

27 January
2023

Edition 10

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

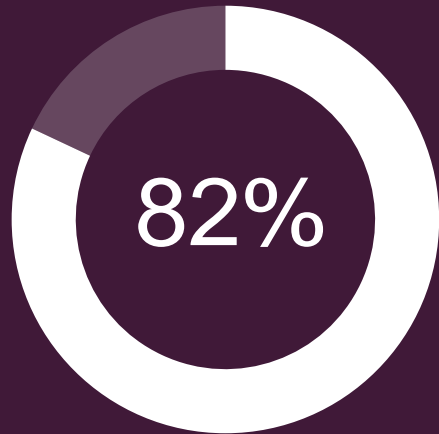
transport they have used and for what purpose. Those who used rail are asked about their overall satisfaction with the journey and with aspects such as value for money, punctuality and cleanliness. In a typical week, where around 14 per cent have used rail, we get this detailed information from around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

We publish a report every four weeks. This report covers

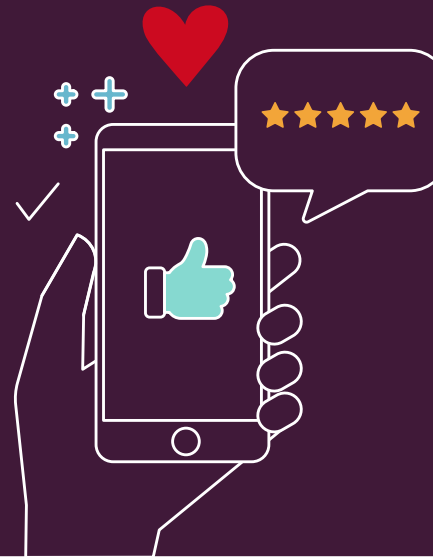
interviews between October 2022 and January 2023. Further details on how we carried out this survey are available on page 34. The survey was not conducted for two weeks over the Christmas/New Year period.

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



82% of rail passengers were satisfied with their journey overall



Satisfaction with value for money has risen from 60% to 62%



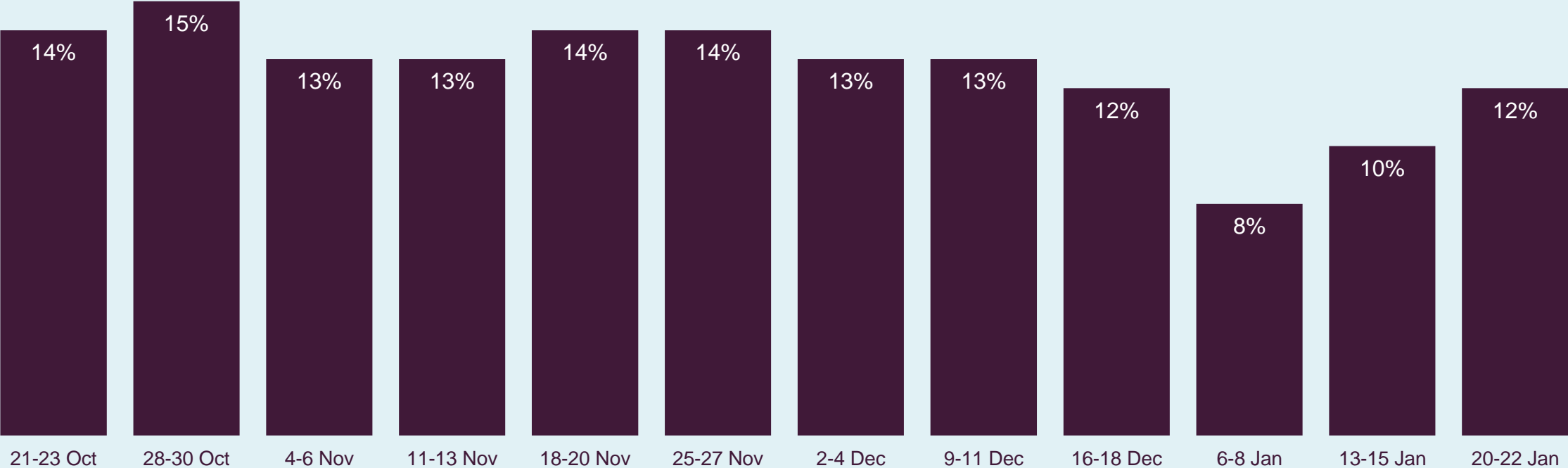
Satisfaction with punctuality/reliability is down from 77% to 72%

Rail usage levels



Rail use dipped in first week of January but is recovering to more usual levels

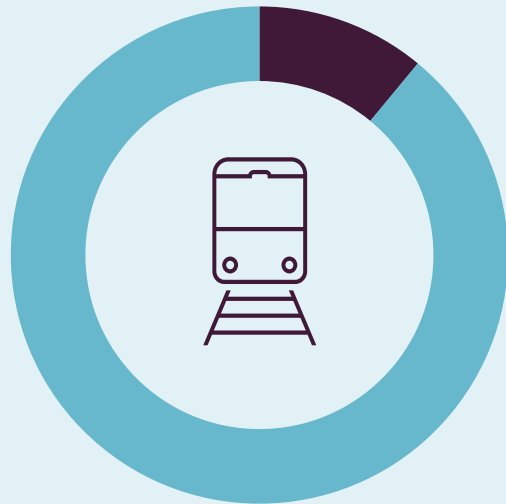
Proportion using rail



27 January 2023 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size circa 2000 per week.

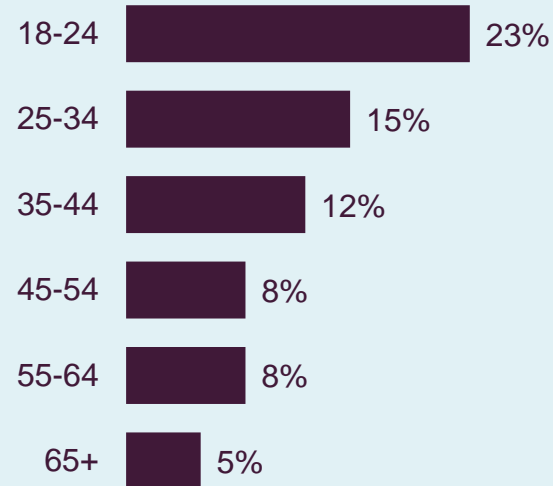
Across the most recent four survey weeks, just over one in ten used rail in the past seven days

Proportion using rail



11%
of people in Great
Britain used rail

Age



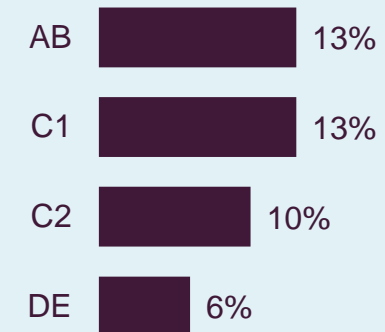
Sex



Region

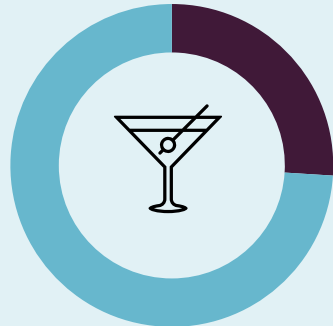


Social grade



Commuting is the most common reason for rail travel

Main purpose of rail journey



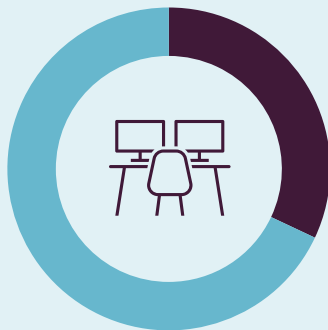
Leisure/eating out/non-essential shopping
26%



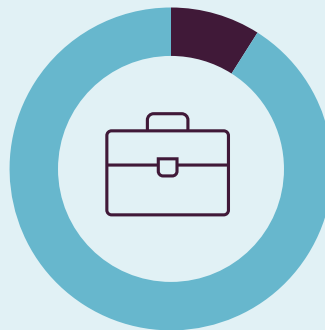
Friends/family
20%



Essential shopping
4%



Commuting
32%



Work travel
9%

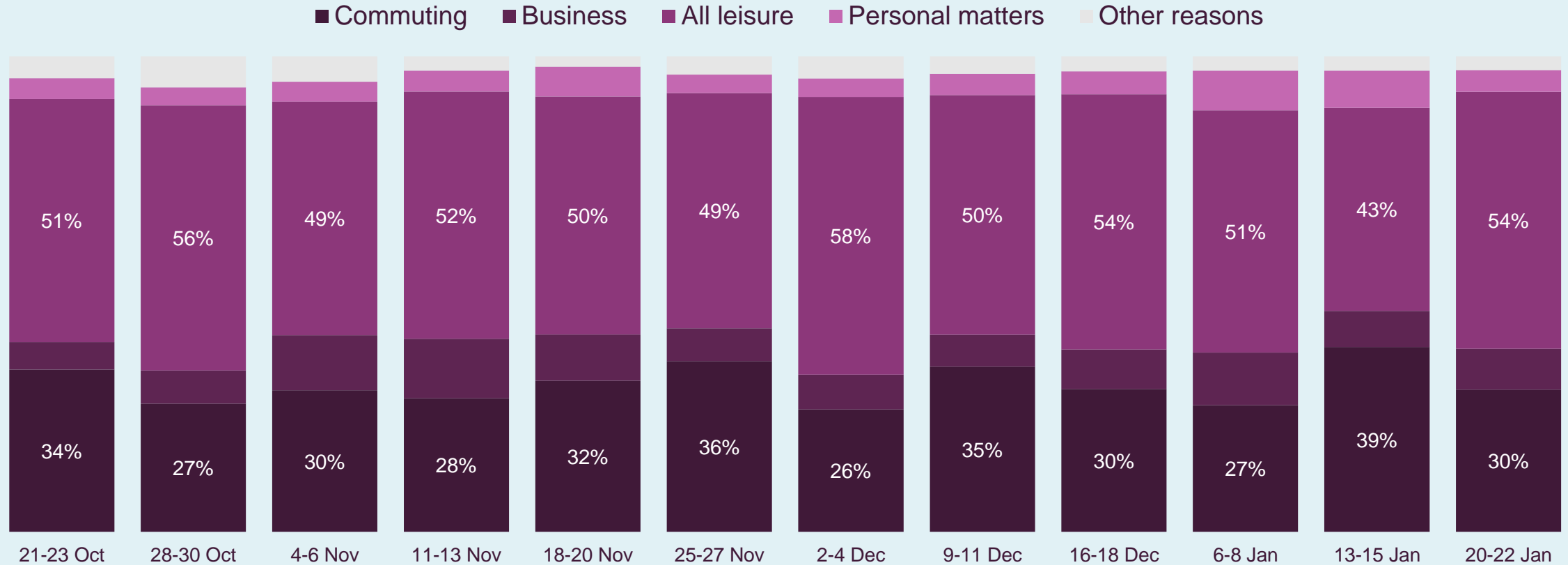


Personal matters
6%

27 January 2023 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 - 848. 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

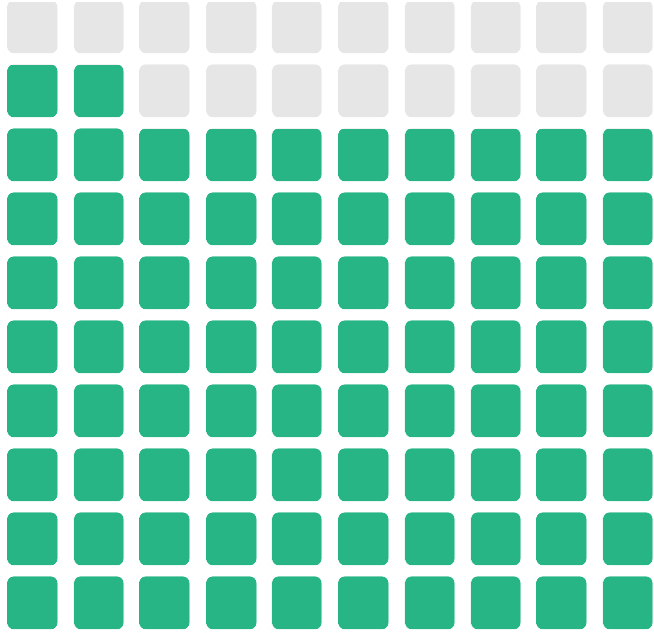


27 January 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 250 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

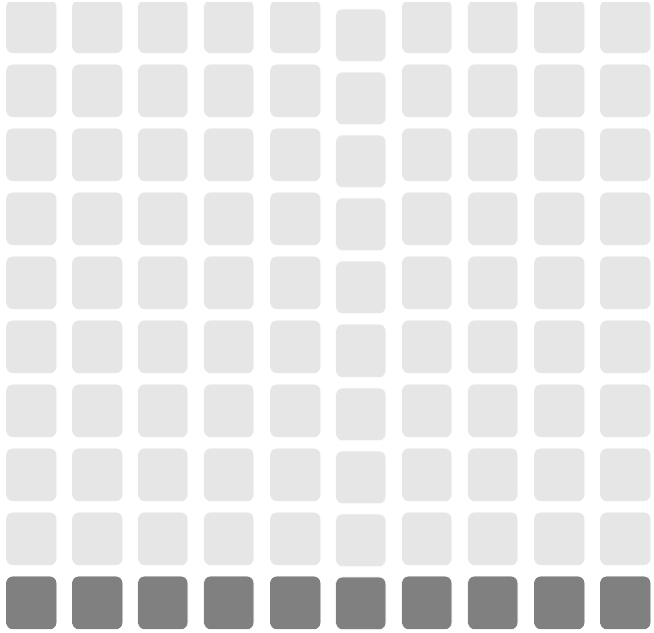
Rail satisfaction



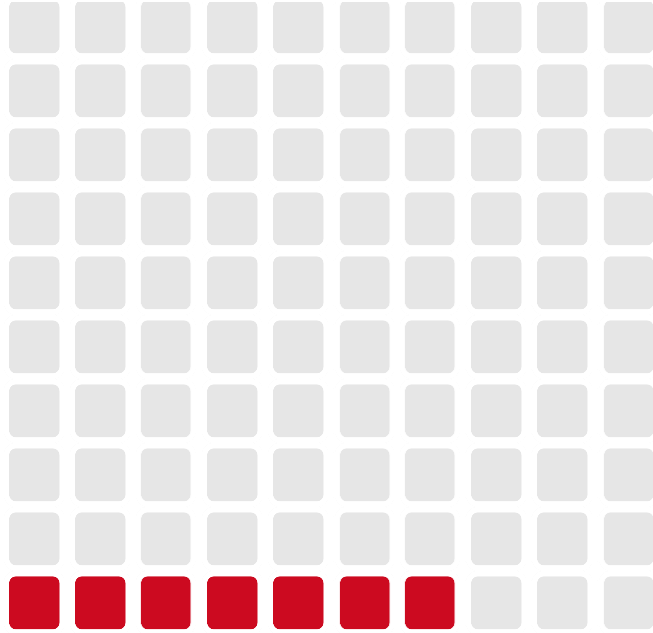
Overall satisfaction with rail journey



82%
satisfied



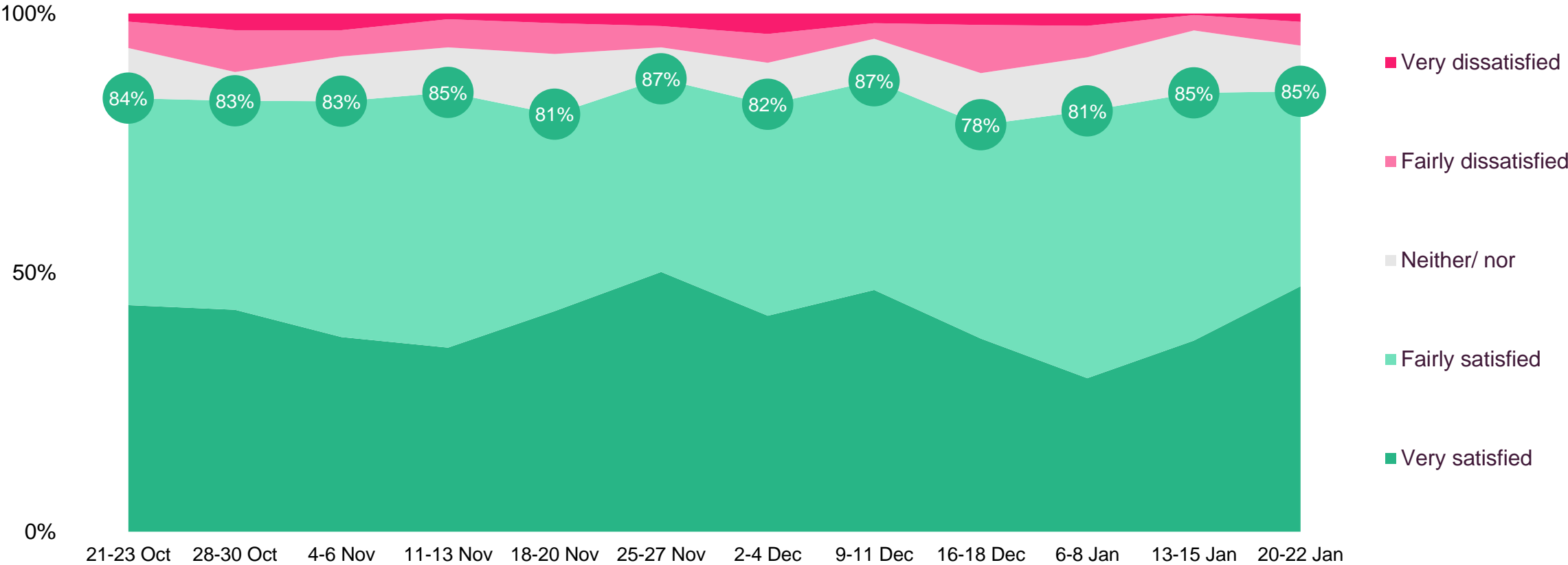
10%
neither/nor



7%
dissatisfied

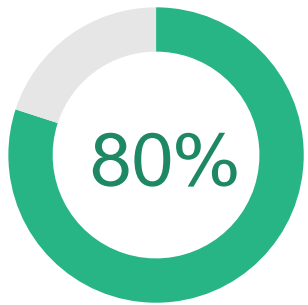
27 January 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 849.

Overall satisfaction with rail journey

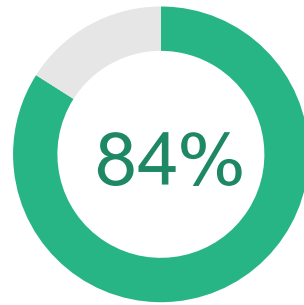


27 January 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 149 to 318 per week.

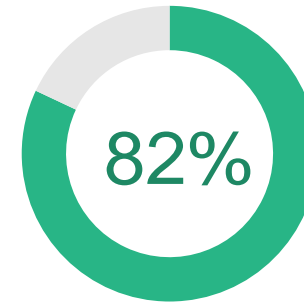
Overall satisfaction by journey purpose, sex and age



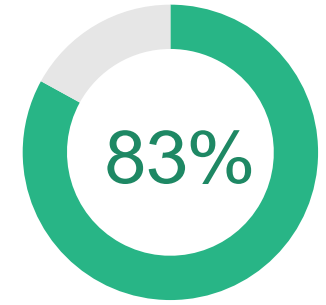
Commute



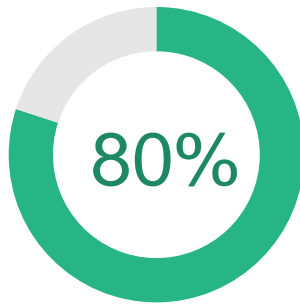
All leisure



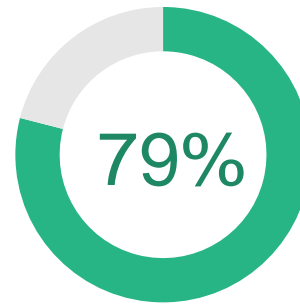
Men



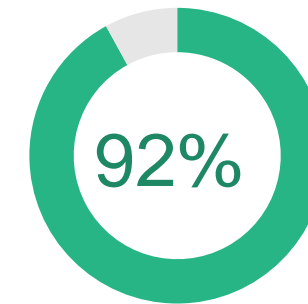
Women



Aged 18-34



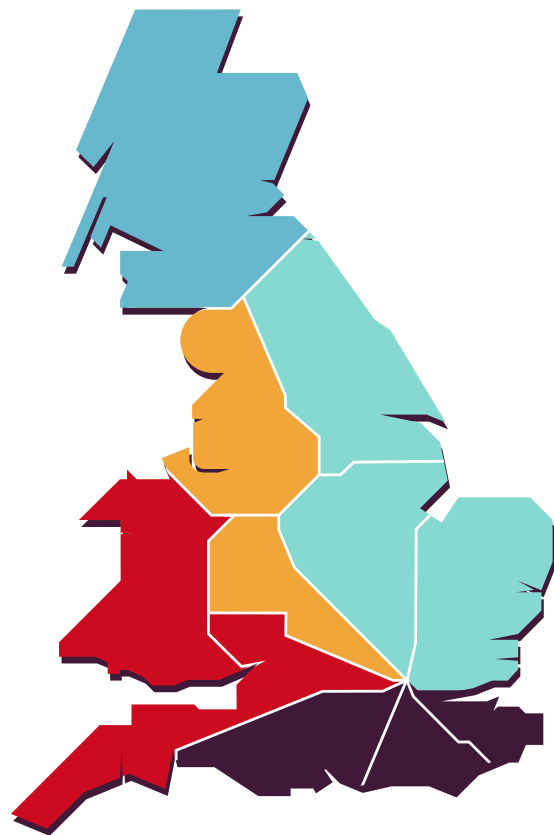
Aged 35-54



Aged 55 and over

27 January 2023 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 188 and 476. '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)



27 January 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last twelve weeks' surveys. Base size by region: Scotland to Southern: 223, 826, 632, 338, 891.

What rail passengers are saying



The trains were on time, not crowded and it was a lovely scenic route.

Very satisfied, Northern passenger

Train got cancelled on the way to work and made me wait 30 mins at minus 6 on a cold and freezing platform on the way to work. In addition I had another cancelled train on the way back from work so this was repeated later in the day.

Very dissatisfied, Great Western Railway passenger

The train was on time for once. The train conductor onboard was friendly.

Very satisfied, Southeastern passenger

Pretty standard service, came in time, pretty busy and couldn't get a seat.

Neither satisfied nor dissatisfied, Thameslink passenger

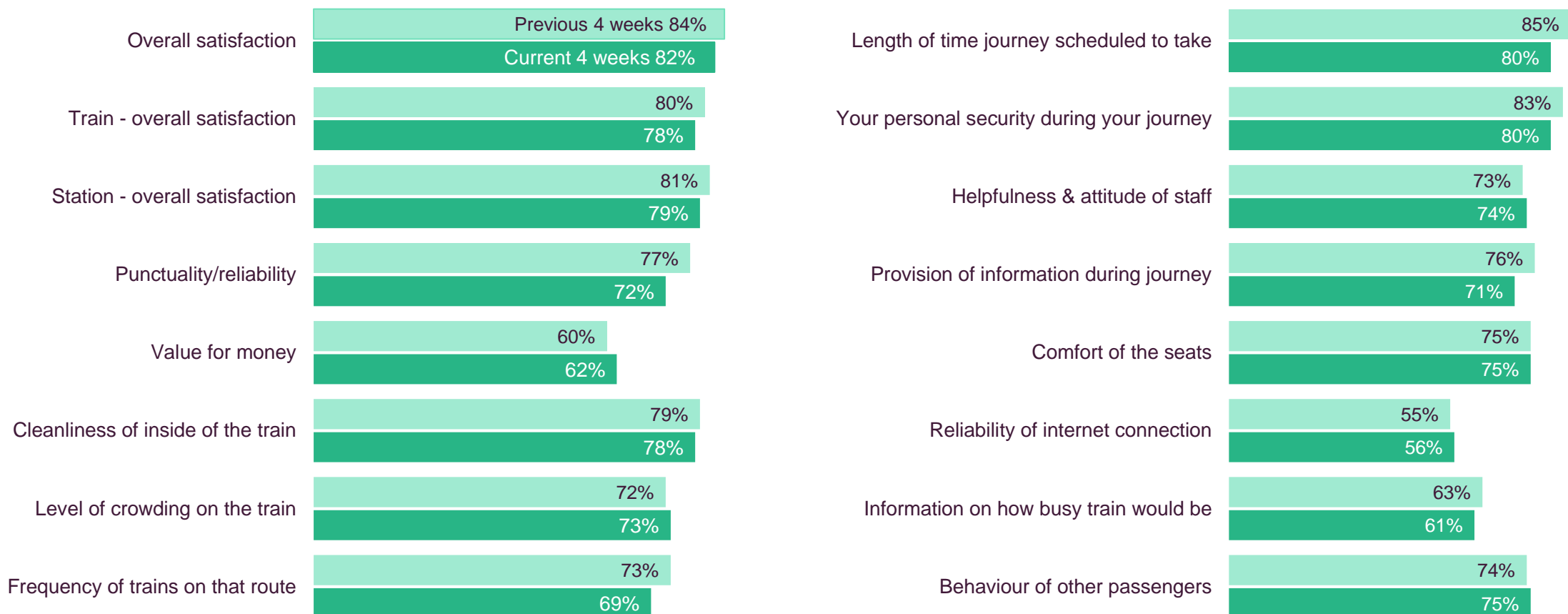
Train cancellations meant that the train only went to East Croydon. Was late at night and I had to take a taxi from East Croydon home.

Fairly dissatisfied, Southern passenger



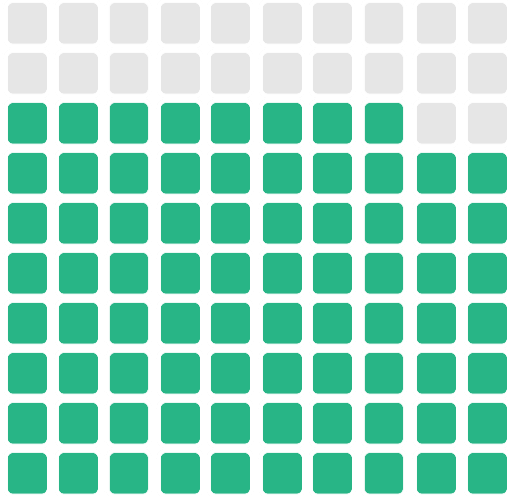
Satisfaction with aspects of rail journey

Summary of current and previous four weeks rail satisfaction

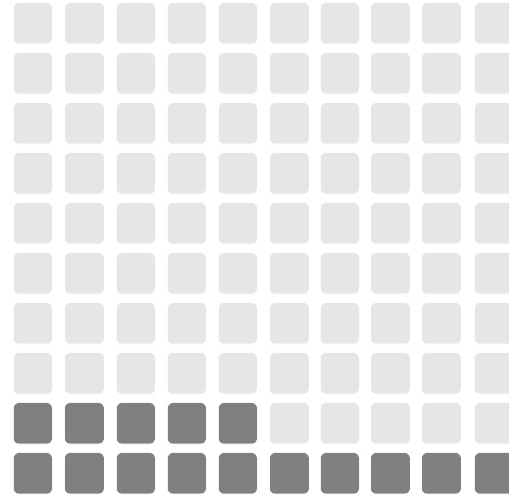


27 January 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Chart shows average of the last four weeks' surveys. Base sizes per aspect vary current 4 weeks from 629 to 849; prior 4 weeks from 745 to 1060.

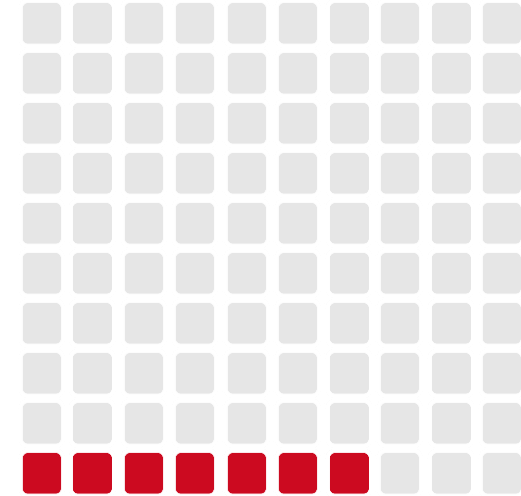
Satisfaction with the train overall



78%
satisfied



15%
neither/nor

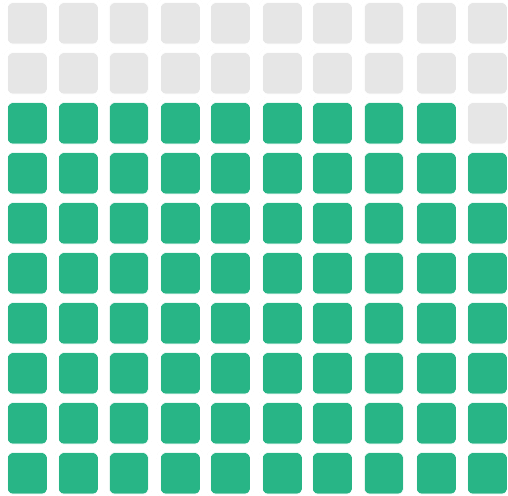


7%
dissatisfied

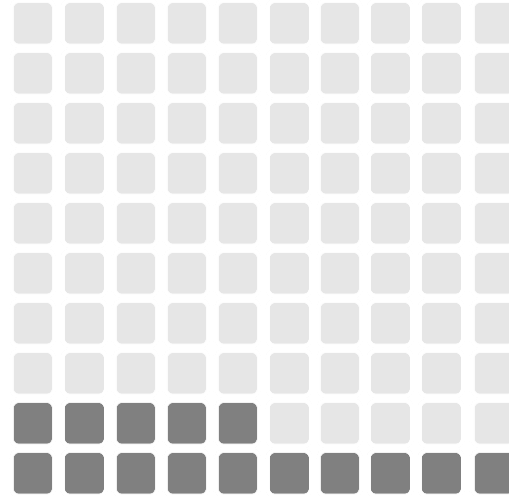


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 848; trend chart range from 149 to 318 per week.

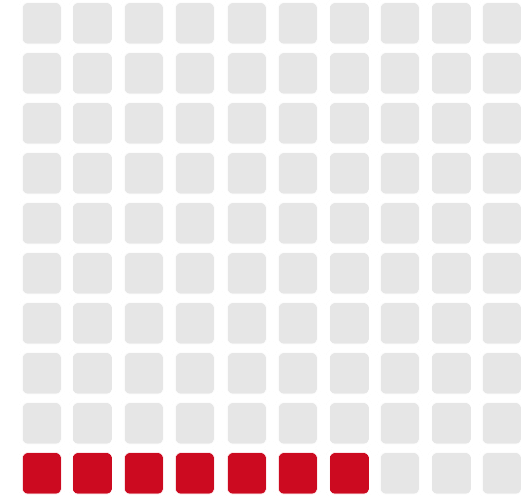
Satisfaction with the station



79%
satisfied



15%
neither/nor

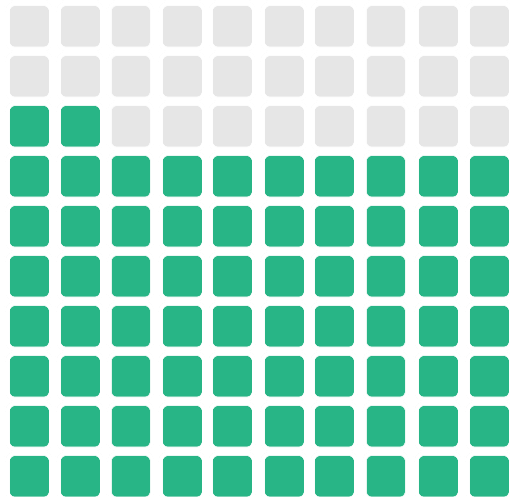


7%
dissatisfied

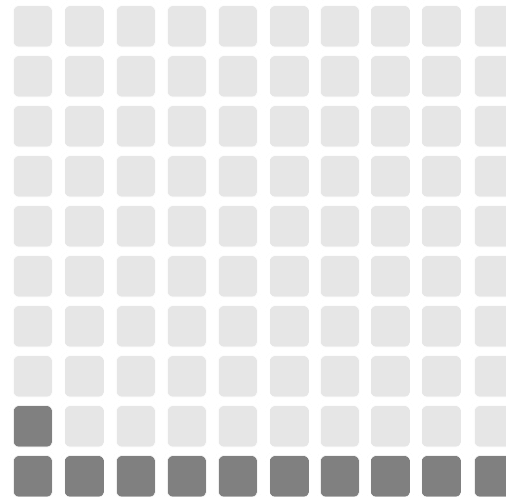


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 847 trend chart range from 149 to 317 per week.

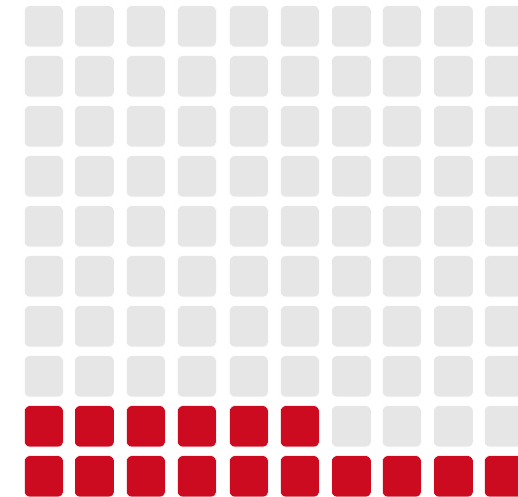
Satisfaction with punctuality/reliability



72%
satisfied



11%
neither/nor

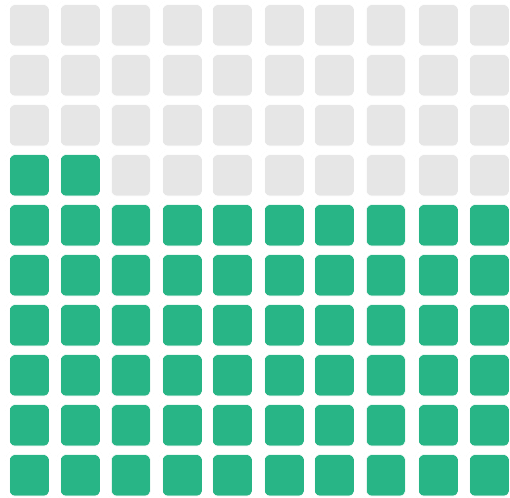


16%
dissatisfied

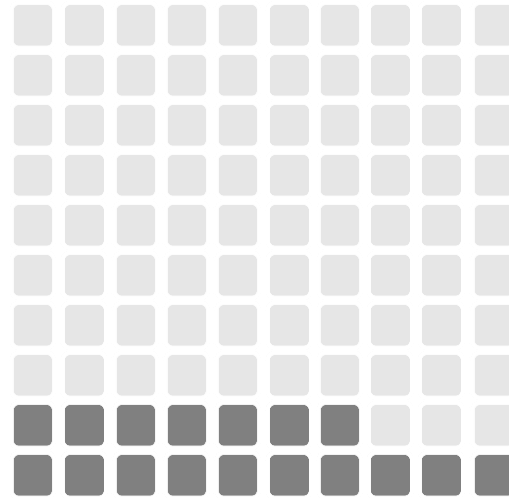


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 847; trend chart range from 148 to 318 per week.

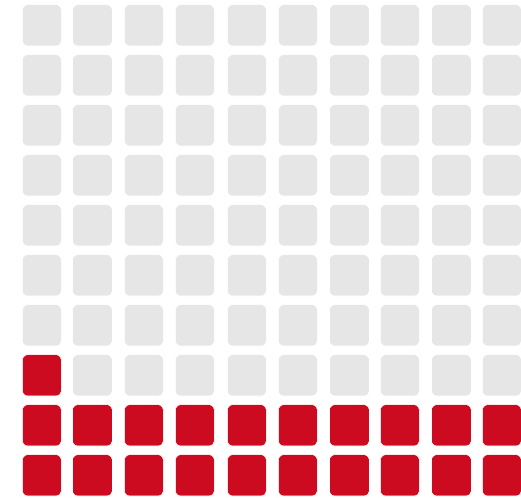
Satisfaction with value for money



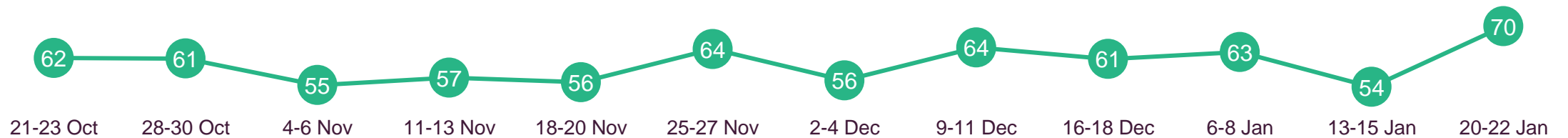
62%
satisfied



17%
neither/nor

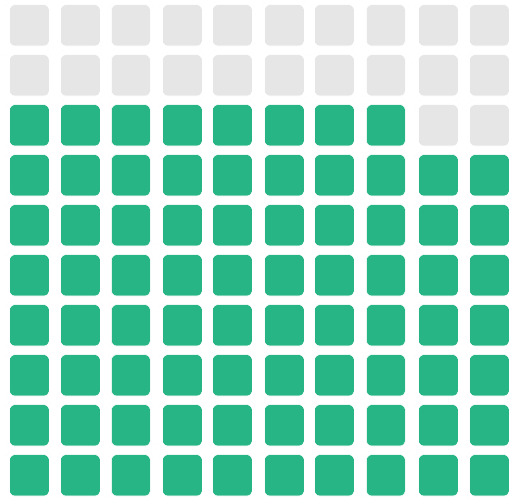


21%
dissatisfied

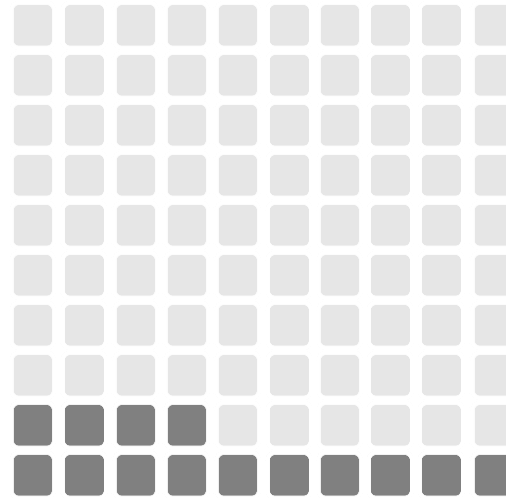


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 810; trend chart range from 147 to 308 per week.

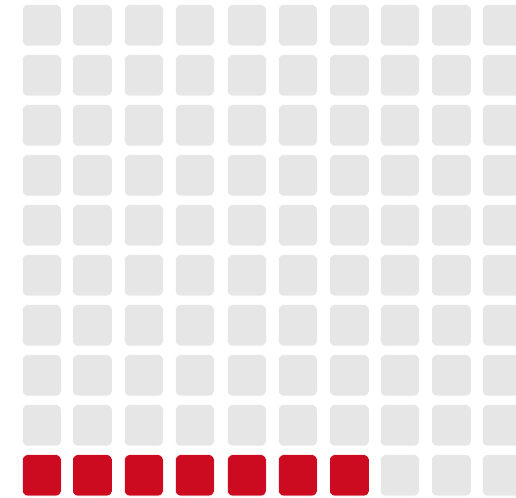
Satisfaction with cleanliness of the inside of the train



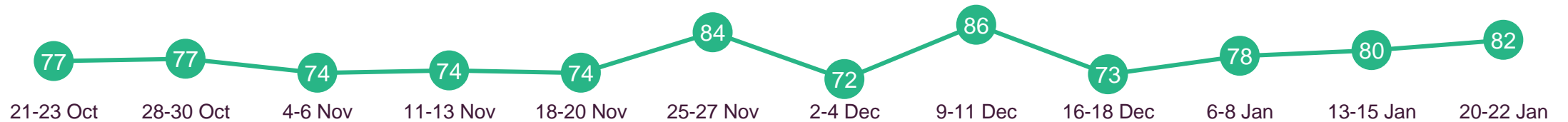
78%
satisfied



14%
neither/nor

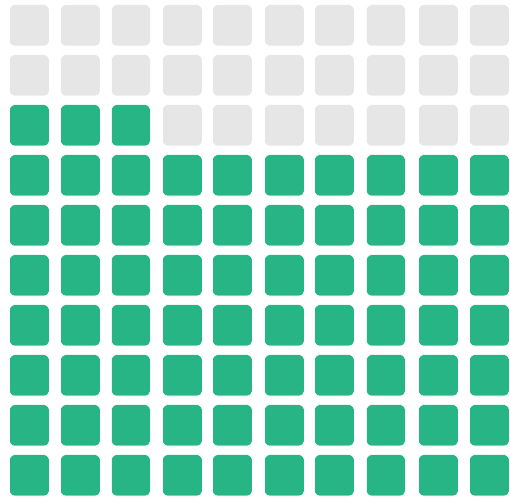


7%
dissatisfied

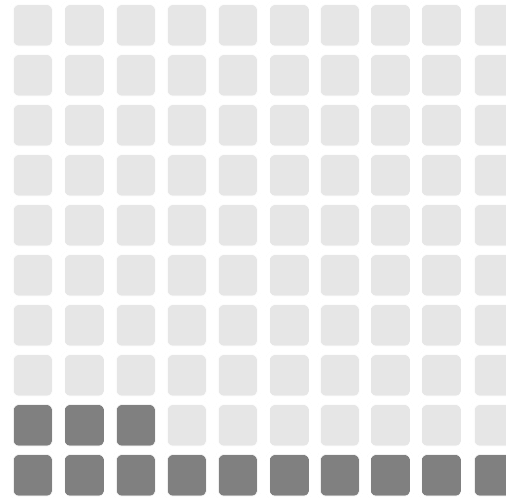


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 848; trend chart range from 149 to 318 per week.

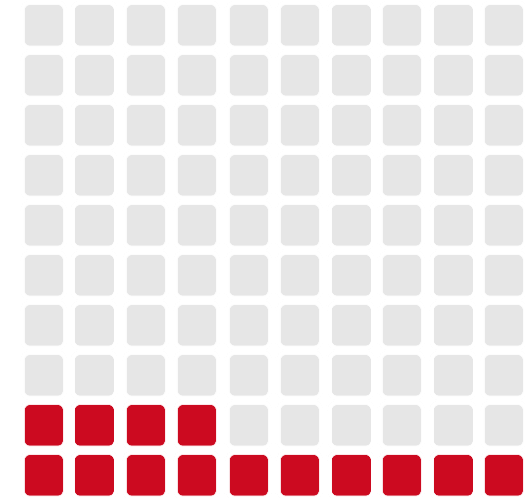
Satisfaction with level of crowding



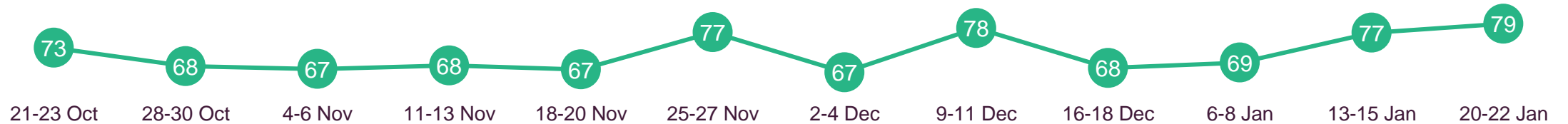
73%
satisfied



13%
neither/nor

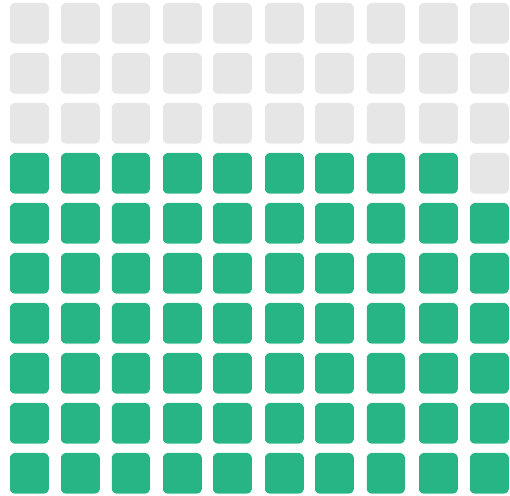


14%
dissatisfied

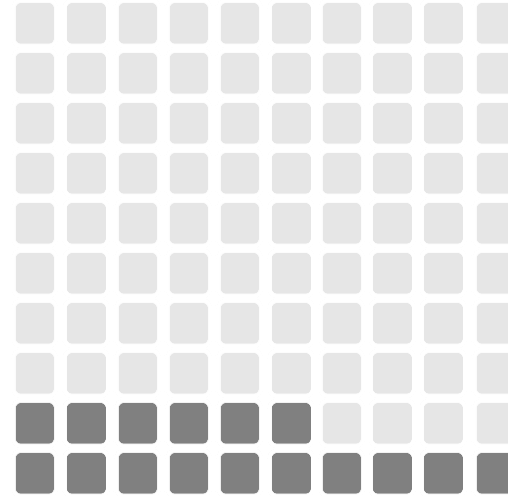


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 845; trend chart range from 149 to 318 per week.

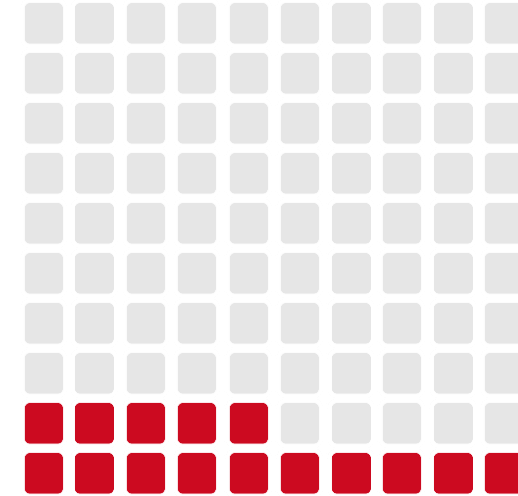
Satisfaction with frequency of trains on that route



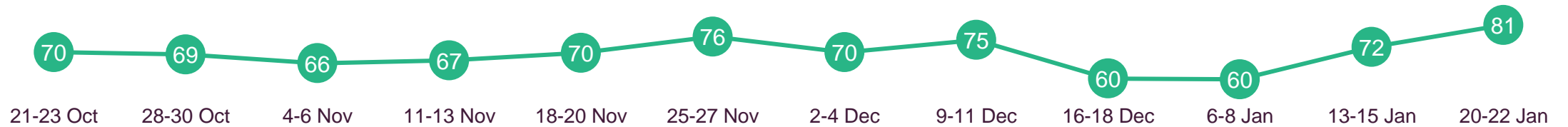
69%
satisfied



16%
neither/nor

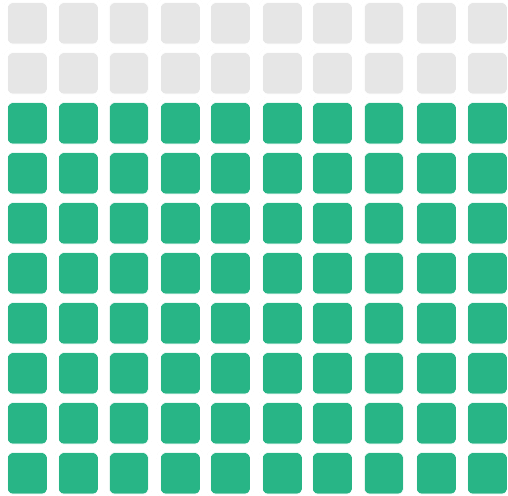


15%
dissatisfied

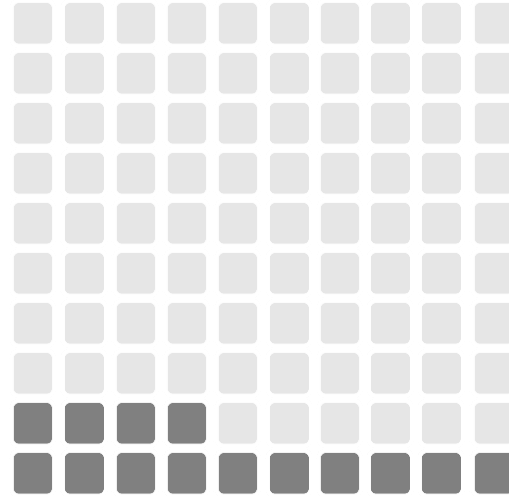


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 844; trend chart range from 146 to 316 per week.

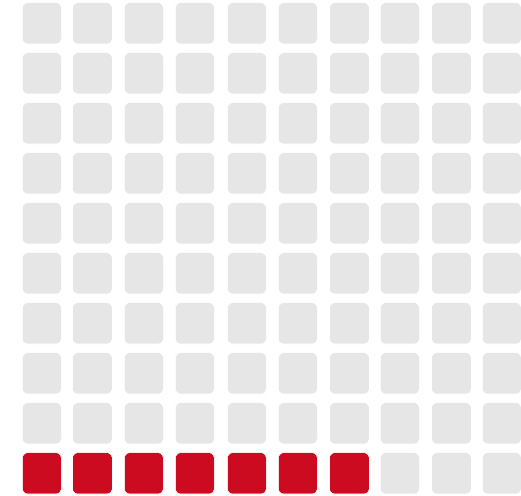
Satisfaction with scheduled journey time



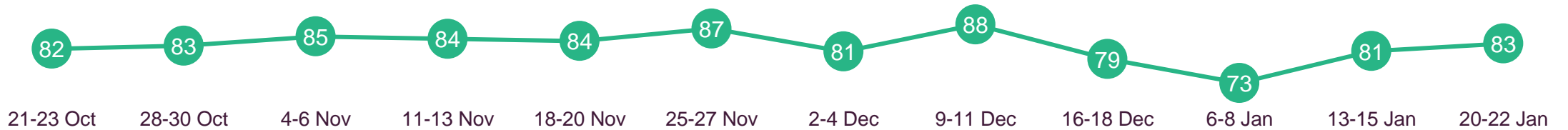
80%
satisfied



14%
neither/nor

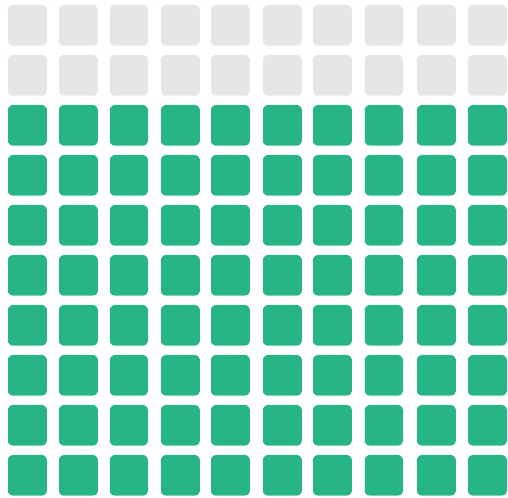


7%
dissatisfied

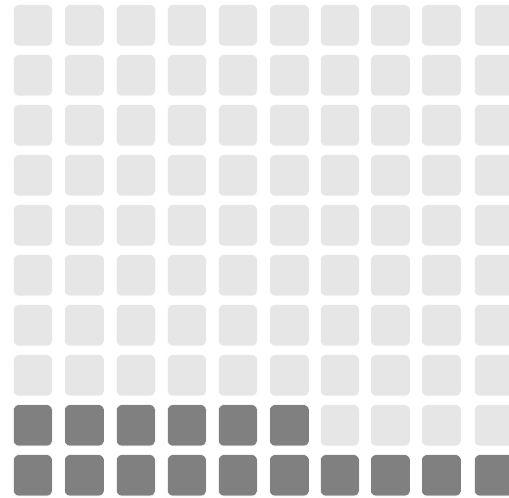


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 847; trend chart range from 149 to 318 per week.

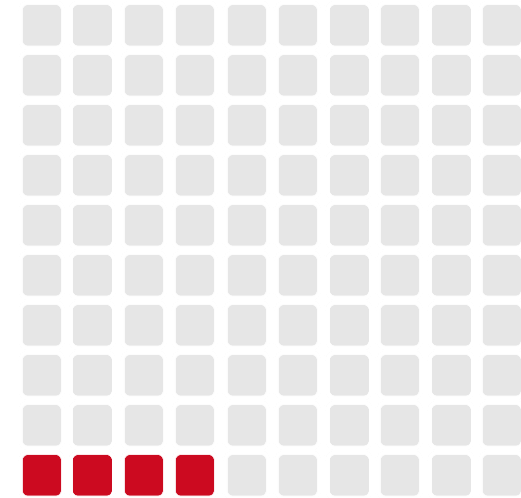
Satisfaction with personal security



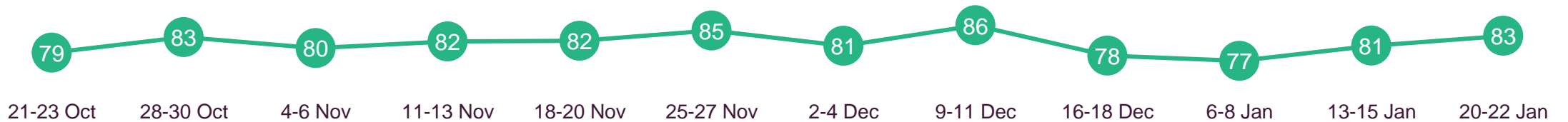
80%
satisfied



16%
neither/nor

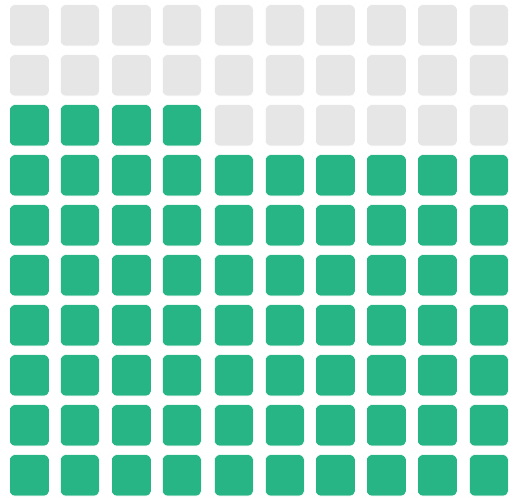


4%
dissatisfied

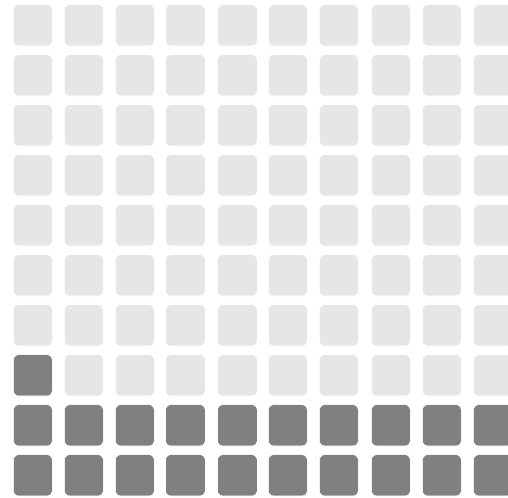


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 844 trend chart range from 148 to 315 per week.

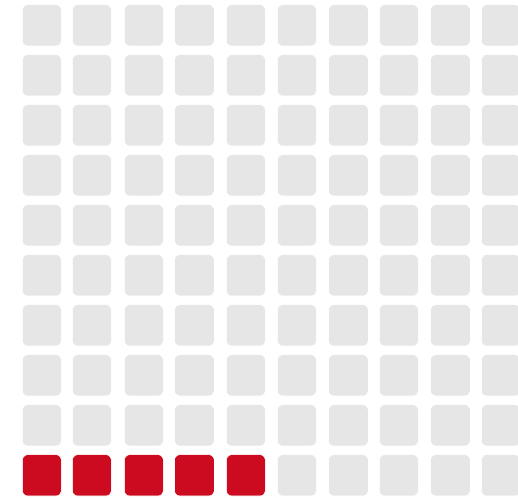
Satisfaction with helpfulness and attitude of staff



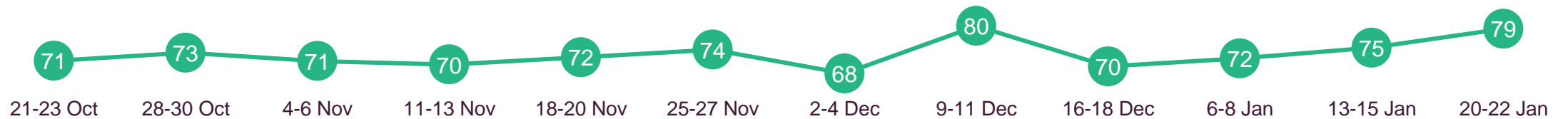
74%
satisfied



21%
neither/nor

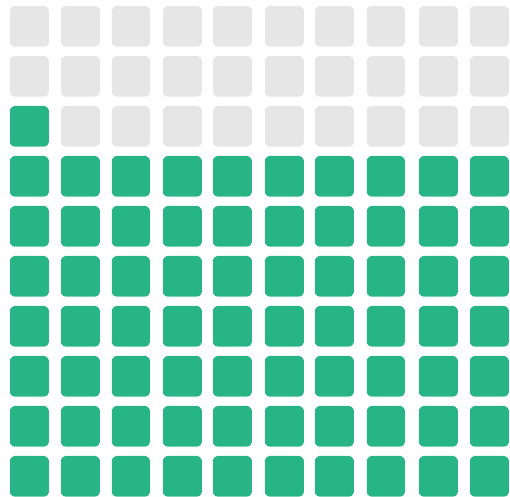


5%
dissatisfied

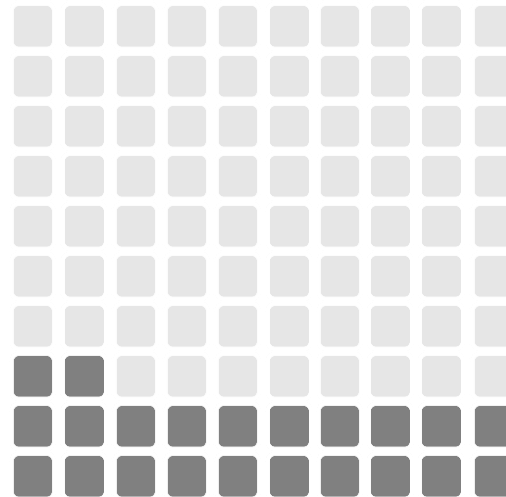


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 693; trend chart range from 126 to 255 per week.

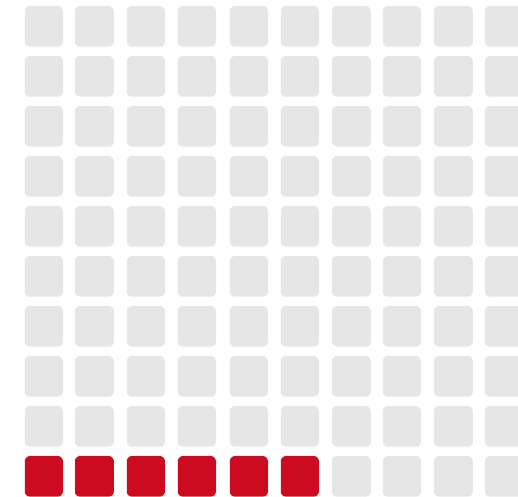
Satisfaction with information provided during the journey



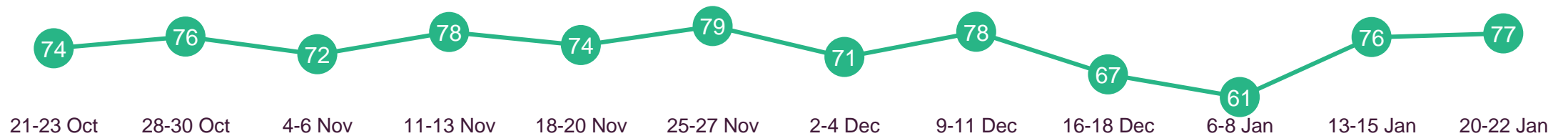
71%
satisfied



22%
neither/nor

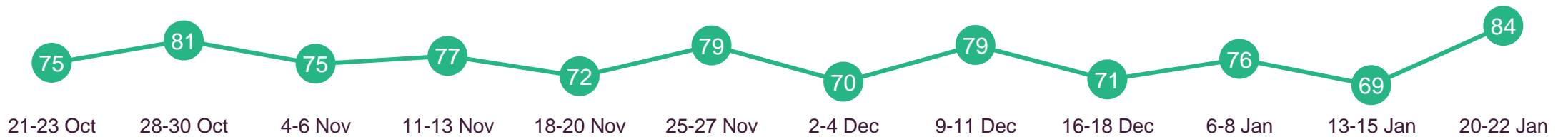
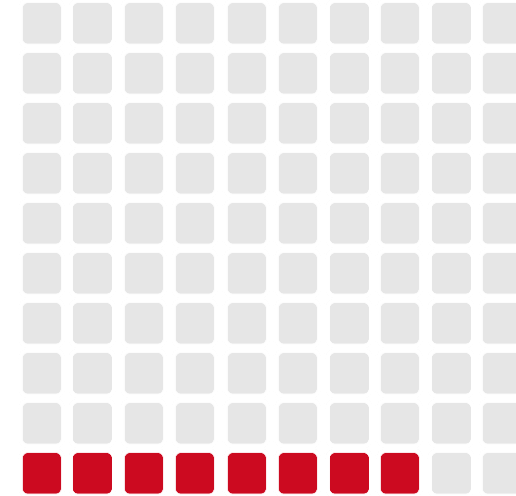
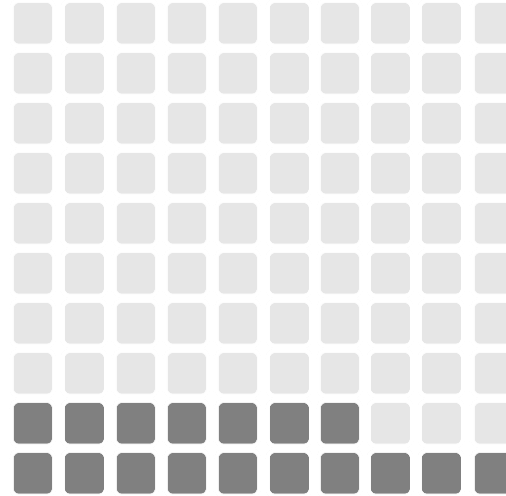
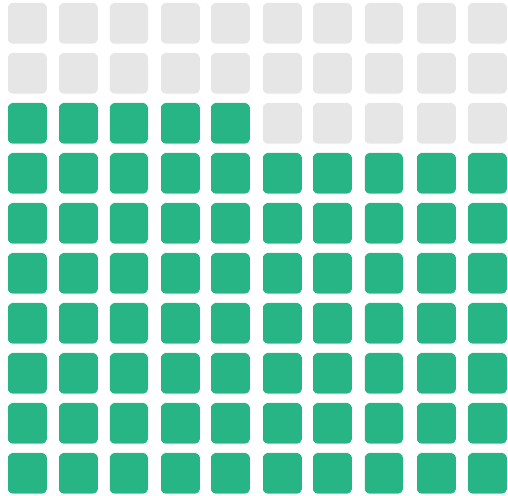


6%
dissatisfied



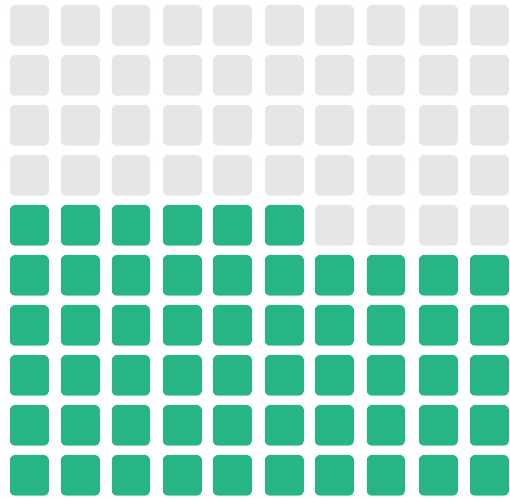
27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 807; trend chart range from 143 to 305 per week.

Satisfaction with comfort of the seats

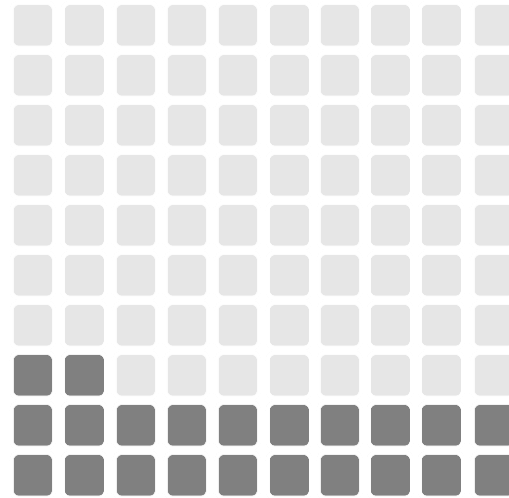


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 827; trend chart range from 146 to 304 per week

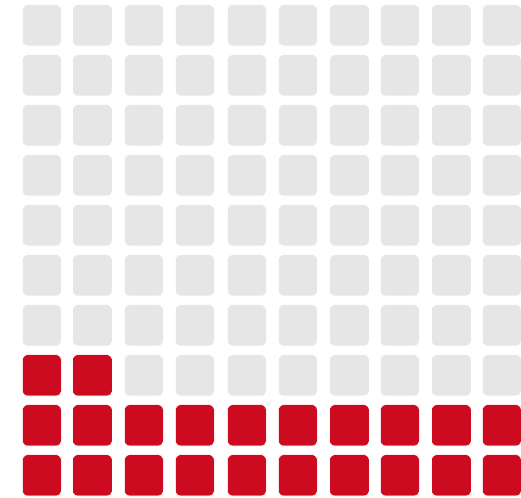
Satisfaction with reliability of the internet



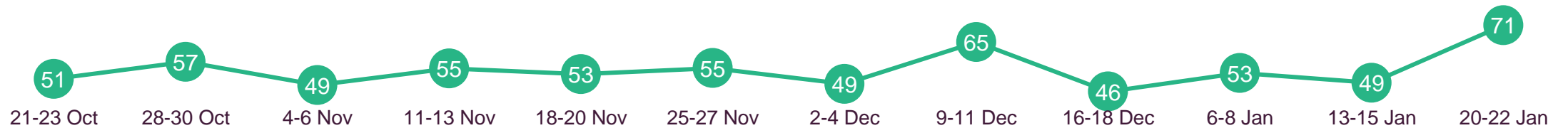
56%
satisfied



22%
neither/nor

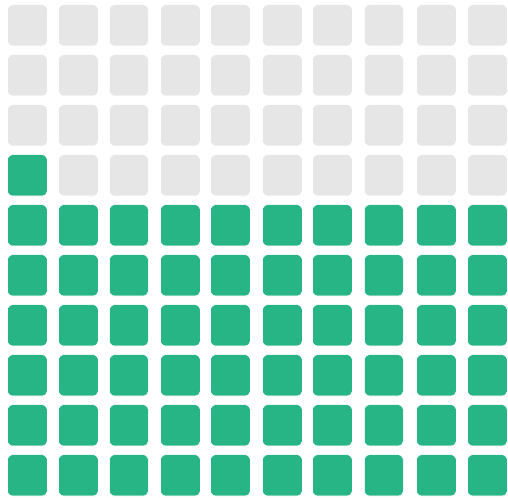


22%
dissatisfied

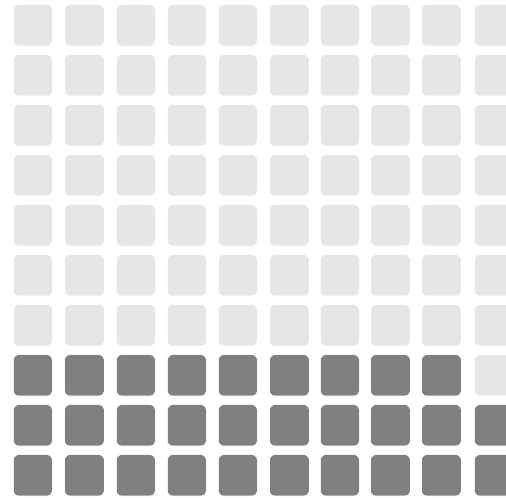


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 629; trend chart range from 115 to 229 per week

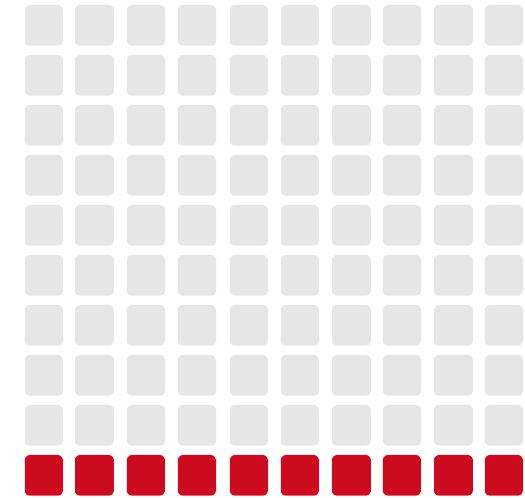
Satisfaction with information on how busy the train was before travelling



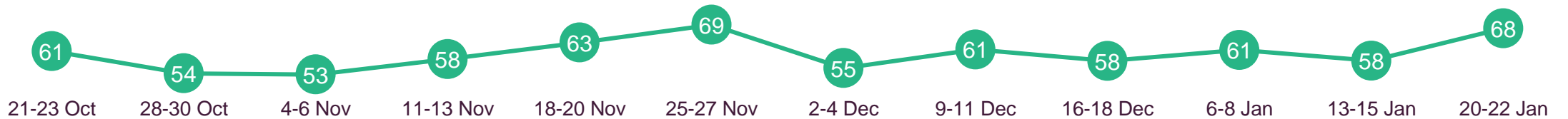
61%
satisfied



29%
neither/nor

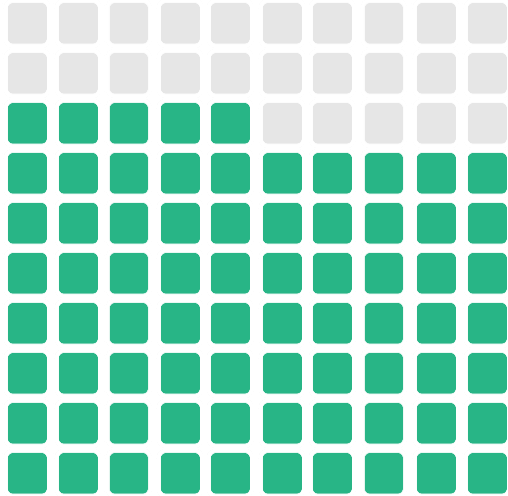


10%
dissatisfied

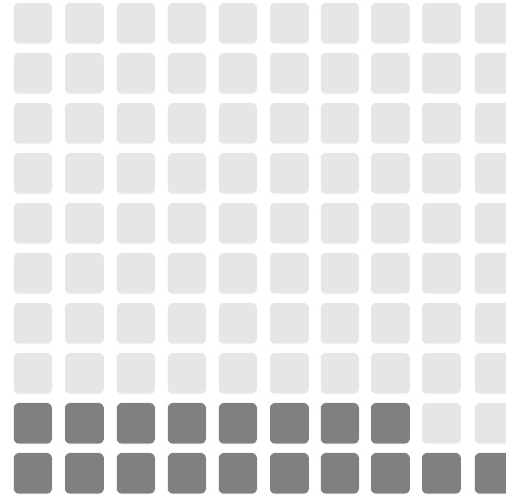


27 January 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 718; trend chart range from 129 to 262 per week.

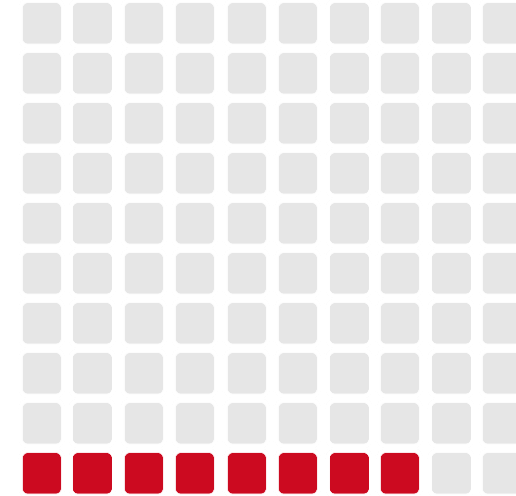
Satisfaction with other passengers' behaviour



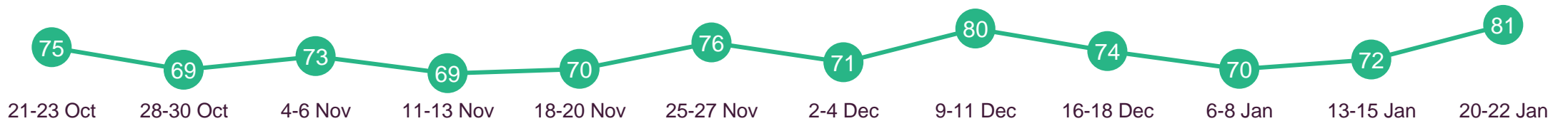
75%
satisfied



18%
neither/nor



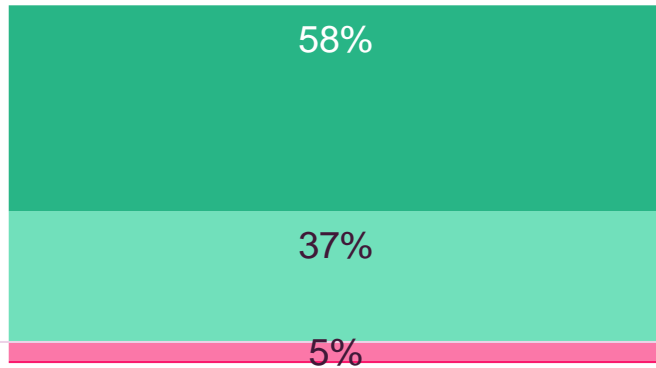
8%
dissatisfied



27 January 2023 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 837 trend chart range from 147 to 316 per week.

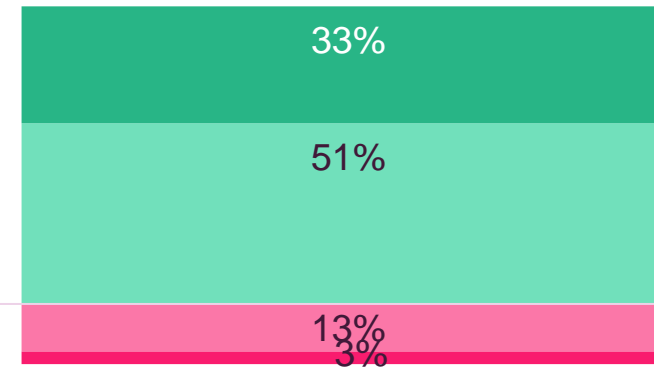
Feeling safe on rail in relation to Covid

Used rail
in last 7 days



19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan

Not used rail
in last 7 days



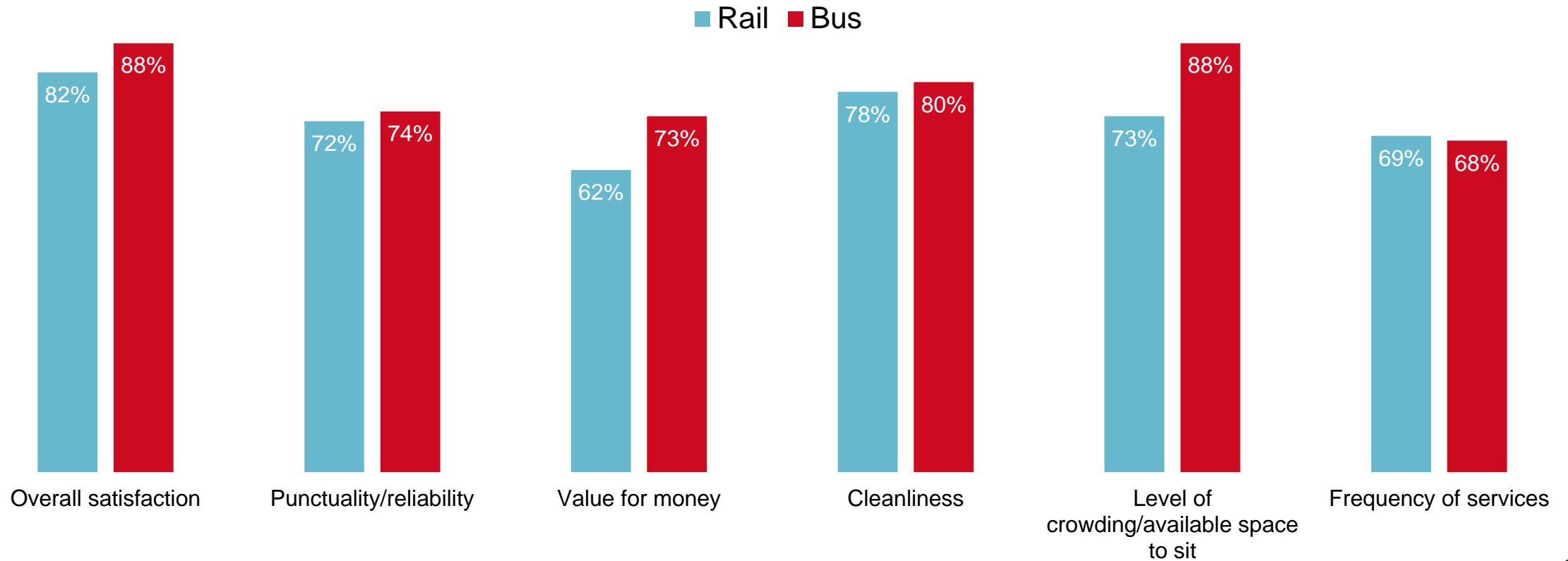
19-21 Aug 16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan

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

27 January 2023 report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (20-22 January 2023) with base sizes for users of 251 and non-users 1781. Base sizes for trend charts range on users from 235 to 294, and non-users from 1712 to 1818.

Rail to bus comparison

Rail passengers have lower satisfaction overall, with value for money and with crowding



27 January 2023 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 810 to 849; bus base sizes from 507 to 616.

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 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
Week 64	16-18 December	282
Week 65	6-8 January	288
Week 66	13-15 January	252
Week 67	20-22 January	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

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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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