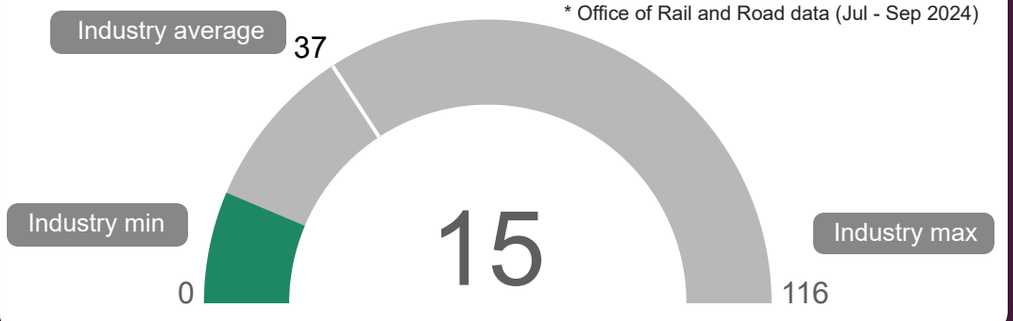
South Western Railway

Passenger satisfaction with the journey

Operator	Journey overall	Punctuality reliability	Crowding level	Value for money	Station overall	Train overall
Merseyrail	93	89	81	65	84	91
Elizabeth Line	92	82	69	73	88	87
London North Eastern Railway	91	83	76	67	88	85
London Overground	91	86	73	71	84	86
ScotRail	91	87	82	61	84	86
c2c	89	83	74	64	81	76
Greater Anglia	89	86	76	50	84	83
West Midlands Railway	87	78	69	55	81	80
Southeastern	86	77	68	46	81	78
TransPennine Express	86	78	72	62	84	80
Avanti West Coast	86	76	69	63	85	81
Chiltern Railways	86	86	66	52	81	75
London Northwestern Railway	86	78	66	54	79	75
East Midlands Railway	86	81	65	58	84	77
Great Northern	85	72	73	58	79	78
Thameslink	84	72	71	44	80	75
Great Western Railway	84	74	70	54	81	79
South Western Railway	84	74	70	44	80	74
Transport for Wales	84	71	70	50	83	81
Northern Trains	83	72	72	56	79	77
Southern	80	74	69	41	78	73
CrossCountry	75	73	48	47	83	62

* Rail User Survey (24 waves) 2024-2025 up to end Rail Period 2

Complaints per 100K journeys



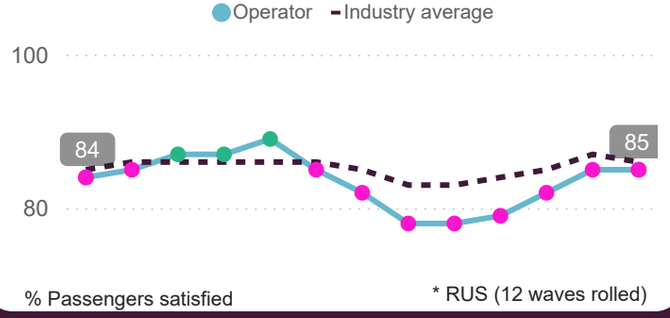
National passenger sentiment

Passengers in the Rail User Survey share their experience across the network - quotes reflect a snapshot of common themes across operators.

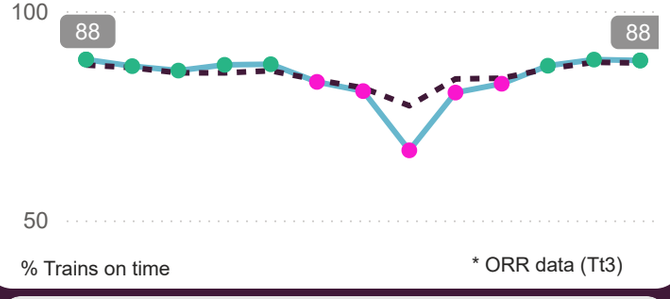
"**Helpful and friendly station staff** (I travel with a disability), accessibility options, signage, and verbal information on stations and trains."

"I had a split ticket as this was cheaper, found for me by staff... **Train companies should offer the best price possible to all users**... it shouldn't be a lottery or tricky test."

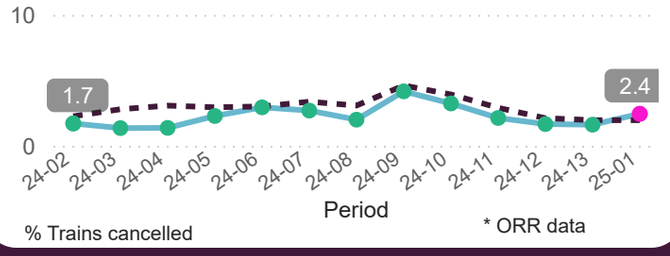
Satisfaction journey overall



Punctuality



Cancellations



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