

28 March 2023

Rail User Survey

Train operator results



Introduction



The Rail User Survey asks passengers in Great Britain about 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 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 (23 September 2022 to 19 March 2023). It then shows satisfaction trends over time (in twelve-week intervals) for the 14 train companies where we have a sufficient sample size.

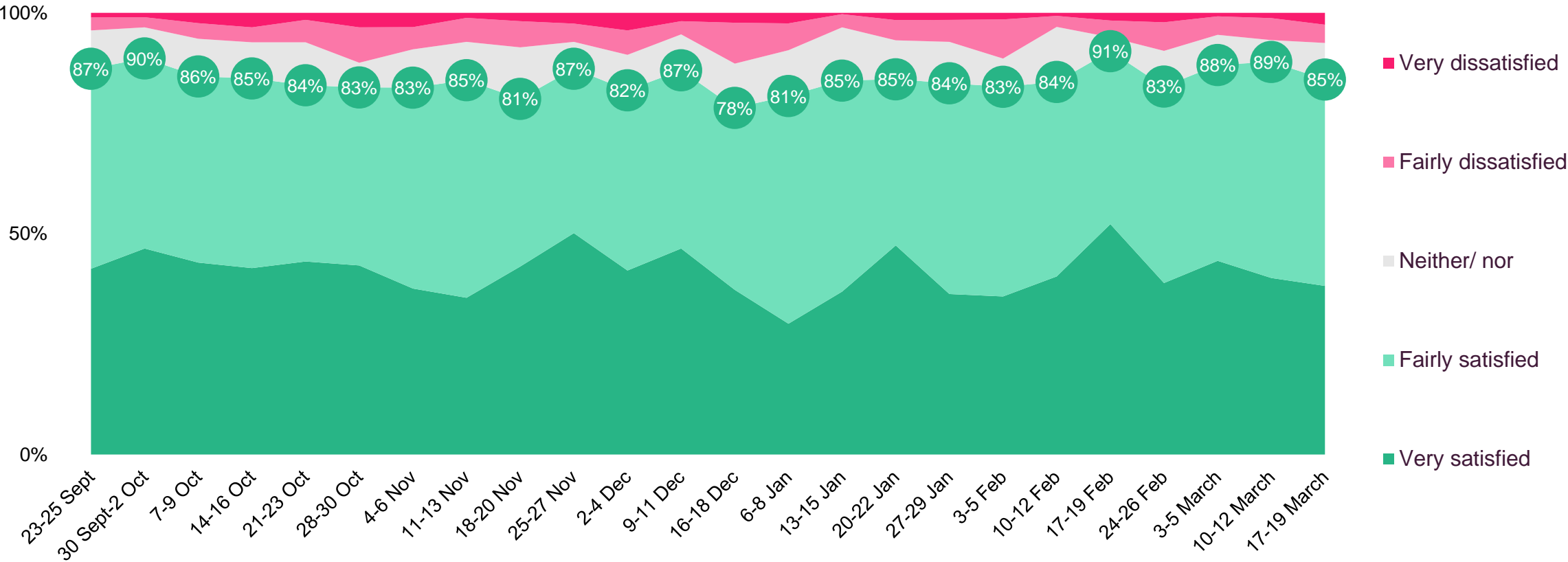
This data is also used to produce the [reports](#) we publish every four weeks showing how satisfied passengers in Great Britain were with their most recent train journey.

Further details on how we carried out this survey are available on page 29.

Train operator satisfaction



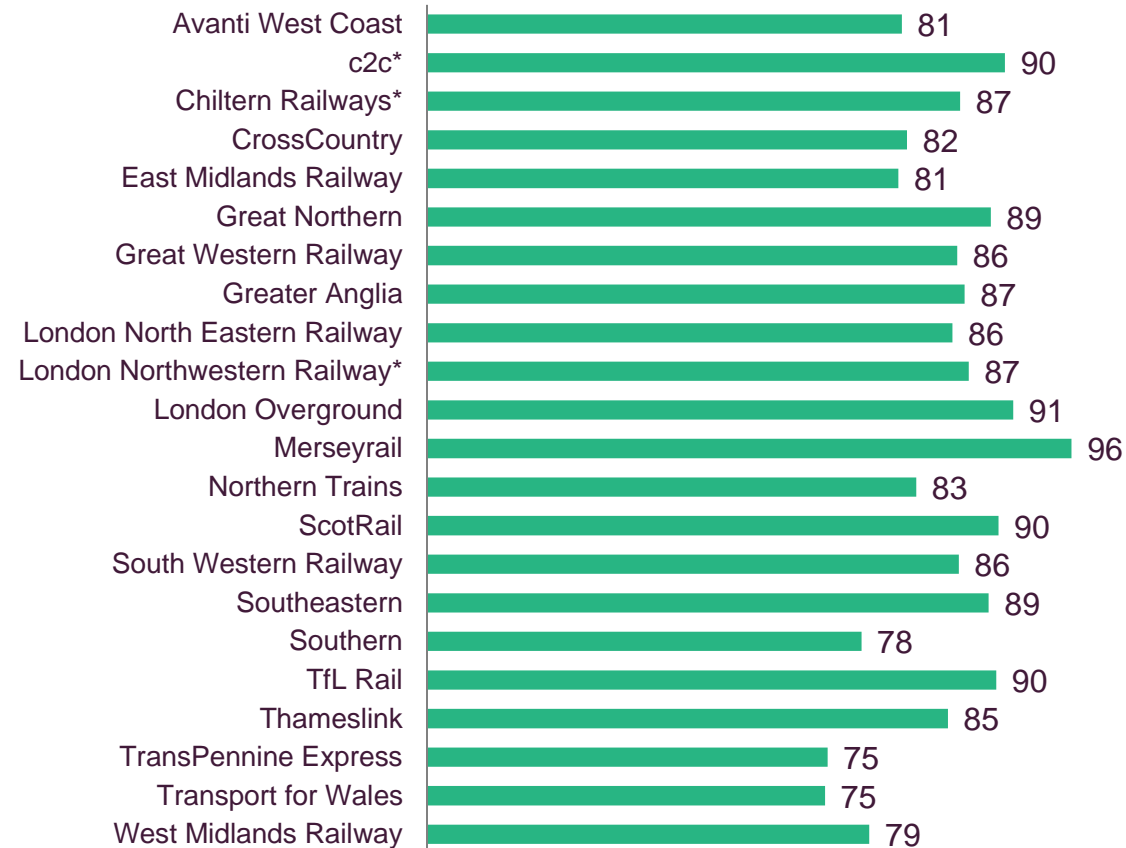
Overall satisfaction with rail journey across all train operators



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

Overall journey satisfaction and punctuality/reliability (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with punctuality/reliability %

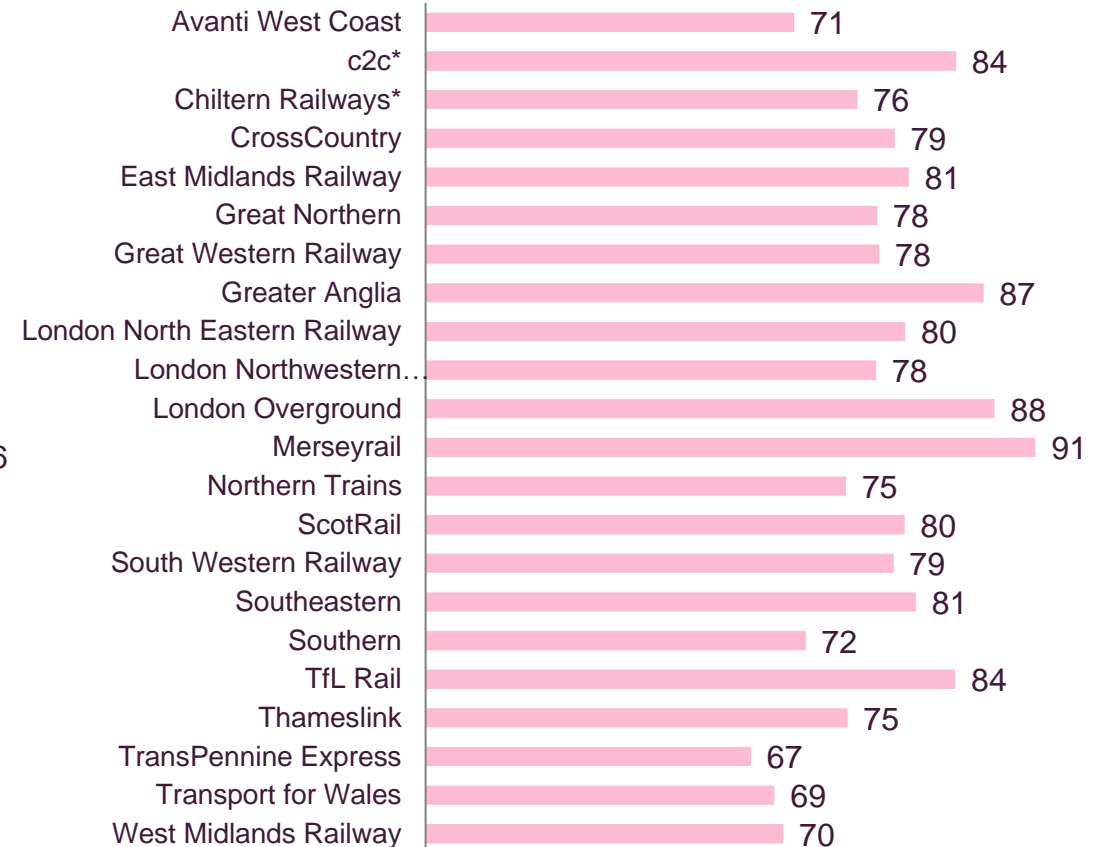
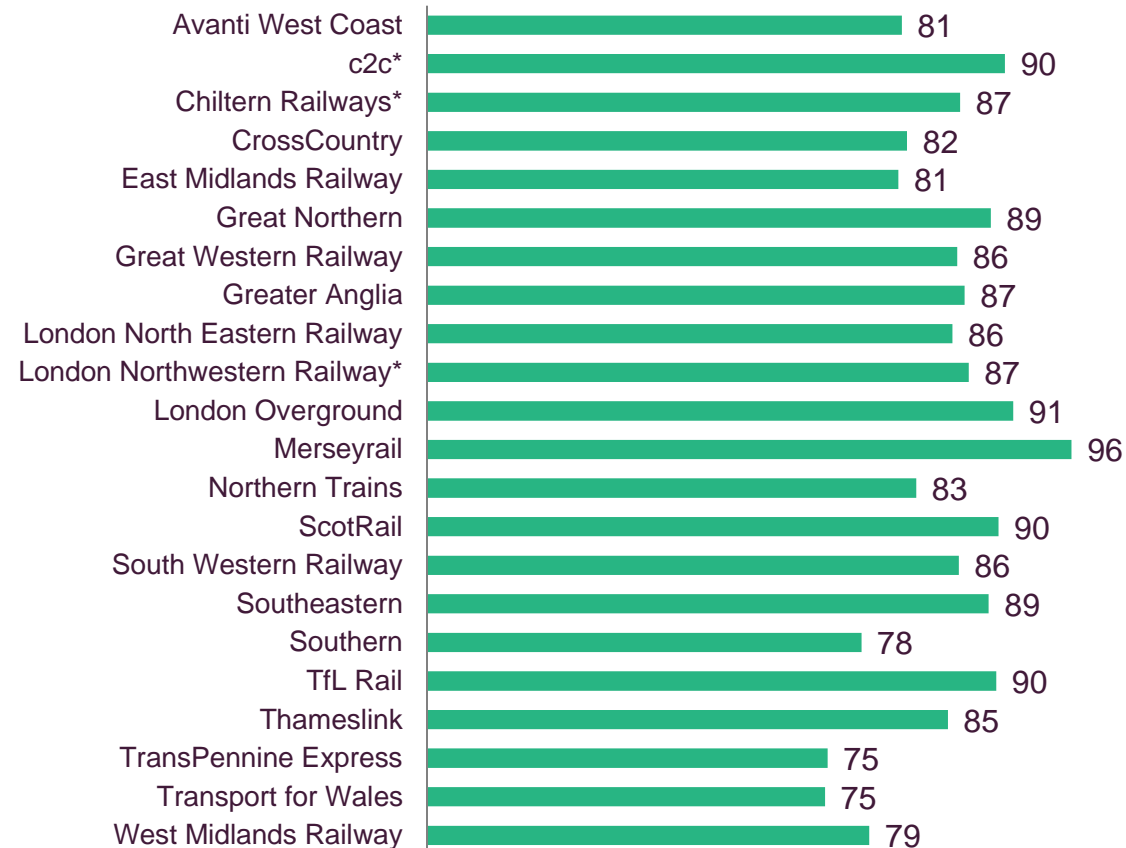


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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

Overall journey satisfaction and value for money (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with value for money %

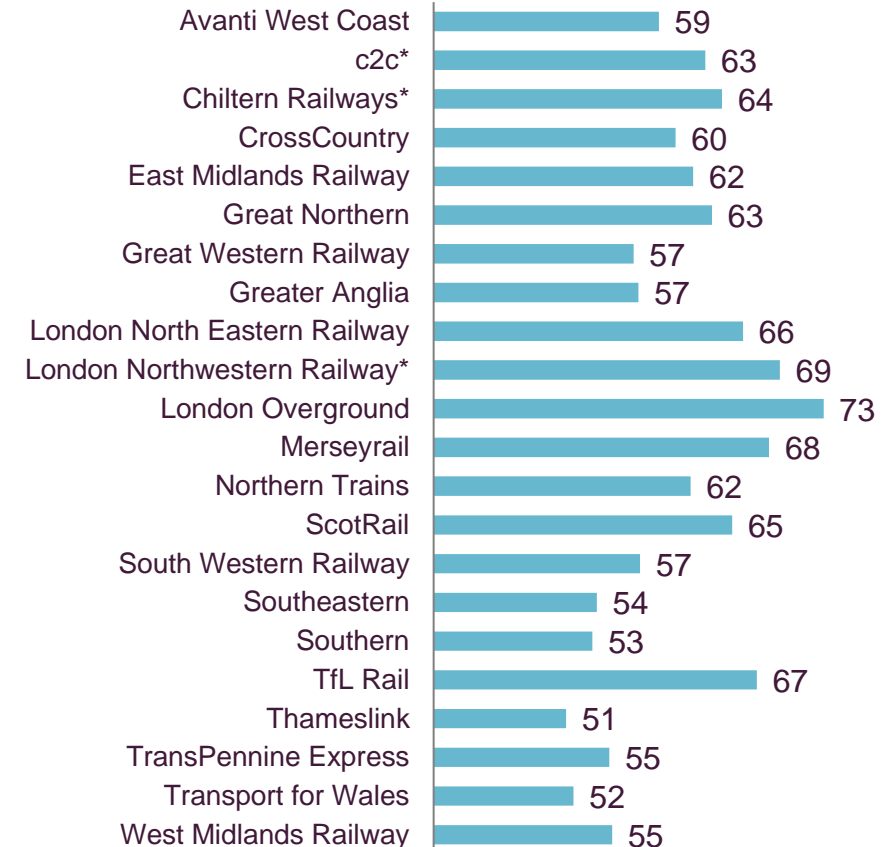
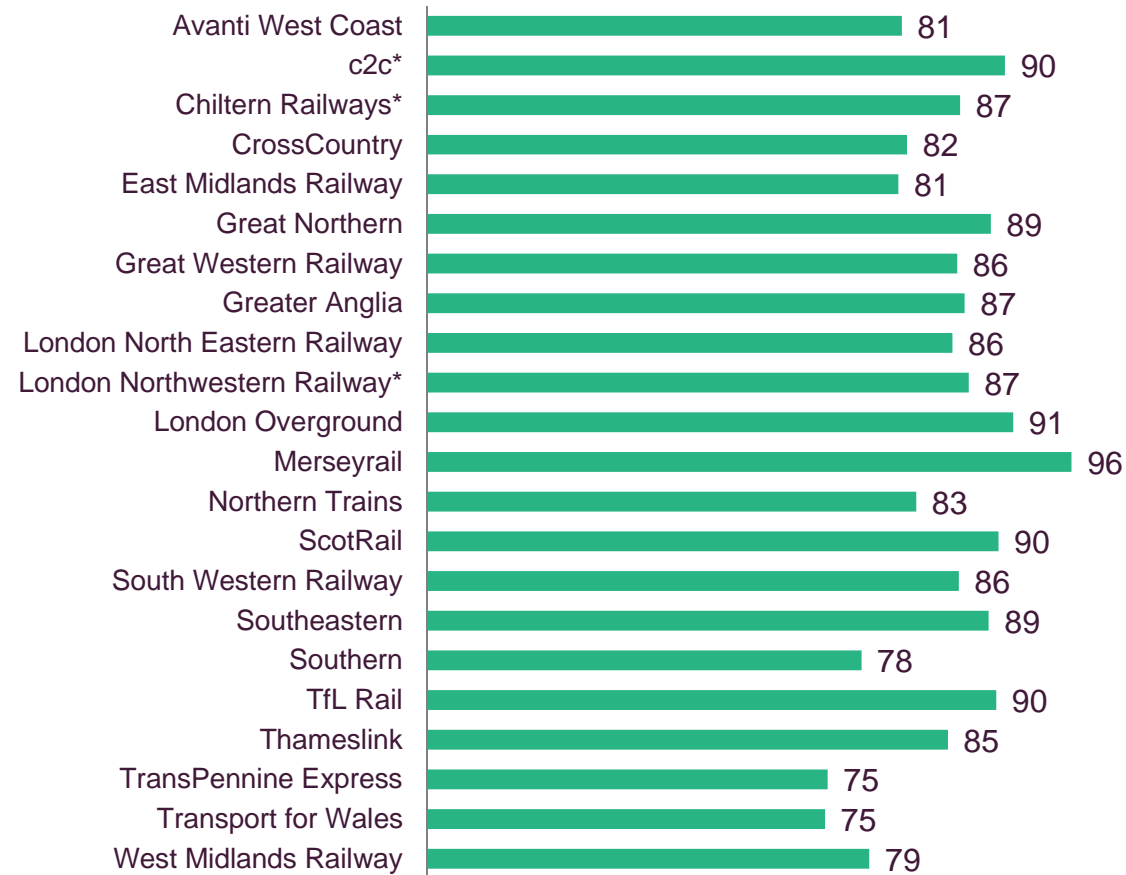


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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

Overall journey satisfaction and level of crowding (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with level of crowding %

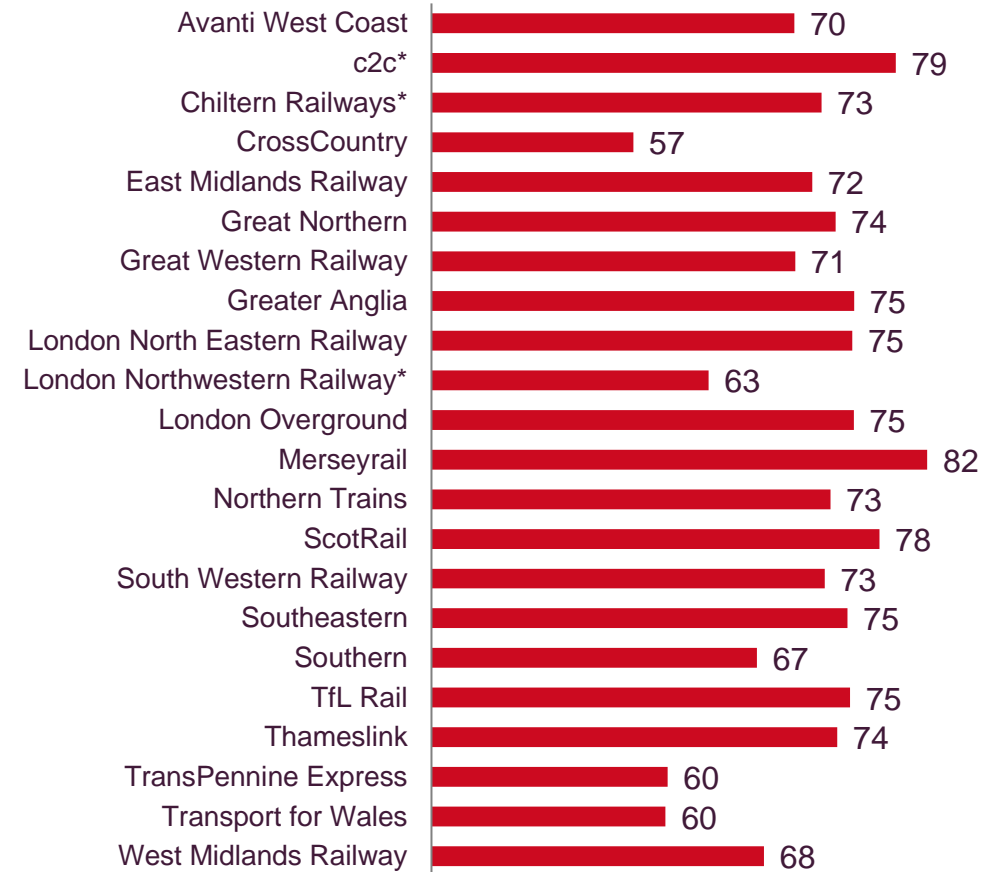
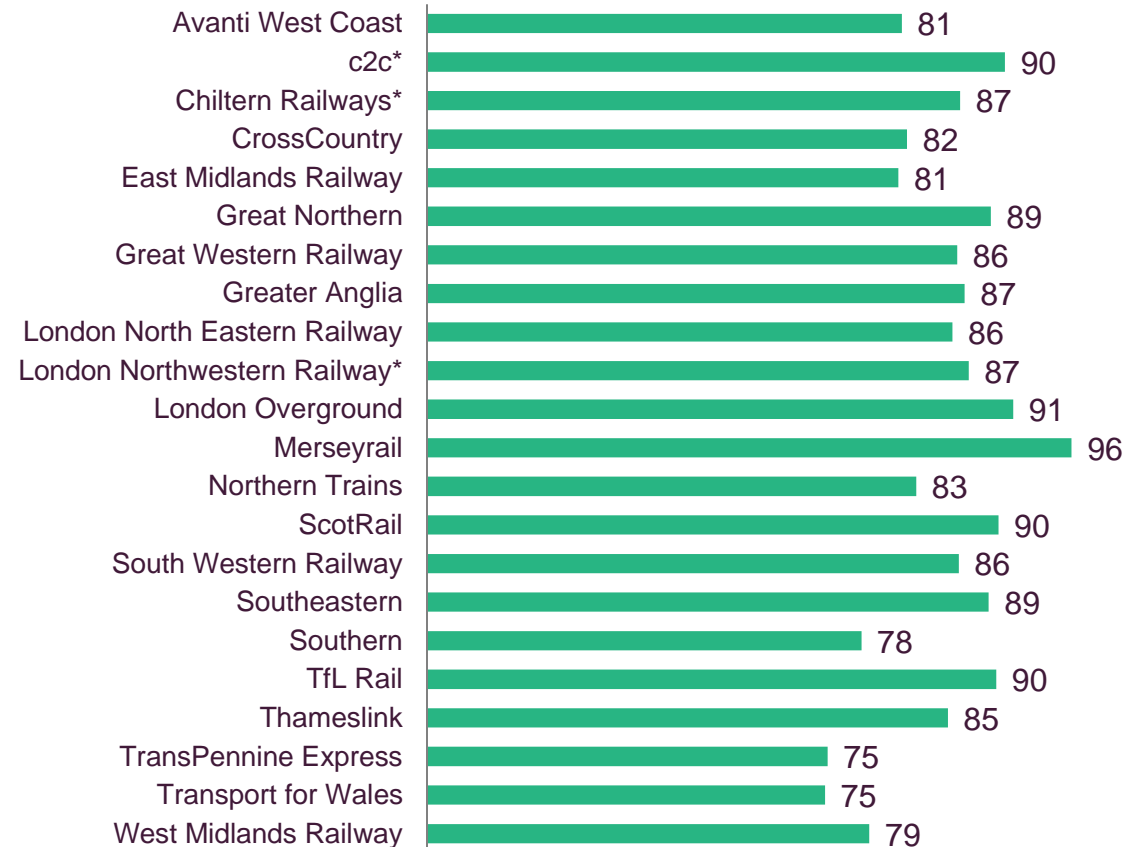


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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Overall journey satisfaction and level of cleanliness (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with cleanliness %

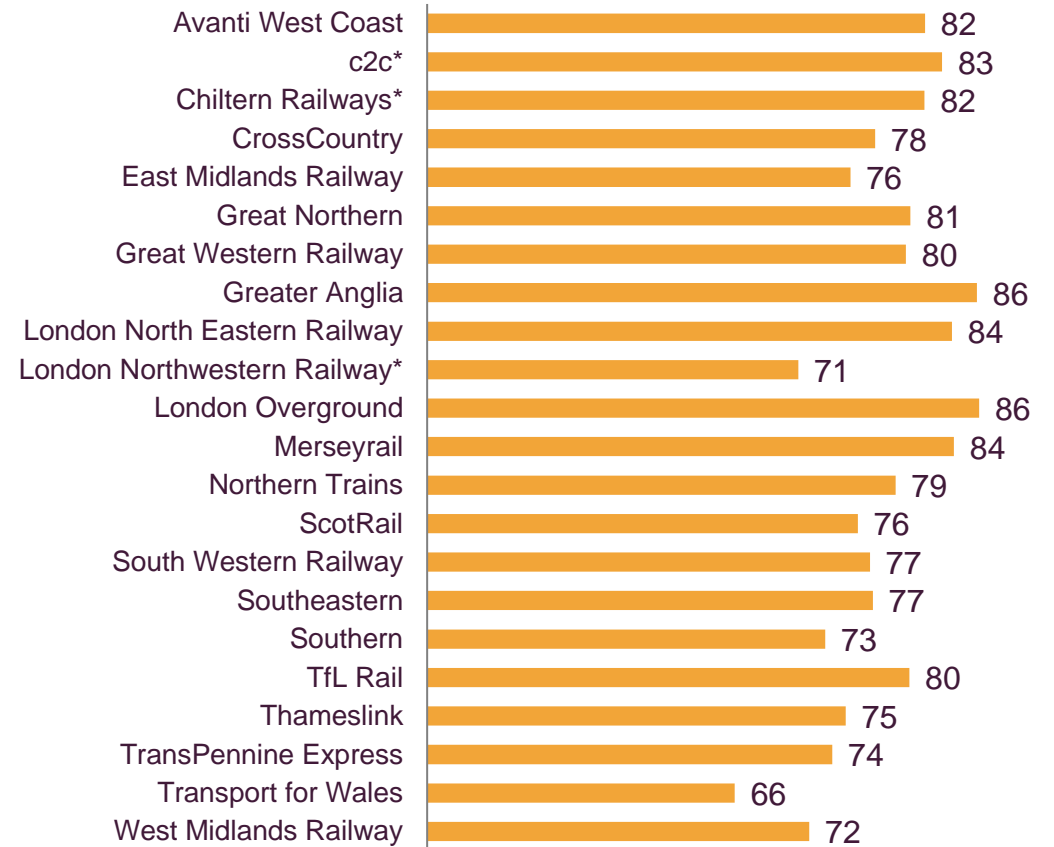
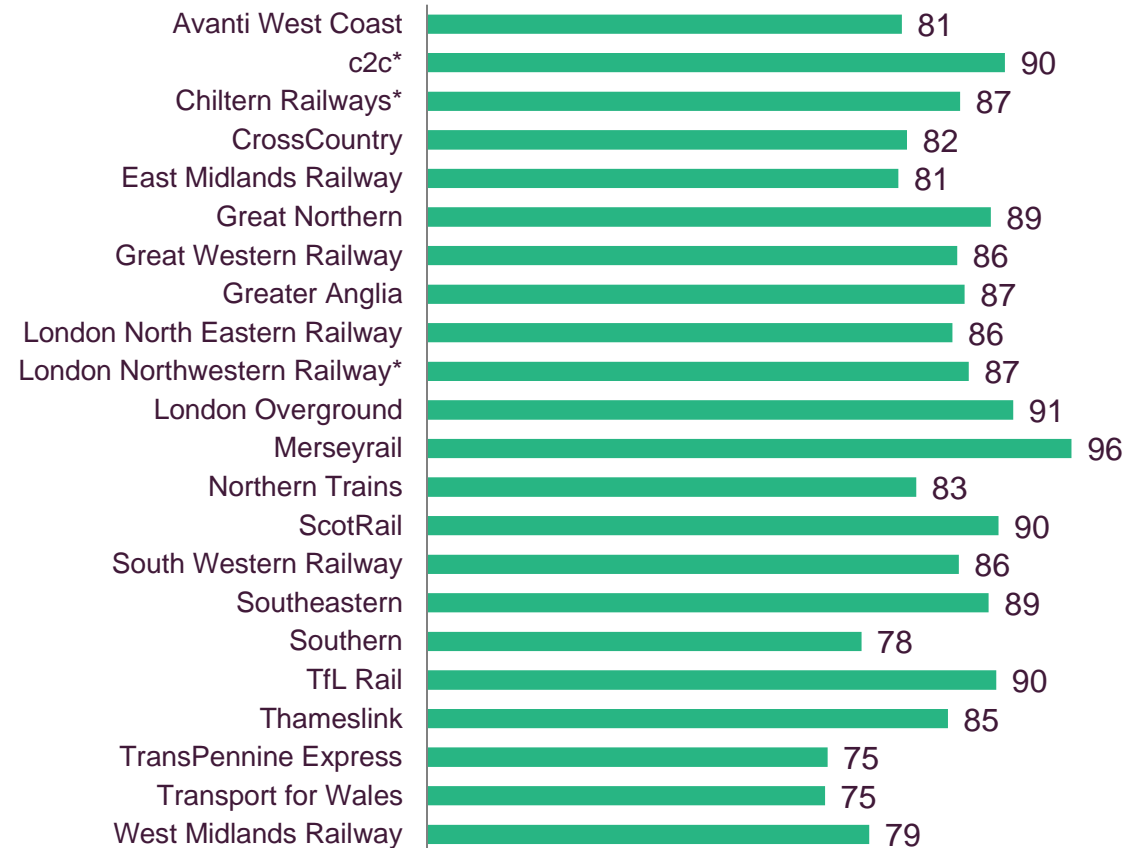


Chart axes range from 40% to 100% to better show the differences in values between train operating companies

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

Overall journey satisfaction and frequency of services (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with frequency of services %

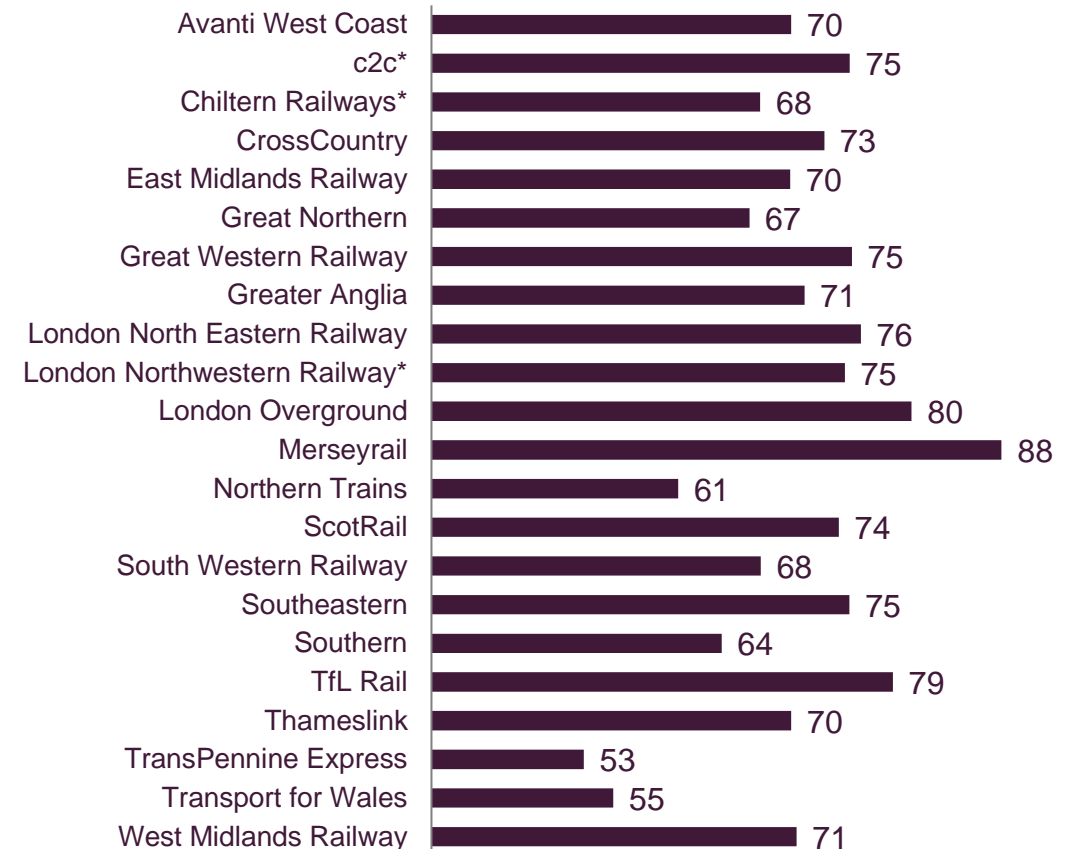
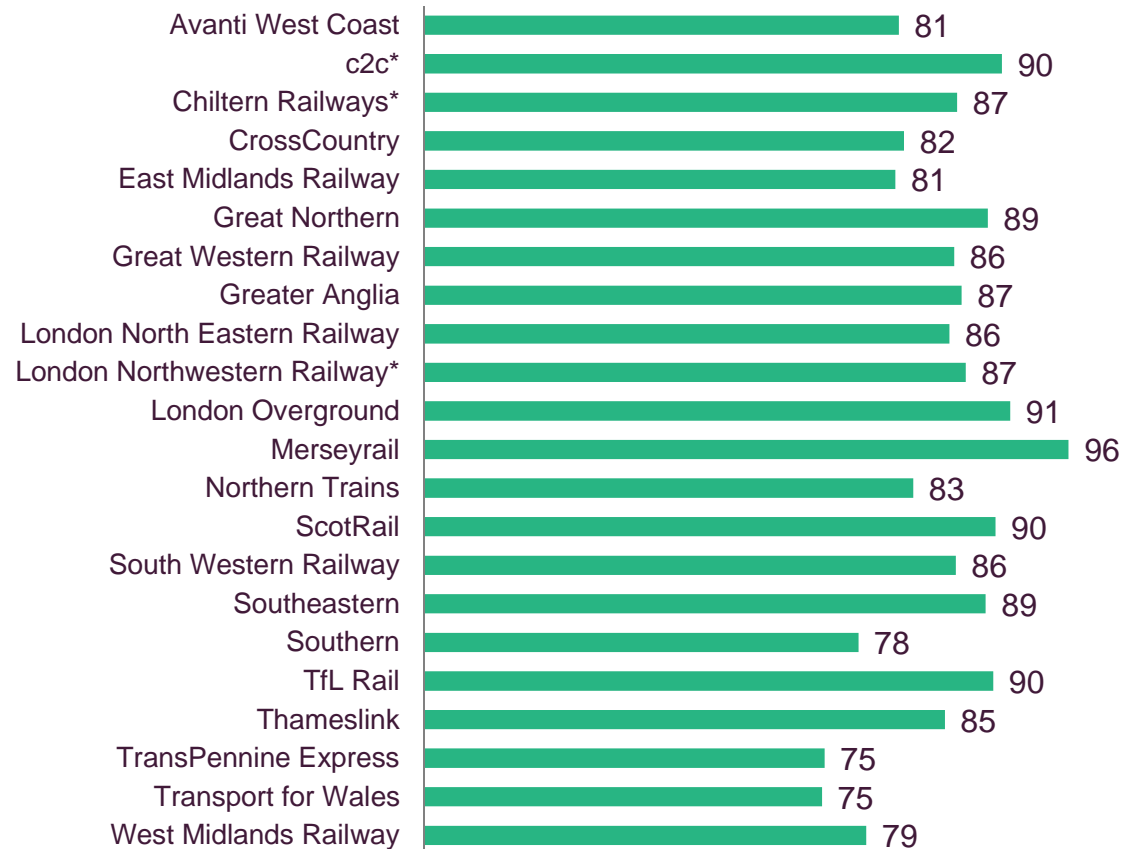


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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

Overall journey satisfaction and information provided during journey (23 Sept to 19 March)

Overall satisfaction %



Satisfaction with information during journey %

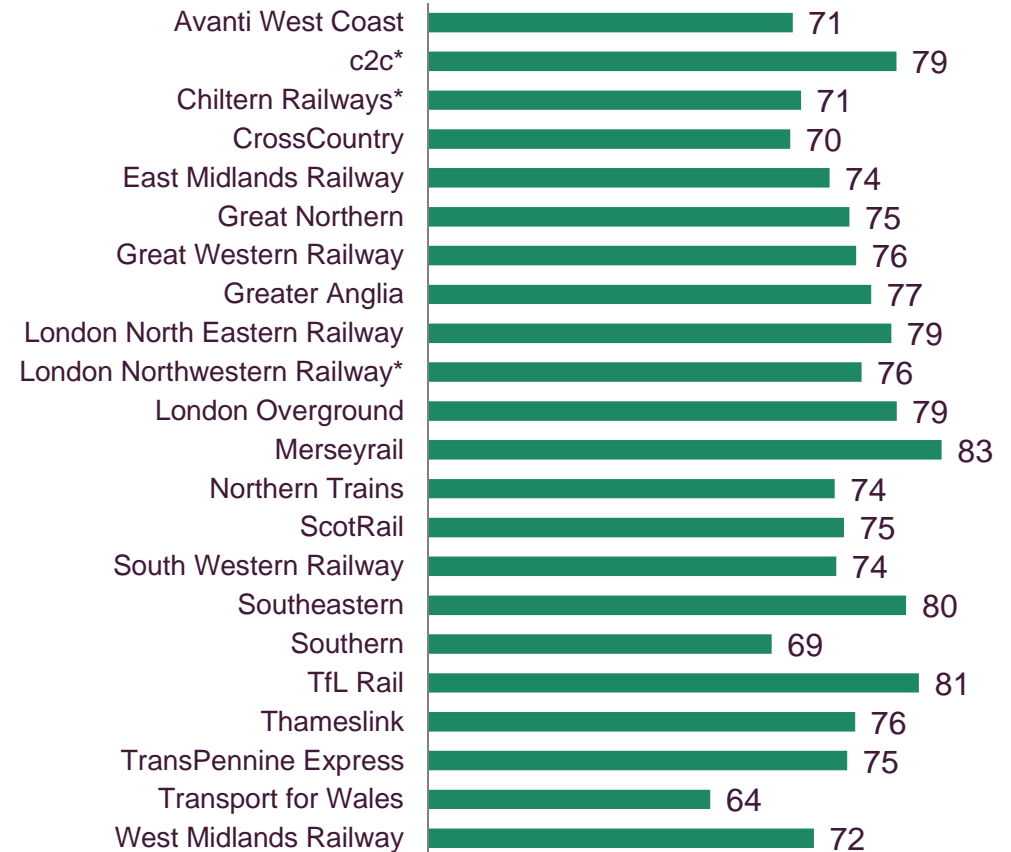


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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

Satisfaction over time



Satisfaction over time

Transport Focus's Rail User Survey has been running around 18 months allowing us to see the trends in passenger satisfaction over time.

The charts in this section show overall satisfaction and satisfaction with seven journey aspects for 14 train companies where we have sufficient sample sizes (more than 75 per data point) over six 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
- 23 Sept -11 Dec 2022
- 16 Dec 2022 - 19 March 2023.

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

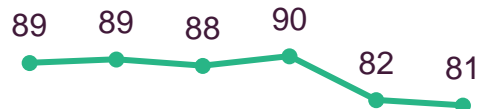
Overall satisfaction by 12-week time periods

6 Oct 2021-9 Jan 2022, 10 Jan-3 Apr 2022, 8 Apr-26 June 2022, 1 July-18 Sept 2022 and 23 Sept-11 Dec 2022, 16 Dec 2022-19 Mar 2023

Avanti West Coast



East Midlands Railway



Great Western Railway



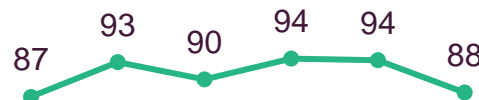
Greater Anglia



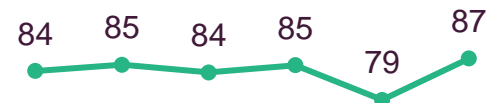
London Nth East Railway



London Overground



Northern Trains



ScotRail



South Western Railway



Southeastern



Southern



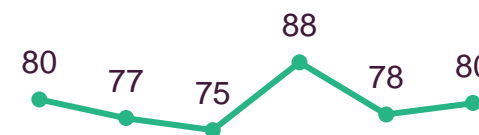
TfL Rail/Elizabeth line



Thameslink



West Midlands Railway



Sample sizes: Avanti West Coast 153, 171, 100, 124, 111, 105; East Midlands Railway 161, 143, 120, 121, 116, 106; Great Western Railway 327, 286, 187, 214, 243, 259; Greater Anglia 244, 238, 147, 136, 135, 142; London North Eastern Railway 257, 170, 126, 144, 117, 121; London Overground 214, 189, 120, 133, 118, 94; Northern 379, 341, 219, 250, 256, 259; ScotRail 330, 286, 163, 200, 191, 190; South Western Railway 435, 409, 211, 285, 254, 220; Southeastern 417, 392, 228, 245, 203, 191; Southern 318, 328, 183, 174, 177, 170; TfL Rail 224, 259, 169, 157, 143, 125; Thameslink 219, 218, 117, 139, 141, 142; West Midlands Railway 155, 161, 83, 89, 107, 103.

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

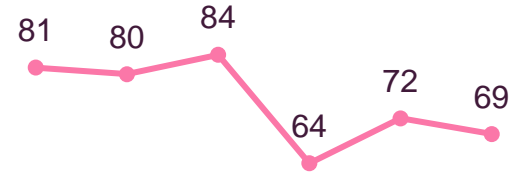
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

Overall satisfaction



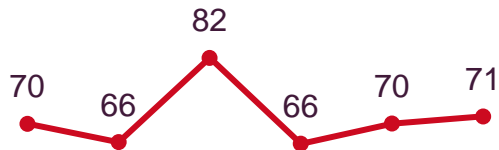
Punctuality / reliability



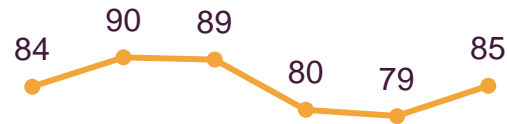
Value for money



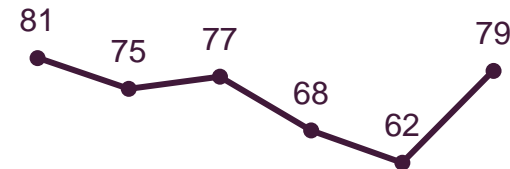
Level of crowding



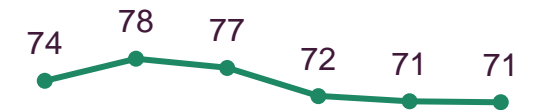
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction; 153, 171, 124, 100, 111, and 105; punctuality/reliability; 153, 171, 123, 100, 111, and 105; value for money; 152, 167, 123, 99, 108, and 104; level of crowding; 152, 169, 123, 100, 110, and 104; cleanliness; 153, 170, 124, 100, 111, and 105; frequency of services; 152, 170, 122, 99, 110, and 104; information during journey 149, 167, 121, 100, 110, and 104.

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

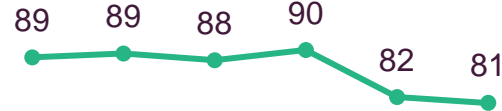
8 Apr - 26 June 2022

1 July - 18 Sept 2022

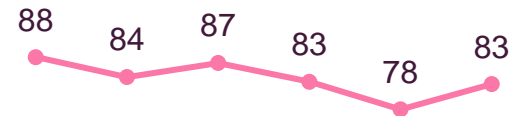
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

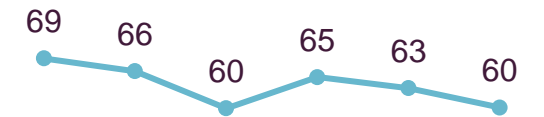
Overall satisfaction



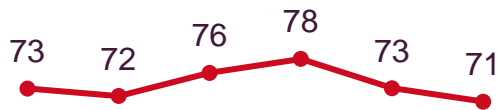
Punctuality / reliability



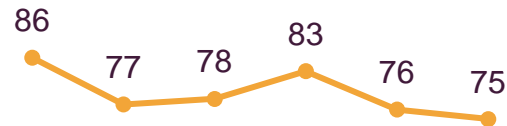
Value for money



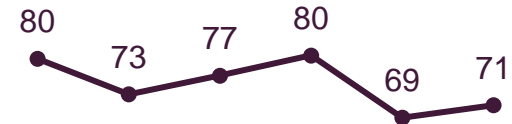
Level of crowding



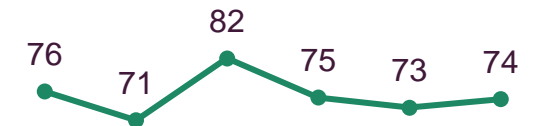
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 161, 143, 121, 120, 116, and 106; punctuality/reliability 161, 142, 121, 120, 116, and 106; value for money 161, 142, 121, 120, 116, and 106; level of crowding 161, 141, 121, 120, 116, and 105; cleanliness 161, 142, 121, 120, 115, and 106; frequency of services 160, 141, 120, 117, 115, and 106; information during journey 158, 139, 119, 115, 108, and 105.

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

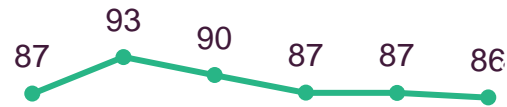
8 Apr - 26 June 2022

1 July - 18 Sept 2022

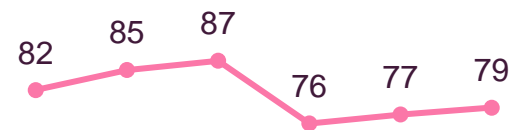
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

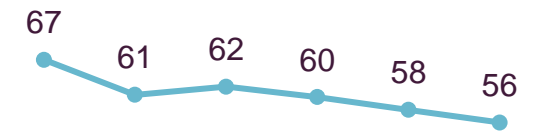
Overall satisfaction



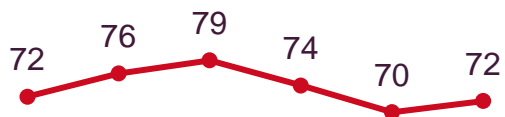
Punctuality / reliability



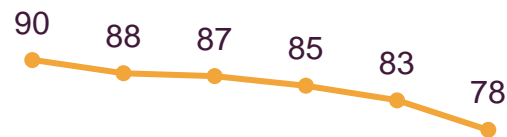
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 327, 286, 214, 187, 243, and 259; punctuality/reliability 325, 286, 214, 187, 243, and 258; value for money 325, 283, 213, 186, 240, and 259; level of crowding 325, 286, 214, 187, 241, and 259; cleanliness 327, 285, 214, 186, 243, and 258; frequency of services 323, 285, 212, 187, 243, and 256; information during journey 315, 274, 200, 180, 232, and 250.

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

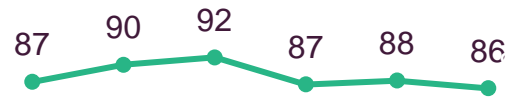
8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

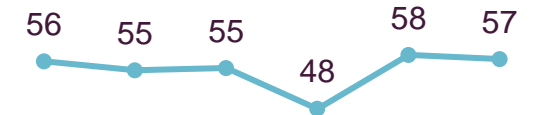
Overall satisfaction



Punctuality / reliability



Value for money



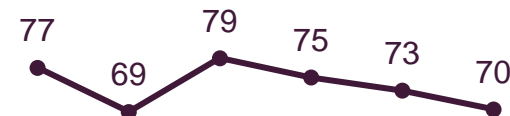
Level of crowding



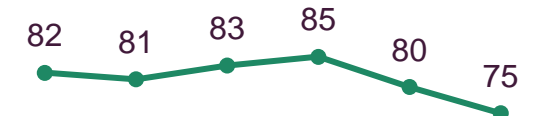
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 244, 238, 136, 147, 135, and 142; punctuality/reliability 244, 238, 136, 147, 134, and 142; value for money 231, 232, 134, 142, 133, and 140; level of crowding 244, 238, 135, 147, 134, and 142; cleanliness 244, 237, 136, 147, 134, and 142; frequency of services 241, 237, 134, 145, 134, and 141; information during journey 240, 232, 131, 141, 133, and 138.

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

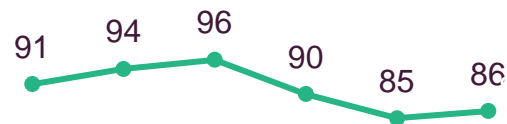
8 Apr - 26 June 2022

1 July - 18 Sept 2022

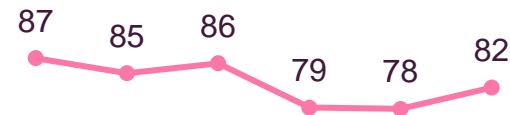
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

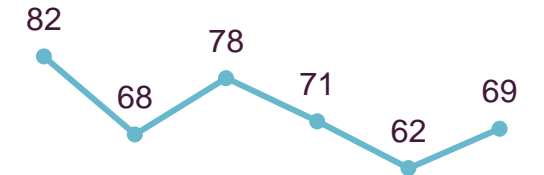
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



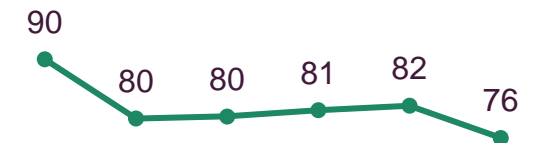
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 257, 170, 144, 126, 117, and 121; punctuality/reliability 256, 170, 144, 126, 117, and 121; value for money 253, 166, 142, 124, 117, and 120; level of crowding 255, 170, 144, 126, 117, and 121; cleanliness 255, 170, 144, 126, 117, and 121; frequency of services 253, 166, 144, 121, 117, and 119; information during journey 247, 168, 142, 125, 115, and 121.

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

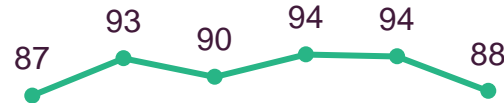
8 Apr - 26 June 2022

1 July - 18 Sept 2022

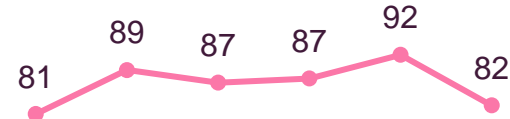
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

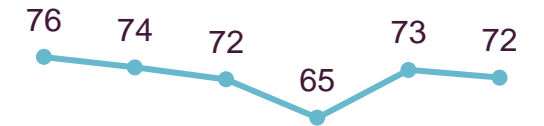
Overall satisfaction



Punctuality / reliability



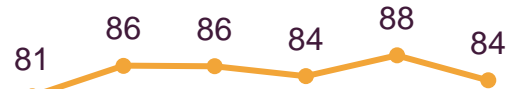
Value for money



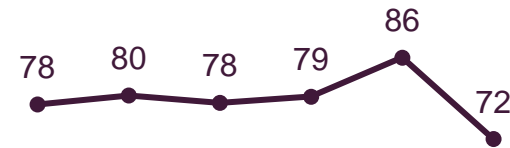
Level of crowding



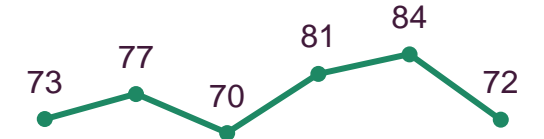
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 214, 189, 133, 120, 118, and 94; punctuality/reliability 213, 189, 133, 120, 118, and 94; value for money 205, 178, 127, 119, 111, and 89; level of crowding 214, 188, 133, 119, 118, and 94; cleanliness 213, 189, 133, 120, 118, and 93; frequency of services 214, 189, 133, 120, 118, and 94; information during journey 199, 182, 125, 115, 109, and 82.

Northern Trains

Satisfaction by 12-week time periods

Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

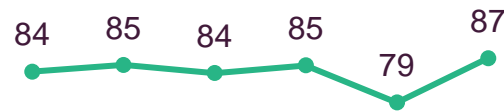
8 Apr - 26 June 2022

1 July - 18 Sept 2022

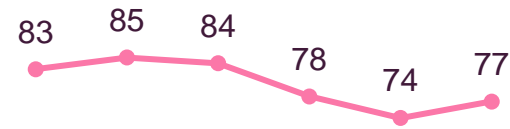
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

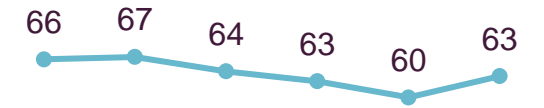
Overall satisfaction



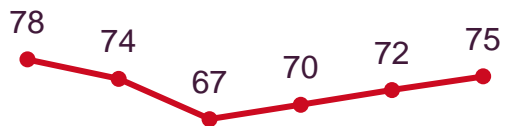
Punctuality / reliability



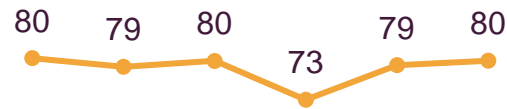
Value for money



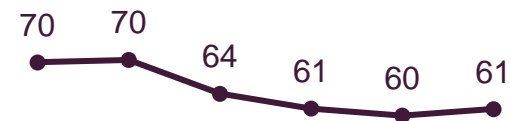
Level of crowding



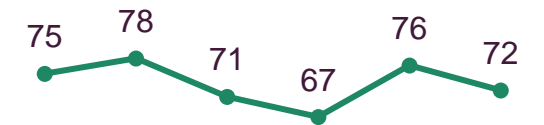
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 379, 341, 250, 219, 256, and 259; punctuality/reliability 378, 340, 250, 219, 255, and 259; value for money 372, 332, 246, 214, 249, and 253; level of crowding 376, 339, 248, 219, 255, and 257; cleanliness 379, 338, 249, 219, 256, and 258; frequency of services 376, 339, 248, 217, 252, and 256; information during journey 368, 330, 236, 211, 242, and 246.

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

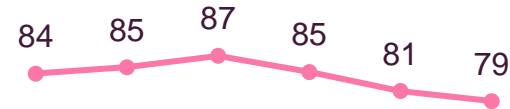
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

Overall satisfaction



Punctuality / reliability



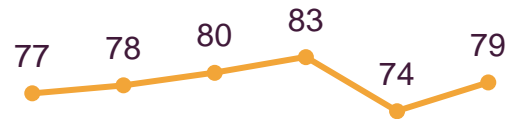
Value for money



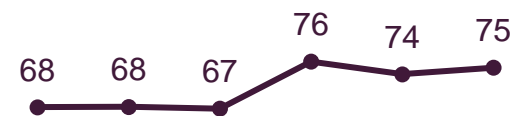
Level of crowding



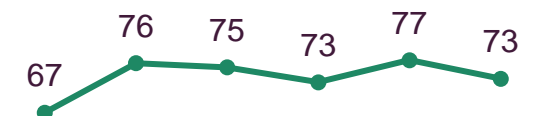
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 330, 286, 200, 163, 191, and 190; punctuality/reliability 329, 285, 199, 162, 191, and 189; value for money 330, 282, 198, 160, 191, and 189; level of crowding 324, 278, 199, 161, 191, and 189; cleanliness 330, 286, 199, 162, 191, and 190; frequency of services 328, 285, 197, 163, 191, and 189; information during journey 301, 262, 183, 151, 178, and 177.

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

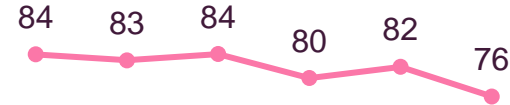
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

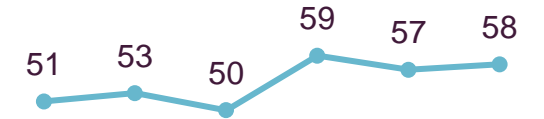
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 435, 409, 285, 211, 254, and 220; punctuality/reliability 435, 408, 284, 211, 254, and 220; value for money 407, 396, 273, 197, 240, and 214; level of crowding 433, 406, 283, 210, 253, and 220; cleanliness 434, 408, 283, 211, 254, and 220; frequency of services 432, 408, 283, 211, 253, and 220; information during journey 423, 392, 268, 202, 242, and 210.

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

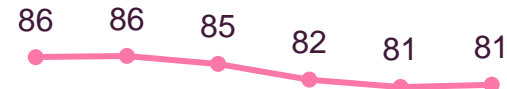
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

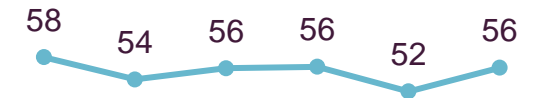
Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



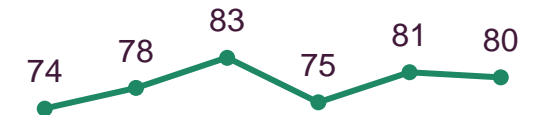
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 417, 392, 245, 228, 203, and 191; punctuality/reliability 417, 392, 245, 228, 203, and 191; value for money 382, 337, 231, 203, 186, and 171; level of crowding 417, 392, 242, 226, 201, and 190; cleanliness 416, 392, 245, 228, 201, and 191; frequency of services 416, 390, 244, 225, 203, and 191; information during journey 391, 366, 232, 211, 191, and 181.

Southern Satisfaction by 12-week time periods

Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

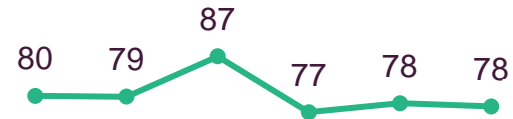
8 Apr - 26 June 2022

1 July - 18 Sept 2022

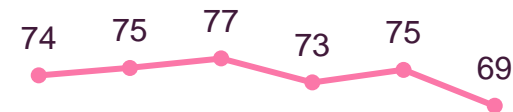
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

Overall satisfaction



Punctuality / reliability



Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 318, 328, 174, 183, 177, and 170; punctuality/reliability 318, 328, 174, 183, 177, and 169; value for money 303, 311, 166, 172, 170, and 155; level of crowding 317, 325, 174, 182, 175, and 167; cleanliness 318, 327, 172, 182, 175, and 168; frequency of services 316, 328, 174, 181, 176, and 168; information during journey 298, 313, 164, 177, 168, and 153.

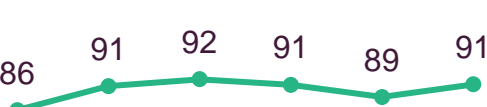
TfL Rail/Elizabeth line

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
- 16 Dec 2022 - 19 Mar 2023

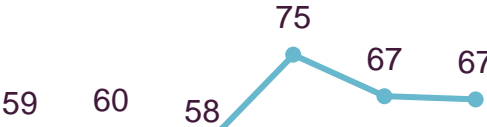
Overall satisfaction



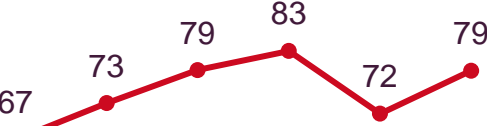
Punctuality / reliability



Value for money



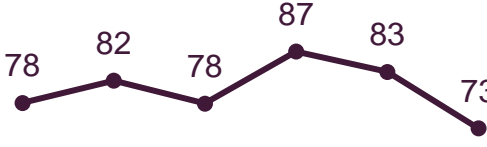
Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 224, 259, 157, 169, 143, and 125; punctuality/reliability 222, 257, 156, 168, 142, and 123; value for money 212, 244, 143, 153, 133, and 114; level of crowding 224, 256, 156, 168, 143, and 125; cleanliness 224, 259, 155, 168, 143, and 125; frequency of services 223, 258, 157, 166, 143, and 125; information during journey 208, 241, 149, 158, 138, and 116.



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

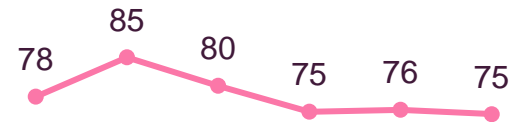
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

Overall satisfaction



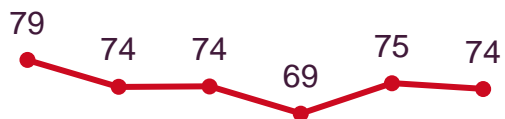
Punctuality / reliability



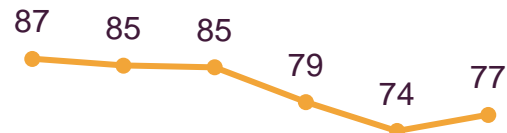
Value for money



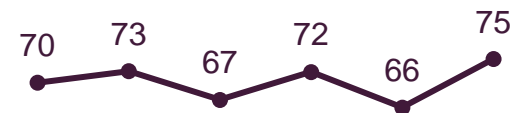
Level of crowding



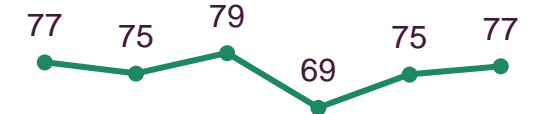
Cleanliness



Frequency of services



Information during journey



Base sizes: overall satisfaction 219, 218, 139, 117, 141, and 142; punctuality/reliability 219, 218, 139, 117, 141, and 142; value for money 213, 212, 128, 110, 134, and 136; level of crowding 218, 217, 137, 117, 140, and 141; cleanliness 219, 218, 136, 117, 141, and 141; frequency of services 218, 218, 139, 117, 141, and 140; information during journey 210, 209, 126, 115, 134, and 133.

West 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

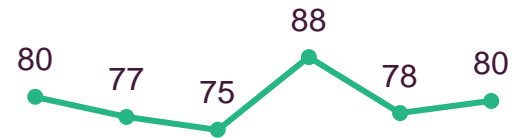
8 Apr - 26 June 2022

1 July - 18 Sept 2022

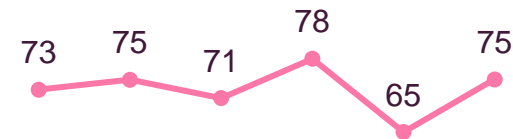
23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

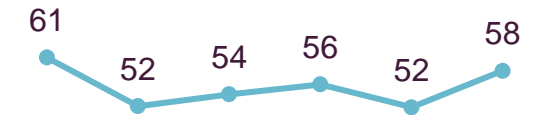
Overall satisfaction



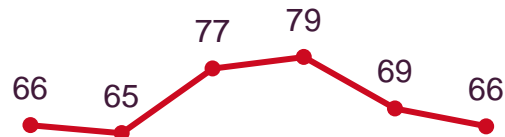
Punctuality / reliability



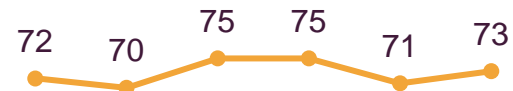
Value for money



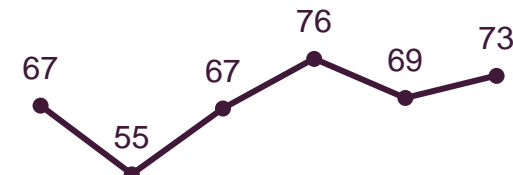
Level of crowding



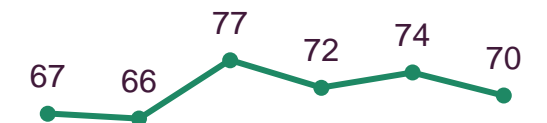
Cleanliness



Frequency of services



Information during journey



Sample sizes: overall satisfaction 155, 161, 89, 83, 107, and 103; punctuality/reliability 155, 161, 89, 83, 107, and 103; value for money 153, 160, 87, 79, 105, and 101; level of crowding 155, 160, 88, 83, 107, and 103; cleanliness 153, 161, 89, 83, 107, and 103; frequency of services 155, 161, 89, 83, 107, and 103; information during journey 149, 148, 84, 78, 102, and 97.

* Some base sizes are below 100, which would be the ideal minimum for analysis.

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: 23 Sept to 19 March 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	216	216	212	214	216	214	214
c2c	79	79	77	79	79	79	72
Chiltern Railways	100	99	98	99	100	100	96
CrossCountry	156	156	153	155	156	155	152
East Midlands Railway	222	222	222	221	221	221	213
Great Northern	178	178	168	178	178	177	173
Great Western Railway	502	501	499	500	501	499	482
Greater Anglia	277	276	273	276	276	275	271
London North Eastern Railway	238	238	237	238	238	236	236
London Northwestern Railway	93	93	91	93	93	92	90
London Overground	212	212	200	212	211	212	191
Merseyrail	133	132	115	133	133	132	119
Northern	515	514	502	512	514	508	488
ScotRail	381	380	380	380	381	380	355
South Western Railway	474	474	454	473	474	473	452
Southeastern	394	394	357	391	392	394	372
Southern	347	346	325	342	343	344	321
TfL Rail	268	265	247	268	268	268	254
Thameslink	283	283	270	281	282	281	267
TransPennine Express	132	132	132	132	132	129	125
Transport for Wales	152	151	148	148	149	151	140
West Midlands Railway	210	210	206	210	210	210	199

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 cars and trucks, a tram, a train, and a group of people. The main content area is titled 'Welcome' and contains three paragraphs of text. To the right of the text is a grid of icons representing different surveys: Bus User Weekly Survey, Rail User Weekly Survey, Covid-19 Travel Survey (highlighted in red), Strategic Roads User Survey, Logistics and Coach Survey: Strategic Roads, Bus Passenger Survey, National Rail Passenger Survey, Passenger confidence barometer, Motorway Services User Survey, and Tram Passenger Survey.

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.

- 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: 1% Very dissatisfied, 6% Fairly dissatisfied, 9% Neither/nor, 40% Fairly satisfied, and 45% Very satisfied. The Transport Focus logo is visible in the bottom right corner.

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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