

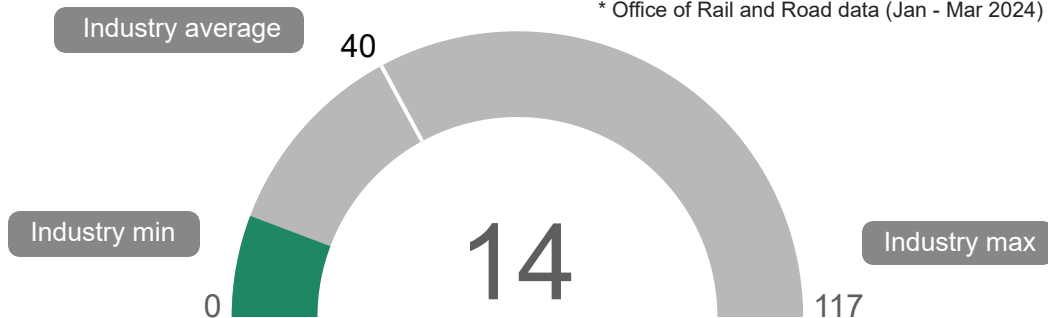
## Passenger satisfaction with the journey

Operator	Journey overall	Punctuality reliability	Crowding level	Value for money	Station overall	Train overall
Merseyrail	94	88	80	73	86	93
c2c	93	86	75	62	83	86
London North Eastern Railway	93	82	71	66	89	82
Elizabeth Line	92	88	69	67	89	86
London Overground	89	81	74	70	83	82
Greater Anglia	89	84	79	57	87	85
<b>ScotRail</b>	88	79	69	56	81	79
Southeastern	86	79	69	43	81	78
East Midlands Railway	86	77	68	57	85	76
Chiltern Railways	85	81	71	59	85	77
Avanti West Coast	85	67	65	56	79	75
Transport for Wales	84	71	72	57	82	75
Great Western Railway	84	74	69	52	85	79
South Western Railway	84	73	68	47	80	76
Southern	83	75	70	45	79	75
London Northwestern Railway	83	70	70	55	79	76
Thameslink	83	71	71	43	81	73
Great Northern	83	72	72	59	82	75
West Midlands Railway	82	73	73	57	83	80
Northern Trains	79	66	69	54	80	74
TransPennine Express	79	74	64	60	81	76
CrossCountry	72	61	47	44	82	63

\* Rail User Survey (24 waves) 2024-2025 Rail Periods 04-09

## Complaints per 100K journeys

\* Office of Rail and Road data (Jan - Mar 2024)



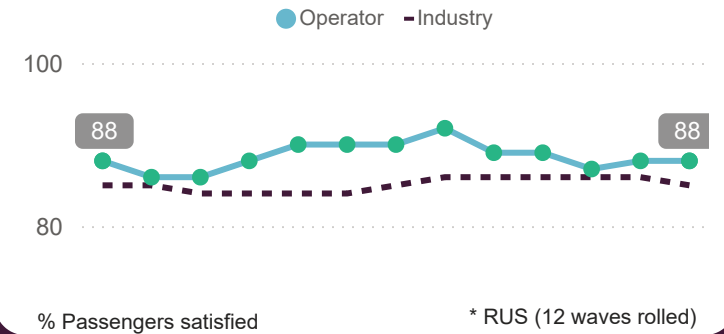
## ScotRail

Across the national network, passengers in the Rail User Survey are talking about...

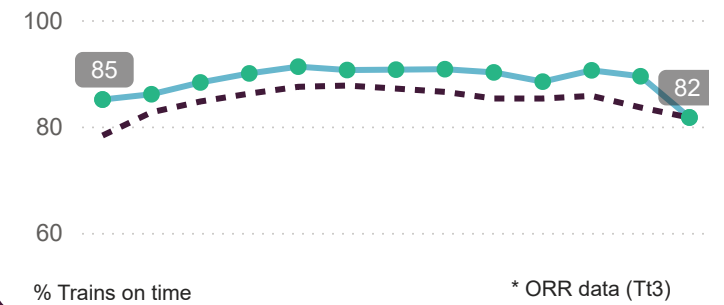
"My return scheduled train was over an hour delayed. The only **information** given was 'delayed'. No reason why. No information for how long. Next train scheduled for an hour and no information about if that was running. Different staff told me different updates."

"Feel that **overcrowding** is now a huge issue and that companies do not put on enough carriages to cope with demand. Clearly some services are busier than others and this should be relatively predictable. With the price you pay for a ticket you would like a proper seat and although it's manageable when I'm travelling alone it is extremely stressful if I'm travelling with older relatives who actually need to sit."

## Satisfaction journey overall



## Punctuality



## Cancellations

