Transport Focus rail scorecard

Our scorecard highlights industry performance on the journey elements that matter most to passengers – drawing together Transport Focus satisfaction results and industry data on punctuality and cancellations, and complaints.

In creating this comparative snapshot for each train operator we want to foster improvements for passengers and ultimately drive-up their satisfaction.

☆ Passenger satisfaction data

- Satisfaction data is from Transport Focus's independent *Rail User Survey* (RUS), the interim tracker created following the discontinuation of the *National Rail Passenger Survey*. RUS data will be replaced by the larger, more robust industry-wide *Rail Customer Experience Survey* (RCXS) – we expect this data will be introduced in 2025.

- The satisfaction chart shows levels of passenger satisfaction across the sector. The red, amber, green classification is derived by the relative high, medium, low within the range of scores for each attribute. Presenting the data high to low provides an indicative comparative picture. Small sample sizes mean that a level of caution should be applied.

- Trends in overall satisfaction for 15 train companies with sufficient response numbers are shown for consecutive 12 waves of the survey. Where sample size is insufficient to support, we have increased the number of waves to 24. GTR and WMT train operator scores are disaggregated in the RUS chart and aggregated in the satisfaction trend line to match aggregated ORR performance data.

- Data in the satisfaction chart on the left is aligned to the latest period whereas satisfaction trend data on the right is aligned to the previous period, tying in with the availability of ORR performance data.

- When we move to the larger RCXS, the scorecard has the potential to be more interactive and enable further analysis and market type comparisons (e.g. long distance). At this stage the intention is to create a static snapshot that drives a discussion about improvements for passengers.

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Performance data

- Train performance is fundamental to the passenger experience and is a key driver of satisfaction. As such we have included two Office of Rail and Road performance metrics to provide a snapshot of the passenger experience on the ground:

  - time to three - used widely by the rail industry. We have also built in the ability to show right time performance as we know that overall passenger satisfaction declines steeply from the first minute of delay.
  - cancellations – a key indicator of levels of disruption and crowding.
  - further information on ORR performance data: https://dataportal.orr.gov.uk/statistics/performance/passenger-rail-performance/

Complaints data

- Following feedback during extensive industry engagement we have included ORR complaints data. Satisfaction with complaint handling data is only available on an annual basis and as such we have opted to display volume data. Complaint volumes can be influenced by a range of factors, for example poor levels of passenger satisfaction or effective customer contact processes. Greater understanding of the underlying reasons can be derived when combined with other data on the scorecard.

Sentiment

- We wanted to include passenger sentiment in the scorecard to highlight emerging passenger issues. Having looked at a number of ways to do this we have opted to use verbatim comments from our rail passenger survey. They are deliberately not attributed to a specific train operator, as the aim is to encourage wider industry thinking by flagging an issue that the whole industry should be aware of and seek to work together to resolve. This should help to build passenger trust and confidence in rail overall.

This is the first iteration of our scorecard and we will look to develop the concept over time. Going forward, we will be exploring the possibility of broadening the areas we track (e.g. passenger assist data) and building interactive functionality.