



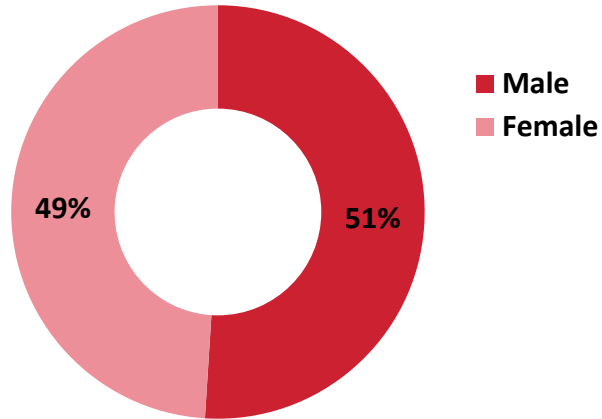
# **Survey of London rail passengers**

**October 2015**

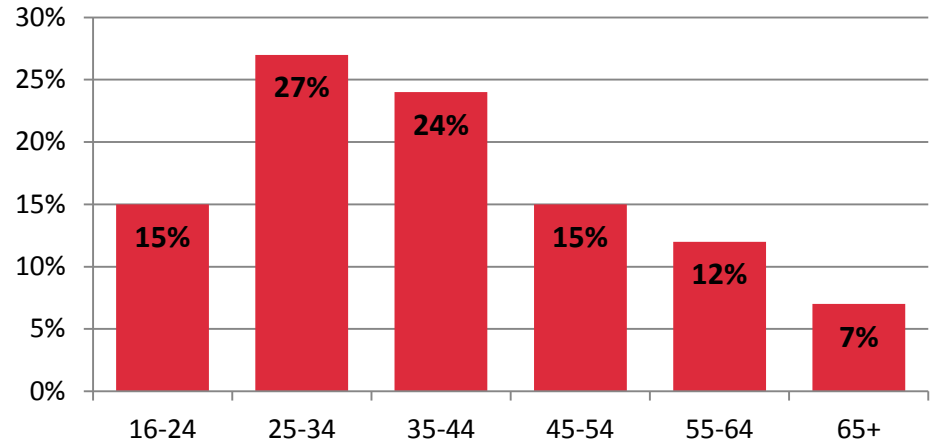
# Survey respondents - demography

A diverse group of 1,167 respondents were included in our survey.

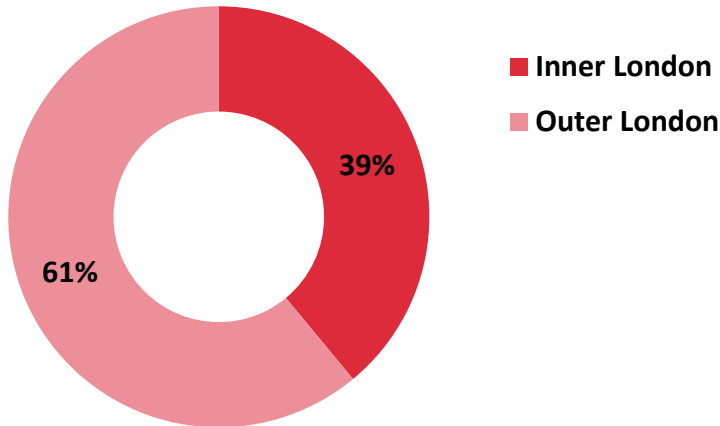
## Gender



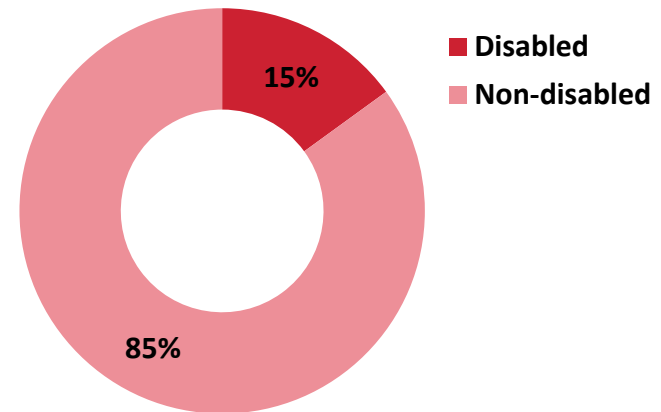
## Age group



## Place of residence



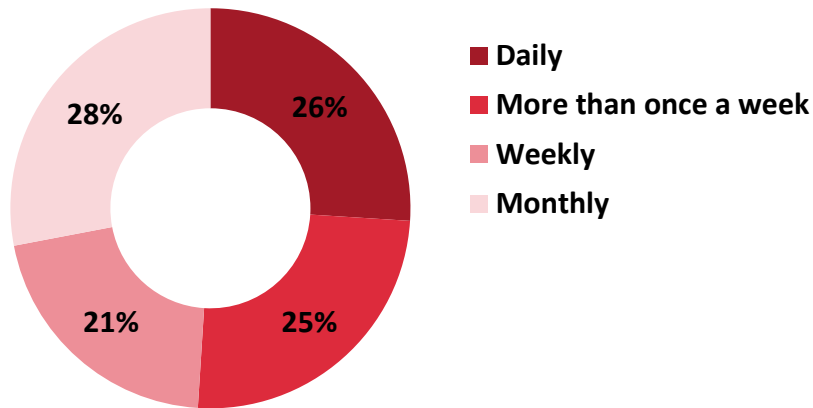
## Disability



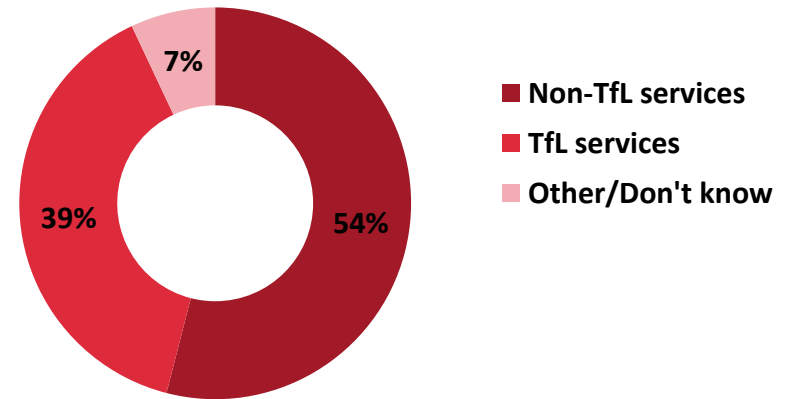
# Survey respondents – rail usage

Respondents had different usage patterns and travelled on a wide range of services.

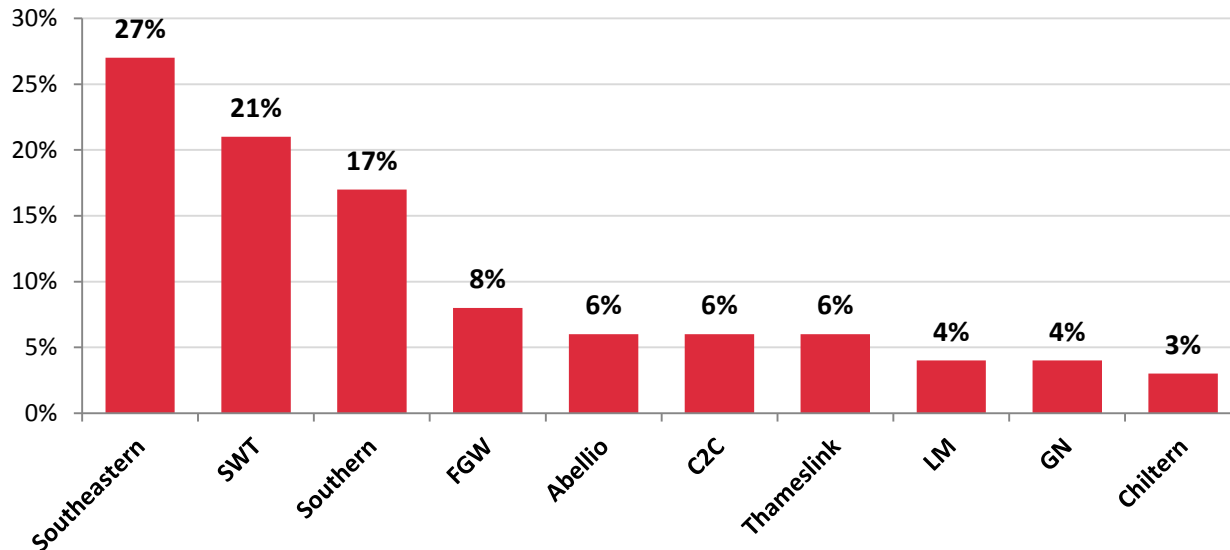
## Frequency of travel



## Type of service used most often



## Operator used most often



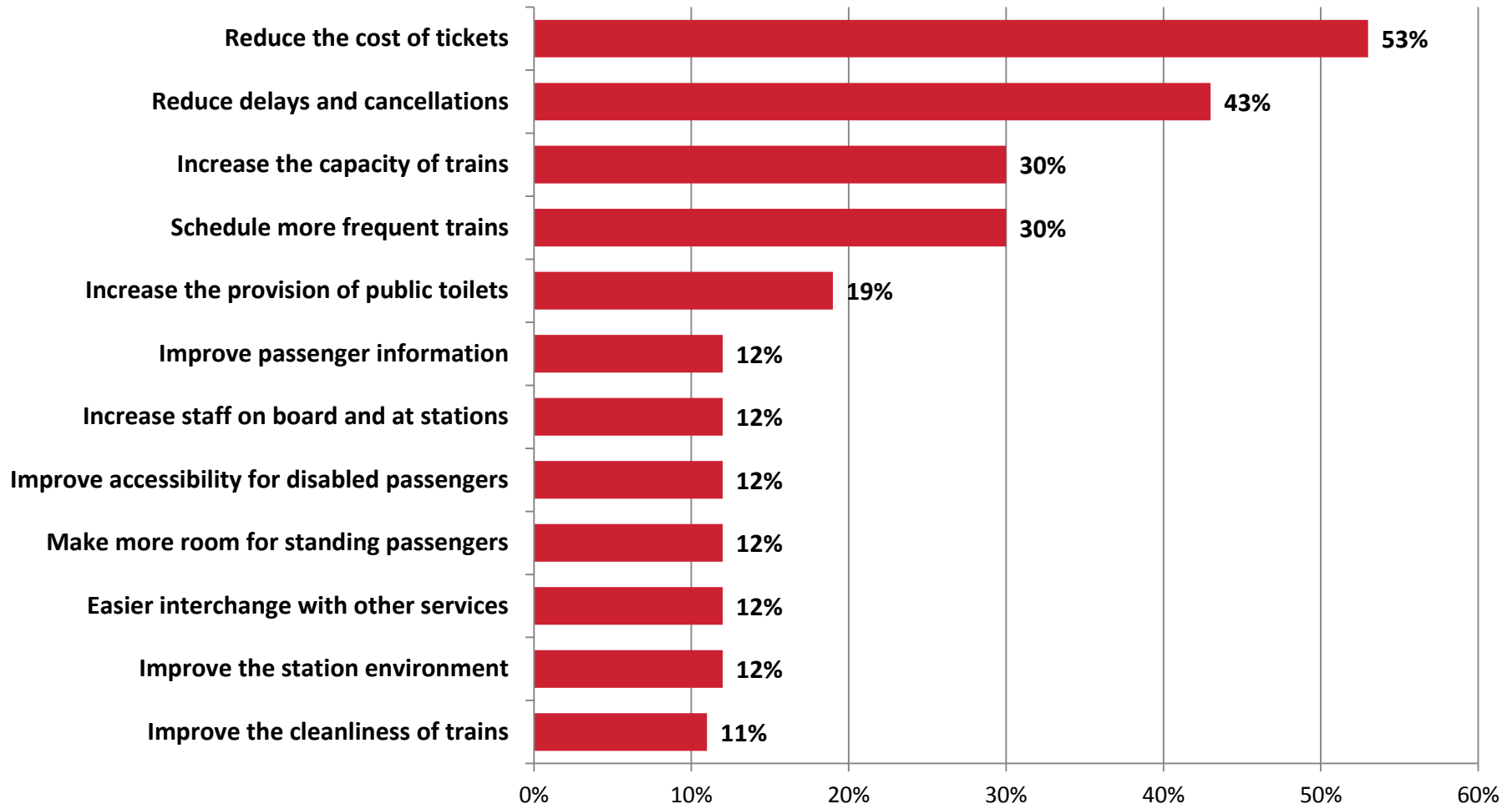
FGW: First Great Western  
 SWT: South West Trains  
 LM: London Midland  
 GN: Great Northern

*Users of non-TfL services only.*

# Priority improvements

Passengers say that fares, reliability and service frequency and capacity are the areas most in need of improvement.

## What improvements would you prioritise for your train service?

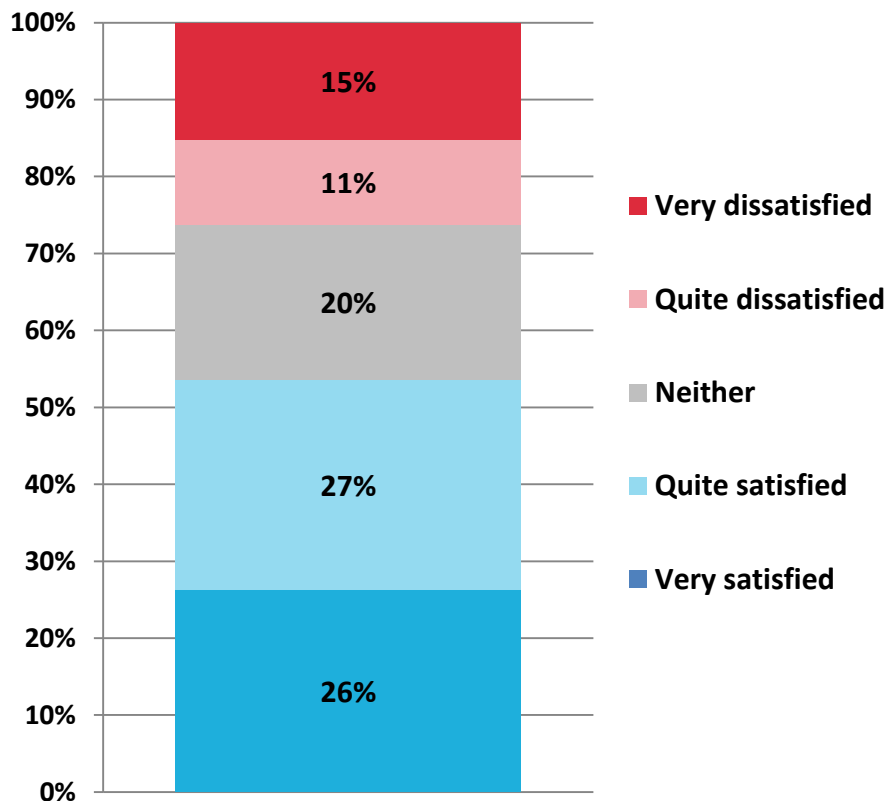


Passengers mainly using non-TfL services only.

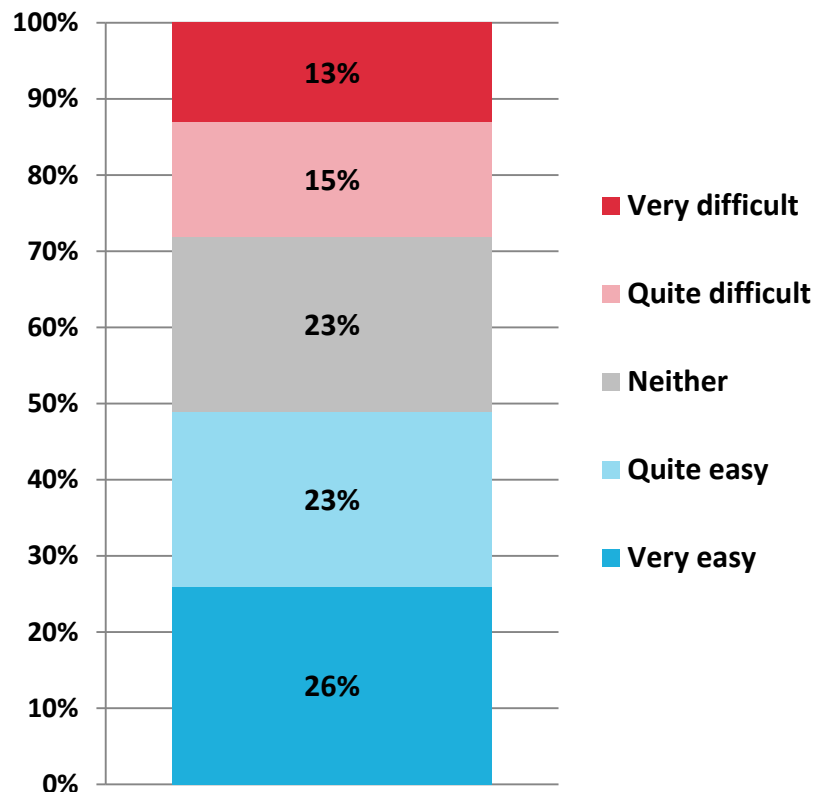
# Complaints and compensation

Around half of passengers are satisfied with the process for making a complaint or claiming compensation.

## How satisfied were you with the process for claiming compensation?



## How easy did you find the process for making a complaint?

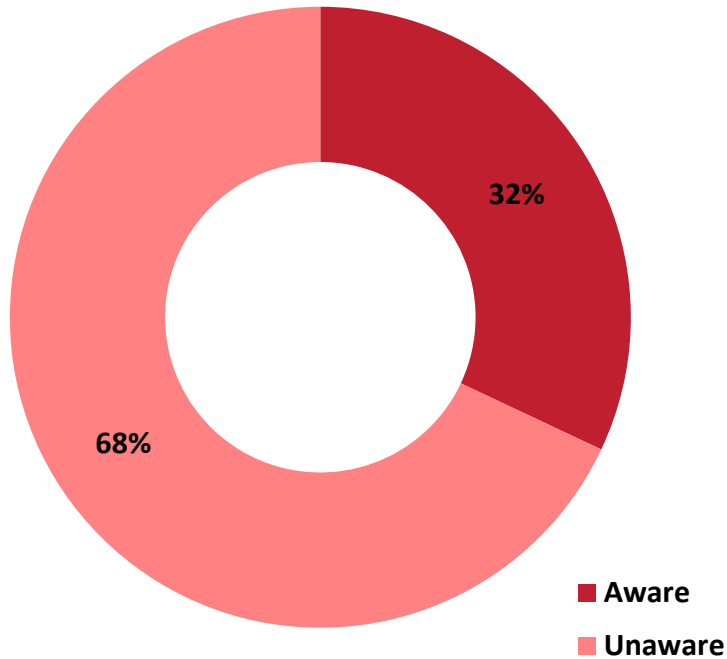


These questions were asked of respondents who had claimed compensation (14% of respondents) or made a complaint (15% of respondents) in the past year. Passengers mainly using non-TfL services only, excluding 'Don't know responses'.

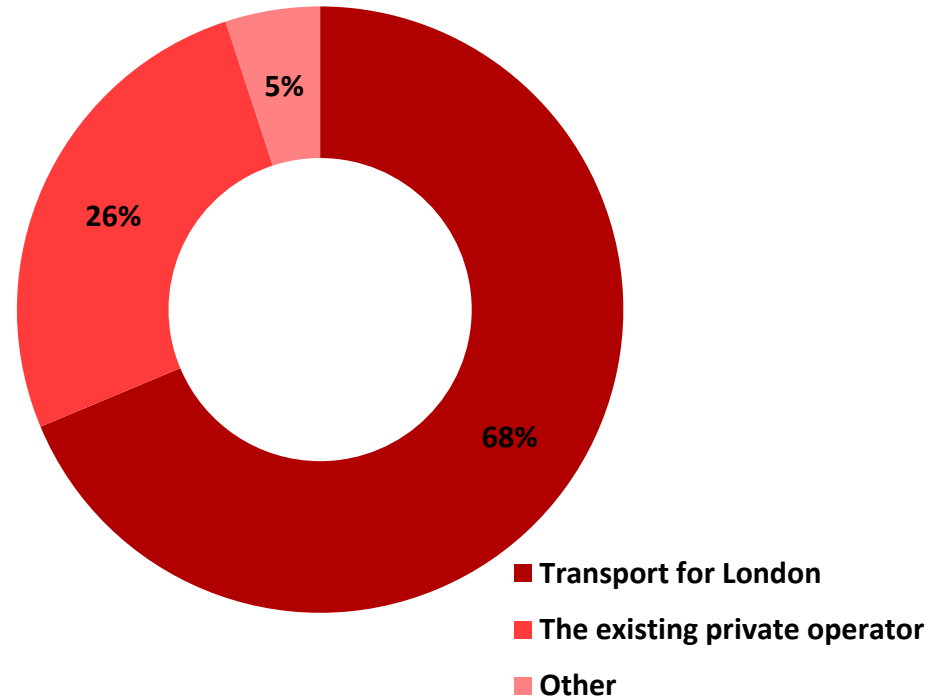
# Support for devolution

Only a third of passengers are aware of the Mayor's proposal to devolve rail services to TfL. Given the choice, two-thirds of passengers support the proposal.

Are you aware of the Mayor and TfL's proposal to take over control of all suburban National Rail services within London?



Who do you think should run your train service?

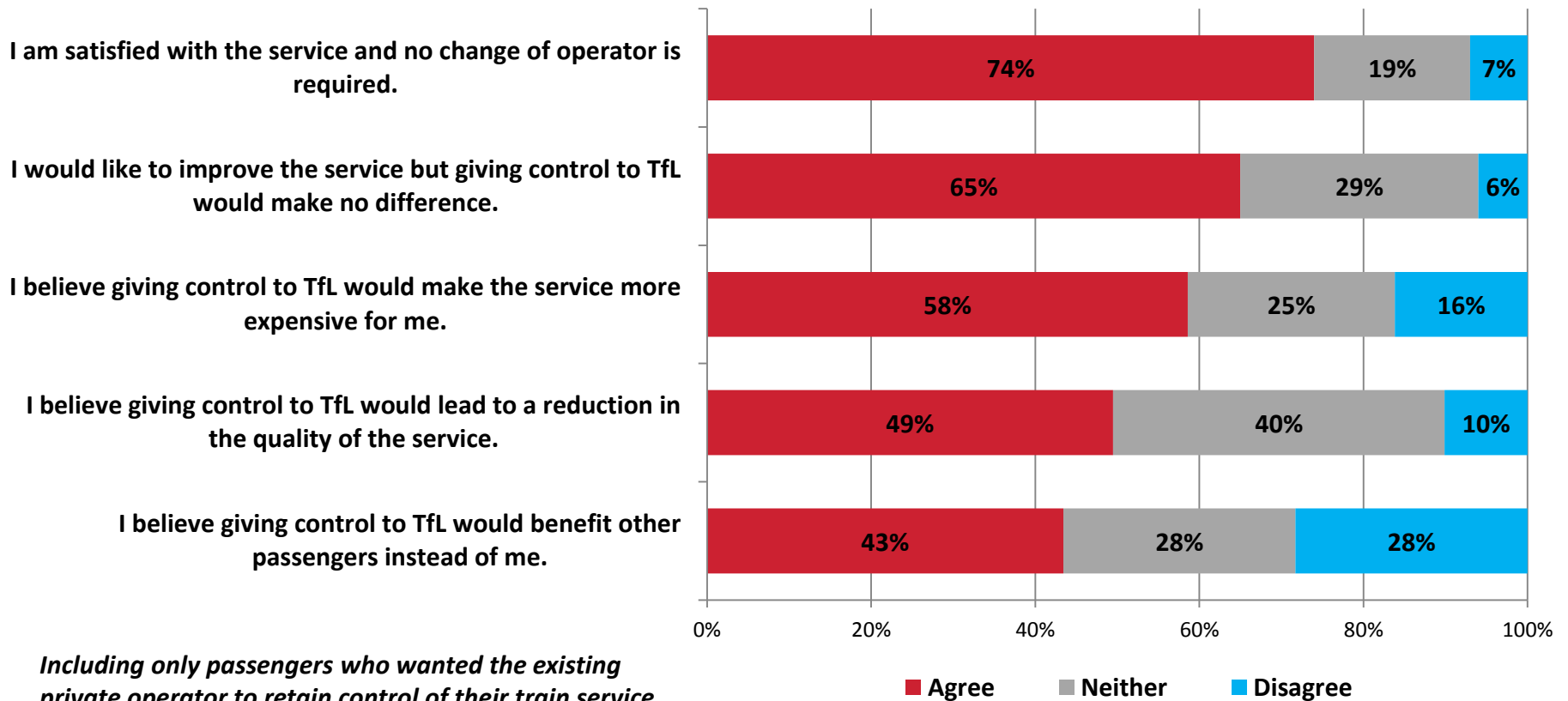


*Excluding respondents answering 'Don't know'*

# Concerns about devolution

We explored the reasons why some passengers did not support the idea of TfL taking over their train services.

Please indicate whether you agree/disagree with these statements



*Including only passengers who wanted the existing private operator to retain control of their train service*

# Further information

For full survey findings and to read the Transport Committee's report on rail devolution please visit our website: [www.london.gov.uk/assembly](http://www.london.gov.uk/assembly)

## Transport Committee Members

Valerie Shawcross (Chair)	<i>Labour</i>
Caroline Pidgeon (Deputy Chair)	<i>Liberal Democrat</i>
Kemi Badenoch	<i>Conservative</i>
Tom Copley	<i>Labour</i>
Darren Johnson	<i>Green</i>
Steve O'Connell	<i>Conservative</i>
Murad Qureshi	<i>Labour</i>
Onkar Sahota	<i>Labour</i>
Richard Tracey	<i>Conservative</i>

## Methodology

This survey was carried out on behalf of the Transport Committee by TNS.

TNS interviewed a sample of 1,835 London residents by online self-completion between 9<sup>th</sup> July and 4<sup>th</sup> August 2015. Respondents using rail services less than once a month were not included in the survey.

The sample has been weighted to represent the adult population of London (aged 16+).

[www.tnsglobal.com](http://www.tnsglobal.com)

## Committee contact

Richard.Berry@london.gov.uk  
0207 983 4199

## Media enquiries

Alison.Bell@london.gov.uk  
0207 983 4228

## Cover image

© [Matt Buck](#) (detail)