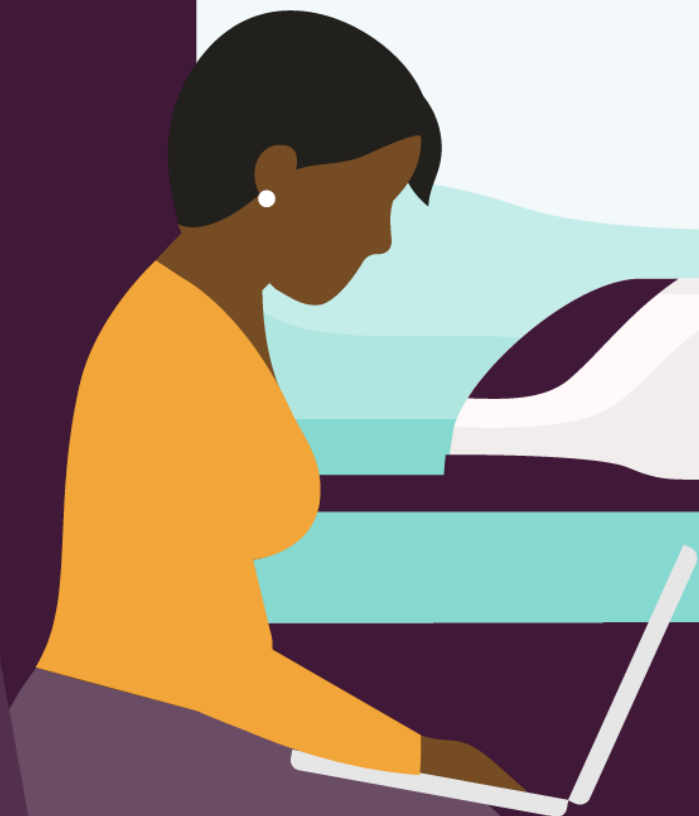


18 November
2022

Edition 8

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.

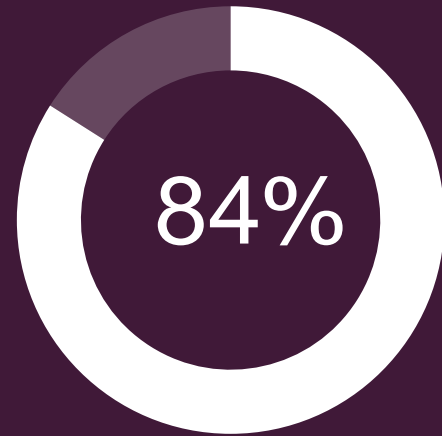
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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

This data is also used to produce the [reports](#) we publish every 12 weeks showing satisfaction for each train operating company (where sample size allows).

Rail headlines



84% of rail passengers were satisfied with their journey overall (average over the last four weeks)



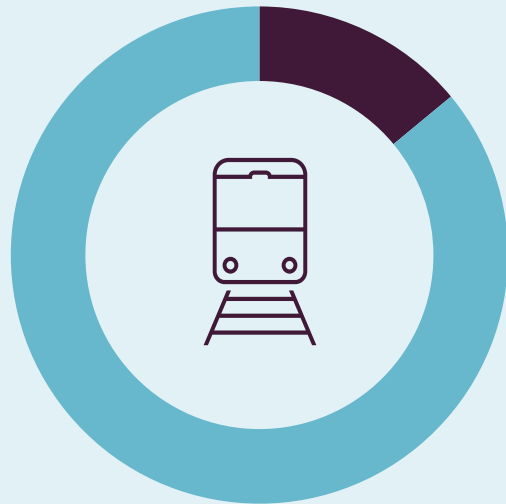
Satisfaction with information on how busy the train would be is down from 66% to 57%

Rail usage levels



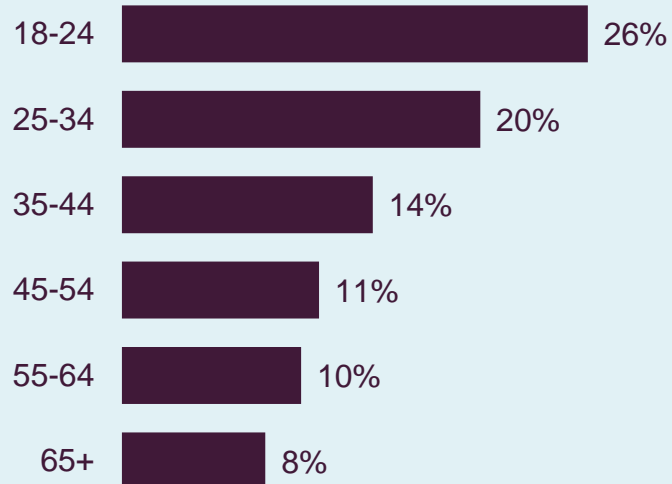
Around one in seven are using rail

Proportion using rail



14%
of people in the UK
are using rail

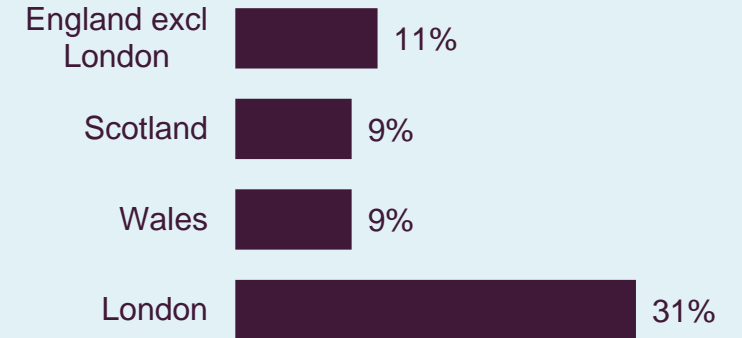
Age



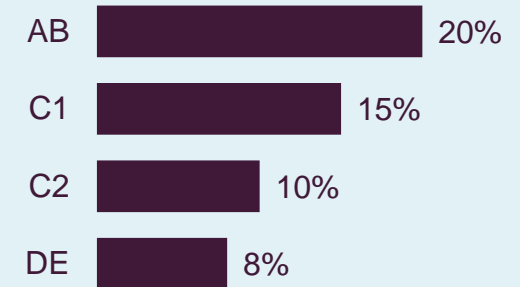
Sex



Region

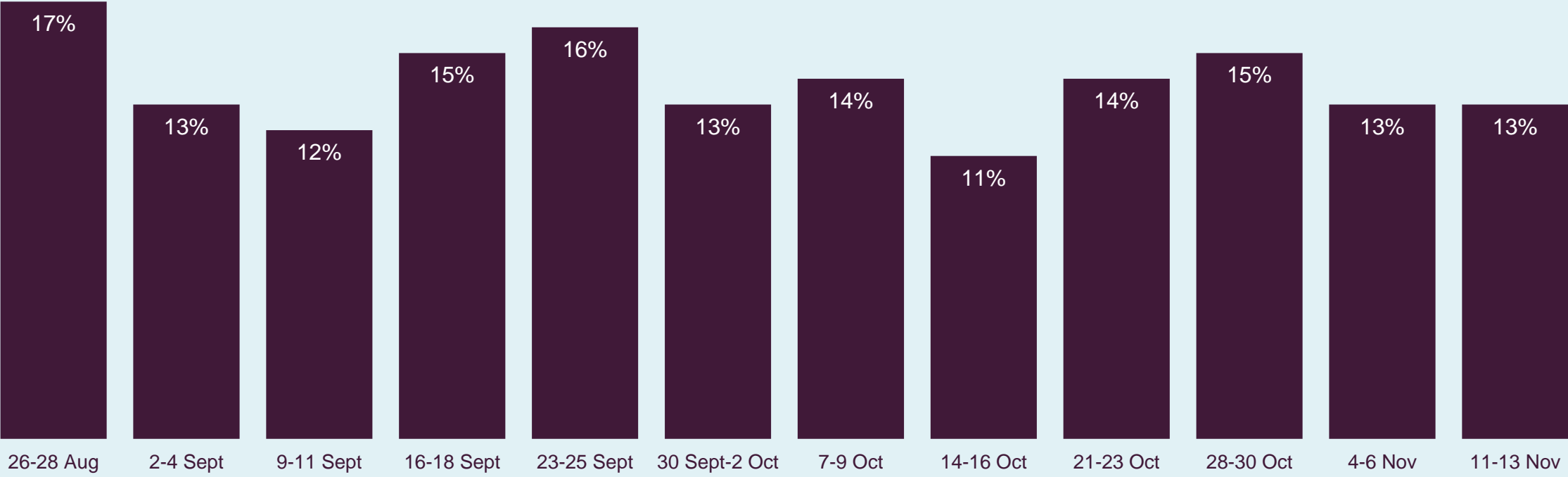


Social grade



Rail use is broadly in line with recent weeks

Proportion using rail

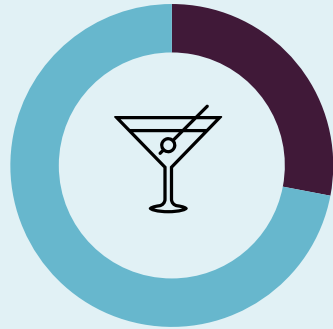


18 November 2022 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size circa 2000 per week.



Commuting is the most common reason for rail travel

Main purpose of rail journey



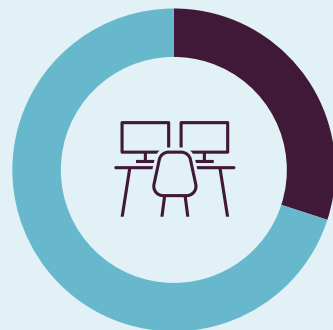
Leisure/eating out/non-essential shopping
28%



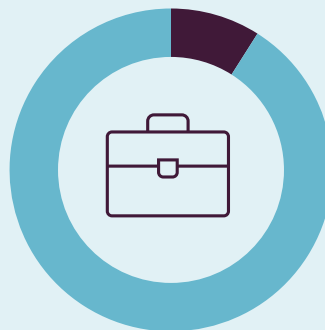
Friends/family
20%



Essential shopping
4%



Commuting
30%



Work travel
9%

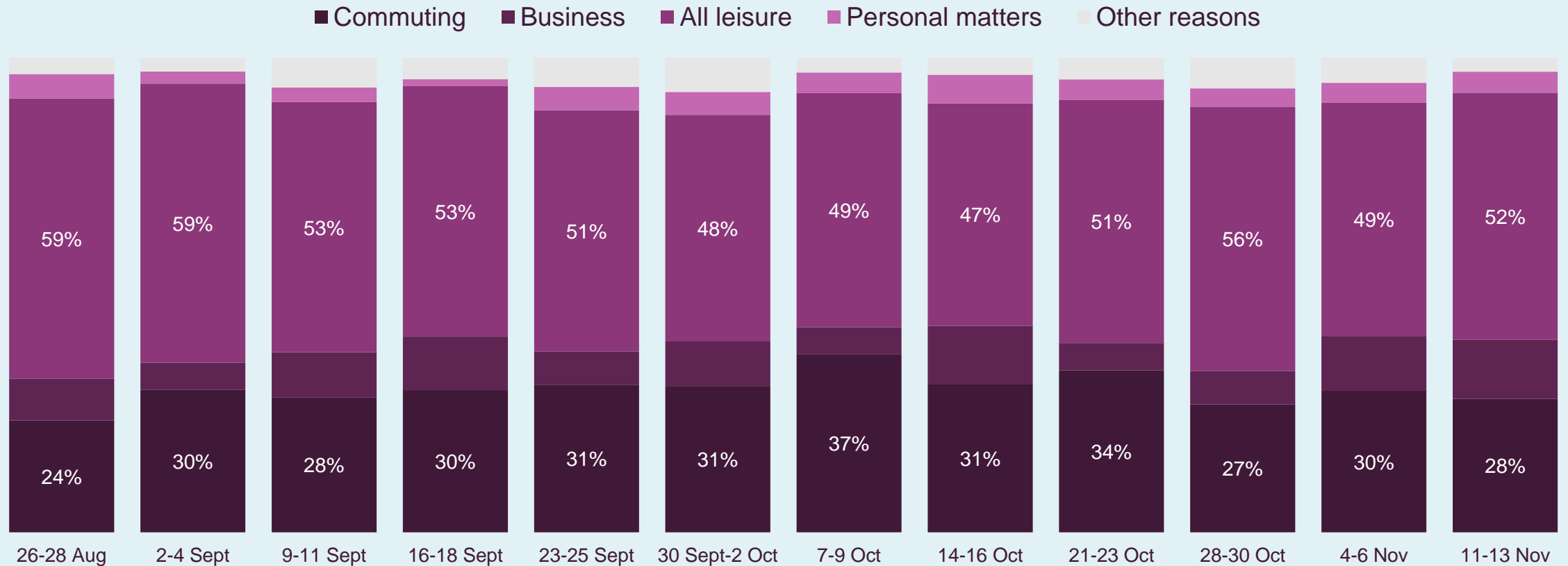


Personal matters
4%

18 November 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 - 1094. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Purpose of journey remains stable

Main purpose of rail journey

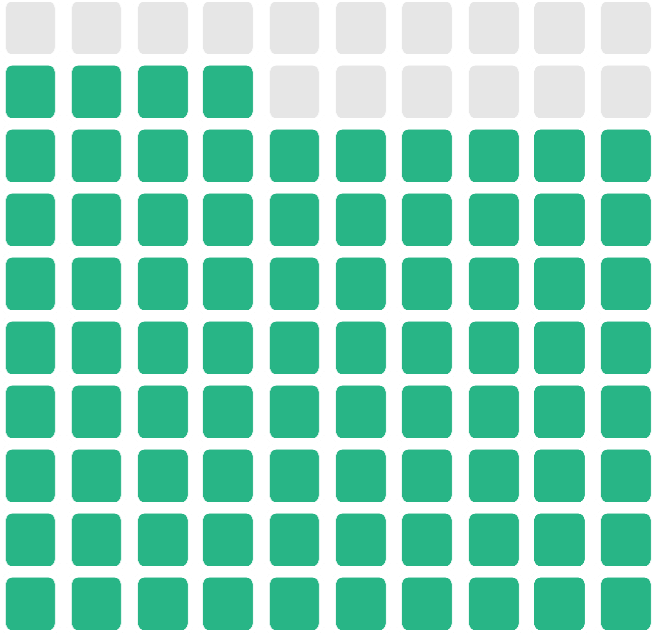


18 November 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed.
Base size: all rail users, average of 276 per week

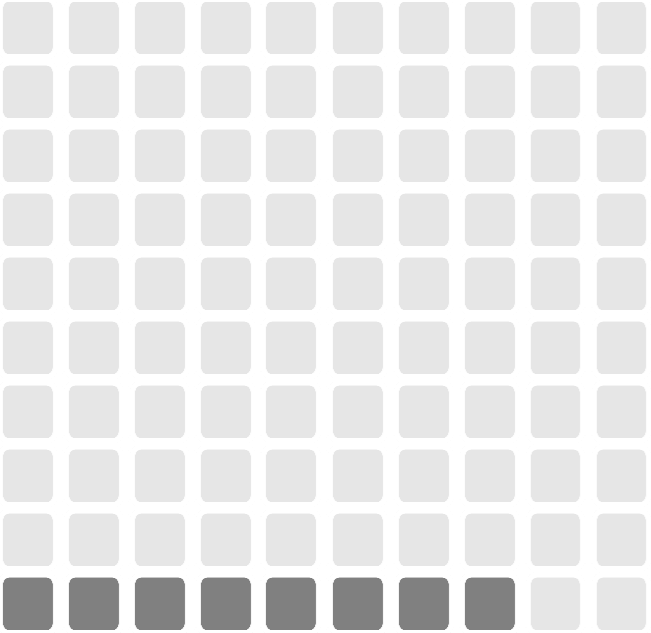
Rail satisfaction



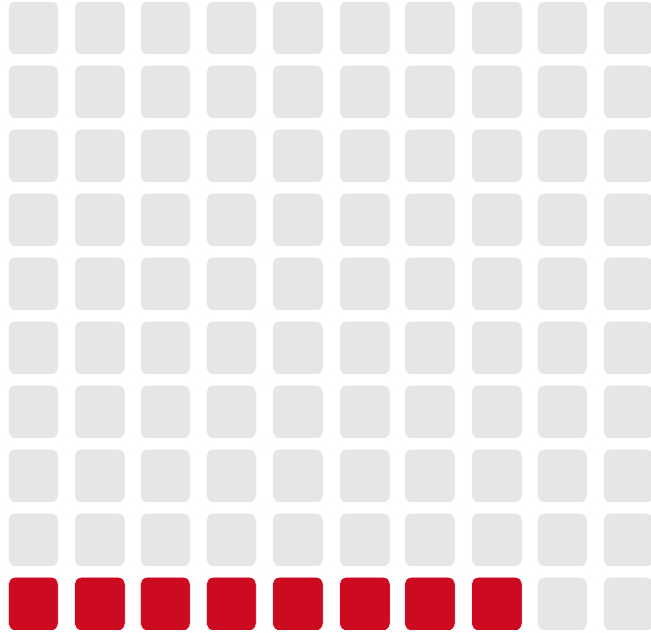
Overall satisfaction with rail journey



84%
satisfied



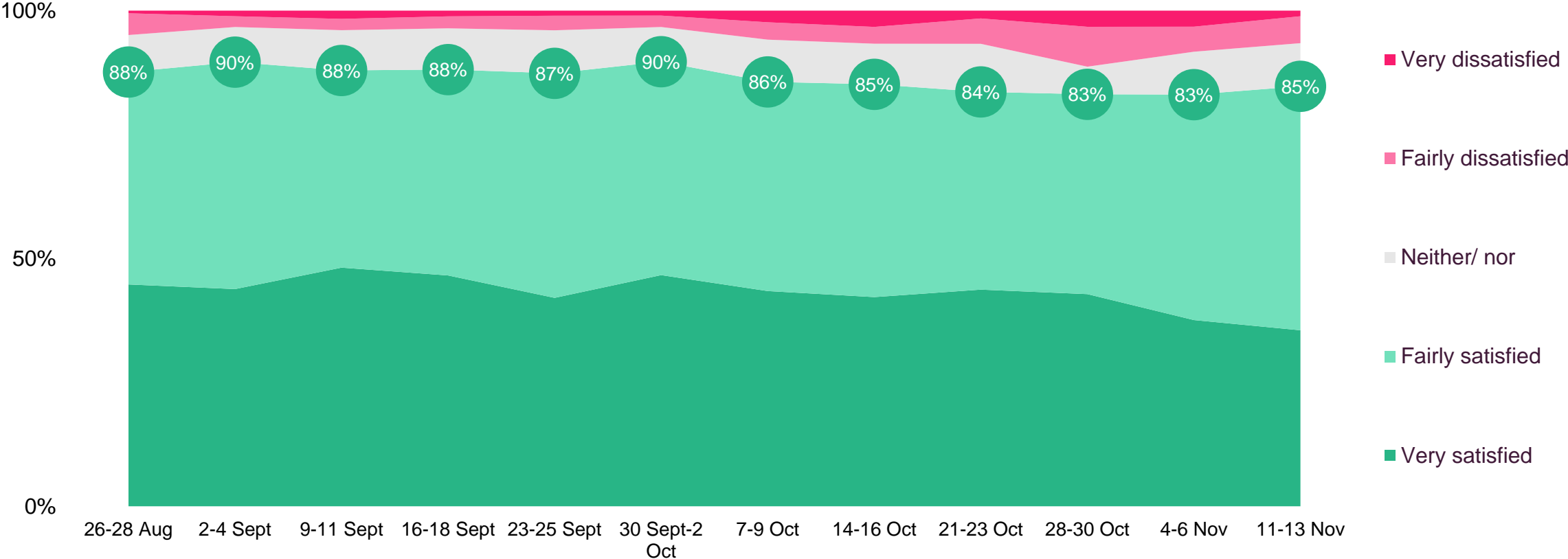
8%
neither/nor



8%
dissatisfied

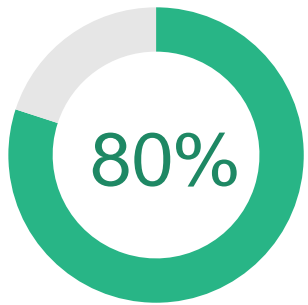
18 November 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1098.

Overall satisfaction with rail journey

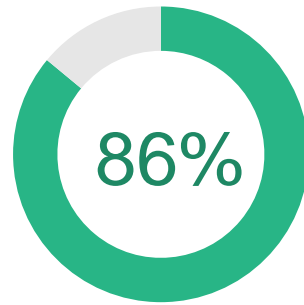


18 November 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 224 to 343 per week.

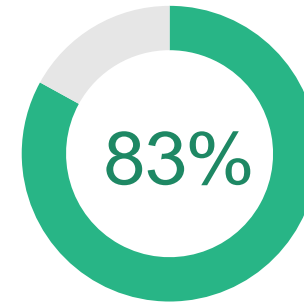
Overall satisfaction by journey purpose, sex and age



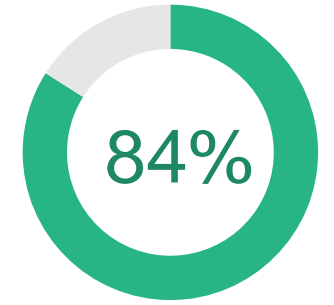
Commute



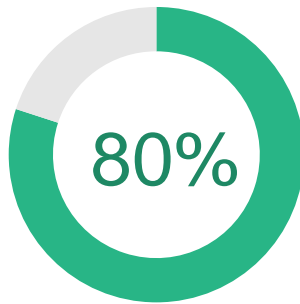
All leisure



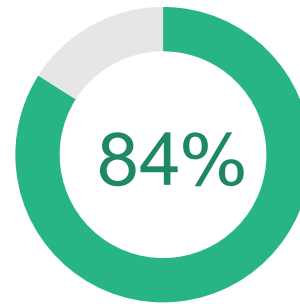
Men



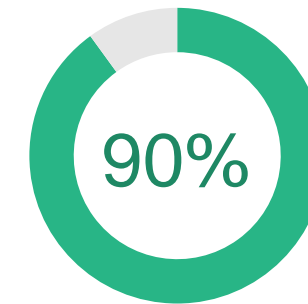
Women



Aged 18-34



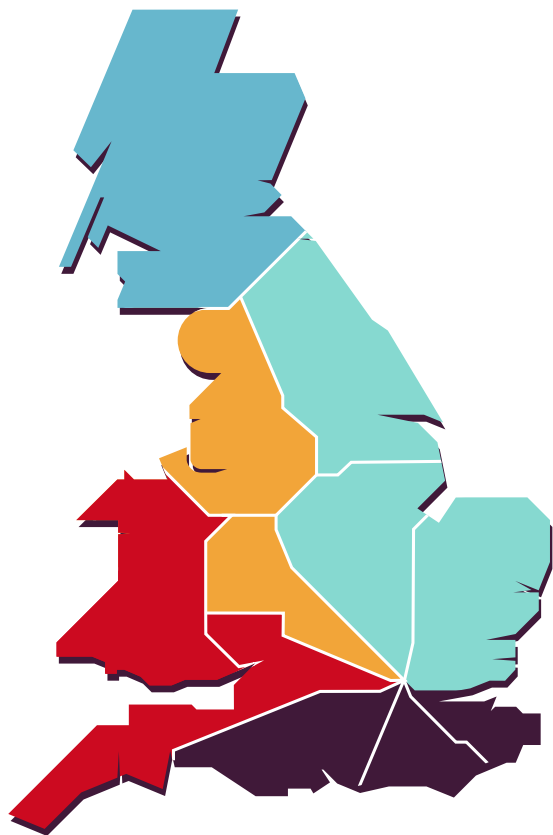
Aged 35-54



Aged 55 and over

18 November 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 272 and 603. '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)



18 November 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: 231, 889, 680, 361, 1030.

What rail passengers have said in the last four weeks



I had a seat and the train was on time and has no delays.

Very satisfied West Midlands Railway passenger

Despite delays, they did their best.

Fairly satisfied, Great Western Railway passenger

Overcrowded trains, really nasty people on train, overcrowded, toilet not working, seat had fallen off in my carriage.

Fairly dissatisfied, Transport for Wales passenger

It was on time for a change but was overcrowded and ridiculously overpriced.

Fairly satisfied, Northern passenger

It was extremely poor on all counts.

Very dissatisfied, Lumo passenger

We have new model trains and it's a short journey, not a lot that can be improved upon.

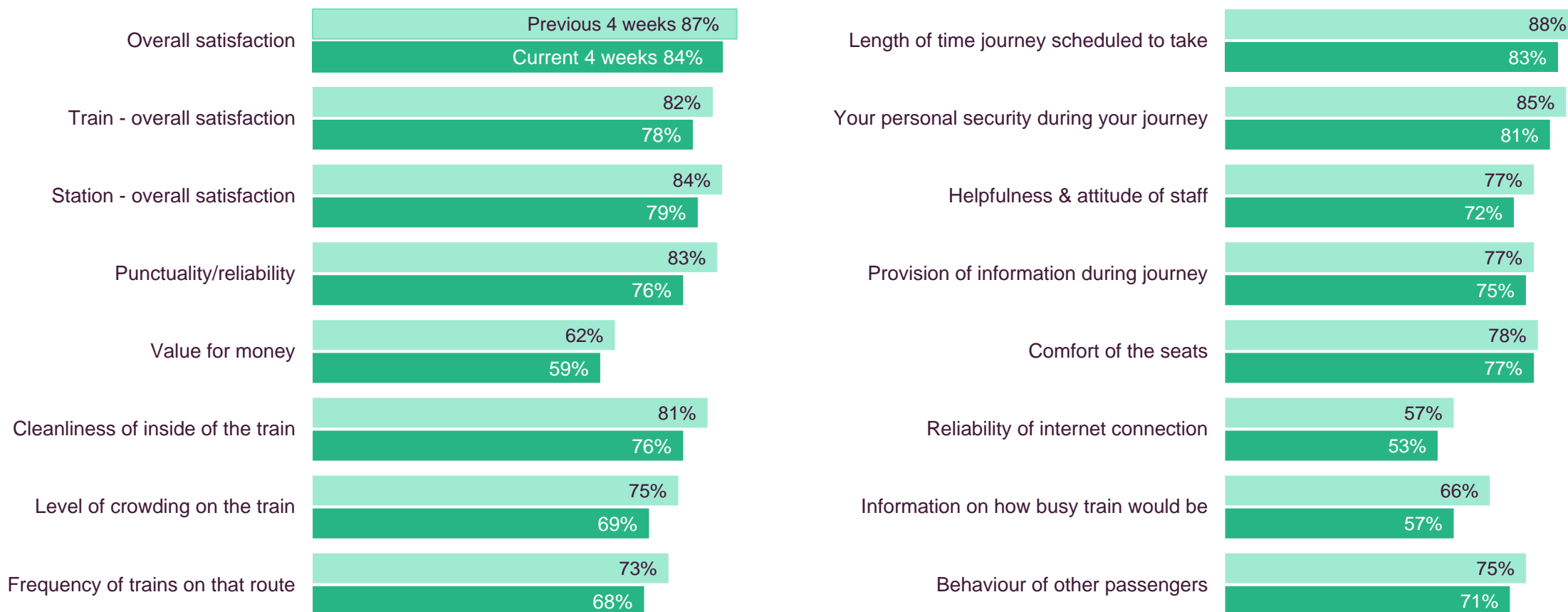
Fairly satisfied, Greater Anglia passenger



Satisfaction with aspects of rail journey

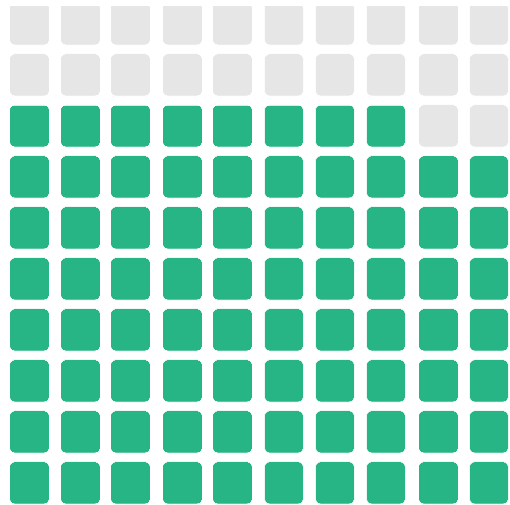


Summary of current and previous four weeks rail satisfaction

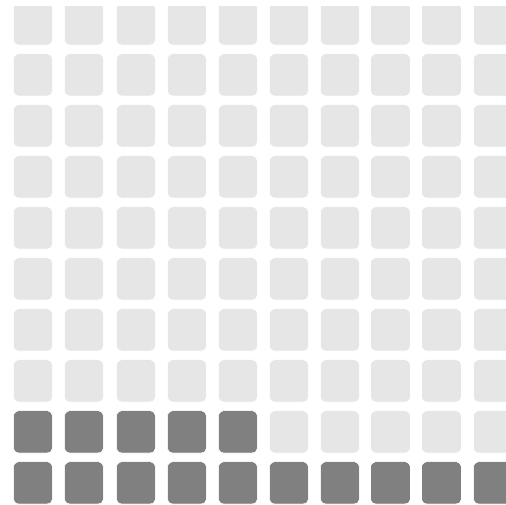


18 November 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 786 to 1098; prior 4 weeks from 805 to 1109.

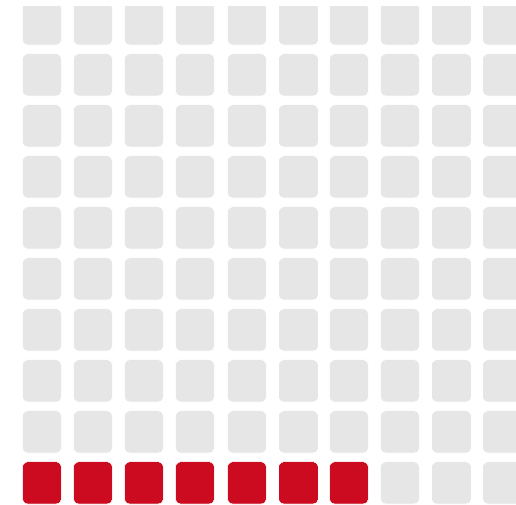
Satisfaction with the train overall



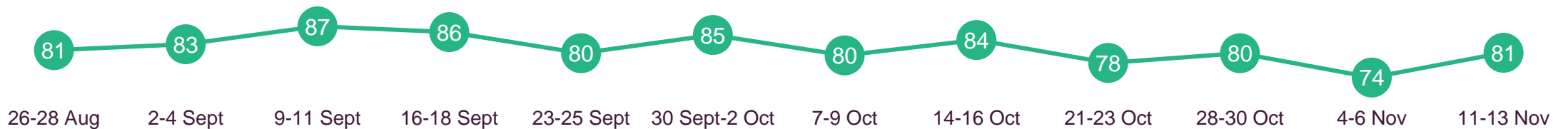
78%
satisfied



15%
neither/nor

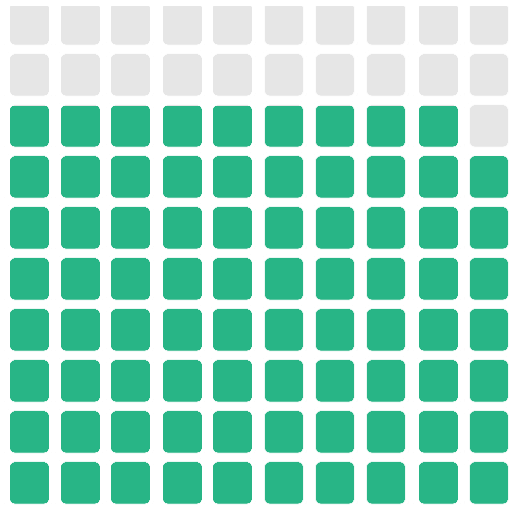


7%
dissatisfied

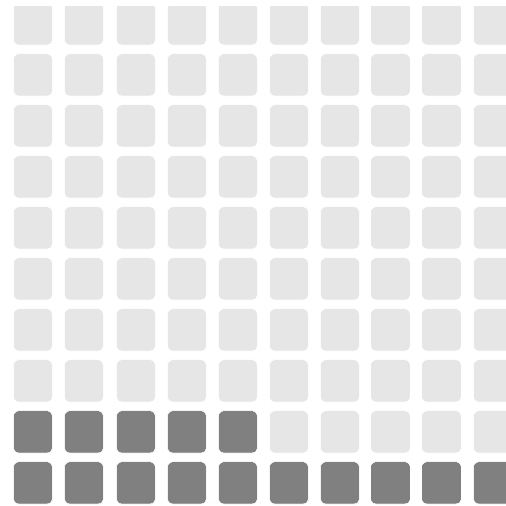


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1096; trend chart range from 223 to 343 per week.

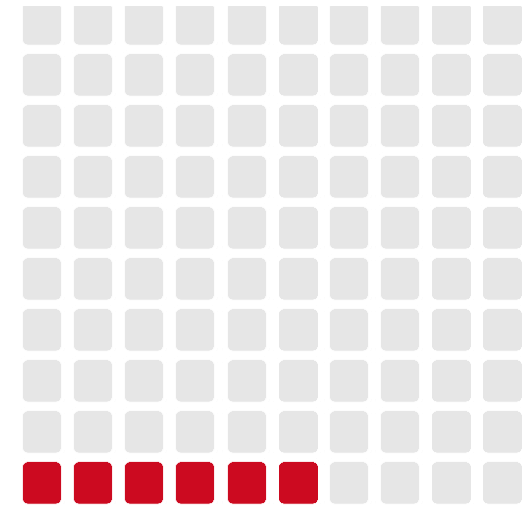
Satisfaction with the station



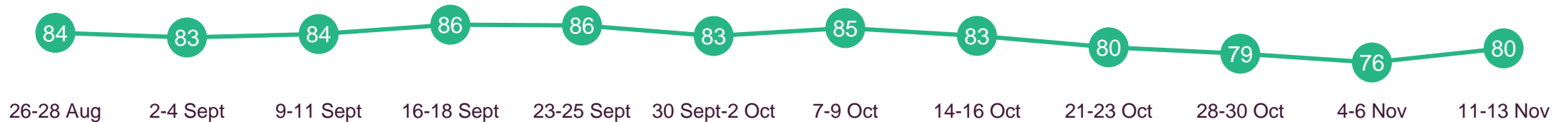
79%
satisfied



15%
neither/nor

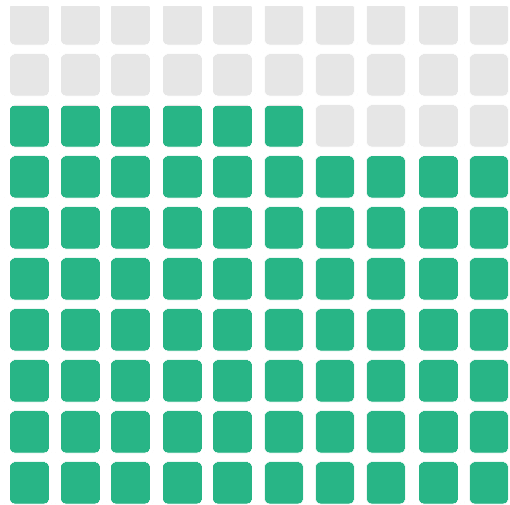


6%
dissatisfied

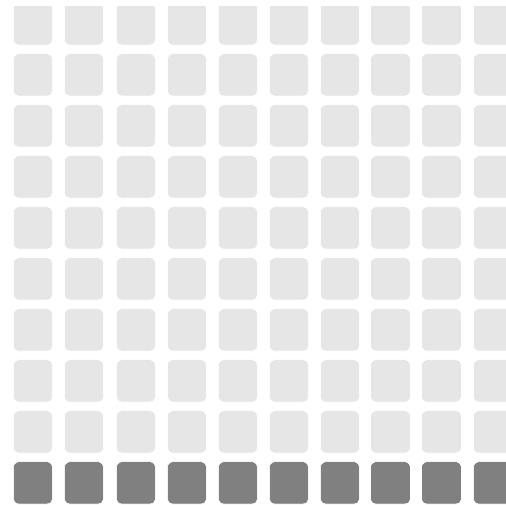


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1095 trend chart range from 222 to 343 per week.

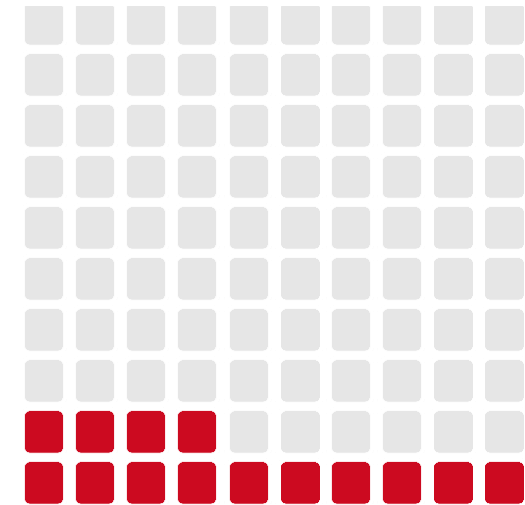
Satisfaction with punctuality/reliability



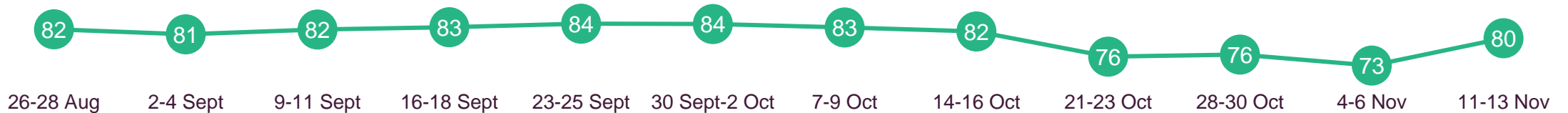
76%
satisfied



10%
neither/nor

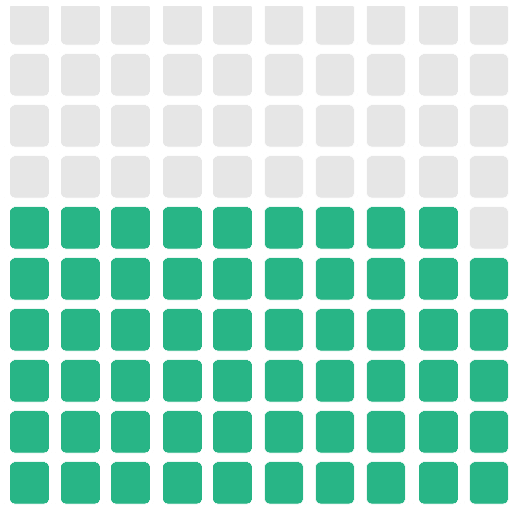


14%
dissatisfied

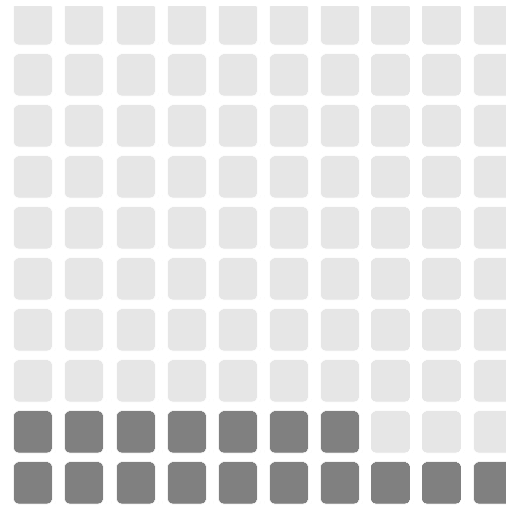


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1098; trend chart range from 223 to 342 per week.

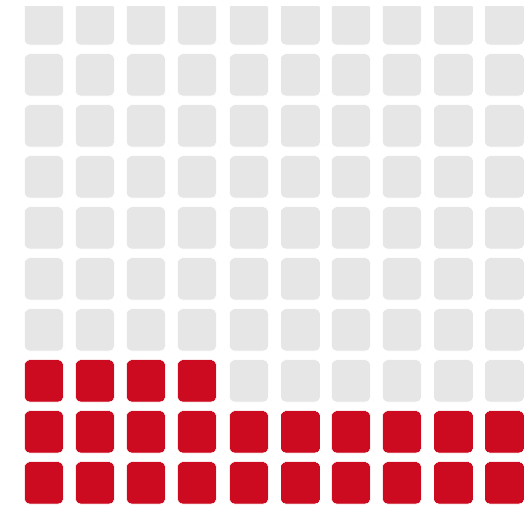
Satisfaction with value for money



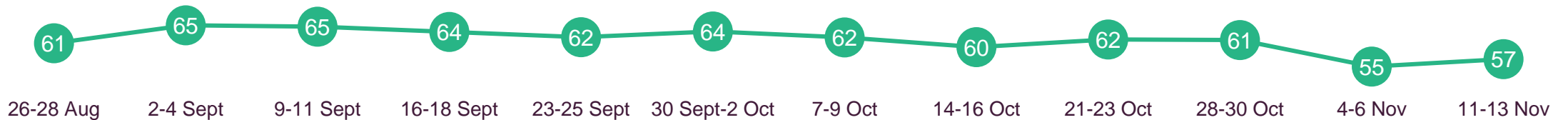
59%
satisfied



17%
neither/nor

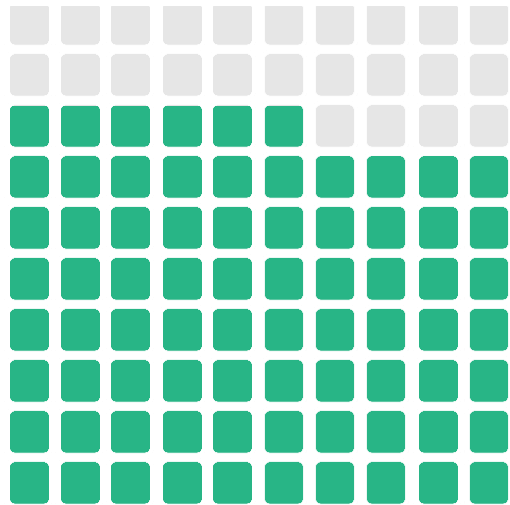


24%
dissatisfied

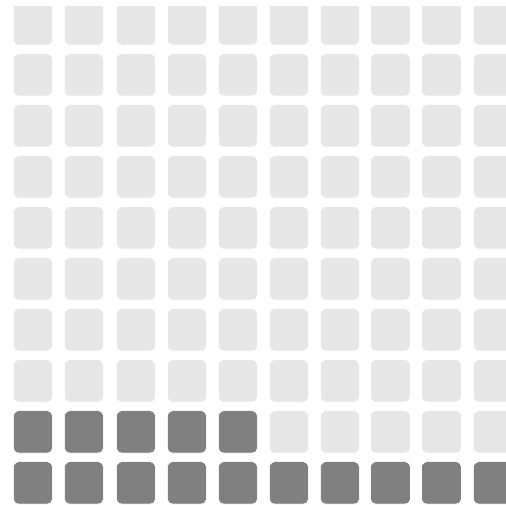


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1070; trend chart range from 215 to 331 per week.

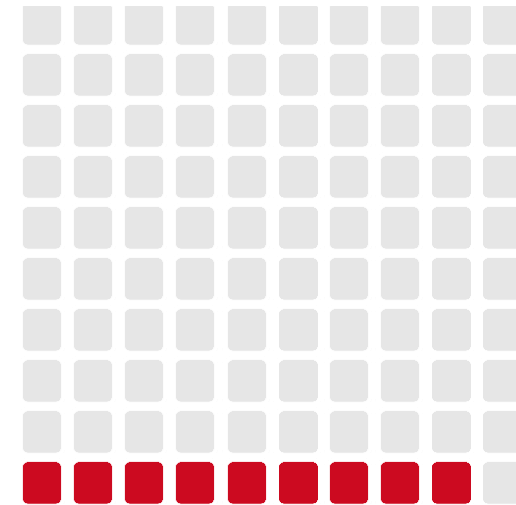
Satisfaction with cleanliness of the inside of the train



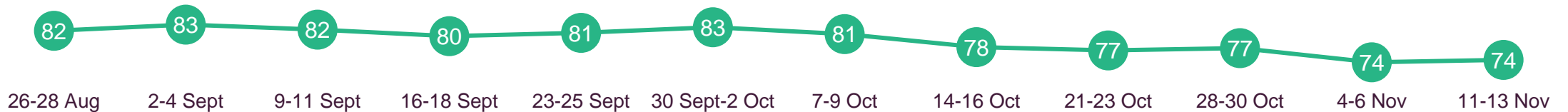
76%
satisfied



15%
neither/nor

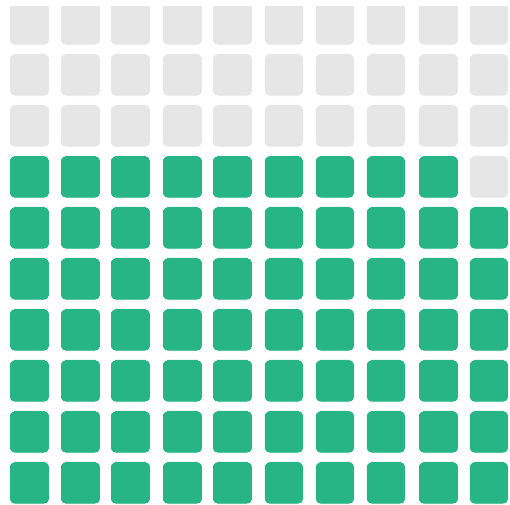


9%
dissatisfied

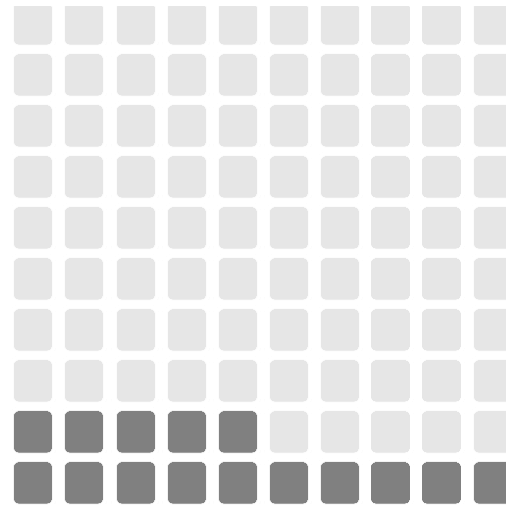


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1097; trend chart range from 222 to 343 per week.

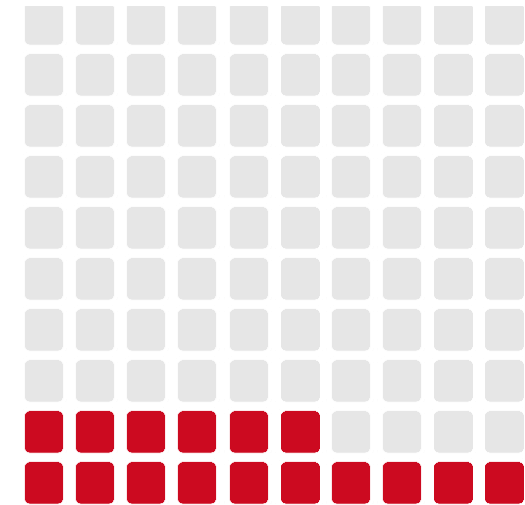
Satisfaction with level of crowding



69%
satisfied



15%
neither/nor

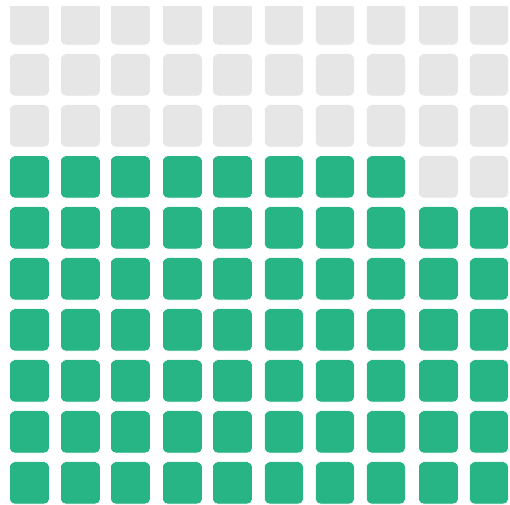


16%
dissatisfied

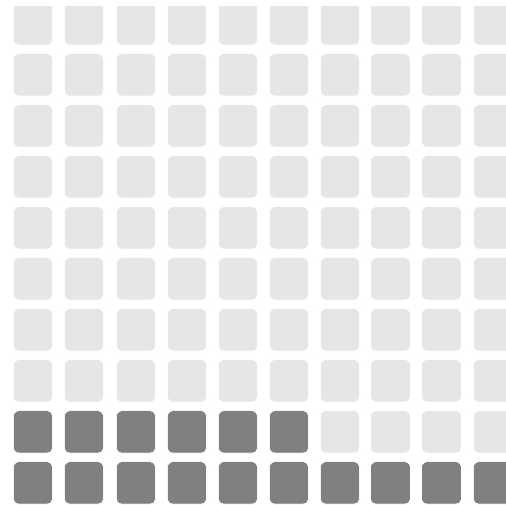


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1094; trend chart range from 221 to 342 per week.

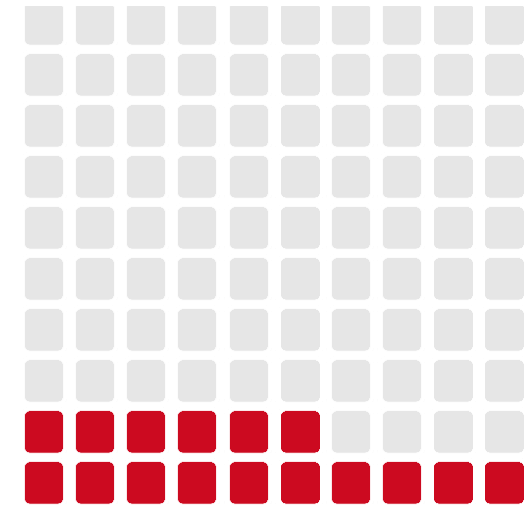
Satisfaction with frequency of trains on that route



68%
satisfied



16%
neither/nor

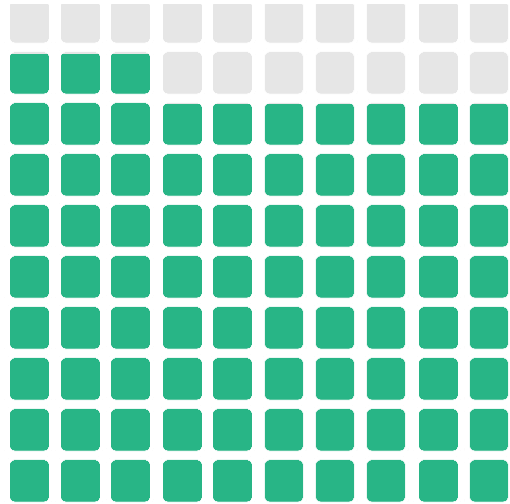


16%
dissatisfied

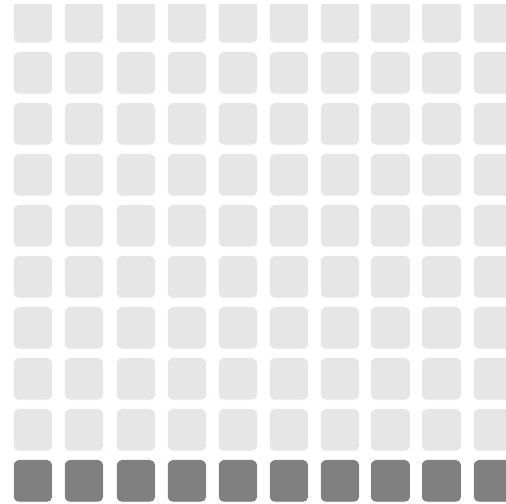


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1091; trend chart range from 219 to 343 per week.

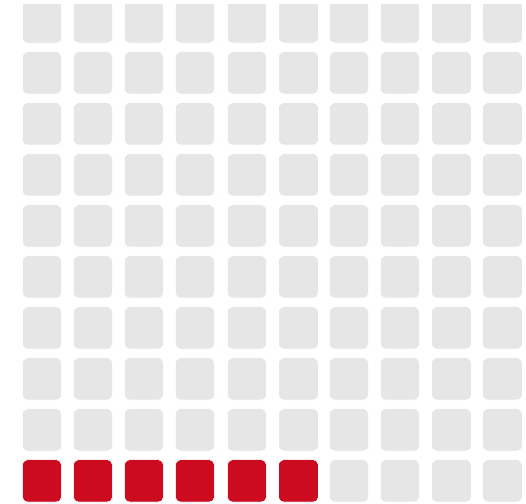
Satisfaction with scheduled journey time



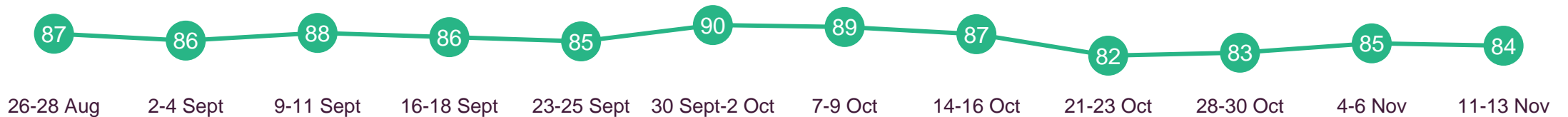
83%
satisfied



10%
neither/nor

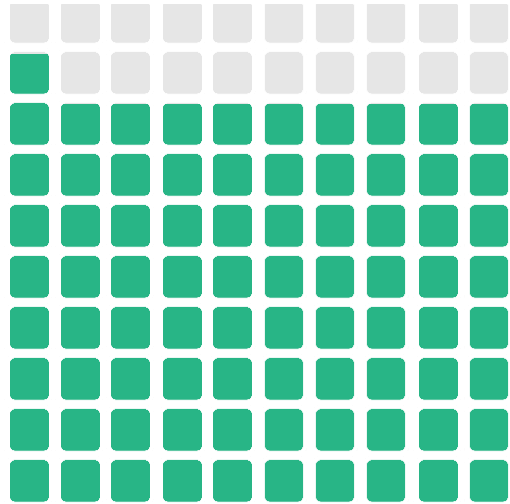


6%
dissatisfied

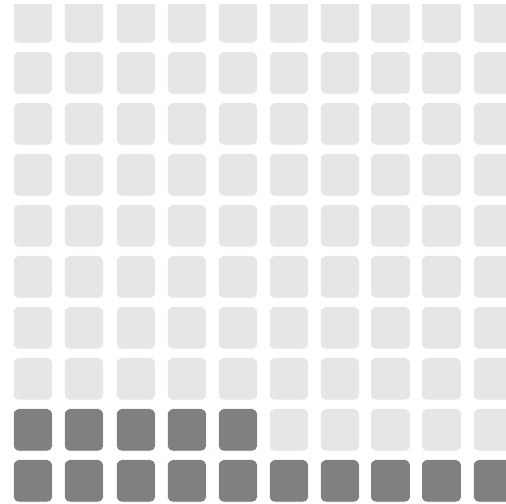


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1097; trend chart range from 223 to 343 per week.

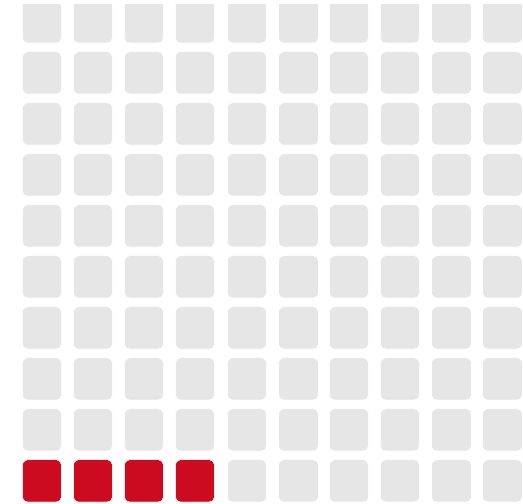
Satisfaction with personal security



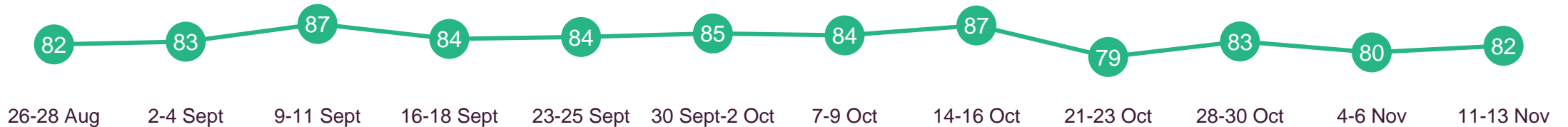
81%
satisfied



15%
neither/nor

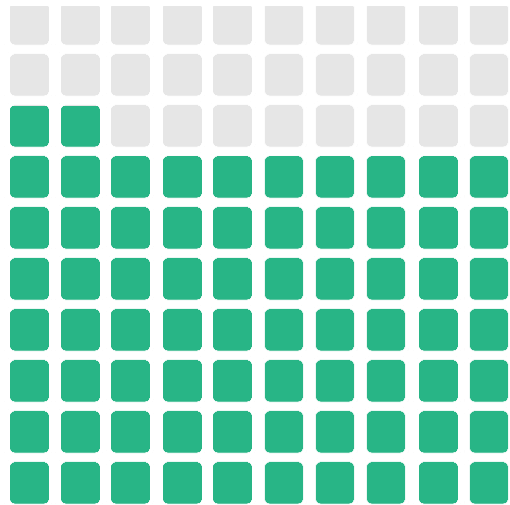


4%
dissatisfied

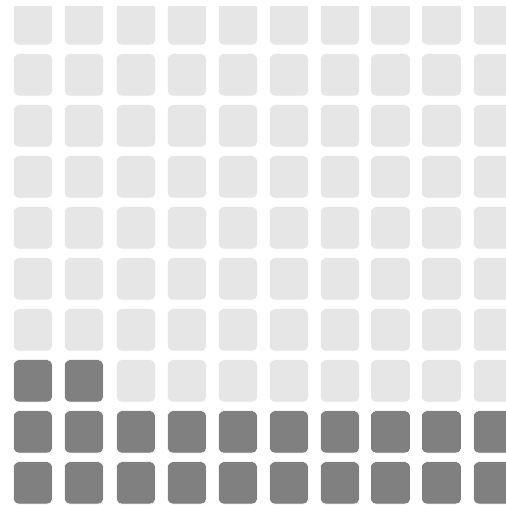


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1090 trend chart range from 223 to 340 per week.

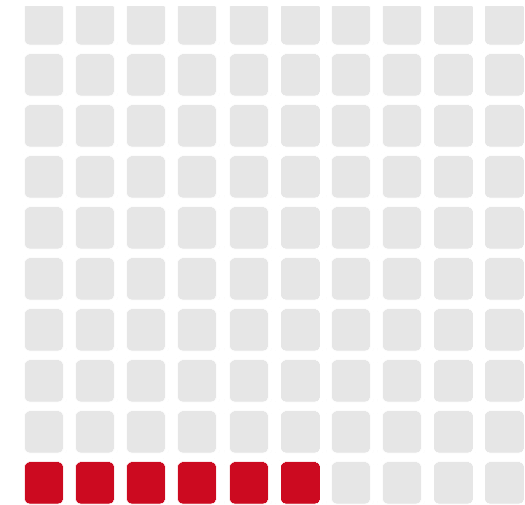
Satisfaction with helpfulness and attitude of staff



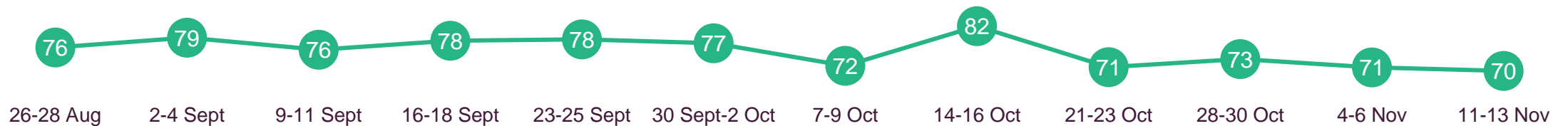
72%
satisfied



22%
neither/nor

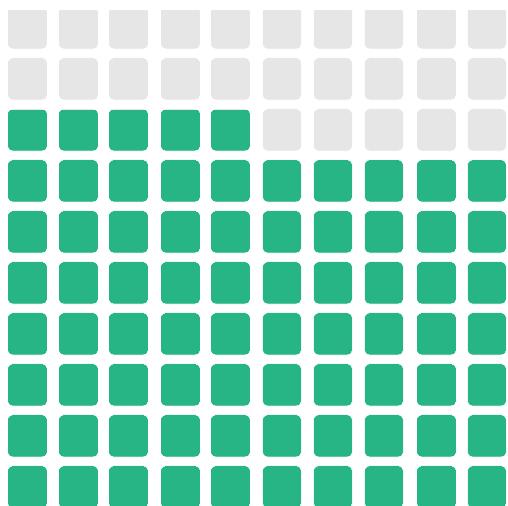


6%
dissatisfied

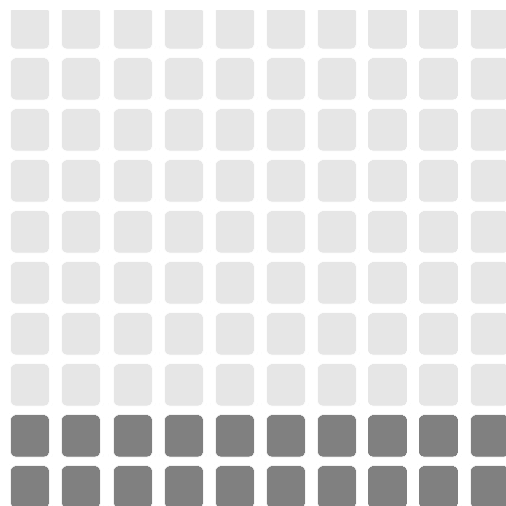


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 874; trend chart range from 171 to 274 per week.

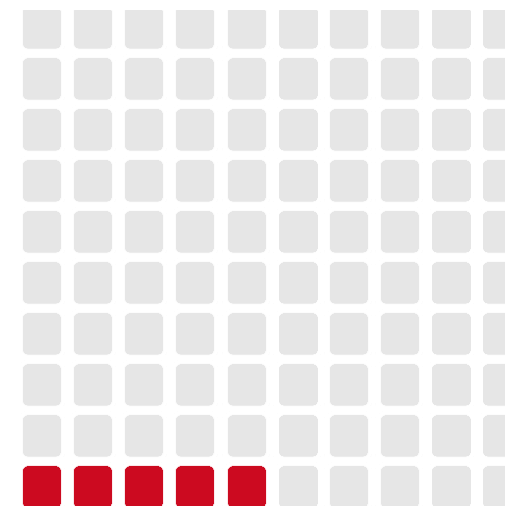
Satisfaction with information provided during the journey



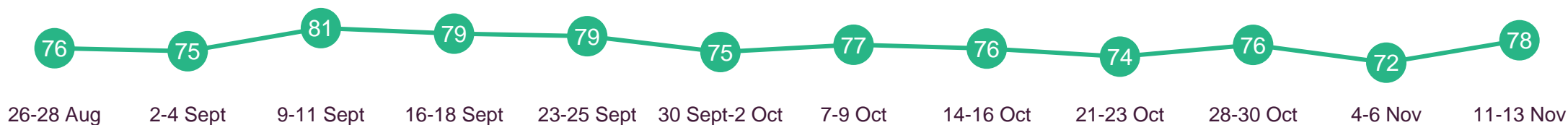
75%
satisfied



20%
neither/nor

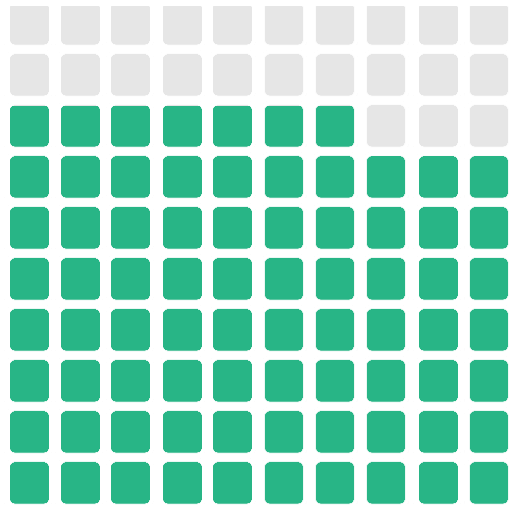


5%
dissatisfied

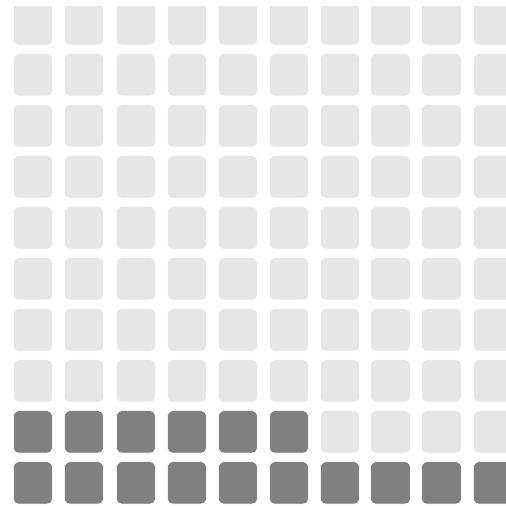


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1046; trend chart range from 212 to 332 per week.

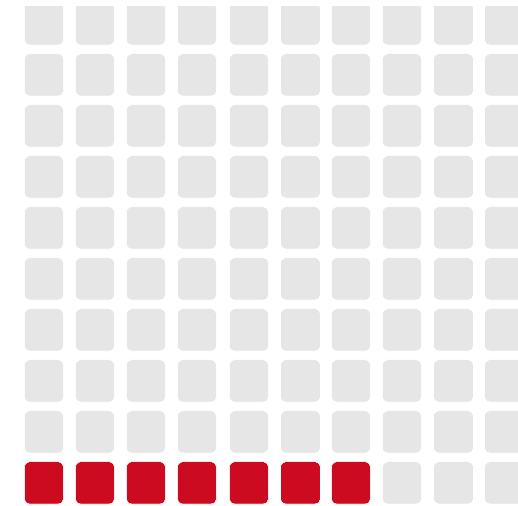
Satisfaction with comfort of the seats



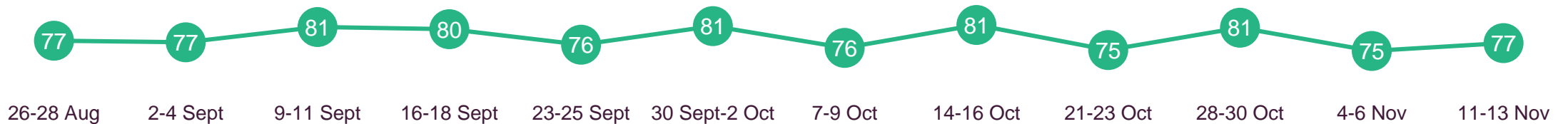
77%
satisfied



16%
neither/nor

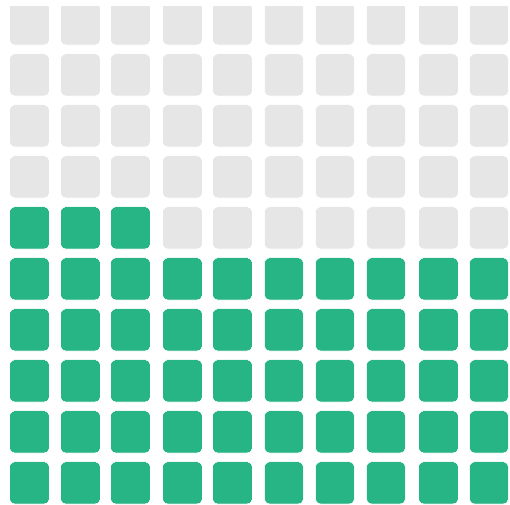


7%
dissatisfied

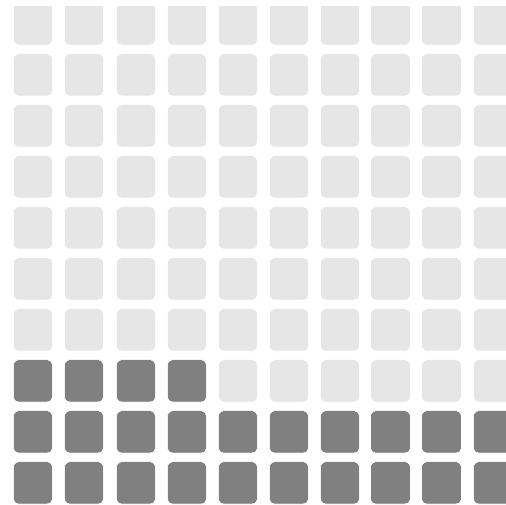


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1063; trend chart range from 222 to 340 per week

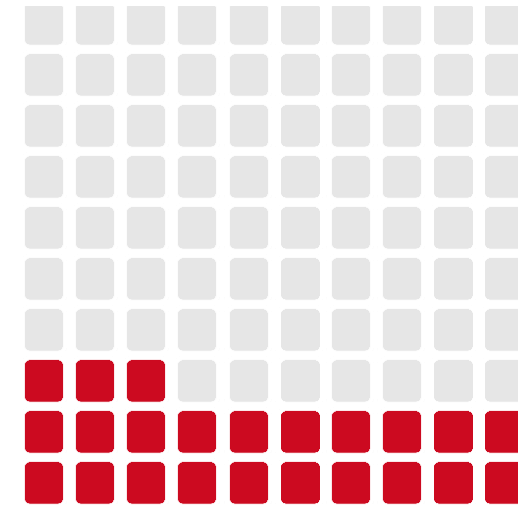
Satisfaction with reliability of the internet



53%
satisfied



24%
neither/nor

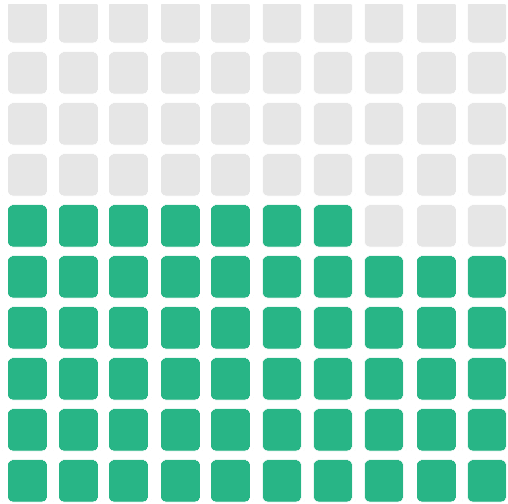


23%
dissatisfied

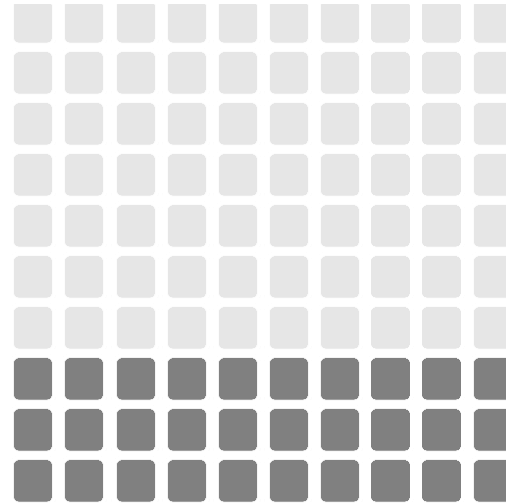


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 786; trend chart range from 158 to 253 per week

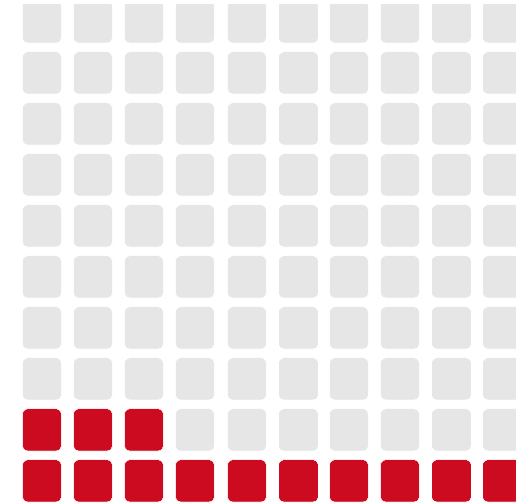
Satisfaction with information on how busy the train was before travelling



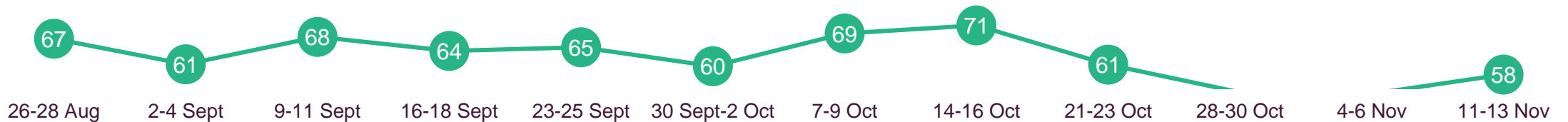
57%
satisfied



30%
neither/nor

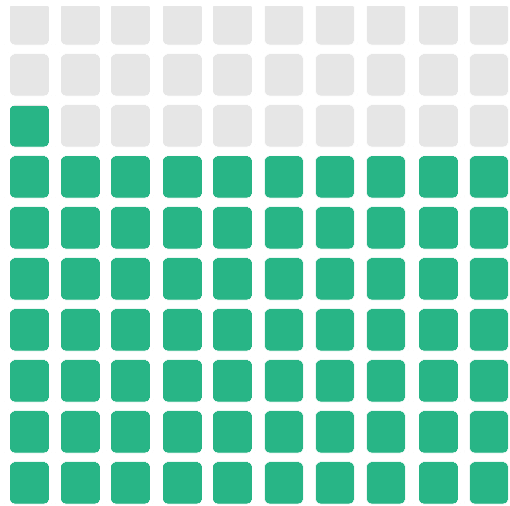


13%
dissatisfied

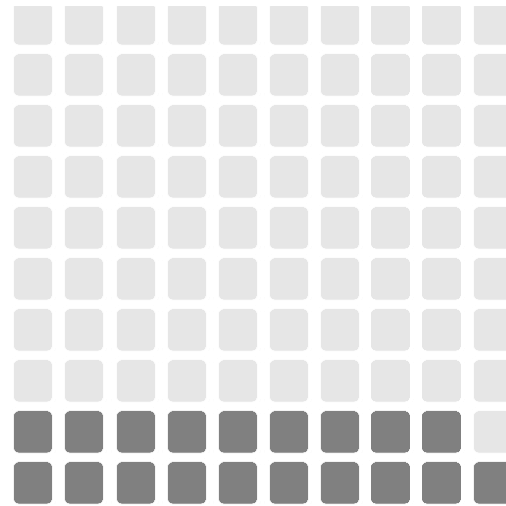


18 November 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 904; trend chart range from 170 to 272 per week.

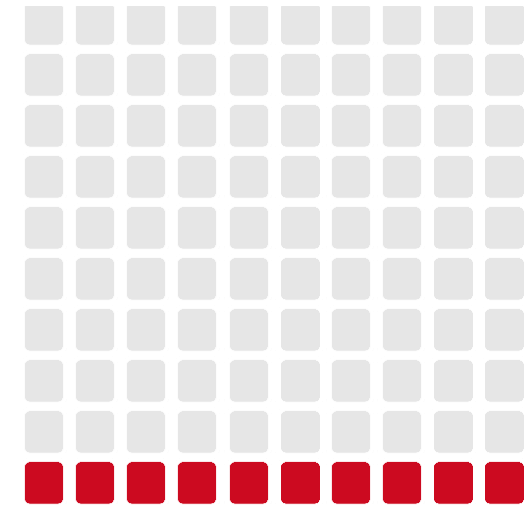
Satisfaction with other passengers' behaviour



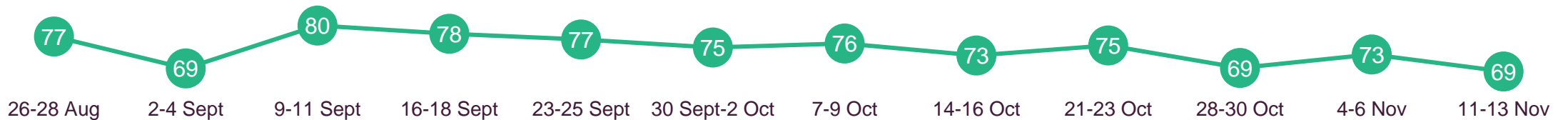
71%
satisfied



19%
neither/nor



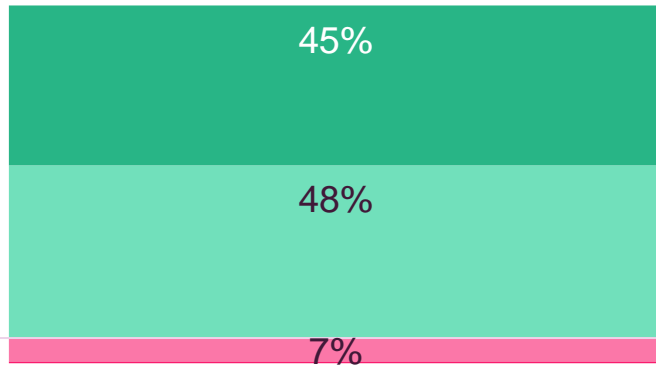
10%
dissatisfied



18 November 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 223 to 338 per week.

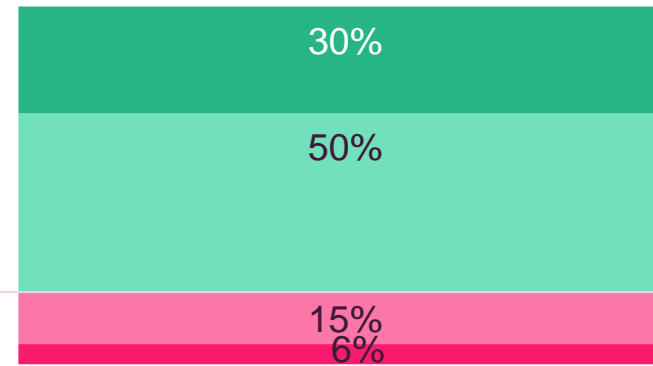
Feeling safe on rail in relation to Covid

Used rail
in last 7 days



24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov

Not used rail
in last 7 days



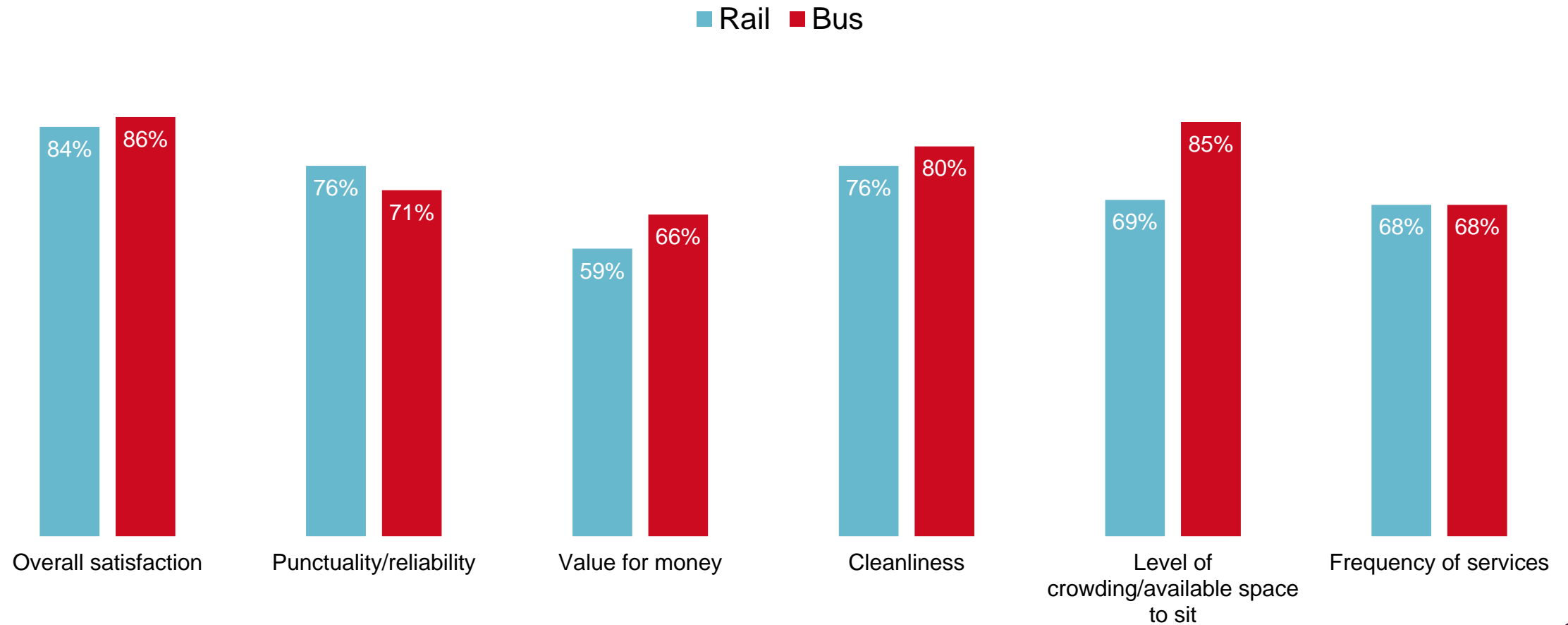
24-26 June 22-24 July 19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov

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

18 November 2022 report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (11-13 Nov) with base sizes for users of 257 and non-users 1743. 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 but lower satisfaction on crowding and value for money



18 November 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 1070 to 1098; bus base sizes from 533 to 1070.

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 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
Week 56	21-23 October	275
Week 57	28-30 October	318
Week 58	4-6 November	248
Week 59	11-13 November	257

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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