

29 July
2022

Edition 4

Rail user survey



Introduction



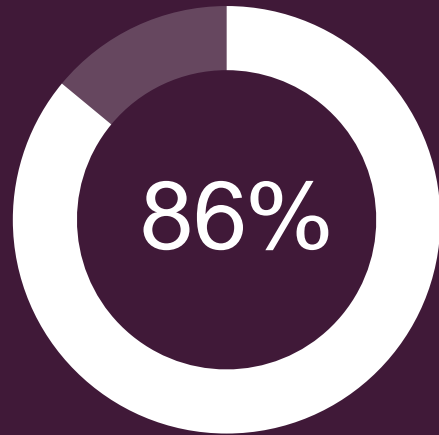
The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey.

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 14 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 May and July 2022. Further details on how we carried out this survey are available on page 35.

Rail headlines



86% of rail passengers were satisfied with their journey overall (average over the last four weeks).



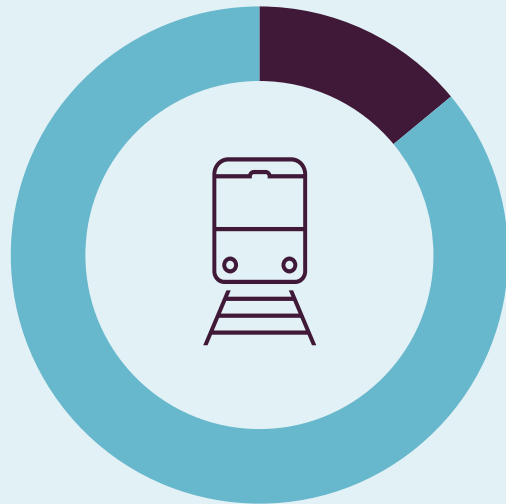
Satisfaction with the information provided during the journey has dropped over the last four weeks to 72%, down from 75% in the previous four weeks.

Rail usage levels



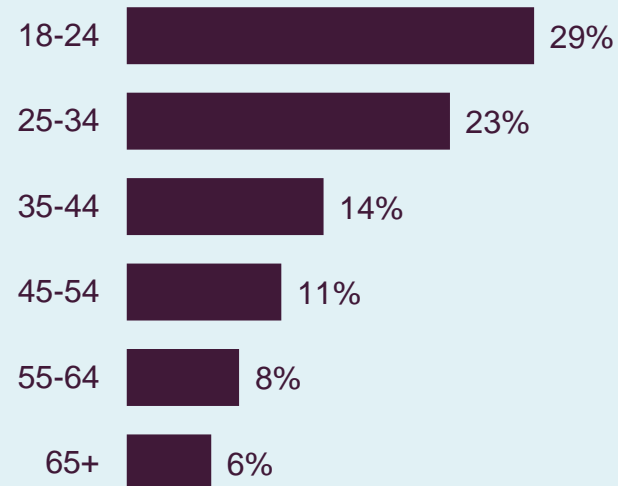
Around one in seven are using rail

Proportion using rail



14%
of people in the UK
are using rail

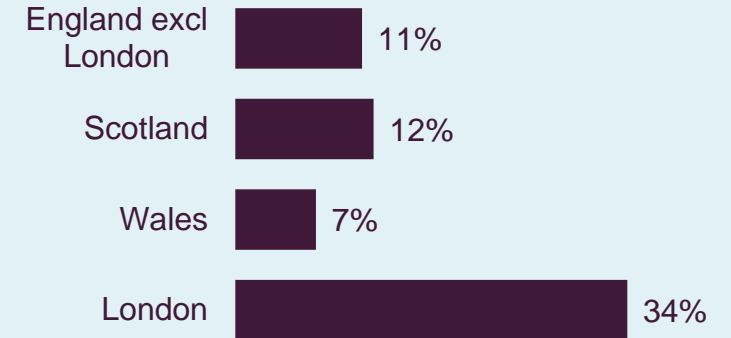
Age



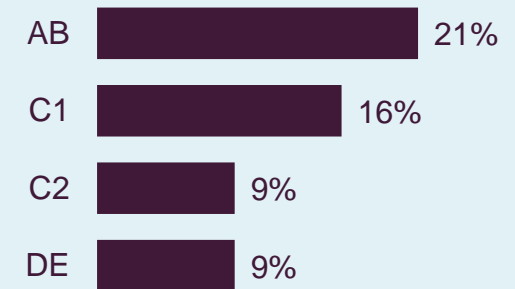
Sex



Region

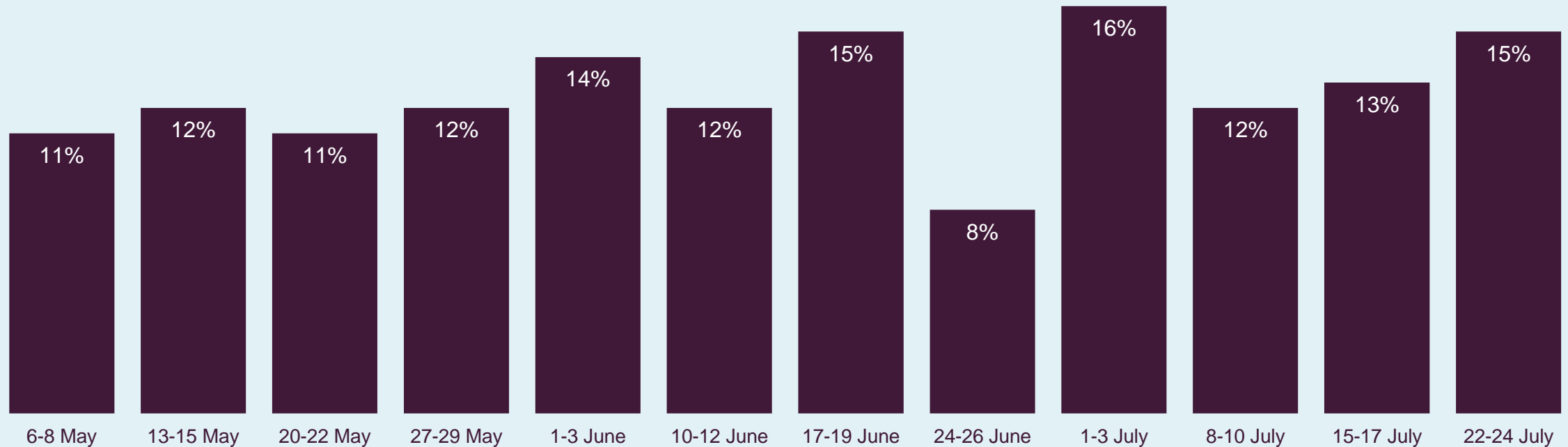


Social grade



Rail use is broadly in line with recent weeks – apart from the one affected by strikes

Proportion using rail



29 July 2022 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size circa 2000 per week.

Leisure and commuting main reasons for rail travel

Main purpose of rail journey



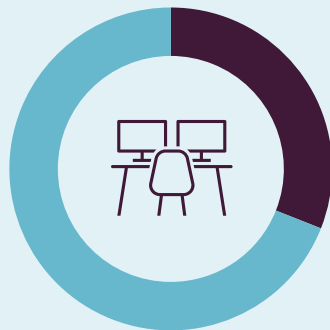
Leisure/eating out/non-essential shopping
32%



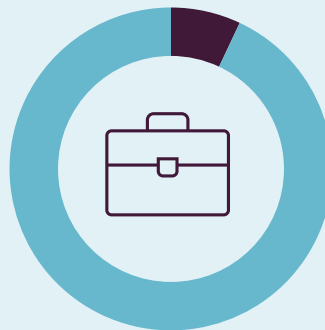
Friends/family
17%



Essential shopping
5%



Commuting
31%



Work travel
7%

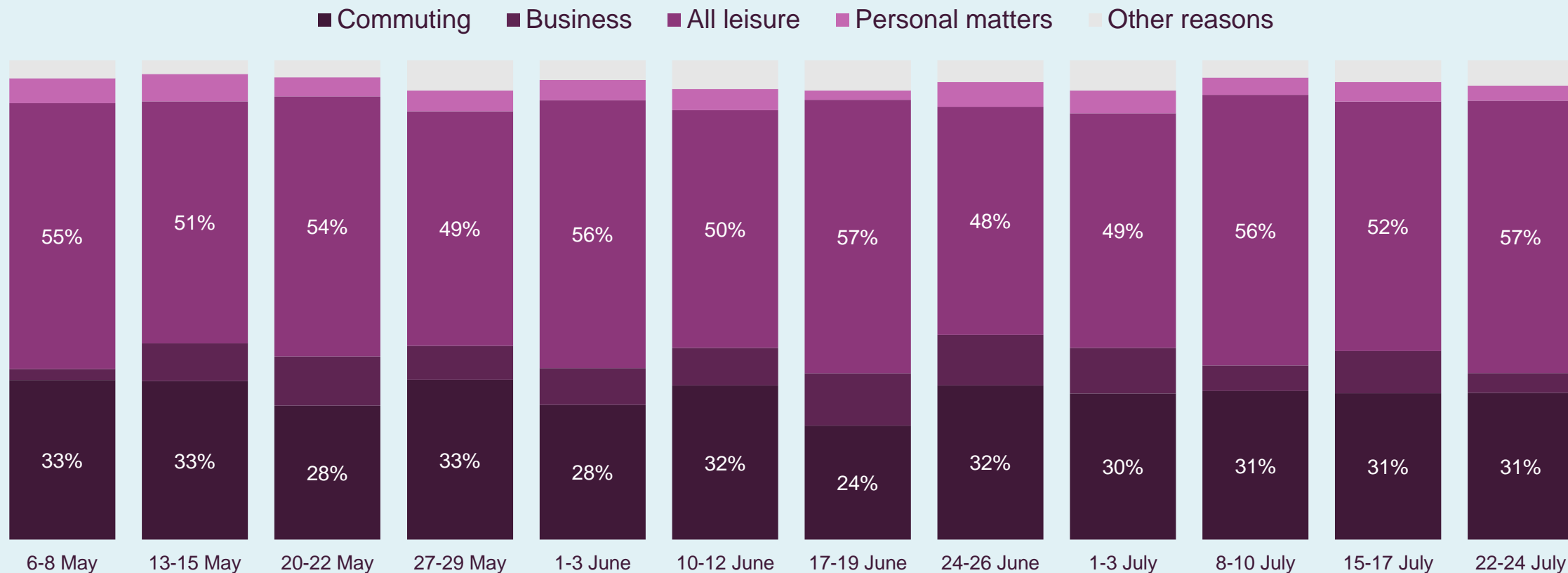


Personal matters
4%

29 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 - 1158. 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

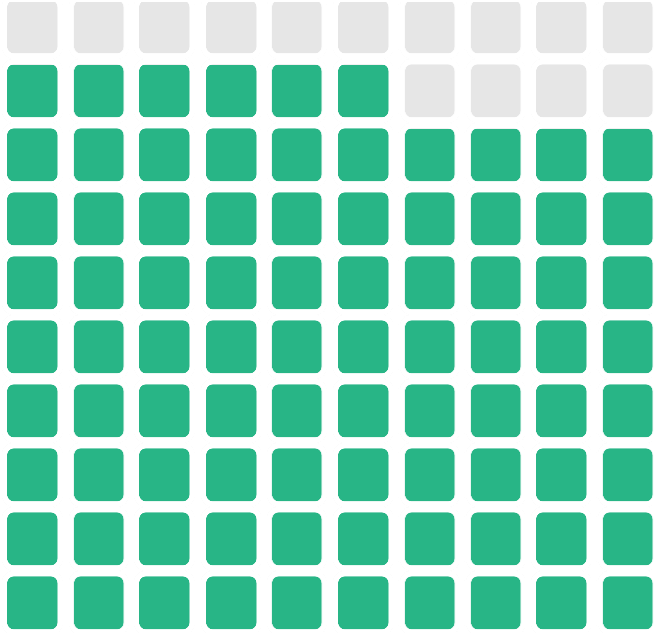


29 July 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed.
Base size: all rail users, average of 260 per week

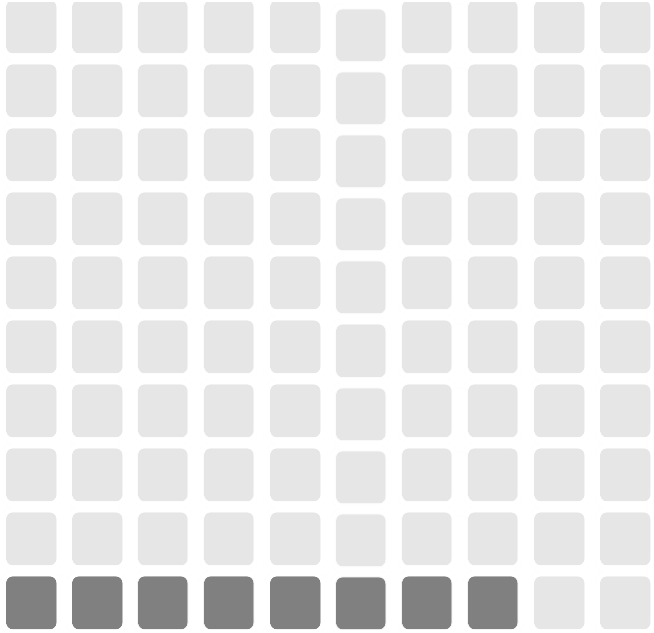
Rail satisfaction



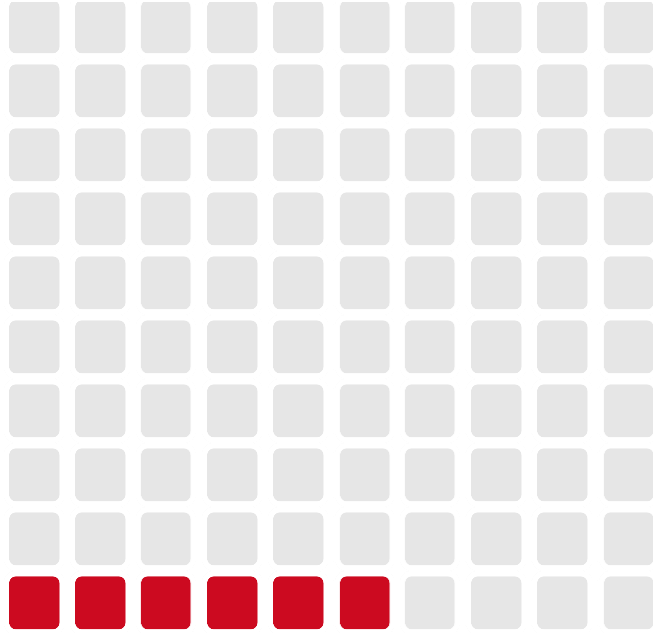
Overall satisfaction with rail journey



86%
satisfied



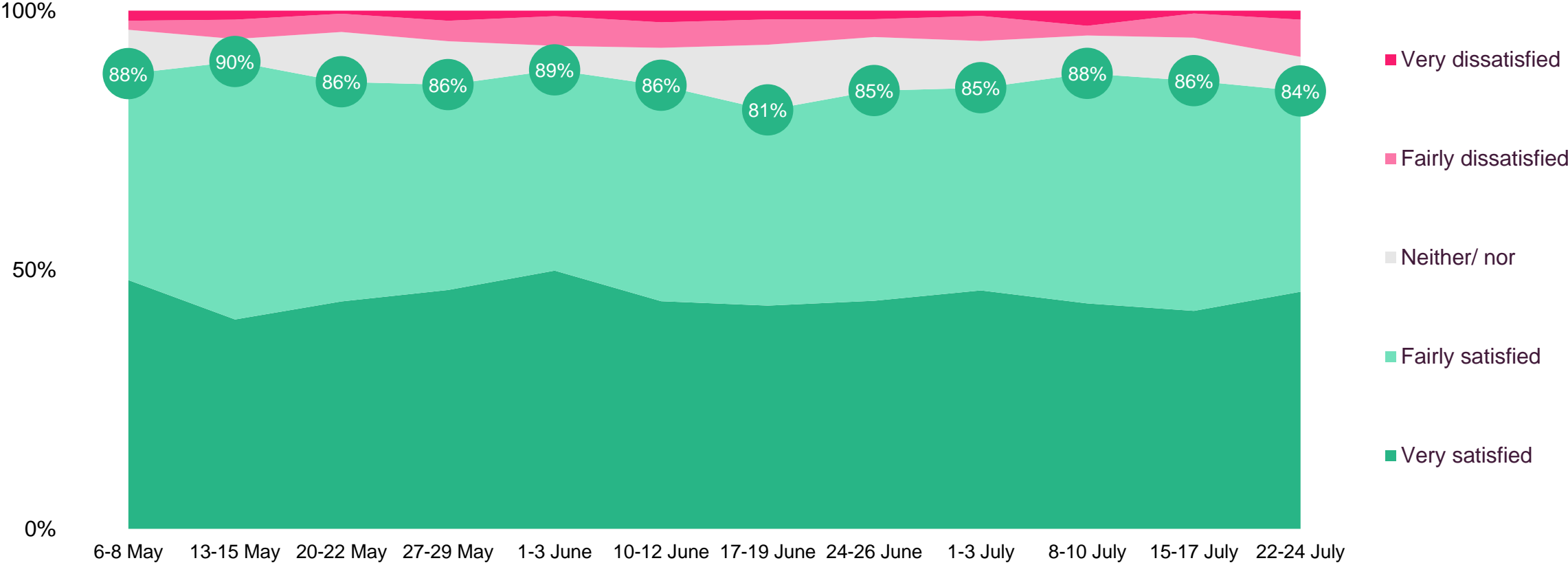
8%
neither/nor



6%
dissatisfied

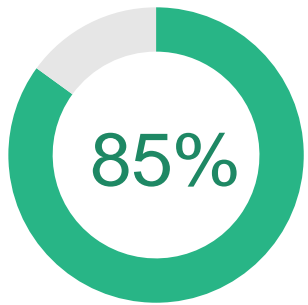
29 July 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1160.

Overall satisfaction with rail journey

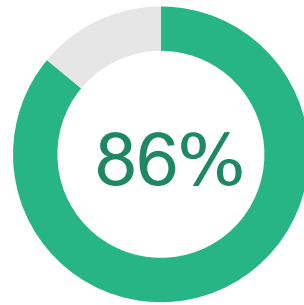


29 July 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 216 to 318 per week.

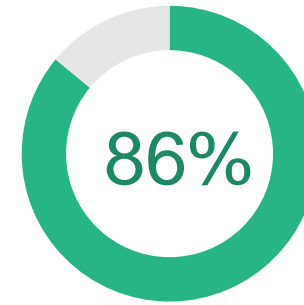
Overall satisfaction by journey purpose, sex and age



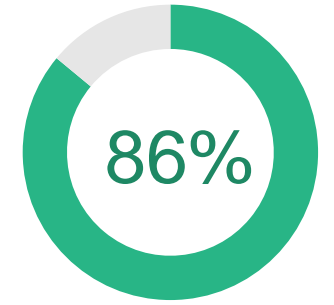
Commute



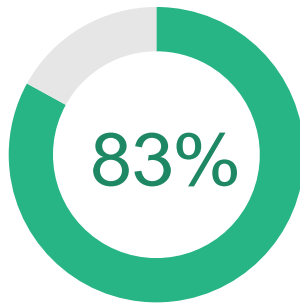
All leisure



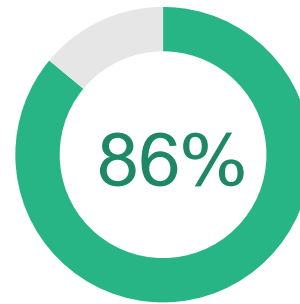
Men



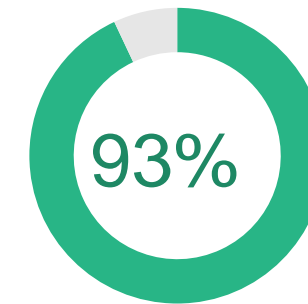
Women



Aged 18-34



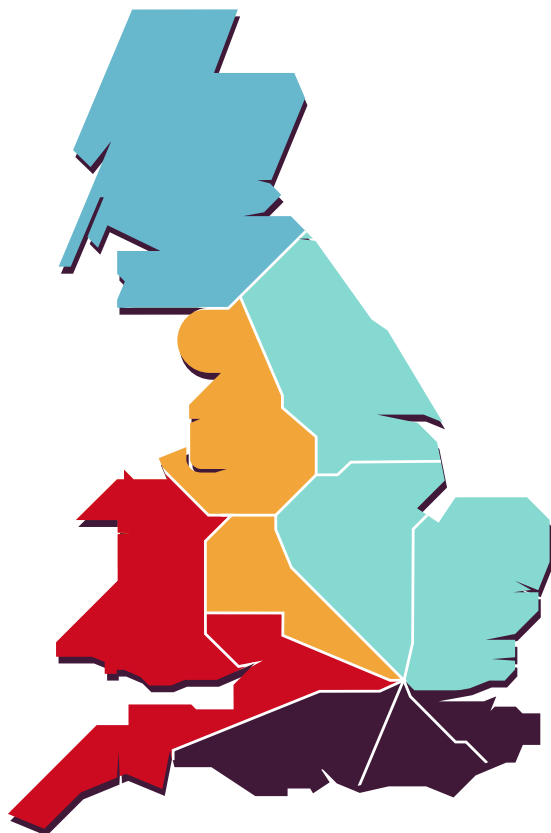
Aged 35-54



Aged 55 and over

29 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 233 and 686. '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)



29 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 twelve weeks' surveys. Base size by region: Scotland to Southern: 223, 872, 648, 326, 916

What rail passengers have said in the last four weeks



Relatively quick. It was late. This service is not very regular. It was very busy.

Fairly satisfied, Northern passenger

The ticket machine at Aylesford has been broken for MANY months!!!!!!

Neither satisfied nor dissatisfied, Southeastern passenger

I missed my connection due to delays. I also couldn't sit in my reserved seats.

Very dissatisfied, Great Western Railway passenger

The coach was quiet, the service was mostly on time, the station was tidy and the seats were comfortable.

Very satisfied, Transport for Wales passenger

Was able to sit down, the train wasn't too busy and there were no delays.

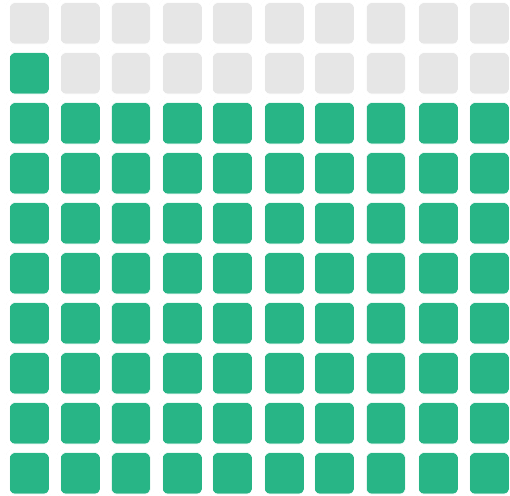
Very satisfied, Southern passenger



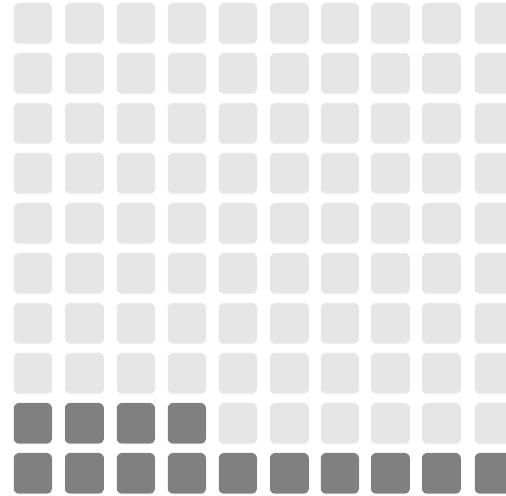
Satisfaction
with aspects
of rail journey



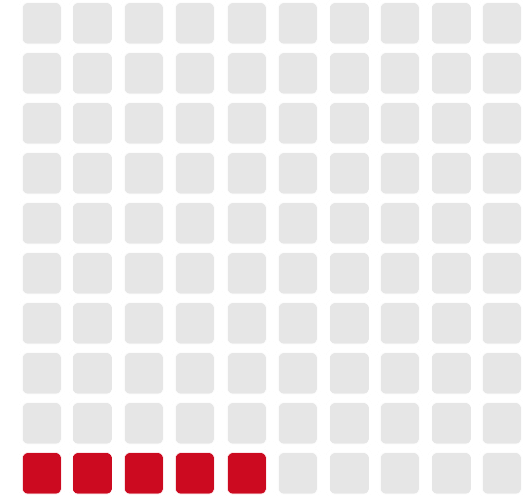
Satisfaction with the train overall



81%
satisfied



14%
neither/nor

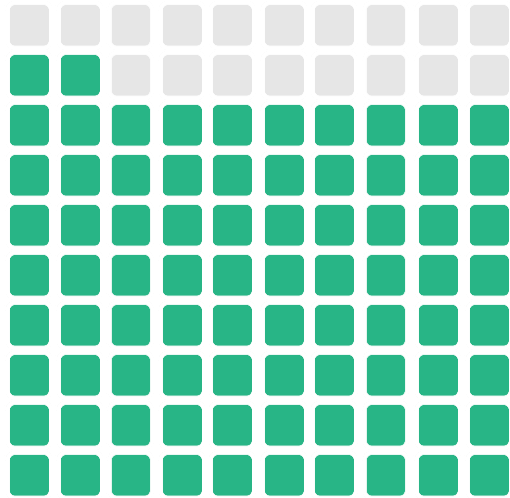


5%
dissatisfied

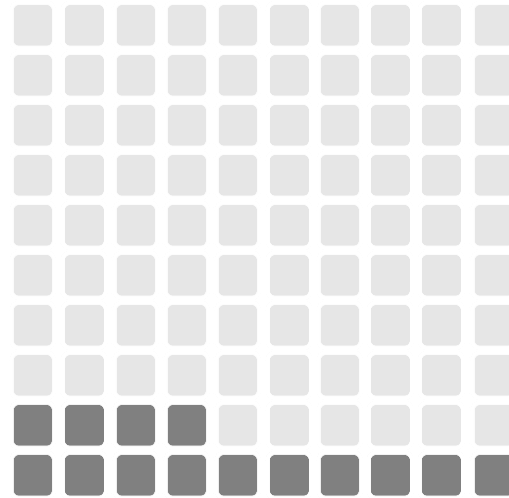


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1158; trend chart range from 181 to 318 per week.

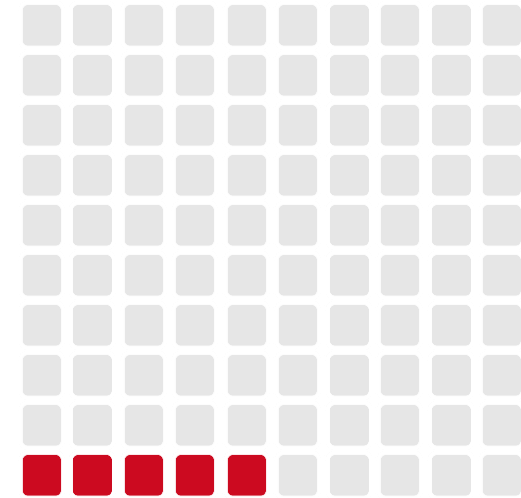
Satisfaction with the station



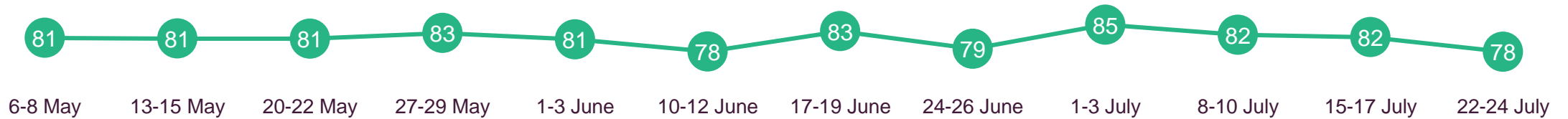
82%
satisfied



14%
neither/nor

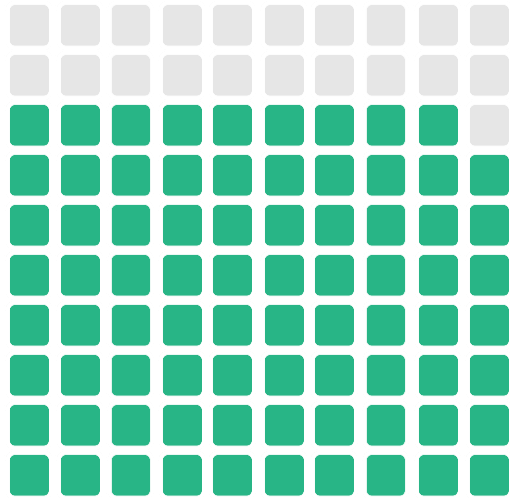


5%
dissatisfied

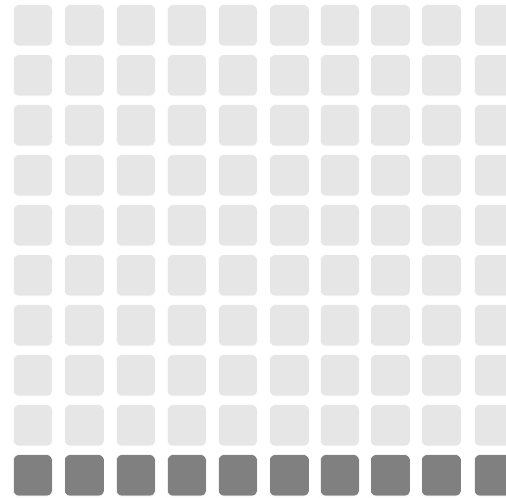


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1158; trend chart range from 181 to 318 per week.

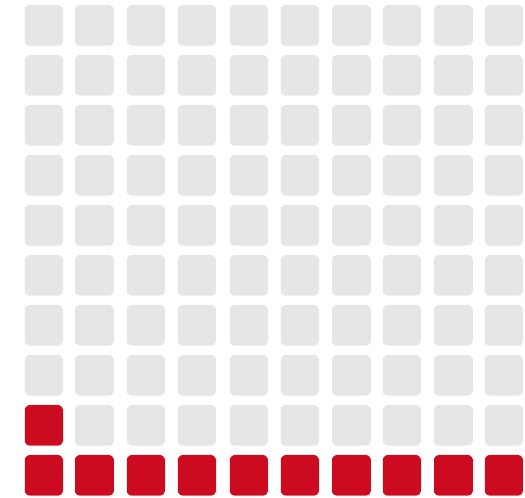
Satisfaction with punctuality/reliability



79%
satisfied



10%
neither/nor

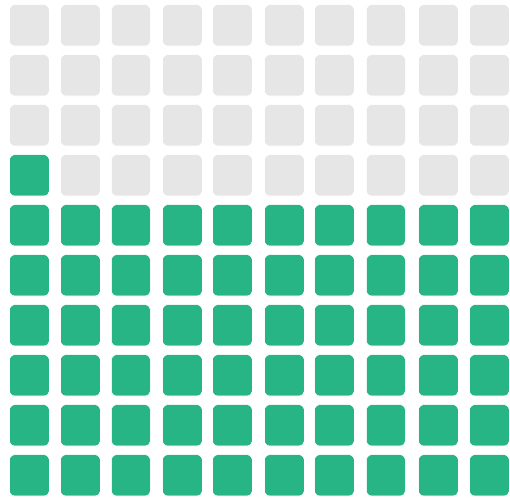


11%
dissatisfied

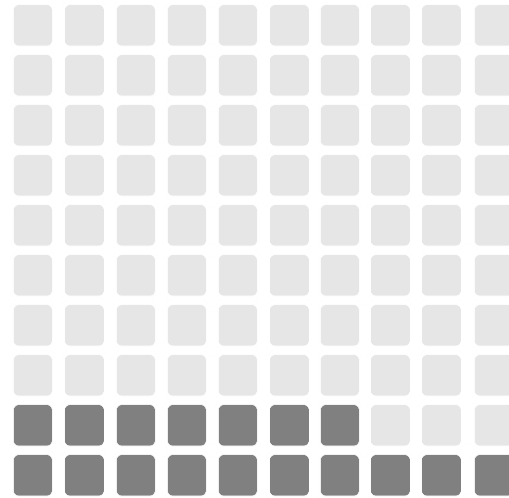


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1156; trend chart range from 181 to 318 per week.

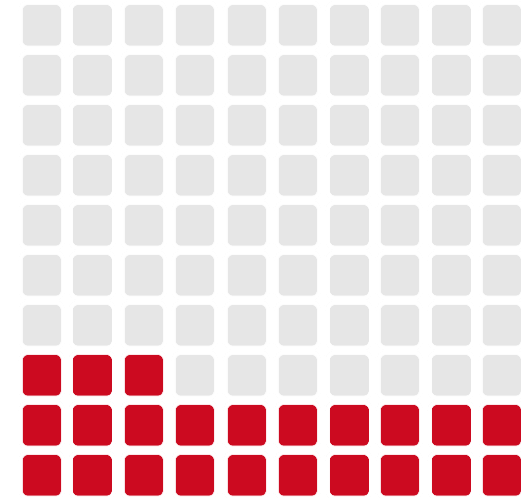
Satisfaction with value for money



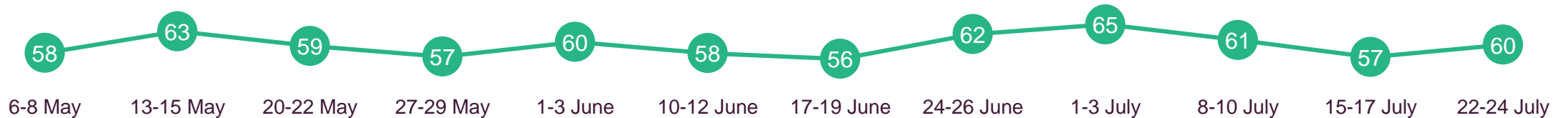
61%
satisfied



17%
neither/nor

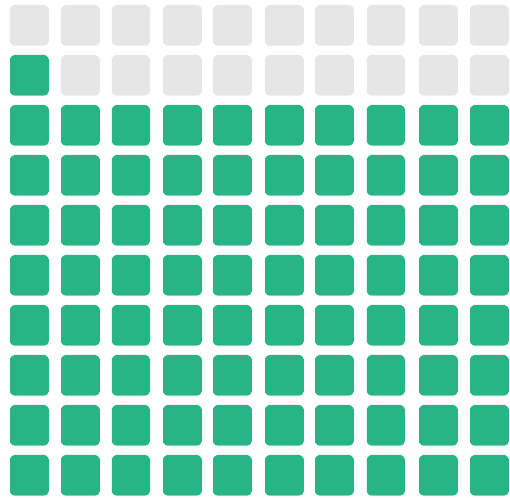


23%
dissatisfied

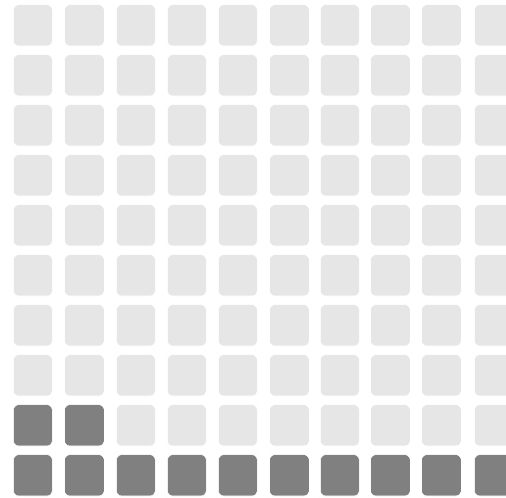


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1127; trend chart range from 174 to 309 per week.

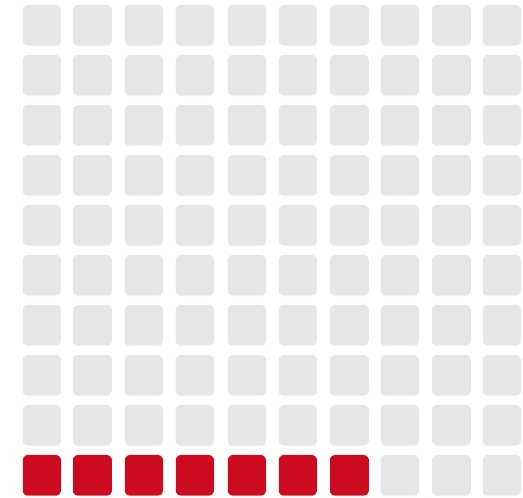
Satisfaction with cleanliness of the inside of the train



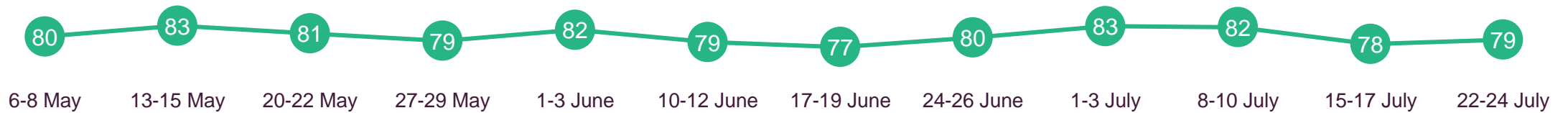
81%
satisfied



12%
neither/nor

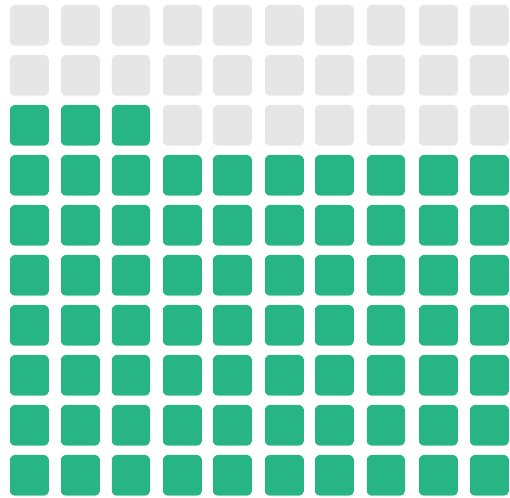


7%
dissatisfied

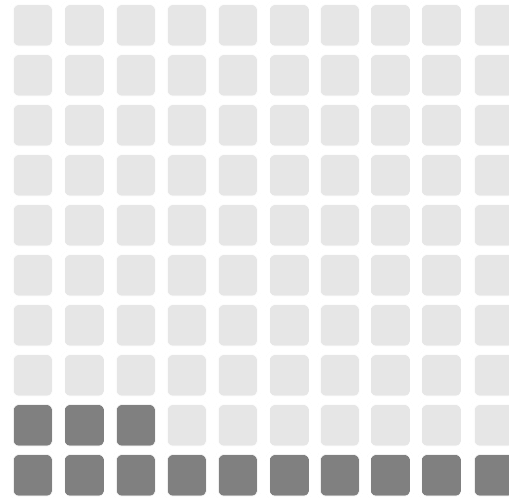


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1156; trend chart range from 180 to 317 per week.

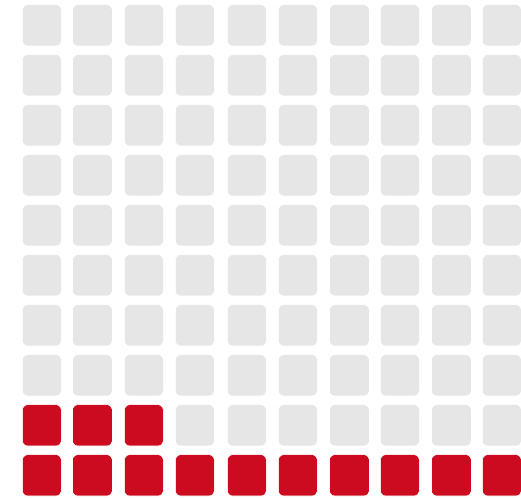
Satisfaction with level of crowding



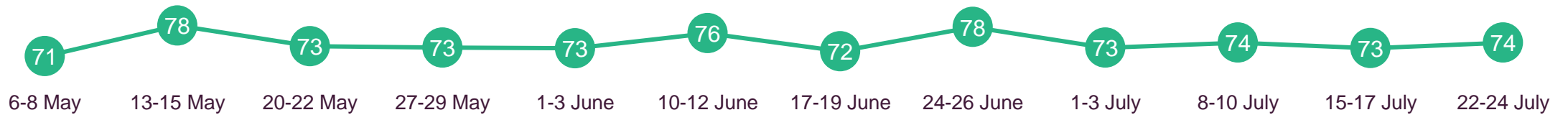
73%
satisfied



13%
neither/nor

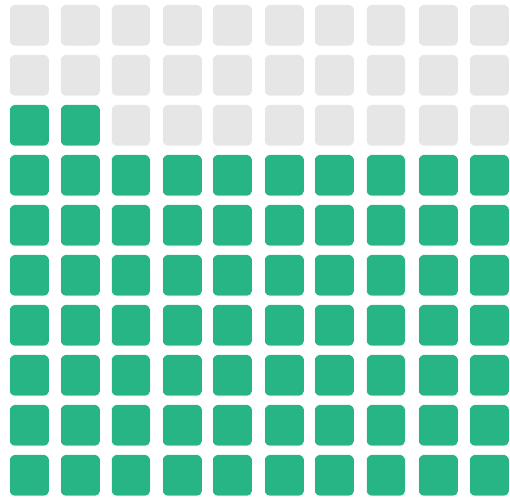


13%
dissatisfied

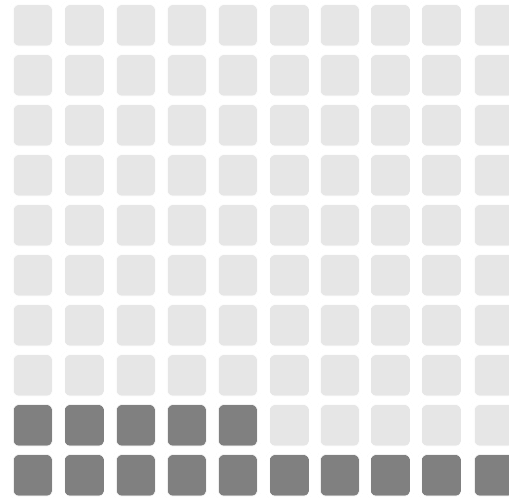


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1155; trend chart range from 181 to 316 per week.

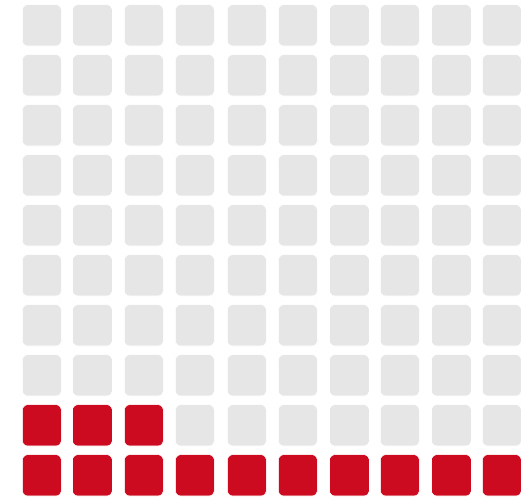
Satisfaction with frequency of trains on that route



72%
satisfied



15%
neither/nor

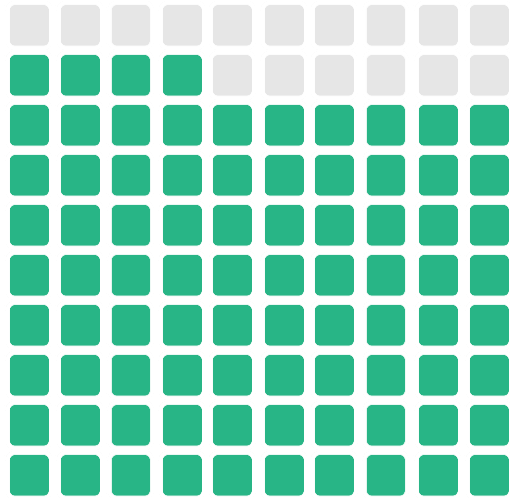


13%
dissatisfied

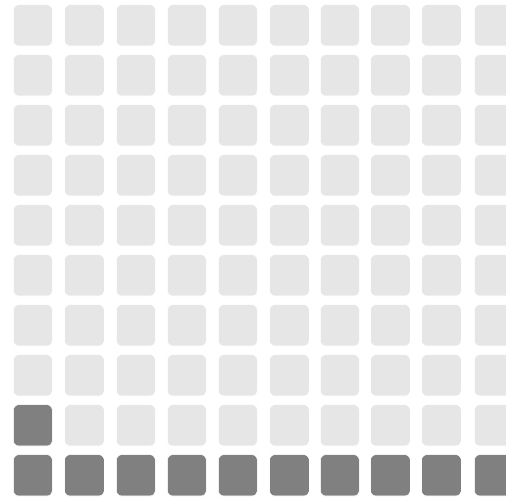


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1152; trend chart range from 178 to 318 per week.

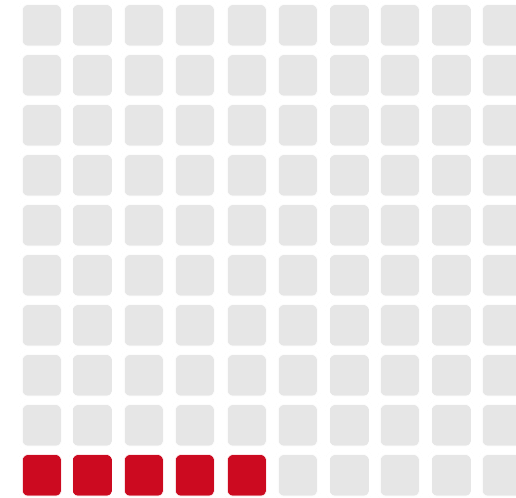
Satisfaction with scheduled journey time



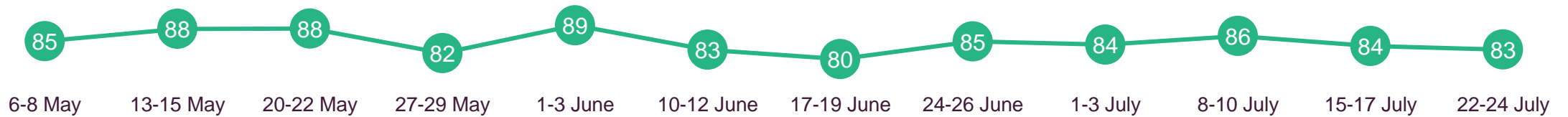
84%
satisfied



11%
neither/nor

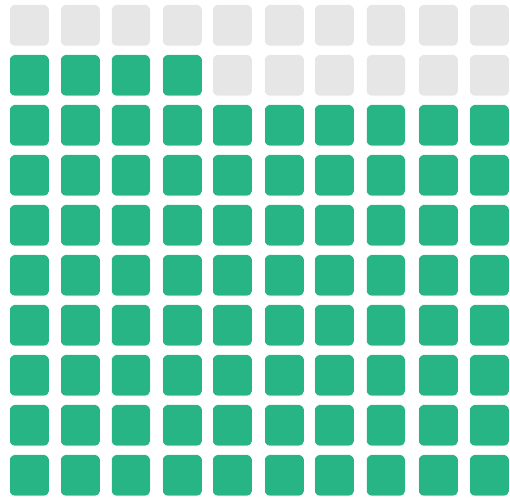


5%
dissatisfied

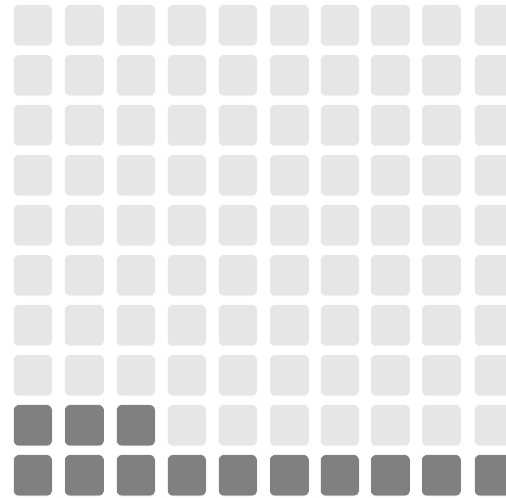


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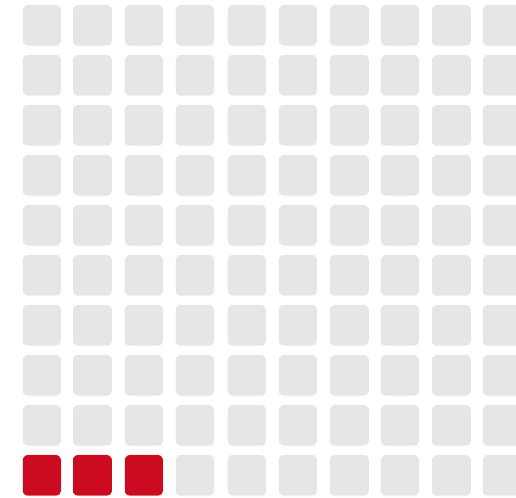
Satisfaction with personal security



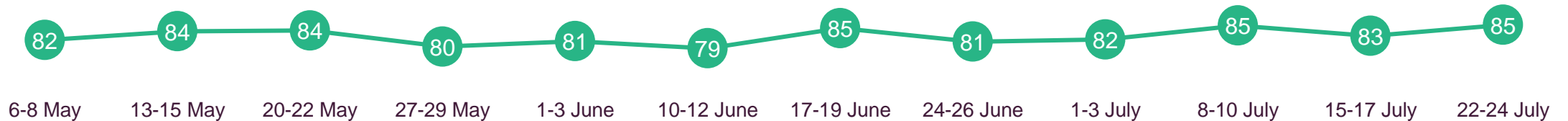
84%
satisfied



13%
neither/nor

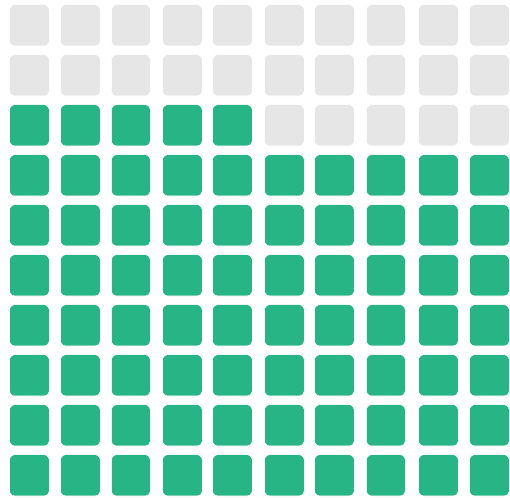


3%
dissatisfied

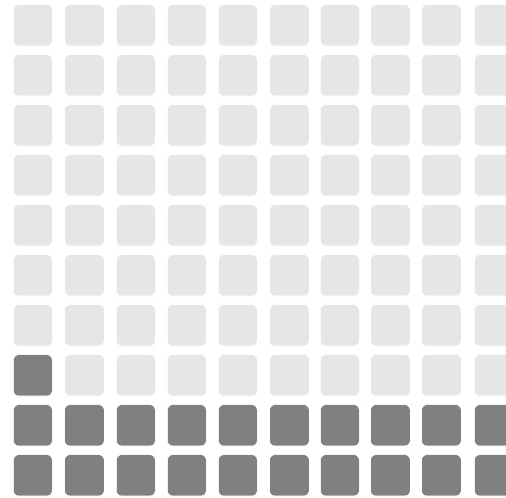


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1148; trend chart range from 178 to 315 per week.

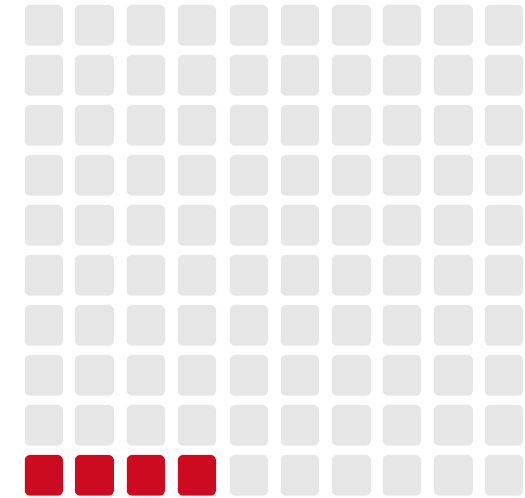
Satisfaction with helpfulness and attitude of staff



75%
satisfied



21%
neither/nor

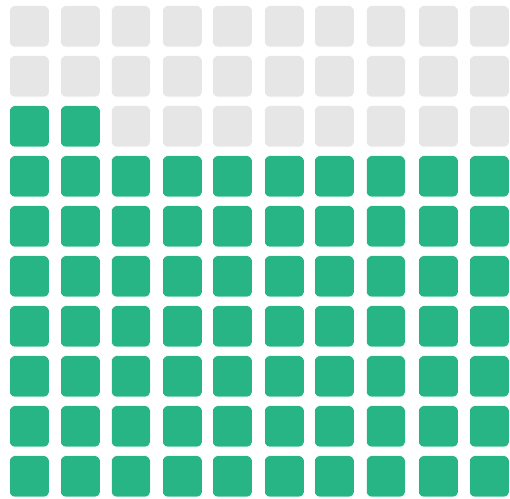


4%
dissatisfied

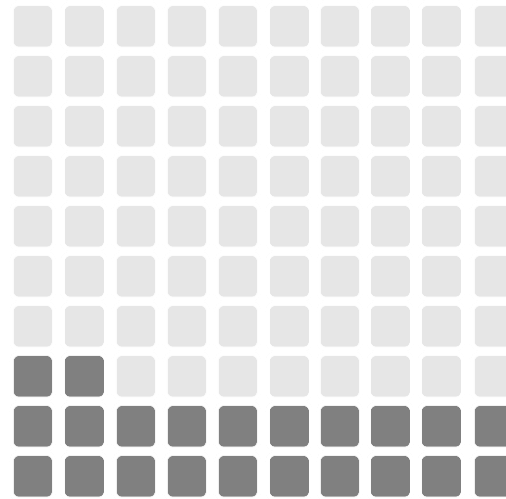


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 925; trend chart range from 148 to 259 per week.

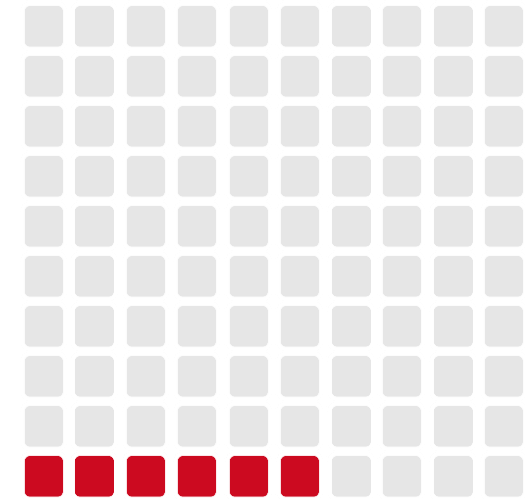
Satisfaction with information provided during the journey



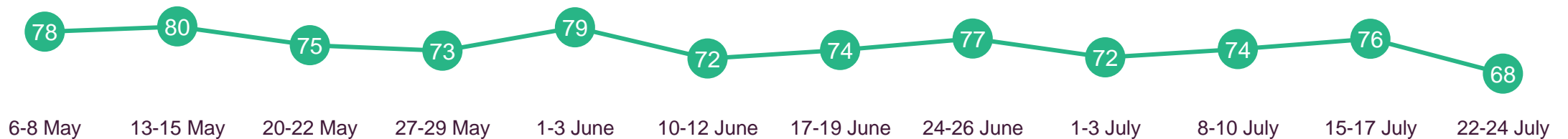
72%
satisfied



22%
neither/nor

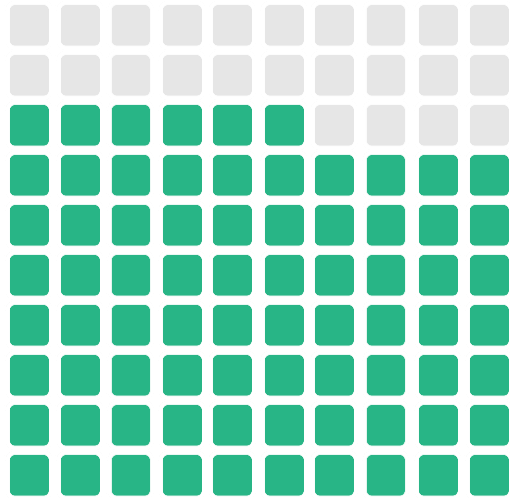


6%
dissatisfied

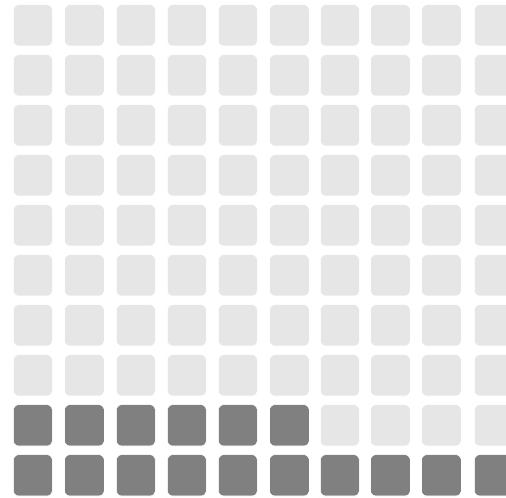


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1091; trend chart range from 170 to 297 per week.

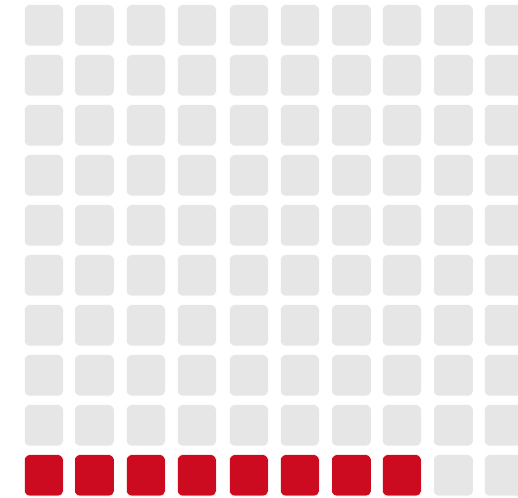
Satisfaction with comfort of the seats



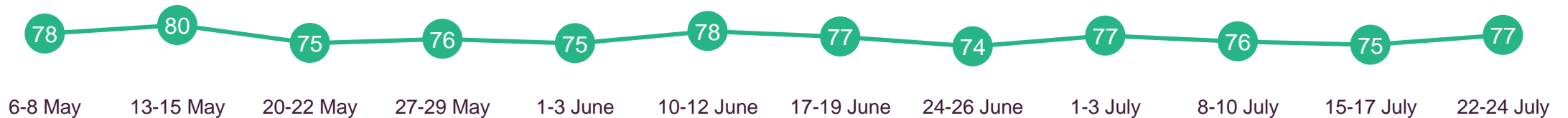
76%
satisfied



16%
neither/nor

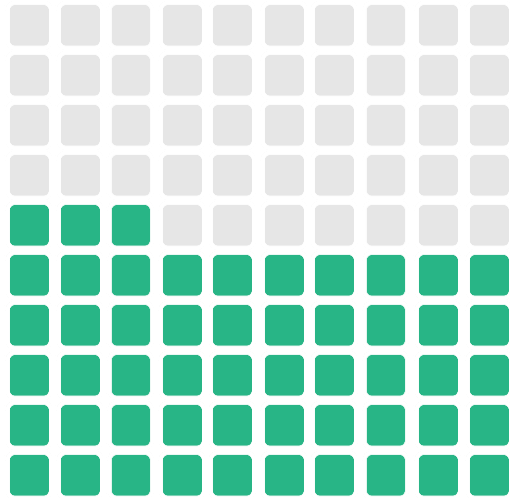


8%
dissatisfied

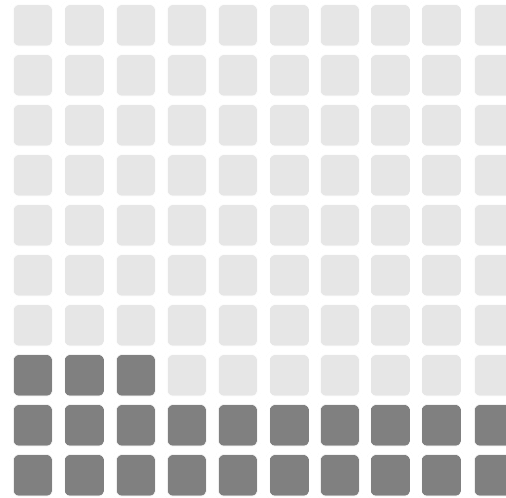


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1138; trend chart range from 176 to 309 per week

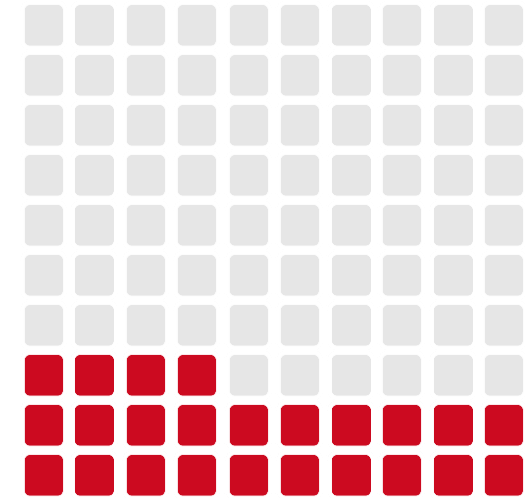
Satisfaction with reliability of the internet



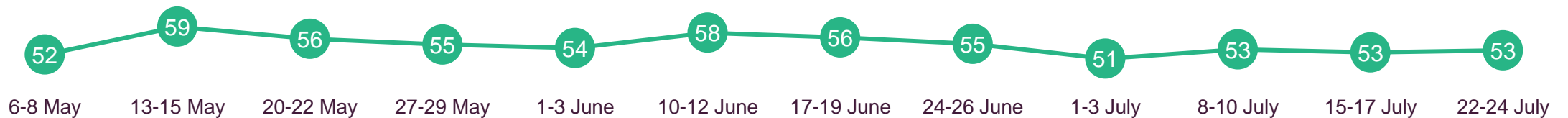
53%
satisfied



23%
neither/nor

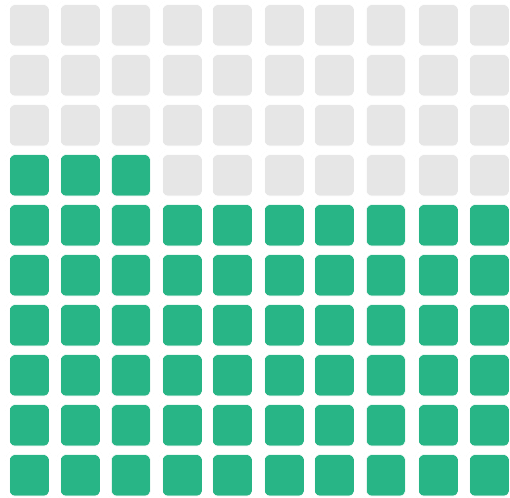


24%
dissatisfied

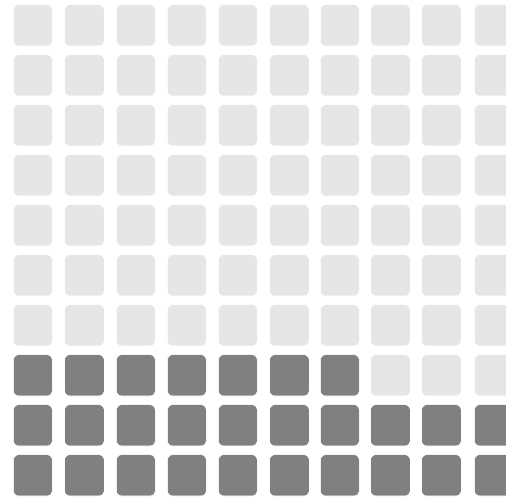


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 856; trend chart range from 133 to 243 per week

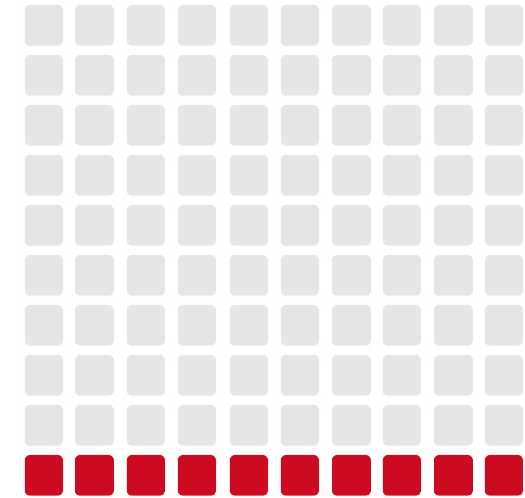
Satisfaction with information on how busy the train was before travelling



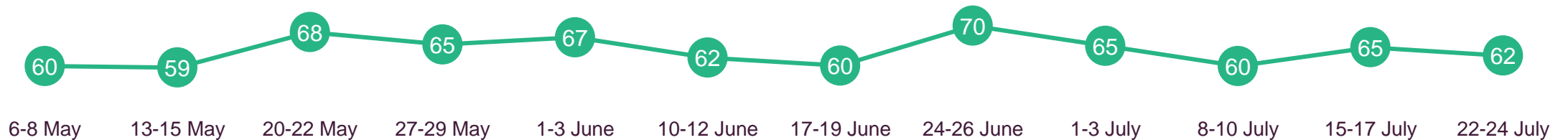
63%
satisfied



27%
neither/nor

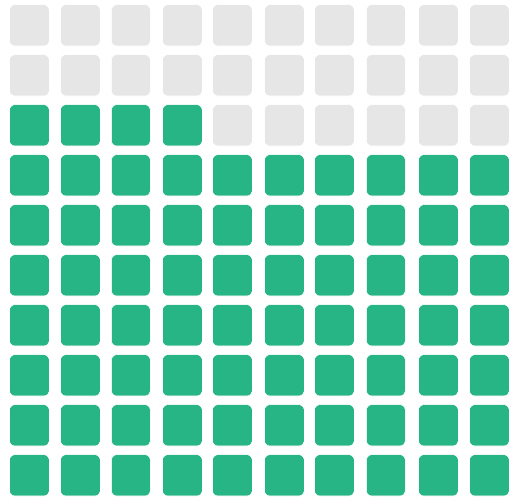


10%
dissatisfied

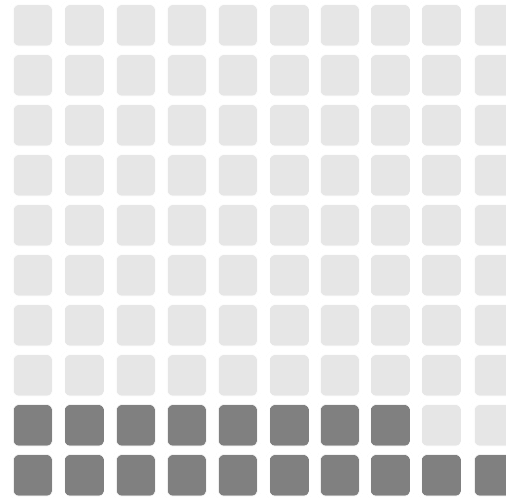


29 July 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 940; trend chart range from 152 to 253 per week.

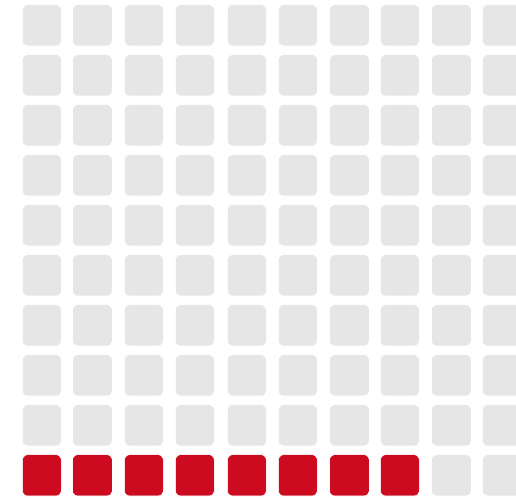
Satisfaction with other passengers' behaviour



74%
satisfied



18%
neither/nor

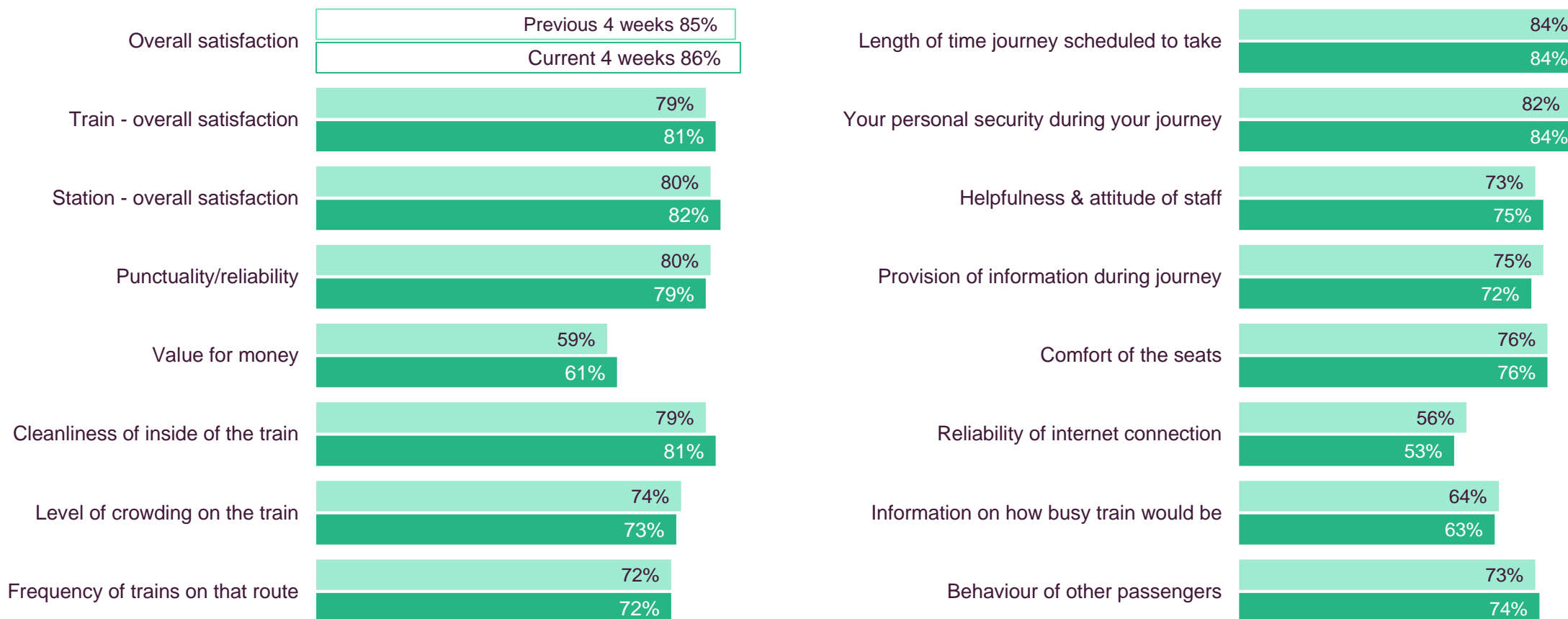


8%
dissatisfied



29 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 1152; trend chart range from 181 to 316 per week.

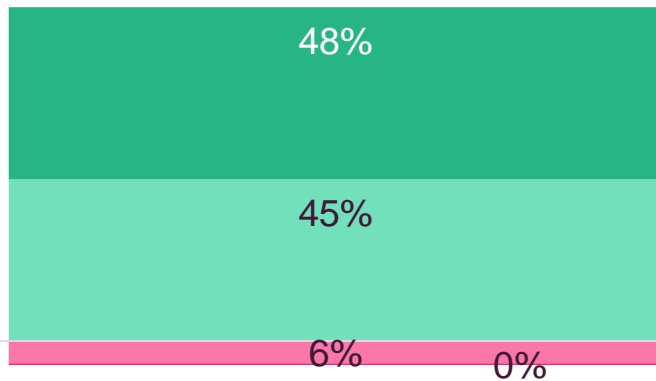
Summary of current and previous 4 weeks rail satisfaction



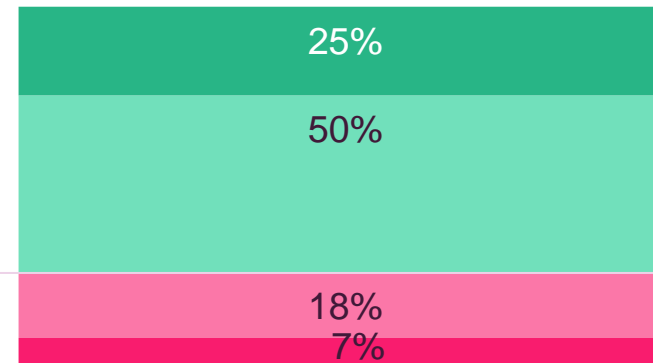
29 July 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 856 to 1160; prior 4 weeks from 712 to 1011

Feeling safe on rail with regard to Covid

Used rail
in last 7 days



Not used rail
in last 7 days



- Very safe
- Fairly safe
- Not very safe
- Not at all safe



4-6 Mar 1-3 Apr 29 Apr-1 May 27-29 May 24-26 June 22-24 July

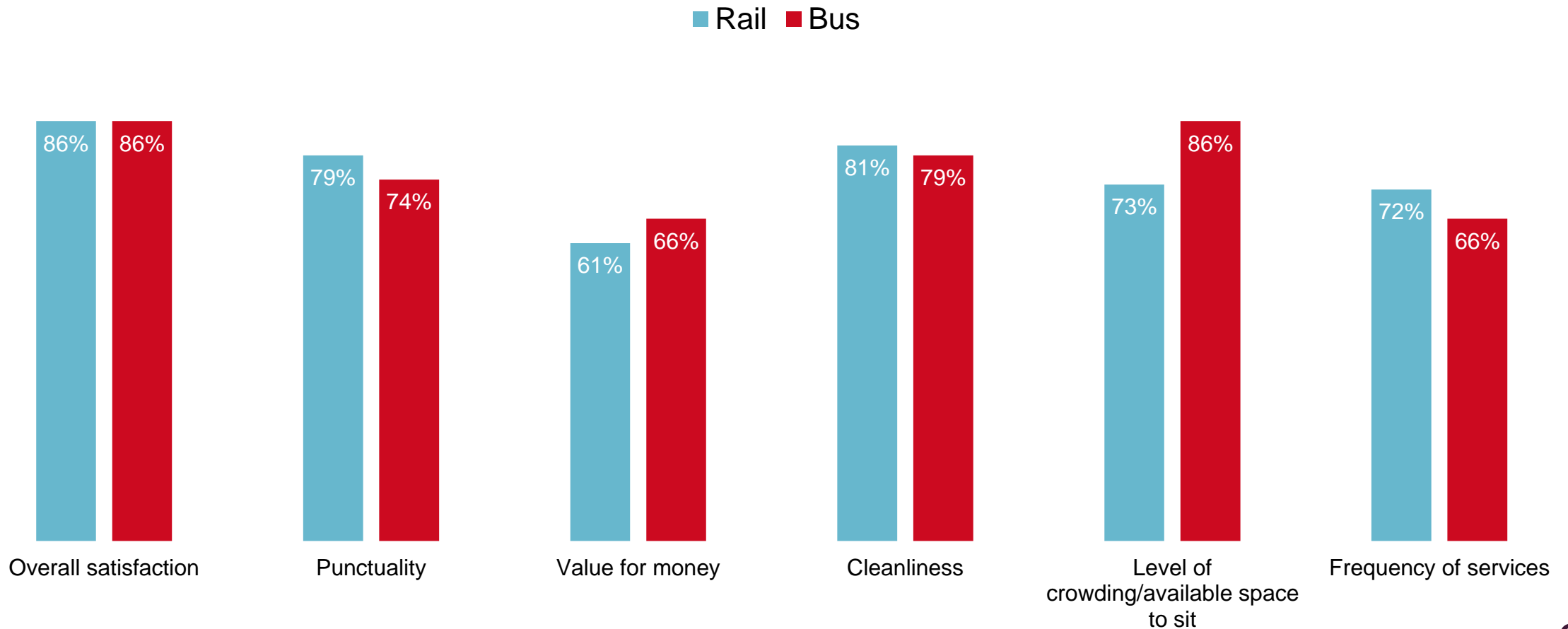


4-6 Mar 1-3 Apr 29 Apr-1 May 27-29 May 24-26 June 22-24 July

29 July 2022 report. Bus use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (22-24 July) with base sizes for users of 305 and non-users 1707. Base sizes for trend charts range on users from 181 to 305, and non-users from 1707 to 1860.

Rail to bus comparison

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



29 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 1127 to 1160; bus base sizes from 464 to 580.

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.

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 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
Week 40	1 - 3 July	318
Week 41	8 - 10 July	248
Week 42	15 - 17 July	289
Week 43	22 - 24 July	305

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