



# Ticket office consultations

The demographic profile of respondents

December 2023

# Background and key findings

The train companies' consultation under the Ticketing and Settlement Agreement (TSA) only requires them to provide Transport Focus's contact details so that passengers can make representations. One of the disadvantages of this method of gathering responses is that it means Transport Focus cannot easily capture information which might support analysis of the different concerns and priorities of different types of respondents.

In order to provide assurance that the train companies' consultation had reached a wide range of passengers and potential respondents Transport Focus conducted a survey of a sample of people who had responded to the public consultation. We emailed asking them to complete an online questionnaire collecting their demographic details. The survey closed on Thursday 21 September with 4,156 people having completed a questionnaire.

Key findings from this demographic survey included:

- responses tended to be from older train users; almost a half of those responding were more than 65 years of age
- 58 per cent of the responses were from female train users, while 40 percent were from those who are male
- almost seven in 10 respondents used trains at least a few times a month
- more than nine in 10 of those submitting a response to the consultations used trains to make journeys for leisure reasons and almost one in four used trains to make journeys to or from work or education
- 20 per cent of those submitting a response said that they have a long-term physical or mental health impairment limiting the daily activities or work that they can do.

# Methodology

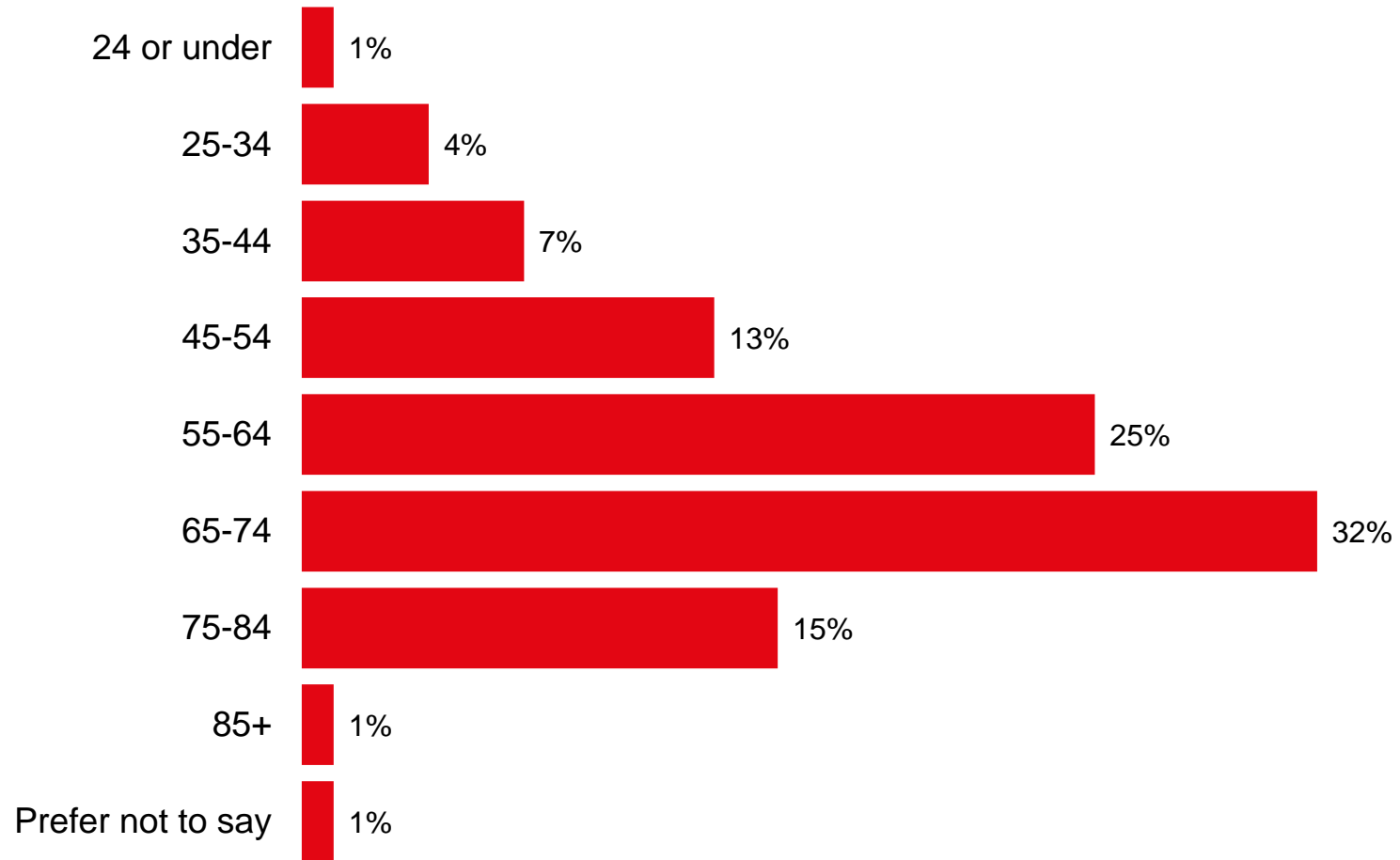
- On 21 August Transport Focus began to collate a list of all the submissions to the ticket office consultations that had been received electronically so that details from these submissions, including contact email address, could be extracted.
- A list of unique email addresses was collated. The list was then stratified by the way in which the response had been submitted and by the train operating company about which the submission was concerned. A sample of 14,914 submissions were then selected at random. We felt, given an estimated response rate of between 10 per cent and 20 per cent, this would give us a good final sample of between 1500 and 3000 responses.
- On Wednesday 23 August an email was sent to all of the 14,914 sample. This email invited them to complete an online questionnaire collecting their demographic details. The survey closed on 21 September with 4156 people having completed a questionnaire; this represents a response rate, which was better than expected, of 28 per cent.
- Please also note that data presented in this report is unweighted.

# Findings in detail



# Age

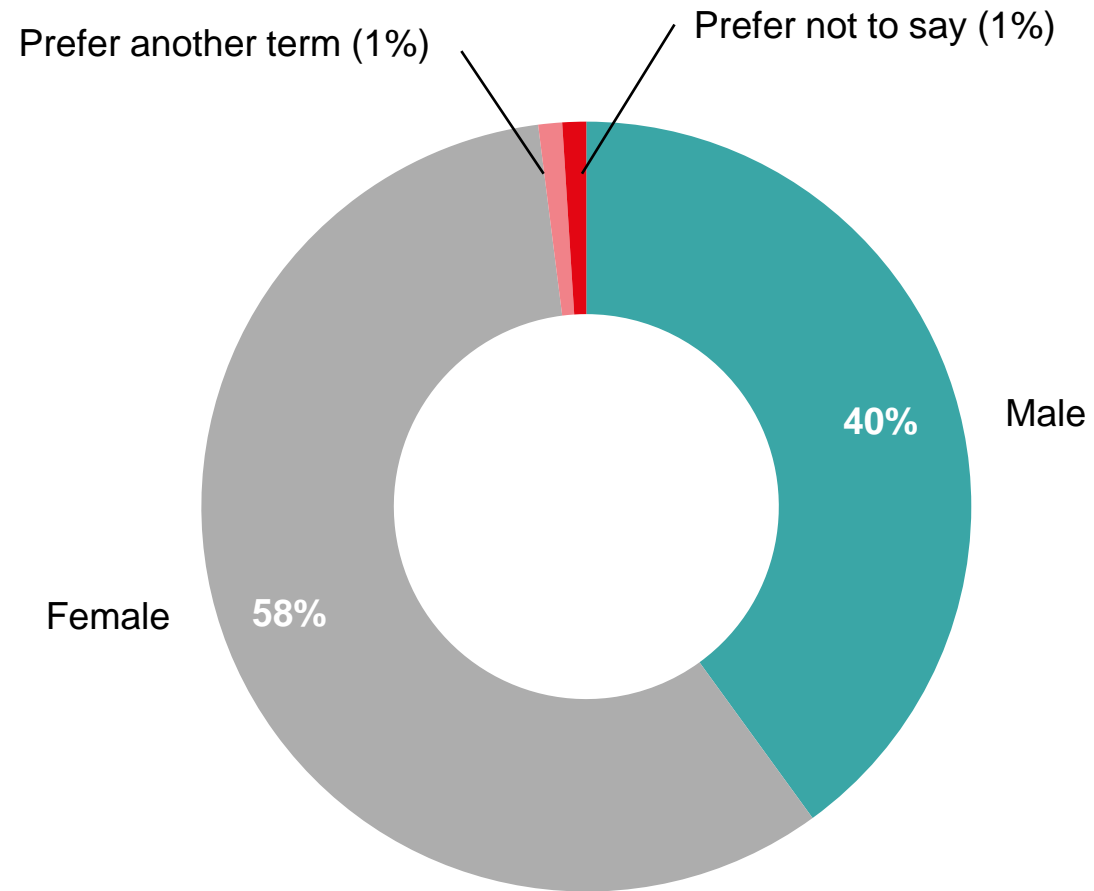
Responses to the consultations tend to be from older train users; almost a half of those responding are more than 65 years of age



All Respondents (4156).

# Gender

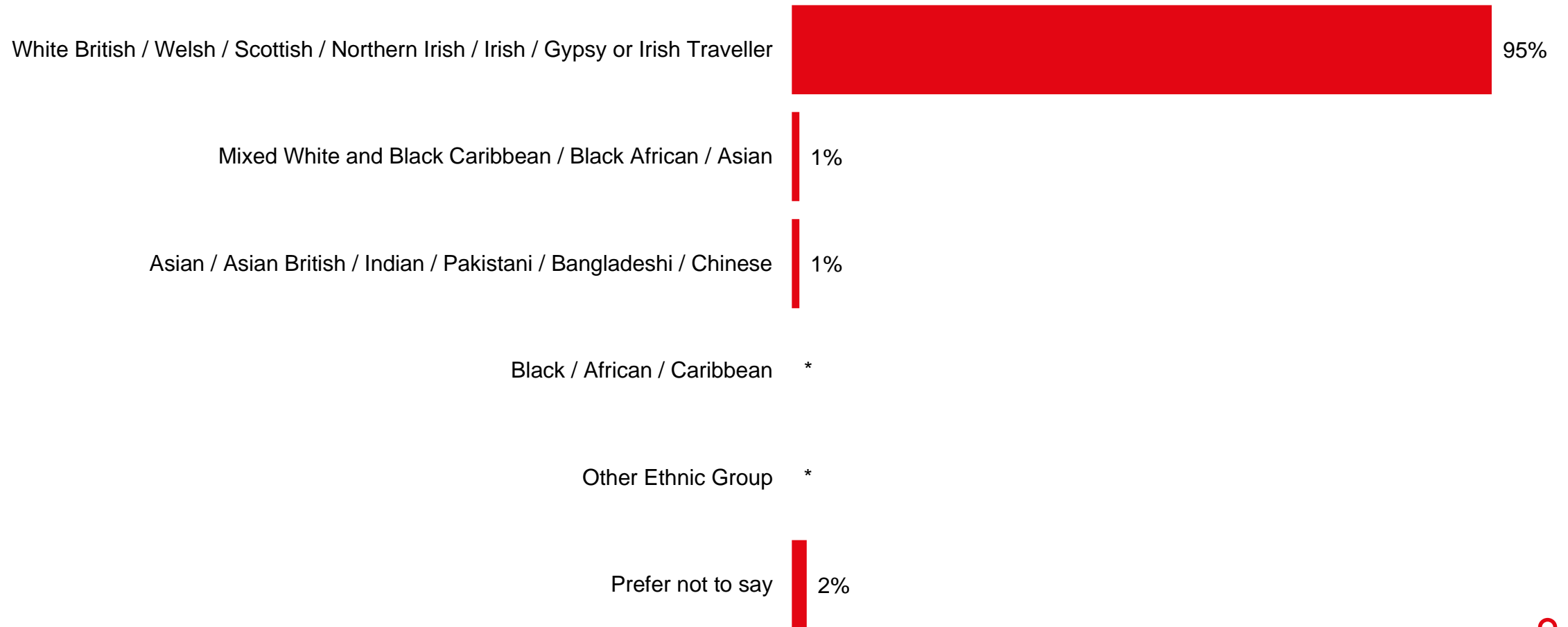
58 per cent of the responses are from female train users, while 40 percent are from those who are male.



All Respondents (4,156).

# Ethnicity

95 per cent of the responses are from white train users

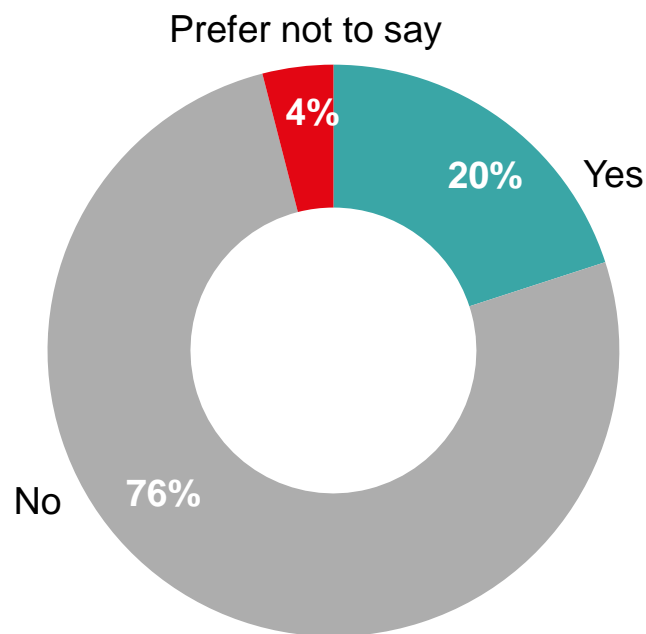


All Respondents (4,156). \* Less than 1%

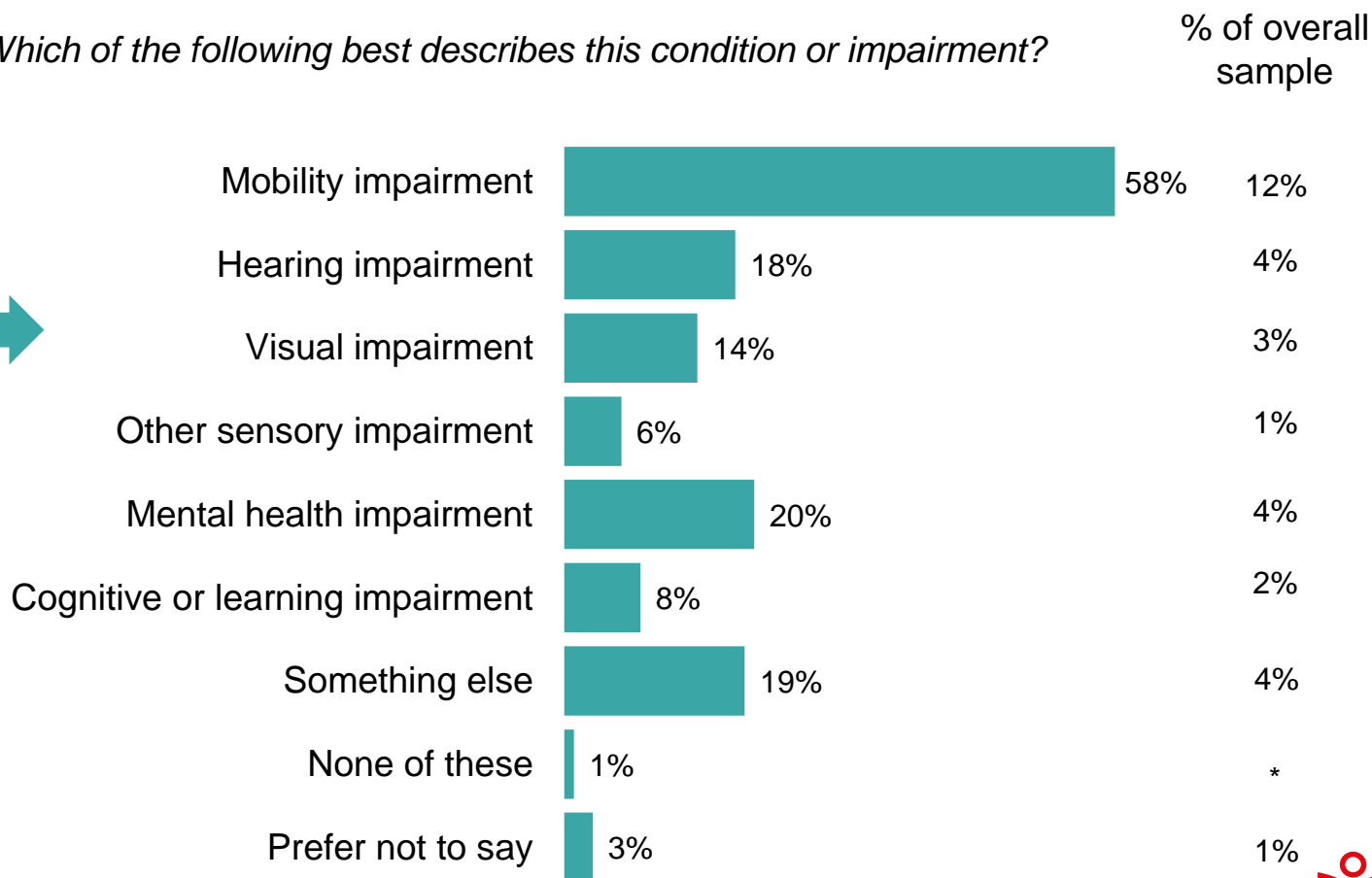
# Disability

20 per cent of those submitting a response say that they have a long-term physical or mental health impairment. Most of these train users have a mobility impairment.

*Do you have a long-term physical or mental-health impairment limiting the daily activities or work that you can do?*



*Which of the following best describes this condition or impairment?*

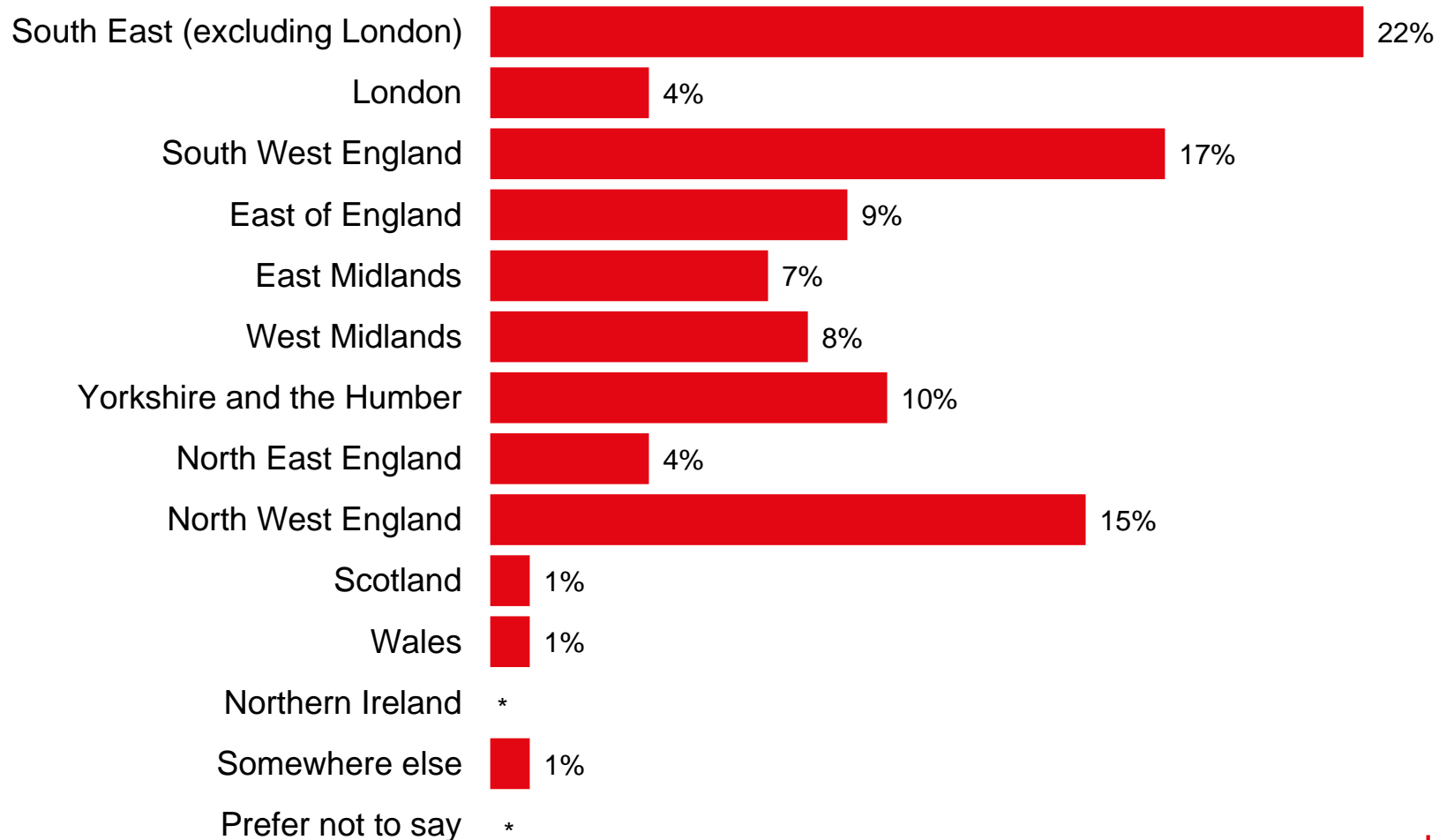


All Respondents (4156). Those with a long-term impairment (821). \* less than 1%



# Region

22 per cent of responses come from those in the south east (excluding London). 17 per cent come from those in the south west and 15 per cent from north west England.



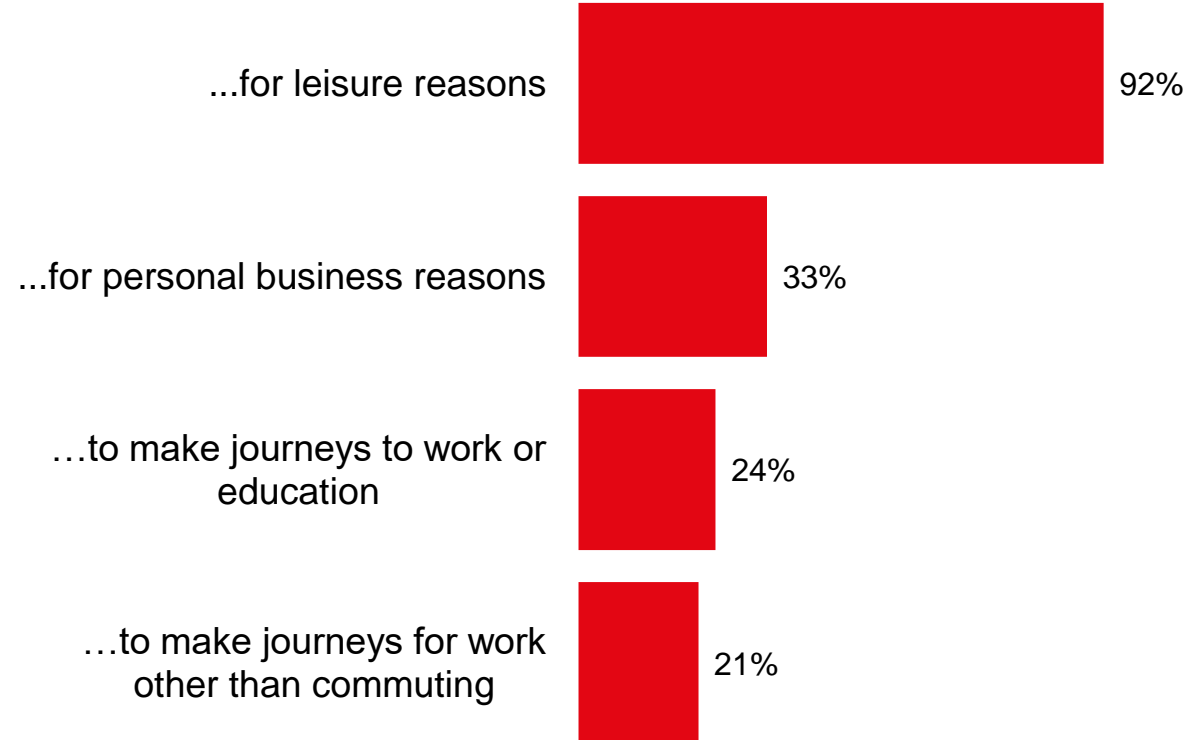
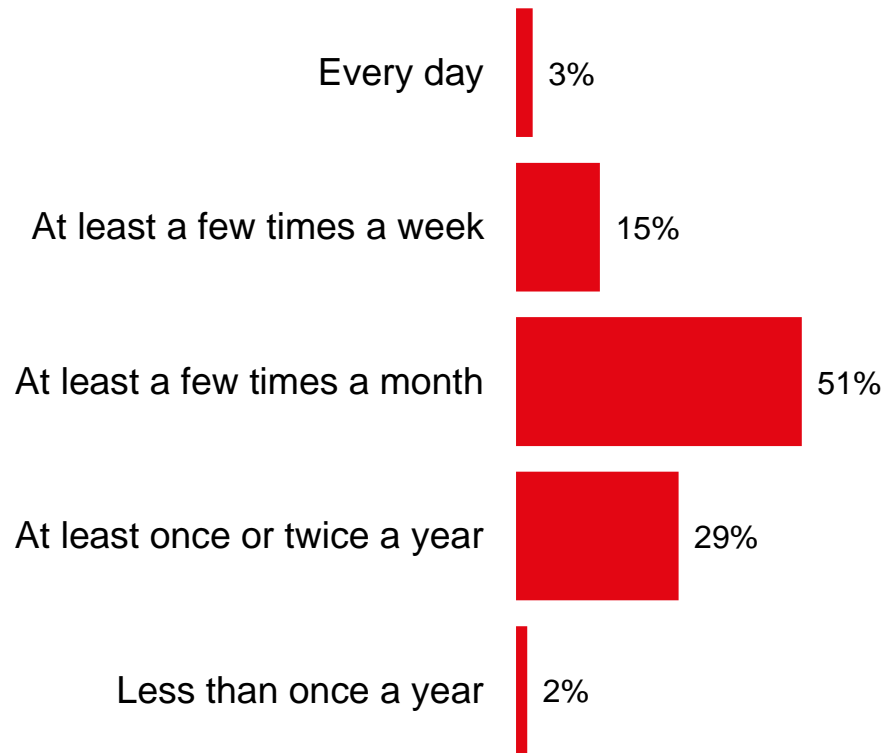
All Respondents (4156). \* less than 1%

# Frequency and reason for train use

Almost 7 in 10 use trains at least a few times a month, or more frequently, while almost all of those submitting a response to the consultations use trains to make journeys for leisure reasons.

*How often do you use trains?*

*And for which of the following reasons do you travel by train when you do so?*

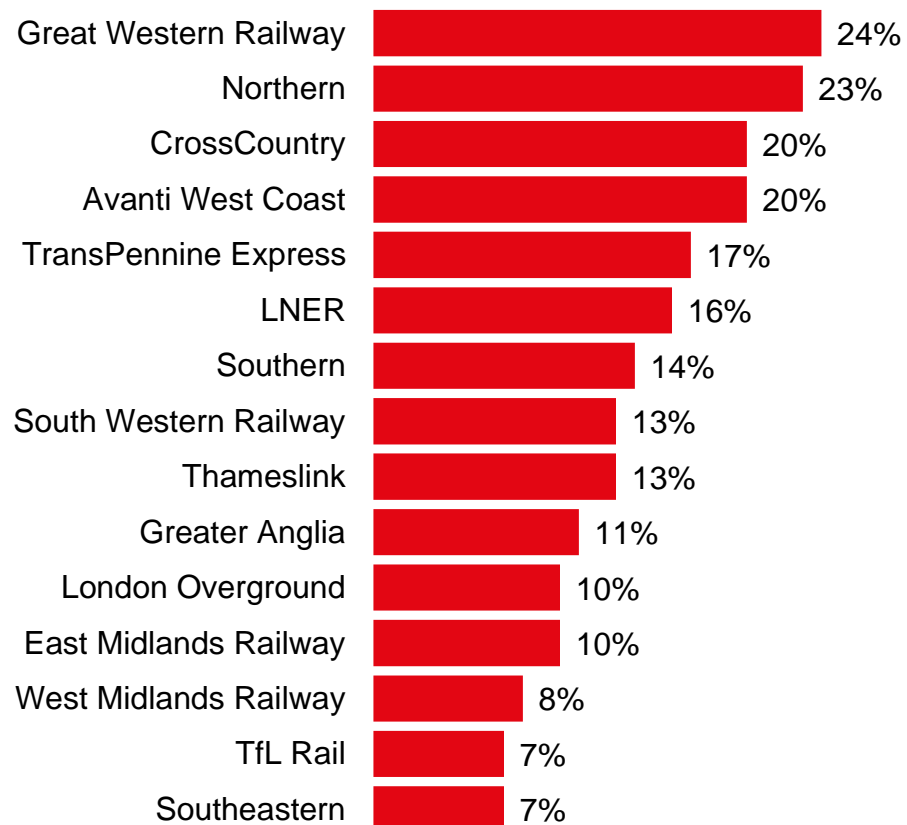


# Train operating company used most often

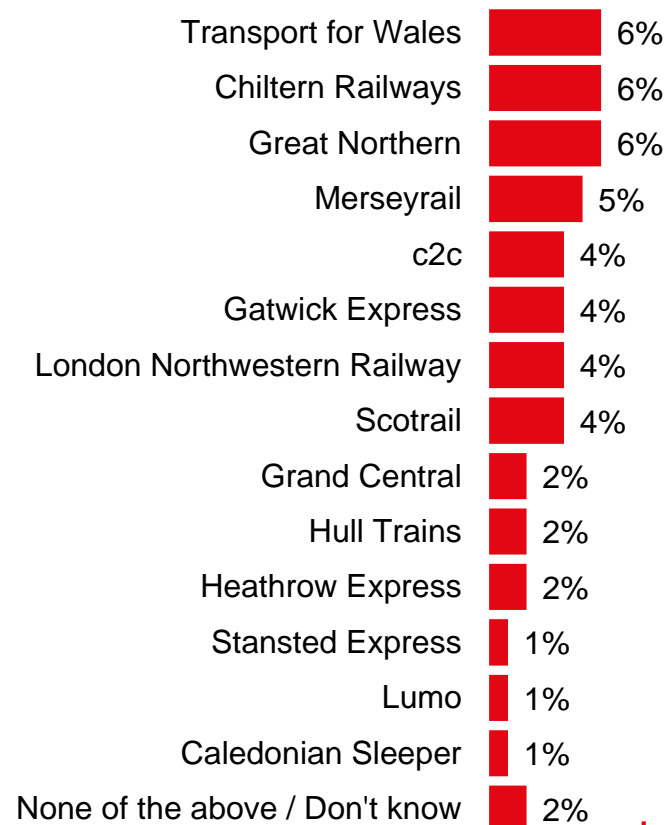
20 per cent or more of those submitting a response to the consultation use trains run by Avanti West Coast, CrossCountry, Northern, or Great Western most often.

*When you use a train, which of the following Train Operating Companies run the trains that you use most often?*

Top TOCs used:



Bottom TOCs used:



# Contact Transport Focus

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[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

Transport Focus is the operating name of the Passengers' Council

Transport Focus is the independent consumer organisation representing the interests of:

- rail passengers in Great Britain
- bus, coach and tram users across England outside London
- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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