

September  
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 (16 February to 15 September 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  
16 February – 15 September 2024



# Summary of satisfaction by train company

Over 24 survey waves from  
16 February to 15  
September 2024

	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Avanti West Coast	83	70	74	68	78	76	57
c2c	94	80	71	78	76	83	48
Chiltern Railways	89	87	77	81	82	84	63
CrossCountry	73	67	66	49	69	68	46
East Midlands Railway	87	78	73	70	77	82	55
Great Northern	90	77	66	77	85	84	60
Great Western Railway	84	77	76	71	83	81	55
Greater Anglia	89	86	77	77	89	83	60
London North Eastern Railway	88	78	80	65	83	77	61
London Northwestern Railway	87	79	79	81	84	81	64
London Overground	89	83	81	75	85	81	71
Merseyrail	94	88	88	84	87	91	74
Northern	85	71	69	73	78	79	60
ScotRail	90	82	71	73	79	78	63
South Western Railway	87	78	74	71	75	80	51
Southeastern	88	82	74	69	79	80	46
Southern	83	75	69	73	72	78	50
TfL Rail/Elizabeth Line	90	86	85	68	85	86	69
Thameslink	82	69	71	69	76	80	46
TransPennine Express	84	77	75	71	82	78	62
Transport for Wales	85	73	66	67	75	78	57
West Midlands Railway	81	72	71	70	70	79	54

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 16 February to 15 September 2024

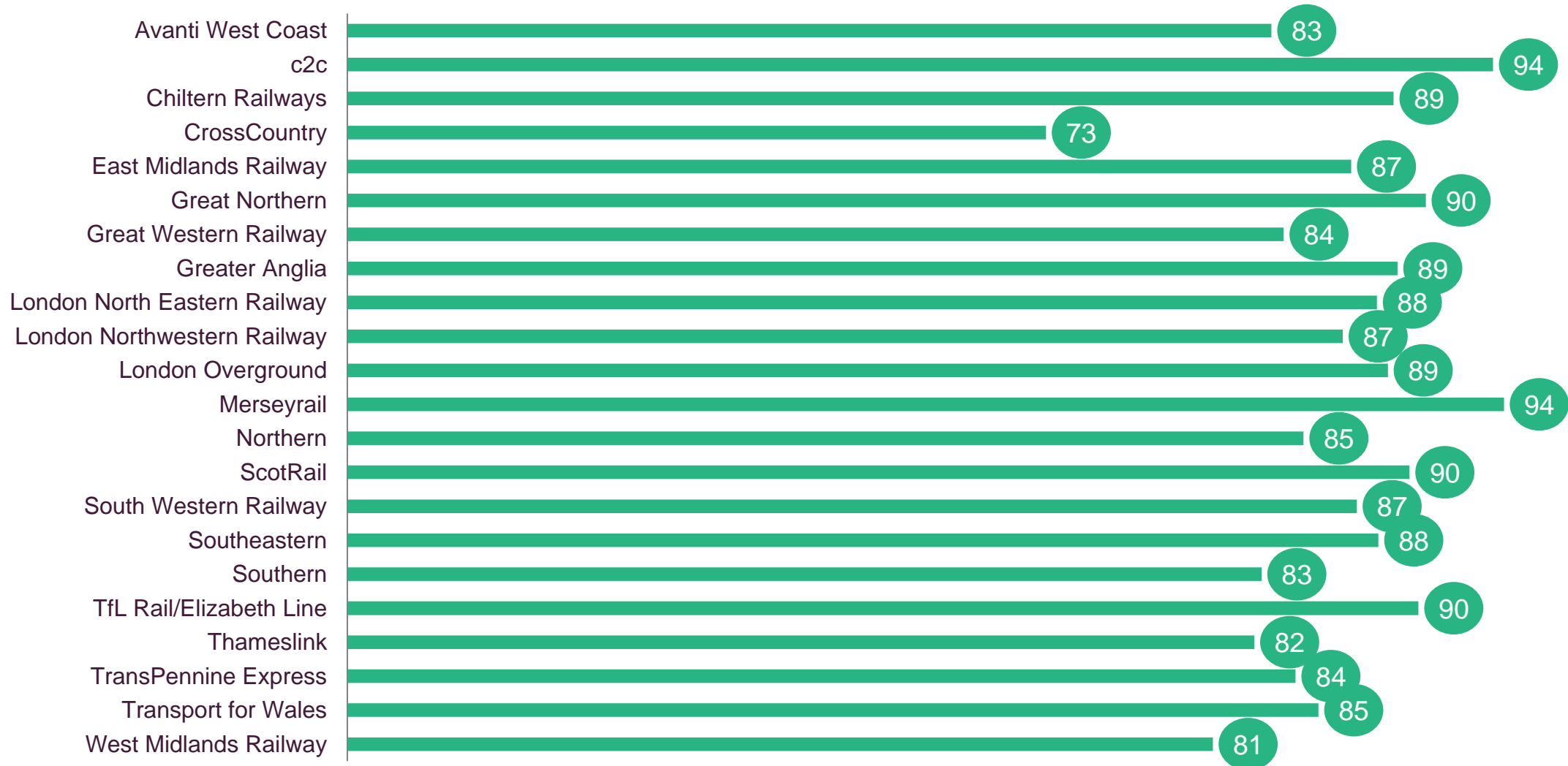


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

# Satisfaction with punctuality/reliability by train company

Over 24 survey waves from 16 February to 15 September 2024

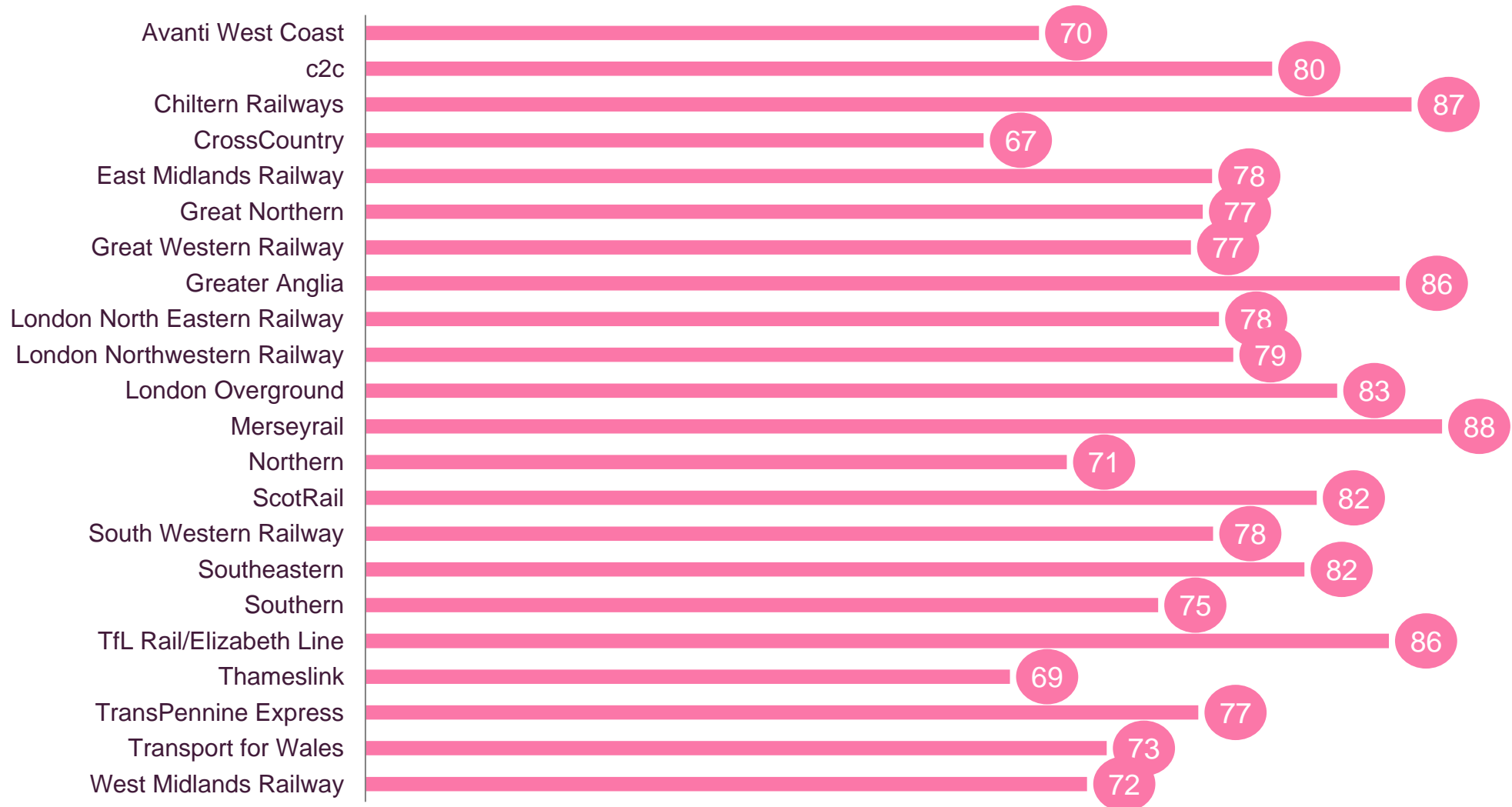


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

# Satisfaction with frequency of trains on route by train company

Over 24 survey waves from 16 February to 15 September 2024

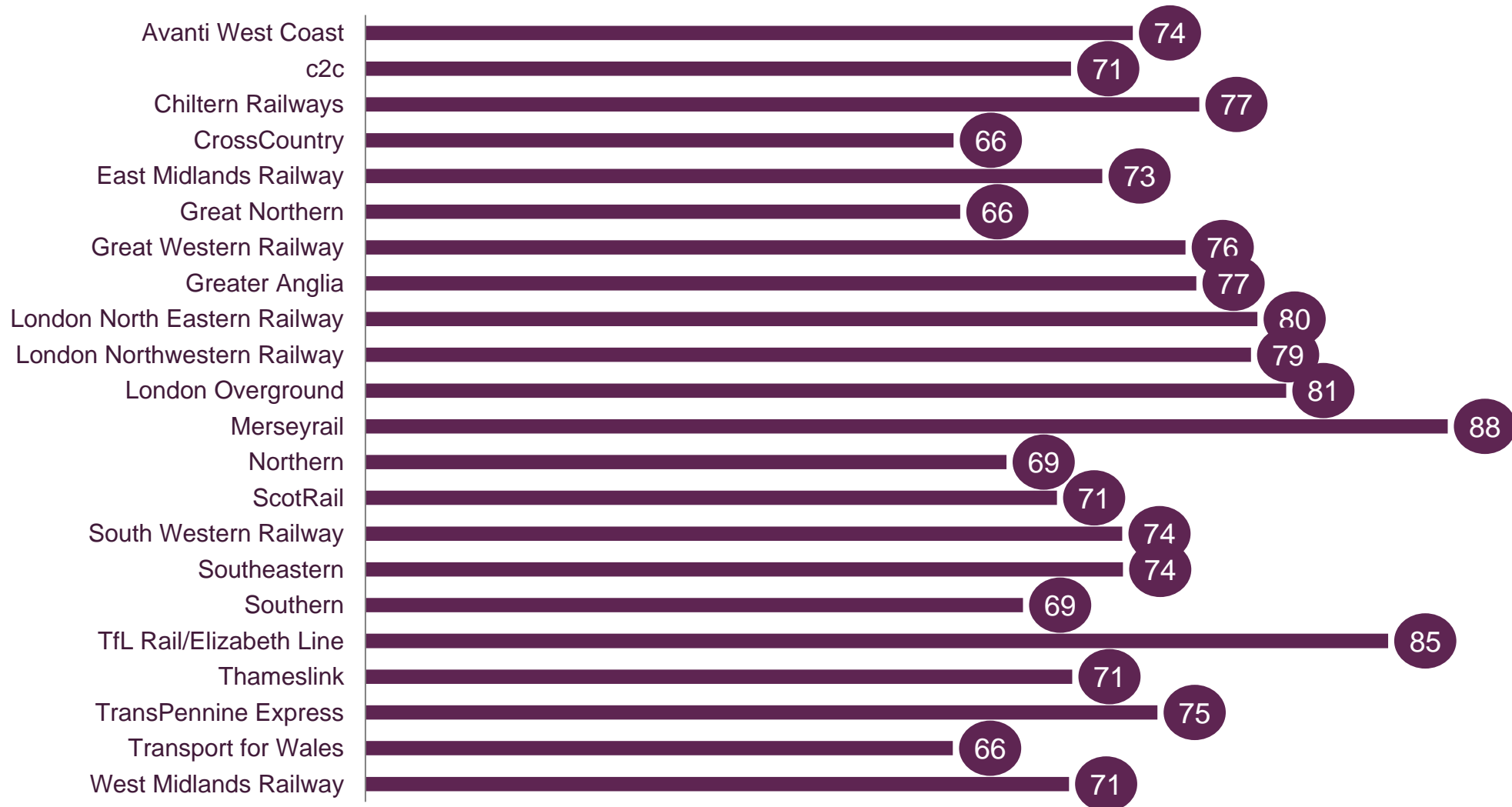


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

# Satisfaction with level of crowding by train company

Over 24 survey waves from 16 February to 15 September 2024

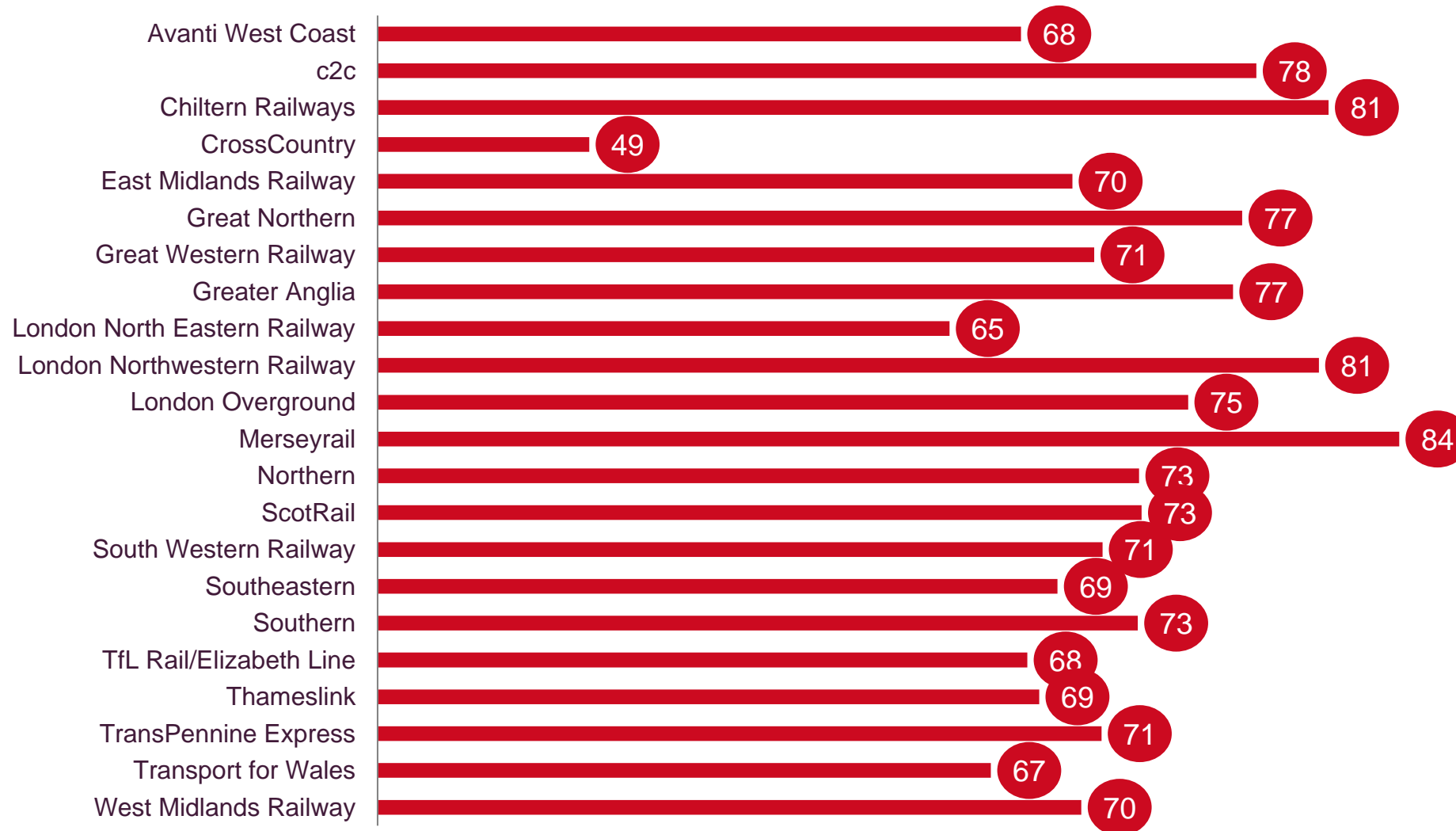


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix



# Satisfaction with cleanliness by train company

Over 24 survey waves from 16 February to 15 September 2024

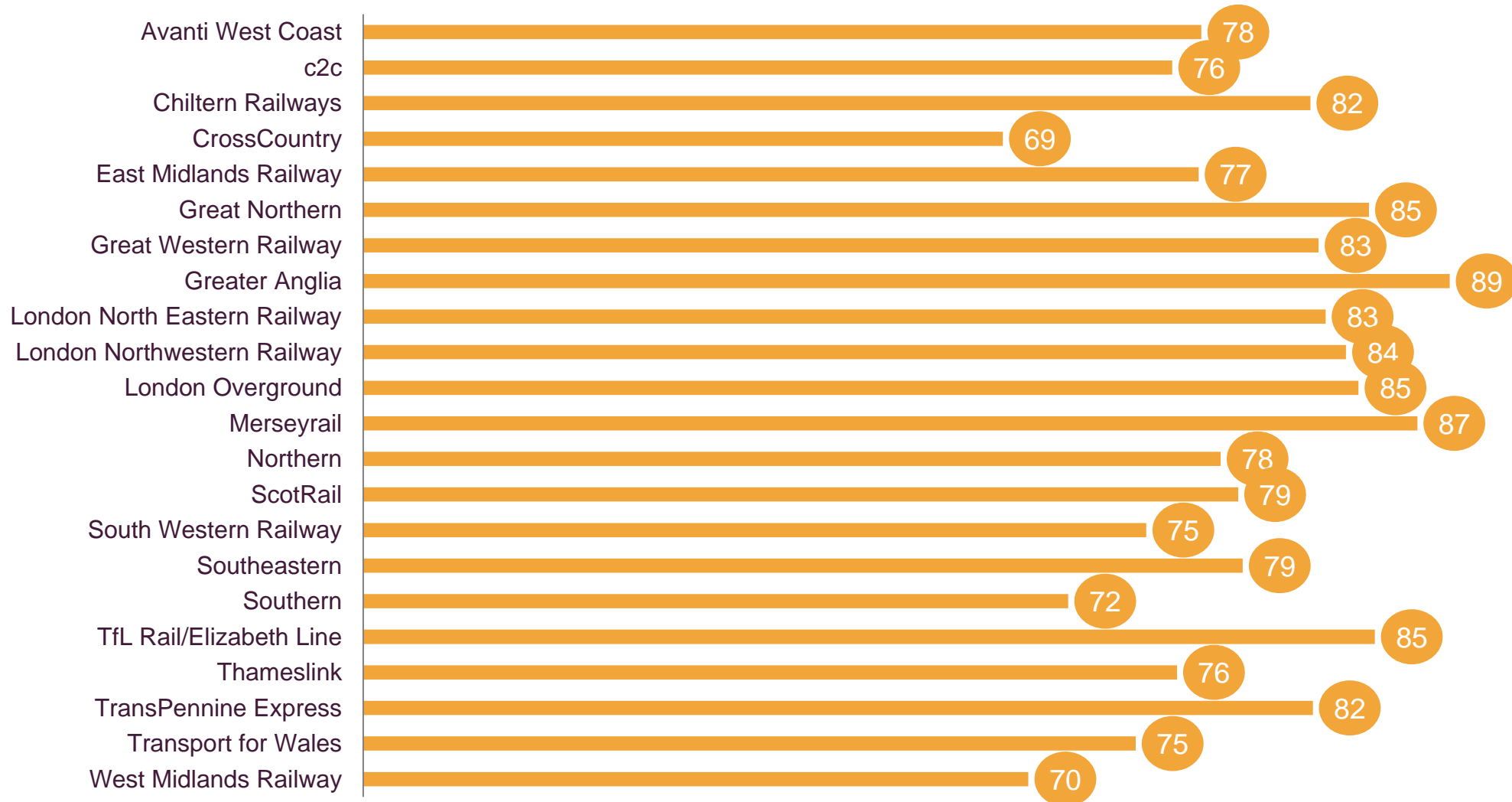


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

# Satisfaction with information during the journey by train company

Over 24 survey waves from 16 February to 15 September 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 16 February to 15 September 2024

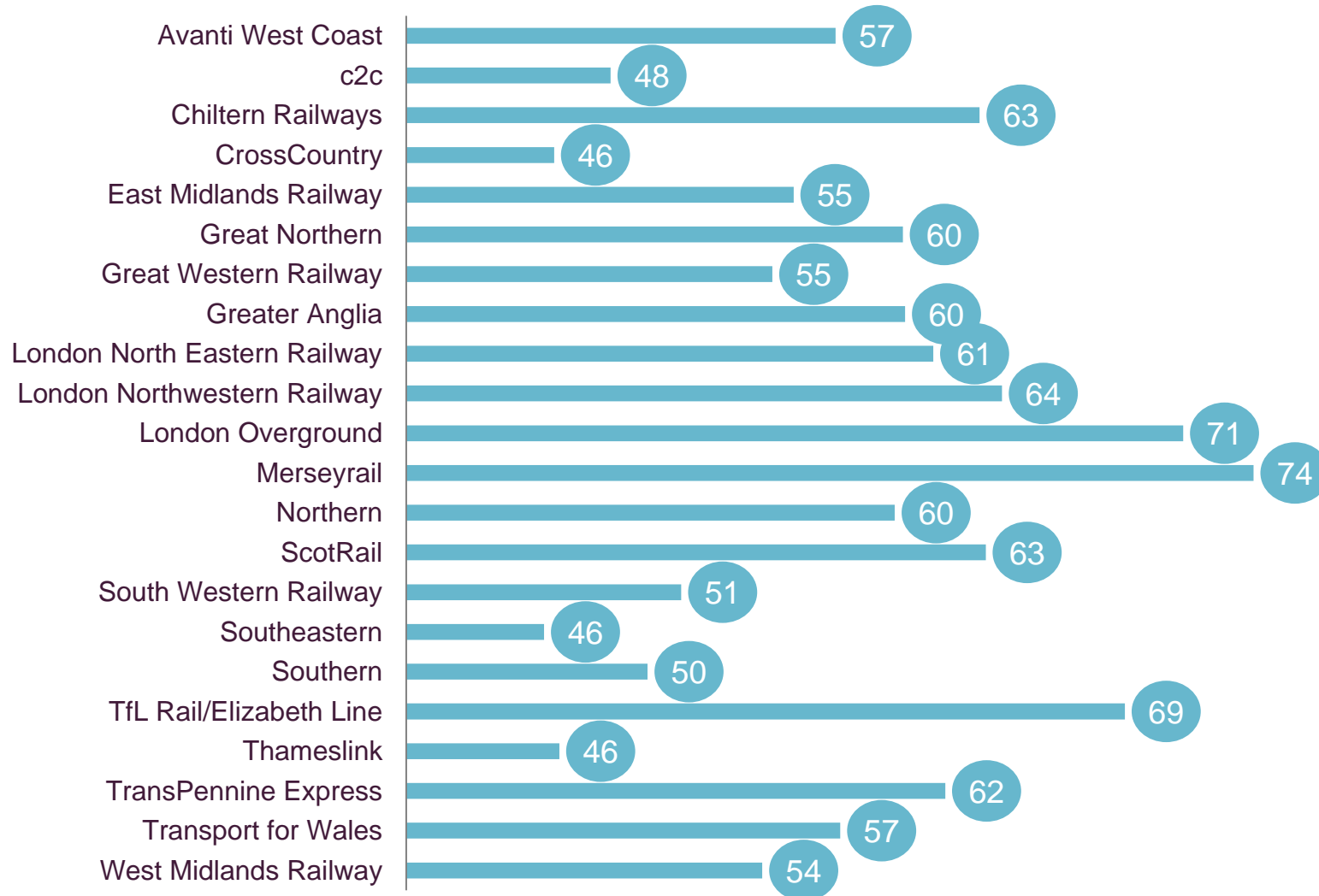


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.  
Base sizes shown in appendix

# 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.

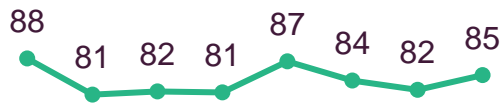
The charts in this section show overall satisfaction and satisfaction with six journey aspects for 15 train companies where we have sufficient sample sizes (where generally more than 75 per data point) over eight distinct 12-survey-wave periods:

- 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
- 28 June – 15 September 2024

# Overall satisfaction by 12-wave periods

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, 16 Feb -23 June 2024 and 28 June-15 Sept 2024

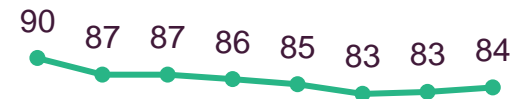
**Avanti West Coast**



**East Midlands Railway**



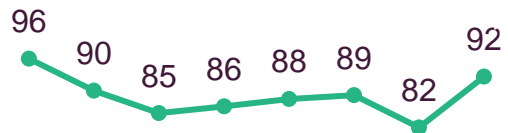
**Great Western Railway**



**Greater Anglia**



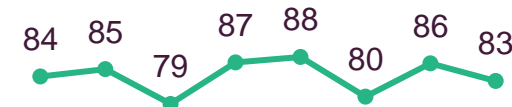
**London Nth East Railway**



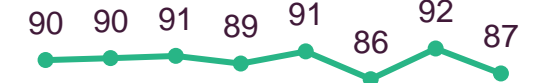
**London Overground**



**Northern**



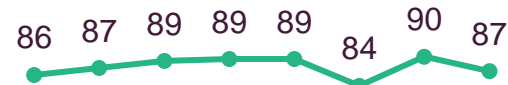
**ScotRail**



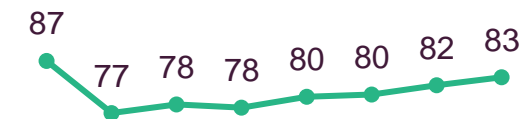
**South Western Railway**



**Southeastern**



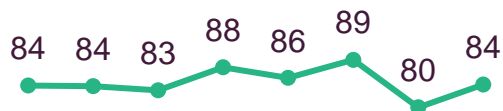
**Southern**



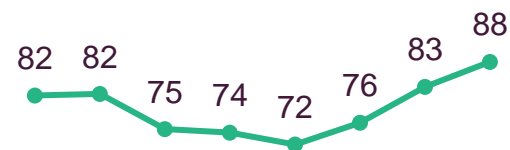
**TfL Rail/Elizabeth line**



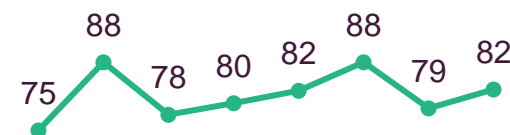
**Thameslink**



**Transport for Wales**



**West Midlands Railway**



Sample sizes: Avanti West Coast 100, 124, 111, 105, 133, 178, 181, 175; East Midlands Railway 120, 121, 116, 106, 114, 127, 143, 126; Great Western Railway 187, 214, 243, 259, 265, 278, 275, 281; Greater Anglia 147, 136, 135, 142, 173, 151, 179, 198; London North Eastern Railway 126, 144, 117, 121, 152, 145, 129, 173; London Overground 120, 133, 118, 94, 147, 154, 149, 149; Northern 219, 250, 256, 259, 289, 306, 281, 307; ScotRail 163, 200, 191, 190, 224, 234, 249, 259; South Western Railway 211, 285, 254, 220, 270, 281, 304, 355; Southeastern 228, 245, 203, 191, 223, 246, 262, 256; Southern 183, 174, 177, 170, 192, 184, 192, 220; TfL Rail/Elizabeth Line 169, 157, 143, 125, 76, 96, 90, 84; Thameslink 117, 139, 141, 142, 149, 181, 169, 210; Transport for Wales 77, 89, 69, 83, 81, 95, 114, 106; West Midlands Railway 83, 89, 107, 103, 122, 132, 126, 115;

# Avanti West Coast

## Satisfaction by 12-wave time periods

### Time period dates (left to right)

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

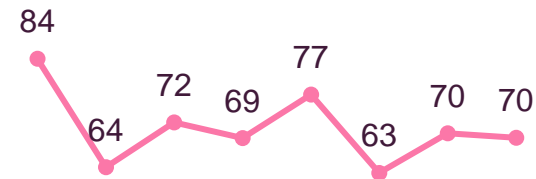
16 Feb – 23 June 2024

28 June – 15 Sept 2024

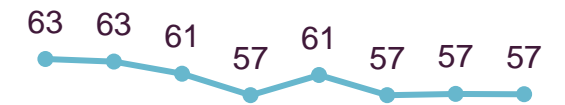
### Overall satisfaction



### Punctuality / reliability



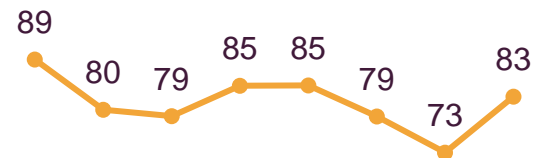
### Value for money



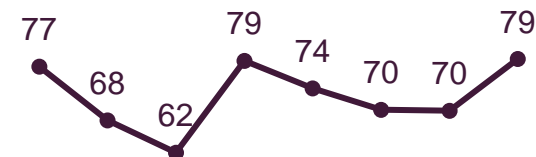
### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Avanti West Coast: overall satisfaction; 100, 124, 111, 133, 178, 105, 181, and 175; punctuality/reliability; 100, 123, 111, 132, 178, 105, 179, and 175; value for money; 99, 123, 108, 129, 176, 104, 179, and 174; level of crowding; 100, 123, 110, 132, 178, 104, 180, and 175; cleanliness; 100, 124, 111, 132, 178, 105, 181, and 175; frequency of services; 99, 122, 110, 132, 175, 104, 181, and 174; information during journey 100, 121, 110, 130, 174, 104, 178, and 173.

# East Midlands Railway

## Satisfaction by 12-wave time periods

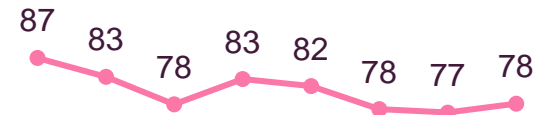
### Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

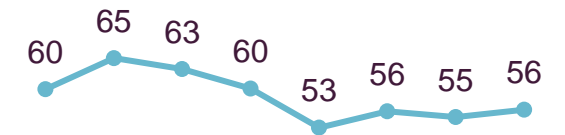
### Overall satisfaction



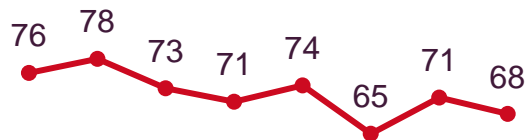
### Punctuality / reliability



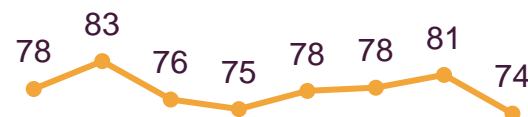
### Value for money



### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: East Midlands Railway: overall satisfaction 120, 121, 116, 114, 127, 106, 143, and 126; punctuality/reliability 120, 121, 116, 113, 126, 106, 143, and 126; value for money 120, 121, 116, 113, 126, 106, 143, and 126; level of crowding 120, 121, 116, 113, 126, 105, 143, and 126; cleanliness 120, 121, 115, 113, 127, 106, 142, and 126; frequency of services 117, 120, 115, 111, 127, 106, 143, and 126; information during journey 115, 119, 108, 110, 124, 105, 141, and 123.



# Great Western Railway

## Satisfaction by 12-wave time periods

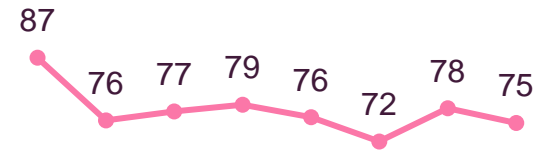
### Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

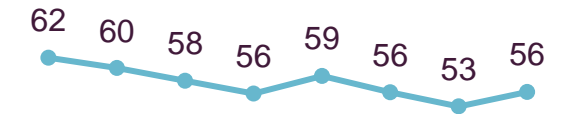
### Overall satisfaction



### Punctuality / reliability



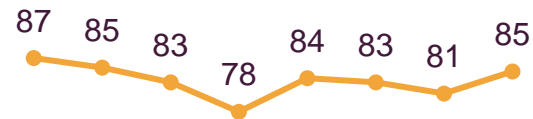
### Value for money



### Level of crowding



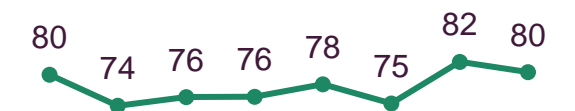
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Great Western Railway: overall satisfaction 187, 214, 243, 265, 278, 259, 275, and 281; punctuality/reliability 187, 214, 243, 265, 278, 258, 274, and 281; value for money 186, 213, 240, 262, 275, 259, 274, and 279; level of crowding 187, 214, 241, 263, 278, 259, 274, and 279; cleanliness 186, 214, 243, 265, 278, 258, 274, and 281; frequency of services 187, 212, 243, 263, 276, 256, 274, and 277; information during journey 180, 200, 232, 258, 267, 250, 268, and 276.

# Greater Anglia Satisfaction by 12-wave time periods

## Time period dates (left to right)

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

28 June – 15 Sept 2024

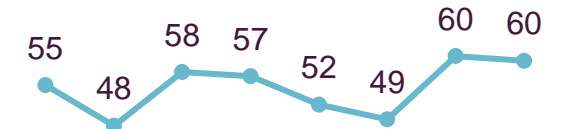
### Overall satisfaction



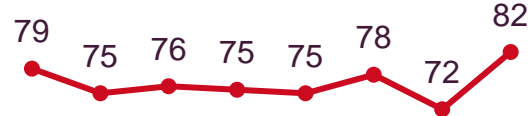
### Punctuality / reliability



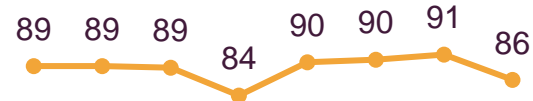
### Value for money



### Level of crowding



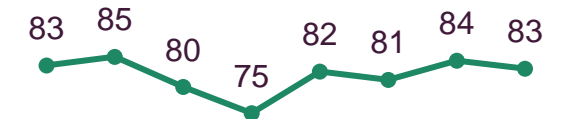
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Greater Anglia: overall satisfaction 147, 136, 135, 173, 151, 142, 179, and 198; punctuality/reliability 147, 136, 134, 173, 151, 142, 179, and 198; value for money 142, 134, 133, 169, 151, 140, 177, and 198; level of crowding 147, 135, 134, 173, 150, 142, 179, and 198; cleanliness 147, 136, 134, 173, 151, 142, 179, and 198; frequency of services 145, 134, 134, 173, 151, 141, 179, and 198; information during journey 141, 131, 133, 169, 147, 138, 176, and 192.

# London North Eastern Railway Satisfaction by 12-wave time periods

## Time period dates (left to right)

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

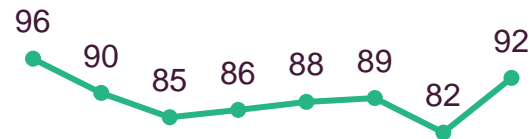
26 Mar to 20 Aug 2023

1 Sept 2023 - 4 Feb 2024

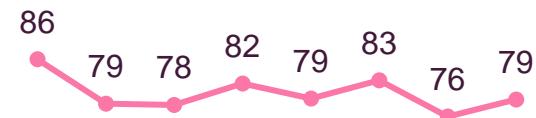
16 Feb – 23 June 2024

28 June – 15 Sept 2024

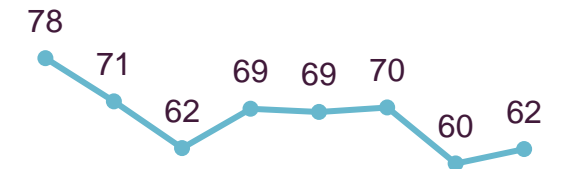
### Overall satisfaction



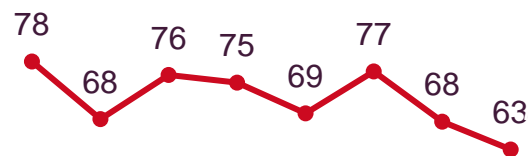
### Punctuality / reliability



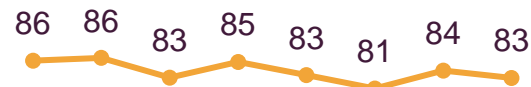
### Value for money



### Level of crowding



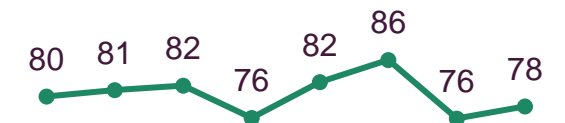
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: London North Eastern Railway: overall satisfaction 126, 144, 117, 152, 145, 121, 129, and 173; punctuality/reliability 126, 144, 117, 152, 145, 121, 129, and 172; value for money 124, 142, 117, 148, 144, 120, 129, and 170; level of crowding 126, 144, 117, 152, 145, 121, 129, and 172; cleanliness 126, 144, 117, 152, 145, 121, 129, and 172; frequency of services 121, 144, 117, 152, 142, 119, 128, and 170; information during journey 125, 142, 115, 148, 143, 121, 128, and 168.

# London Overground Satisfaction by 12-wave time periods

## Time period dates (left to right)

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

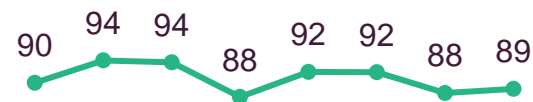
26 Mar to 20 Aug 2023

1 Sept 2023 - 4 Feb 2024

16 Feb – 23 June 2024

28 June – 15 Sept 2024

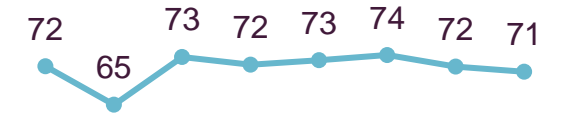
### Overall satisfaction



### Punctuality / reliability



### Value for money



### Level of crowding



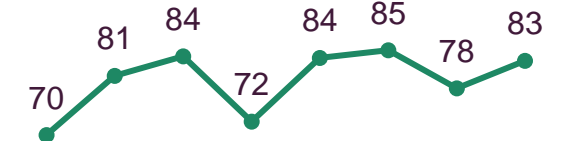
### Cleanliness



### Frequency of services



### Information during journey



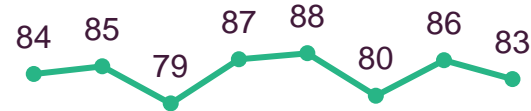
Sample sizes: London Overground: overall satisfaction 120, 133, 118, 147, 154, 94, 149, and 149; punctuality/reliability 120, 133, 118, 147, 153, 94, 145, and 149; value for money 119, 127, 111, 139, 150, 89, 138, and 139; level of crowding 119, 133, 118, 147, 154, 94, 145, and 148; cleanliness 120, 133, 118, 146, 153, 93, 148, and 149; frequency of services 120, 133, 118, 147, 153, 94, 148, and 149; information during journey 115, 125, 109, 138, 151, 82, 141, and 142.

# Northern Satisfaction by 12-wave time periods

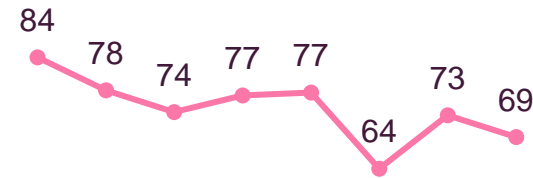
## Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

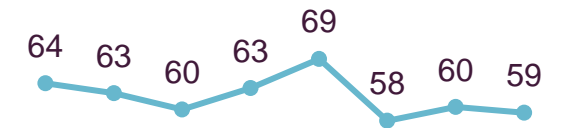
### Overall satisfaction



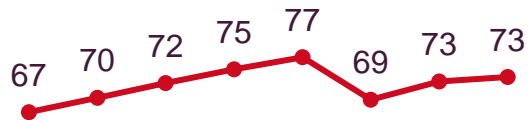
### Punctuality / reliability



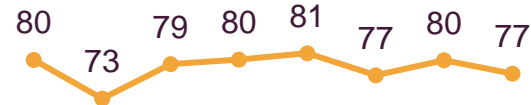
### Value for money



### Level of crowding



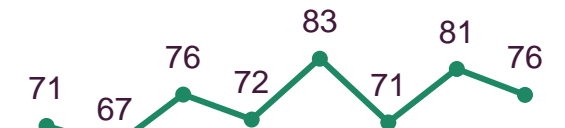
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Northern: overall satisfaction 219, 250, 256, 289, 306, 259, 281, and 307; punctuality/reliability 219, 250, 255, 289, 306, 259, 281, and 307; value for money 214, 246, 249, 285, 302, 253, 274, and 298; level of crowding 219, 248, 255, 286, 301, 257, 278, and 305; cleanliness 219, 249, 256, 288, 306, 258, 280, and 307; frequency of services 217, 248, 252, 288, 303, 256, 280, and 304; information during journey 211, 236, 242, 275, 297, 246, 272, and 296.

# ScotRail

## Satisfaction by 12-wave time periods

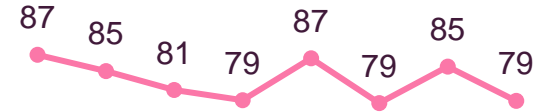
### Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

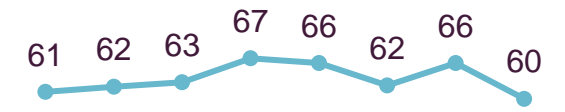
### Overall satisfaction



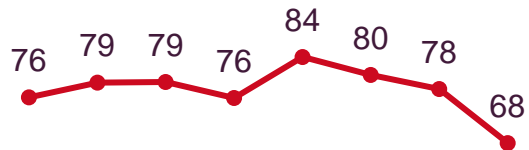
### Punctuality / reliability



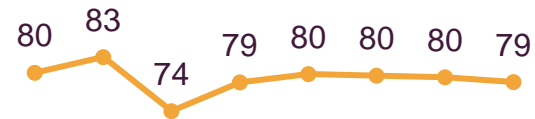
### Value for money



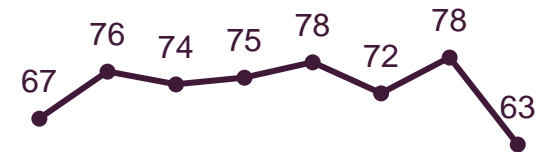
### Level of crowding



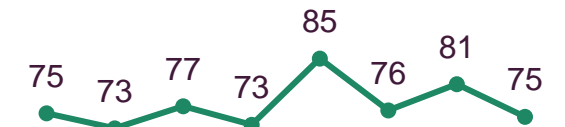
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: ScotRail: overall satisfaction 163, 200, 191, 224, 234, 190, 249, and 259; punctuality/reliability 162, 199, 191, 224, 232, 189, 249, and 259; value for money 160, 198, 191, 224, 233, 189, 249, and 258; level of crowding 161, 199, 191, 224, 230, 189, 245, and 255; cleanliness 162, 199, 191, 224, 233, 190, 249, and 259; frequency of services 163, 197, 191, 224, 234, 189, 248, and 258; information during journey 151, 183, 178, 209, 222, 177, 236, and 244.

# South Western Railway Satisfaction by 12-wave time periods

## Time period dates (left to right)

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

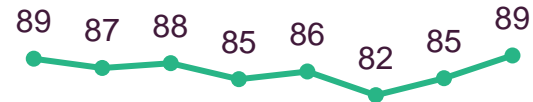
26 Mar to 20 Aug 2023

1 Sept 2023 - 4 Feb 2024

16 Feb – 23 June 2024

28 June – 15 Sept 2024

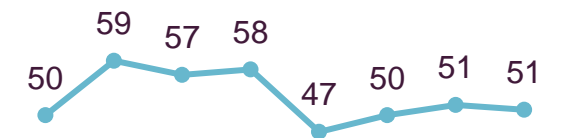
### Overall satisfaction



### Punctuality / reliability



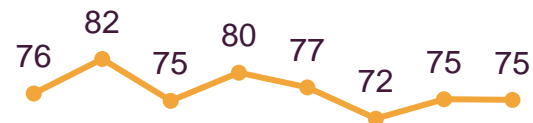
### Value for money



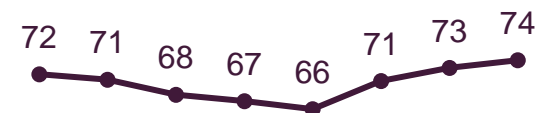
### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: South Western Railway: overall satisfaction 211, 285, 254, 270, 281, 220, 304, and 355; punctuality/reliability 211, 284, 254, 270, 281, 220, 304, and 354; value for money 197, 273, 240, 259, 271, 214, 291, and 338; level of crowding 210, 283, 253, 267, 281, 220, 301, and 354; cleanliness 211, 283, 254, 269, 280, 220, 303, and 354; frequency of services 211, 283, 253, 269, 280, 220, 304, and 354; information during journey 202, 268, 242, 264, 271, 210, 294, and 344.

# Southeastern Satisfaction by 12-wave time periods

## Time period dates (left to right)

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

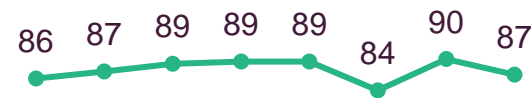
26 Mar to 20 Aug 2023

1 Sept 2023 - 4 Feb 2024

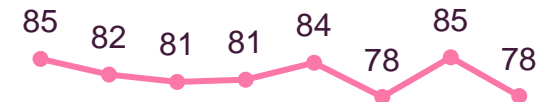
16 Feb – 23 June 2024

28 June – 15 Sept 2024

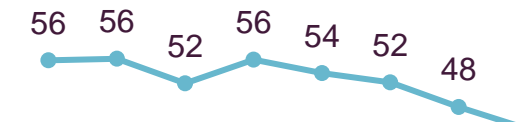
### Overall satisfaction



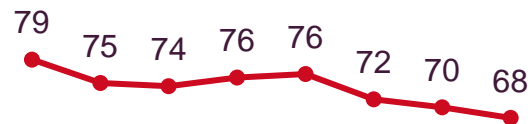
### Punctuality / reliability



### Value for money



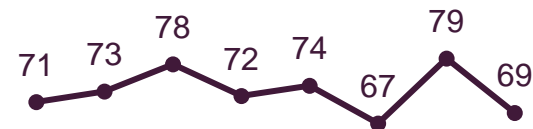
### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Southeastern: overall satisfaction 228, 245, 203, 223, 246, 191, 262, and 256; punctuality/reliability 228, 245, 203, 223, 246, 191, 262, and 256; value for money 203, 231, 186, 203, 231, 171, 240, and 239; level of crowding 226, 242, 201, 221, 246, 190, 257, and 256; cleanliness 228, 245, 201, 221, 246, 191, 262, and 256; frequency of services 225, 244, 203, 221, 245, 191, 262, and 255; information during journey 211, 232, 191, 207, 238, 181, 257, and 240.



# Southern Satisfaction by 12-wave time periods

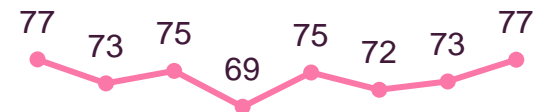
## Time period dates (left to right)

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  
 28 June – 15 Sept 2024

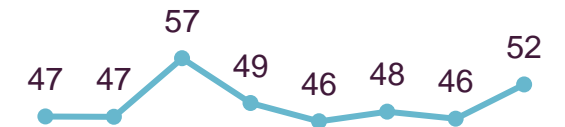
### Overall satisfaction



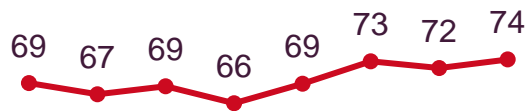
### Punctuality / reliability



### Value for money



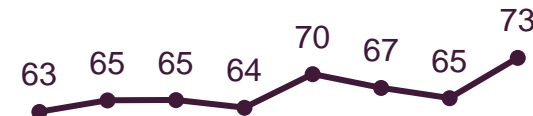
### Level of crowding



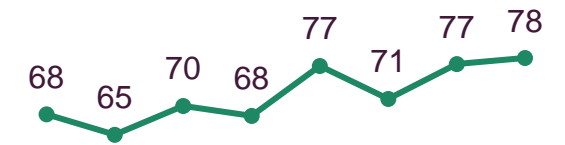
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: Southern: overall satisfaction 183, 174, 177, 192, 184, 170, 192, and 220; punctuality/reliability 183, 174, 177, 191, 184, 169, 191, and 220; value for money 172, 166, 170, 180, 174, 155, 179, and 209; level of crowding 182, 174, 175, 192, 183, 167, 191, and 219; cleanliness 182, 172, 175, 192, 184, 168, 190, and 219; frequency of services 181, 174, 176, 192, 183, 168, 192, and 218; information during journey 177, 164, 168, 180, 170, 153, 183, and 206.

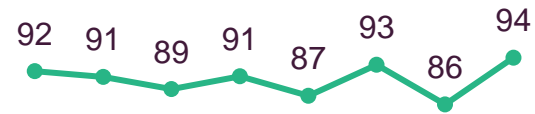
# Elizabeth line / TfL Rail

## Satisfaction by 12-wave time periods\*

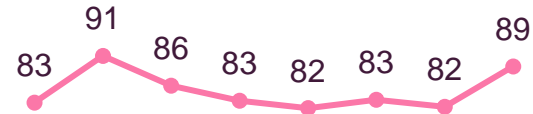
### Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

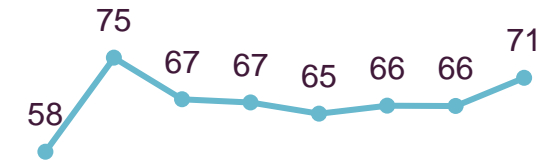
### Overall satisfaction



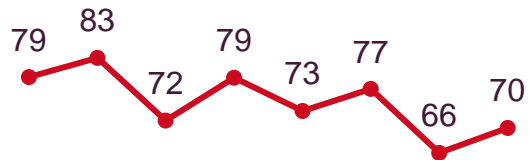
### Punctuality / reliability



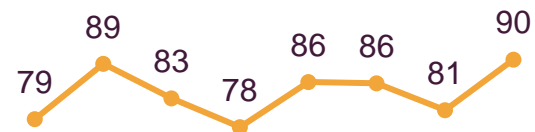
### Value for money



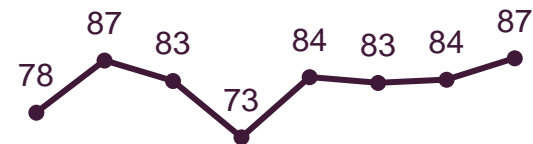
### Level of crowding



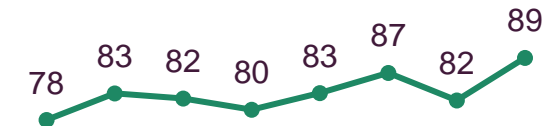
### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: TfL Rail/Elizabeth Line: overall satisfaction 169, 157, 143, 76, 96, 125, 90, and 84; punctuality/reliability 168, 156, 142, 75, 96, 123, 90, and 84; value for money 153, 143, 133, 63, 79, 114, 82, and 78; level of crowding 168, 156, 143, 76, 96, 125, 89, and 84; cleanliness 168, 155, 143, 76, 96, 125, 90, and 84; frequency of services 166, 157, 143, 76, 96, 125, 90, and 84; information during journey 158, 149, 138, 75, 95, 116, 88, and 81.

\* 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)

8 Apr - 26 June 2022

1 July - 18 Sept 2022

23 Sept - 11 Dec 2022

16 Dec 2022 - 19 Mar 2023

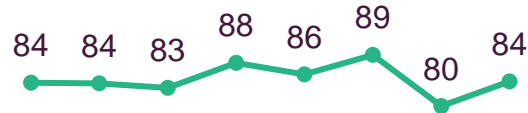
26 Mar to 20 Aug 2023

1 Sept 2023 - 4 Feb 2024

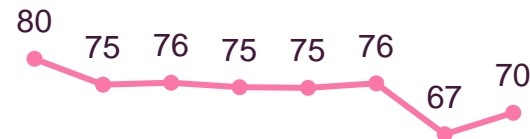
16 Feb – 23 June 2024

28 June – 15 Sept 2024

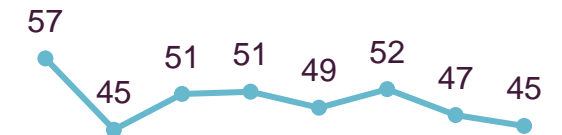
### Overall satisfaction



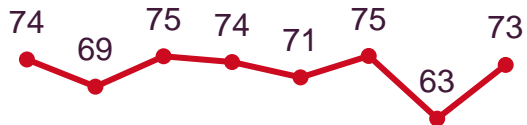
### Punctuality / reliability



### Value for money



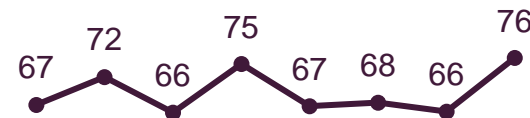
### Level of crowding



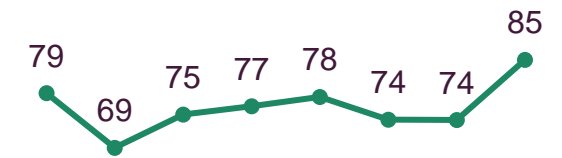
### Cleanliness



### Frequency of services



### Information during journey



Base sizes: Thameslink: overall satisfaction 117, 139, 141, 149, 181, 142, 169, and 210; punctuality/reliability 117, 139, 141, 148, 180, 142, 168, and 210; value for money 110, 128, 134, 144, 172, 136, 161, and 199; level of crowding 117, 137, 140, 148, 180, 141, 169, and 210; cleanliness 117, 136, 141, 149, 180, 141, 168, and 210; frequency of services 117, 139, 141, 149, 181, 140, 167, and 209; information during journey 115, 126, 134, 145, 176, 133, 159, and 204.

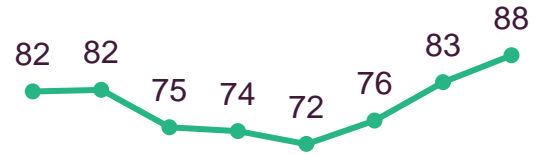
# Transport for Wales

## Satisfaction by 12-wave time periods\*

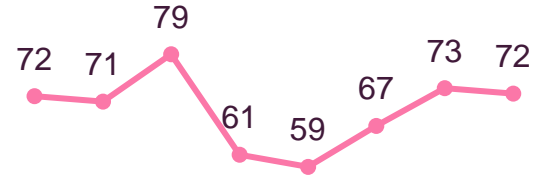
### Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

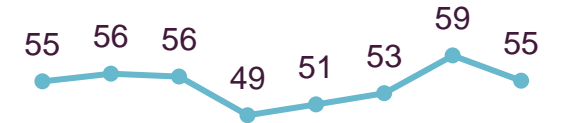
### Overall satisfaction



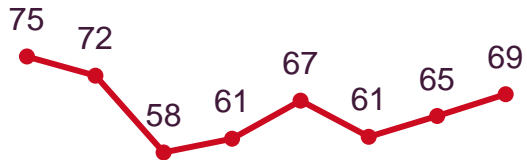
### Punctuality / reliability



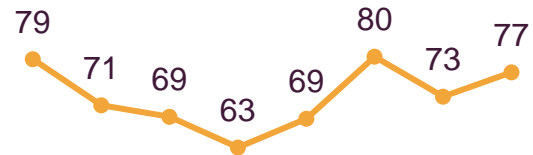
### Value for money



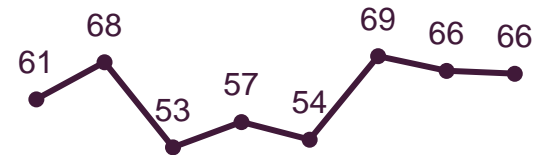
### Level of crowding



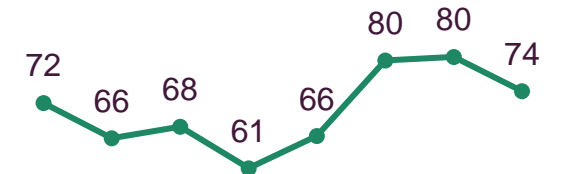
### Cleanliness



### Frequency of services



### Information during journey



Base sizes: Transport for Wales: overall satisfaction 77, 89, 69, 81, 95, 83, 114, and 106; punctuality/reliability 77, 89, 69, 81, 95, 82, 114, and 106; value for money 76, 86, 68, 79, 94, 80, 113, and 105; level of crowding 77, 87, 67, 81, 94, 81, 114, and 106; cleanliness 77, 89, 67, 80, 95, 82, 114, and 106; frequency of services 77, 89, 69, 81, 95, 82, 113, and 105; information during journey 70, 88, 63, 75, 91, 77, 112, and 101.

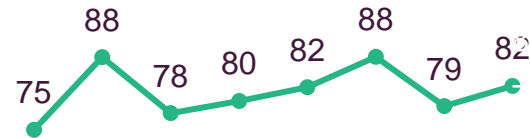
\* Some base sizes are below 100, which would be the ideal minimum for analysis.

# West Midlands Railway Satisfaction by 12-wave time periods\*

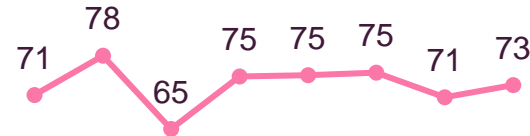
## Time period dates (left to right)

- 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
- 28 June – 15 Sept 2024

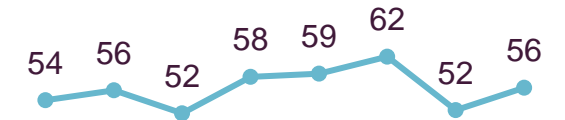
### Overall satisfaction



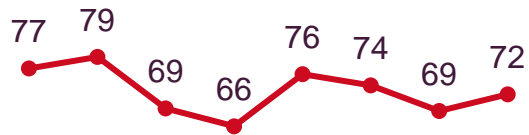
### Punctuality / reliability



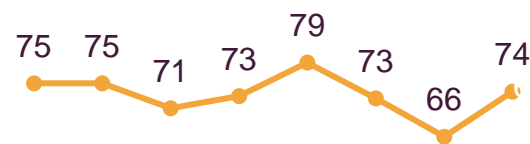
### Value for money



### Level of crowding



### Cleanliness



### Frequency of services



### Information during journey



Sample sizes: West Midlands Railway: overall satisfaction 83, 89, 107, 122, 132, 103, 126, and 115; punctuality/reliability 83, 89, 107, 122, 132, 103, 126, and 115; value for money 79, 87, 105, 120, 126, 101, 125, and 110; level of crowding 83, 88, 107, 122, 132, 103, 125, and 115; cleanliness 83, 89, 107, 122, 131, 103, 126, and 115; frequency of services 83, 89, 107, 122, 132, 103, 125, and 114; information during journey 78, 84, 102, 115, 127, 97, 122, and 110.

\* 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: 16 February to 16 September 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	356	354	355	355	356	351	353
c2c	127	127	127	127	127	121	124
Chiltern Railways	118	118	117	118	118	114	114
CrossCountry	178	178	178	177	178	172	177
East Midlands Railway	269	269	269	269	268	264	269
Great Northern	176	176	176	174	175	171	165
Great Western Railway	556	555	551	553	555	544	553
Greater Anglia	377	377	377	377	377	368	375
London North Eastern Railway	302	301	298	301	301	296	299
London Northwestern Railway	121	121	121	121	121	116	120
London Overground	298	294	297	293	297	283	277
Merseyrail	161	161	161	160	161	156	149
Northern	588	588	584	583	587	568	572
ScotRail	508	508	506	500	508	480	507
South Western Railway	659	658	658	655	657	638	629
Southeastern	518	518	517	513	518	497	479
Southern	412	411	410	410	409	389	388
TfL Rail	174	174	174	173	174	169	160
Thameslink	379	378	376	379	378	363	360
TransPennine Express	185	185	184	183	185	177	184
Transport for Wales	220	220	218	220	220	213	218
West Midlands Railway	241	241	239	240	241	232	235

# 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)



# Contact Transport Focus

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Toby.Cotton@transportfocus.org.uk

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London  
SW1H 9EA

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