

Southeastern just one from bottom in survey

The second worst train firm in UK

Southeastern, the company responsible for most of the county's services, has found itself second from bottom in Which? magazine's annual rail survey.

With a passenger score of just 31%, this makes it the second worst rated after Southern.

It had a dismal customer score of just 21% following a series of strikes.

This is the company's worst performance ever – a far cry from the score 44% bagged last year on Which?'s annual rail survey.

Out of eight categories, the train company gained itself just one star for six of them.

The other two categories did not fare much better with just two stars for both.

Which? director of campaigns and communications, Vickie Sheriff, said: "After months of disruption, it's no surprise to see Southern at the bottom of our customer satisfaction survey.

"Though Southern have per-

formed particularly badly this year, the whole sector is continually failing passengers.

"Overcrowding, delays, short trains, carriages in poor condition – many services aren't providing even the basics.

"Enough is enough – we need rail services that finally deliver for their passengers."

Southern strike action is still on-going, with a planned three day walkout next week.

The ASLEF and RMT industrial action comes as part of their long-running dispute over driver-only trains

A member of Facebook campaign group Southern Rail Sufferers! said: "Having switched from commuting with Southeastern to Southern four years ago it has been soul destroying experience.

"Having to cancel evening appointments because your train is late/cancelled.

"Having to get lifts home from

friends because you are stuck at Hayward's Heath.

"Their communications are appalling and inaccurate. All of this was before the strikes even started. They are an embarrassment to the country."

Which? is launching a campaign calling for rail services to finally deliver for passengers.

It is calling for:

- Train companies to respect passenger rights and comply with the law

- The regulator to be given real teeth to hold the rail industry to account

- The Government to swiftly bring forward reforms that put passengers first.

If you have experienced delays, overcrowding, poor train conditions, short formation trains or general poor service, share your nightmare experiences with Which? by visiting: www.which.co.uk/mytrainhell

Which? annual rail satisfaction survey



Train company	Availability of seating	Value for money	Train reliability	Train frequency	Train punctuality	Customer score (%)
1 Merseyrail	★★★★	★★★★	★★★★★	★★★★★	★★★★	72
2 Virgin Trains West Coast	★★★★	★★★★	★★★★★	★★★★	★★★★	69
3 East Midlands Trains	★★★★	★★★	★★★★★	★★★★	★★★★	67
4 Chiltern Railways	★★★★	★★★	★★★★	★★★★	★★★★	62
5 Translink NI Railways	★★★★	★★★	★★★★	★★★★	★★★★	58
6 Virgin Trains East Coast	★★★★	★★★	★★★★	★★★★	★★★★	54
7 Arriva Trains Wales	★★★	★★★	★★★	★★★	★★★★	53
7 Cross Country	★★★	★★★	★★★★	★★★★	★★★★	53
8 C2C	★★★	★★★	★★★★	★★★	★★★★	52
8 London Overground	★★★	★★★	★★★	★★★	★★★	52
9 London Midland Trains	★★★	★★★	★★★	★★★	★★★	51
10 ScotRail	★★★★	★★★	★★★	★★★★	★★★	50
11 Northern Rail	★★★	★★★	★★★	★★★	★★★	47
11 TransPennine Express	★★★	★★★	★★★	★★★	★★★	47
12 TfL Rail	★★	★★	★★★★	★★★★	★★★★	45
13 Great Western/GWR	★★★	★★	★★★	★★★	★★	42
14 South West Trains	★★	★★	★★★	★★★	★★	36
15 Abellio Greater Anglia	★★	★★	★★	★★★	★★	35
16 Thameslink/Gt Northern	★★	★★	★★	★	★★	32
17 Southeastern	★	★★	★★	★★	★★	31
18 Southern	★	★	★	★	★	21

Tory MPs call for tougher strike laws

Seven of the county's MPs are among 50 Conservatives demanding tougher laws on strikes in the face of the on-going industrial action over Southern trains.

In an open letter, the MPs write: "It is not fair that such widespread disruption can be caused on so flimsy a pretext.

"New legislation is needed to require strike action on public infrastructure to be 'reasonable and proportionate' in the eyes of a High Court

judge. There should also be a requirement for a skeleton service to still run on strike days. Recent strikes on critical public infrastructure have dealt a blow to the economy and caused widespread misery. For seven months now, 300,000 passengers using Southern Rail have been frequently unable to get to work due to official and unofficial strikes."

Signatories to the letter from Kent are Tom Tugendhat

(Tonbridge and Malling); Helen Grant (Maidstone); Sir Roger Gale (North Thanet); Charlie Elphicke (Dover) Craig Mackinlay (South Thanet); Rehman Chishti (Gillingham) and Gareth Johnson (Dartford).

They add the law changes would only apply to strikes taking place on "critical public infrastructure" such as rail, underground, tram and bus services as well as applying to doctors and firemen.

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