December 2024

Train operator results

Rail User Survey

transportfocus

# 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 (28 June to 8 December 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.

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# Train operator satisfaction

24 combined waves from
28 June – 8 December 2024

# Summary of satisfaction by train company

*Over 24 survey waves from 28 June to 8 December 2024*

| | Overall satisfaction | Punctuality / reliability | Frequency of trains on route | Level of crowding | Cleanliness | Information during journey | Value for money |
|---|---|---|---|---|---|---|---|
| Merseyrail | 94 | 88 | 87 | 80 | 88 | 89 | 73 |
| c2c | 93 | 86 | 77 | 75 | 79 | 89 | 62 |
| London North Eastern Railway | 93 | 82 | 81 | 71 | 84 | 79 | 66 |
| TfL Rail/Elizabeth Line | 92 | 88 | 87 | 69 | 90 | 88 | 67 |
| Greater Anglia | 89 | 84 | 75 | 79 | 88 | 85 | 57 |
| London Overground | 89 | 81 | 77 | 74 | 82 | 78 | 70 |
| ScotRail | 88 | 79 | 64 | 69 | 76 | 75 | 56 |
| East Midlands Railway | 86 | 77 | 71 | 68 | 74 | 81 | 57 |
| Southeastern | 86 | 79 | 71 | 69 | 76 | 77 | 43 |
| Avanti West Coast | 85 | 67 | 75 | 65 | 79 | 76 | 56 |
| Chiltern Railways | 85 | 81 | 71 | 71 | 80 | 82 | 59 |
| Great Western Railway | 84 | 74 | 78 | 69 | 85 | 78 | 52 |
| South Western Railway | 84 | 73 | 70 | 68 | 73 | 78 | 47 |
| Transport for Wales | 84 | 71 | 66 | 72 | 75 | 78 | 57 |
| Great Northern | 83 | 72 | 64 | 72 | 78 | 77 | 59 |
| London Northwestern Railway | 83 | 70 | 70 | 70 | 81 | 66 | 55 |
| Southern | 83 | 75 | 68 | 70 | 72 | 77 | 45 |
| Thameslink | 83 | 71 | 72 | 71 | 78 | 79 | 43 |
| West Midlands Railway | 82 | 73 | 74 | 73 | 77 | 78 | 57 |
| Northern | 79 | 66 | 62 | 69 | 74 | 73 | 54 |
| TransPennine Express | 79 | 74 | 74 | 64 | 77 | 80 | 60 |
| CrossCountry | 72 | 61 | 66 | 47 | 66 | 66 | 44 |

**Score relatively high compared with other TOCS**

**Score relatively average compared with other TOCS**

**Score relatively low compared with other TOCS**

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# Overall journey satisfaction by train company

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

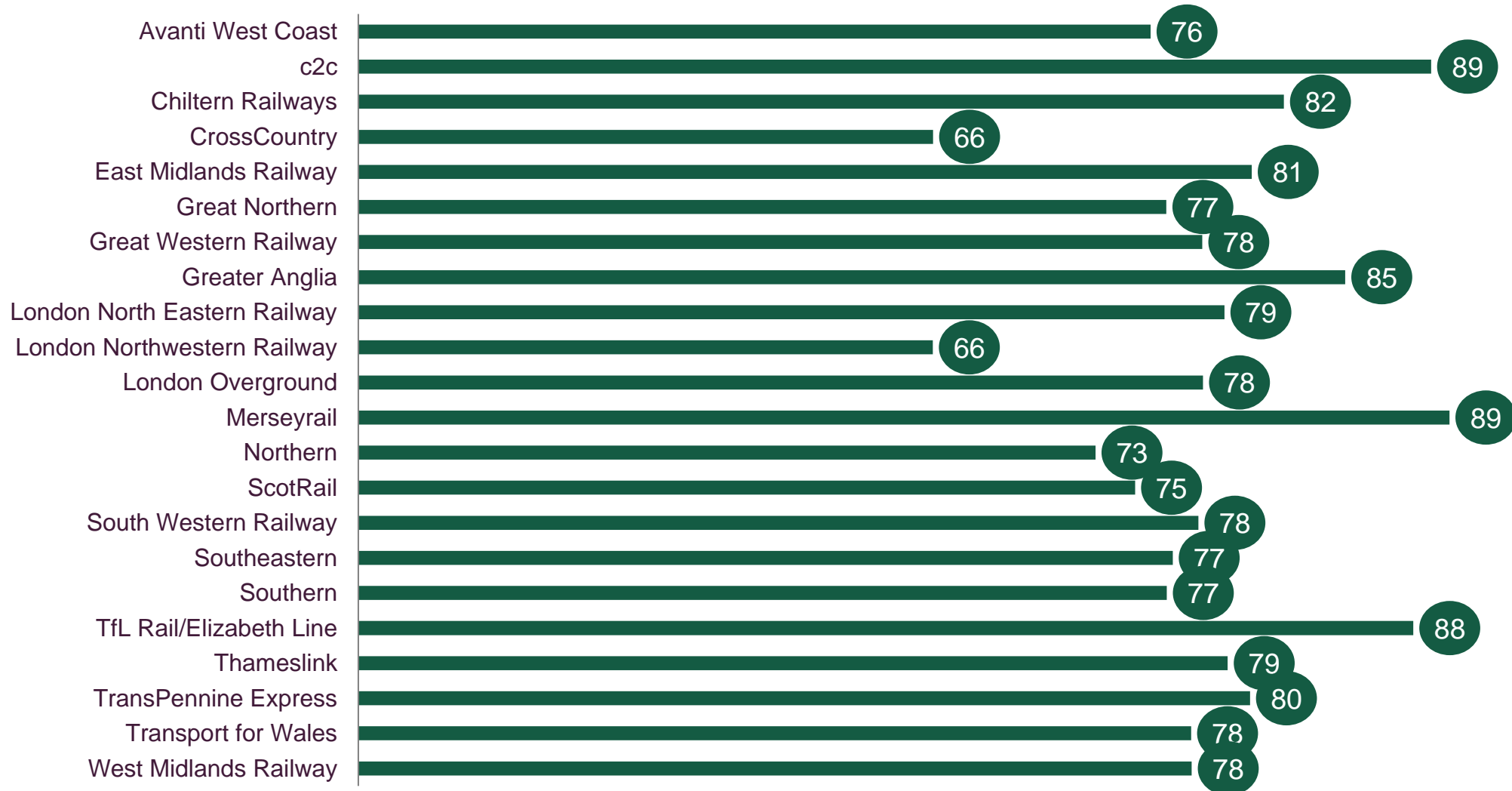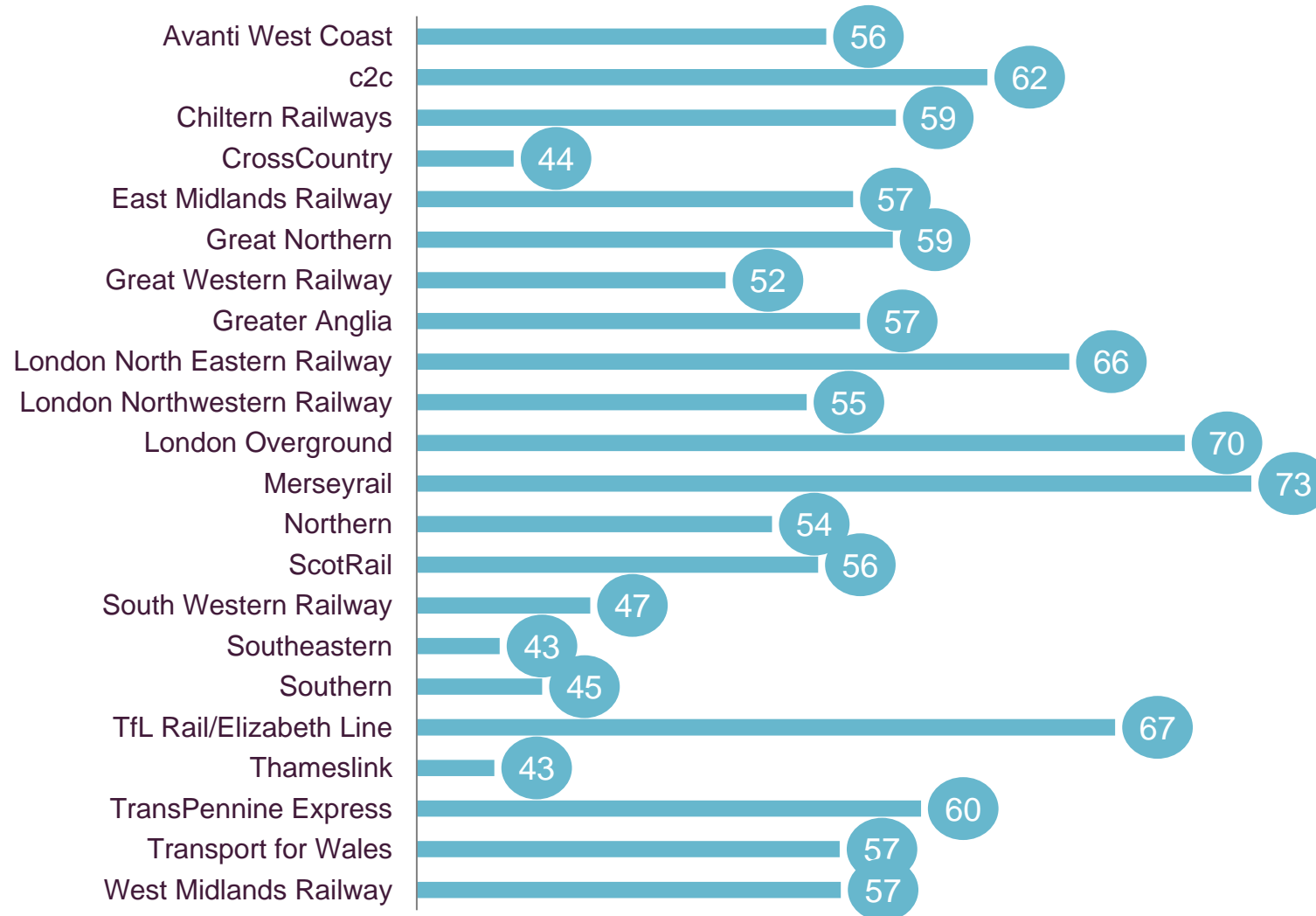| Train Company | Score |
|---|---|
| Avanti West Coast | 85 |
| c2c | 93 |
| Chiltern Railways | 85 |
| CrossCountry | 72 |
| East Midlands Railway | 86 |
| Great Northern | 83 |
| Great Western Railway | 84 |
| Greater Anglia | 89 |
| London North Eastern Railway | 93 |
| London Northwestern Railway | 83 |
| London Overground | 89 |
| Merseyrail | 94 |
| Northern | 79 |
| ScotRail | 88 |
| South Western Railway | 84 |
| Southeastern | 86 |
| Southern | 83 |
| TfL Rail/Elizabeth Line | 92 |
| Thameslink | 83 |
| TransPennine Express | 79 |
| Transport for Wales | 84 |
| West Midlands Railway | 82 |

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

Base sizes shown in appendix

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# Satisfaction with punctuality/reliability by train company
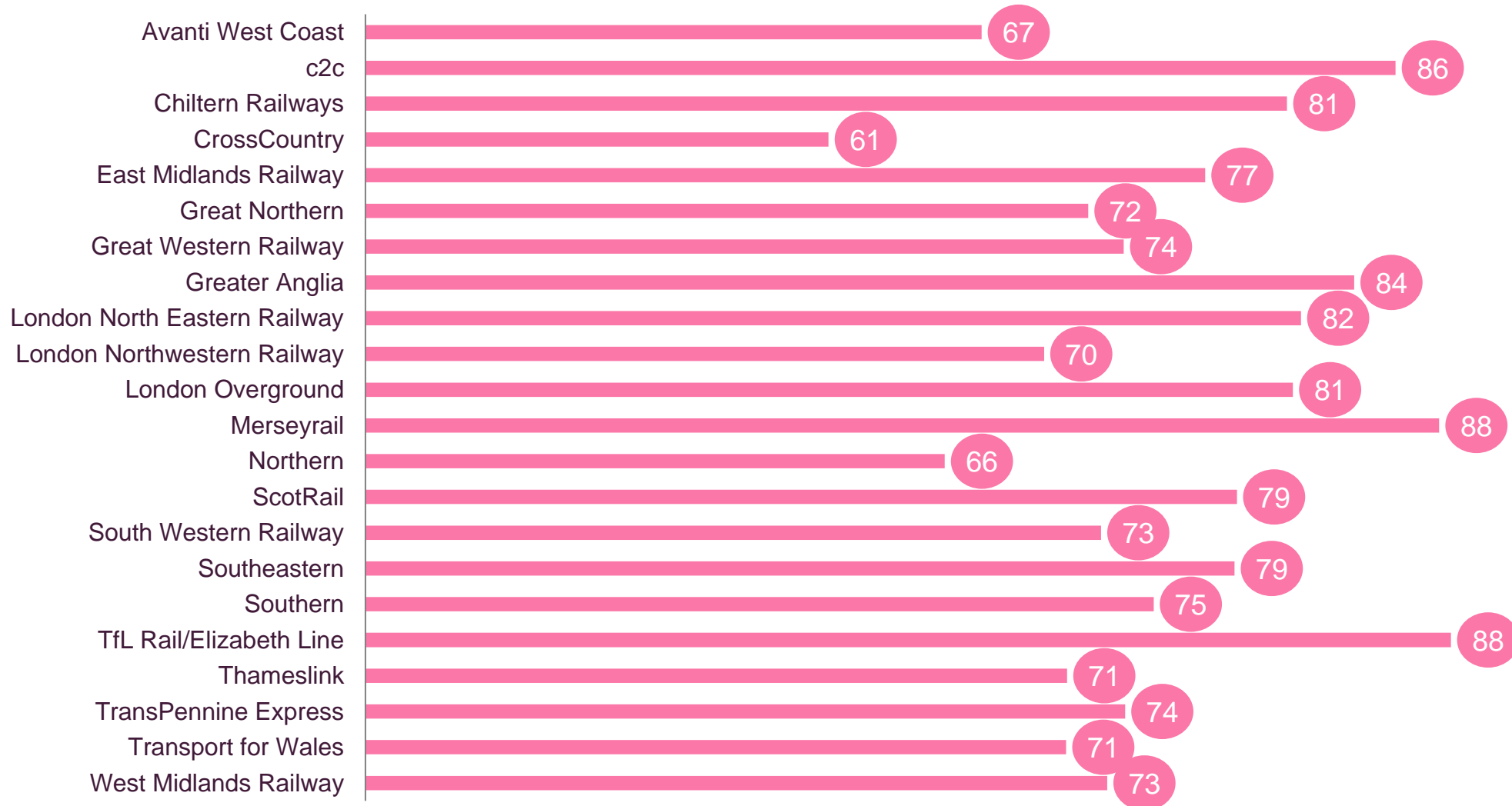
*Over 24 survey waves from 16 February to 15 September 2024*

| Train company | Score |
|---|---|
| Avanti West Coast | 67 |
| c2c | 86 |
| Chiltern Railways | 81 |
| CrossCountry | 61 |
| East Midlands Railway | 77 |
| Great Northern | 72 |
| Great Western Railway | 74 |
| Greater Anglia | 84 |
| London North Eastern Railway | 82 |
| London Northwestern Railway | 70 |
| London Overground | 81 |
| Merseyrail | 88 |
| Northern | 66 |
| ScotRail | 79 |
| South Western Railway | 73 |
| Southeastern | 79 |
| Southern | 75 |
| TfL Rail/Elizabeth Line | 88 |
| Thameslink | 71 |
| TransPennine Express | 74 |
| Transport for Wales | 71 |
| West Midlands Railway | 73 |

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

Base sizes shown in appendix

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# Satisfaction with frequency of trains on route by train company

*Over 24 survey waves from 16 February to 15 September 2024*
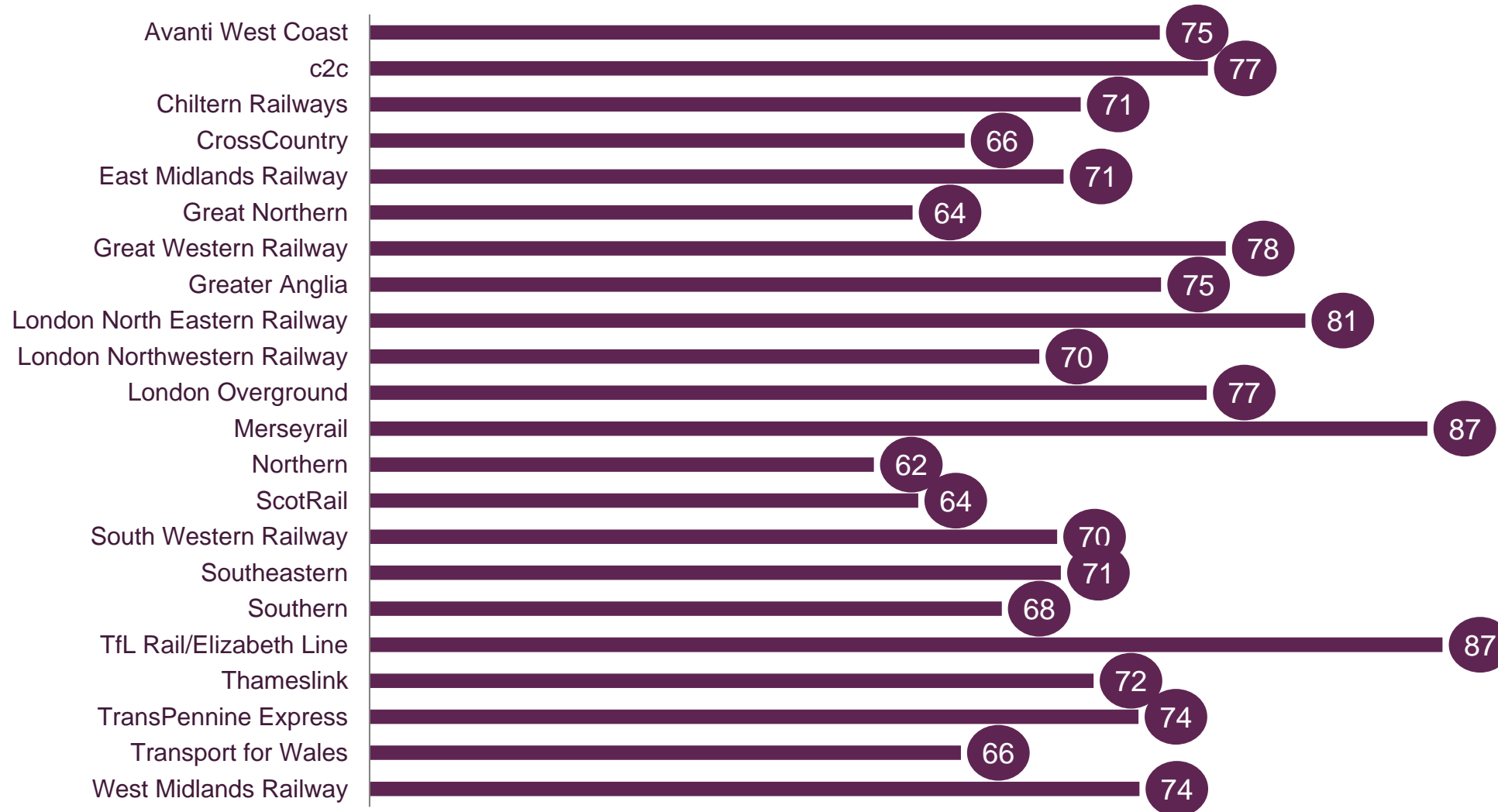
| Train company | Score |
|---|---|
| Avanti West Coast | 75 |
| c2c | 77 |
| Chiltern Railways | 71 |
| CrossCountry | 66 |
| East Midlands Railway | 71 |
| Great Northern | 64 |
| Great Western Railway | 78 |
| Greater Anglia | 75 |
| London North Eastern Railway | 81 |
| London Northwestern Railway | 70 |
| London Overground | 77 |
| Merseyrail | 87 |
| Northern | 62 |
| ScotRail | 64 |
| South Western Railway | 70 |
| Southeastern | 71 |
| Southern | 68 |
| TfL Rail/Elizabeth Line | 87 |
| Thameslink | 72 |
| TransPennine Express | 74 |
| Transport for Wales | 66 |
| West Midlands Railway | 74 |

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

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# Satisfaction with level of crowding by train company

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

| Train Company | Satisfaction |
|---|---|
| Avanti West Coast | 65 |
| c2c | 75 |
| Chiltern Railways | 71 |
| CrossCountry | 47 |
| East Midlands Railway | 68 |
| Great Northern | 72 |
| Great Western Railway | 69 |
| Greater Anglia | 79 |
| London North Eastern Railway | 71 |
| London Northwestern Railway | 70 |
| London Overground | 74 |
| Merseyrail | 80 |
| Northern | 69 |
| ScotRail | 69 |
| South Western Railway | 68 |
| Southeastern | 69 |
| Southern | 70 |
| TfL Rail/Elizabeth Line | 69 |
| Thameslink | 71 |
| TransPennine Express | 64 |
| Transport for Wales | 72 |
| West Midlands Railway | 73 |

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

Base sizes shown in appendix

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# Satisfaction with cleanliness by train company

*Over 24 survey waves from 16 February to 15 September 2024*
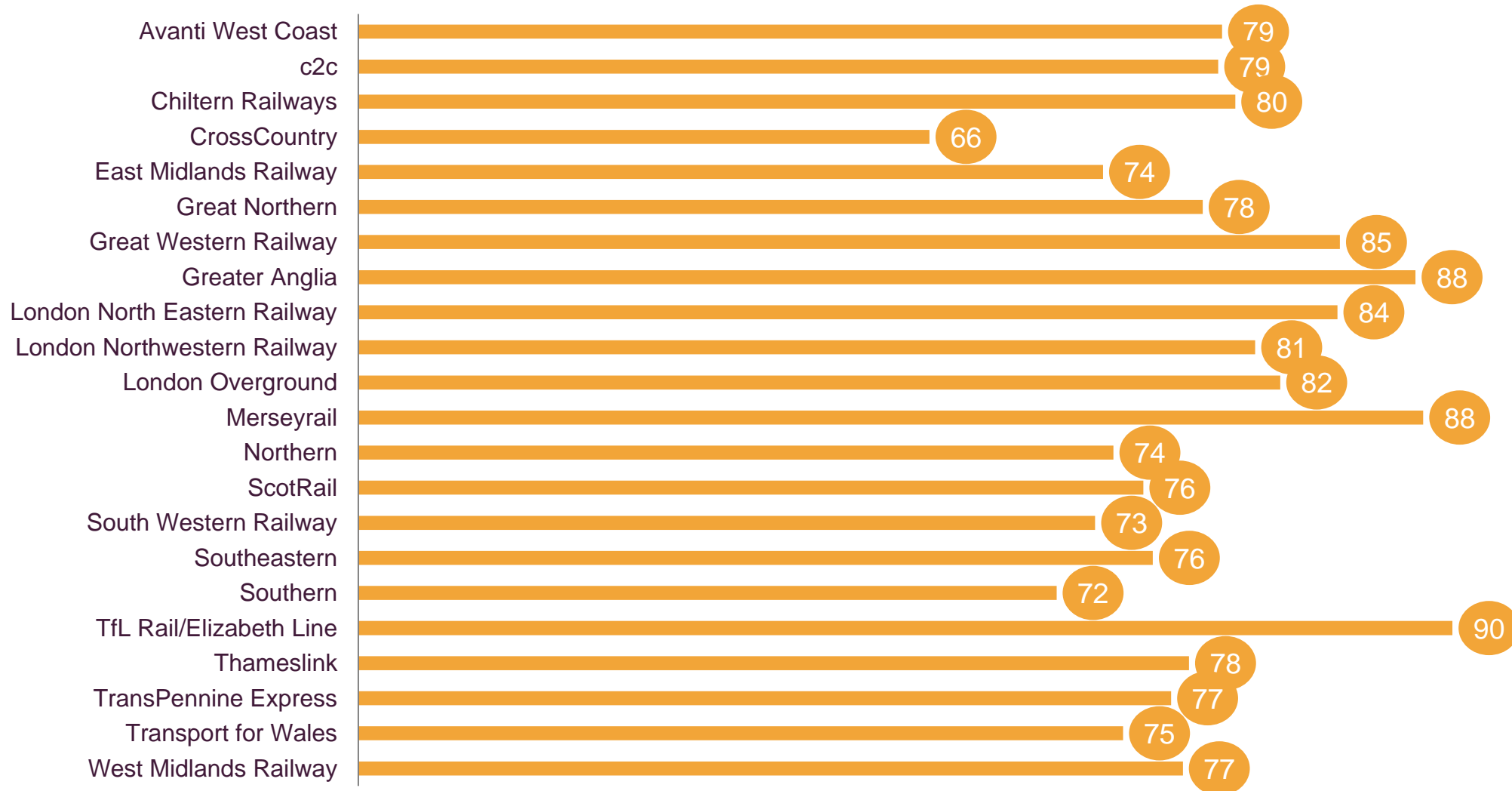
| Train company | Score |
|---|---|
| Avanti West Coast | 79 |
| c2c | 79 |
| Chiltern Railways | 80 |
| CrossCountry | 66 |
| East Midlands Railway | 74 |
| Great Northern | 78 |
| Great Western Railway | 85 |
| Greater Anglia | 88 |
| London North Eastern Railway | 84 |
| London Northwestern Railway | 81 |
| London Overground | 82 |
| Merseyrail | 88 |
| Northern | 74 |
| ScotRail | 76 |
| South Western Railway | 73 |
| Southeastern | 76 |
| Southern | 72 |
| TfL Rail/Elizabeth Line | 90 |
| Thameslink | 78 |
| TransPennine Express | 77 |
| Transport for Wales | 75 |
| West Midlands Railway | 77 |

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

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# Satisfaction with information during the journey by train company

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

| Train company | Score |
|---|---|
| Avanti West Coast | 76 |
| c2c | 89 |
| Chiltern Railways | 82 |
| CrossCountry | 66 |
| East Midlands Railway | 81 |
| Great Northern | 77 |
| Great Western Railway | 78 |
| Greater Anglia | 85 |
| London North Eastern Railway | 79 |
| London Northwestern Railway | 66 |
| London Overground | 78 |
| Merseyrail | 89 |
| Northern | 73 |
| ScotRail | 75 |
| South Western Railway | 78 |
| Southeastern | 77 |
| Southern | 77 |
| TfL Rail/Elizabeth Line | 88 |
| Thameslink | 79 |
| TransPennine Express | 80 |
| Transport for Wales | 78 |
| West Midlands Railway | 78 |

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

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# Satisfaction with value for money by train company

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

| Train Company | Score |
|---|---|
| Avanti West Coast | 56 |
| c2c | 62 |
| Chiltern Railways | 59 |
| CrossCountry | 44 |
| East Midlands Railway | 57 |
| Great Northern | 59 |
| Great Western Railway | 52 |
| Greater Anglia | 57 |
| London North Eastern Railway | 66 |
| London Northwestern Railway | 55 |
| London Overground | 70 |
| Merseyrail | 73 |
| Northern | 54 |
| ScotRail | 56 |
| South Western Railway | 47 |
| Southeastern | 43 |
| Southern | 45 |
| TfL Rail/Elizabeth Line | 67 |
| Thameslink | 43 |
| TransPennine Express | 60 |
| Transport for Wales | 57 |
| West Midlands Railway | 57 |

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

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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:

- 1 July - 18 Sept 2022

- 23 Sept -11 Dec 2022

- 16 Dec 2022 - 19 March 2023

- 24 Mar to 20 Aug 2023

- 1 Sept 2023 - 4 Feb 2024

- 16 Feb – 23 June 2024

- 28 June – 15 September 2024

- 20 September – 8 December 2024

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# 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
81, 82, 81, 87, 84, 82, 85, 85
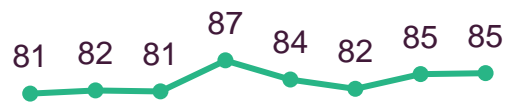
### East Midlands Railway
90, 82, 81, 84, 83, 88, 86, 86

### Great Western Railway
87, 87, 86, 85, 83, 83, 84, 84

### Greater Anglia
87, 88, 86, 88, 88, 91, 88, 90

### London Nth East Railway
90, 85, 86, 88, 89, 82, 92, 94

### London Overground
94, 94, 88, 92, 92, 88, 89, 88

### Northern
85, 79, 87, 88, 80, 86, 83, 76

### ScotRail
90, 91, 89, 91, 86, 92, 87, 88

### South Western Railway
87, 88, 85, 86, 82, 85, 89, 78

### Southeastern
87, 89, 89, 89, 84, 90, 87, 86

### Southern
77, 78, 78, 80, 80, 82, 83, 83
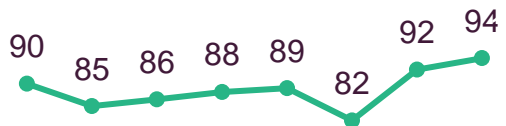
### TfL Rail/Elizabeth line
91, 89, 91, 87, 93, 86, 94, 89
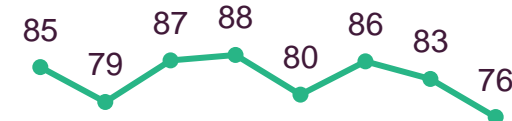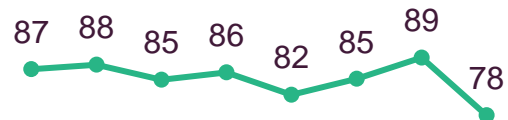
### Thameslink
84, 83, 88, 86, 89, 80, 84, 81

### Transport for Wales
82, 75, 74, 72, 76, 83, 88, 81
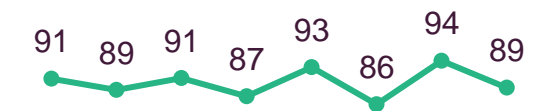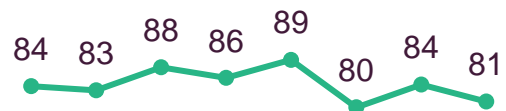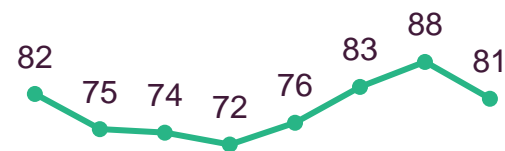
### West Midlands Railway
88, 78, 80, 82, 88, 79, 82, 82
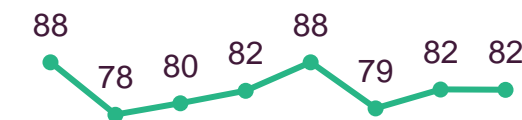
Sample sizes: Avanti West Coast 124, 111, 105, 133, 178, 181, 175, 211;  East Midlands Railway 121, 116, 106, 114, 127, 143, 126, 135;  Great Western Railway 214, 243, 259, 265, 278, 275, 281, 314;  Greater Anglia 136, 135, 142, 173, 151, 179, 198, 193;  London North Eastern Railway 144, 117, 121, 152, 145, 129, 173, 163;  London Overground 133, 118, 94, 147, 154, 149, 149, 160;  Northern 250, 256, 259, 289, 306, 281, 307, 342;  ScotRail 200, 191, 190, 224, 234, 249, 259, 272;  South Western Railway 285, 254, 220, 270, 281, 304, 355, 318;  Southeastern 245, 203, 191, 223, 246, 262, 256, 279;  Southern 174, 177, 170, 192, 184, 192, 220, 219;  TfL Rail/Elizabeth Line 157, 143, 125, 76, 96, 90, 84, 99;  Thameslink 139, 141, 142, 149, 181, 169, 210, 177;  Transport for Wales 89, 69, 83, 81, 95, 114, 106, 117;  West Midlands Railway 89, 107, 103, 122, 132, 126, 115, 146;

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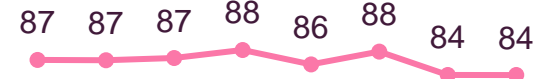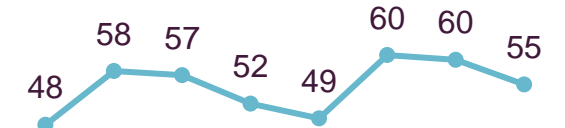
# Avanti West Coast
## Satisfaction by 12-wave time periods

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

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
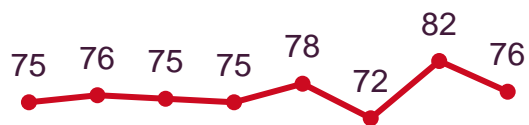28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

### Overall satisfaction

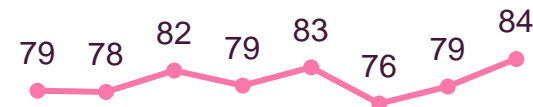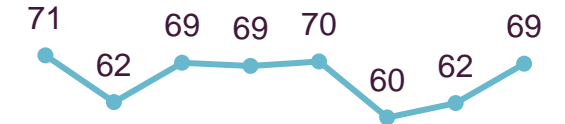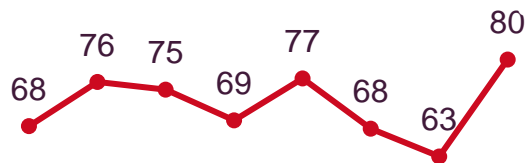81  82  81  87  84  82  85  85

### Punctuality / reliability

64  72  69  77  63  70  70  66

### Value for money

63  61  57  61  57  57  57  55

### Level of crowding

66  70  71  71  71  66  70  61

### Cleanliness

80  79  85  85  79  73  83  76

### Frequency of services

68  62  79  74  70  70  79  72

### Information during journey

72  71  71  73  77  77  75  76

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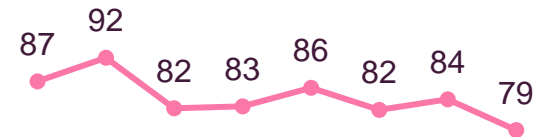# East Midlands Railway
## Satisfaction by 12-wave time periods

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

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
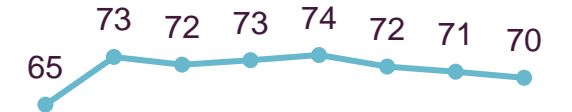16 Feb – 23 June 2024
28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

### Overall satisfaction

90  82  81  84  83  88  86  86

### Punctuality / reliability

83  78  83  82  78  77  78  76

### Value for money

65  63  60  53  56  55  56  58

### Level of crowding

78  73  71  74  65  71  68  67

### Cleanliness

83  76  75  78  78  81  74  74

### Frequency of services

80  69  71  72  73  76  69  72

### Information during journey

75  73  74  74  79  80  84  78

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# Great Western Railway
## Satisfaction by 12-wave time periods

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

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
20 Sept – 8 Dec 2024

### Overall satisfaction
87  87  86  85  83  83  84  84
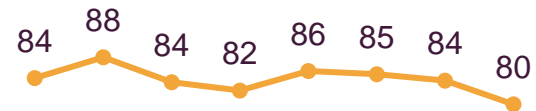
### Punctuality / reliability
76  77  79  76  72  78  75  72

### Value for money
60  58  56  59  56  53  56  49

### Level of crowding
74  70  72  74  69  71  71  68

### Cleanliness
85  83  78  84  83  81  85  84

### Frequency of services
76  76  75  76  76  77  76  79

### Information during journey
74  76  76  78  75  82  80  76

Sample sizes: Great Western Railway: overall satisfaction 214, 243, 259, 278, 275, 265, 281, and 314; punctuality/reliability 214, 243, 258, 278, 274, 265, 281, and 314; value for money 213, 240, 259, 275, 274, 262, 279, and 311; level of crowding 214, 241, 259, 278, 274, 263, 279, and 314; cleanliness 214, 243, 258, 278, 274, 265, 281, and 314; frequency of services 212, 243, 256, 276, 274, 263, 277, and 314; information during journey 200, 232, 250, 267, 268, 258, 276, and 307.

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# Greater Anglia
## Satisfaction by 12-wave time periods

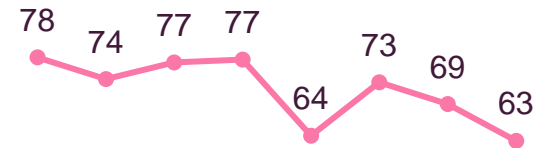**Time period dates (left to right)**

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
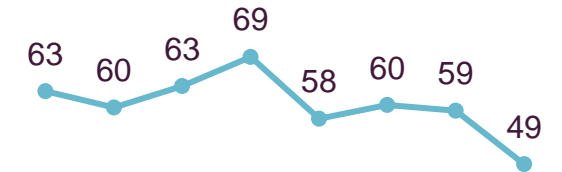16 Feb – 23 June 2024
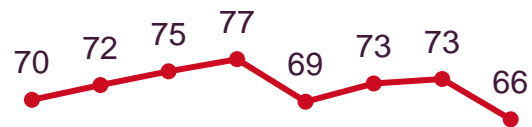28 June – 15 Sept 2024
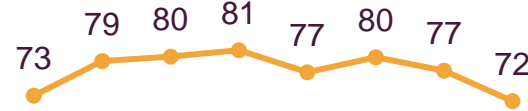20 Sept – 8 Dec 2024

### Overall satisfaction

87 88 86 88 88 91 88 90

### Punctuality / reliability

87 87 87 88 86 88 84 84

### Value for money

48 58 57 52 49 60 60 55

### Level of crowding

75 76 75 75 78 72 82 76

### Cleanliness

89 89 84 90 90 91 86 89

### Frequency of services

75 73 70 75 75 78 76 74

### Information during journey

85 80 75 82 81 84 83 87

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

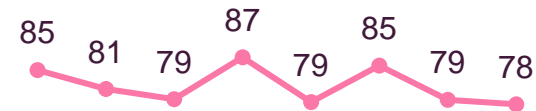**Time period dates (left to right)**

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
20 Sept – 8 Dec 2024

### Overall satisfaction

90, 85, 86, 88, 89, 82, 92, 94

### Punctuality / reliability

79, 78, 82, 79, 83, 76, 79, 84

### Value for money

71, 62, 69, 69, 70, 60, 62, 69

### Level of crowding

68, 76, 75, 69, 77, 68, 63, 80

### Cleanliness

86, 83, 85, 83, 81, 84, 83, 86

### Frequency of services

75, 75, 77, 83, 76, 77, 82, 81

### Information during journey

81, 82, 76, 82, 86, 76, 78, 81

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# London Overground
## Satisfaction by 12-wave time periods

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

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
20 Sept – 8 Dec 2024

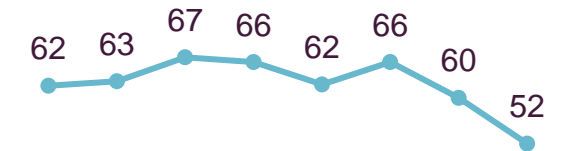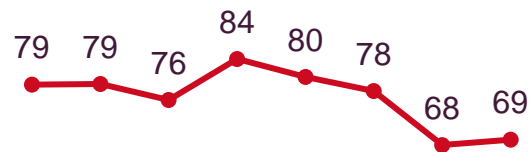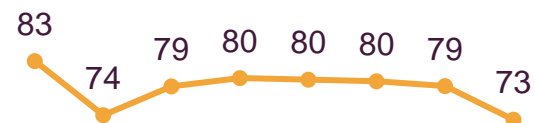### Overall satisfaction

94  94  88  92  92  88  89  88

### Punctuality / reliability

87  92  82  83  86  82  84  79

### Value for money

65  73  72  73  74  72  71  70

### Level of crowding

79  78  72  77  80  74  76  73

### Cleanliness

84  88  84  82  86  85  84  80

### Frequency of services

79  86  72  79  80  83  79  75

### Information during journey

81  84  72  84  85  78  83  74
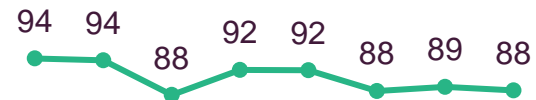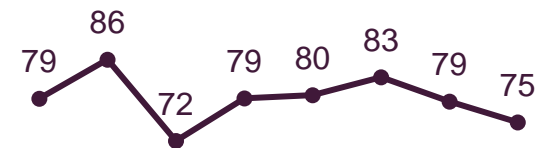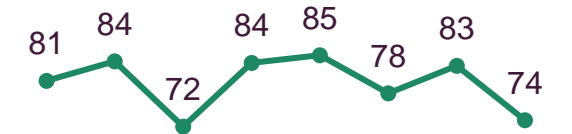
**Sample sizes:** London Overground: overall satisfaction 133, 118, 94, 154, 149, 147, 149, and 160; punctuality/reliability 133, 118, 94, 153, 145, 147, 149, and 160; value for money 127, 111, 89, 150, 138, 139, 139, and 152; level of crowding 133, 118, 94, 154, 145, 147, 148, and 160; cleanliness 133, 118, 93, 153, 148, 146, 149, and 158; frequency of services 133, 118, 94, 153, 148, 147, 149, and 159; information during journey  125, 109, 82, 151, 141, 138, 142, and 150.

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# Northern
## Satisfaction by 12-wave time periods

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

1 July - 18 Sept 2022
23 Sept - 11 Dec 2022
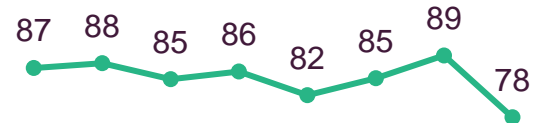16 Dec 2022 - 19 Mar 2023
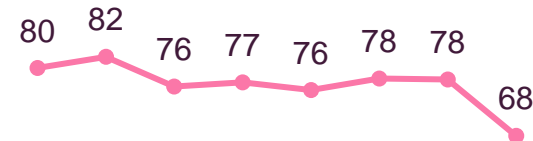26 Mar to 20 Aug 2023
1 Sept 2023 - 4 Feb 2024
16 Feb – 23 June 2024
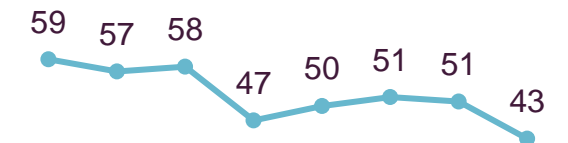28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

### Overall satisfaction

85  79  87  88  80  86  83  76
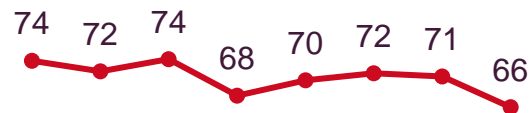
### Punctuality / reliability

78  74  77  77  64  73  69  63

### Value for money

63  60  63  69  58  60  59  49

### Level of crowding

70  72  75  77  69  73  73  66

### Cleanliness

73  79  80  81  77  80  77  72

### Frequency of services

61  60  61  70  63  71  66

### Information during journey

67  76  72  83  71  81  76  71
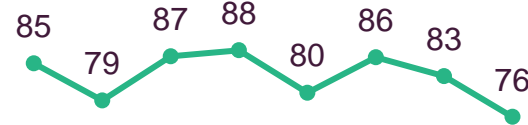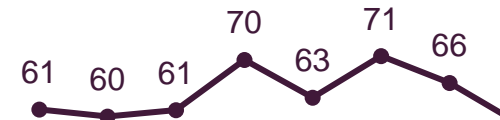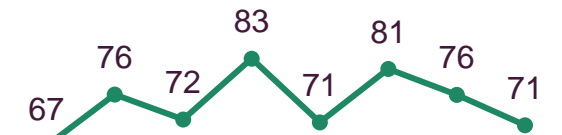
Sample sizes: Northern: overall satisfaction 250, 256, 259, 306, 281, 289, 307, and 342; punctuality/reliability 250, 255, 259, 306, 281, 289, 307, and 342; value for money 246, 249, 253, 302, 274, 285, 298, and 331; level of crowding 248, 255, 257, 301, 278, 286, 305, and 337; cleanliness 249, 256, 258, 306, 280, 288, 307, and 342; frequency of services 248, 252, 256, 303, 280, 288, 304, and 340; information during journey 236, 242, 246, 297, 272, 275, 296, and 322.

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# ScotRail
## Satisfaction by 12-wave time periods

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

1 July - 18 Sept 2022
23 Sept - 11 Dec 2022
16 Dec 2022 - 19 Mar 2023
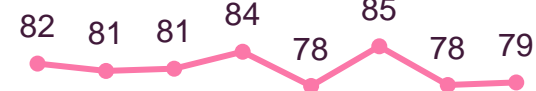26 Mar to 20 Aug 2023
1 Sept 2023 - 4 Feb 2024
16 Feb – 23 June 2024
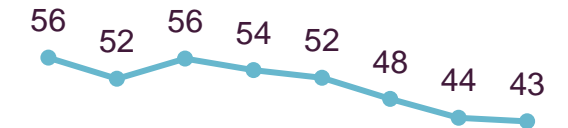28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

**Overall satisfaction**

90  91  89  91  86  92  87  88
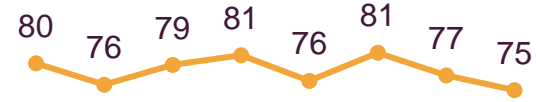
**Punctuality / reliability**

85  81  79  87  79  85  79  78

**Value for money**

62  63  67  66  62  66  60  52

**Level of crowding**

79  79  76  84  80  78  68  69

**Cleanliness**

83  74  79  80  80  80  79  73

**Frequency of services**

76  74  75  78  72  78  63  66

**Information during journey**

73  77  73  85  76  81  75  76

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# South Western Railway
## Satisfaction by 12-wave time periods

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

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
20 Sept – 8 Dec 2024

### Overall satisfaction
87  88  85  86  82  85  89  78

### Punctuality / reliability
80  82  76  77  76  78  78  68

### Value for money
59  57  58  47  50  51  51  43

### Level of crowding
74  72  74  68  70  72  71  66

### Cleanliness
82  75  80  77  72  75  75  72

### Frequency of services
71  68  67  66  71  73  74  66

### Information during journey
75  75  74  77  77  80  80  76

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# Southeastern
## Satisfaction by 12-wave time periods

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

1 July - 18 Sept 2022
23 Sept - 11 Dec 2022
16 Dec 2022 - 19 Mar 2023
26 Mar to 20 Aug 2023
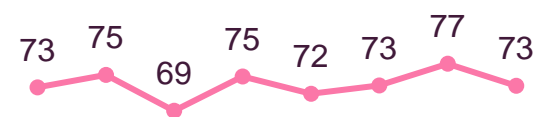1 Sept 2023 - 4 Feb 2024
16 Feb – 23 June 2024
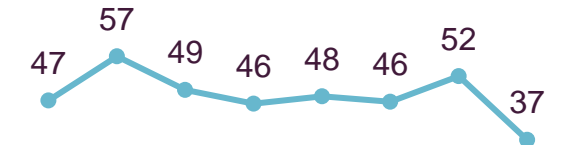28 June – 15 Sept 2024
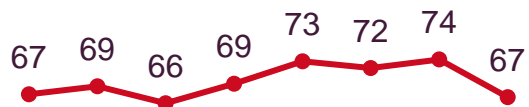20 Sept – 8 Dec 2024

### Overall satisfaction
87 89 89 89 84 90 87 86

### Punctuality / reliability
82 81 81 84 78 85 78 79

### Value for money
56 52 56 54 52 48 44 43

### Level of crowding
75 74 76 76 72 70 68 69

### Cleanliness
80 76 79 81 76 81 77 75

### Frequency of services
73 78 72 74 67 79 69 72

### Information during journey
75 81 80 80 83 83 78 76

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# Southern
## Satisfaction by 12-wave time periods

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

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
20 Sept – 8 Dec 2024

### Overall satisfaction
77 78 78 80 80 82 83 83

### Punctuality / reliability
73 75 69 75 72 73 77 73

### Value for money
47 57 49 46 48 46 52 37

### Level of crowding
67 69 66 69 73 72 74 67

### Cleanliness
70 76 70 70 72 69 73 70

### Frequency of services
65 65 64 70 67 65 73 63

### Information during journey
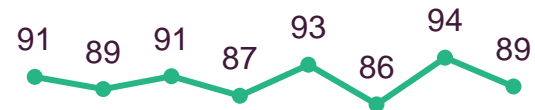65 70 68 77 71 77 78 75

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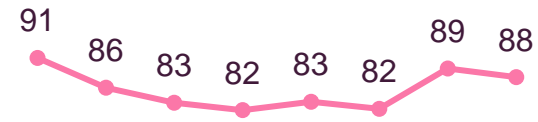# Elizabeth line/TfL Rail
## Satisfaction by 12-wave time periods*

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

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
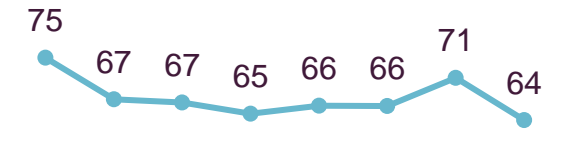16 Feb – 23 June 2024
28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

### Overall satisfaction
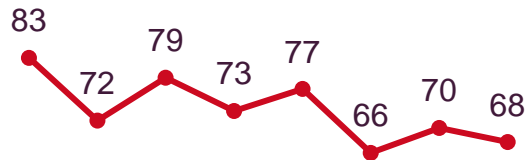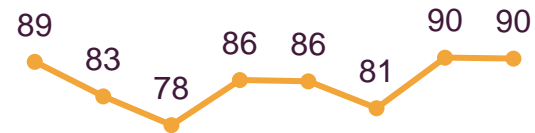91  89  91  87  93  86  94  89

### Punctuality / reliability
91  86  83  82  83  82  89  88

### Value for money
75  67  67  65  66  66  71  64

### Level of crowding
83  72  79  73  77  66  70  68

### Cleanliness
89  83  78  86  86  81  90  90

### Frequency of services
87  83  73  84  83  84  87  87
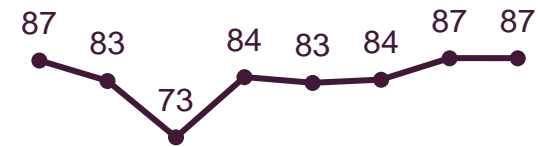
### Information during journey
83  82  80  83  87  82  89  86
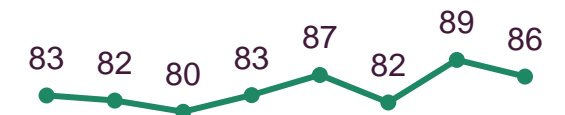
**Sample sizes:** TfL Rail/Elizabeth Line: overall satisfaction 157, 143, 125, 96, 90, 76, 84, and 99; punctuality/reliability 156, 142, 123, 96, 90, 75, 84, and 98; value for money 143, 133, 114, 79, 82, 63, 78, and 89; level of crowding 156, 143, 125, 96, 89, 76, 84, and 96; cleanliness 155, 143, 125, 96, 90, 76, 84, and 98; frequency of services 157, 143, 125, 96, 90, 76, 84, and 98; information during journey 149, 138, 116, 95, 88, 75, 81, and 91.

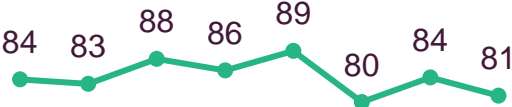* Some base sizes are below 100, which would be the ideal minimum for analysis.

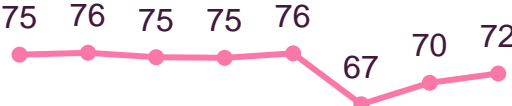transportfocus

# Thameslink
## Satisfaction by 12-wave time periods

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

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
20 Sept – 8 Dec 2024

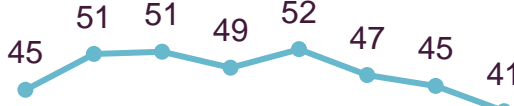### Overall satisfaction

84 83 88 86 89 80 84 81

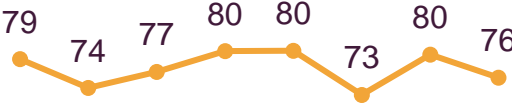### Punctuality / reliability

75 76 75 75 76 67 70 72

### Value for money

45 51 51 49 52 47 45 41

### Level of crowding

69 75 74 71 75 63 73 69

### Cleanliness

79 74 77 80 80 73 80 76

### Frequency of services

72 66 75 67 68 66 76 68

### Information during journey

69 75 77 78 74 74 85 74

Base sizes: Thameslink: overall satisfaction 139, 141, 142, 181, 169, 149, 210, and 177; punctuality/reliability 139, 141, 142, 180, 168, 148, 210, and 177; value for money 128, 134, 136, 172, 161, 144, 199, and 167; level of crowding 137, 140, 141, 180, 169, 148, 210, and 177; cleanliness 136, 141, 141, 180, 168, 149, 210, and 177; frequency of services 139, 141, 140, 181, 167, 149, 209, and 177; information during journey 126, 134, 133, 176, 159, 145, 204, and 176.
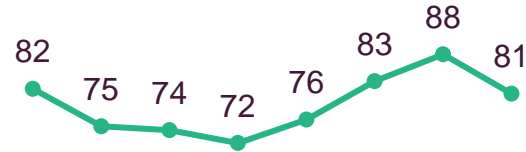
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# Transport for Wales
## Satisfaction by 12-wave time periods*

### Overall satisfaction

82, 75, 74, 72, 76, 83, 88, 81

### Punctuality / reliability

71, 79, 61, 59, 67, 73, 72, 70

### Value for money

56, 56, 49, 51, 53, 59, 55, 58

### Level of crowding

72, 58, 61, 67, 61, 65, 69, 74

### Cleanliness

71, 69, 63, 69, 80, 73, 77, 73

### Frequency of services

68, 53, 57, 54, 69, 66, 66, 66

### Information during journey

66, 68, 61, 66, 80, 80, 74, 81

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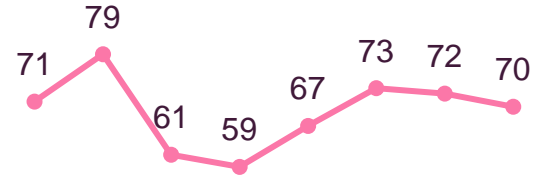# West Midlands Railway
## Satisfaction by 12-wave time periods*

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

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
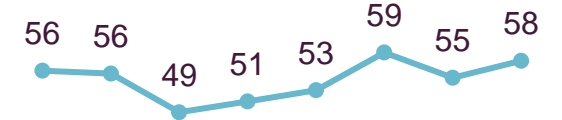16 Feb – 23 June 2024
28 June – 15 Sept 2024
20 Sept – 8 Dec 2024

### Overall satisfaction

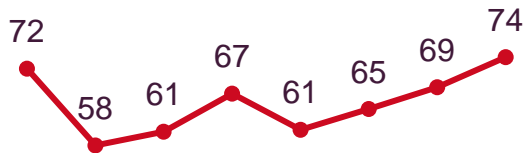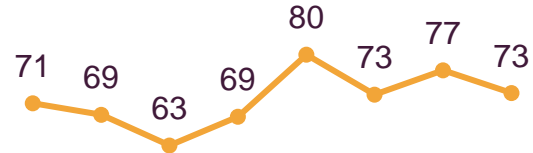88 78 80 82 88 79 82 82

### Punctuality / reliability

78 65 75 75 75 71 73 73

### Value for money

56 52 58 59 62 52 56 57

### Level of crowding

79 69 66 76 74 69 72 73

### Cleanliness

75 71 73 79 73 66 74 80

### Frequency of services

76 69 73 73 75 71 71 76

### Information during journey

72 74 70 71 73 77 81 76

Sample sizes: West Midlands Railway: overall satisfaction 89, 107, 103, 132, 126, 122, 115, and 146; punctuality/reliability 89, 107, 103, 132, 126, 122, 115, and 145; value for money 87, 105, 101, 126, 125, 120, 110, and 141; level of crowding 88, 107, 103, 132, 125, 122, 115, and 145; cleanliness 89, 107, 103, 131, 126, 122, 115, and 144; frequency of services 89, 107, 103, 132, 125, 122, 114, and 144; information during journey 84, 102, 97, 127, 122, 115, 110, and 139.

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

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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.

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# 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'*

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# Base sizes for 24-wave period: 28 June – 8 December 2024

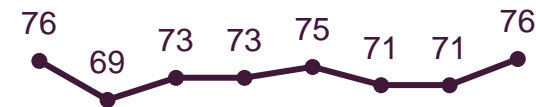| Train operating company sample sizes | Overall satisfaction | Punctuality/ reliability | Frequency of services on that route | Level of crowding | Cleanliness inside the train | Information during the journey | Value for money |
|---|---|---|---|---|---|---|---|
| Avanti West Coast | 386 | 386 | 385 | 384 | 386 | 383 | 378 |
| c2c | 121 | 121 | 121 | 121 | 121 | 117 | 119 |
| Chiltern Railways | 119 | 119 | 118 | 119 | 119 | 117 | 116 |
| CrossCountry | 177 | 177 | 177 | 176 | 177 | 174 | 177 |
| East Midlands Railway | 261 | 261 | 261 | 260 | 261 | 252 | 260 |
| Great Northern | 173 | 173 | 173 | 172 | 173 | 171 | 166 |
| Great Western Railway | 595 | 595 | 591 | 593 | 595 | 583 | 590 |
| Greater Anglia | 391 | 391 | 391 | 389 | 391 | 383 | 388 |
| London North Eastern Railway | 336 | 335 | 332 | 334 | 335 | 329 | 332 |
| London Northwestern Railway | 108 | 108 | 108 | 108 | 108 | 105 | 107 |
| London Overground | 309 | 309 | 308 | 308 | 307 | 292 | 291 |
| Merseyrail | 141 | 141 | 141 | 141 | 141 | 137 | 127 |
| Northern | 649 | 649 | 644 | 642 | 649 | 618 | 629 |
| ScotRail | 531 | 531 | 529 | 524 | 531 | 502 | 528 |
| South Western Railway | 673 | 672 | 672 | 671 | 672 | 652 | 643 |
| Southeastern | 535 | 534 | 534 | 535 | 535 | 501 | 491 |
| Southern | 439 | 439 | 437 | 437 | 437 | 415 | 418 |
| TfL Rail | 183 | 182 | 182 | 180 | 182 | 172 | 167 |
| Thameslink | 387 | 387 | 386 | 387 | 387 | 380 | 366 |
| TransPennine Express | 181 | 181 | 181 | 180 | 181 | 172 | 180 |
| Transport for Wales | 223 | 223 | 221 | 223 | 223 | 212 | 222 |
| West Midlands Railway | 261 | 260 | 258 | 260 | 259 | 249 | 251 |

Train operator results - Rail User Survey - December 2024

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# 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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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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