



Transport Focus – the passenger perspective

Abbey Line CRP AGM (23 June)

Top ten transport user priorities

	Rail Passengers	Bus Passengers	Road Users	
1	Price of train ticket offers value for money	Buses running more often	Improved quality of road surfaces	1
2	Reliability and punctuality	Buses going to more places	Safer design and upkeep of roads	2
3	Sufficiently frequent trains	More buses on time at stop	Better management of road works	3
4	Accurate and timely information about train times	Better value for money	Better management of unplanned delays such as accidents or breakdowns	4
5	Getting a seat on the train	More bus journeys on time	Better information about unplanned disruption	5
6	Personal security on train	More effort to tackle anti-social behaviour	Better behaved drivers	6
7	Being kept informed about delays	Faster journey times	Better information about roadworks happening in future	7
8	Personal security at stations	More bus stops with next bus displays	Better lighting on the network	8
9	Quick journey times	Better quality info at bus stops	Reduced environmental impact	9
10	Inside of train being well maintained	More space for wheelchairs and buggies	Better roadside facilities (service areas, laybys)	10
	Britain's railway: what matters to passengers. Transport Focus	Bus passengers' priorities for improvement. Transport Focus	Road users' priorities for improvement. Transport Focus.	

Summary of satisfaction by train company

Over 24 survey waves from 6 December to 25 May 2025

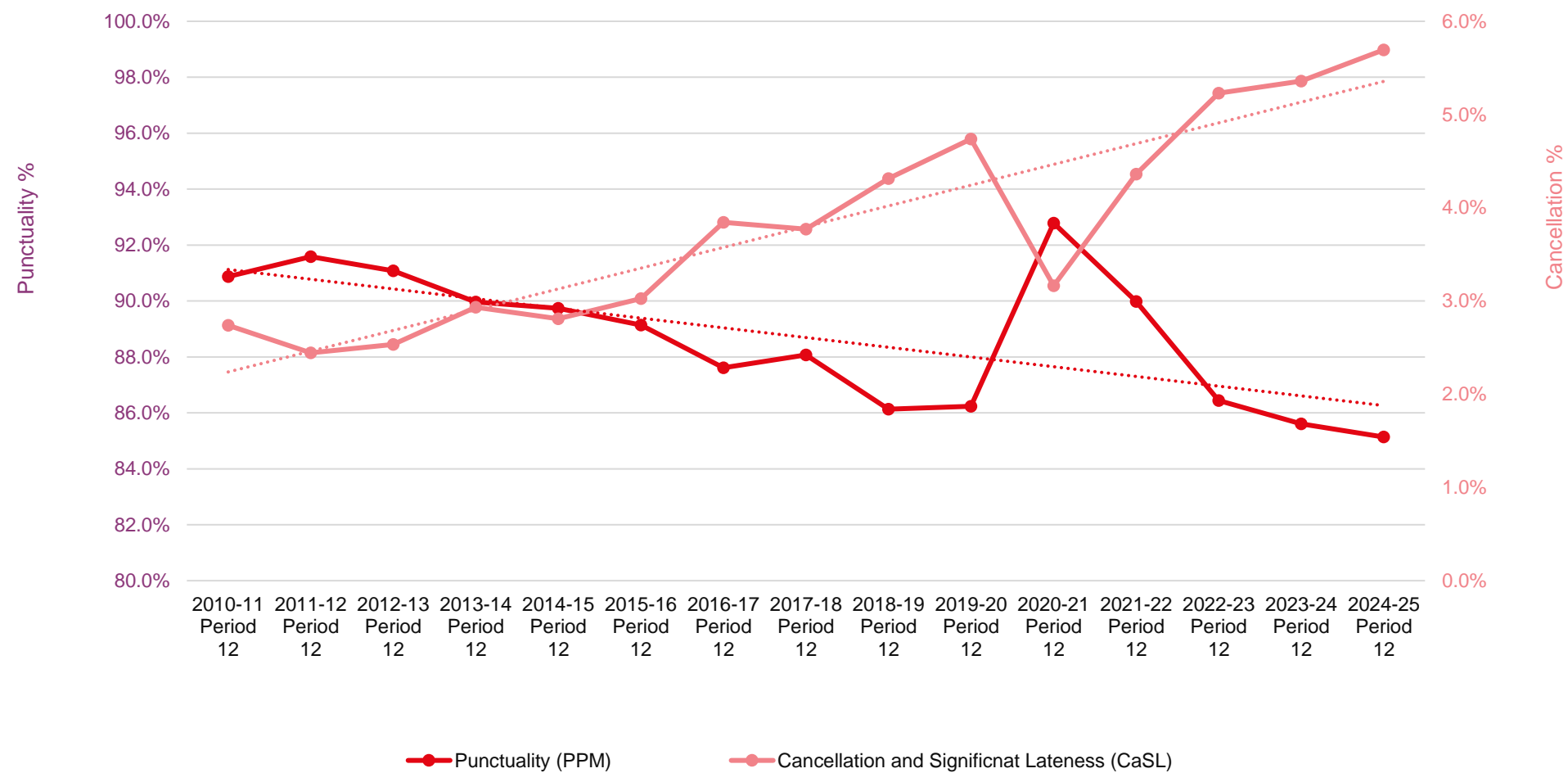
	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Merseyrail	93	89	86	81	93	88	65
TfL Rail/Elizabeth Line	92	82	83	69	86	86	73
London North Eastern Railway	91	83	81	76	87	82	67
London Overground	91	86	83	73	82	85	71
ScotRail	91	87	77	82	80	80	61
c2c	89	83	81	74	76	81	64
Greater Anglia	89	86	74	76	83	83	50
West Midlands Railway	87	78	71	69	77	80	55
Southeastern	86	77	70	68	75	78	46
TransPennine Express	86	78	75	72	79	81	62
Avanti West Coast	86	76	74	69	85	81	63
Chiltern Railways*	86	86	81	66	77	78	52
London Northwestern Railway	86	78	68	66	77	78	54
East Midlands Railway	86	81	75	65	76	79	58
Great Northern	85	72	69	73	76	76	58
Thameslink	84	72	76	71	77	80	44
Great Western Railway	84	74	74	70	81	77	54
South Western Railway	84	74	68	70	73	76	44
Transport for Wales	84	71	60	70	79	80	50
Northern	83	72	67	72	73	75	56
Southern	80	74	64	69	70	75	41
CrossCountry	75	73	62	48	66	70	47

Score relatively high compared with other TOCS

Score relatively average compared with other TOCS

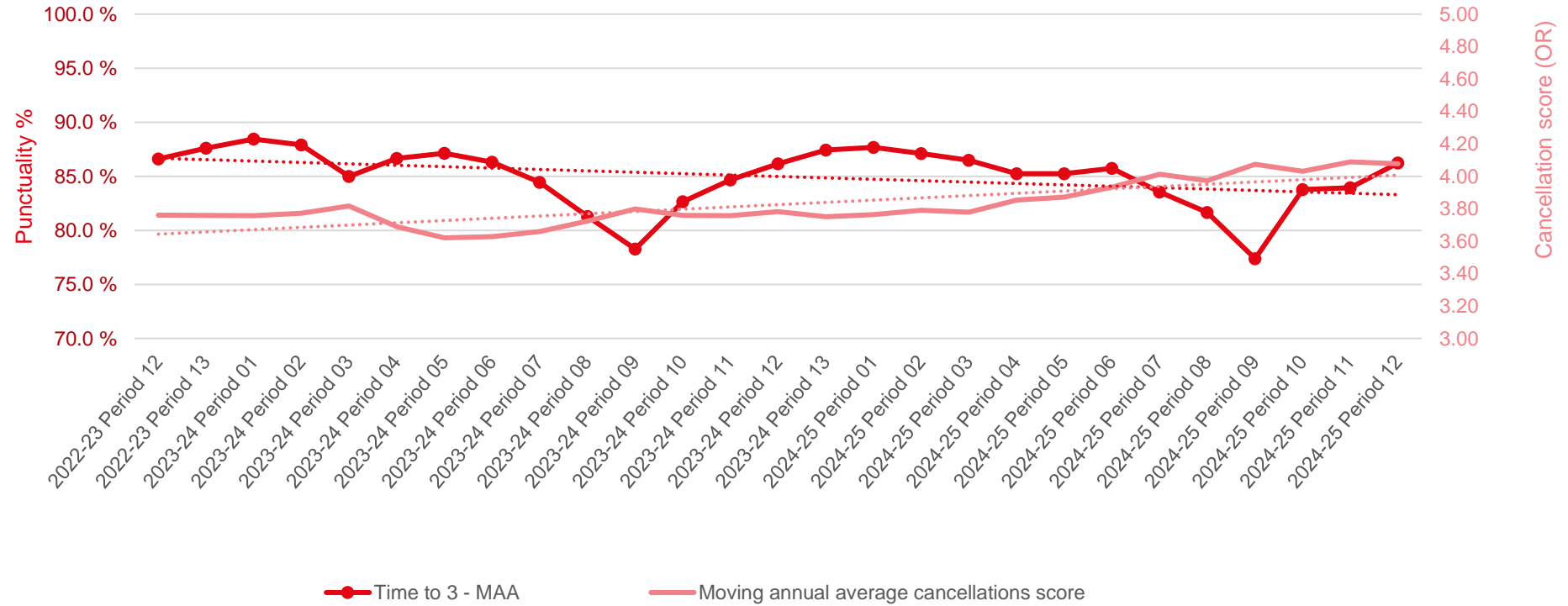
Score relatively low compared with other TOCS

Punctuality and Cancellations
Moving Annual Average PPM and CaSL as at Period 12 each year



ORR data tables 3114 and 3194

Punctuality and Cancellations- last 2 years Moving Annual Average - Time to 3 punctuality and Cancellation Measure (ORR)



ORR Data Tables 3124 and 3138

Accessibility

- There has been progress but disabled passengers are often still let down.
- Some facts:
 - 87% satisfaction when Passenger Assist works but...
 - 22% of booked passenger assistance fails completely or partially to be delivered.
 - Only 1 in 5 stations have full step-free access from station to platform, only 2% have level boarding.
 - Only half of disabled passengers find 'Help Points' useful.
 - Rail replacement buses often inaccessible and lacking audio / visual information.
- Integration with other transport modes and the 'last mile' are important too.

Rail Reform: creating Great British Railways

Previous proposals

- Train timetable disruption (May 2018) – Williams-Shapps Plan for Rail (May 2021)
- We asked the public what they think:
“I think there’s too much pass the buck. The passengers blame the train operators, train operators blame government, government blame the train operators and it all comes back to the passengers.”

Current proposals

- ‘Getting Britain Moving’ (April 2024) and “A railway fit for Britain’s future” (February 2025).
- Similar to previous plans: bring track and train together under single ‘directing’ mind of Great British Railways.
- Main difference: nationalisation of Train Operating Companies and open access decisions now made by GBR with Office of Rail and Road as appeal body.
- Creation of ‘Passenger Standards Authority’ (potentially growing out of Transport Focus)

Objectives for GBR

The Secretary of State set out six objectives for the railway of the future:

- reliable – so that people can have confidence in their journey
- affordable – so that prices are kept, wherever possible, at a point that works for both passengers and taxpayers
- efficient – so that people know their journey will be as straightforward as possible, from booking to travel, and to provide better value for the travelling public and taxpayer alike
- quality – so that passengers have the service experience they have a right to expect
- accessible – so that our railways are available for everyone to use
- safe – so that people do not worry about their safety on the railway and are not in fear of accidents or crime when travelling

All currently privately-owned train operators are being brought into public ownership as part of Department for Transport Operator Limited (DfTO) in advance of the creation of Great British Railways in 2027.

How to make the reforms work for passengers

Passengers will judge the reforms by whether they deliver what matters most to them e.g.

- Reduced cancellations and improve punctuality
- Passenger Assist and turn-up-and-go you can rely on
- Simpler fares and better communication during disruptions

Some of the things we think will help

- Great British Railways (GBR) being given the operational independence to make difficult long-term decisions that are in the best interests of passengers
- It is clear how and to whom GBR will be held to account for its performance and that this is done transparently and predictably
- Engagement from customers, particularly disabled passengers, is hard-wired into the design of GBR – GBR becomes an outward facing organisation with decision making close to those affected by the decisions wherever possible
- The Passenger Standards Authority (PSA) is consulted on key decisions affecting passengers.