

26 August
2022

Rail user survey

Edition 5



Introduction



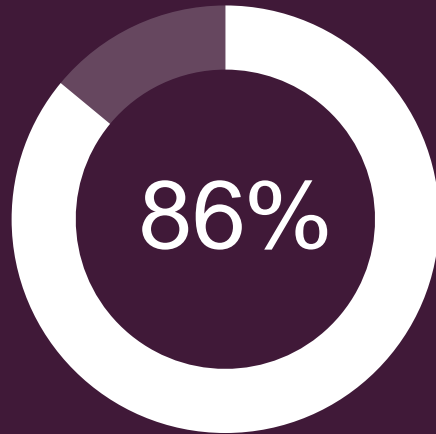
The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey.

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 August 2022. Further details on how we carried out this survey are available on page 34.

Rail headlines



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



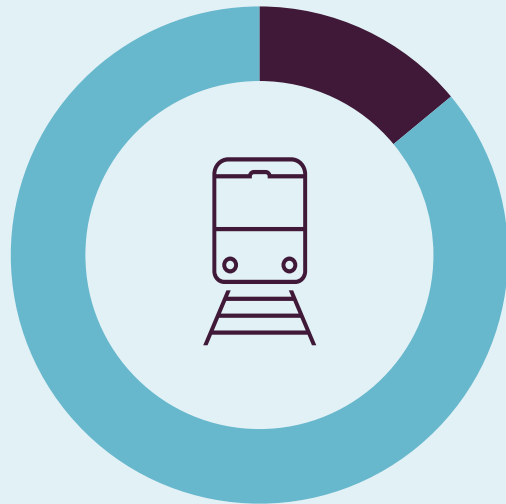
Punctuality/reliability is down to 77% over the last four weeks compared to 79% in the previous four weeks. The scores for the latest two weeks (12-14 August and 19-21 August) are the lowest since the survey began almost a year ago, at 76%.

Rail usage levels



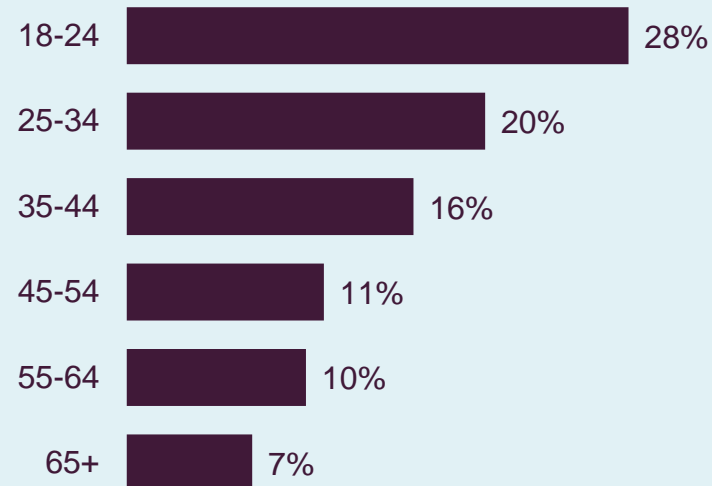
Around one in seven are using rail

Proportion using rail



14%
of people in the UK
are using rail

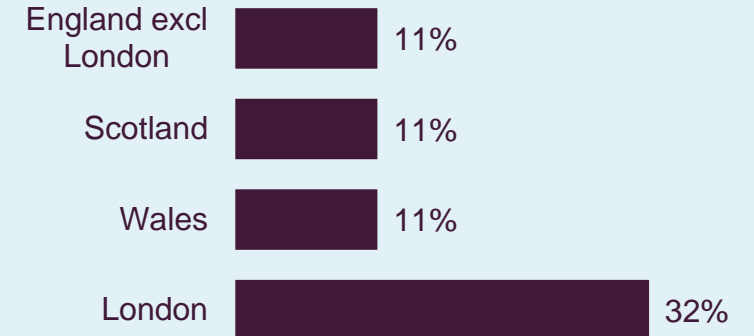
Age



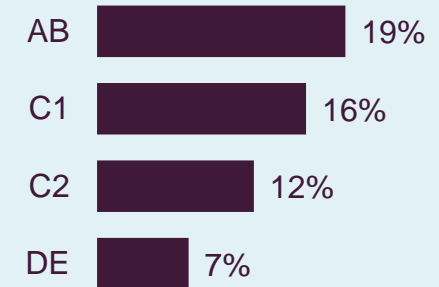
Sex



Region

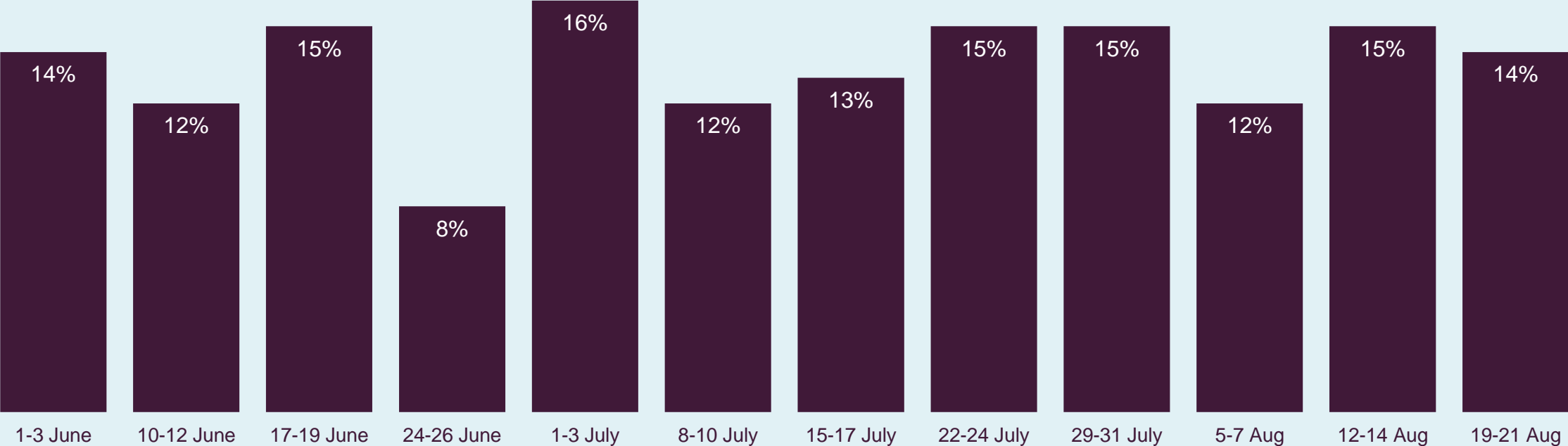


Social grade



Rail use is broadly in line with recent weeks

Proportion using rail



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

Leisure is the main reason for rail travel

Main purpose of rail journey



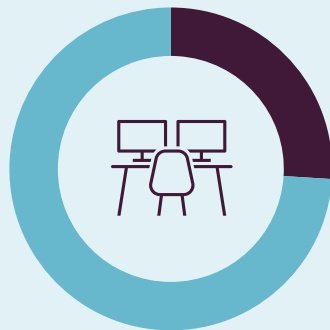
Leisure/eating out/non-essential shopping
34%



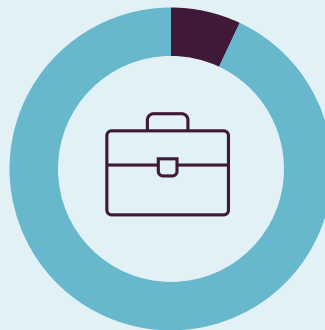
Friends/family
21%



Essential shopping
2%



Commuting
26%



Work travel
7%

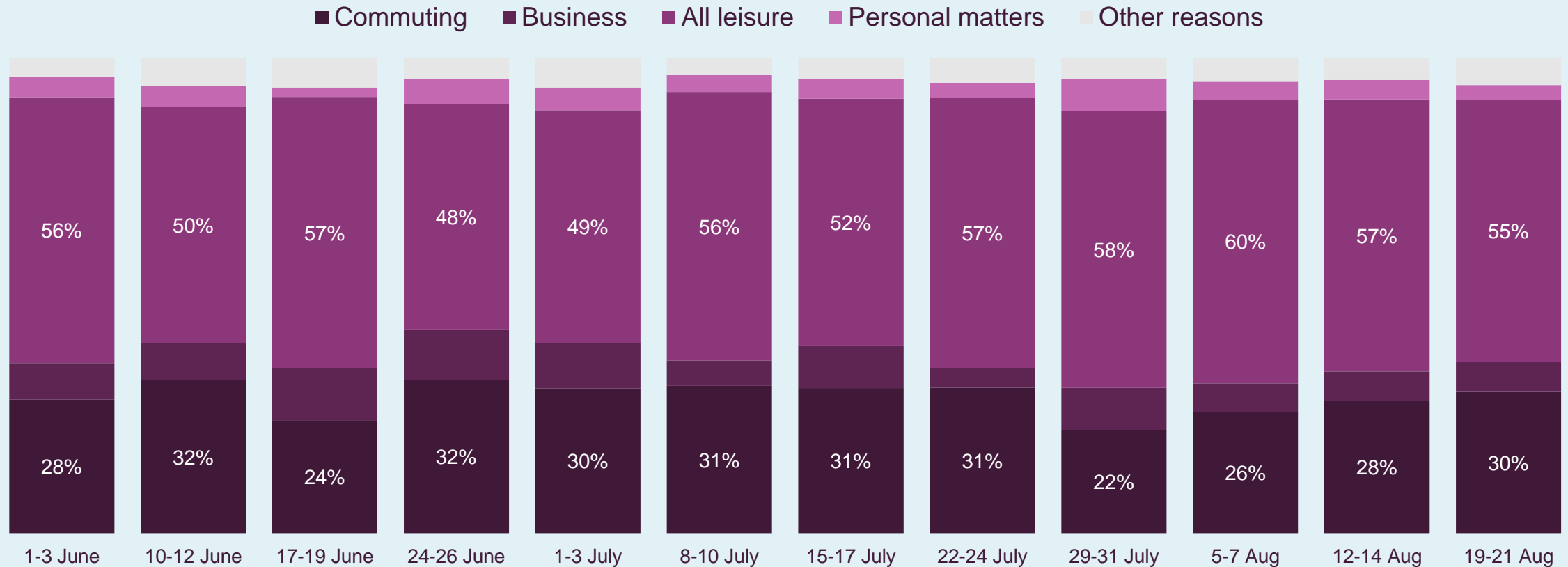


Personal matters
4%

26 August 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 - 1117. 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

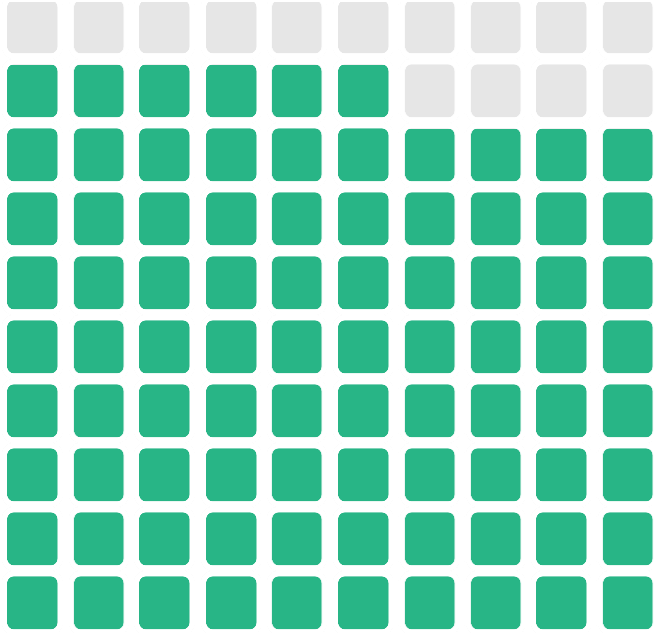


26 August 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed.
Base size: all rail users, average of 274 per week

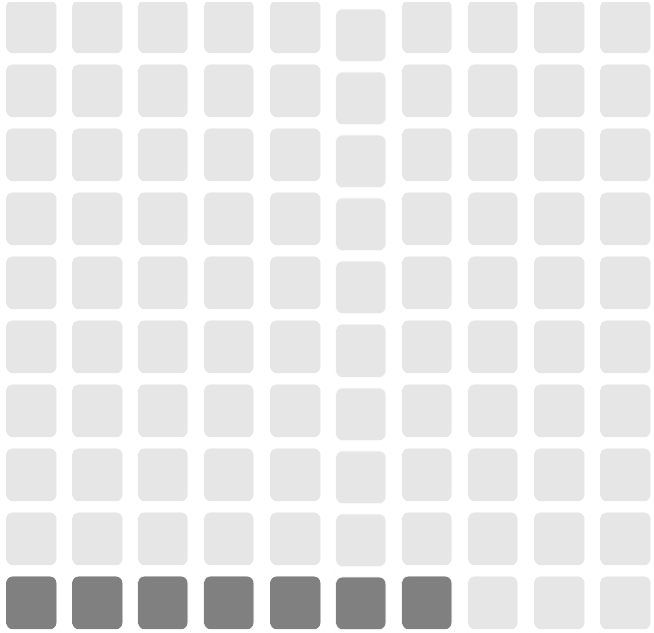
Rail satisfaction



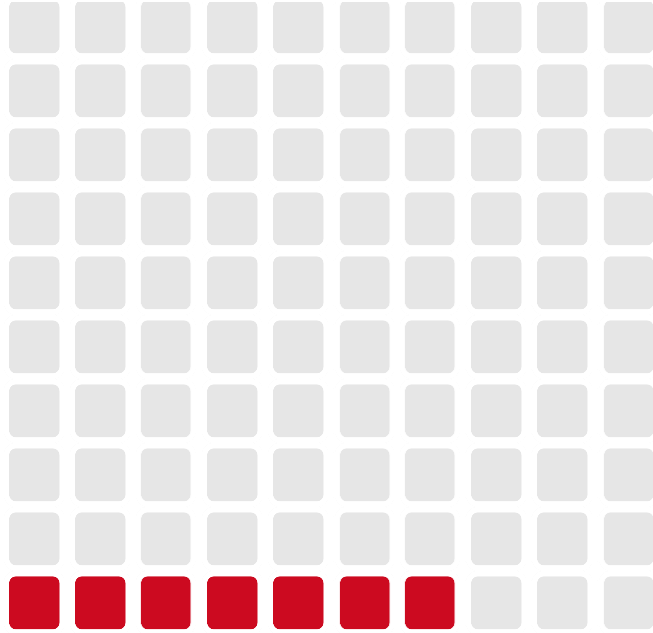
Overall satisfaction with rail journey



86%
satisfied



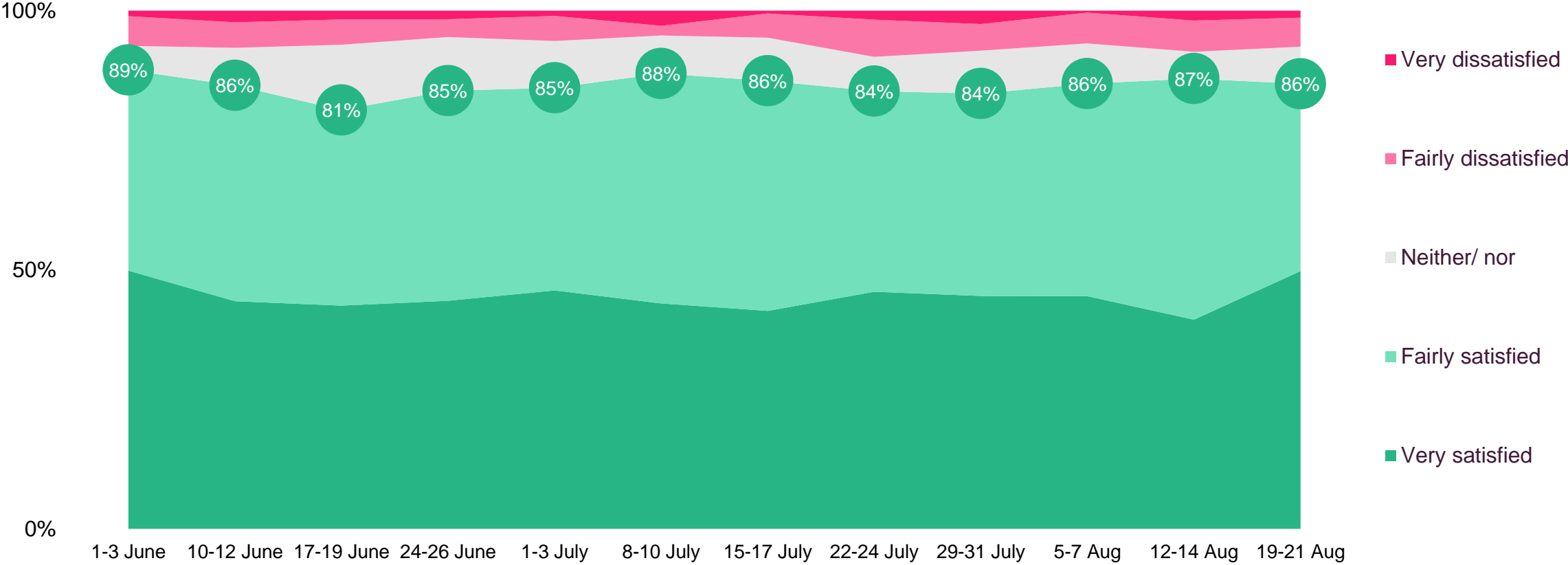
7%
neither/nor



7%
dissatisfied

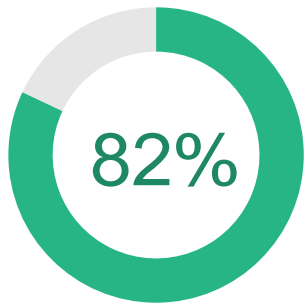
26 August 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1121.

Overall satisfaction with rail journey

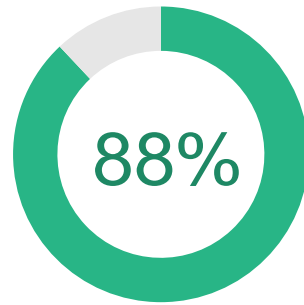


26 August 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 181 to 318 per week.

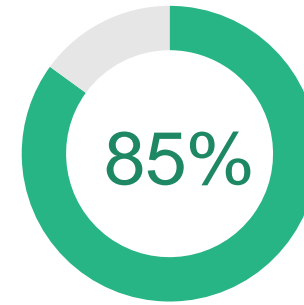
Overall satisfaction by journey purpose, sex and age



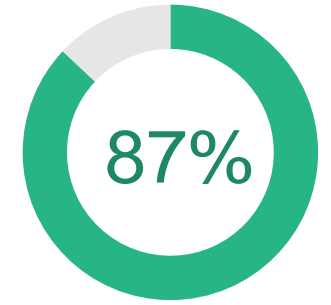
Commute



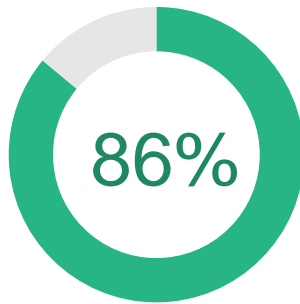
All leisure



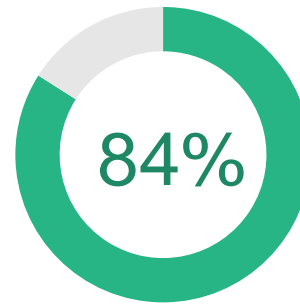
Men



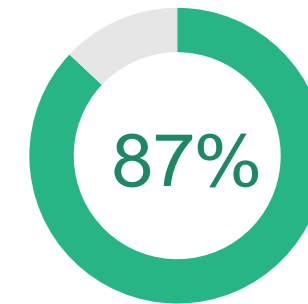
Women



Aged 18-34



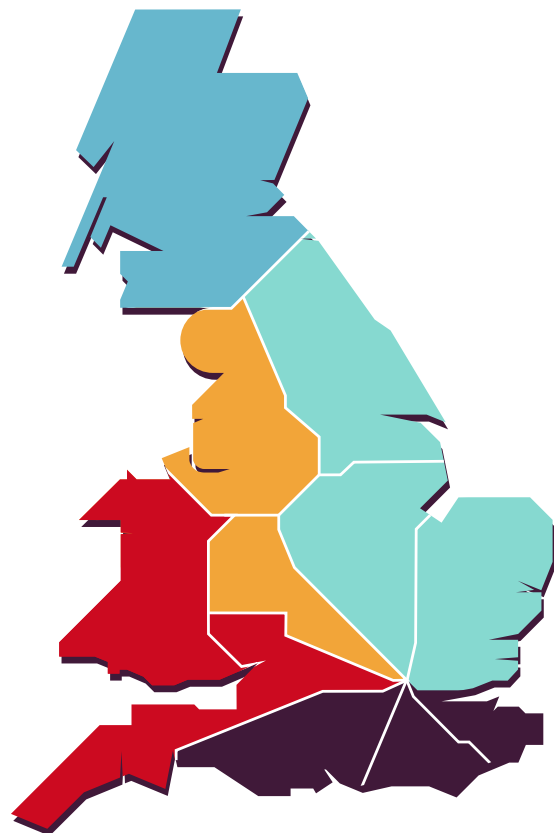
Aged 35-54



Aged 55 and over

26 August 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 656. '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)



26 August 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: 242, 879, 663, 387, 982

What rail passengers have said in the last four weeks



Train was on time, tickets were easy to collect from station , smooth ride into London.

Very satisfied, South Western Railway passenger

The train journey was fine but it was really expensive for a small trip.

Neither satisfied nor dissatisfied, Southeastern passenger

Train was late and the carriage was filthy.

Fairly dissatisfied, Southern passenger

It was quick and communication was good but I would have preferred to be able to reserve a seat.

Fairly satisfied, East Midlands Railway passenger

My original train was cancelled so I had to get on a different one with no seat reservation, which is stressful when you have luggage. My train had to be diverted around Birmingham due to signal failure which meant my journey was delayed and I have received no compensation for this. To top it off, the air con wasn't working properly despite it being a 33 degree day.

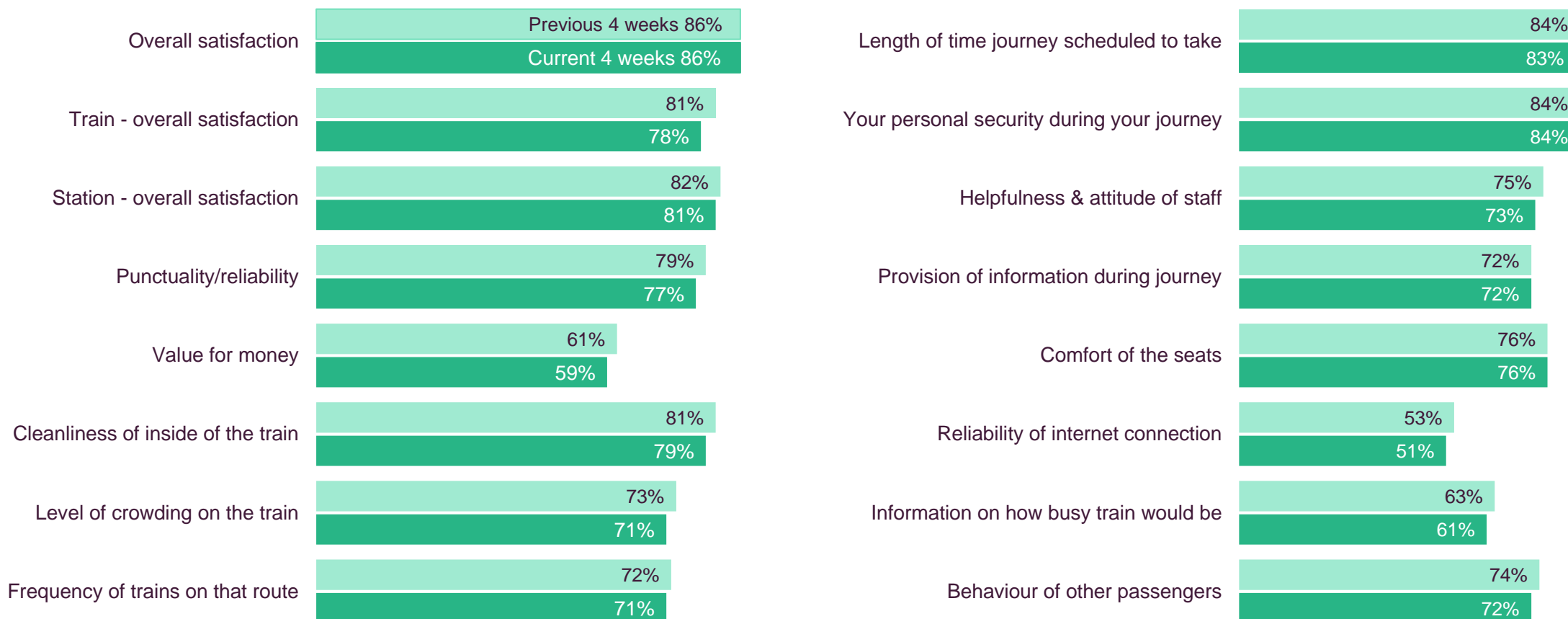
Very dissatisfied, Avanti West Coast passenger



Satisfaction
with aspects
of rail journey

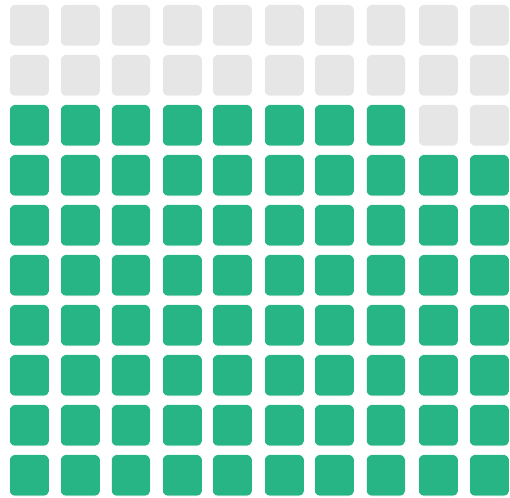


Summary of current and previous 4 weeks rail satisfaction

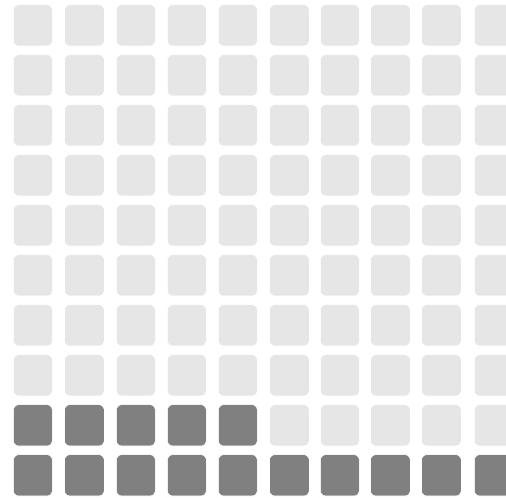


26 August 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 808 to 1121; prior 4 weeks from 856 to 1160.

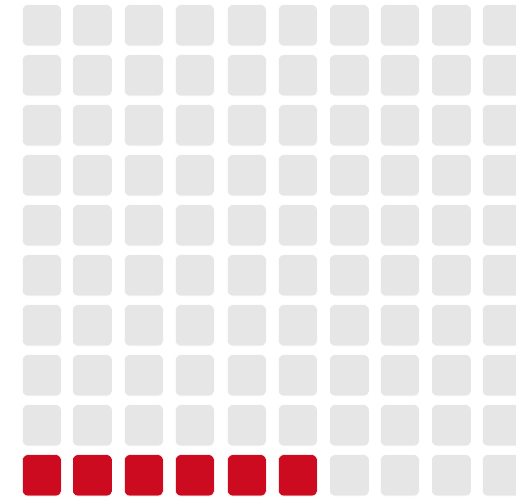
Satisfaction with the train overall



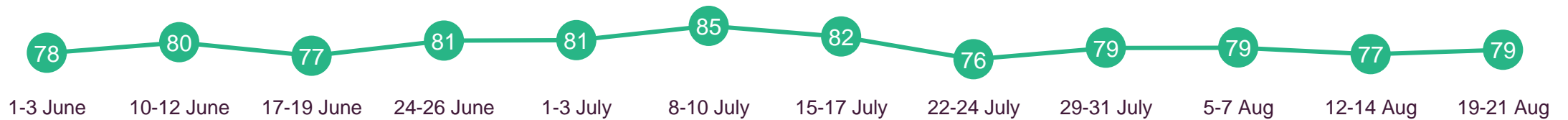
78%
satisfied



15%
neither/nor

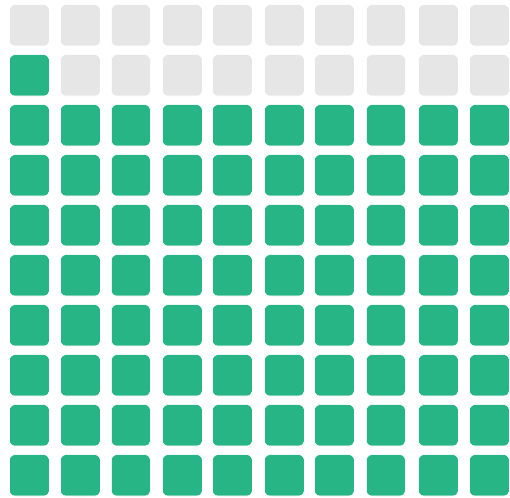


6%
dissatisfied

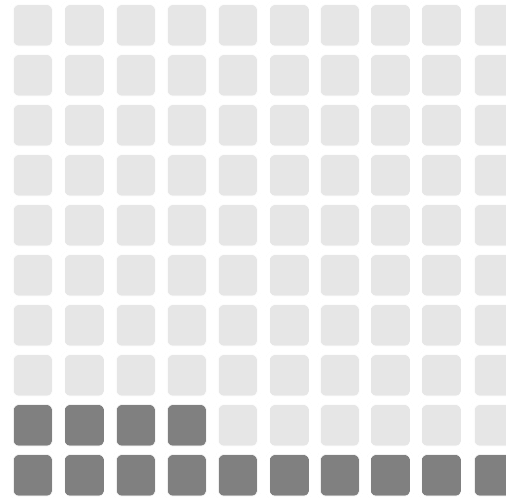


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1120; trend chart range from 181 to 318 per week.

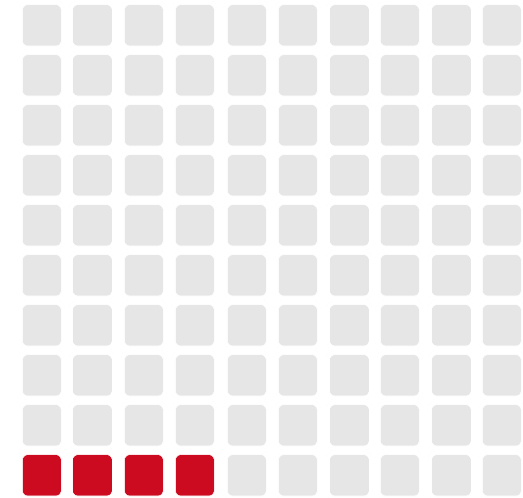
Satisfaction with the station



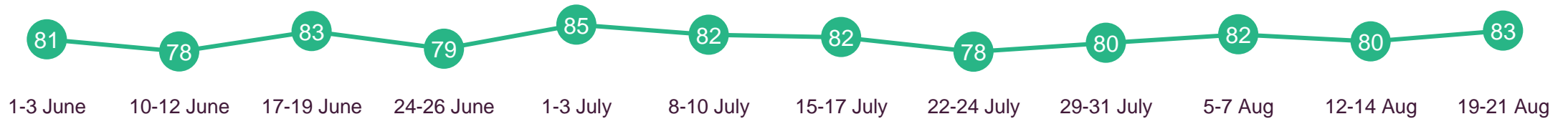
81%
satisfied



14%
neither/nor

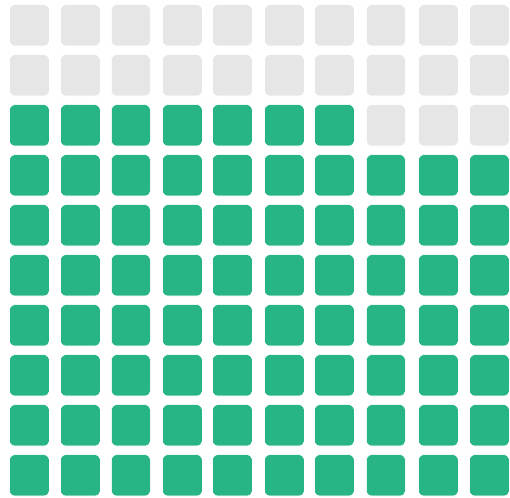


4%
dissatisfied

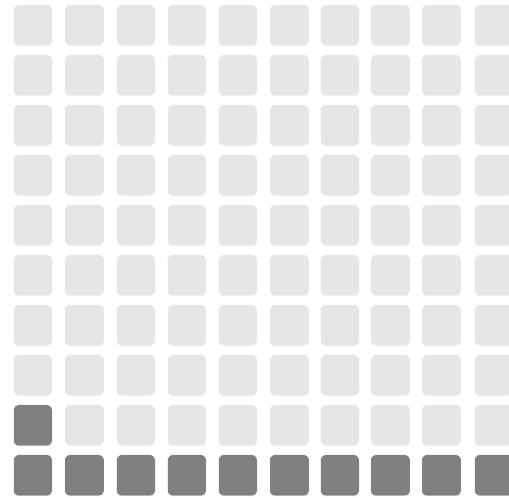


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1115; trend chart range from 181 to 318 per week.

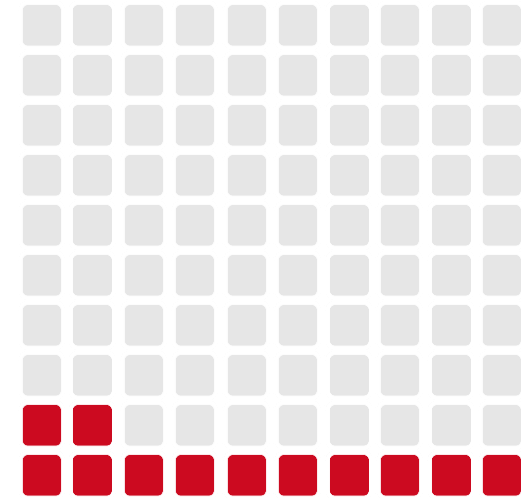
Satisfaction with punctuality/reliability



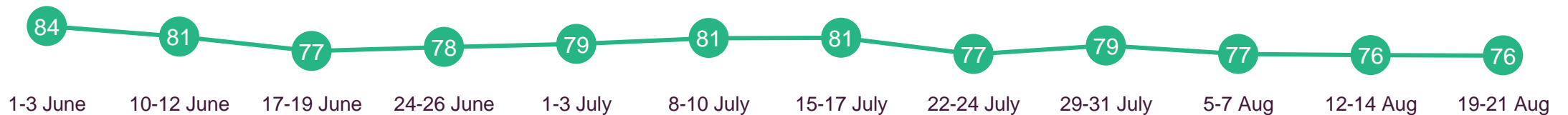
77%
satisfied



11%
neither/nor

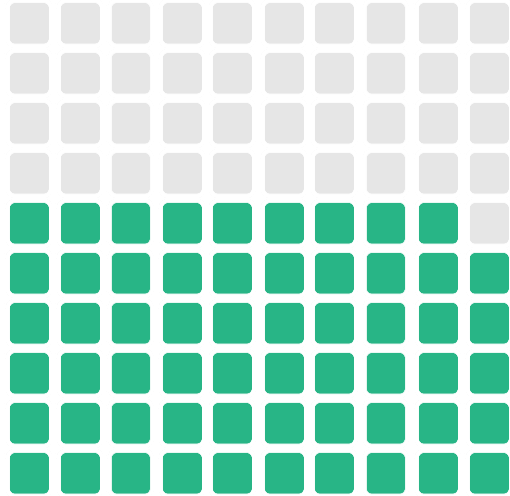


12%
dissatisfied

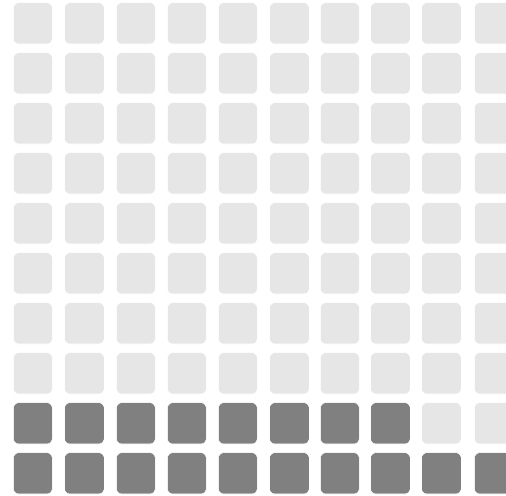


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1121; trend chart range from 181 to 318 per week.

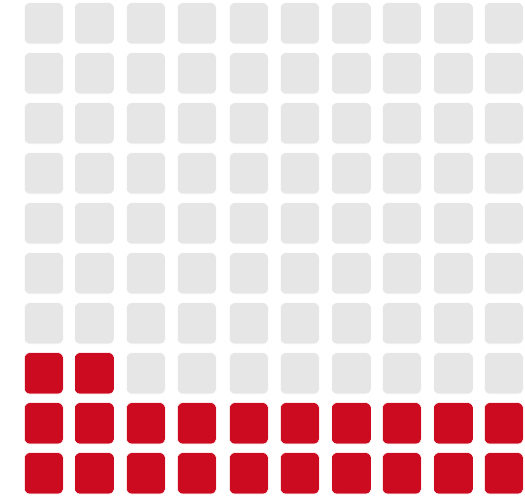
Satisfaction with value for money



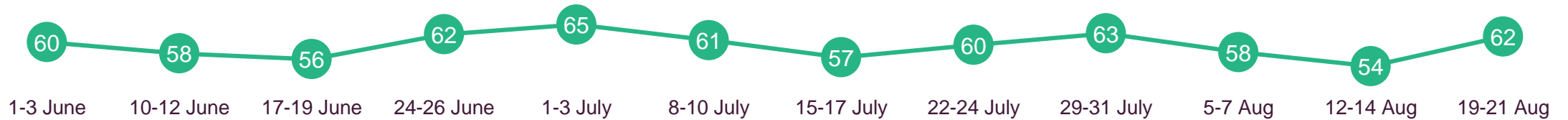
59%
satisfied



18%
neither/nor

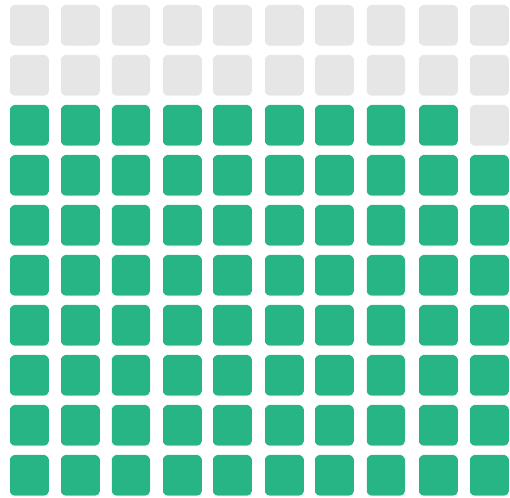


22%
dissatisfied

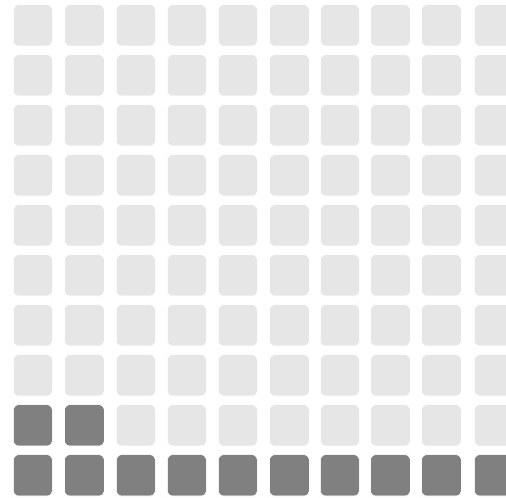


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1085; trend chart range from 174 to 309 per week.

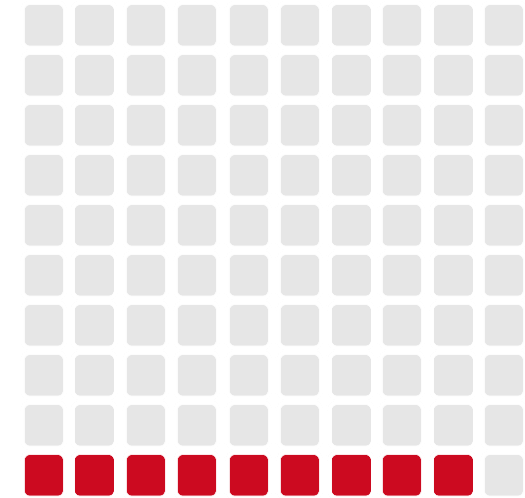
Satisfaction with cleanliness of the inside of the train



79%
satisfied



12%
neither/nor

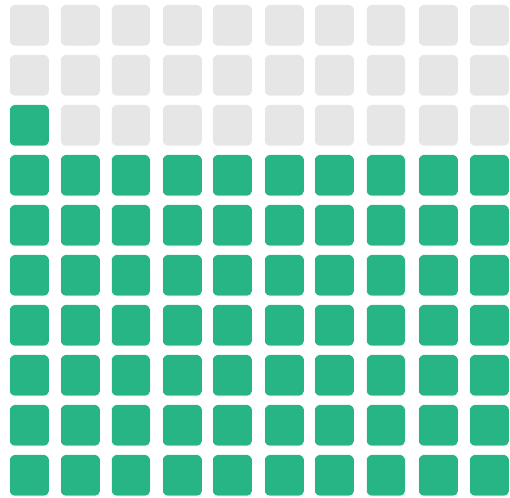


9%
dissatisfied

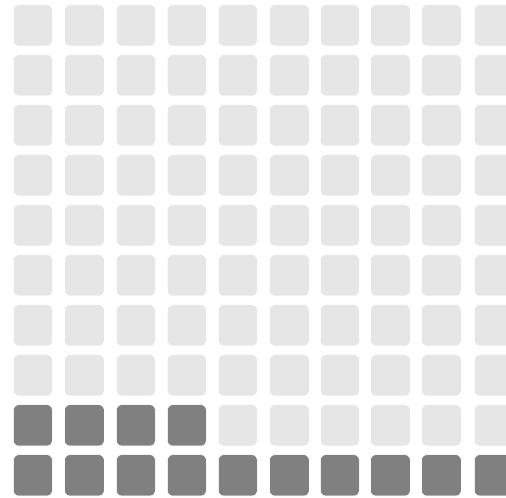


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1110; trend chart range from 180 to 317 per week.

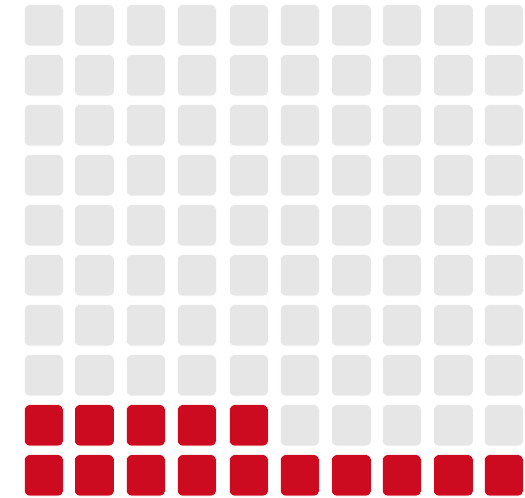
Satisfaction with level of crowding



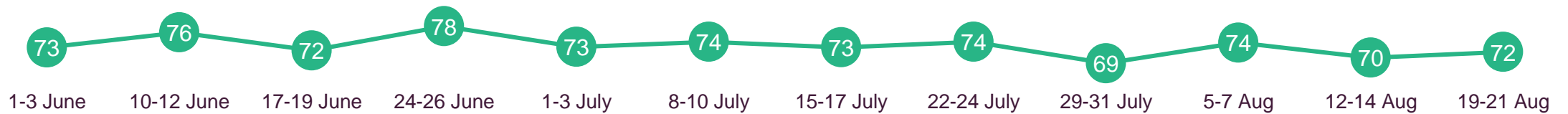
71%
satisfied



14%
neither/nor

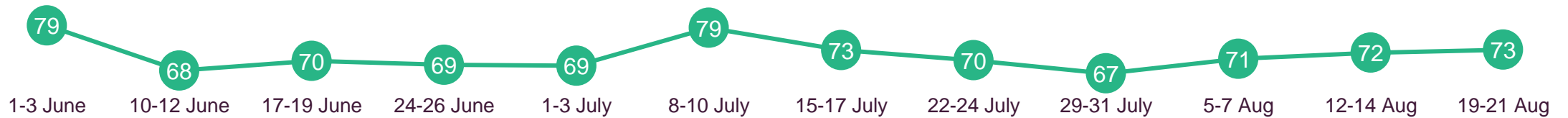
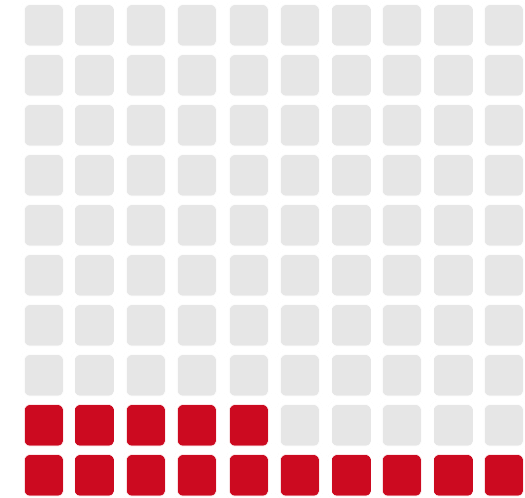
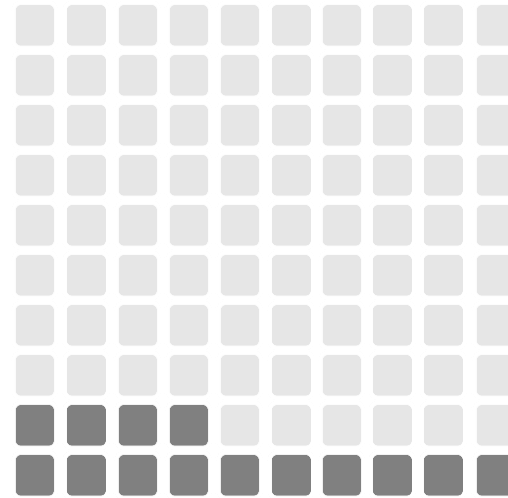
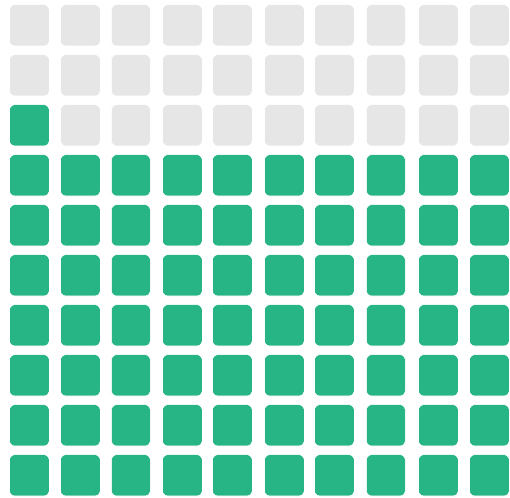


15%
dissatisfied



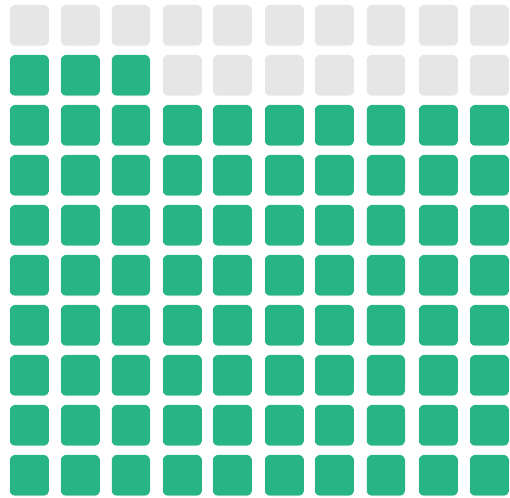
26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1109; trend chart range from 181 to 316 per week.

Satisfaction with frequency of trains on that route

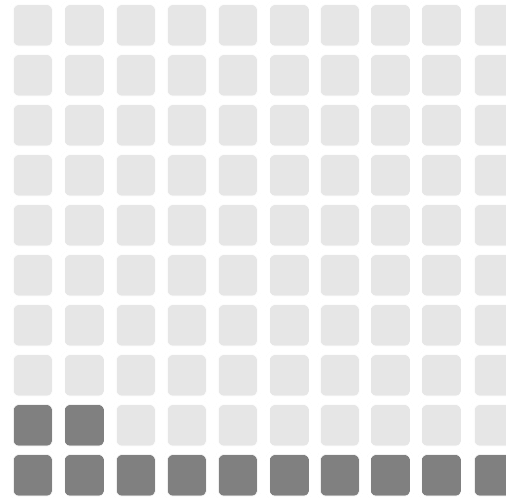


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1108; trend chart range from 178 to 318 per week.

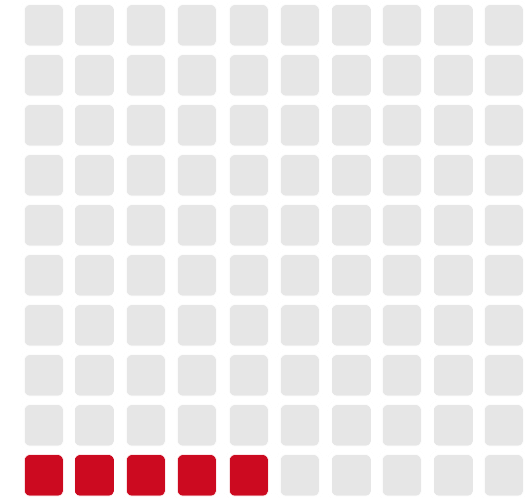
Satisfaction with scheduled journey time



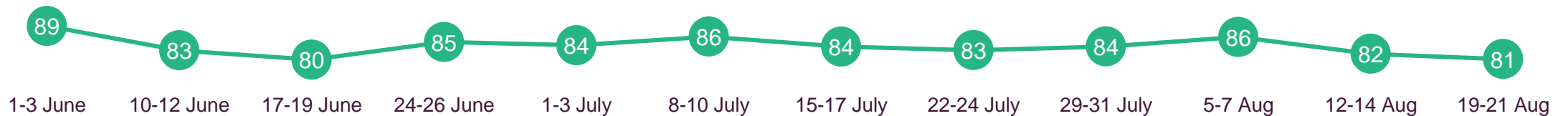
83%
satisfied



12%
neither/nor

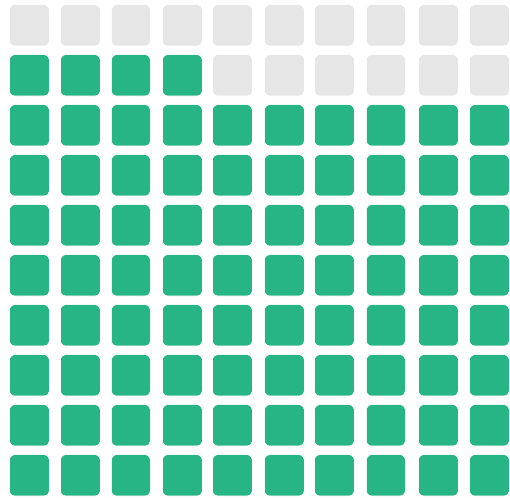


5%
dissatisfied

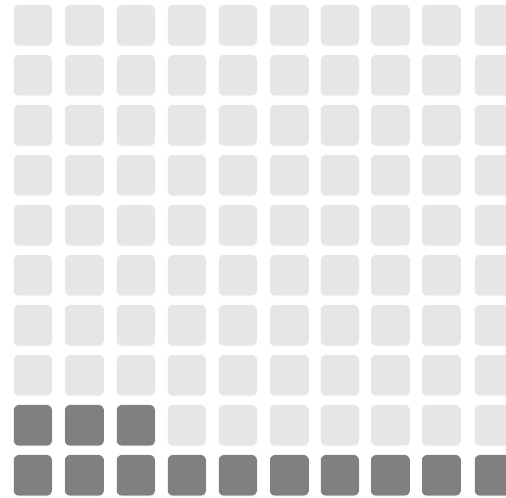


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1118; trend chart range from 179 to 318 per week.

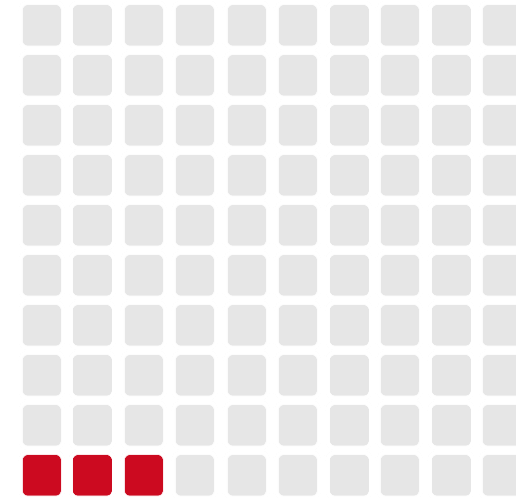
Satisfaction with personal security



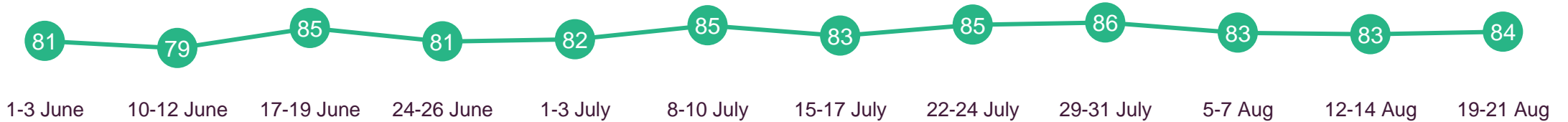
84%
satisfied



13%
neither/nor

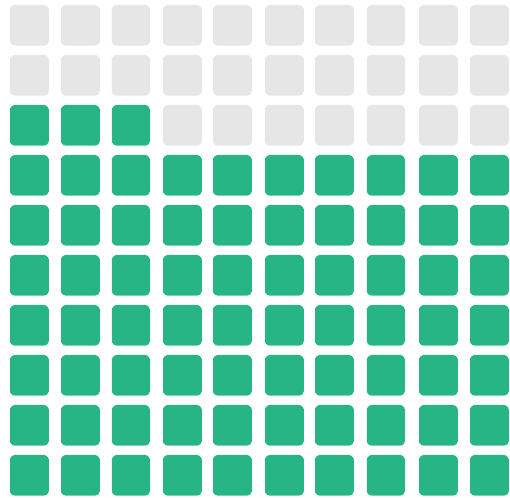


3%
dissatisfied

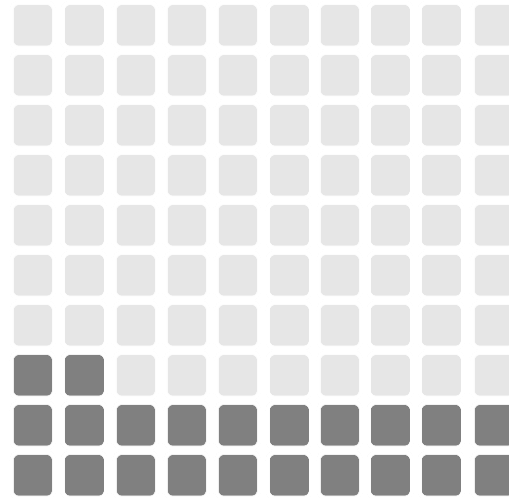


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1116 trend chart range from 178 to 315 per week.

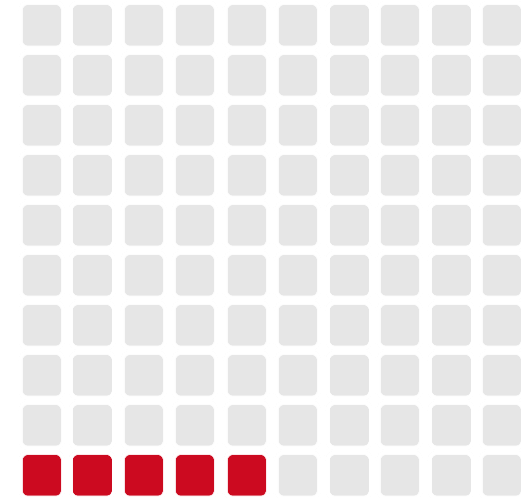
Satisfaction with helpfulness and attitude of staff



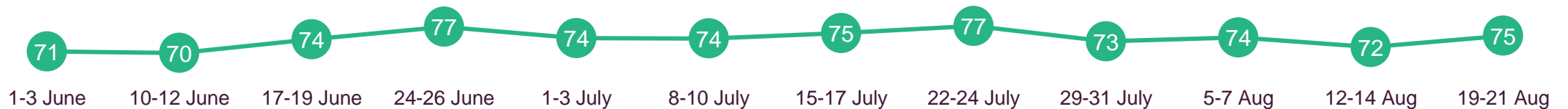
73%
satisfied



22%
neither/nor

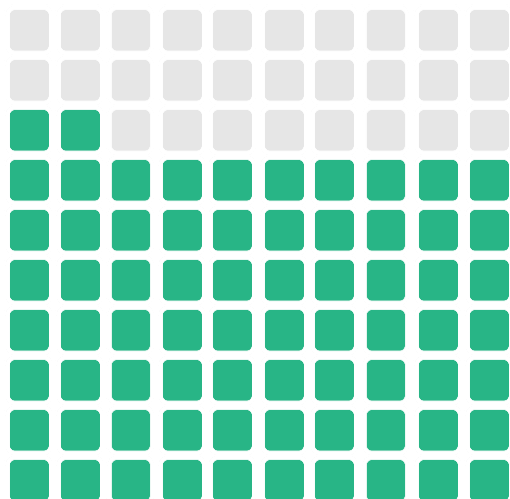


5%
dissatisfied

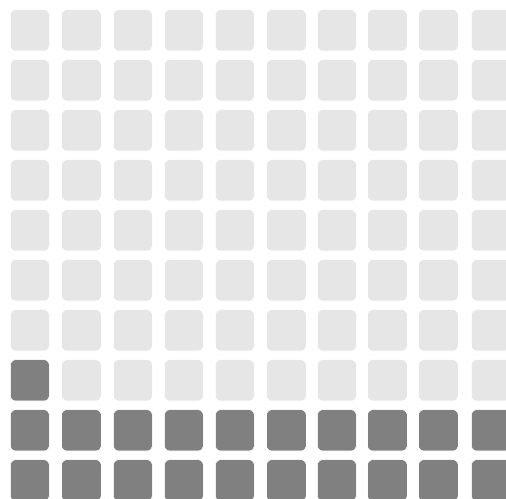


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 902; trend chart range from 148 to 259 per week.

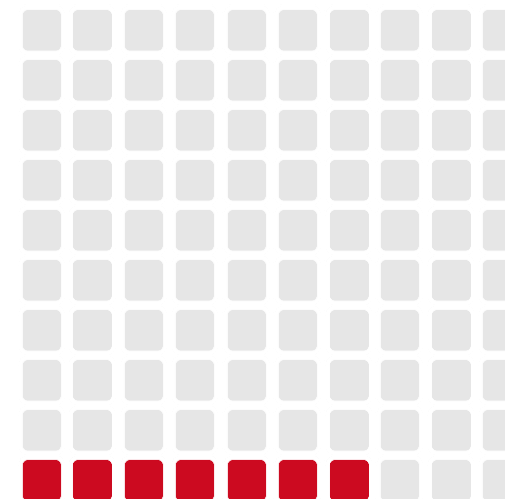
Satisfaction with information provided during the journey



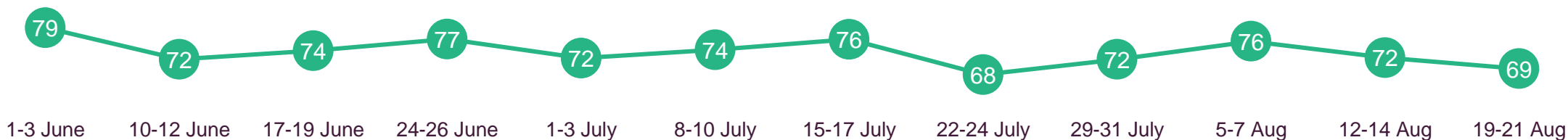
72%
satisfied



21%
neither/nor

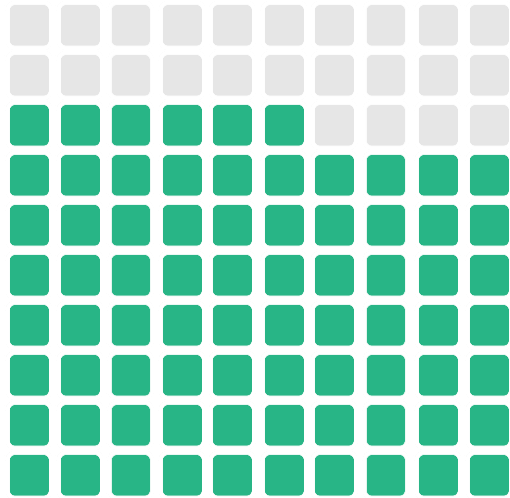


7%
dissatisfied

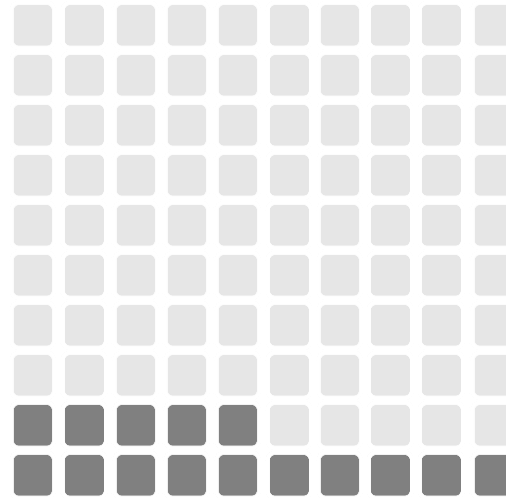


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1066; trend chart range from 170 to 297 per week.

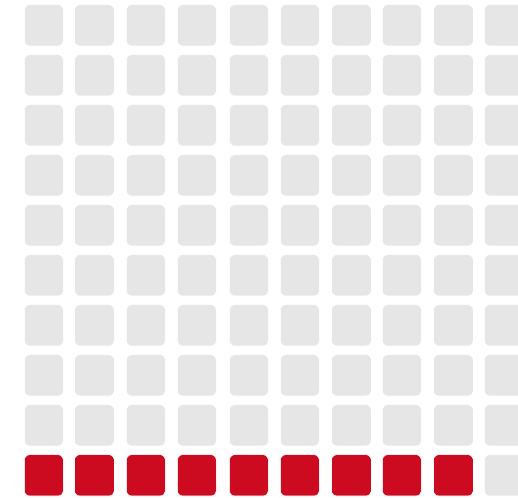
Satisfaction with comfort of the seats



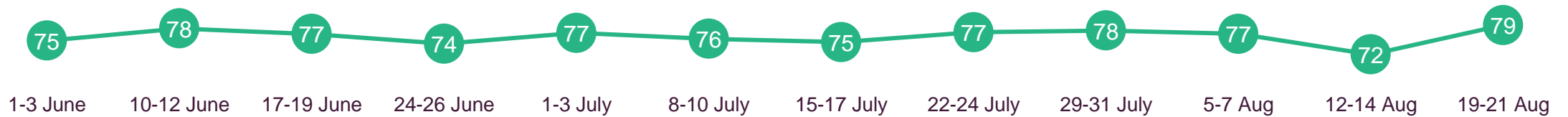
76%
satisfied



15%
neither/nor

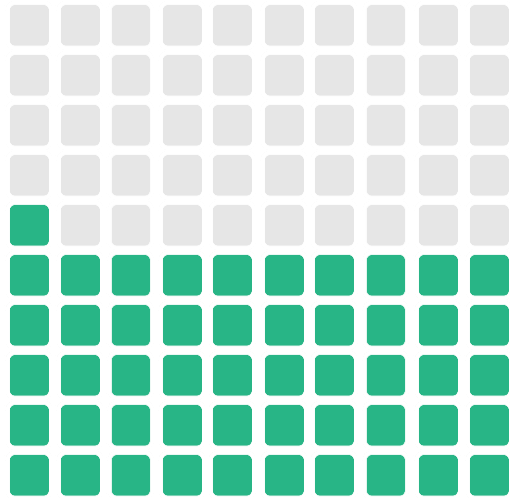


9%
dissatisfied

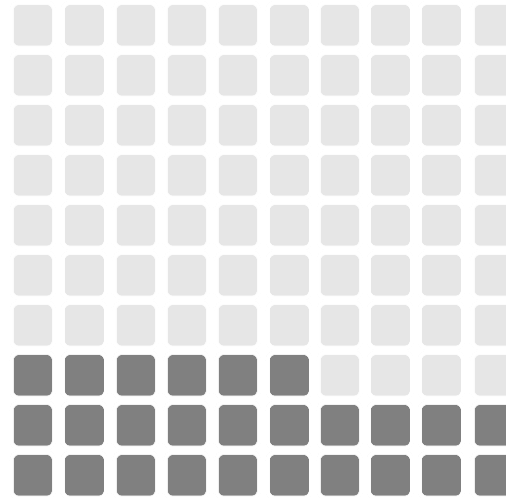


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1101; trend chart range from 176 to 309 per week

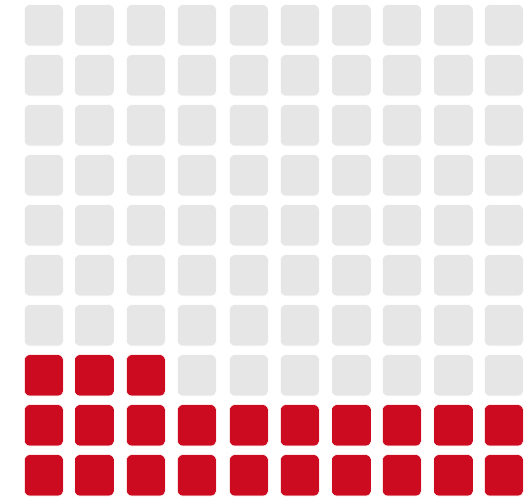
Satisfaction with reliability of the internet



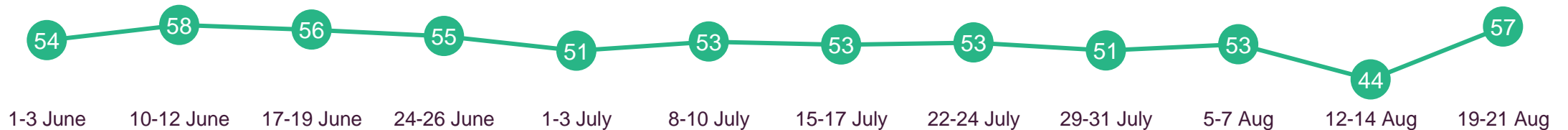
51%
satisfied



26%
neither/nor

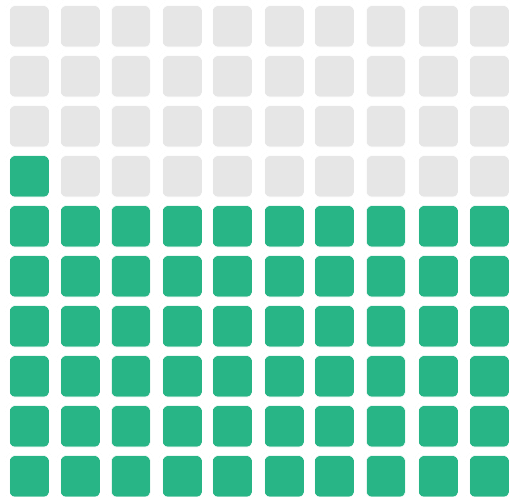


23%
dissatisfied

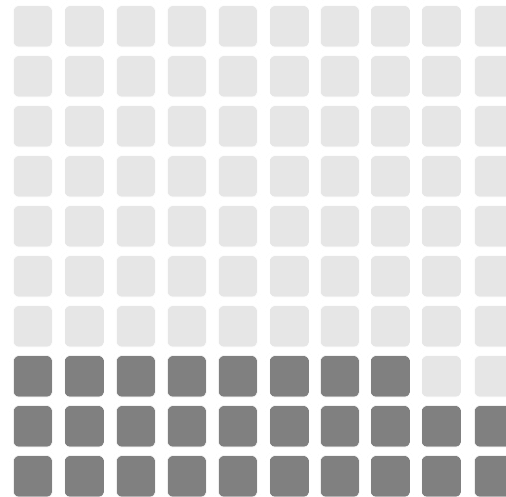


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 808; trend chart range from 133 to 243 per week

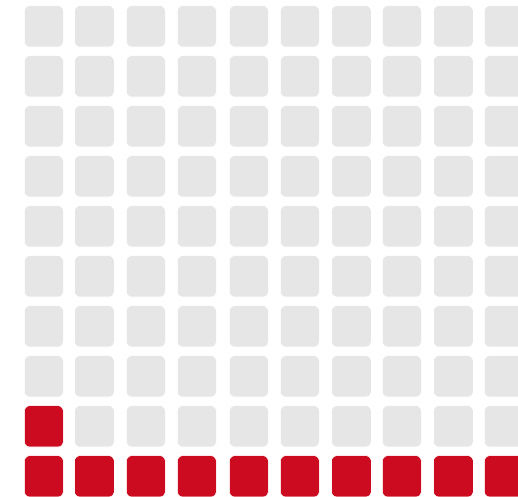
Satisfaction with information on how busy the train was before travelling



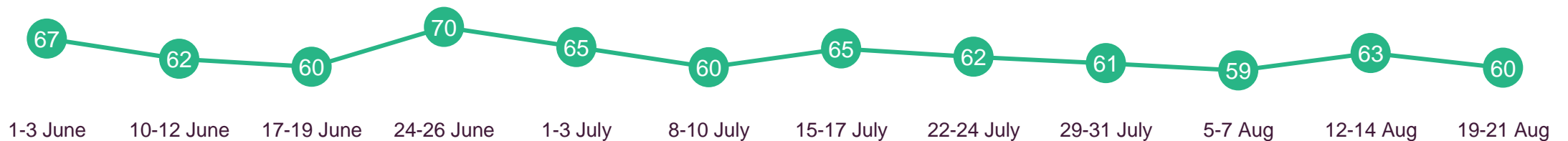
61%
satisfied



28%
neither/nor

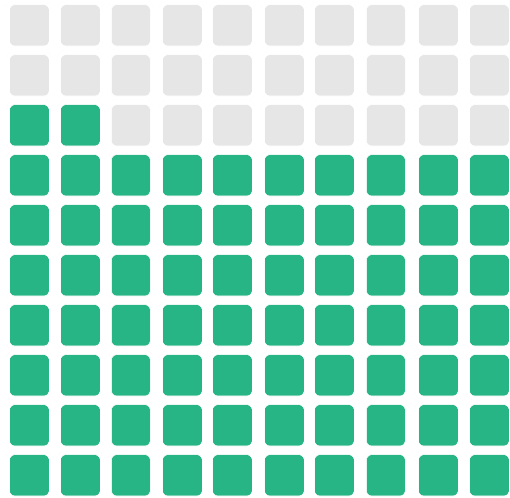


11%
dissatisfied

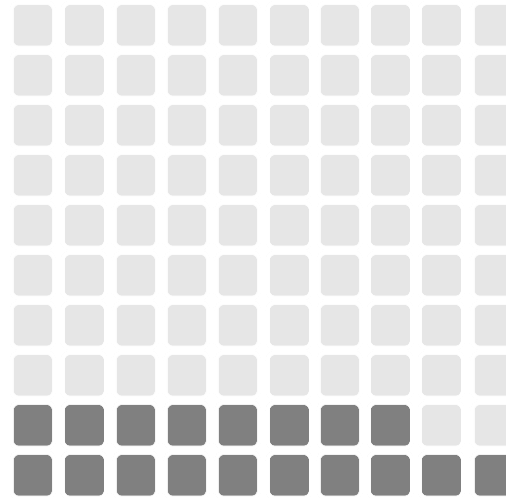


26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 912; trend chart range from 152 to 253 per week.

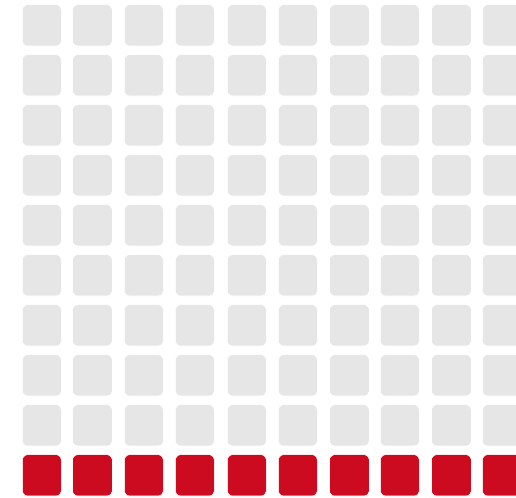
Satisfaction with other passengers' behaviour



72%
satisfied



18%
neither/nor



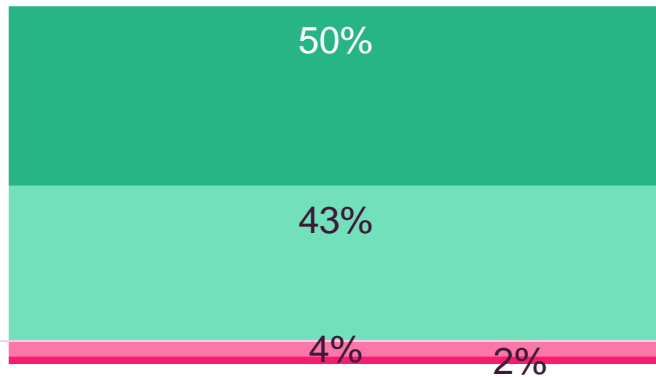
10%
dissatisfied



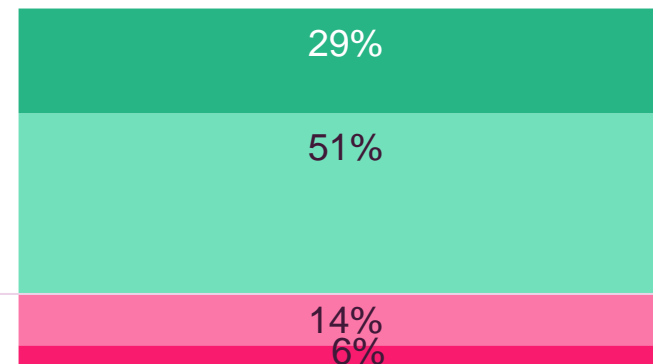
26 August 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1104 trend chart range from 179 to 317 per week.

Feeling safe on rail in relation 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



30 Mar-3 Apr
Apr

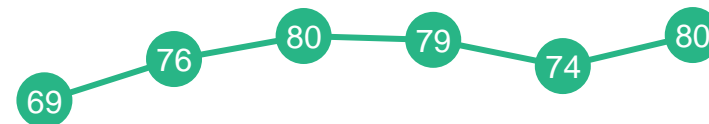
29 Apr-1 May
May

27-29 May
May

24-26 June
June

22-24 July
July

19-21 Aug
Aug



30 Mar-3 Apr
Apr

29 Apr-1 May
May

27-29 May
May

24-26 June
June

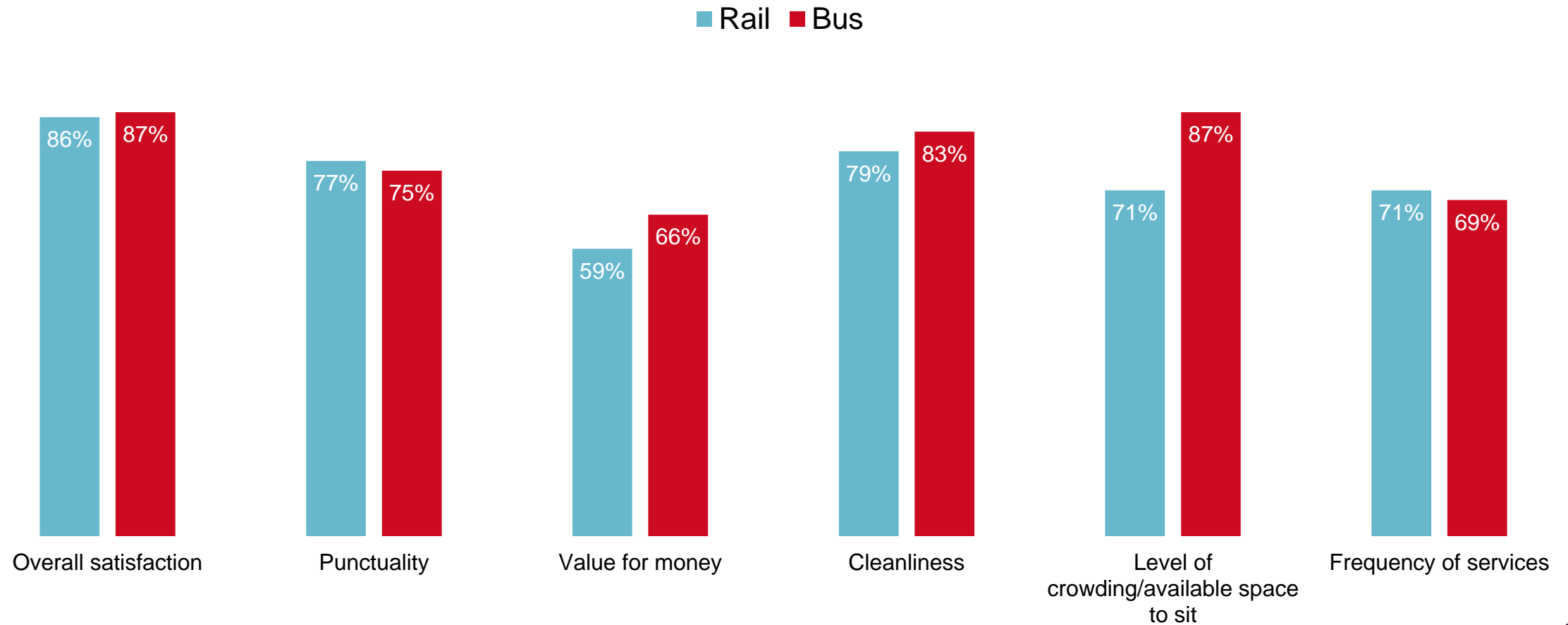
22-24 July
July

19-21 Aug
Aug

26 August 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 283 and non-users 1726. 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



26 August 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 1085 to 1121; bus base sizes from 516 to 632.

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 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
Week 44	29-31 July	292
Week 45	5-7 August	253
Week 46	12-14 August	293
Week 47	19-21 August	283

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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