

6 June 2022

Rail User Survey

Edition 2



Introduction



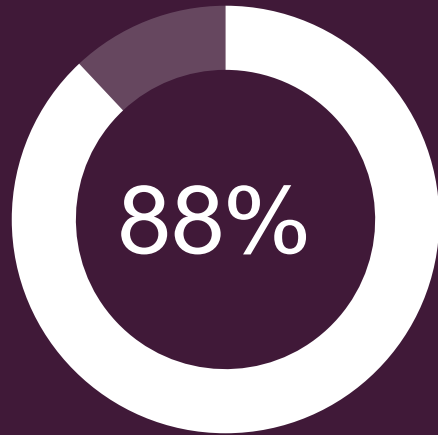
The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey.

Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

We ask everyone which types of transport they have used and for what purpose. Those who used rail are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness. In a typical week, where around 12 per cent have used rail, we get this detailed information from around 250 people.

We publish a report every four weeks. This report covers interviews between March and May 2022. Further details on how we carried out this survey are available on page 36.

Rail headlines



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



We asked people who have not used rail within the last seven days if they would feel safe in regard to Covid. 80% of people say they would feel safe if they were to make a journey; up from 68% a month ago.



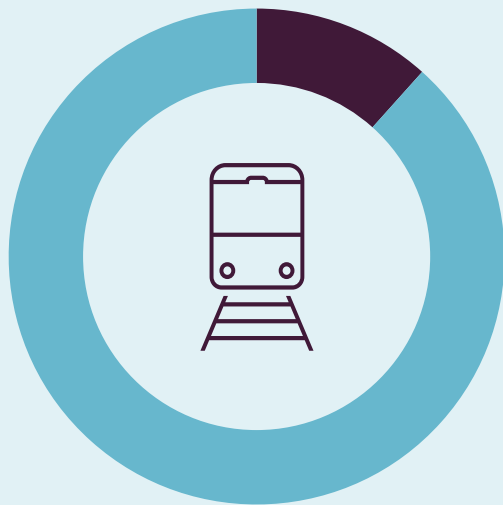
Satisfaction with punctuality/reliability of the journey has fallen this week to 81%. The average over the last four weeks is 85%.

Rail usage levels

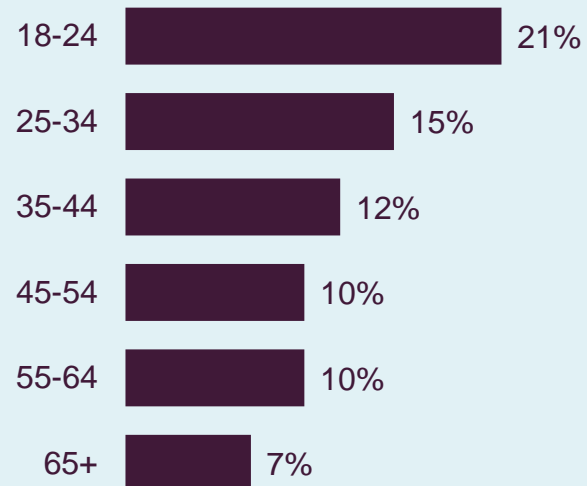


Just over one in nine are using rail

Proportion using rail



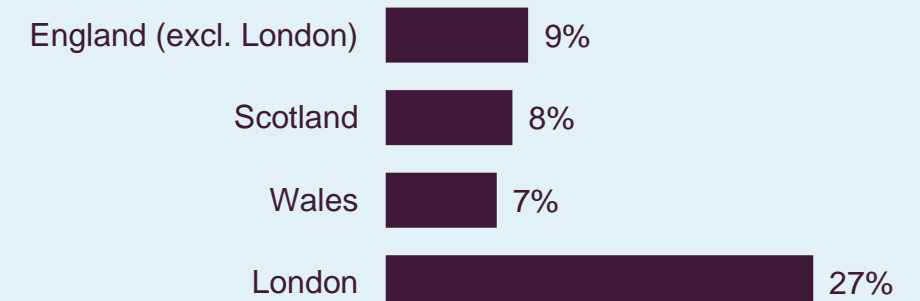
Age



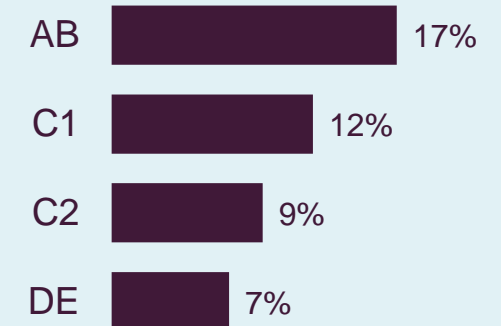
Sex



Region

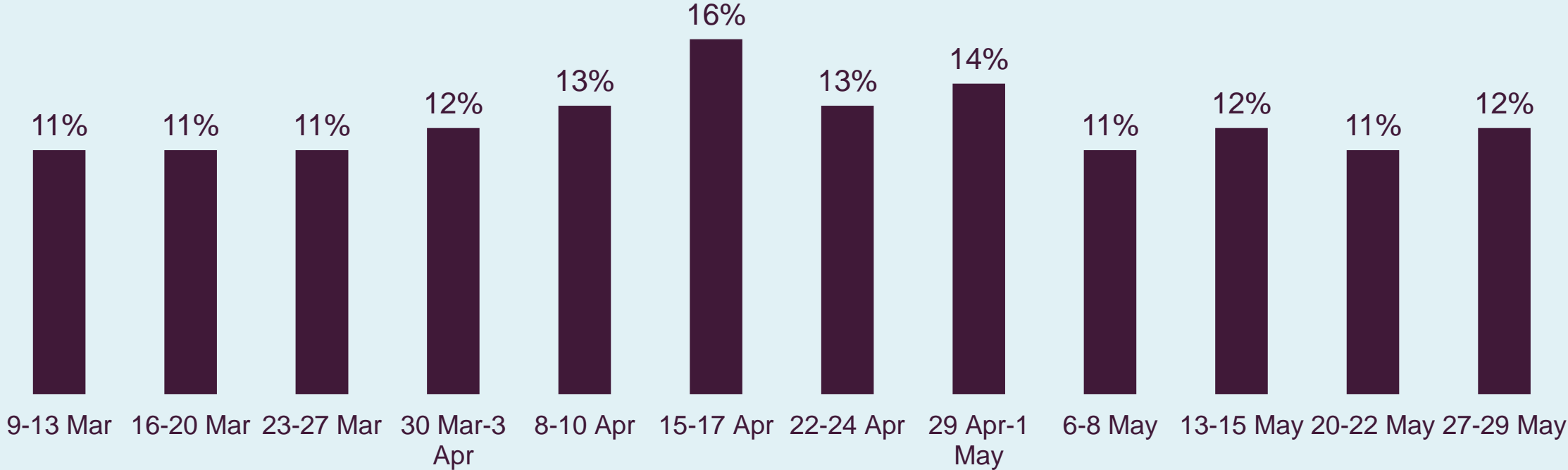


Social grade



Rail use has returned to similar levels as they were prior to Easter

Proportion using rail



6 June 2022 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size: 4000 per week up to end March, from April 2000 per week.

Commuting is the most common single reason for rail travel

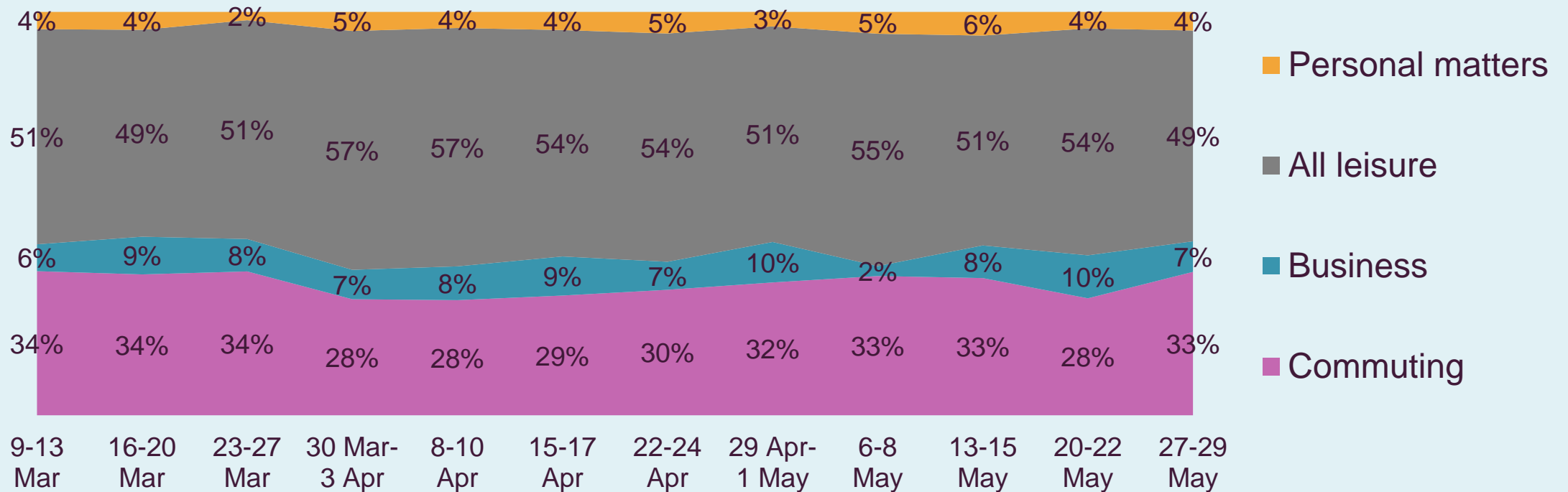
Main purpose of rail journey



6 June 2022 report. Charts are based on the most recent train journey made within seven days of being surveyed and show the average of the last four weeks' surveys. Base size: all rail users - 956. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Relative proportion of journey purposes is broadly stable

Main purpose of rail journey

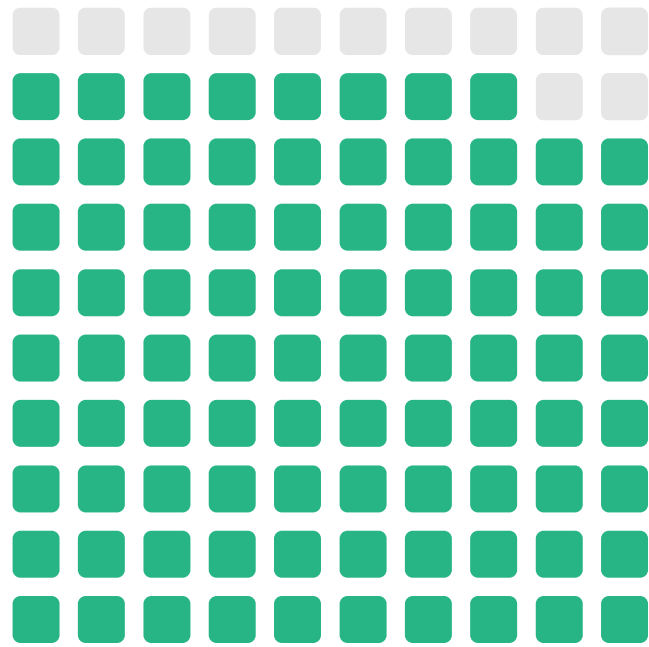


6 June 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 320 per week

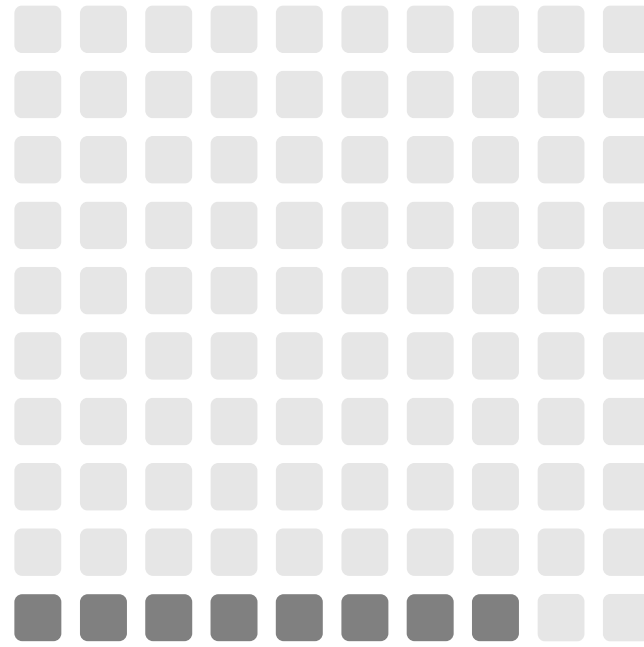
Rail satisfaction



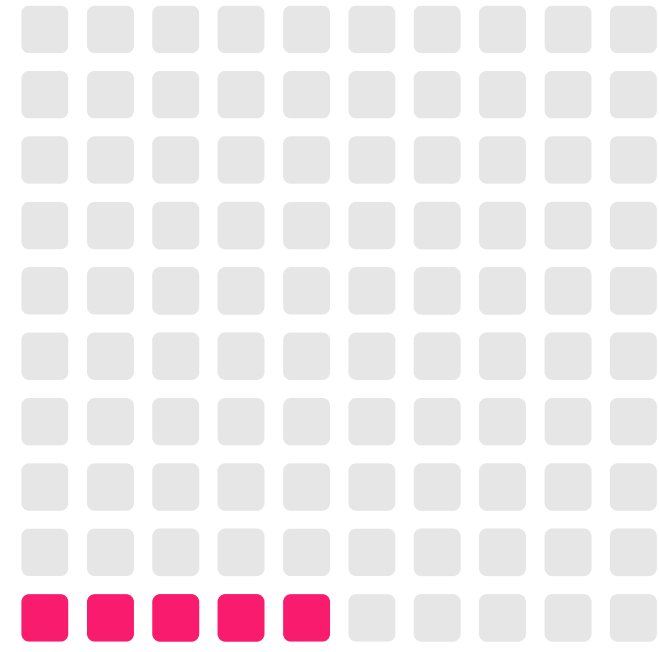
Overall satisfaction with rail journey



88%
satisfied



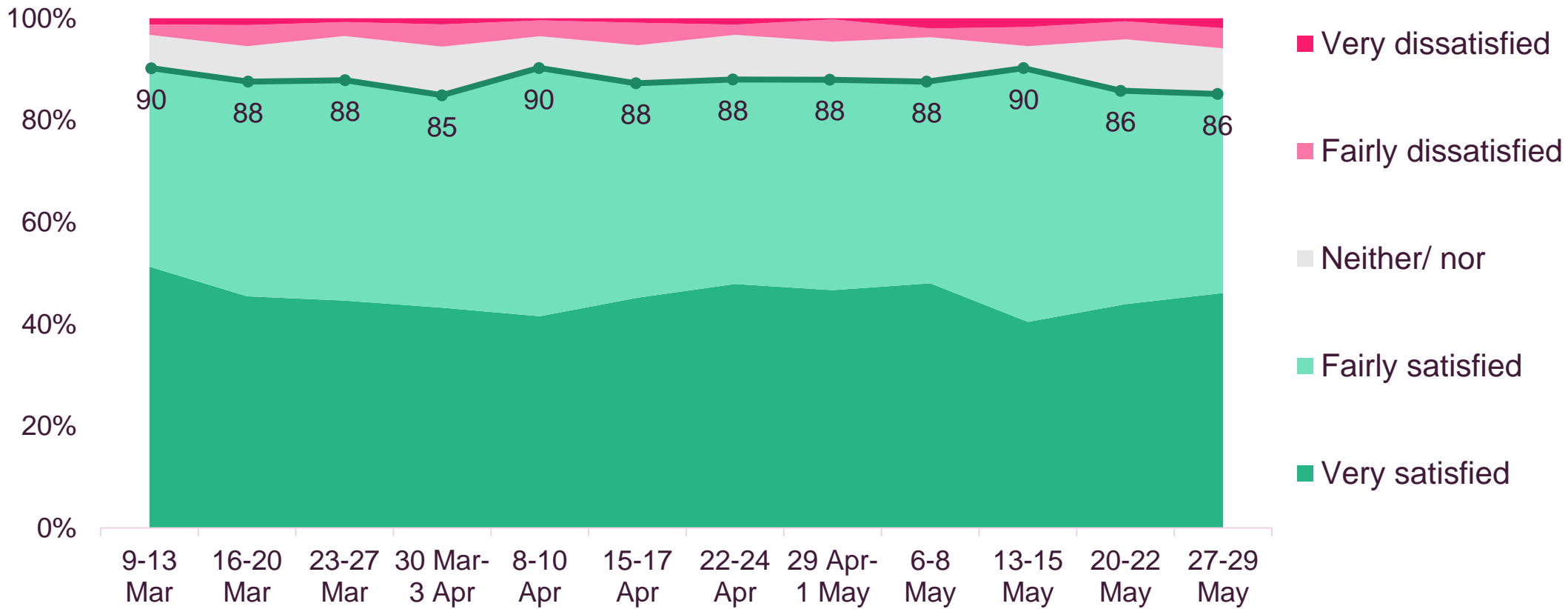
8%
neither/nor



5%
dissatisfied

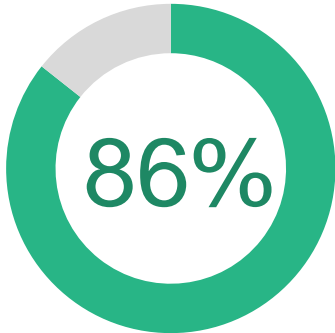
6 June 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 957.

Overall satisfaction with their rail journey

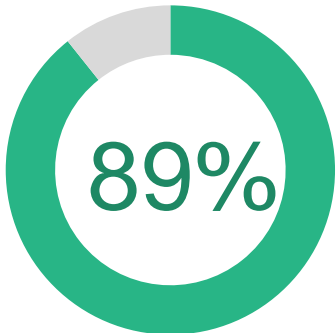


6 June 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base size: average of 321 per week

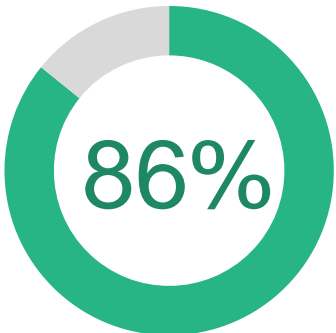
Overall satisfaction by journey purpose, sex and age



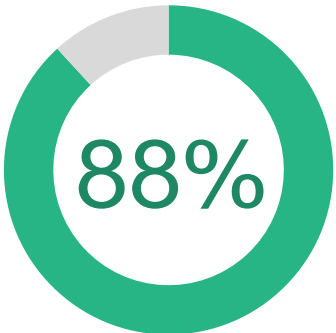
Commute



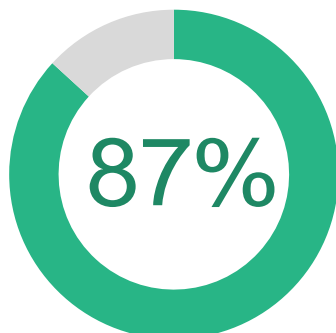
All leisure



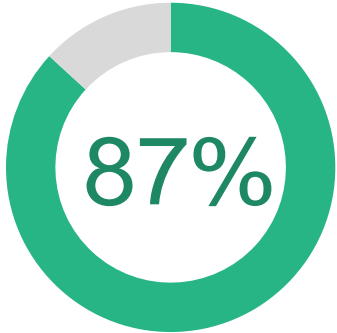
Age 18-34



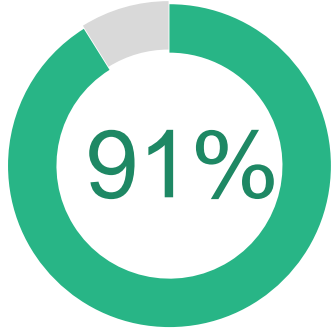
Men



Women



Age 35-54



Age 55 and over

6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base sizes vary by chart ranging between 254 and 553. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

Overall satisfaction by Network Rail region (last 12 weeks)



6 June 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base size by region: Scotland to Southern: 261, 1075, 770, 416, 1208

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



There was a delay on the journey which meant I was in a rush and had less time. It was approximately 20 mins delayed but otherwise no issues.

Fairly satisfied, ScotRail passenger

Its way too expensive to commute but in all honesty it wasn't delayed and got a seat so one of the better days.

Neither satisfied nor dissatisfied, Southeastern passenger



It was comfortable. The trains ran on time. Stress free travel at a reasonable price.

Very satisfied, Great Western Railway passenger

Awful trains, no air, small corridors, uncomfortable seats, overcrowded.

Neither satisfied nor dissatisfied, Greater Anglia passenger

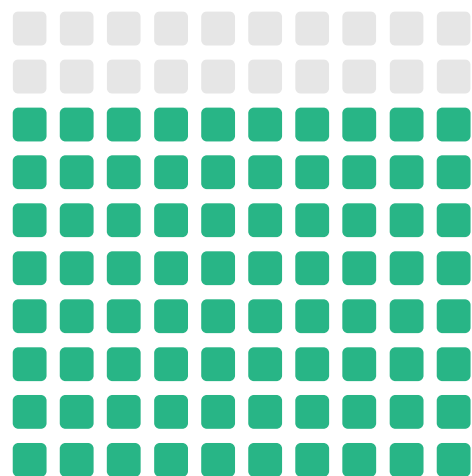
Train was 45 minutes late, seat was uncomfortable.

Fairly dissatisfied, London North Eastern Railway passenger

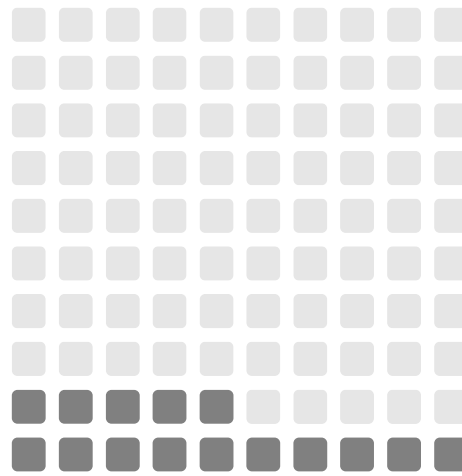
Satisfaction with aspects of rail journey



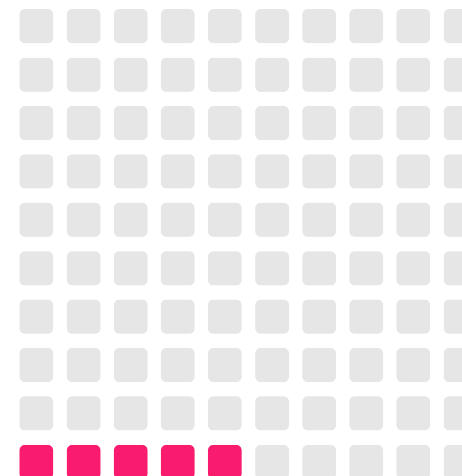
Satisfaction with the train overall



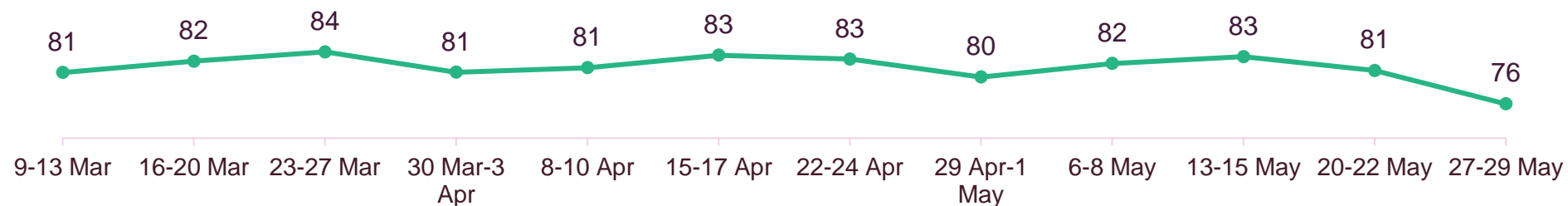
80%
satisfied



15%
neither/nor

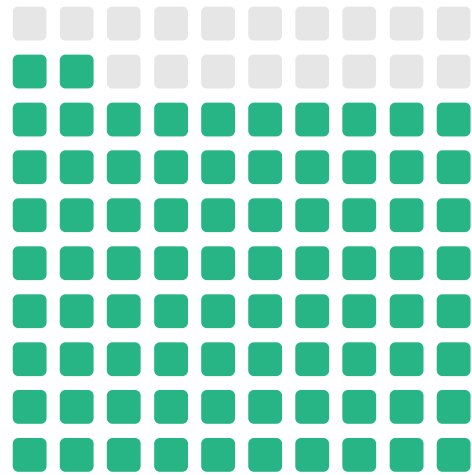


5%
dissatisfied

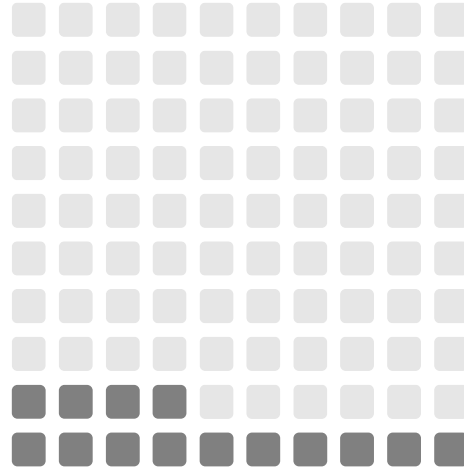


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 953; last 12 weeks average 320 per week.

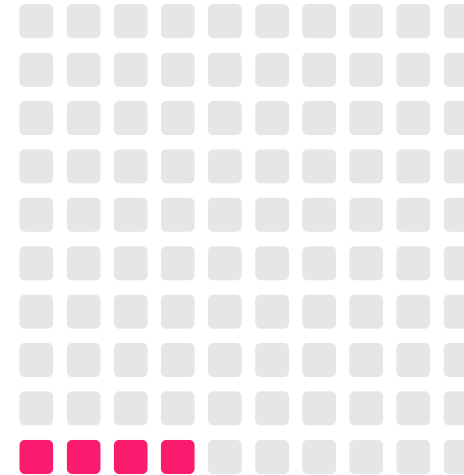
Satisfaction with the station



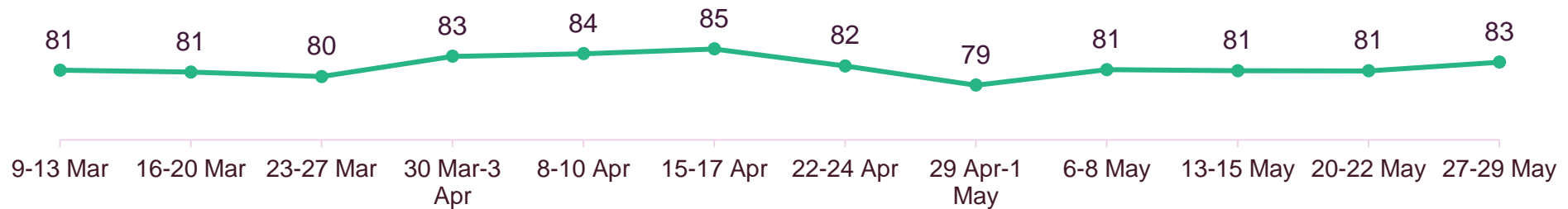
82%
satisfied



14%
neither/nor

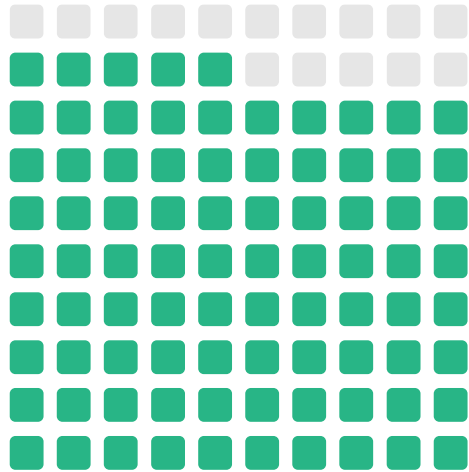


4%
dissatisfied

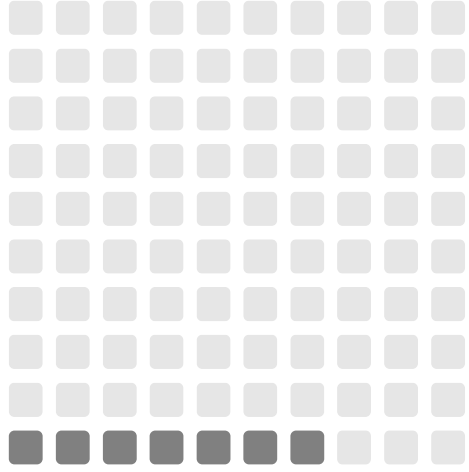


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 953; last 12 weeks average 320 per week.

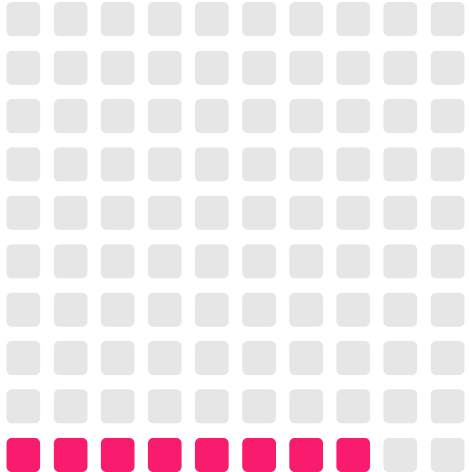
Satisfaction with punctuality/reliability



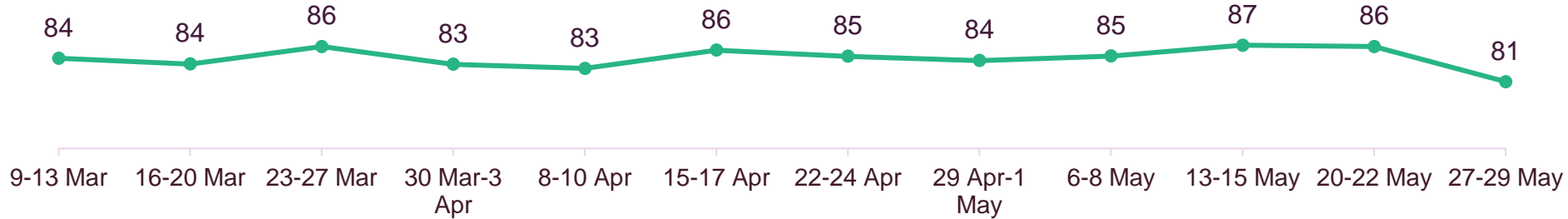
85%
satisfied



7%
neither/nor

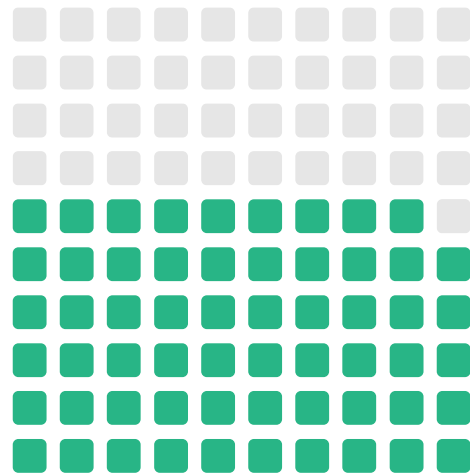


8%
dissatisfied

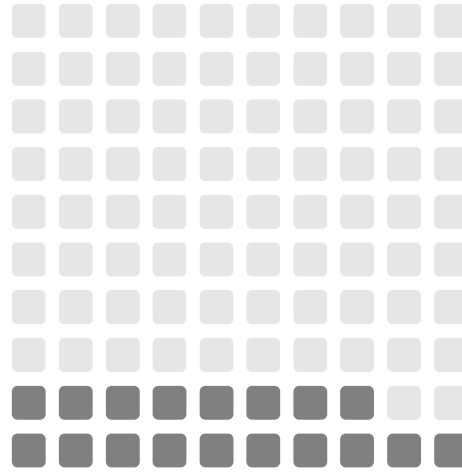


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 955; last 12 weeks average 321 per week.

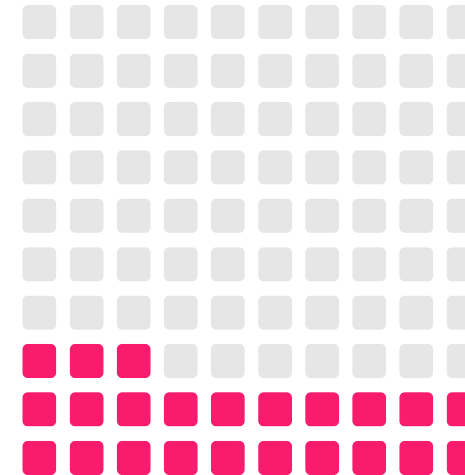
Satisfaction with value for money



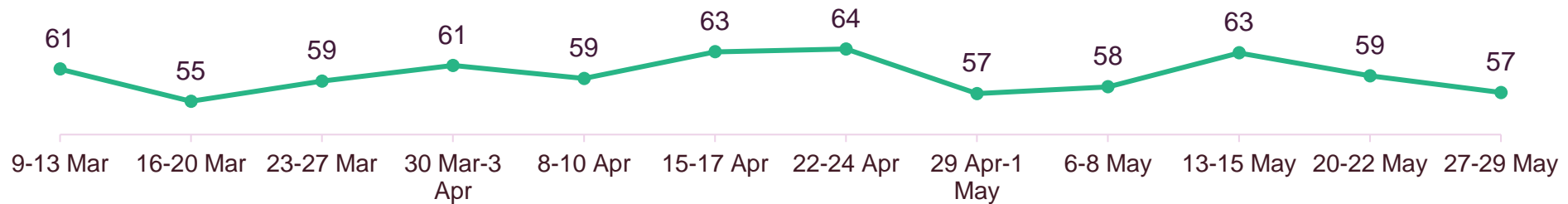
59%
satisfied



18%
neither/nor

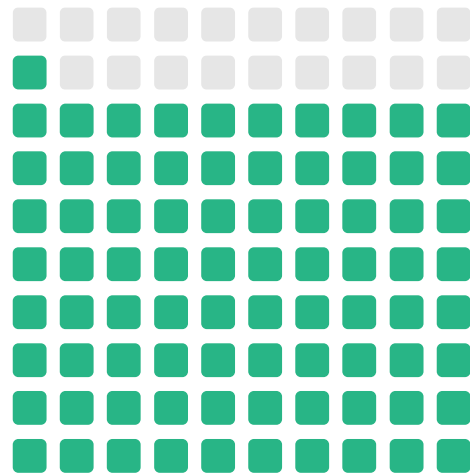


23%
dissatisfied

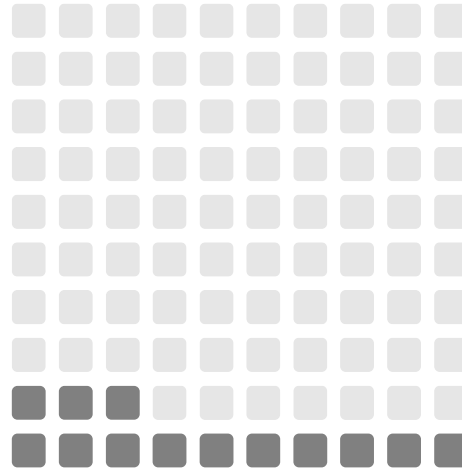


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 915; last 12 weeks average 308 per week.

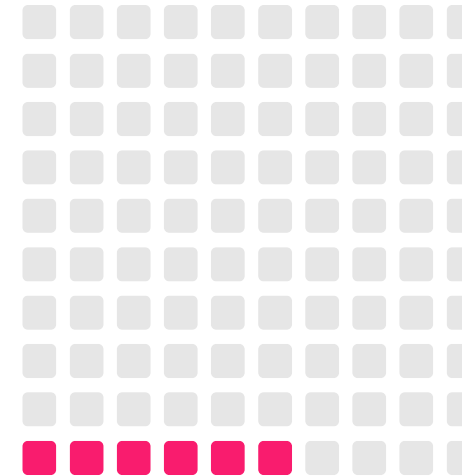
Satisfaction with cleanliness of the inside of the train



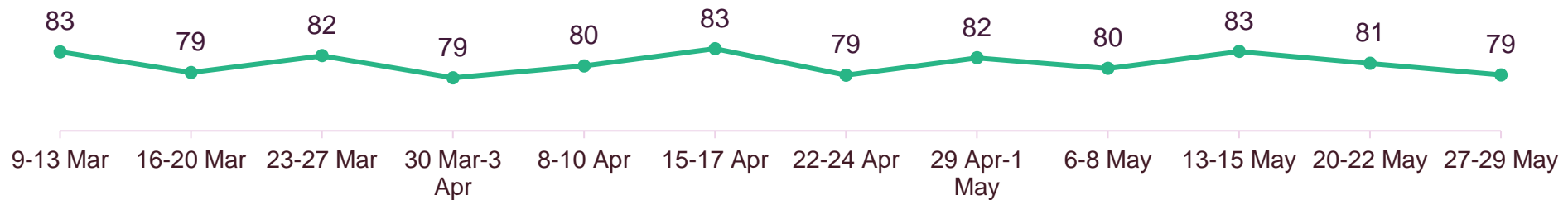
81%
satisfied



13%
neither/nor

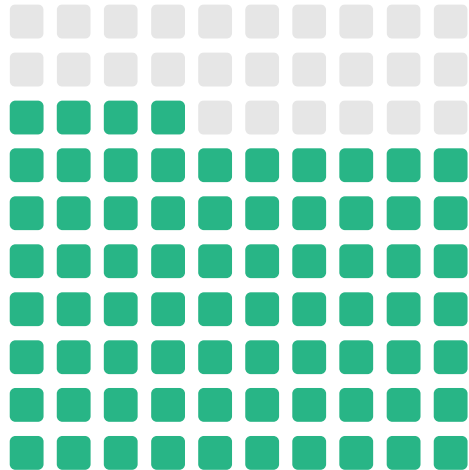


6%
dissatisfied

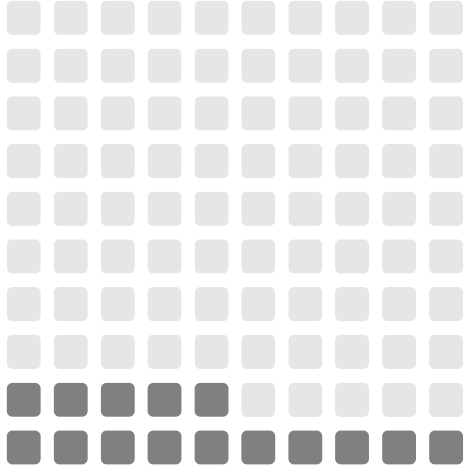


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 953; last 12 weeks average 320 per week.

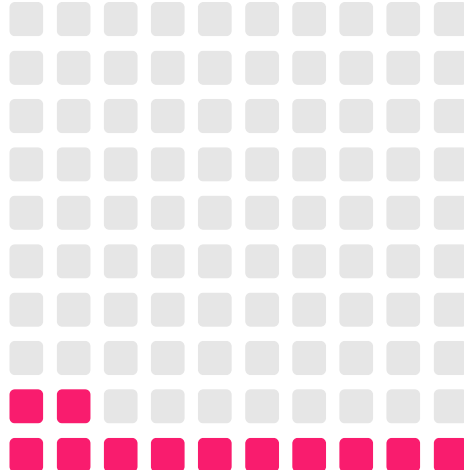
Satisfaction with level of crowding



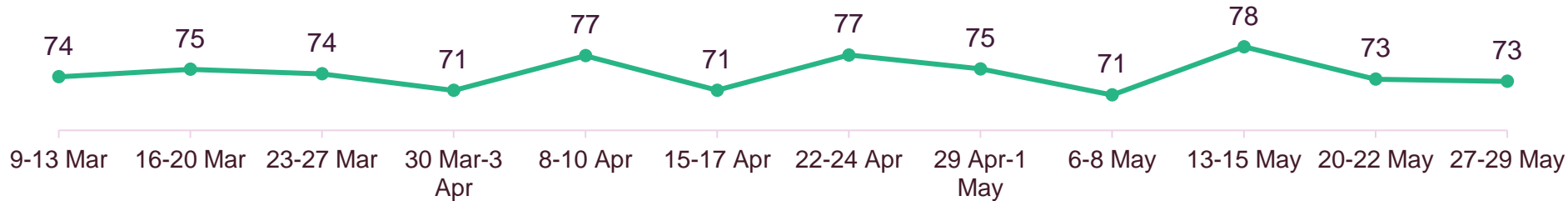
74%
satisfied



15%
neither/nor

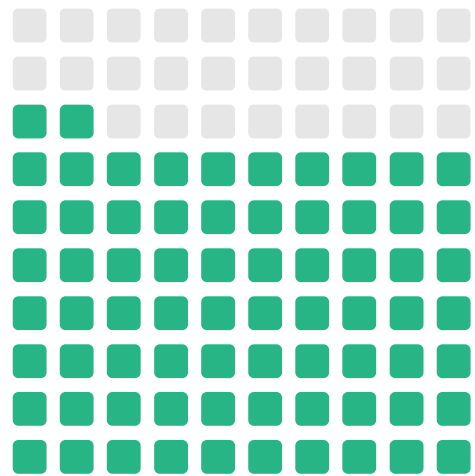


12%
dissatisfied

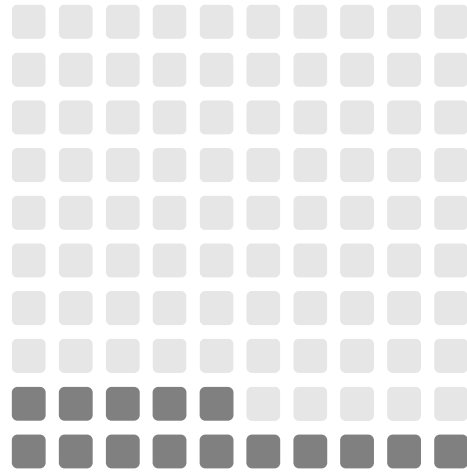


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 952; last 12 weeks average 320 per week.

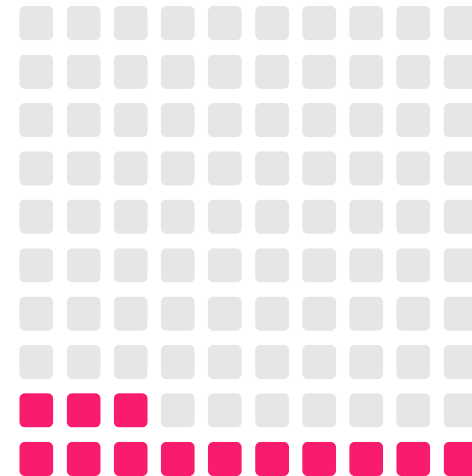
Satisfaction with frequency of trains on that route



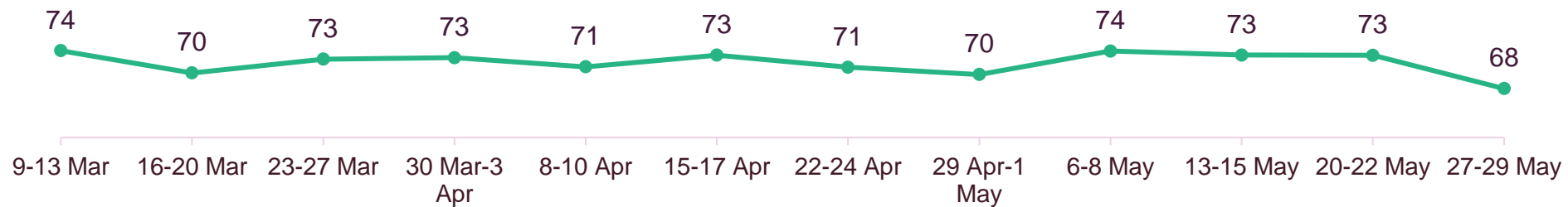
72%
satisfied



15%
neither/nor

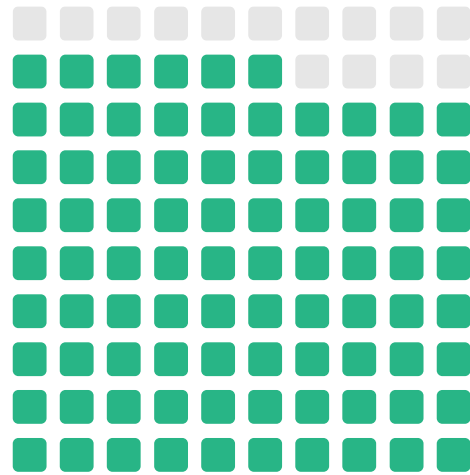


13%
dissatisfied

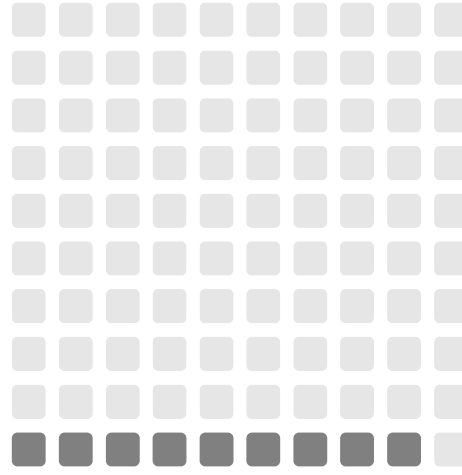


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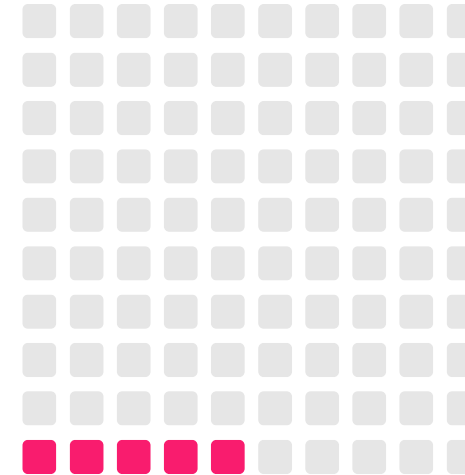
Satisfaction with scheduled journey time



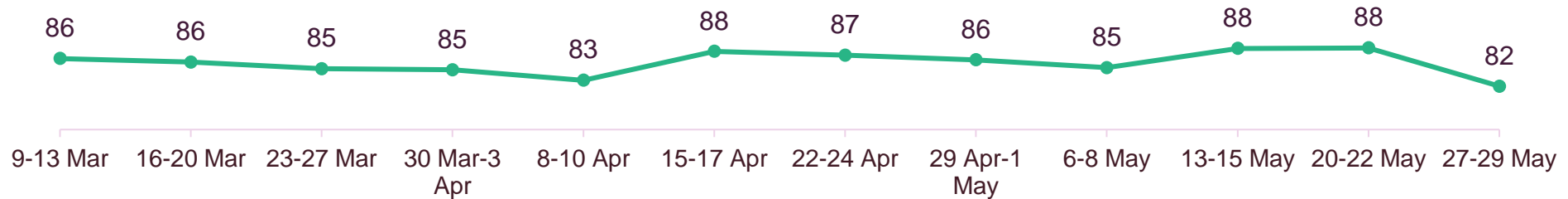
86%
satisfied



9%
neither/nor

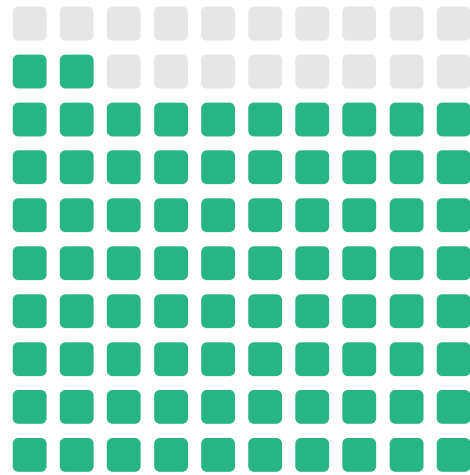


5%
dissatisfied

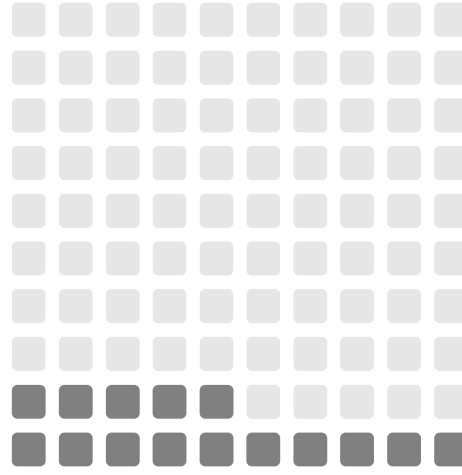


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 955; last 12 weeks average 321 per week.

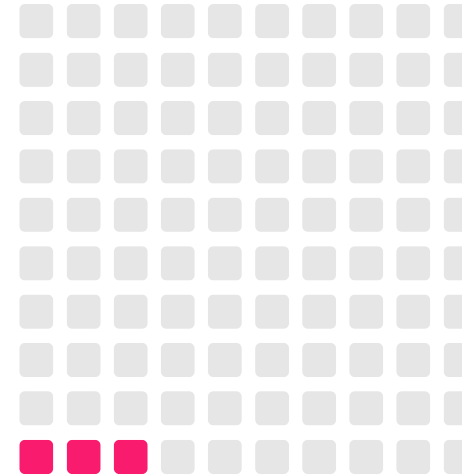
Satisfaction with personal security



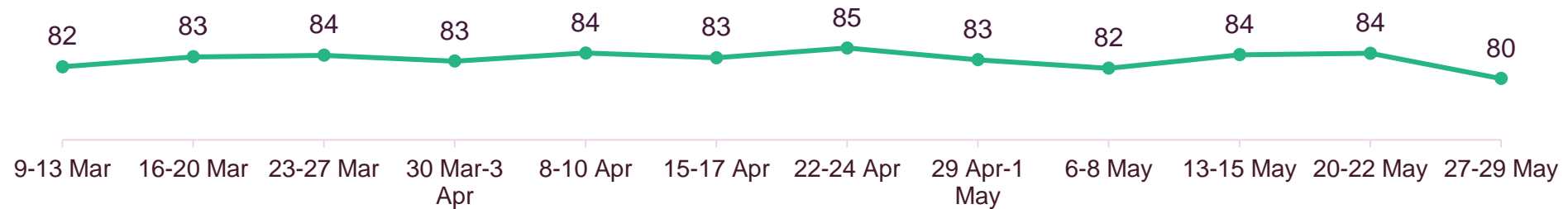
82%
satisfied



15%
neither/nor

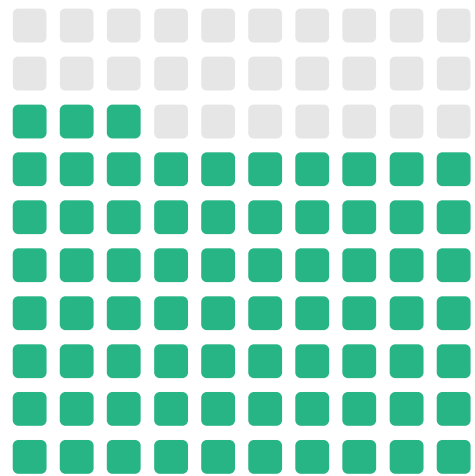


3%
dissatisfied

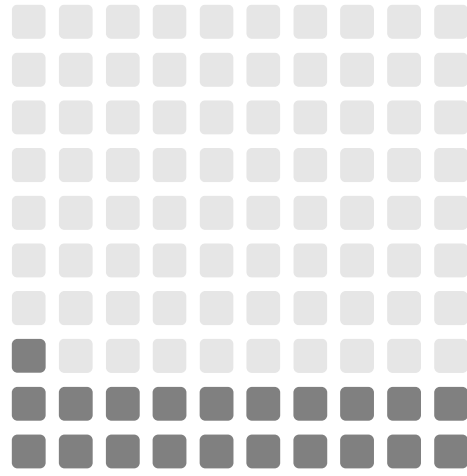


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 946; last 12 weeks average 338 per week.

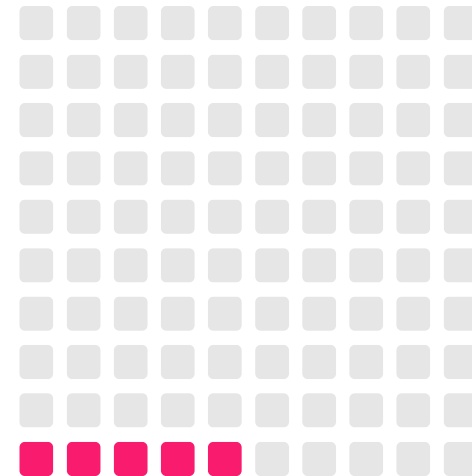
Satisfaction with helpfulness and attitude of staff



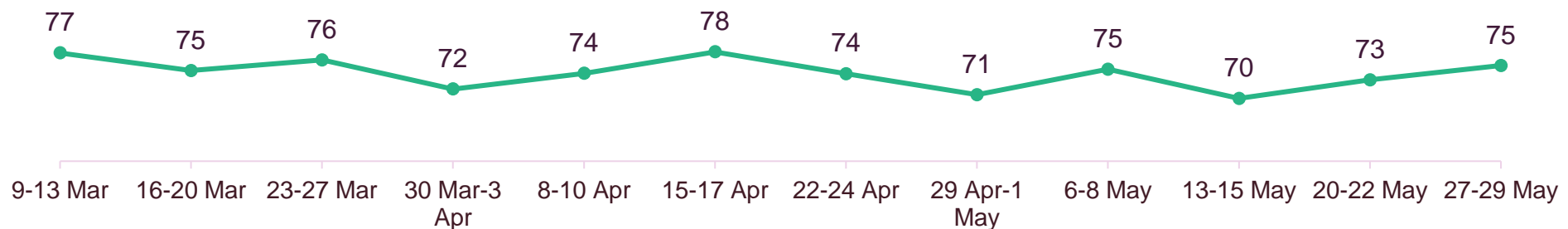
73%
satisfied



21%
neither/nor

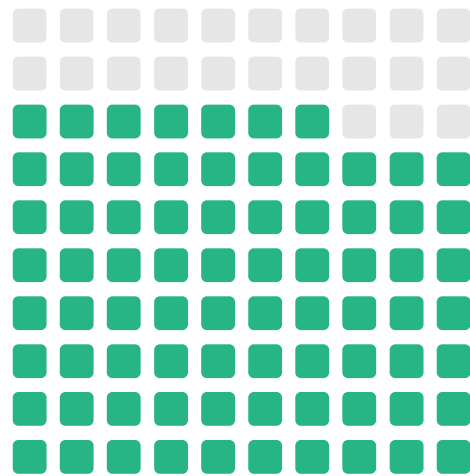


5%
dissatisfied

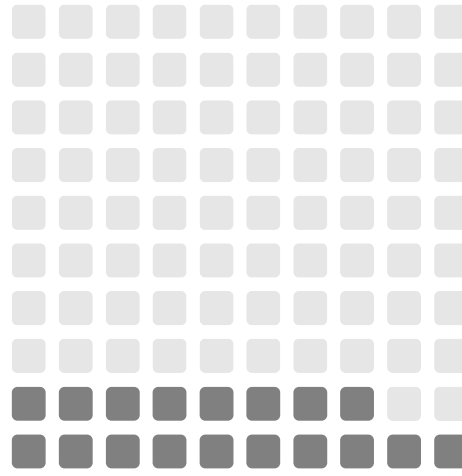


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 725; last 12 weeks average 249 per week.

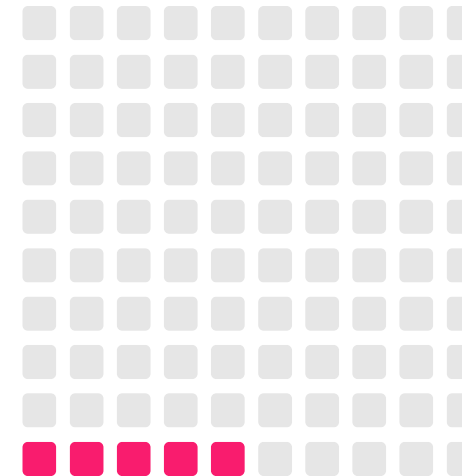
Satisfaction with information provided during the journey



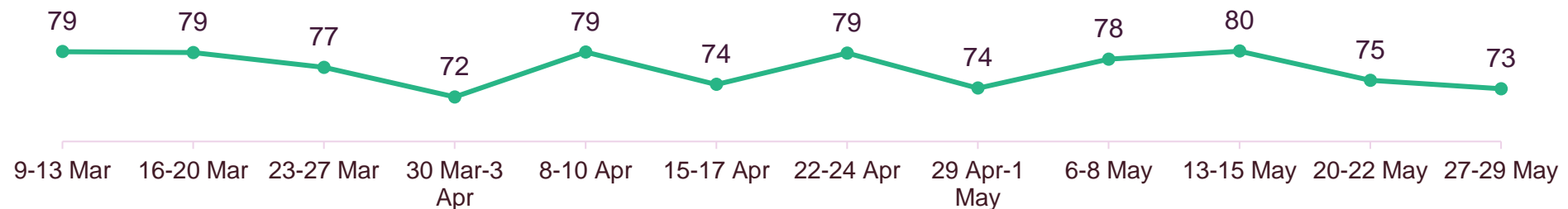
77%
satisfied



18%
neither/nor

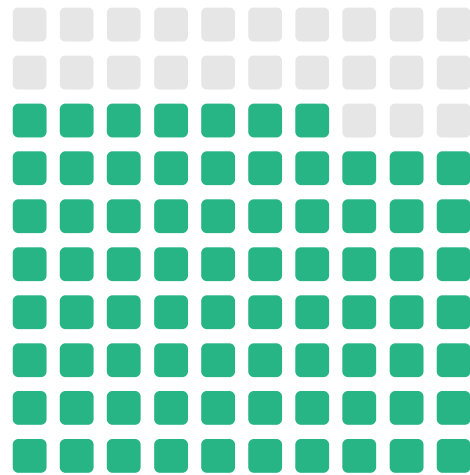


5%
dissatisfied

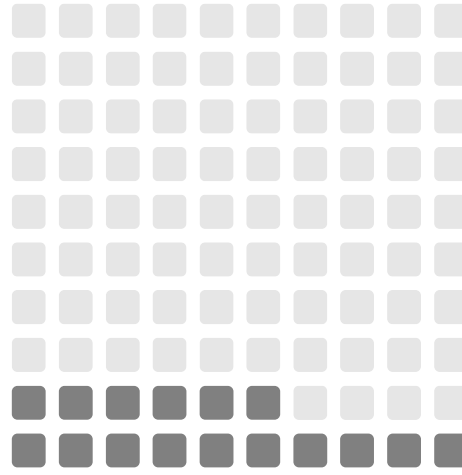


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 913; last 12 weeks average 305 per week.

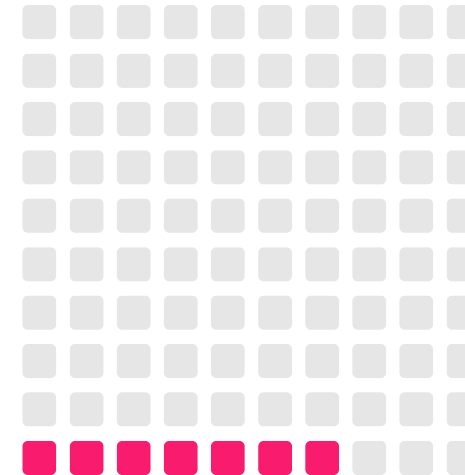
Satisfaction with comfort of the seats



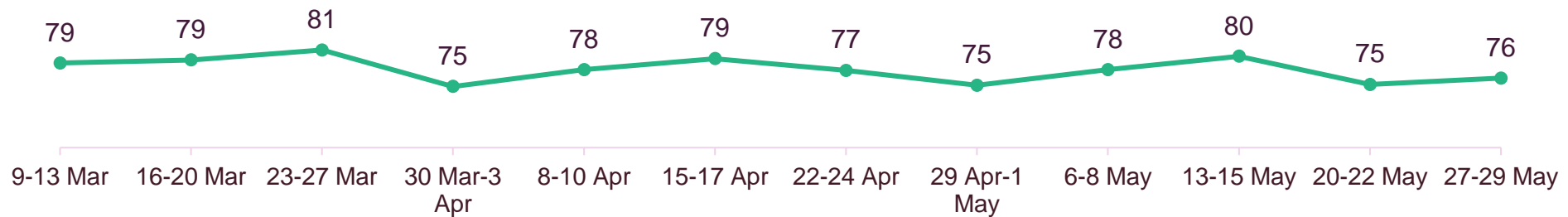
77%
satisfied



16%
neither/nor

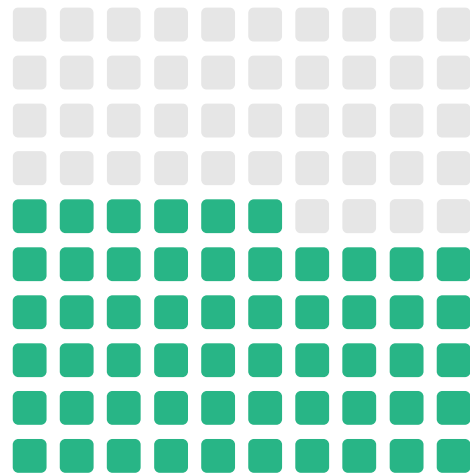


7%
dissatisfied

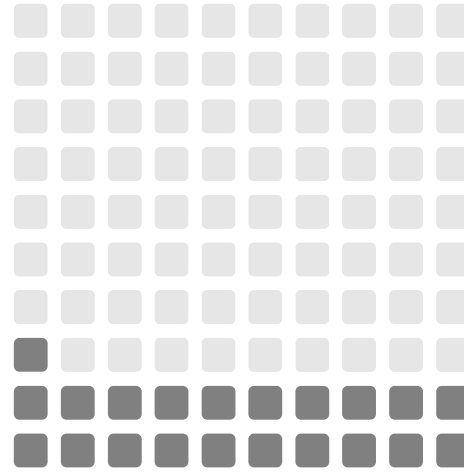


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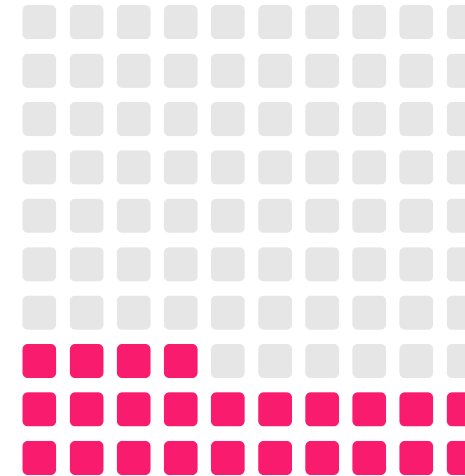
Satisfaction with reliability of the internet



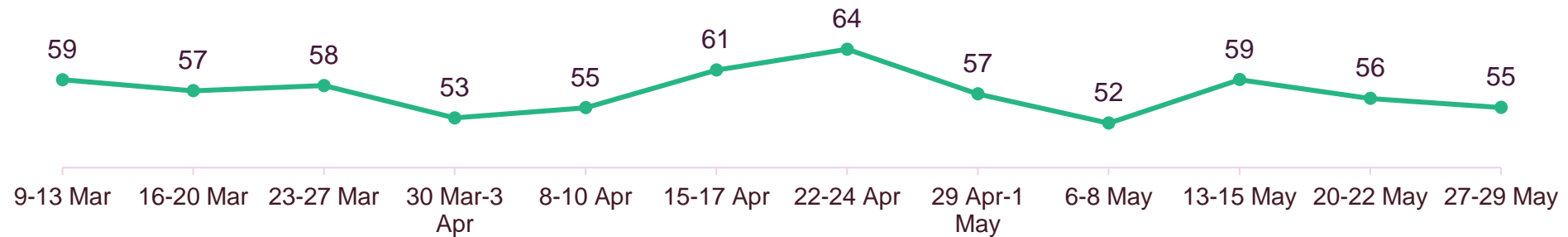
56%
satisfied



21%
neither/nor

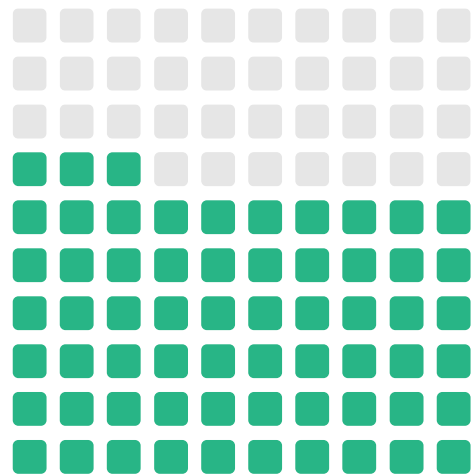


24%
dissatisfied

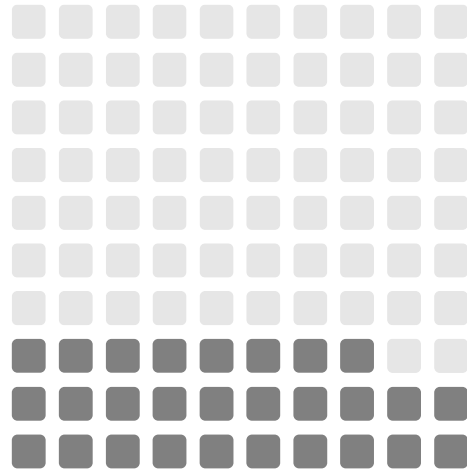


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 649; last 12 weeks average 223 per week.

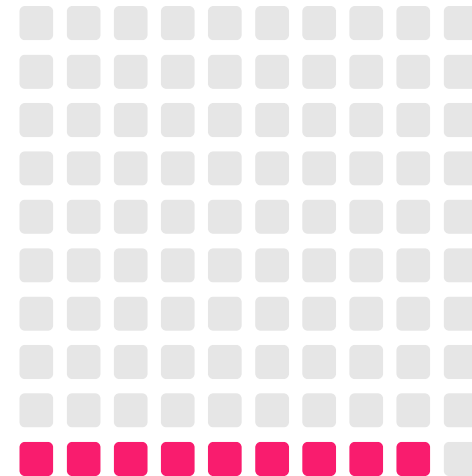
Satisfaction with information on how busy the train was before travelling



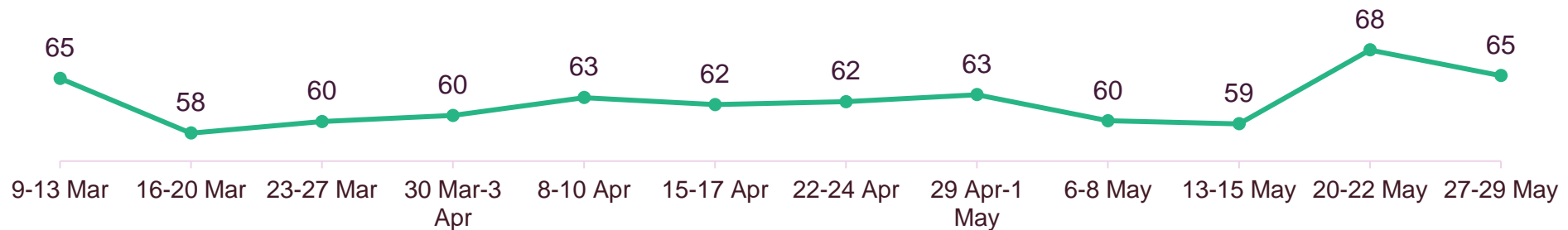
63%
satisfied



28%
neither/nor

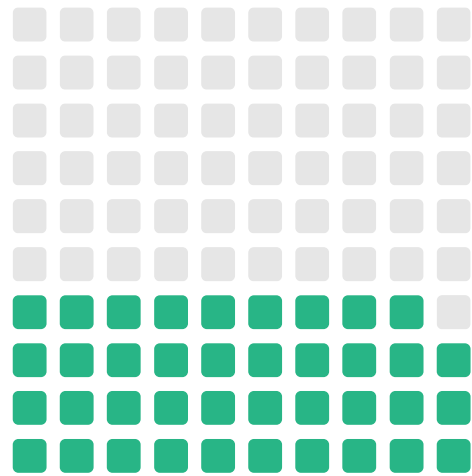


9%
dissatisfied

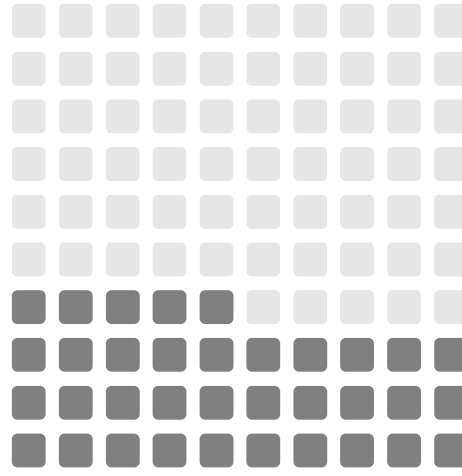


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 748; last 12 weeks average 255 per week.

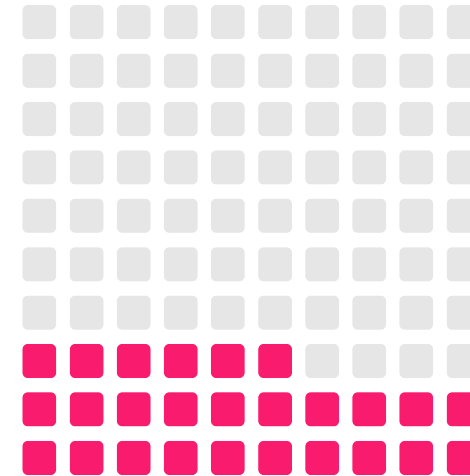
Satisfaction with number wearing face coverings



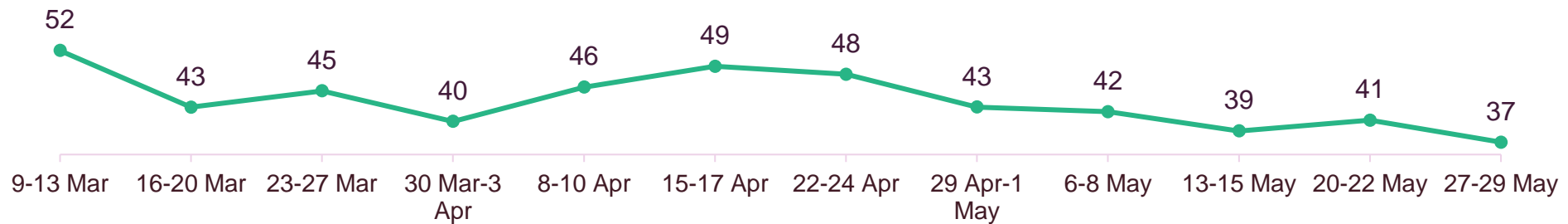
39%
satisfied



35%
neither/nor

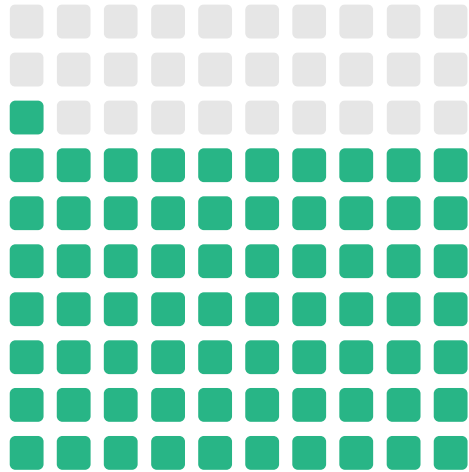


26%
dissatisfied

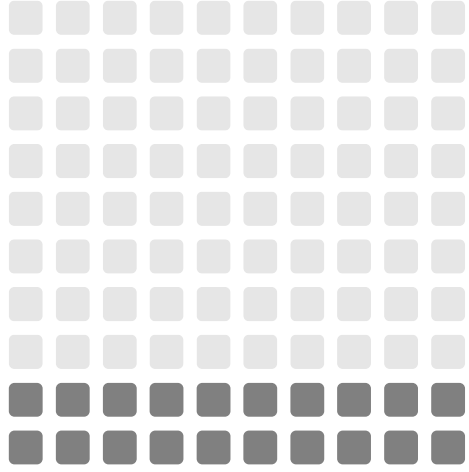


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 833; last 12 weeks average 294 per week.

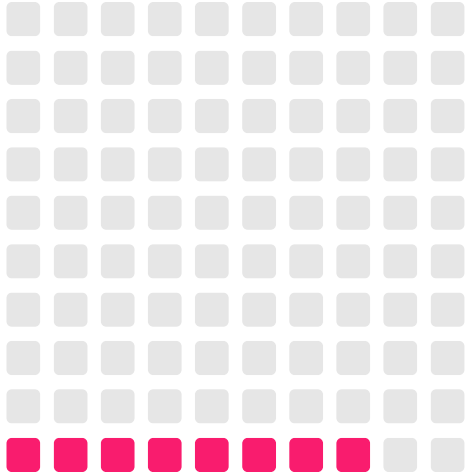
Satisfaction with ventilation on the train



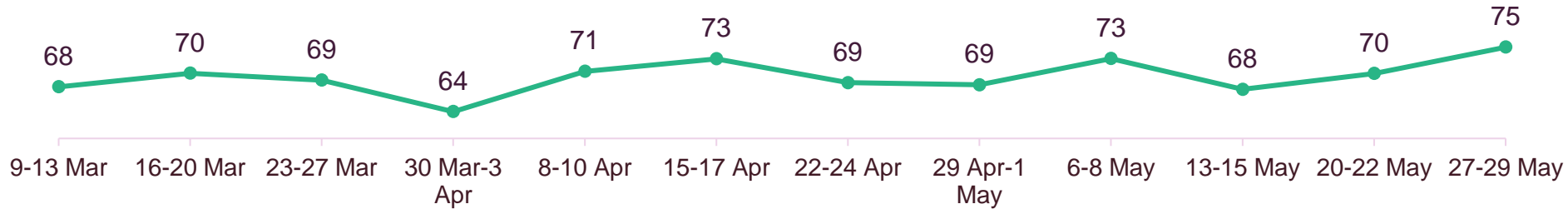
71%
satisfied



20%
neither/nor

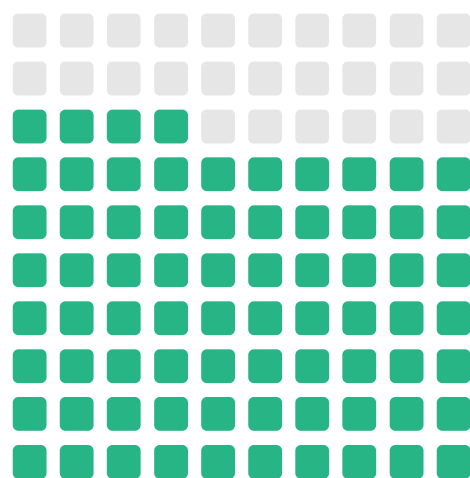


8%
dissatisfied

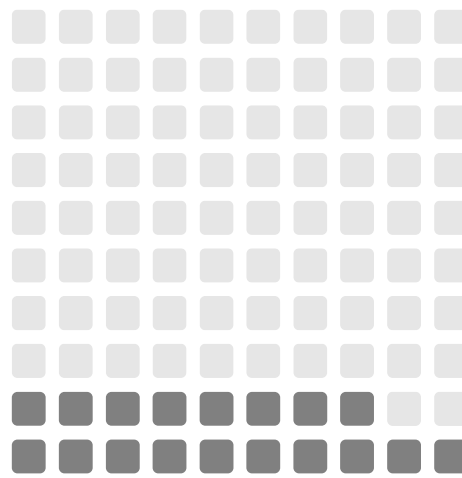


6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 936; last 12 weeks average 315 per week.

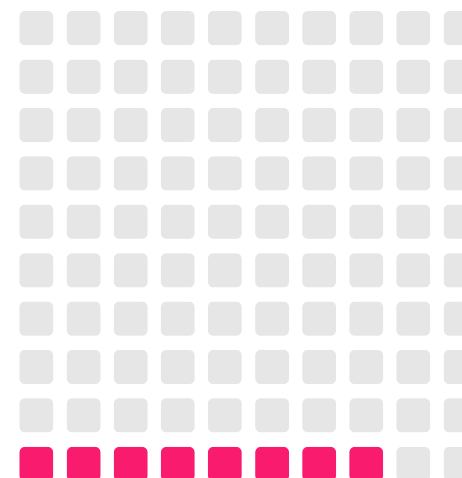
Satisfaction with other passengers' behaviour



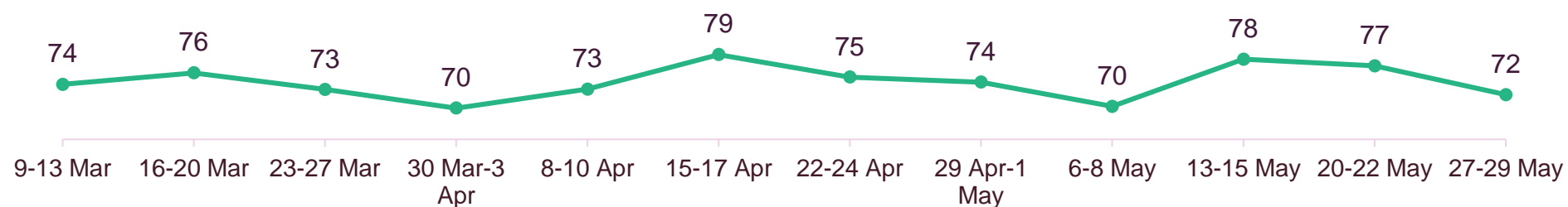
74%
satisfied



18%
neither/nor

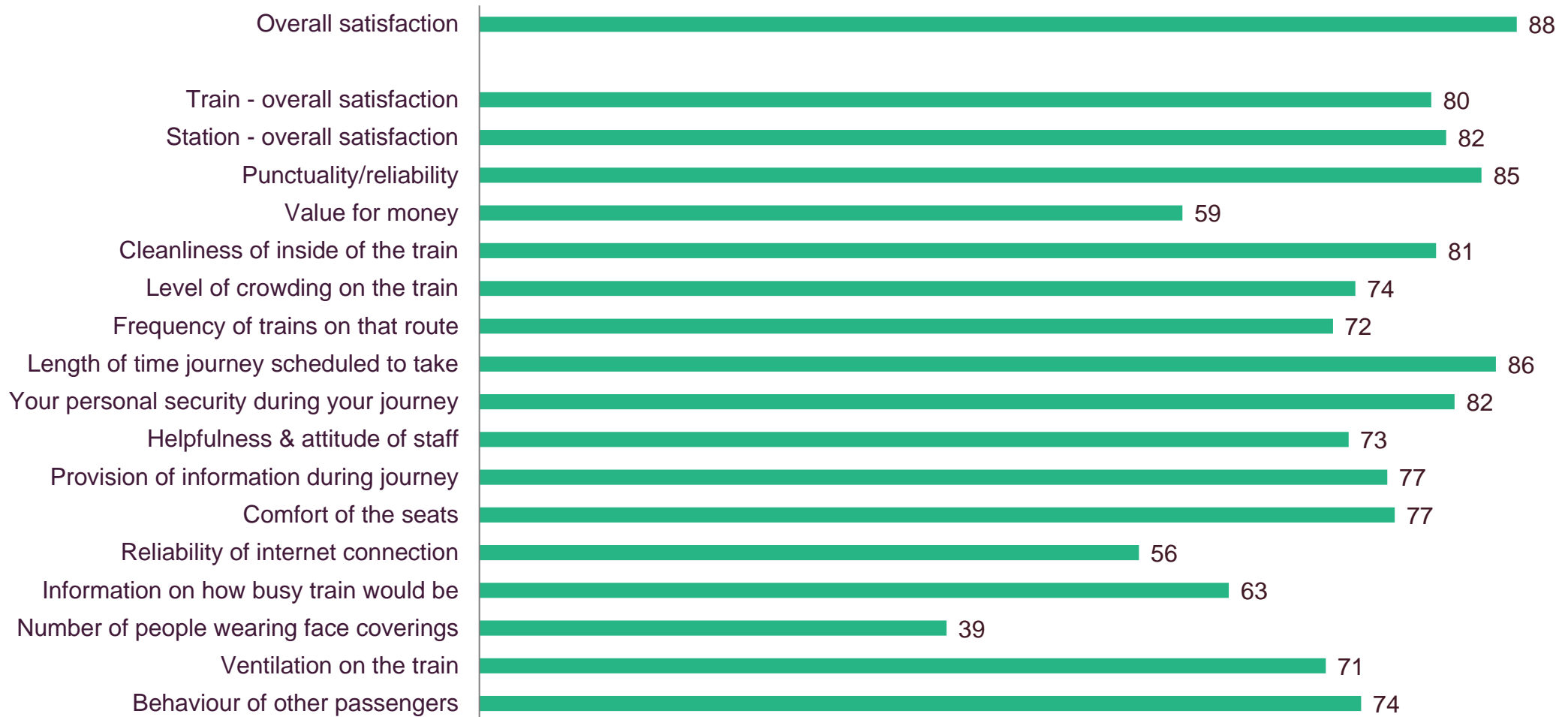


8%
dissatisfied



6 June 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: last 4 weeks 942; last 12 weeks average 318 per week.

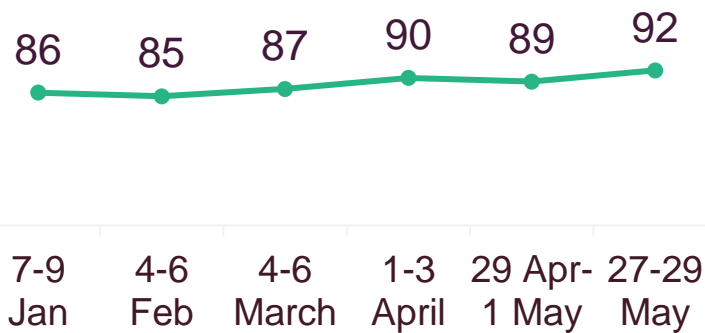
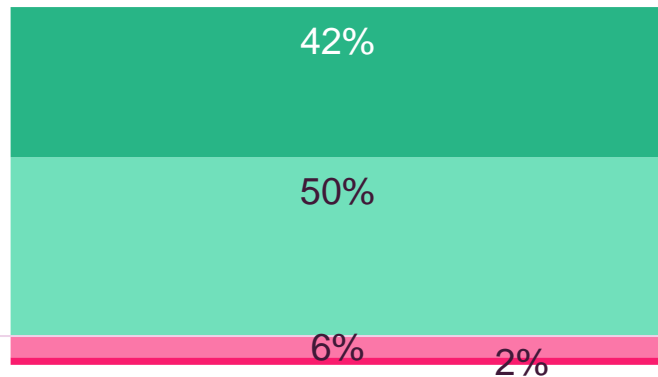
Summary of current rail satisfaction



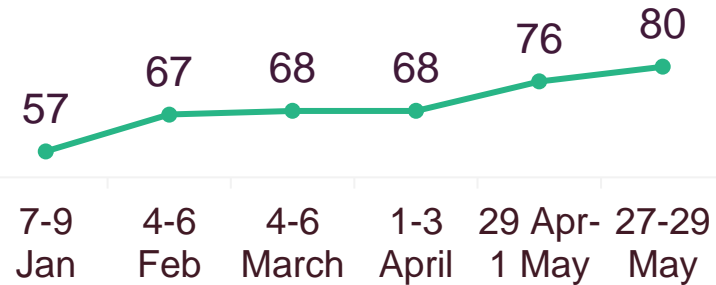
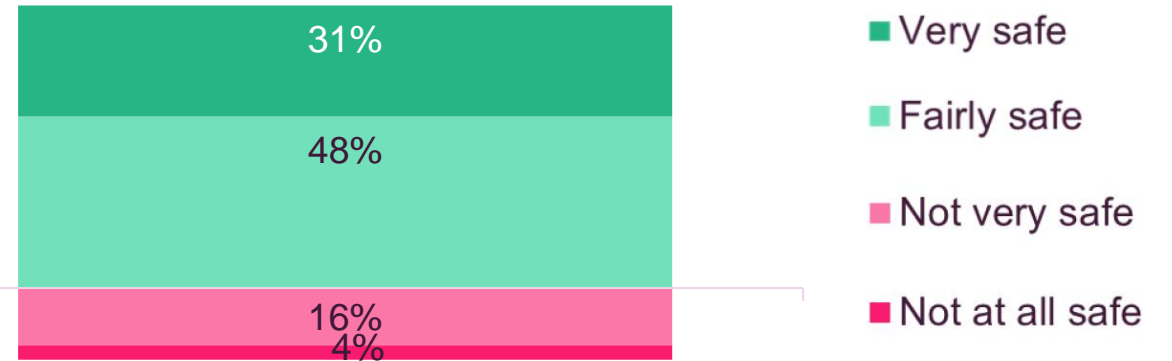
6 June 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary from 748 to 955.

Feeling safe on rail with regard to Covid

Used rail
in last 7 days



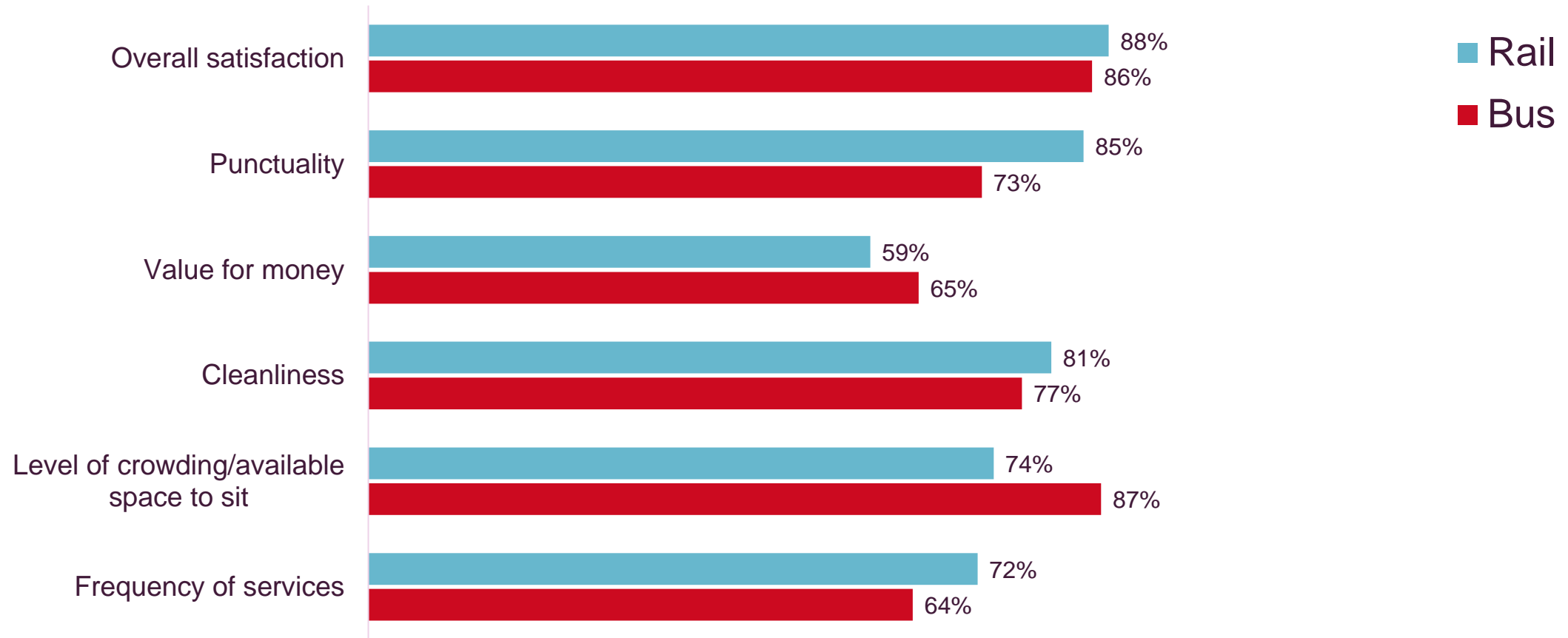
Not used rail
in last 7 days



6 June 2022 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Bar charts are the latest survey (27-29 May). Base sizes of each survey date: users: around 250; non-users around 1750.

Rail to bus comparison

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



6 June 2022 report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Values shown are the average of surveys conducted in the last four weeks (rail - each week, bus - fortnightly) Rail base sizes vary from 915 to 957; bus base sizes from 481 to 604.

Methodology

Transport Focus's Rail User Survey 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 rail journey (excluding London Underground) in the last seven days and the purpose of the journey. Those who have answer questions about satisfaction with their journey; the question texts are provided in the appendix.

Between September 2021 and March 2022 we used two waves of the Omnibus each week, so screening 4000 people per week, and around 500 answering the satisfaction questions.

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 number of rail users for any week's data within this report are shown in the table together with their corresponding 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 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
Week 32	6 - 8 May	216
Week 33	13 - 15 May	249
Week 34	20 - 22 May	240
Week 35	27 - 29 May	252

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

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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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