



Annual Rail Consumer Report

Findings by Train Company

2019-2020



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Key facts

Owner group: This is the parent company which owns the train operating company.

Operator: Train operating company.

Franchise: Name of the franchise the train operating company operates.

Franchise period: Period of time for which the train operating company has been contracted to run the franchise.

Sector: Long distance, Regional, London and South East and Scotland.

Operated stations 2019-20: Number of stations the train company operates.

Employees 2019-20: Number of employees the train operating company has.

Passenger journeys 2019-20: Number of annual passenger journeys on the train operating company.

Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur

Passenger satisfaction with how well the train company deals with delays, available at both train operating company and a national level.

The data is sourced from Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2015 to Autumn 2019. Autumn 2019 data was published on 28 January 2020.

The side arrows indicate the percentage point change from Autumn 2018 to Autumn 2019.

Passenger satisfaction with how well the train company deals with delays

Passenger satisfaction with the usefulness of information provided to passengers when delays occur, available at both train operating company and a national level.

The data is sourced from Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2015 to Autumn 2019. Autumn 2019 data was published on 28 January 2020.

The side arrows indicate the percentage point change from Autumn 2018 to Autumn 2019.

Passenger satisfaction with provision of information during the journey

Passenger satisfaction with the information provided to passengers during the journey, available at both train operating company and a national level.

The data is sourced from Transport Focus twice yearly National Rail Passenger Survey (NRPS). Data is included from Spring 2015 to Autumn 2019. Autumn 2019 data was published on 28 January 2020.

The side arrows indicate the percentage point change from Autumn 2018 to Autumn 2019.

Accessibility and inclusion

Booked assistance volumes

The number of assists booked by passengers through the National Passenger Assistance Booking System, known as Passenger Assist, managed by the Rail Delivery Group (RDG). Please note, the data does not include unbooked assistance, often called 'Turn Up and Go'.

The number of booked assistance requests are shown for each company that manages a station, and therefore not necessarily against the train company which the passenger travels with. For example, if a passenger books assistance at Darlington station to board a CrossCountry train, the assist will be recorded against the station operator, which in this case would be LNER. This is why we do not have any data for those train companies who do not manage any stations.

Source: Rail Delivery Group (RDG)

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

The number of instances where the train company provided Alternative Accessible Transport (AAT) in 2019-20. All operators must provide free alternative transport to take passengers to the nearest or most convenient accessible station in certain circumstances, including:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers.

The volume of AAT a train company provides can be influenced by a number of factors which means volumes can often vary significantly from year to year.

Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

Passenger experience of booked assistance throughout 2019-20. Based on research by Breaking Blue (commissioned by ORR) consisting of interviews with 4,079 Passenger Assist users in 2019-20. This research is a repeat of the 2018-19 study which means the results are directly comparable.

The graphs are based on the following survey questions:

- 1) Passenger outcome for assistance that was booked: Question D5 - did you actually receive the following assistance?
- 2) Satisfaction with assistance at the station: Question D7 - how satisfied were you with the overall assistance at the station?
- 3). Satisfaction with the helpfulness and attitude of staff who provided assistance at the station: Question D17a - how satisfied were you with the helpfulness and attitude of staff who provided assistance at the station?
- 4) Overall satisfaction with the whole process from booking assistance to assistance received: Question D21 - how satisfied are you with the whole process from booking the assistance to the assistance received.

The sample size is shown due to varying sample sizes between operators.

Operators with a sample size below 70 are not shown due to issues with the robustness of the data.

Data not available for those operators who do not operate any stations, a note will indicate where this is the case.

Claims for redress following booked assistance failure in 2019-20

This box shows the volume of claims received for redress due to booked assistance failure in 2019-20, and the percentage of claims approved by the train operator.

The graph shows this by 'rail period' where a rail period is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

The data in this box shows the top five causes of accessibility complaints for the train operator in 2019-20. The table also shows the proportion (as a percentage) of accessibility complaints each of these issues accounted for.

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation**Complaints rate (per 100,000 journeys) in 2019-20 by quarter**

The volume of complaint correspondence closed per 100,000 journeys. Complaints are normalised by passenger journeys to allow effective comparison of data between time periods and train operating companies.

Results are provided for the four quarters in 2019-20 which refer to 3-monthly time periods.

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter

The percentage of complaints which are answered by the train operator within 20 working days. Our regulatory requirement is to close 95% of complaints within 20 working days.

Results are provided for the four quarters in 2019-20 which refer to 3-monthly time periods.

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Top 5 reasons for complaints in 2019-20

The data in this box shows the top five causes of complaints for the train operator in 2019-20. The table also shows what proportion of complaints each of the top five complaints issues accounted for and the percentage point change for each complaint category versus 2018-19.

Source: Train Operating Companies

Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaint handling 2019-20**Satisfaction with complaints handling process**

The proportion of passengers who were satisfied, dissatisfied and neither satisfied nor dissatisfied with the complaints handling process.

Satisfaction with outcome of complaint

The proportion of passengers who were satisfied, dissatisfied and neither satisfied nor dissatisfied with the outcome of their complaint.

This data is generated from our complaint handling satisfaction survey administered by Critical Research on behalf of ORR. The 2019-20 survey wave generated just over 54,000 passenger responses. The number of responses per train company is also provided.

Source: Train Operating Companies

Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

The left-hand side of this box displays the volume of delay compensation claims closed by the train operator in 2019-20. The graph shows this by 'rail period' where a rail period is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

The top-right hand side of this box displays the proportion of delay compensation claims closed which were approved by the train operator.

The bottom-right hand side of this box displays the proportion of delay compensation claims closed which have been answered by the train operator within 20 working days.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Key facts

Avanti West Coast

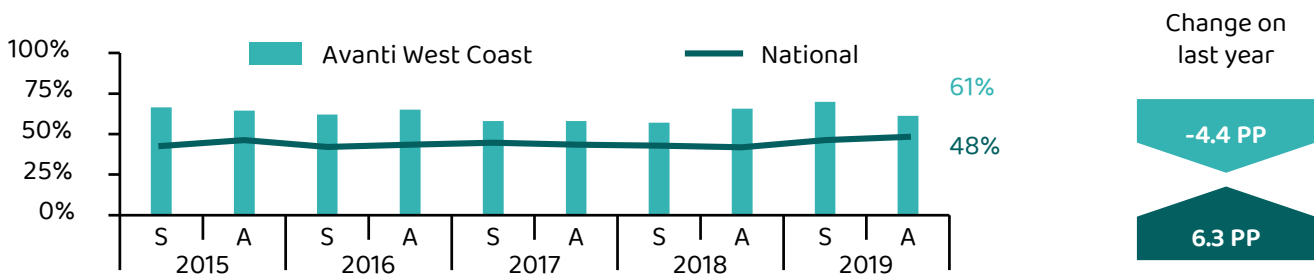
Owner group: First Trenitalia West Coast Rail Limited
Operator: Avanti West Coast
Franchise: InterCity West Coast
Franchise period: December 2019 - 2031
Sector: Long distance

Operated stations 2019-20: 16
Employees 2019-20: 3,383
Passenger journeys 2019-20: 37.5 million
% change compared to last year: +5.1

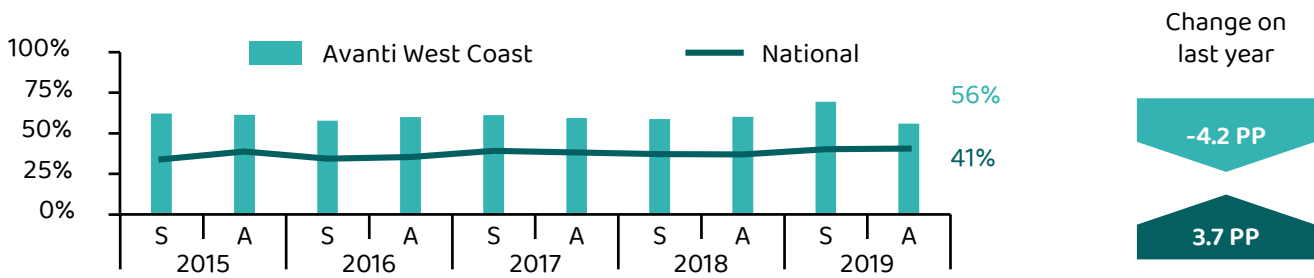
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

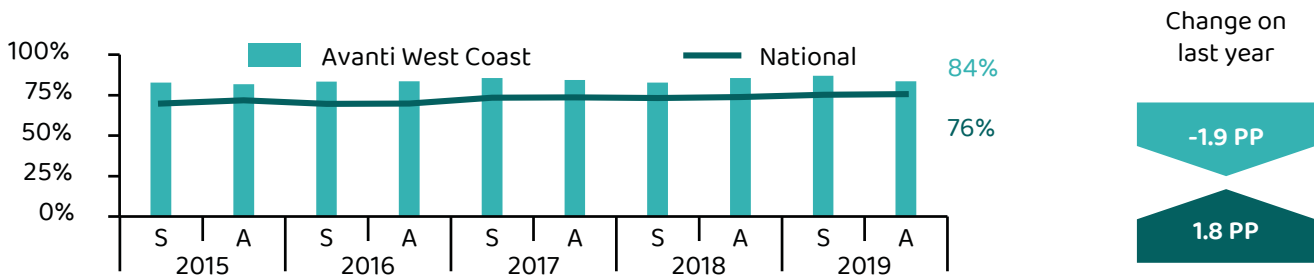
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



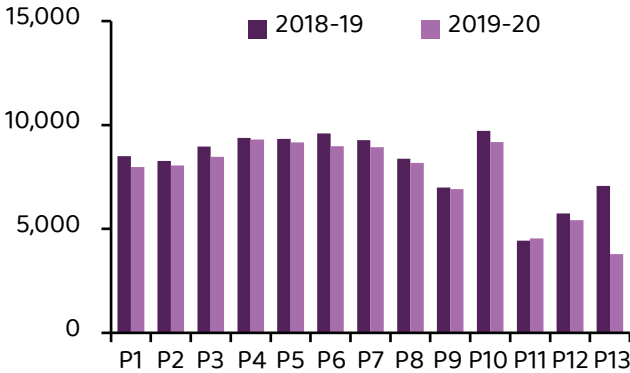
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Avanti West Coast

Booked assistance volumes

Avanti West Coast received 98,913 booked assistance requests in 2019-20. This accounted for 8.1% of all booked assists made nationally in 2019-20.



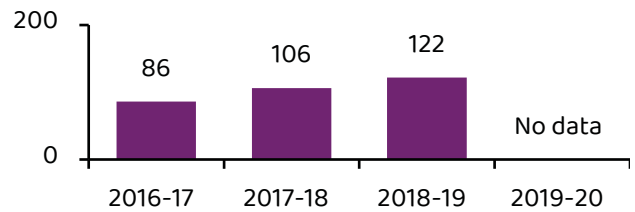
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

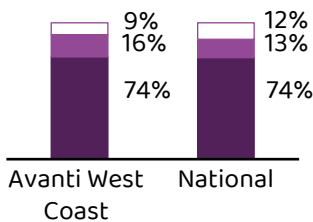
- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Note: Avanti West Coast have been unable to source 2019-20 data due to their supplier being closed due to the coronavirus pandemic.

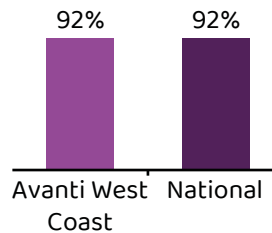
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

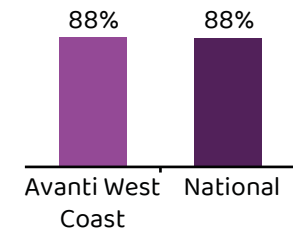


Passenger outcome for assistance that was booked (all passengers)

- All assistance received
- Some assistance received
- No assistance received



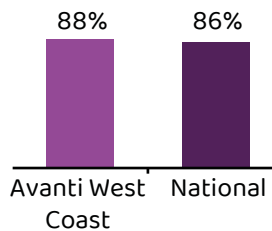
Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

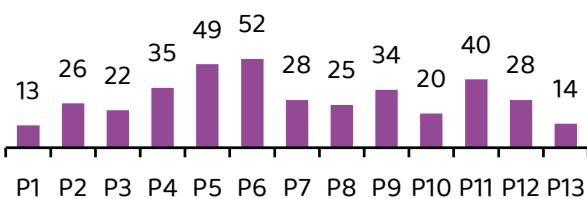


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

Avanti results based on a sample of 610 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Avanti West Coast received 386 claims for redress following booked assistance failure in 2019-20, of which 40.4% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.0% (n=855) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	39%
TOC accessibility policy	10%
Assistance booking process	9%
The ease of being able to get on and off	6%
Booked assistance not provided on train	6%

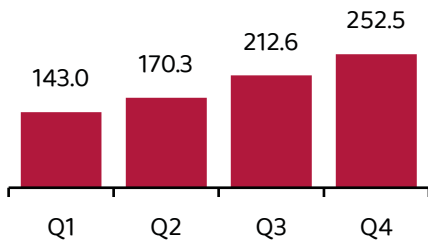
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

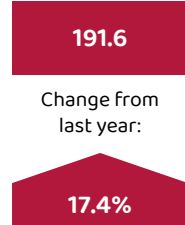
Complaints handling and delay compensation

Avanti West Coast

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



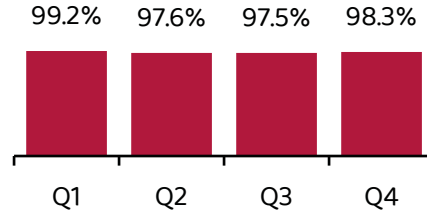
Complaints rate per 100,000 journeys in 2019-20:



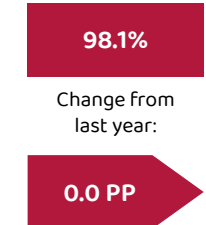
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20:



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

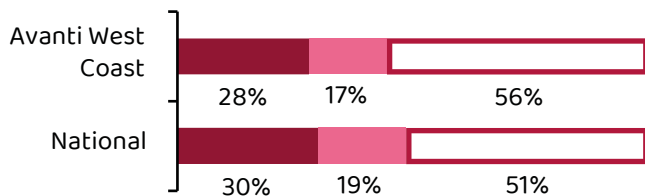
Percentage of complaints	Complaint type	Change on last year
20.2%	Facilities on board	-1.5 PP
18.1%	Punctuality/reliability (i.e. the train arriving/departing on time)	1.6 PP
10.7%	Ticketing and refunds policy	-1.5 PP
8.5%	Ticket buying facilities - other	0.6 PP
7.6%	Sufficient room for all passengers to sit/stand	1.0 PP

Top 5 reasons for complaints in 2019-20

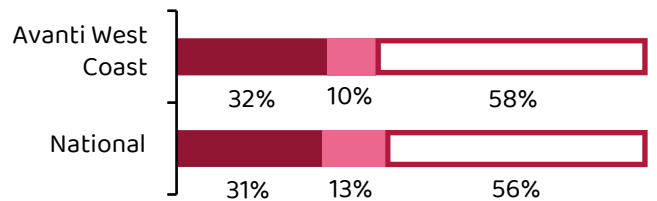
PP = percentage point change
Source: Train Operating Companies
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Avanti sample size: 5,548

Satisfaction with complaints handling process



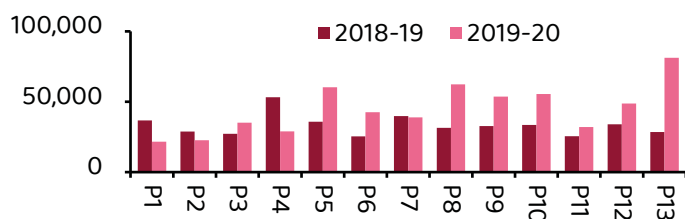
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Avanti West Coast closed 584,426 delay compensation claims in 2019-20. This is 35% higher than the previous year.



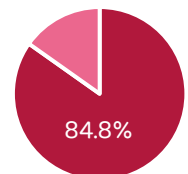
Avanti West Coast switched from DR30 scheme to DR15 from 2019-20 P10.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

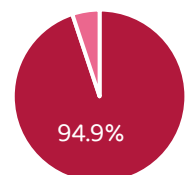
Avanti West Coast approved 84.8% of delay compensation claims in 2019-20.

Legend: Approved (dark red), Not Approved (light red)



Avanti West Coast responded to 94.9% of delay compensation claims within 20 working days in 2019-20.

Legend: Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

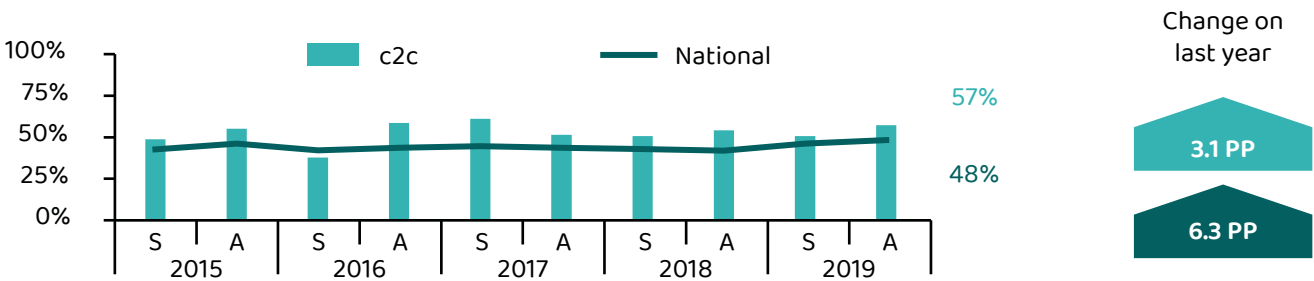
Owner group: Trenitalia
Operator: c2c
Franchise: Essex Thameside
Franchise period: 9 November 2014 – 10 November 2029
Sector: London and South East

Operated stations 2019-20: 25
Employees 2019-20: 643
Passenger journeys 2019-20: 47.3 million
% change compared to last year: -3.7

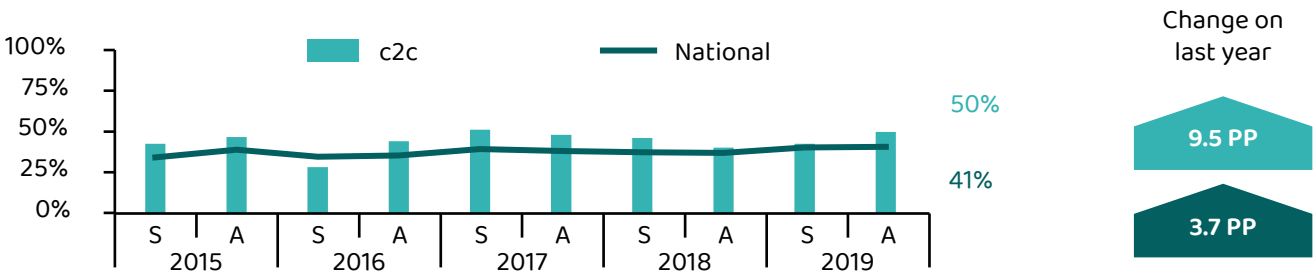
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

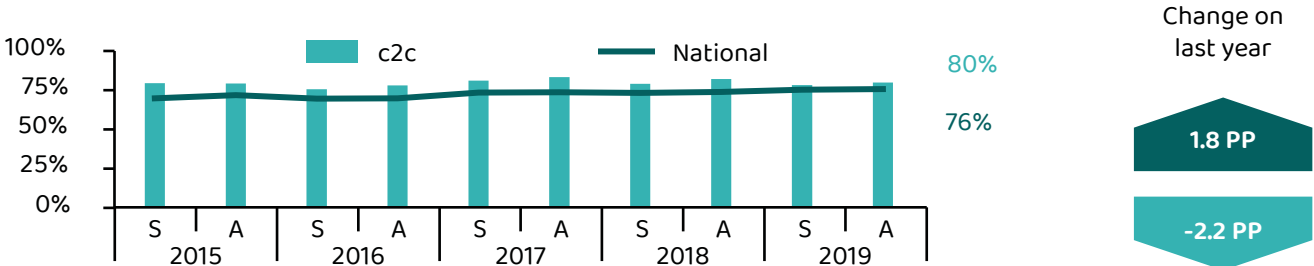
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



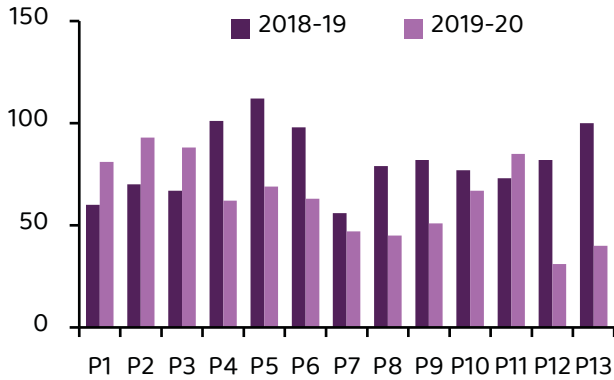
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

c2c

Booked assistance volumes

c2c received 822 booked assistance requests in 2019-20. This accounted for 0.1% of all booked assists made nationally in 2019-20.



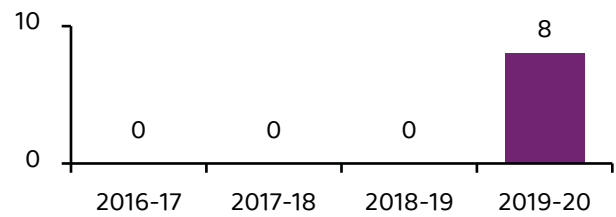
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

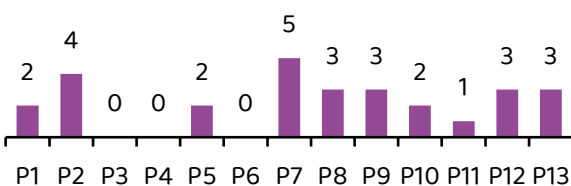
No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

c2c received 28 claims for redress following booked assistance failure in 2019-20, of which 21.4% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.7% (n=110) of complaints received by this operator were related to accessibility issues.

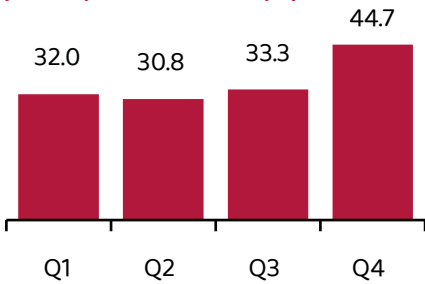
Complaint type	% of accessibility complaints
Other accessibility	31%
Booked assistance not provided at station	17%
Unable to hear announcements at station/on train	11%
Booked assistance not provided on train	8%
Lack of disabled facilities at station/on train	5%

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

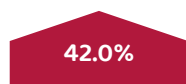
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



Complaints rate per 100,000 journeys in 2019-20:



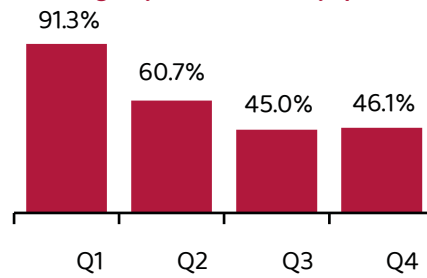
Change from last year:



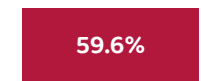
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



Change from last year:



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
39.3%	Smartcards	6.7 PP
27.7%	Ticketing and refunds policy	20.1 PP
5.7%	Ticket buying facilities - other	1.7 PP
5.7%	Ticket buying facilities	1.8 PP
4.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	-11.5 PP

Top 5 reasons for complaints in 2019-20

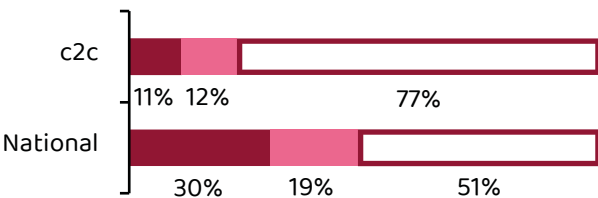
PP = percentage point change

Source: Train Operating Companies

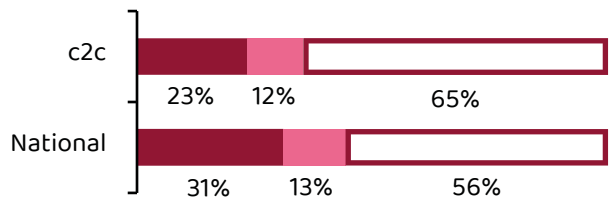
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | c2c sample size: 1,582

Satisfaction with complaints handling process



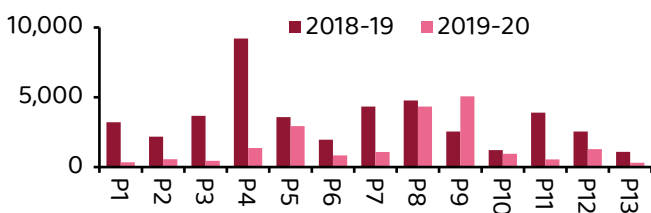
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

c2c closed 20,097 delay compensation claims in 2019-2020. This is 55% lower than the previous year.



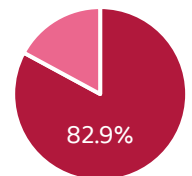
c2c operate the Delay Repay 15 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

c2c approved 82.9% of delay compensation claims in 2019-2020.

Approved Not Approved



c2c responded to 99.6% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Caledonian Sleeper

Owner group: Serco
Operator: Caledonian Sleeper
Franchise: Caledonian Sleeper
Franchise period: 31 March 2015 – 31 March 2030
Sector: Scotland

Operated stations 2019-20: 0
Employees 2019-20: 195
Passenger journeys 2019-20: 0.3 million
% change compared to last year: +3.2

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)

Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.

Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the Transport Focus website. A link to the June 2017 results have been provided at the bottom of this page.

Passenger satisfaction with how well the train company deals with delays

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the Transport Focus website. A link to the June 2017 results have been provided at the bottom of this page.

Passenger satisfaction with provision of information during the journey

Note: Caledonian Sleeper does not participate in the National Rail Passenger Survey. Instead, Transport Focus carry out an individual survey for Caledonian Sleeper. The latest data will be published on the Transport Focus website. A link to the June 2017 results have been provided at the bottom of this page.

PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)

[Caledonian Sleeper passenger satisfaction](#)

Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Caledonian Sleeper

Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Caledonian Sleeper because they do not manage any stations.

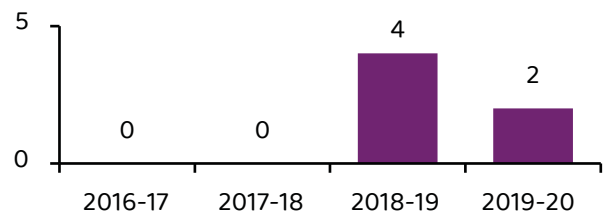
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

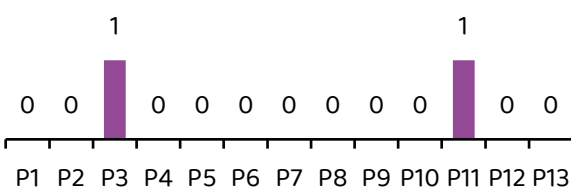
Data on passenger satisfaction with booked assistance is not available for Caledonian Sleeper as they do not manage any stations.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Caledonian Sleeper received 2 claims for redress following booked assistance failure in 2019-20, of which 100% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.4% (n=18) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Other accessibility	94%
Disabled parking	6%
[No other accessibility categories reported]	-
[No other accessibility categories reported]	-
[No other accessibility categories reported]	-

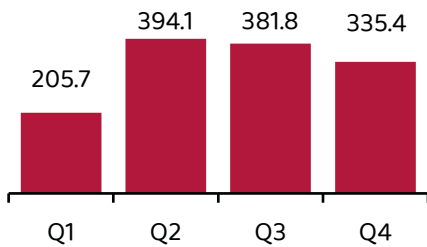
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

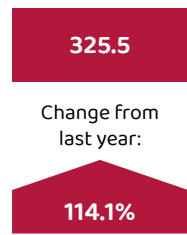
Complaints handling and delay compensation

Caledonian Sleeper

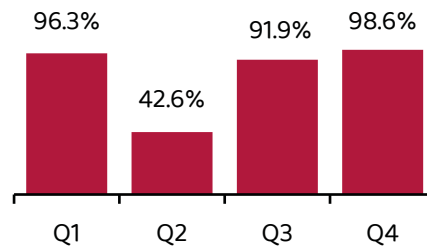
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



Complaints rate per 100,000 journeys in 2019-20:



Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
24.2%	Upkeep and repair of the train	11.8 PP
13.0%	The toilet facilities	8.8 PP
11.4%	Facilities on board	-0.8 PP
8.0%	The helpfulness and attitude of staff on train	4.3 PP
6.2%	The provision of information during the journey	3.6 PP

Top 5 reasons for complaints in 2019-20

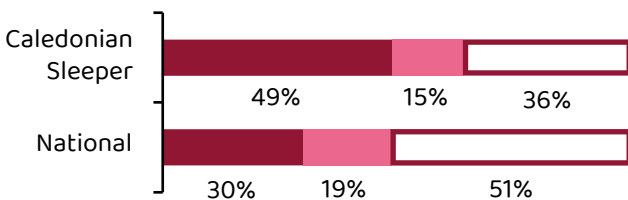
PP = percentage point change

Source: Train Operating Companies

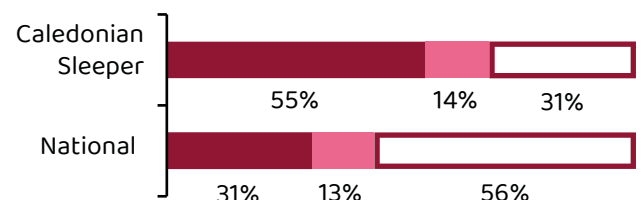
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Caledonian sample size: 294

Satisfaction with complaints handling process



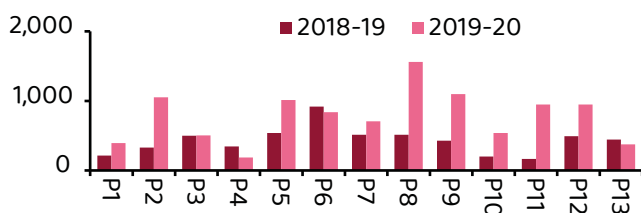
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Caledonian Sleeper closed 10,166 delay compensation claims in 2019-2020. This is 81% higher than the previous year.



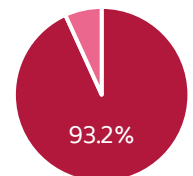
Caledonian Sleeper operate the Delay Repay 30 compensation scheme

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

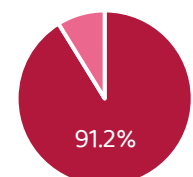
Caledonian Sleeper approved 93.2% of delay compensation claims in 2019-2020.

Approved Not Approved



Caledonian Sleeper responded to 91.2% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Chiltern Railways

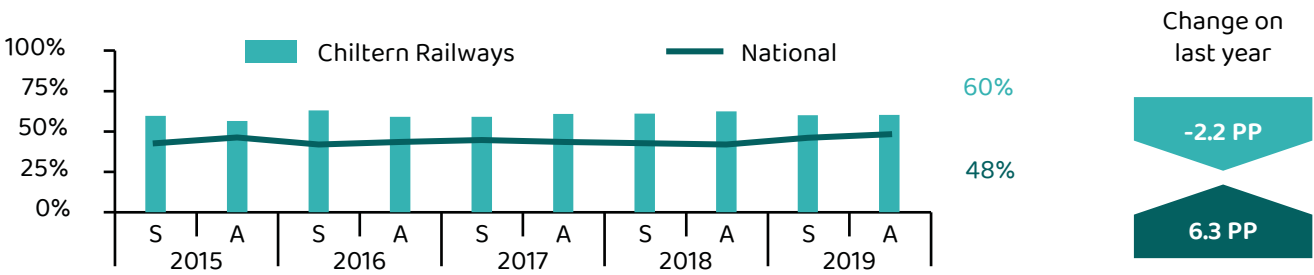
Owner group: Arriva UK Trains
Operator: Chiltern Railways
Franchise: Chiltern Railways
Franchise period: 21 July 1996 – 11 December 2021
Sector: London and South East

Operated stations 2019-20: 35
Employees 2019-20: 850
Passenger journeys 2019-20: 28.4 million
% change compared to last year: -3.2

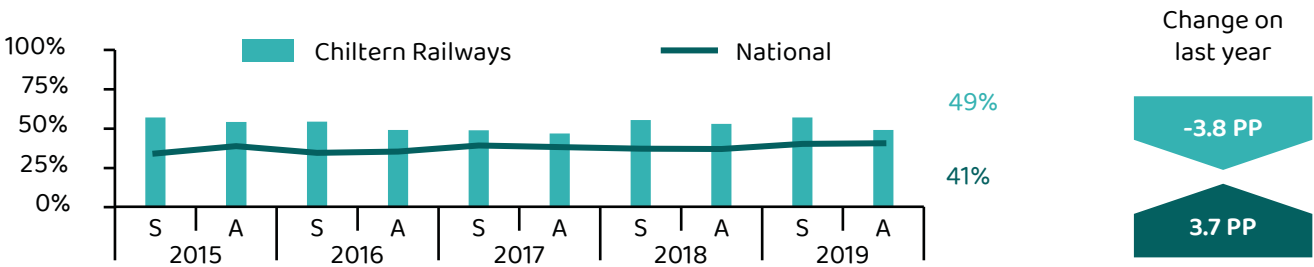
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

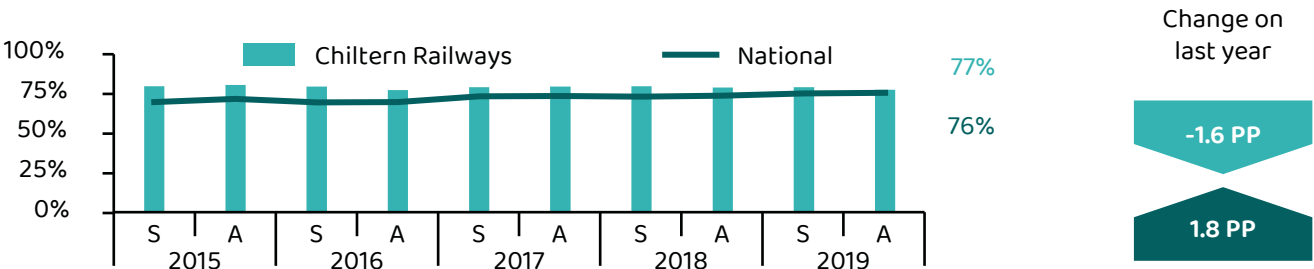
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



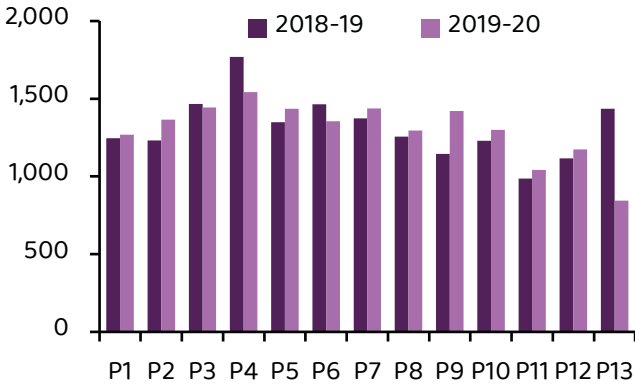
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Chiltern Railways

Booked assistance volumes

Chiltern Railways received 16,926 booked assistance requests in 2019-20. This accounted for 1.4% of all booked assists made nationally in 2019-20.



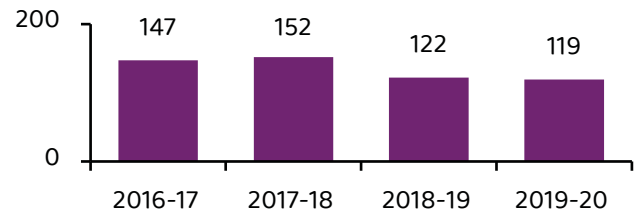
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

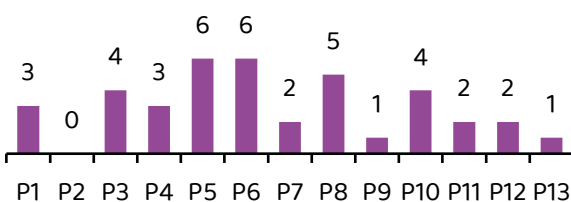
No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Chiltern Railways received 39 claims for redress following booked assistance failure in 2019-20, of which 84.6% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.4% (n=98) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	26%
Other accessibility	17%
Assistance booking process	16%
Assistance staff	10%
Booked assistance not provided on train	8%

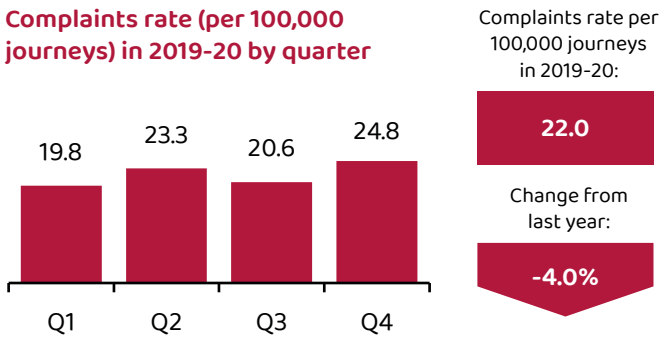
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

Chiltern Railways

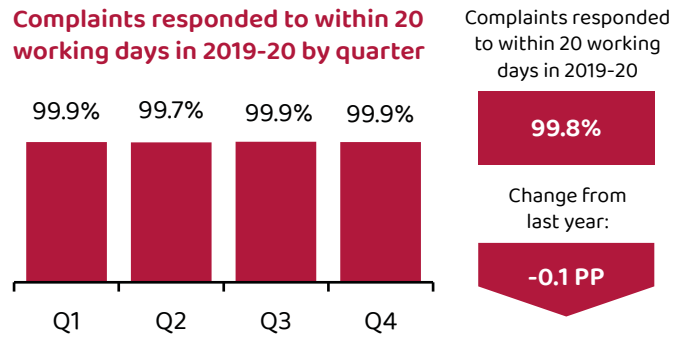
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
16.0%	Sufficient room for all passengers to sit/stand	7.6 PP
9.8%	Ticket buying facilities	0.8 PP
8.8%	Punctuality/reliability (i.e. the train arriving/departing on time)	-1.1 PP
7.6%	Ticket buying facilities - other	-6.6 PP
6.8%	Ticketing and refunds policy	1.2 PP

Top 5 reasons for complaints in 2019-20

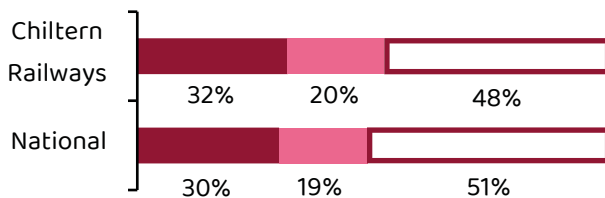
PP = percentage point change

Source: Train Operating Companies

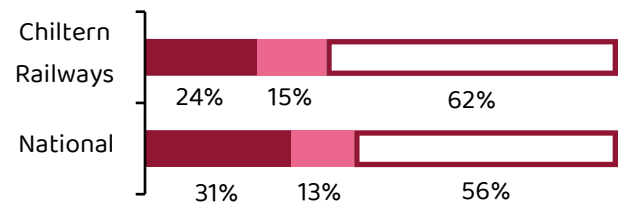
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Chiltern Railways sample size: 1,012

Satisfaction with complaints handling process



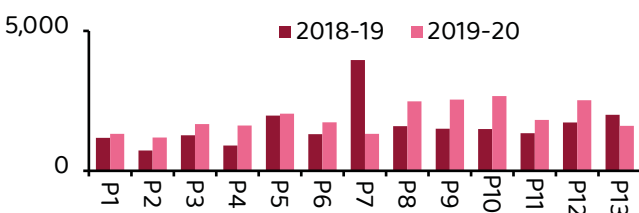
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Chiltern Railways closed 24,561 delay compensation claims in 2019-20. This is 17% higher than the previous year.



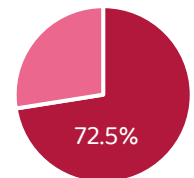
Chiltern Railways operate a traditional delay compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

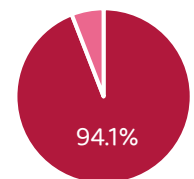
Chiltern Railways approved 72.5% of delay compensation claims in 2019-20.

Legend: Approved (Dark Red), Not Approved (Light Red)



Chiltern Railways responded to 94.1% of delay compensation claims within 20 working days in 2019-20.

Legend: Responded within 20 working days (Dark Red), No response within 20 working days (Light Red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

CrossCountry

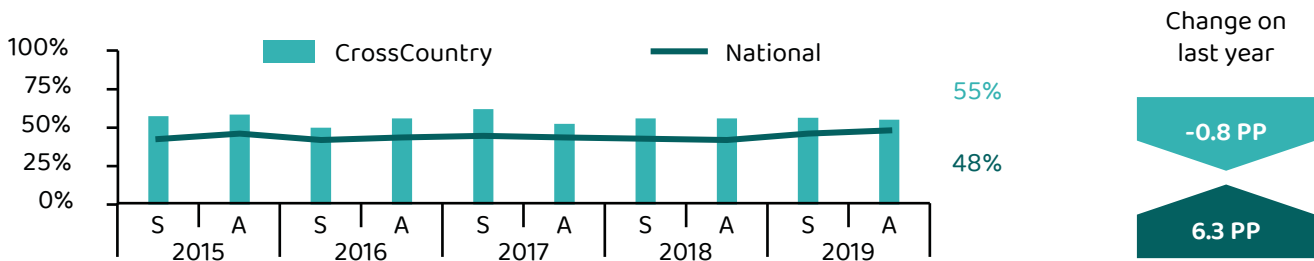
Owner group: Arriva UK Trains
Operator: CrossCountry
Franchise: New CrossCountry
Franchise period: September 2016 - October 2020
Sector: Long distance

Operated stations 2019-20: 0
Employees 2019-20: 1,978
Passenger journeys 2019-20: 39.8 million
% change compared to last year: -2.1

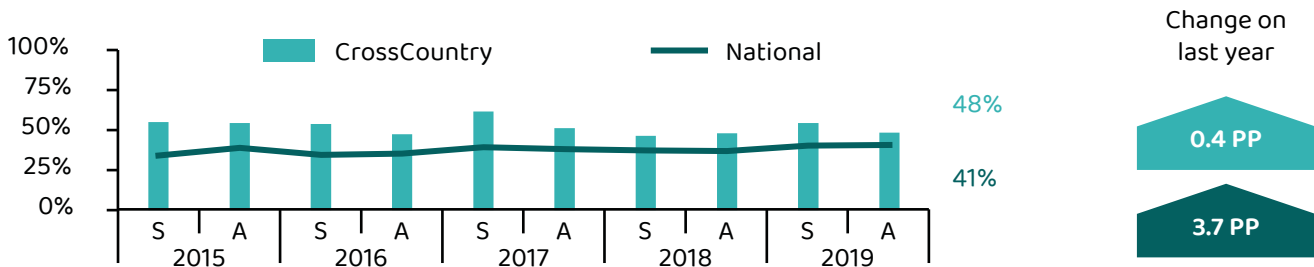
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

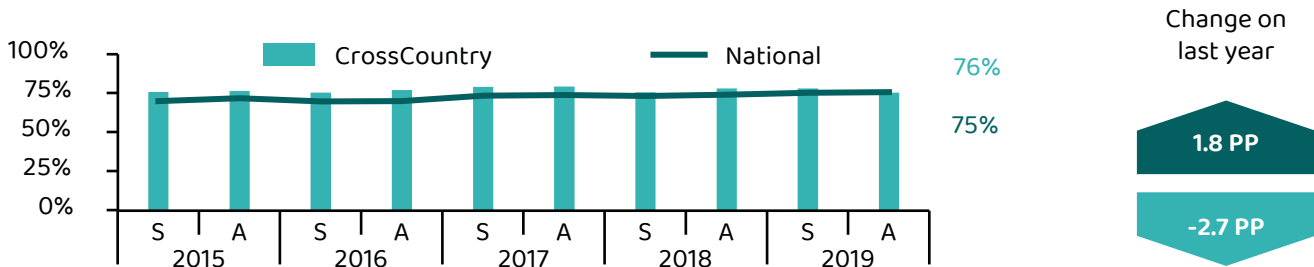
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

CrossCountry

Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for CrossCountry because they do not manage any stations.

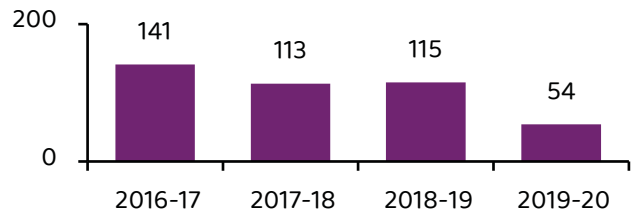
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

Data on passenger satisfaction with booked assistance is not available for CrossCountry as they do not manage any stations.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

CrossCountry received zero claims for redress following booked assistance failure in 2019-20.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.8% (n=215) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	23%
Assistance booking process	17%
Disabled toilets at station/on train	11%
Assistance staff	9%
Unbooked assistance not provided at station	9%

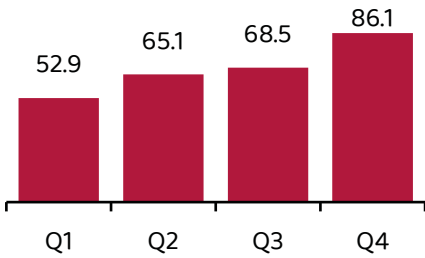
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

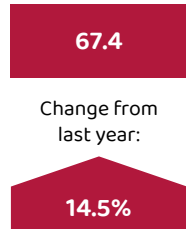
Complaints handling and delay compensation

CrossCountry

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



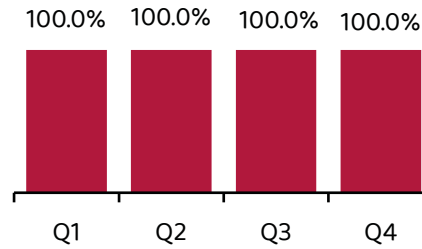
Complaints rate per 100,000 journeys in 2019-20:



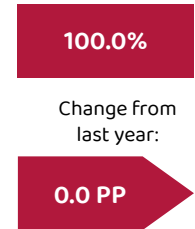
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
42.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	5.8 PP
20.8%	Facilities on board	-4.7 PP
15.0%	Sufficient room for all passengers to sit/stand	-0.2 PP
5.5%	The helpfulness and attitude of staff on train	-0.5 PP
3.7%	Other policy	0.2 PP

Top 5 reasons for complaints in 2019-20

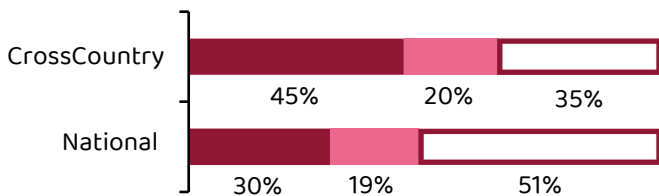
PP = percentage point change

Source: Train Operating Companies

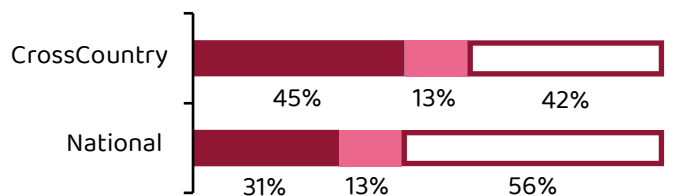
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | CrossCountry sample size: 3,447

Satisfaction with complaints handling process



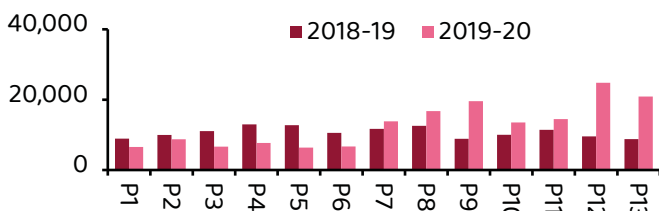
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

CrossCountry closed 166,553 delay compensation claims in 2019-20. This is 20% higher than the previous year.



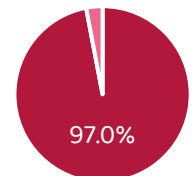
CrossCountry operate the Delay Repay 30 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

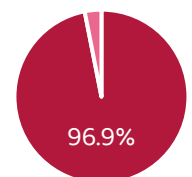
CrossCountry approved 97% of delay compensation claims in 2019-20.

Approved Not Approved



CrossCountry responded to 96.9% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

East Midlands Railway

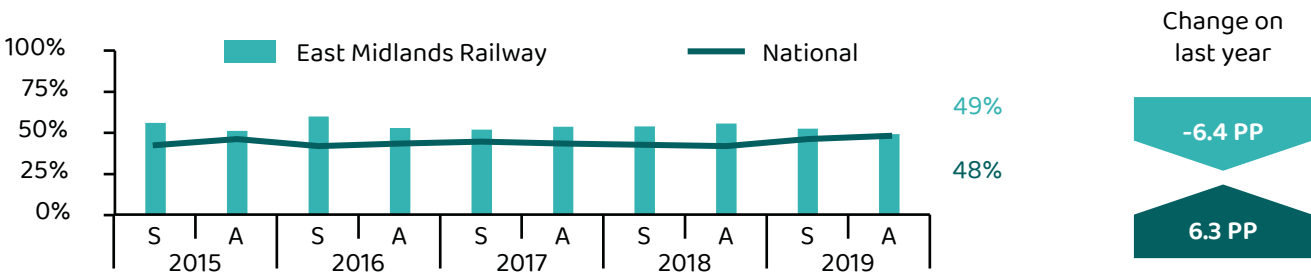
Owner group: Stagecoach
Operator: East Midlands Trains
Franchise: East Midlands
Franchise period: August 2019 - August 2027
Sector: Long distance / Regional

Operated stations 2019-20: 90
Employees 2019-20: 2,441
Passenger journeys 2019-20: 25.4 million
% change compared to last year: -5.0

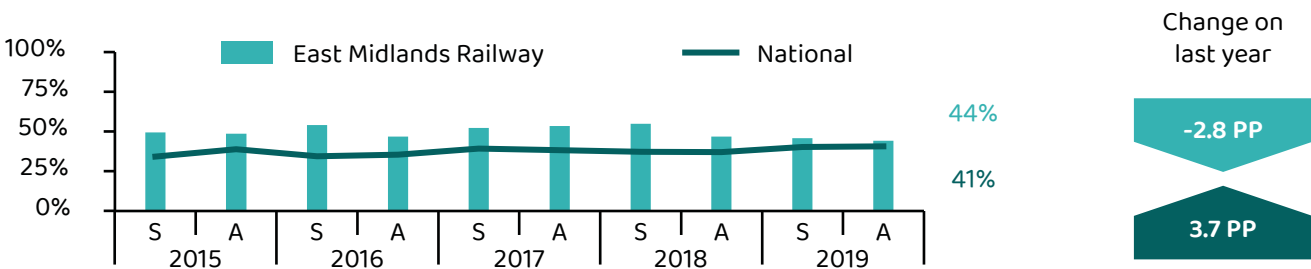
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

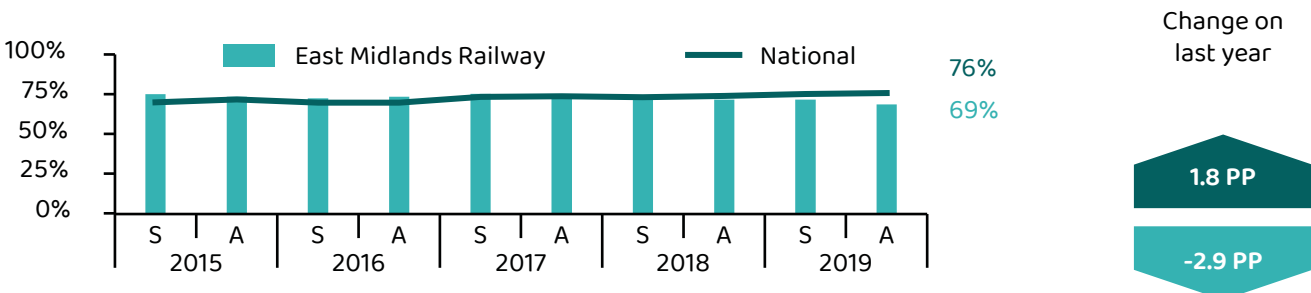
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



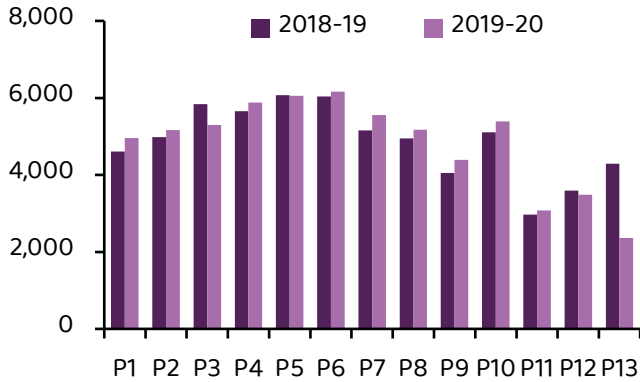
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

East Midlands Railway

Booked assistance volumes

East Midlands Railway received 62,945 booked assistance requests in 2019-20. This accounted for 5.2% of all booked assists made nationally in 2019-20.



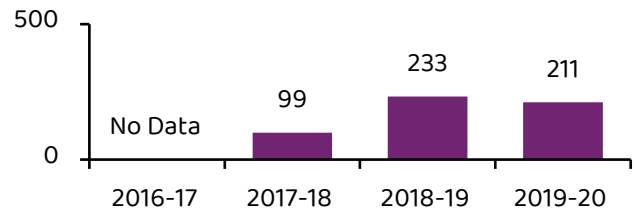
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

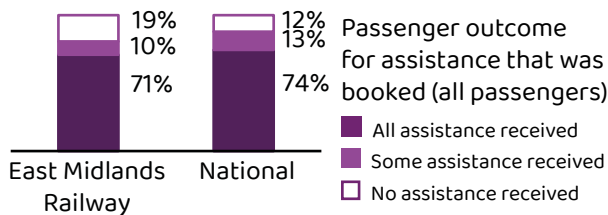
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

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- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



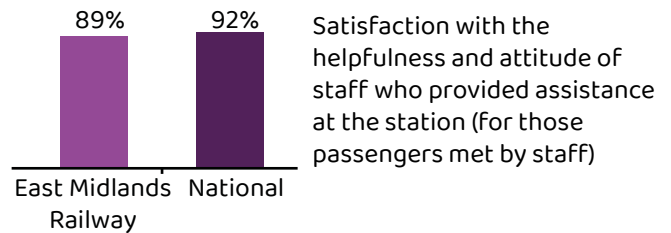
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

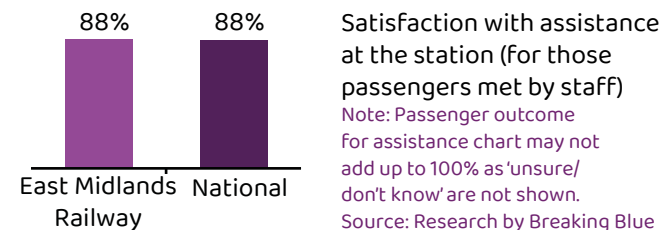


Passenger outcome for assistance that was booked (all passengers)

- All assistance received
- Some assistance received
- No assistance received



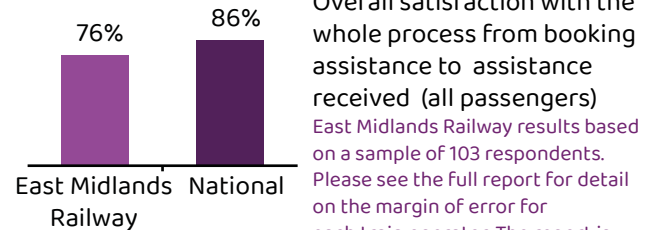
Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue



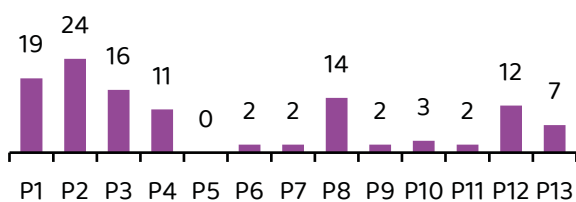
Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

East Midlands Railway results based on a sample of 103 respondents.

Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

East Midlands Railway received 114 claims for redress following booked assistance failure in 2019-20, of which 46.5% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 2.7% (n=427) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	46%
Other accessibility	27%
Assistance booking process	7%
Lack of disabled facilities at station/on train	5%
Booked assistance not provided on train	4%

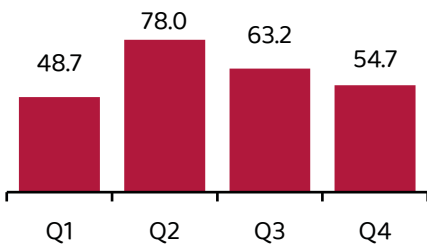
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

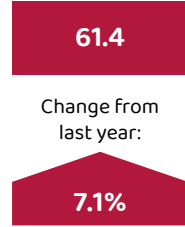
Complaints handling and delay compensation

East Midlands Railway

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



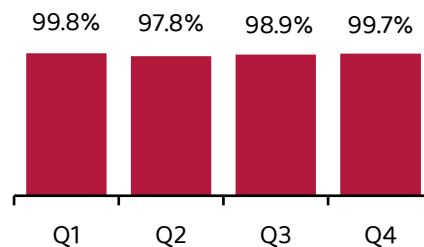
Complaints rate per 100,000 journeys in 2019-20:



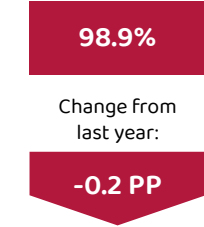
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
23.7%	Punctuality/reliability (i.e. the train arriving/departing on time)	4.9 PP
17.6%	Sufficient room for all passengers to sit/stand	-7.1 PP
15.2%	Facilities on board	0.5 PP
5.0%	The helpfulness and attitude of staff on train	-1.1 PP
4.9%	Ticket buying facilities	0.1 PP

Top 5 reasons for complaints in 2019-20

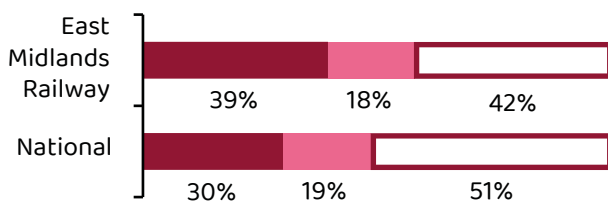
PP = percentage point change

Source: Train Operating Companies

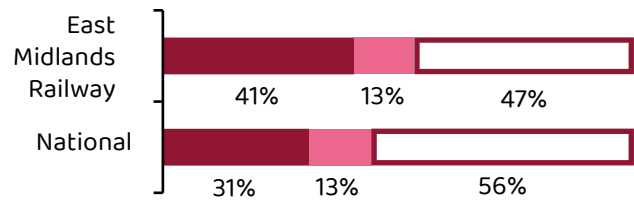
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | East Midlands Railway sample size: 1,394

Satisfaction with complaints handling process



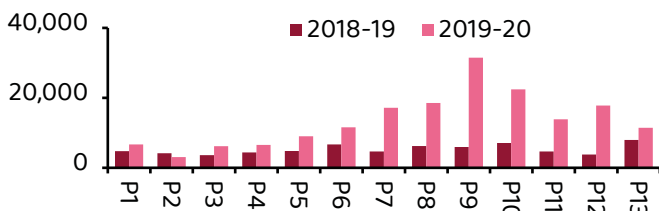
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

East Midlands Railway closed 175,939 delay compensation claims in 2019-2020. This is 156% higher than the previous year.

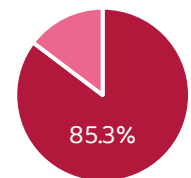


East Midlands Railway switched from Delay Repay 30 to Delay Repay 15 from 2019-20 P6. | Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

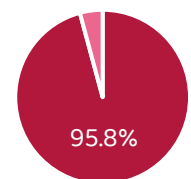
East Midlands Railway approved 85.3% of delay compensation claims in 2019-2020.

Approved Not Approved



East Midlands Railway responded to 95.8% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Govia Thameslink Railway

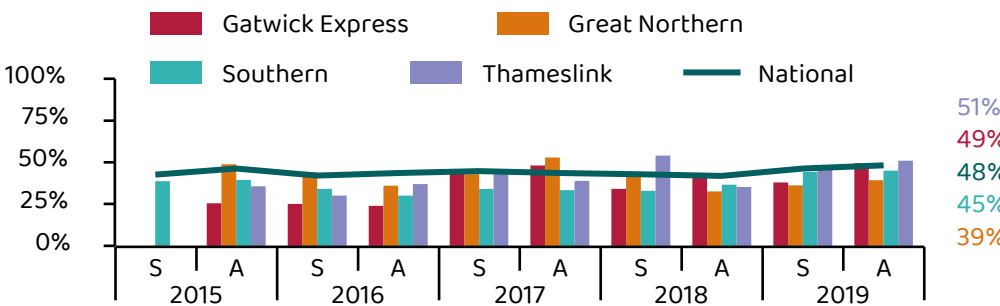
Owner group: Govia
Operator: Govia Thameslink Railway (GTR)
Franchise: Southern / Thameslink / Great Northern / Gatwick Express
Franchise period: 14 September 2014 – 01 September 2021
Sector: London and South East

Operated stations 2019-20: 235
Employees 2019-20: 7,427
Passenger journeys 2019-20: 348.9 million
% change compared to last year: +2.2

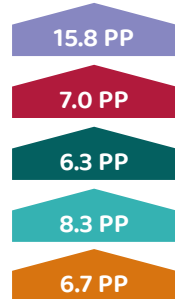
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

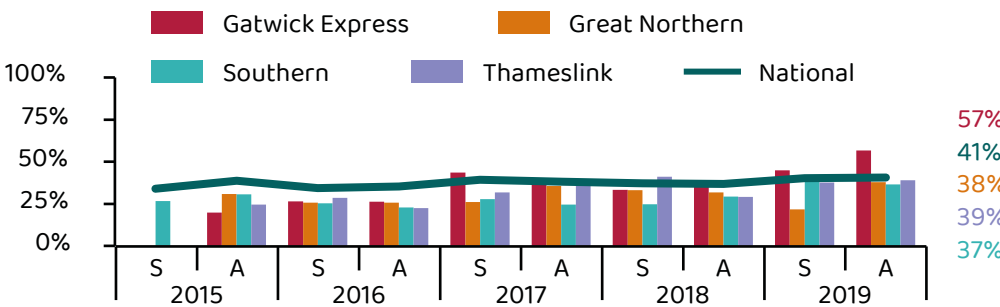
Passenger satisfaction with the usefulness of information when delays occur



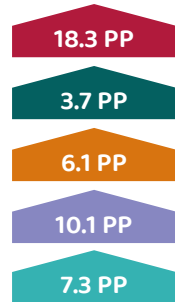
Change on last year



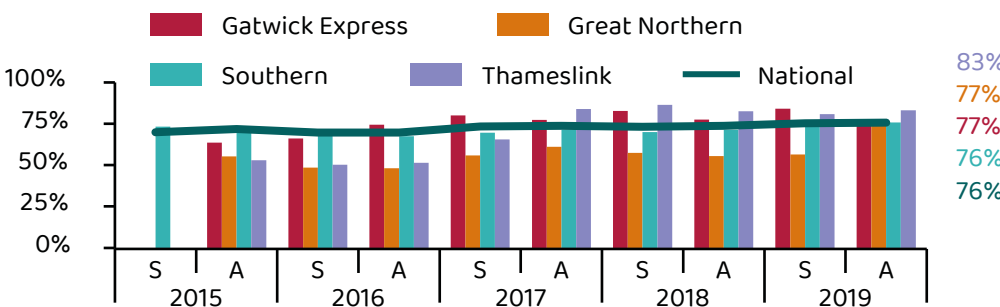
Passenger satisfaction with how well the train company deals with delays



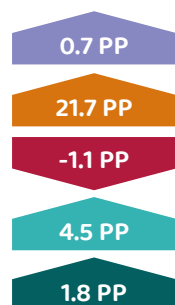
Change on last year



Passenger satisfaction with provision of information during the journey



Change on last year



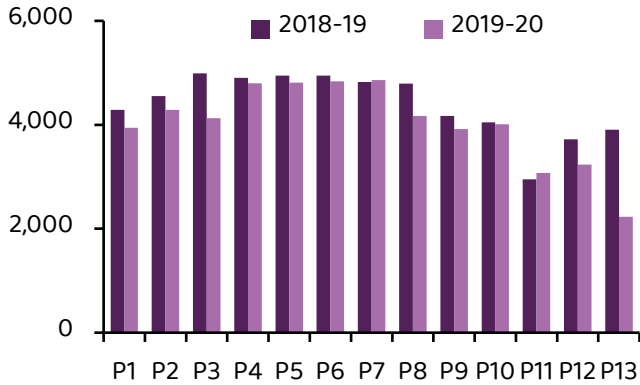
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Govia Thameslink Railway

Booked assistance volumes

Govia Thameslink Railway received 52,307 booked assistance requests in 2019-20. This accounted for 4.3% of all booked assists made nationally in 2019-20.



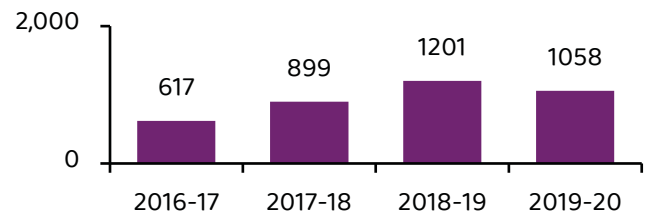
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

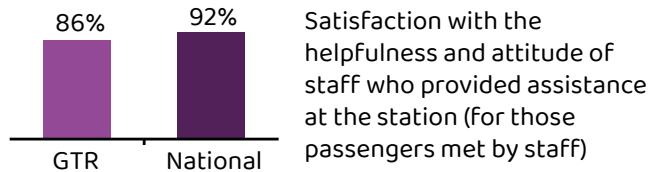
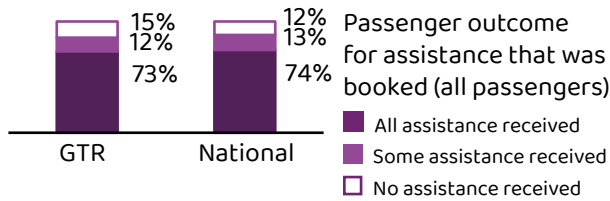
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers

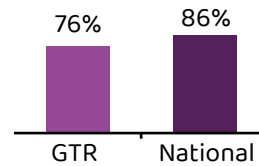
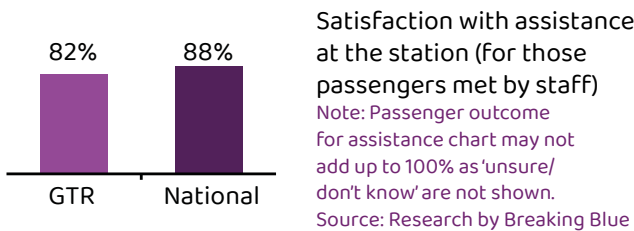


Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

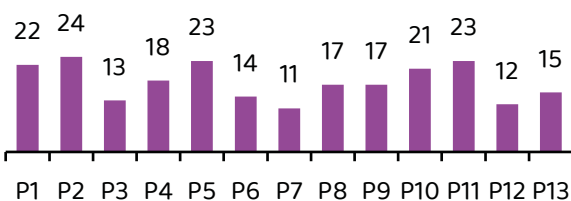


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers) Govia Thameslink Railway results based on a sample of 89 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)



Claims for redress following booked assistance failure in 2019-20

Govia Thameslink Railway received 230 claims for redress following booked assistance failure in 2019-20, of which 57.4% were approved.



Note: This data was collected for the first time in 2019-20
Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.3% (n=651) of complaints received by this operator were related to accessibility issues.

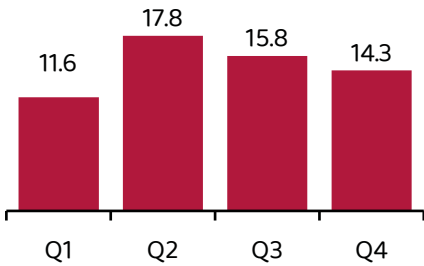
Complaint type	% of accessibility complaints
Booked assistance not provided at station	34%
Unbooked assistance not provided at station	14%
Other accessibility	11%
Assistance staff	10%
Lack of disabled facilities at station/on train	9%

Source: Train Operating Companies

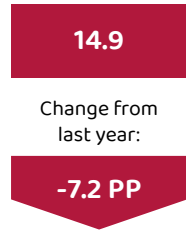
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation Govia Thameslink Railway

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



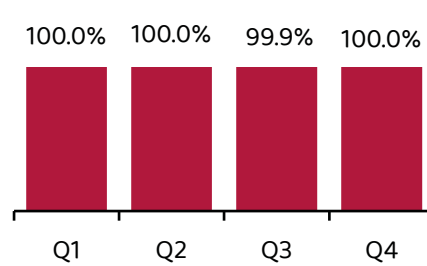
Complaints rate per 100,000 journeys in 2019-20:



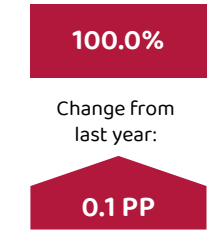
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
23.9%	Punctuality/reliability (i.e. the train arriving/departing on time)	3.8 PP
15.3%	Smartcards	6.9 PP
11.2%	Ticket buying facilities - other	6.5 PP
7.0%	Ticket buying facilities	0.8 PP
6.0%	Ticketing and refunds policy	1.4 PP

Top 5 reasons for complaints in 2019-20

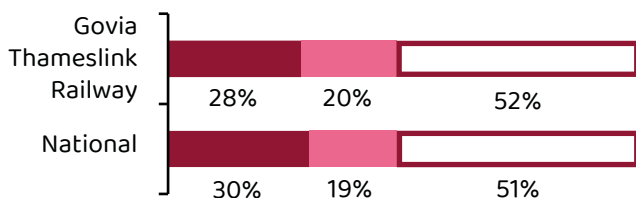
PP = percentage point change

Source: Train Operating Companies

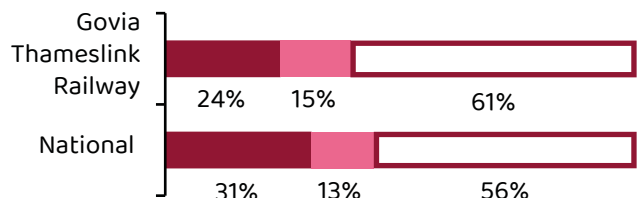
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Govia Thameslink Railway sample size: 2,878

Satisfaction with complaints handling process



Satisfaction with outcome of complaint

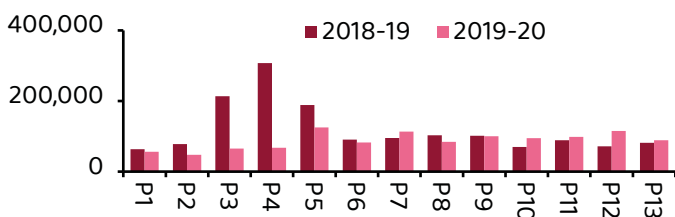


Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Govia Thameslink Railway closed 1,139,323 delay compensation claims in 2019-2020.

This is 27% lower than the previous year.



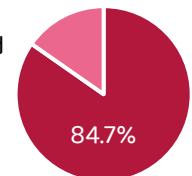
Govia Thameslink Railway operate the Delay Repay 15 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Govia Thameslink Railway approved 84.7% of delay compensation claims in 2019-2020.

Approved Not Approved



Govia Thameslink Railway responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Grand Central

Owner group: Arriva UK Trains

Operator: Grand Central

Track access agreement: 18 December 2007 – 01 December 2026

Sector: Long distance

Operated stations 2019-20: 0

Employees 2019-20: 222

Passenger journeys 2019-20: 1.4 million

% change compared to last year: -6.5

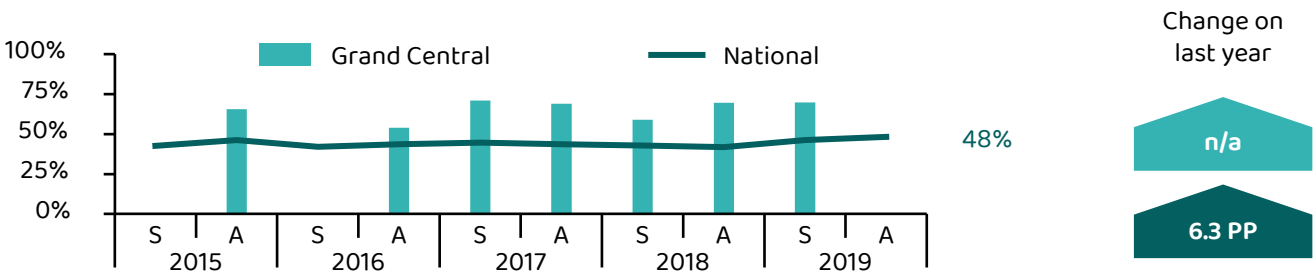
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)

Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.

Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

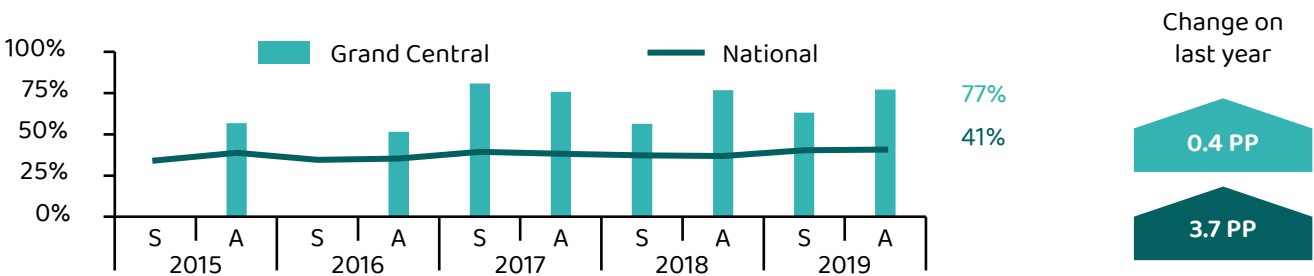
Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur



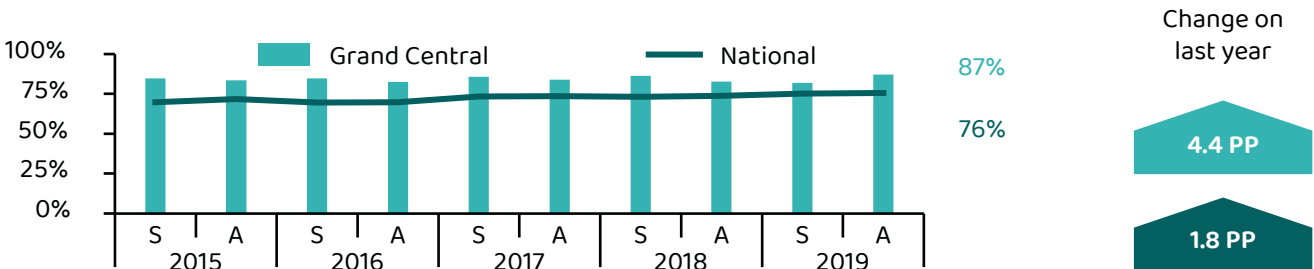
Note: data not available for all waves due to low response rate

Passenger satisfaction with how well the train company deals with delays



Note: data not available for all waves due to low response rate

Passenger satisfaction with provision of information during the journey



PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)

Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Grand Central

Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Grand Central because they do not manage any stations.

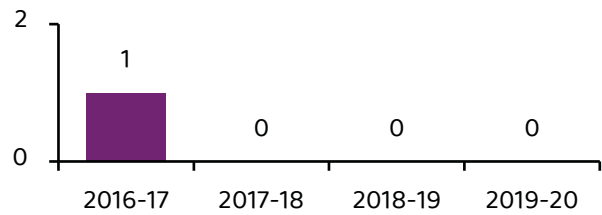
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

Data on passenger satisfaction with booked assistance is not available for Grand Central as they do not manage any stations.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Grand Central received zero claims for redress following booked assistance failure in 2019-20.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.8% (n=21) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Assistance booking process	43%
Assistance staff	14%
Booked assistance not provided at station	14%
Booked assistance not provided on train	14%
The ease of being able to get on and off	10%

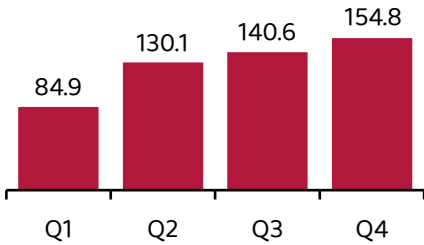
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

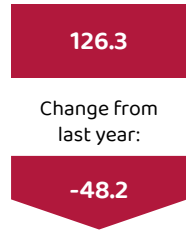
Complaints handling and delay compensation

Grand Central

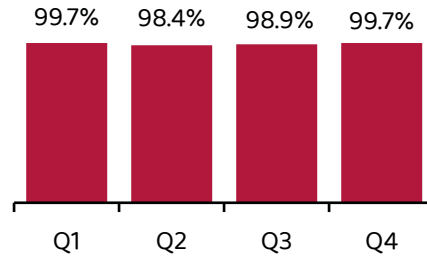
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



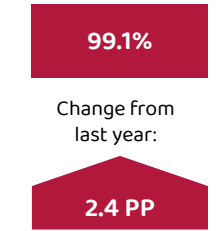
Complaints rate per 100,000 journeys in 2019-20:



Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
26.7%	Sufficient room for all passengers to sit/stand	9.7 PP
13.8%	Upkeep and repair of the train	-9.3 PP
13.4%	Facilities on board	2.6 PP
10.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	-8.4 PP
7.1%	Ticket buying facilities - other	3.8 PP

Top 5 reasons for complaints in 2019-20

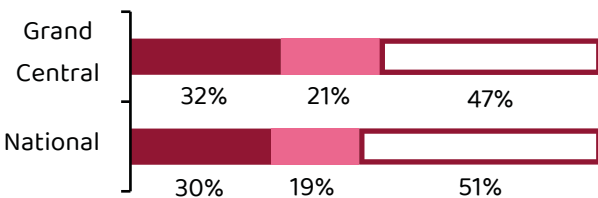
PP = percentage point change

Source: Train Operating Companies

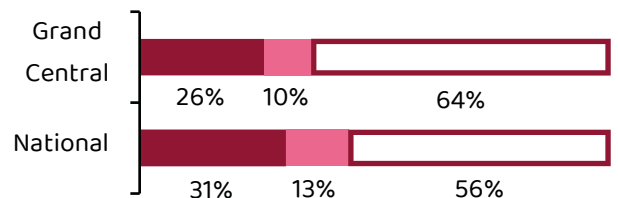
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Grand Central sample size: 363

Satisfaction with complaints handling process



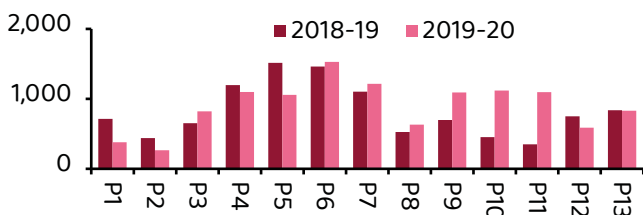
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Grand Central closed 11,732 delay compensation claims in 2019-20. This is 10% higher than the previous year.



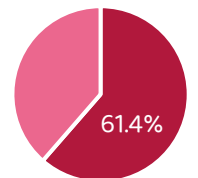
Grand Central operate a traditional delay compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Grand Central approved 61.4% of delay compensation claims in 2019-20.

Approved (dark red), Not Approved (light red)



Grand Central responded to 99% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Great Western Railway

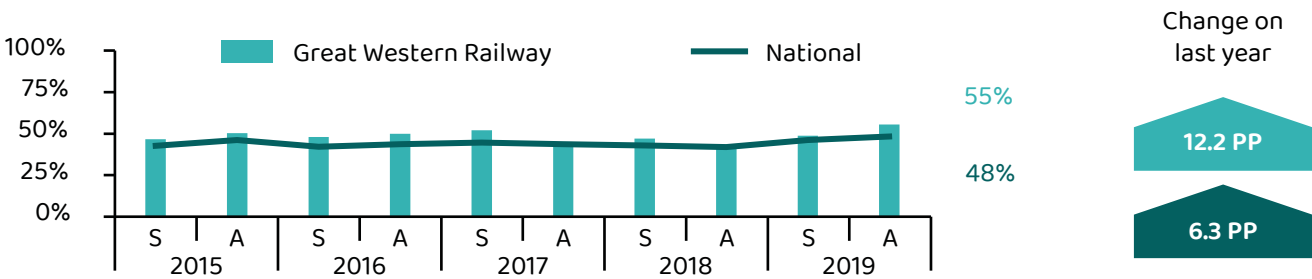
Owner group: FirstGroup
Operator: Great Western Railway
Franchise: Greater Western
Franchise period: March 2015 - March 2023
Sector: Long distance / London and South East /Regional

Operated stations 2019-20: 197
Employees 2019-20: 6,452
Passenger journeys 2019-20: 97 million
% change compared to last year: -3.0

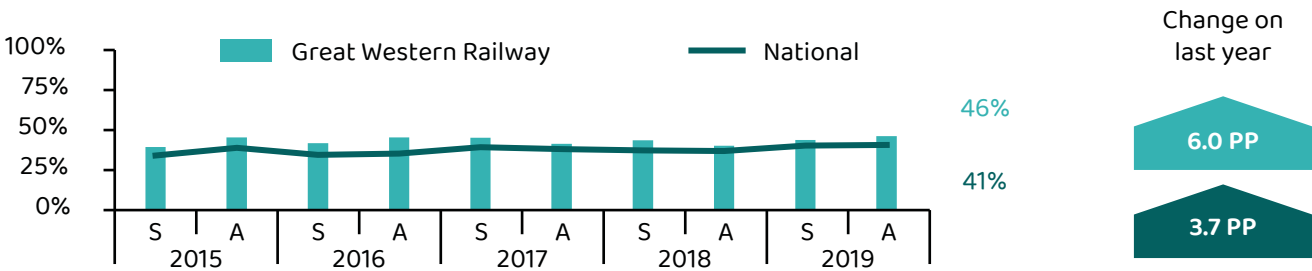
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

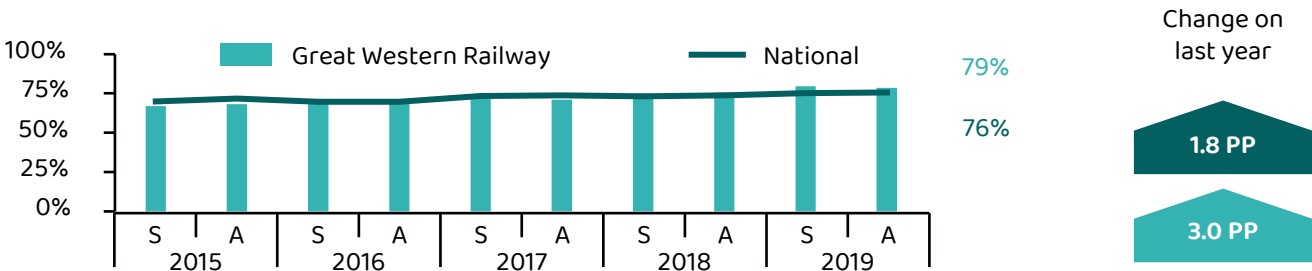
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



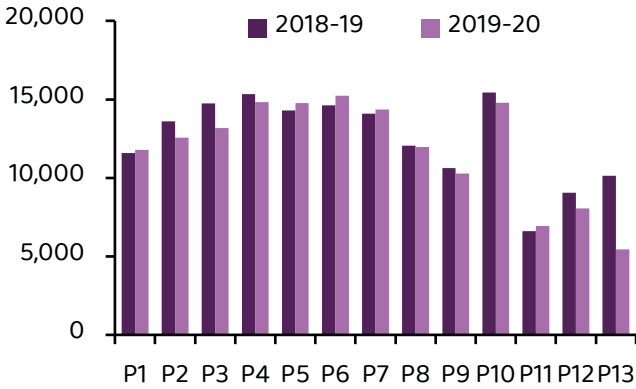
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Great Western Railway

Booked assistance volumes

Great Western Railway received 154,195 booked assistance requests in 2019-20. This accounted for 12.6% of all booked assists made nationally in 2019-20.



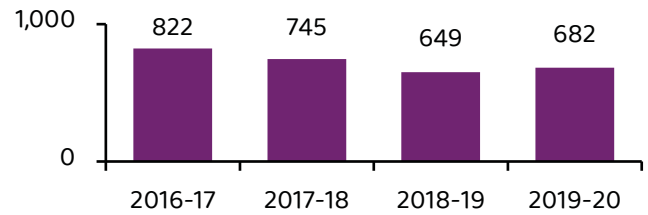
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

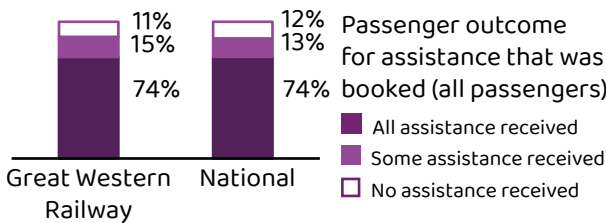
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



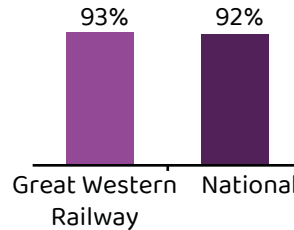
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

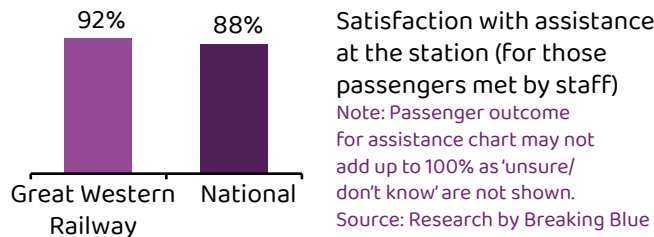


Passenger outcome for assistance that was booked (all passengers)

- All assistance received
- Some assistance received
- No assistance received



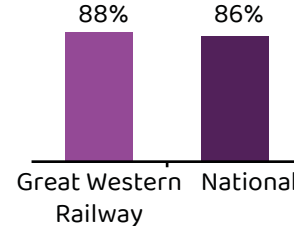
Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

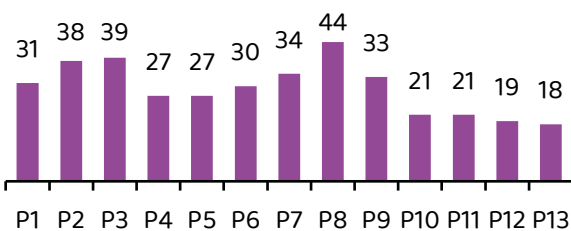


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

Great Western Railway results based on a sample of 364 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Great Western Railway received 382 claims for redress following booked assistance failure in 2019-20, of which 24.6% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.4% (n=919) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	47%
The ease of being able to get on and off	34%
Assistance booking process	10%
Lack of disabled facilities at station/on train	4%
TOC accessibility policy	3%

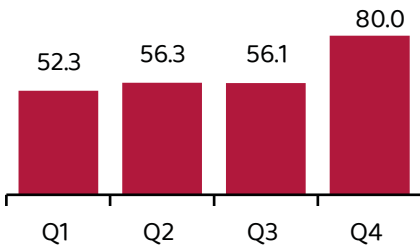
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

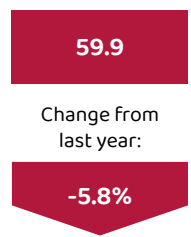
Complaints handling and delay compensation

Great Western Railway

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



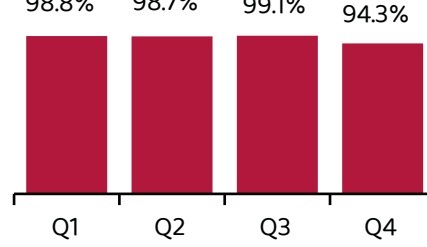
Complaints rate per 100,000 journeys in 2019-20:



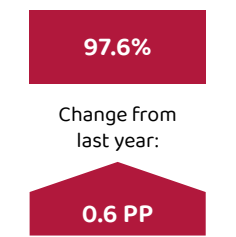
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
13.7%	Ticket buying facilities - other	3.6 PP
12.0%	Sufficient room for all passengers to sit/stand	-1.3 PP
8.7%	Facilities on board	-1.5 PP
8.6%	Ticketing and refunds policy	-0.7 PP
8.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	-1.2 PP

Top 5 reasons for complaints in 2019-20

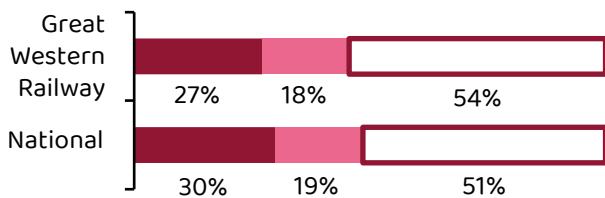
PP = percentage point change

Source: Train Operating Companies

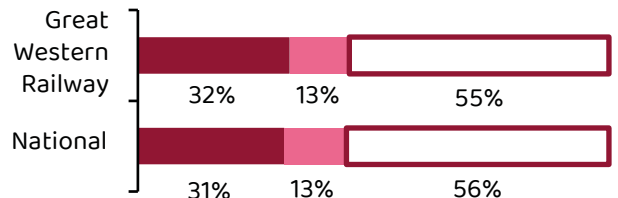
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Great Western Railway sample size: 7,216

Satisfaction with complaints handling process



Satisfaction with outcome of complaint

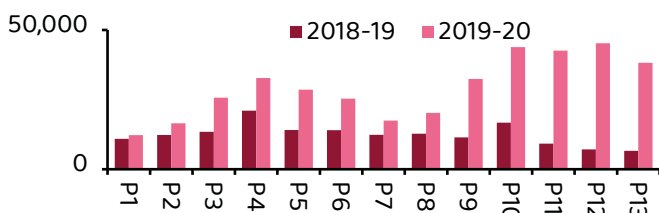


Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Great Western Railway closed 381,130 delay compensation claims in 2019-2020.

This is 135% higher than the previous year.

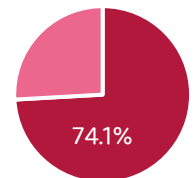


Great Western Railway switched from a traditional delay compensation scheme to DR 15 from 2019-20 P1 | Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Great Western Railway approved 74.1% of delay compensation claims in 2019-2020.

Legend: Approved (dark red), Not Approved (light red)



Great Western Railway responded to 99.8% of delay compensation claims within 20 working days in 2019-2020.

Legend: Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Greater Anglia

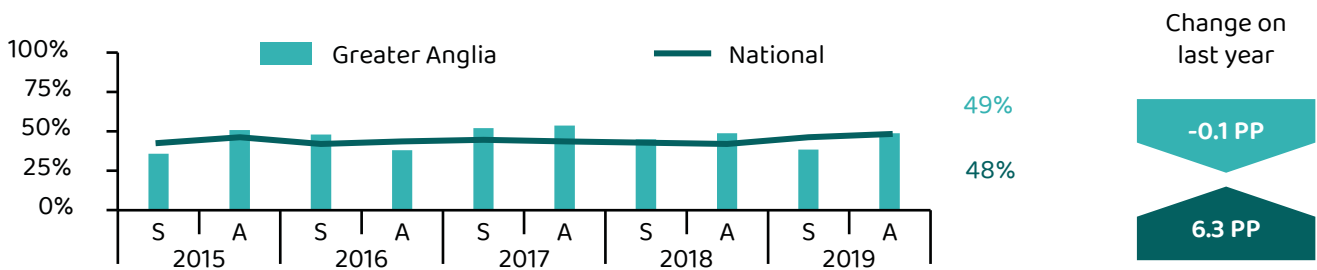
Owner group: Abellio / Mitsui
Operator: Abellio
Franchise: East Anglia
Franchise period: 16 October 2016 – 11 October 2025
Sector: London and South East

Operated stations 2019-20: 133
Employees 2019-20: 2,913
Passenger journeys 2019-20: 84.9 million
% change compared to last year: 0.0

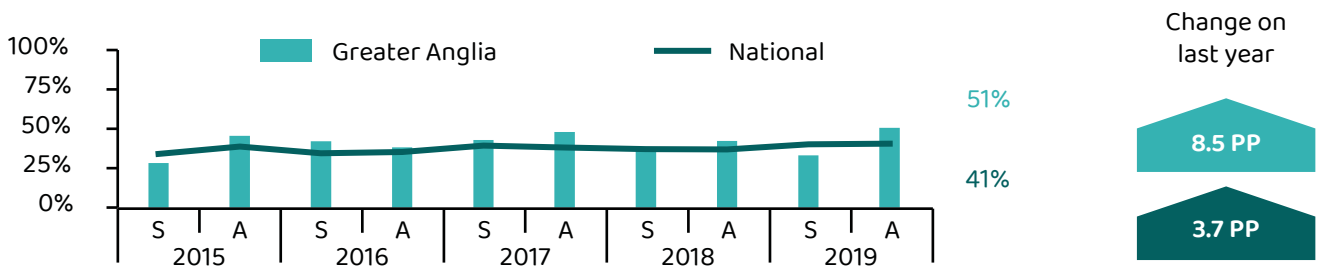
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

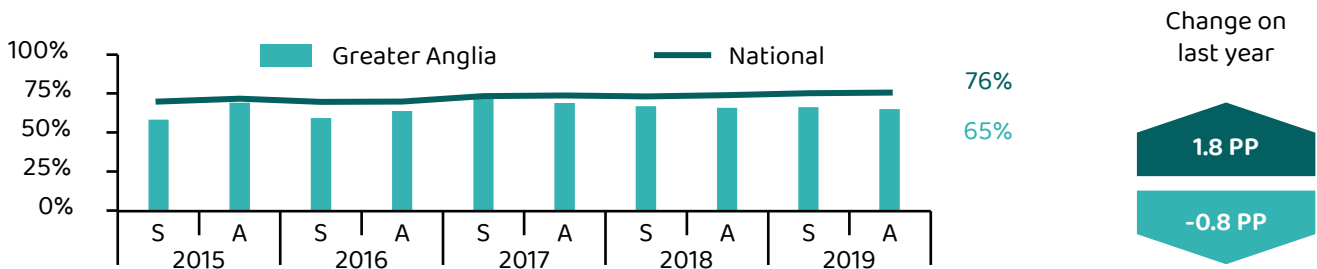
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



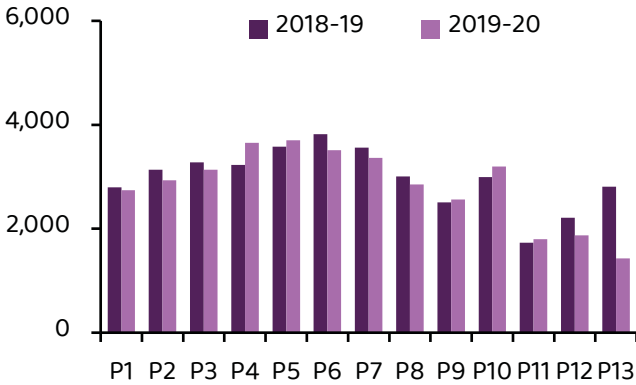
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Greater Anglia

Booked assistance volumes

Greater Anglia received 36,766 booked assistance requests in 2019-20. This accounted for 3% of all booked assists made nationally in 2019-20.



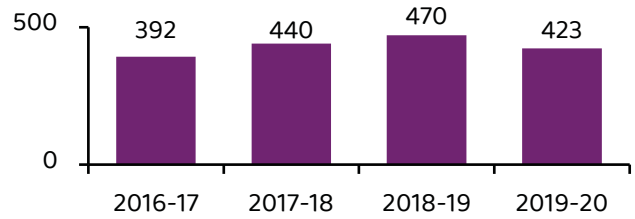
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

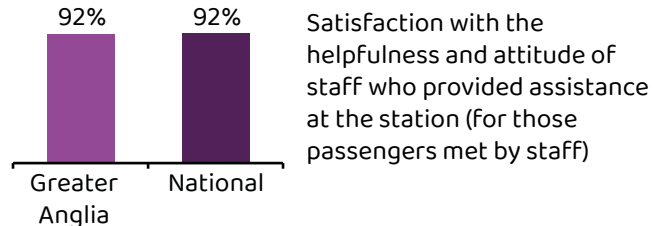
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers

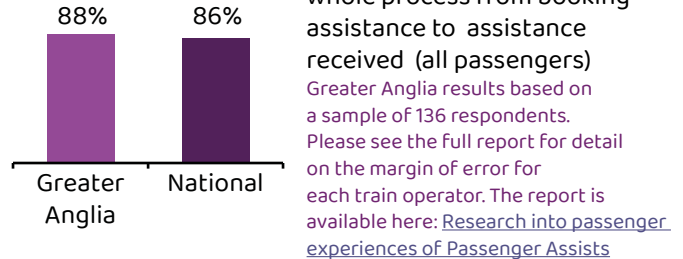
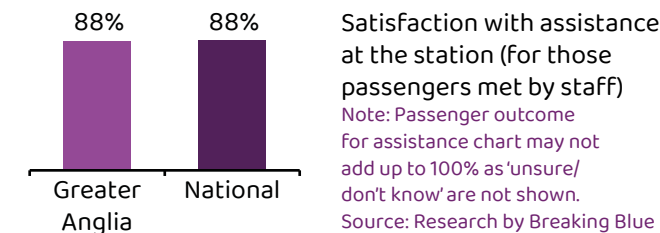


Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20



Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)

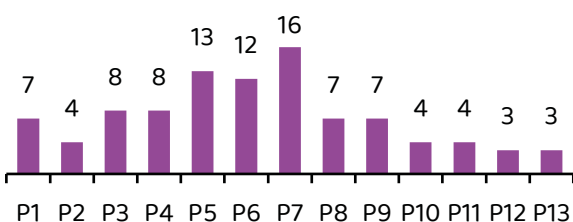


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

Greater Anglia results based on a sample of 136 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Greater Anglia received 96 claims for redress following booked assistance failure in 2019-20, of which 85.4% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.0% (n=366) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	23%
Assistance booking process	20%
Assistance staff	17%
Booked assistance not provided on train	7%
Lack of disabled facilities at station/on train	7%

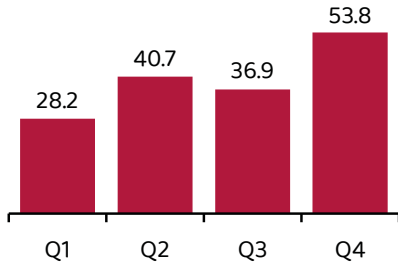
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

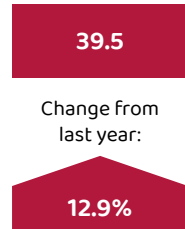
Complaints handling and delay compensation

Greater Anglia

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



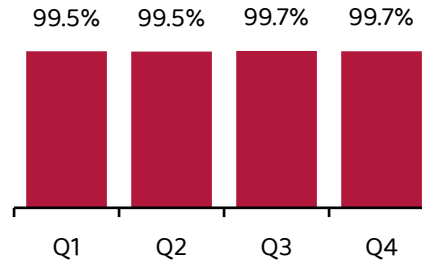
Complaints rate per 100,000 journeys in 2019-20:



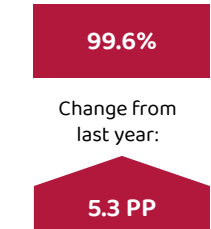
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
39.0%	Punctuality/reliability (i.e. the train arriving/departing on time)	6.9 PP
8.8%	Facilities on board	2.1 PP
5.4%	Ticket buying facilities - other	3.6 PP
5.1%	Sufficient room for all passengers to sit/stand	-0.3 PP
4.7%	Ticketing and refunds policy	-4.6 PP

Top 5 reasons for complaints in 2019-20

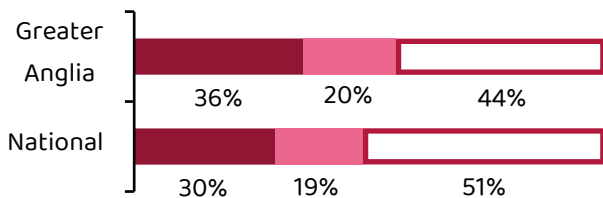
PP = percentage point change

Source: Train Operating Companies

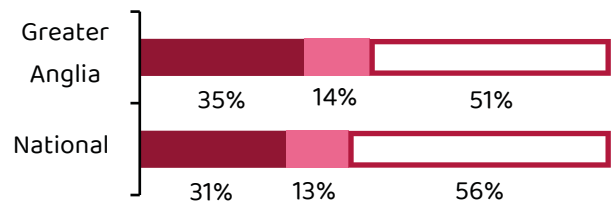
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Greater Anglia sample size: 4,989

Satisfaction with complaints handling process



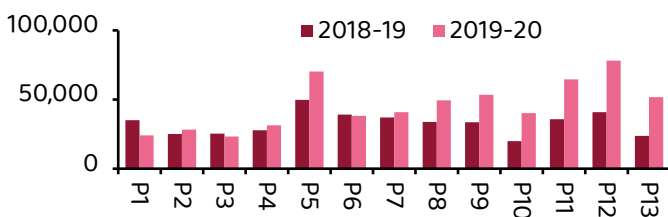
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Greater Anglia closed 593,721 delay compensation claims in 2019-20. This is 39% higher than the previous year.



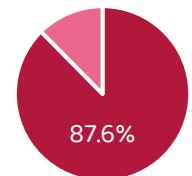
Greater Anglia operate the Delay Repay 15 compensation scheme

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Greater Anglia approved 87.6% of delay compensation claims in 2019-20.

■ Approved ■ Not Approved



Greater Anglia responded to 100% of delay compensation claims within 20 working days in 2019-20.

■ Responded within 20 working days ■ No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the [data table link](#).

Key facts

Heathrow Express

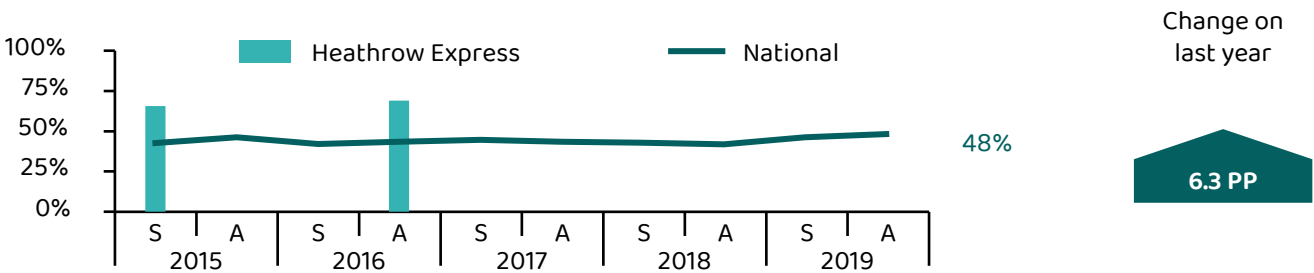
Owner group: Heathrow Airport Holdings
Operator: Heathrow Express
Operation start date: 28 June 1998
Sector: Provides an airport rail link between London Heathrow Airport and Paddington

Operated stations 2019-20: 3
Employees 2019-20: 188
Passenger journeys 2019-20: 5.8 million
% change compared to last year: -6.4

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

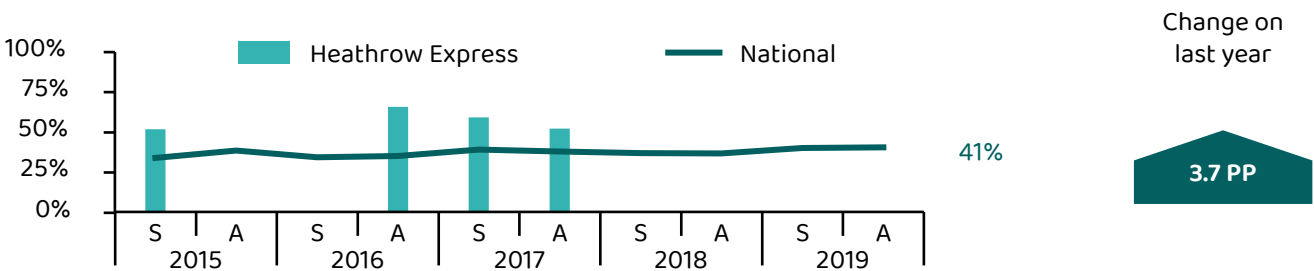
Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur



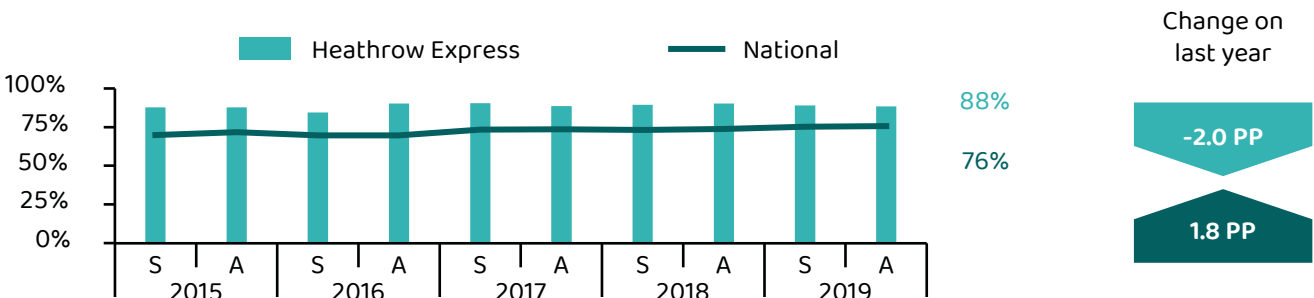
Note: data not available for all waves due to low response rate

Passenger satisfaction with how well the train company deals with delays



Note: data not available for all waves due to low response rate

Passenger satisfaction with provision of information during the journey



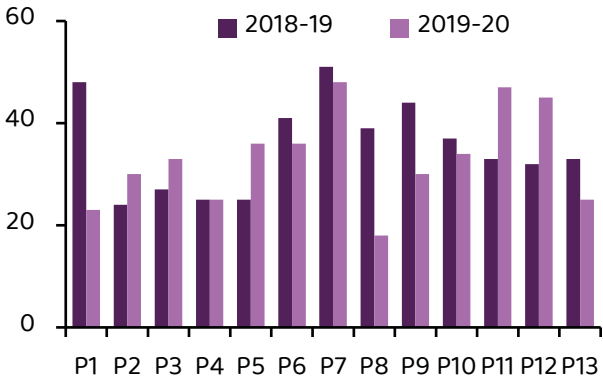
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Heathrow Express

Booked assistance volumes

Heathrow Express received 430 booked assistance requests in 2019-20. This accounted for less than 0.1% of all booked assists made nationally in 2019-20.



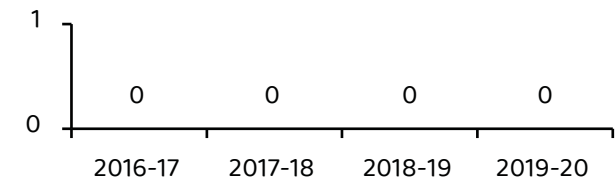
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Heathrow Express received zero claims for redress following booked assistance failure in 2019-20.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.0% of all complaints were related to accessibility issues.

Heathrow Express did not report any accessibility complaints in 2019-20.

Complaint type	% of accessibility complaints
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-

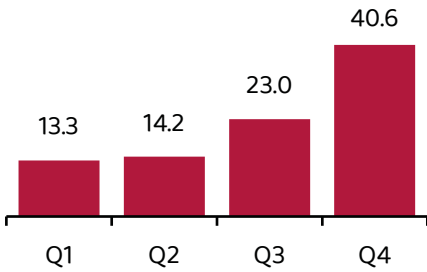
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

Heathrow Express

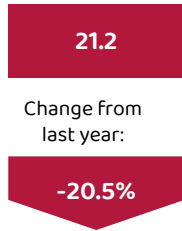
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



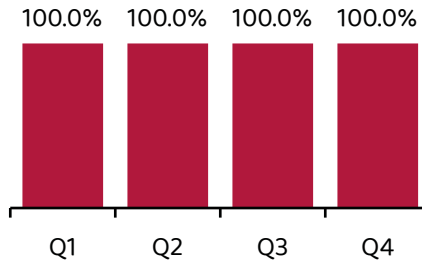
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints rate per 100,000 journeys in 2019-20:



Complaints responded to within 20 working days in 2019-20 by quarter

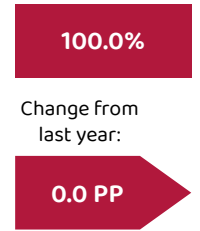


PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Complaints responded to within 20 working days in 2019-20



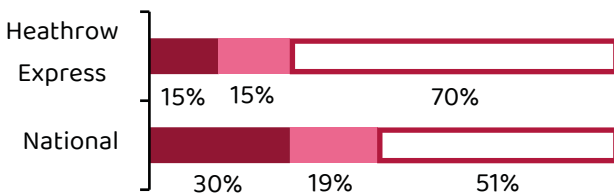
Percentage of complaints	Complaint type	Change on last year
26.8%	Punctuality/reliability (i.e. the train arriving/departing on time)	-5.0 PP
24.7%	Ticket buying facilities	-3.9 PP
20.2%	Provision of information on website or mobile apps	11.2 PP
10.4%	The attitudes and helpfulness of the staff at station	3.0 PP
7.1%	Ticketing and refunds policy	1.9 PP

Top 5 reasons for complaints in 2019-20

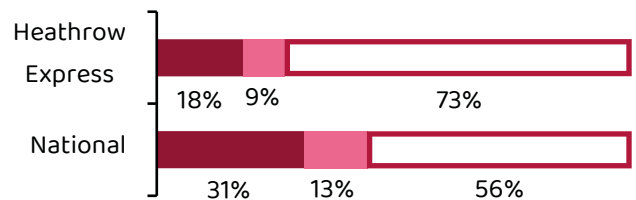
PP = percentage point change
Source: Train Operating Companies
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Heathrow Express sample size: 264

Satisfaction with complaints handling process



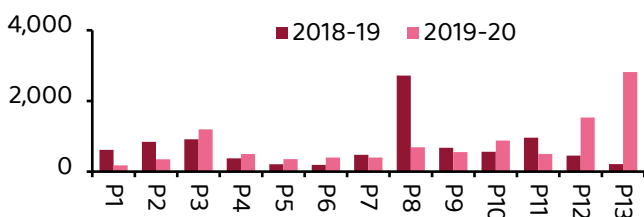
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Heathrow Express closed 10,365 delay compensation claims in 2019-2020. This is 12% higher than the previous year.

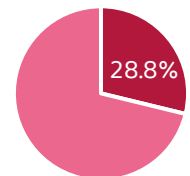


Heathrow Express operate a delay compensation scheme of Delays of 15+ mins. | Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Heathrow Express approved 28.8% of delay compensation claims in 2019-2020.

Approved (dark red) | Not Approved (light red)



Heathrow Express responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days (dark red) | No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Hull Trains

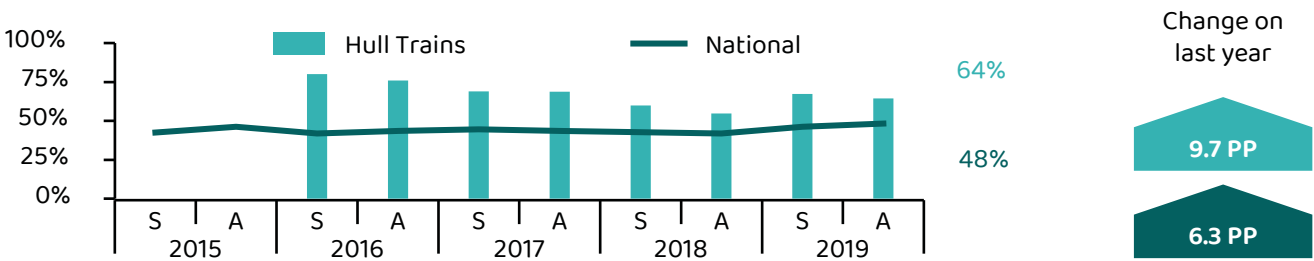
Owner group: FirstGroup
Operator: Hull Trains
Track access agreement end date: December 2029
Sector: Long distance

Operated stations 2019-20: 0
Employees 2019-20: 129
Passenger journeys 2019-20: 1 million
% change compared to last year: +3.5

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

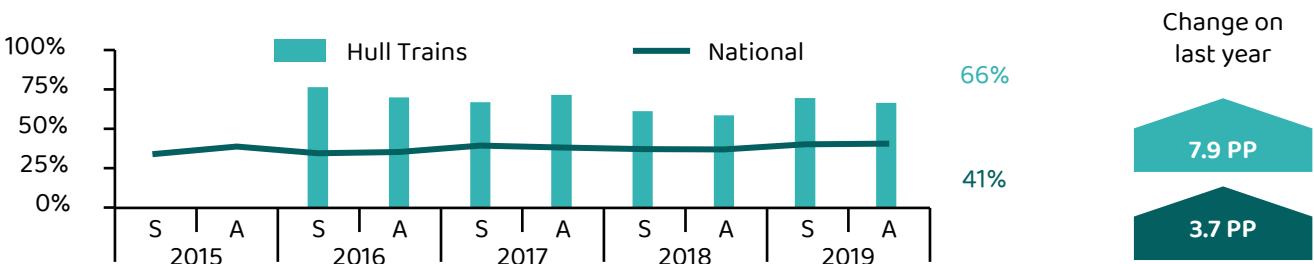
Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur



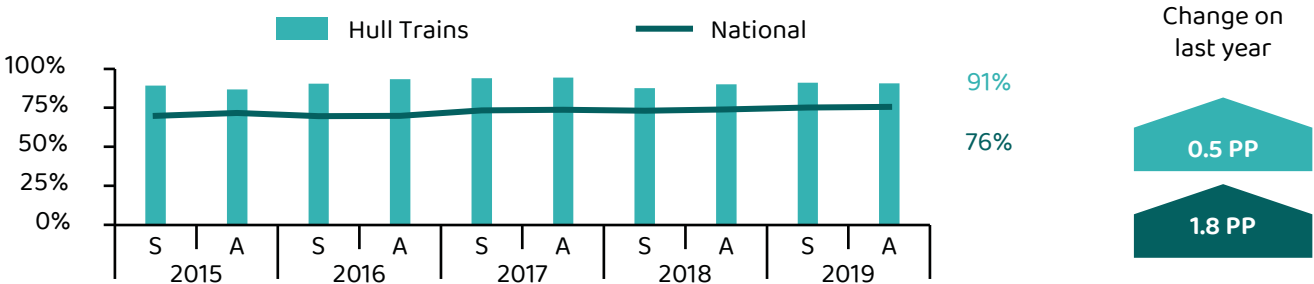
Note: data not available for all waves due to low response rate

Passenger satisfaction with how well the train company deals with delays



Note: data not available for all waves due to low response rate

Passenger satisfaction with provision of information during the journey



Note: data not available for all waves due to low response rate

PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Hull Trains

Booked assistance volumes

Data on the volume of booked assistance requests received in each rail period is available for each train operator that manages a station. This data is therefore not available for Hull Trains because they do not manage any stations.

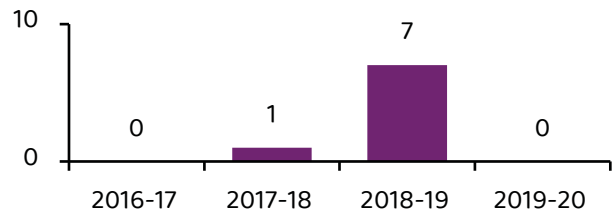
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

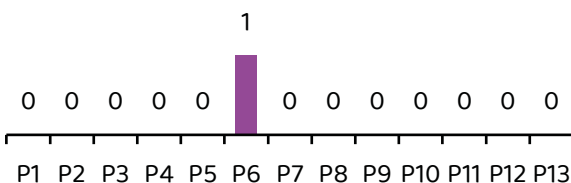
Data on passenger satisfaction with booked assistance is not available for Hull Trains as they do not manage any stations.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Hull Trains received 1 claim for redress following booked assistance failure in 2019-20, which was approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.7% (n=9) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Other accessibility	33%
Assistance staff	22%
Assistance booking process	11%
Booked assistance not provided at station	11%
Lack of disabled facilities at station/on train	11%

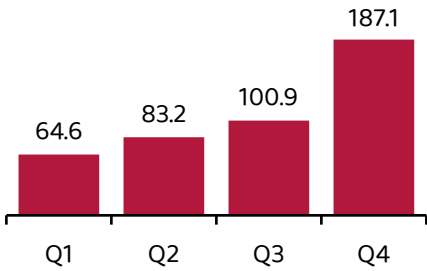
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

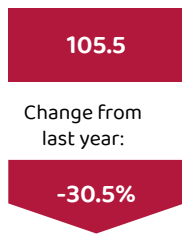
Complaints handling and delay compensation

Hull Trains

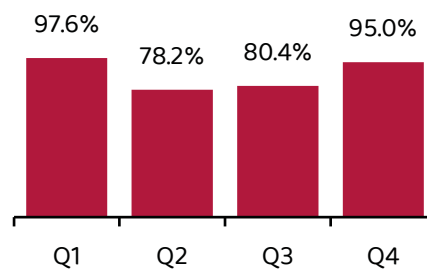
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



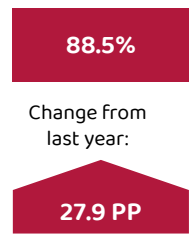
Complaints rate per 100,000 journeys in 2019-20:



Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

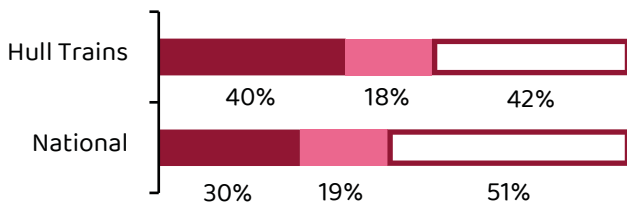
Percentage of complaints	Complaint type	Change on last year
17.0%	Sufficient room for all passengers to sit/stand	10.6 PP
16.0%	Facilities on board	9.1 PP
15.4%	Punctuality/reliability (i.e. the train arriving/departing on time)	-21.0 PP
9.6%	Upkeep and repair of the train	-9.1 PP
7.5%	Other – miscellaneous	4.9 PP

Top 5 reasons for complaints in 2019-20

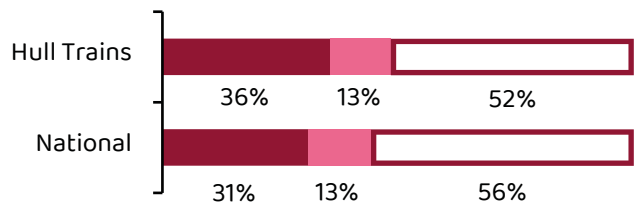
PP = percentage point change
Source: Train Operating Companies
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Hull Trains sample size: 295

Satisfaction with complaints handling process

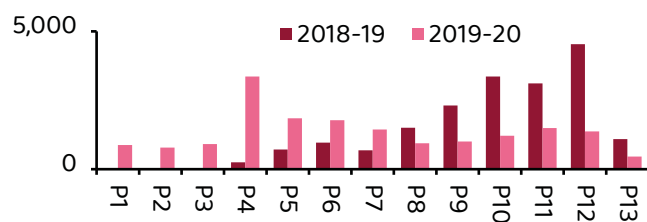


Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Hull Trains closed 17,493 delay compensation claims in 2019-20. This is 6% lower than the previous year.



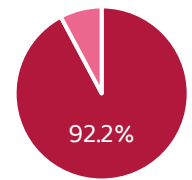
Hull Trains operate a traditional delay compensation scheme

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

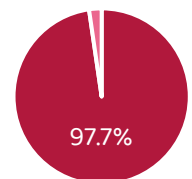
Hull Trains approved 92.2% of delay compensation claims in 2019-20.

Approved Not Approved



Hull Trains responded to 97.7% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Owner group: DFT OLR Holdings Limited
Operator: London North Eastern Railway
Franchise: InterCity East Coast
Franchise period: 24 June 2018 - *
Sector: Long distance

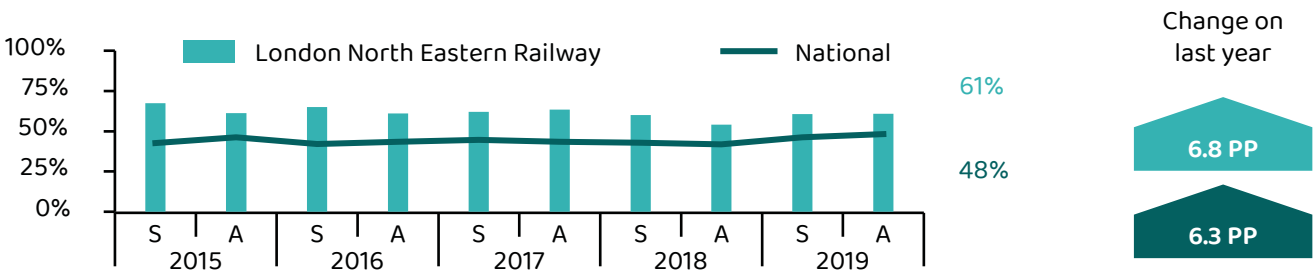
*Under the OLR there is currently no set end date to the franchise period

Operated stations 2019-20: 11
Employees 2019-20: 3,055
Passenger journeys 2019-20: 21.2 million
% change compared to last year: -4.7

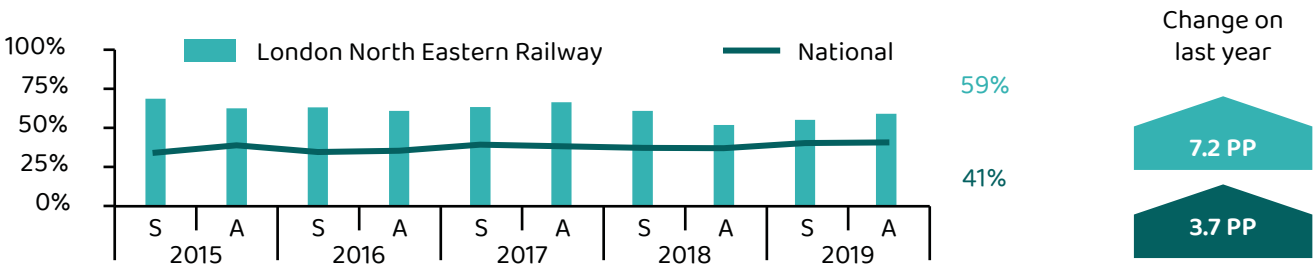
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

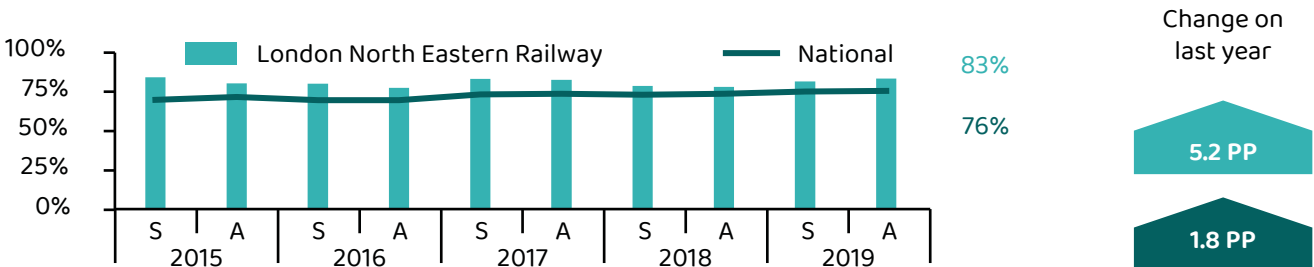
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey

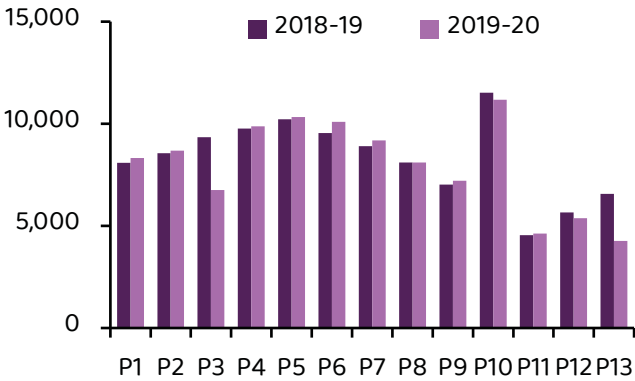


PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Booked assistance volumes

London North Eastern Railway received 104,010 booked assistance requests in 2019-20. This accounted for 8.5% of all booked assists made nationally in 2019-20.



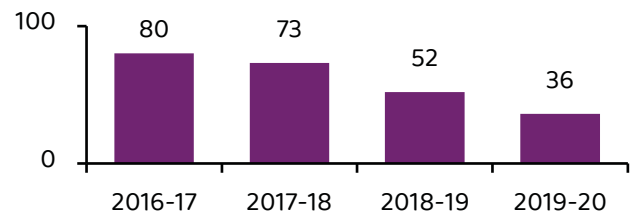
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

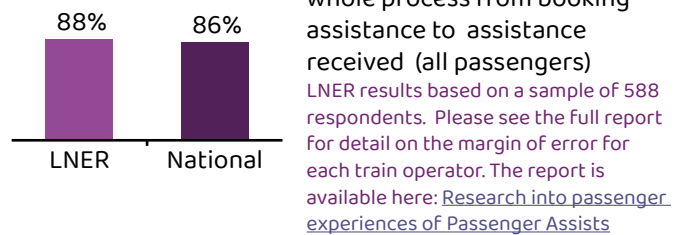
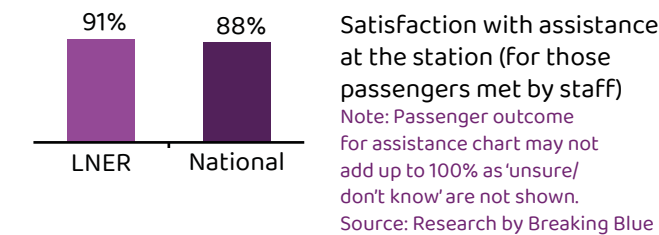
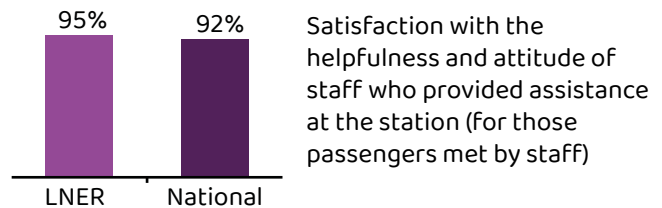
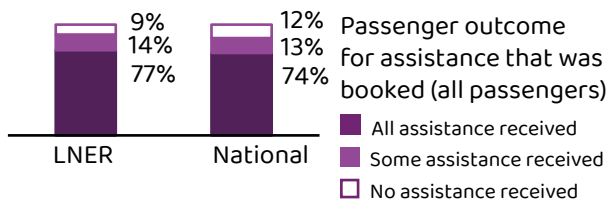
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



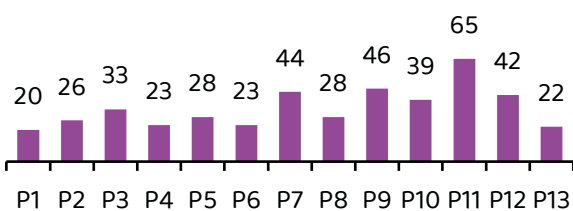
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20



Claims for redress following booked assistance failure in 2019-20

London North Eastern Railway received 439 claims for redress following booked assistance failure in 2019-20, of which 30.3% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.9% (n=633) of complaints received by this operator were related to accessibility issues.

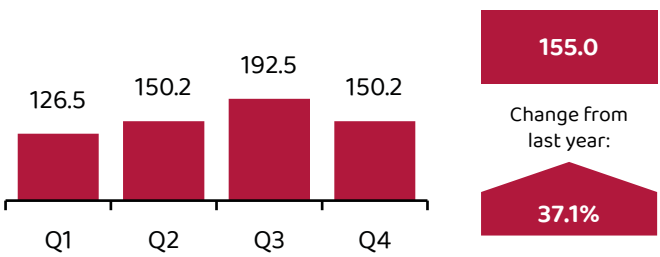
Complaint type	% of accessibility complaints
Booked assistance not provided at station	52%
Assistance staff	12%
Other accessibility	11%
Assistance booking process	5%
Booked assistance not provided on train	5%

Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

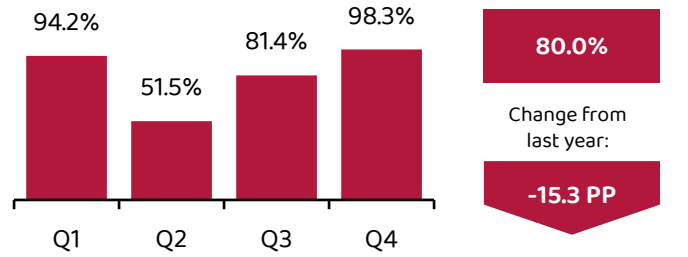
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
42.5%	Facilities on board	8.3 PP
7.1%	The helpfulness and attitude of staff on train	-0.5 PP
6.2%	Ticket buying facilities - other	-5.7 PP
5.1%	Other – miscellaneous	4.1 PP
4.9%	Ticketing and refunds policy	-0.7 PP

Top 5 reasons for complaints in 2019-20

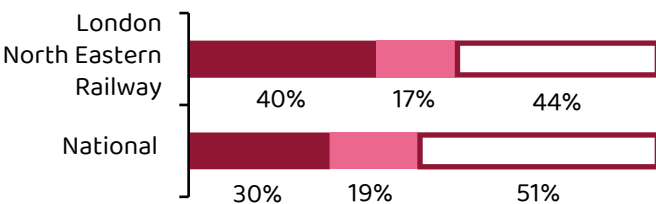
PP = percentage point change

Source: Train Operating Companies

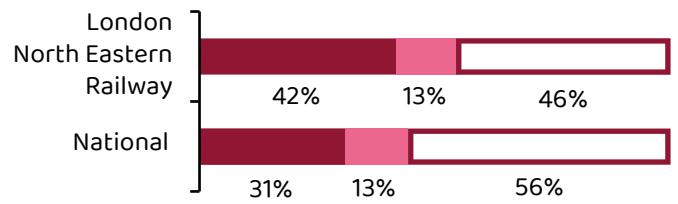
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | LNER sample size: 6,814

Satisfaction with complaints handling process



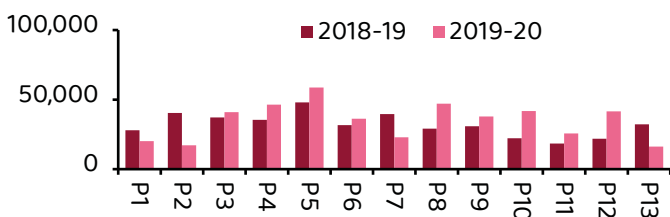
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

London North Eastern Railway closed 453,020 delay compensation claims in 2019-20. This is 9% higher than the previous year.

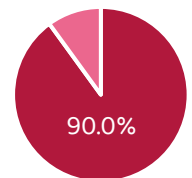


London North Eastern Railway operate the Delay Repay 30 compensation scheme. | Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

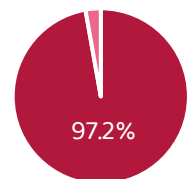
London North Eastern Railway approved 90% of delay compensation claims in 2019-2020.

Legend: Approved (dark red), Not Approved (light red)



London North Eastern Railway responded to 97.2% of delay compensation claims within 20 working days in 2019-2020.

Legend: Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

London Overground

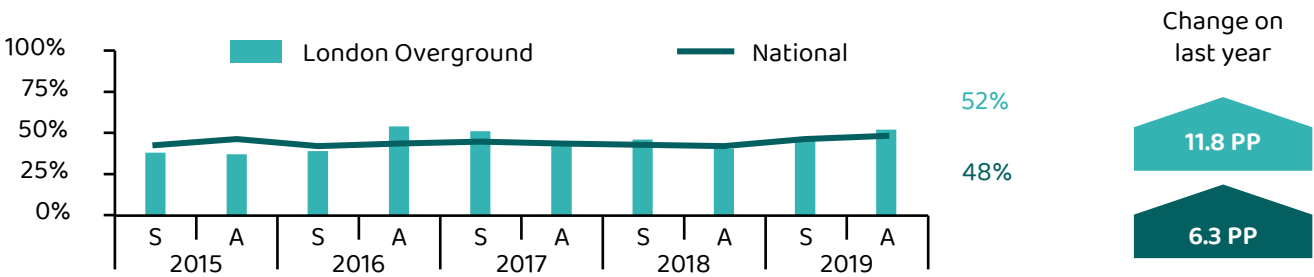
Owner group: Arriva UK Trains
Operator: Arriva Rail London (ARL)
TfL concession: London Overground
Concession period: 13 November 2016 – 01 May 2024
Sector: London and South East

Operated stations 2019-20: 81
Employees 2019-20: 1,502
Passenger journeys 2019-20: 186 million
% change compared to last year: -1.1

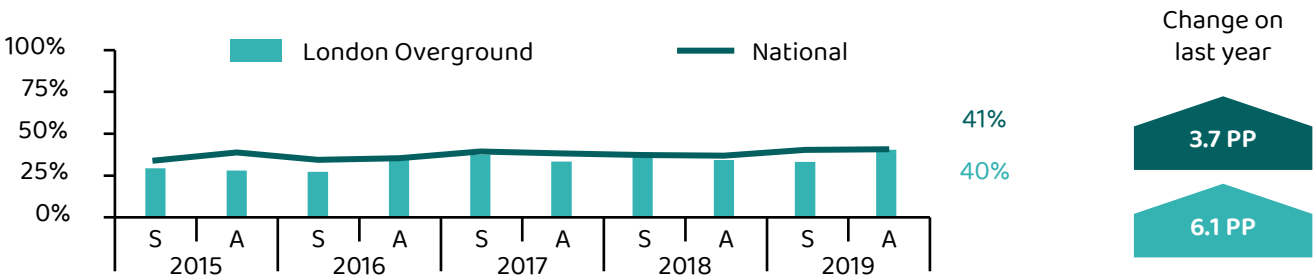
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

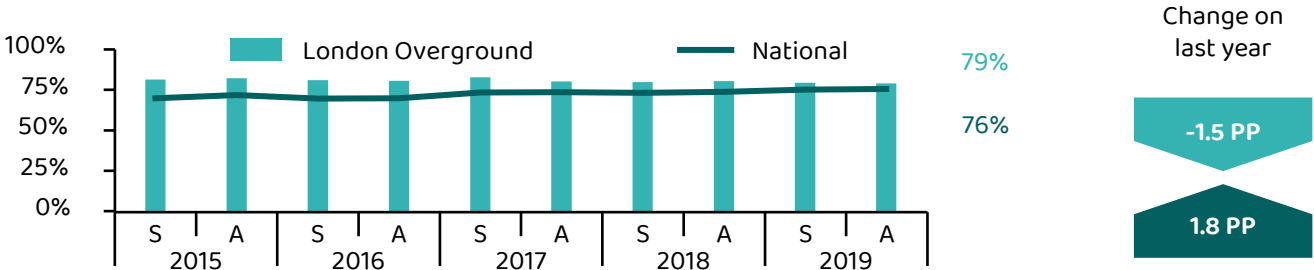
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



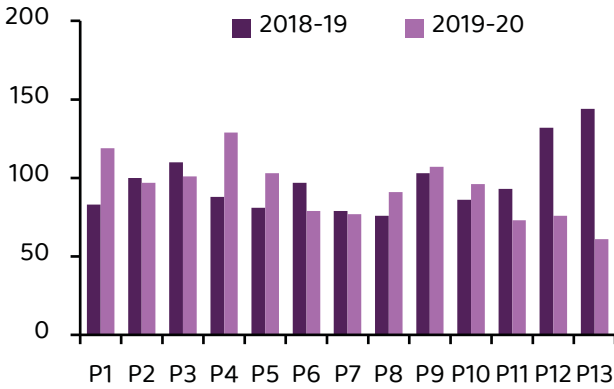
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

London Overground

Booked assistance volumes

London Overground received 1,209 booked assistance requests in 2019-20. This accounted for 0.1% of all booked assists made nationally in 2019-20.



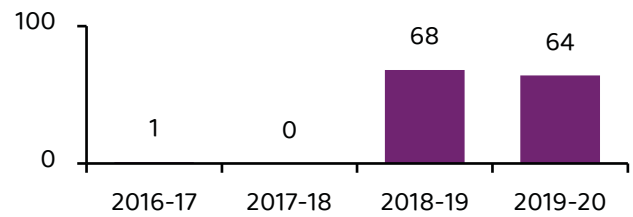
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

London Overground received zero claims for redress following booked assistance failure in 2019-20.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.4% (n=10) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Lack of disabled facilities at station/on train	100%
[No other accessibility categories reported]	-
[No other accessibility categories reported]	-
[No other accessibility categories reported]	-
[No other accessibility categories reported]	-

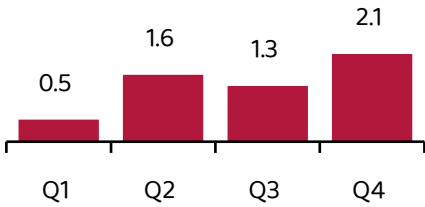
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

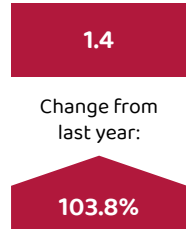
Complaints handling and delay compensation

London Overground

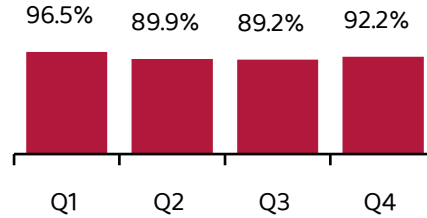
Complaints rate (per 100,000 journeys) in 2019-20 by quarter



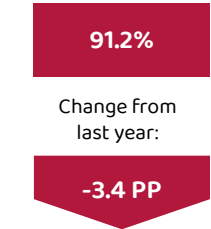
Complaints rate per 100,000 journeys in 2019-20:



Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
51.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	6.0 PP
17.8%	The attitudes and helpfulness of the staff at station	2.4 PP
4.4%	Environmental	0.6 PP
4.2%	Timetabling	-0.6 PP
3.6%	Provision of information about train times/platforms	2.9 PP

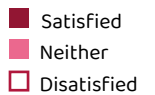
Top 5 reasons for complaints in 2019-20

PP = percentage point change
 Source: Train Operating Companies
 Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20

Satisfaction with complaints handling process

Satisfaction with outcome of complaint



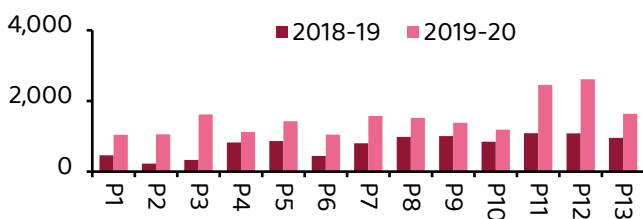
Note: London Overground were unable to supply this information in time for publication due to exceptional operational constraints caused by the impact of Covid-19.

Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

London Overground closed 19,704 delay compensation claims in 2019-2020.

This is 98% higher than the previous year.



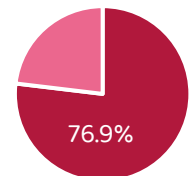
London Overground operate a traditional delay compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

London Overground approved 76.9% of delay compensation claims in 2019-2020.

Approved (dark red) Not Approved (light red)



London Overground responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days (dark red) No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Merseyrail

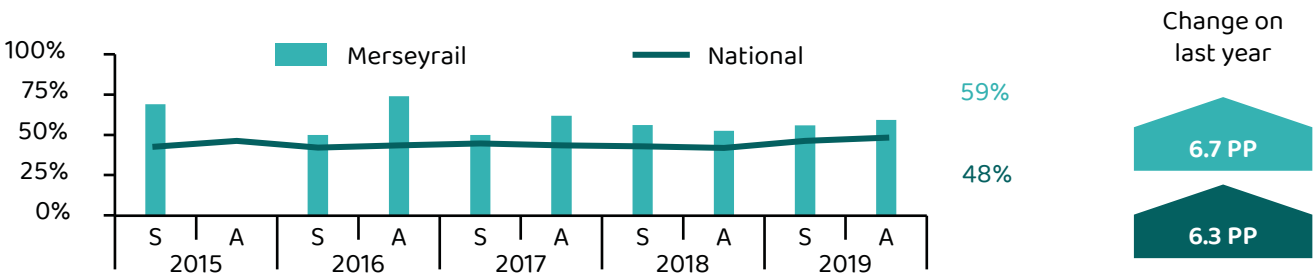
Owner group: Serco / Abellio
Operator: Merseyrail
Franchise: Merseyrail
Franchise period: 20 July 2003 – 22 July 2028
Sector: Regional

Operated stations 2019-20: 66
Employees 2019-20: 1,168
Passenger journeys 2019-20: 42.6 million
% change compared to last year: +1.1

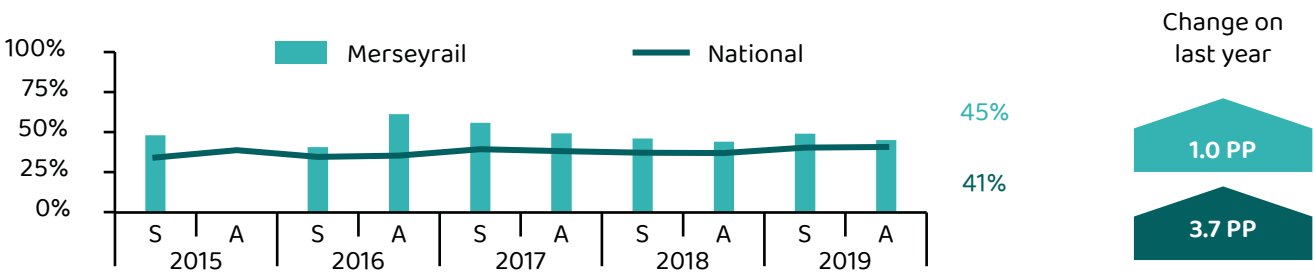
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

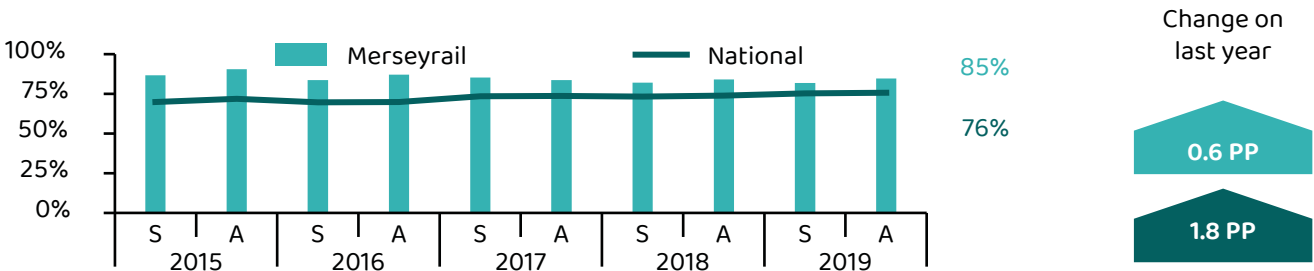
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



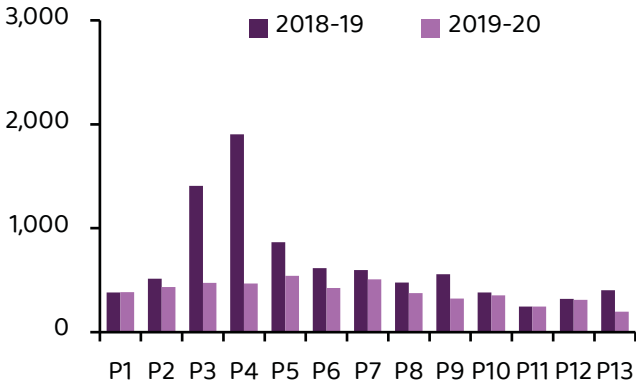
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Merseyrail

Booked assistance volumes

Merseyrail received 5,043 booked assistance requests in 2019-20. This accounted for 0.4% of all booked assists made nationally in 2019-20.



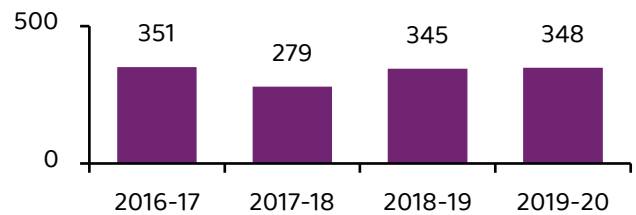
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Note: 2019-20 data includes partial data only. Merseyrail could supply P1-11 only due to their supplier being closed due the coronavirus pandemic.

Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

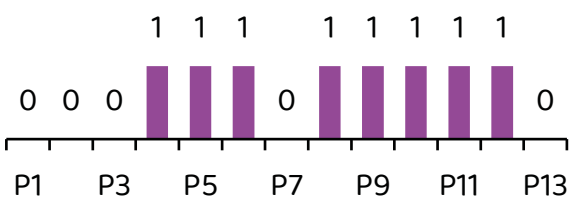
No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Merseyrail received 8 claims for redress following booked assistance failure in 2019-20, of which 37.5% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 4.0% (n=114) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Other accessibility	32%
Unbooked assistance not provided at station	19%
Lack of disabled facilities at station/on train	11%
Assistance staff	11%
Booked assistance not provided at station	10%

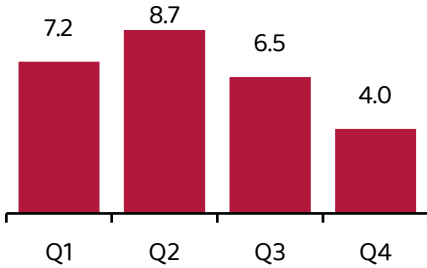
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

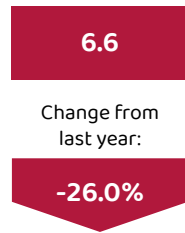
Complaints handling and delay compensation

Merseyrail

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



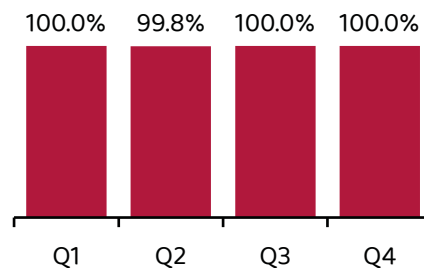
Complaints rate per 100,000 journeys in 2019-20:



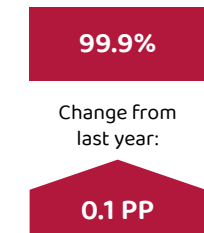
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
30.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	-7.4 PP
11.8%	Ticket buying facilities	6.2 PP
7.5%	The attitudes and helpfulness of the staff at station	1.2 PP
4.8%	On board policy	2.2 PP
4.1%	Sufficient room for all passengers to sit/stand	2.7 PP

Top 5 reasons for complaints in 2019-20

PP = percentage point change

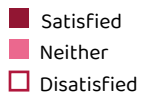
Source: Train Operating Companies

Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Merseyrail sample size: 57

Satisfaction with complaints handling process

Satisfaction with outcome of complaint

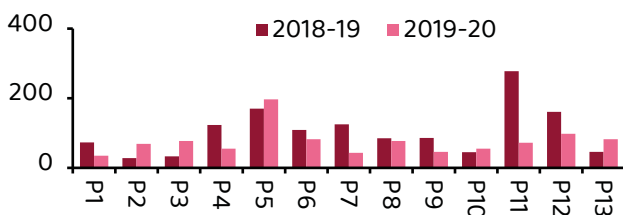


Note: Due to a low sample size, the results for Merseyrail have not been shown within this report.

Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Merseyrail closed 988 delay compensation claims in 2019-20. This is 27% lower than the previous year.



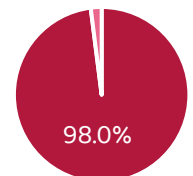
Merseyrail operate a traditional delay compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Merseyrail approved 98% of delay compensation claims in 2019-20.

Approved (dark red) Not Approved (light red)



Merseyrail responded to 100% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days (dark red) No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Northern Trains

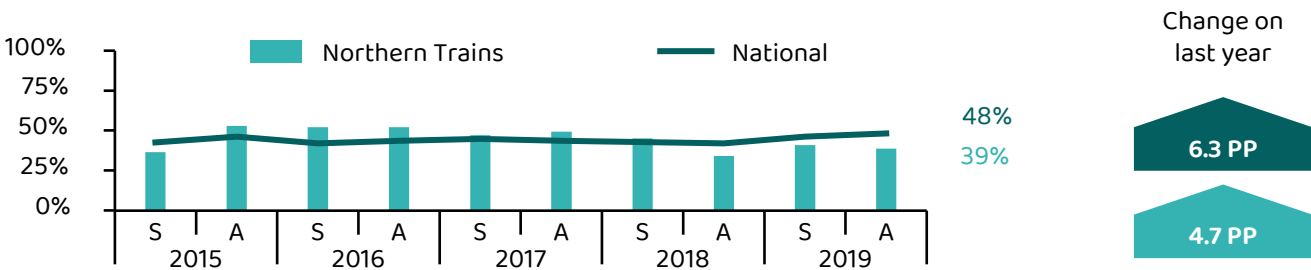
Owner group: Arriva UK Trains
Operator: Northern
Franchise: Northern
Franchise period: 01 April 2016 – 31 March 2025
Sector: Regional

Operated stations 2019-20: 477
Employees 2019-20: 6,351
Passenger journeys 2019-20: 108 million
% change compared to last year: +6.6

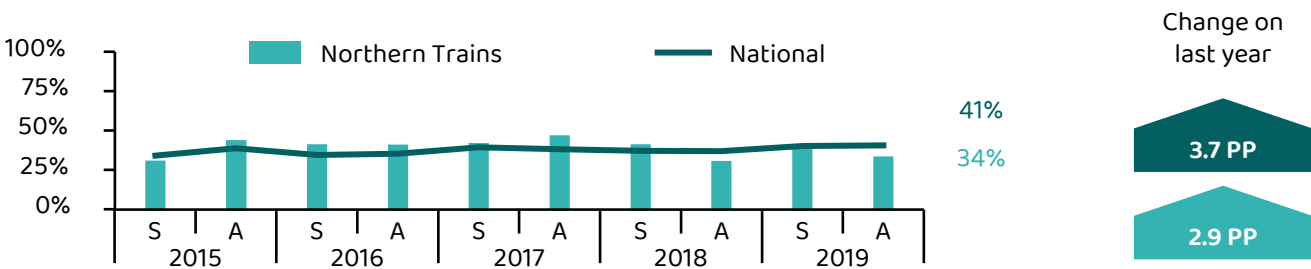
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

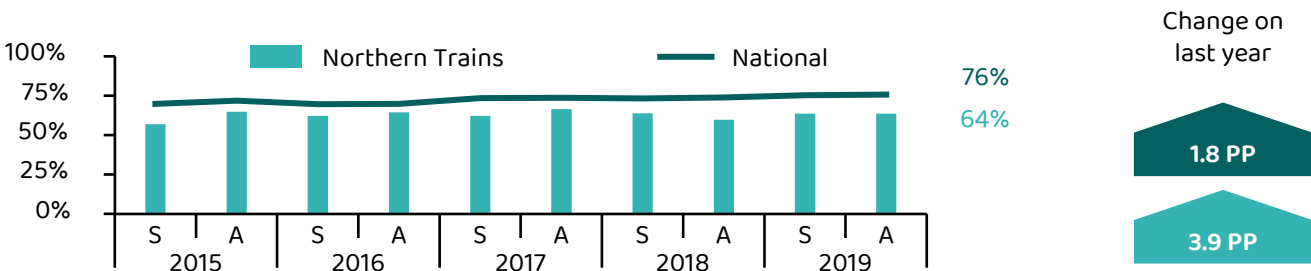
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



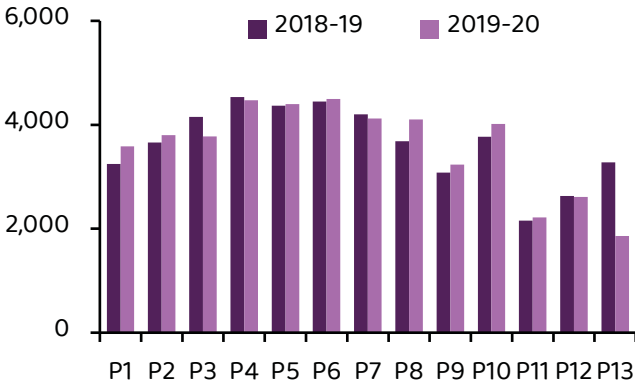
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Northern Trains

Booked assistance volumes

Northern Trains received 46,692 booked assistance requests in 2019-20. This accounted for 3.8% of all booked assists made nationally in 2019-20.



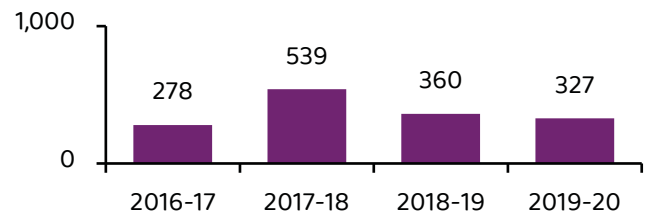
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

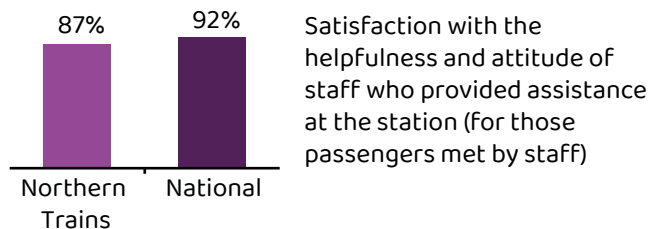
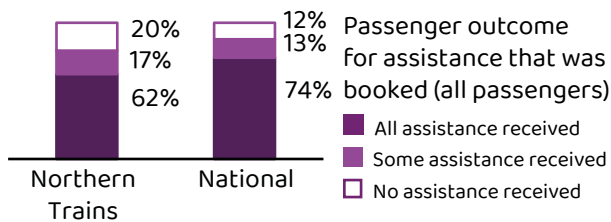
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



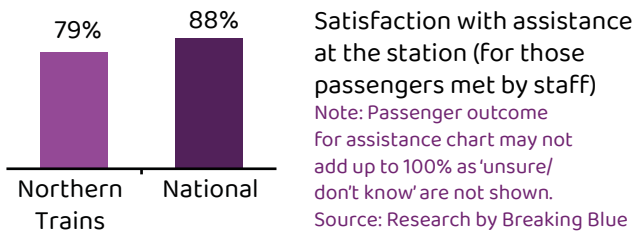
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20



Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

Northern trains results based on a sample of 191 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

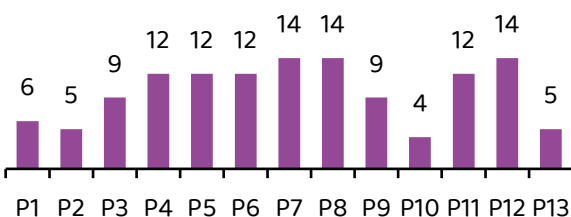


Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

Claims for redress following booked assistance failure in 2019-20

Northern Trains received 128 claims for redress following booked assistance failure in 2019-20, of which 100% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.3% (n=532) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	20%
TOC accessibility policy	17%
The ease of being able to get on and off	10%
Other accessibility	9%
Assistance staff	9%

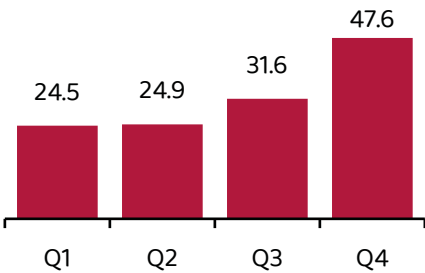
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

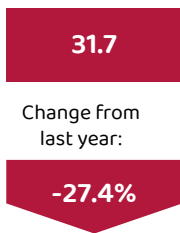
Complaints handling and delay compensation

Northern Trains

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



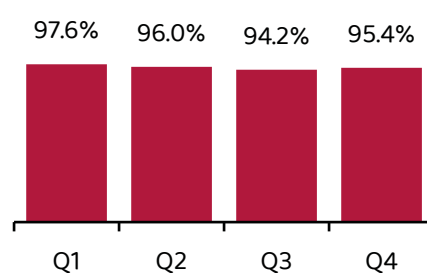
Complaints rate per 100,000 journeys in 2019-20:



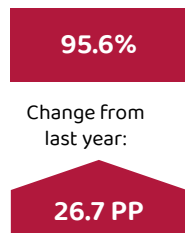
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
39.0%	Punctuality/reliability (i.e. the train arriving/departing on time)	0.7 PP
7.0%	The attitudes and helpfulness of the staff at station	2.0 PP
6.9%	Sufficient room for all passengers to sit/stand	1.4 PP
6.0%	The helpfulness and attitude of staff on train	0.5 PP
4.9%	Ticket buying facilities - other	3.6 PP

Top 5 reasons for complaints in 2019-20

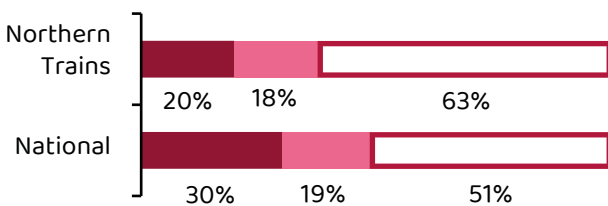
PP = percentage point change

Source: Train Operating Companies

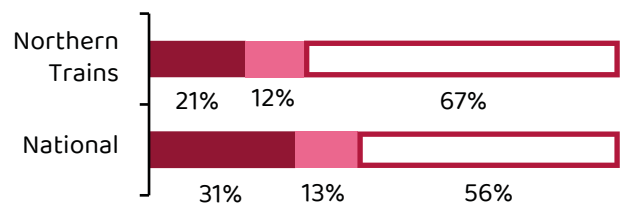
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Northern Trains sample size: 5,397

Satisfaction with complaints handling process



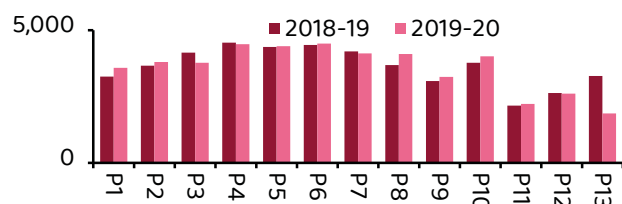
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Northern Trains closed 364,689 delay compensation claims in 2019-20. This is 48% higher than the previous year.



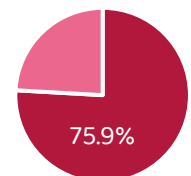
Northern Trains switched from DR 30 to DR 15 from 2018-19 P10

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

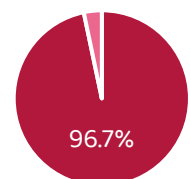
Northern Trains approved 75.9% of delay compensation claims in 2019-20.

Legend: Approved (Dark Red), Not Approved (Light Red)



Northern Trains responded to 96.7% of delay compensation claims within 20 working days in 2019-20.

Legend: Responded within 20 working days (Dark Red), No response within 20 working days (Light Red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

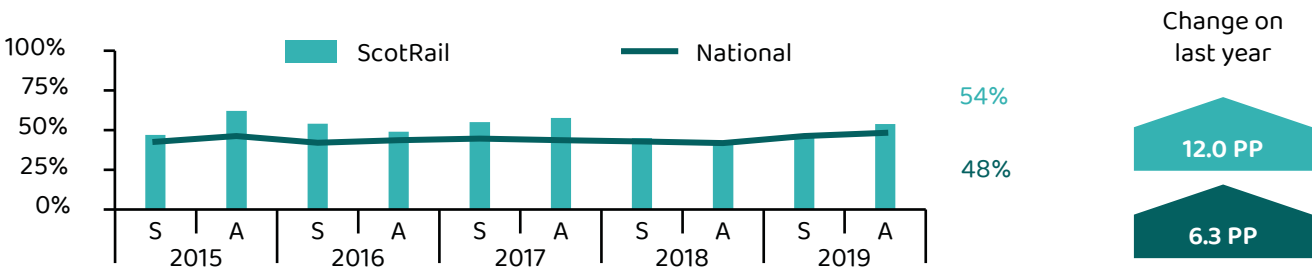
Owner group: Abellio
Operator: Abellio ScotRail
Franchise: ScotRail
Franchise period: 1 April 2015 – 21 March 2025
Sector: Scotland

Operated stations 2019-20: 354
Employees 2019-20: 5,162
Passenger journeys 2019-20: 96.4 million
% change compared to last year: -1.4

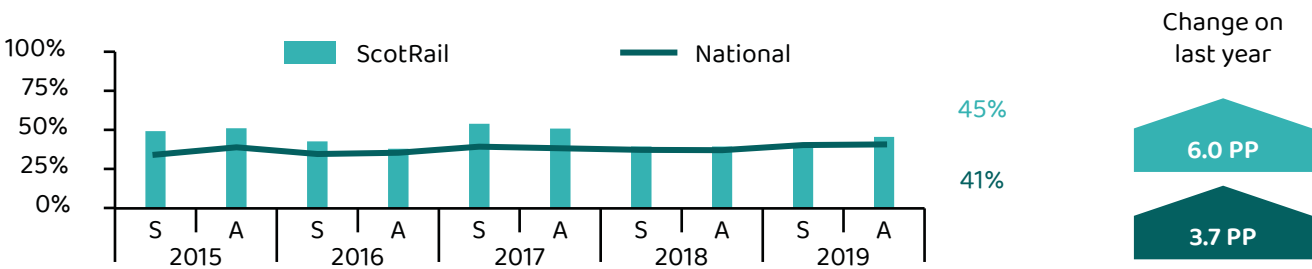
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

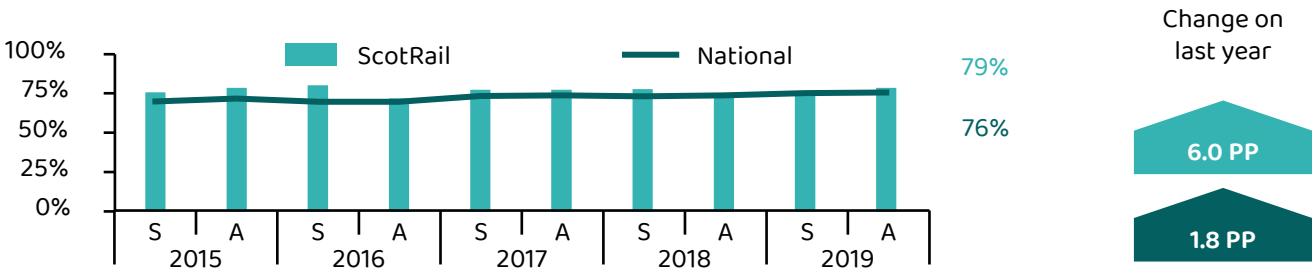
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey

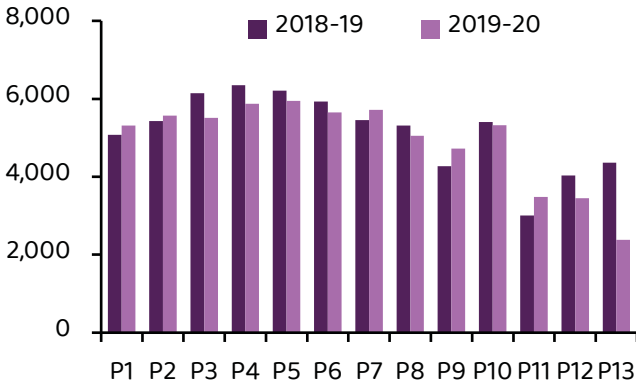


PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Booked assistance volumes

ScotRail received 64,011 booked assistance requests in 2019-20. This accounted for 5.2% of all booked assists made nationally in 2019-20.



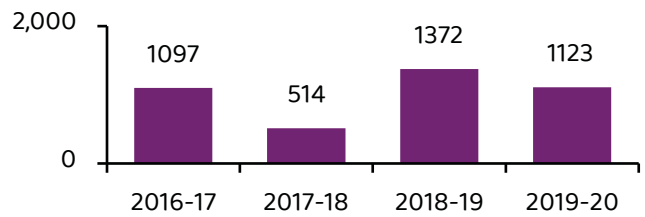
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

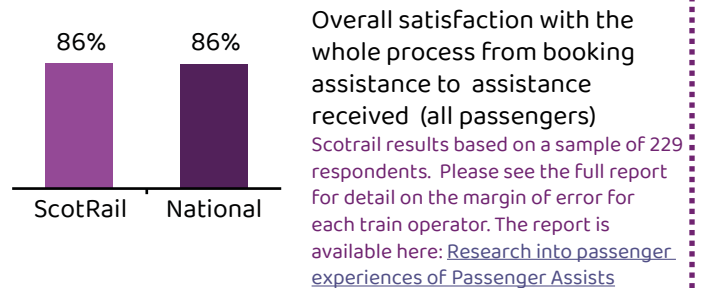
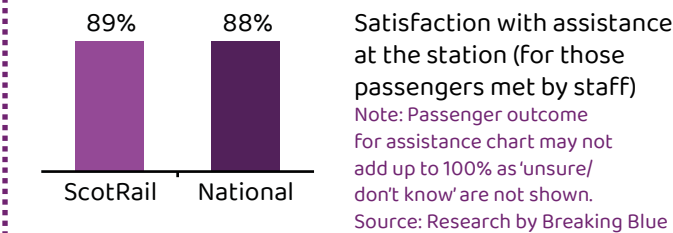
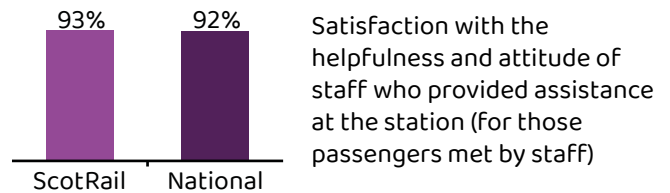
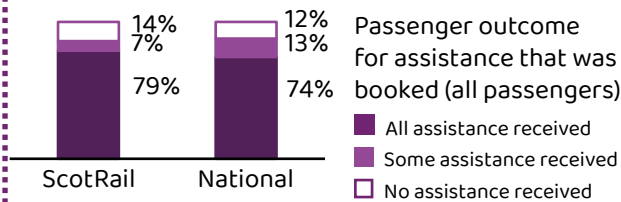
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



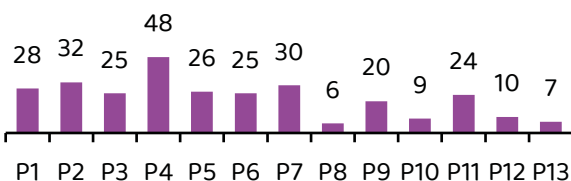
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20



Claims for redress following booked assistance failure in 2019-20

ScotRail received 290 claims for redress following booked assistance failure in 2019-20, of which 17.2% were approved.



Note: This data was collected for the first time in 2019-20
Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.1% (n=281) of complaints received by this operator were related to accessibility issues.

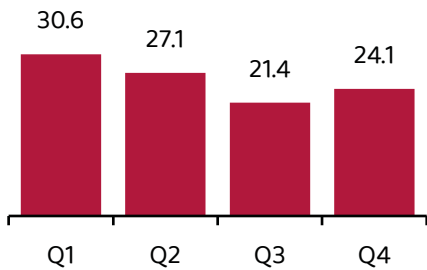
Complaint type	% of accessibility complaints
Booked assistance not provided at station	31%
Other accessibility	23%
Assistance booking process	14%
Lack of disabled facilities at station/on train	12%
Assistance staff	5%

Source: Train Operating Companies

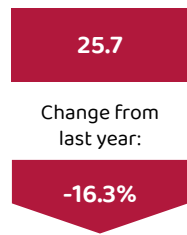
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



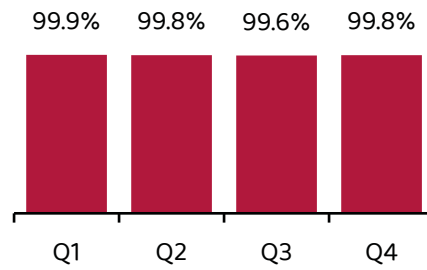
Complaints rate per 100,000 journeys in 2019-20:



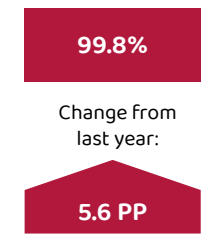
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
28.0%	Punctuality/reliability (i.e. the train arriving/departing on time)	0.0 PP
12.1%	Sufficient room for all passengers to sit/stand	0.7 PP
9.4%	Ticketing and refunds policy	-0.5 PP
6.6%	The helpfulness and attitude of staff on train	1.9 PP
6.1%	The attitudes and helpfulness of the staff at station	-0.7 PP

Top 5 reasons for complaints in 2019-20

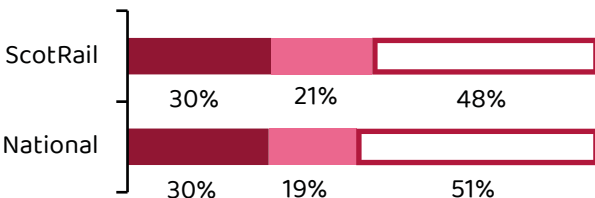
PP = percentage point change

Source: Train Operating Companies

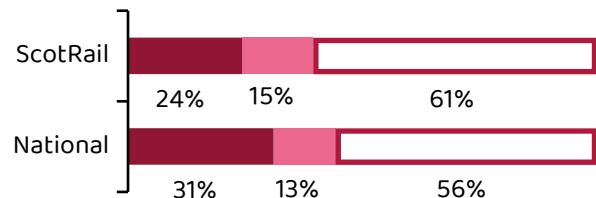
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Scotrail sample size: 3,598

Satisfaction with complaints handling process



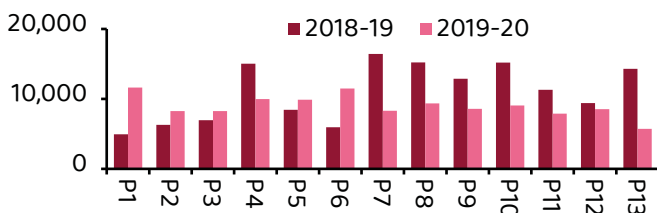
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

ScotRail closed 117,004 delay compensation claims in 2019-2020. This is 18% lower than the previous year.



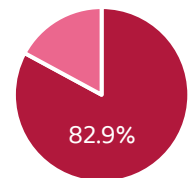
Scotrail operate the Delay Repay 30 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

ScotRail approved 82.9% of delay compensation claims in 2019-2020.

Approved Not Approved



ScotRail responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

South Western Railway

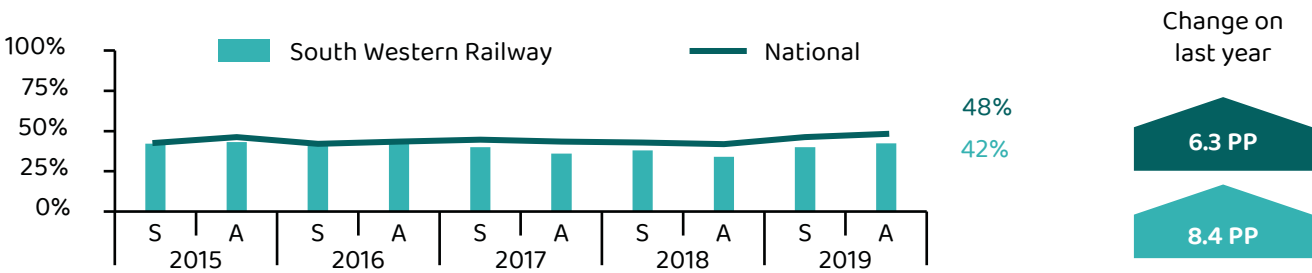
Owner group: FirstGroup & MTR
Operator: South Western Railway
Franchise: South Western
Franchise period: August 2017 - August 2024
Sector: London and South East

Operated stations 2019-20: 184
Employees 2019-20: 5,308
Passenger journeys 2019-20: 203.7 million
% change compared to last year: -5.7

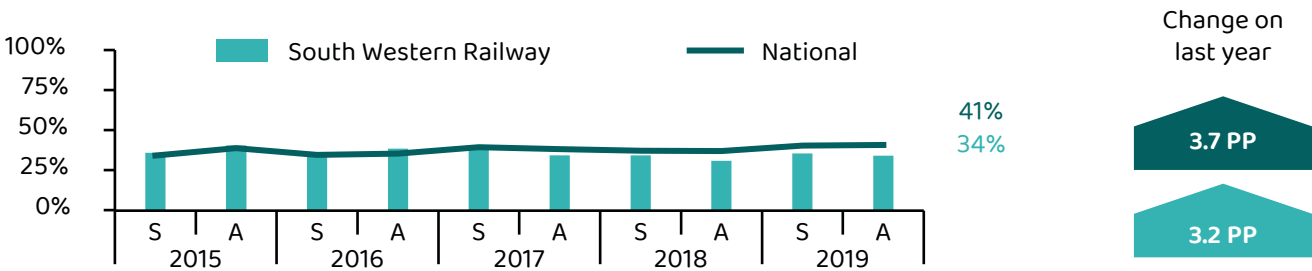
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

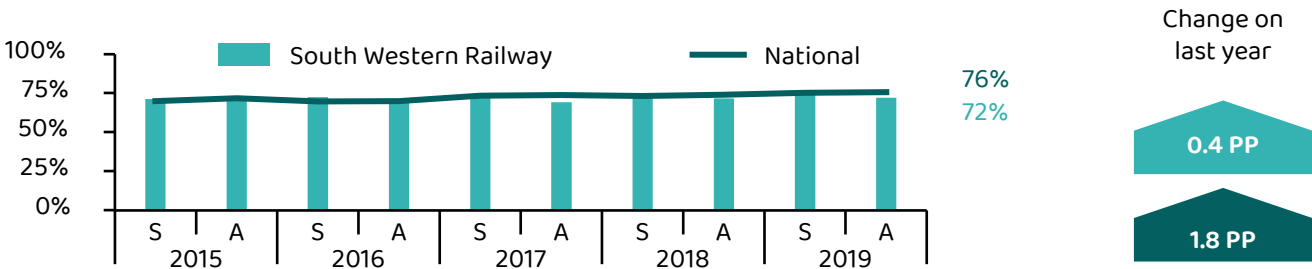
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



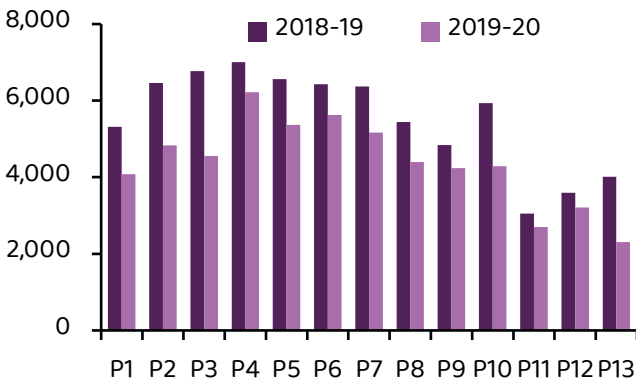
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

South Western Railway

Booked assistance volumes

South Western Railway received 56,956 booked assistance requests in 2019-20. This accounted for 4.7% of all booked assists made nationally in 2019-20.



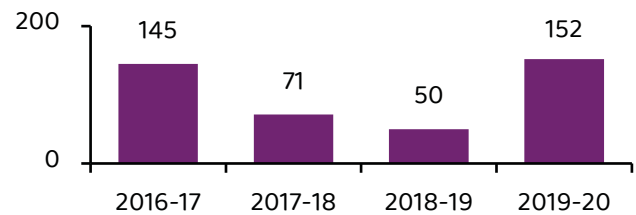
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

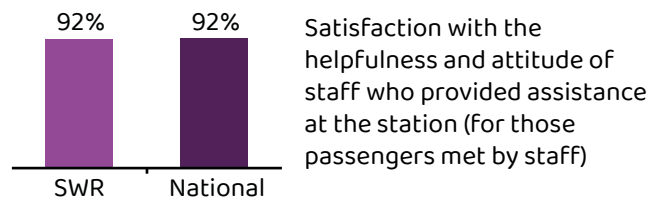
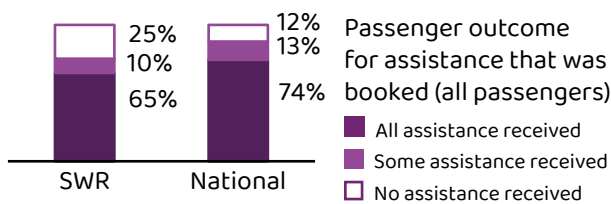
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers

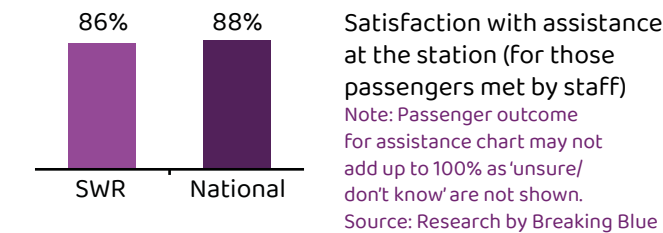


Source: Train Operating Companies

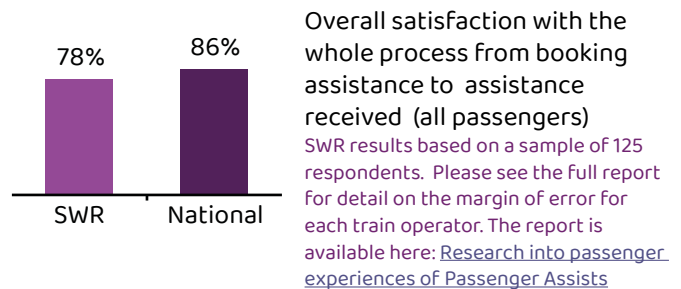
Passenger experience of booked assistance in 2019-20



Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



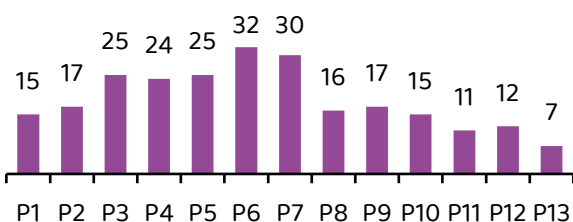
Satisfaction with assistance at the station (for those passengers met by staff)
Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.
Source: Research by Breaking Blue



Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)
SWR results based on a sample of 125 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

South Western Railway received 246 claims for redress following booked assistance failure in 2019-20, of which 45.5% were approved.



Note: This data was collected for the first time in 2019-20
Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.1% (n=604) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	35%
Other accessibility	32%
Unbooked assistance not provided at station	6%
Lack of disabled facilities at station/on train	6%
Booked assistance not provided on train	6%

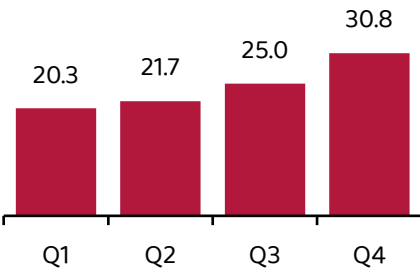
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

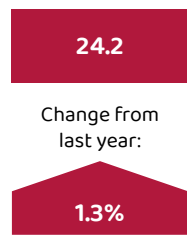
Complaints handling and delay compensation

South Western Railway

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



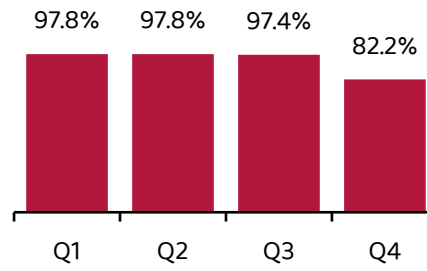
Complaints rate per 100,000 journeys in 2019-20:



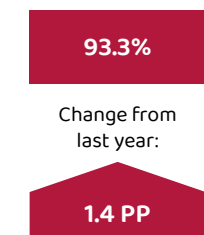
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
29.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	2.1 PP
10.8%	Claim rejected	4.1 PP
5.1%	Ticket buying facilities - other	2.3 PP
5.0%	The attitudes and helpfulness of the staff at station	0.5 PP
4.8%	Compensation claims process	-1.3 PP

Top 5 reasons for complaints in 2019-20

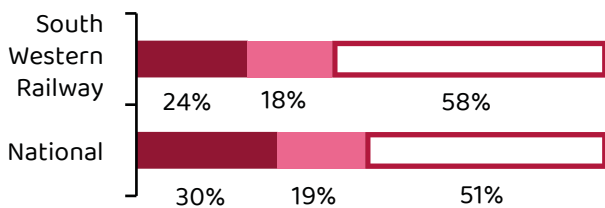
PP = percentage point change

Source: Train Operating Companies

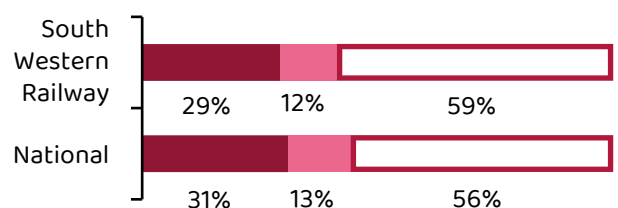
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | South Western Railway sample size: 2,865

Satisfaction with complaints handling process



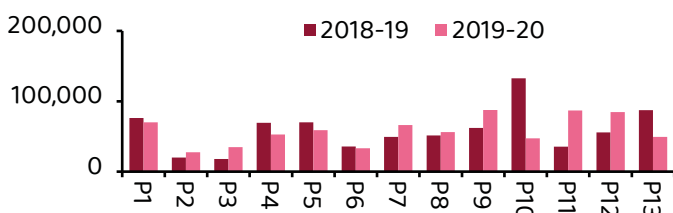
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

South Western Railway closed 755,515 delay compensation claims in 2019-2020. This is 1% lower than the previous year.



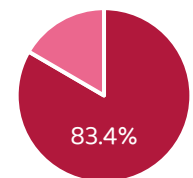
South Western Railway operate the Delay Repay 15 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

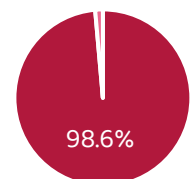
South Western Railway approved 83.4% of delay compensation claims in 2019-2020.

Legend: Approved (dark red), Not Approved (light red)



South Western Railway responded to 98.6% of delay compensation claims within 20 working days in 2019-2020.

Legend: Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Southeastern

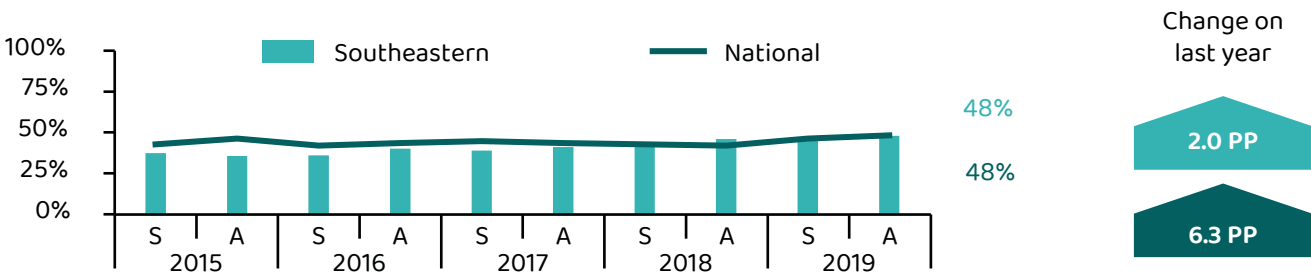
Owner group: Govia
Operator: Southeastern
Franchise: South Eastern
Franchise period: 01 April 2006 – 10 November 2019
Sector: London and South East

Operated stations 2019-20: 164
Employees 2019-20: 4,511
Passenger journeys 2019-20: 179.5 million
% change compared to last year: -2.0

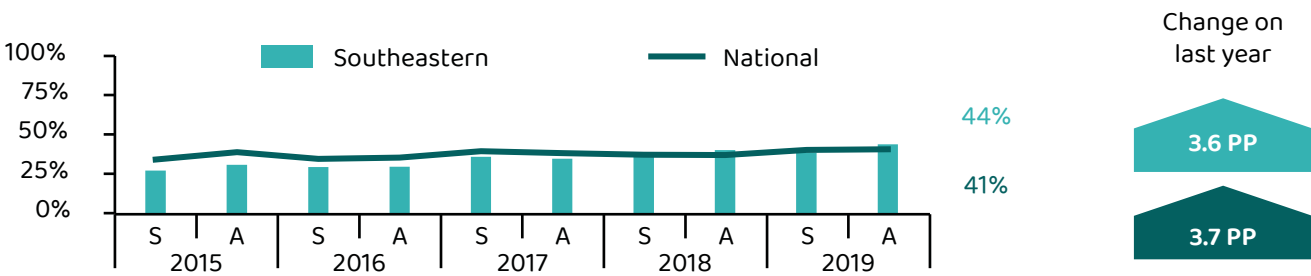
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

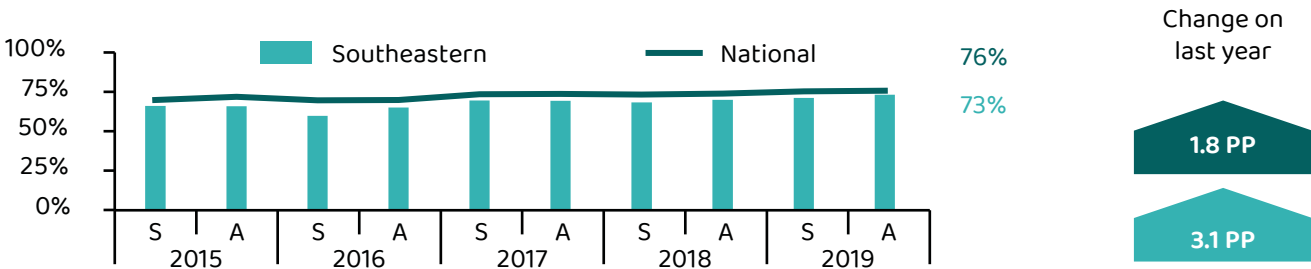
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



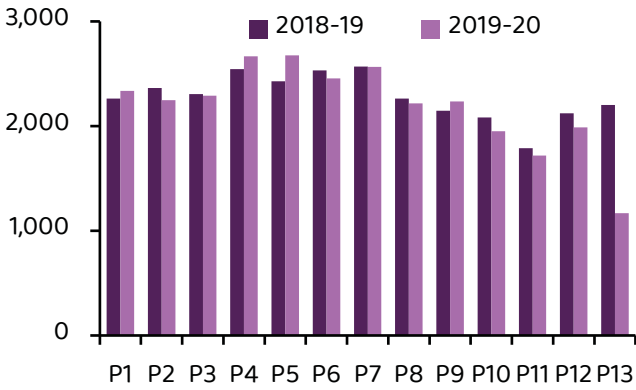
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Southeastern

Booked assistance volumes

Southeastern received 28,528 booked assistance requests in 2019-20. This accounted for 2.3% of all booked assists made nationally in 2019-20.



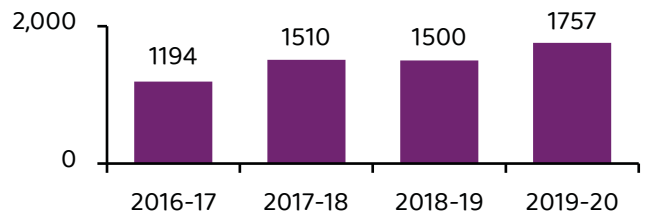
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

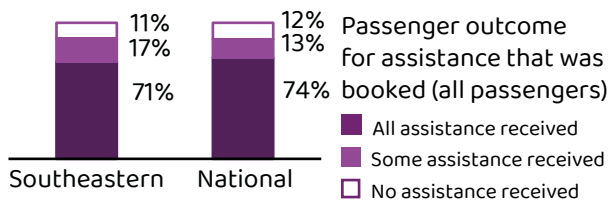
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



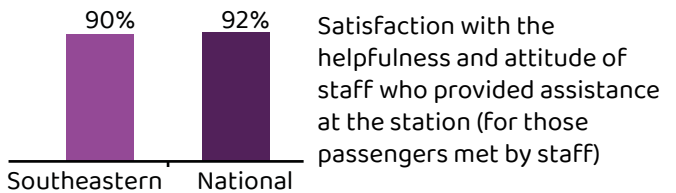
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

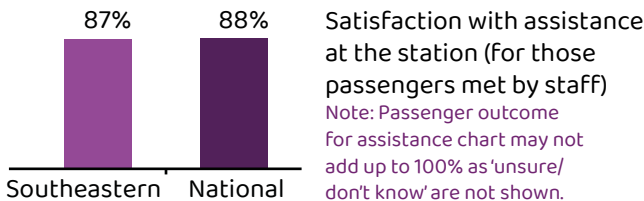


Passenger outcome for assistance that was booked (all passengers)

Legend:
 ■ All assistance received
 ■ Some assistance received
 □ No assistance received



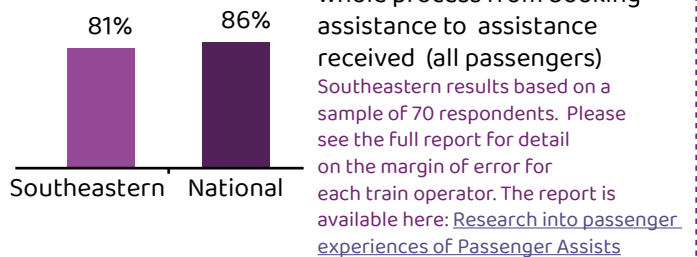
Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

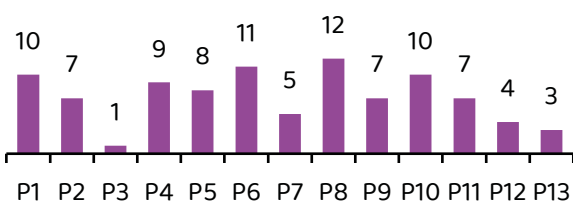


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

Southeastern results based on a sample of 70 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

Southeastern received 94 claims for redress following booked assistance failure in 2019-20, of which 100% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.5% (n=511) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Assistance staff	49%
Booked assistance not provided at station	17%
Unbooked assistance not provided at station	8%
Disabled toilets at station/on train	6%
Other accessibility	4%

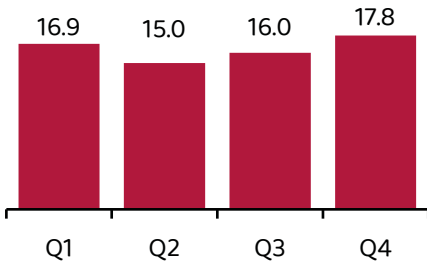
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

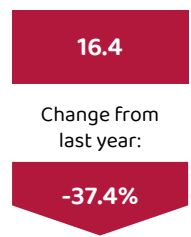
Complaints handling and delay compensation

Southeastern

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



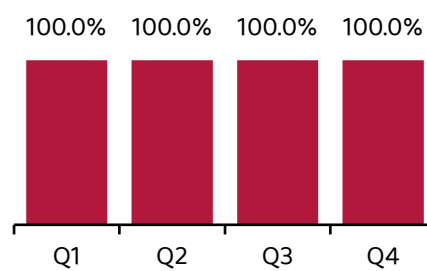
Complaints rate per 100,000 journeys in 2019-20:



Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
15.1%	Facilities on board	4.4 PP
14.2%	Punctuality/reliability (i.e. the train arriving/departing on time)	-4.5 PP
7.3%	Smartcards	0.2 PP
5.7%	Other complaints handling	5.1 PP
5.3%	The attitudes and helpfulness of the staff at station	1.3 PP

Top 5 reasons for complaints in 2019-20

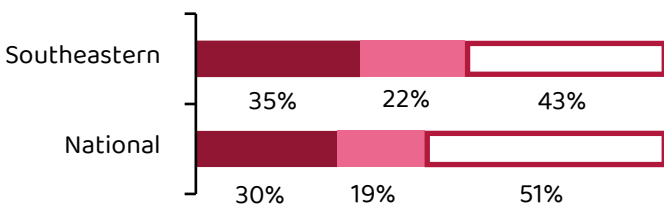
PP = percentage point change

Source: Train Operating Companies

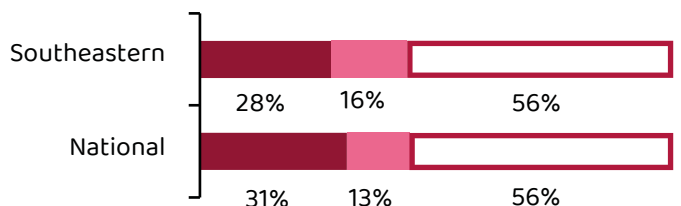
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Southeastern sample size: 1,371

Satisfaction with complaints handling process



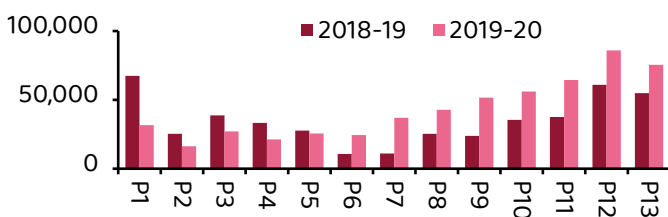
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

Southeastern closed 559,883 delay compensation claims in 2019-2020. This is 24% higher than the previous year.



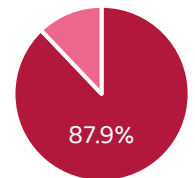
Southeastern switched from DR30 scheme to DR15 from 2019-20 P6

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

Southeastern approved 87.9% of delay compensation claims in 2019-2020.

Approved Not Approved



Southeastern responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

TfL Rail

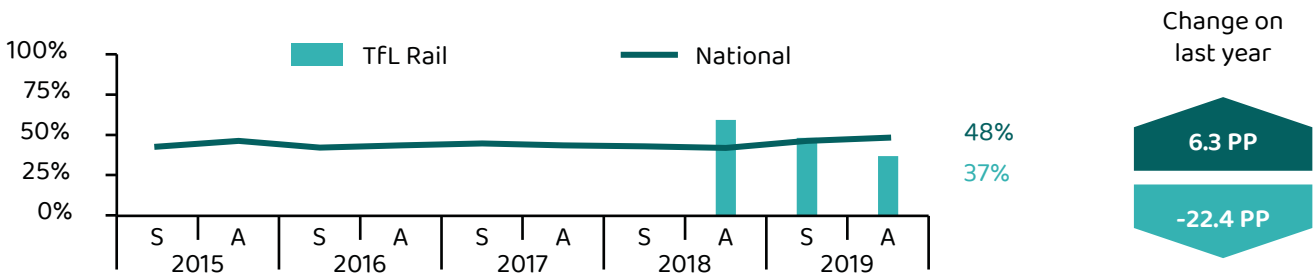
Owner group: MTR Corporation
Operator: MTR Crossrail
TfL concession: TfL Rail
Concession period: 31 May 2015 - 30 May 2023
Sector: London and South East

Operated stations 2019-20: 24
Employees 2019-20: 1,515
Passenger journeys 2019-20: 55.5 million
% change compared to last year: +8.2

Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

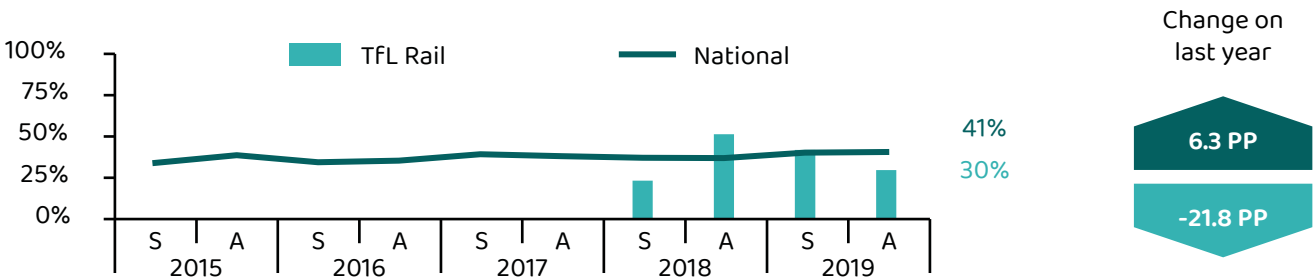
Provision of information to passengers

Passenger satisfaction with the usefulness of information when delays occur



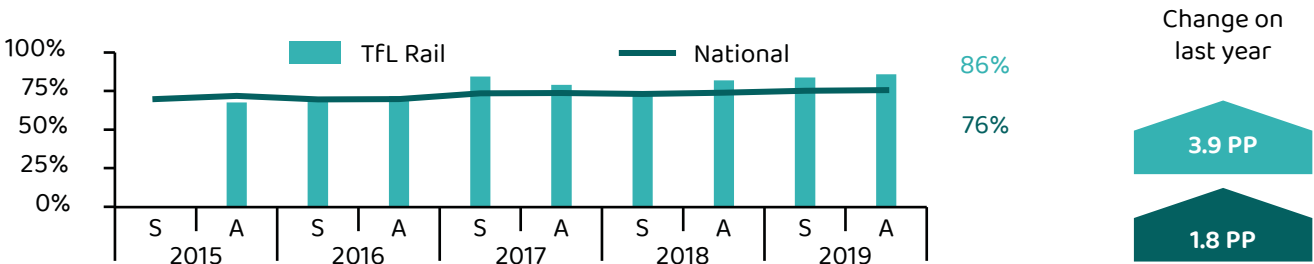
Note: data not available for all waves due to low response rate

Passenger satisfaction with how well the train company deals with delays



Note: data not available for all waves due to low response rate

Passenger satisfaction with provision of information during the journey



Note: data not available for all waves due to low response rate

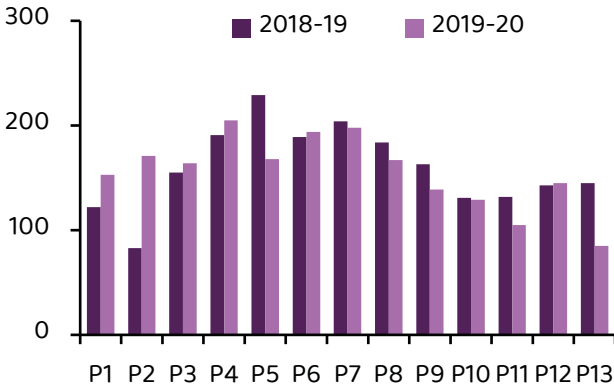
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

TfL Rail

Booked assistance volumes

TfL Rail received 2,023 booked assistance requests in 2019-20. This accounted for 0.2% of all booked assists made nationally in 2019-20.



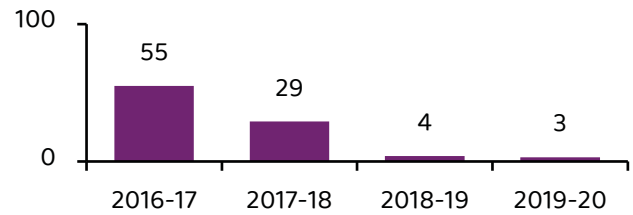
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

No data is available on this company's performance on the reliability of its booked assistance due to a low sample size, which is a natural effect of having lower than average booking volumes.

Source: Research by Breaking Blue

Report: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

TfL Rail received zero claims for redress following booked assistance failure in 2019-20.

Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.0% of all complaints were related to accessibility issues. TfL Rail did not report any accessibility complaints in 2019-20.

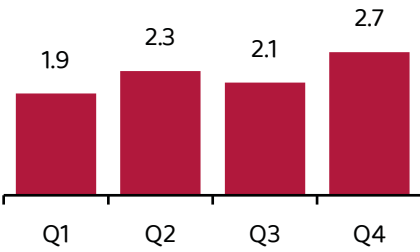
Complaint type	% of accessibility complaints
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-
[No accessibility complaints reported]	-

Source: Train Operating Companies

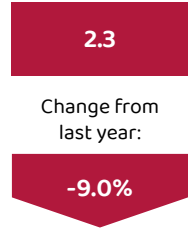
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



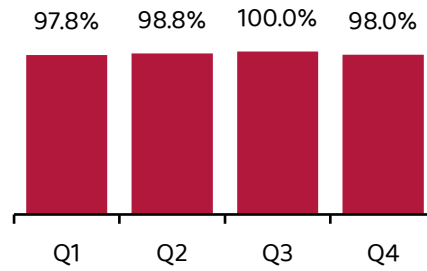
Complaints rate per 100,000 journeys in 2019-20:



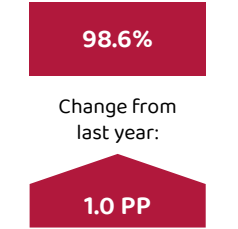
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
41.3%	Punctuality/reliability (i.e. the train arriving/departing on time)	6.2 PP
12.5%	Overall environment	7.3 PP
9.0%	The attitudes and helpfulness of the staff at station	-0.2 PP
6.0%	How request to station staff was handled	-0.7 PP
5.7%	Facilities on board	-0.5 PP

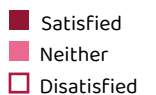
Top 5 reasons for complaints in 2019-20

PP = percentage point change
Source: Train Operating Companies
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20

Satisfaction with complaints handling process

Satisfaction with outcome of complaint

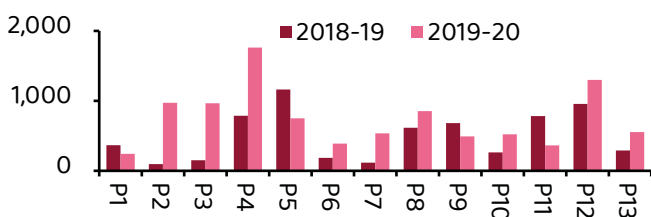


Note: TfL Rail were unable to supply this information in time for publication due to exceptional operational constraints caused by the impact of Covid-19.

Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

TfL Rail closed 9,713 delay compensation claims in 2019-20. This is 50% higher than the previous year.



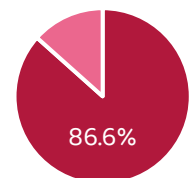
TfL Rail operate a traditional delay compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

TfL Rail approved 86.6% of delay compensation claims in 2019-2020.

Approved (dark red) Not Approved (light red)



TfL Rail responded to 100% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days (dark red) No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

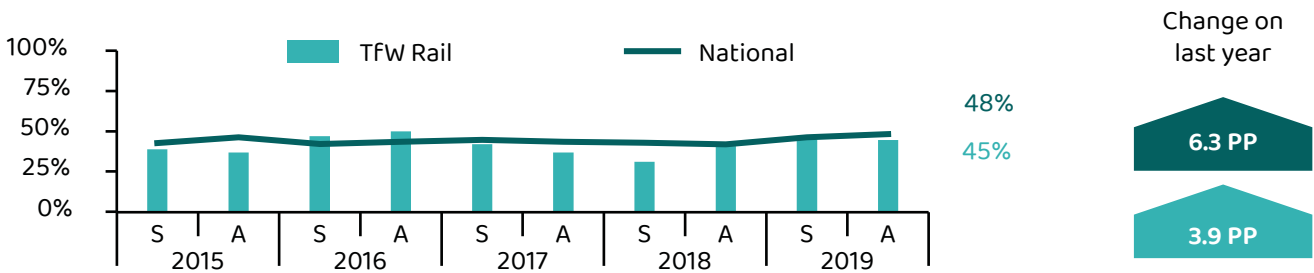
Owner group: Keolis Amey Ltd
Operator: Transport for Wales Rail (TfWR)
Franchise: Wales & Borders
Franchise period: 13 October 2018 – 13 October 2033
Sector: Regional

Operated stations 2019-20: 247
Employees 2019-20: 2,495
Passenger journeys 2019-20: 31.8 million
% change compared to last year: -4.8

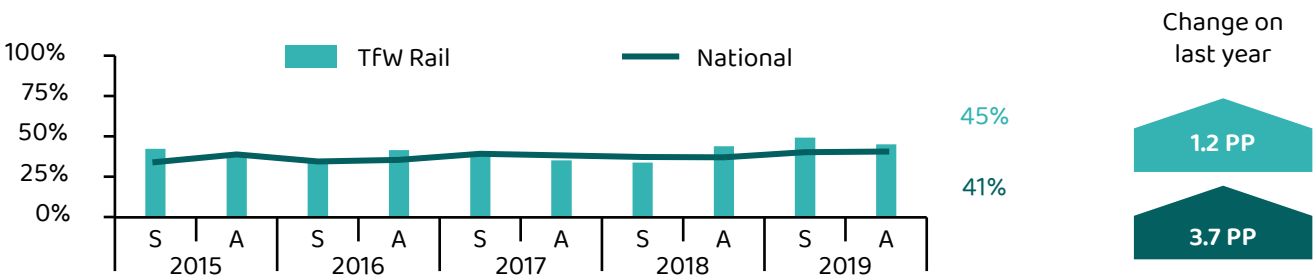
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

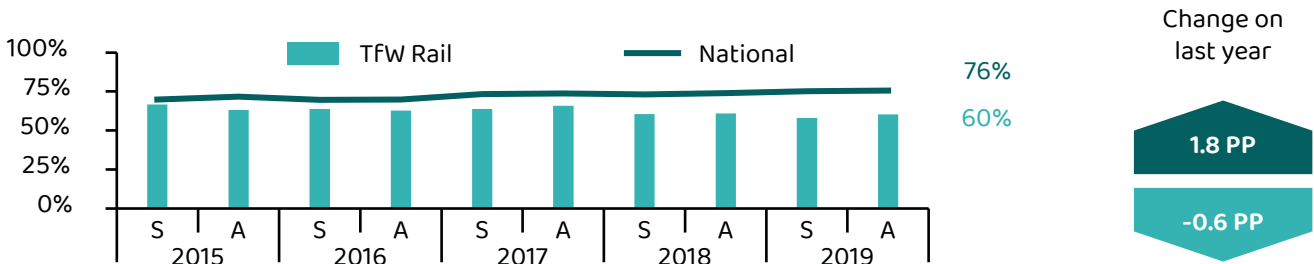
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey

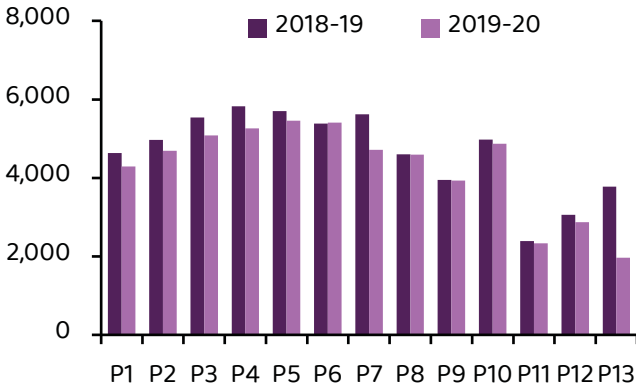


PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Booked assistance volumes

TfW Rail received 55,492 booked assistance requests in 2019-20. This accounted for 4.5% of all booked assists made nationally in 2019-20.



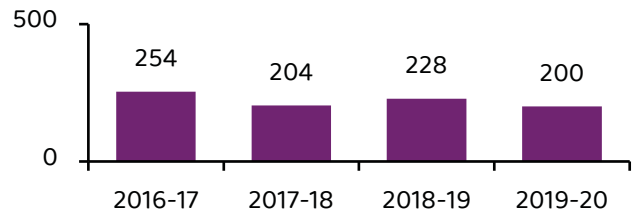
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

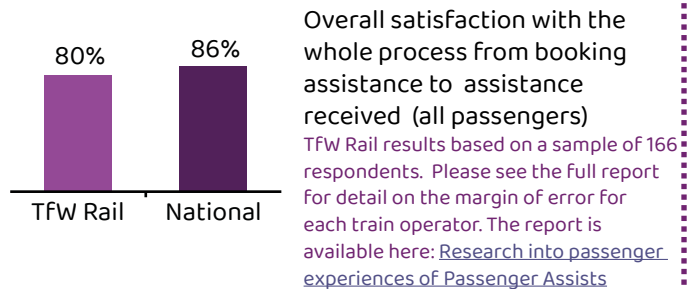
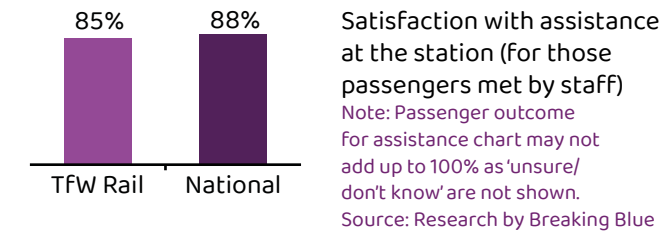
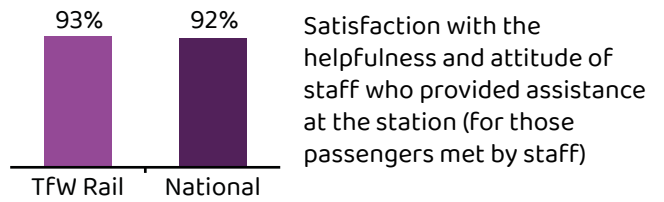
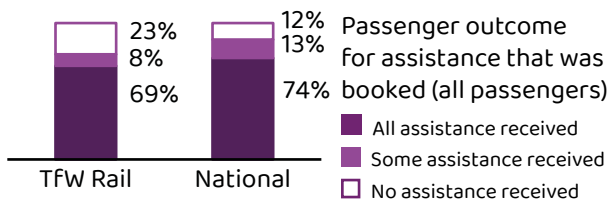
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20



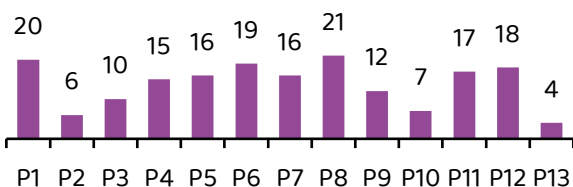
Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

TfW Rail results based on a sample of 166 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

TfW Rail received 181 claims for redress following booked assistance failure in 2019-20, of which 74% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.4% (n=507) of complaints received by this operator were related to accessibility issues.

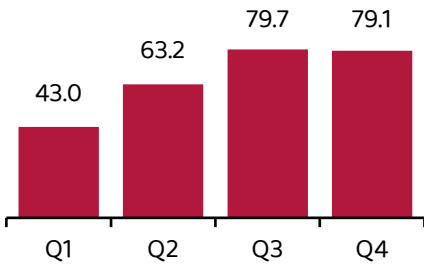
Complaint type	% of accessibility complaints
Booked assistance not provided at station	26%
Assistance staff	17%
Other accessibility	15%
Booked assistance not provided on train	8%
Lack of disabled facilities at station/on train	7%

Source: Train Operating Companies

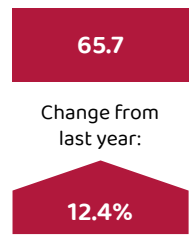
Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

Complaints handling and delay compensation

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



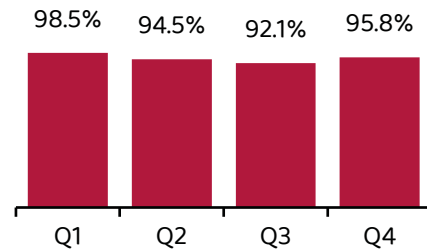
Complaints rate per 100,000 journeys in 2019-20:



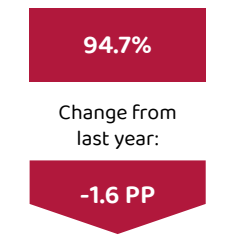
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20:



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

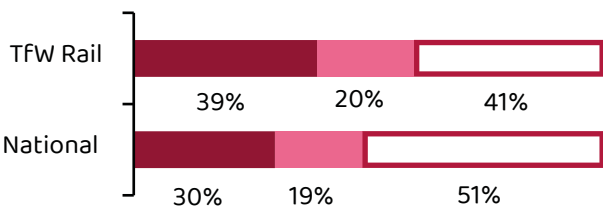
Percentage of complaints	Complaint type	Change on last year
35.7%	Punctuality/reliability (i.e. the train arriving/departing on time)	-0.3 PP
11.5%	Sufficient room for all passengers to sit/stand	-0.6 PP
3.2%	The helpfulness and attitude of staff on train	0.0 PP
3.2%	Provision of information about train times/platforms	0.0 PP
3.1%	Ticketing and refunds policy	-0.8 PP

Top 5 reasons for complaints in 2019-20

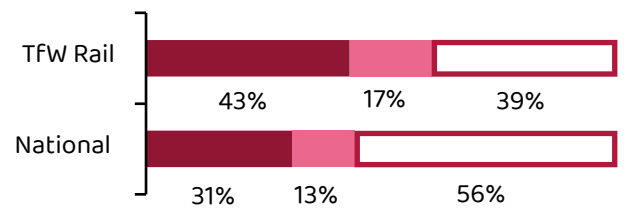
PP = percentage point change
 Source: Train Operating Companies
 Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | TFW sample size: 1,231

Satisfaction with complaints handling process



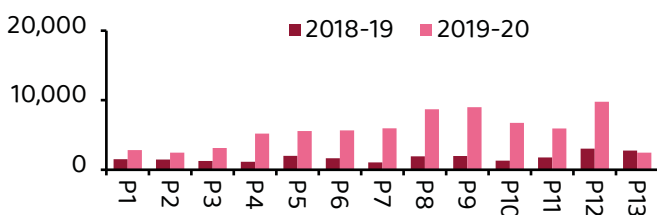
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

TfW Rail closed 73,421 delay compensation claims in 2019-20. This is 221% higher than the previous year.

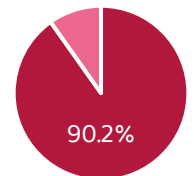


TfW Rail switched from a traditional delay compensation scheme to DR 15 from 2018-19 P11 | Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

TfW Rail approved 90.2% of delay compensation claims in 2019-20.

Approved (dark red) | Not Approved (light red)



TfW Rail responded to 99% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days (dark red) | No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

Transpennine Express

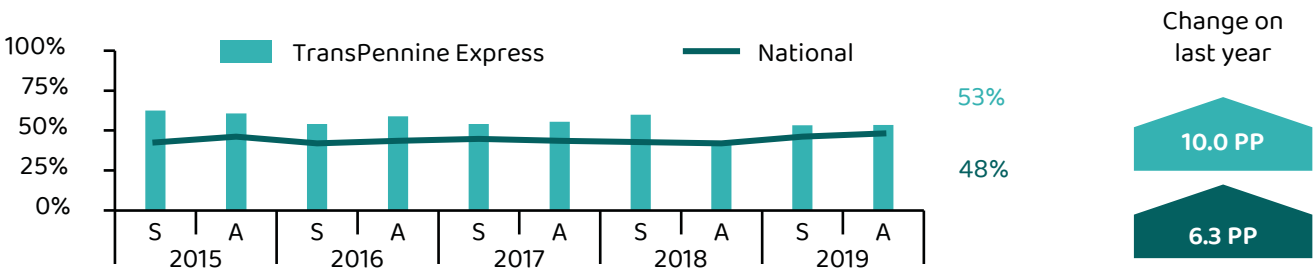
Owner group: FirstGroup
Operator: TransPennine Express
Franchise: TransPennine Express
Franchise period: 01 April 2016 – 21 March 2023
Sector: Regional

Operated stations 2019-20: 19
Employees 2018-19 (2019-20 not available): 1,258
Passenger journeys 2019-20: 28.6 million
% change compared to last year: -2.3

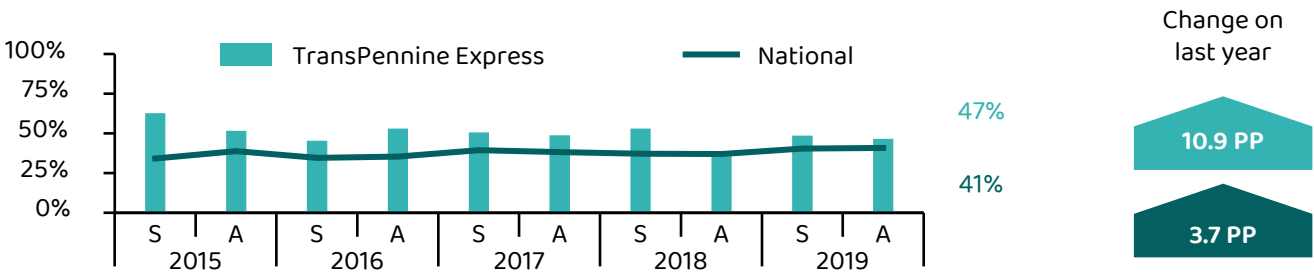
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

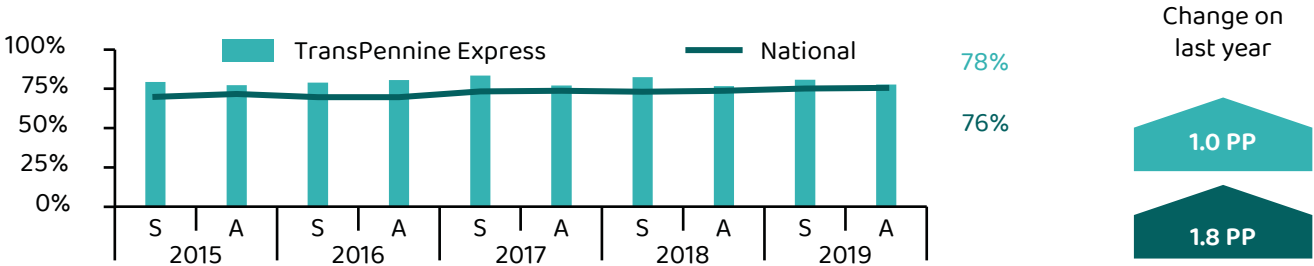
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



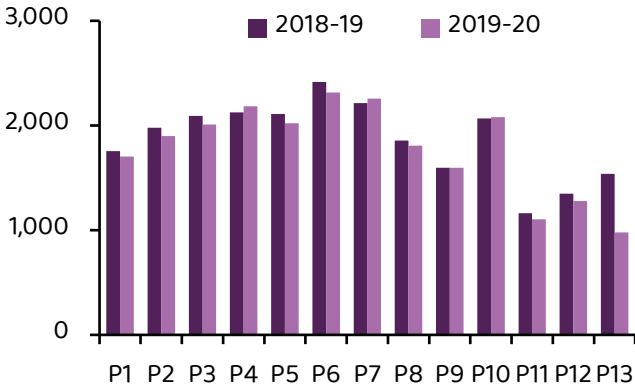
PP = percentage point change | The NRPS takes places twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

Transpennine Express

Booked assistance volumes

TransPennine Express received 23,242 booked assistance requests in 2019-20. This accounted for 1.9% of all booked assists made nationally in 2019-20.



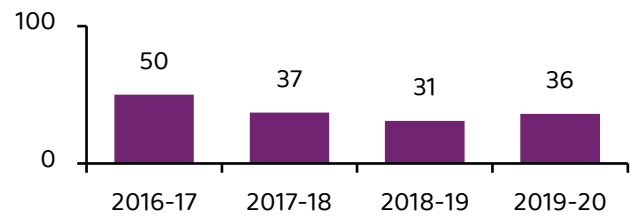
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

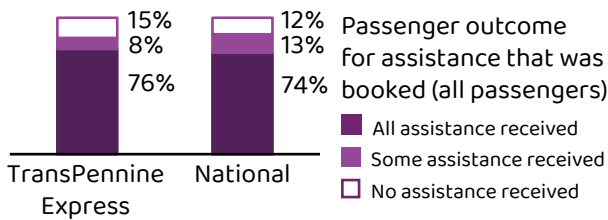
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



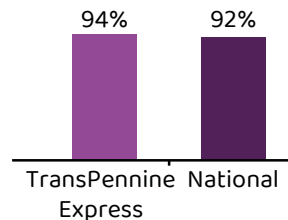
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

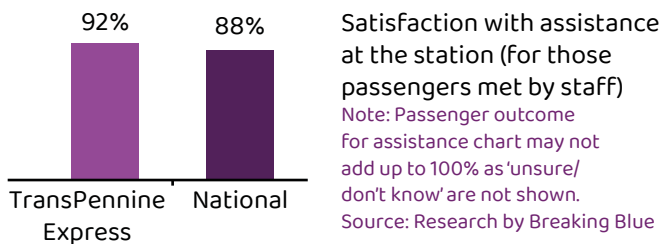


Passenger outcome for assistance that was booked (all passengers)

- All assistance received
- Some assistance received
- No assistance received



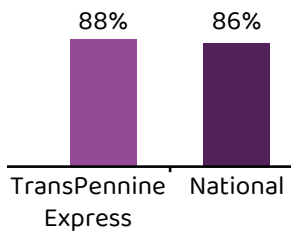
Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue



Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

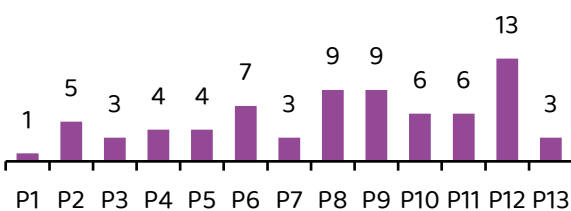
TransPennine Express results based on a sample of 136 respondents.

Please see the full report for detail on the margin of error for each train operator. The report is available here:

[Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

TransPennine Express received 73 claims for redress following booked assistance failure in 2019-20, of which 23.3% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 1.0% (n=224) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Booked assistance not provided at station	34%
Assistance booking process	25%
The ease of being able to get on and off	19%
Booked assistance not provided on train	9%
TOC accessibility policy	8%

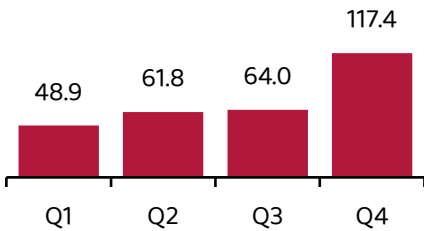
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

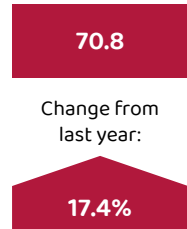
Complaints handling and delay compensation

Transpennine Express

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



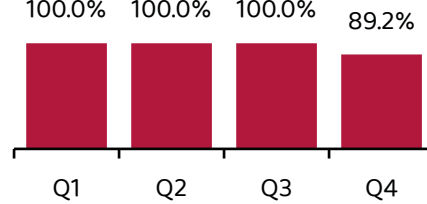
Complaints rate per 100,000 journeys in 2019-20:



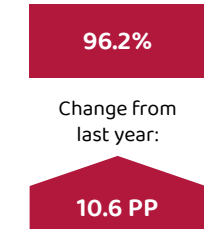
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

Percentage of complaints	Complaint type	Change on last year
17.8%	Punctuality/reliability (i.e. the train arriving/departing on time)	6.6PP
11.7%	Sufficient room for all passengers to sit/stand	-8.4 PP
10.9%	Facilities on board	1.9 PP
7.6%	Ticketing and refunds policy	-1.6 PP
5.7%	Unhappy at type/level of compensation	0.3 PP

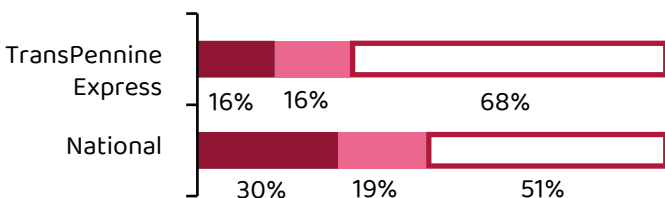
Top 5 reasons for complaints in 2019-20

PP = percentage point change
Source: Train Operating Companies

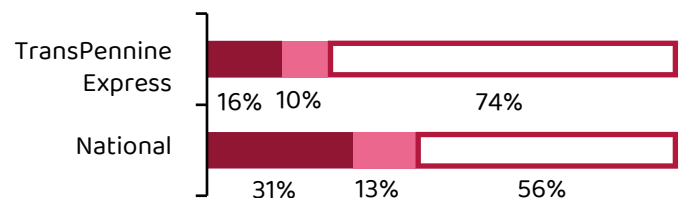
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | Transpennine Express sample size: 2,937

Satisfaction with complaints handling process



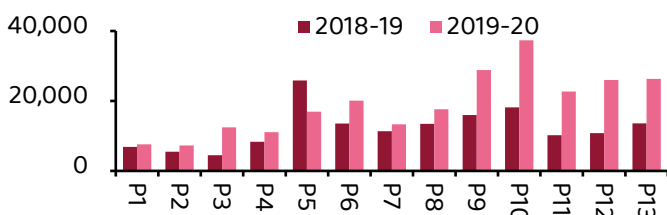
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

TransPennine Express closed 247,507 delay compensation claims in 2019-20. This is 57% higher than the previous year.



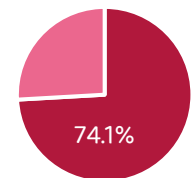
TransPennine Express switched from DR30 to DR15 from 2019-20 P12

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

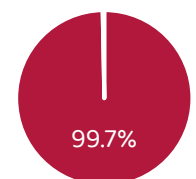
TransPennine Express approved 74.1% of delay compensation claims in 2019-2020.

Approved Not Approved



TransPennine Express responded to 99.7% of delay compensation claims within 20 working days in 2019-2020.

Responded within 20 working days No response within 20 working days



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.

Key facts

West Midlands Trains

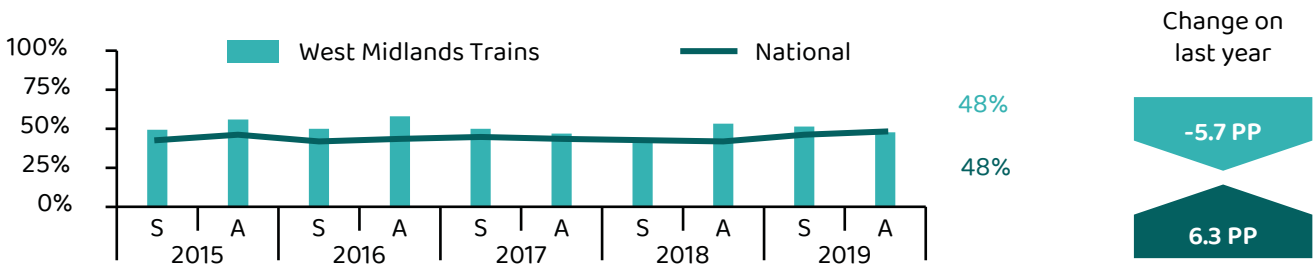
Owner group: Abellio / Mitsui / East Japan Railway Company
Operator: West Midlands Trains
Franchise: West Midlands
Franchise period: 10 December 2017 - 01 April 2026
Sector: London and South East / Regional

Operated stations 2019-20: 149
Employees 2019-20: 2,915
Passenger journeys 2019-20: 79.5 million
% change compared to last year: +1.1

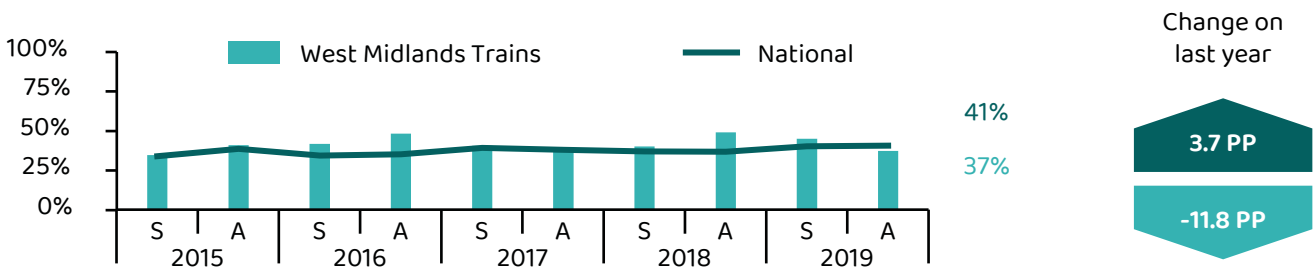
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database) | Data tables: [TOC Key stats](#)
 Note: Passenger journeys in 2019-20 were impacted by coronavirus (COVID-19) pandemic.
 Please see the passenger rail usage statistical release for more information. [Passenger rail usage statistical release](#)

Provision of information to passengers

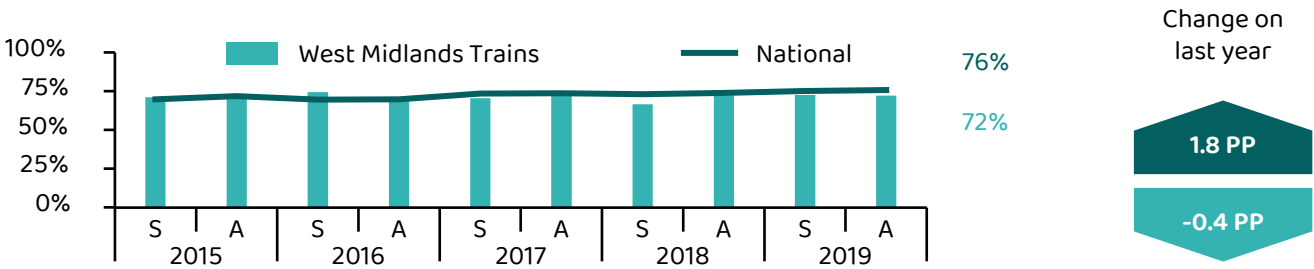
Passenger satisfaction with the usefulness of information when delays occur



Passenger satisfaction with how well the train company deals with delays



Passenger satisfaction with provision of information during the journey



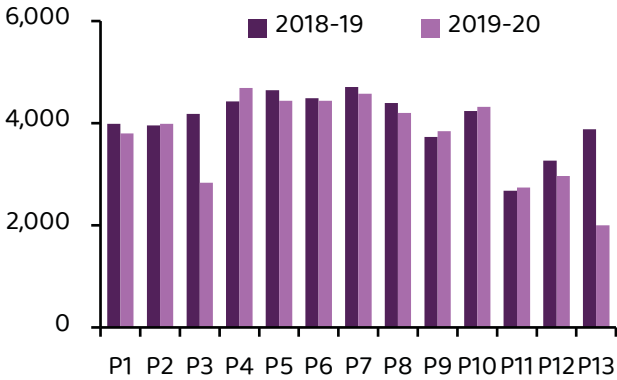
PP = percentage point change | The NRPS takes place twice a year, in Spring (S) and Autumn (A)
 Source: [Transport Focus, National Rail Passenger Survey](#)

Accessibility and inclusion

West Midlands Trains

Booked assistance volumes

West Midlands Trains received 48,809 booked assistance requests in 2019-20. This accounted for 4% of all booked assists made nationally in 2019-20.



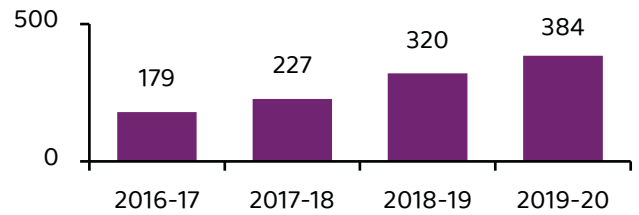
Note: This excludes un-booked assistance. A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year.

Data tables: [Rail passenger assists by station operator - Table 16.03](#)

Alternative accessible transport

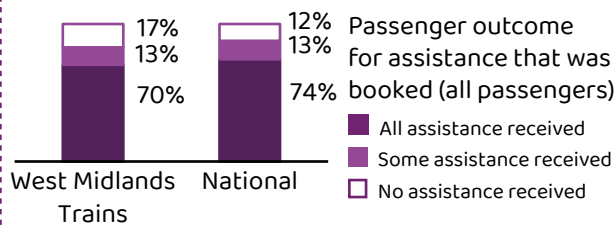
All operators must provide free alternative transport (for example an accessible taxi) to take passengers to the nearest or most convenient accessible station in certain circumstances:

- When a station is inaccessible to the passenger;
- When rail replacement services are running that are not accessible to the passenger (because of planned engineering works for example); or
- When there is disruption to services at short notice that, for whatever reason, makes services inaccessible to disabled passengers



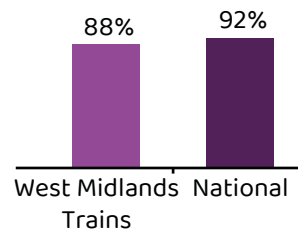
Source: Train Operating Companies

Passenger experience of booked assistance in 2019-20

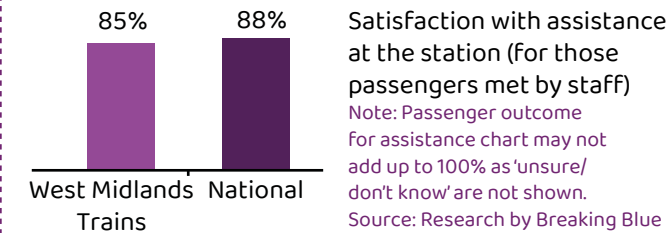


Passenger outcome for assistance that was booked (all passengers)

- All assistance received
- Some assistance received
- No assistance received



Satisfaction with the helpfulness and attitude of staff who provided assistance at the station (for those passengers met by staff)



Satisfaction with assistance at the station (for those passengers met by staff)

Note: Passenger outcome for assistance chart may not add up to 100% as 'unsure/don't know' are not shown.

Source: Research by Breaking Blue

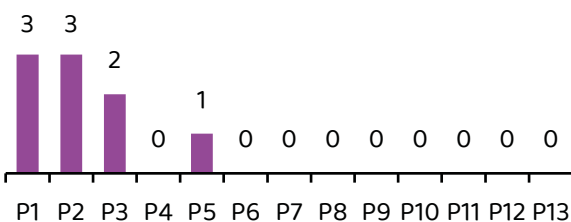


Overall satisfaction with the whole process from booking assistance to assistance received (all passengers)

West Midlands Trains results based on a sample of 189 respondents. Please see the full report for detail on the margin of error for each train operator. The report is available here: [Research into passenger experiences of Passenger Assists](#)

Claims for redress following booked assistance failure in 2019-20

West Midlands Trains received 9 claims for redress following booked assistance failure in 2019-20, of which 100% were approved.



Note: This data was collected for the first time in 2019-20

Source: Train Operating Companies

Top 5 reasons for accessibility complaints in 2019-20

Overall 0.3% (n=100) of complaints received by this operator were related to accessibility issues.

Complaint type	% of accessibility complaints
Lack of disabled facilities at station/on train	36%
The ease of being able to get on and off	26%
Wheelchair space on train	14%
Disabled toilets at station/on train	9%
Disabled parking	7%

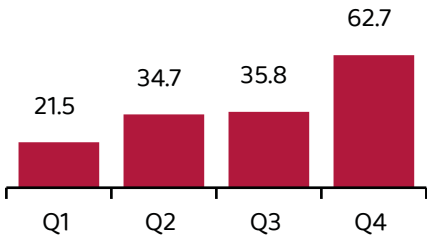
Source: Train Operating Companies

Data tables: [Complaints by NRPS category by TOC - Table 14.5](#)

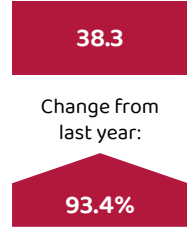
Complaints handling and delay compensation

West Midlands Trains

Complaints rate (per 100,000 journeys) in 2019-20 by quarter



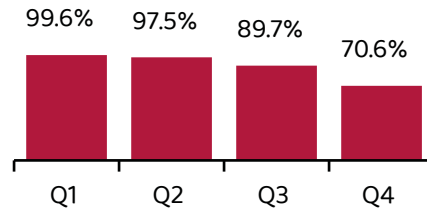
Complaints rate per 100,000 journeys in 2019-20:



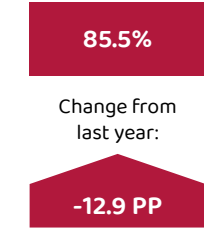
Source: Train Operating Companies and LENNON (the rail industry's ticketing and revenue database)

Data tables: [Complaints rate by train operating company - Table 14.9](#)

Complaints responded to within 20 working days in 2019-20 by quarter



Complaints responded to within 20 working days in 2019-20



PP = percentage point change

Source: Train Operating Companies

Data tables: [Complaints responded to within 10 and 20 working days by TOC - Table 14.2](#)

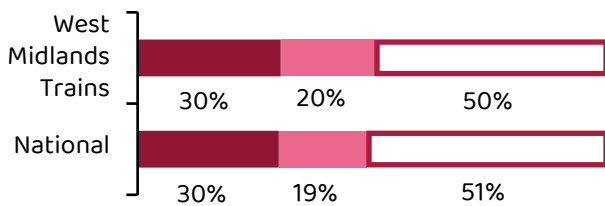
Percentage of complaints	Complaint type	Change on last year
47.6%	Punctuality/reliability (i.e. the train arriving/departing on time)	16.7 PP
11.3%	Sufficient room for all passengers to sit/stand	-2.7 PP
6.7%	Compensation claims process	-1.6 PP
5.8%	Ticketing and refunds policy	-0.3 PP
3.2%	Ticket buying facilities	-3.6 PP

Top 5 reasons for complaints in 2019-20

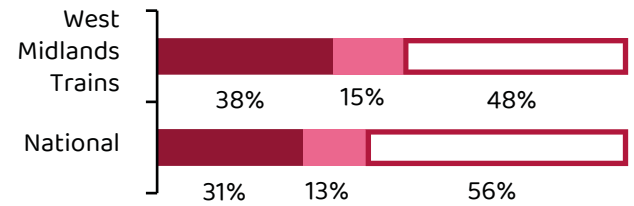
PP = percentage point change
Source: Train Operating Companies
Data tables: [Complaints rate by NRPS category by TOC - Table 14.5](#)

Passenger satisfaction with complaints handling 2019-20 | West Midlands Trains sample size: 1,021

Satisfaction with complaints handling process



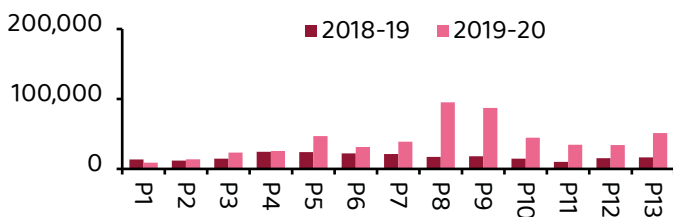
Satisfaction with outcome of complaint



Source: Train Operating Companies | Data tables: [Passenger satisfaction with complaints handling - Table 14.18](#)

Delay compensation claims in 2019-20

West Midlands Trains closed 535,162 delay compensation claims in 2019-20. This is 140% higher than the previous year.



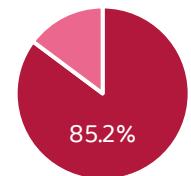
West Midlands Trains operate the Delay Repay 15 compensation scheme.

Source: Train Operating Companies

Data tables: [Rail delay compensation claims by TOC - Table 17.01](#)

West Midlands Trains approved 85.2% of delay compensation claims in 2019-20.

Approved (dark red), Not Approved (light red)



West Midlands Trains responded to 99.5% of delay compensation claims within 20 working days in 2019-20.

Responded within 20 working days (dark red), No response within 20 working days (light red)



Note: A 'rail period' is normally 28 days, or four weeks, for business reporting purposes (Sunday to Saturday) and there are 13 rail periods in a financial year. For information on types of delay compensation schemes, please follow the data table link.



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