

16 December
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 and cleanliness.

This report shows the results by train company on overall satisfaction and the core aspects of satisfaction over the most recent 24 week period (1 July to 11 December). It then shows satisfaction trends over time (in twelve-week intervals) for the 13 train companies where we have a sufficient sample size.

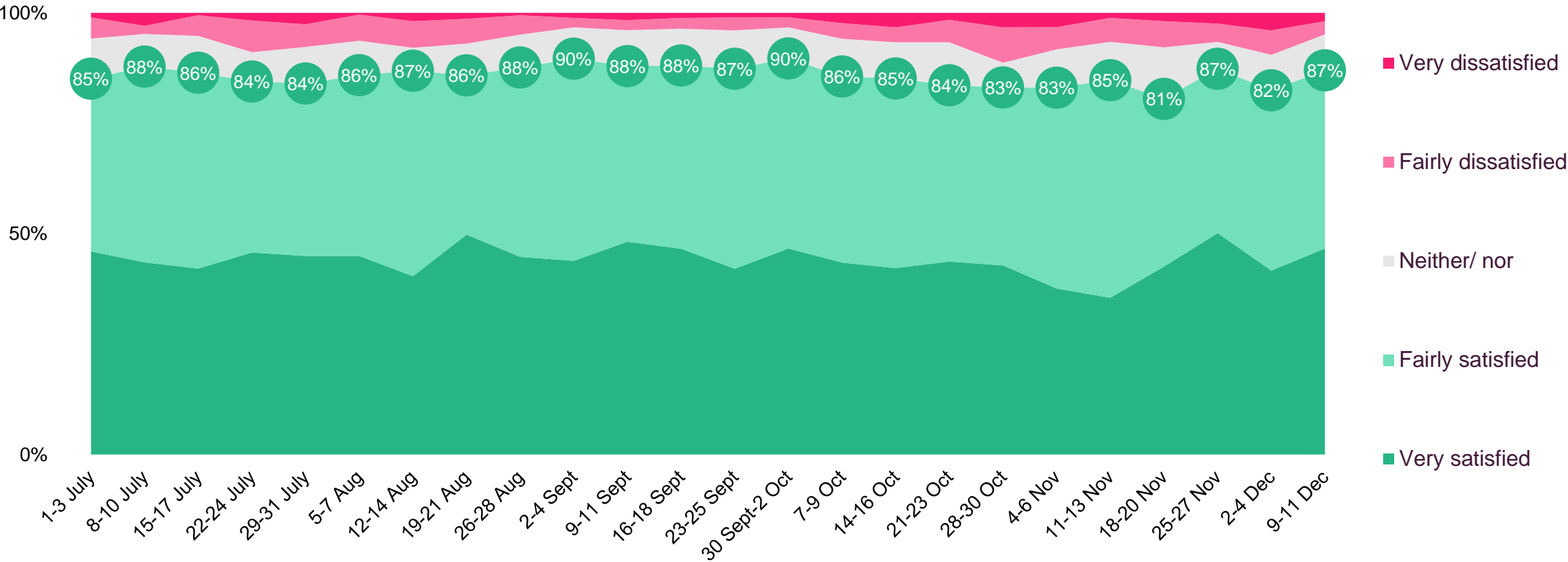
This data is also used to produce the [reports](#) we publish every 4 weeks showing how satisfied passengers in Great Britain were with their most recent train journey.

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

Train operator satisfaction



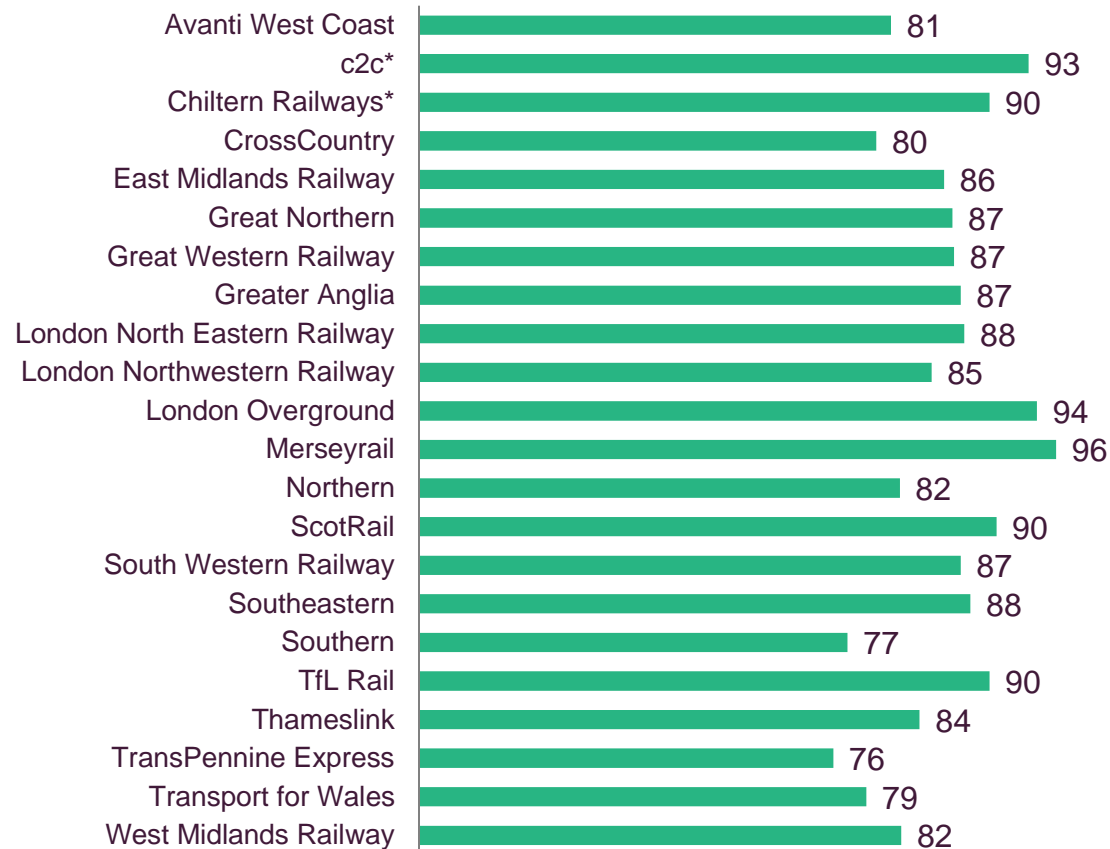
Overall satisfaction with rail journey across all train operators



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/reliability (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with punctuality/reliability %

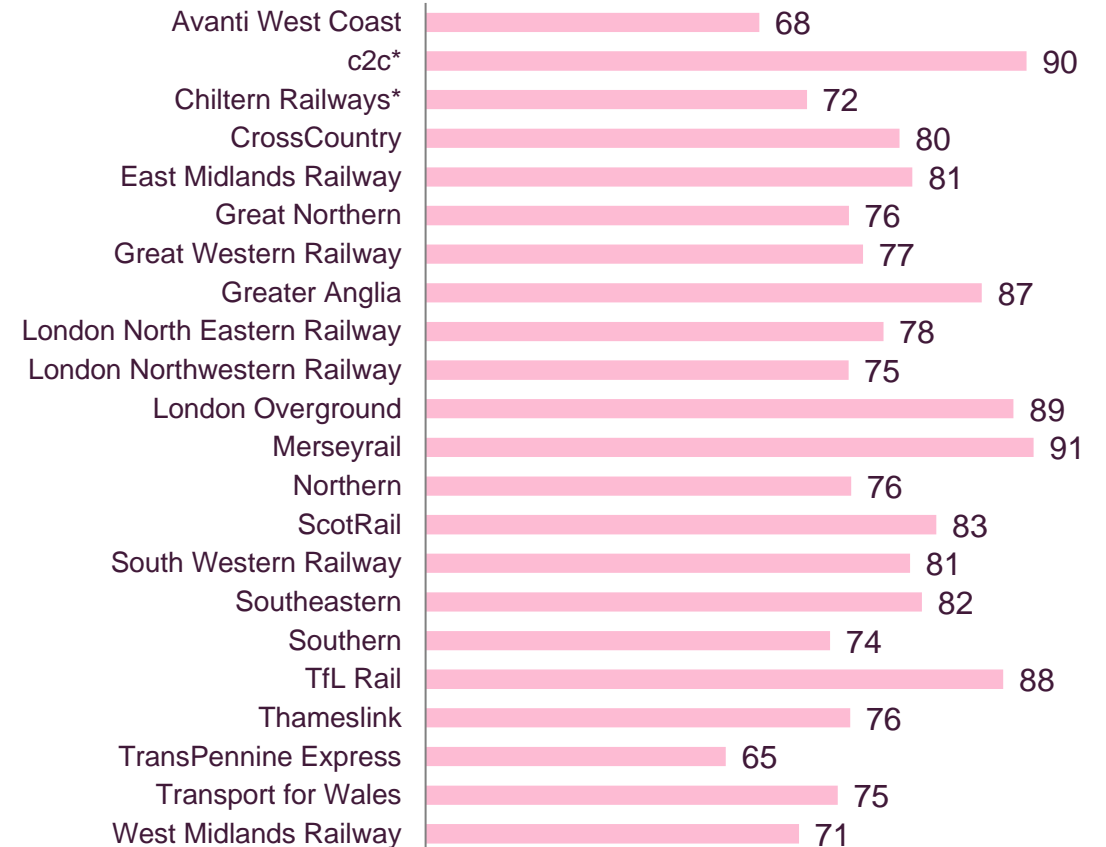
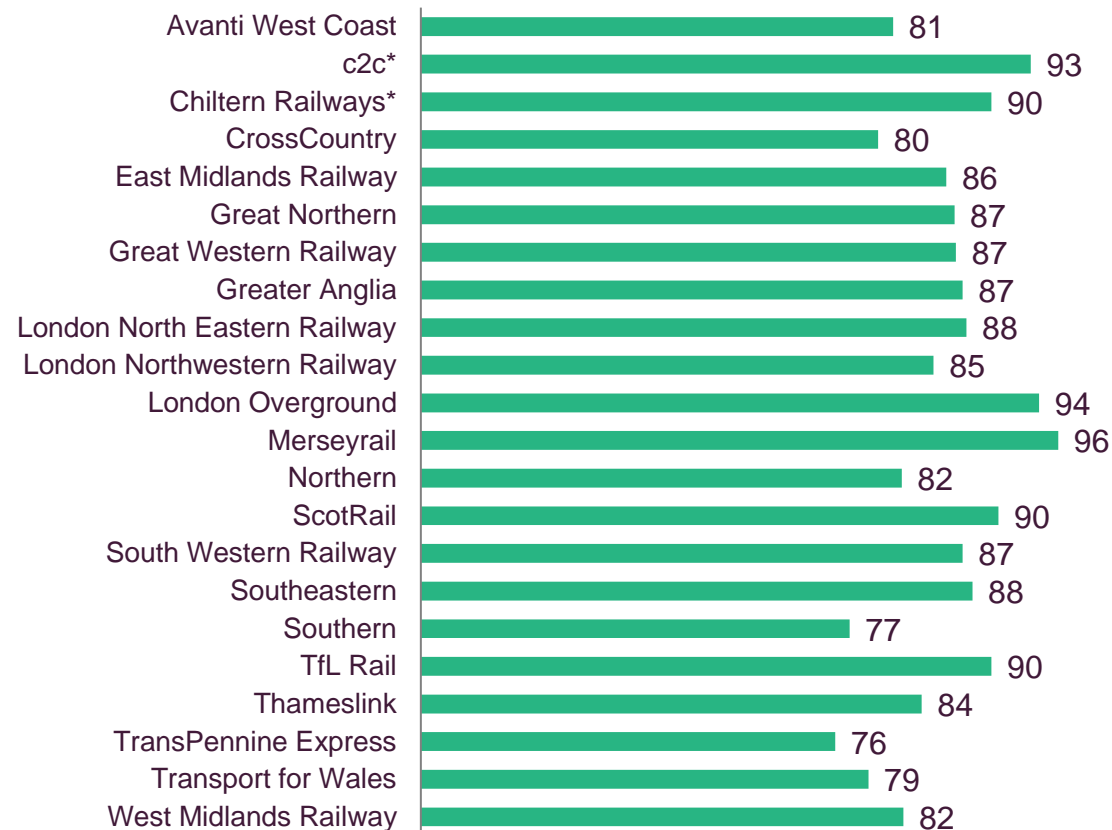


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* 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 (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with value for money %

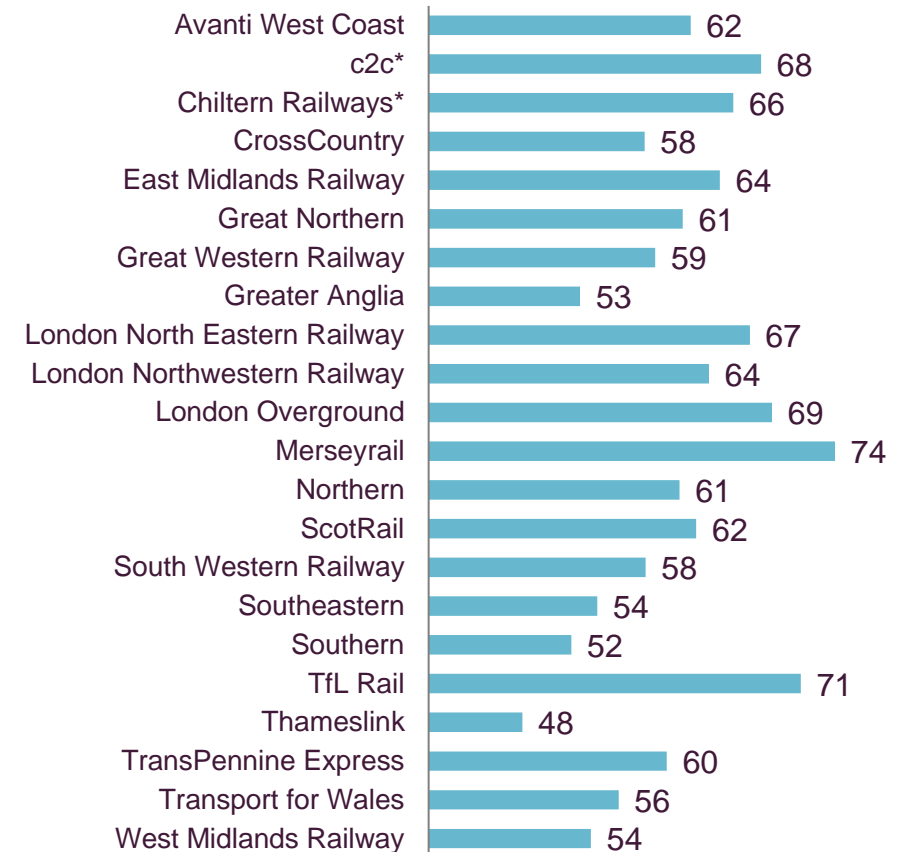
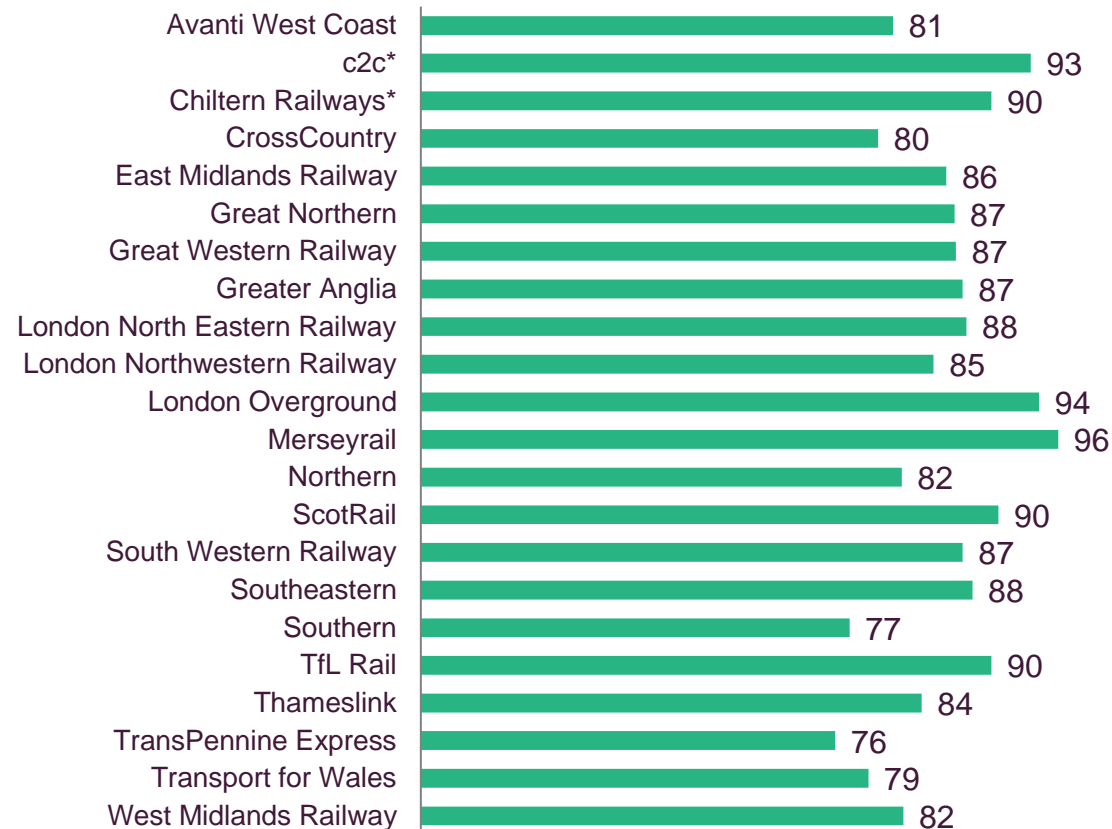


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* 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 (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with level of crowding %

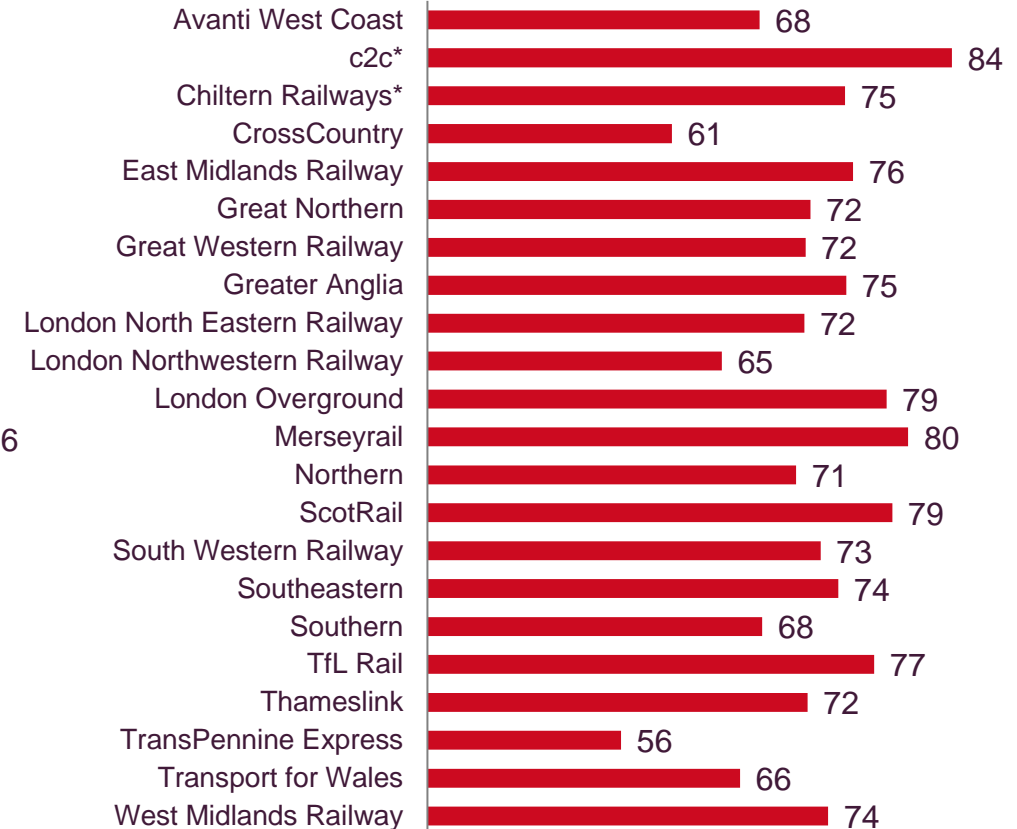
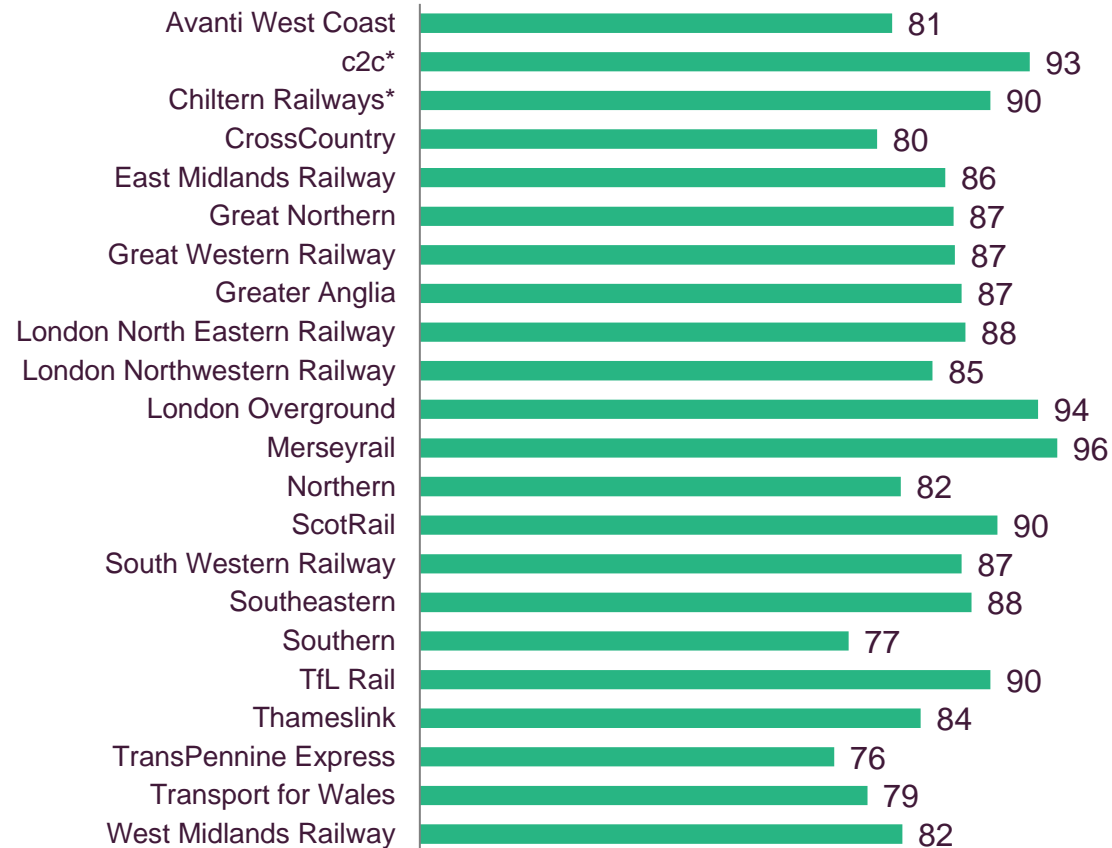


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* 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 cleanliness (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with cleanliness %

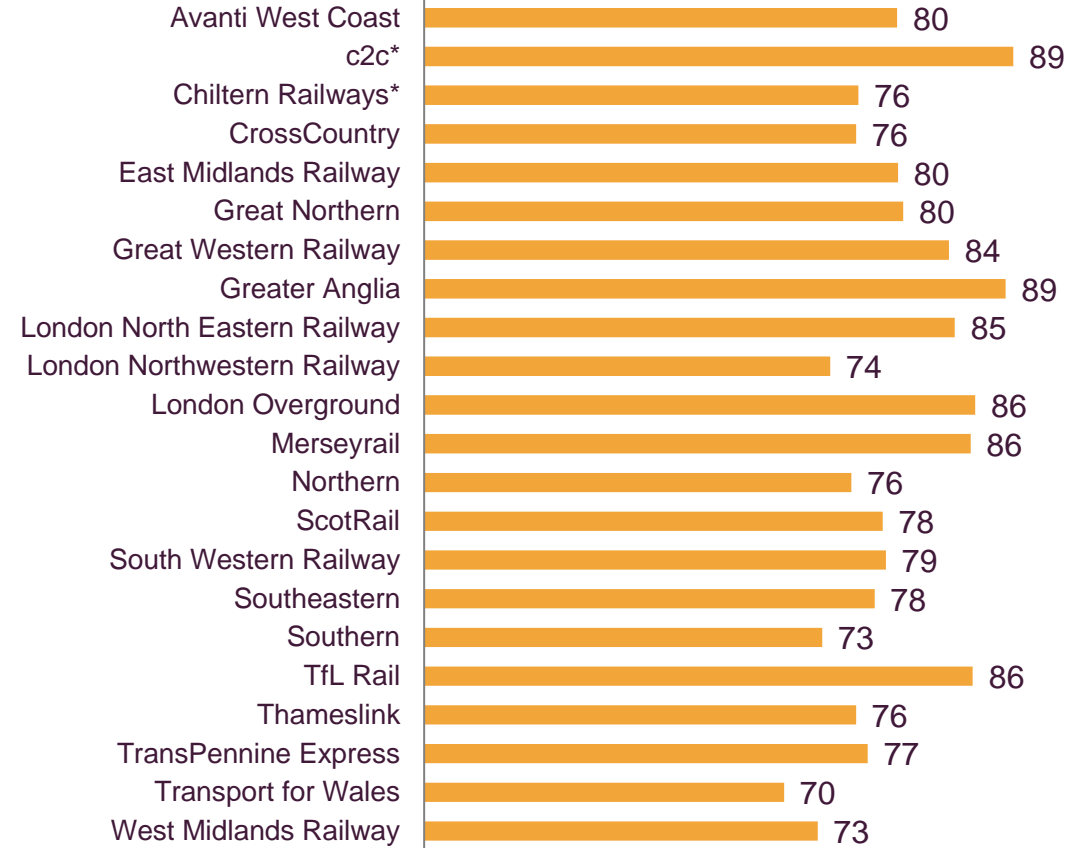
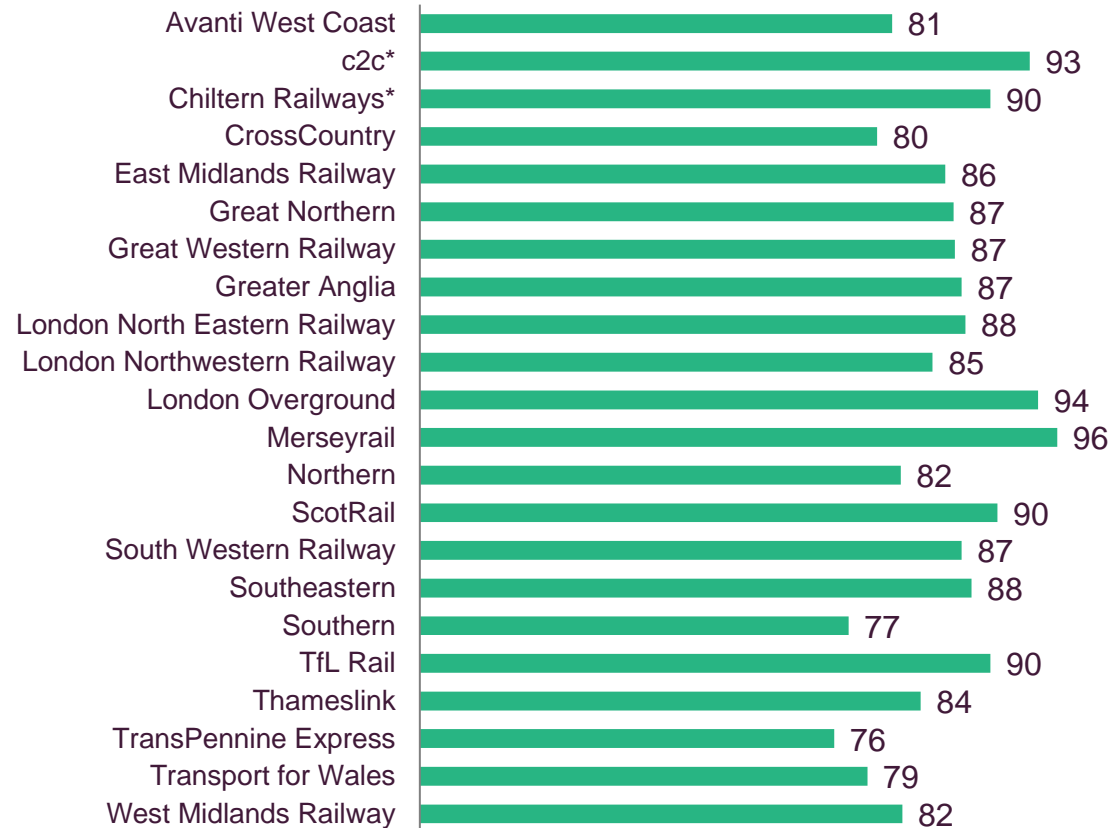


Chart axes range from 40% to 100% to better show the differences in values between train operating companies

* 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 (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with frequency of services %

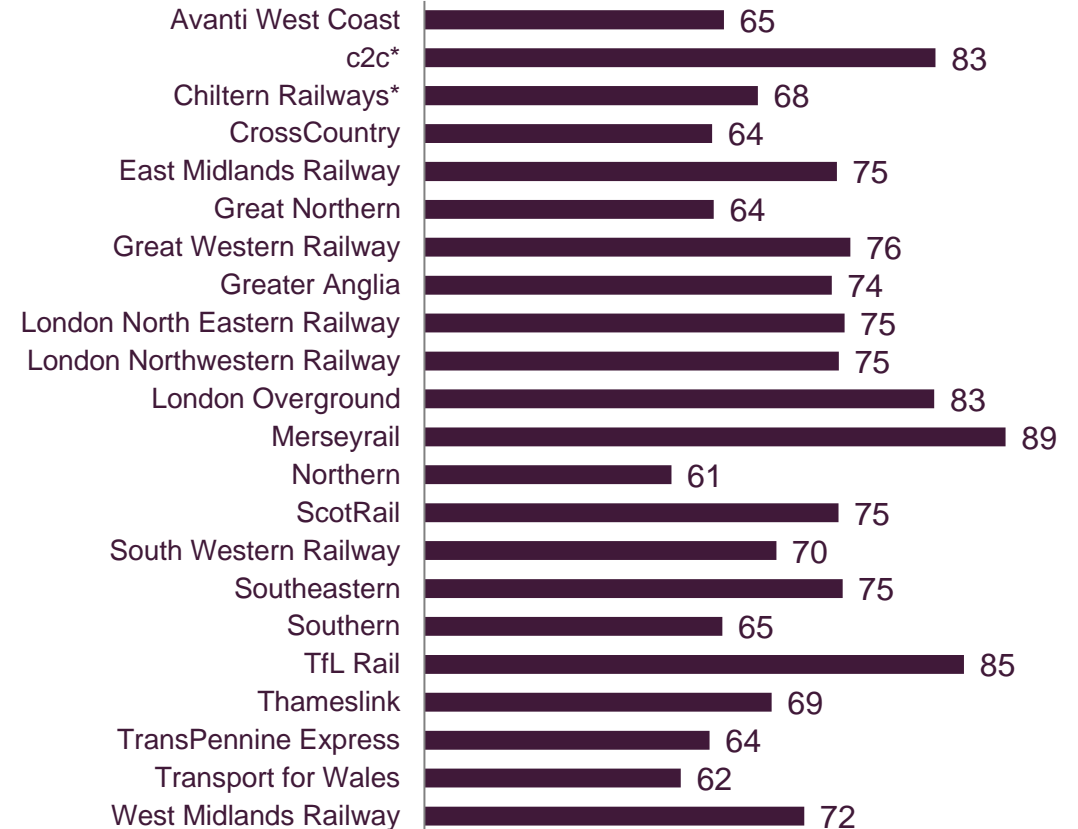
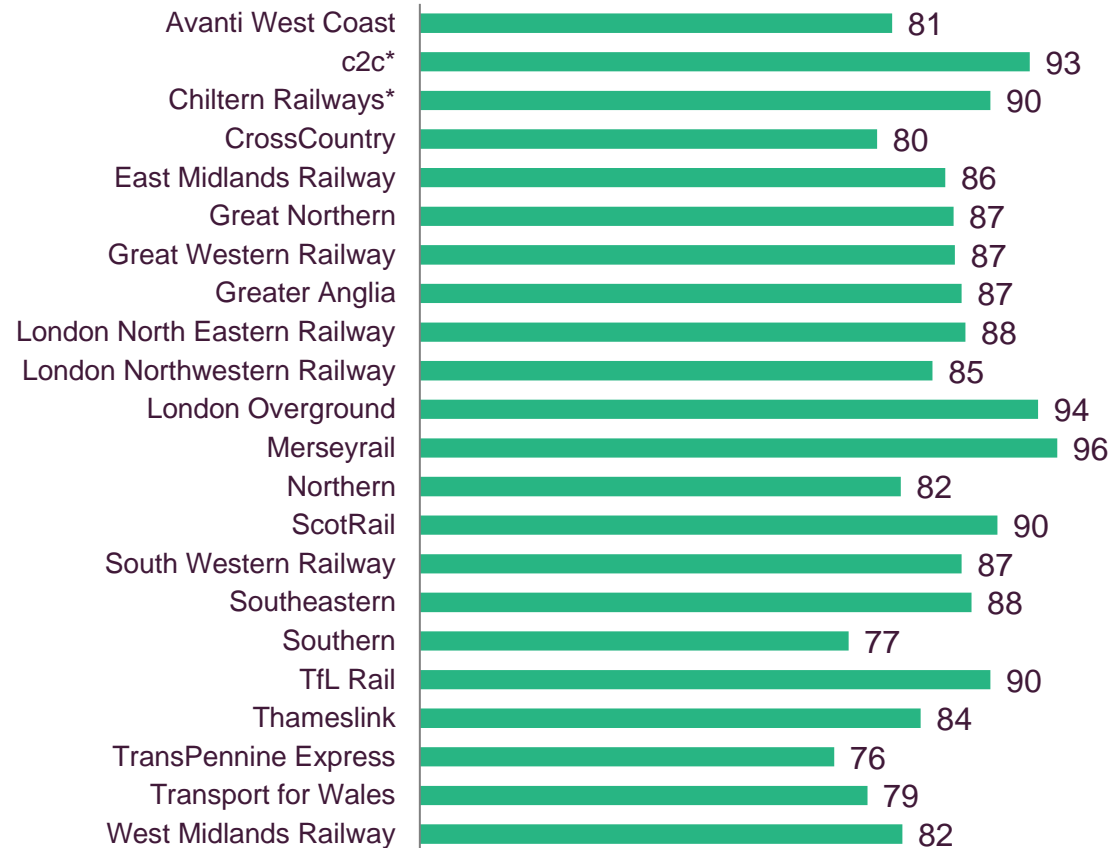


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* 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 (1 July to 11 Dec)

Overall satisfaction %



Satisfaction with information during journey %

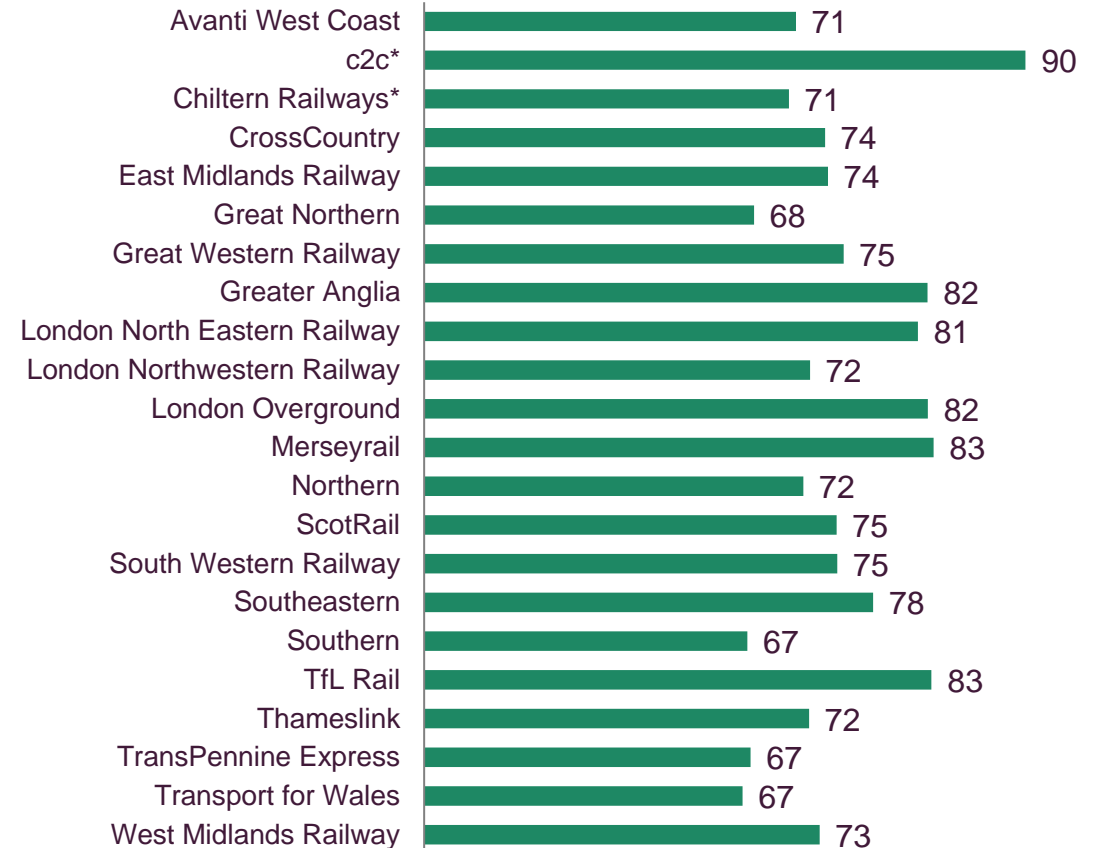


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

* 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 five distinct 12-week periods (6 Oct 2021 - 9 Jan 2022, 12 Jan - 3 Apr 2022, 8 Apr - 26 June 2022, 1 July - 18 Sept 2022, and 23 Sept to 11 Dec).

Further details about the 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, 1 July-18 Sept 2022 and 23 Sept to 11 Dec

Avanti West Coast



East Midlands Railway



Great Western Railway



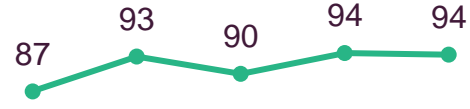
Greater Anglia



London Nth East Railway



London Overground



Northern Rail



ScotRail



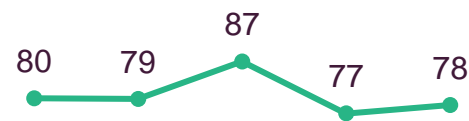
South Western Railway



Southeastern



Southern



TfL Rail



Thameslink



Base sizes: Avanti West Coast 153, 171, 100, 124 111; East Midlands Railway 161, 143, 120, 121 116; Great Western Railway 327, 286, 187, 214 243; Greater Anglia 244, 238, 147, 136 135; London North Eastern Railway 257, 170, 126, 144 117; London Overground 214, 189, 120, 133 118; Northern 379, 341, 219, 250 256; ScotRail 330, 286, 163, 200 191; South Western Railway 435, 409, 211, 285 254; Southeastern 417, 392, 228, 245 203; Southern 318, 328, 183, 174 177; TfL Rail 224, 259, 169, 157 143; Thameslink 219, 218, 117, 139 141;

Avanti West Coast

Satisfaction by 12-week time periods

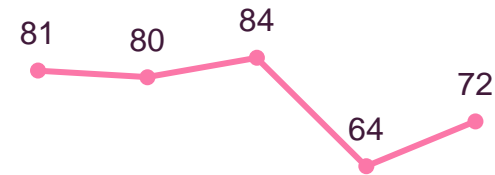
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 2022

Overall satisfaction



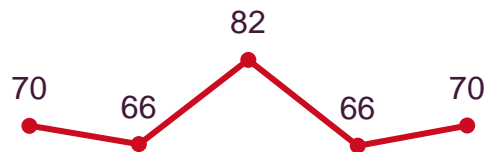
Punctuality / reliability



Value for money



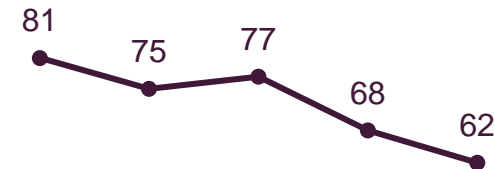
Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction; 153, 171, 100, 124, and 111; punctuality/reliability; 153, 171, 100, 123, and 111; value for money; 152, 167, 99, 123, and 108; level of crowding; 152, 169, 100, 123, and 110; cleanliness; 153, 170, 100, 124, and 111; frequency of services; 152, 170, 99, 122, and 110; information during journey 149, 167, 100, 121, and 110.

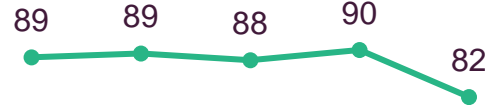
East Midlands Railway

Satisfaction by 12-week time periods

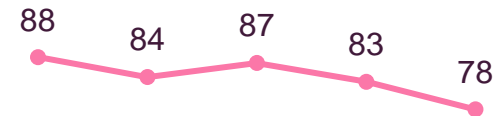
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



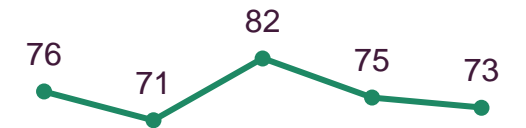
Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 161, 143, 120, 121, and 116; punctuality/reliability 161, 142, 120, 121, and 116; value for money 161, 142, 120, 121, and 116; level of crowding 161, 141, 120, 121, and 116; cleanliness 161, 142, 120, 121, and 115; frequency of services 160, 141, 117, 120, and 115; information during journey 158, 139, 115, 119, and 108.

Great Western Railway

Satisfaction by 12-week time periods

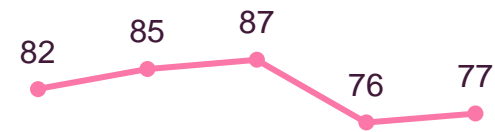
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 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, 214, and 243; punctuality/reliability 325, 286, 187, 214, and 243; value for money 325, 283, 186, 213, and 240; level of crowding 325, 286, 187, 214, and 241; cleanliness 327, 285, 186, 214, and 243; frequency of services 323, 285, 187, 212, and 243; information during journey 315, 274, 180, 200, and 232.

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
- 23 Sept - 11 Dec 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, 136, and 135; punctuality/reliability 244, 238, 147, 136, and 134; value for money 231, 232, 142, 134, and 133; level of crowding 244, 238, 147, 135, and 134; cleanliness 244, 237, 147, 136, and 134; frequency of services 241, 237, 145, 134, and 134; information during journey 240, 232, 141, 131, and 133.

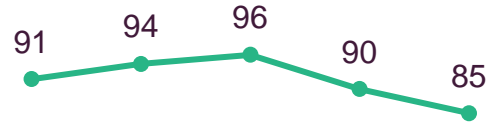
London North Eastern Railway

Satisfaction by 12-week time periods

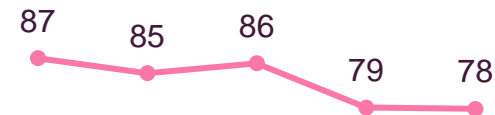
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 2022

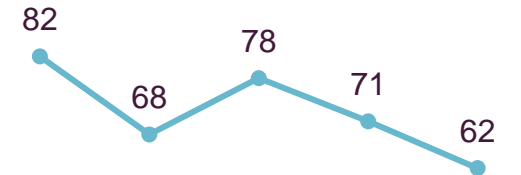
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 257, 170, 126, 144, and 117; punctuality/reliability 256, 170, 126, 144, and 117; value for money 253, 166, 124, 142, and 117; level of crowding 255, 170, 126, 144, and 117; cleanliness 255, 170, 126, 144, and 117; frequency of services 253, 166, 121, 144, and 117; information during journey 247, 168, 125, 142, and 115.

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
- 23 Sept - 11 Dec 2022

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



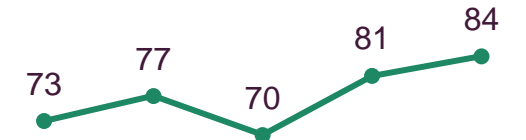
Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 214, 189, 120, 133, and 118; punctuality/reliability 213, 189, 120, 133, and 118; value for money 205, 178, 119, 127, and 111; level of crowding 214, 188, 119, 133, and 118; cleanliness 213, 189, 120, 133, and 118; frequency of services 214, 189, 120, 133, and 118; information during journey 199, 182, 115, 125, and 109.

Northern Rail

Satisfaction by 12-week time periods

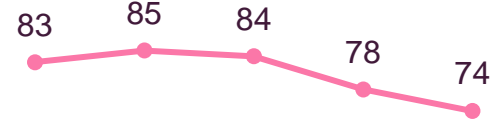
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 2022

Overall satisfaction



Punctuality / reliability



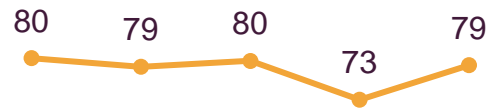
Value for money



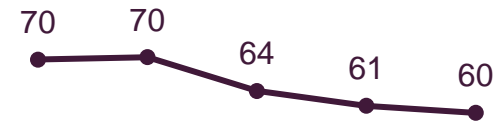
Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 379, 341, 219, 250, and 256; punctuality/reliability 378, 340, 219, 250, and 255; value for money 372, 332, 214, 246, and 249; level of crowding 376, 339, 219, 248, and 255; cleanliness 379, 338, 219, 249, and 256; frequency of services 376, 339, 217, 248, and 252; information during journey 368, 330, 211, 236, and 242.

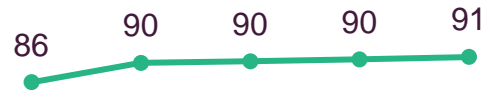
ScotRail

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
- 23 Sept - 11 Dec 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, 200, and 191; punctuality/reliability 329, 285, 162, 199, and 191; value for money 330, 282, 160, 198, and 191; level of crowding 324, 278, 161, 199, and 191; cleanliness 330, 286, 162, 199, and 191; frequency of services 328, 285, 163, 197, and 191; information during journey 301, 262, 151, 183, and 178.

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
- 23 Sept - 11 Dec 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, 285, and 254; punctuality/reliability 435, 408, 211, 284, and 254; value for money 407, 396, 197, 273, and 240; level of crowding 433, 406, 210, 283, and 253; cleanliness 434, 408, 211, 283, and 254; frequency of services 432, 408, 211, 283, and 253; information during journey 423, 392, 202, 268, and 242.

Southeastern Satisfaction by 12-week time periods

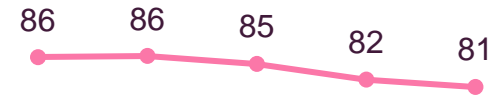
Time period dates (left to right)

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
- 1 July - 18 Sept 2022
- 23 Sept - 11 Dec 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, 245, and 203; punctuality/reliability 417, 392, 228, 245, and 203; value for money 382, 337, 203, 231, and 186; level of crowding 417, 392, 226, 242, and 201; cleanliness 416, 392, 228, 245, and 201; frequency of services 416, 390, 225, 244, and 203; information during journey 391, 366, 211, 232, and 191.

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
- 23 Sept - 11 Dec 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, 174, and 177; punctuality/reliability 318, 328, 183, 174, and 177; value for money 303, 311, 172, 166, and 170; level of crowding 317, 325, 182, 174, and 175; cleanliness 318, 327, 182, 172, and 175; frequency of services 316, 328, 181, 174, and 176; information during journey 298, 313, 177, 164, and 168.

TfL Rail

Satisfaction by 12-week time periods

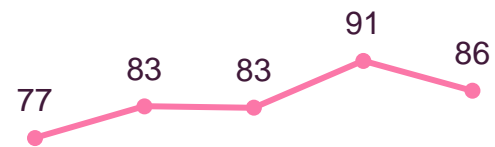
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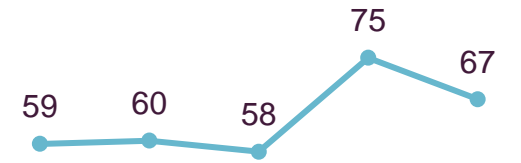
Overall satisfaction



Punctuality / reliability



Value for money



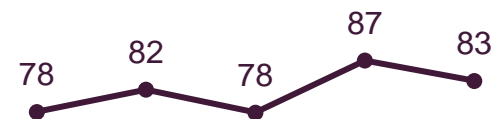
Level of crowding



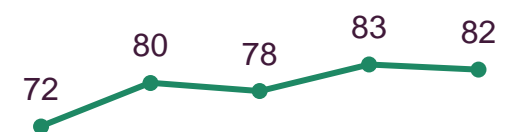
Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 224, 259, 169, 157, and 143; punctuality/reliability 222, 257, 168, 156, and 142; value for money 212, 244, 153, 143, and 133; level of crowding 224, 256, 168, 156, and 143; cleanliness 224, 259, 168, 155, and 143; frequency of services 223, 258, 166, 157, and 143; information during journey 208, 241, 158, 149, and 138.

Thameslink

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
- 23 Sept - 11 Dec 2022

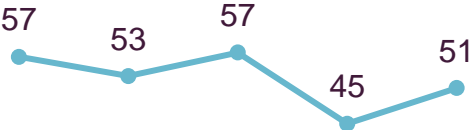
Overall satisfaction



Punctuality / reliability



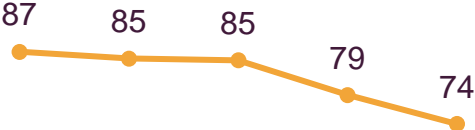
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 219, 218, 117, 139, and 141; punctuality/reliability 219, 218, 117, 139, and 141; value for money 213, 212, 110, 128, and 134; level of crowding 218, 217, 117, 137, and 140; cleanliness 219, 218, 117, 136, and 141; frequency of services 218, 218, 117, 139, and 141; information during journey 210, 209, 115, 126, and 134.



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 the 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, Not applicable.

Appendix 2: base sizes for 24-week period: 1 July to 11 December 2022 (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	235	234	231	233	235	232	231
c2c	71	71	69	70	70	71	68
Chiltern Railways	100	100	100	100	100	100	97
CrossCountry	175	175	173	174	175	173	169
East Midlands Railway	237	237	237	237	236	235	227
Great Northern	152	152	144	152	152	151	147
Great Western Railway	457	457	453	455	457	455	432
Greater Anglia	271	270	267	269	270	268	264
London North Eastern Railway	261	261	259	261	261	261	257
London Northwestern Railway	109	109	109	108	108	109	107
London Overground	251	251	238	251	251	251	234
Merseyrail	129	129	119	129	129	128	118
Northern	506	505	495	503	505	500	478
ScotRail	391	390	389	390	390	388	361
South Western Railway	539	538	513	536	537	536	510
Southeastern	448	448	417	443	446	447	423
Southern	351	351	336	349	347	350	332
TfL Rail	300	298	276	299	298	300	287
Thameslink	280	280	262	277	277	280	260
TransPennine Express	121	121	120	121	121	119	116
Transport for Wales	158	158	154	154	156	158	151
West Midlands Railway	196	196	192	195	196	196	186

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

The screenshot shows the Transport Focus Data Hub homepage. At the top, there is a navigation menu with links to various surveys: Transport Focus data hub, Bus User Weekly Survey, Rail User Weekly Survey, Covid-19 Travel Survey, Passenger confidence barometer, Strategic Roads User Survey, Logistics and Coach Survey, Strategic Roads, Motorway Services User Survey, Bus Passenger Survey, National Rail Passenger Survey, Tram Passenger Survey, Contact us, and Help. Below the menu is a banner image showing various transport modes: a highway with traffic, a tram, a train, and a group of people. The main content area features a 'Welcome' section with text about the organization's mission and a grid of survey icons. The 'Covid-19 Travel Survey' icon is highlighted in red.

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
- Passenger confidence barometer
- Motorway Services User Survey
- Tram Passenger Survey

The screenshot shows a detailed view of the 'Overall satisfaction with rail journey - over time' chart. The chart is a stacked area chart showing the percentage of users who are very dissatisfied, fairly dissatisfied, neither/nor, fairly satisfied, and very satisfied from November 2021 to January 2022. A line graph below the chart shows the overall percentage of satisfied users, which fluctuates between 83% and 90%. A legend on the right provides a breakdown for the week of 26 to 30 Jan 22.

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

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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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