

1 July 2022

Rail User Survey

Edition 3



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

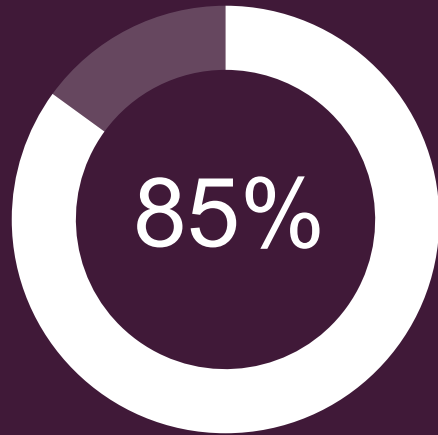
transport they have used and for what purpose. Those who used rail are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality and cleanliness. In a typical week, where around 12 per cent have used rail, we get this detailed information from around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

We publish a report every four weeks. This report covers interviews

between April and June 2022. Further details on how we carried out this survey are available on page 34.

The final week of fieldwork (weekend 24 - 26 June) includes journeys made during the disruption due to rail strikes. We have also published a separate [report](#) focusing only on the journeys made between 21 and 26 June.

Rail headlines



85% of rail passengers were satisfied with their journey overall (average over the last four weeks).



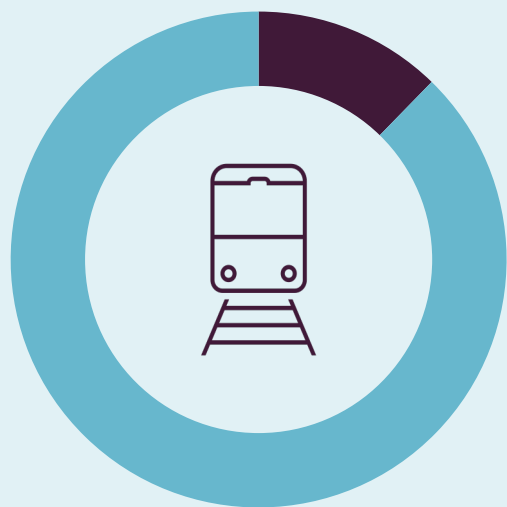
Satisfaction with punctuality has dropped over the last four weeks, to 80% from 85% in the previous four weeks.



Rail usage levels

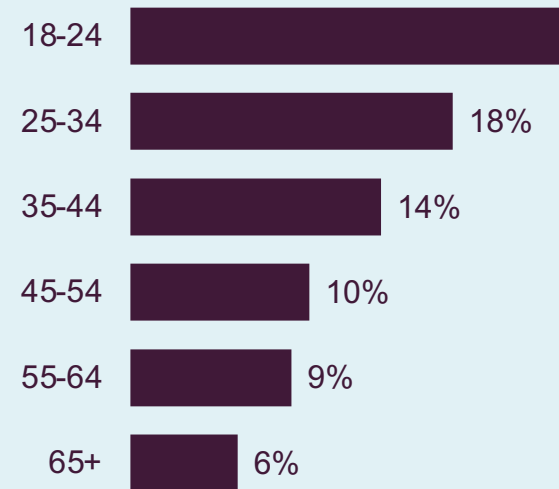
Nearly one in eight are using rail

Proportion using rail



12%
of people in Great
Britain are using rail

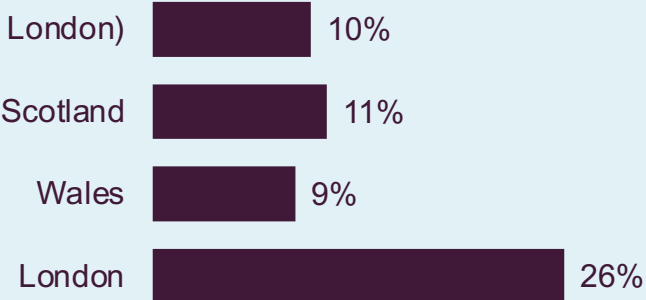
Age



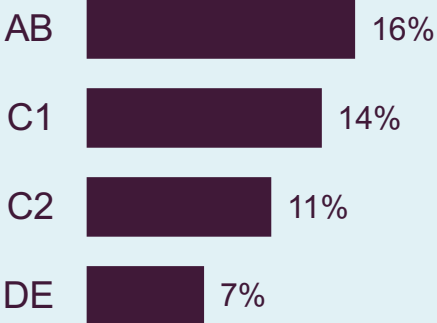
Sex



Region



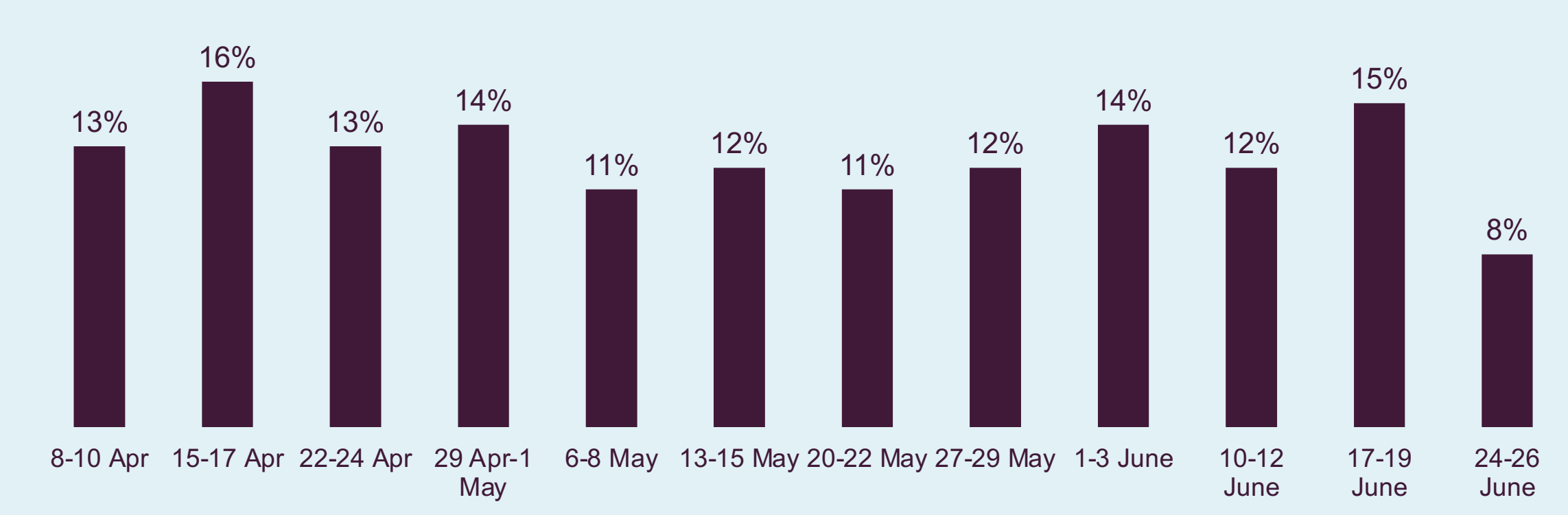
Social grade



1 July 2022 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Charts show average of the last four weeks' surveys.
Base size: 8079

Rail use had remained steady until the week of the strike disruption

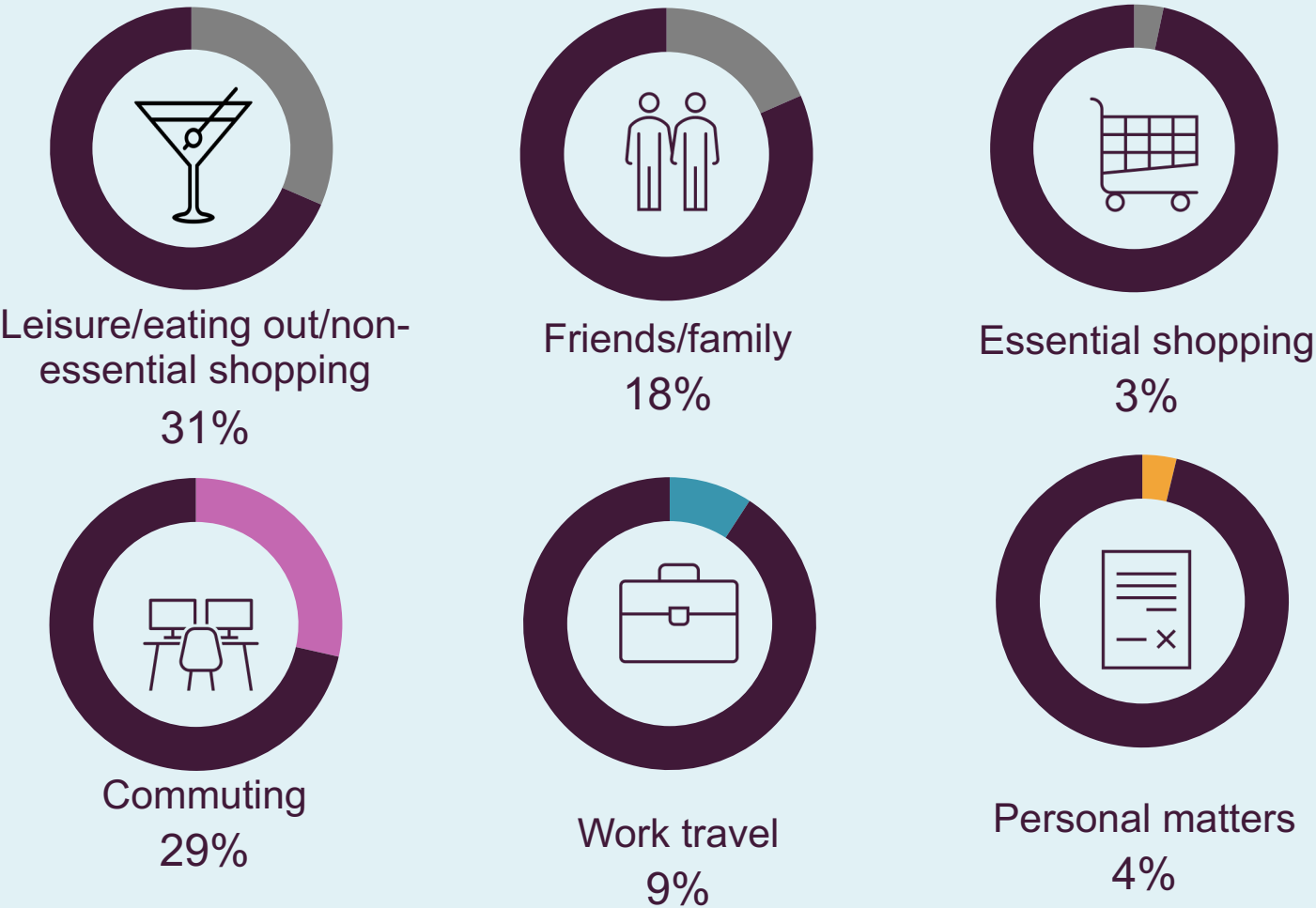
Proportion using rail



1 July 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.

Leisure is the most common single reason for rail travel

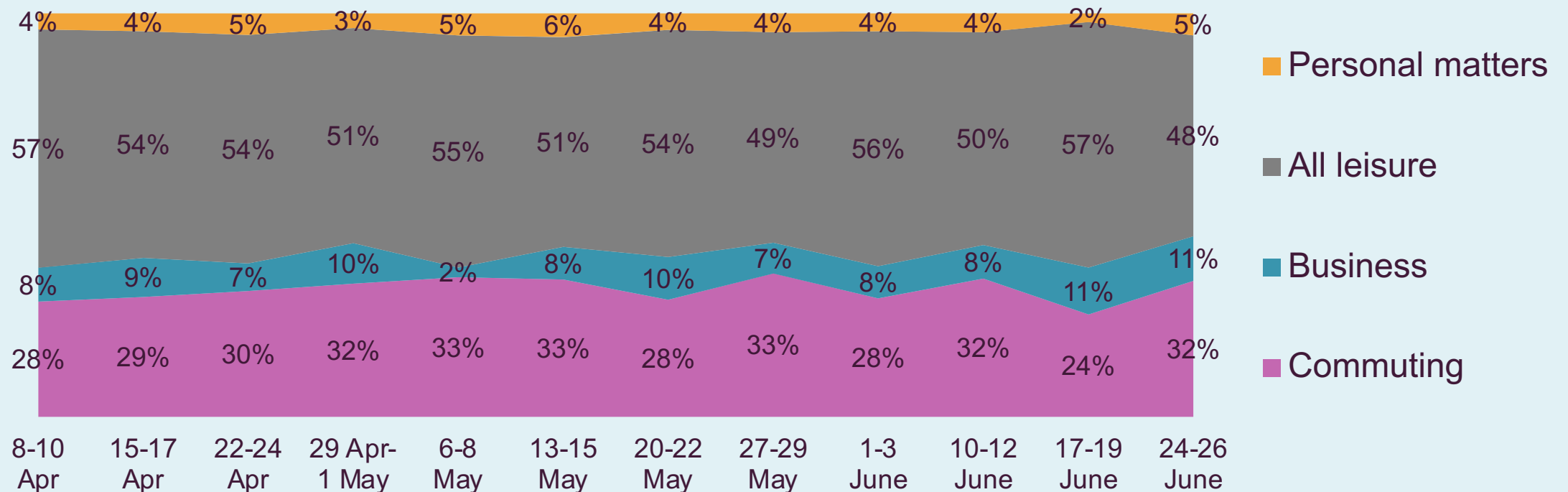
Main purpose of rail journey



1 July 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 - 1010. 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

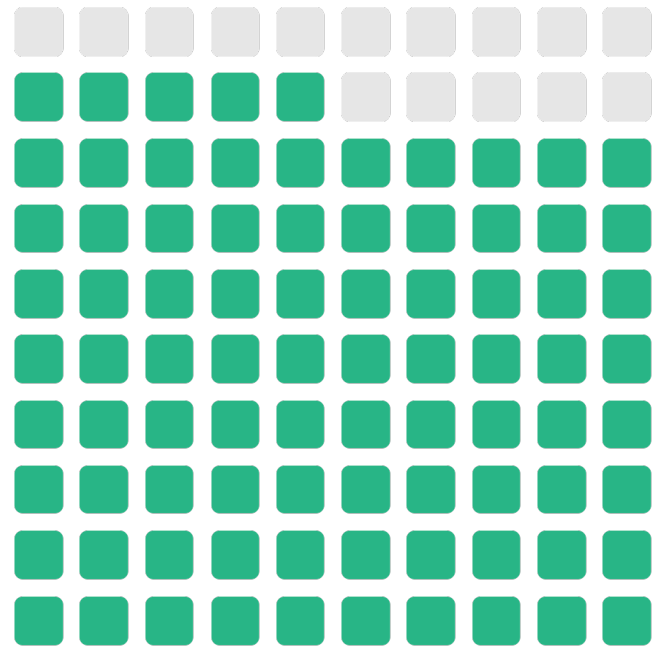


1 July 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 320 per week

A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up/down icons, a location pin, and a clock. To its right is a train on tracks with trees below it. Arrows and a cloud are also present.

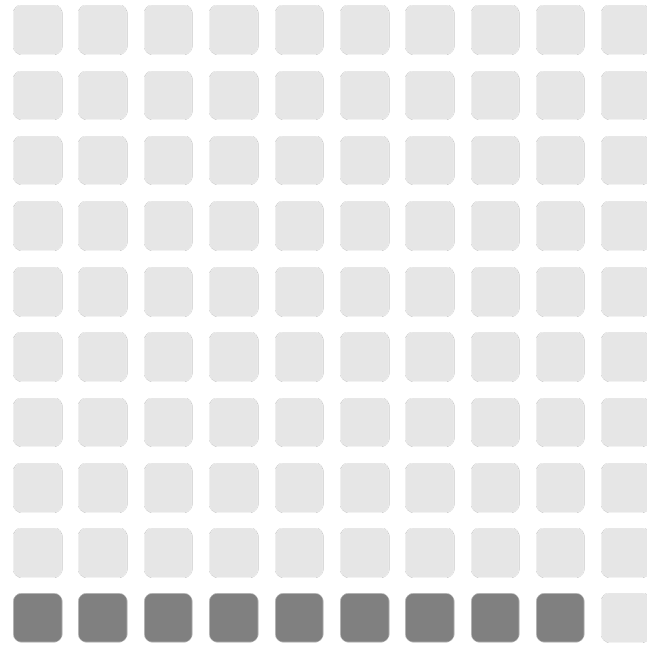
Rail satisfaction

Overall satisfaction with rail journey



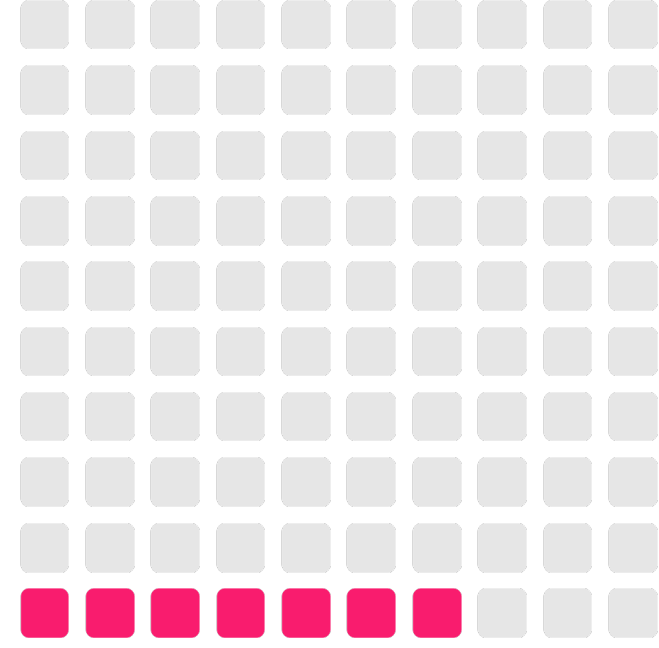
85%

satisfied



9%

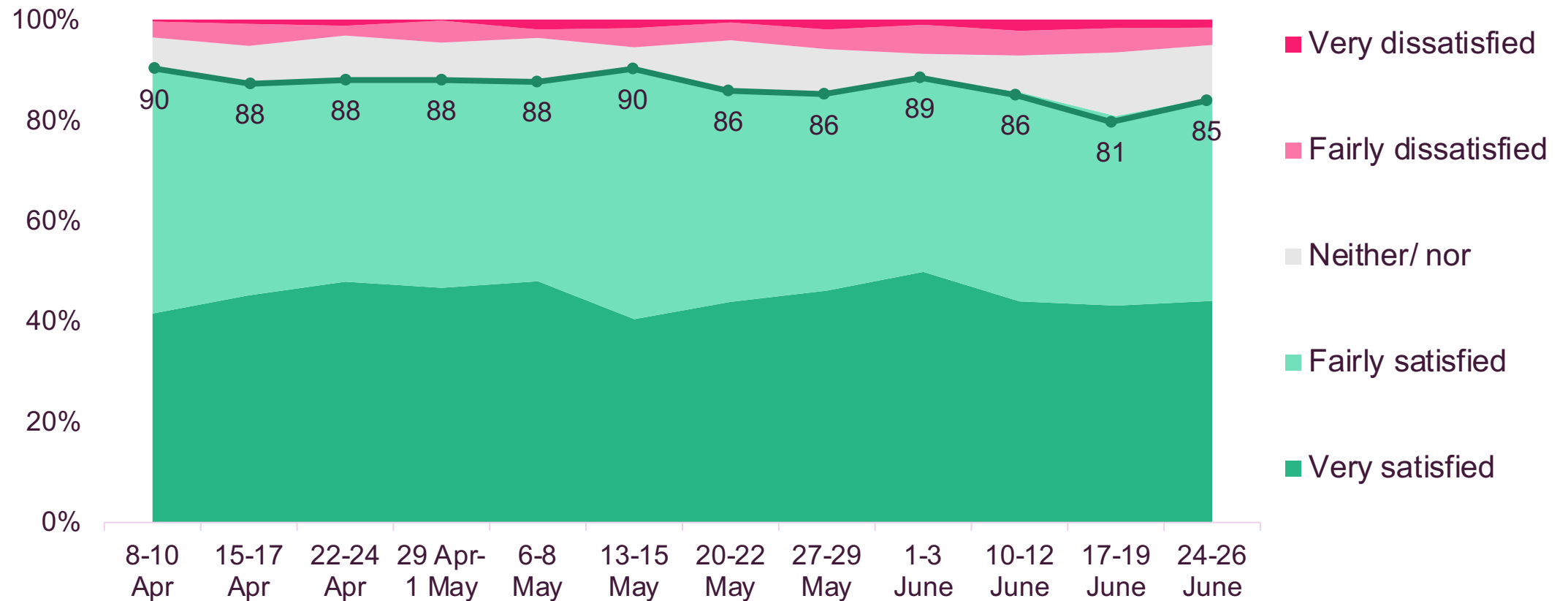
neither/nor



7%

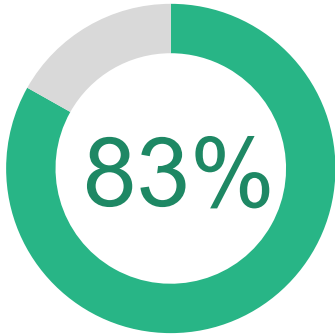
dissatisfied

Overall satisfaction with their rail journey

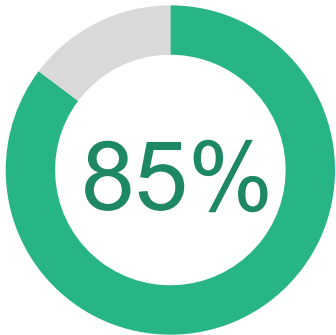


1 July 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 181 to 301 per week.

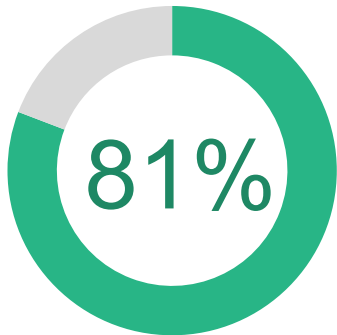
Overall satisfaction by journey purpose, sex and age



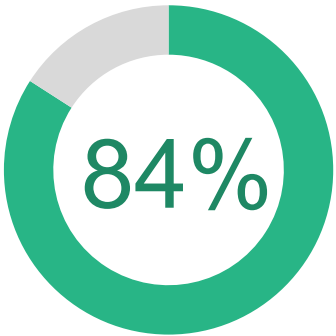
Commute



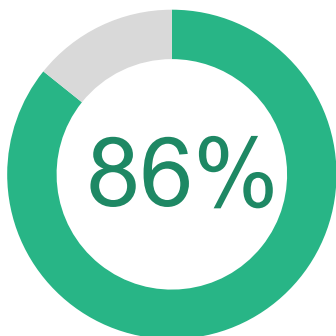
All leisure



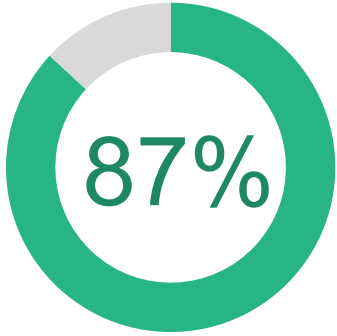
Age 18-34



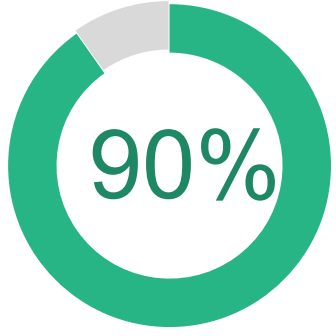
Men



Women



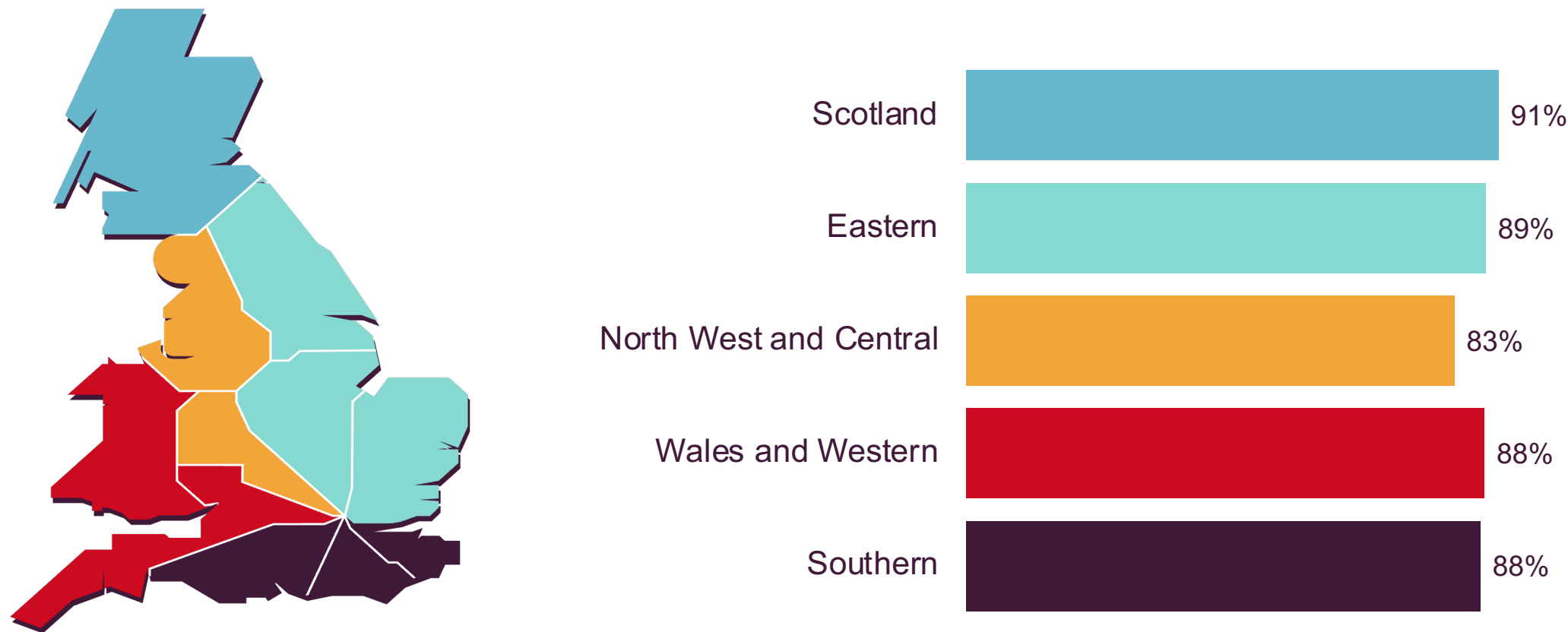
Age 35-54



Age 55 and over

1 July 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 237 and 558. '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)



1 July 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: 221, 861, 620, 337, 899

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



It was all good to be honest, all on time and the train was clean.

Very satisfied, Thameslink passenger

Train smelt, poor cleanliness. Fast journey.

Neither satisfied nor dissatisfied, Avanti West Coast passenger

Punctual and not overcrowded.

Very satisfied, South Western Railway passenger



The new trains are awful. I prefer the older ones, at least you could open the windows.

Neither satisfied nor dissatisfied, Greater Anglia passenger

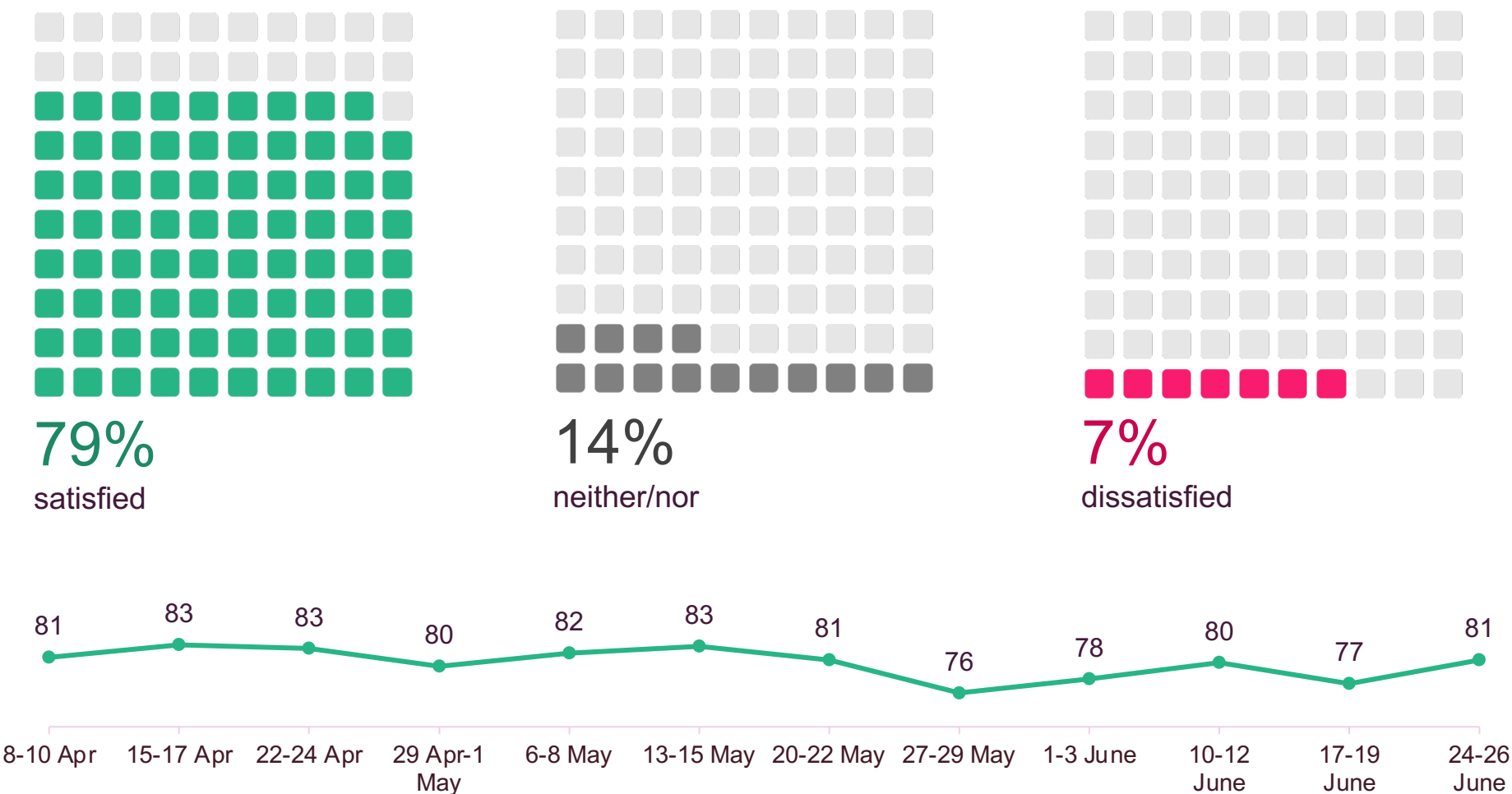
The trains are always delayed and/or cancelled, we have to plan cautiously and consider having to fork out extra money for a taxi. When they do arrive it's full of people smoking weed/vaping or both on that carriages. More often than not, there are groups of rowdy people sat on tables shouting, playing music really loud and sometimes starting fights.

Very dissatisfied, West Midlands Railway passenger



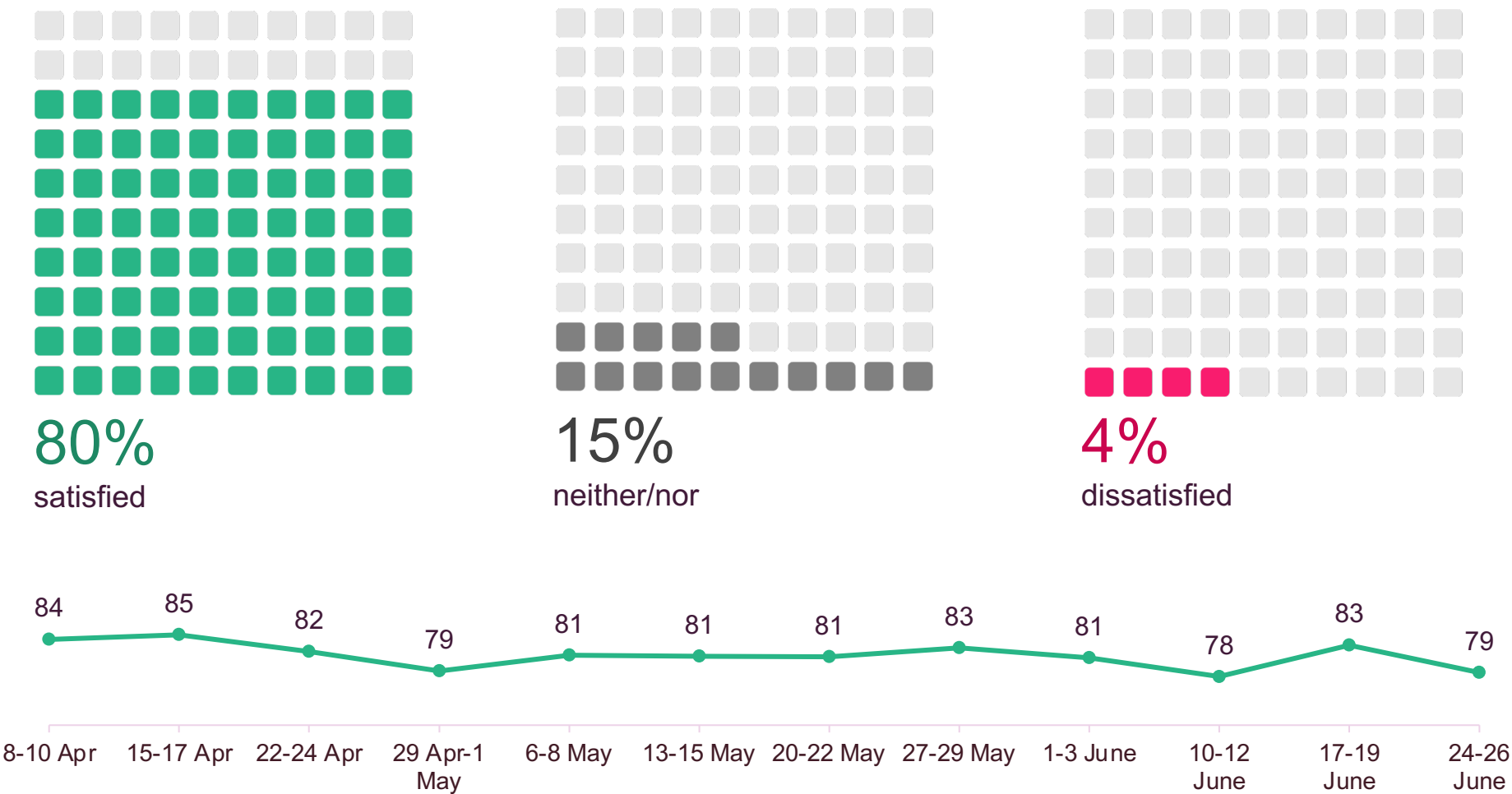
Satisfaction with aspects of rail journey

Satisfaction with the train overall



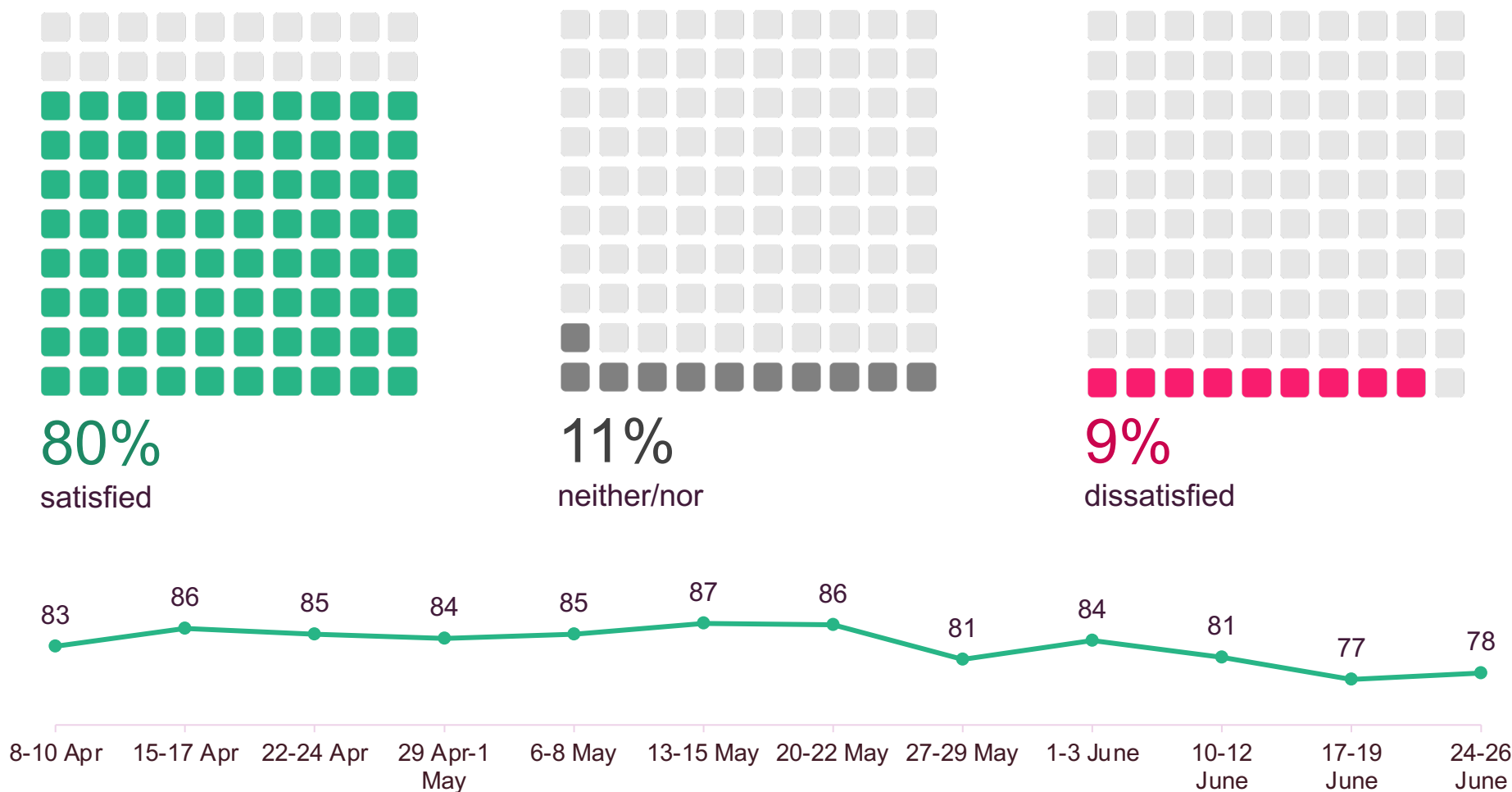
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1008; trend chart range from 181 to 301 per week.

Satisfaction with the station



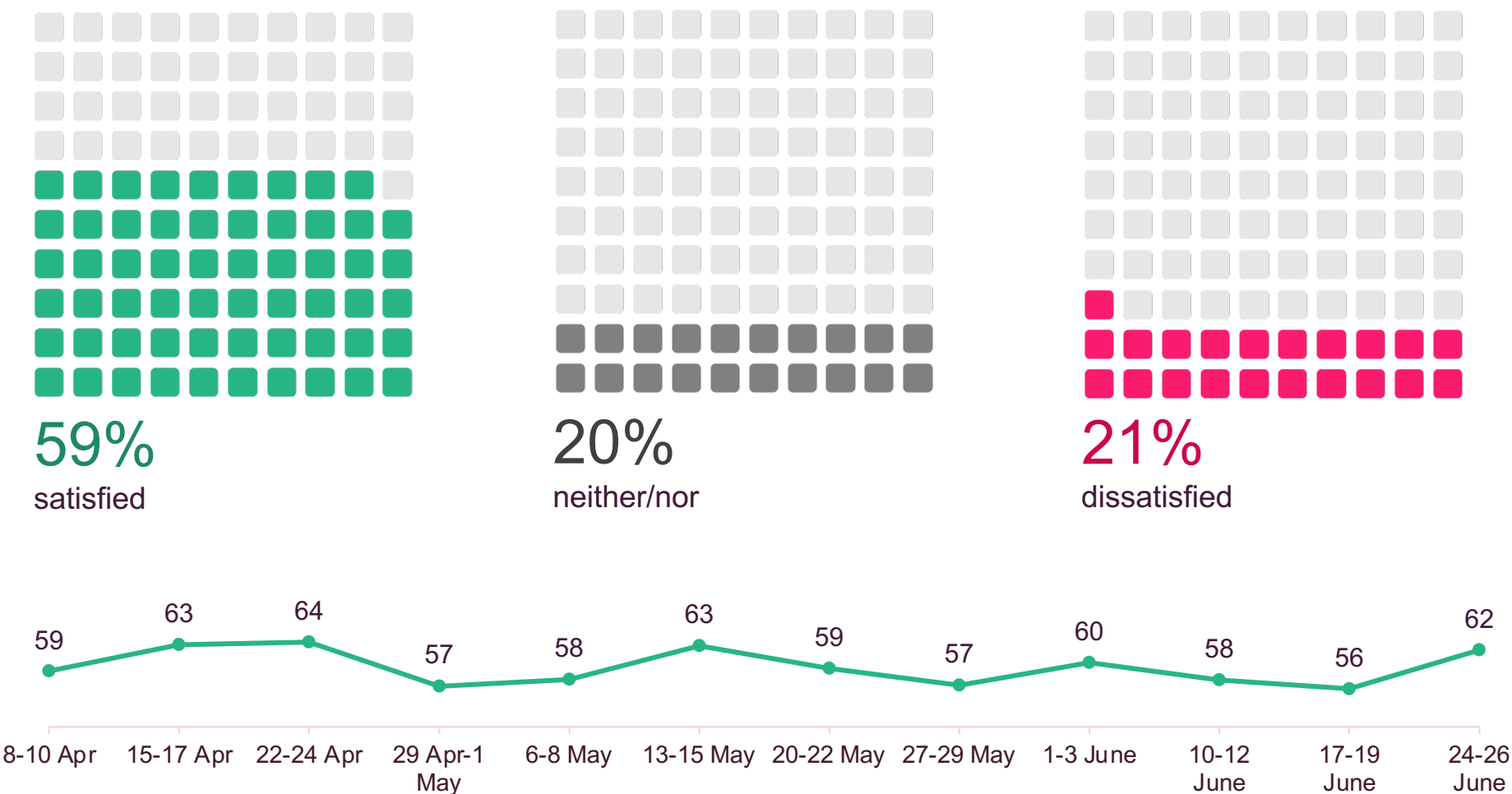
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1007; trend chart range from 181 to 301 per week.

Satisfaction with punctuality/reliability



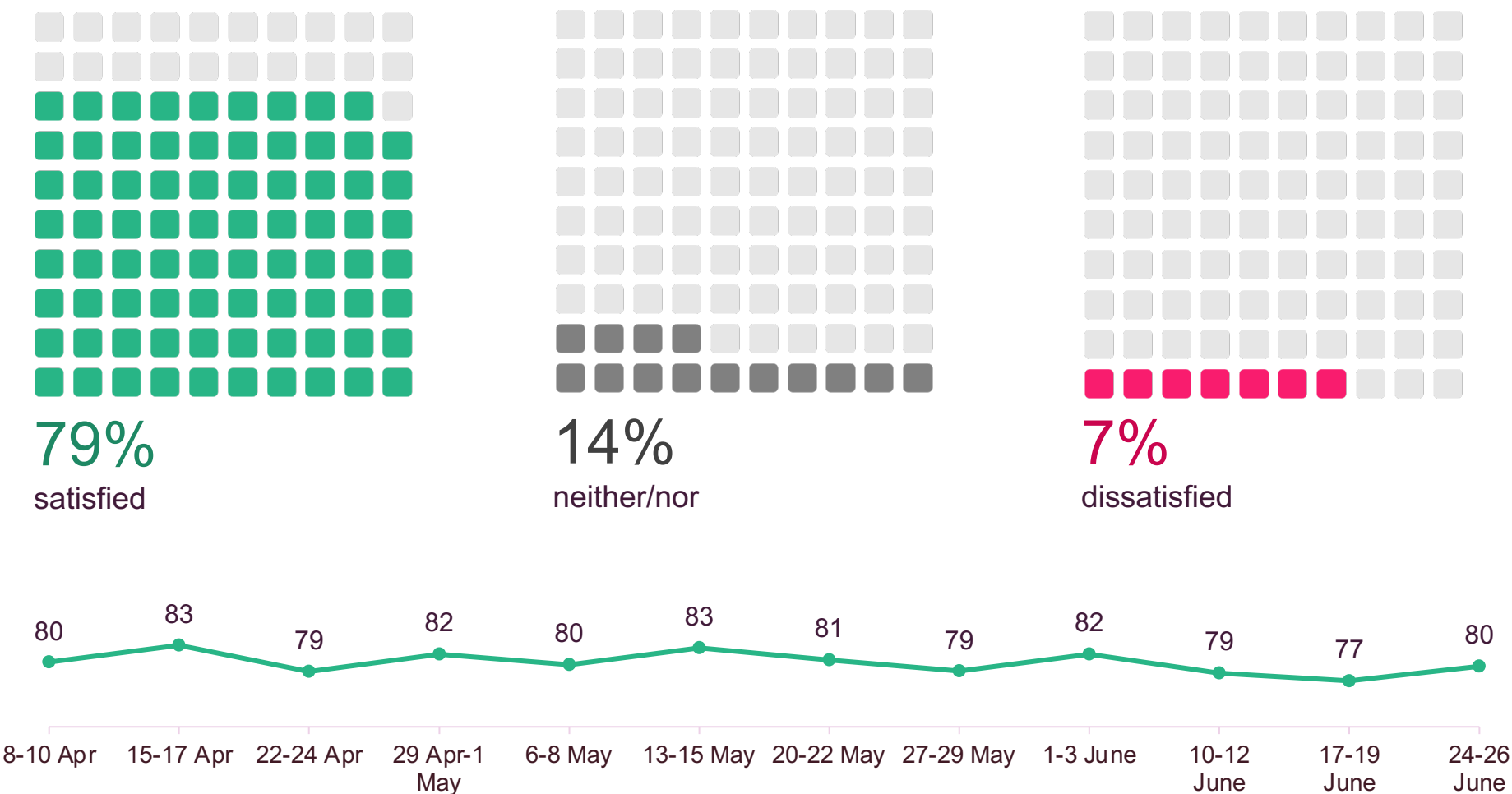
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1008; trend chart range from 181 to 301 per week.

Satisfaction with value for money



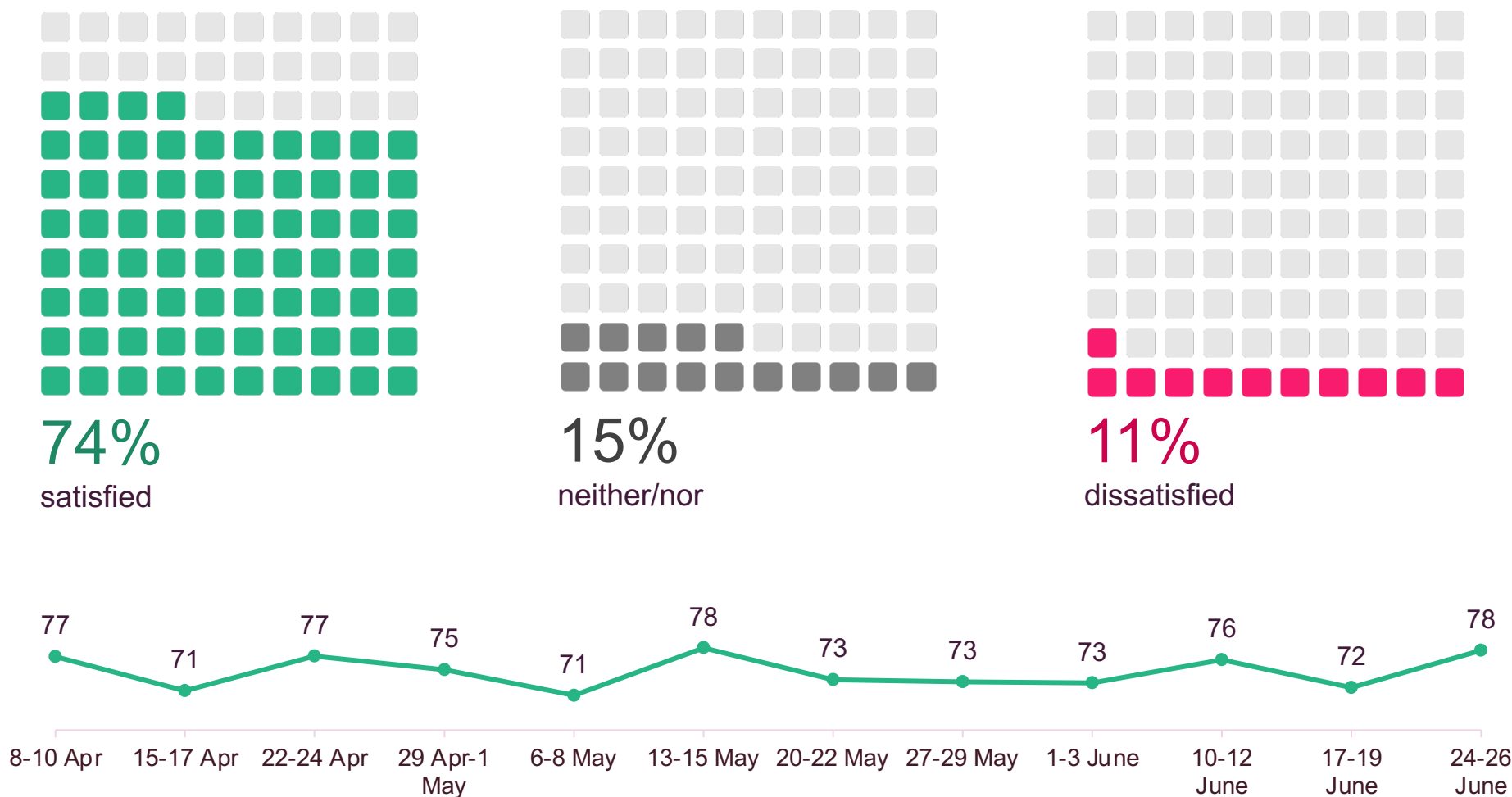
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 963; trend chart range from 174 to 294 per week.

Satisfaction with cleanliness of the inside of the train



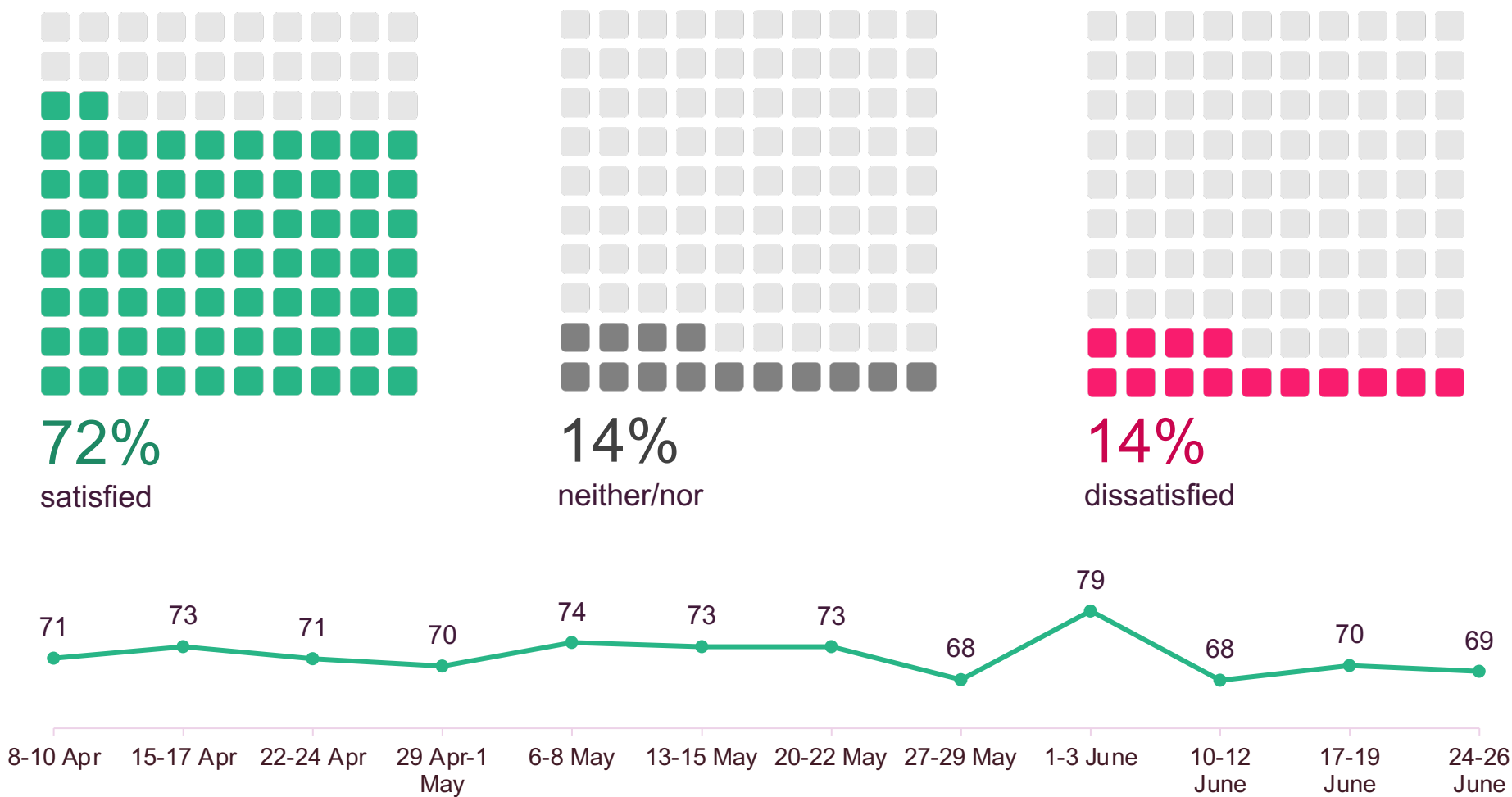
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1008; trend chart range from 180 to 301 per week.

Satisfaction with level of crowding



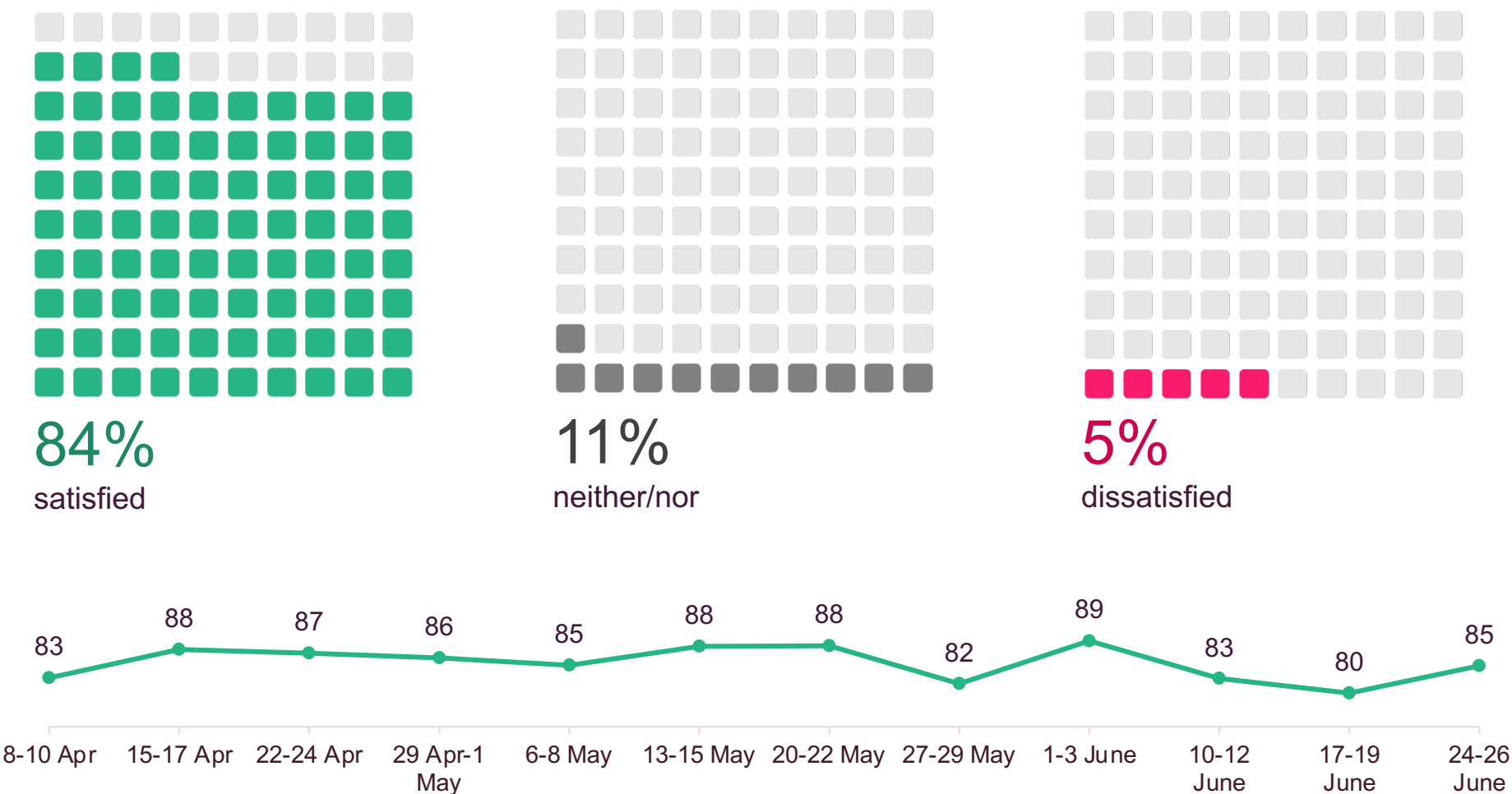
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1005; trend chart range from 181 to 299 per week.

Satisfaction with frequency of trains on that route



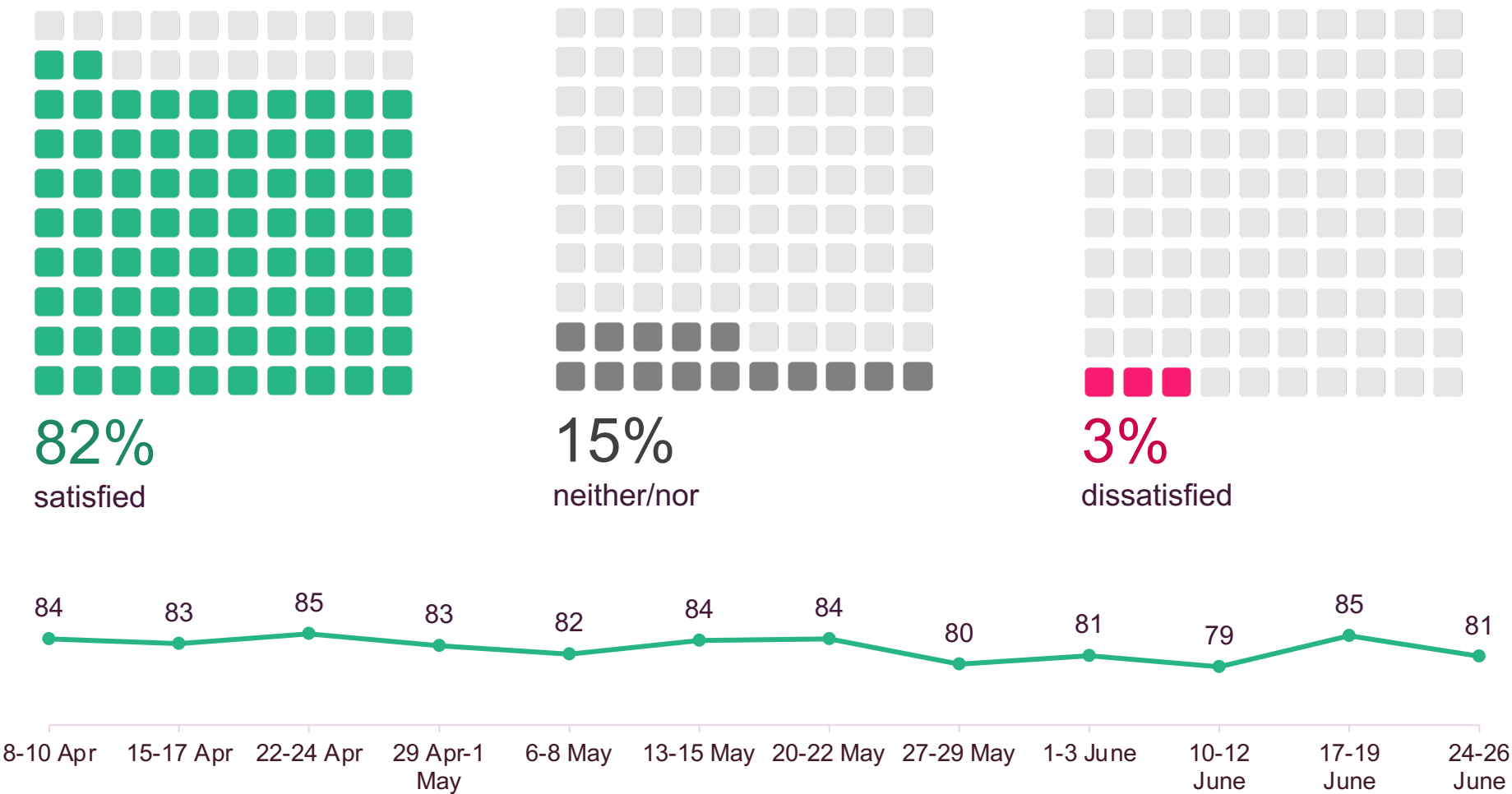
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 997; trend chart range from 178 to 298 per week.

Satisfaction with scheduled journey time



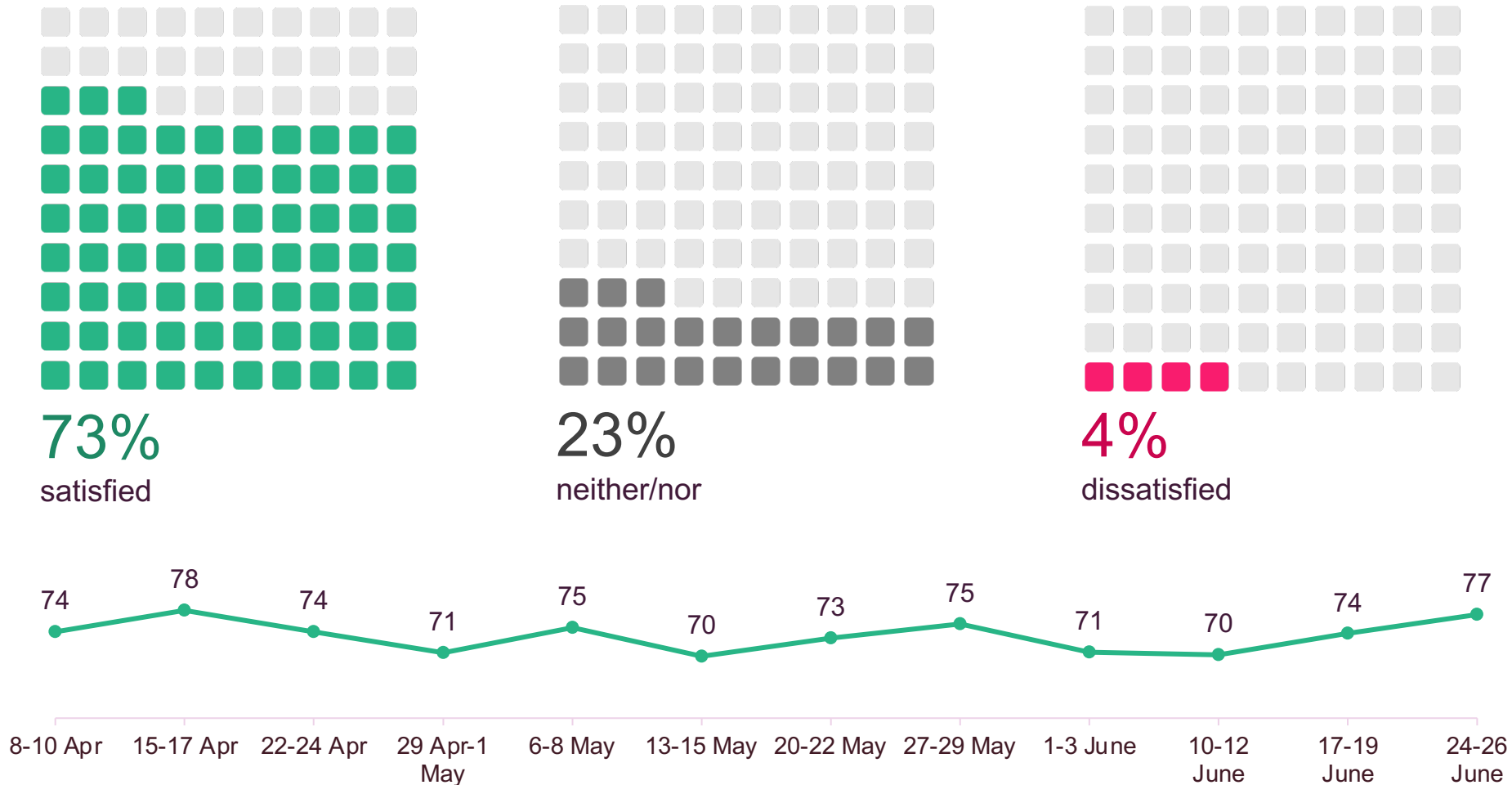
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1005; trend chart range from 179 to 301 per week.

Satisfaction with personal security



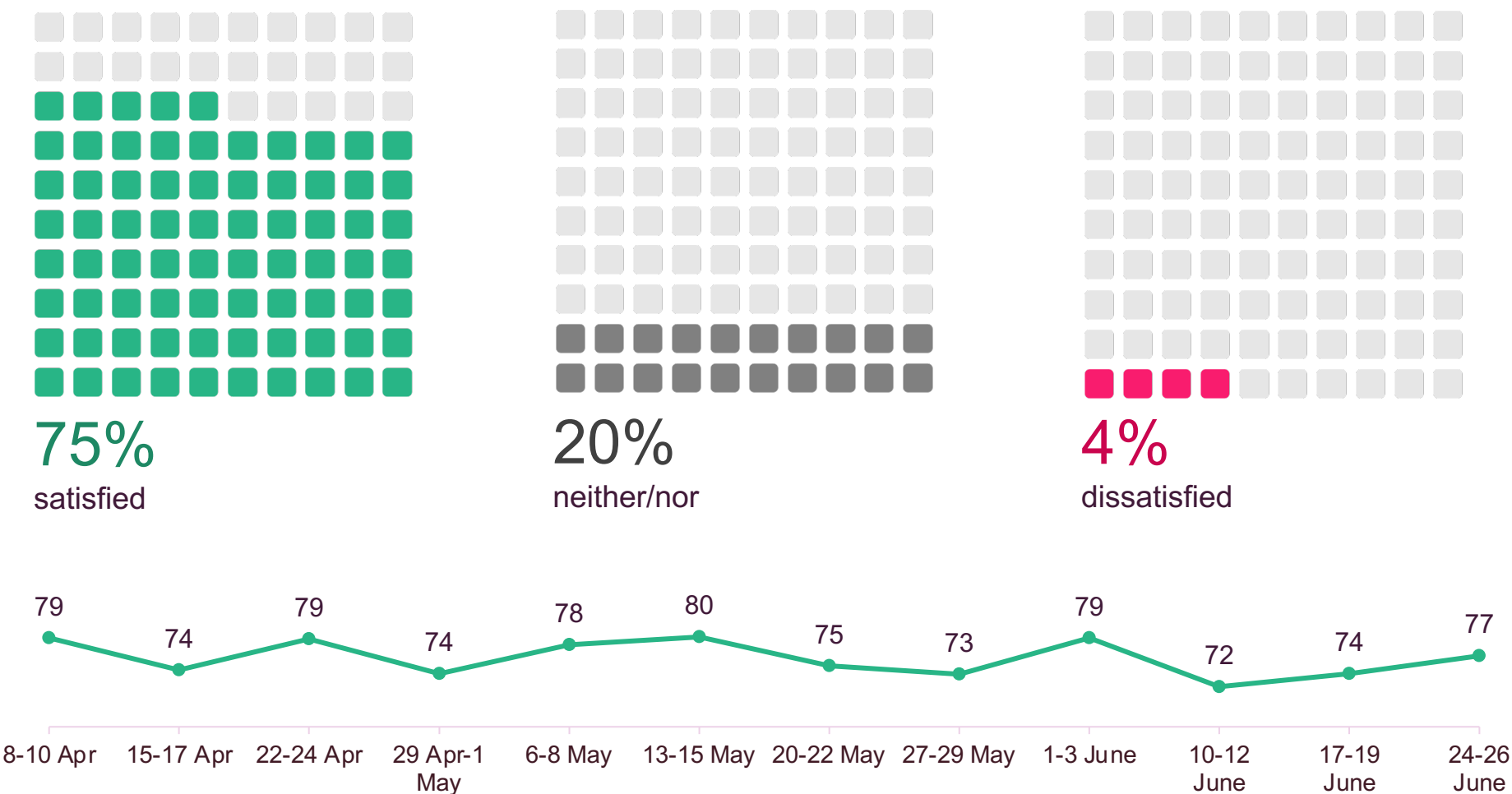
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 996; trend chart range from 178 to 299 per week.

Satisfaction with helpfulness and attitude of staff



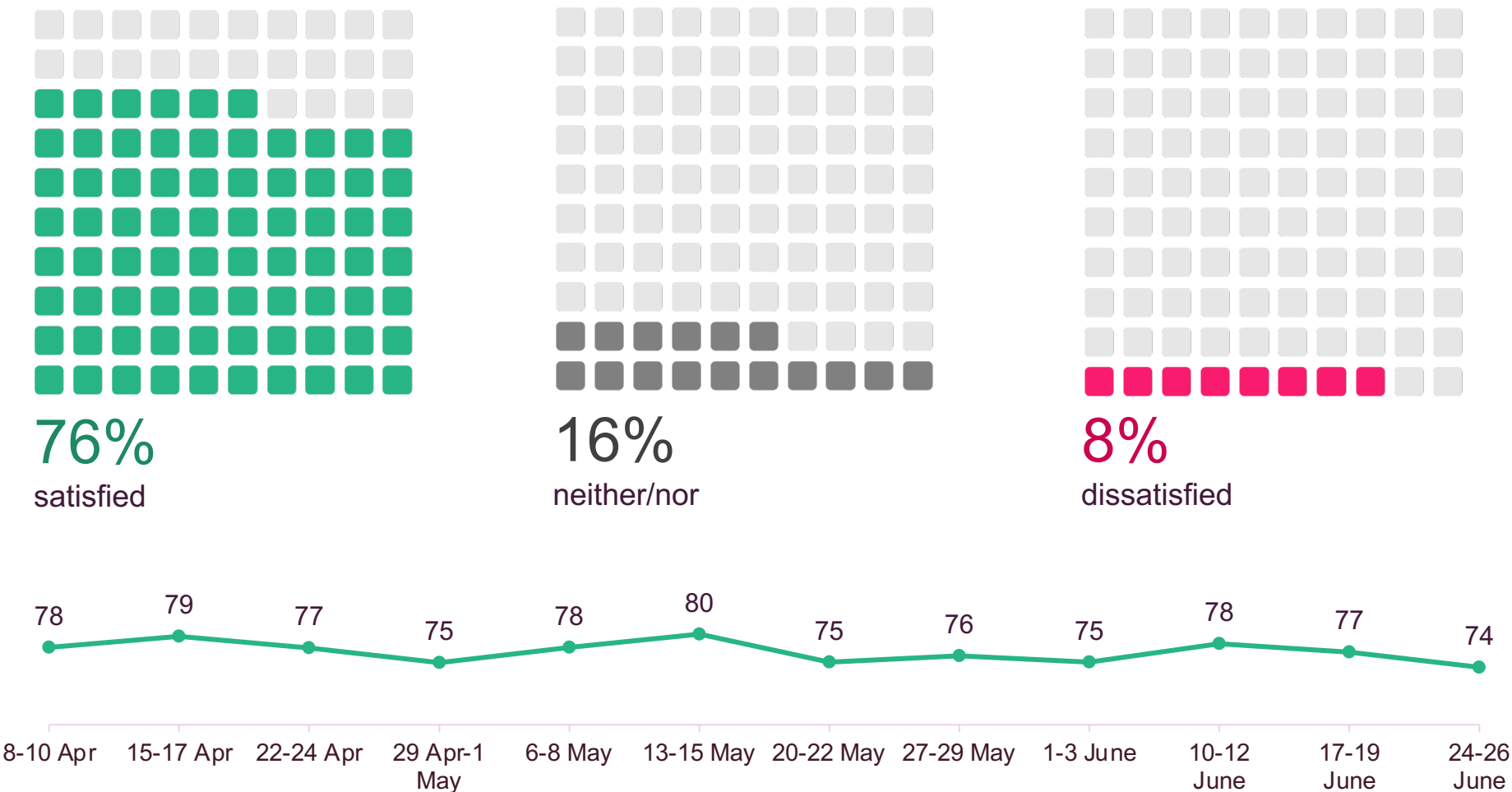
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 808; trend chart range from 148 to 237 per week.

Satisfaction with information provided during the journey



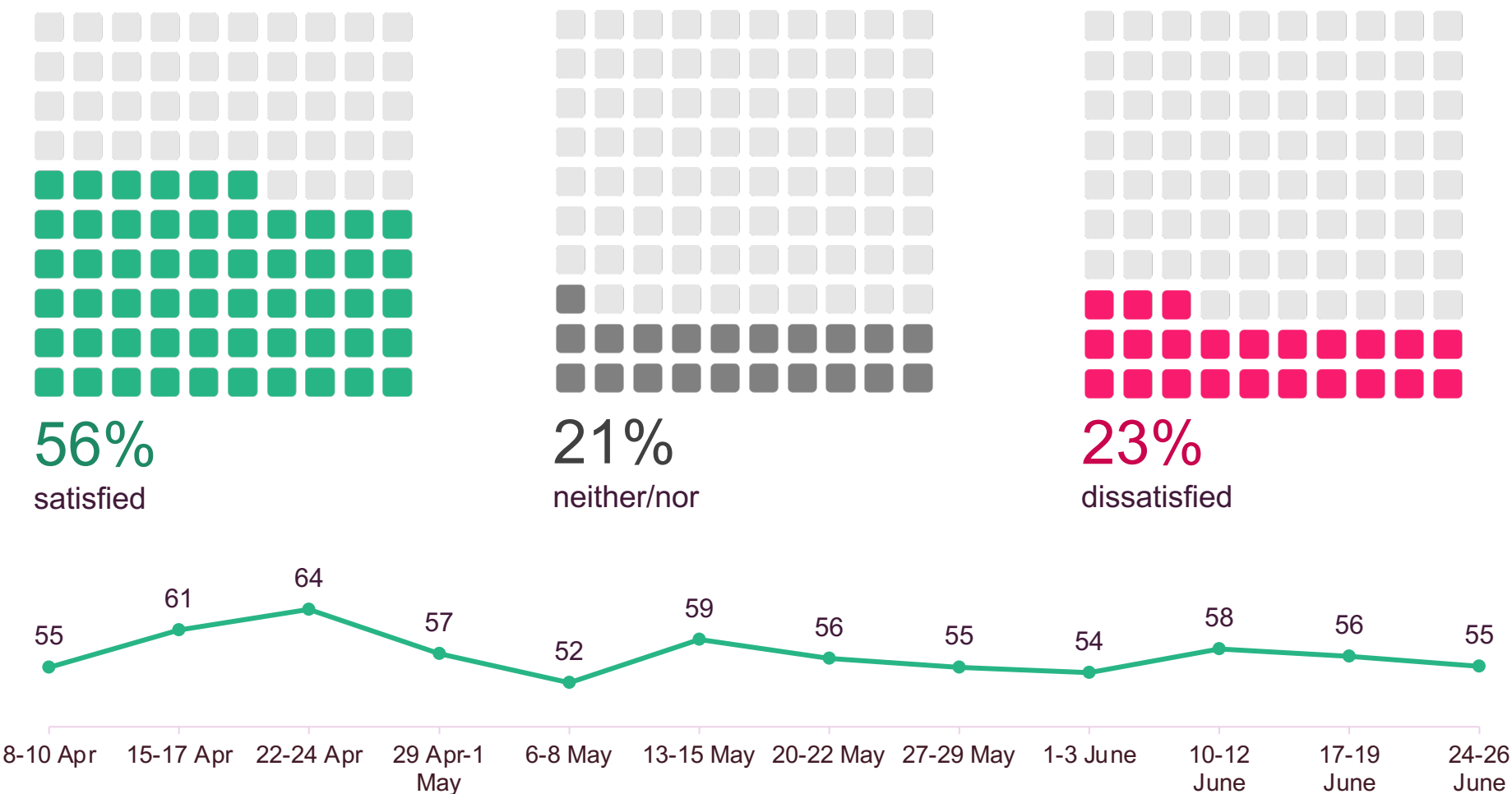
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 961; trend chart range from 170 to 287 per week.

Satisfaction with comfort of the seats



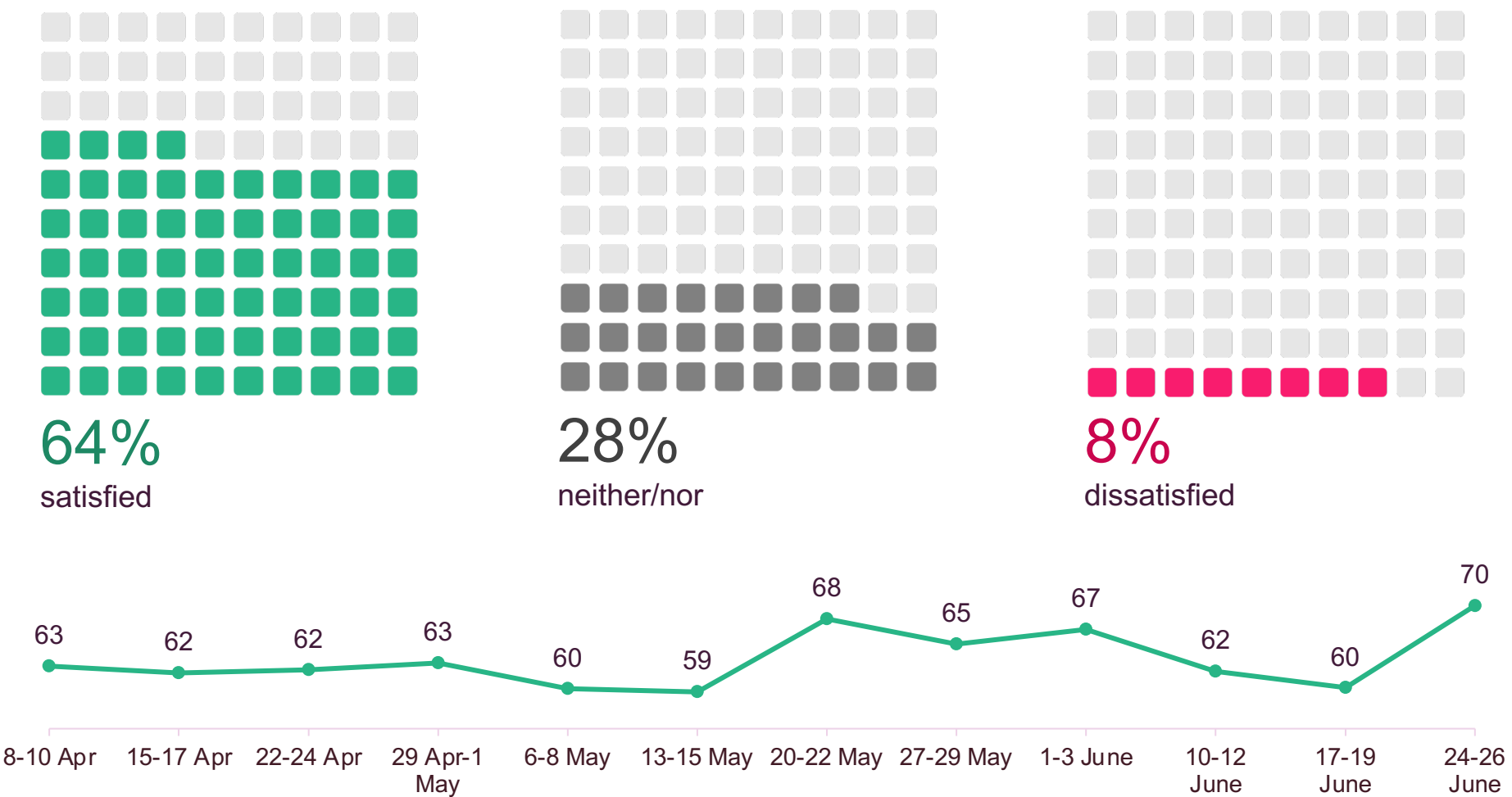
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 988; trend chart range from 176 to 292 per week.

Satisfaction with reliability of the internet



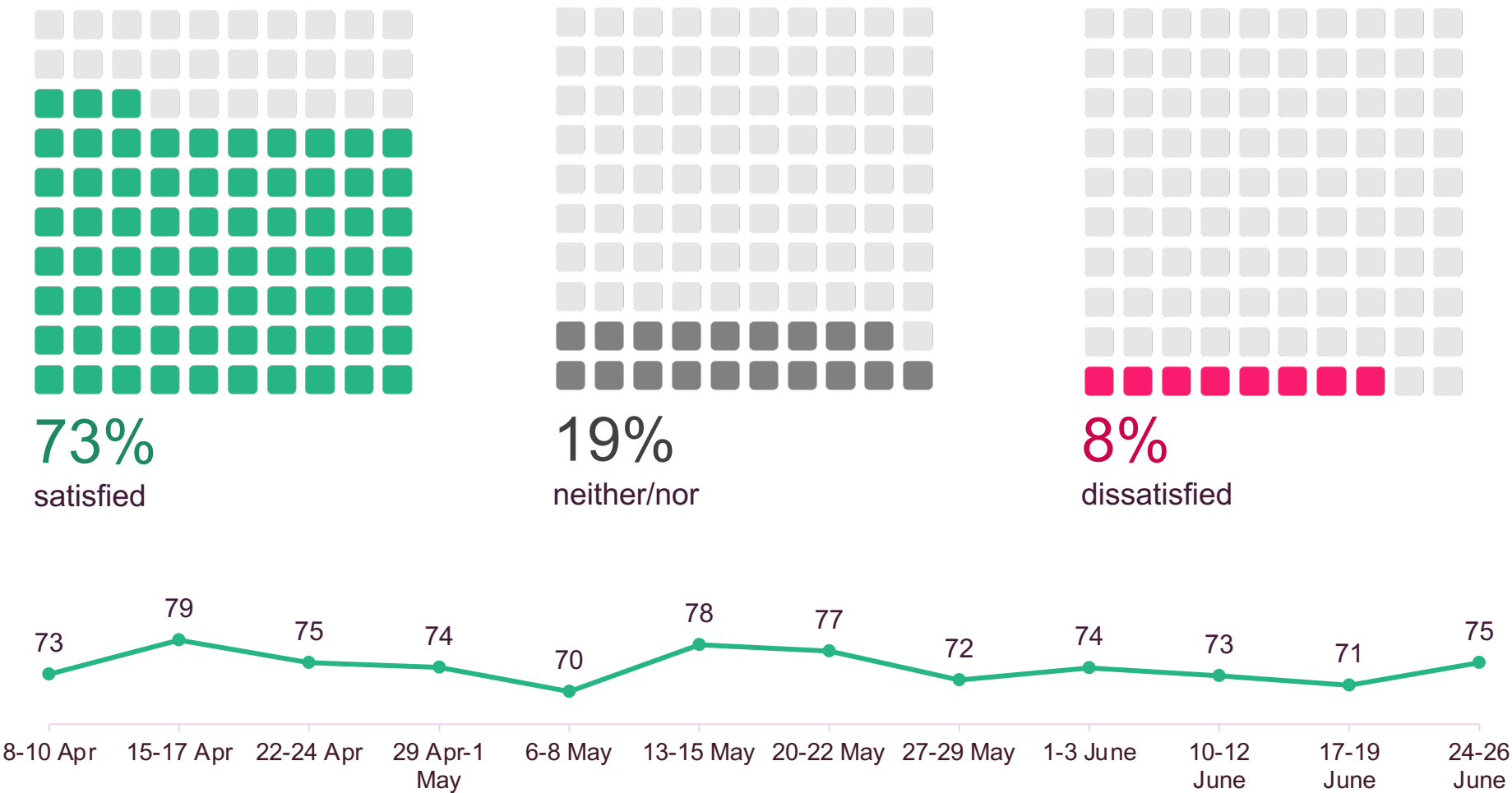
1 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 712; trend chart range from 133 to 212 per week.

Satisfaction with information on how busy the train was before travelling



1 July 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: square charts 831; trend chart range from 152 to 249 per week.

Satisfaction with other passengers' behaviour



1 July 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: square charts 996; trend chart range from 179 to 299 per week.

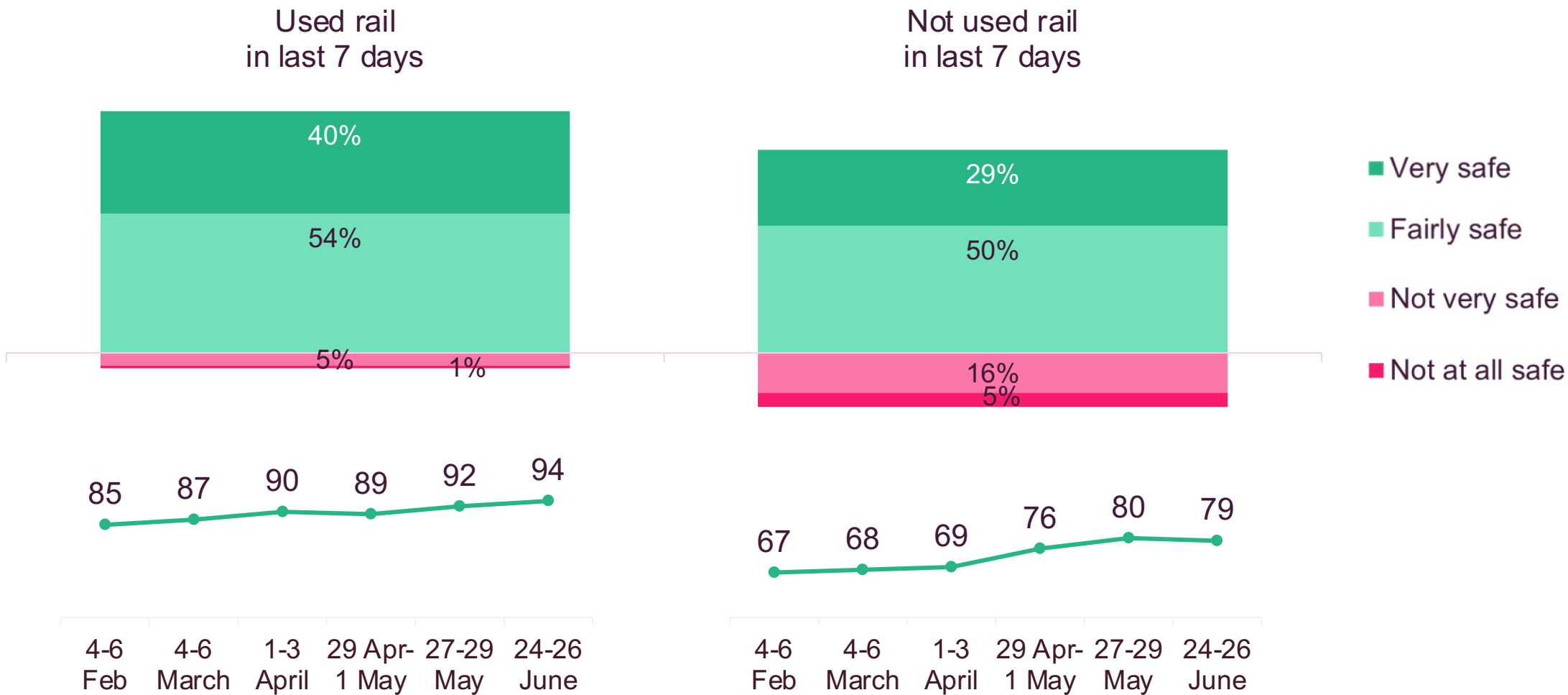
Summary of current and previous rail satisfaction



Axis starts at 40% and goes to 100% to better show satisfaction differences

1 July 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 current 4 weeks from 712 to 1011; prior 4 weeks from 649 to 957.

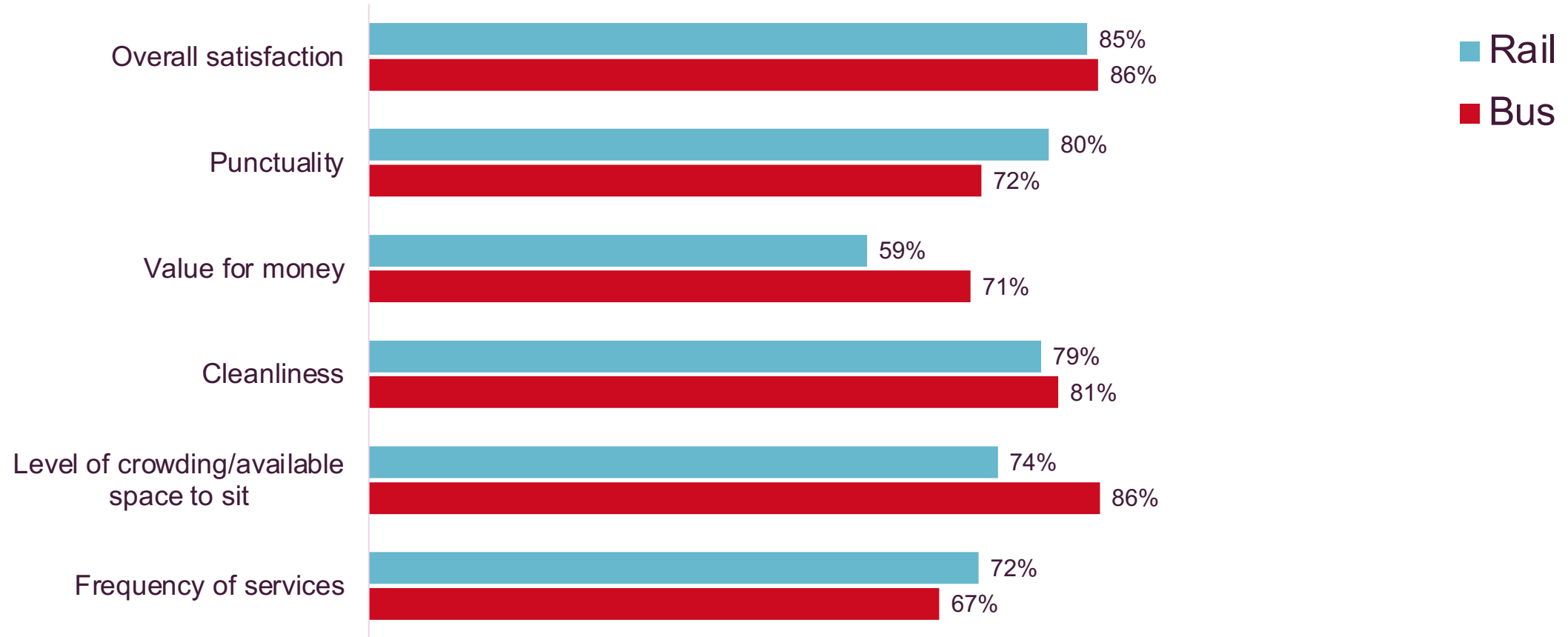
Feeling safe on rail with regard to Covid



1 July 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



1 July 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 963 to 1011; bus base sizes from 501 to 615.

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 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
Week 36	3 - 5 June	280
Week 37	10 - 12 June	261
Week 38	17 - 19 June	289
Week 39	24 - 26 June	181

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 | i. The behaviour of other passengers |
| b. The cleanliness of the inside of the train | j. Provision of information during the journey |
| c. Helpfulness and attitude of staff | k. Comfort of the seats |
| d. Overall satisfaction with the station | l. Value for money of your ticket |
| e. Punctuality/reliability (i.e. the train departing / arriving on time) | m. Reliability of the internet connection |
| f. Frequency of the trains on that route | n. Overall satisfaction with the train |
| g. Length of time the journey was scheduled to take | o. Your personal security during your journey |
| h. Level of crowding on the train | |

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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