

July 2024

Rail User Survey

Train operator results



Introduction



Our Rail User Survey regularly asks a representative sample of 2000 people across Great Britain about their public transport use. Those who used rail in the last seven days are asked about their overall satisfaction with their most recent rail journey and with aspects such as value for money, punctuality and cleanliness.

This report shows:

- The results for the main 22 train companies on overall satisfaction and satisfaction with six key aspects of the journey. The results are for 24 waves of the survey (1 September 2023 to 23 June 2024).

- Trends in overall satisfaction and satisfaction with the same six key aspects for 15 train companies with sufficient response numbers. These trends are shown for consecutive 12 waves of the survey.

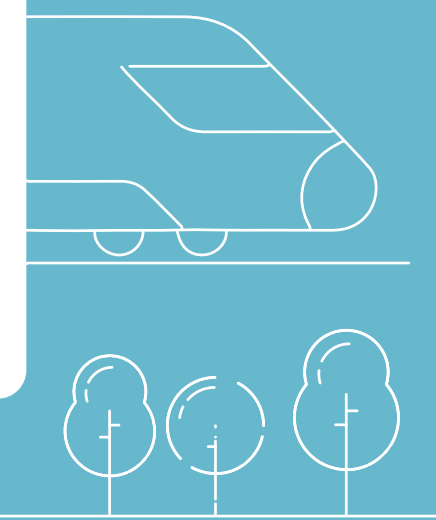
Our Rail User Survey is also used to produce the [reports](#) we publish every four weeks showing how satisfied passengers in Great Britain were with their most recent train journey.

Further details about the methodology and the sample sizes for each train operating company are at the end of the report.



Train operator satisfaction

24 combined waves from
1 Sept 2023 – 23 June 2024



Summary of satisfaction by train company

Over 24 survey waves from
1 Sept 2023 to 23 June 2024

	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Avanti West Coast	83	67	70	68	76	77	57
c2c	91	78	75	76	76	78	46
Chiltern Railways	84	85	77	77	82	80	67
CrossCountry	77	75	68	54	72	74	57
East Midlands Railway	86	77	75	68	80	79	55
Great Northern	91	79	72	77	78	84	58
Great Western Railway	83	75	76	70	82	79	55
Greater Anglia	90	87	77	74	91	83	55
London North Eastern Railway	86	80	76	72	82	82	65
London Northwestern Railway	84	79	78	75	76	82	64
London Overground	90	84	82	77	85	82	73
Merseyrail	90	85	89	81	86	85	70
Northern	83	68	67	71	78	76	59
ScotRail	89	82	75	79	80	78	64
South Western Railway	84	77	72	71	73	79	51
Southeastern	87	82	73	71	79	83	50
Southern	81	72	66	73	71	74	47
TfL Rail/Elizabeth Line	89	82	83	72	83	84	66
Thameslink	85	71	67	69	76	74	50
TransPennine Express	81	76	66	67	80	75	60
Transport for Wales	80	71	67	63	76	80	57
West Midlands Railway	83	73	73	71	69	75	57

Score relatively high compared with other TOCS

Score relatively average compared with other TOCS

Score relatively low compared with other TOCS

Overall journey satisfaction by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024

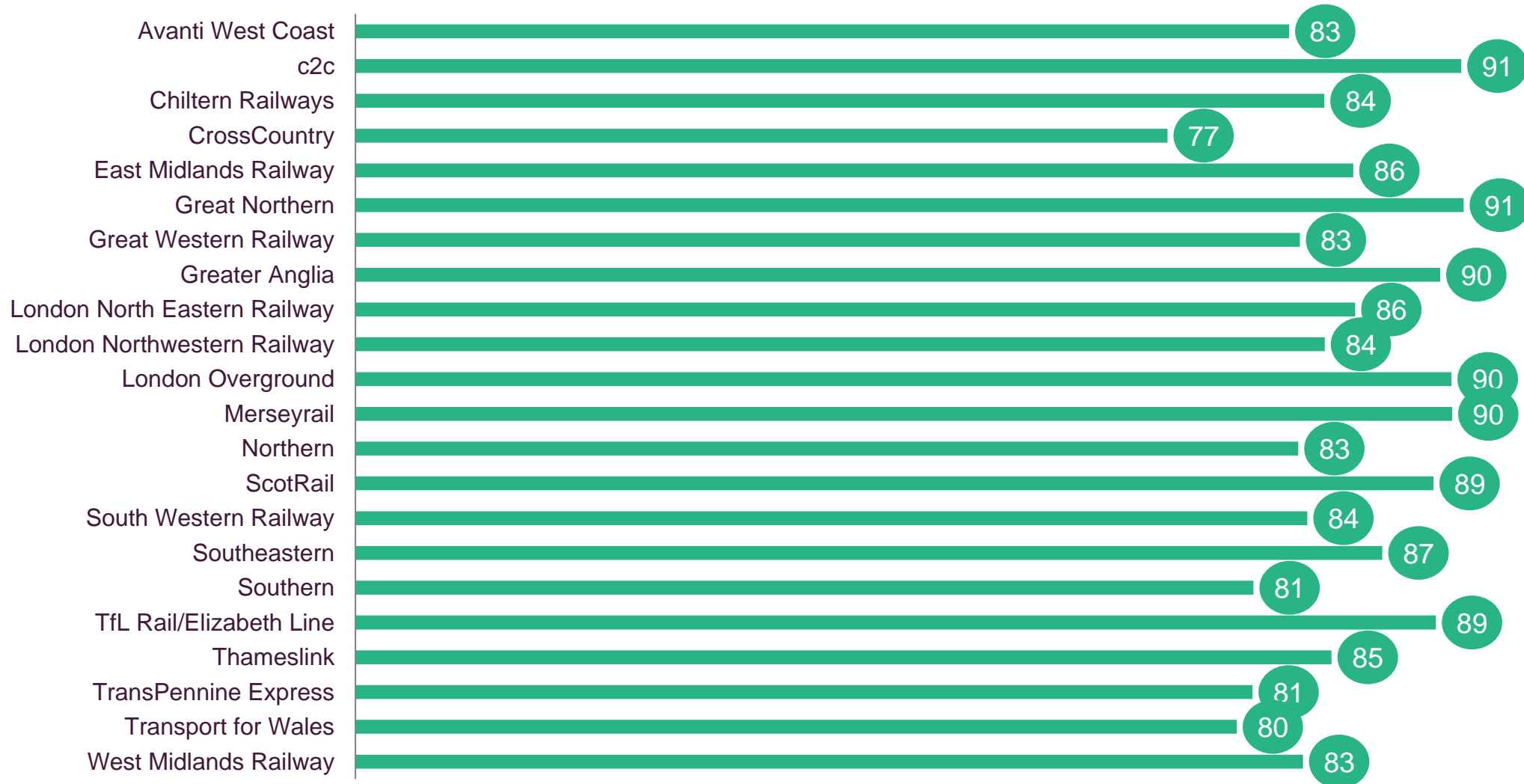


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with punctuality/reliability by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024

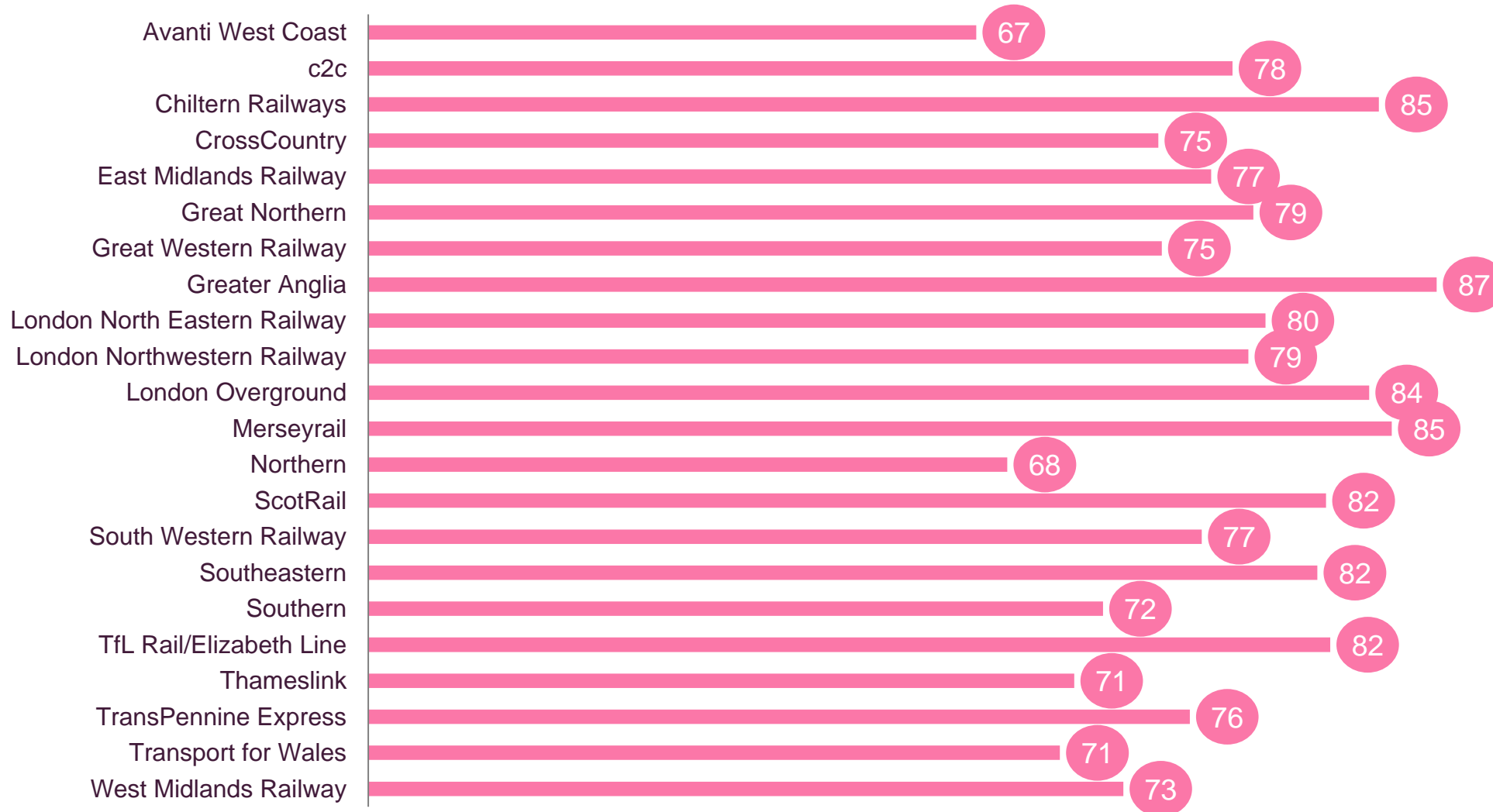


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with frequency of trains on route by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024

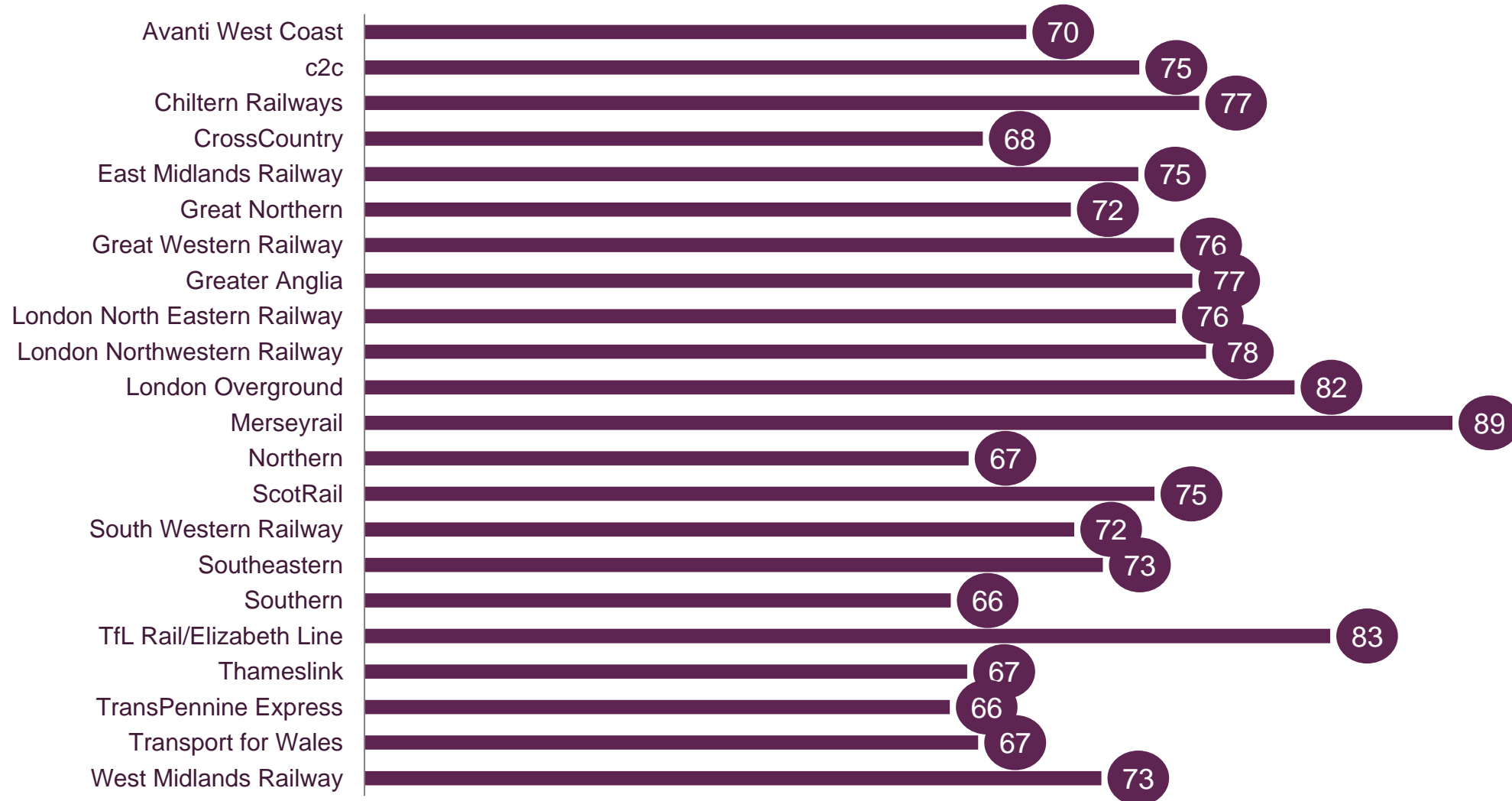


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with level of crowding by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024



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

Base sizes shown in appendix

Satisfaction with cleanliness by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024

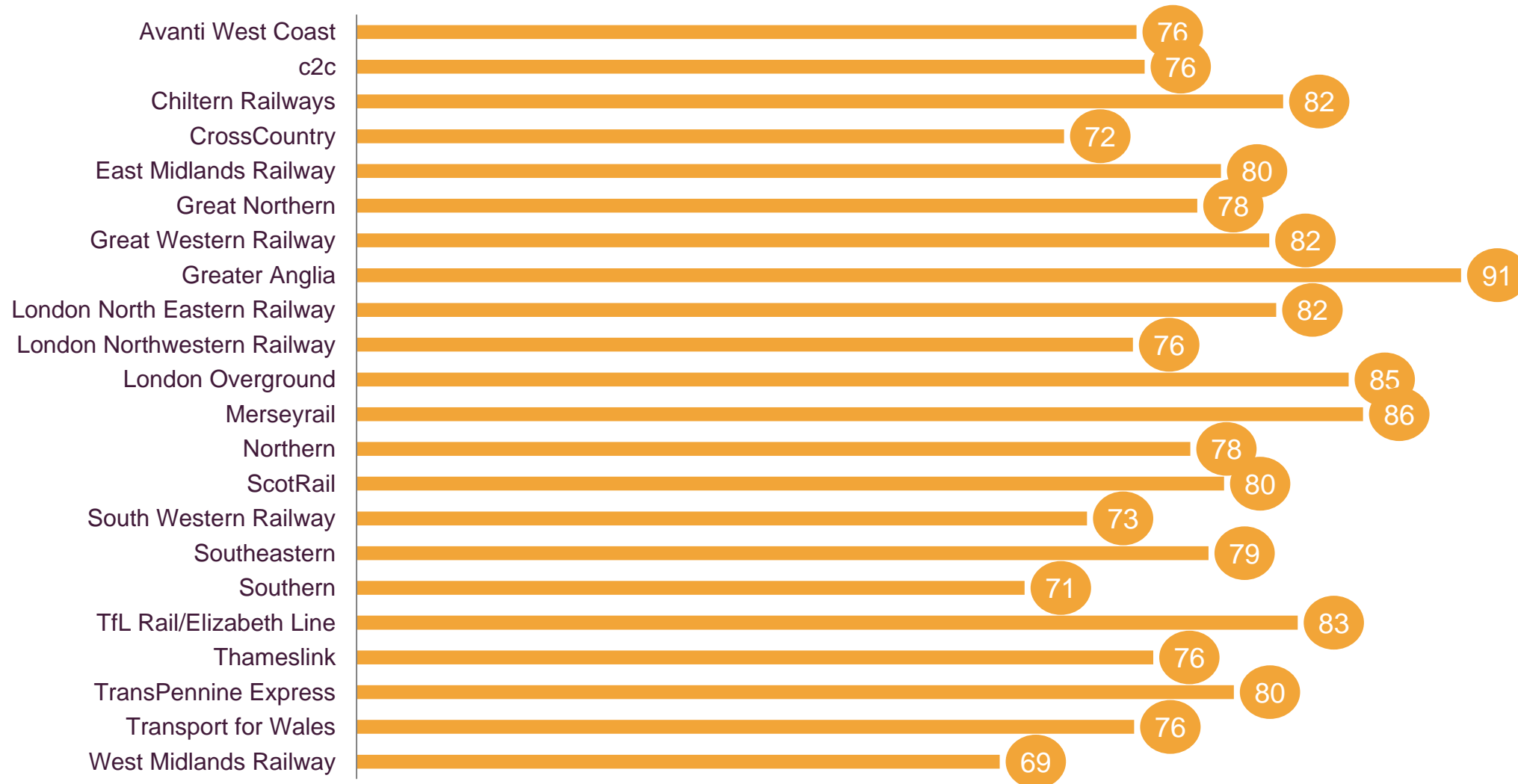


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with information during the journey by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024



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

Base sizes shown in appendix

Satisfaction with value for money by train company

Over 24 survey waves from 1 Sept 2023 to 23 June 2024

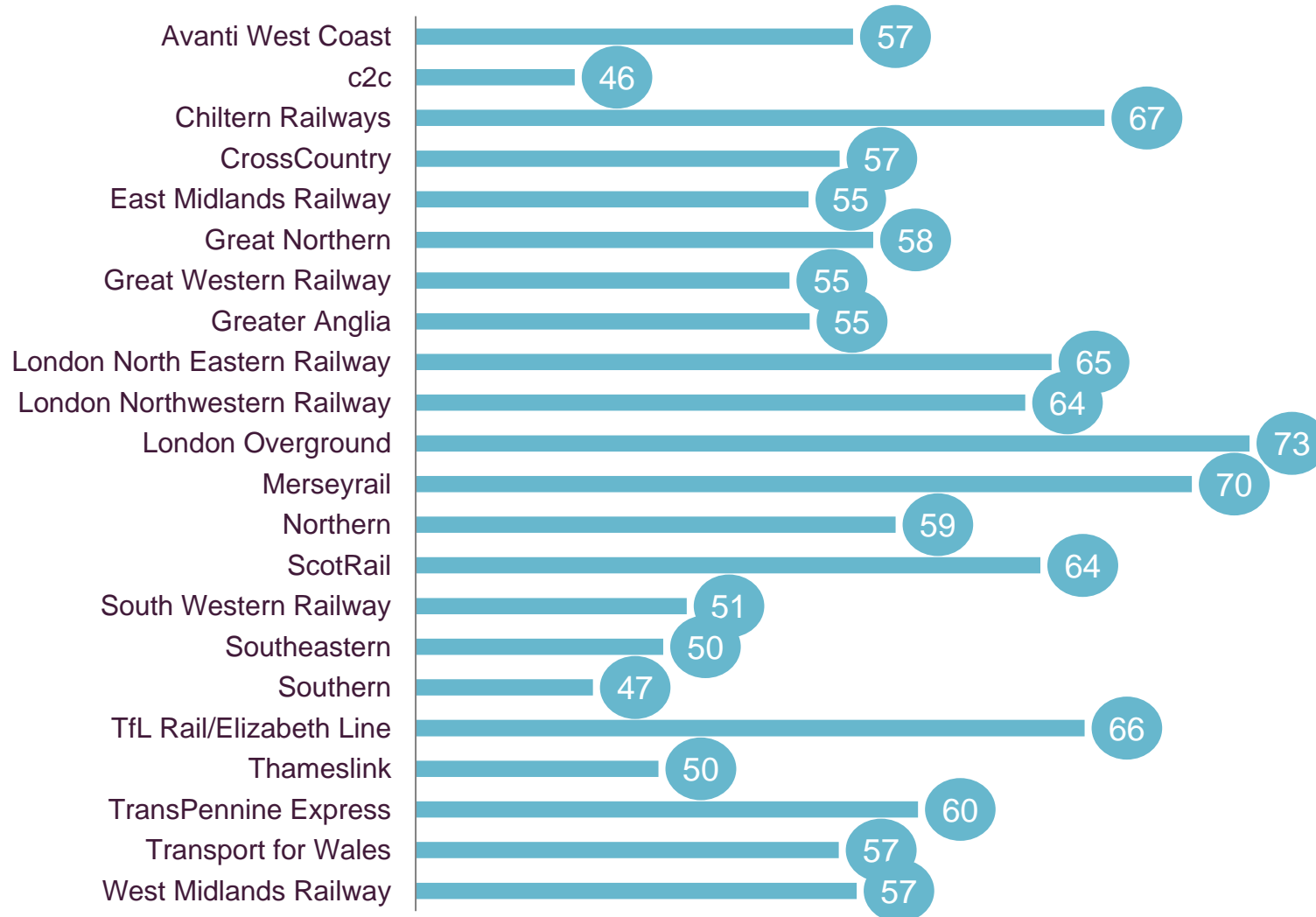


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction over time



Satisfaction over time by train company

Transport Focus's Rail User Survey has been running around two and a half years. This allows us to see the trends in passenger satisfaction over time.

The charts in this section show overall satisfaction and satisfaction with six journey aspects for 15 train companies where we have sufficient sample sizes (where generally more than 75 per data point) over eight distinct 12-survey-wave periods:

- 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
- 26 Mar to 20 Aug 2023
- 1 Sept 2023 - 4 Feb 2024
- 16 Feb – 23 June 2024

Overall satisfaction by 12-wave periods

10 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, 26 Mar-20 Aug 2023, 1 Sept 2023-4 Feb 2024 and 16 Feb -23 June 2024

Avanti West Coast



East Midlands Railway



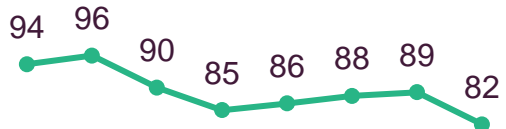
Great Western Railway



Greater Anglia



London Nth East Railway



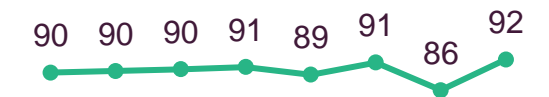
London Overground



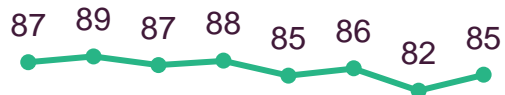
Northern



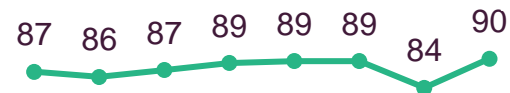
ScotRail



South Western Railway



Southeastern



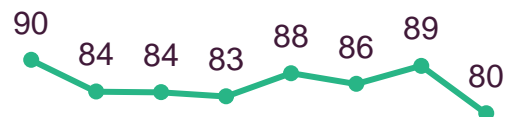
Southern



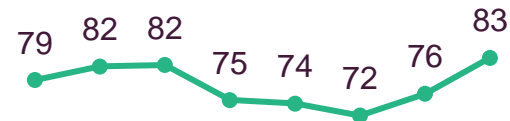
TfL Rail/Elizabeth line



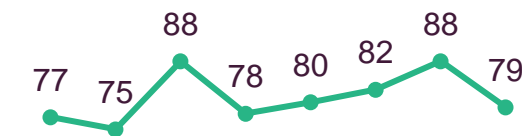
Thameslink



Transport for Wales



West Midlands Railway



Sample sizes: Avanti West Coast 171, 100, 124, 111, 105, 133, 178, 181; East Midlands Railway 143, 120, 121, 116, 106, 114, 127, 143; Great Western Railway 286, 187, 214, 243, 259, 265, 278, 275; Greater Anglia 238, 147, 136, 135, 142, 173, 151, 179; London North Eastern Railway 170, 126, 144, 117, 121, 152, 145, 129; London Overground 189, 120, 133, 118, 94, 147, 154, 149; Northern 341, 219, 250, 256, 259, 289, 306, 281; ScotRail 286, 163, 200, 191, 190, 224, 234, 249; South Western Railway 409, 211, 285, 254, 220, 270, 281, 304; Southeastern 392, 228, 245, 203, 191, 223, 246, 262; Southern 328, 183, 174, 177, 170, 192, 184, 192; TfL Rail/Elizabeth Line 259, 169, 157, 143, 125, 76, 96, 90; Thameslink 218, 117, 139, 141, 142, 149, 181, 169; Transport for Wales 113, 77, 89, 69, 83, 81, 95, 114; West Midlands Railway 161, 83, 89, 107, 103, 122, 132, 126.

Avanti West Coast

Satisfaction by 12-wave time periods

Time period dates (left to right)

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

26 Mar to 20 Aug 2023

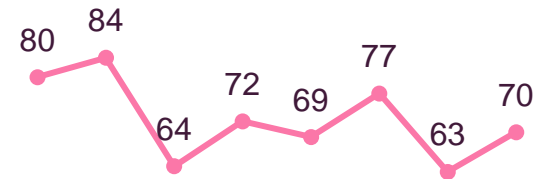
1 Sept 2023 - 4 Feb 2024

16 Feb – 23 June 2024

Overall satisfaction



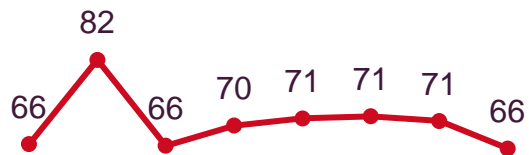
Punctuality / reliability



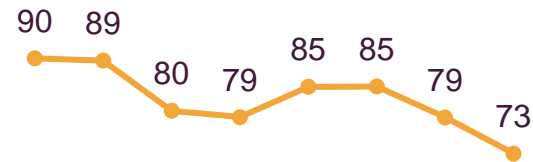
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: Avanti West Coast: overall satisfaction; 171, 100, 124, 105, 133, 111, 178, and 181; punctuality/reliability; 171, 100, 123, 105, 132, 111, 178, and 179; value for money; 167, 99, 123, 104, 129, 108, 176, and 179; level of crowding; 169, 100, 123, 104, 132, 110, 178, and 180; cleanliness; 170, 100, 124, 105, 132, 111, 178, and 181; frequency of services; 170, 99, 122, 104, 132, 110, 175, and 181; information during journey 167, 100, 121, 104, 130, 110, 174, and 178.

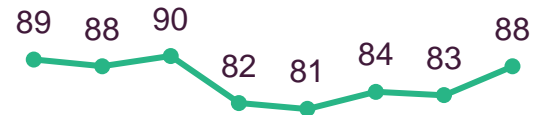
East Midlands Railway

Satisfaction by 12-wave time periods

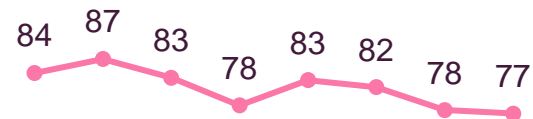
Time period dates (left to right)

- 12 Jan - 3 Apr 2022
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- 23 Sept - 11 Dec 2022
- 16 Dec 2022 - 19 Mar 2023
- 26 Mar to 20 Aug 2023
- 1 Sept 2023 - 4 Feb 2024
- 16 Feb – 23 June 2024

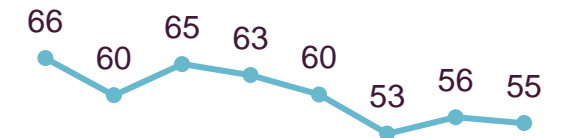
Overall satisfaction



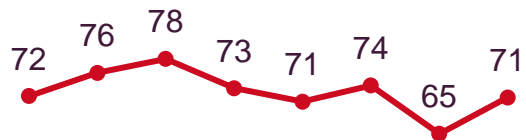
Punctuality / reliability



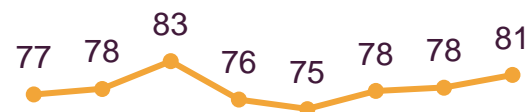
Value for money



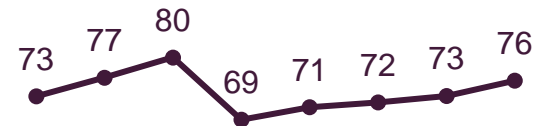
Level of crowding



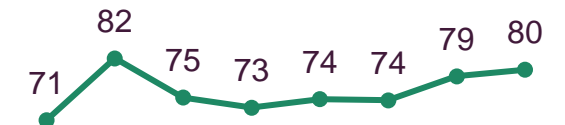
Cleanliness



Frequency of services



Information during journey



Sample sizes: East Midlands Railway: overall satisfaction 143, 120, 121, 106, 114, 116, 127, and 143; punctuality/reliability 142, 120, 121, 106, 113, 116, 126, and 143; value for money 142, 120, 121, 106, 113, 116, 126, and 143; level of crowding 141, 120, 121, 105, 113, 116, 126, and 143; cleanliness 142, 120, 121, 106, 113, 115, 127, and 142; frequency of services 141, 117, 120, 106, 111, 115, 127, and 143; information during journey 139, 115, 119, 105, 110, 108, 124, and 141.

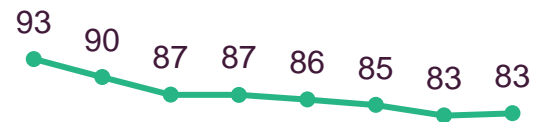
Great Western Railway

Satisfaction by 12-wave time periods

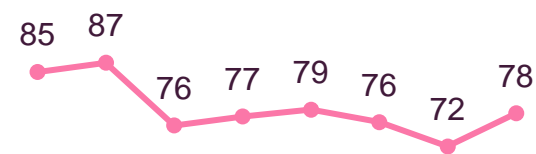
Time period dates (left to right)

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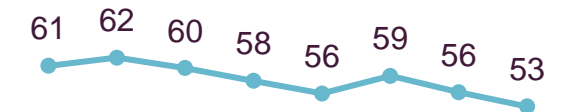
Overall satisfaction



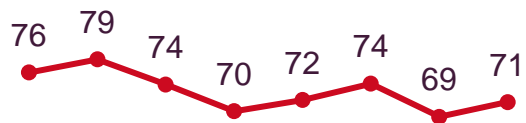
Punctuality / reliability



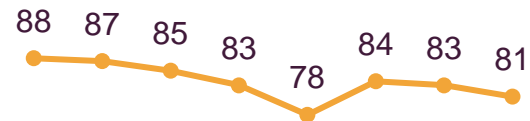
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: Great Western Railway: overall satisfaction 286, 187, 214, 259, 265, 243, 278, and 275; punctuality/reliability 286, 187, 214, 258, 265, 243, 278, and 274; value for money 283, 186, 213, 259, 262, 240, 275, and 274; level of crowding 286, 187, 214, 259, 263, 241, 278, and 274; cleanliness 285, 186, 214, 258, 265, 243, 278, and 274; frequency of services 285, 187, 212, 256, 263, 243, 276, and 274; information during journey 274, 180, 200, 250, 258, 232, 267, and 268...

Greater Anglia Satisfaction by 12-wave time periods

Time period dates (left to right)

- 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
- 26 Mar to 20 Aug 2023
- 1 Sept 2023 - 4 Feb 2024
- 16 Feb – 23 June 2024

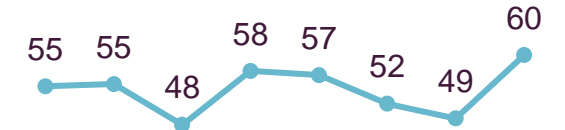
Overall satisfaction



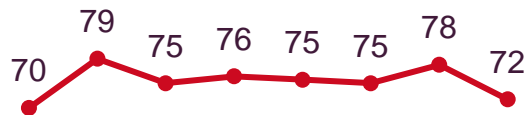
Punctuality / reliability



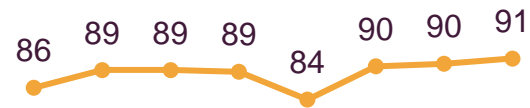
Value for money



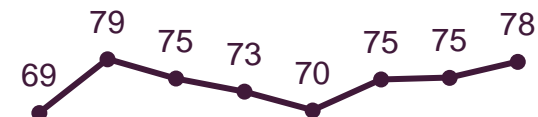
Level of crowding



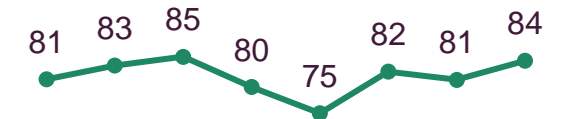
Cleanliness



Frequency of services



Information during journey



Sample sizes: Greater Anglia: overall satisfaction 238, 147, 136, 142, 173, 135, 151, and 179; punctuality/reliability 238, 147, 136, 142, 173, 134, 151, and 179; value for money 232, 142, 134, 140, 169, 133, 151, and 177; level of crowding 238, 147, 135, 142, 173, 134, 150, and 179; cleanliness 237, 147, 136, 142, 173, 134, 151, and 179; frequency of services 237, 145, 134, 141, 173, 134, 151, and 179; information during journey 232, 141, 131, 138, 169, 133, 147, and 176.

London North Eastern Railway Satisfaction by 12-wave time periods

Time period dates (left to right)

12 Jan - 3 Apr 2022

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

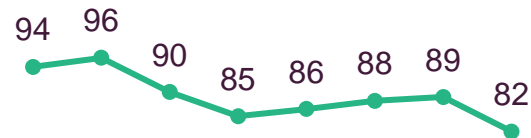
16 Dec 2022 - 19 Mar 2023

26 Mar to 20 Aug 2023

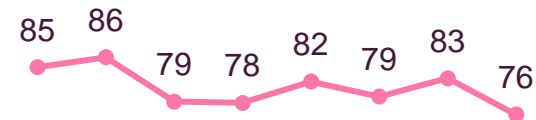
1 Sept 2023 - 4 Feb 2024

16 Feb – 23 June 2024

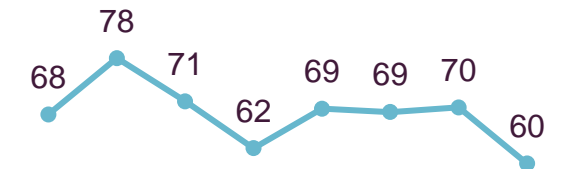
Overall satisfaction



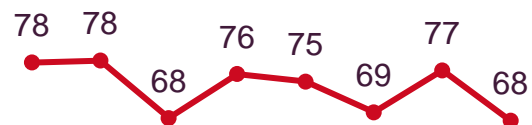
Punctuality / reliability



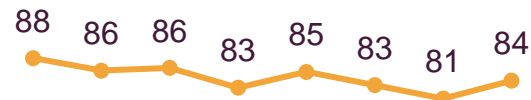
Value for money



Level of crowding



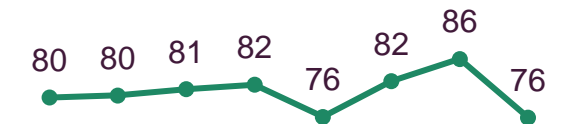
Cleanliness



Frequency of services



Information during journey



Sample sizes: London North Eastern Railway: overall satisfaction 170, 126, 144, 121, 152, 117, 145, and 129; punctuality/reliability 170, 126, 144, 121, 152, 117, 145, and 129; value for money 166, 124, 142, 120, 148, 117, 144, and 129; level of crowding 170, 126, 144, 121, 152, 117, 145, and 129; cleanliness 170, 126, 144, 121, 152, 117, 145, and 129; frequency of services 166, 121, 144, 119, 152, 117, 142, and 128; information during journey 168, 125, 142, 121, 148, 115, 143, and 128.

London Overground Satisfaction by 12-wave time periods

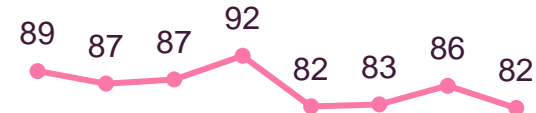
Time period dates (left to right)

- 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
- 26 Mar to 20 Aug 2023
- 1 Sept 2023 - 4 Feb 2024
- 16 Feb – 23 June 2024

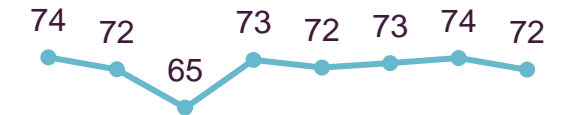
Overall satisfaction



Punctuality / reliability



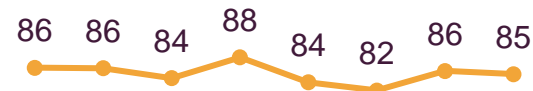
Value for money



Level of crowding



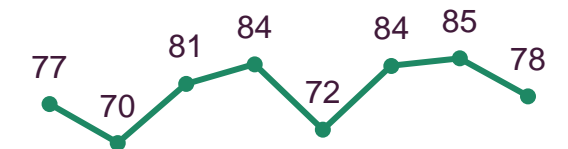
Cleanliness



Frequency of services



Information during journey



Sample sizes: London Overground: overall satisfaction 189, 120, 133, 94, 147, 118, 154, and 149; punctuality/reliability 189, 120, 133, 94, 147, 118, 153, and 145; value for money 178, 119, 127, 89, 139, 111, 150, and 138; level of crowding 188, 119, 133, 94, 147, 118, 154, and 145; cleanliness 189, 120, 133, 93, 146, 118, 153, and 148; frequency of services 189, 120, 133, 94, 147, 118, 153, and 148; information during journey 182, 115, 125, 82, 138, 109, 151, and 141.

Northern Satisfaction by 12-wave time periods

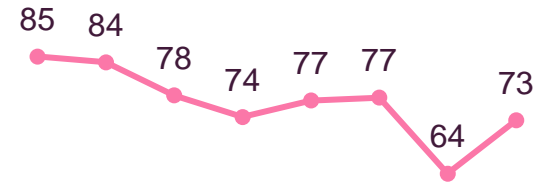
Time period dates (left to right)

- 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
- 26 Mar to 20 Aug 2023
- 1 Sept 2023 - 4 Feb 2024
- 16 Feb – 23 June 2024

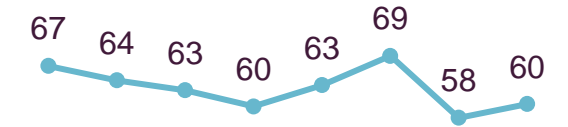
Overall satisfaction



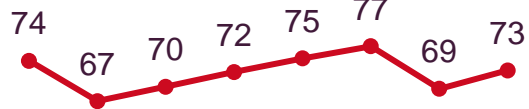
Punctuality / reliability



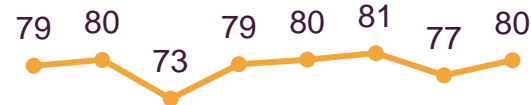
Value for money



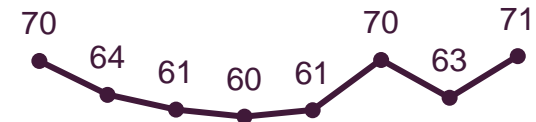
Level of crowding



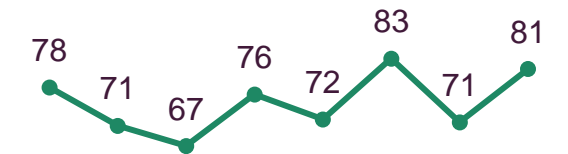
Cleanliness



Frequency of services



Information during journey



Sample sizes: Northern: overall satisfaction 341, 219, 250, 259, 289, 256, 306, and 281; punctuality/reliability 340, 219, 250, 259, 289, 255, 306, and 281; value for money 332, 214, 246, 253, 285, 249, 302, and 274; level of crowding 339, 219, 248, 257, 286, 255, 301, and 278; cleanliness 338, 219, 249, 258, 288, 256, 306, and 280; frequency of services 339, 217, 248, 256, 288, 252, 303, and 280; information during journey 330, 211, 236, 246, 275, 242, 297, and 272.

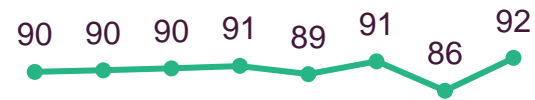
ScotRail

Satisfaction by 12-wave time periods

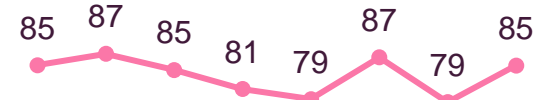
Time period dates (left to right)

- 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
- 26 Mar to 20 Aug 2023
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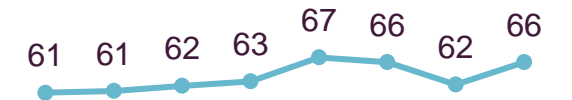
Overall satisfaction



Punctuality / reliability



Value for money



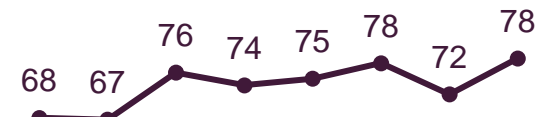
Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: ScotRail: overall satisfaction 286, 163, 200, 190, 224, 191, 234, and 249; punctuality/reliability 285, 162, 199, 189, 224, 191, 232, and 249; value for money 282, 160, 198, 189, 224, 191, 233, and 249; level of crowding 278, 161, 199, 189, 224, 191, 230, and 245; cleanliness 286, 162, 199, 190, 224, 191, 233, and 249; frequency of services 285, 163, 197, 189, 224, 191, 234, and 248; information during journey 262, 151, 183, 177, 209, 178, 222, and 236.

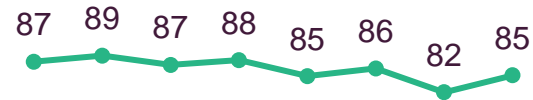
South Western Railway

Satisfaction by 12-wave time periods

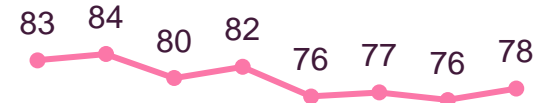
Time period dates (left to right)

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- 16 Dec 2022 - 19 Mar 2023
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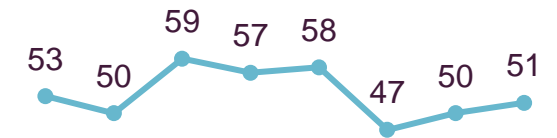
Overall satisfaction



Punctuality / reliability



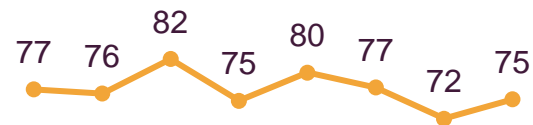
Value for money



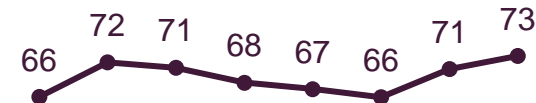
Level of crowding



Cleanliness



Frequency of services



Information during journey



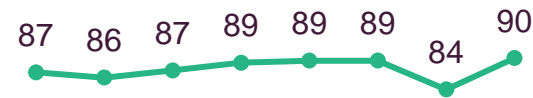
Sample sizes: South Western Railway: overall satisfaction 409, 211, 285, 220, 270, 254, 281, and 304; punctuality/reliability 408, 211, 284, 220, 270, 254, 281, and 304; value for money 396, 197, 273, 214, 259, 240, 271, and 291; level of crowding 406, 210, 283, 220, 267, 253, 281, and 301; cleanliness 408, 211, 283, 220, 269, 254, 280, and 303; frequency of services 408, 211, 283, 220, 269, 253, 280, and 304; information during journey 392, 202, 268, 210, 264, 242, 271, and 294.

Southeastern Satisfaction by 12-wave time periods

Time period dates (left to right)

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
 26 Mar to 20 Aug 2023
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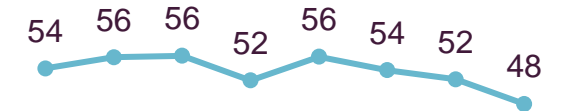
Overall satisfaction



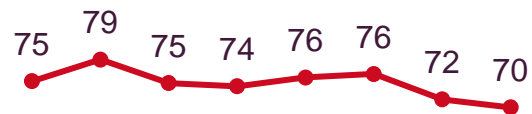
Punctuality / reliability



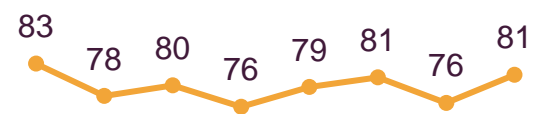
Value for money



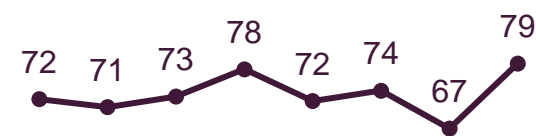
Level of crowding



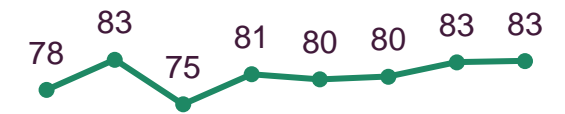
Cleanliness



Frequency of services



Information during journey



Sample sizes: Southeastern: overall satisfaction 392, 228, 245, 191, 223, 203, 246, and 262; punctuality/reliability 392, 228, 245, 191, 223, 203, 246, and 262; value for money 337, 203, 231, 171, 203, 186, 231, and 240; level of crowding 392, 226, 242, 190, 221, 201, 246, and 257; cleanliness 392, 228, 245, 191, 221, 201, 246, and 262; frequency of services 390, 225, 244, 191, 221, 203, 245, and 262; information during journey 366, 211, 232, 181, 207, 191, 238, and 257.

Southern Satisfaction by 12-wave time periods

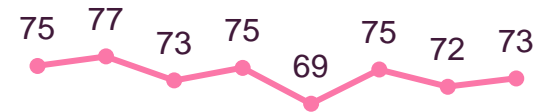
Time period dates (left to right)

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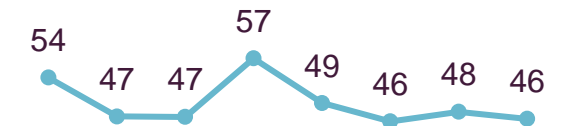
Overall satisfaction



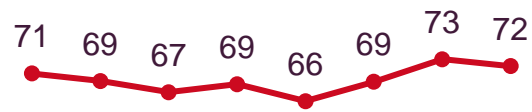
Punctuality / reliability



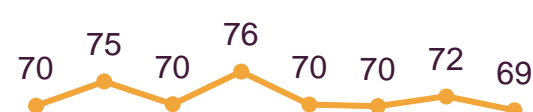
Value for money



Level of crowding



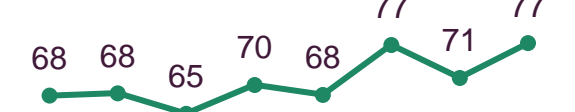
Cleanliness



Frequency of services



Information during journey



Sample sizes: Southern: overall satisfaction 328, 183, 174, 170, 192, 177, 184, and 192; punctuality/reliability 328, 183, 174, 169, 191, 177, 184, and 191; value for money 311, 172, 166, 155, 180, 170, 174, and 179; level of crowding 325, 182, 174, 167, 192, 175, 183, and 191; cleanliness 327, 182, 172, 168, 192, 175, 184, and 190; frequency of services 328, 181, 174, 168, 192, 176, 183, and 192; information during journey 313, 177, 164, 153, 180, 168, 170, and 183.

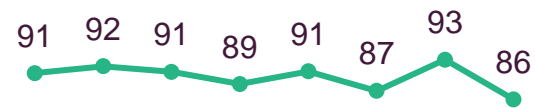
Elizabeth line / TfL Rail

Satisfaction by 12-wave time periods*

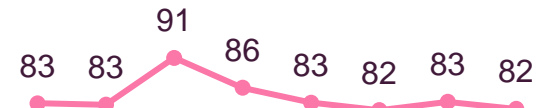
Time period dates (left to right)

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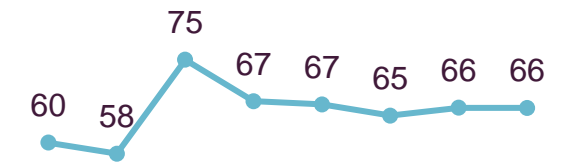
Overall satisfaction



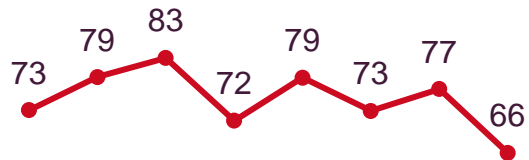
Punctuality / reliability



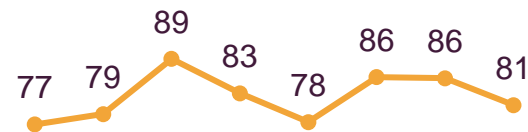
Value for money



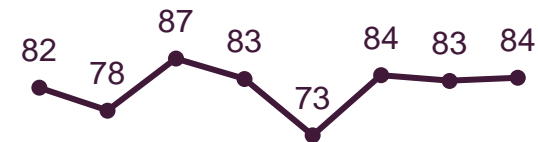
Level of crowding



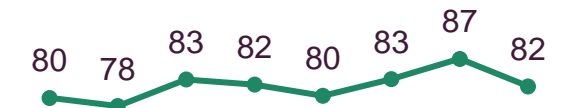
Cleanliness



Frequency of services



Information during journey



Sample sizes: TfL Rail/Elizabeth Line: overall satisfaction 259, 169, 157, 125, 76, 143, 96, and 90; punctuality/reliability 257, 168, 156, 123, 75, 142, 96, and 90; value for money 244, 153, 143, 114, 63, 133, 79, and 82; level of crowding 256, 168, 156, 125, 76, 143, 96, and 89; cleanliness 259, 168, 155, 125, 76, 143, 96, and 90; frequency of services 258, 166, 157, 125, 76, 143, 96, and 90; information during journey 241, 158, 149, 116, 75, 138, 95, and 88.

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

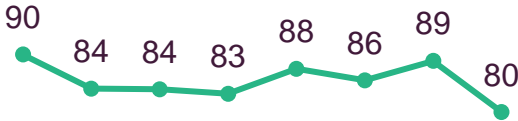
Thameslink

Satisfaction by 12-wave time periods

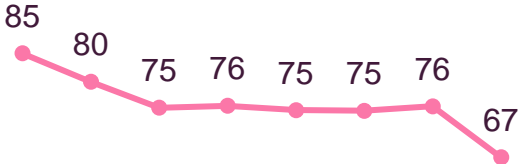
Time period dates (left to right)

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Overall satisfaction



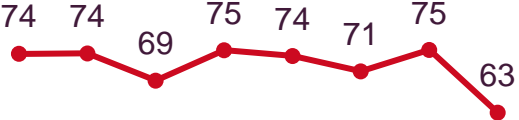
Punctuality / reliability



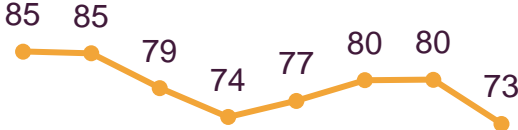
Value for money



Level of crowding



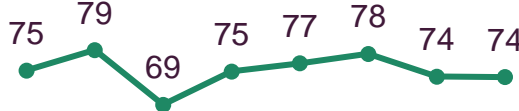
Cleanliness



Frequency of services



Information during journey



Base sizes: Thameslink: overall satisfaction 218, 117, 139, 142, 149, 141, 181, and 169; punctuality/reliability 218, 117, 139, 142, 148, 141, 180, and 168; value for money 212, 110, 128, 136, 144, 134, 172, and 161; level of crowding 217, 117, 137, 141, 148, 140, 180, and 169; cleanliness 218, 117, 136, 141, 149, 141, 180, and 168; frequency of services 218, 117, 139, 140, 149, 141, 181, and 167; information during journey 209, 115, 126, 133, 145, 134, 176, and 159.



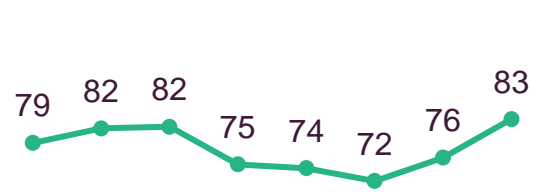
Transport for Wales

Satisfaction by 12-wave time periods*

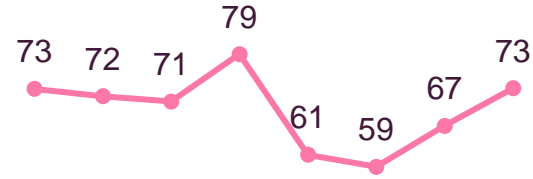
Time period dates (left to right)

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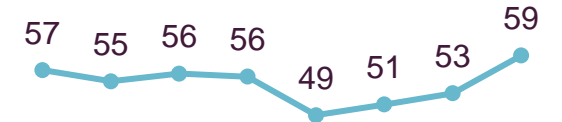
Overall satisfaction



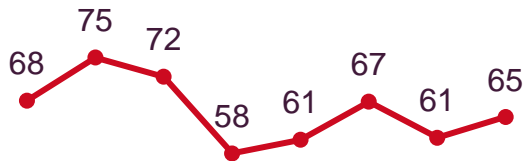
Punctuality / reliability



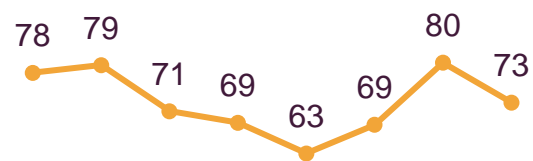
Value for money



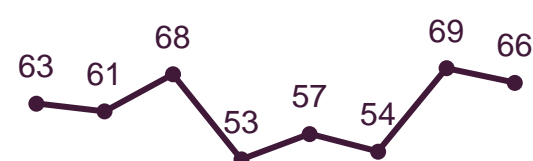
Level of crowding



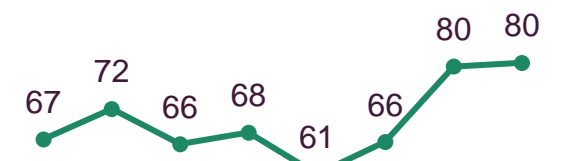
Cleanliness



Frequency of services



Information during journey



Base sizes: Transport for Wales: overall satisfaction 113, 77, 89, 83, 81, 69, 95, and 114; punctuality/reliability 113, 77, 89, 82, 81, 69, 95, and 114; value for money 106, 76, 86, 80, 79, 68, 94, and 113; level of crowding 113, 77, 87, 81, 81, 67, 94, and 114; cleanliness 113, 77, 89, 82, 80, 67, 95, and 114; frequency of services 113, 77, 89, 82, 81, 69, 95, and 113; information during journey 109, 70, 88, 77, 75, 63, 91, and 112.

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

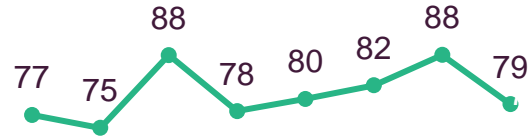
West Midlands Railway

Satisfaction by 12-wave time periods*

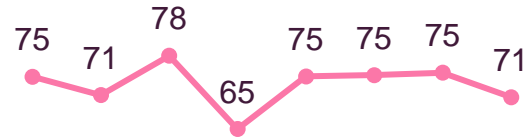
Time period dates (left to right)

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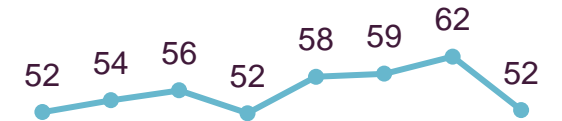
Overall satisfaction



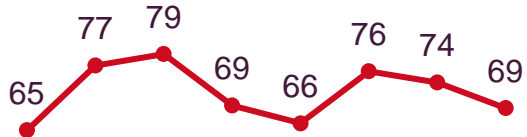
Punctuality / reliability



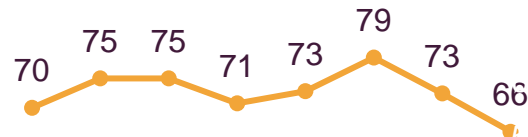
Value for money



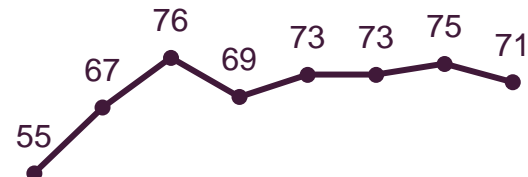
Level of crowding



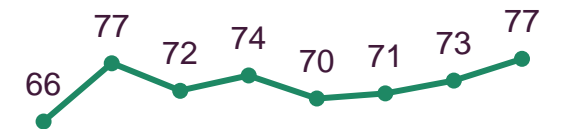
Cleanliness



Frequency of services



Information during journey



Sample sizes: West Midlands Railway: overall satisfaction 161, 83, 89, 103, 122, 107, 132, and 126; punctuality/reliability 161, 83, 89, 103, 122, 107, 132, and 126; value for money 160, 79, 87, 101, 120, 105, 126, and 125; level of crowding 160, 83, 88, 103, 122, 107, 132, and 125; cleanliness 161, 83, 89, 103, 122, 107, 131, and 126; frequency of services 161, 83, 89, 103, 122, 107, 132, and 125; information during journey 148, 78, 84, 97, 115, 102, 127, and 122.

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

Further information



Methodology

Transport Focus's Rail User Survey is run within Yonder Consulting's omnibus. 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). Those that have then answer questions about satisfaction with their journey.

The survey has been run:

- weekly from 24 May 2024;
- every other week between 14 April 2023 and 12 May 2024; and
- twice weekly between September 2021 and 2 April 2023.

Yonder Consulting's 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 that are asked are on the next slide.

Numbers may not add up to 100 per cent, due to rounding.

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'

Base sizes for 24-wave period: 1 Sept 2023 to 23 June 2024

Train operating company sample sizes	Overall satisfaction	Punctuality/reliability	Frequency of services on that route	Level of crowding	Cleanliness inside the train	Information during the journey	Value for money
Avanti West Coast	359	357	356	358	359	352	355
c2c	139	139	139	139	139	132	136
Chiltern Railways	134	134	134	134	134	130	131
CrossCountry	182	182	180	182	182	177	181
East Midlands Railway	270	269	270	269	269	265	269
Great Northern	178	178	177	177	177	175	167
Great Western Railway	553	552	550	552	552	535	549
Greater Anglia	330	330	330	329	330	323	328
London North Eastern Railway	274	274	270	274	274	271	273
London Northwestern Railway	121	121	121	121	121	116	119
London Overground	303	298	301	299	301	292	288
Merseyrail	160	160	160	159	160	152	142
Northern	587	587	583	579	586	569	576
ScotRail	483	481	482	475	482	458	482
South Western Railway	585	585	584	582	583	565	562
Southeastern	508	508	507	503	508	495	471
Southern	376	375	375	374	374	353	353
TfL Rail	186	186	186	185	186	183	161
Thameslink	350	348	348	349	348	335	333
TransPennine Express	193	192	189	192	192	189	191
Transport for Wales	209	209	208	208	209	203	207
West Midlands Railway	258	258	257	257	257	249	251

Transport Focus Data Hub

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



Contact Transport Focus

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SW1H 9EA

www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council

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

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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