

11 September  
2023

# Rail User Survey

Train operator  
results



# Introduction



Since September 2021, the Rail User Survey has asked passengers in Great Britain about travelling by rail and how satisfied they were overall with their most recent train journey and with aspects such as value for money, punctuality and cleanliness.

This report shows the results for the 15 train companies where we have a sufficient sample size over seven successive 12-wave periods from October 2021 to August 2023.

This data is also used to produce the four-weekly reports we publish showing how satisfied passengers in Great Britain were with their most recent train journey at an overall level.

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

# Trends in satisfaction by train company



# Overall satisfaction by 12-wave 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, 24 Mar to 20 Aug 2023

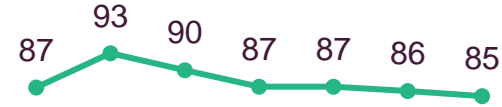
**Avanti West Coast**



**East Midlands Railway**



**Great Western Railway**



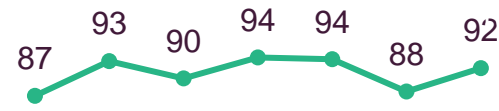
**Greater Anglia**



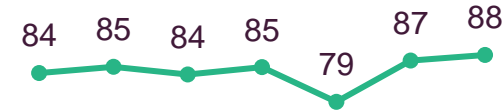
**London Nth East Railway**



**London Overground**



**Northern**



**ScotRail**



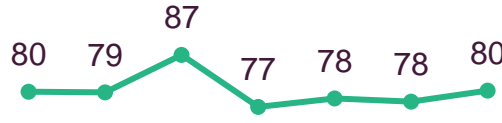
**South Western Railway**



**Southeastern**



**Southern**



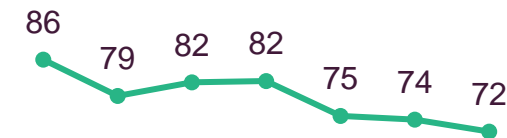
**TfL Rail/Elizabeth line**



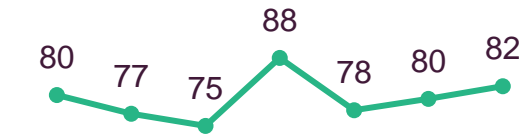
**Thameslink**



**Transport for Wales**



**West Midlands Railway**



Sample sizes: Avanti West Coast 153, 171, 100, 124, 111, 105, 133; East Midlands Railway 161, 143, 120, 121, 116, 106, 114; Great Western Railway 327, 286, 187, 214, 243, 259, 265; Greater Anglia 244, 238, 147, 136, 135, 142, 173; London North Eastern Railway 257, 170, 126, 144, 117, 121, 152; London Overground 214, 189, 120, 133, 118, 94, 147; Northern 379, 341, 219, 250, 256, 259, 289; ScotRail 330, 286, 163, 200, 191, 190, 224; South Western Railway 435, 409, 211, 285, 254, 220, 270; Southeastern 417, 392, 228, 245, 203, 191, 223; Southern 318, 328, 183, 174, 177, 170, 192; TfL Rail 224, 259, 169, 157, 143, 125, 76; Thameslink 219, 218, 117, 139, 141, 142, 149; Transport for Wales 103, 113, 77, 89, 69, 83, 81; West Midlands Railway 155, 161, 83, 89, 107, 103, 122.

# Avanti West Coast

## Satisfaction by 12-wave 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

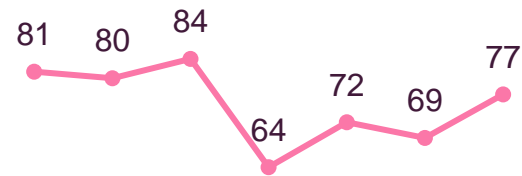
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

### Overall satisfaction



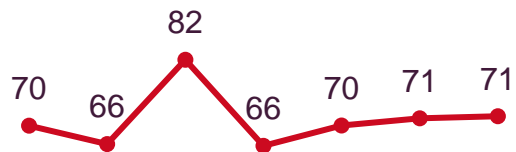
### Punctuality / reliability



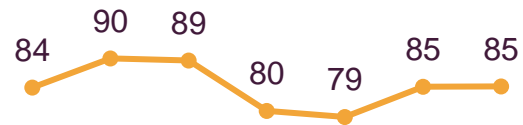
### Value for money



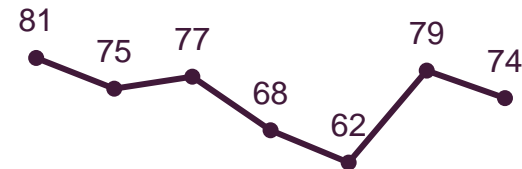
### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction; 153, 171, 100, 111, 124, 105, and 133; punctuality/reliability; 153, 171, 100, 111, 123, 105, and 132; value for money; 152, 167, 99, 108, 123, 104, and 129; level of crowding; 152, 169, 100, 110, 123, 104, and 132; cleanliness; 153, 170, 100, 111, 124, 105, and 132; frequency of services; 152, 170, 99, 110, 122, 104, and 132; information during journey 149, 167, 100, 110, 121, 104, and 130.

# East Midlands Railway

## Satisfaction by 12-wave 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

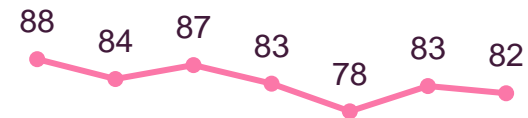
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

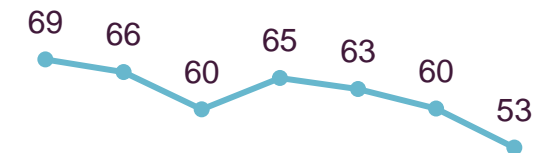
### Overall satisfaction



### Punctuality / reliability



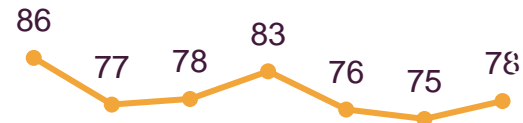
### Value for money



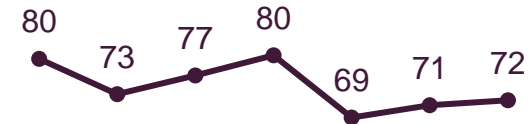
### Level of crowding



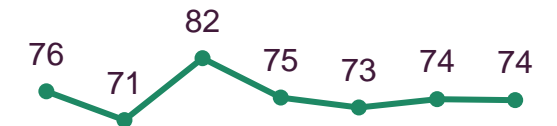
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 161, 143, 120, 116, 121, 106, and 114; punctuality/reliability 161, 142, 120, 116, 121, 106, and 113; value for money 161, 142, 120, 116, 121, 106, and 113; level of crowding 161, 141, 120, 116, 121, 105, and 113; cleanliness 161, 142, 120, 115, 121, 106, and 113; frequency of services 160, 141, 117, 115, 120, 106, and 111; information during journey 158, 139, 115, 108, 119, 105, and 110.

# Great Western Railway

## Satisfaction by 12-wave time periods

### Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

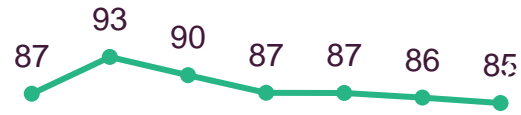
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

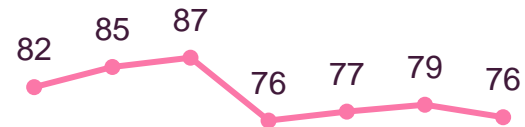
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

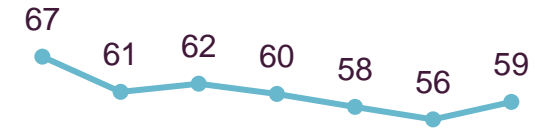
### Overall satisfaction



### Punctuality / reliability



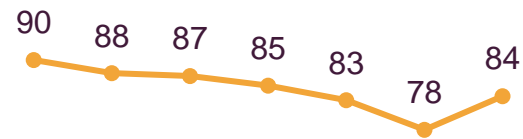
### Value for money



### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 327, 286, 187, 243, 214, 259, and 265; punctuality/reliability 325, 286, 187, 243, 214, 258, and 265; value for money 325, 283, 186, 240, 213, 259, and 262; level of crowding 325, 286, 187, 241, 214, 259, and 263; cleanliness 327, 285, 186, 243, 214, 258, and 265; frequency of services 323, 285, 187, 243, 212, 256, and 263; information during journey 315, 274, 180, 232, 200, 250, and 258.

# Greater Anglia

## Satisfaction by 12-wave 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

24 Mar to 20 Aug 2023

### Overall satisfaction



### Punctuality / reliability



### Value for money



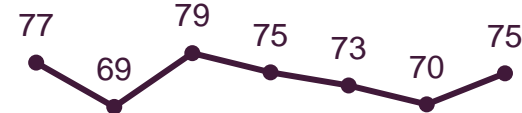
### Level of crowding



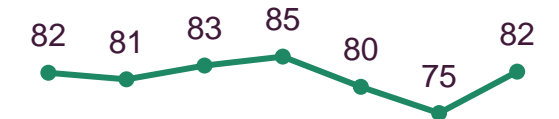
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 244, 238, 147, 135, 136, 142, and 173; punctuality/reliability 244, 238, 147, 134, 136, 142, and 173; value for money 231, 232, 142, 133, 134, 140, and 169; level of crowding 244, 238, 147, 134, 135, 142, and 173; cleanliness 244, 237, 147, 134, 136, 142, and 173; frequency of services 241, 237, 145, 134, 134, 141, and 173; information during journey 240, 232, 141, 133, 131, 138, and 169.



# London North Eastern Railway

## Satisfaction by 12-wave time periods

### Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

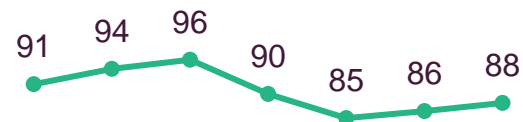
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

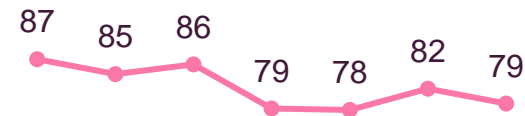
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

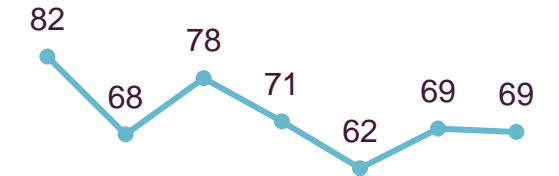
### Overall satisfaction



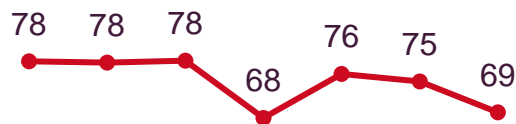
### Punctuality / reliability



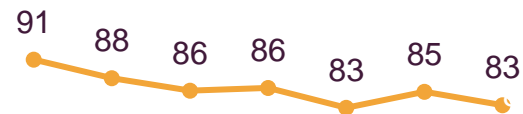
### Value for money



### Level of crowding



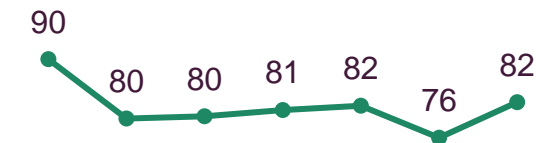
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 257, 170, 126, 117, 144, 121, and 152; punctuality/reliability 256, 170, 126, 117, 144, 121, and 152; value for money 253, 166, 124, 117, 142, 120, and 148; level of crowding 255, 170, 126, 117, 144, 121, and 152; cleanliness 255, 170, 126, 117, 144, 121, and 152; frequency of services 253, 166, 121, 117, 144, 119, and 152; information during journey 247, 168, 125, 115, 142, 121, and 148.

# London Overground Satisfaction by 12-wave time periods

## Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

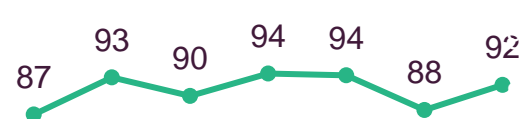
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

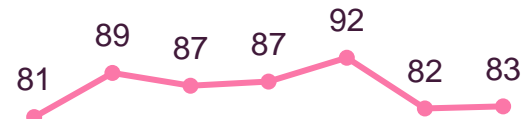
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

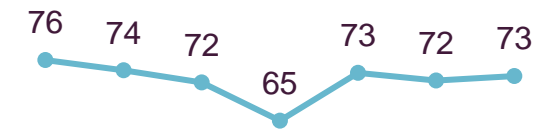
### Overall satisfaction



### Punctuality / reliability



### Value for money



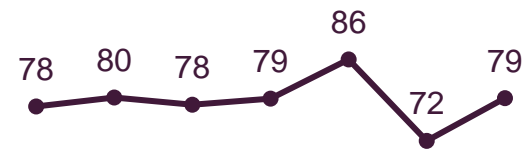
### Level of crowding



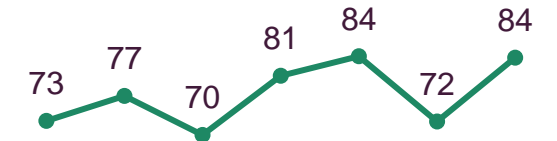
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 214, 189, 120, 118, 133, 94, and 147; punctuality/reliability 213, 189, 120, 118, 133, 94, and 147; value for money 205, 178, 119, 111, 127, 89, and 139; level of crowding 214, 188, 119, 118, 133, 94, and 147; cleanliness 213, 189, 120, 118, 133, 93, and 146; frequency of services 214, 189, 120, 118, 133, 94, and 147; information during journey 199, 182, 115, 109, 125, 82, and 138.

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

# Northern Satisfaction by 12-wave time periods

## Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

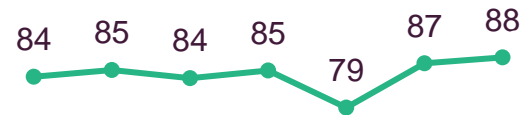
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

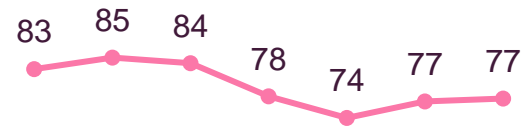
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

### Overall satisfaction



### Punctuality / reliability



### Value for money



### Level of crowding



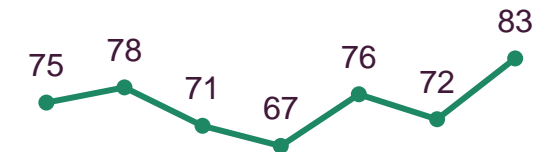
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 379, 341, 219, 256, 250, 259, and 289; punctuality/reliability 378, 340, 219, 255, 250, 259, and 289; value for money 372, 332, 214, 249, 246, 253, and 285; level of crowding 376, 339, 219, 255, 248, 257, and 286; cleanliness 379, 338, 219, 256, 249, 258, and 288; frequency of services 376, 339, 217, 252, 248, 256, and 288; information during journey 368, 330, 211, 242, 236, 246, and 275.

# ScotRail

## Satisfaction by 12-wave 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

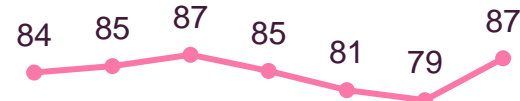
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

### Overall satisfaction



### Punctuality / reliability



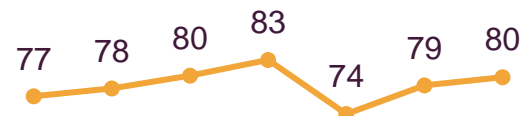
### Value for money



### Level of crowding



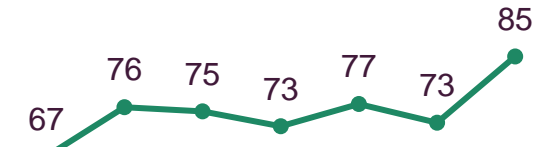
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 330, 286, 163, 191, 200, 190, and 224; punctuality/reliability 329, 285, 162, 191, 199, 189, and 224; value for money 330, 282, 160, 191, 198, 189, and 224; level of crowding 324, 278, 161, 191, 199, 189, and 224; cleanliness 330, 286, 162, 191, 199, 190, and 224; frequency of services 328, 285, 163, 191, 197, 189, and 224; information during journey 301, 262, 151, 178, 183, 177, and 209.

# South Western Railway

## Satisfaction by 12-wave 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

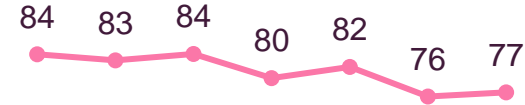
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

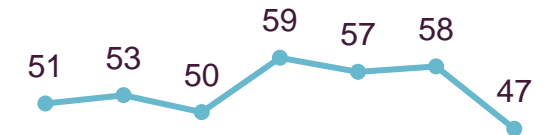
### Overall satisfaction



### Punctuality / reliability



### Value for money



### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 435, 409, 211, 254, 285, 220, and 270; punctuality/reliability 435, 408, 211, 254, 284, 220, and 270; value for money 407, 396, 197, 240, 273, 214, and 259; level of crowding 433, 406, 210, 253, 283, 220, and 267; cleanliness 434, 408, 211, 254, 283, 220, and 269; frequency of services 432, 408, 211, 253, 283, 220, and 269; information during journey 423, 392, 202, 242, 268, 210, and 264.

# Southeastern Satisfaction by 12-wave 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

24 Mar to 20 Aug 2023

### Overall satisfaction



### Punctuality / reliability



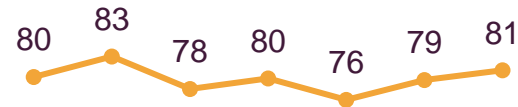
### Value for money



### Level of crowding



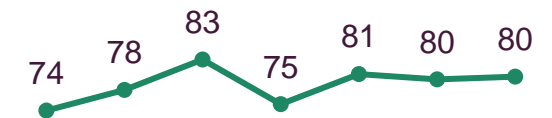
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 417, 392, 228, 203, 245, 191, and 223; punctuality/reliability 417, 392, 228, 203, 245, 191, and 223; value for money 382, 337, 203, 186, 231, 171, and 203; level of crowding 417, 392, 226, 201, 242, 190, and 221; cleanliness 416, 392, 228, 201, 245, 191, and 221; frequency of services 416, 390, 225, 203, 244, 191, and 221; information during journey 391, 366, 211, 191, 232, 181, and 207.

# Southern Satisfaction by 12-wave 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

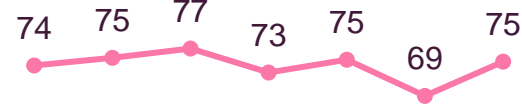
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

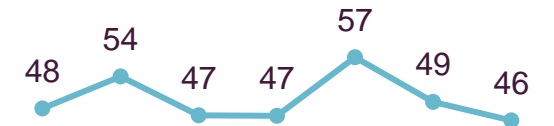
### Overall satisfaction



### Punctuality / reliability



### Value for money



### Level of crowding



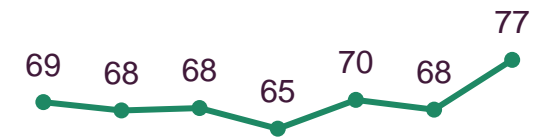
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: overall satisfaction 318, 328, 183, 177, 174, 170, and 192; punctuality/reliability 318, 328, 183, 177, 174, 169, and 191; value for money 303, 311, 172, 170, 166, 155, and 180; level of crowding 317, 325, 182, 175, 174, 167, and 192; cleanliness 318, 327, 182, 175, 172, 168, and 192; frequency of services 316, 328, 181, 176, 174, 168, and 192; information during journey 298, 313, 177, 168, 164, 153, and 180.

# TfL Rail/Elizabeth line

## Satisfaction by 12-wave time periods

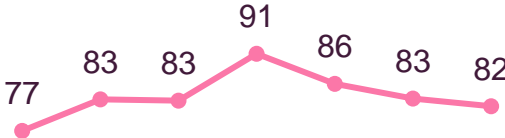
**Time period dates (left to right)**

- 6 Oct 2021 - 9 Jan 2022
- 12 Jan - 3 Apr 2022
- 8 Apr - 26 June 2022
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- 23 Sept - 11 Dec 2022
- 16 Dec 2022 - 19 Mar 2023
- 24 Mar to 20 Aug 2023

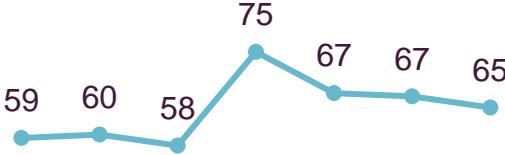
**Overall satisfaction**



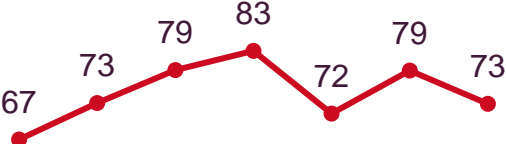
**Punctuality / reliability**



**Value for money**



**Level of crowding**



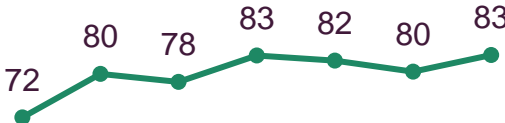
**Cleanliness**



**Frequency of services**



**Information during journey**



Sample sizes: overall satisfaction 224, 259, 169, 143, 157, 125, and 76; punctuality/reliability 222, 257, 168, 142, 156, 123, and 75; value for money 212, 244, 153, 133, 143, 114, and 63; level of crowding 224, 256, 168, 143, 156, 125, and 76; cleanliness 224, 259, 168, 143, 155, 125, and 76; frequency of services 223, 258, 166, 143, 157, 125, and 76; information during journey 208, 241, 158, 138, 149, 116, and 75.

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





# Thameslink

## Satisfaction by 12-wave 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

24 Mar to 20 Aug 2023

**Overall satisfaction**



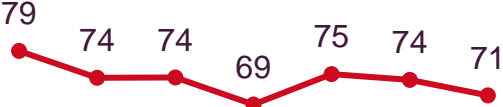
**Punctuality / reliability**



**Value for money**



**Level of crowding**



**Cleanliness**



**Frequency of services**



**Information during journey**



Base sizes: overall satisfaction 219, 218, 117, 141, 139, 142, and 149; punctuality/reliability 219, 218, 117, 141, 139, 142, and 148; value for money 213, 212, 110, 134, 128, 136, and 144; level of crowding 218, 217, 117, 140, 137, 141, and 148; cleanliness 219, 218, 117, 141, 136, 141, and 149; frequency of services 218, 218, 117, 141, 139, 140, and 149; information during journey 210, 209, 115, 134, 126, 133, and 145.



# Transport for Wales

## Satisfaction by 12-wave time periods

### Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

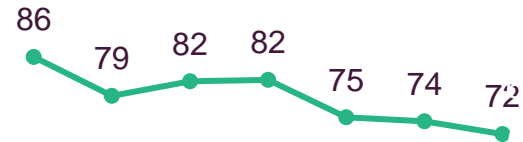
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

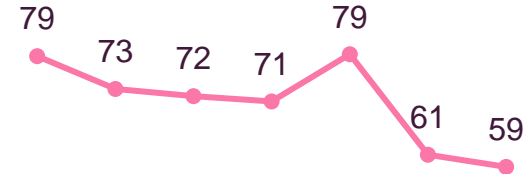
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

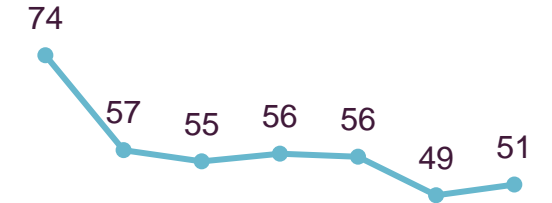
### Overall satisfaction



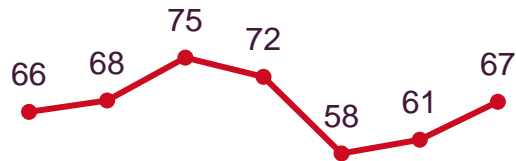
### Punctuality / reliability



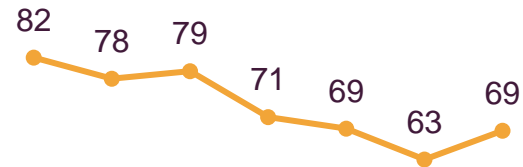
### Value for money



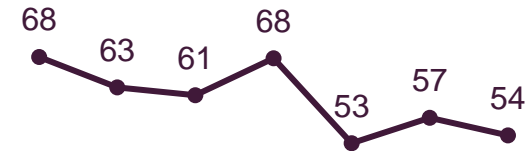
### Level of crowding



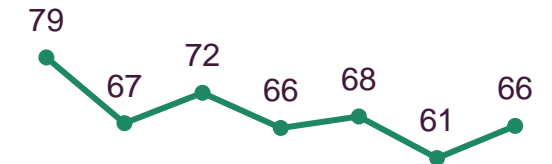
### Cleanliness



### Frequency of services



### Information during journey



Base sizes: overall satisfaction 103, 113, 77, 69, 89, 83, and 81; punctuality/reliability 102, 113, 77, 69, 89, 82, and 81; value for money 99, 106, 76, 68, 86, 80, and 79; level of crowding 102, 113, 77, 67, 87, 81, and 81; cleanliness 103, 113, 77, 67, 89, 82, and 80; frequency of services 100, 113, 77, 69, 89, 82, and 81; information during journey 99, 109, 70, 63, 88, 77, and 75.

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

# West Midlands Railway

## Satisfaction by 12-wave time periods\*

### Time period dates (left to right)

6 Oct 2021 - 9 Jan 2022

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

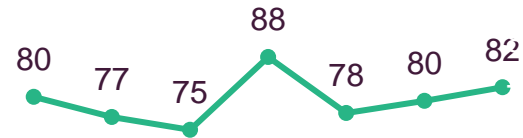
1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

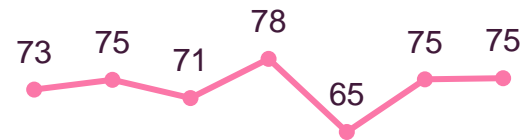
16 Dec 2022 - 19 Mar 2023

24 Mar to 20 Aug 2023

### Overall satisfaction



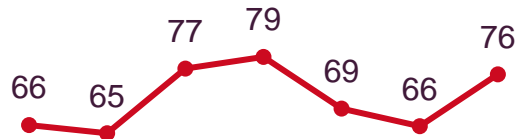
### Punctuality / reliability



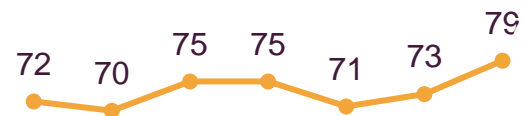
### Value for money



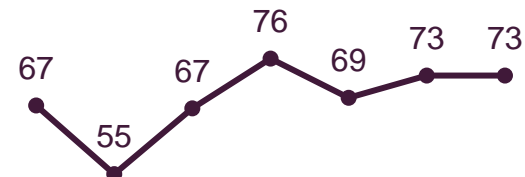
### Level of crowding



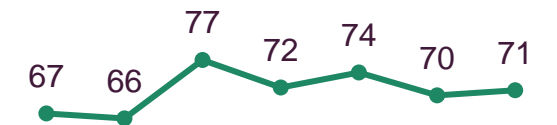
### Cleanliness



### Frequency of services



### Information during journey



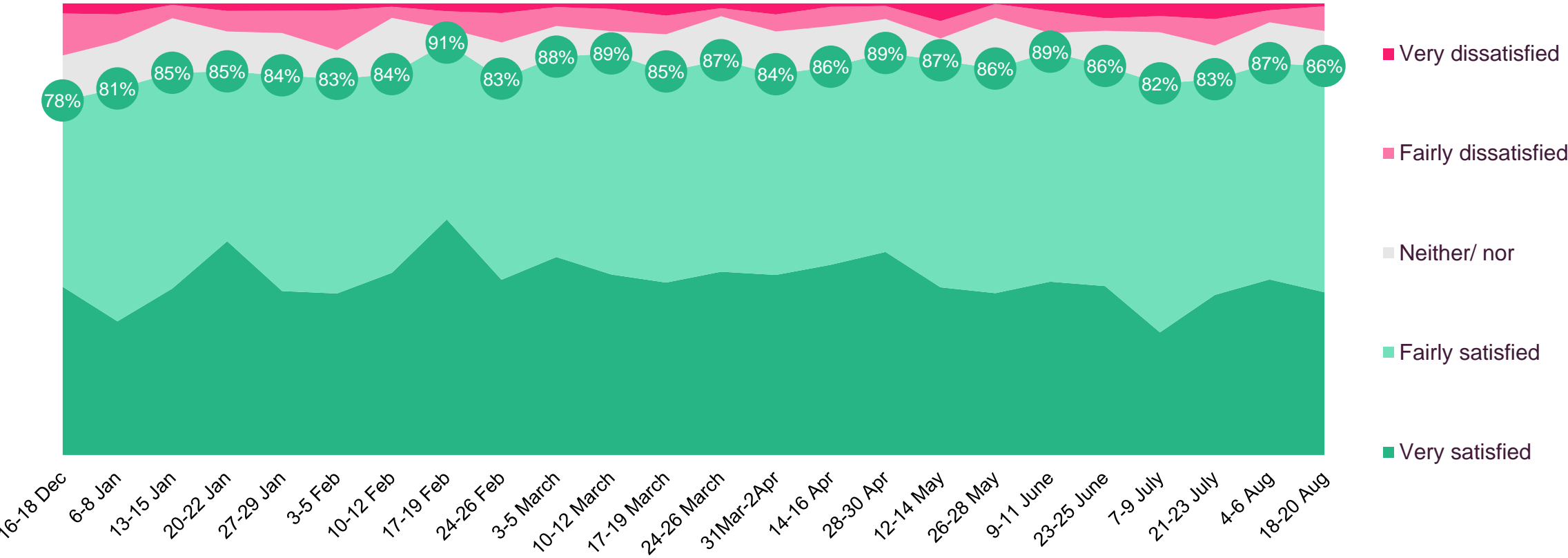
Sample sizes: overall satisfaction 155, 161, 83, 107, 89, 103, and 122; punctuality/reliability 155, 161, 83, 107, 89, 103, and 122; value for money 153, 160, 79, 105, 87, 101, and 120; level of crowding 155, 160, 83, 107, 88, 103, and 122; cleanliness 153, 161, 83, 107, 89, 103, and 122; frequency of services 155, 161, 83, 107, 89, 103, and 122; information during journey 149, 148, 78, 102, 84, 97, and 115.

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



# Satisfaction over the last 24 waves

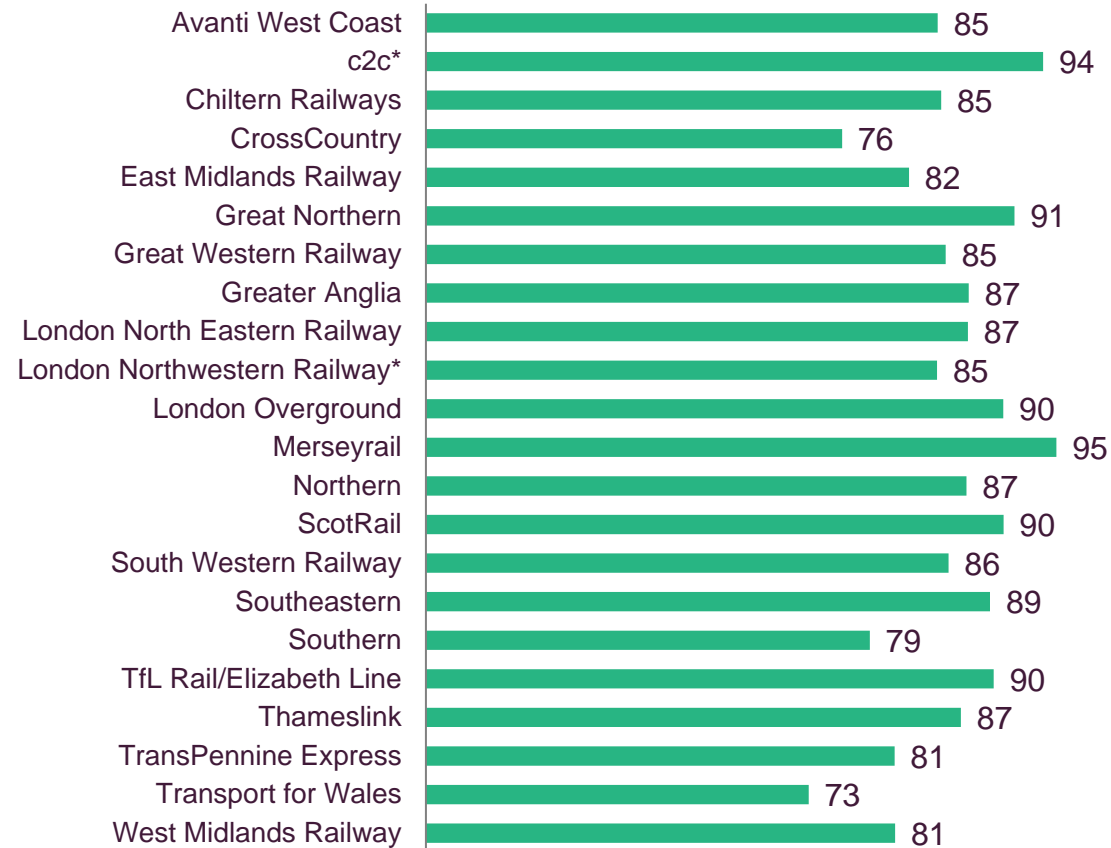
# Overall satisfaction across all train operators (December 2022 to August 2023)



Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.  
 Sample size: ranges between 149 and 341 for the survey waves shown.

# Overall journey satisfaction and punctuality/reliability (Dec 2022 to Aug 2023)

Overall satisfaction %



Satisfaction with punctuality/reliability %

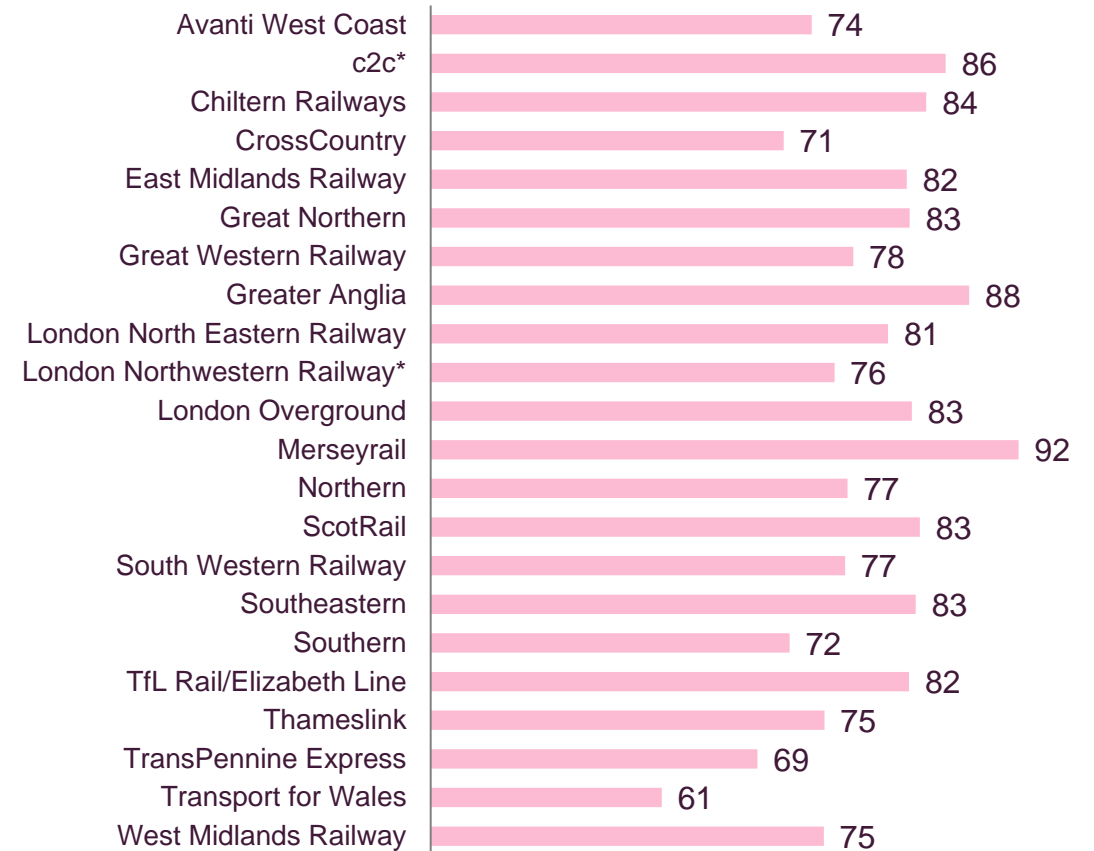
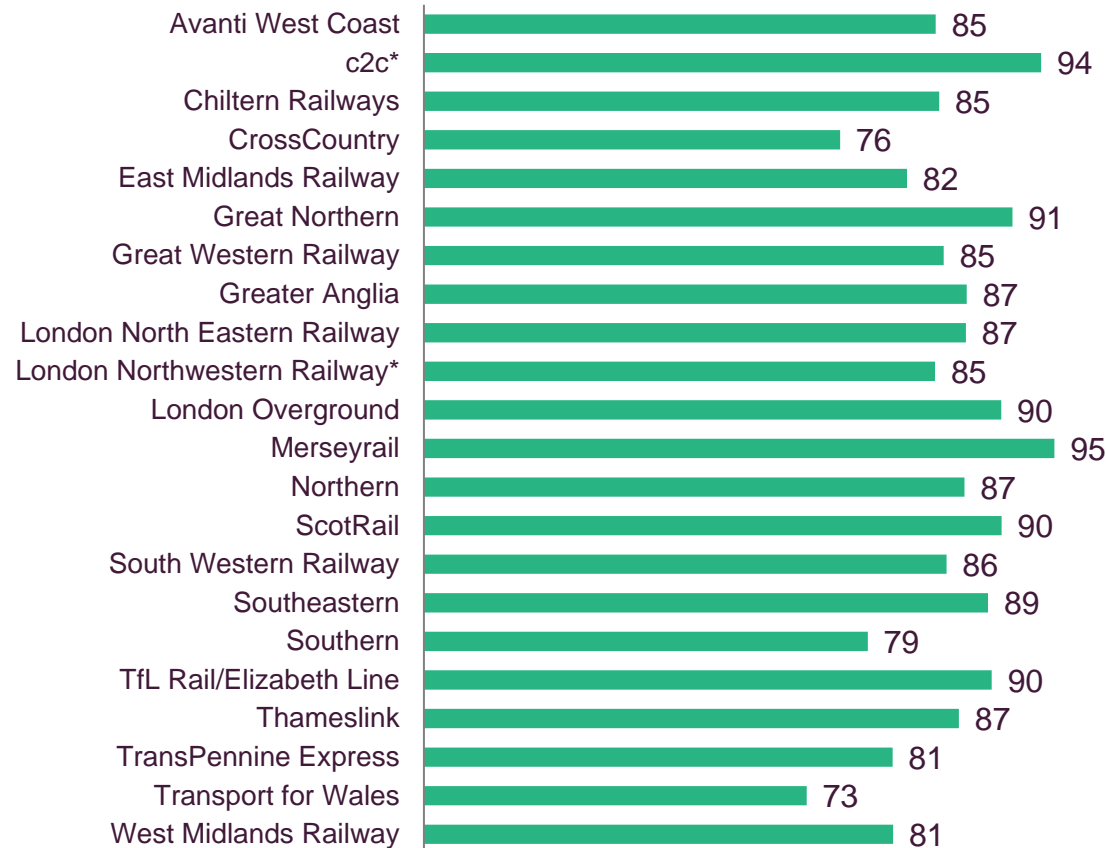


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

\* 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 (Dec 2022 to Aug 2023)

Overall satisfaction %



Satisfaction with value for money %

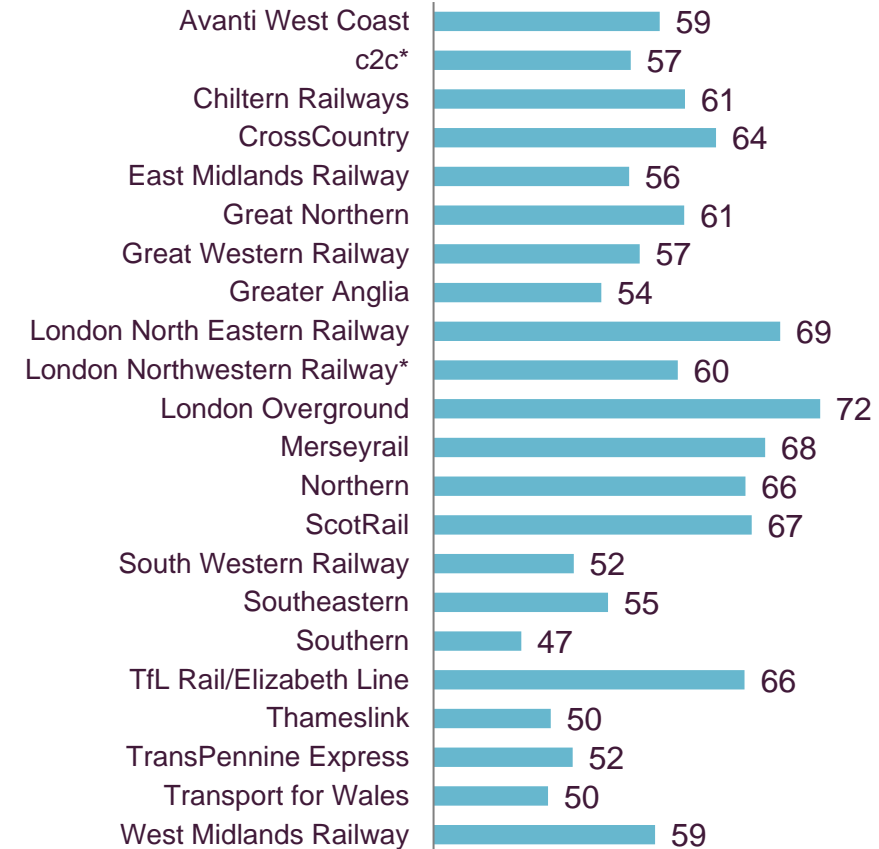


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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

# Further information





# Methodology

Transport Focus's Rail User Survey is run within Yonder Consulting's omnibus. In total approximately 2000 people per omnibus are screened to identify those who have made a rail journey in the last seven days and the purpose of the journey (excluding London Underground). Users then answer questions about satisfaction with their journey. Over the period of data in this report, the survey ran weekly up to March 2023 and every other week since April 2023.

The omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes those who say that the question is not applicable. The questions asked are on the next slide.

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

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

*Answer options: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable, except for 'This train journey overall' which does not have 'not applicable'*

# Appendix 2: base sizes for 24-wave period: December 2022 to August 2023 (pages 22 and 23)

Train operating company sample sizes	Overall satisfaction	Punctuality	Value for money
Avanti West Coast	238	237	233
c2c	86	86	84
Chiltern Railways	105	104	101
CrossCountry	136	136	133
East Midlands Railway	220	219	219
Great Northern	168	168	159
Great Western Railway	524	523	521
Greater Anglia	315	315	309
London North Eastern Railway	273	273	268
London Northwestern Railway	100	100	98
London Overground	241	241	228
Merseyrail	125	124	104
Northern	548	548	538
ScotRail	414	413	413
South Western Railway	490	490	473
Southeastern	414	414	374
Southern	362	360	335
TfL Rail/Elizabeth Line	201	198	177
Thameslink	291	290	280
TransPennine Express	126	126	126
Transport for Wales	164	163	159
West Midlands Railway	225	225	221

# 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](http://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.

### 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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[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

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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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