

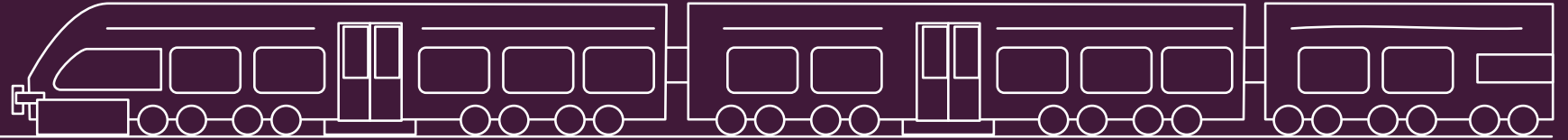
24 February
2023

Edition 11

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.

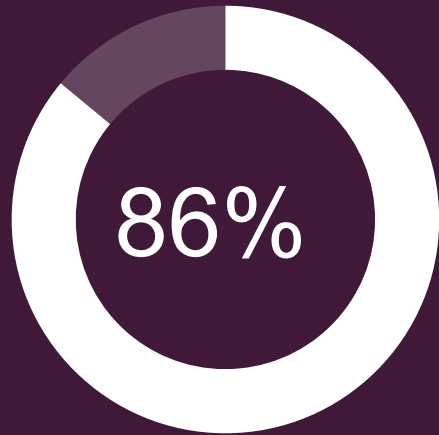
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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.

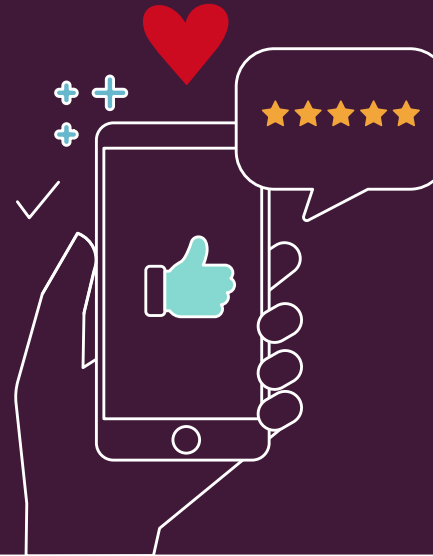
We publish a report every four weeks. This report covers interviews between November 2022 and February 2023. Further details on how we carried out this survey are available on page 34.

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



86% of rail passengers were satisfied with their journey overall



Satisfaction with punctuality/reliability is up from 72 per cent to 79 per cent



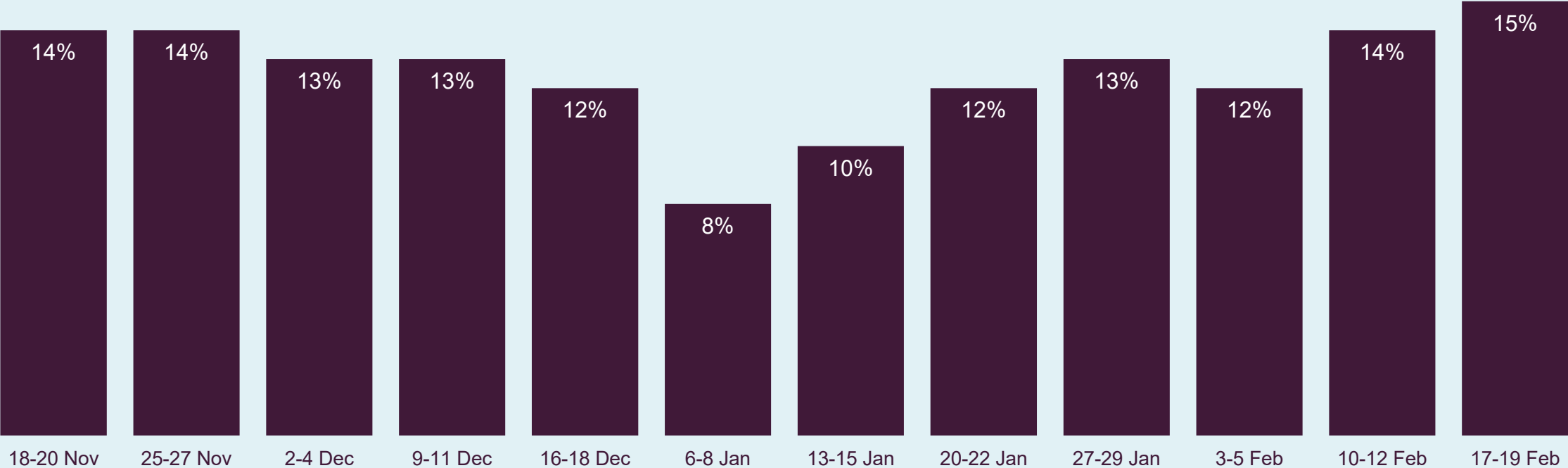
Satisfaction with behaviour of other passengers is down from 75 per cent to 72 per cent

Rail usage levels



Rail use has recovered after a dip at the start of 2023

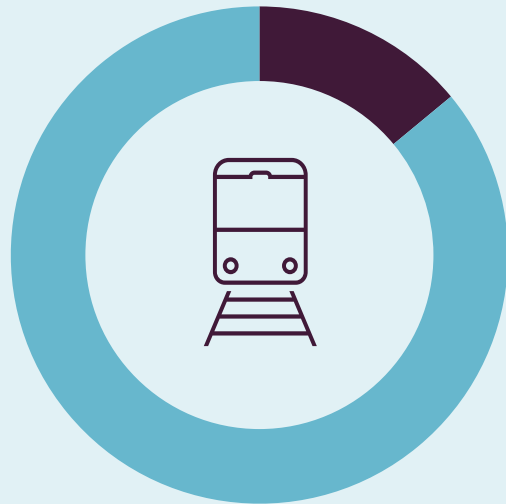
Proportion using rail



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

Around one in seven used rail in the past seven days

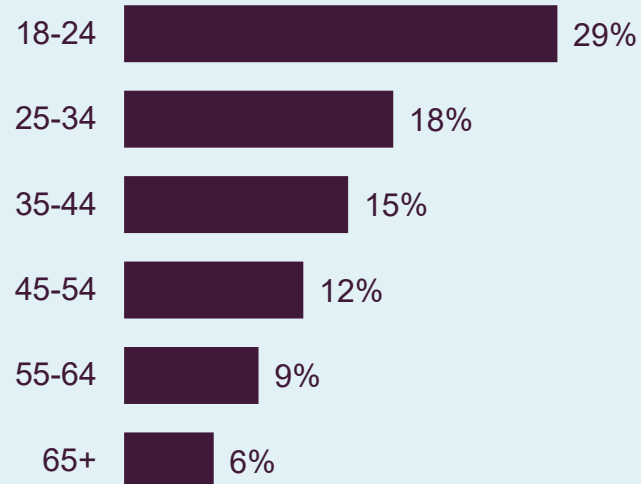
Proportion using rail



14%

of people in Great Britain used rail in the last four weeks

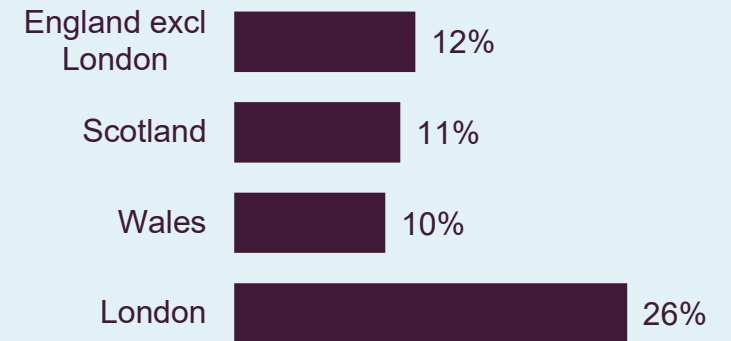
Age



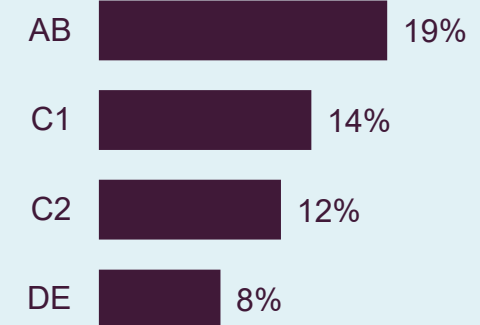
Sex



Region



Social grade

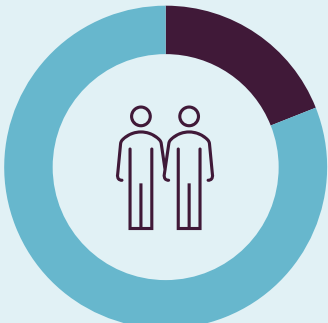


Commuting is the most common reason for rail travel

Main purpose of rail journey



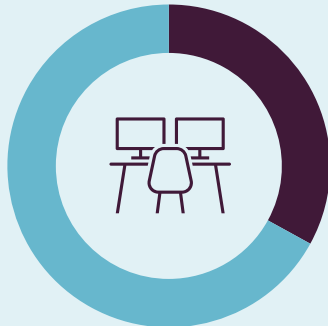
Leisure/eating out/non-essential shopping
27%



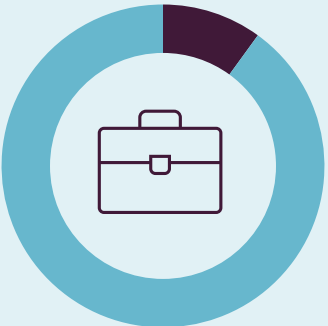
Friends/family
19%



Essential shopping
3%



Commuting
33%



Work travel
10%

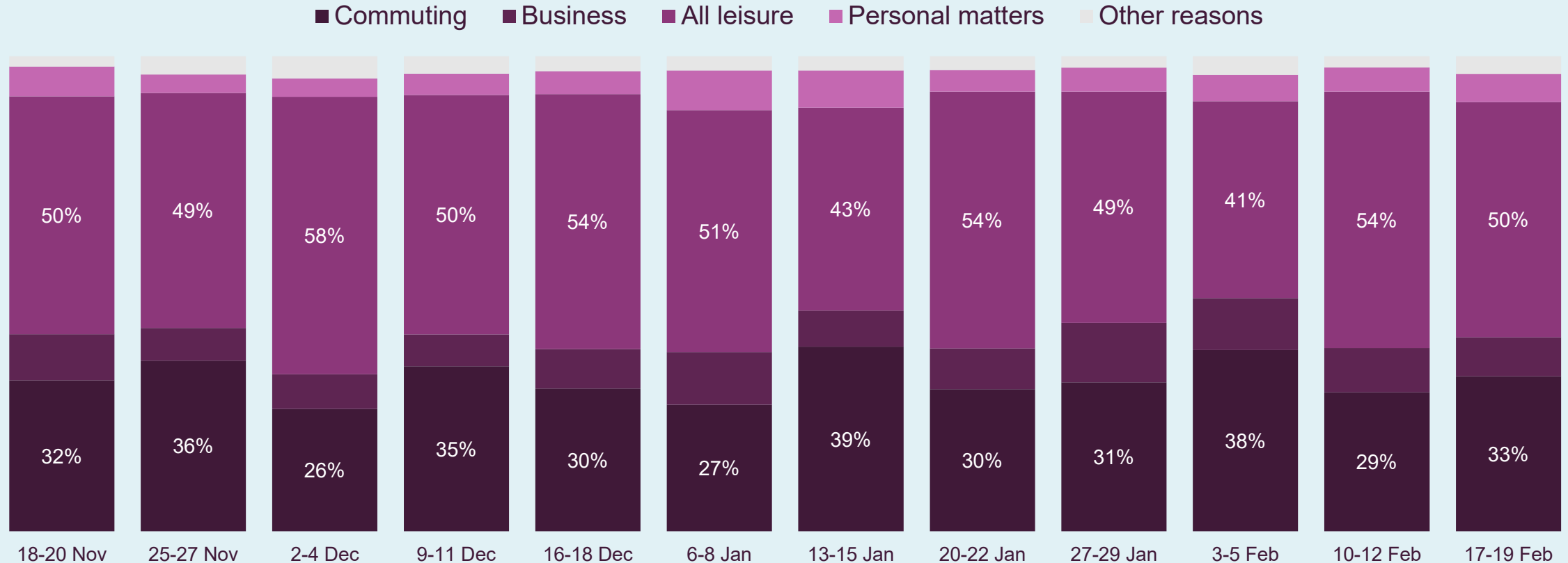


Personal matters
5%

24 February 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 - 1099. 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

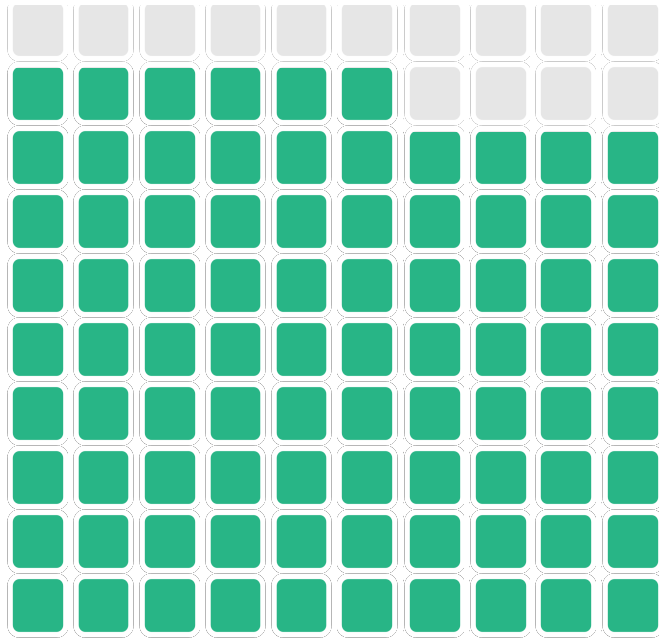


24 February 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 250 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

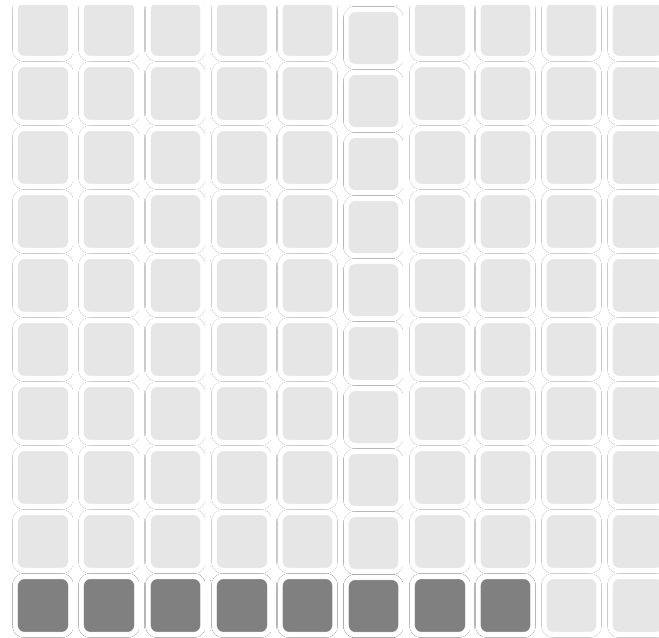
Rail satisfaction



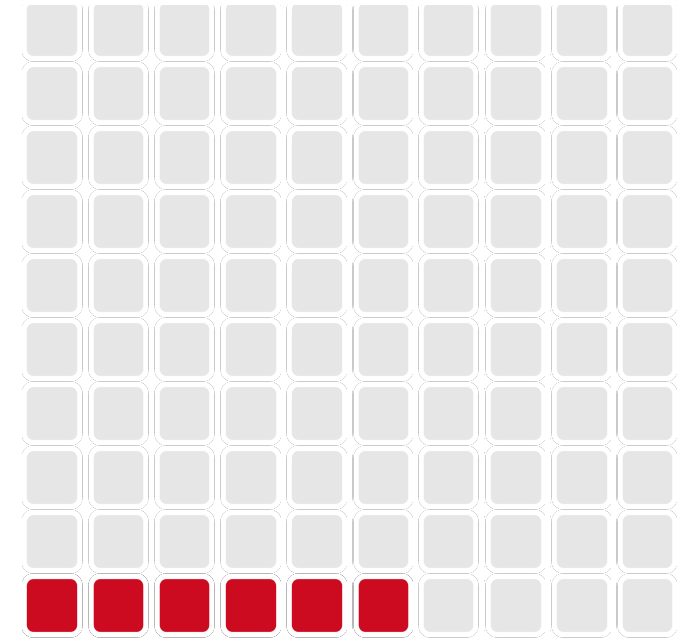
Overall satisfaction with rail journey over last four weeks



86%
satisfied

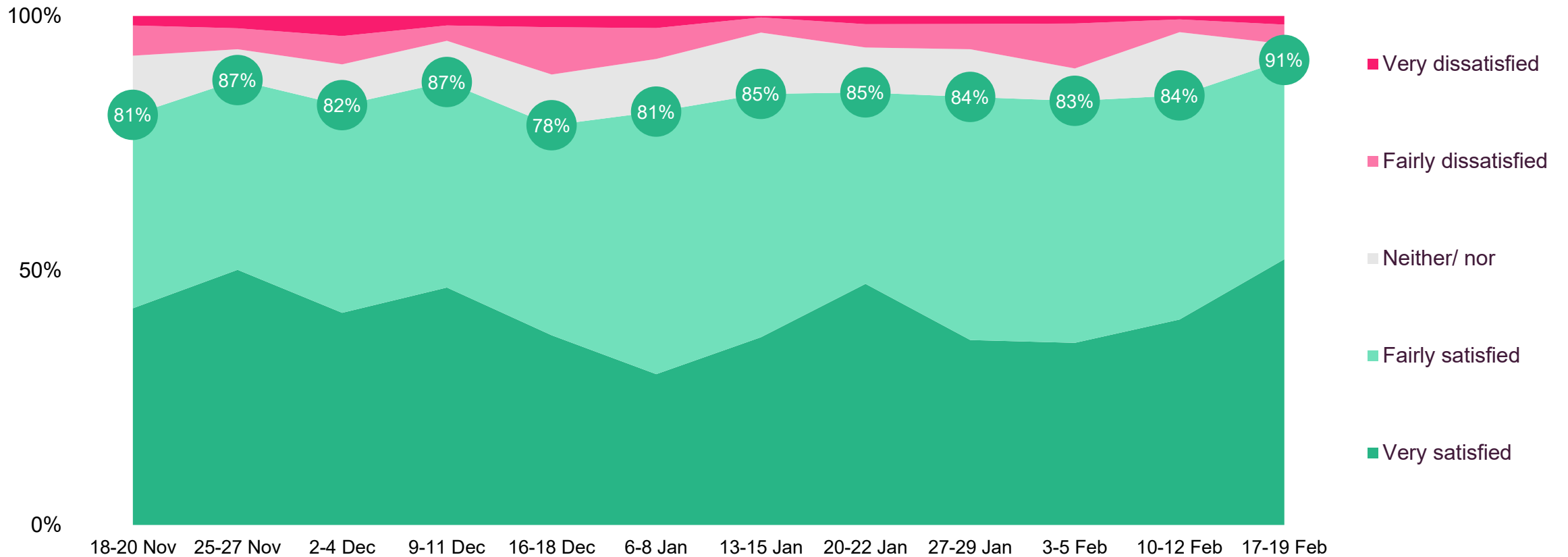


8%
neither/nor



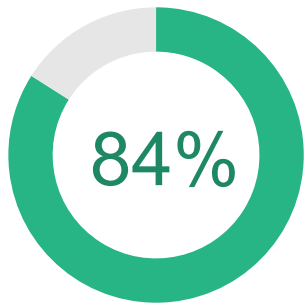
6%
dissatisfied

Overall satisfaction with rail journey – weekly

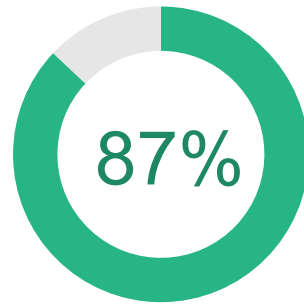


24 February 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 149 to 299 per week.

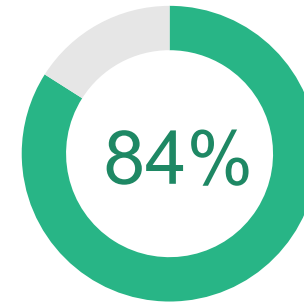
Overall satisfaction by journey purpose, sex and age



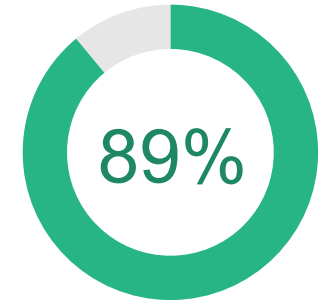
Commute



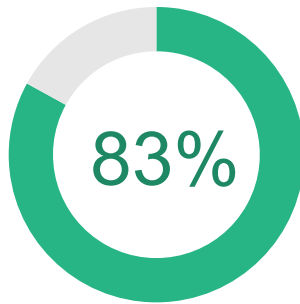
All leisure



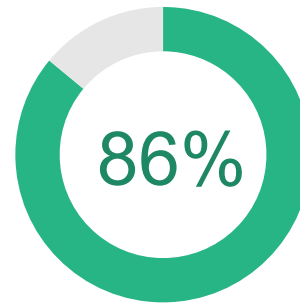
Men



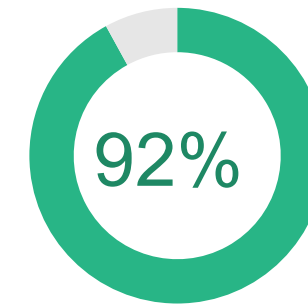
Women



Aged 18-34



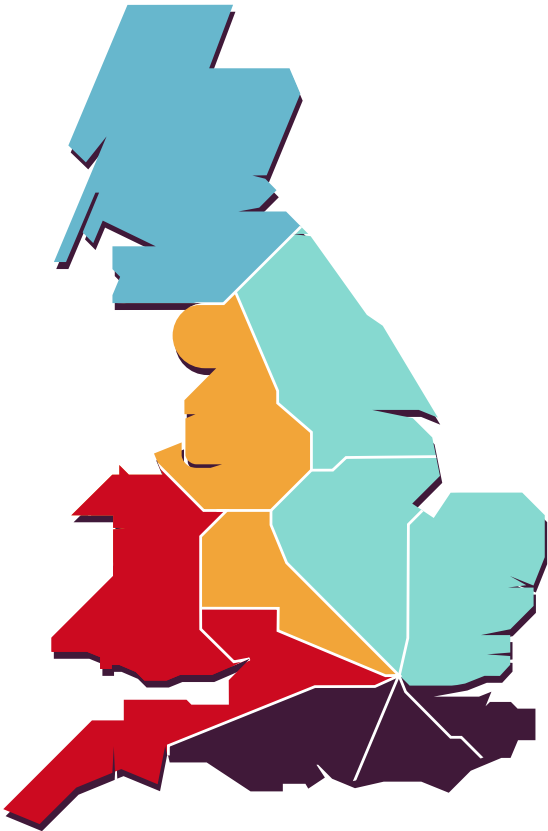
Aged 35-54



Aged 55 and over

24 February 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 231 and 634. '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)



24 February 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: 229, 844, 646, 349, 860.

What rail passengers are saying



The seats were not very comfortable so I didn't enjoy the journey at all.

Neither satisfied nor dissatisfied, TransPennine Express passenger

The wait for the train was short. The carriage had enough seats for us. The carriage was clean and bright.

Very satisfied, Merseyrail passenger

Train was 15 minutes late and there were no seats available.

Fairly dissatisfied, Chiltern Railways passenger

The train was delayed and overfull because of overrunning engineering works.

Fairly dissatisfied, South Western Railway passenger

It's a pleasant train to use, it's clean, good temperature and mostly runs on time.

Very satisfied, London Overground passenger

I'm always surprised these days when a train actually runs as scheduled even on a non-strike day and this train was on time and I was able to get a seat so that counts as a good service these days.

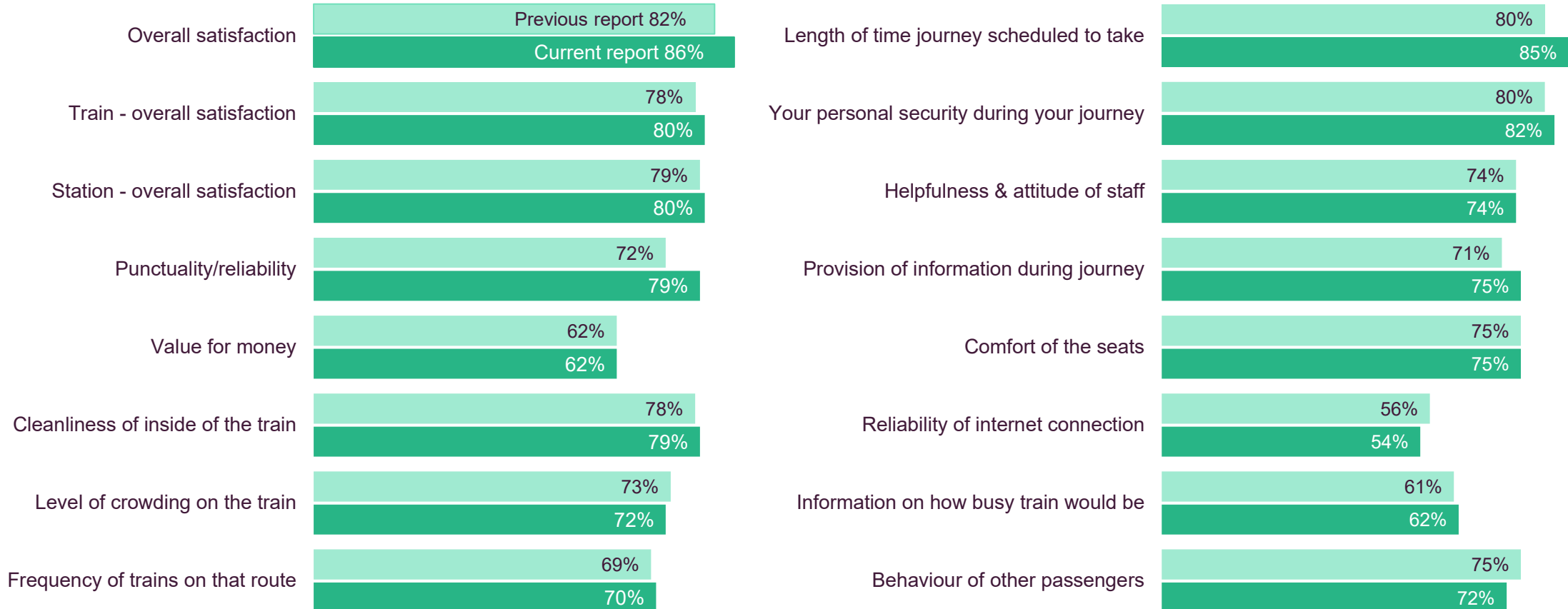
Fairly satisfied, Northern passenger



Satisfaction with aspects of rail journey

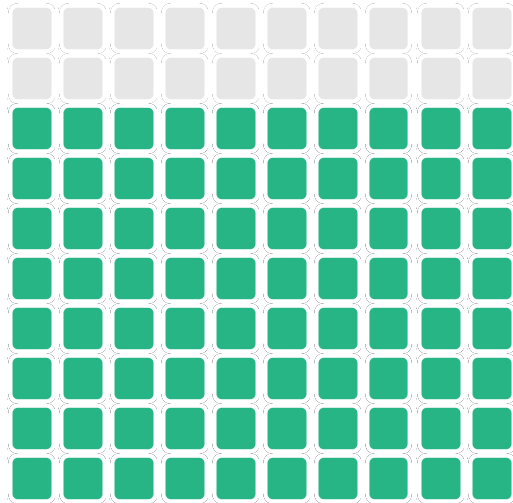


Change in satisfaction levels since last report

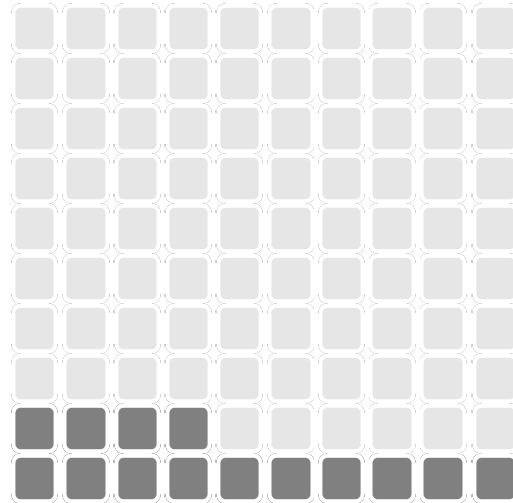


24 February 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' values above are the average of the last four weeks' surveys; the 'prior report' values are the average of the four weeks' surveys previous to those. Base sizes per aspect vary; current report from 804 to 1102, prior report from 629 to 849.

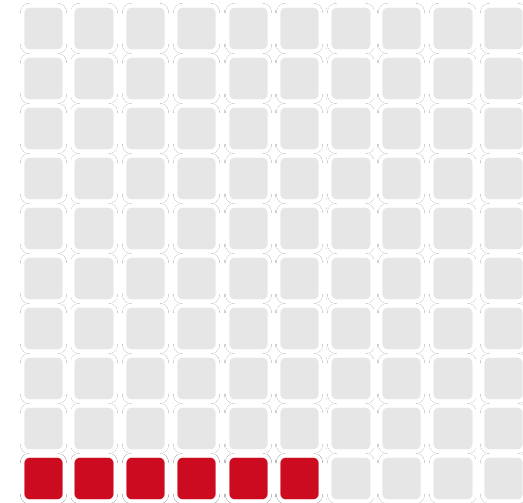
Satisfaction with the train overall



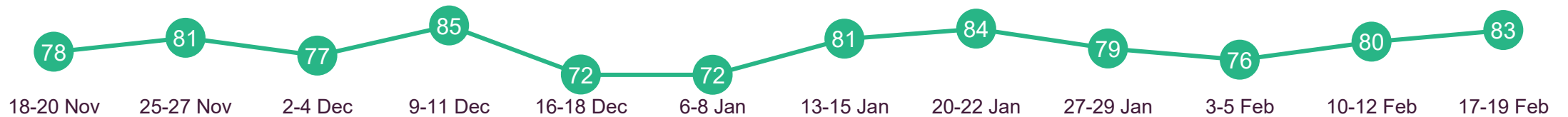
80%
satisfied



14%
neither/nor

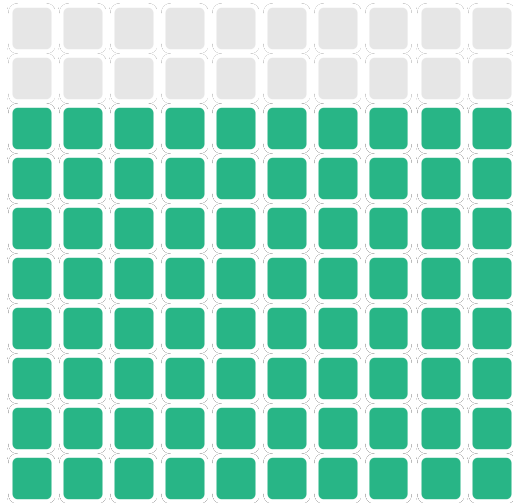


6%
dissatisfied

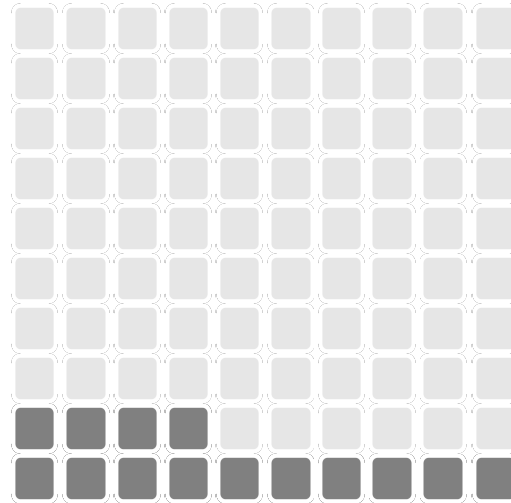


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1098; trend chart range from 149 to 297 per week.

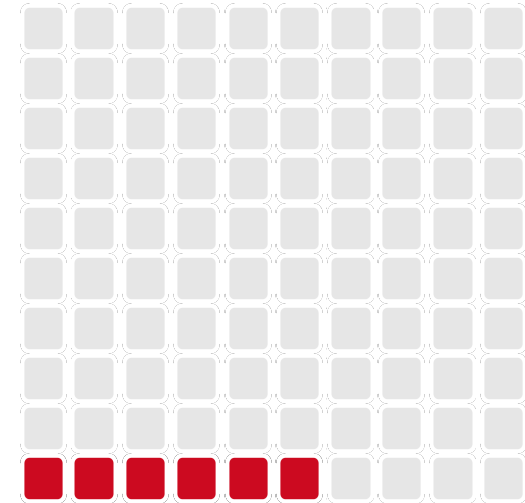
Satisfaction with the station



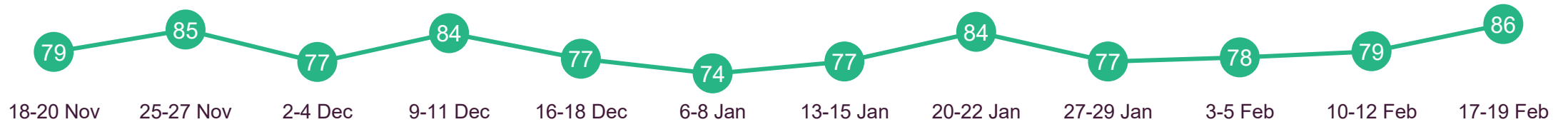
80%
satisfied



14%
neither/nor

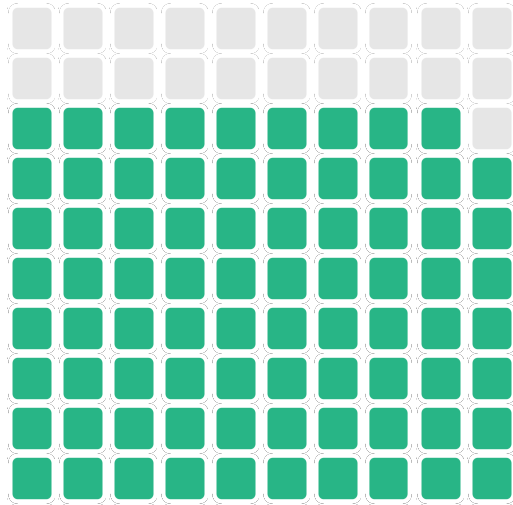


6%
dissatisfied

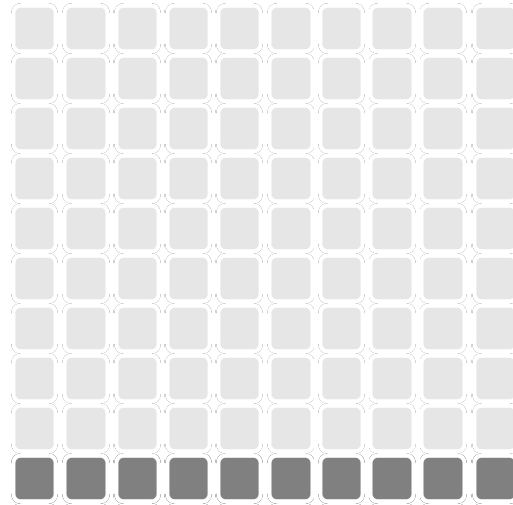


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1094 trend chart range from 149 to 296 per week.

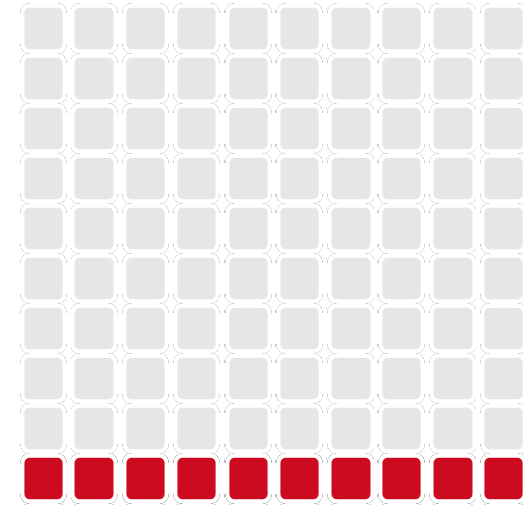
Satisfaction with punctuality/reliability



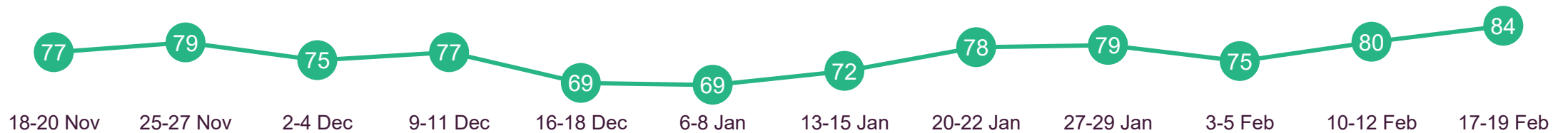
79%
satisfied



10%
neither/nor

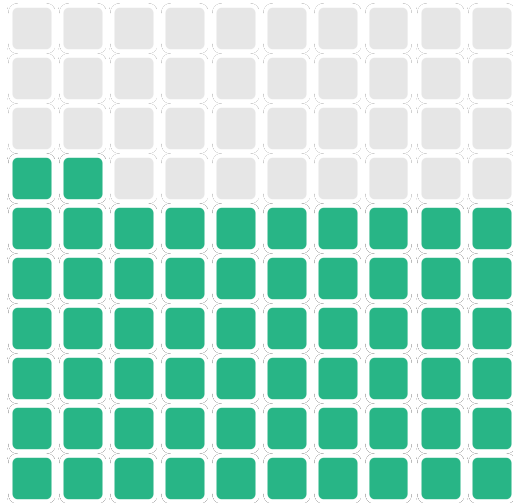


10%
dissatisfied

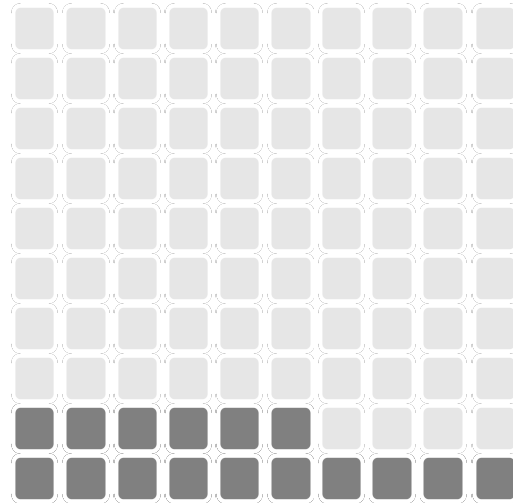


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1095; trend chart range from 148 to 297 per week. Numbers may not add up to 100 per cent, due to rounding.

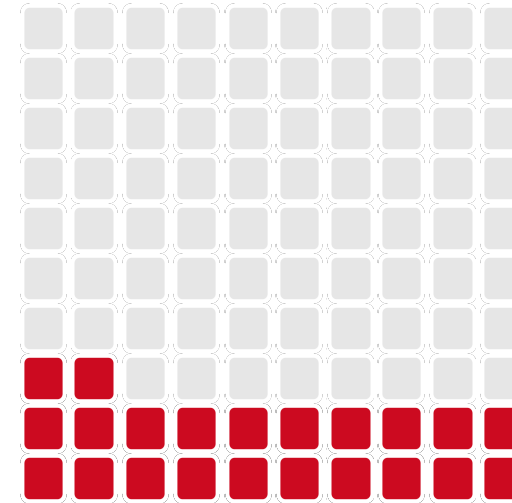
Satisfaction with value for money



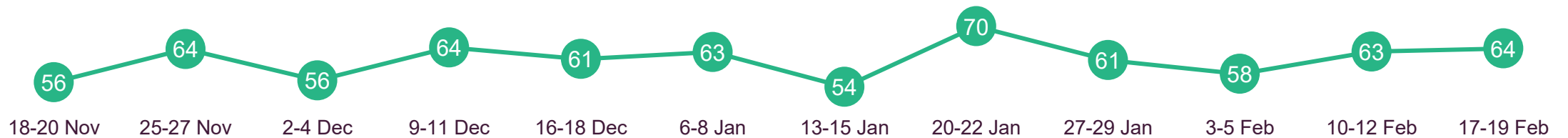
62%
satisfied



16%
neither/nor

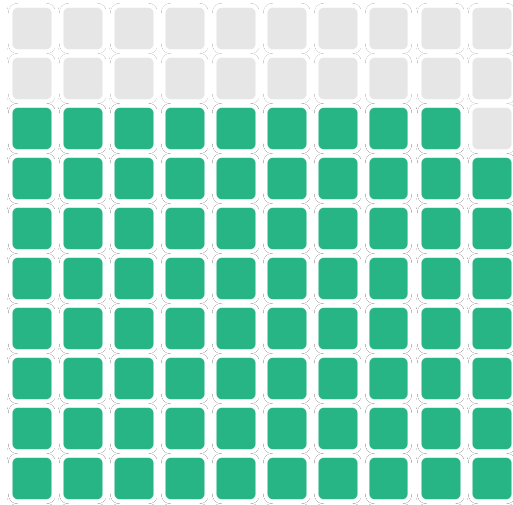


22%
dissatisfied

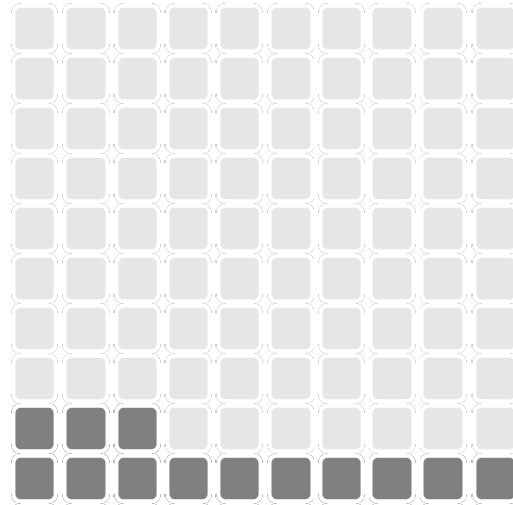


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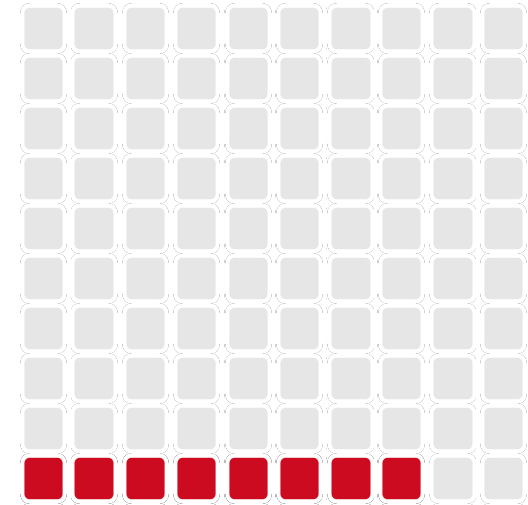
Satisfaction with cleanliness of the inside of the train



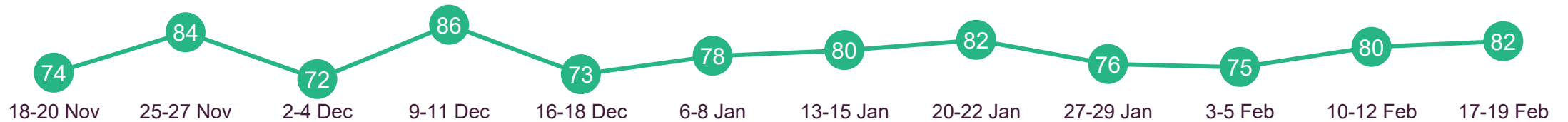
79%
satisfied



13%
neither/nor

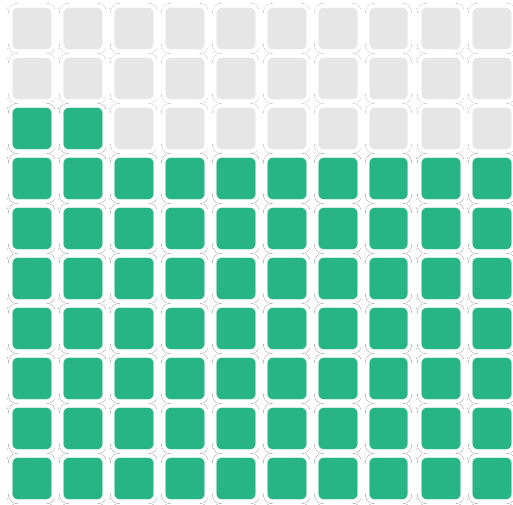


8%
dissatisfied

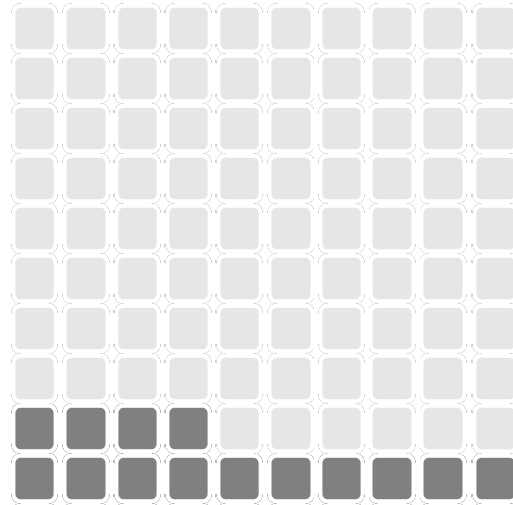


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1098; trend chart range from 149 to 298 per week.

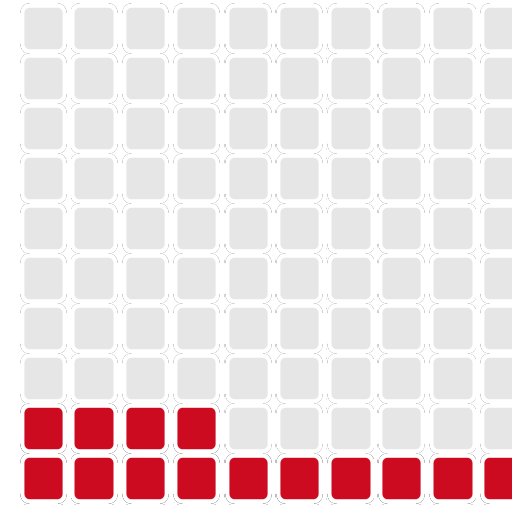
Satisfaction with level of crowding



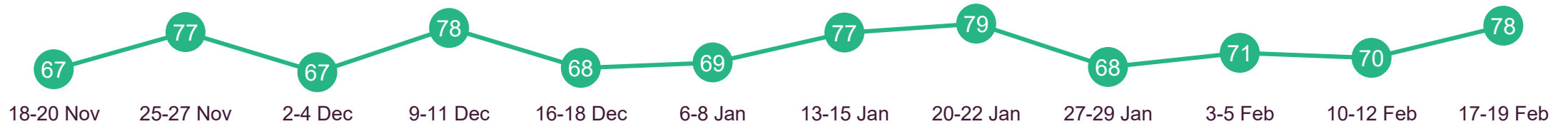
72%
satisfied



14%
neither/nor

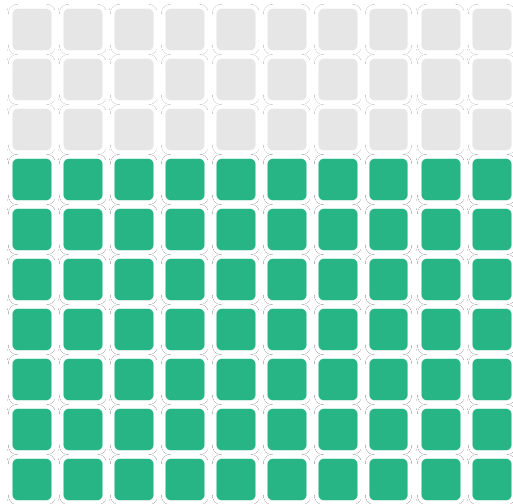


14%
dissatisfied

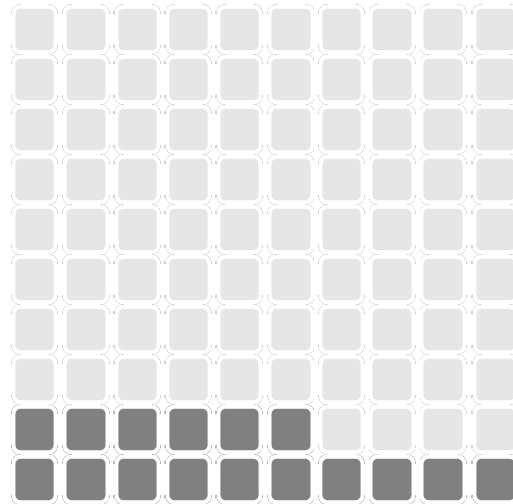


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1094; trend chart range from 149 to 295 per week.

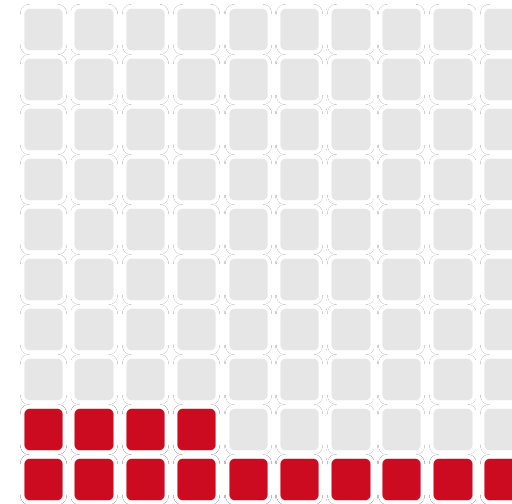
Satisfaction with frequency of trains on that route



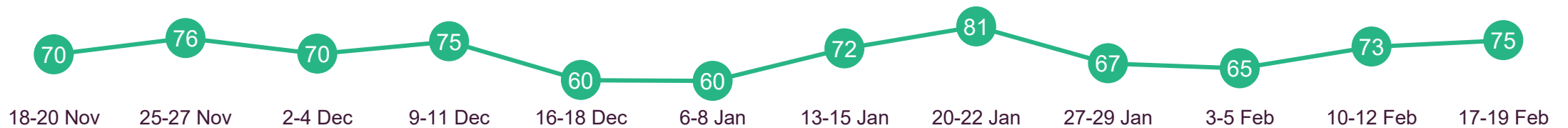
70%
satisfied



16%
neither/nor

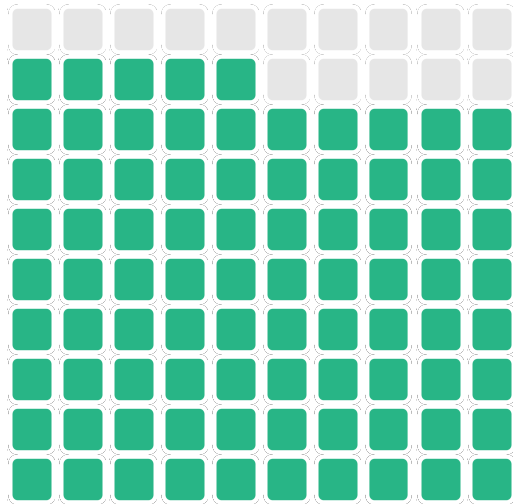


14%
dissatisfied

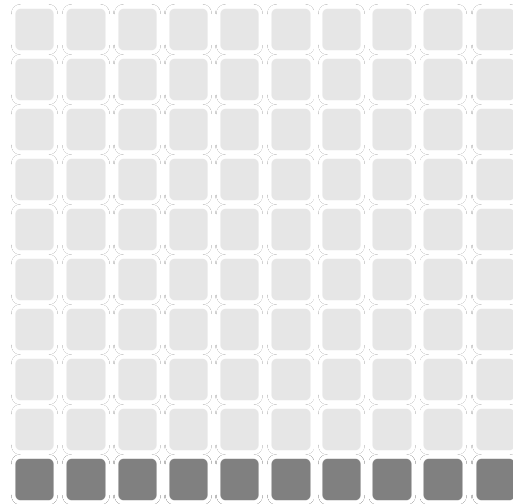


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1087; trend chart range from 146 to 296 per week.

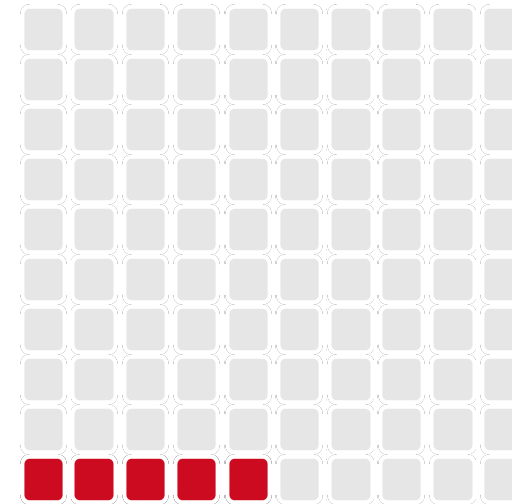
Satisfaction with scheduled journey time



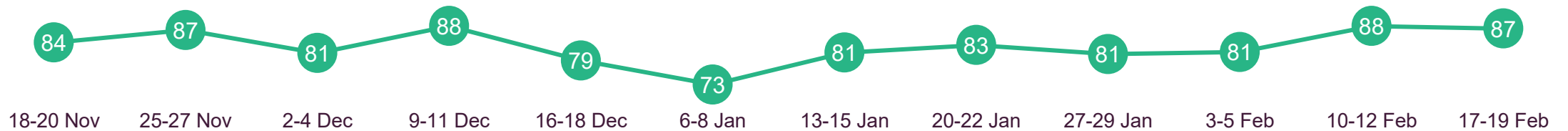
85%
satisfied



10%
neither/nor

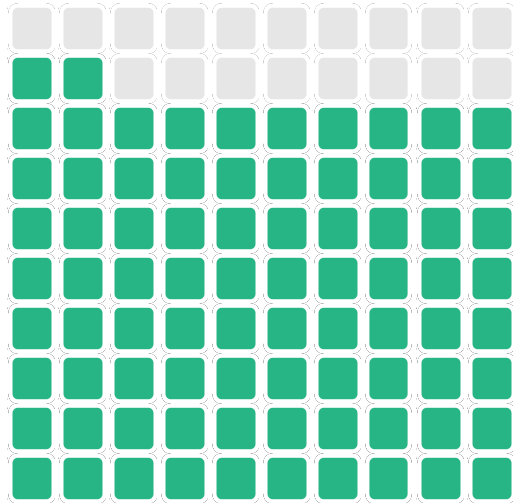


5%
dissatisfied

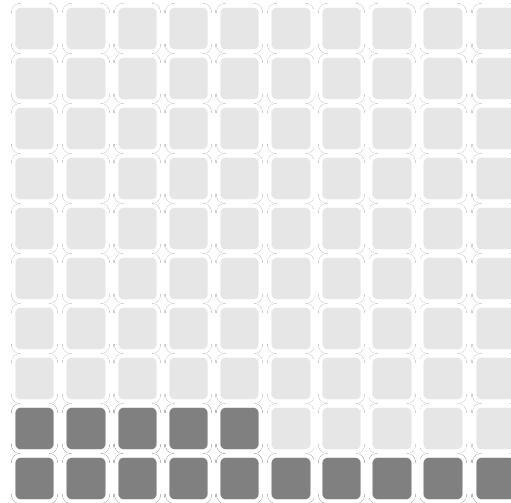


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1096; trend chart range from 149 to 298 per week.

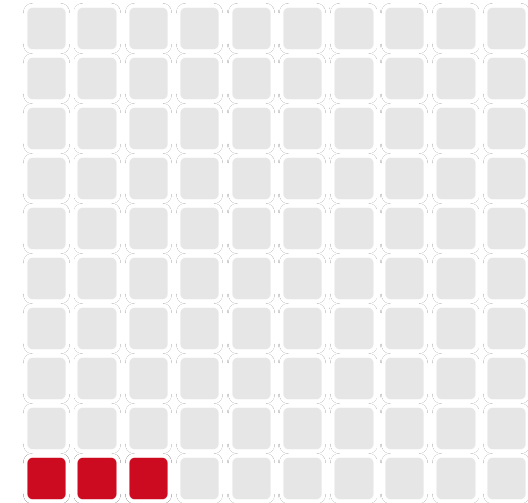
Satisfaction with personal security



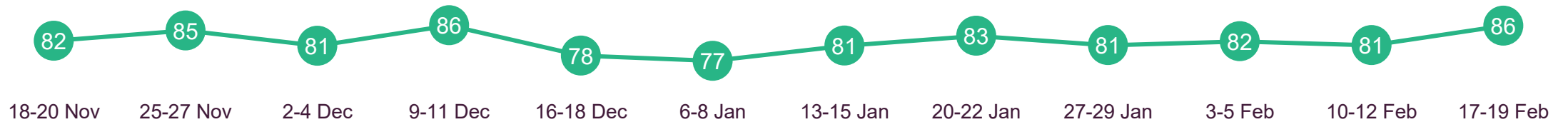
82%
satisfied



15%
neither/nor

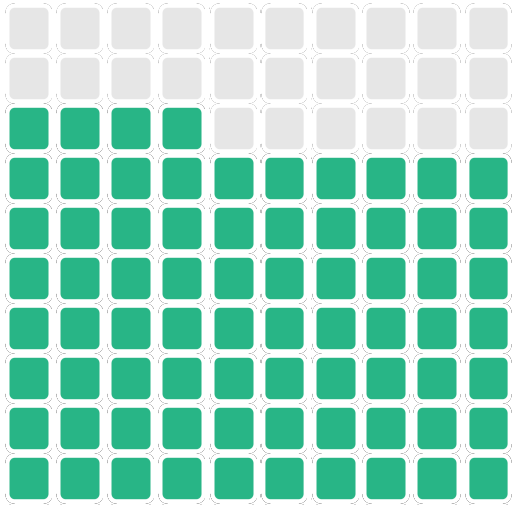


3%
dissatisfied

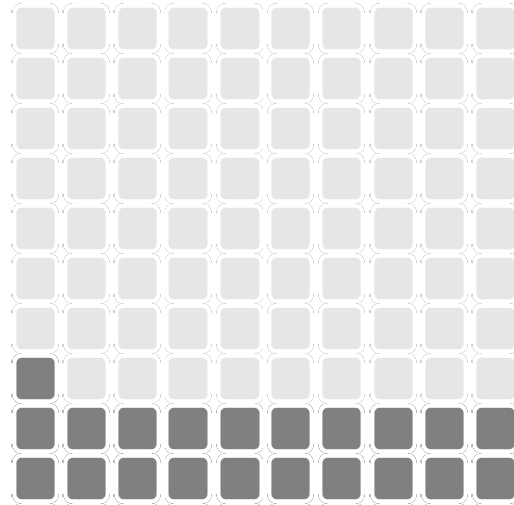


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1092 trend chart range from 148 to 297 per week.

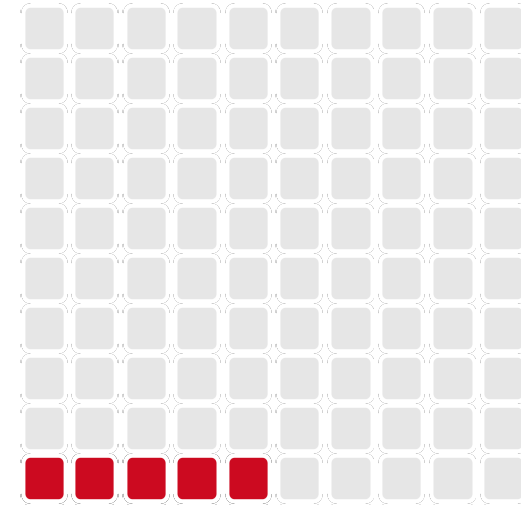
Satisfaction with helpfulness and attitude of staff



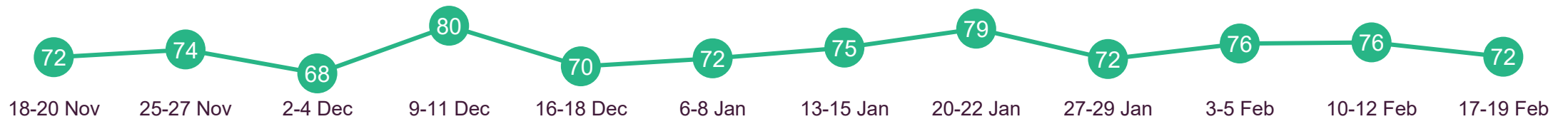
74%
satisfied



21%
neither/nor

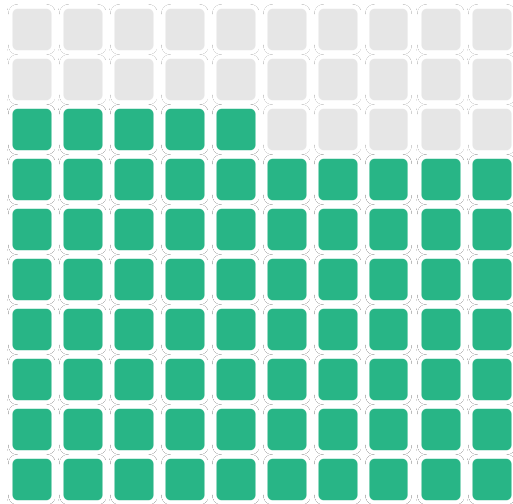


5%
dissatisfied

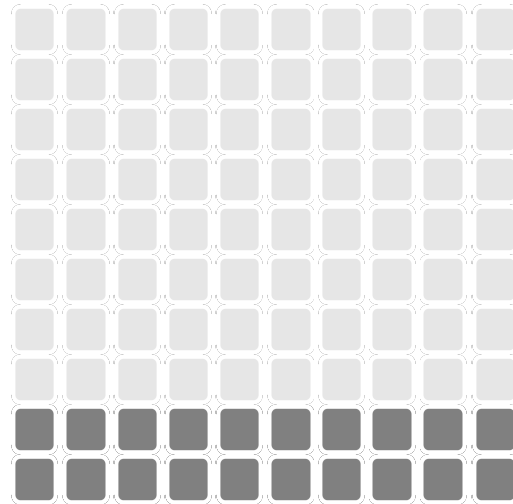


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 853; trend chart range from 126 to 232 per week.

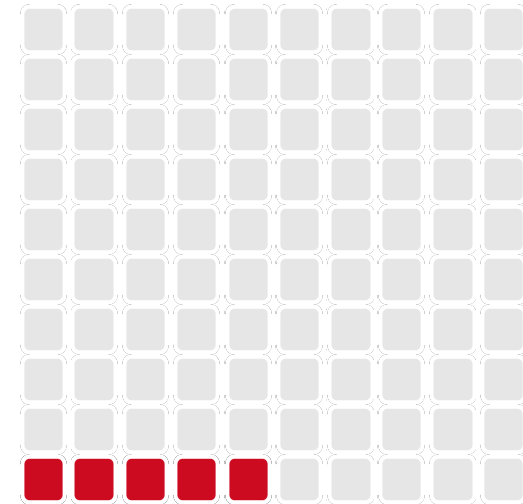
Satisfaction with information provided during the journey



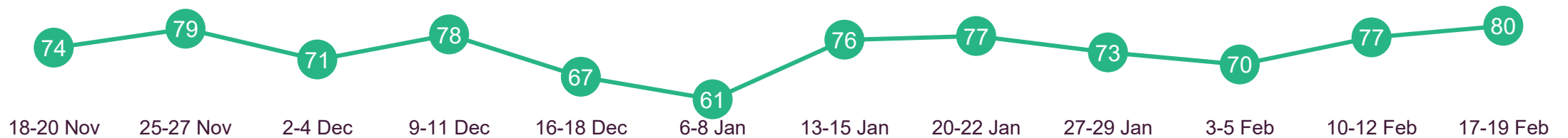
75%
satisfied



20%
neither/nor

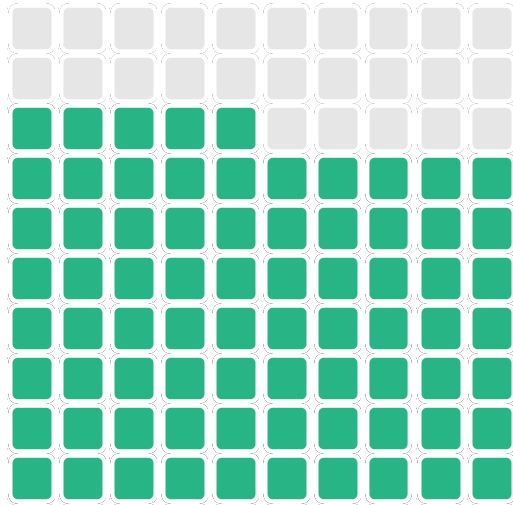


5%
dissatisfied

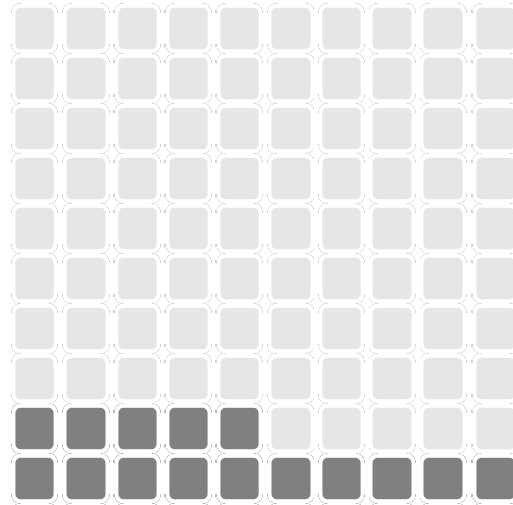


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1033; trend chart range from 143 to 279 per week.

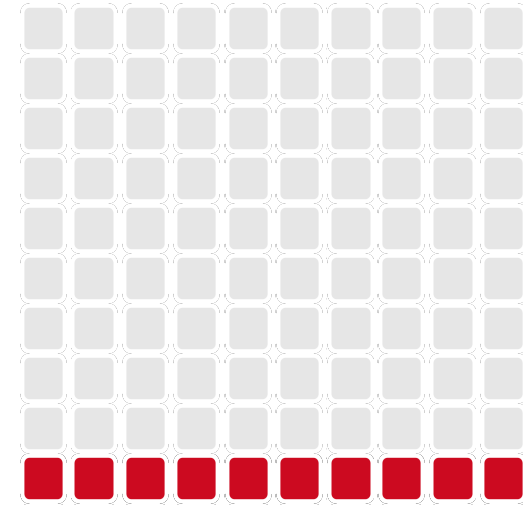
Satisfaction with comfort of the seats



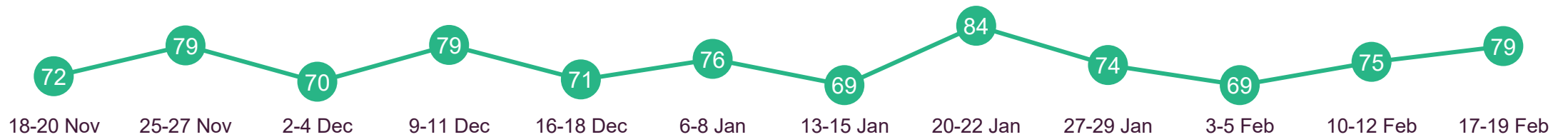
75%
satisfied



15%
neither/nor

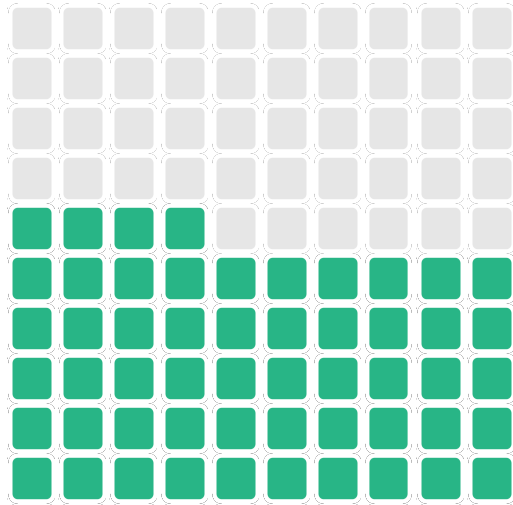


10%
dissatisfied

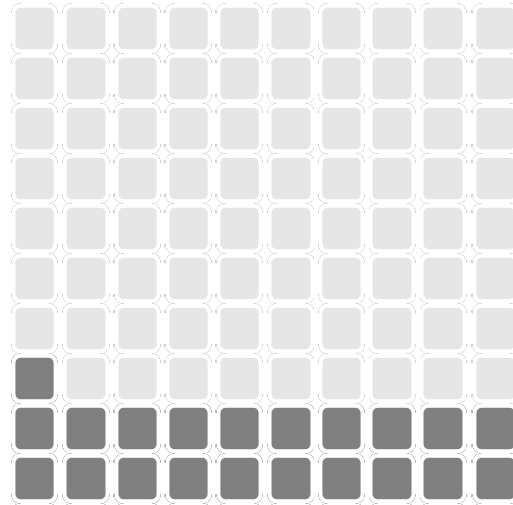


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1069; trend chart range from 146 to 291 per week

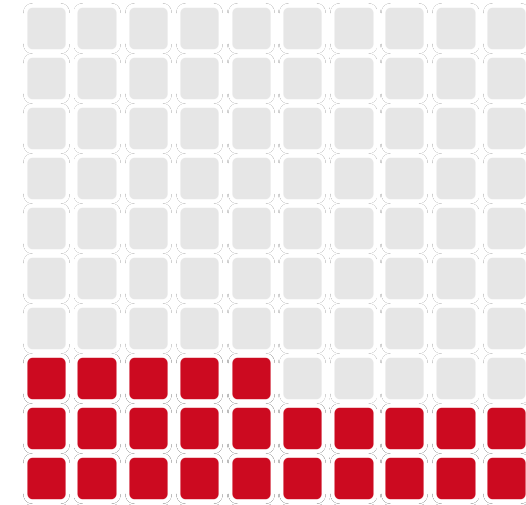
Satisfaction with reliability of the internet



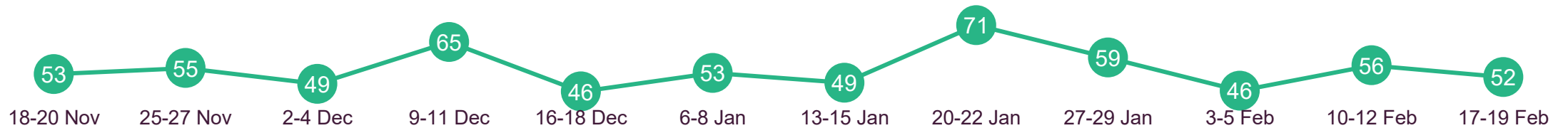
54%
satisfied



21%
neither/nor

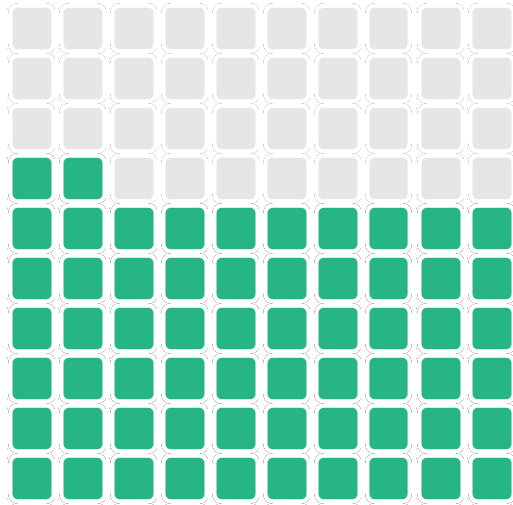


25%
dissatisfied

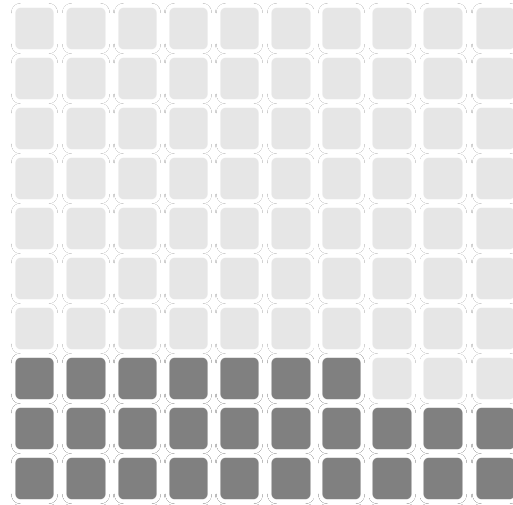


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 804; trend chart range from 115 to 217 per week

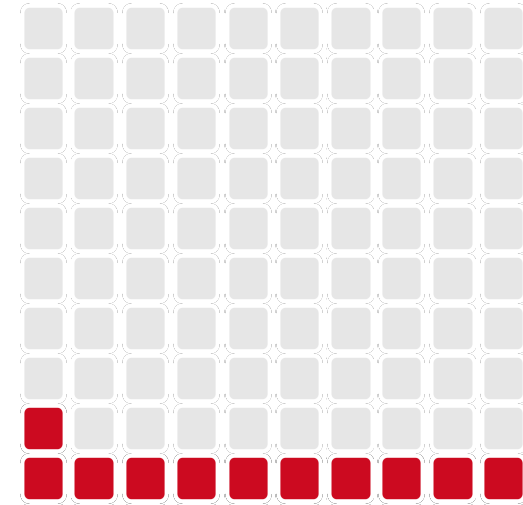
Satisfaction with information on how busy the train was before travelling



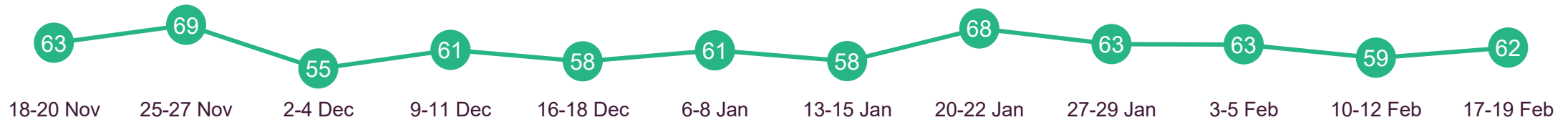
62%
satisfied



27%
neither/nor

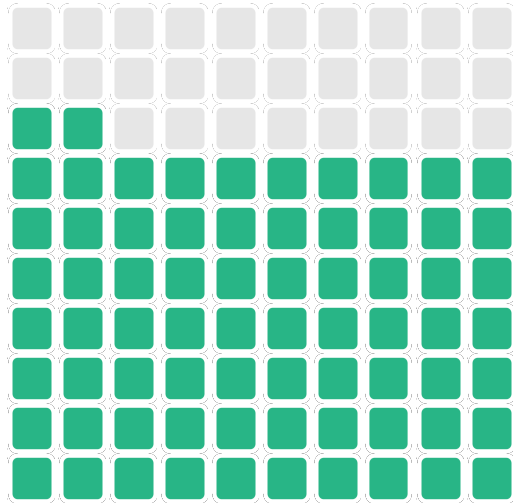


11%
dissatisfied

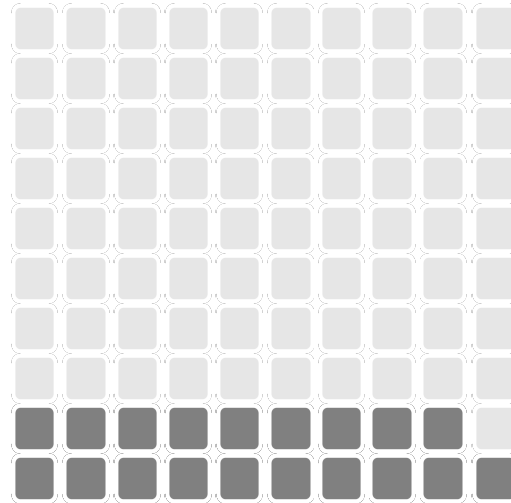


24 February 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 879; trend chart range from 129 to 233 per week.

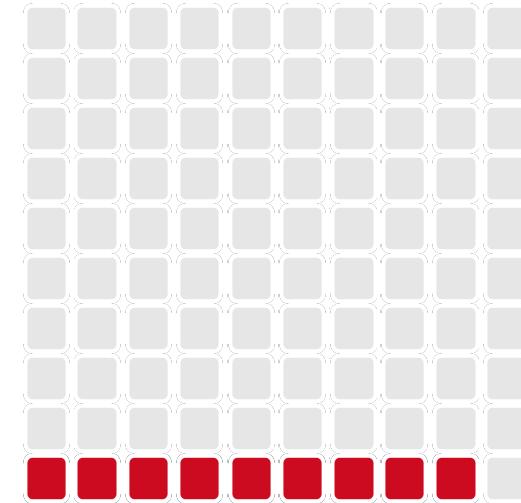
Satisfaction with other passengers' behaviour



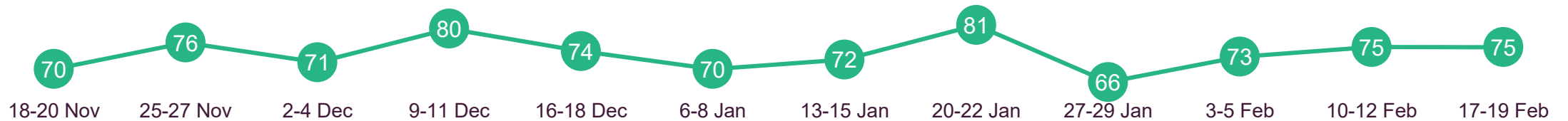
72%
satisfied



19%
neither/nor



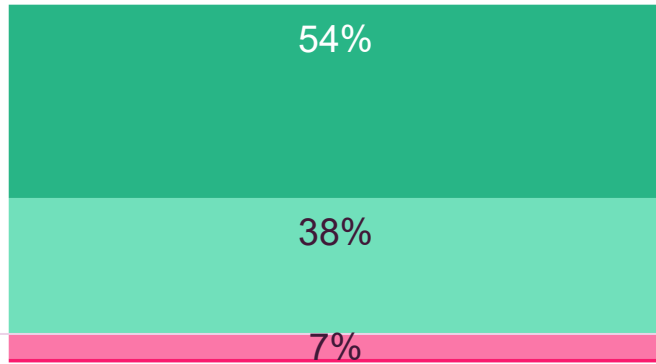
9%
dissatisfied



24 February 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 1086 trend chart range from 147 to 295 per week.

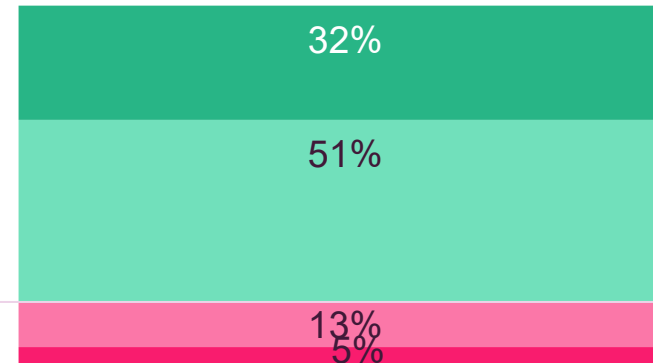
Feeling safe on rail in relation to Covid

Used rail
in last 7 days



16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan 17-19 Feb

Not used rail
in last 7 days



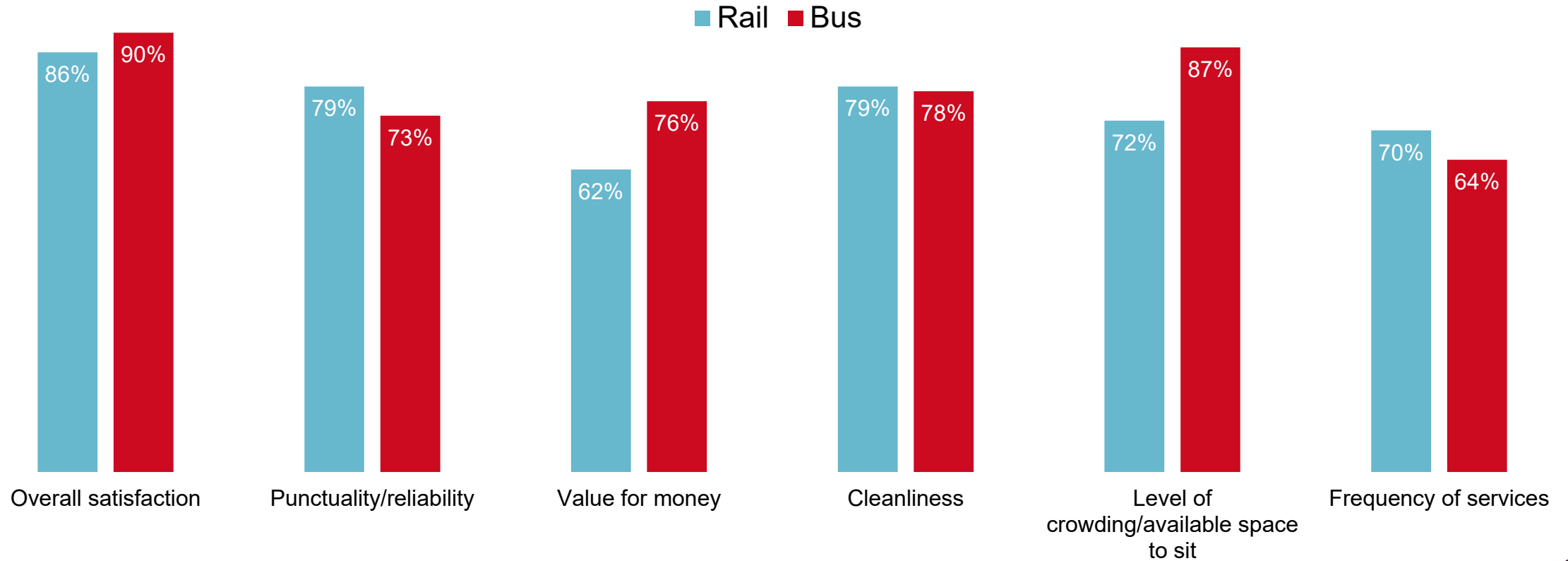
16-18 Sept 14-16 Oct 11-13 Nov 9-11 Dec 20-22 Jan 17-19 Feb

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

24 February 2023 report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (17-19 February 2023) with base sizes for users of 299 and non-users 1704. Base sizes for trend charts range on users from 235 to 299, and non-users from 1704 to 1818.

Rail to bus comparison

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



24 February 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 1063 to 1102; bus base sizes from 523 to 632.

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 used 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 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
Week 68	27-29 January	280
Week 69	3-5 February	239
Week 70	10-12 February	284
Week 71	17-19 February	299

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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