Benchmarking operators' performance in rail passenger assistance: 2026 report

Annex A: Operators included in benchmarking assessment

Table A.1: Operators included in benchmarking assessment and total sample sizes by metric (all 2023-2026)

Operator	Reliability (proportion receiving none of the assistance booked)	Satisfaction with assistance received at station	Satisfaction with staff knowledge and proficiency at station	Satisfaction with assistance experience at station (via Passenger Assist mobile app)
Avanti West Coast	1,676	1,753	1,729	8,971
Chiltern	293	342	339	1,241

Operator	Reliability (proportion receiving none of the assistance booked)	Satisfaction with assistance received at station	Satisfaction with staff knowledge and proficiency at station	Satisfaction with assistance experience at station (via Passenger Assist mobile app)
Railways				
East Midlands Railway	687	717	708	7,710
Greater Thameslink Railway	796	885	875	5,922
Great Western Railway	3,193	3,406	3,362	15,868
Greater Anglia	767	850	835	5,045
London	4,324	4,531	4,506	14,015

Operator	Reliability (proportion receiving none of the assistance booked)	Satisfaction with assistance received at station	Satisfaction with staff knowledge and proficiency at station	Satisfaction with assistance experience at station (via Passenger Assist mobile app)
North Eastern Railway				
Network Rail	3,658	3,853	3,822	25,020
Northern Trains	1,433	1,459	1,421	8,449
ScotRail	1,298	1,470	1,446	5,705
South Western Railway	997	1,017	1,004	8,792
Southeastern	769	882	871	4,112

Operator	Reliability (proportion receiving none of the assistance booked)	Satisfaction with assistance received at station	Satisfaction with staff knowledge and proficiency at station	Satisfaction with assistance experience at station (via Passenger Assist mobile app)
TransPennine Express	907	1,045	1,022	1,954
Transport for Wales	1,238	1,352	1,313	5,349
West Midlands Trains	784	885	867	5,081
Total	22,820	24,447	24,120	123,234

Source: ORR Experiences of Passenger Assist research report, except satisfaction with assistance experience at station (via Passenger Assist mobile app data from the Rail Delivery Group).

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