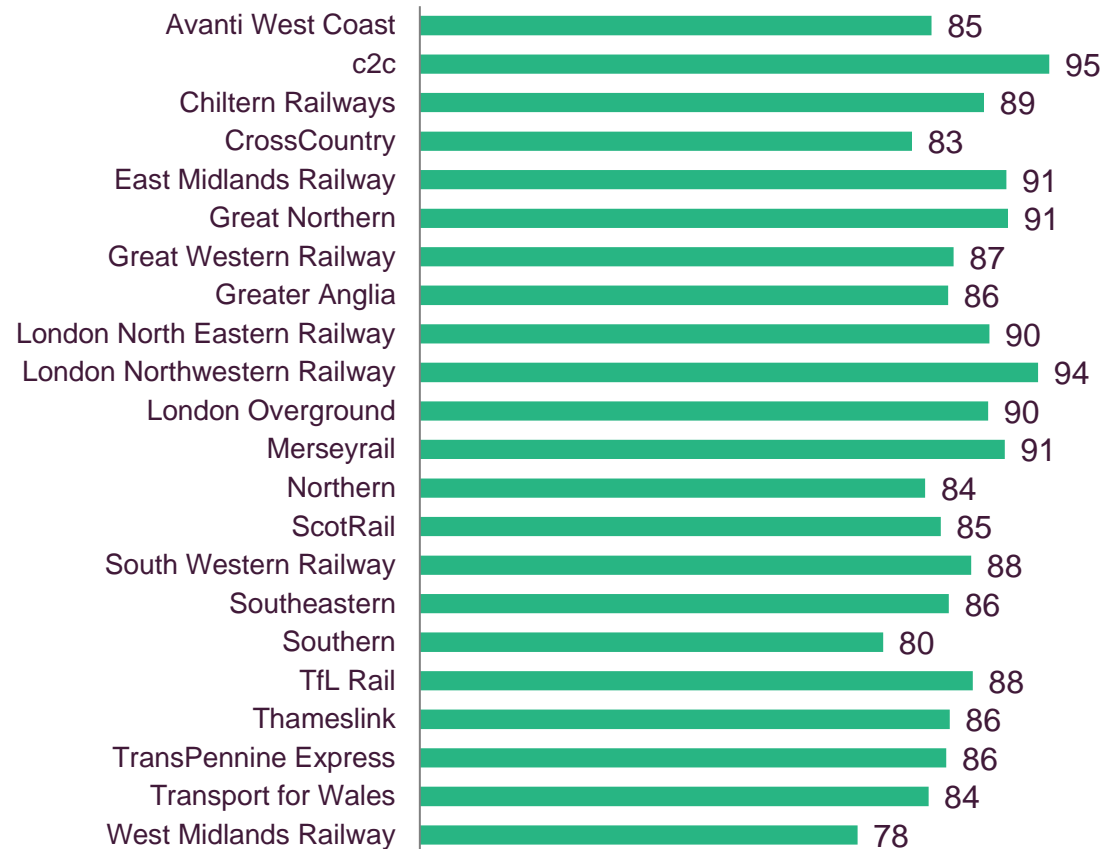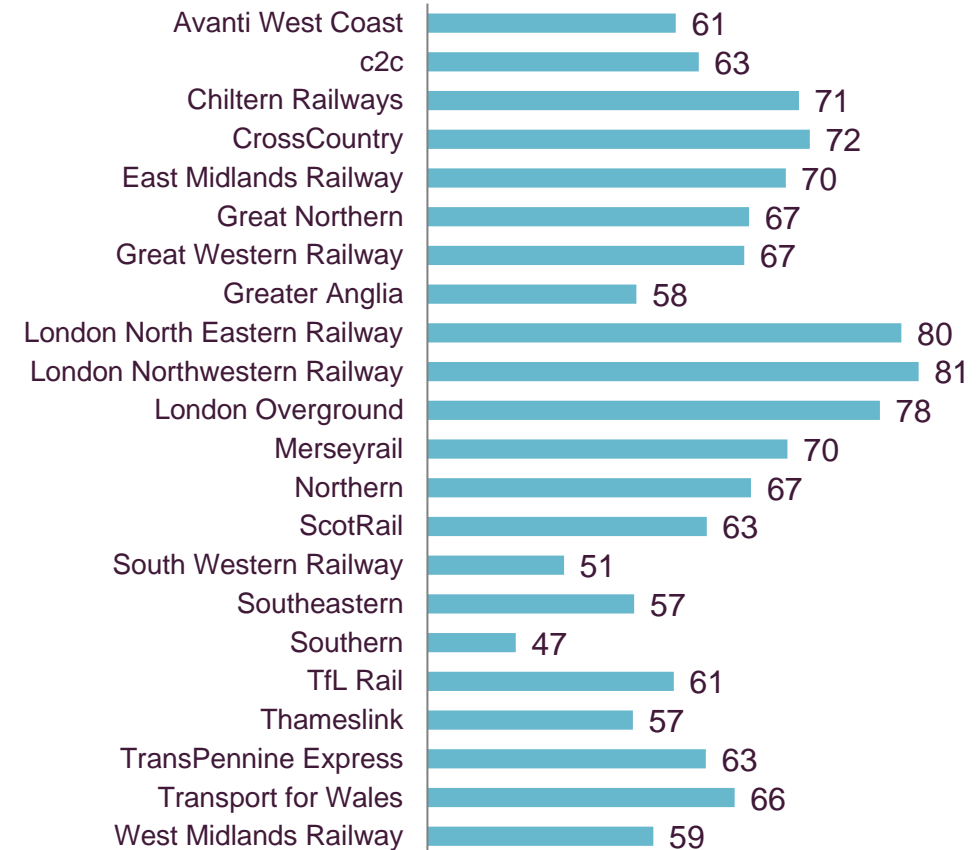
Base size: Avanti West Coast 136; c2c 50*; Chiltern Railways 53*; CrossCountry 114; East Midlands Railway 121; Great Northern 74*; Great Western Railway 259; Greater Anglia 175; London North Eastern Railway 201; London Northwestern Railway 71*; London Overground 129; Merseyrail 86; Northern 295; ScotRail 267; South Western Railway 311; Southeastern 278; Southern 226; TfL Rail 176; Thameslink 151; TransPennine Express 120; Transport for Wales 83*; West Midlands Railway 119.

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Overall satisfaction and comfort of the seats (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with comfort of the seats %

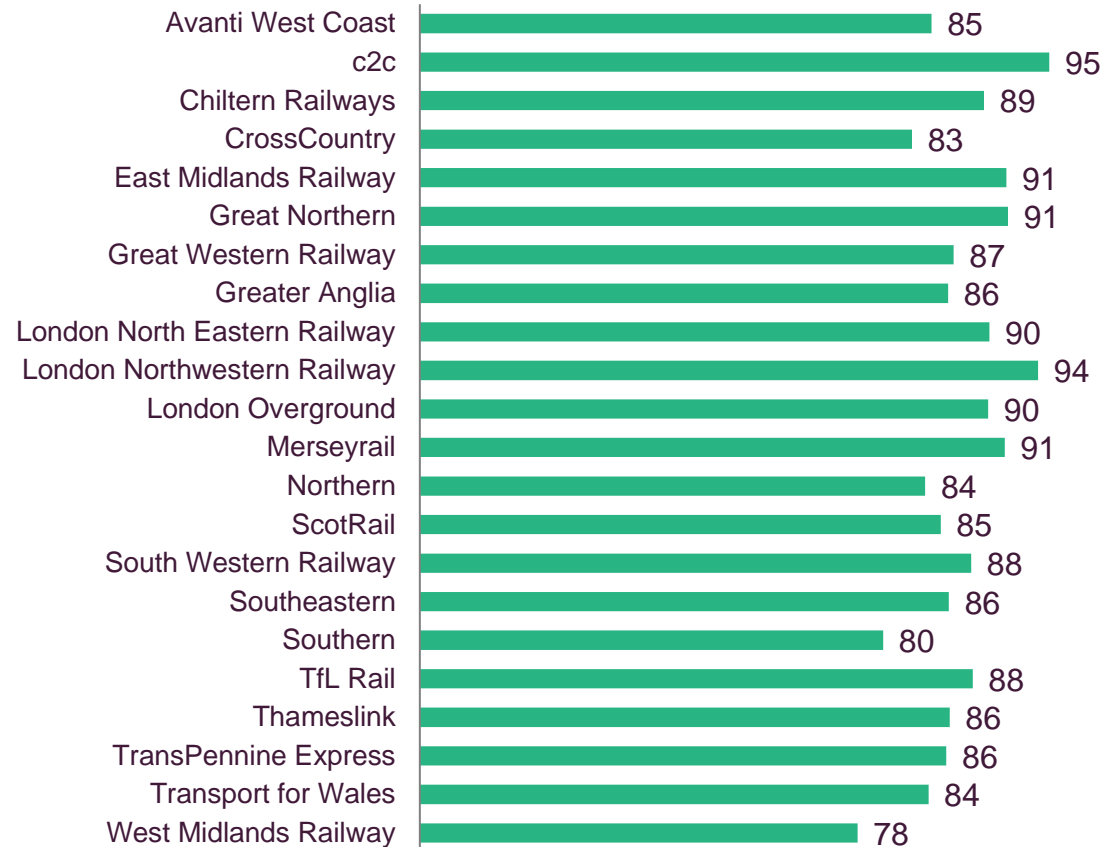| TOC	%
Avanti West Coast	80
c2c	89
Chiltern Railways	83
CrossCountry	84
East Midlands Railway	80
Great Northern	79
Great Western Railway	78
Greater Anglia	80
London North Eastern Railway	88
London Northwestern Railway	84
London Overground	81
Merseyrail	80
Northern	79
ScotRail	82
South Western Railway	75
Southeastern	72
Southern	70
TfL Rail	75
Thameslink	66
TransPennine Express	85
Transport for Wales	78
West Midlands Railway	68

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis**.**
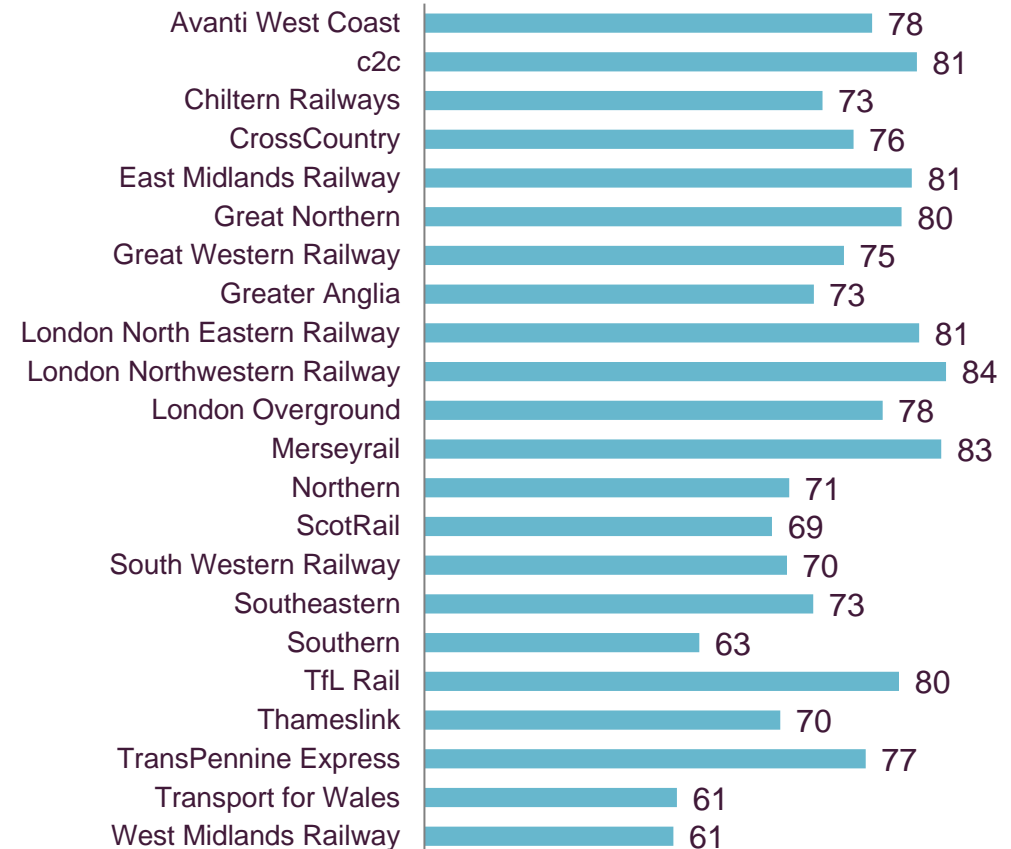Base size: Avanti West Coast 152; c2c 63*; Chiltern Railways 66*; CrossCountry 127; East Midlands Railway 136; Great Northern 100; Great Western Railway 299; Greater Anglia 216; London North Eastern Railway 220; London Northwestern Railway 85*; London Overground 183; Merseyrail 112; Northern 338; ScotRail 322; South Western Railway 409; Southeastern 389; Southern 300; TfL Rail 228; Thameslink 218; TransPennine Express 131; Transport for Wales 93*; West Midlands Railway 157.

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Overall satisfaction and value for money (for the 12 weeks up to 30 January)

Overall satisfaction %

Train Operating Company	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with value for money of your ticket %

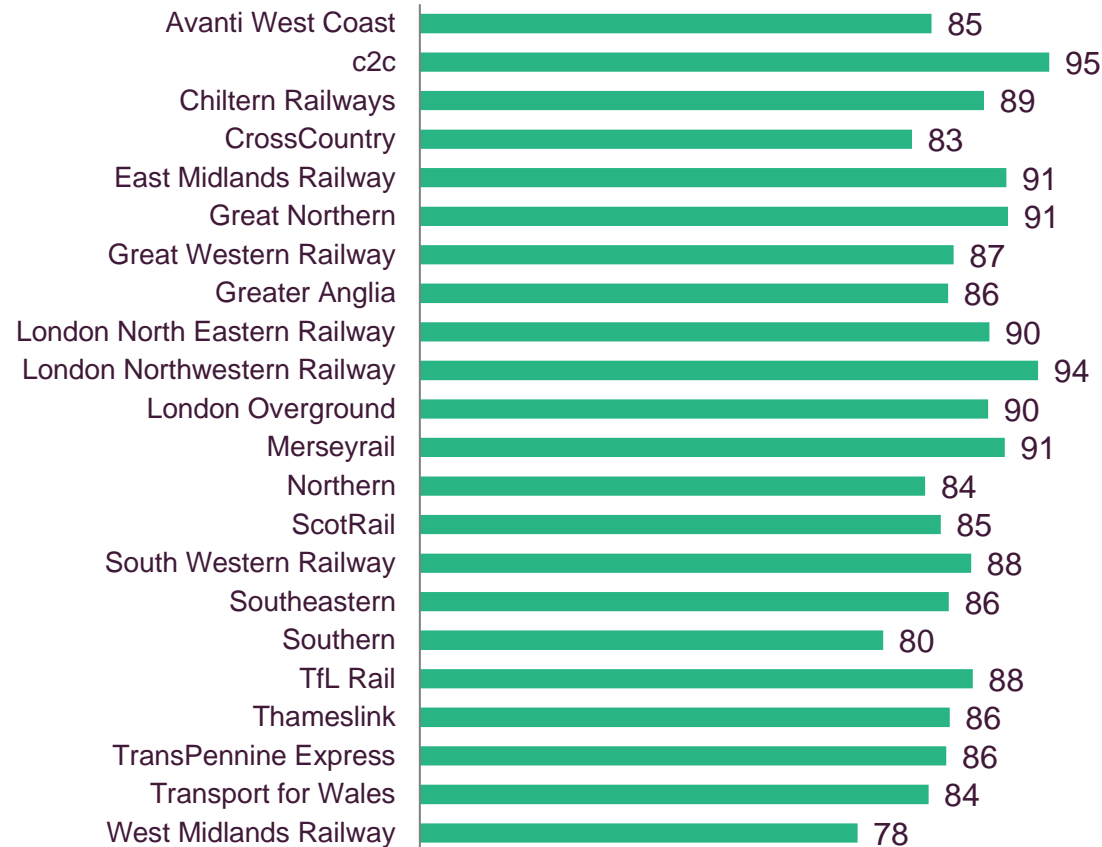| Train Operating Company	%
Avanti West Coast	61
c2c	63
Chiltern Railways	71
CrossCountry	72
East Midlands Railway	70
Great Northern	67
Great Western Railway	67
Greater Anglia	58
London North Eastern Railway	80
London Northwestern Railway	81
London Overground	78
Merseyrail	70
Northern	67
ScotRail	63
South Western Railway	51
Southeastern	57
Southern	47
TfL Rail	61
Thameslink	57
TransPennine Express	63
Transport for Wales	66
West Midlands Railway	59

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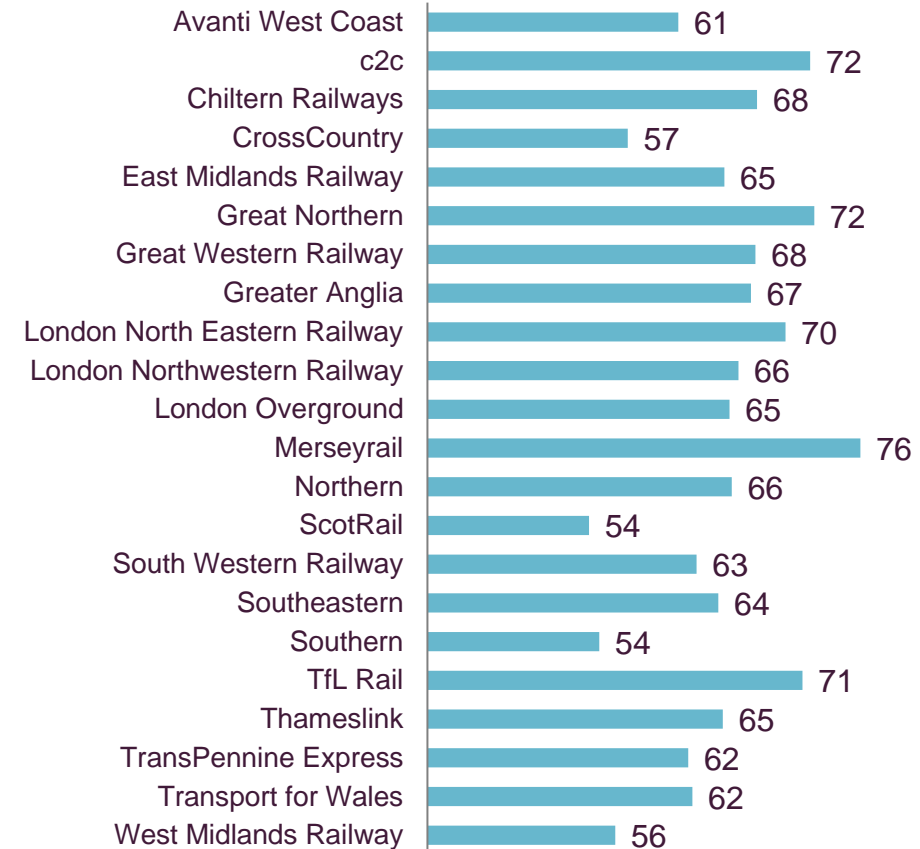Base size: Avanti West Coast 151; c2c 68*; Chiltern Railways 65*; CrossCountry 131; East Midlands Railway 137; Great Northern 94; Great Western Railway 304; Greater Anglia 211; London North Eastern Railway 217; London Northwestern Railway 85*; London Overground 179; Merseyrail 104; Northern 339; ScotRail 322; South Western Railway 400; Southeastern 351; Southern 300; TfL Rail 220; Thameslink 212; TransPennine Express 129; Transport for Wales 92*; West Midlands Railway 159.

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Overall satisfaction and frequency of trains on that route (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with frequency of trains on that route %

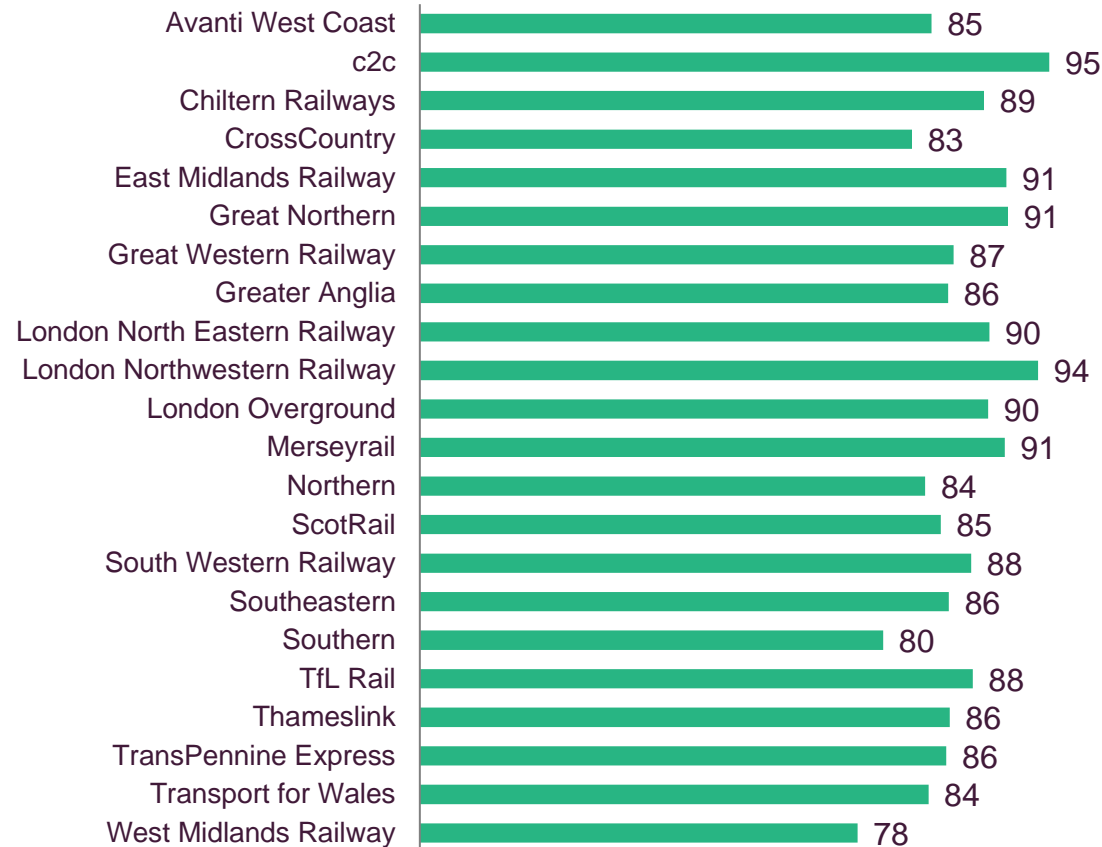| TOC	%
Avanti West Coast	78
c2c	81
Chiltern Railways	73
CrossCountry	76
East Midlands Railway	81
Great Northern	80
Great Western Railway	75
Greater Anglia	73
London North Eastern Railway	81
London Northwestern Railway	84
London Overground	78
Merseyrail	83
Northern	71
ScotRail	69
South Western Railway	70
Southeastern	73
Southern	63
TfL Rail	80
Thameslink	70
TransPennine Express	77
Transport for Wales	61
West Midlands Railway	61

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
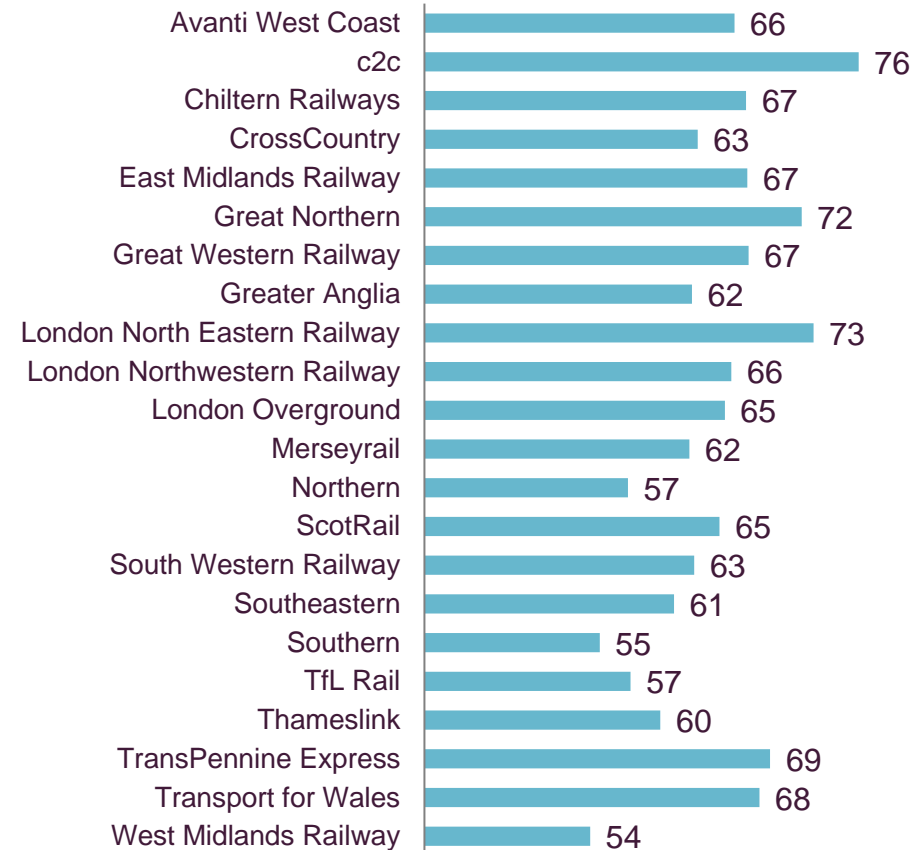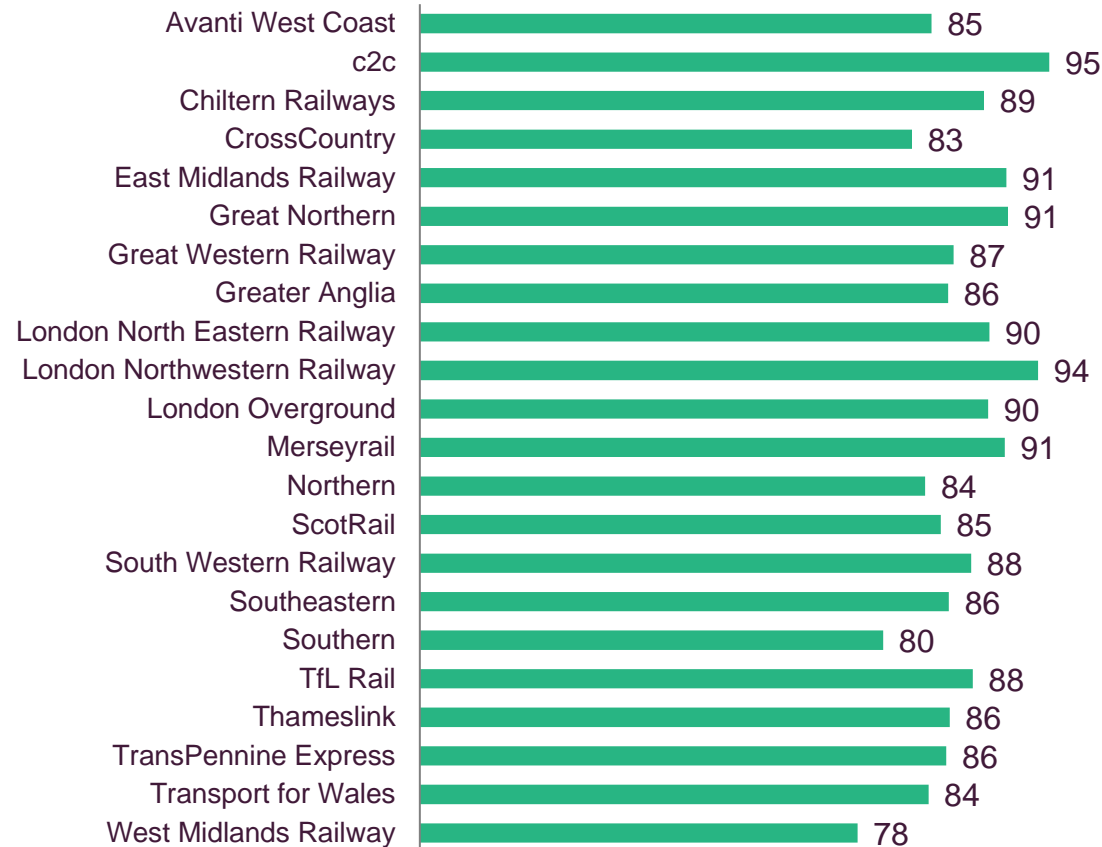Base size: Avanti West Coast 154; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 136; Great Northern 101; Great Western Railway 302; Greater Anglia 218; London North Eastern Railway 218; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 344; ScotRail 323; South Western Railway 423; Southeastern 393; Southern 308; TfL Rail 233; Thameslink 218; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

transportfocus

Overall satisfaction and ventilation of the train (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with ventilation of the train %

TOC	%
Avanti West Coast	61
c2c	72
Chiltern Railways	68
CrossCountry	57
East Midlands Railway	65
Great Northern	72
Great Western Railway	68
Greater Anglia	67
London North Eastern Railway	70
London Northwestern Railway	66
London Overground	65
Merseyrail	76
Northern	66
ScotRail	54
South Western Railway	63
Southeastern	64
Southern	54
TfL Rail	71
Thameslink	65
TransPennine Express	62
Transport for Wales	62
West Midlands Railway	56

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
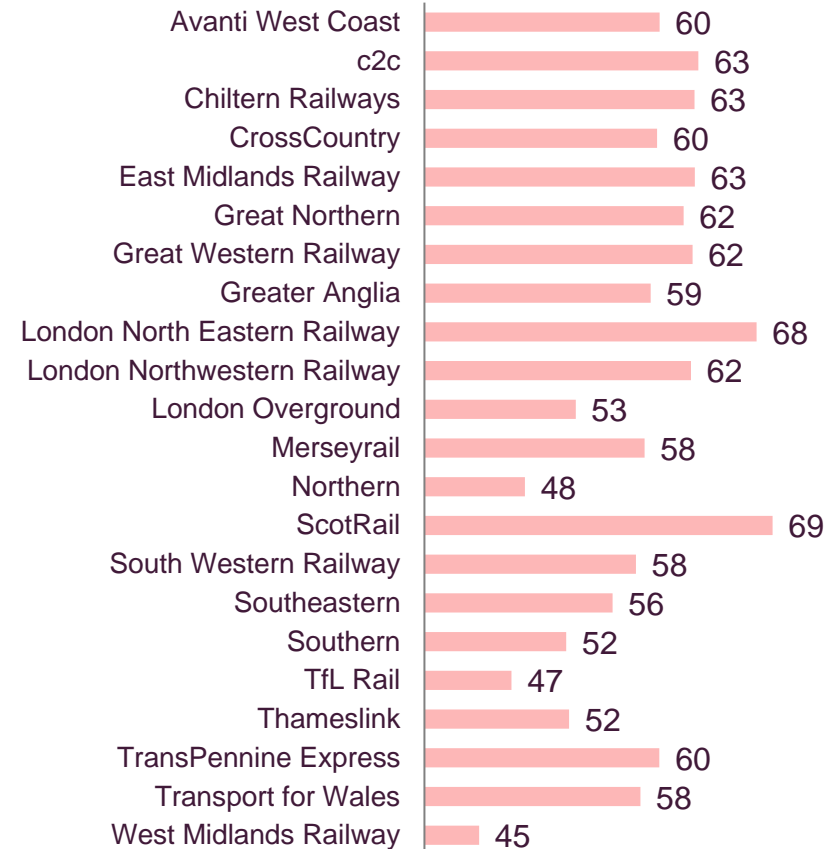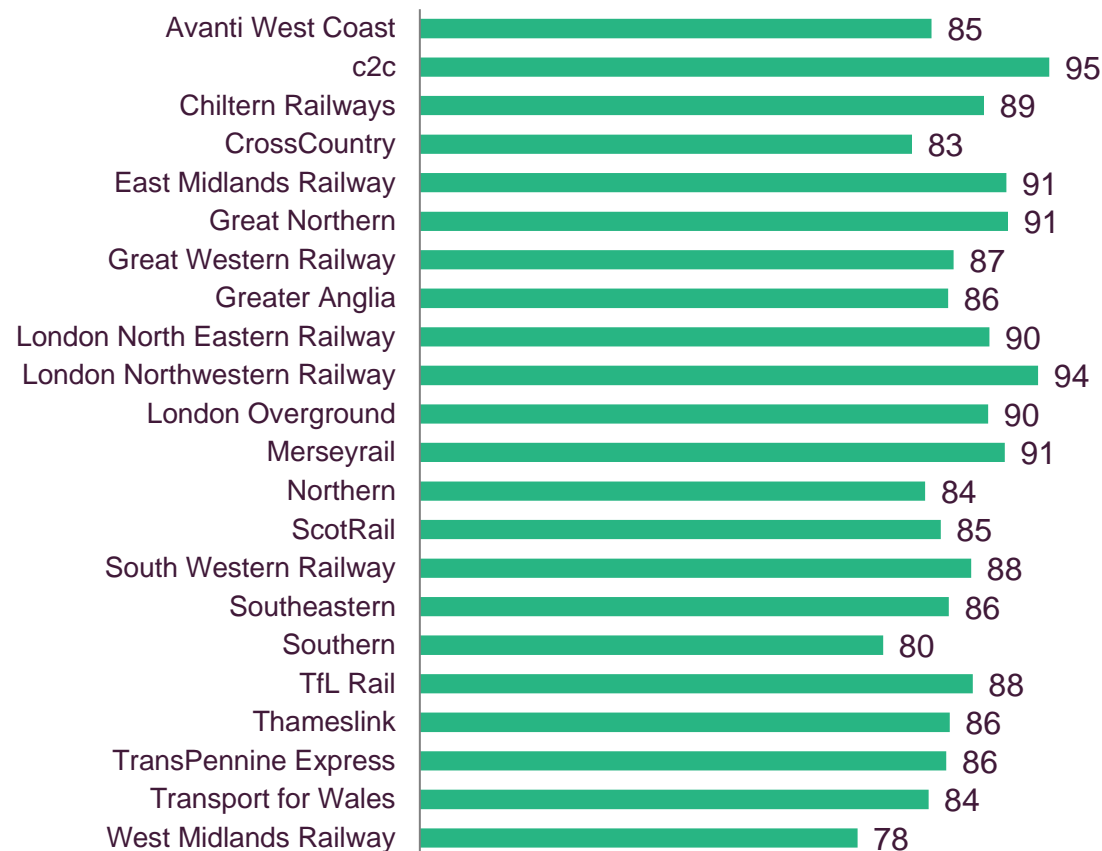Base size: Avanti West Coast 150; c2c 66*; Chiltern Railways 65*; CrossCountry 128; East Midlands Railway 131; Great Northern 100; Great Western Railway 298; Greater Anglia 219; London North Eastern Railway 219; London Northwestern Railway 85*; London Overground 175; Merseyrail 116; Northern 342; ScotRail 319; South Western Railway 417; Southeastern 386; Southern 302; TfL Rail 228; Thameslink 209; TransPennine Express 132; Transport for Wales 95*; West Midlands Railway 159.

transportfocus

Overall satisfaction and Covid measures in place (for the 12 weeks up to 30 January)

Overall satisfaction %

Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with Covid measures in place %

Avanti West Coast	66
c2c	76
Chiltern Railways	67
CrossCountry	63
East Midlands Railway	67
Great Northern	72
Great Western Railway	67
Greater Anglia	62
London North Eastern Railway	73
London Northwestern Railway	66
London Overground	65
Merseyrail	62
Northern	57
ScotRail	65
South Western Railway	63
Southeastern	61
Southern	55
TfL Rail	57
Thameslink	60
TransPennine Express	69
Transport for Wales	68
West Midlands Railway	54

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
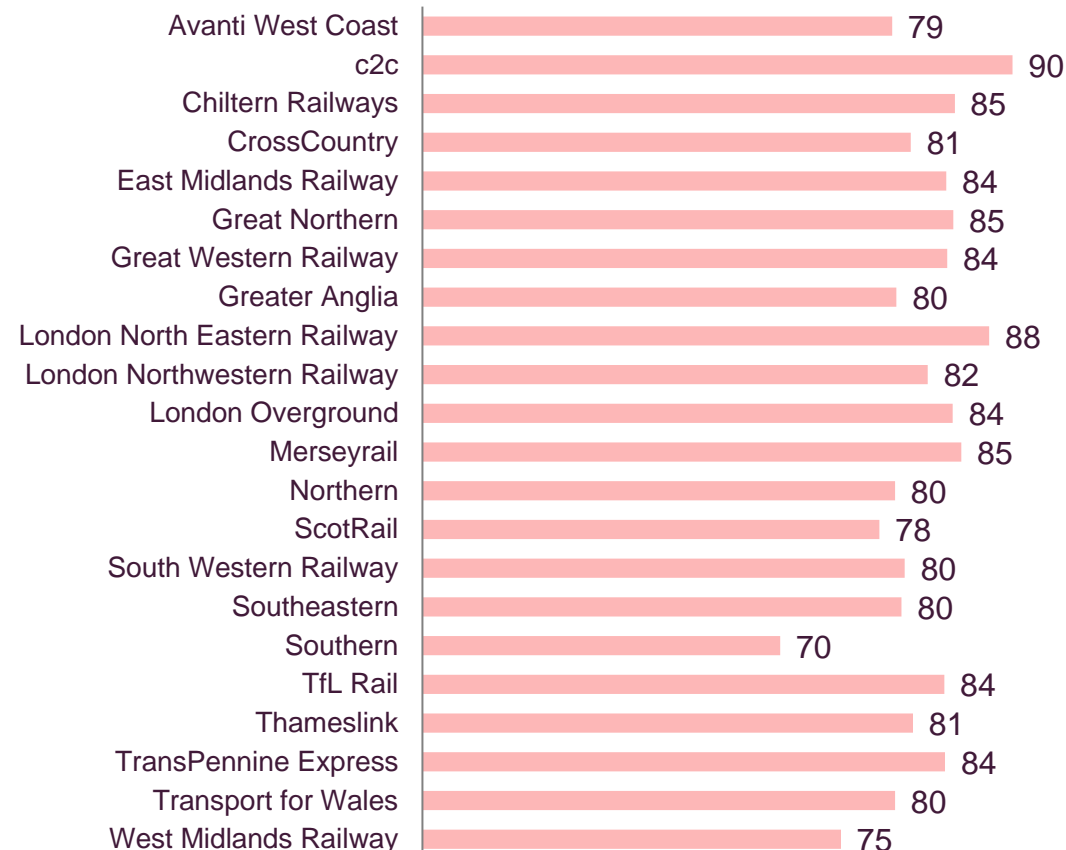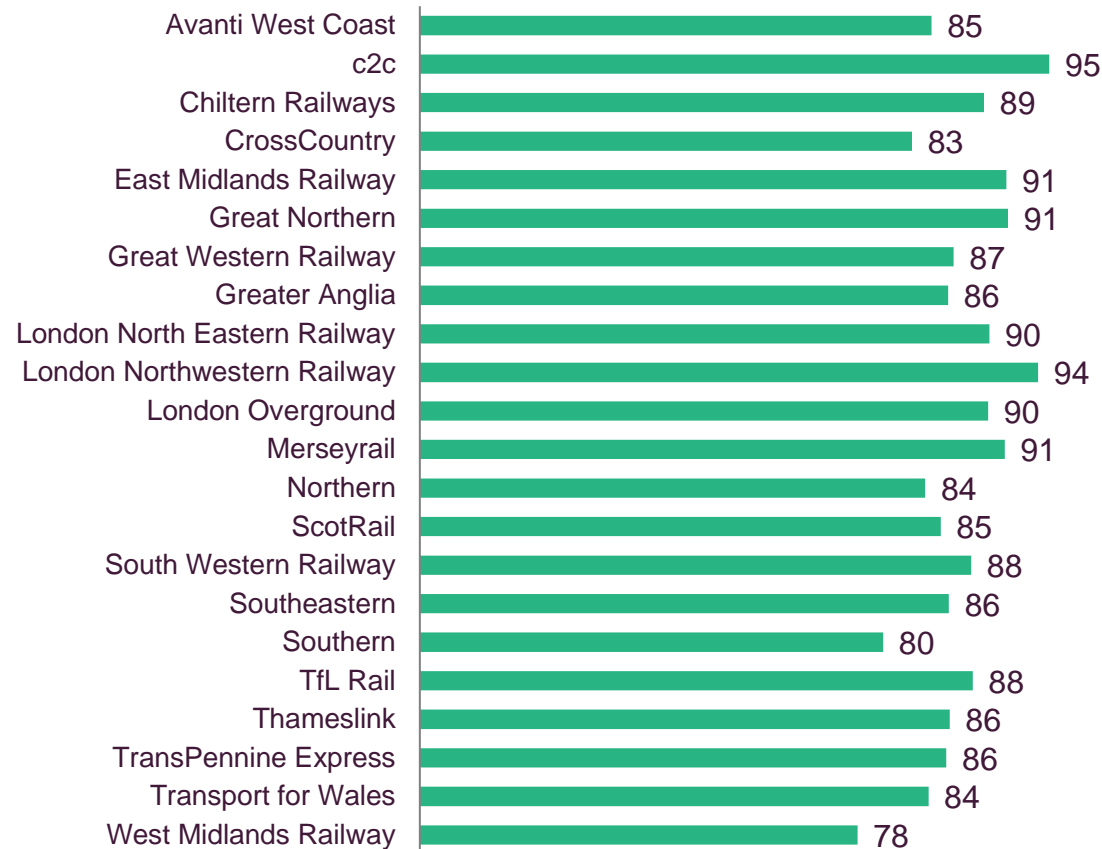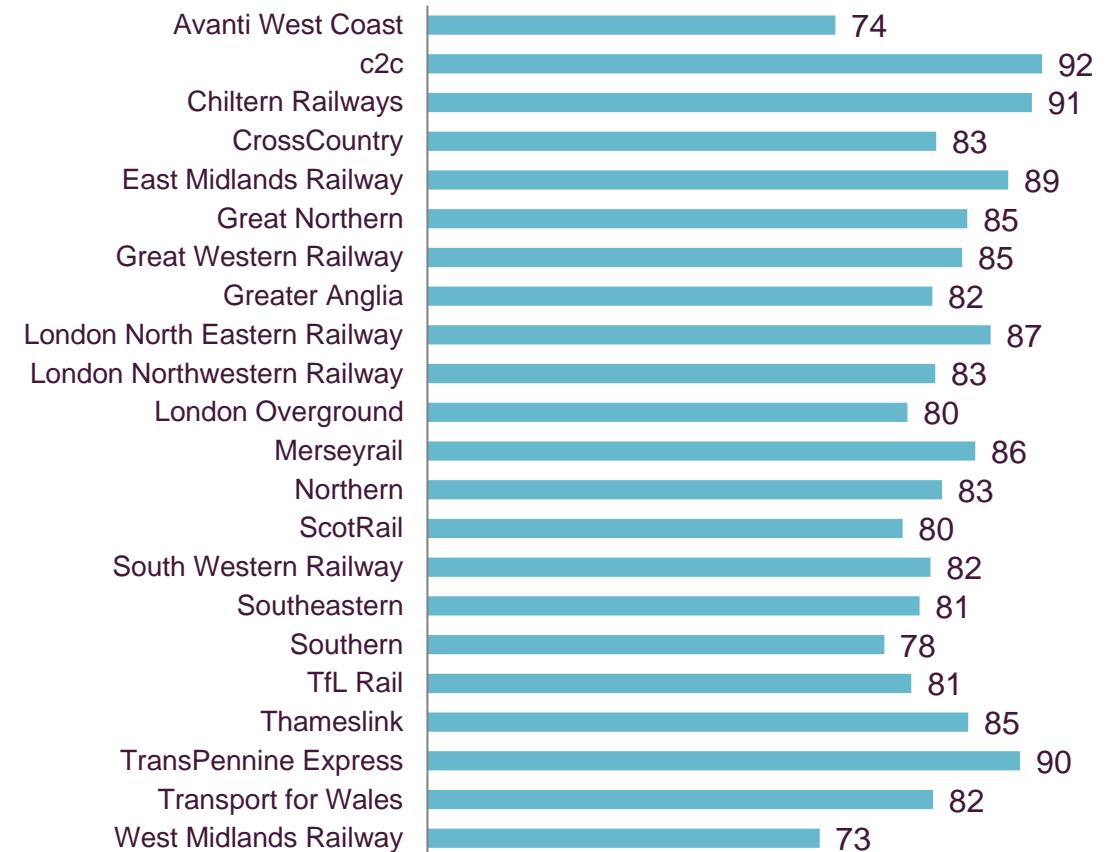
Base size: Avanti West Coast 151; c2c 68*; Chiltern Railways 65*; CrossCountry 131; East Midlands Railway 137; Great Northern 94; Great Western Railway 304; Greater Anglia 211; London North Eastern Railway 217; London Northwestern Railway 85*; London Overground 179; Merseyrail 104; Northern 339; ScotRail 322; South Western Railway 400; Southeastern 351; Southern 300; TfL Rail 220; Thameslink 212; TransPennine Express 129; Transport for Wales 92*; West Midlands Railway 159.

transportfocus

Overall satisfaction and number wearing face masks (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with number of people wearing masks %

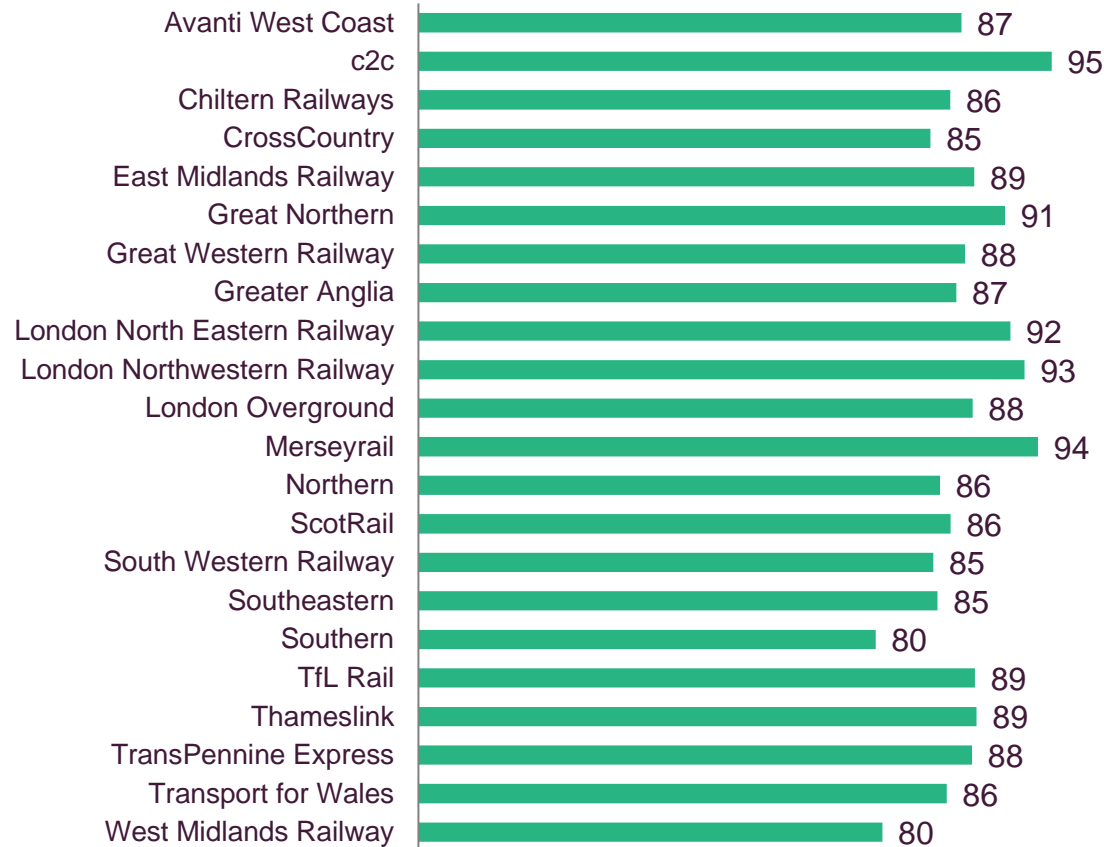| TOC	%
Avanti West Coast	60
c2c	63
Chiltern Railways	63
CrossCountry	60
East Midlands Railway	63
Great Northern	62
Great Western Railway	62
Greater Anglia	59
London North Eastern Railway	68
London Northwestern Railway	62
London Overground	53
Merseyrail	58
Northern	48
ScotRail	69
South Western Railway	58
Southeastern	56
Southern	52
TfL Rail	47
Thameslink	52
TransPennine Express	60
Transport for Wales	58
West Midlands Railway	45

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
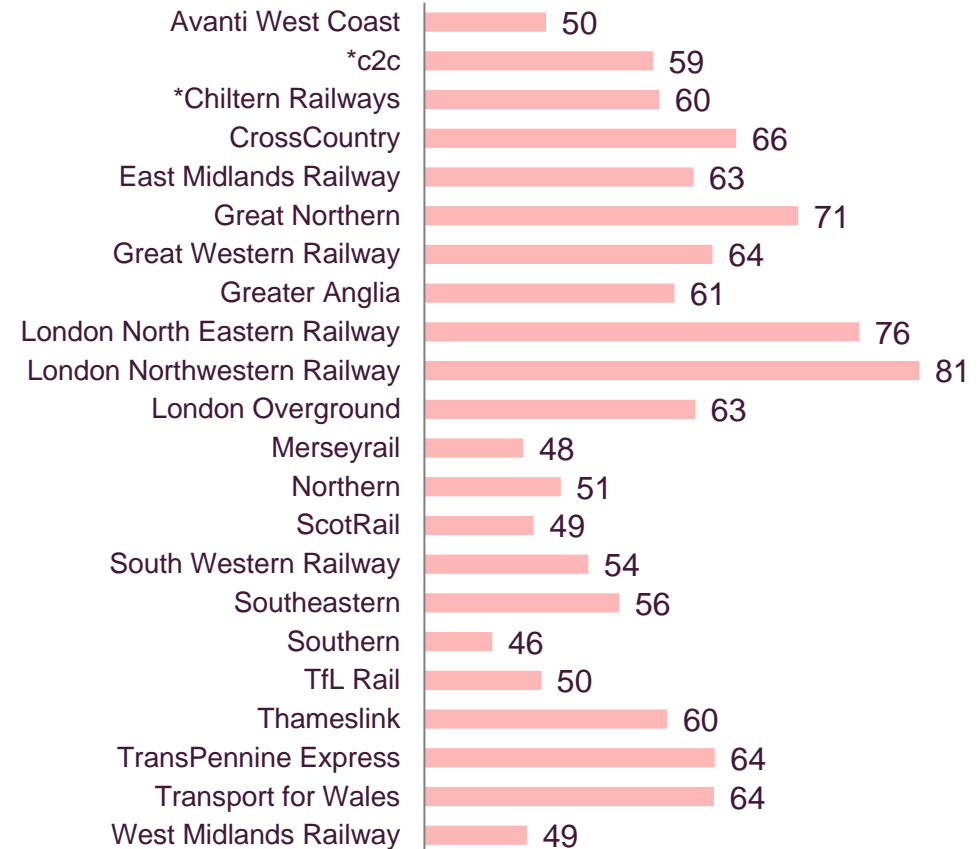Base size: Avanti West Coast 154; c2c 65*; Chiltern Railways 66*; CrossCountry 128; East Midlands Railway 134; Great Northern 100; Great Western Railway 302; Greater Anglia 212; London North Eastern Railway 221; London Northwestern Railway 85*; London Overground 186; Merseyrail 112; Northern 330; ScotRail 322; South Western Railway 416; Southeastern 389; Southern 306; TfL Rail 232; Thameslink 209; TransPennine Express 131; Transport for Wales 97*; West Midlands Railway 158.

20

transportfocus

Overall satisfaction and train overall (for the 12 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with train overall %

TOC	%
Avanti West Coast	79
c2c	90
Chiltern Railways	85
CrossCountry	81
East Midlands Railway	84
Great Northern	85
Great Western Railway	84
Greater Anglia	80
London North Eastern Railway	88
London Northwestern Railway	82
London Overground	84
Merseyrail	85
Northern	80
ScotRail	78
South Western Railway	80
Southeastern	80
Southern	70
TfL Rail	84
Thameslink	81
TransPennine Express	84
Transport for Wales	80
West Midlands Railway	75

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 99*; Great Western Railway 305; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 85*; London Overground 186; Merseyrail 116; Northern 346; ScotRail 323; South Western Railway 424; Southeastern 393; Southern 310; TfL Rail 233; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 159.

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Overall satisfaction and personal security (for the 12 weeks up to 30 January)

Overall satisfaction %

Avanti West Coast	85
c2c	95
Chiltern Railways	89
CrossCountry	83
East Midlands Railway	91
Great Northern	91
Great Western Railway	87
Greater Anglia	86
London North Eastern Railway	90
London Northwestern Railway	94
London Overground	90
Merseyrail	91
Northern	84
ScotRail	85
South Western Railway	88
Southeastern	86
Southern	80
TfL Rail	88
Thameslink	86
TransPennine Express	86
Transport for Wales	84
West Midlands Railway	78

Satisfaction with personal security during journey %

Avanti West Coast	74
c2c	92
Chiltern Railways	91
CrossCountry	83
East Midlands Railway	89
Great Northern	85
Great Western Railway	85
Greater Anglia	82
London North Eastern Railway	87
London Northwestern Railway	83
London Overground	80
Merseyrail	86
Northern	83
ScotRail	80
South Western Railway	82
Southeastern	81
Southern	78
TfL Rail	81
Thameslink	85
TransPennine Express	90
Transport for Wales	82
West Midlands Railway	73

 # Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. Note 2 caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis.
Base size: Avanti West Coast 154; c2c 68*; Chiltern Railways 67*; CrossCountry 130; East Midlands Railway 136; Great Northern 101; Great Western Railway 300; Greater Anglia 218; London North Eastern Railway 218; London Northwestern Railway 86*; London Overground 186; Merseyrail 114; Northern 345; ScotRail 319; South Western Railway 419; Southeastern 393; Southern 306; TfL Rail 229; Thameslink 219; TransPennine Express 133; Transport for Wales 94*; West Midlands Railway 158.

transportfocus

Overall satisfaction and reliability of internet (for the 18 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	87
c2c	95
Chiltern Railways	86
CrossCountry	85
East Midlands Railway	89
Great Northern	91
Great Western Railway	88
Greater Anglia	87
London North Eastern Railway	92
London Northwestern Railway	93
London Overground	88
Merseyrail	94
Northern	86
ScotRail	86
South Western Railway	85
Southeastern	85
Southern	80
TfL Rail	89
Thameslink	89
TransPennine Express	88
Transport for Wales	86
West Midlands Railway	80

Satisfaction with reliability of the internet %

TOC	%
Avanti West Coast	50
*c2c	59
*Chiltern Railways	60
CrossCountry	66
East Midlands Railway	63
Great Northern	71
Great Western Railway	64
Greater Anglia	61
London North Eastern Railway	76
London Northwestern Railway	81
London Overground	63
Merseyrail	48
Northern	51
ScotRail	49
South Western Railway	54
Southeastern	56
Southern	46
TfL Rail	50
Thameslink	60
TransPennine Express	64
Transport for Wales	64
West Midlands Railway	49

Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. **Note 2: Across all TOCS, on average 31% ticked 'not applicable' to the question about "Satisfaction with reliability of internet" and this varies by TOC.** The chart values shown above exclude 'not applicable'. **Note 3: Caution, some base sizes for this factor (marked *) are below 100, which would be the ideal minimum for analysis**. Avanti West Coast 204; c2c 81*; Chiltern Railways 80*; CrossCountry 164; East Midlands Railway 188; Great Northern 127; Great Western Railway 350; Greater Anglia 256; London North Eastern Railway 339; London Northwestern Railway 130; London Overground 216; Merseyrail 105; Northern 310; ScotRail 303; South Western Railway 401; Southeastern 390; Southern 293; TfL Rail 229; Thameslink 218; TransPennine Express 140; Transport for Wales 101; West Midlands. Railway 136

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Overall satisfaction and information on how busy the train would be before travelling (for all 18 weeks up to 30 January)

Overall satisfaction %

TOC	%
Avanti West Coast	87
c2c	95
Chiltern Railways	86
CrossCountry	85
East Midlands Railway	89
Great Northern	91
Great Western Railway	88
Greater Anglia	87
London North Eastern Railway	92
London Northwestern Railway	93
London Overground	88
Merseyrail	94
Northern	86
ScotRail	86
South Western Railway	85
Southeastern	85
Southern	80
TfL Rail	89
Thameslink	89
TransPennine Express	88
Transport for Wales	86
West Midlands Railway	80

Sat. with information on how busy train would be%

TOC	%
Avanti West Coast	66
*c2c	64
*Chiltern Railways	63
CrossCountry	62
East Midlands Railway	69
Great Northern	69
Great Western Railway	58
Greater Anglia	54
London North Eastern Railway	78
London Northwestern Railway	70
London Overground	70
Merseyrail	65
Northern	49
ScotRail	45
South Western Railway	54
Southeastern	57
Southern	43
TfL Rail	61
Thameslink	63
TransPennine Express	65
Transport for Wales	55
West Midlands Railway	52

Note 1 chart axes range is 40% to 100% to better show the differences in values between TOCs. **Note 2: Across all TOCS, on average 19% ticked 'not applicable' to the question about 'Satisfaction with information on how busy train would be'** and this varies by TOC. The chart values shown above exclude 'not applicable'. **Note 3: caution, some base sizes for this factor (marked *) are below 100, which would be the ideal minimum for analysis.** Avanti West Coast 216; c2c 90*; Chiltern Railways 97*; CrossCountry 191; East Midlands Railway 203; Great Northern 147; Great Western Railway 394; Greater Anglia 271; London North Eastern Railway 358; London Northwestern Railway 140; London Overground 247; Merseyrail 128; Northern 414; ScotRail 374; South Western Railway 493; Southeastern 476; Southern 373; TfL Rail 261; Thameslink 265; TransPennine Express 174 Transport for Wales 118; West Midlands Railway 193.

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Methodology

Transport Focus's *Rail User Weekly Survey* runs on the Wednesday to Friday and weekend waves of Yonder Consulting's omnibus. In total approximately 4000 per week are screened to identify those who have made a train journey (excluding London Underground) in the last seven days. These people then answer our dedicated Rail User Weekly Survey question set; the question text is provided in the following appendix.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that the question is not applicable to them. The omnibus survey asks questions about a variety of matters from a range of client organisations. Not all those interviewed through Yonder Consulting's omnibus are passengers on public transport. Numbers may not add up to 100 per cent, due to rounding.

Care should be taken in drawing comparisons given the low sample sizes in some cases. For instance, differences in satisfaction ratings between TOCs may not be statistically significant.

The key drivers of overall satisfaction analysis was produced by Yonder Consulting based on four weeks of data (between 20 October and 14 November). The statistical approach taken was Johnson's Relative Weights which is a regression method that quantifies the importance of predictor variables. The predictive value of 16 attributes of journey experience were assessed. The attribute 'overall satisfaction with the train' was excluded as the component measures while on the train are separately asked. The model's R squared value is 0.58.

One of the most common issues in datasets is multicollinearity and Johnson's Relative Weights tackles this issue well. Compared to different approaches, JRW has better underpinnings and often produces clear results even in circumstances when the predictors are highly correlated.

Base sizes for overall satisfaction: Avanti West Coast 247; c2c 113; Chiltern Railways 109; CrossCountry 208; East Midlands Railway 237; Great Northern 175; Great Western Railway 472; Greater Anglia 344; London North Eastern Railway 391; London Northwestern Railway 159; London Overground 307; Merseyrail 178; Northern 548; ScotRail 477; South Western Railway 642; Southeastern 604; Southern 467; TfL Rail 332; Thameslink 321; TransPennine Express 202; Transport for Wales 154; West Midlands Railway 229.

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Appendix: survey question text

1. Overall satisfaction: Overall how satisfied were you with this train journey?
   Scale: Very satisfied to Very dissatisfied

2. Individual satisfaction measures: Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with? Scale: Very satisfied to Very dissatisfied and Not applicable.

a. The information on how busy the train would be before travelling
b. The cleanliness of the inside of the train
c. The number of people wearing face coverings during your journey
d. The Covid measures in place on the train and at stations
e. Helpfulness and attitude of staff
f. The ventilation on the train
g. Overall satisfaction with the station
h. Punctuality/reliability (i.e. the train departing / arriving on time)

i. Frequency of the trains on that route
j. Length of time the journey was scheduled to take
k. Level of crowding on the train
l. The behaviour of other passengers
m. Provision of information during the journey
n. Comfort of the seats
o. Value for money of your ticket
p. Reliability of the internet connection
q. Overall satisfaction with the train
r. Your personal security during your journey

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Transport Focus Data Hub

You can analyse the results of this survey and see more information about all Transport Focus's surveys at: www.transportfocus.org.uk/data-hub

Contact Transport Focus

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www.transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

• rail passengers in Great Britain

• bus, coach and tram users across England outside London

• all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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