

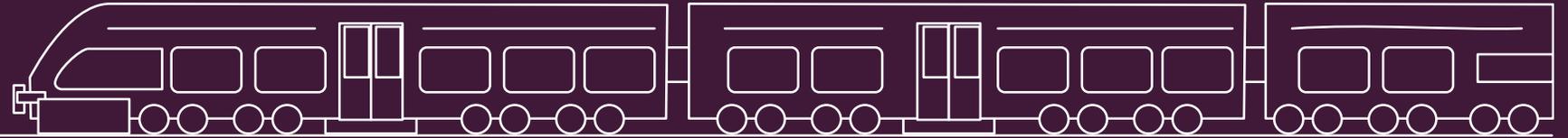
21 October
2022

Edition 7

Rail User Survey



Introduction



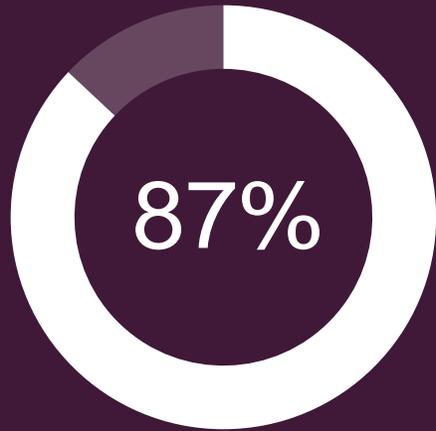
The Rail User Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey.

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

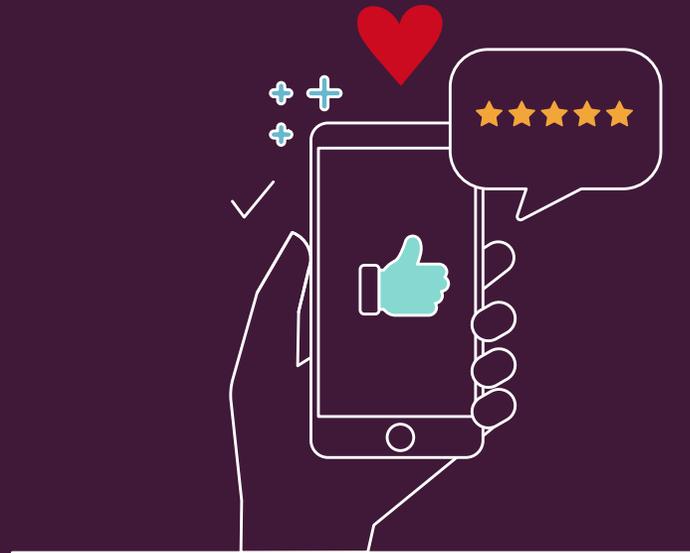
We ask everyone which types of transport they have used and for what purpose. Those who used rail are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality, cleanliness. In a typical week, where around 14 per cent have used rail, we get this detailed information from around 250 people.

We publish a report every four weeks. This report covers interviews between July and October 2022. Further details on how we carried out this survey are available on page 34.

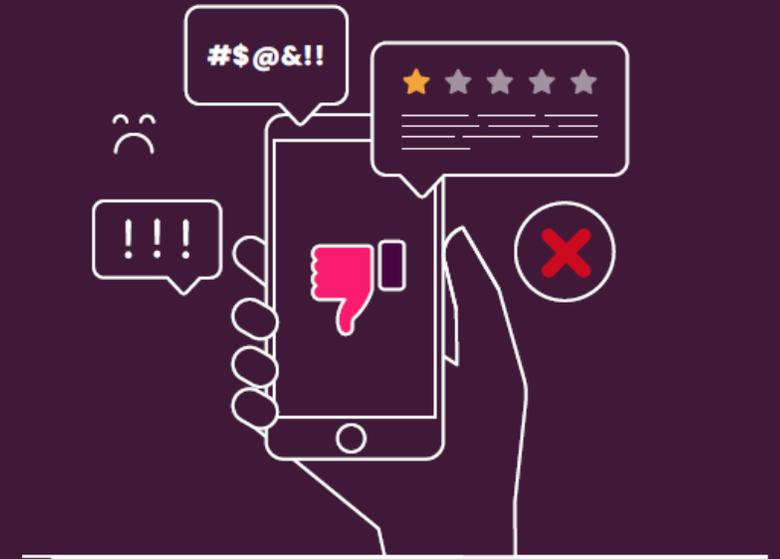
Rail headlines



87% of rail passengers were satisfied with their journey overall (average over the last four weeks).



Satisfaction with punctuality/reliability is 83% this time, 82% last time



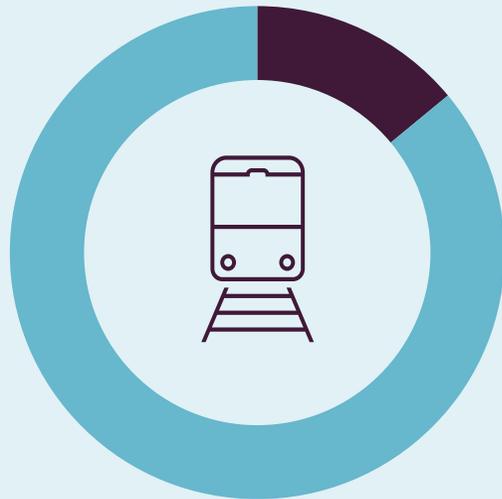
Satisfaction with frequency of trains is 73% this time, 75% last time

Rail usage levels



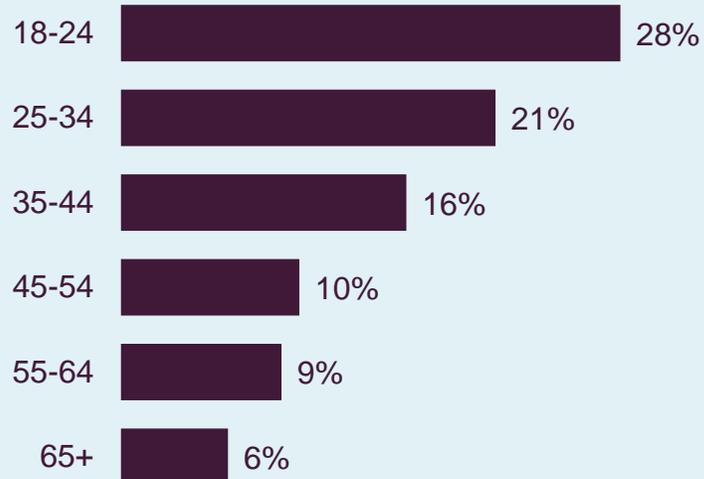
Around one in seven are using rail

Proportion using rail

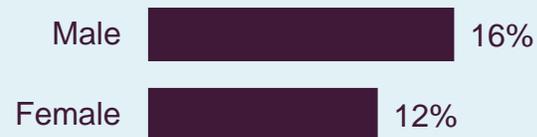


14%
of people in the UK
are using rail

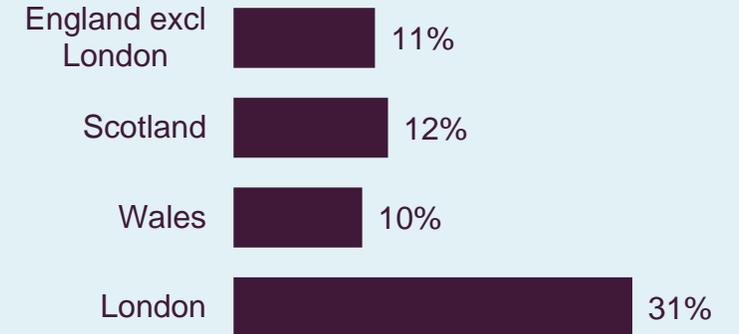
Age



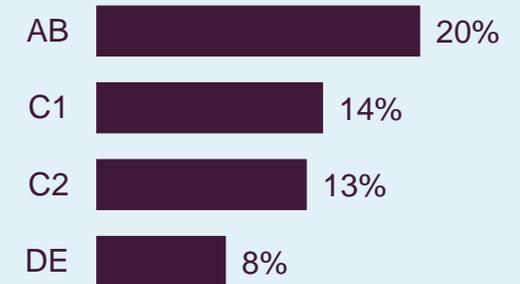
Sex



Region



Social grade



Rail use is broadly in line with recent weeks

Proportion using rail



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

Commuting is the most common reason for rail travel

Main purpose of rail journey



Leisure/eating out/non-essential shopping
26%



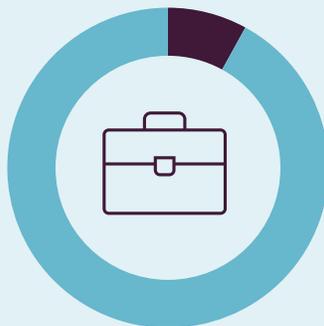
Friends/family
18%



Essential shopping
4%



Commuting
33%



Work travel
8%

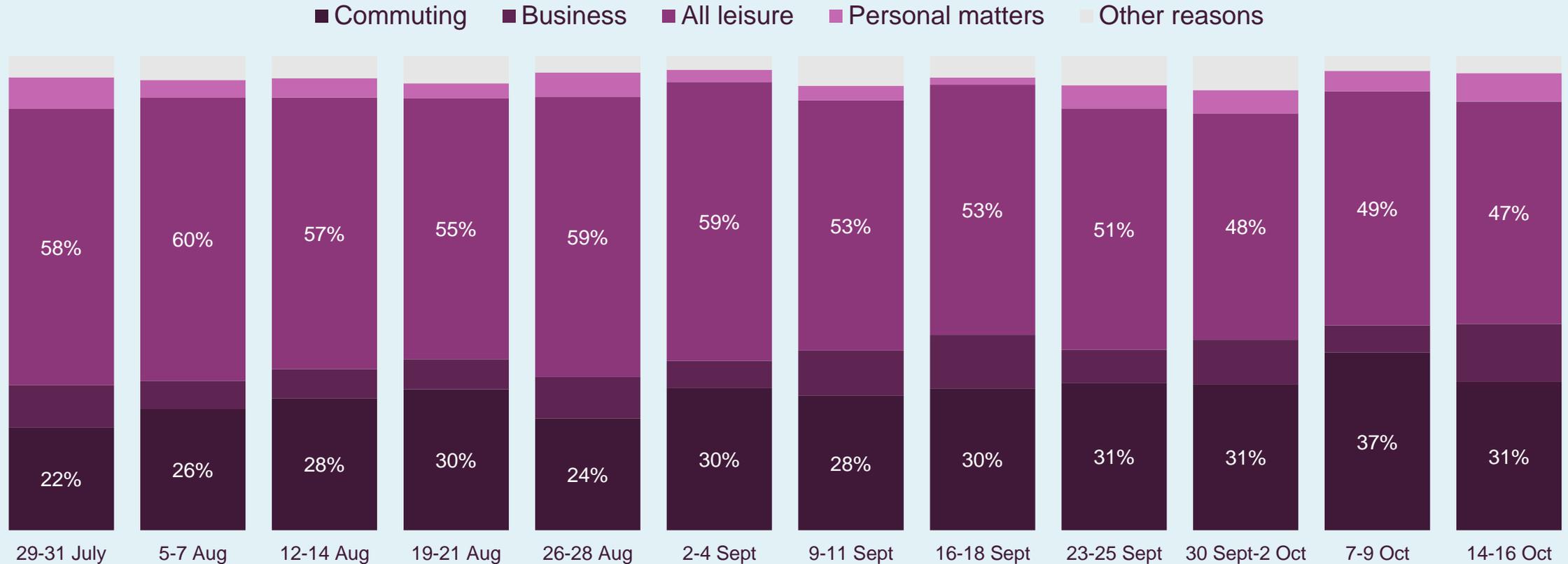


Personal matters
5%

21 October 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 - 1109. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Commuting higher over most recent 4 weeks

Main purpose of rail journey

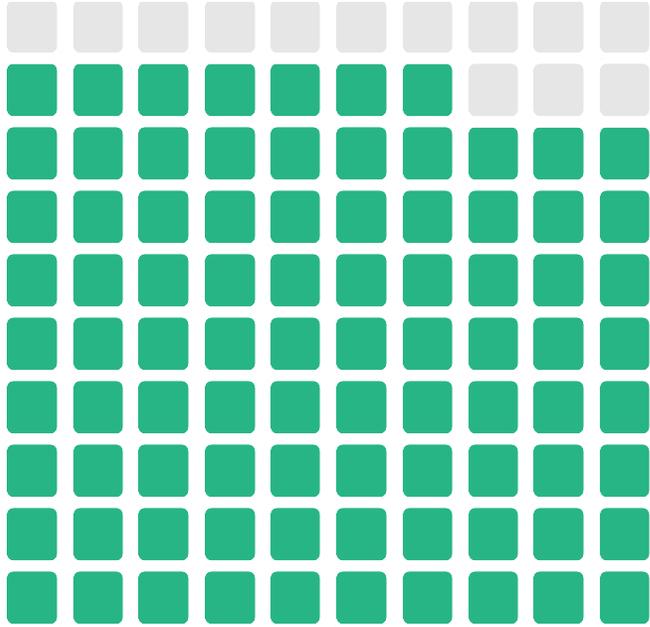


21 October 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 278 per week

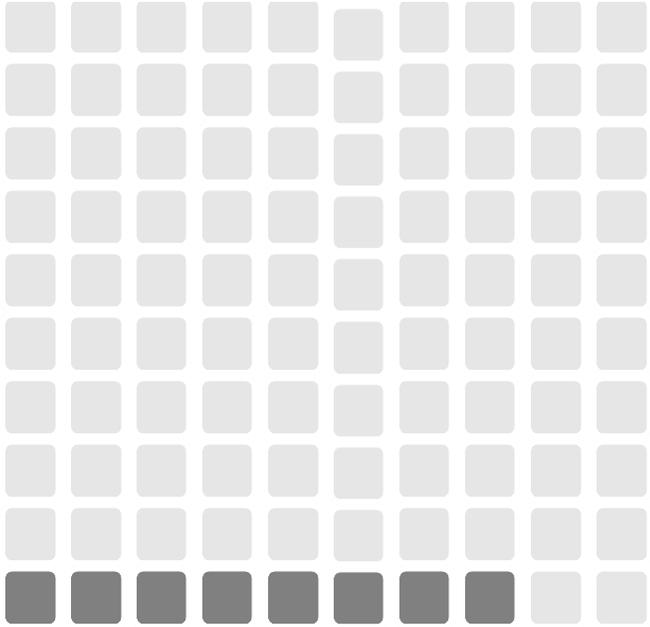
Rail satisfaction



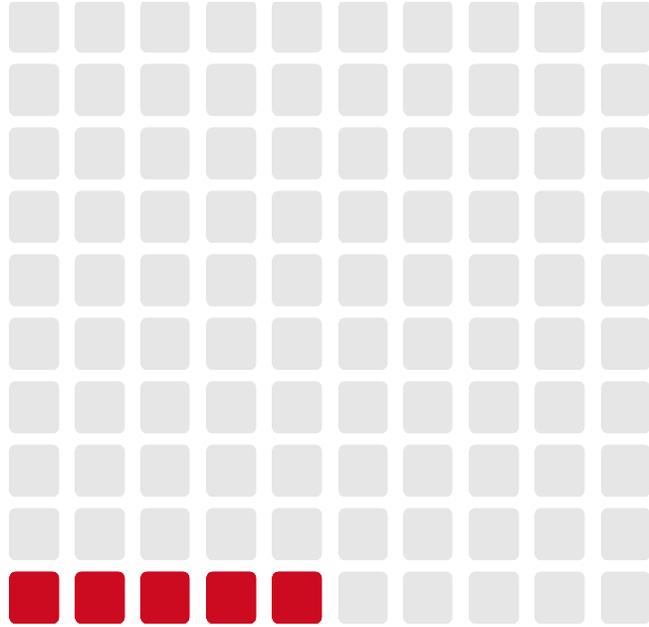
Overall satisfaction with rail journey



87%
satisfied



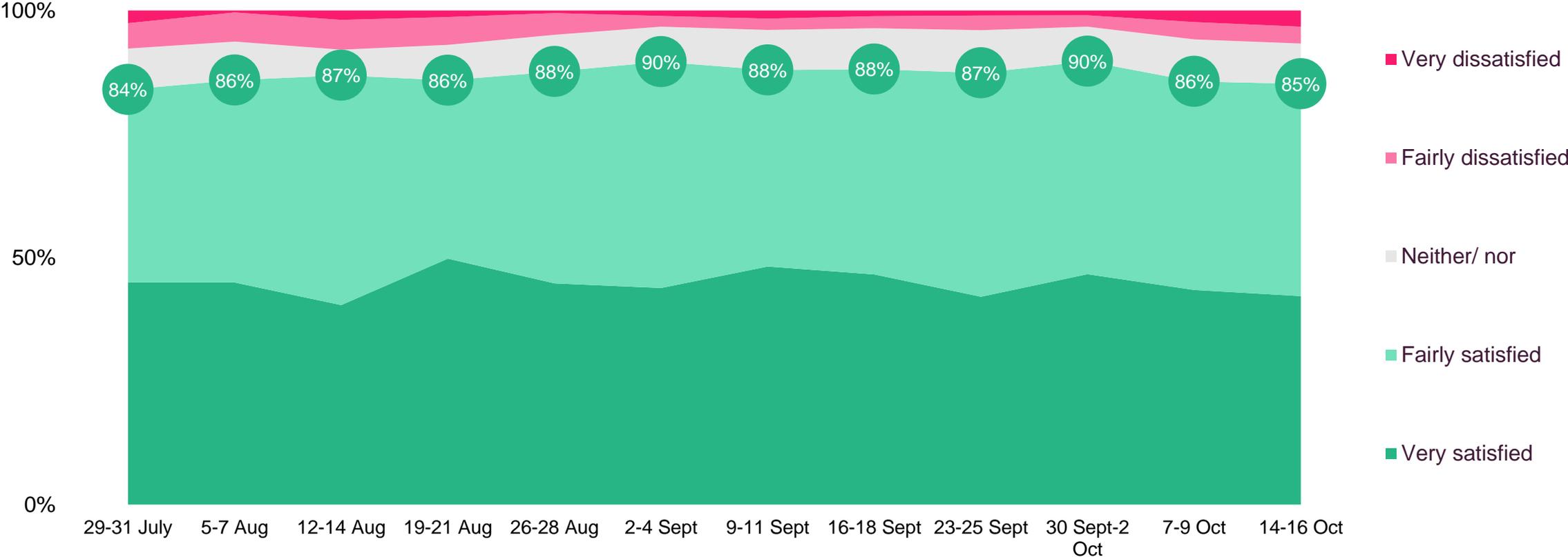
8%
neither/nor



5%
dissatisfied

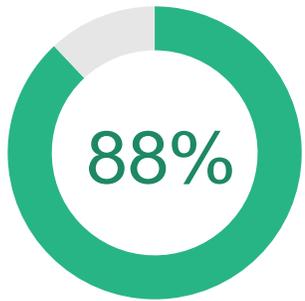
21 October 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1109.

Overall satisfaction with rail journey

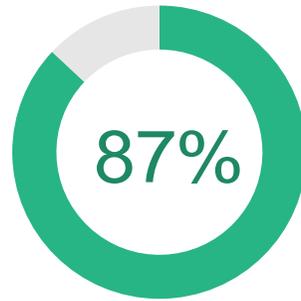


21 October 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 224 to 343 per week.

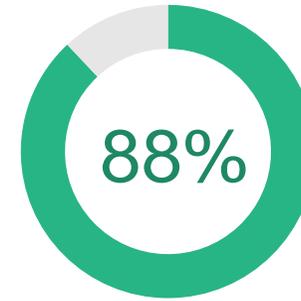
Overall satisfaction by journey purpose, sex and age



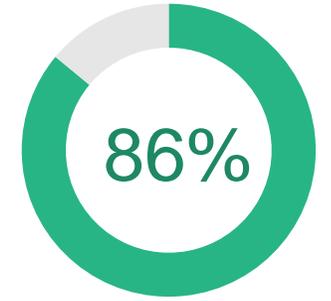
Commute



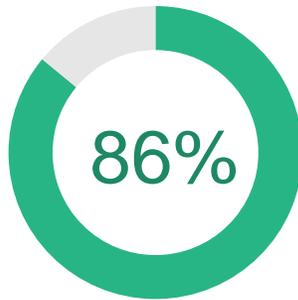
All leisure



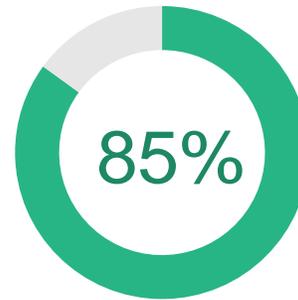
Men



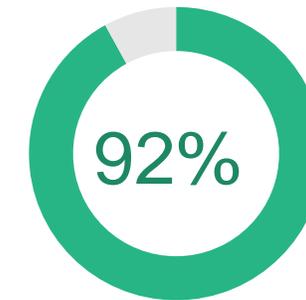
Women



Aged 18-34



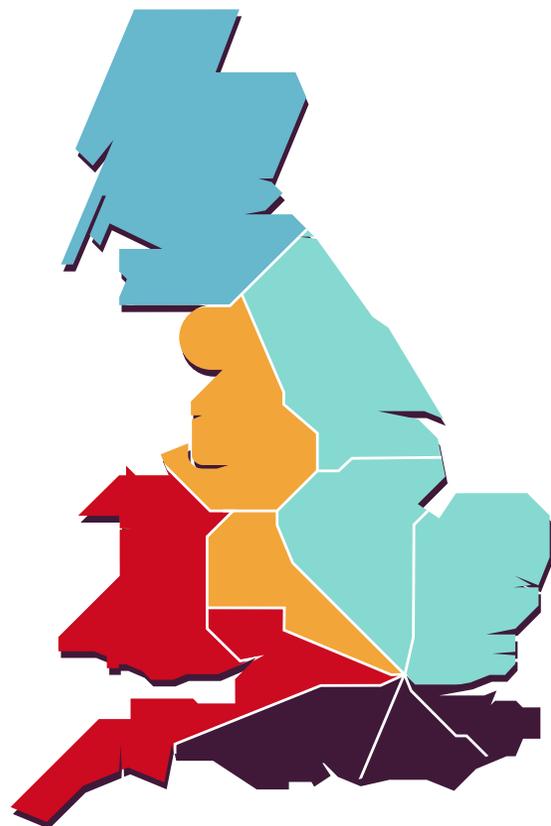
Aged 35-54



Aged 55 and over

21 October 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 236 and 645. '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)



21 October 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: 243, 899, 641, 388, 1038.

What rail passengers have said in the last four weeks



The train was on time, the journey was smooth and quick with lots of seats available.

Fairly satisfied, Southern passenger

There were really disruptive kids on the train. It wasn't very clean.

Neither satisfied nor dissatisfied, Transport for Wales passenger

Unsafe, dirty, poor service, always languishing, never gets better, slow, inefficient, overpriced, poor staff!

Very dissatisfied, Rail passenger

Ticket office was open and a nice person to deal with, train was on time, journey was quick and comfortable.

Very satisfied, Merseyrail passenger

The journey was good but the frequency of trains is now appalling - they used to be more than hourly, now you can wait two hours. It's ridiculous!

Fairly dissatisfied, Northern passenger

Quick, easy, friendly staff, arrived precisely as predicted and smooth journey.

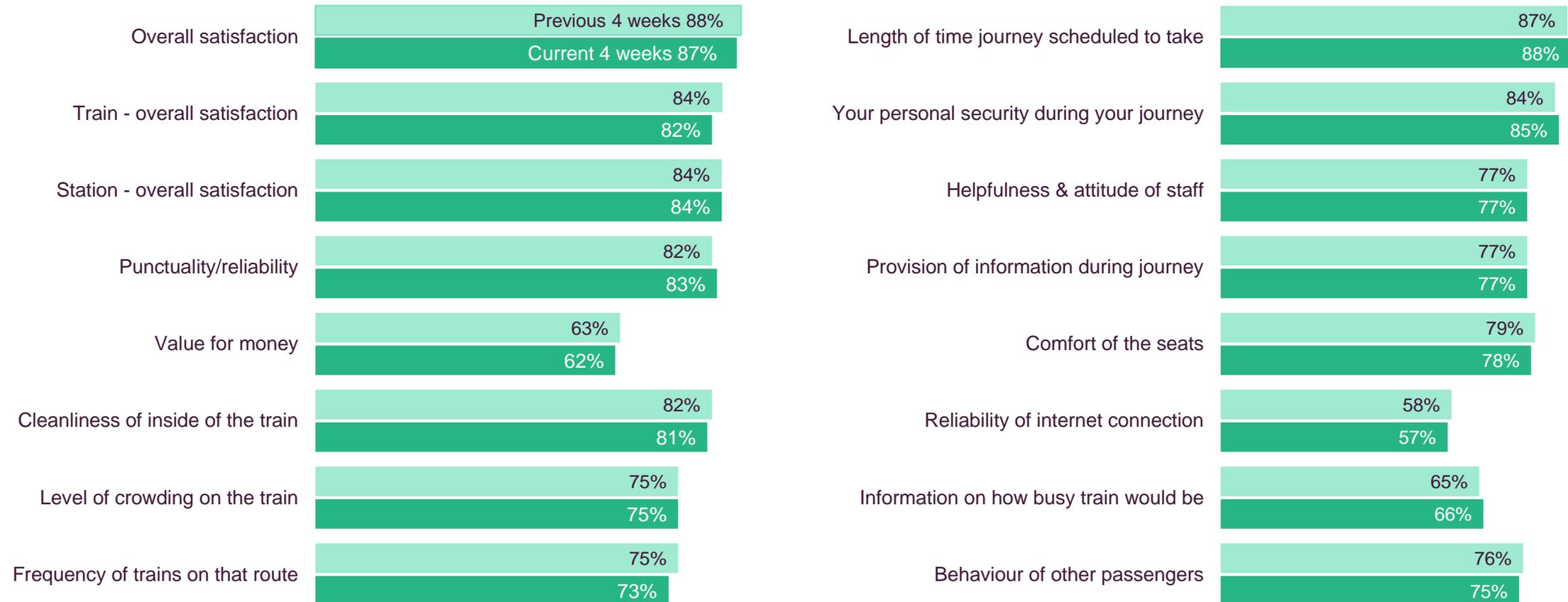
Very satisfied, Great Western Railway passenger





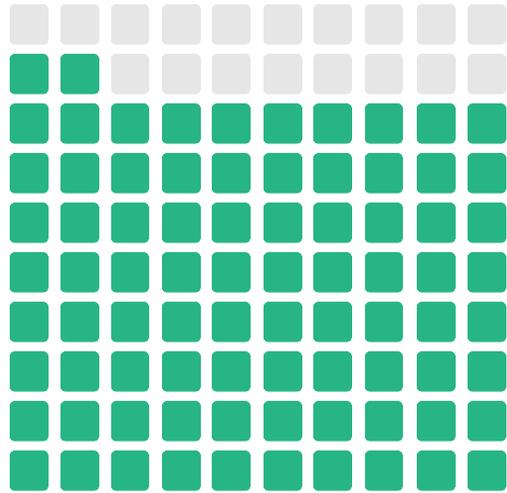
Satisfaction with aspects of rail journey

Summary of current and previous four weeks rail satisfaction

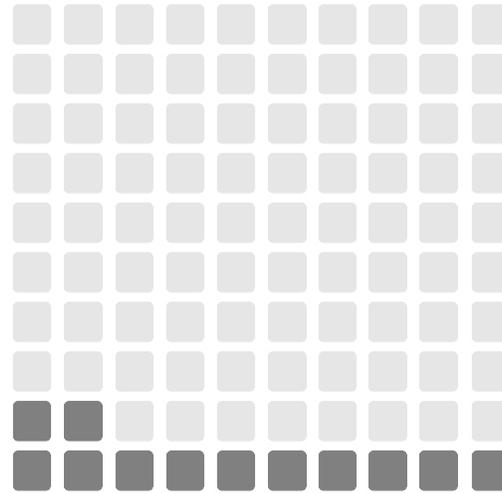


21 October 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 805 to 1109; prior 4 weeks from 814 to 1106.

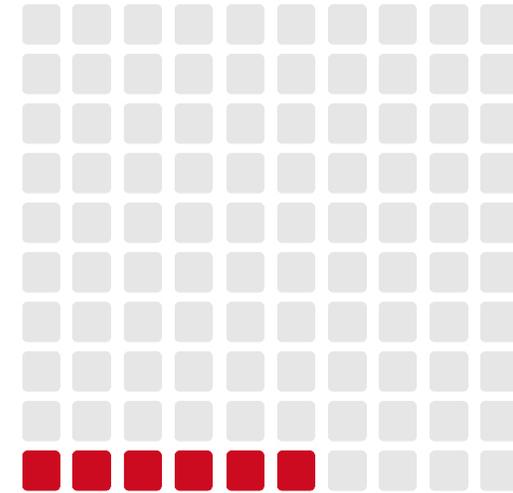
Satisfaction with the train overall



82%
satisfied



12%
neither/nor

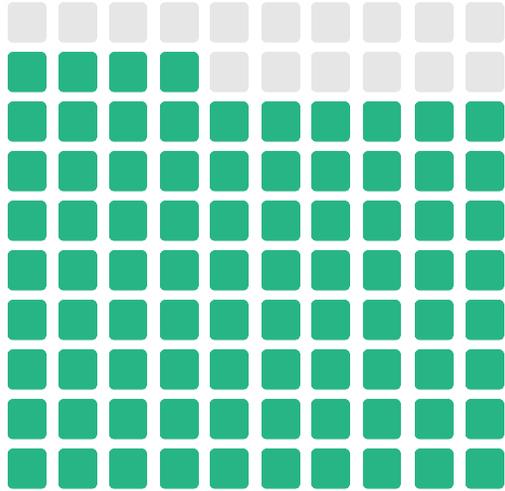


6%
dissatisfied

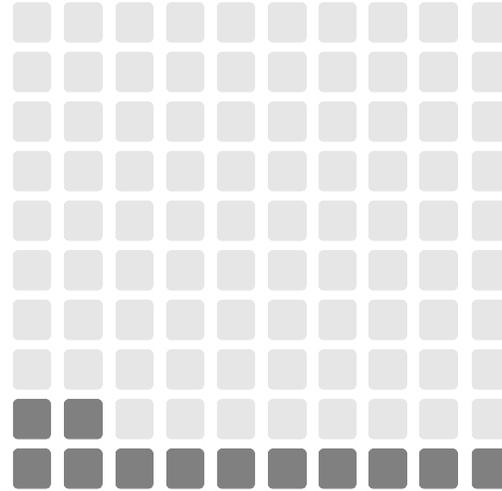


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1106; trend chart range from 223 to 343 per week.

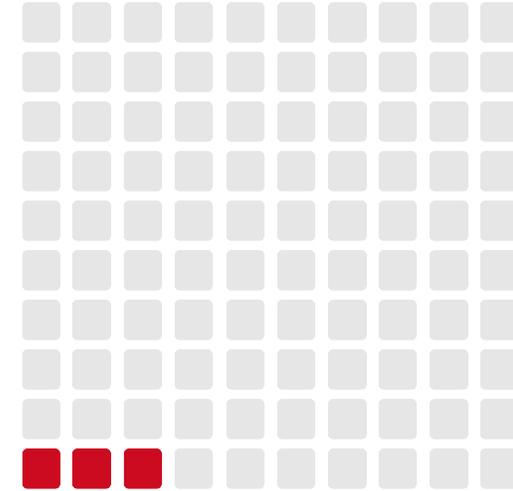
Satisfaction with the station



84%
satisfied



12%
neither/nor

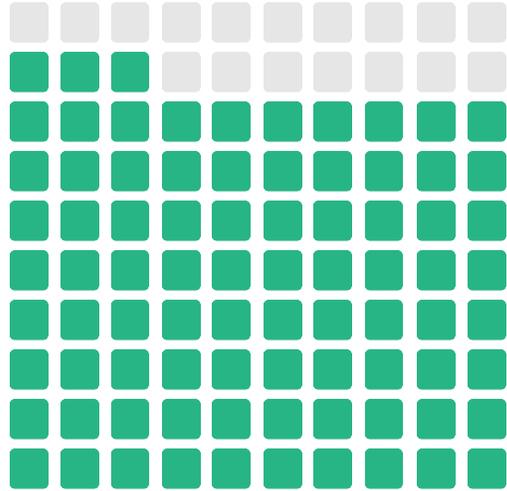


3%
dissatisfied

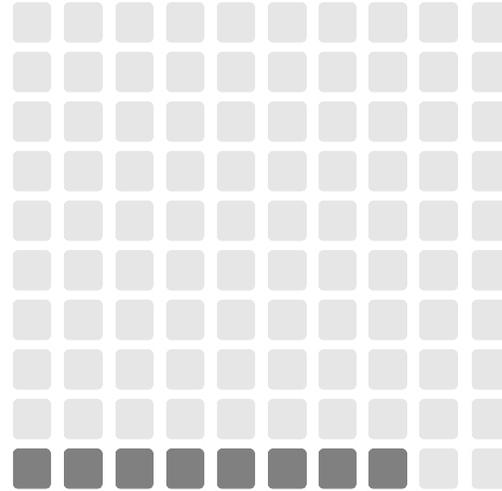


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1105 trend chart range from 222 to 343 per week.

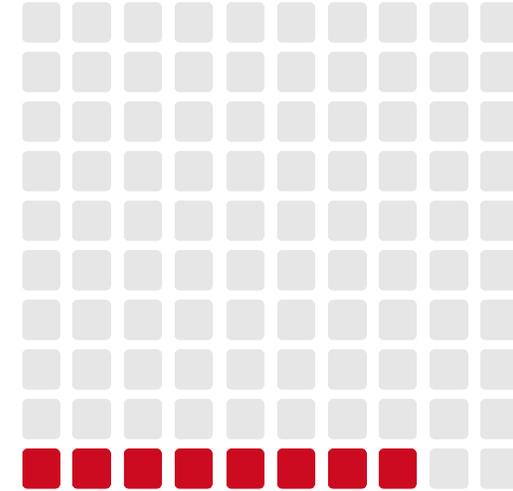
Satisfaction with punctuality/reliability



83%
satisfied



8%
neither/nor

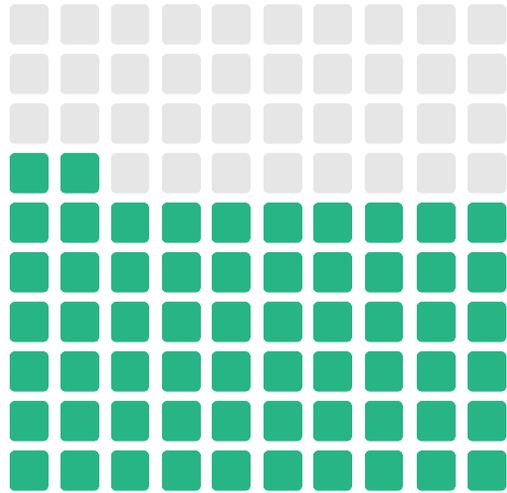


8%
dissatisfied

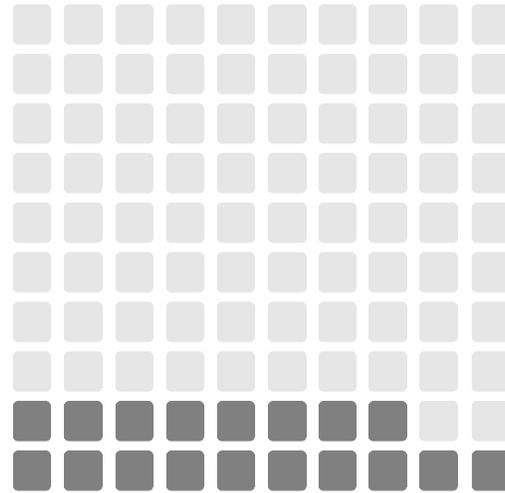


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1105; trend chart range from 223 to 342 per week.

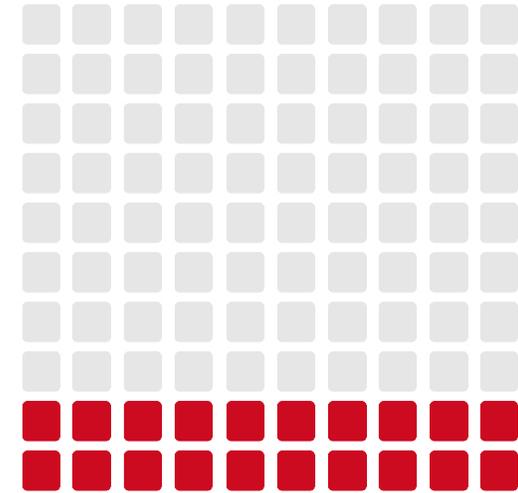
Satisfaction with value for money



62%
satisfied



18%
neither/nor

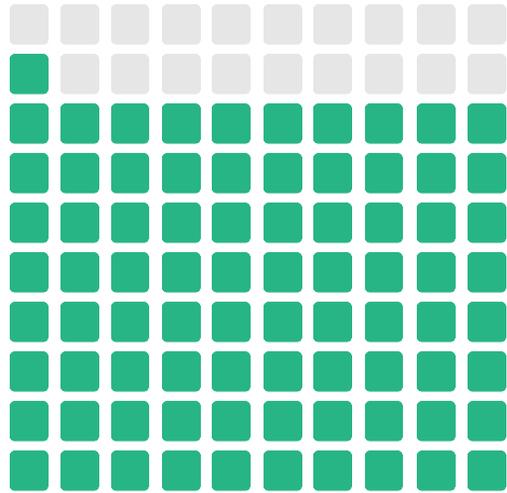


20%
dissatisfied

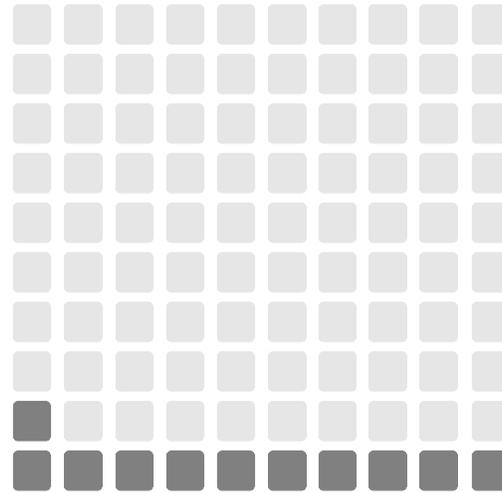


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1075; trend chart range from 215 to 331 per week.

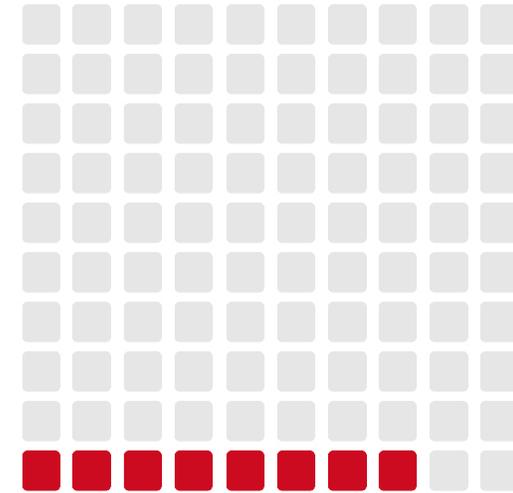
Satisfaction with cleanliness of the inside of the train



81%
satisfied



11%
neither/nor

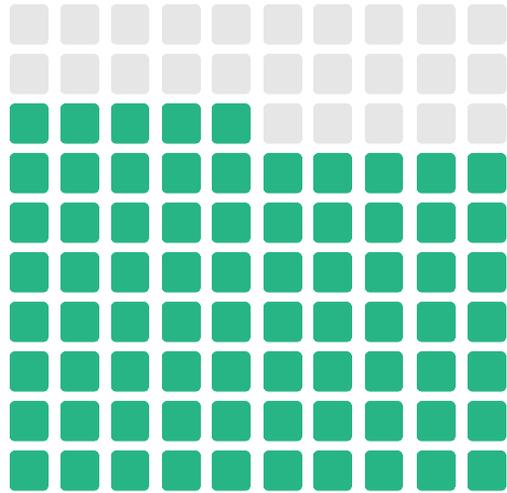


8%
dissatisfied

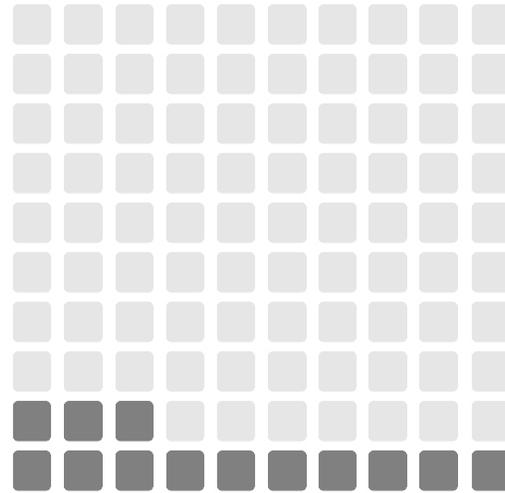


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1103; trend chart range from 222 to 343 per week.

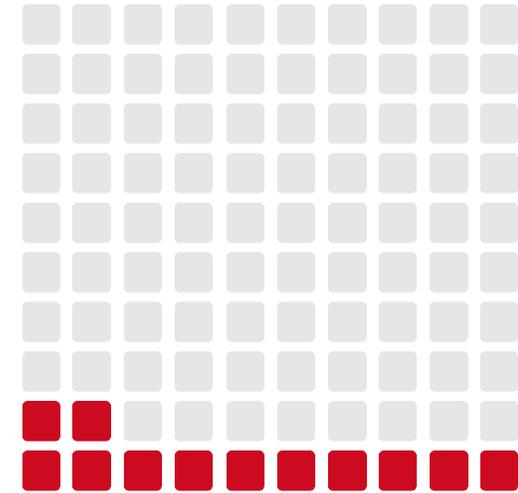
Satisfaction with level of crowding



75%
satisfied



13%
neither/nor

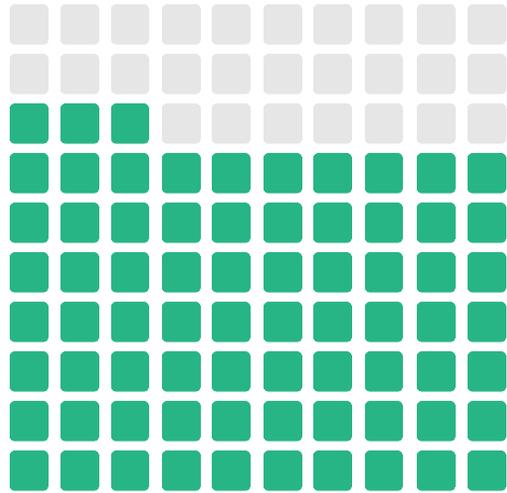


12%
dissatisfied

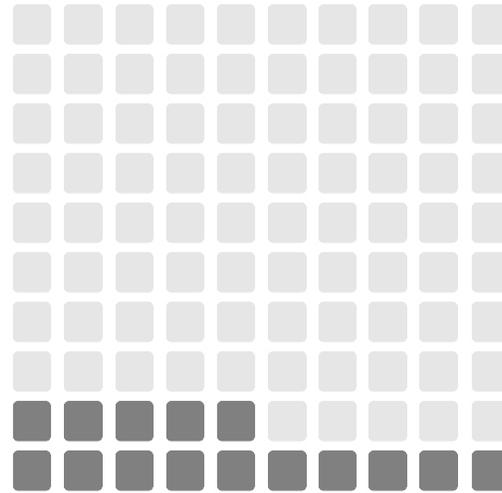


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1102; trend chart range from 221 to 342 per week.

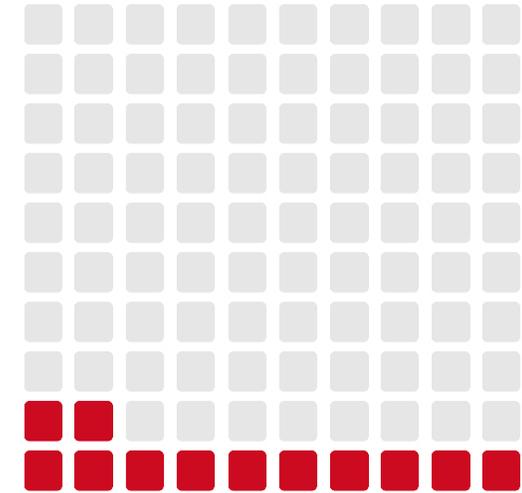
Satisfaction with frequency of trains on that route



73%
satisfied



15%
neither/nor

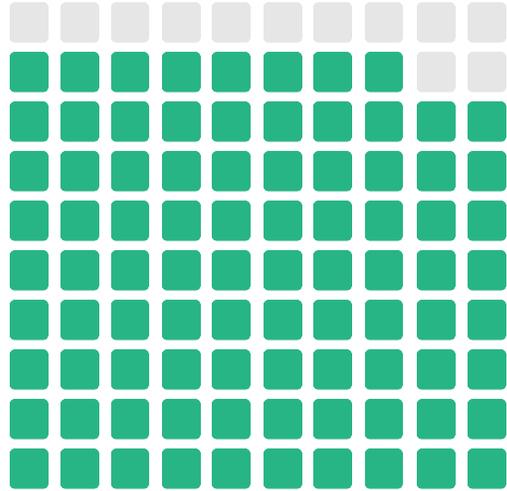


12%
dissatisfied

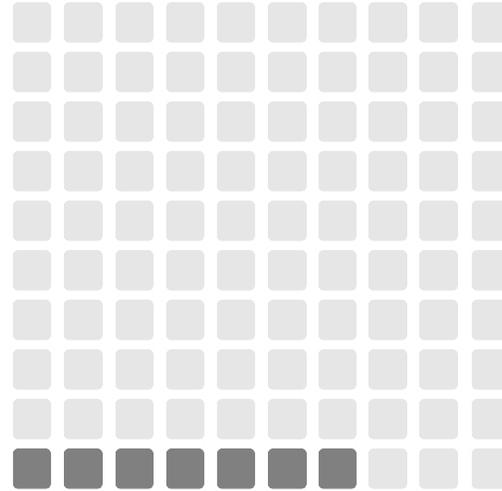


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1103; trend chart range from 219 to 343 per week.

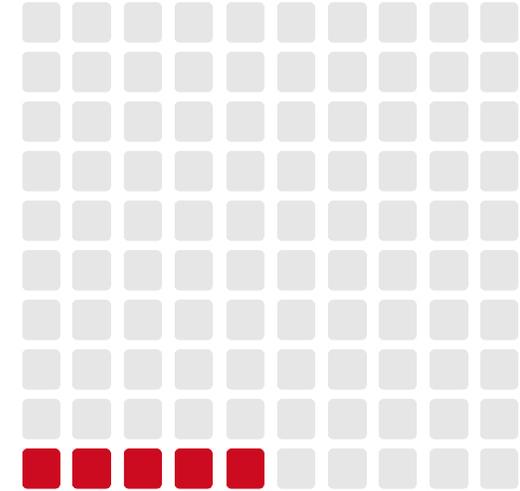
Satisfaction with scheduled journey time



88%
satisfied



7%
neither/nor

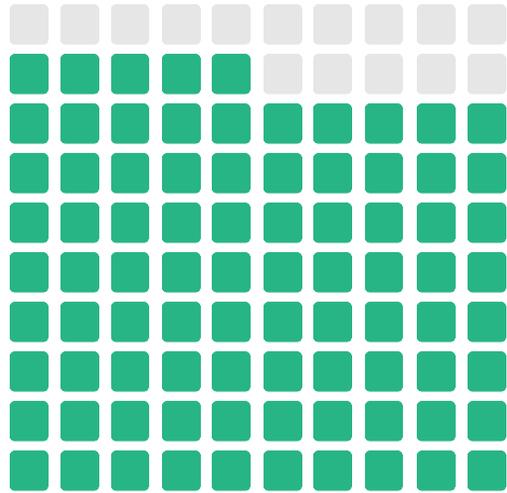


5%
dissatisfied

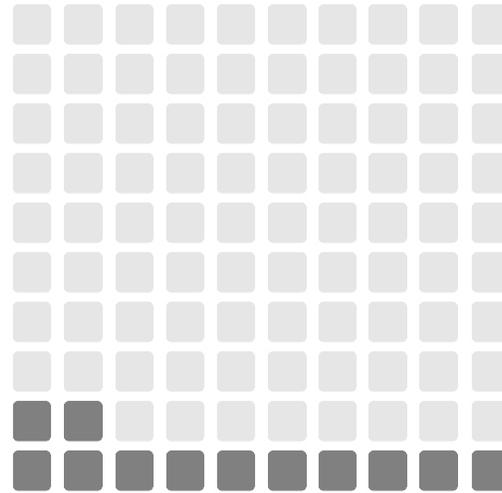


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1105; trend chart range from 223 to 343 per week.

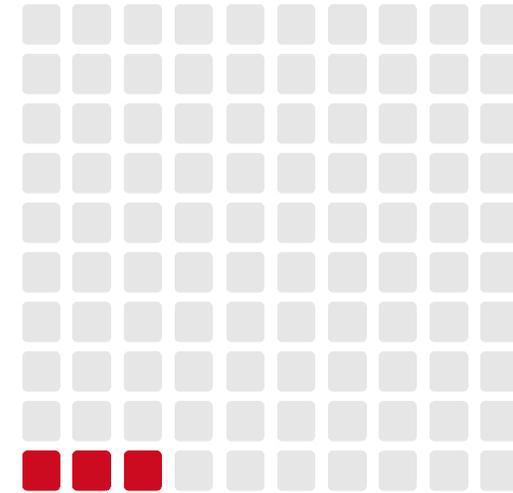
Satisfaction with personal security



85%
satisfied



12%
neither/nor

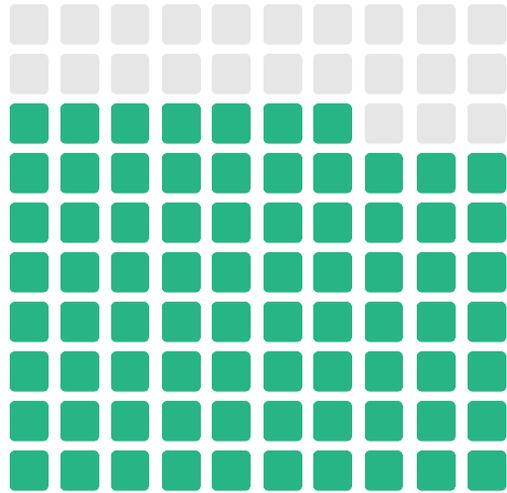


3%
dissatisfied

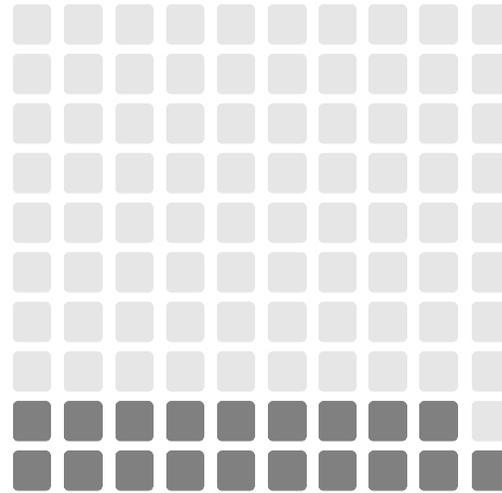


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1102 trend chart range from 223 to 340 per week.

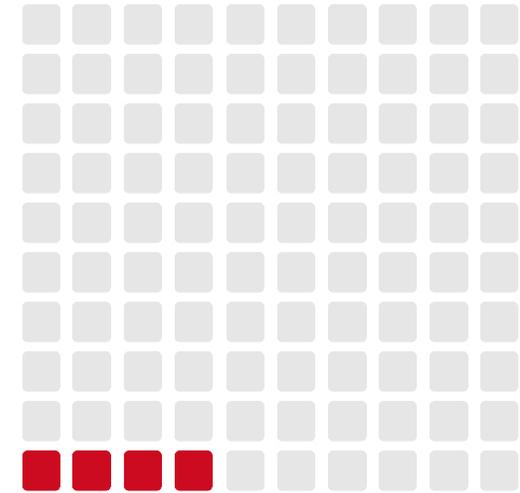
Satisfaction with helpfulness and attitude of staff



77%
satisfied



19%
neither/nor

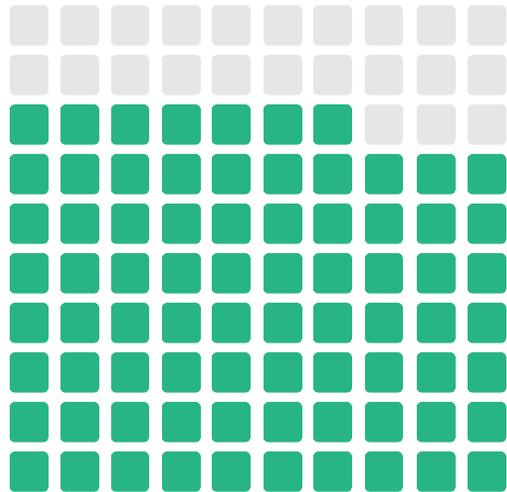


4%
dissatisfied

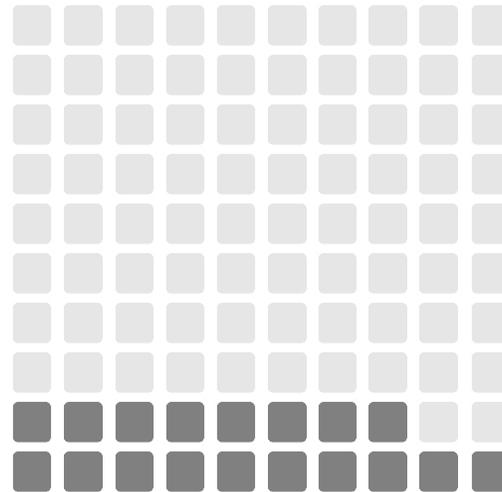


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 891; trend chart range from 171 to 274 per week.

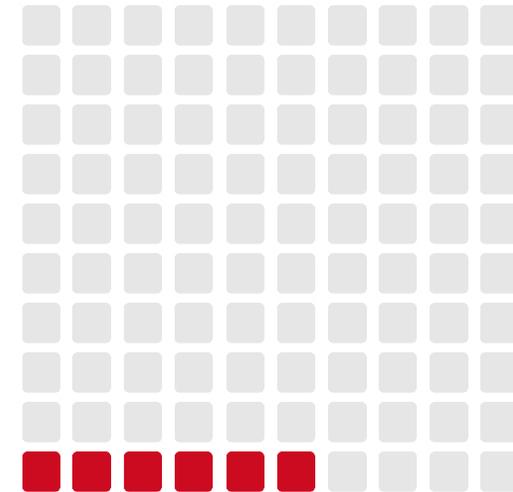
Satisfaction with information provided during the journey



77%
satisfied



18%
neither/nor

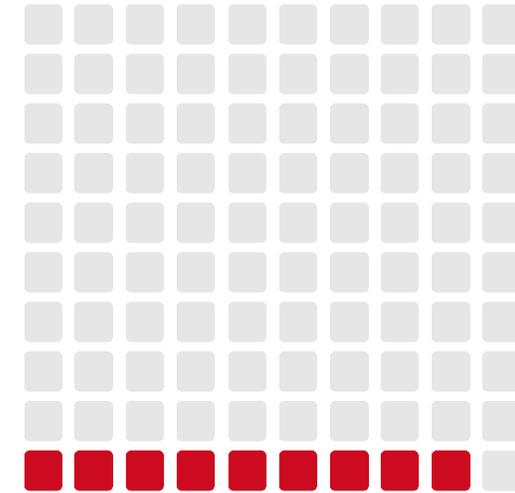
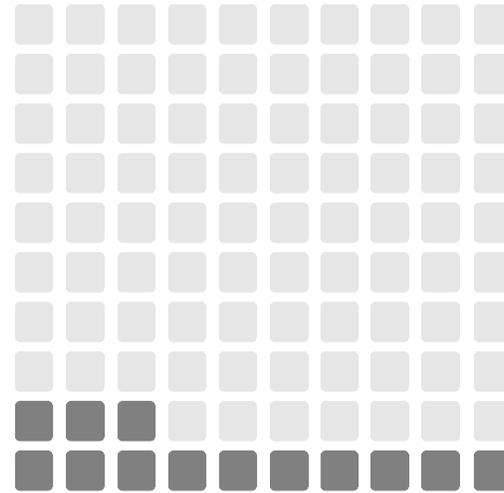
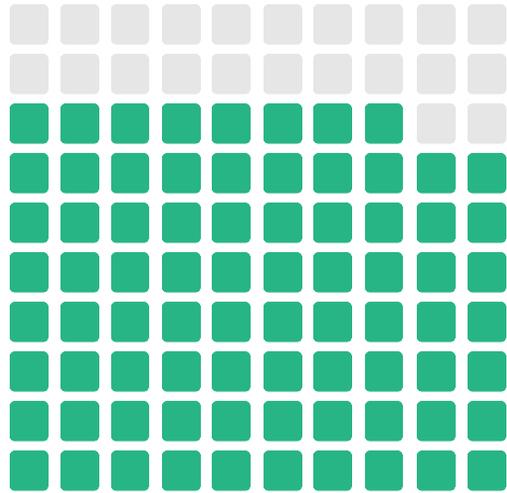


6%
dissatisfied



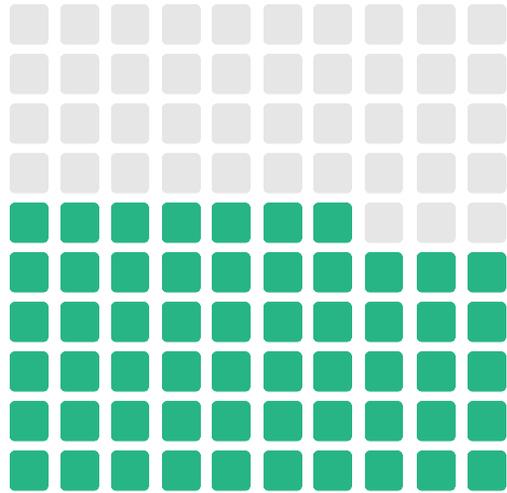
21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1040; trend chart range from 212 to 332 per week.

Satisfaction with comfort of the seats

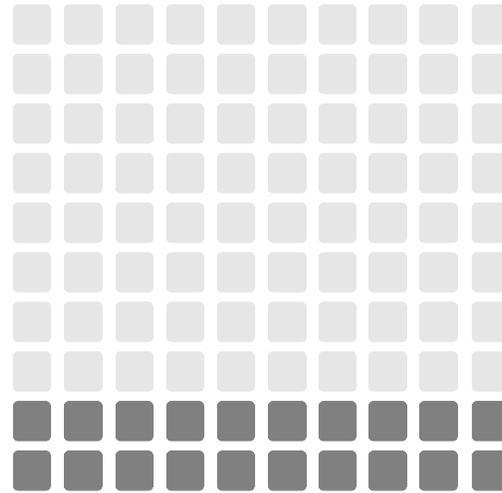


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1089; trend chart range from 222 to 340 per week

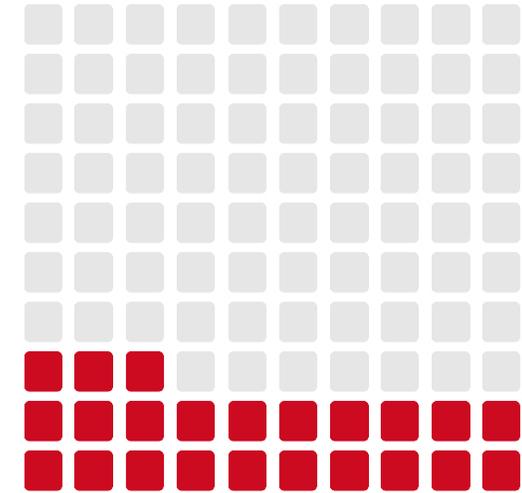
Satisfaction with reliability of the internet



57%
satisfied



20%
neither/nor

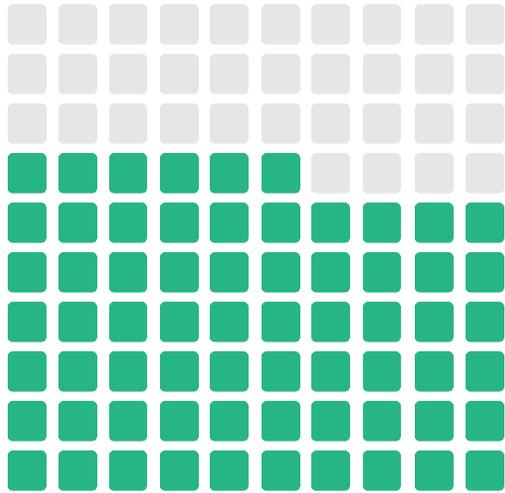


23%
dissatisfied

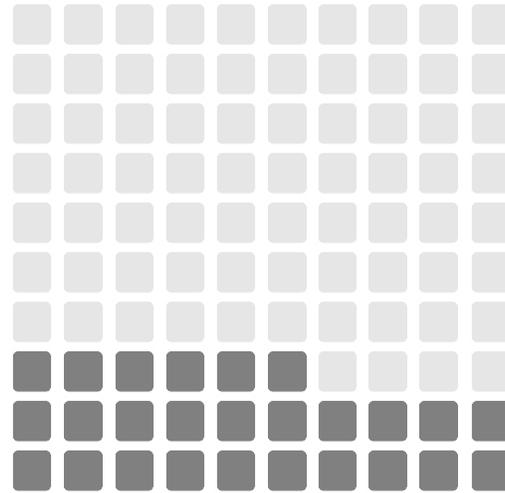


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 805; trend chart range from 158 to 253 per week

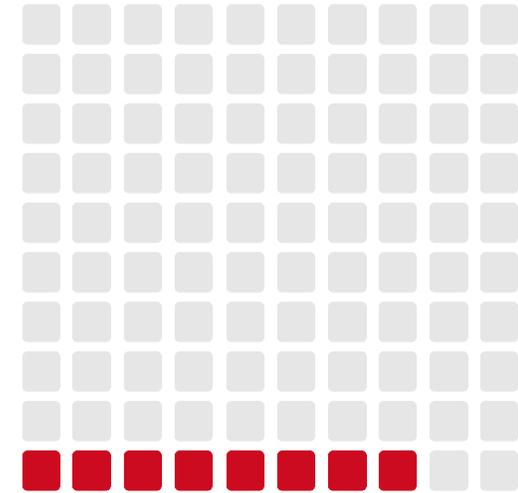
Satisfaction with information on how busy the train was before travelling



66%
satisfied



26%
neither/nor

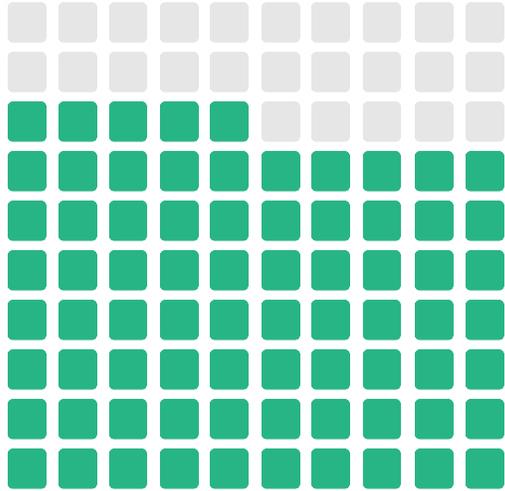


8%
dissatisfied

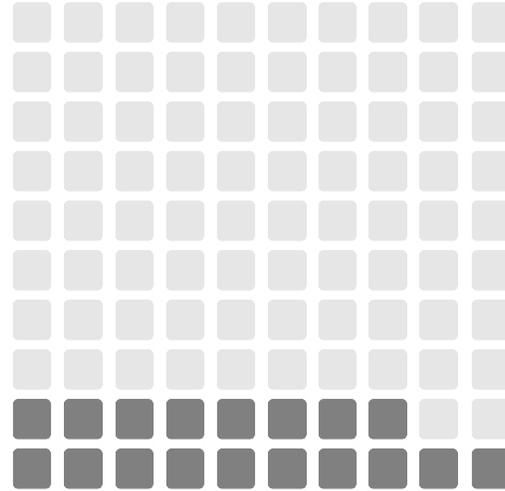


21 October 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 901; trend chart range from 170 to 272 per week.

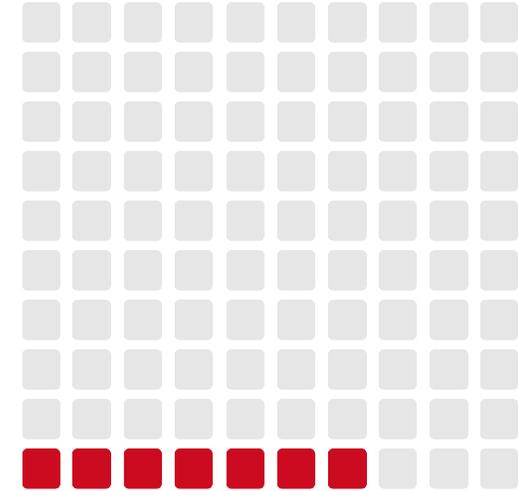
Satisfaction with other passengers' behaviour



75%
satisfied



18%
neither/nor



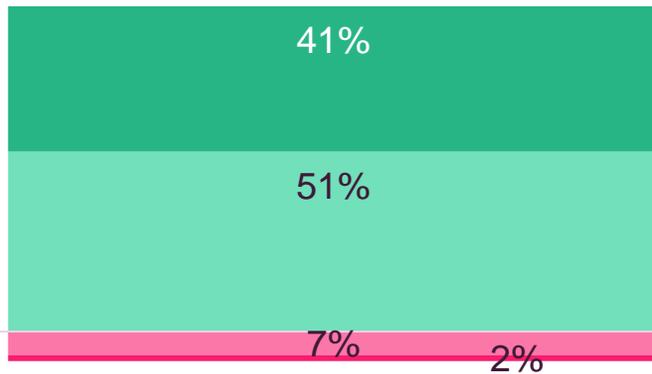
7%
dissatisfied



21 October 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 1096 trend chart range from 223 to 338 per week.

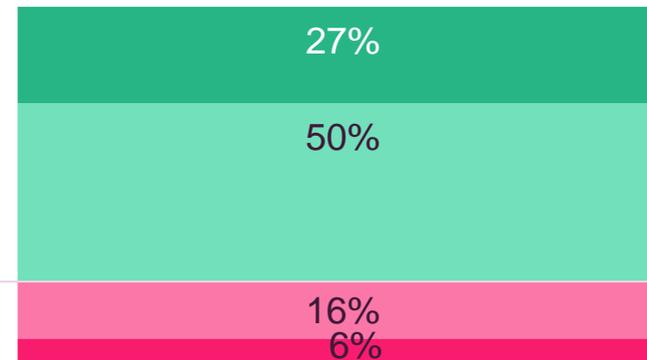
Feeling safe on rail in relation to Covid

Used rail
in last 7 days



27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct

Not used rail
in last 7 days



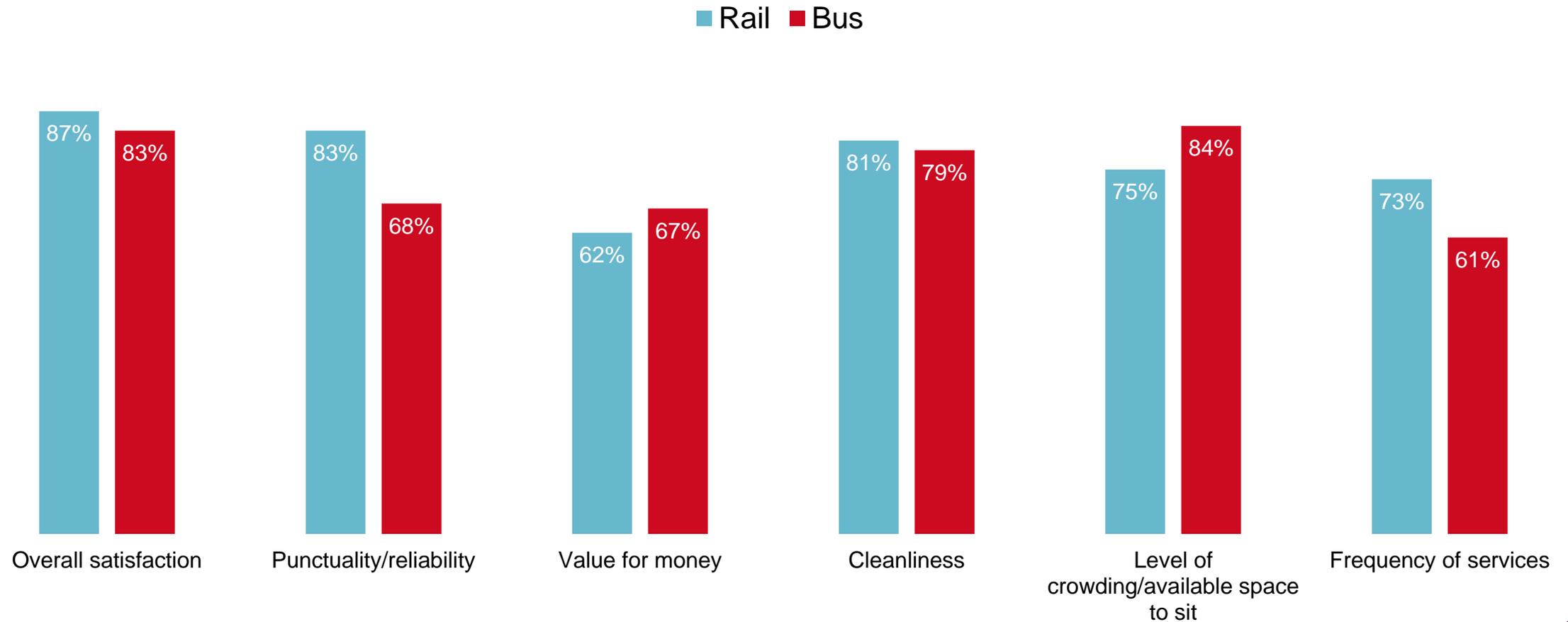
27-29 May 24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct

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

21 October 2022 report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (14-16 Oct) with base sizes for users of 235 and non-users 1818. 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



21 October 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 1075 to 1109; bus base sizes from 559 to 674.

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 then answer questions about satisfaction with their journey; the question texts are provided in the appendix.

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 44 | 29-31 July | 292 |
| Week 45 | 5-7 August | 253 |
| Week 46 | 12-14 August | 293 |
| Week 47 | 19-21 August | 283 |
| Week 48 | 26-28 August | 343 |
| Week 49 | 2-4 September | 245 |
| Week 50 | 9-11 September | 224 |
| Week 51 | 16-18 September | 294 |
| Week 52 | 23-25 September | 343 |
| Week 53 | 30 Sept - 2 October | 245 |
| Week 54 | 7-9 October | 224 |
| Week 55 | 14-16 October | 294 |

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

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

94 - 98 Petty France

London

SW1H 9EA

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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