

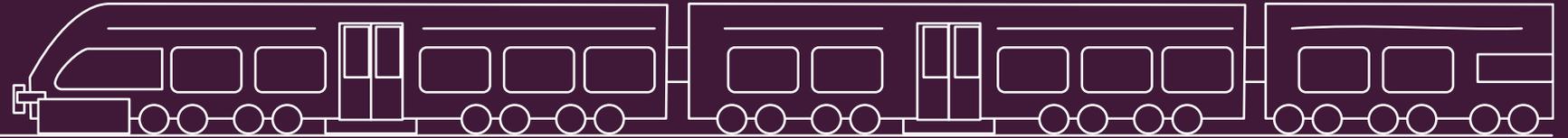
6 July 2022

# Rail User Survey

Train operator results



# 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.

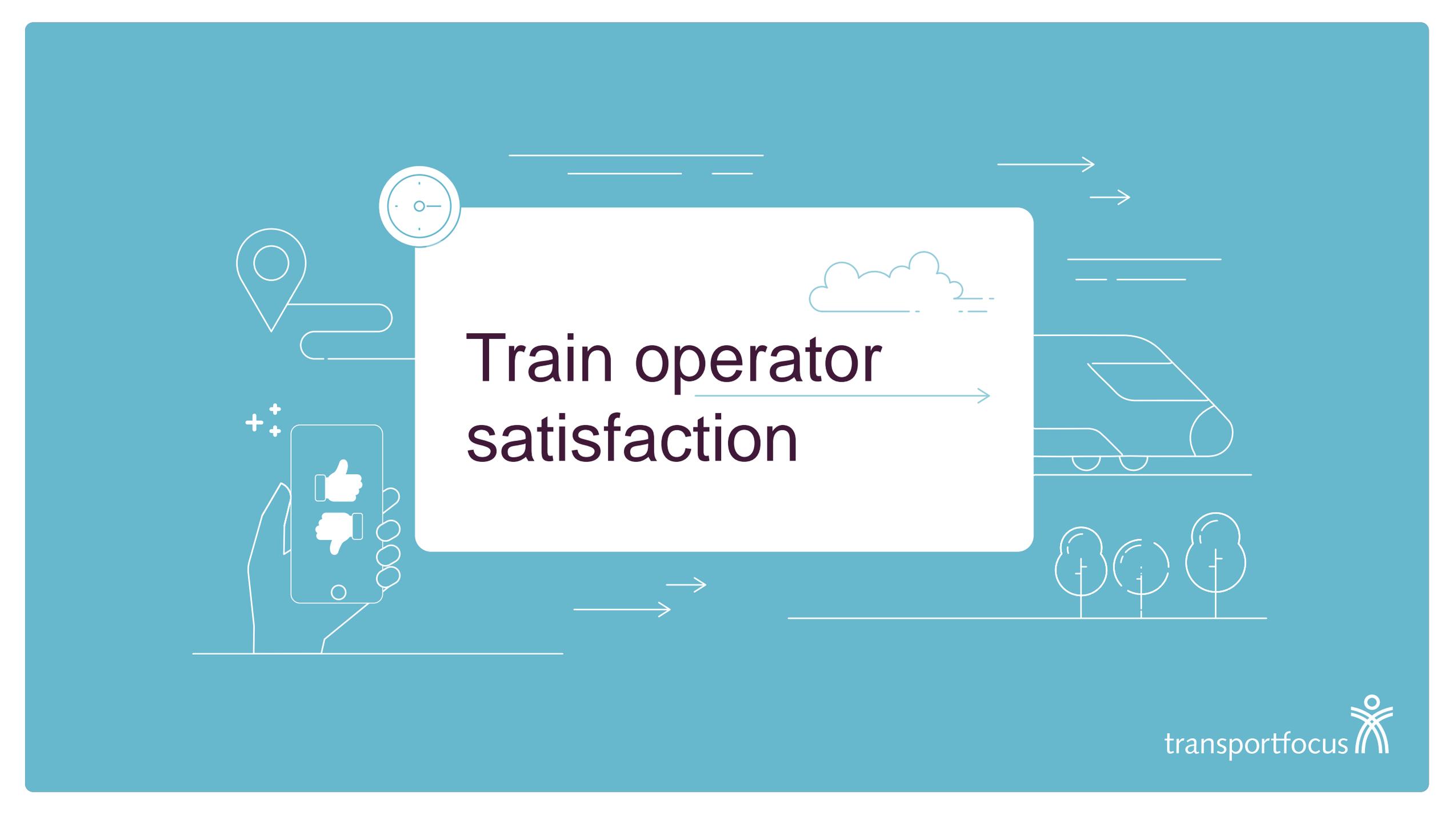
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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.

This report shows the results by train operating company on overall satisfaction and the core aspects of satisfaction. Responses are aggregated over the period 23 February to 26 June to maximise sample sizes.

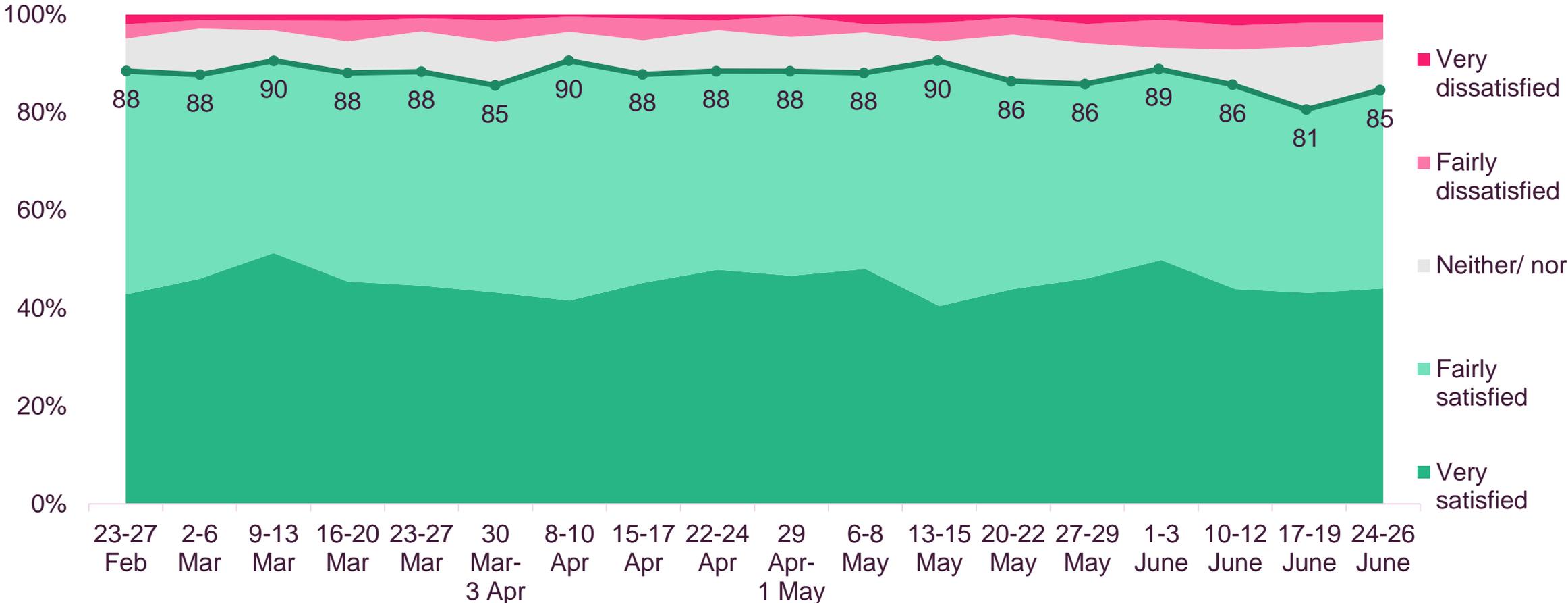
Further details on how we carried out this survey are available on page 12.

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.



# Train operator satisfaction

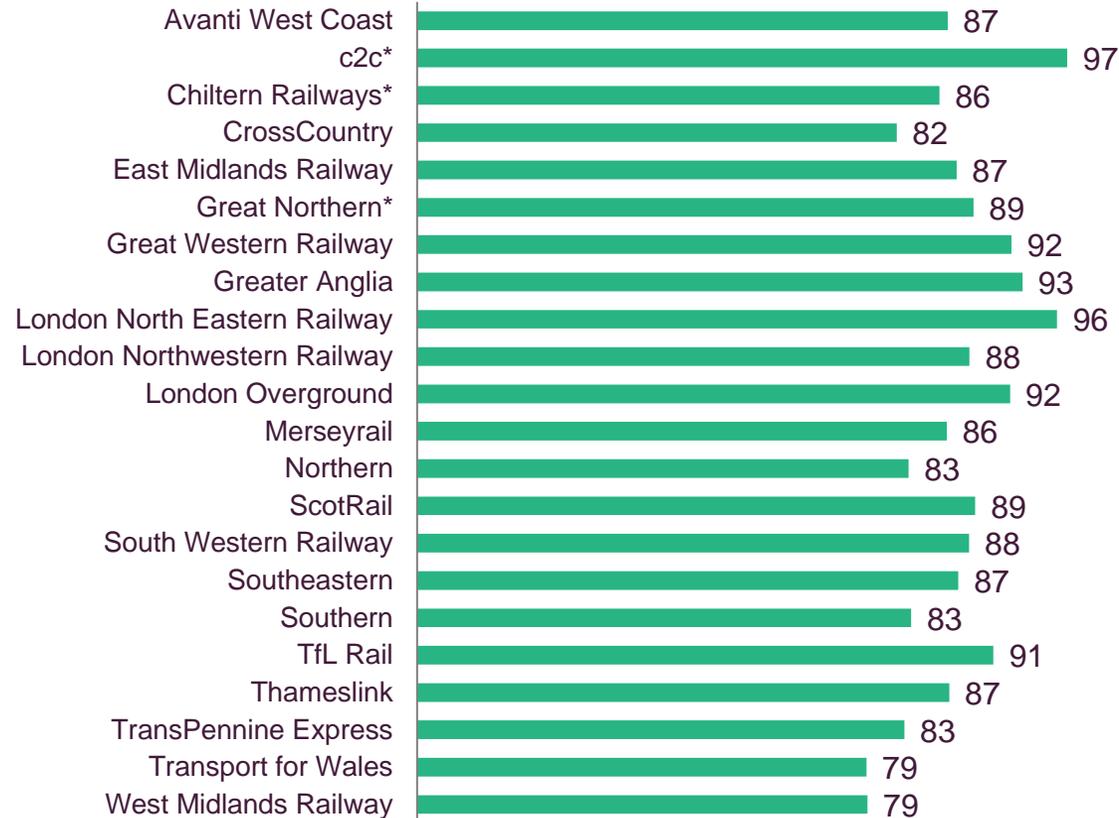
# Overall satisfaction with rail journey across all train operators



Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.  
 Base size: ranges between 181 and 475 for the weeks shown.

# Overall journey satisfaction and punctuality

Overall satisfaction %



Satisfaction with punctuality/reliability %

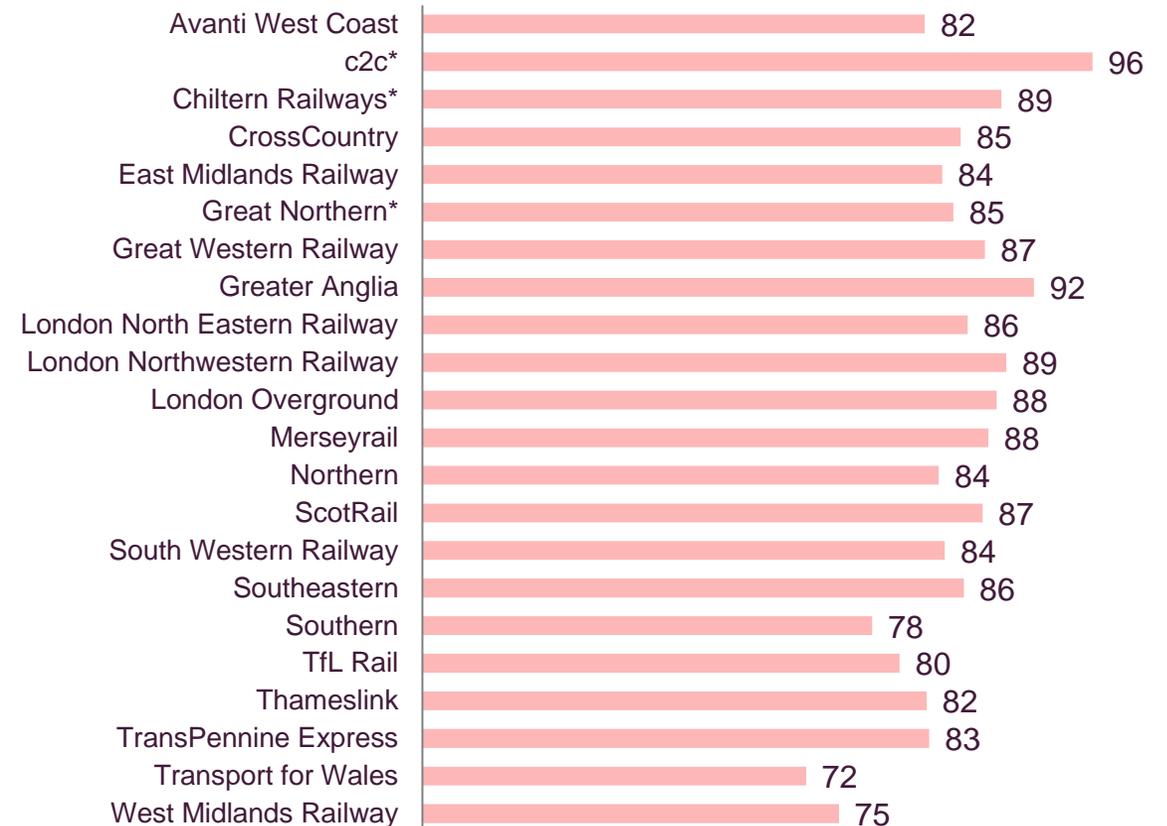
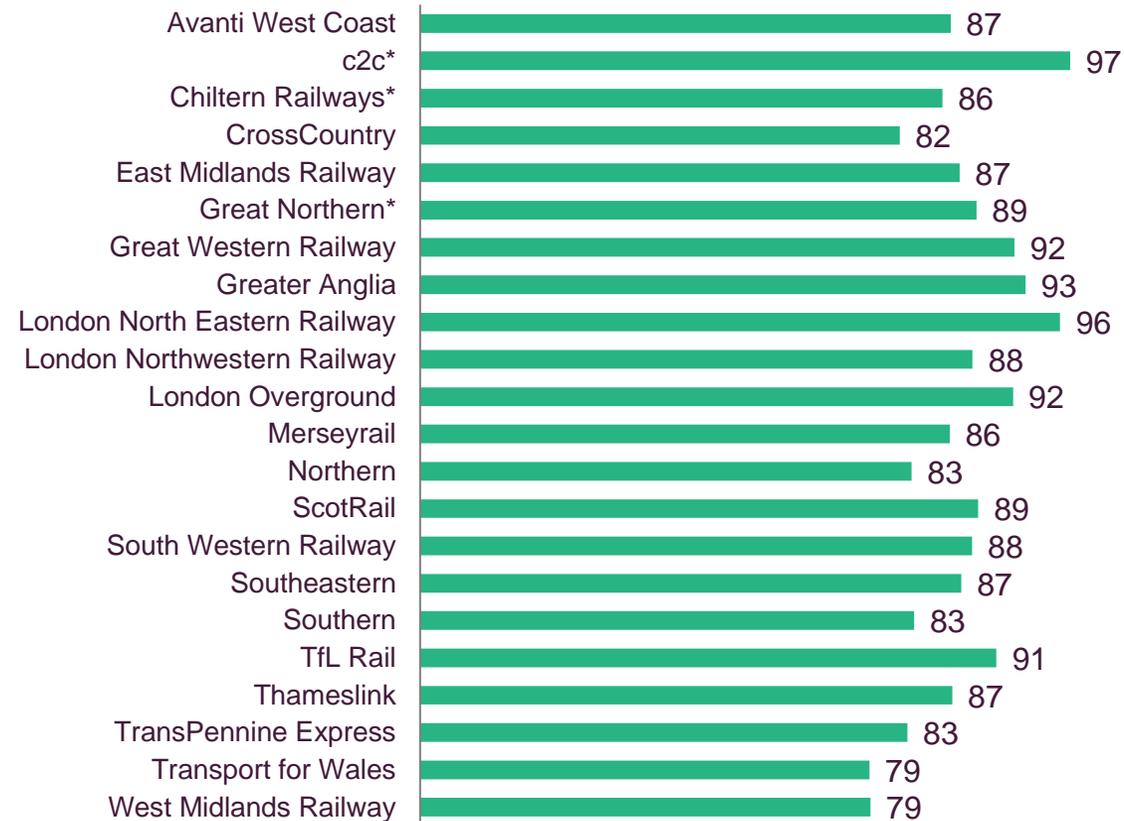


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

\* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

# Overall journey satisfaction and value for money

Overall satisfaction %



Satisfaction with value for money %

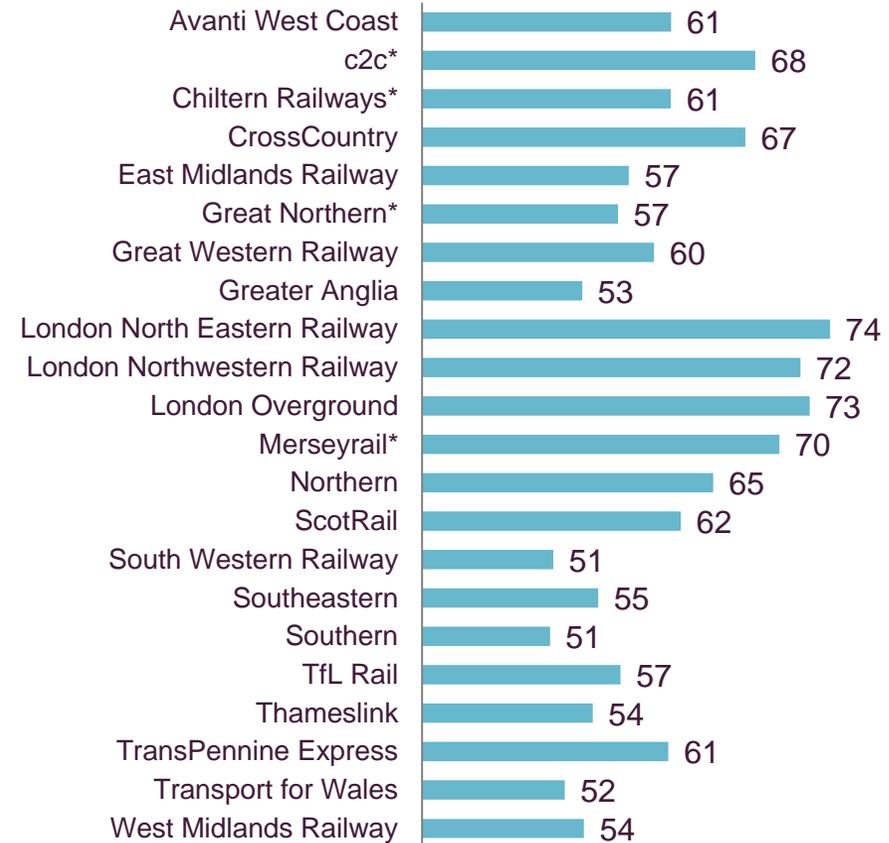
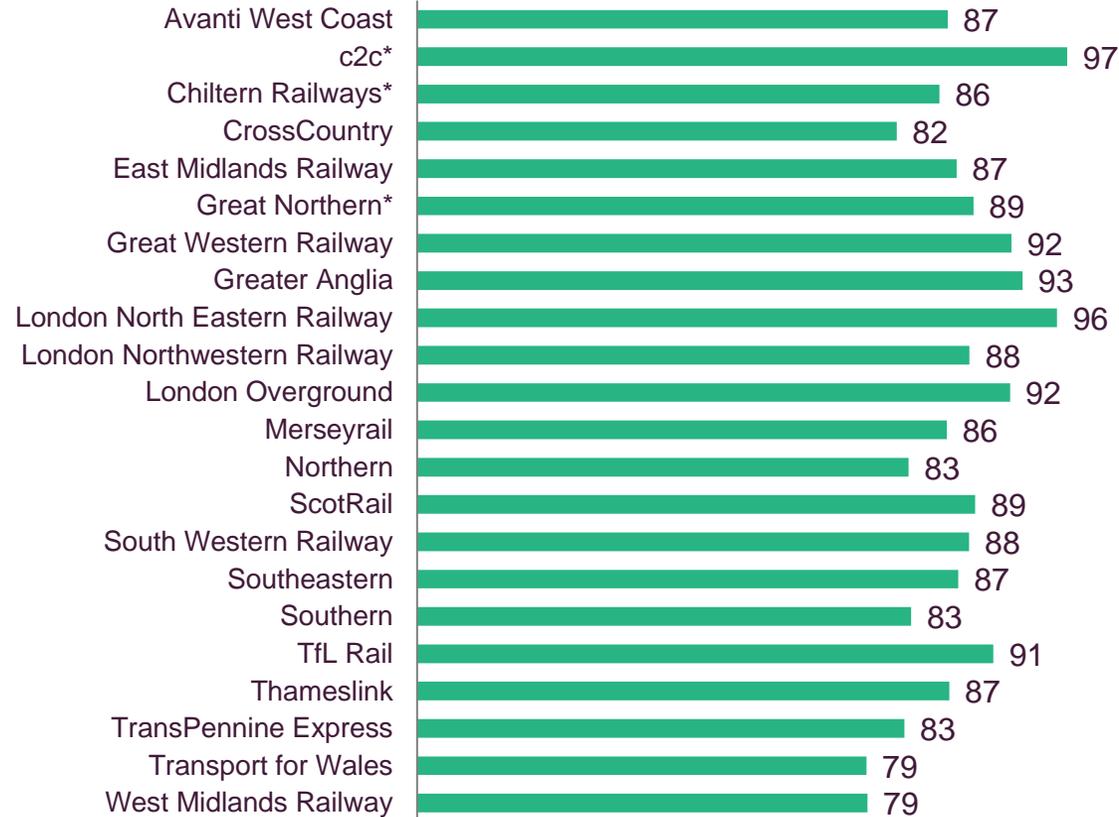


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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# Overall journey satisfaction and level of crowding

Overall satisfaction %



Satisfaction with level of crowding %

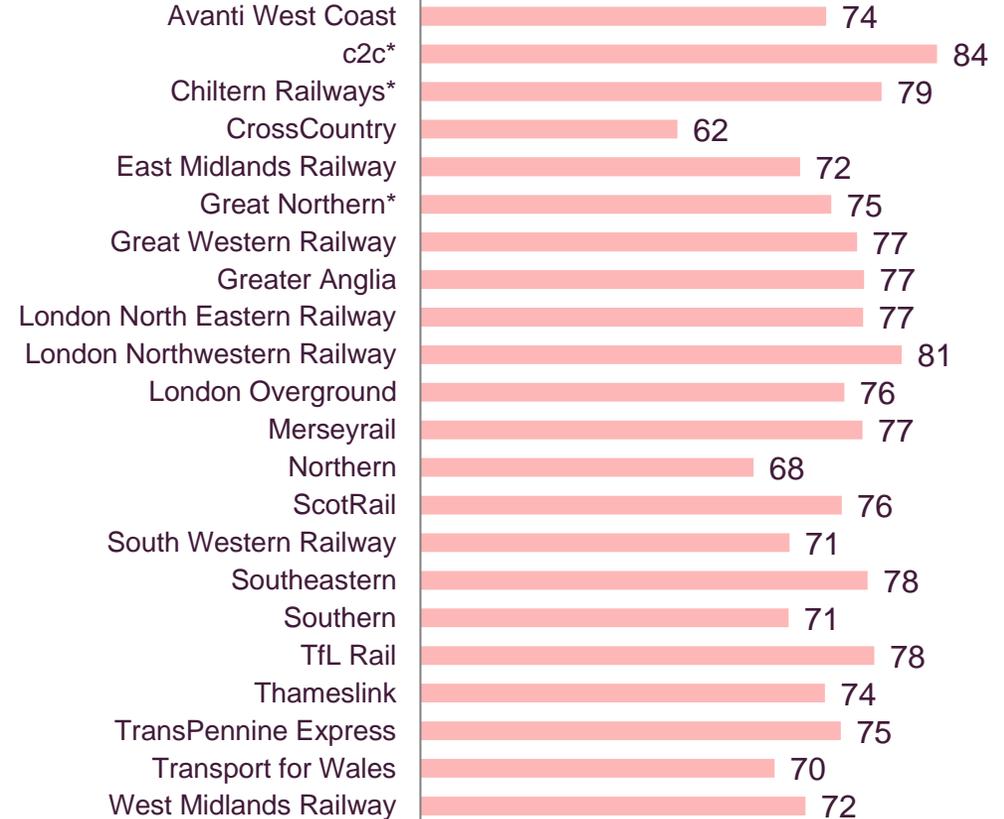


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

\* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

# Overall journey satisfaction and level of cleanliness

Overall satisfaction %



Satisfaction with cleanliness %

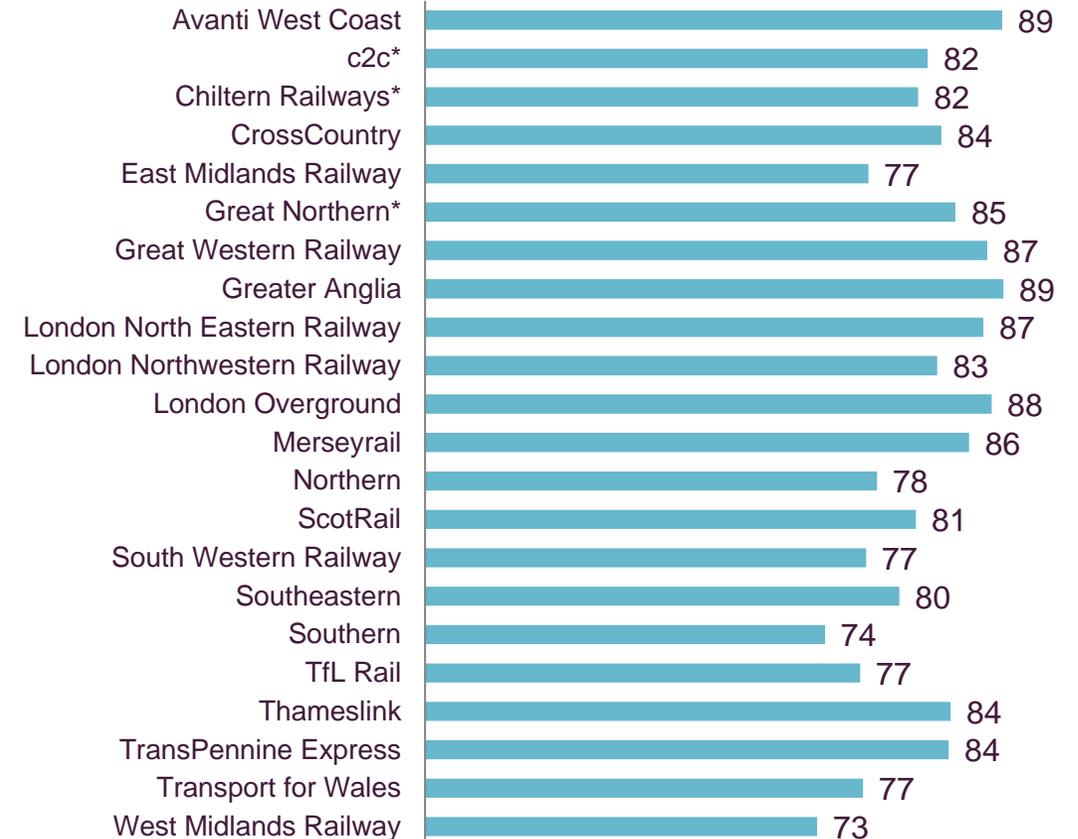
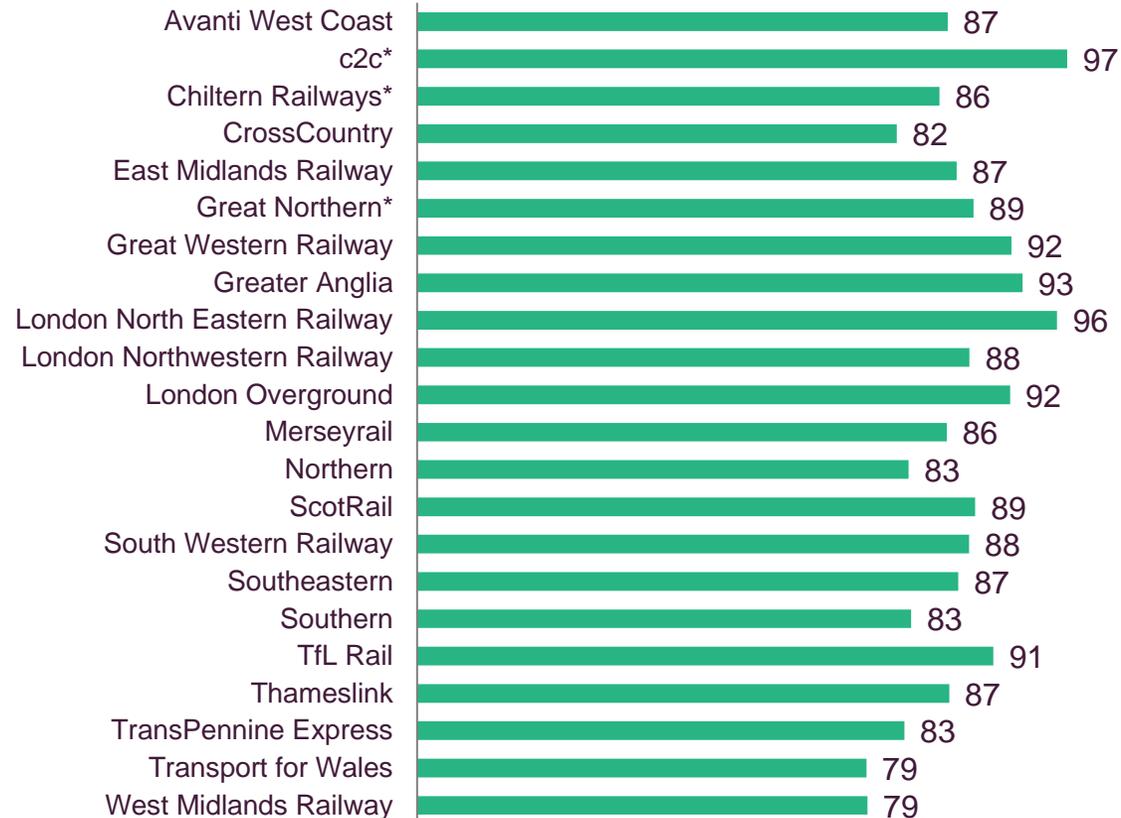


Chart axes range from 40% to 100% to better show the differences in values between train operating companies

\* Base size is below 100, which would be the ideal minimum for analysis. See appendix 2 for base sizes for individual train operating companies.

# Overall journey satisfaction and frequency of services

Overall satisfaction %



Satisfaction with frequency of services %

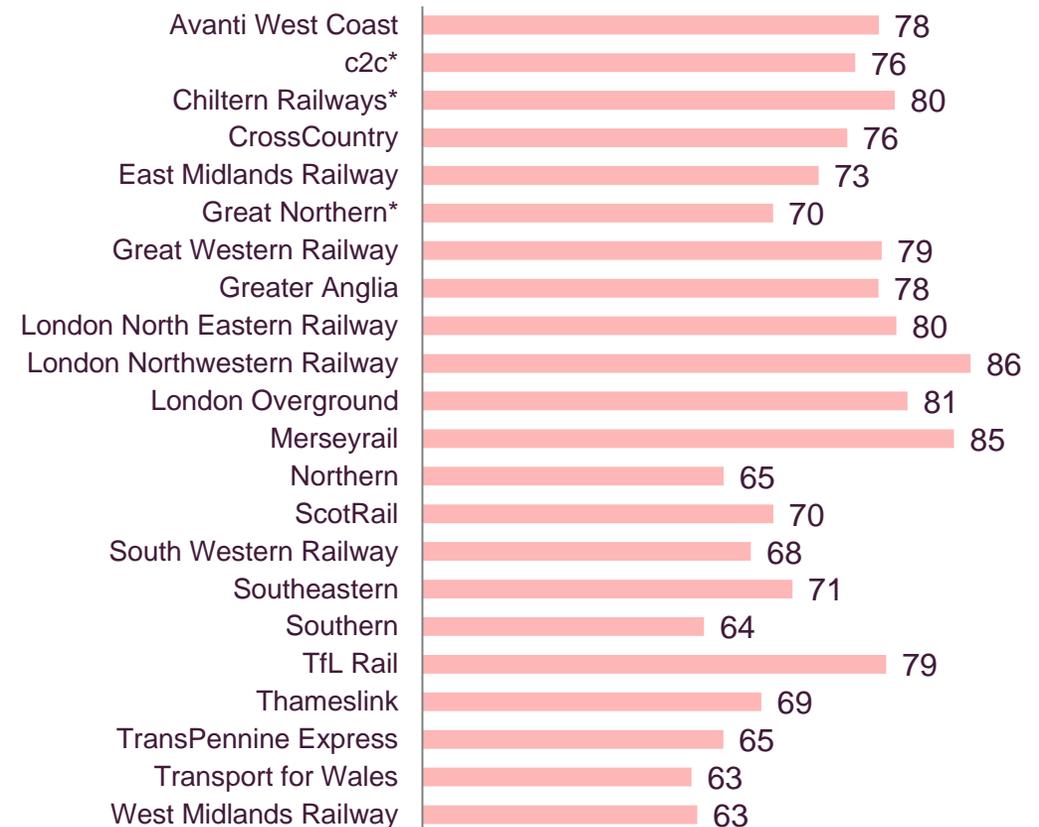


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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# Overall journey satisfaction and information provided during journey

Overall satisfaction %



Satisfaction with information during journey %

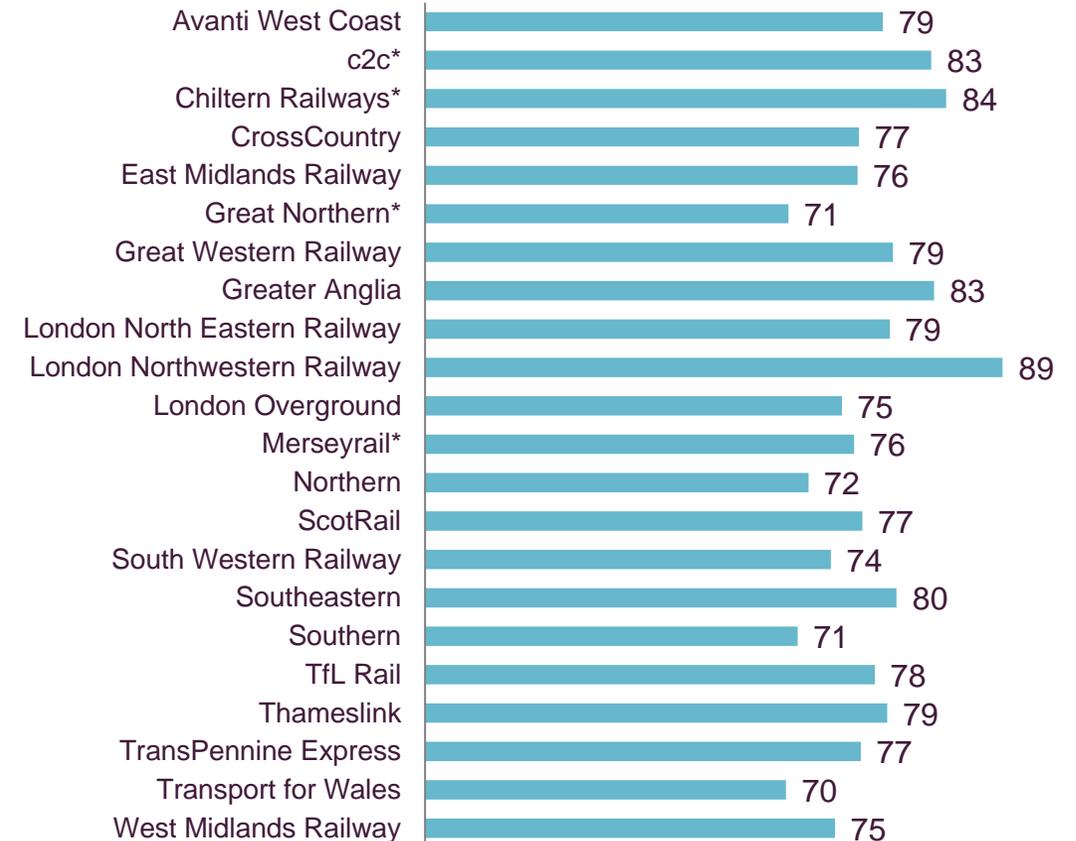


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

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# Further information



# 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, around 250 per week, then answer questions about satisfaction with their latest journey; the question texts are provided in the appendix.

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

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 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.

# Appendix 1: survey questions in this report

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 cleanliness of the inside of the train
- b. Punctuality/reliability (i.e. the train departing / arriving on time)
- c. Frequency of the trains on that route
- d. Level of crowding on the train
- e. Provision of information during the journey
- f. Value for money of your ticket

## Appendix 2: base sizes for questions in this report

Train operating company sample sizes	Overall satisfaction	Punctuality	Value for money	Level of crowding	Cleanliness inside	Frequency of services	Info provided during jny
Avanti West Coast	186	186	185	186	186	184	185
c2c	77	77	76	76	77	77	72
Chiltern Railways	91	91	90	90	91	91	83
CrossCountry	135	135	132	135	135	134	129
East Midlands Railway	202	202	202	202	202	198	195
Great Northern	94	94	92	94	94	94	92
Great Western Railway	348	348	344	348	346	347	335
Greater Anglia	277	277	270	277	277	274	266
London North Eastern Railway	230	230	226	230	230	222	228
London Northwestern Railway	103	103	102	102	103	102	101
London Overground	223	223	216	221	223	223	217
Merseyrail	111	111	96	109	111	111	98
Northern	409	409	400	408	408	406	393
ScotRail	304	303	301	299	303	304	276
South Western Railway	413	413	391	411	412	413	396
Southeastern	431	431	378	429	431	428	399
Southern	366	366	341	363	364	364	351
TfL Rail	305	303	279	302	304	301	284
Thameslink	219	219	210	219	219	219	210
TransPennine Express	120	120	117	120	120	119	117
Transport for Wales	145	145	140	145	145	145	135
West Midlands Railway	171	171	167	170	171	171	157

# Transport Focus Data Hub

You can analyse the results of this survey and see more information about all Transport Focus's surveys at: [www.transportfocus.org.uk/data-hub](http://www.transportfocus.org.uk/data-hub)

**Welcome**

We are the independent transport user watchdog. Our mission is to get the best deal for passengers and road users.

From this page you can find the results of Transport Focus 'tracker' surveys (repeating surveys where we track user satisfaction over time).

Transport Focus has taken care to ensure that the information contained in the data hub is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the data hub is fit for any particular purpose.

Please note, we are aware that there can be some limitations in functionality of the data hub when using Internet Explorer as your browser. We therefore recommend using another browser, such as Chrome, Firefox or Edge.

**Survey Grid:**

- Bus User Weekly Survey
- Rail User Weekly Survey
- Covid-19 Travel Survey**
- Strategic Roads User Survey
- Logistics and Coach Survey: Strategic Roads
- Bus Passenger Survey
- National Rail Passenger Survey
- Motorway Services User Survey
- Tram Passenger Survey
- Passenger confidence barometer

**Overall satisfaction with rail journey - over time**

Breakdown for 26 to 30 Jan 22

- 1% Very dissatisfied
- 6% Fairly dissatisfied
- 9% Neither/nor
- 40% Fairly satisfied
- 45% Very satisfied

% satisfied: 85%, 83%, 88%, 85%, 89%, 89%, 90%, 85%

\*caution - based on 75-99 responses | \*\* result hidden as less than 75 responses  
Week 24 to 28 Nov 21, 1 to 5 Dec 21, 8 to 12 Dec 21, 15 to 19 Dec 21, 5 to 9 Jan 22, 12 to 16 Jan 22, 19 to 23 Jan 22, 26 to 30 Jan 22

# Contact Transport Focus

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[www.transportfocus.org.uk](http://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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