

16 December
2022

Edition 9

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.

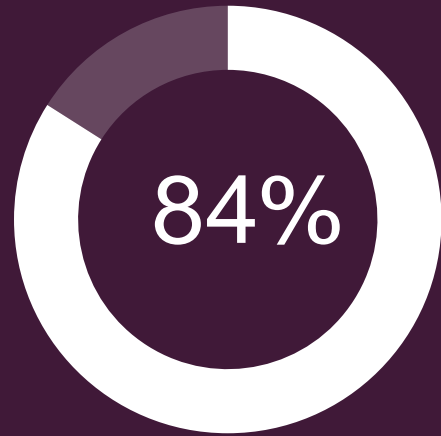
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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 and cleanliness. In a typical week, where around 14 per cent have used rail, we get this detailed information from around 250 people.

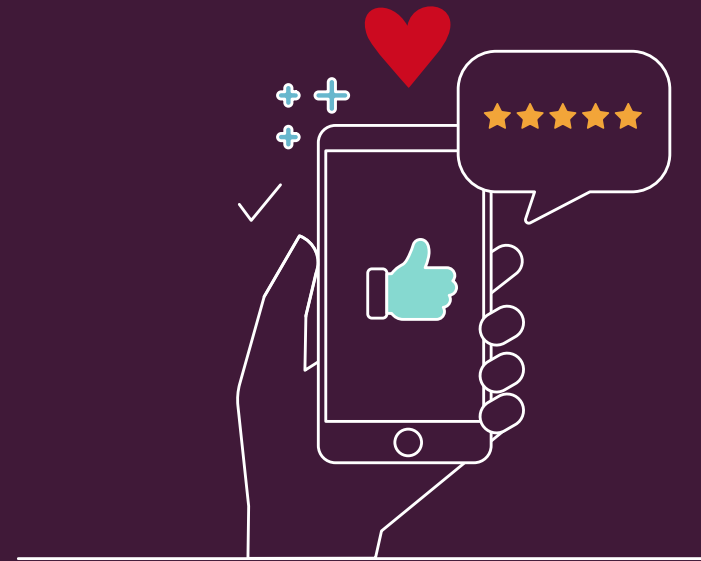
We publish a report every four weeks. This report covers interviews between September and December 2022. Further details on how we carried out this survey are available on page 34.

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)



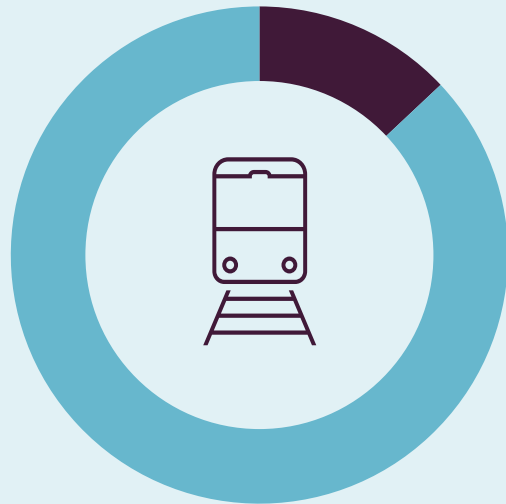
Frequency of trains has seen a recovery in satisfaction, up from 68% to 73%

Rail usage levels



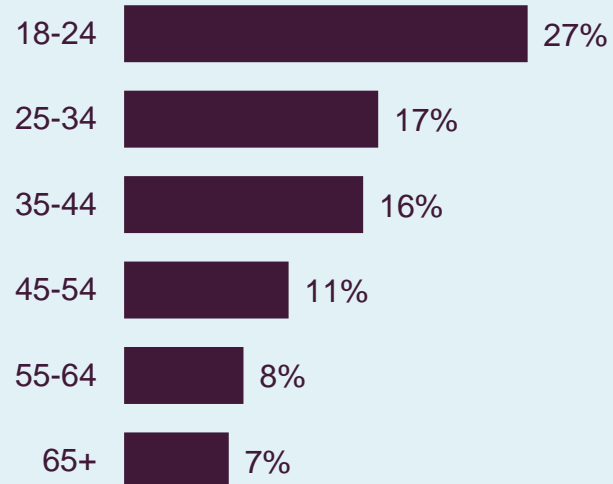
Between one in seven and one in eight are using rail

Proportion using rail



13%
of people in the UK
are using rail

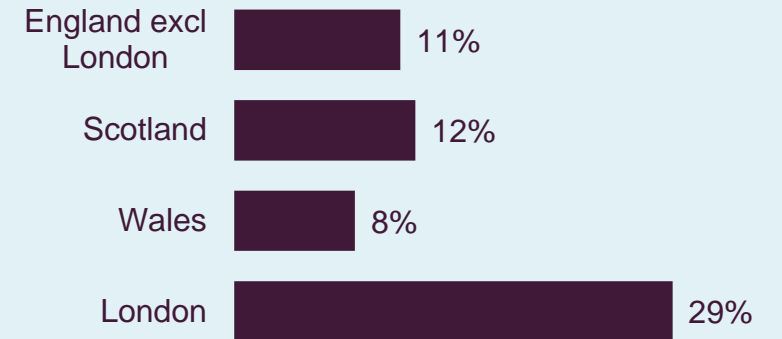
Age



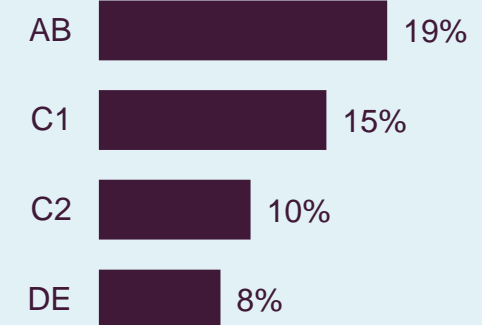
Sex



Region

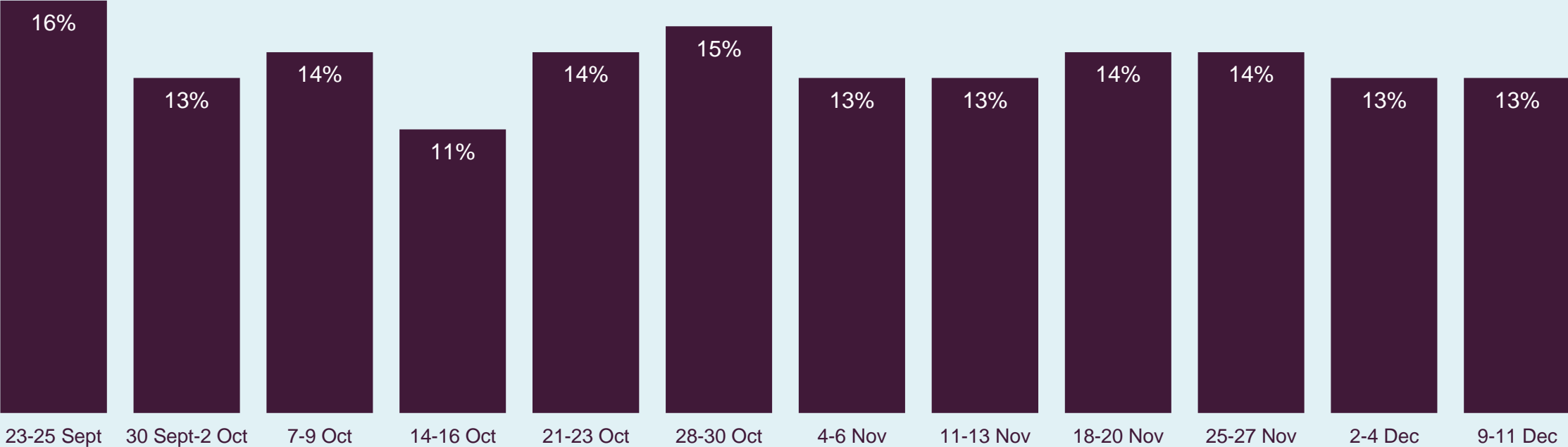


Social grade



Rail use is in line with recent weeks

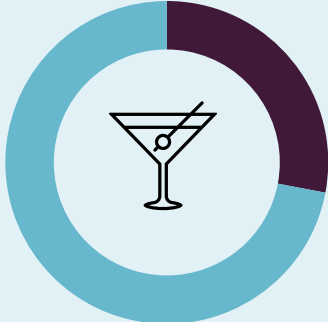
Proportion using rail



16 December 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



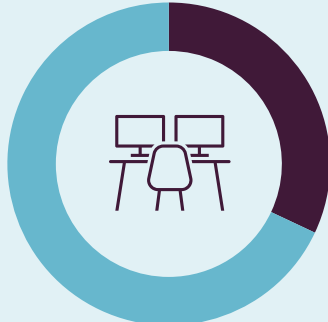
Leisure/eating out/non-essential shopping
28%



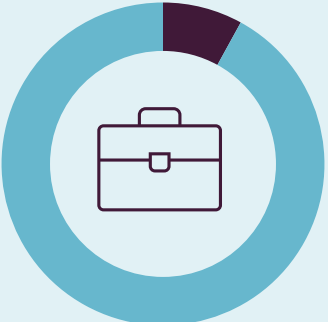
Friends/family
21%



Essential shopping
3%



Commuting
32%



Work travel
8%

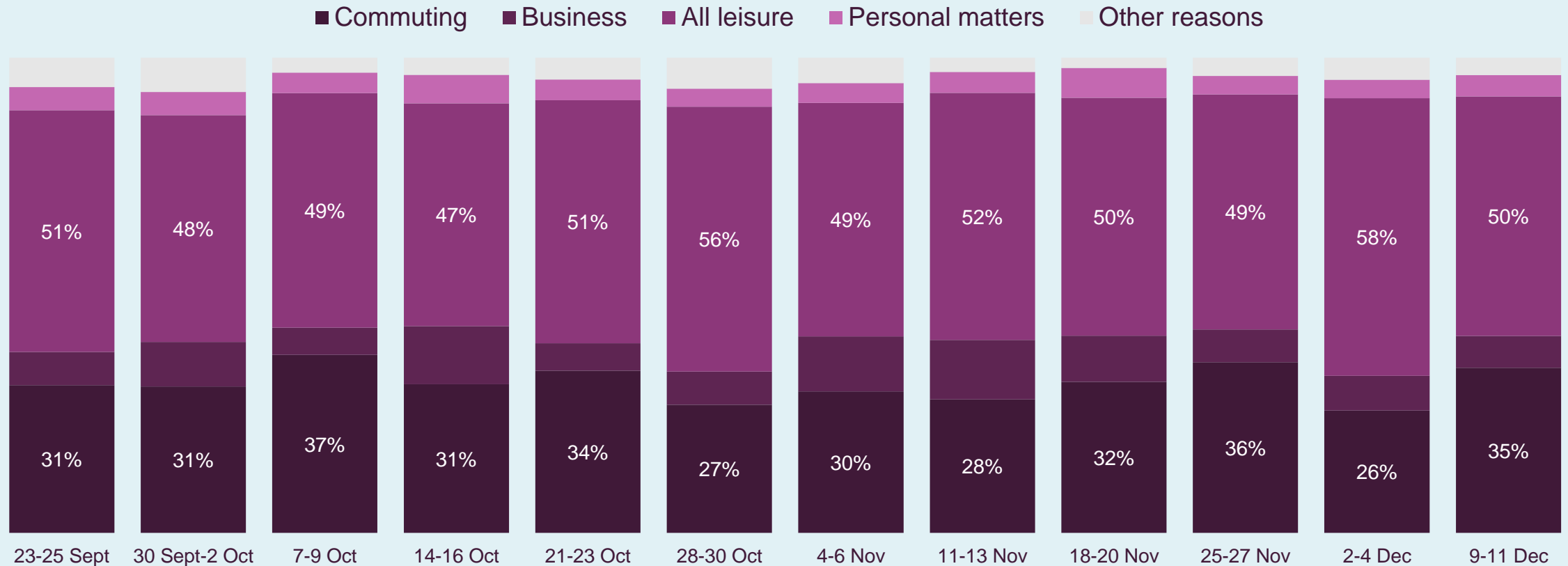


Personal matters
5%

16 December 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 - 1058. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Purpose of journey remains broadly stable

Main purpose of rail journey

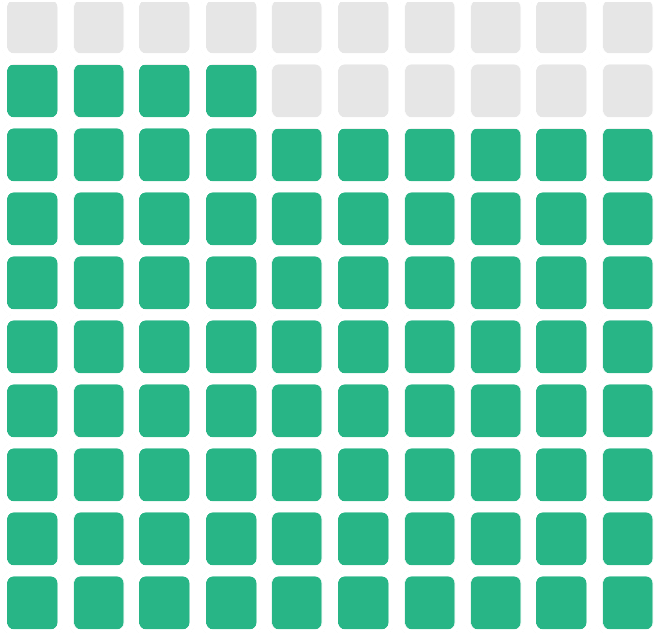


16 December 2022 report. Chart is based on the most recent train journey made within seven days of being surveyed.
Base size: all rail users, average of 272 per week

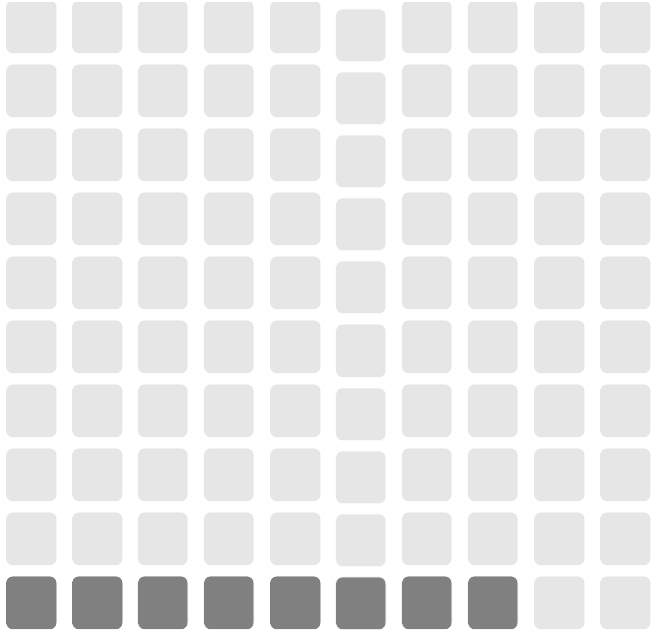
Rail satisfaction



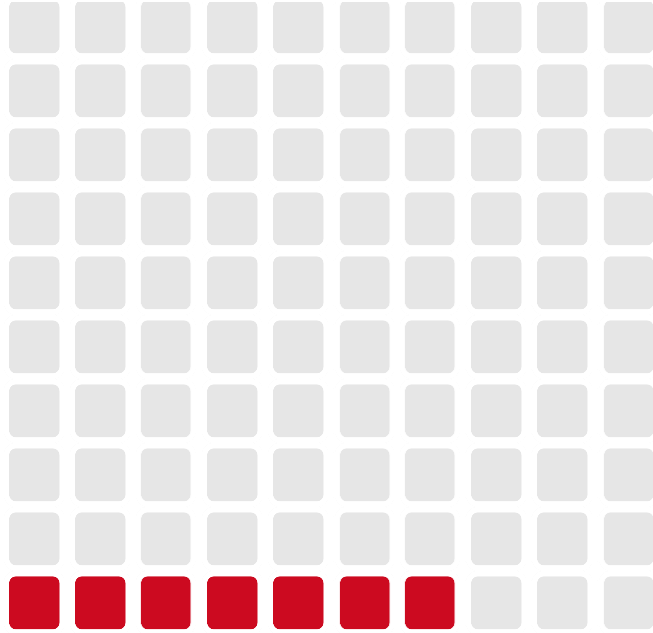
Overall satisfaction with rail journey



84%
satisfied



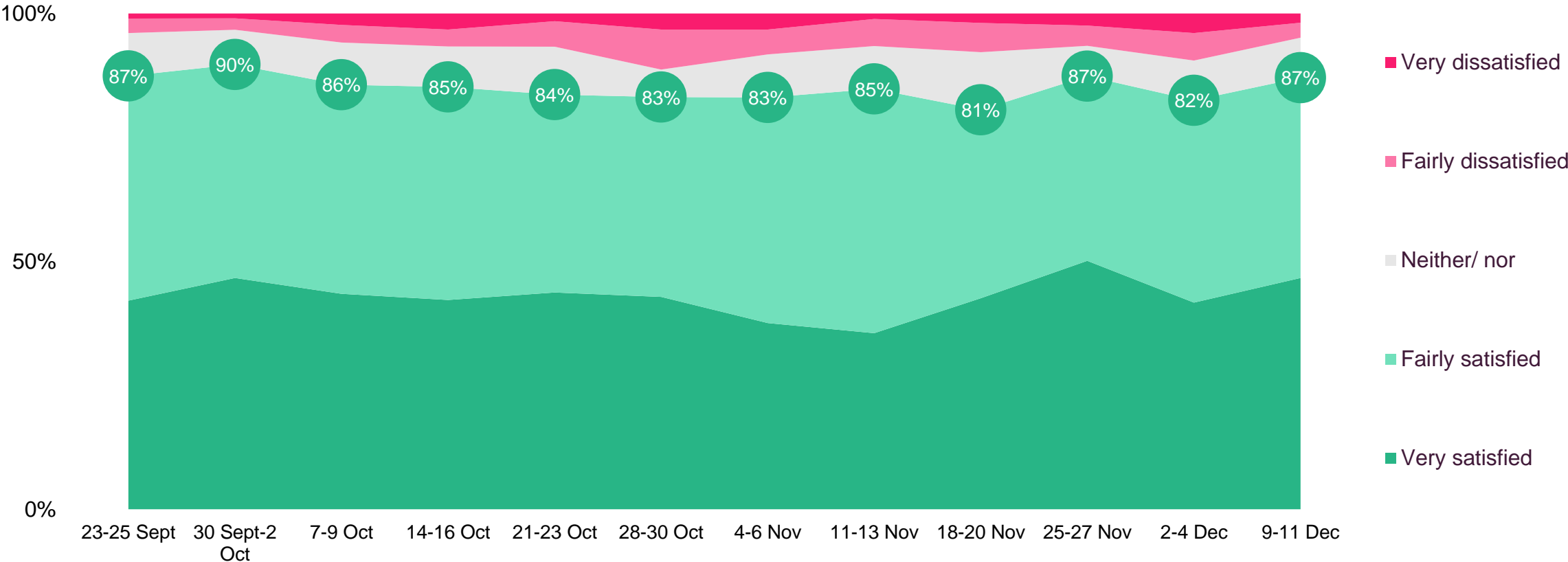
8%
neither/nor



7%
dissatisfied

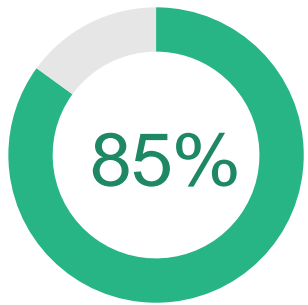
16 December 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1060.

Overall satisfaction with rail journey

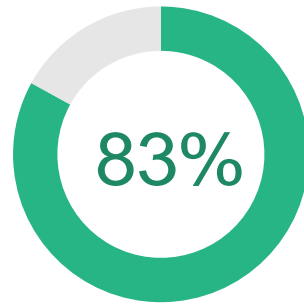


16 December 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 235 to 330 per week.

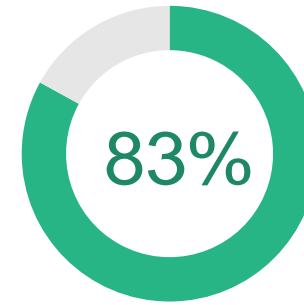
Overall satisfaction by journey purpose, sex and age



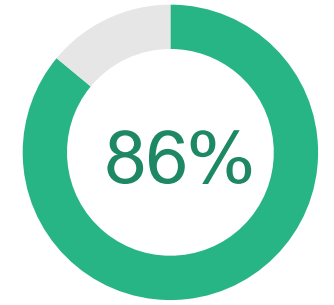
Commute



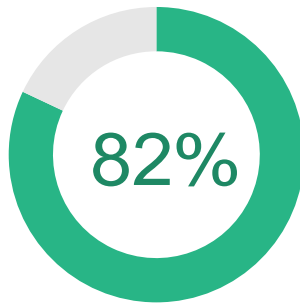
All leisure



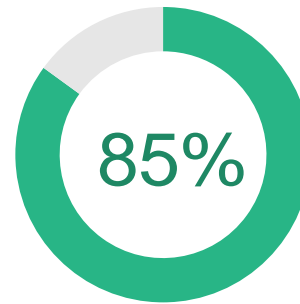
Men



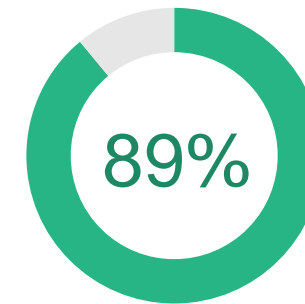
Women



Aged 18-34



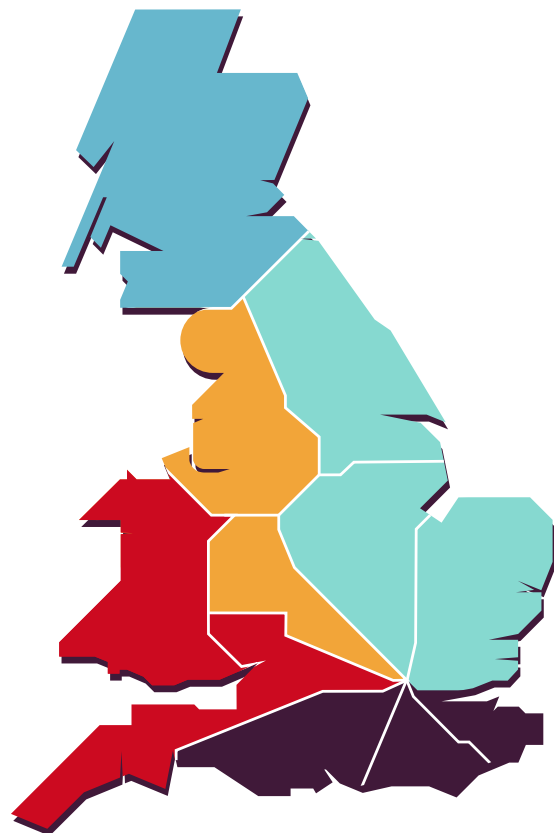
Aged 35-54



Aged 55 and over

16 December 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 246 and 598. '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)



16 December 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: 247, 885, 679, 362, 975.

What rail passengers have said in the last four weeks



It was on time and punctual, there just weren't many carriages so it was quite cramped.

Fairly satisfied, West Midlands Railway passenger

Slight delay. Got 2 seats to myself. Very noisy hen parties on board and other passengers consuming alcohol.

Neither satisfied nor dissatisfied, Grand Central passenger

These trains are getting busier as people are coming back to the office, there needs to be more frequent services.

Fairly dissatisfied, Greater Anglia passenger

The train was clean and on time and the quickest way to get into London.

Very satisfied Thameslink passenger

Train cancellations meant that the train only went to East Croydon. Was late at night and I had to take a taxi from East Croydon home.

Fairly dissatisfied, Southern passenger

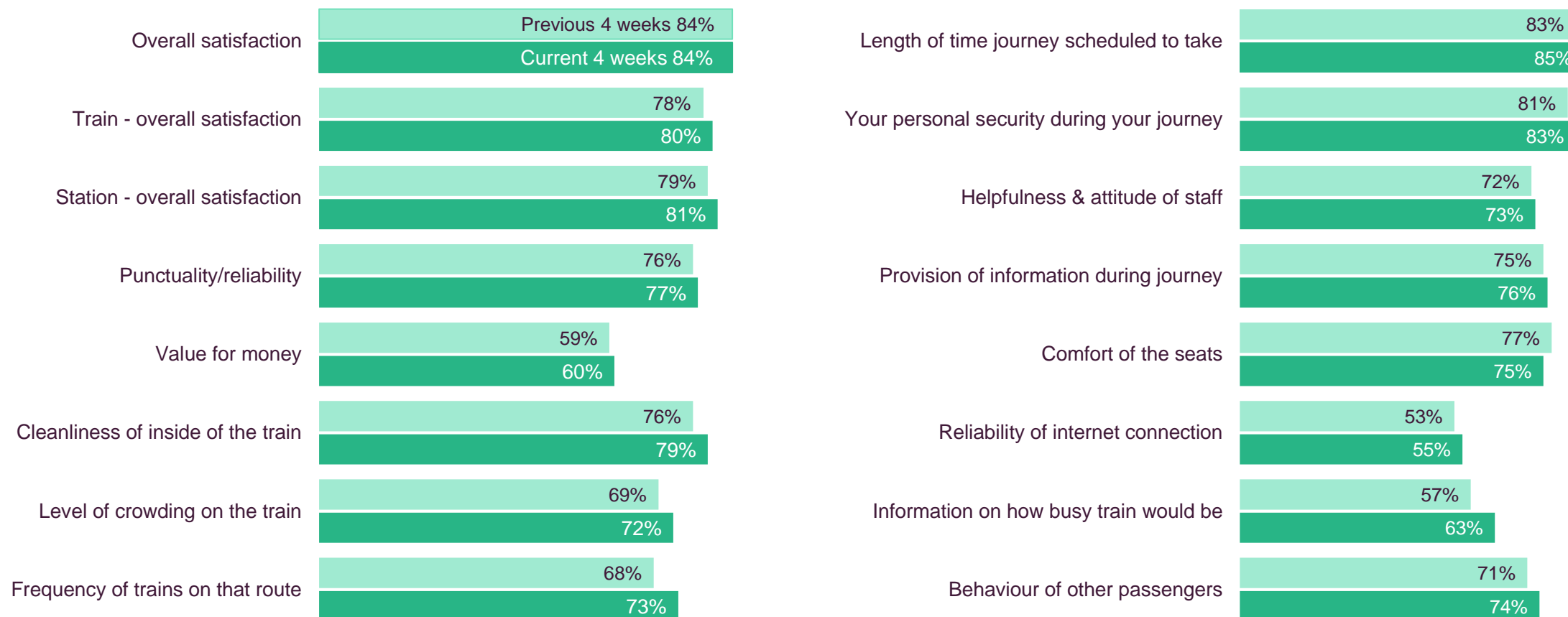
The train was on time and I did not have to wait too long to connect with the second train for the rest of the journey. The train arrived at my destination when expected.

Very satisfied, Merseyrail passenger



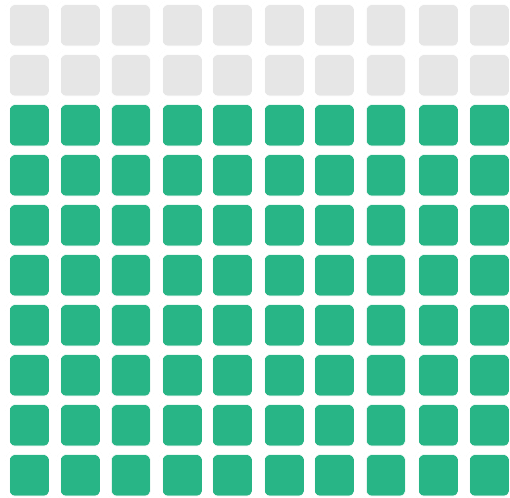
Satisfaction with aspects of rail journey

Summary of current and previous four weeks rail satisfaction

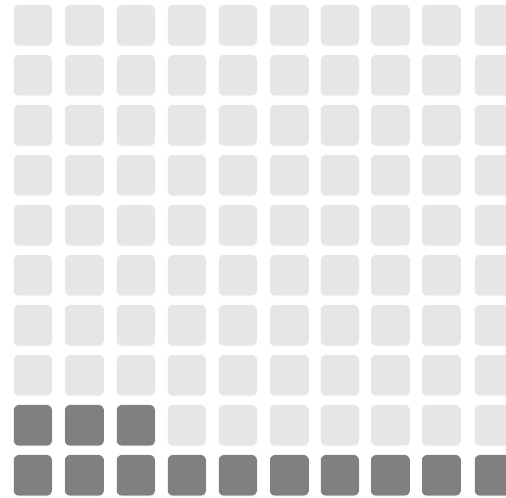


16 December 2022 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 745 to 1060; prior 4 weeks from 786 to 1098.

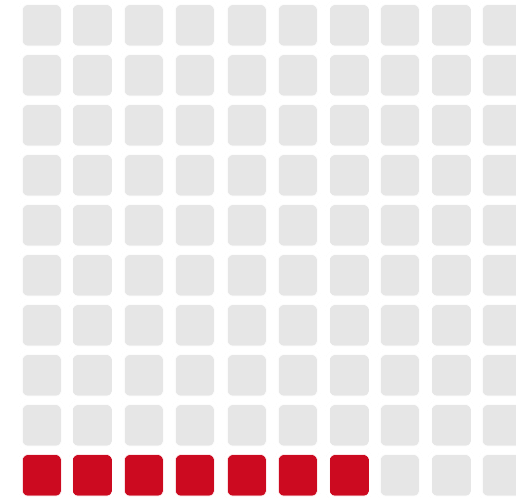
Satisfaction with the train overall



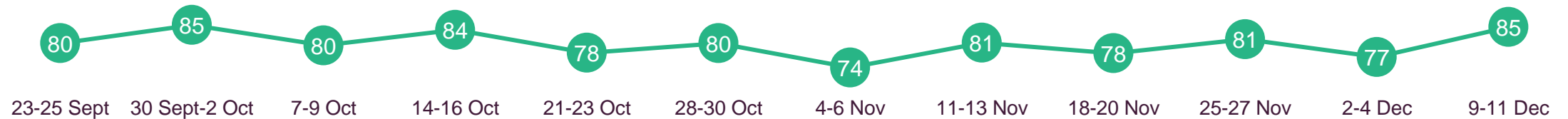
80%
satisfied



13%
neither/nor

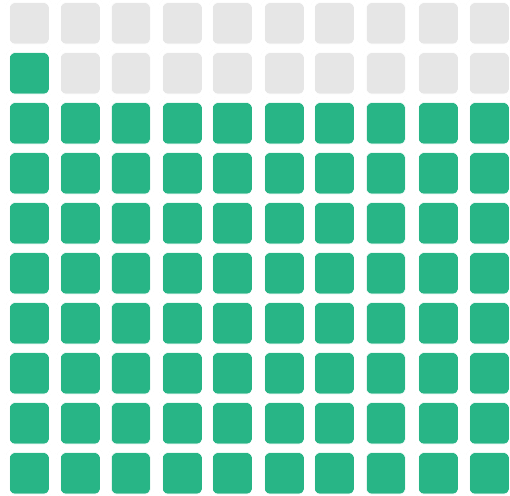


7%
dissatisfied

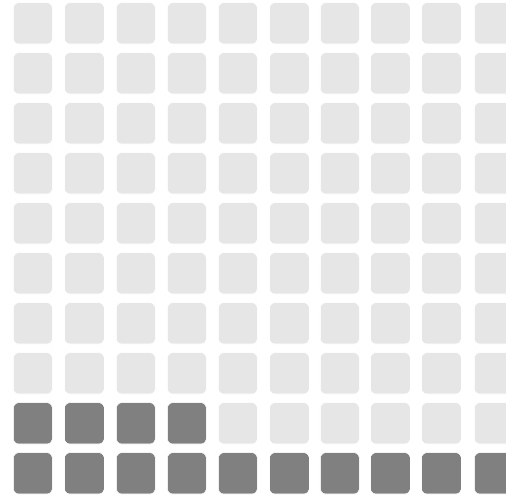


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1055; trend chart range from 235 to 329 per week.

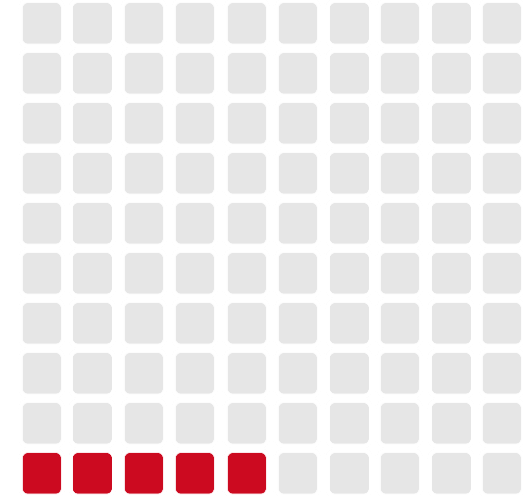
Satisfaction with the station



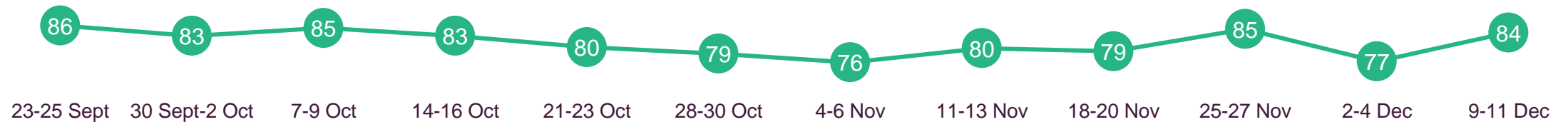
81%
satisfied



14%
neither/nor

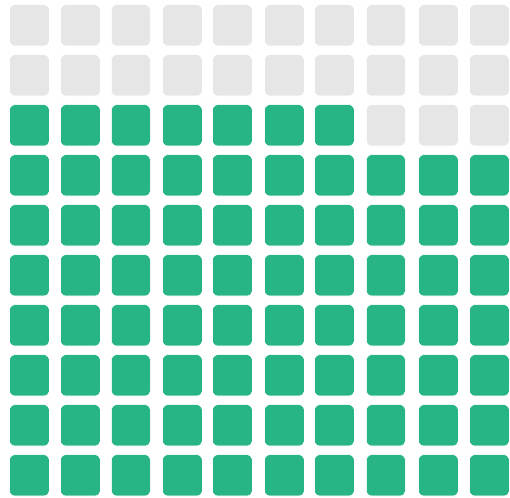


5%
dissatisfied

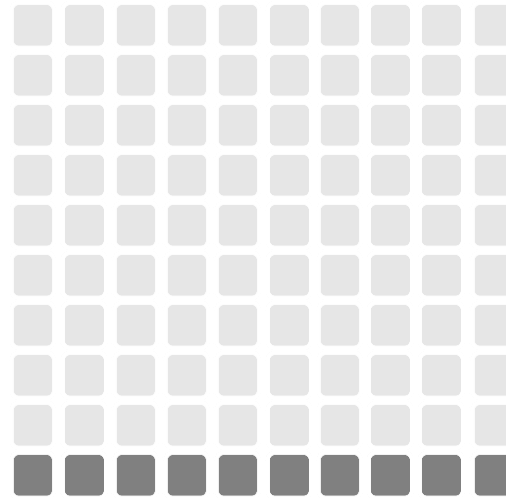


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1058 trend chart range from 235 to 328 per week.

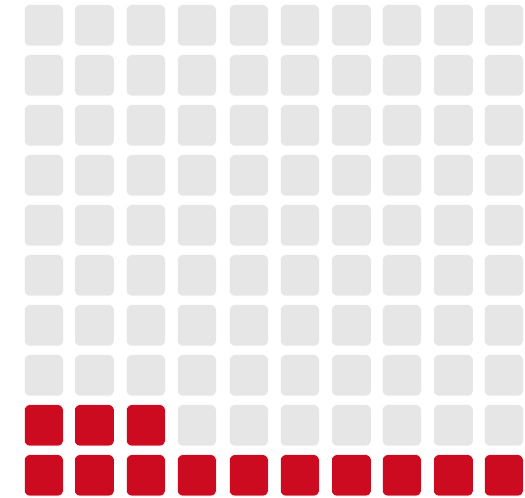
Satisfaction with punctuality/reliability



77%
satisfied



10%
neither/nor

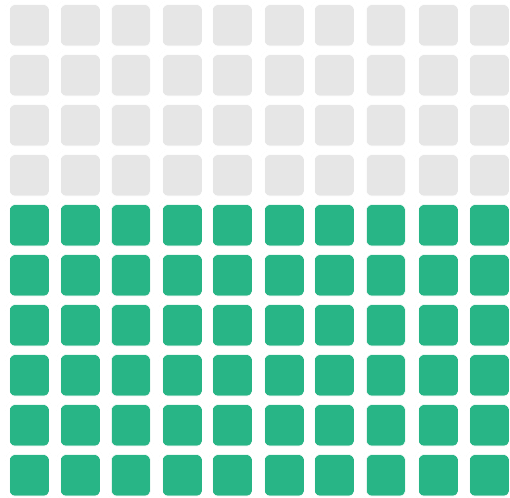


13%
dissatisfied

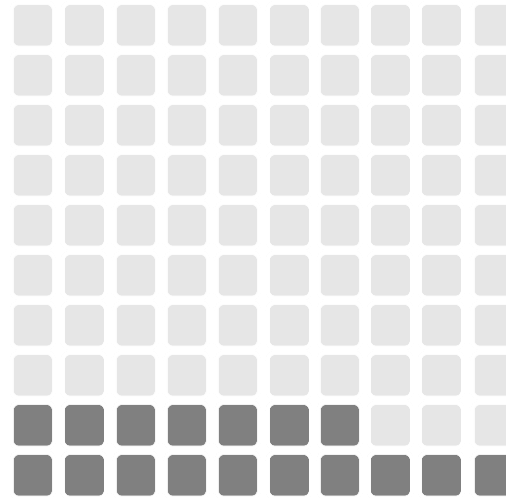


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1058; trend chart range from 234 to 330 per week.

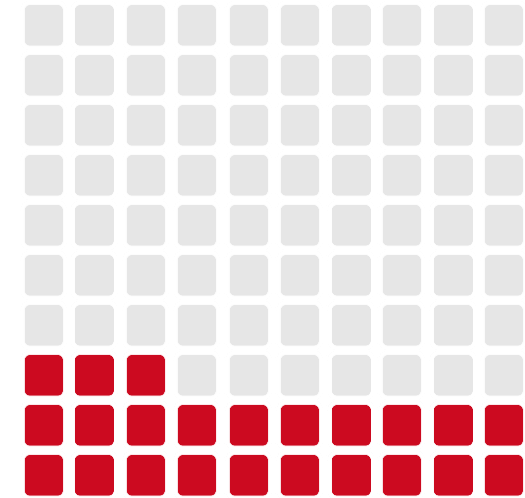
Satisfaction with value for money



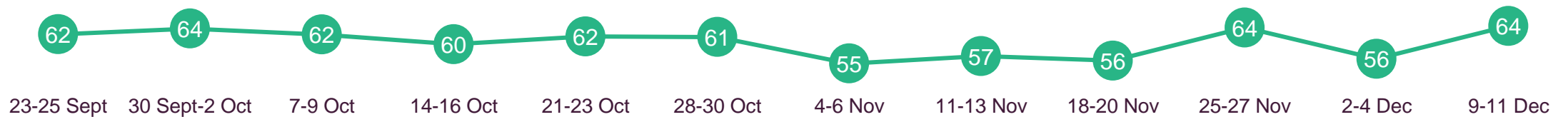
60%
satisfied



17%
neither/nor

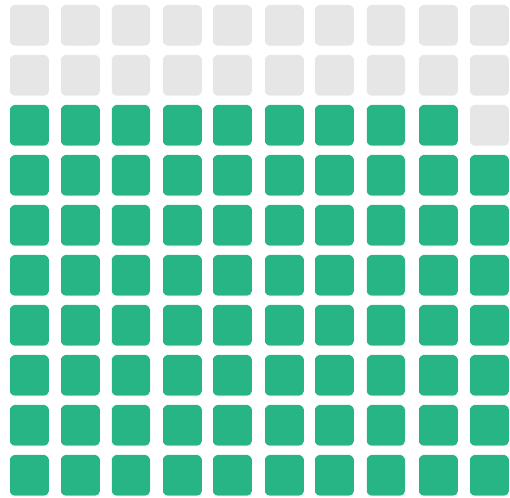


23%
dissatisfied

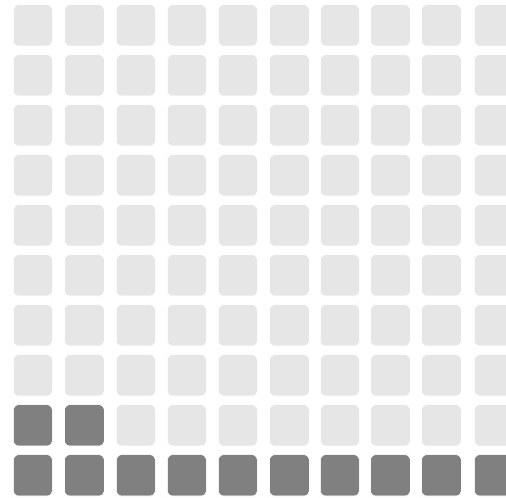


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1019; trend chart range from 224 to 321 per week.

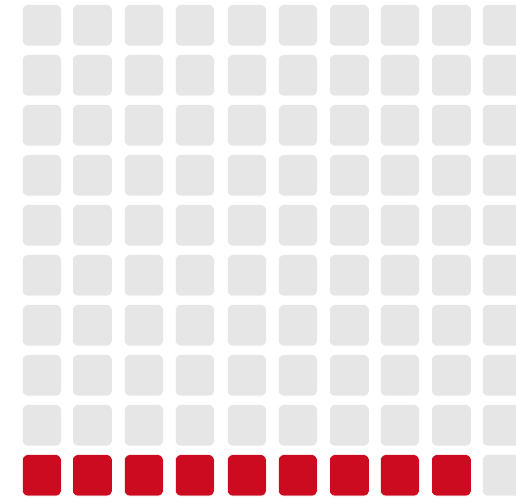
Satisfaction with cleanliness of the inside of the train



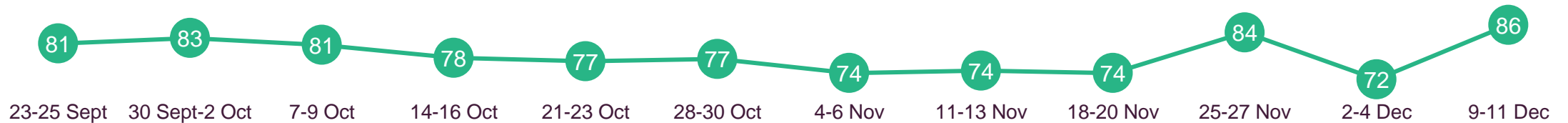
79%
satisfied



12%
neither/nor

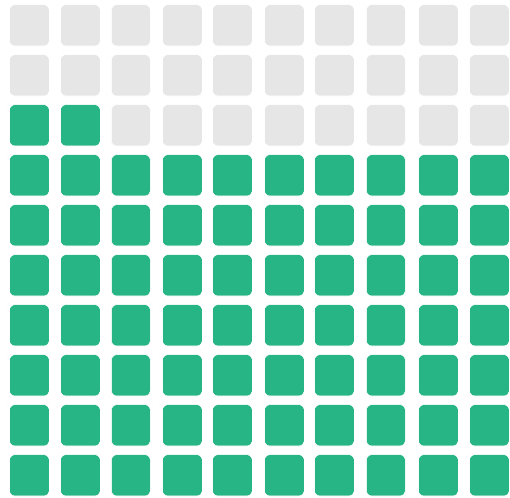


9%
dissatisfied

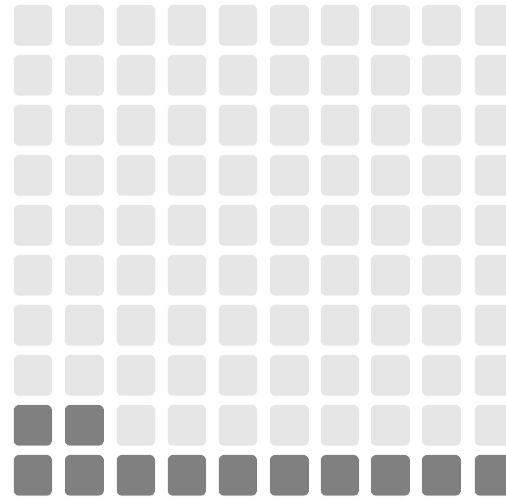


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1056; trend chart range from 235 to 328 per week.

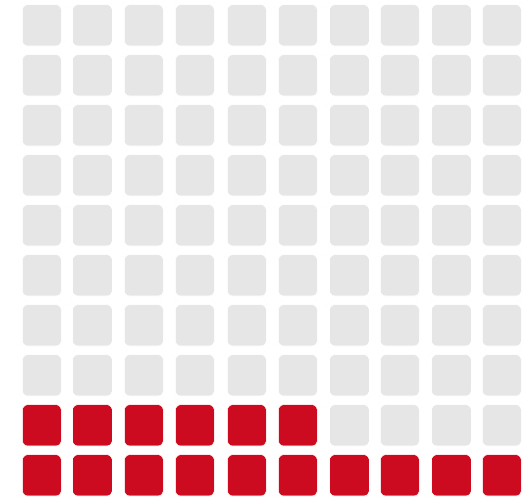
Satisfaction with level of crowding



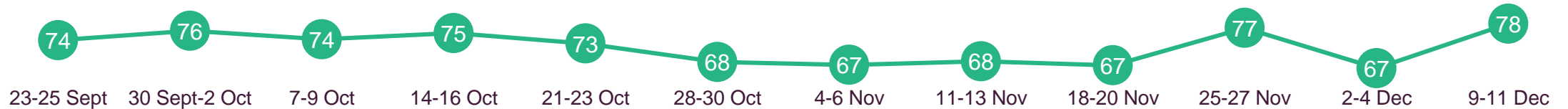
72%
satisfied



12%
neither/nor

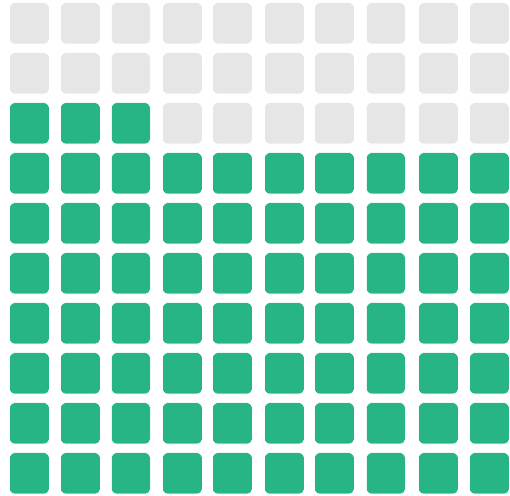


16%
dissatisfied

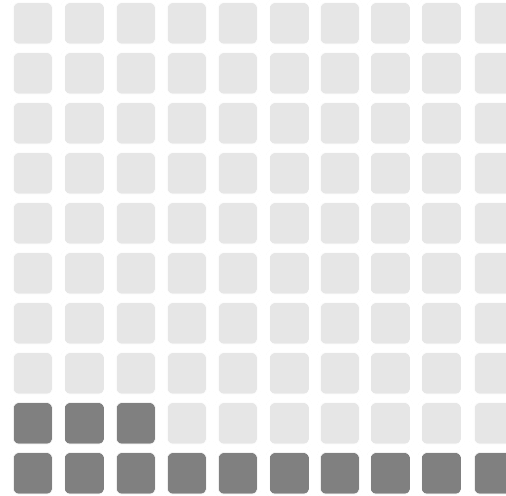


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1053; trend chart range from 235 to 327 per week.

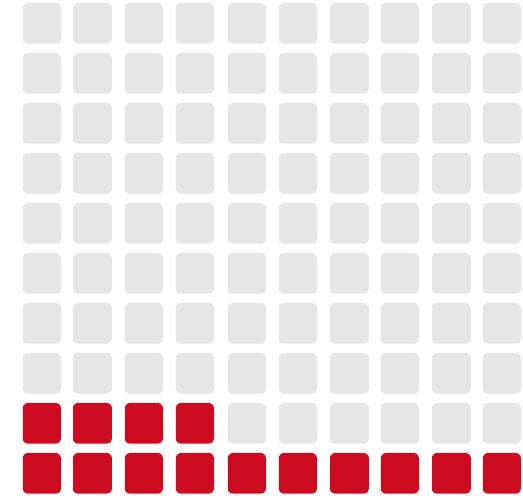
Satisfaction with frequency of trains on that route



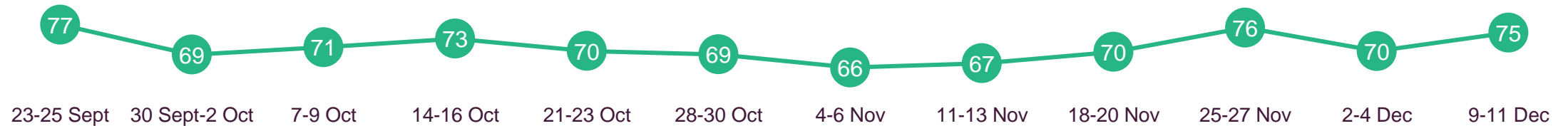
73%
satisfied



13%
neither/nor

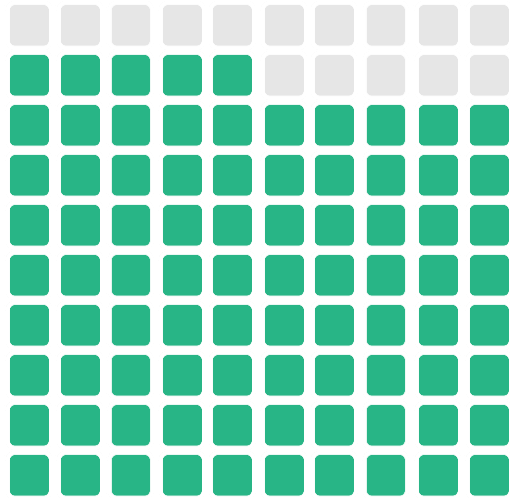


14%
dissatisfied

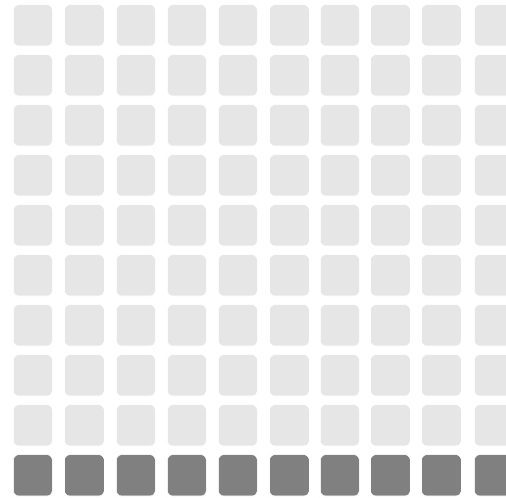


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1055; trend chart range from 235 to 328 per week.

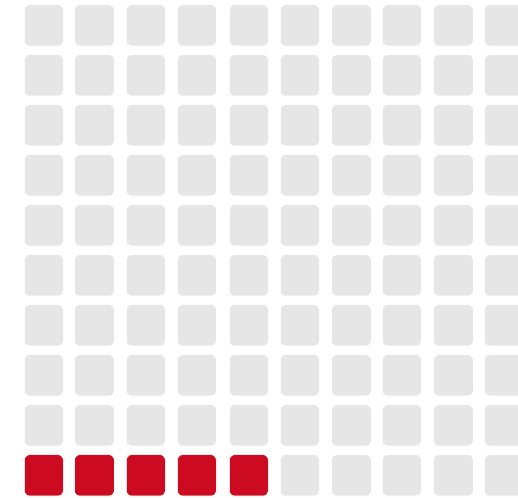
Satisfaction with scheduled journey time



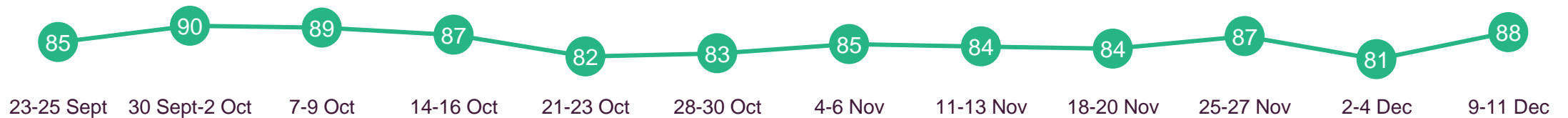
85%
satisfied



10%
neither/nor

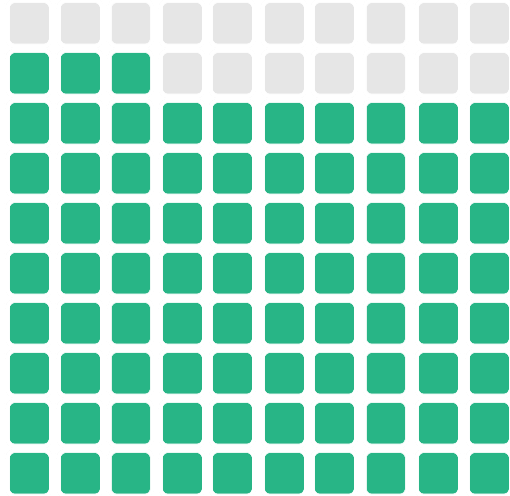


5%
dissatisfied

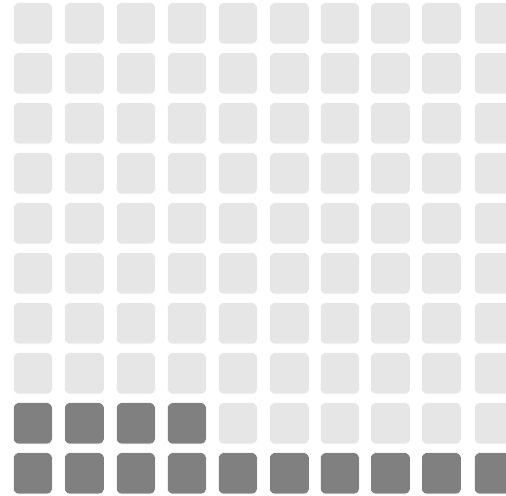


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1056; trend chart range from 234 to 330 per week.

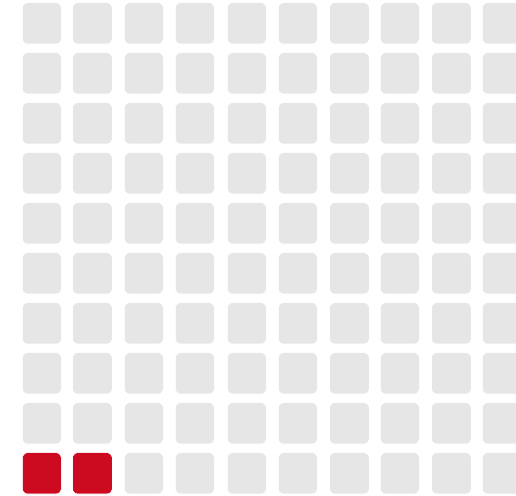
Satisfaction with personal security



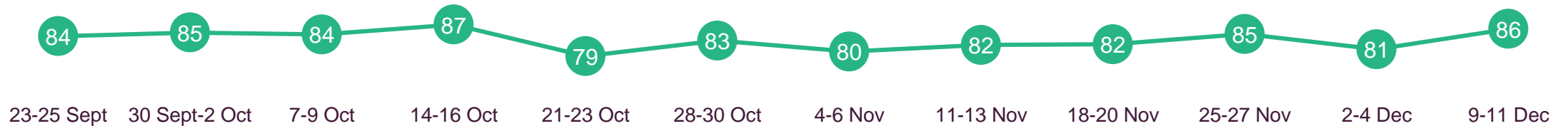
83%
satisfied



14%
neither/nor

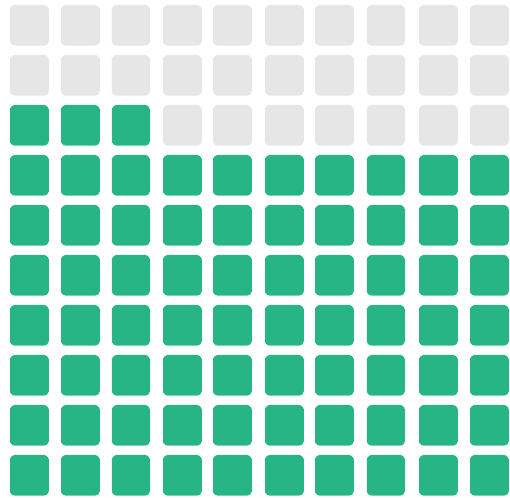


2%
dissatisfied

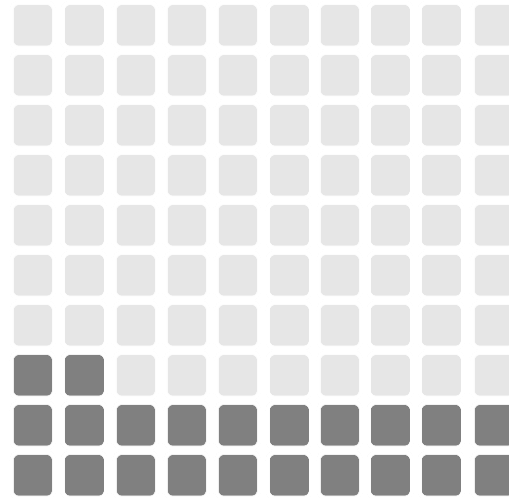


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1053 trend chart range from 233 to 328 per week.

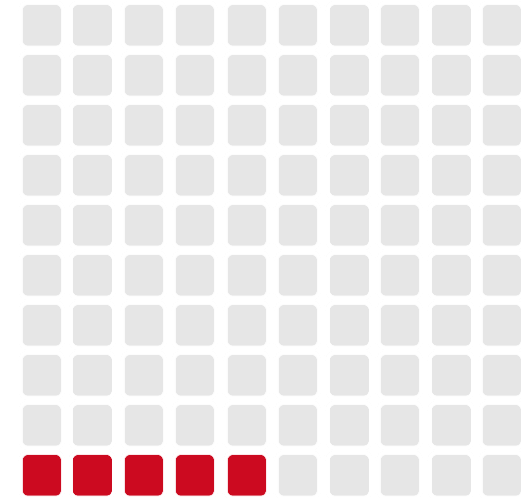
Satisfaction with helpfulness and attitude of staff



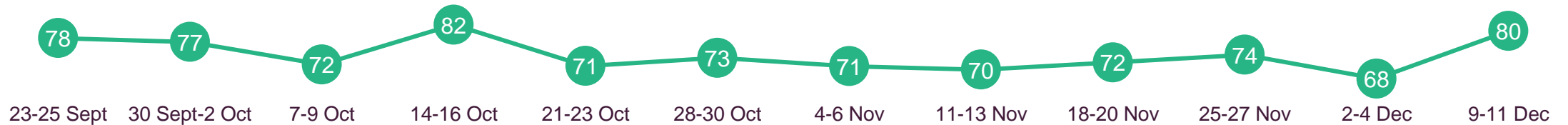
73%
satisfied



22%
neither/nor

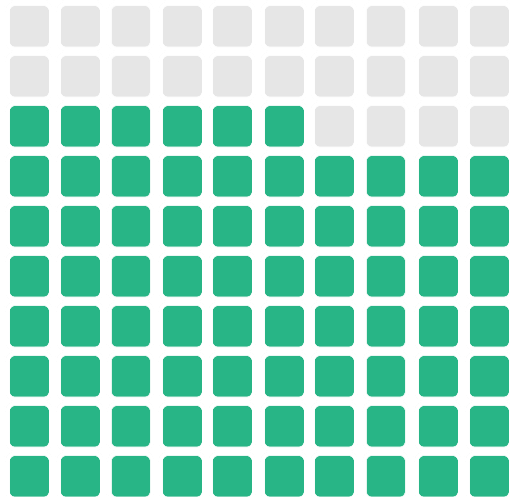


5%
dissatisfied

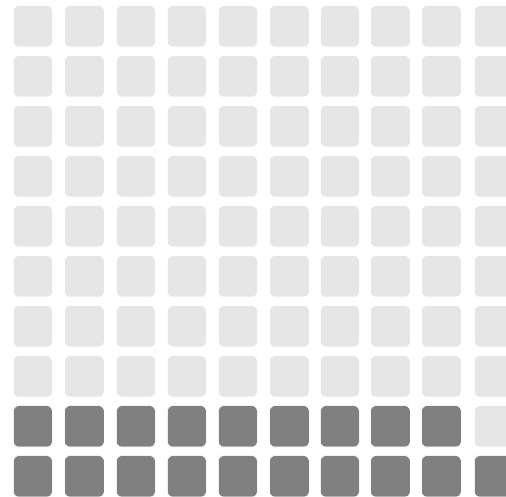


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 832; trend chart range from 187 to 269 per week.

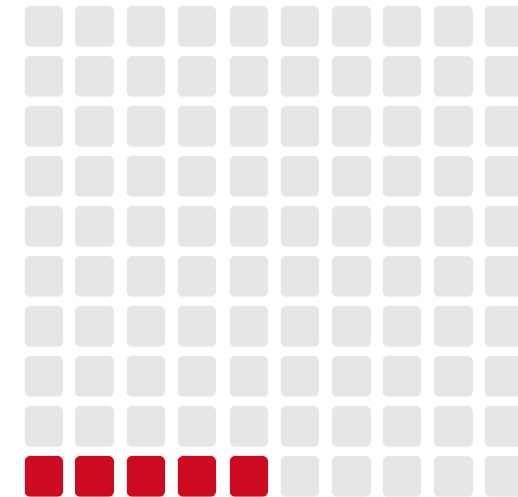
Satisfaction with information provided during the journey



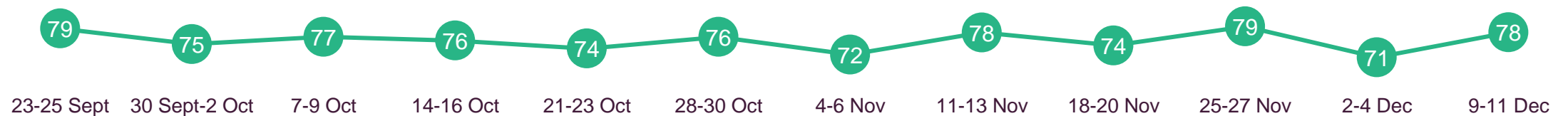
76%
satisfied



19%
neither/nor

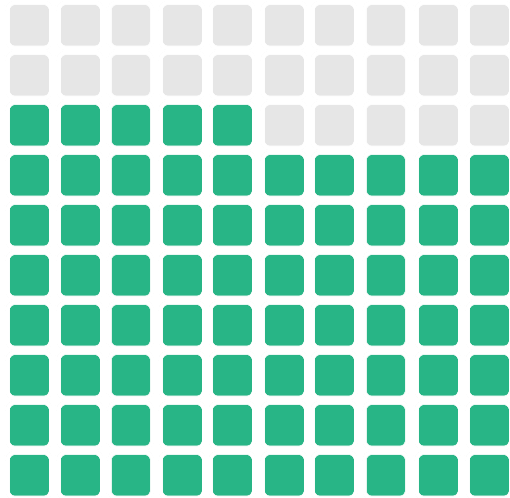


5%
dissatisfied

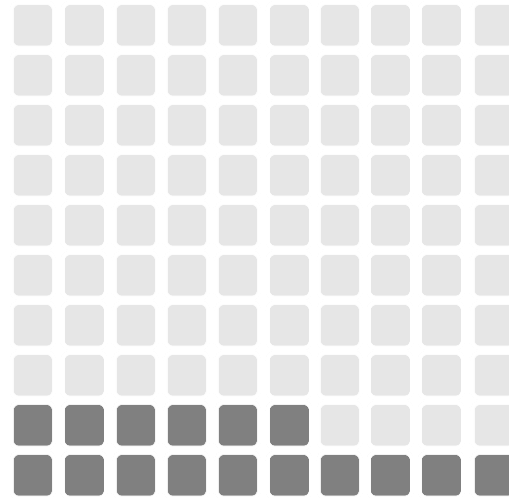


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1024; trend chart range from 220 to 306 per week.

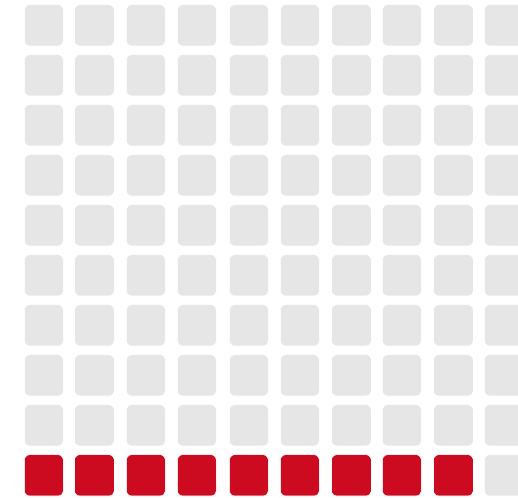
Satisfaction with comfort of the seats



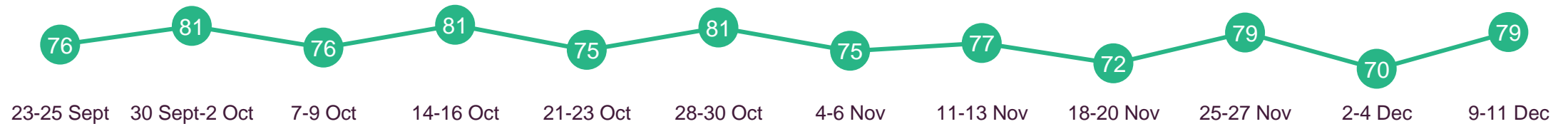
75%
satisfied



16%
neither/nor

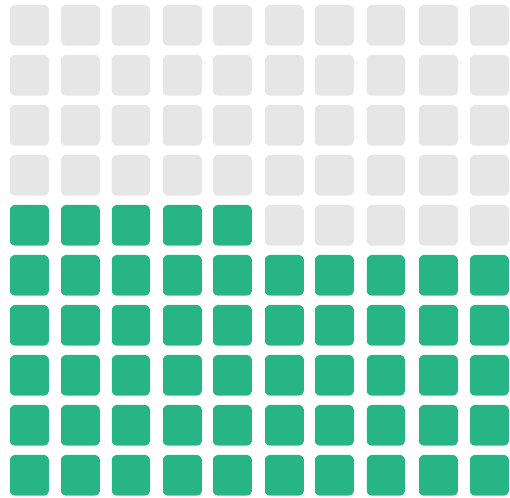


9%
dissatisfied

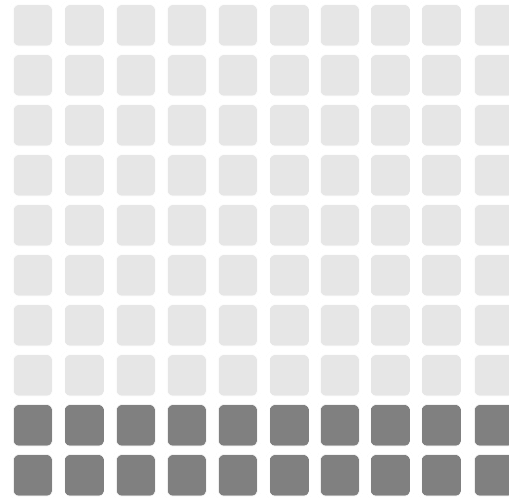


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1025; trend chart range from 228 to 324 per week

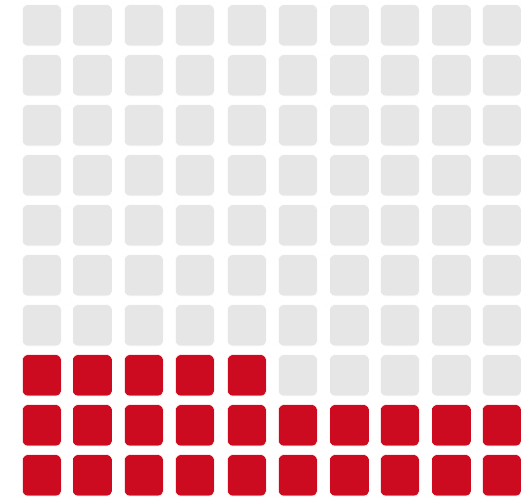
Satisfaction with reliability of the internet



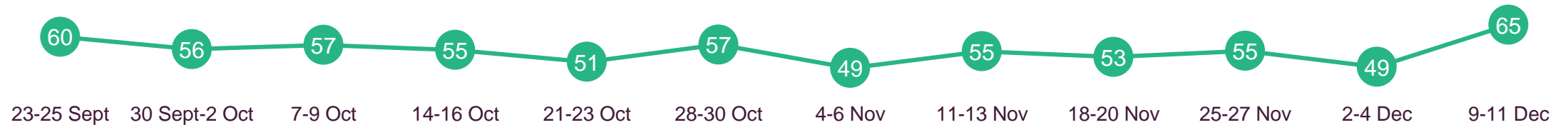
55%
satisfied



20%
neither/nor

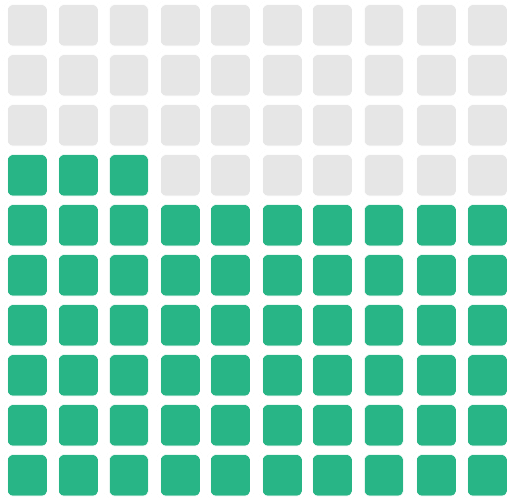


25%
dissatisfied

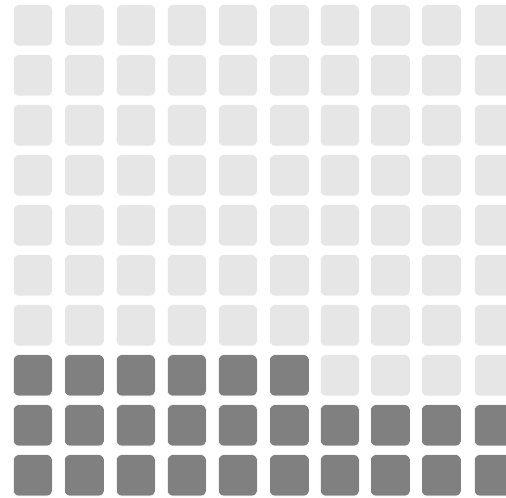


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 745; trend chart range from 164 to 237 per week

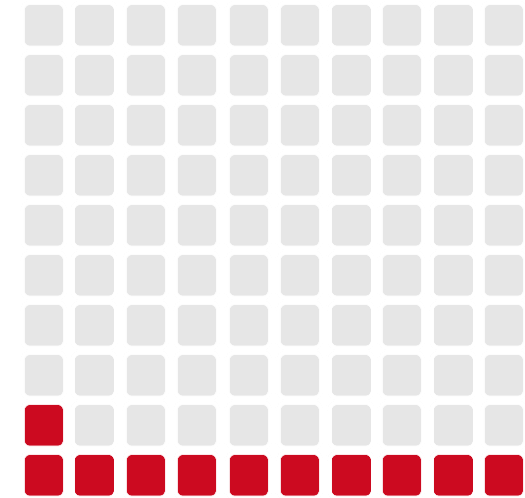
Satisfaction with information on how busy the train was before travelling



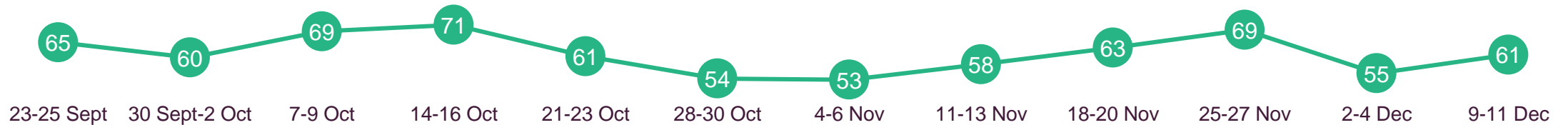
63%
satisfied



26%
neither/nor

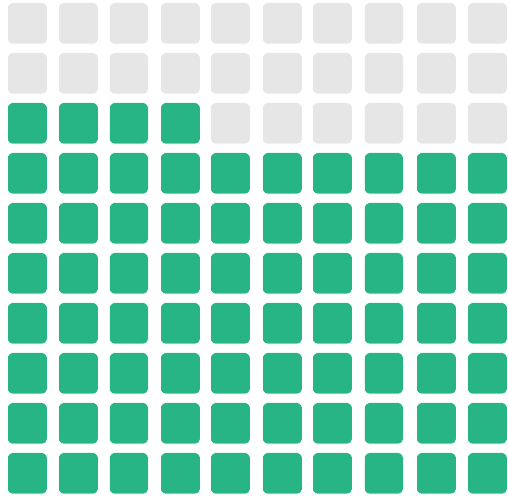


11%
dissatisfied

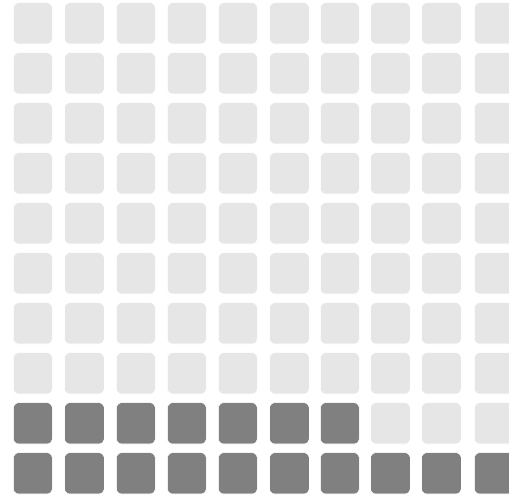


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 866; trend chart range from 184 to 268 per week.

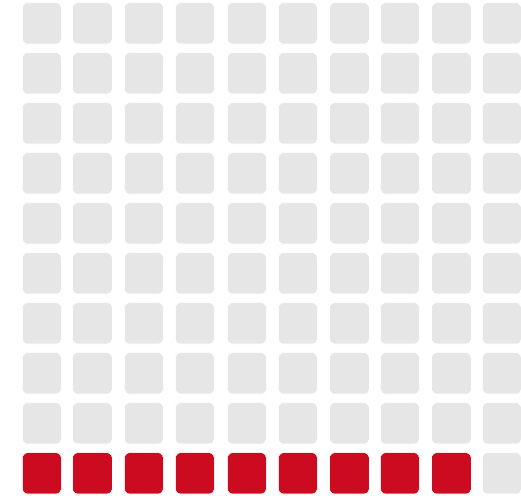
Satisfaction with other passengers' behaviour



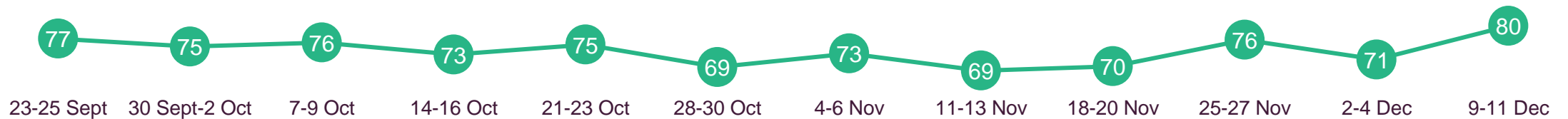
74%
satisfied



17%
neither/nor



9%
dissatisfied

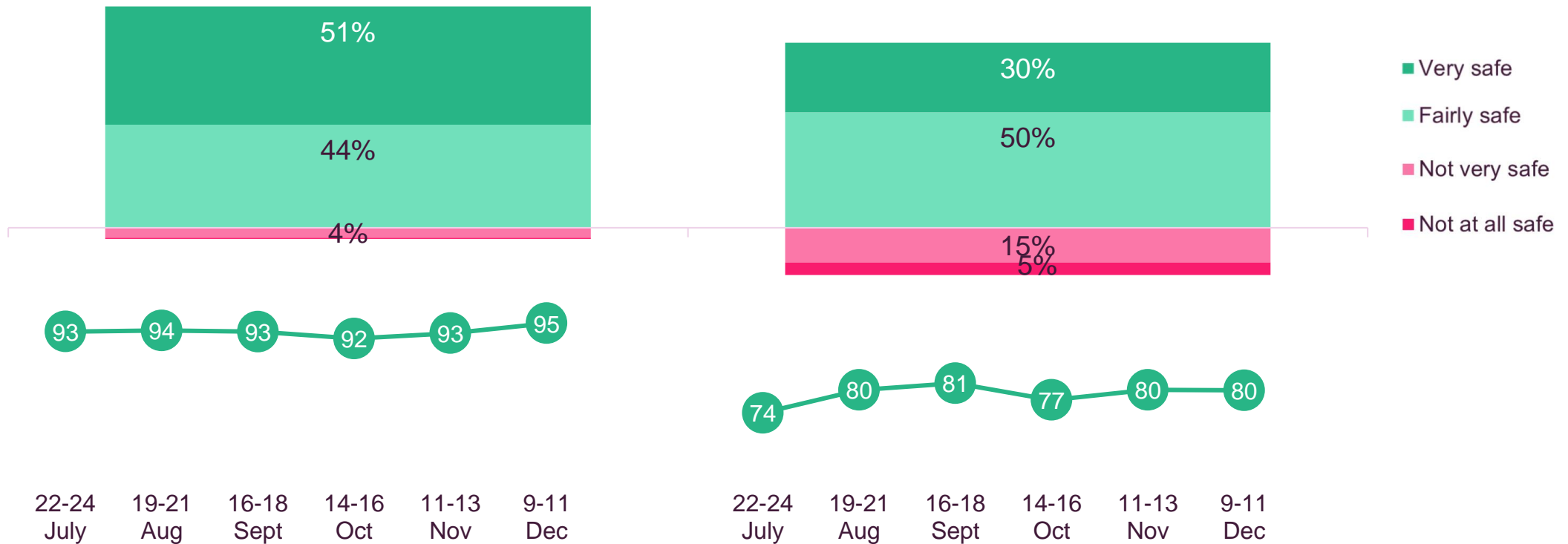


16 December 2022 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1050 trend chart range from 234 to 326 per week.

Feeling safe on rail in relation to Covid

Used rail
in last 7 days

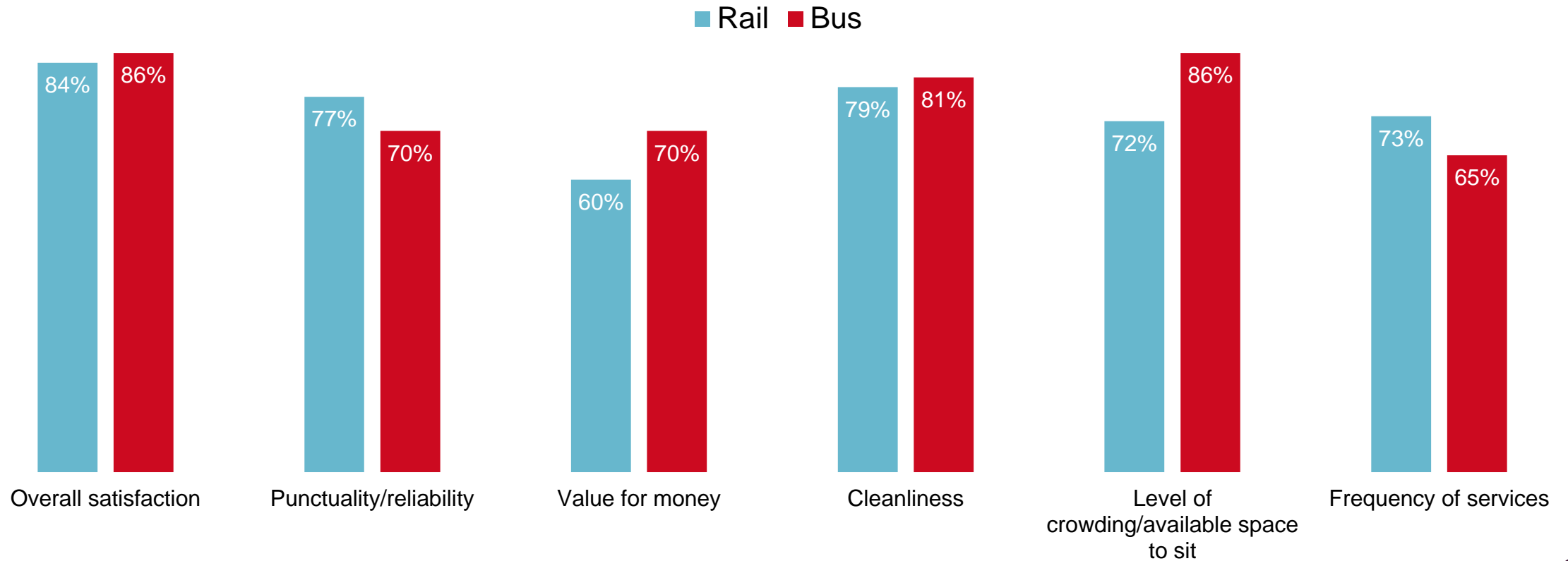
Not used rail
in last 7 days



16 December 2022 report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (9-11 Dec) with base sizes for users of 238 and non-users 1769. Base sizes for trend charts range on users from 235 to 305, and non-users from 1707 to 1818.

Rail to bus comparison

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



16 December 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 1019 to 1060; bus base sizes from 519 to 640.

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 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
Week 60	18-20 November	282
Week 61	25-27 November	288
Week 62	2-4 December	252
Week 63	9-11 December	238

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.

© 2022 Transport Focus