

10 May
2022

Rail User Survey

Edition 1



Introduction



The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey (made in the last seven days).

Transport Focus obtains the views of approximately 200 rail passengers each week. From April 2022, results

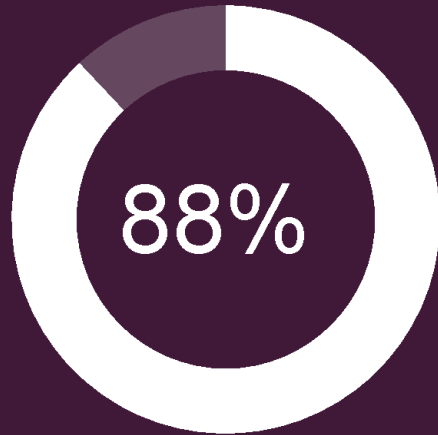
will be reported every four weeks.

In this report the last four weeks average covers fieldwork over the weekends of 8-10 April, 15-17 April, 22-24 April and 29 April-1 May. The 12-week trend covers fieldwork between 9 Feb and 1 May. Note that prior to 9 April the survey had around 400 responses per week.

The survey has been developed as an extension to Transport Focus's [*Travel during Covid-19 survey*](#) and includes many of the core questions from the [*National Rail Passenger Survey*](#).

Further details on how we carried out this survey are available on page 38.

Rail headlines



88% of rail passengers were satisfied with their journey overall (average over the last 4 weeks).



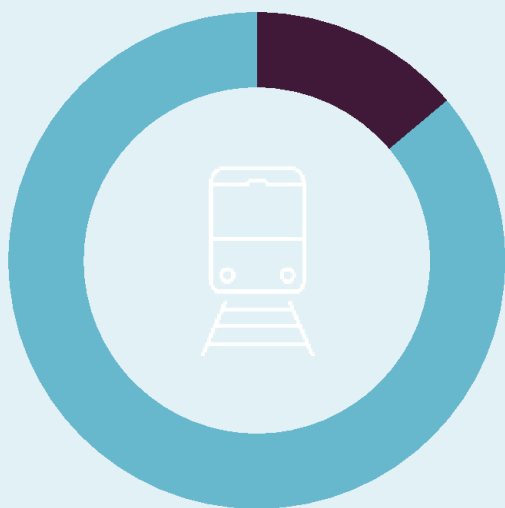
Satisfaction with punctuality has remained fairly steady with results over the last four weeks ranging from 83% to 86%, giving an average of 84%.

Rail usage levels



On average over the last four weeks close to one in seven used rail within the last seven days

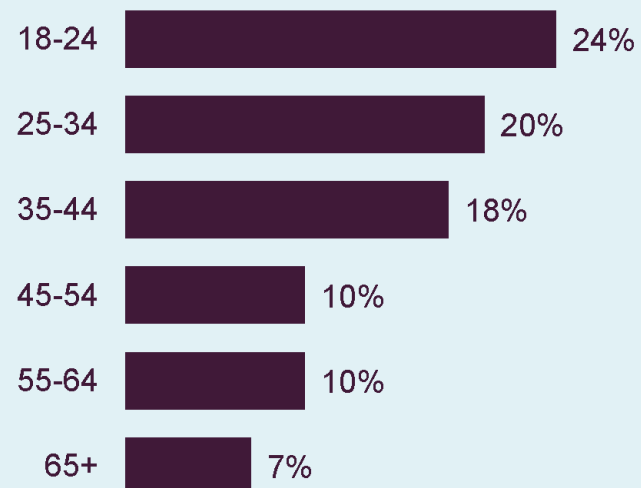
Proportion using rail in the last seven days



14%
of people in
Great Britain used
rail this week

10 May report. Base size: all respondents 8123.

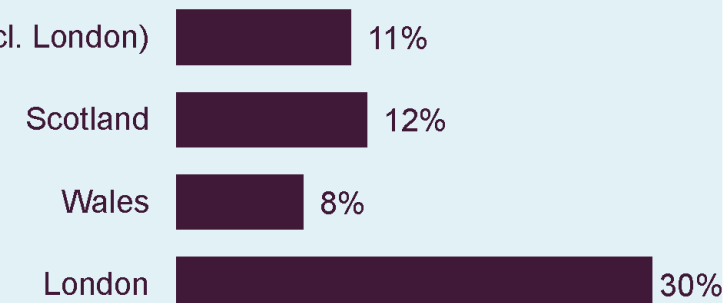
Age



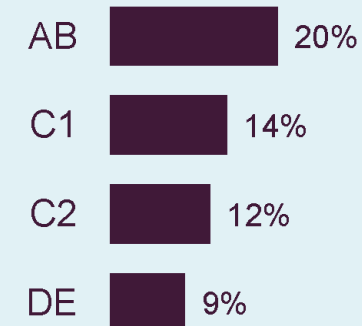
Sex



Region

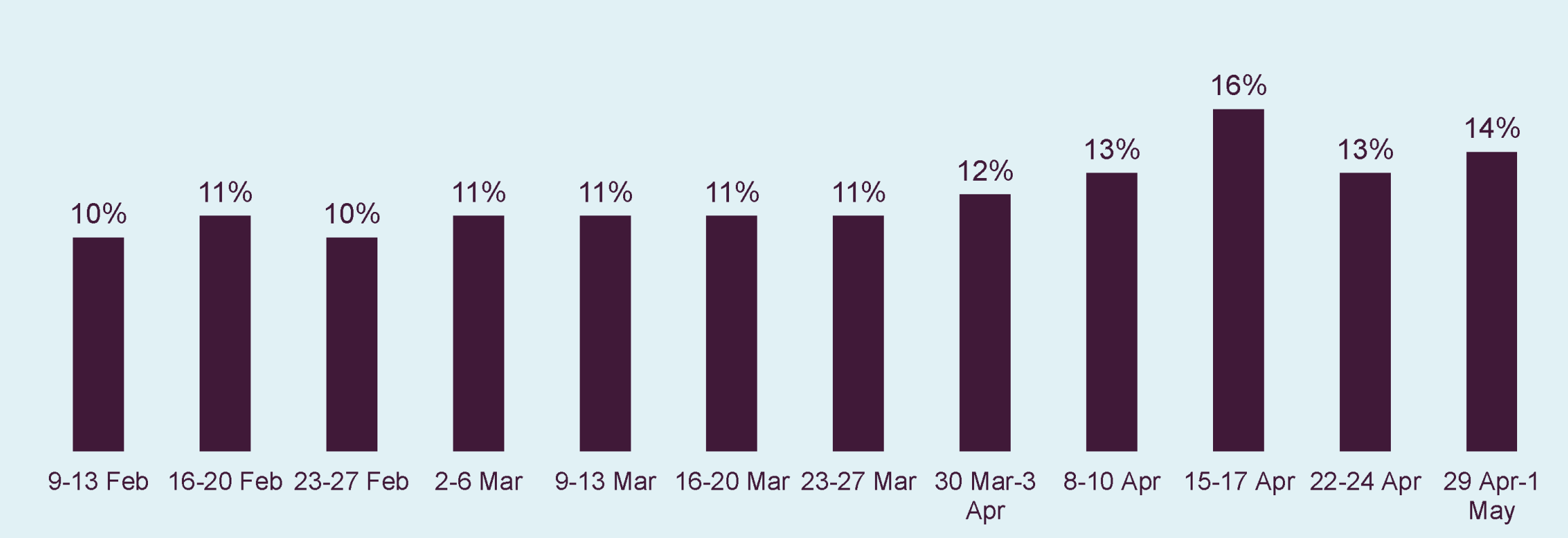


Social grade



Over the last 12 weeks - rail use has increased

Proportion using rail within the last seven days



10 May report. Base size all respondents: approx. 4000 weekly up to end March thereafter circa 2000 per week.

Leisure is the most common single reason for rail travel (average of last four weeks)

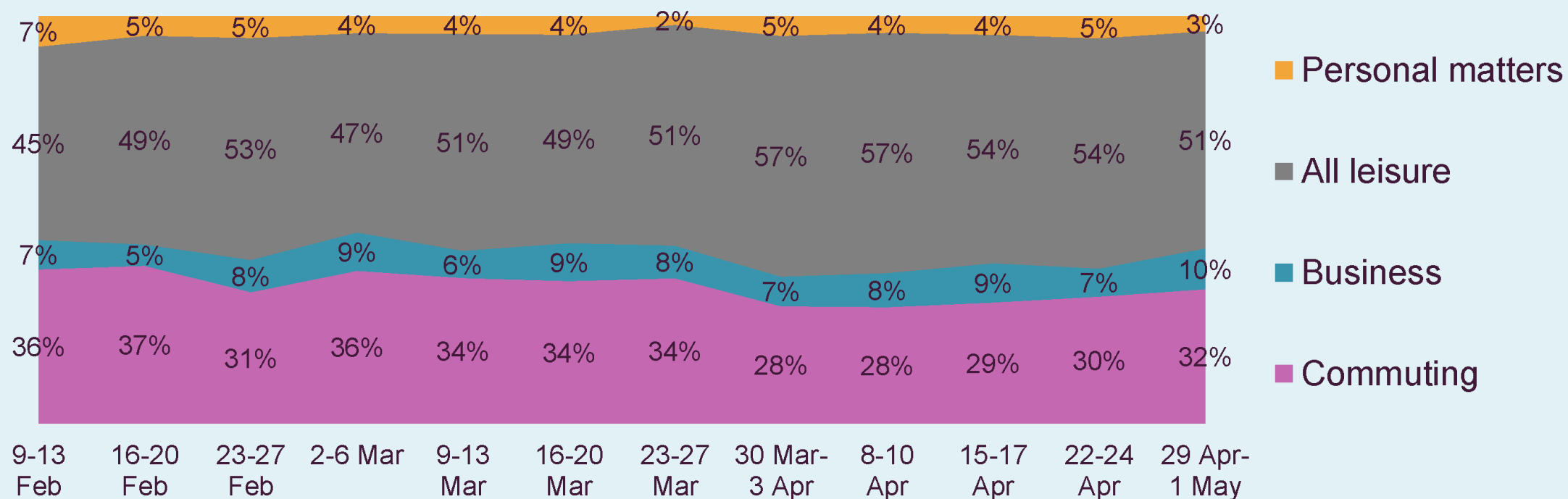
Main purpose of last rail journey



10 May report. Base size: all rail users in last 4 weeks - 1089

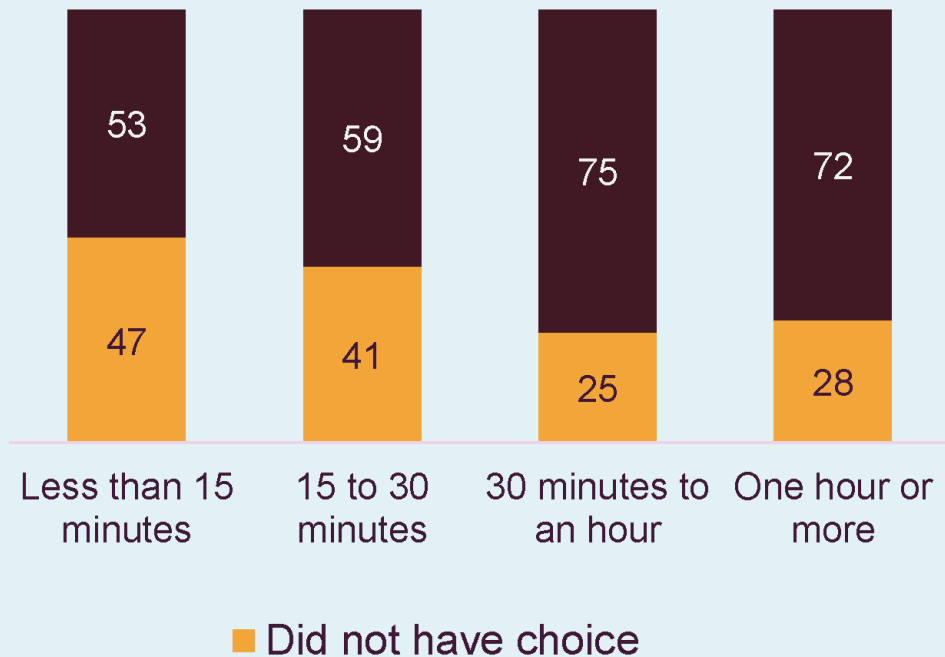
Over the last 12 weeks – the proportion of journeys made for commuting has remained around in three, except around Easter

Main purpose of last rail journey

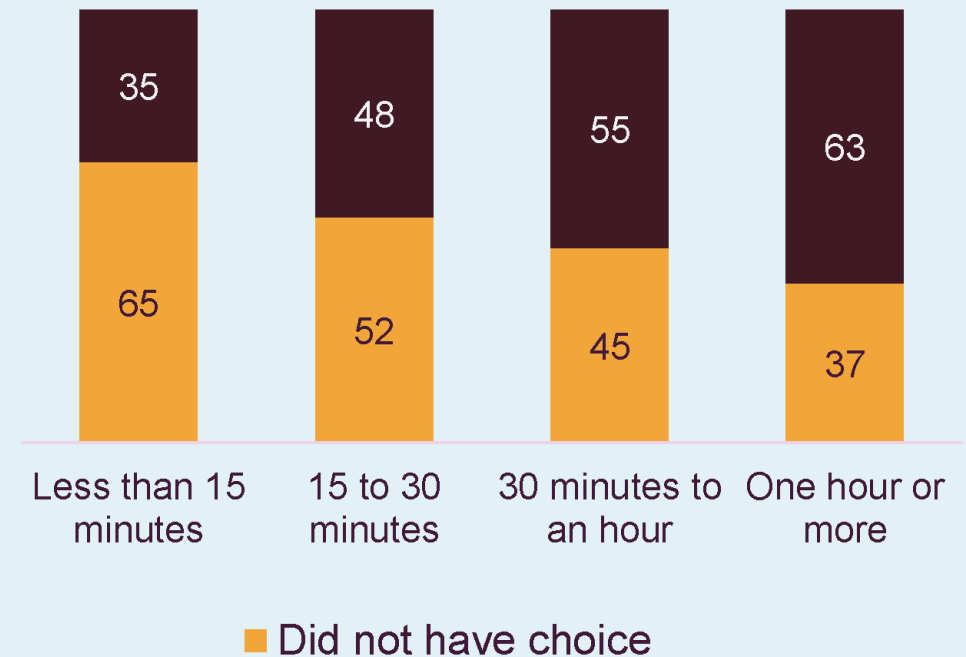


People making shorter journeys tended to have less choice of modes available (results over last 12 weeks)

% having choice vs no choice of ways to make these length commuting journeys



% having choice vs no choice of ways to make these length leisure journeys



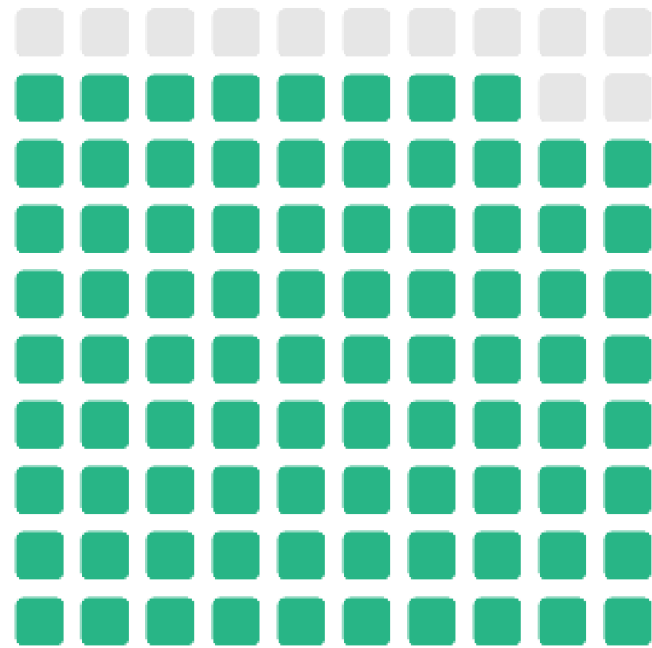
10 May report . Base sizes commuters: less than 15 minutes - 252; 15 to 30 minutes - 505; 30 minutes to an hour - 464; one hour or more - 200. . Base sizes leisure: less than 15 minutes - 300; 15 to 30 minutes - 715; 30 minutes to an hour - 700; one hour or more - 673.

All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

A graphic illustration on a teal background. In the center is a white rounded rectangle containing the text 'Rail satisfaction'. To the left of the rectangle are icons for a location pin, a clock, and a hand holding a smartphone with thumbs up and down icons. To the right is a line-art train on tracks with trees below it. Arrows and a cloud are also present.

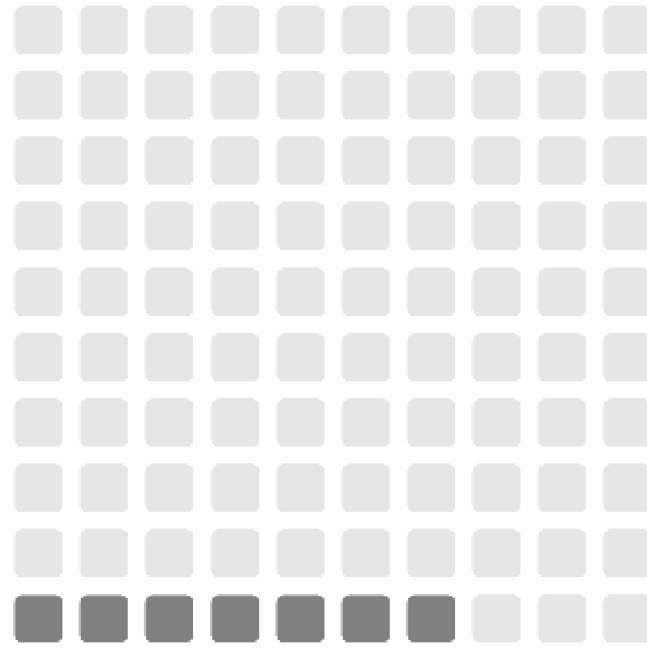
Rail satisfaction

Overall satisfaction with last rail journey - average over the last four weeks



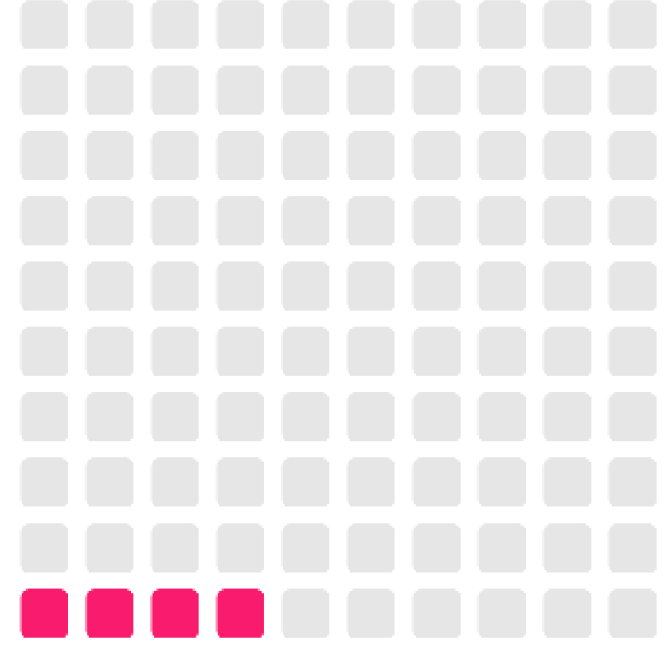
88%

satisfied



7%

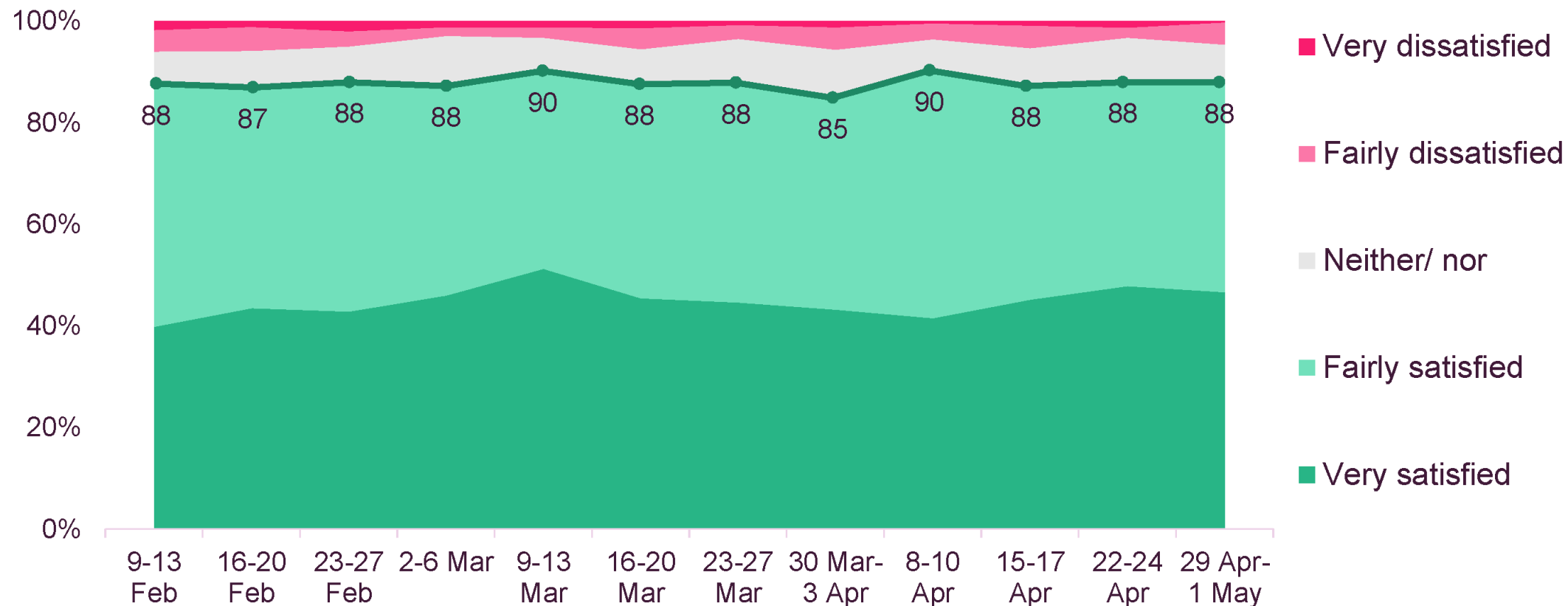
neither/nor



4%

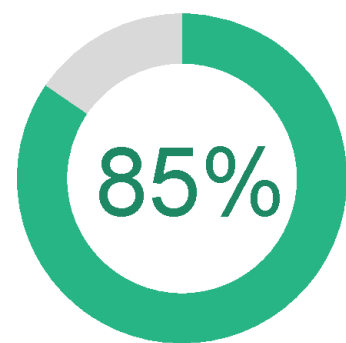
dissatisfied

Overall satisfaction with rail journey - over the last 12 weeks

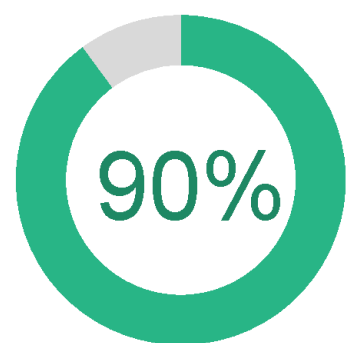


10 May report. Base size: average of 380 per week

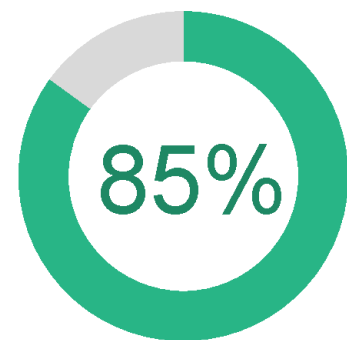
Overall satisfaction with last rail journey by journey purpose; sex and age group (average over the last four weeks)



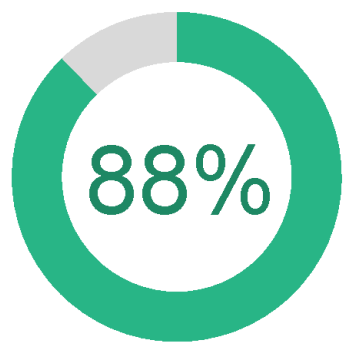
Commute



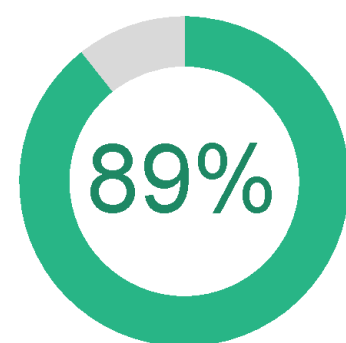
All leisure



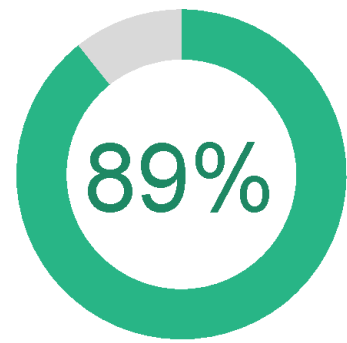
Age 18-34



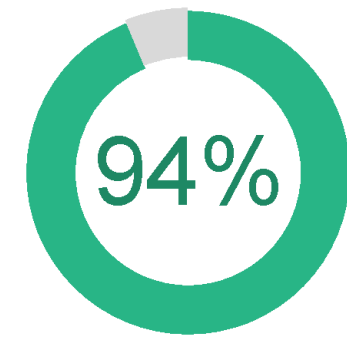
Men



Women



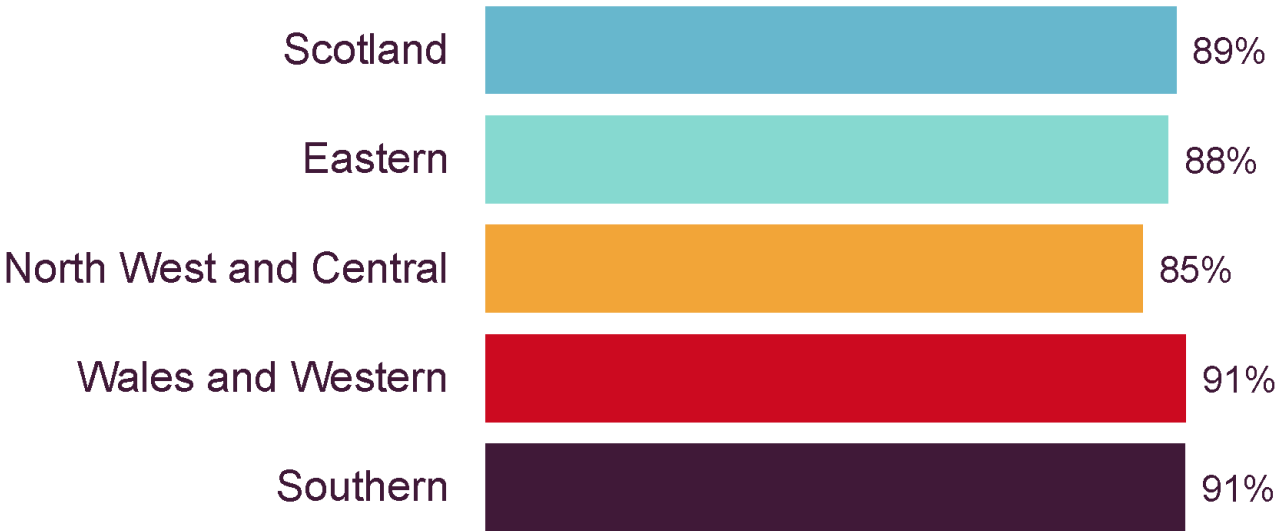
Age 35-54



Age 55 and over

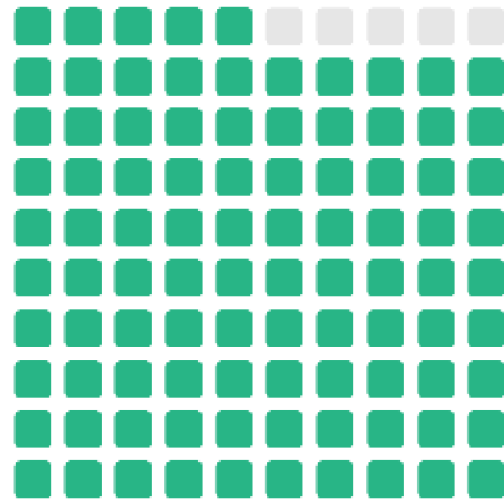
10 May report. Base sizes: age 18-34 460; age 35-54 365; age 55+ 267; male 596; female 493; commute; 311; all leisure 606. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

Overall satisfaction by Network Rail region (average over the last four weeks)



10 May report. Base size by region: Scotland to Southern: 88, 302, 217, 130, 330.

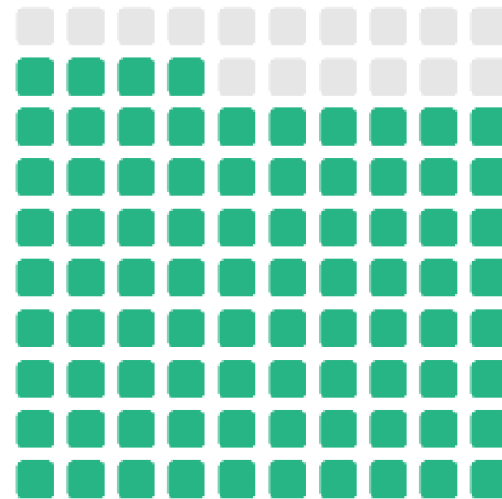
Overall satisfaction with last rail journey by whether had choice of ways to make journey or not (average over the last four weeks)



Had a choice

95%

satisfied



Did not have a choice

84%

satisfied

What rail passengers have said in the last four weeks...



Carriage was clean. Guard was very helpful. Train ran on time.

Very satisfied, South Western Railway passenger

Well, it wasn't bad but it took time.

Neither satisfied nor dissatisfied, ScotRail passenger

Cost, unruly passengers, trains always late.

Fairly dissatisfied, West Midlands Railway passenger




Train was on time and it was a quick and comfortable journey.

Very satisfied, Northern passenger

The train suddenly terminated at a station because there was no driver to take over. We had to change and wait for the next train.

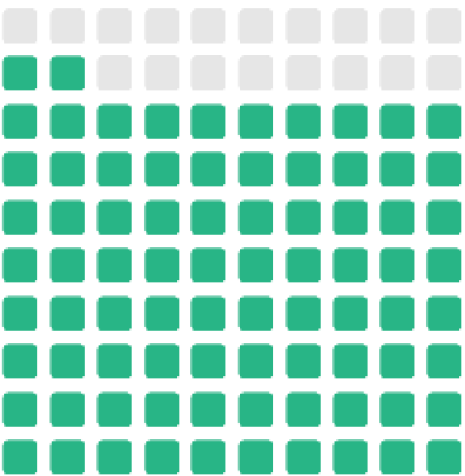
Fairly dissatisfied, Rail passenger



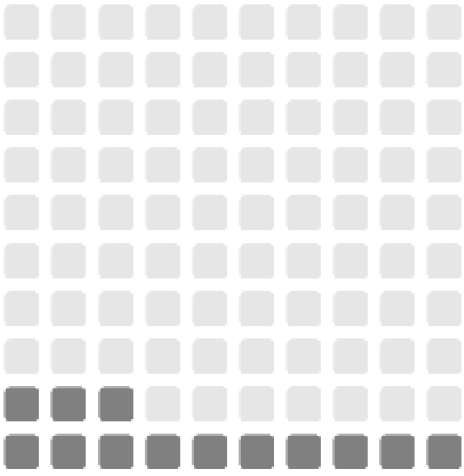
Satisfaction with aspects of rail journey

Satisfaction with the train overall

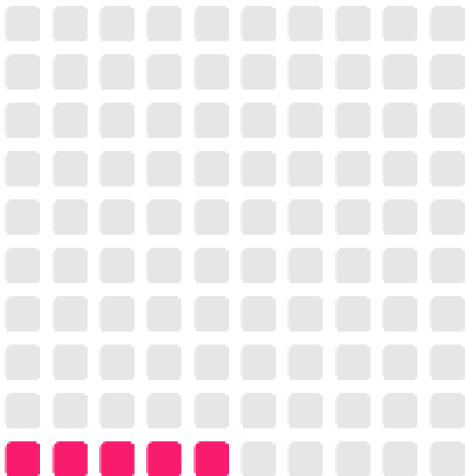
Last four weeks average



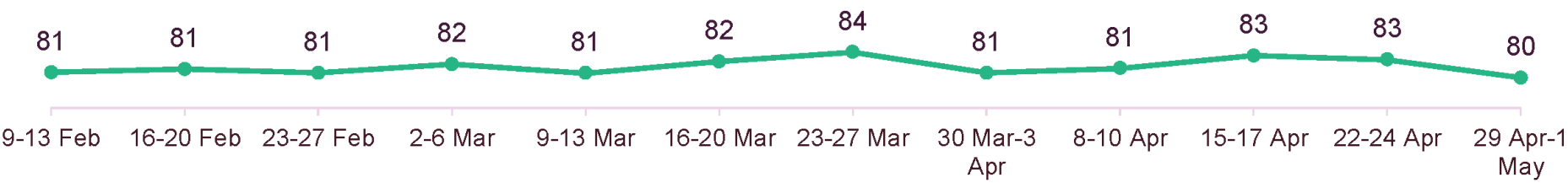
82%
satisfied



13%
neither/nor



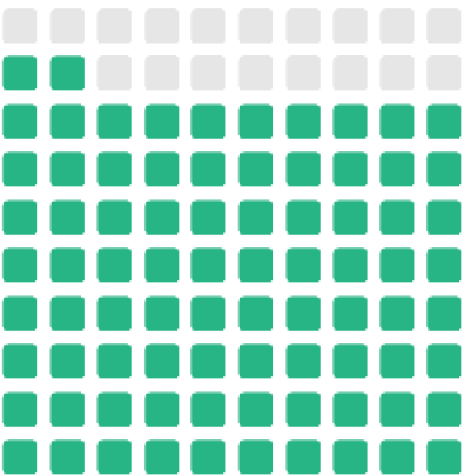
5%
dissatisfied



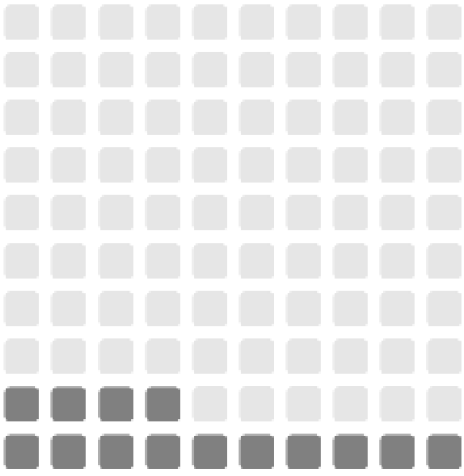
10 May report. Base sizes: last 4 weeks 1087; last 12 weeks average 379 per week.

Satisfaction with the station

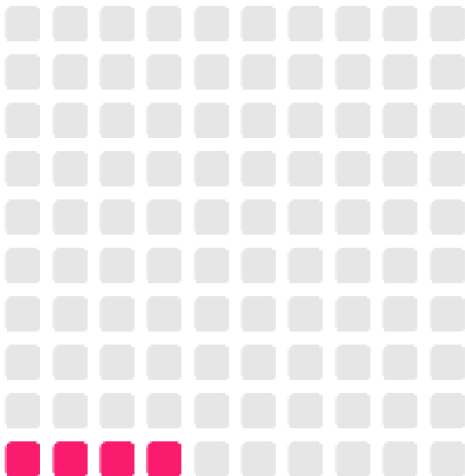
Last four weeks average



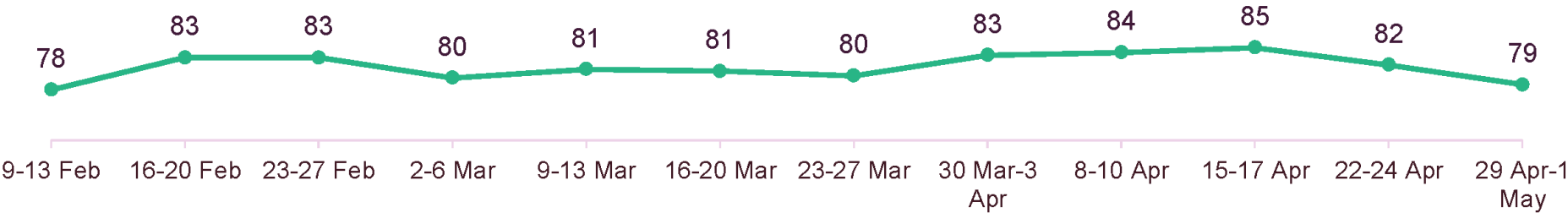
82%
satisfied



14%
neither/nor



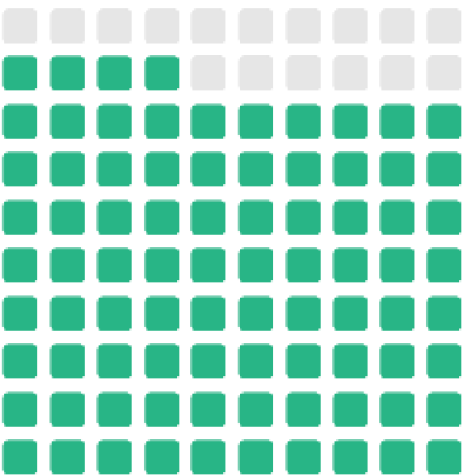
4%
dissatisfied



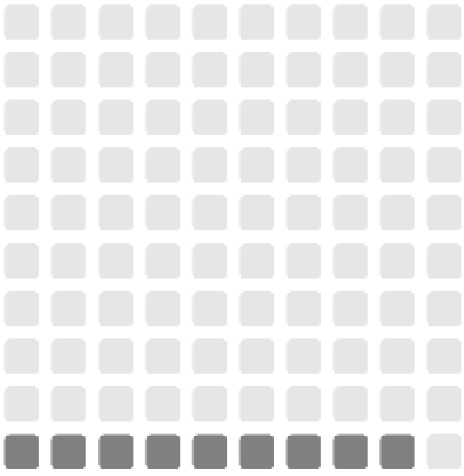
10 May report. Base sizes: last 4 weeks 1088; last 12 weeks average 379 per week.

Satisfaction with punctuality/reliability

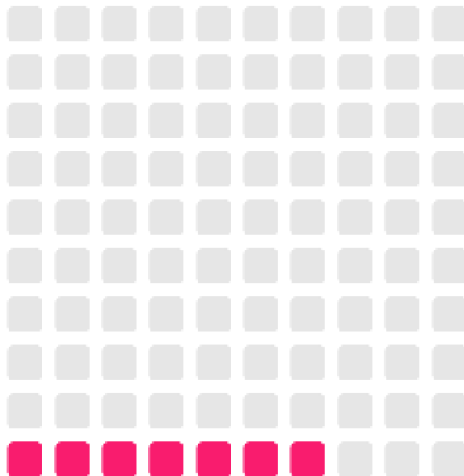
Last four weeks average



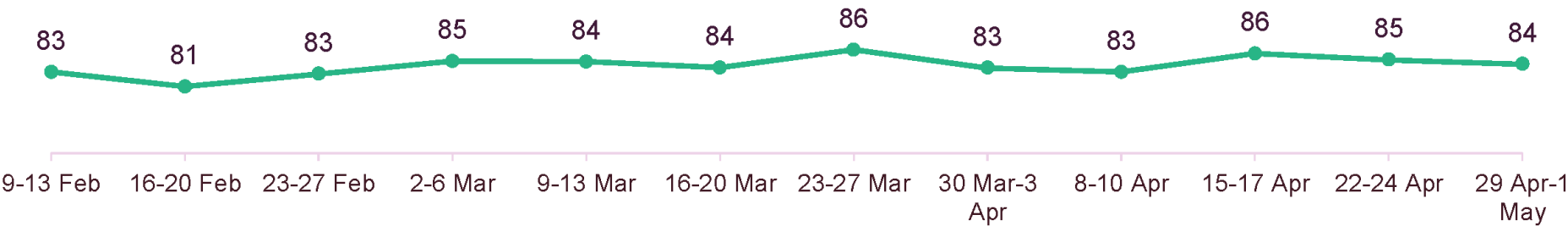
84%
satisfied



9%
neither/nor



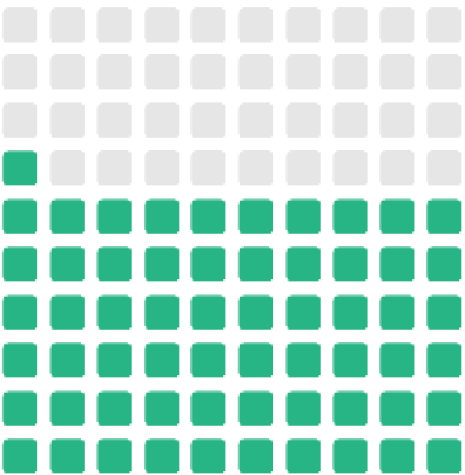
7%
dissatisfied



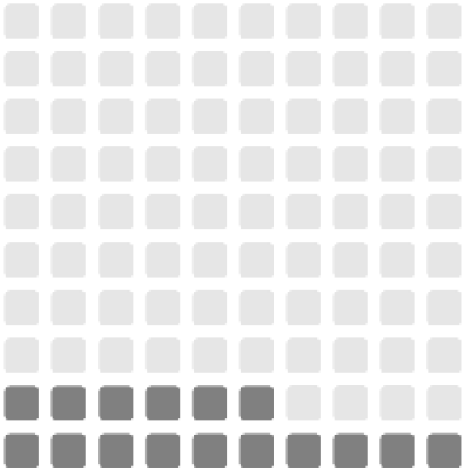
10 May report. Base sizes: last 4 weeks 1092; last 12 weeks average 380 per week.

Satisfaction with value for money of your ticket

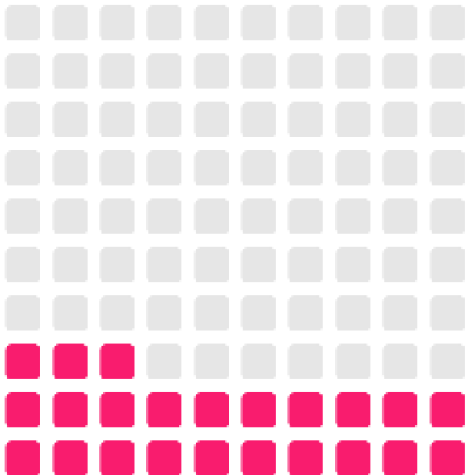
Last four weeks average



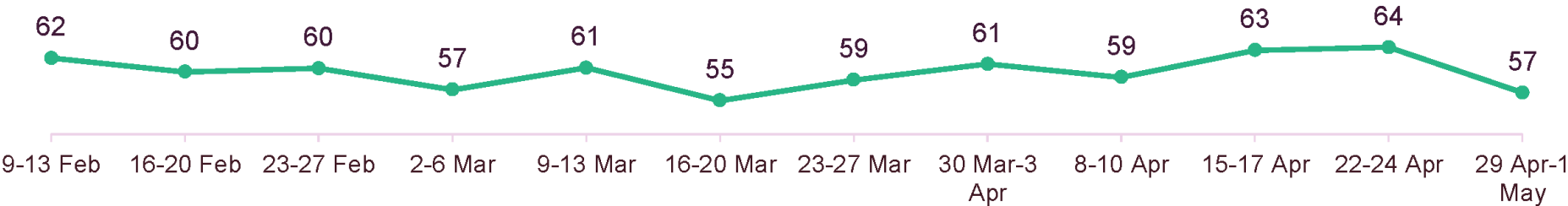
61%
satisfied



16%
neither/nor



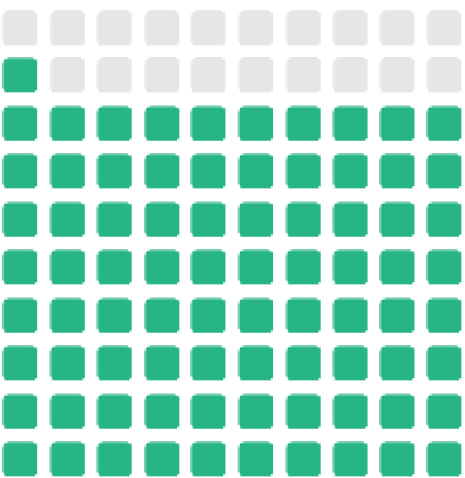
23%
dissatisfied



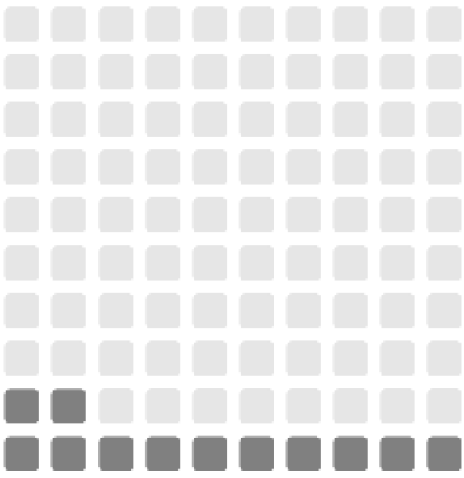
10 May report. Base sizes: last 4 weeks 1057; last 12 weeks average 366 per week.

Satisfaction with cleanliness of the inside of the train

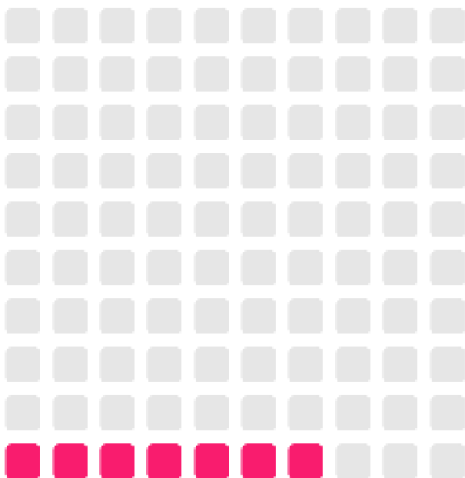
Last four weeks average



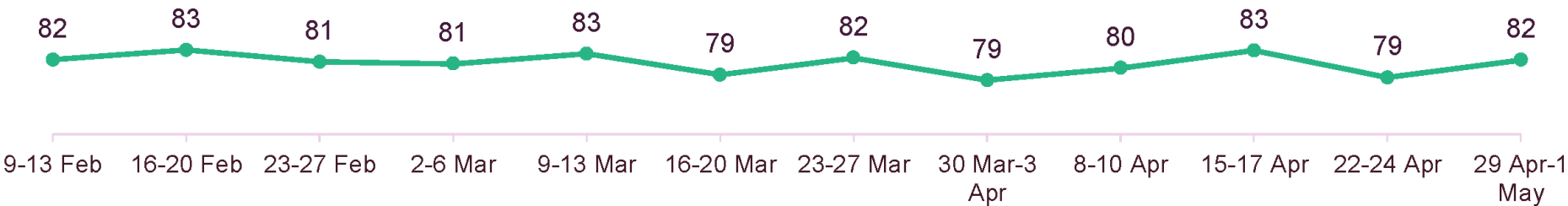
81%
satisfied



12%
neither/nor



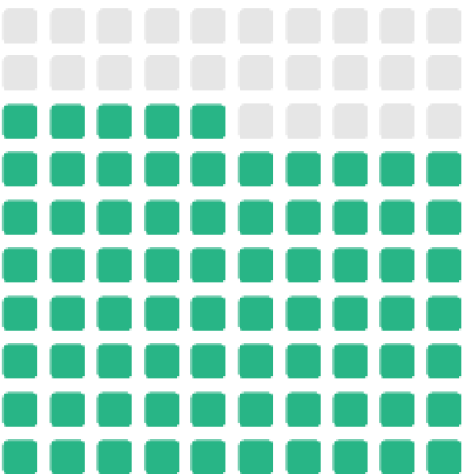
7%
dissatisfied



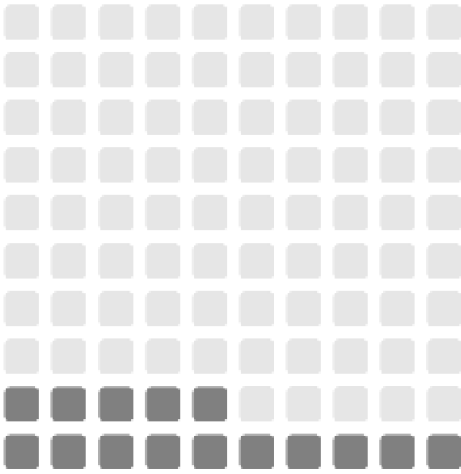
10 May report. Base sizes: last 4 weeks 1091; last 12 weeks average 379 per week.

Satisfaction with level of crowding

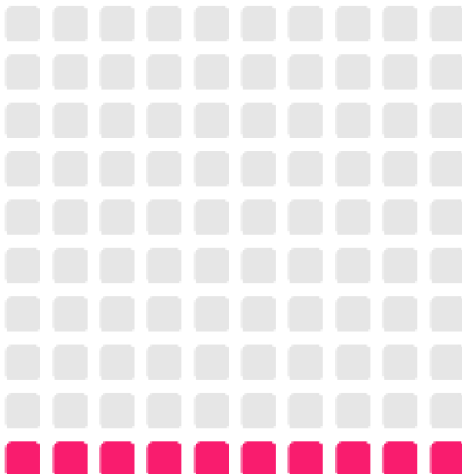
Last four weeks average



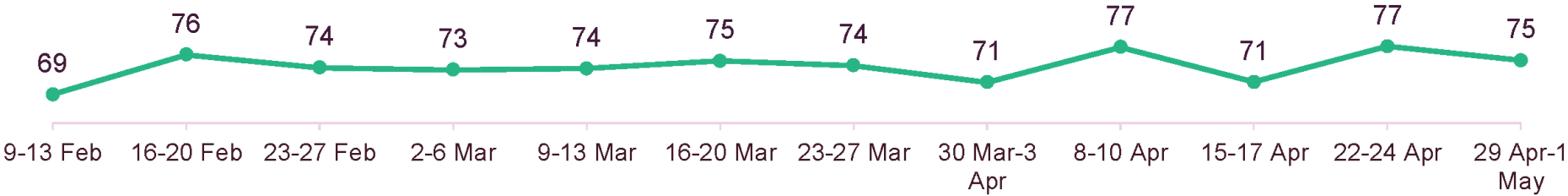
75%
satisfied



15%
neither/nor



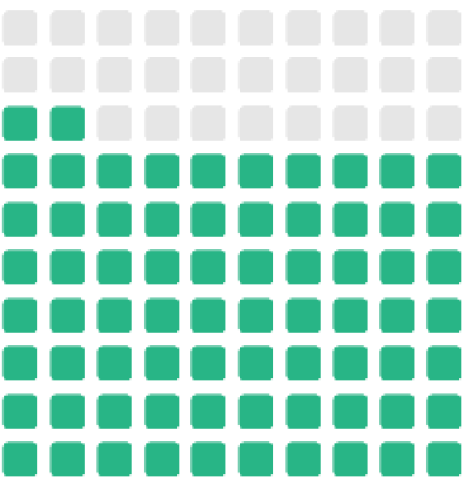
10%
dissatisfied



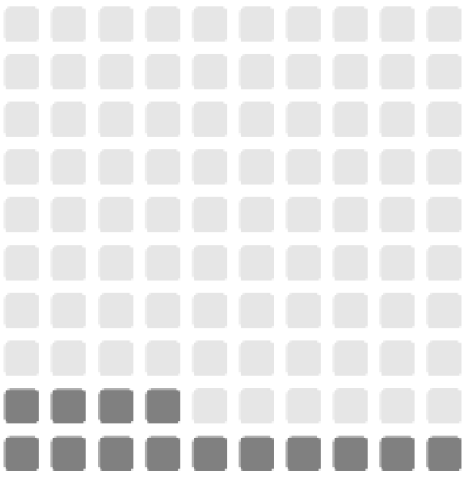
10 May report. Base sizes: last 4 weeks 1086; last 12 weeks average 378 per week.

Satisfaction with frequency of trains on that route

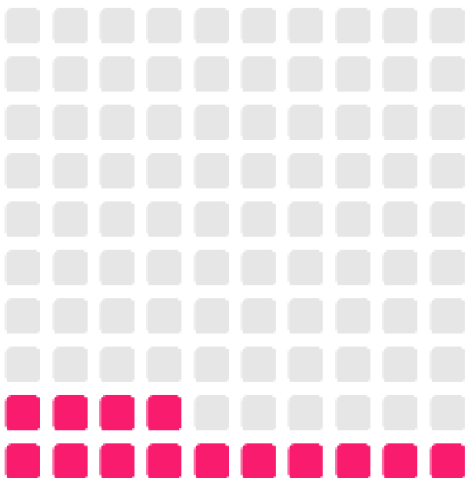
Last four weeks average



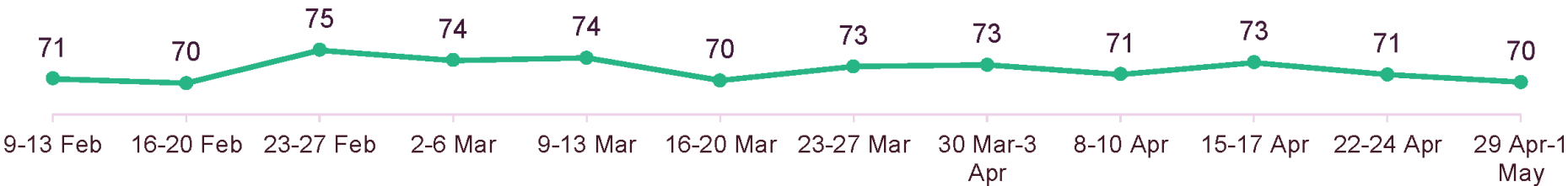
72%
satisfied



14%
neither/nor



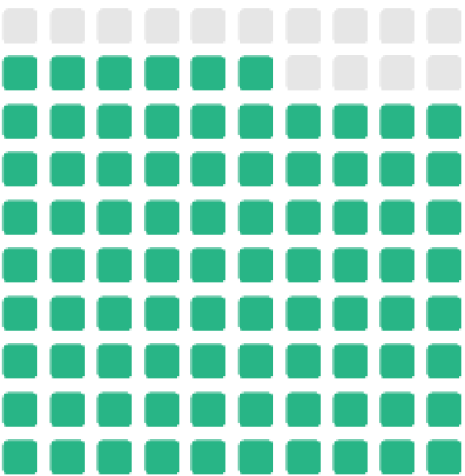
14%
dissatisfied



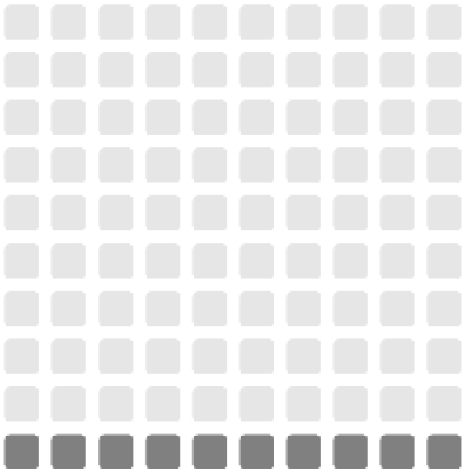
10 May report. Base sizes: last 4 weeks 1085; last 12 weeks average 378 per week.

Satisfaction with scheduled journey time

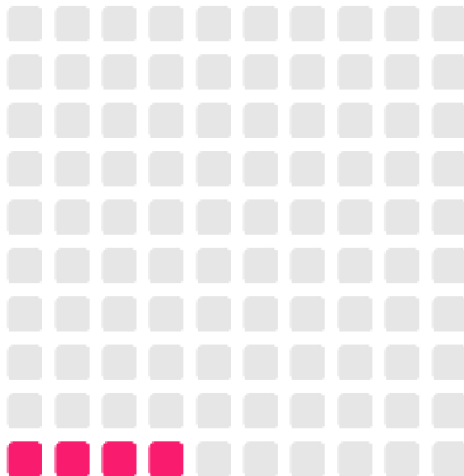
Last four weeks average



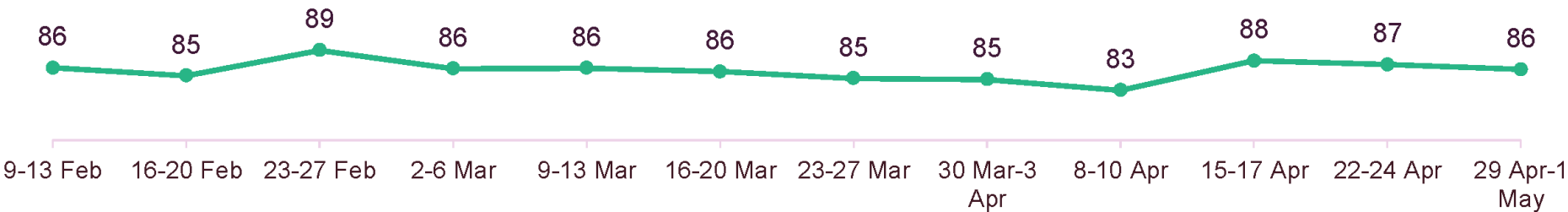
86%
satisfied



10%
neither/nor



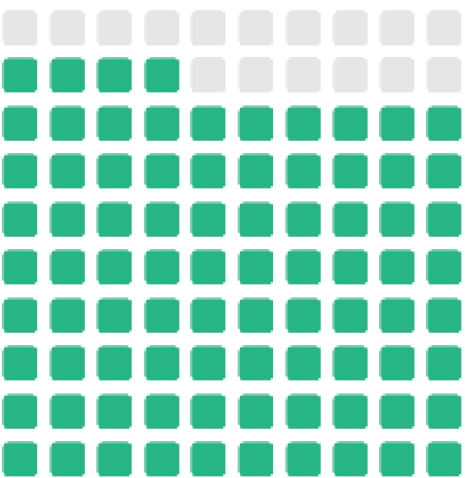
4%
dissatisfied



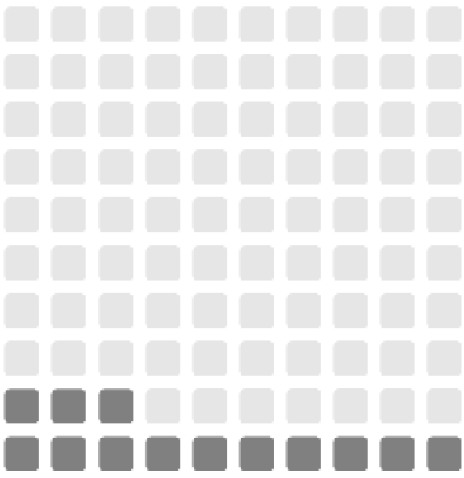
10 May report. Base sizes: last 4 weeks 1090; last 12 weeks average 380 per week.

Satisfaction with your personal security

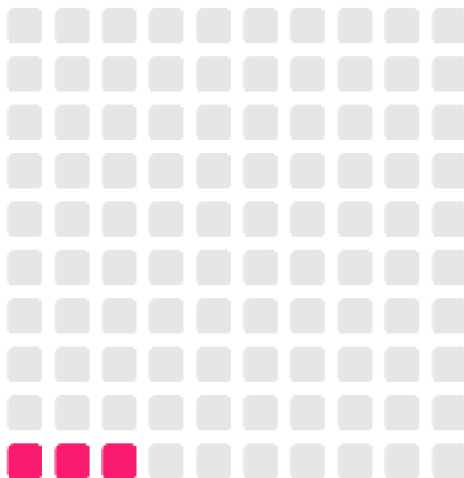
Last four weeks average



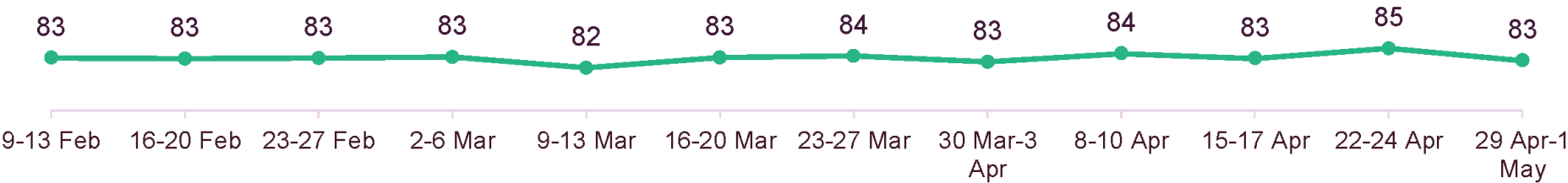
84%
satisfied



13%
neither/nor



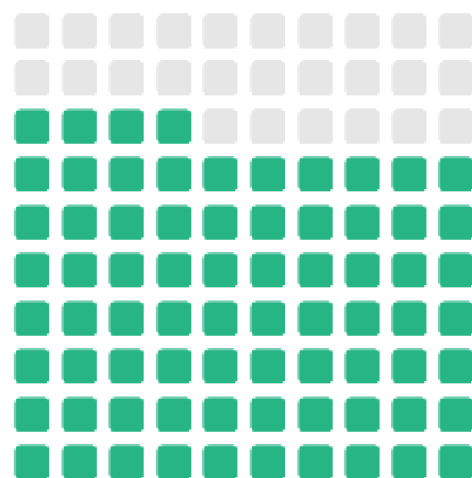
3%
dissatisfied



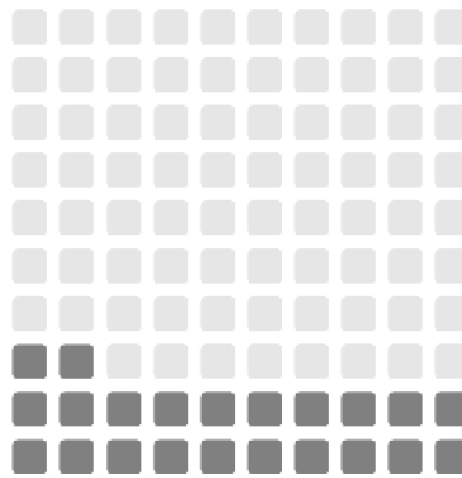
10 May report. Base sizes: last 4 weeks 1082; last 12 weeks average 397 per week.

Satisfaction with helpfulness and attitude of staff

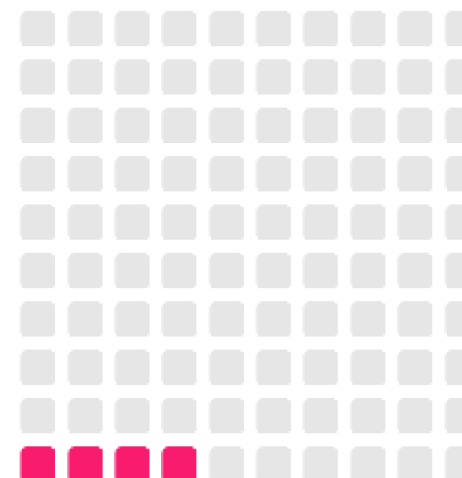
Last four weeks average



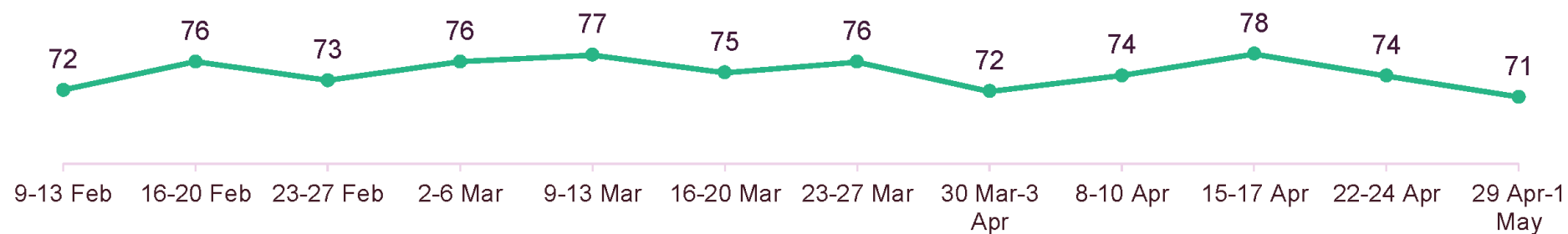
74%
satisfied



22%
neither/nor



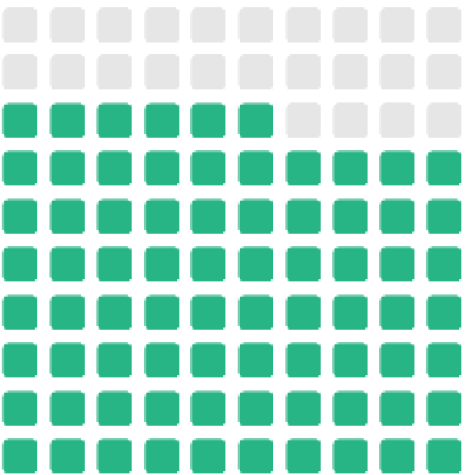
4%
dissatisfied



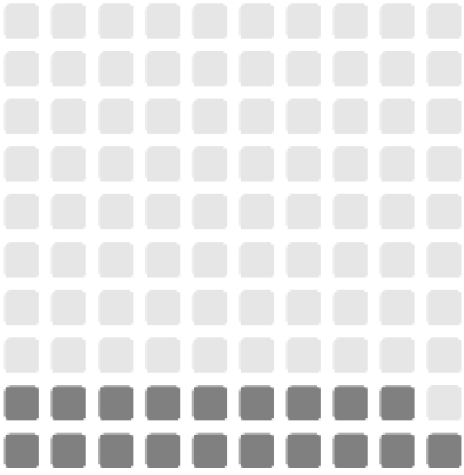
10 May report. Base sizes: last 4 weeks 862; last 12 weeks average 293 per week.

Satisfaction with information provided during the journey

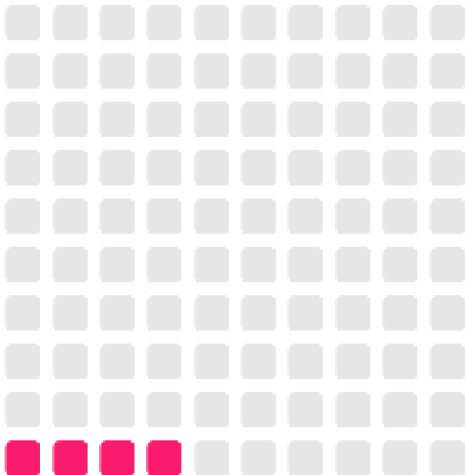
Last four weeks average



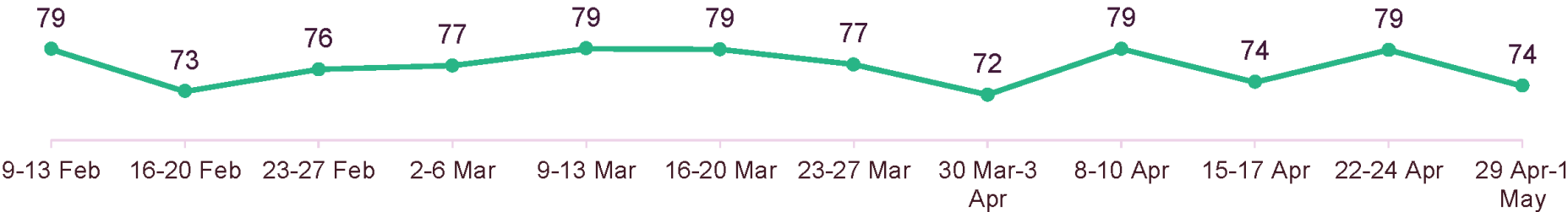
76%
satisfied



19%
neither/nor



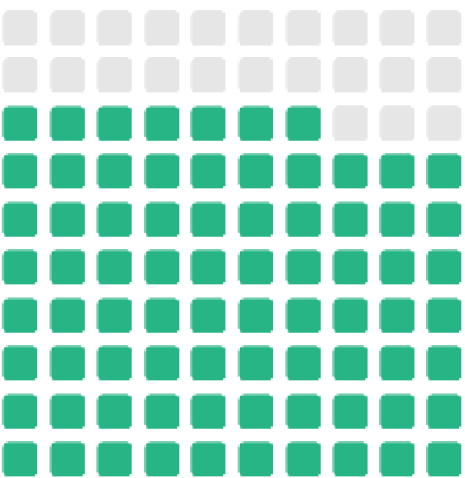
4%
dissatisfied



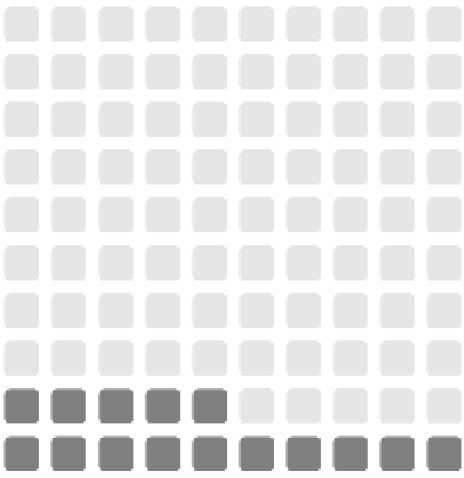
10 May report. Base sizes: last 4 weeks 1044; last 12 weeks average 361 per week.

Satisfaction with comfort of the seats

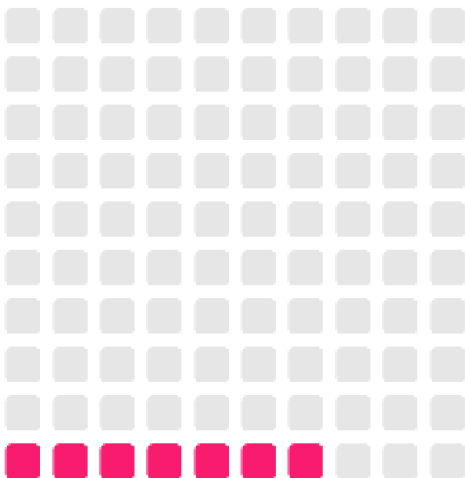
Last four weeks average



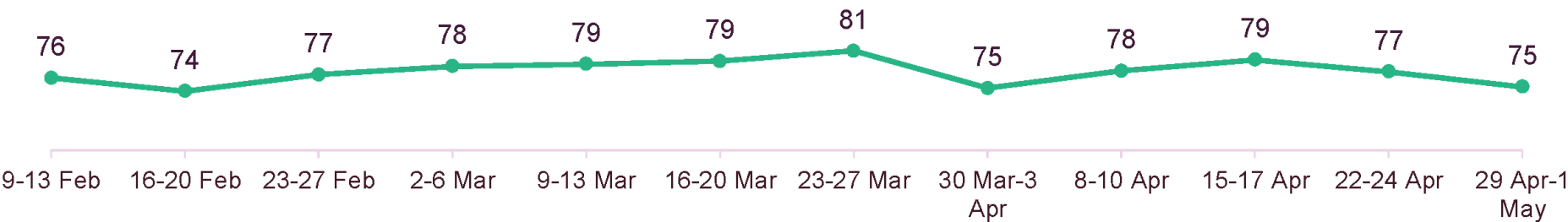
77%
satisfied



15%
neither/nor



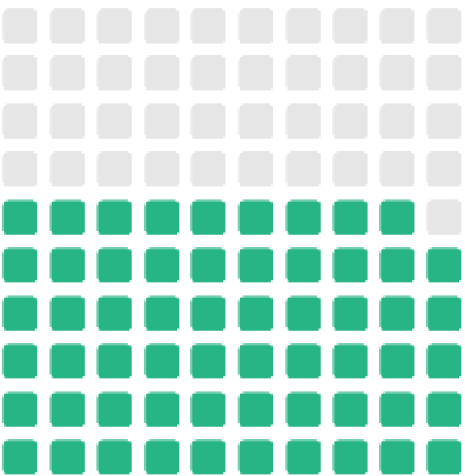
7%
dissatisfied



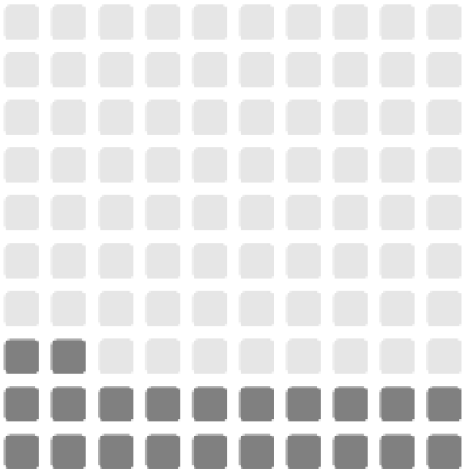
10 May report. Base sizes: last 4 weeks 1062; last 12 weeks average 370 per week.

Satisfaction with reliability of the internet

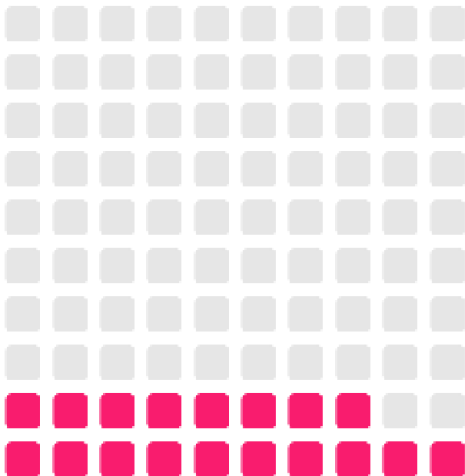
Last four weeks average



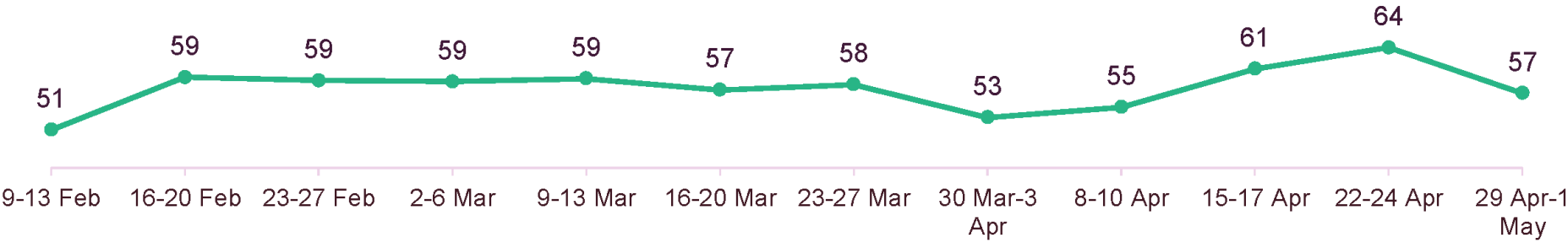
59%
satisfied



22%
neither/nor



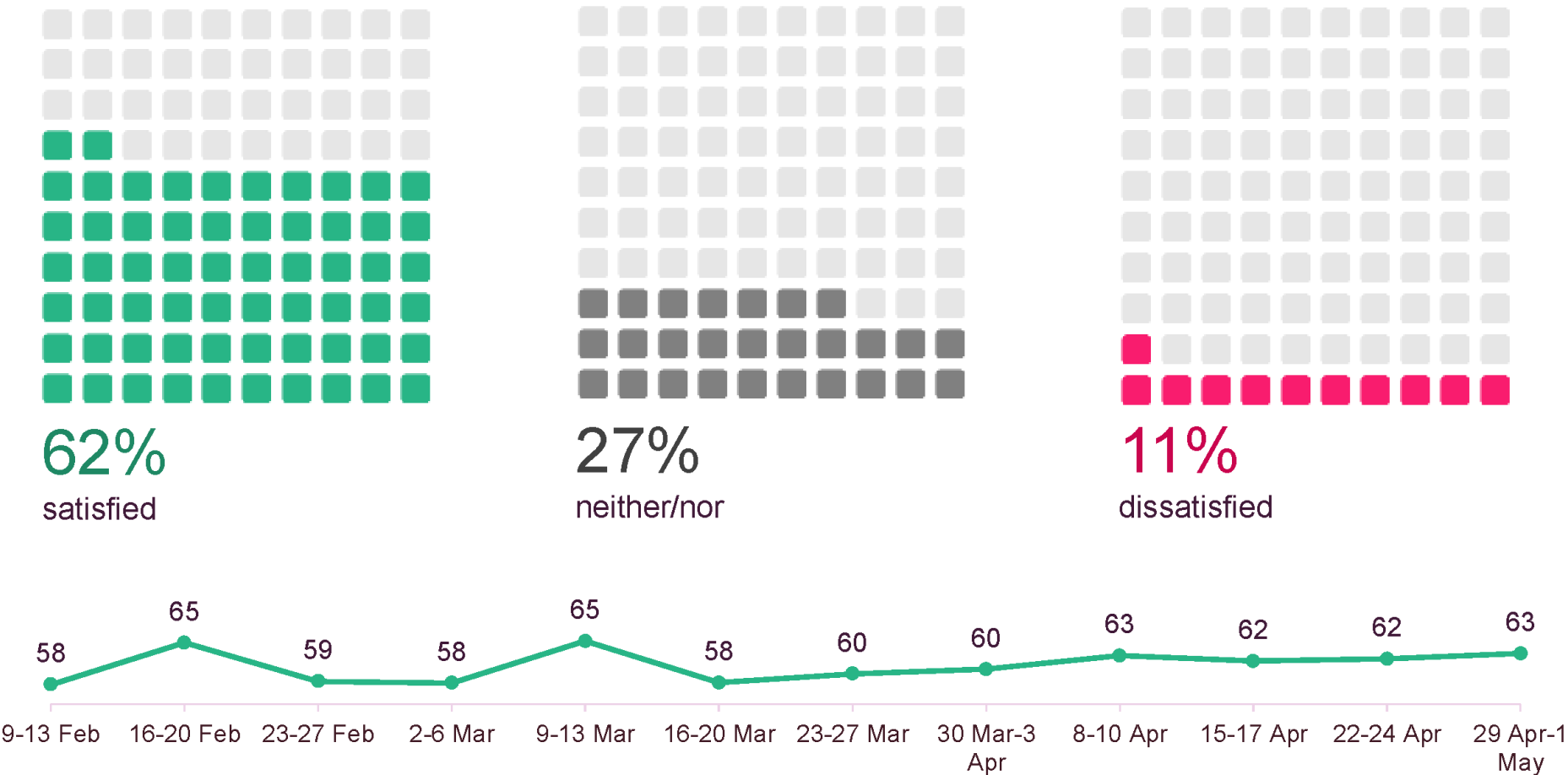
18%
dissatisfied



10 May report. Base sizes: last 4 weeks 771; last 12 weeks average 264 per week.

Satisfaction with information on how busy the train was before travelling

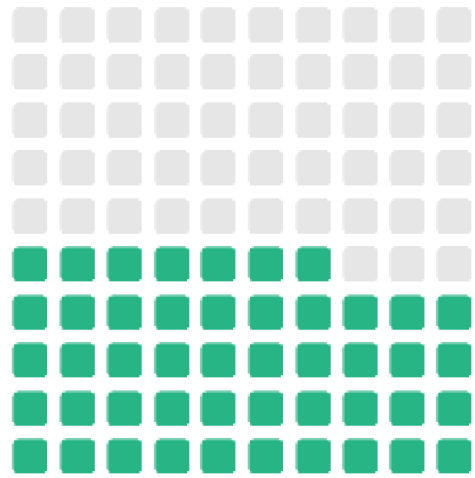
Last four weeks average



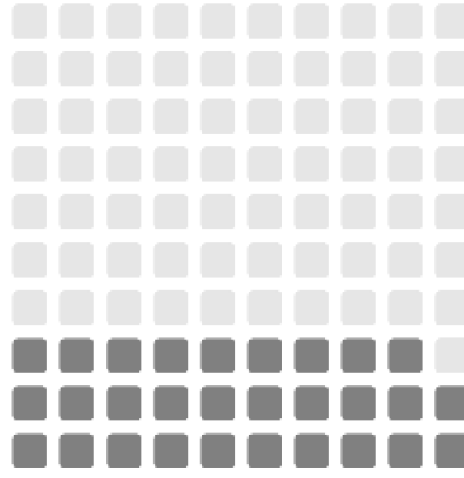
10 May report. Base sizes: last 4 weeks 887; last 12 weeks average 299 per week.

Satisfaction with number wearing face coverings

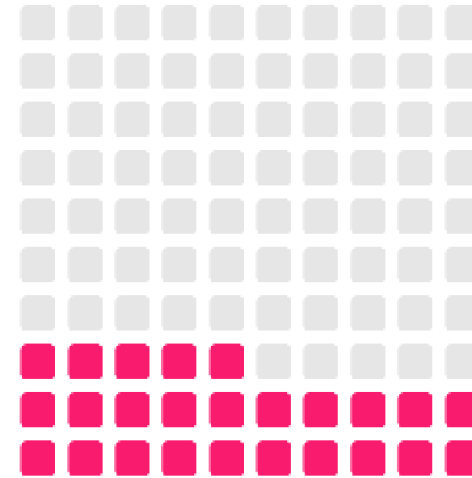
Last four weeks average



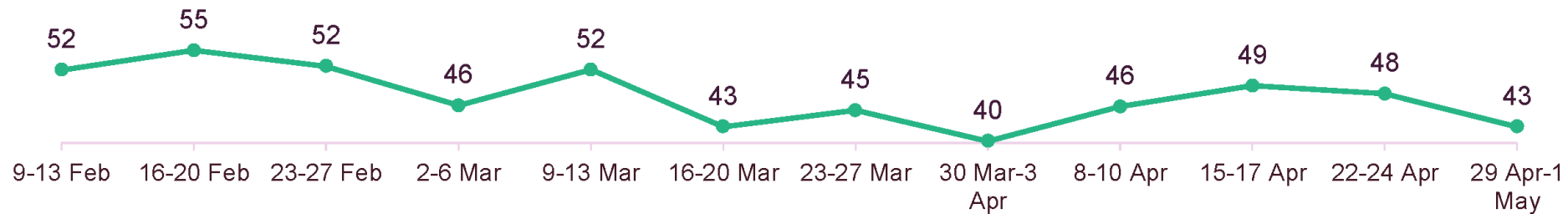
47%
satisfied



29%
neither/nor



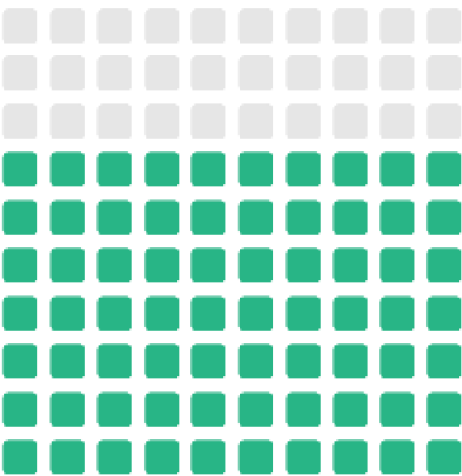
25%
dissatisfied



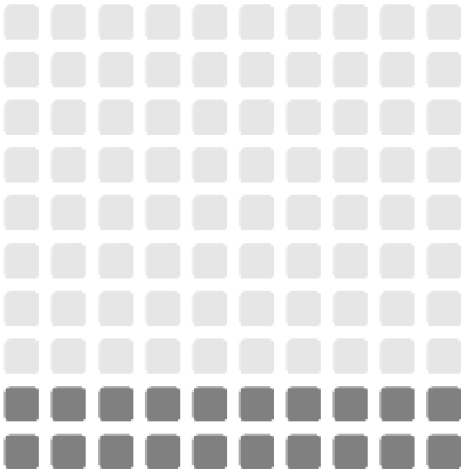
10 May report. Base sizes: last 4 weeks 1003; last 12 weeks average 358 per week.

Satisfaction with ventilation on the train

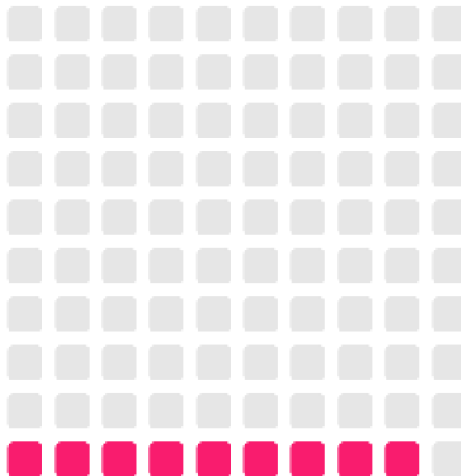
Last four weeks average



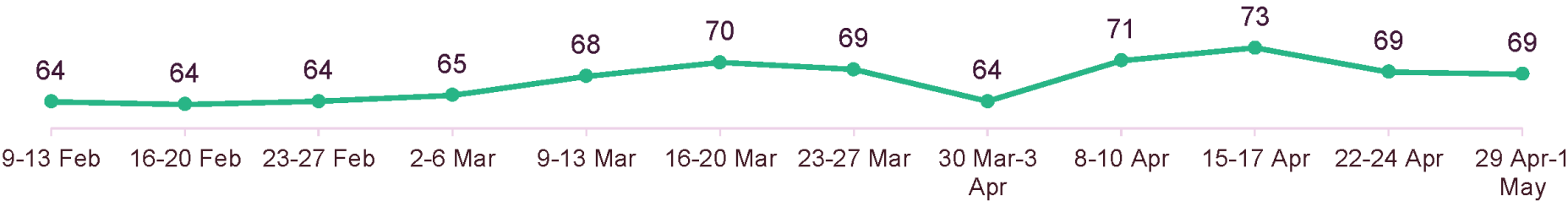
70%
satisfied



20%
neither/nor



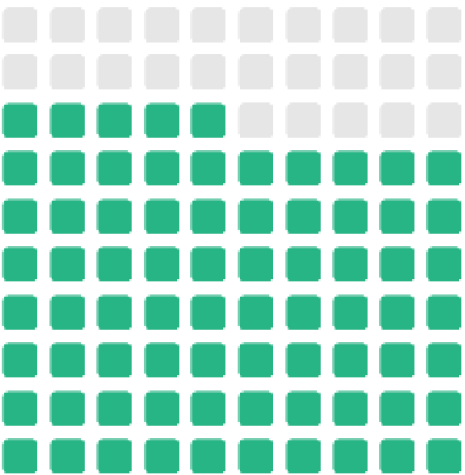
9%
dissatisfied



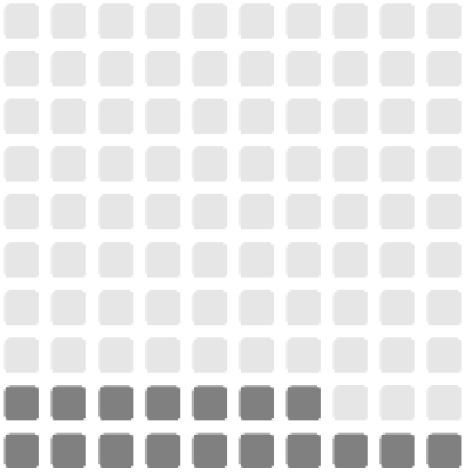
10 May report. Base sizes: last 4 weeks 1069; last 12 weeks average 373 per week.

Satisfaction with other passengers' behaviour

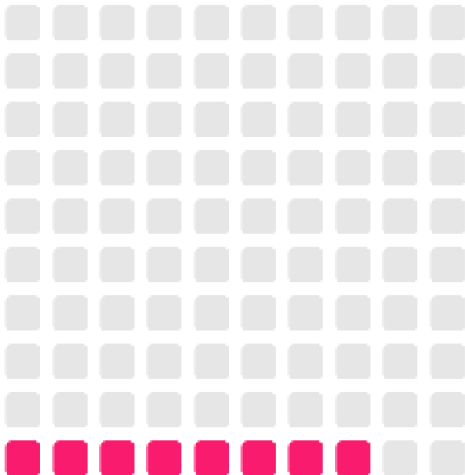
Last four weeks average



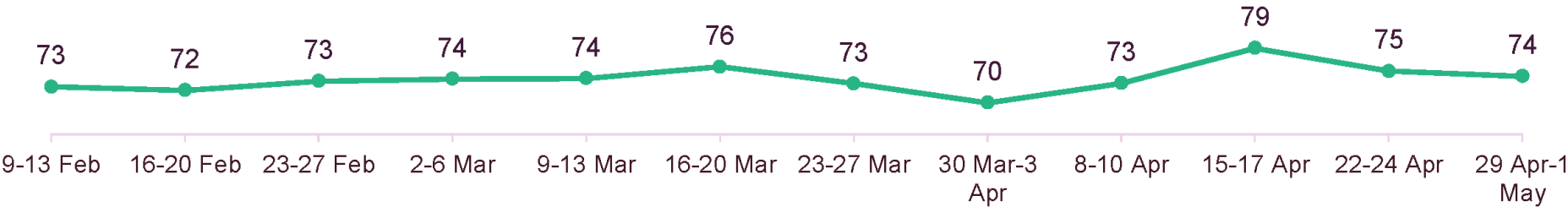
75%
satisfied



17%
neither/nor



8%
dissatisfied



10 May report. Base sizes: last 4 weeks 1080; last 12 weeks average 377 per week.

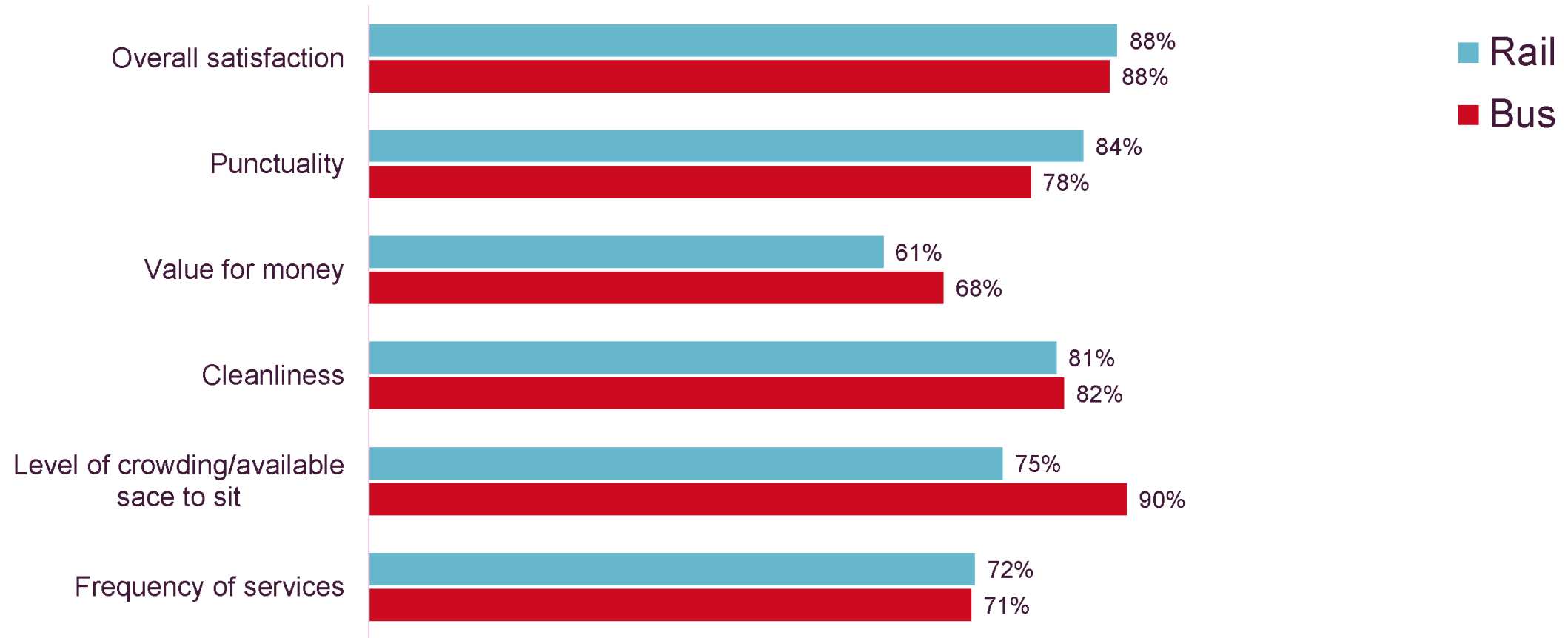
Summary of rail satisfaction with journey aspects - average over last four weeks



10 May report . Base size all rail users. Sizes from top to bottom are: 1092; 1087; 1088; 1092; 1057; 1091; 1086; 1085; 1090; 1082; 862; 1044; 1062; 771; 887; 1003; 1069; 1080.

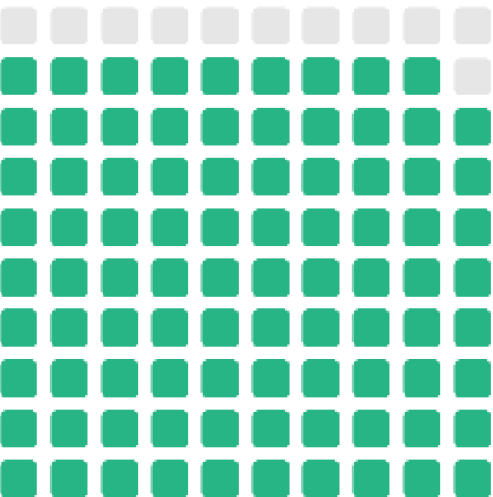
Rail to bus comparison - results from surveys in the last four weeks

Rail passengers have higher satisfaction with punctuality but lower satisfaction on crowding and value for money

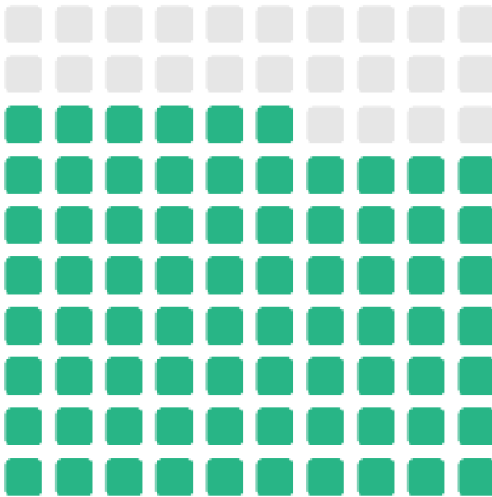


10 May report. Base sizes: rail 1092; Bus 647.

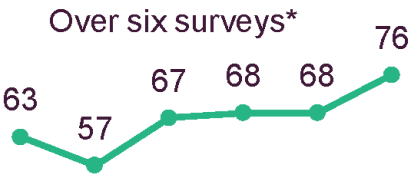
How Covid safe train travel is felt to be this most recent week



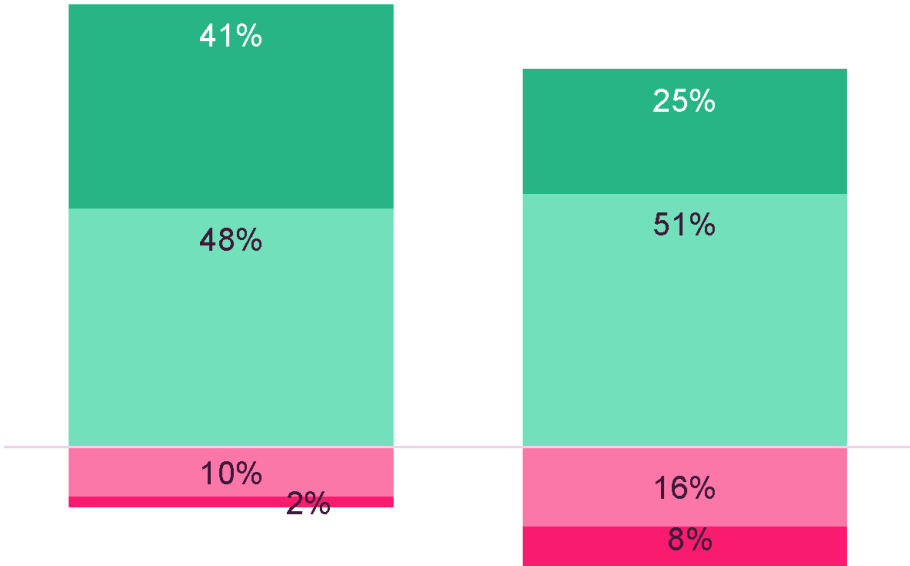
Users of trains in last 7 days
89%



Non-users of trains in last 7 days
76%



Fairly safe Very safe Not very safe Not at all safe



Used train
in last 7 days

Not used train
in last 7 days

10 May 2022 report. Base sizes: used train in last seven days 457; not used train in last 7 days 1761

* Six data points plotted at four-week intervals. Fieldwork dates for each point are (left to right): 26-28 Nov; 7-9 Jan; 4-6 Feb; 4-6 March; 1-3 April; 29 Apr-1 May.

Methodology

Transport Focus's *Rail User Survey* from April runs on the weekend waves of Yonder Consulting's omnibus. In total approximately 2000 per week are screened to identify those who have made a train journey (excluding London Underground) in the last seven days. These people then answer our dedicated Rail User Weekly Survey question set; the question text is provided in the appendix.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that

the question is not applicable to them.

The total rail users within the survey over the last twelve weeks is shown in the table, together with the dates of fieldwork.

The omnibus survey asks questions about a variety of matters from a range of client organisations. Not all those interviewed through Yonder Consulting's omnibus are passengers on public transport. Numbers may not add up to 100 per cent, due to rounding.

	Fieldwork dates	Response numbers
Week 20	9 - 13 February	413
Week 21	16 - 20 February	408
Week 22	23 - 27 February	404
Week 23	2 - 5 March	437
Week 24	9 - 13 March	442
Week 25	16 - 20 March	433
Week 26	23 - 27 March	457
Week 27	30 March - 3 April	475
Week 28	8 - 10 April	253
Week 29	15 - 17 April	301
Week 30	22 - 24 April	266
Week 31	29 Apr - 1 May	272

Appendix: survey question text

1. Overall satisfaction: Overall how satisfied were you with this train journey?

Scale: Very satisfied to Very dissatisfied

2. Individual satisfaction measures: Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with? Scale: Very satisfied to Very dissatisfied and Not applicable.

- | | |
|--|---|
| a. The information on how busy the train would be before travelling | j. Length of time the journey was scheduled to take |
| b. The cleanliness of the inside of the train | k. Level of crowding on the train |
| c. The number of people wearing face coverings during your journey | l. The behaviour of other passengers |
| d. The Covid measures in place on the train and at stations* | m. Provision of information during the journey |
| e. Helpfulness and attitude of staff | n. Comfort of the seats |
| f. The ventilation on the train | o. Value for money of your ticket |
| g. Overall satisfaction with the station | p. Reliability of the internet connection |
| h. Punctuality/reliability (i.e. the train departing / arriving on time) | q. Overall satisfaction with the train |
| i. Frequency of the trains on that route | r. Your personal security during your journey |

3. Choice of mode: And thinking about this most recent train journey, was it: a) The only realistic option available to you to get there; b) You had other options available, but chose to use the train.

4. Safety questions when asked a) train users in last 7 days: Specifically in relation to coronavirus, how safe do you feel at the moment when using trains; b) non-users in last 7 days: Specifically in relation to coronavirus, if you had to make a journey at the moment, how safe would you feel when making a journey by train.

Contact Transport Focus

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

86 Petty France

London

SW1H 9EA

www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council

Transport Focus is the independent
consumer organisation representing the
interests of:

- rail passengers in Great Britain
- bus, coach and tram users across
England outside London
- all users of England's motorways and
major 'A' roads (the Strategic Road
Network).

We work to make a difference for all
transport users.

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