

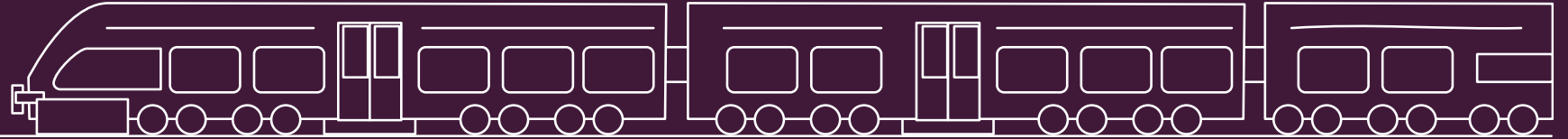
4 October 2022

Rail User Survey

Train operator results



Introduction



The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey.

Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

We ask everyone which types of transport they have used and for what purpose. Those who used rail are asked about their overall satisfaction with the journey

and with aspects such as value for money, punctuality, cleanliness.

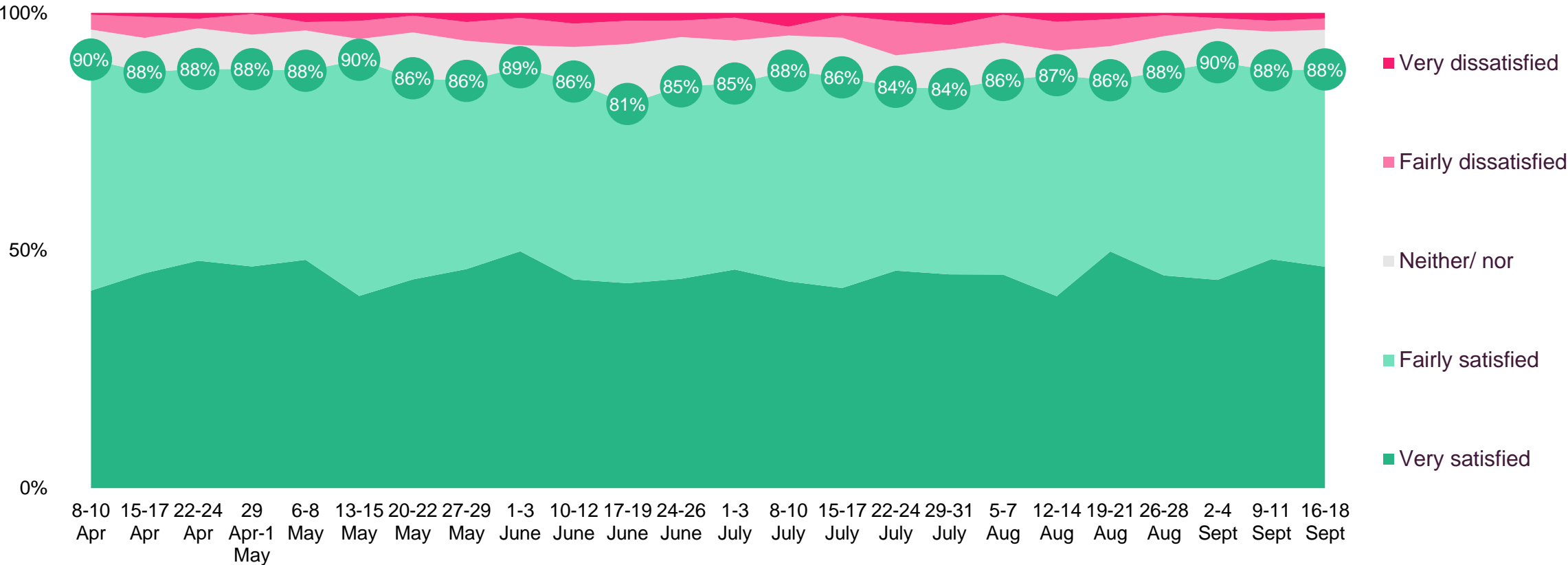
This report shows the satisfaction results by train company on overall satisfaction and the core aspects of satisfaction over the most recent 24 week period (8 April to 18 September). It then shows satisfaction trends over time (in twelve-week intervals) for the 13 train companies where we have a sufficient sample size.

Further details on how we carried out this survey are available on page 28.

Train operator satisfaction



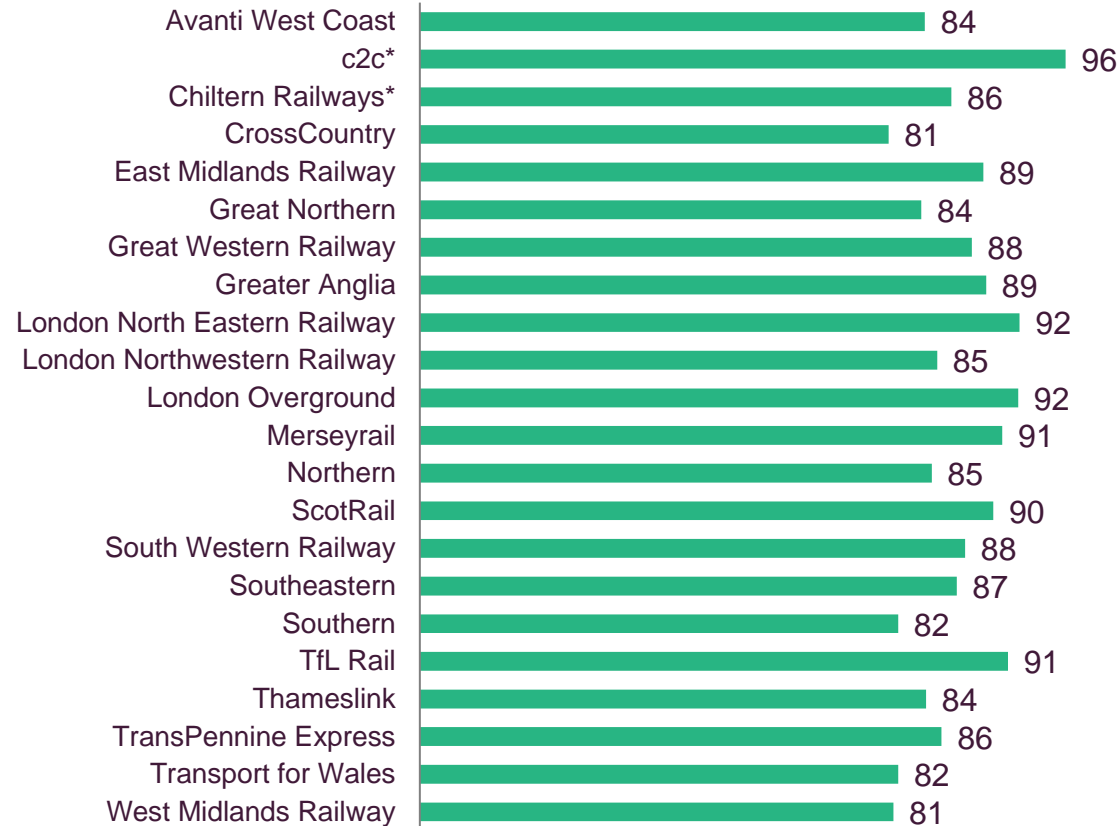
Overall satisfaction with rail journey across all train operators



Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.
 Base size: ranges between 181 and 343 for the weeks shown.

Overall journey satisfaction and punctuality (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with punctuality/reliability %

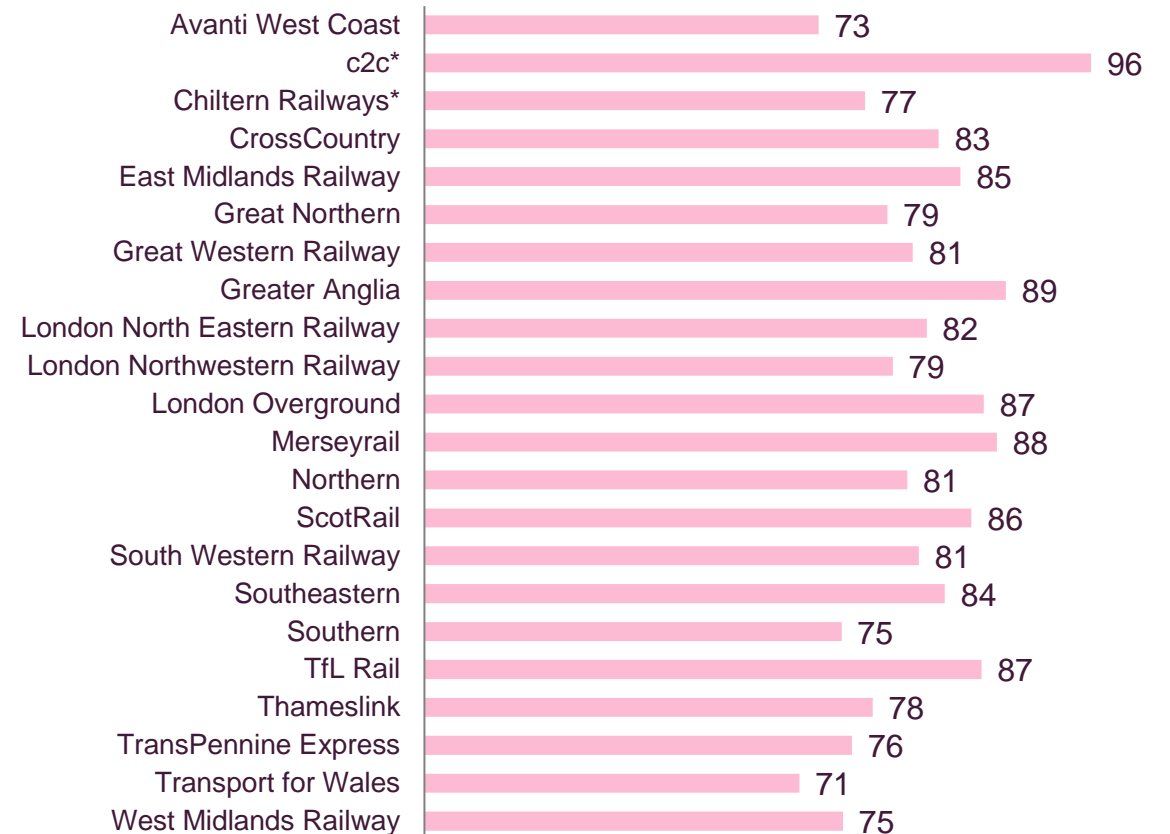
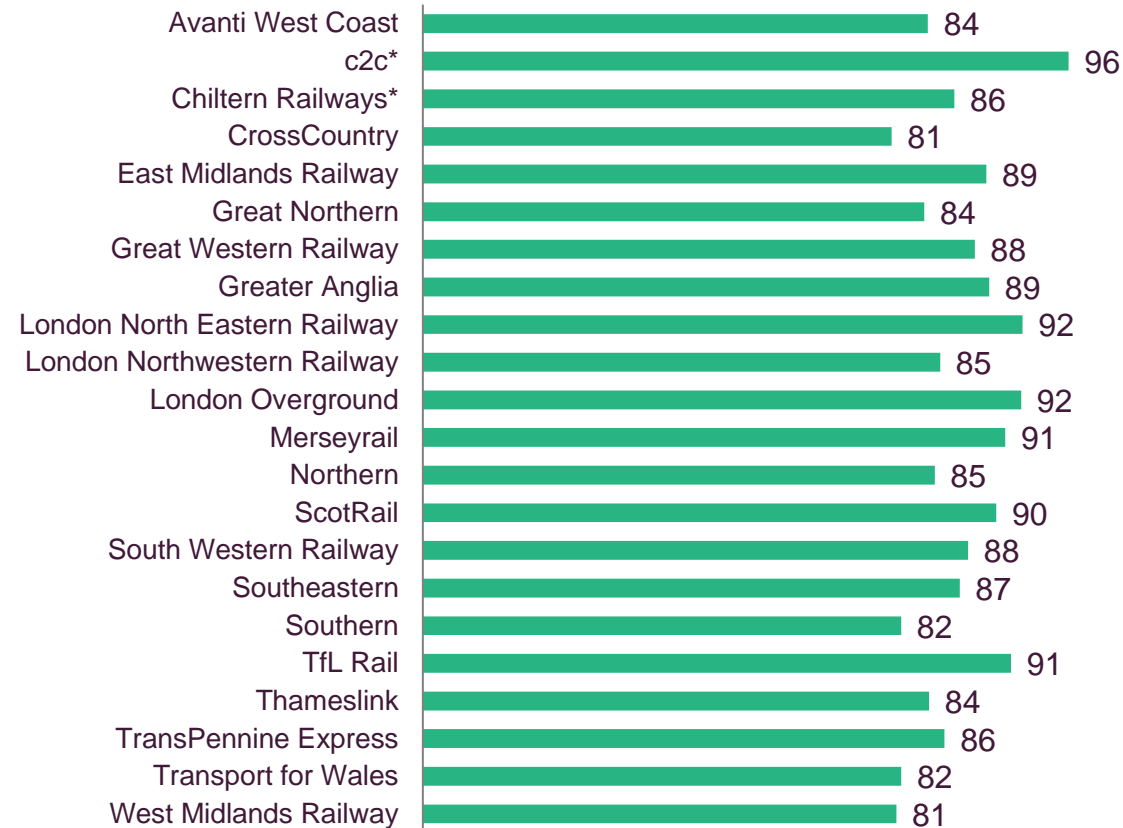


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

Overall journey satisfaction and value for money (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with value for money %

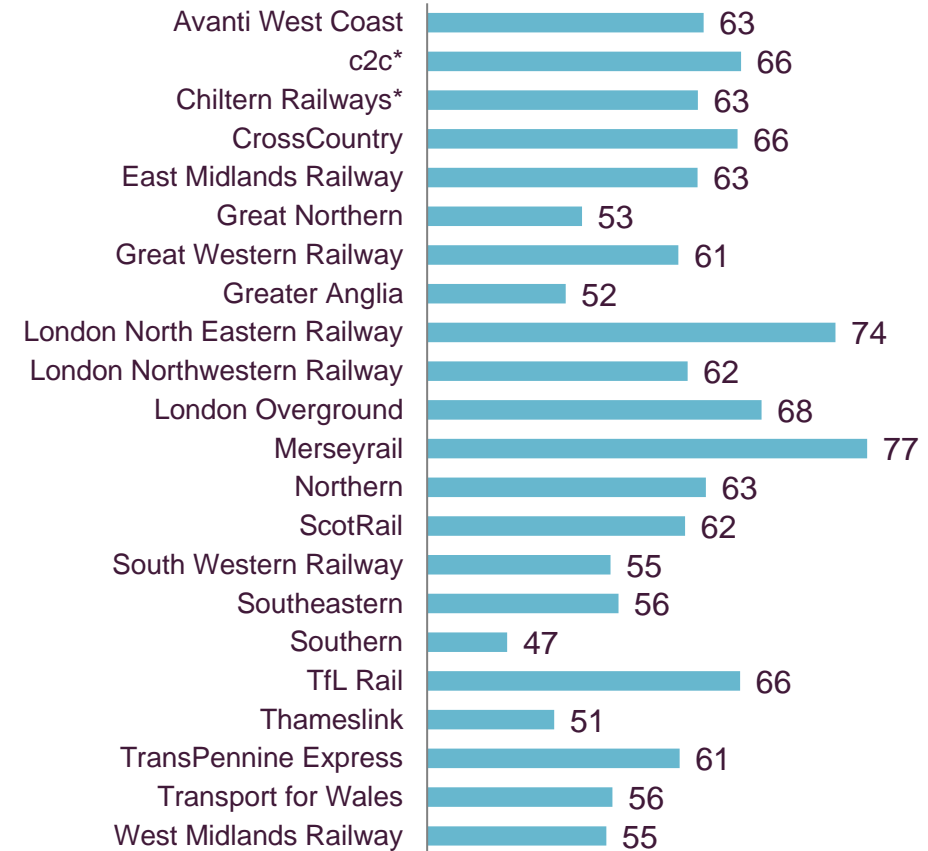
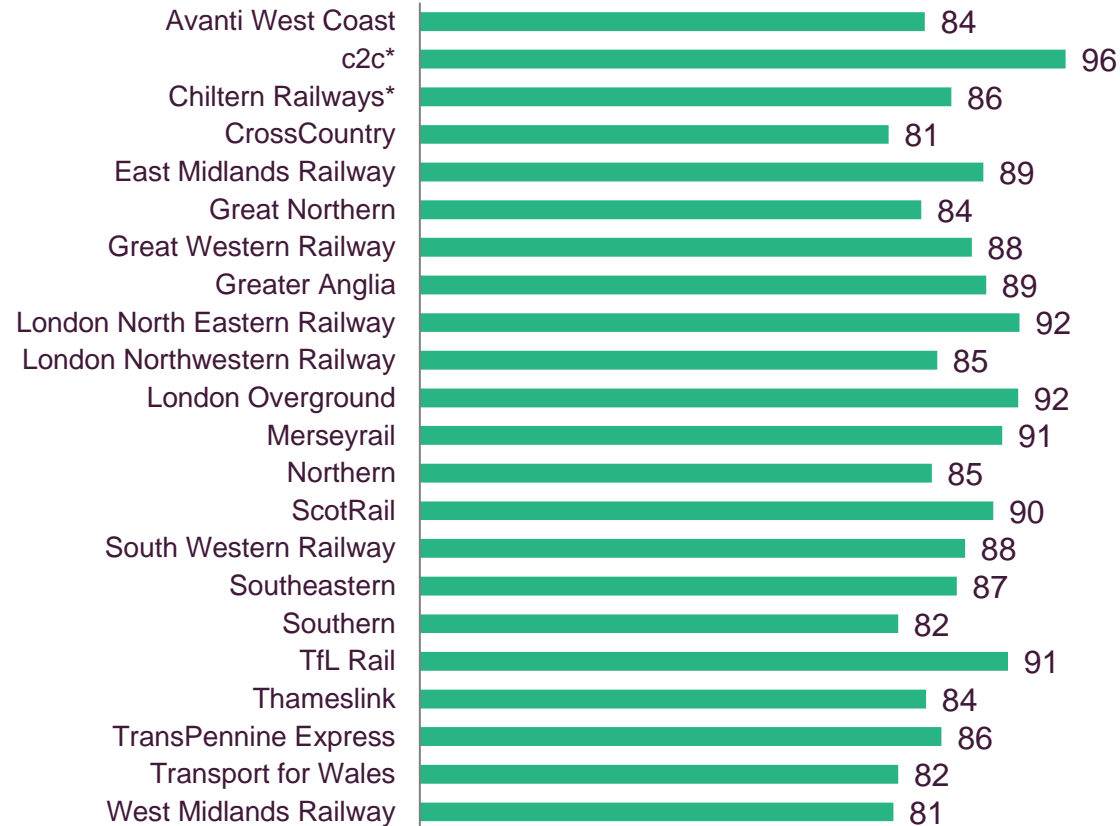


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

Overall journey satisfaction and level of crowding (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with level of crowding %

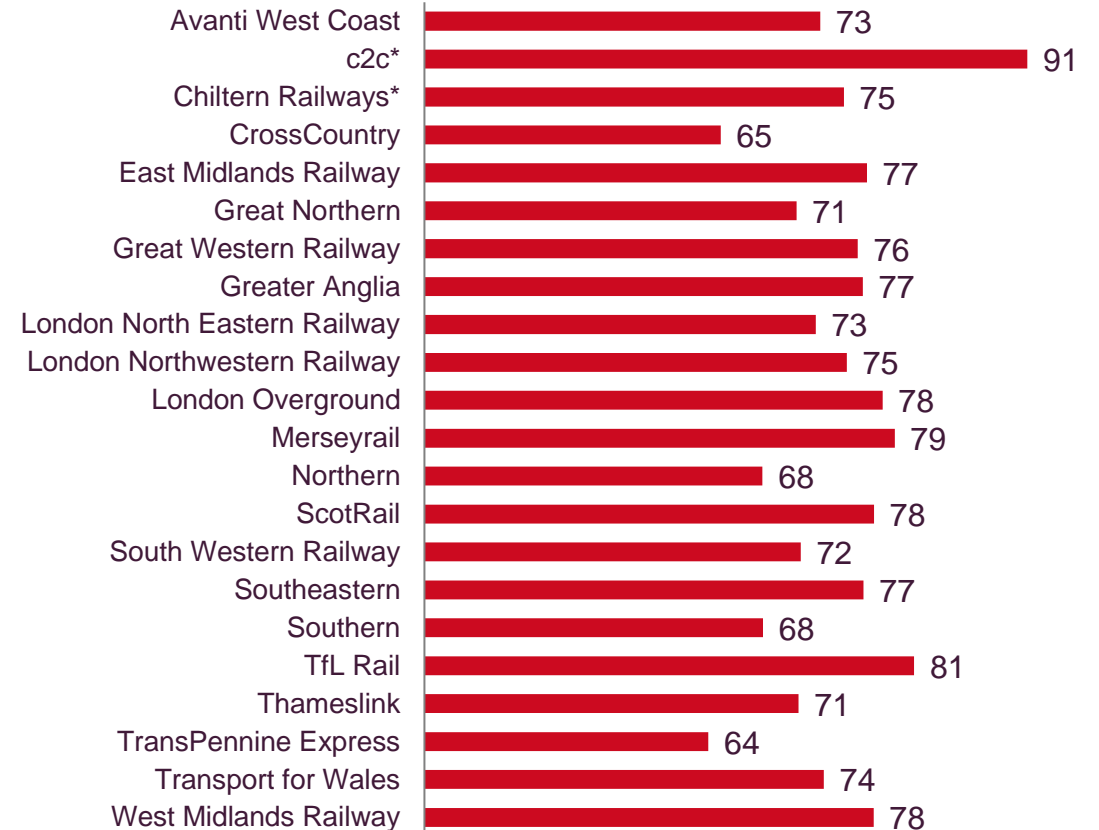
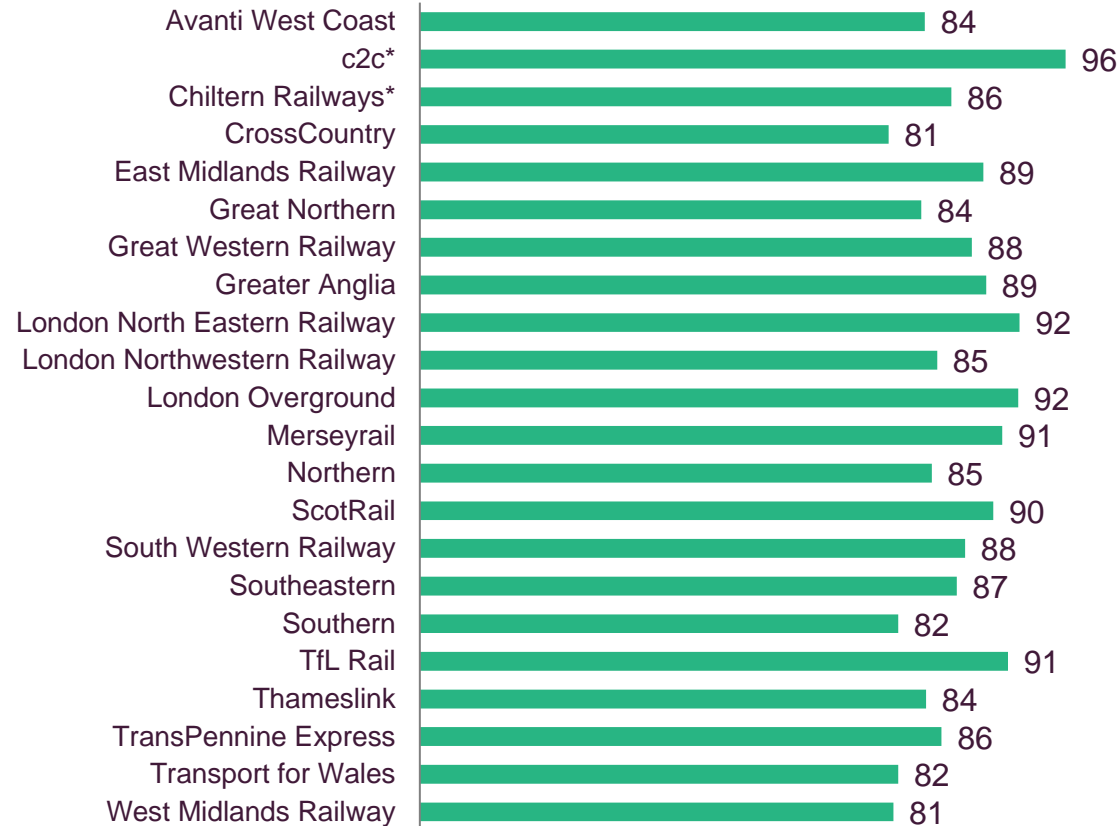


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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Overall journey satisfaction and level of cleanliness (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with cleanliness %

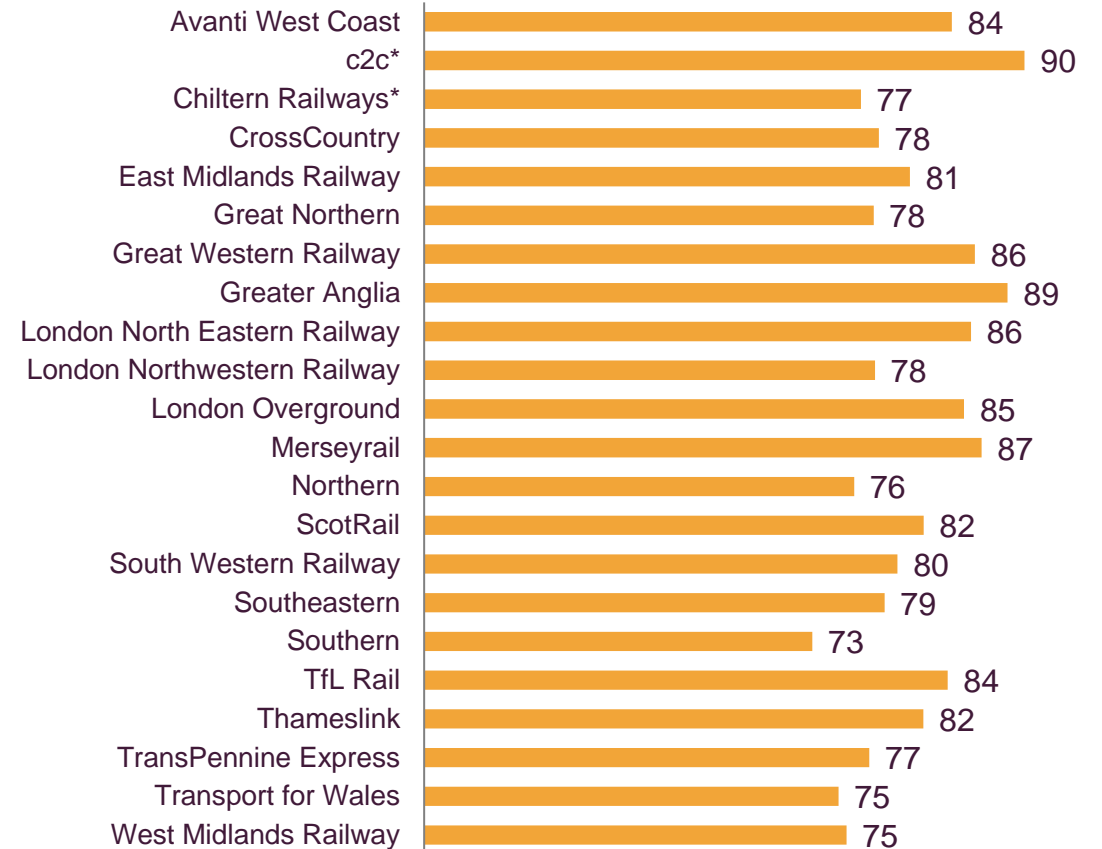
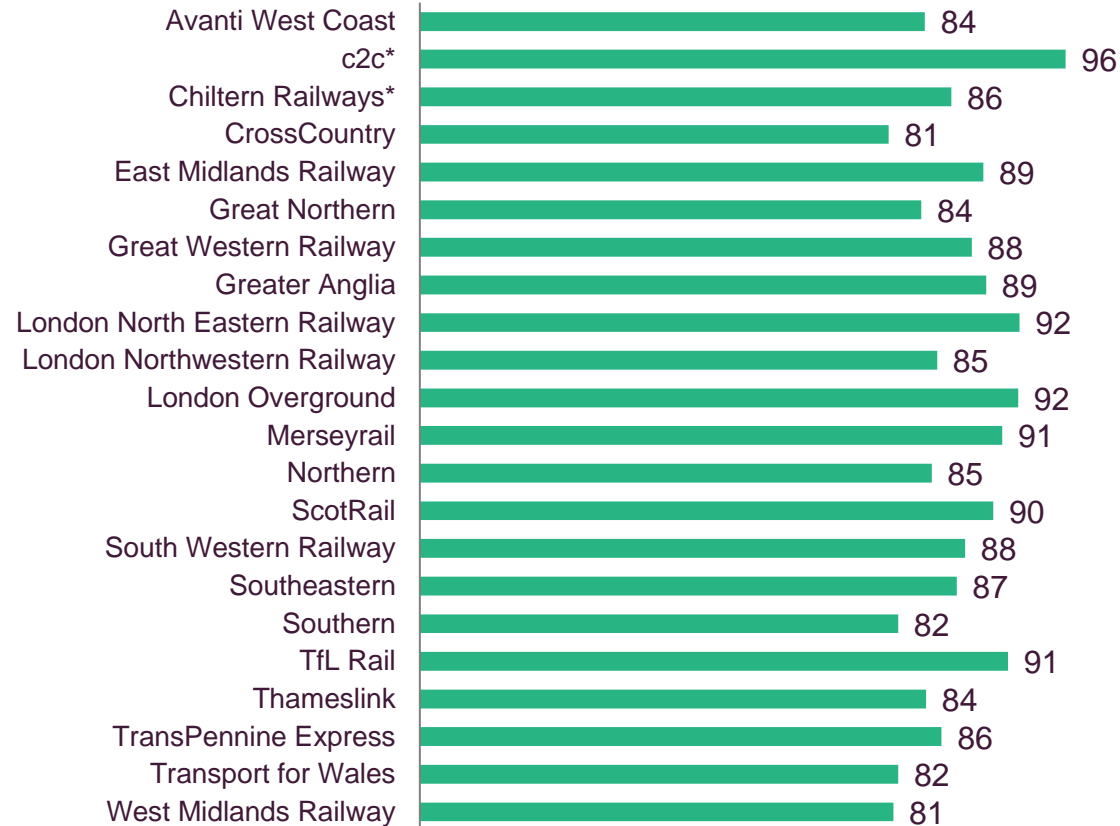


Chart axes range from 40% to 100% to better show the differences in values between train operating companies

* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

Overall journey satisfaction and frequency of services (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with frequency of services %

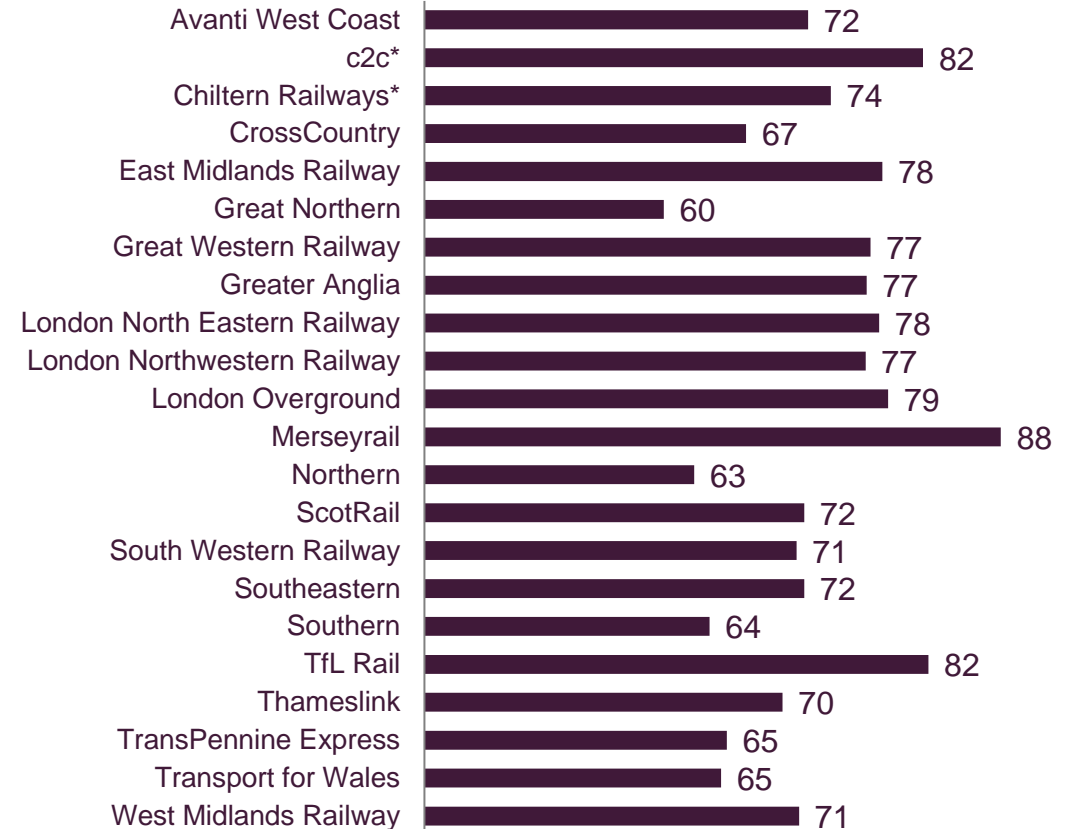
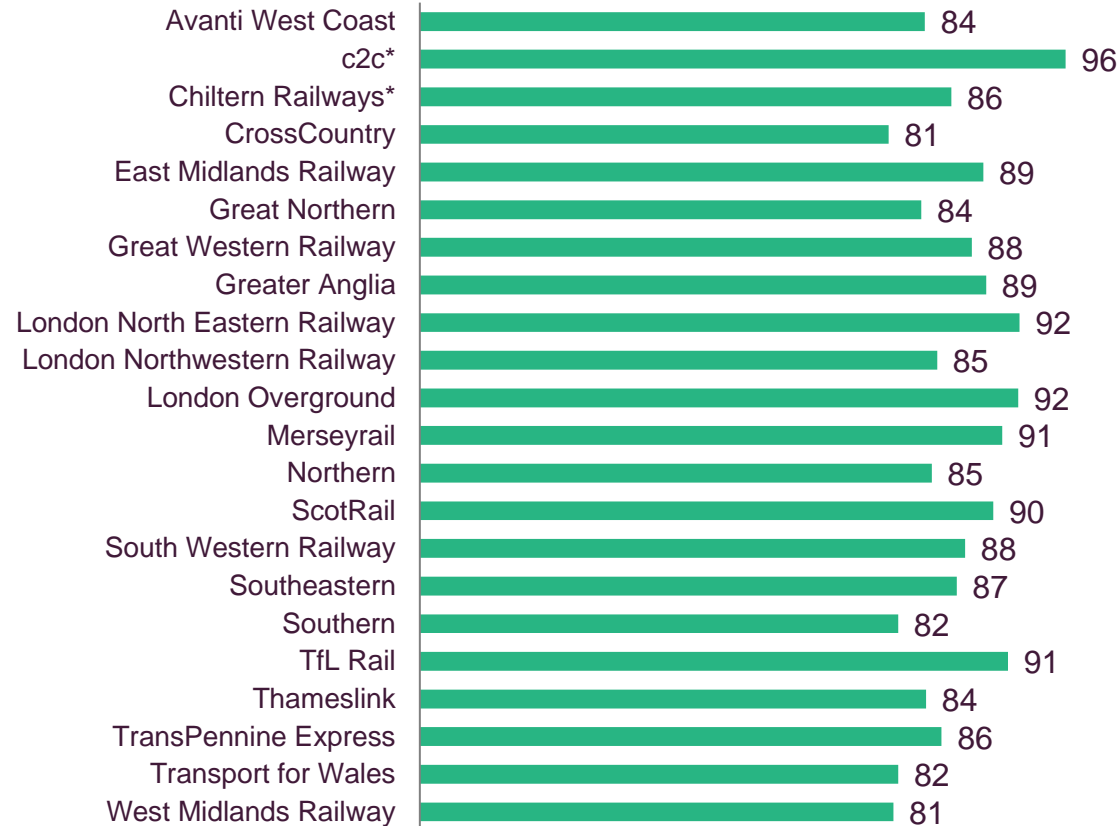


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

Overall journey satisfaction and information provided during journey (8 Apr to 18 Sept)

Overall satisfaction %



Satisfaction with information during journey %

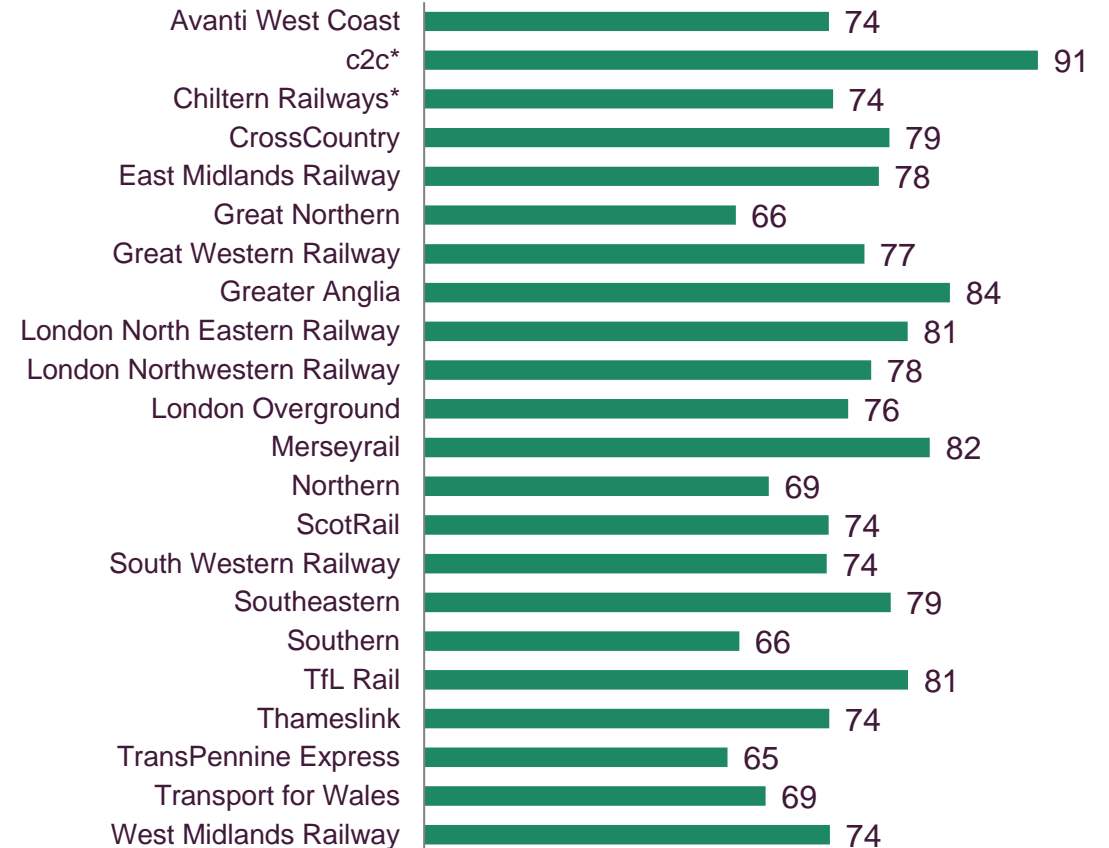


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

Satisfaction over time



Satisfaction over time

Transport Focus's Rail User Survey has been running for a year with passengers rating their overall satisfaction and with core aspects of the journey such as value for money, punctuality, cleanliness etc.

Transport Focus has previously published train company reports showing the key satisfaction ratings across train companies.

Now that we have a year of data it is possible to show the trends in passenger satisfaction over time. The charts presented in this section show overall satisfaction and then satisfaction with seven journey

aspects for 13 train companies where we have sufficient sample sizes over four distinct 12-week periods (6 Oct 2021 - 9 Jan 2022, 12 Jan - 3 Apr 2022, 8 Apr - 26 June 2022, and 1 July - 18 Sept 2022).

Further details about methodology are at the end of the report.

Overall satisfaction by 12-week time periods

6 Oct 2021-9 Jan 2022, 10 Jan-3 Apr 2022, 8 Apr-26 June 2022 and 1 July-18 Sept 2022

Avanti West Coast



East Midlands Railway



Great Western Railway



Greater Anglia



London Nth East Railway



London Overground



Northern Rail



ScotRail



South Western Railway



Southeastern



Southern



TfL Rail



Thameslink



Base sizes: Avanti West Coast 153, 171, 100, 124; East Midlands Railway 161, 143, 120, 121; GWR 327, 286, 187, 214; Greater Anglia 244, 238, 147, 136; LNER 257, 170, 126, 144; London Overground 214, 189, 120, 133; Northern 379, 341, 219, 250; ScotRail 330, 286, 163, 200; SWR 435, 409, 211, 285; Southeastern 417, 392, 228, 245; Southern 318, 328, 183, 174; TfL Rail 224, 259, 169, 157; Thameslink 219, 218, 117, 139.

Avanti West Coast

Satisfaction by 12-week time periods

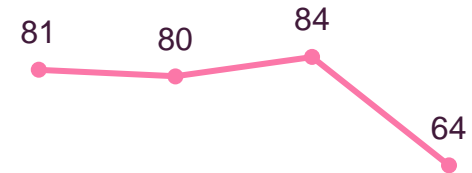
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



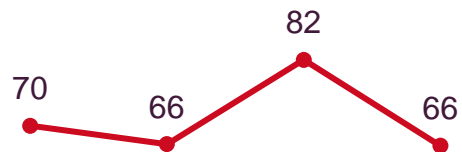
Punctuality / reliability



Value for money



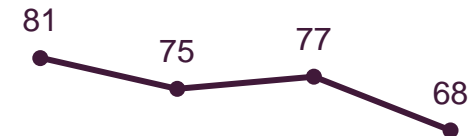
Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 153, 171, 100, and 124; punctuality/reliability 153, 171, 100, and 123; value for money 152, 167, 99, and 123; level of crowding 152, 169, 100, and 123; cleanliness 153, 170, 100, and 124; frequency of services 152, 170, 99, and 122; and information during journey 149, 167, 100 and 121.

East Midlands Railway

Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 161, 143, 120, and 121; punctuality/reliability 161, 142, 120, and 121; value for money 161, 142, 120, and 121; level of crowding 161, 141, 120, and 121; cleanliness 161, 142, 120, and 121; frequency of services 160, 141, 117, and 120; and information during journey 158, 139, 115, and 119.

Great Western Railway

Satisfaction by 12-week time periods

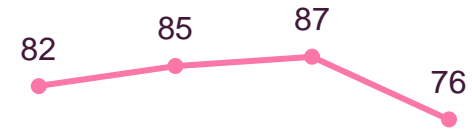
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 327, 286, 187, and 214; punctuality/reliability 325, 286, 187, and 214; value for money 325, 283, 186, and 213; level of crowding 325, 286, 187, and 214; cleanliness 327, 285, 186, and 214; frequency of services 323, 285, 187, and 212; information during journey 315, 274, 180, and 200.

Greater Anglia

Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 244, 238, 147, and 136; punctuality/reliability 244, 238, 147, and 136; value for money 231, 232, 142, and 134; level of crowding 244, 238, 147, and 135; cleanliness 244, 237, 147, and 136; frequency of services 241, 237, 145, and 134; information during journey 240, 232, 141, and 131.

London North Eastern Railway

Satisfaction by 12-week time periods

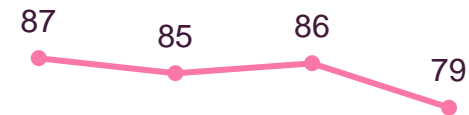
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

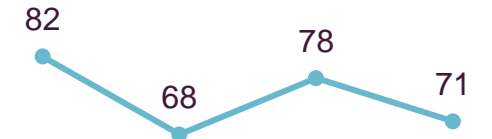
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 257, 170, 126, and 144; punctuality/reliability 256, 170, 126, and 144; value for money 253, 166, 124, and 142; level of crowding 255, 170, 126, and 144; cleanliness 255, 170, 126, and 144; frequency of services 253, 166, 121, and 144; information during journey 247, 168, 125, and 142.

London Overground Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

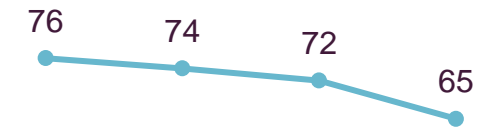
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 214, 189, 120, and 133; punctuality/reliability 213, 189, 120, and 133; value for money 205, 178, 119, and 127; level of crowding 214, 188, 119, and 133; cleanliness 213, 189, 120, and 133; frequency of services 214, 189, 120, and 133; information during journey 199, 182, 115, and 125.

Northern Rail

Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

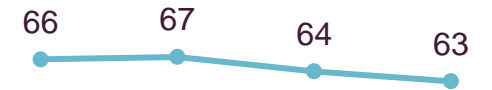
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 379, 341, 219, and 250; punctuality/reliability 378, 340, 219, and 250; value for money 372, 332, 214, and 246; level of crowding 376, 339, 219, and 248; cleanliness 379, 338, 219, and 249; frequency of services 376, 339, 217, and 248; information during journey 368, 330, 211, and 236.

ScotRail

Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 330, 286, 163, and 200; punctuality/reliability 329, 285, 162, and 199; value for money 330, 282, 160, and 198; level of crowding 324, 278, 161, and 199; cleanliness 330, 286, 162, and 199; frequency of services 328, 285, 163, and 197; information during journey 301, 262, 151, and 183.

South Western Railway

Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 435, 409, 211, and 285; punctuality/reliability 435, 408, 211, and 284; value for money 407, 396, 197, and 273; level of crowding 433, 406, 210, and 283; cleanliness 434, 408, 211, and 283; frequency of services 432, 408, 211, and 283; information during journey 423, 392, 202, and 268.

Southeastern Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base size: overall satisfaction 417, 392, 228, and 245; punctuality/reliability 417, 392, 228, and 245; value for money 382, 337, 203, and 231; level of crowding 417, 392, 226, and 242; cleanliness 416, 392, 228, and 245; frequency of services 416, 390, 225, and 244; information during journey 391, 366, 211, and 232.

Southern Satisfaction by 12-week time periods

Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022

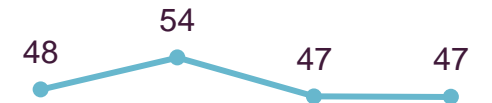
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 318, 328, 183, and 174; punctuality/reliability 318, 328, 183, and 174; value for money 303, 311, 172, and 166; level of crowding 317, 325, 182, and 174; cleanliness 318, 327, 182, and 172; frequency of services 316, 328, 181, and 174; information during journey 298, 313, 177, and 164.

TfL Rail

Satisfaction by 12-week time periods

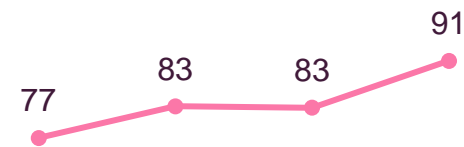
Time period dates (left to right)

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- 1 July - 18 Sept 2022

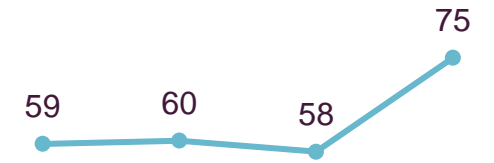
Overall satisfaction



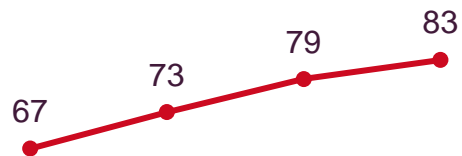
Punctuality / reliability



Value for money



Level of crowding



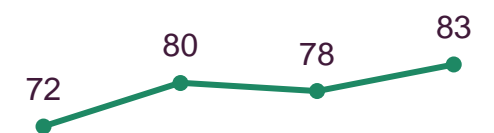
Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 224, 259, 169, and 157; punctuality/reliability 222, 257, 168, and 156; value for money 212, 244, 153, and 143; level of crowding 224, 256, 168, and 156; cleanliness 224, 259, 168, and 155; frequency of services 223, 258, 166, and 157; information during journey 208, 241, 158, and 149.

Thameslink

Satisfaction by 12-week time periods

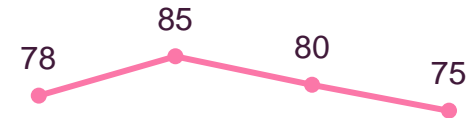
Time period dates (left to right)

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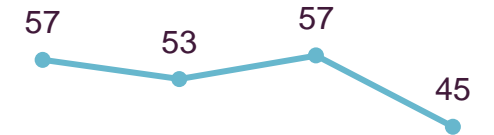
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 219, 218, 117, and 139; punctuality/reliability 219, 218, 117, and 139; value for money 213, 212, 110, and 128; level of crowding 218, 217, 117, and 137; cleanliness 219, 218, 117, and 136; frequency of services 218, 218, 117, and 139; information during journey 210, 209, 115, and 126.



Further information

Methodology

Transport Focus's Rail User Survey runs on the weekend waves of Yonder Consulting's omnibus. In total approximately 2000 per week are screened to identify those who have made a rail journey (excluding London Underground) in the last seven days and the purpose of the journey. Those who have, around 250 per week, then answer questions about satisfaction with their latest journey; the question texts are provided in the 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.

Appendix 1: questionnaire wording

(Questions included in this report in bold)

Q Overall how satisfied were you with this train journey?

Q Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with?

- a. The information on how busy the train would be before travelling
- b. The cleanliness of the inside of the train**
- c. Helpfulness and attitude of staff
- d. Overall satisfaction with the station
- e. Punctuality/reliability (i.e. the train departing / arriving on time)**
- f. Frequency of the trains on that route**
- g. Length of time the journey was scheduled to take
- h. Level of crowding on the train**
- i. The behaviour of other passengers
- j. Provision of information during the journey**
- k. Comfort of the seats
- l. Value for money of your ticket**
- m. Reliability of the internet connection
- n. Overall satisfaction with the train
- o. Your personal security during your journey

Answer options: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied.

Appendix: base sizes for 24 week period covering 8 April to 18 September 2022 in slides 5-10

Train operating company sample sizes	Overall satisfaction	Punctuality	Value for money	Level of crowding	Cleanliness inside	Frequency of services	Information provided during journey
Avanti West Coast	224	223	222	223	224	221	221
c2c	78	78	76	76	77	78	74
Chiltern Railways	96	96	96	95	96	96	92
CrossCountry	156	156	154	155	156	154	151
East Midlands Railway	241	241	241	241	241	237	234
Great Northern	127	127	120	127	127	127	122
Great Western Railway	401	401	399	401	400	399	380
Greater Anglia	283	283	276	282	283	279	272
London North Eastern Railway	270	270	266	270	270	265	267
London Northwestern Railway	120	120	119	119	119	120	119
London Overground	253	253	246	252	253	253	240
Merseyrail	117	117	102	115	117	117	106
Northern	469	469	460	467	468	465	447
ScotRail	363	361	358	360	361	360	334
South Western Railway	496	495	470	493	494	494	470
Southeastern	473	473	434	468	473	469	443
Southern	357	357	338	356	354	355	341
TfL Rail	326	324	296	324	323	323	307
Thameslink	256	256	238	254	253	256	241
TransPennine Express	118	118	116	118	118	116	113
Transport for Wales	166	166	162	164	166	166	158
West Midlands Railway	172	172	166	171	172	172	162

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

Welcome

We are the independent transport user watchdog. Our mission is to get the best deal for passengers and road users.

From this page you can find the results of Transport Focus 'tracker' surveys (repeating surveys where we track user satisfaction over time).

Transport Focus has taken care to ensure that the information contained in the data hub is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the data hub is fit for any particular purpose.

Please note, we are aware that there can be some limitations in functionality of the data hub when using Internet Explorer as your browser. We therefore recommend using another browser, such as Chrome, Firefox or Edge.

Survey Grid:

- Bus User Weekly Survey
- Rail User Weekly Survey
- Covid-19 Travel Survey**
- Strategic Roads User Survey
- Logistics and Coach Survey: Strategic Roads
- Bus Passenger Survey
- National Rail Passenger Survey
- Motorway Services User Survey
- Tram Passenger Survey
- Passenger confidence barometer

Overall satisfaction with rail journey - over time

Breakdown for 26 to 30 Jan 22

- 1% Very dissatisfied
- 6% Fairly dissatisfied
- 9% Neither/nor
- 40% Fairly satisfied
- 45% Very satisfied

Week	% satisfied
24 to 28 Nov 21	85%
1 to 5 Dec 21	83%
8 to 12 Dec 21	88%
15 to 19 Dec 21	85%
5 to 9 Jan 22	89%
12 to 16 Jan 22	89%
19 to 23 Jan 22	90%
26 to 30 Jan 22	85%

*caution - based on 75-99 responses | ** result hidden as less than 75 responses
Week 24 to 28 Nov 21, 1 to 5 Dec 21, 8 to 12 Dec 21, 15 to 19 Dec 21, 5 to 9 Jan 22, 12 to 16 Jan 22, 19 to 23 Jan 22, 26 to 30 Jan 22

Contact Transport Focus

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight advisor

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

94 - 98 Petty France

London

SW1H 9EA

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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