

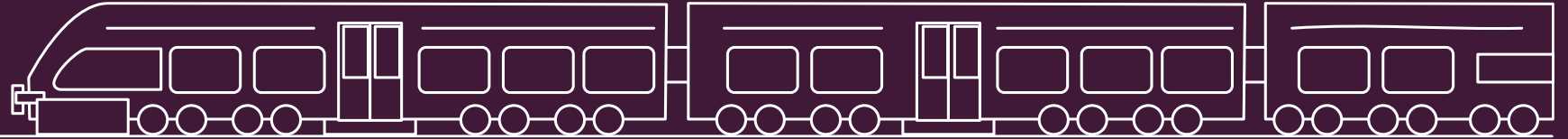
24 March
2023

Edition 12

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.

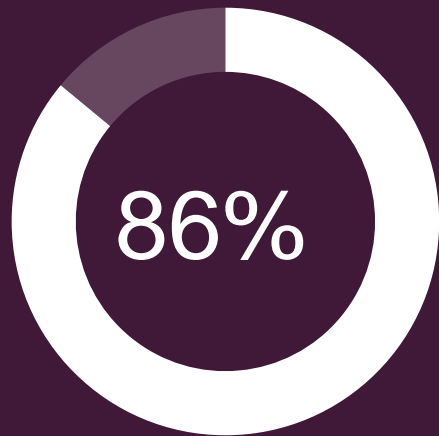
Each weekend a representative sample of 2000 people from across Great Britain are asked questions by Yonder Consulting about their public transport use.

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.

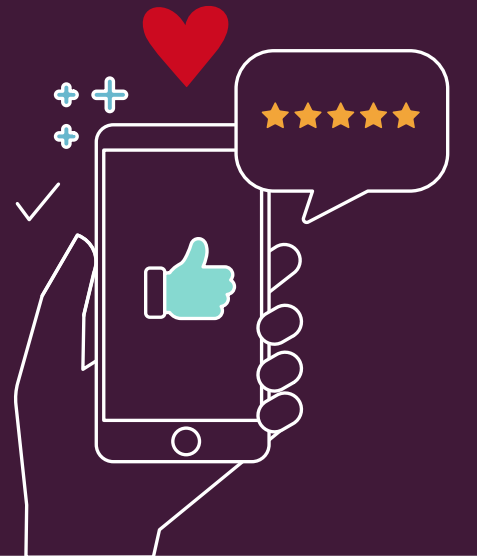
We publish a report every four weeks. This report covers interviews between December 2022 and March 2023. Further details on how we carried out this survey are available on page 34.

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 most measures is stable



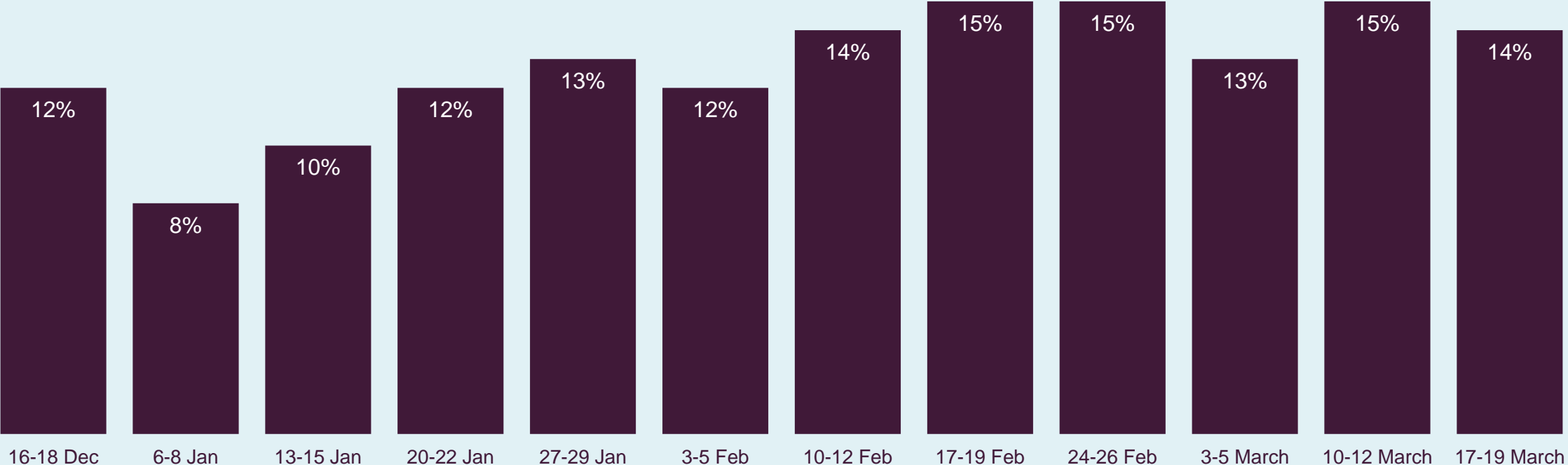
Satisfaction with value for money has dropped to 55% (the lowest level seen in the survey) from 62%

Rail usage levels



Rail use has been stable over the last six weeks

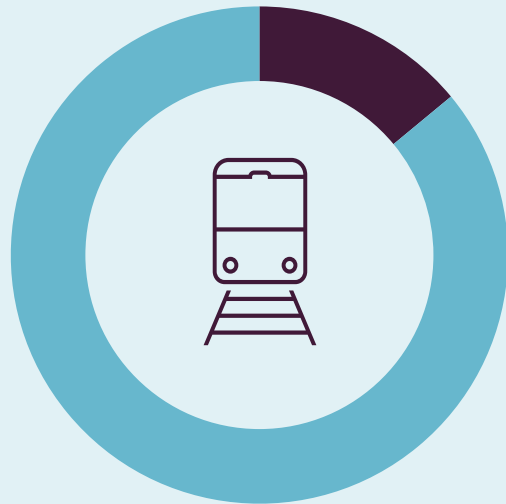
Proportion using rail



24 March 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

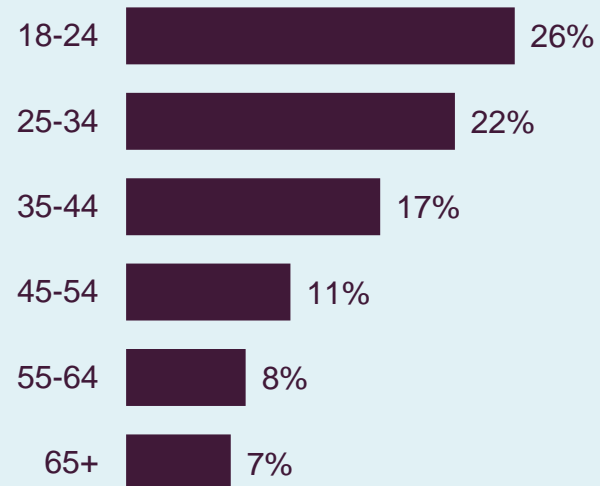
Proportion using rail



14%

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

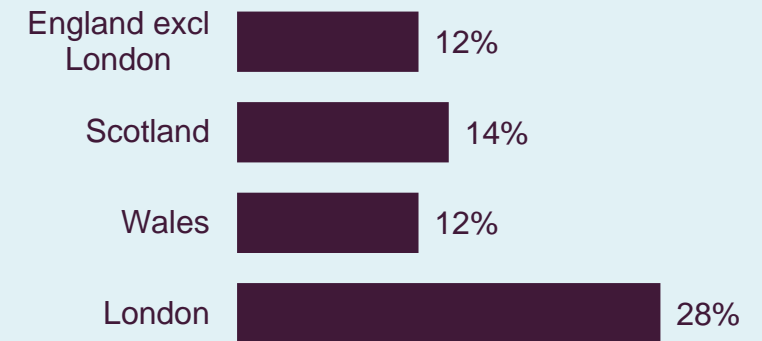
Age



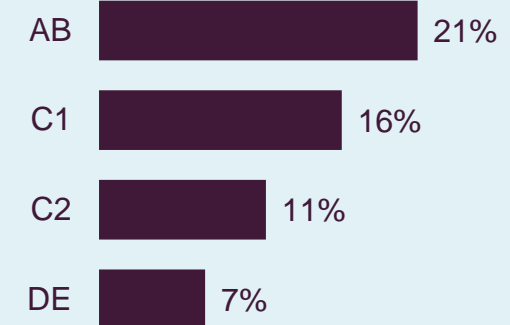
Gender



Region



Social grade



Commuting is the most common reason for rail travel

Main purpose of rail journey



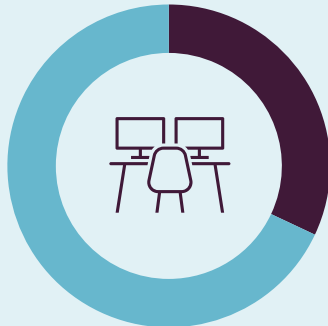
Leisure/eating out/non-essential shopping
27%



Friends/family
19%



Essential shopping
3%



Commuting
32%



Work travel
10%

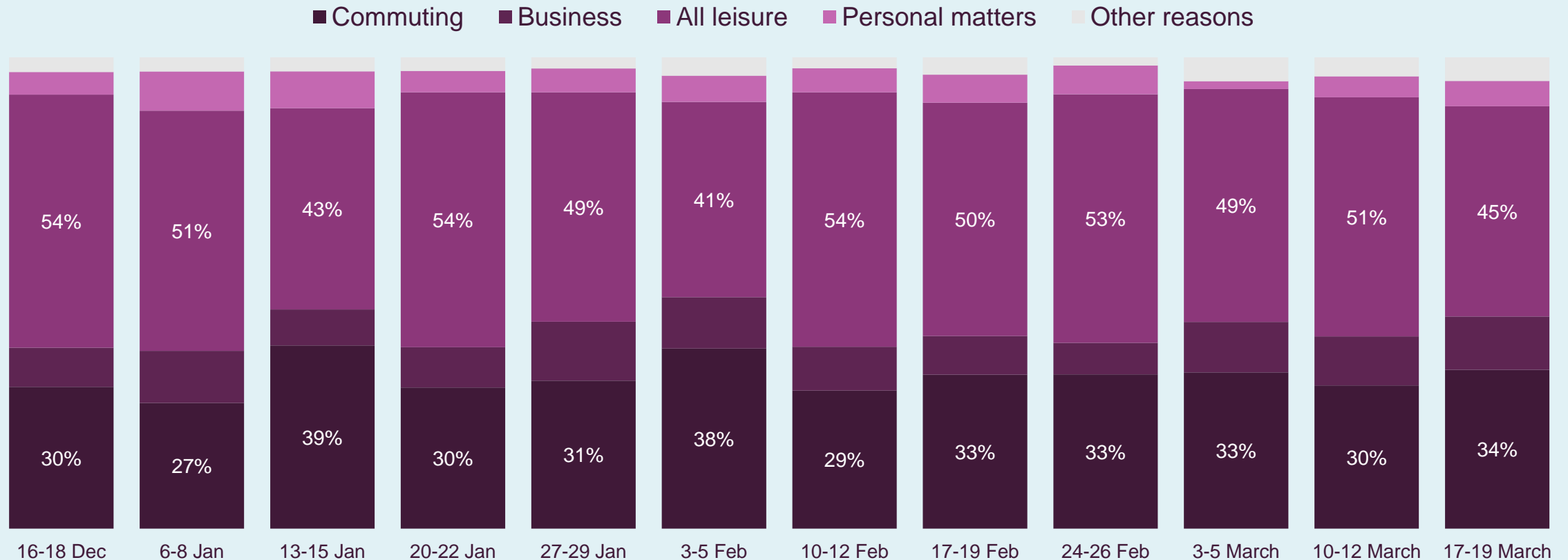


Personal matters
5%

24 March 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 - 1151. 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

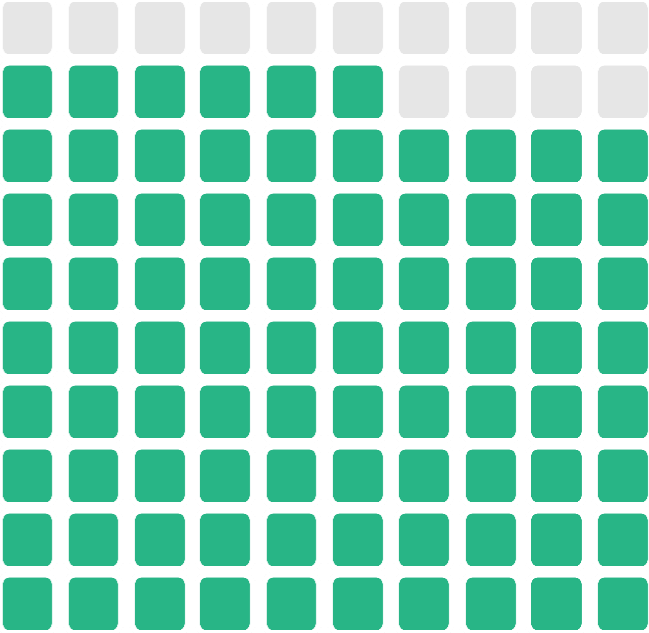


24 March report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 258 per week. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

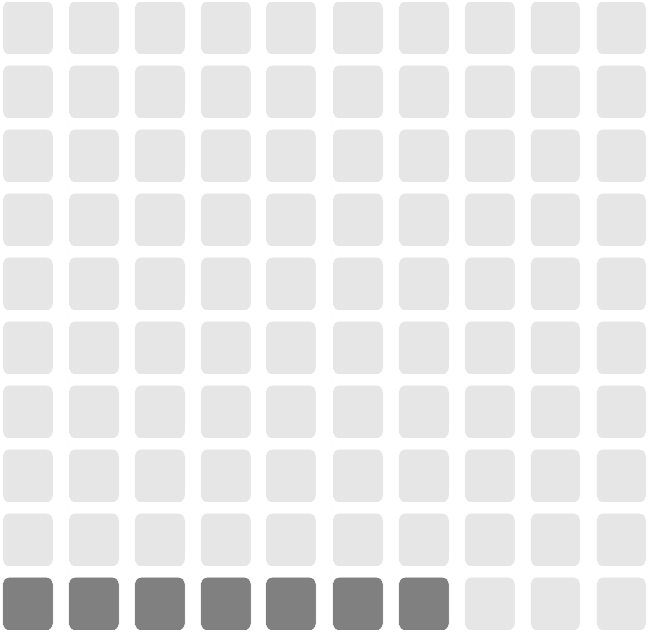
Rail satisfaction



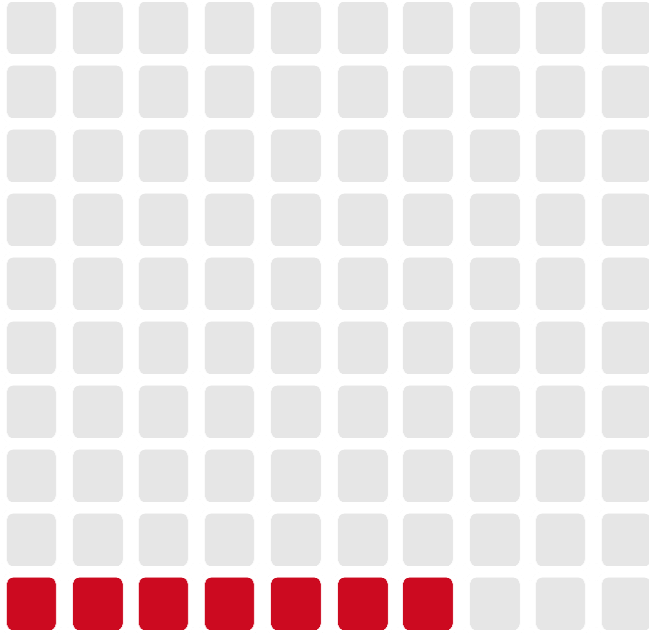
Overall satisfaction with rail journey over last four weeks



86%
satisfied



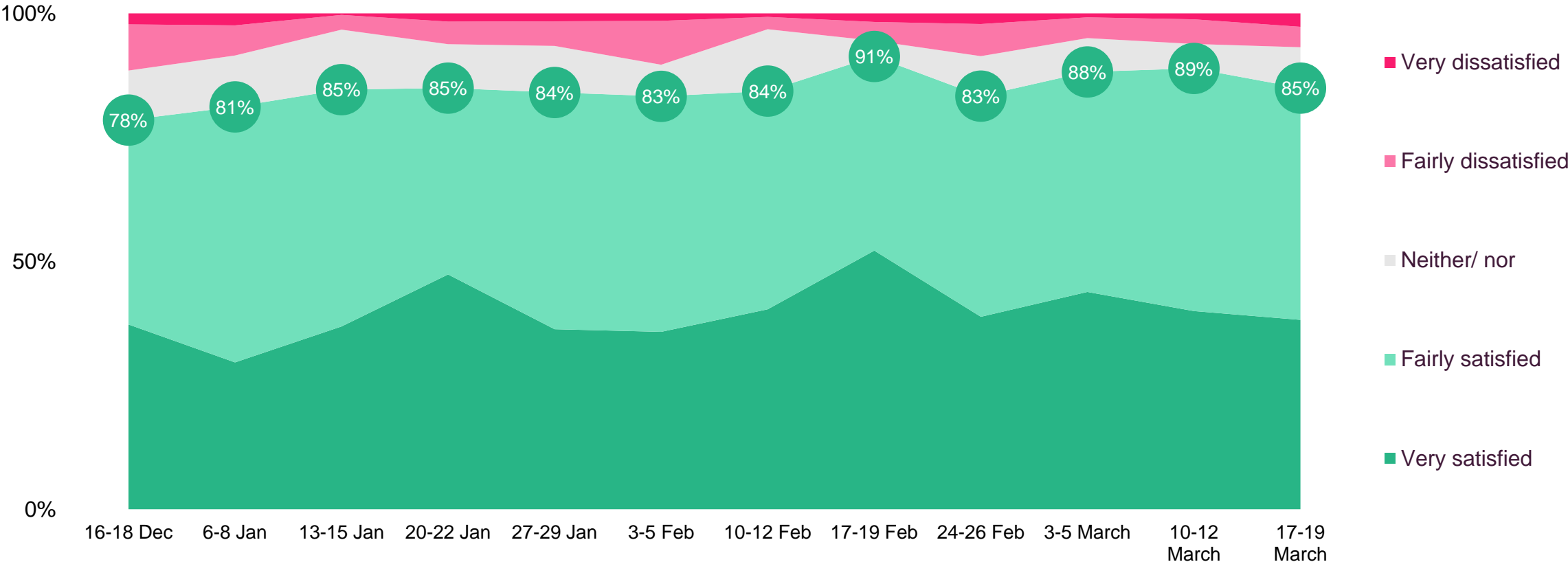
7%
neither/nor



7%
dissatisfied

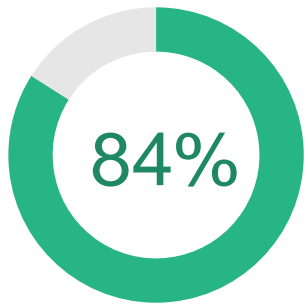
24 March report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the last four weeks' surveys. Base size: 1156.

Overall satisfaction with rail journey – weekly

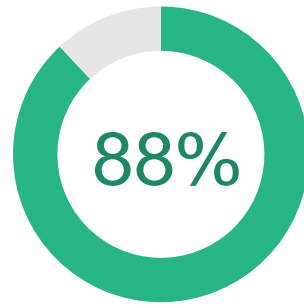


24 March report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 149 to 313 per week.

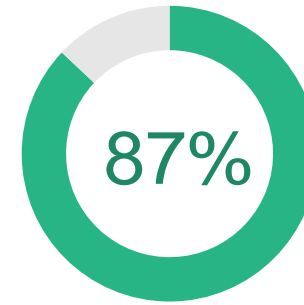
Overall satisfaction by journey purpose, sex and age



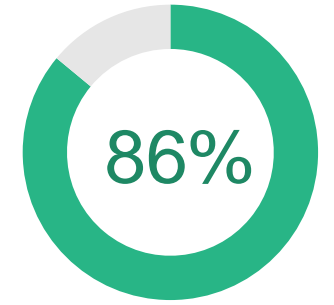
Commute



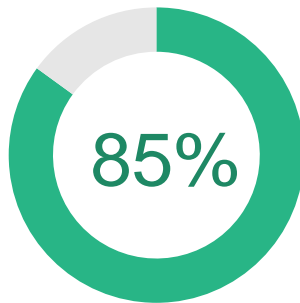
All leisure



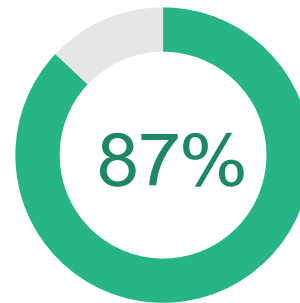
Men



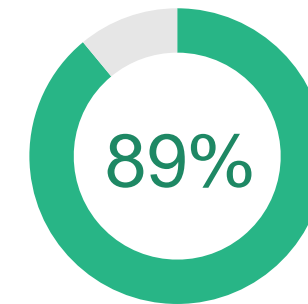
Women



Aged 18-34



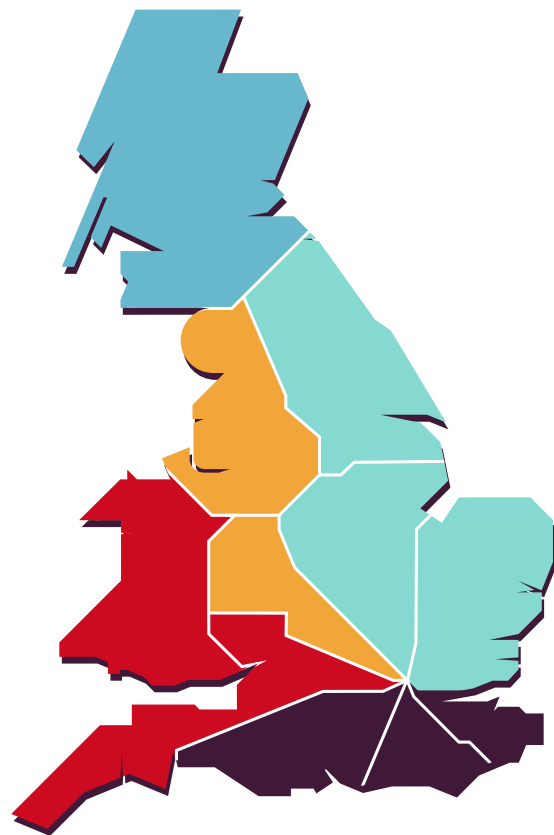
Aged 35-54



Aged 55 and over

24 March 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 245 and 667. '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 March 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: 235, 868, 680, 368, 872.

What rail passengers are saying



Train arrived on time. Left on time. Was clean, and there were plenty of available seats.

Very satisfied, ScotRail passenger

Horrendous experience. Crammed beyond any safety measures. Paid over 80 pounds and couldn't sit down. Two carriages not enough and couldn't get to toilet as too cramped.

Very dissatisfied, Transport for Wales passenger

The train was clean, no delays, a nice smooth journey.

Very satisfied, CrossCountry passenger

As a routine journey I was happy that it was as I expected. The trains were not so clean but otherwise it was a satisfactory journey.

Fairly satisfied, East Midlands Railway passenger

Neither satisfied or dissatisfied. Train was clean and departed on time. But expensive for what I got.

Neither satisfied nor dissatisfied, Thameslink passenger

As usual it was a couple of minutes late even though it said it was on time when I went to the platform.

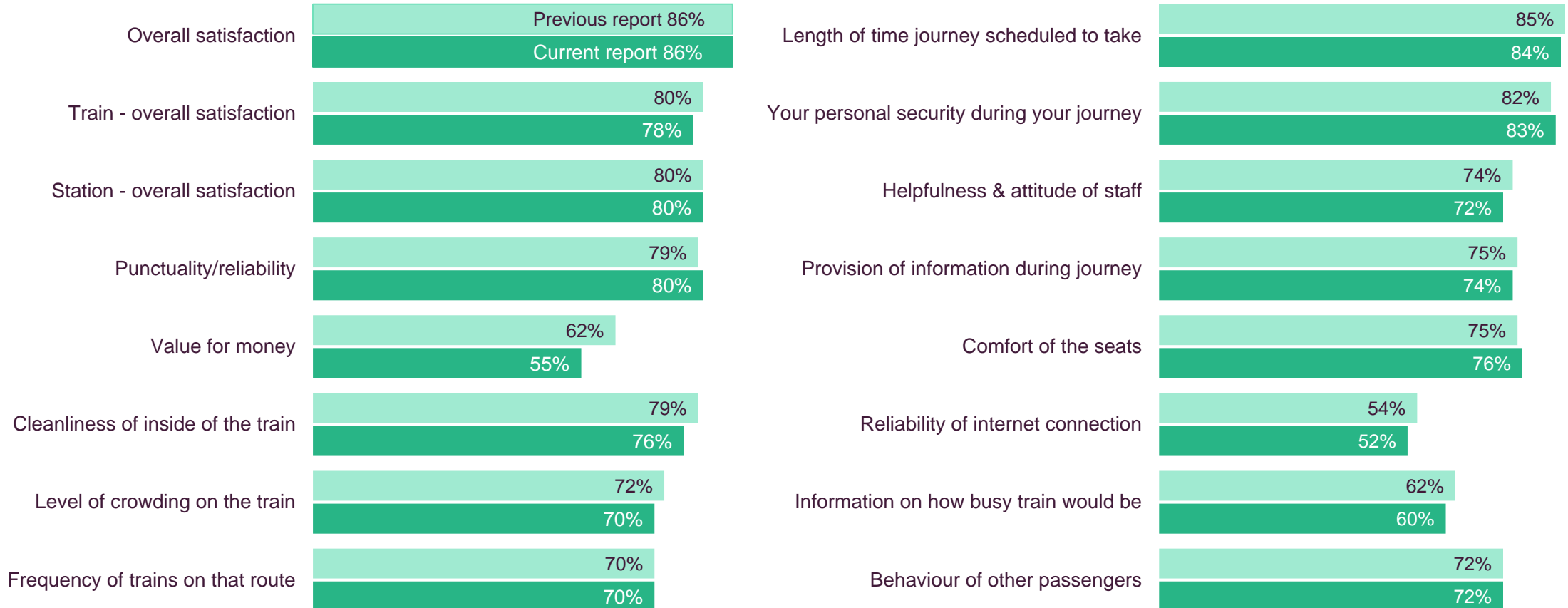
Fairly dissatisfied, West Midlands Railway passenger



Satisfaction with aspects of rail journey

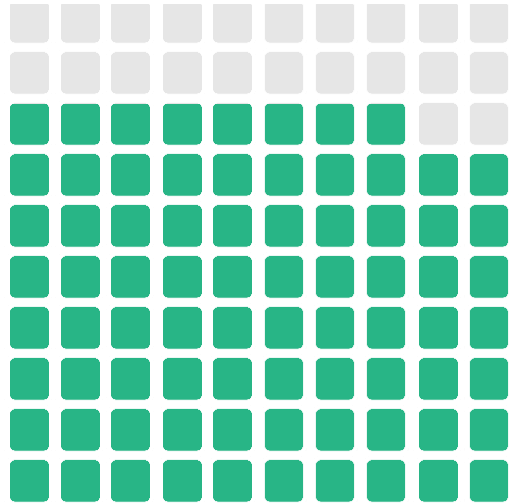


Change in satisfaction levels since last report

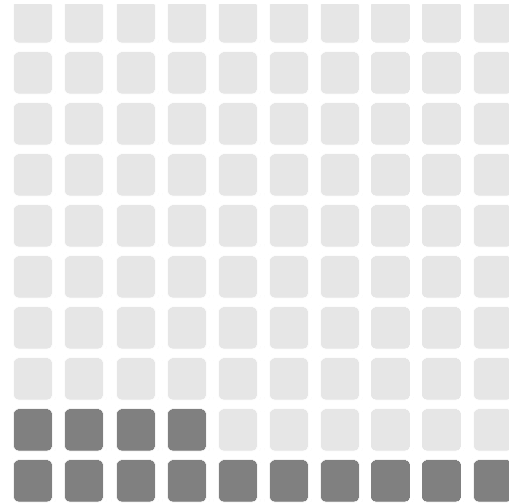


24 March report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' values above are the average of the last four weeks' surveys; the 'prior report' values are the average of the four weeks' surveys previous to those. Base sizes per aspect vary; current report from 810 to 1155, prior report from 804 to 1102.

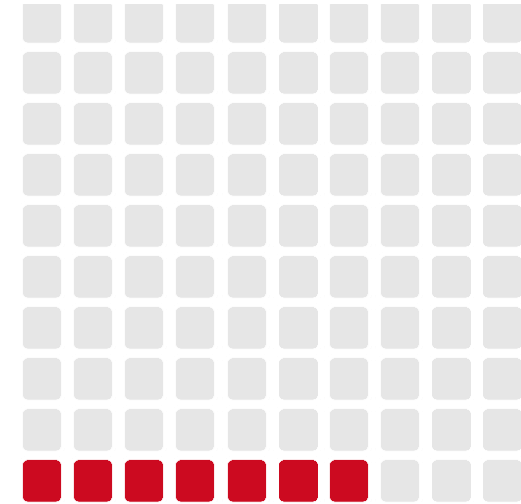
Satisfaction with the train overall



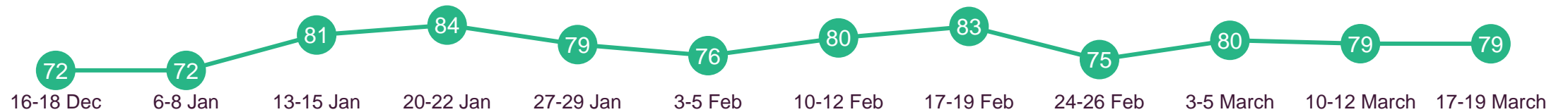
78%
satisfied



14%
neither/nor

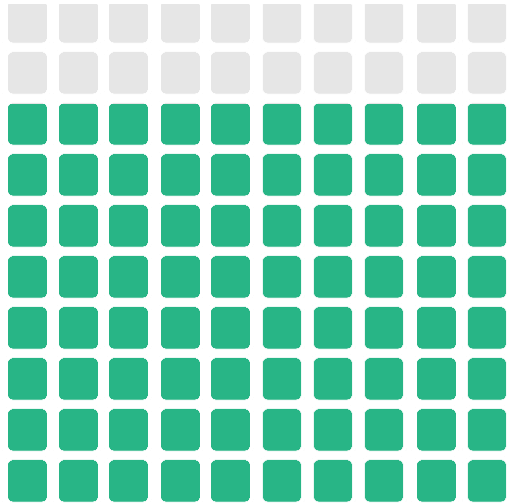


7%
dissatisfied

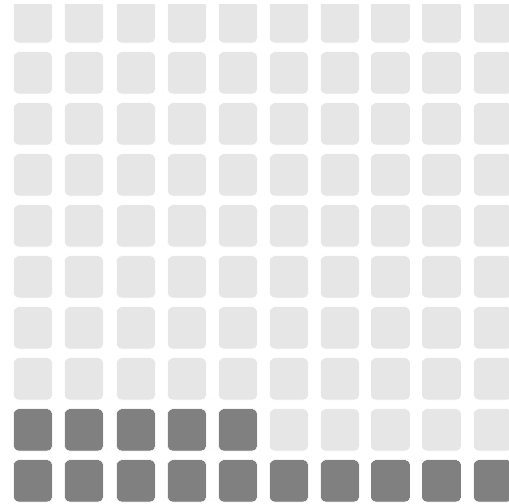


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1159; trend chart range from 149 to 312 per week.

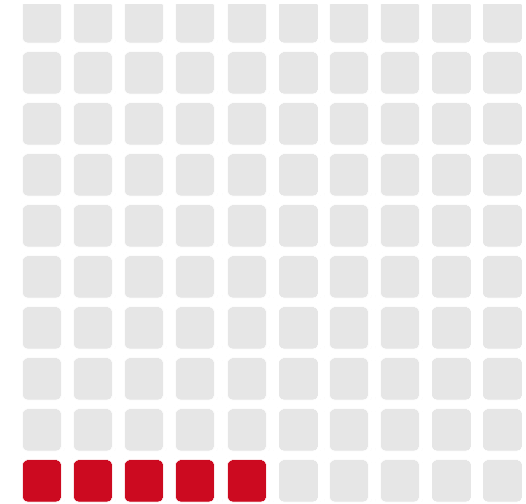
Satisfaction with the station



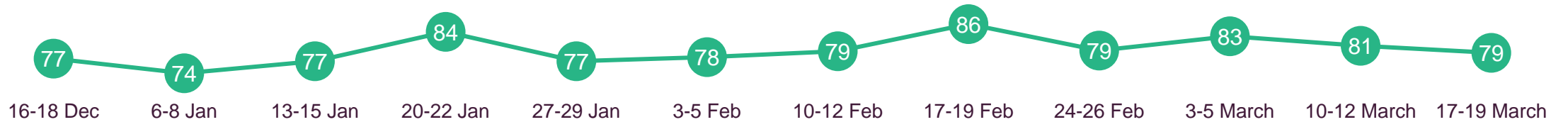
80%
satisfied



15%
neither/nor

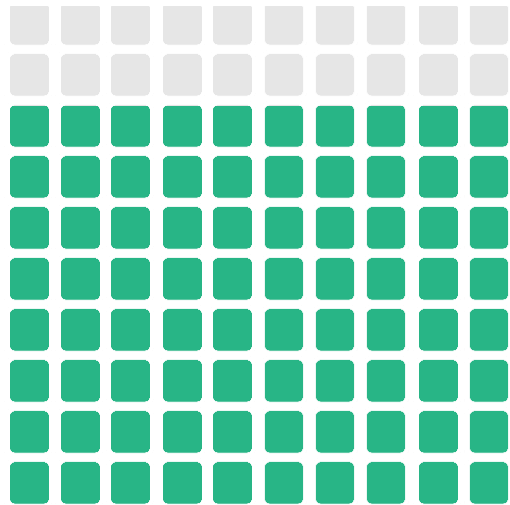


5%
dissatisfied

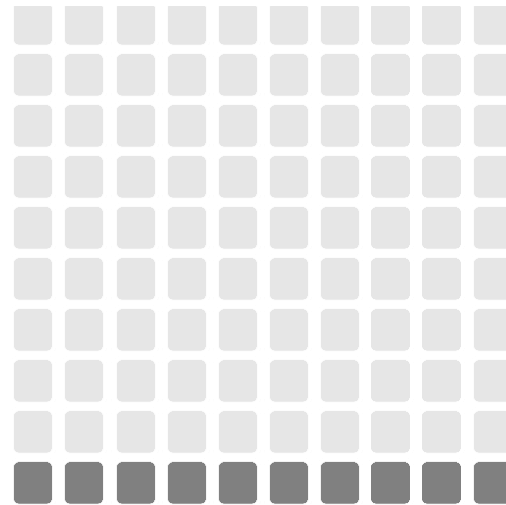


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1151 trend chart range from 149 to 311 per week.

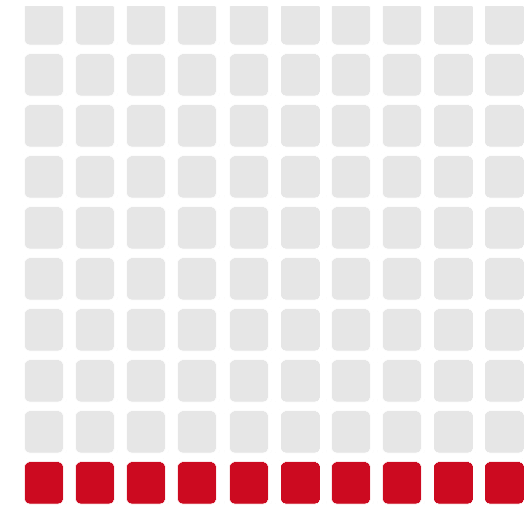
Satisfaction with punctuality/reliability



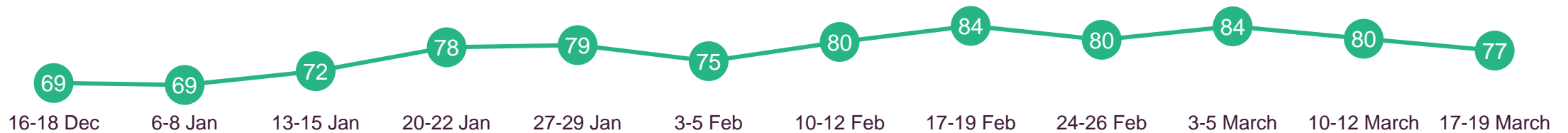
80%
satisfied



10%
neither/nor

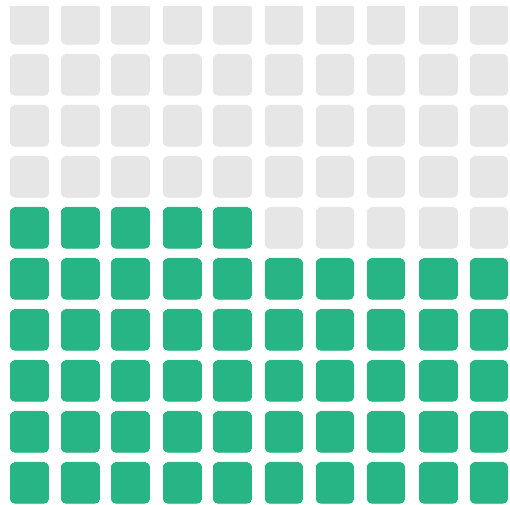


10%
dissatisfied

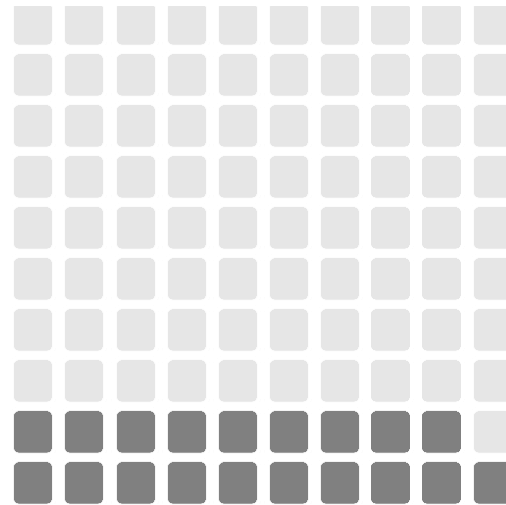


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1154; trend chart range from 148 to 312 per week.

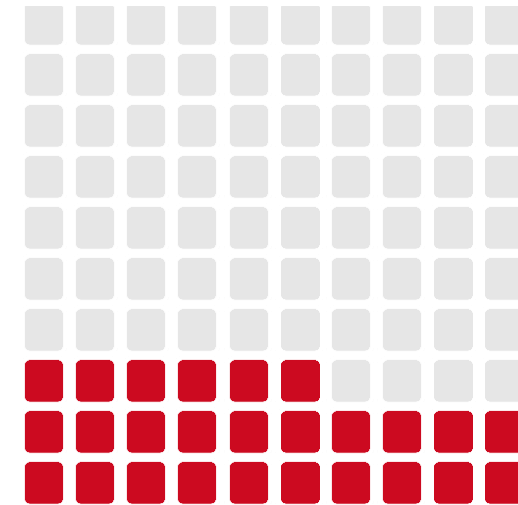
Satisfaction with value for money



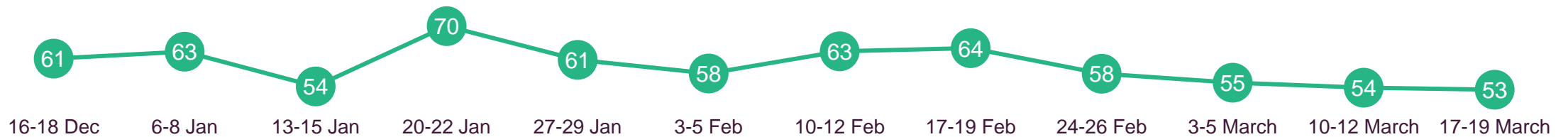
55%
satisfied



19%
neither/nor

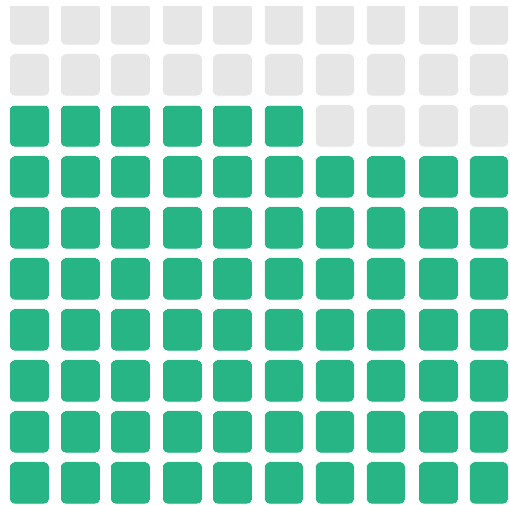


26%
dissatisfied

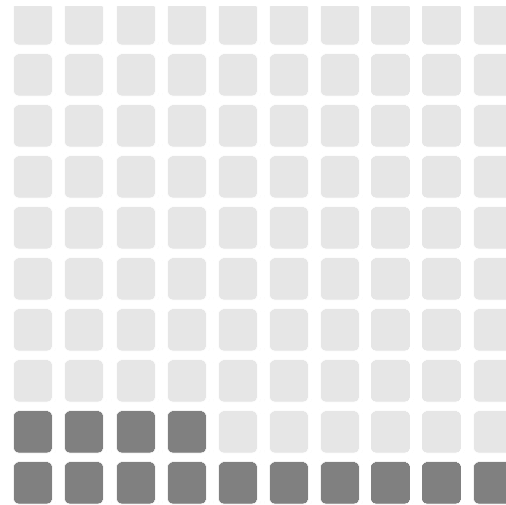


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1110; trend chart range from 147 to 298 per week.

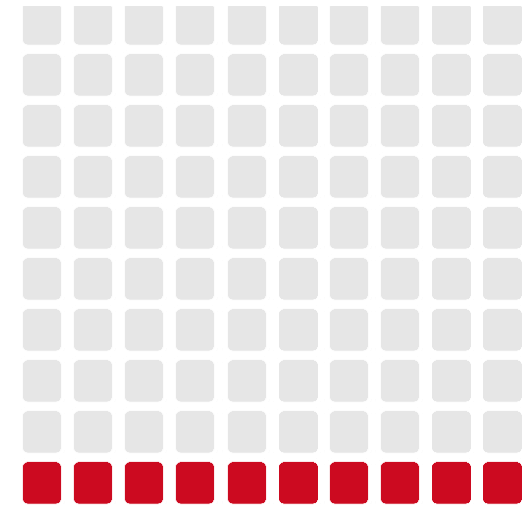
Satisfaction with cleanliness of the inside of the train



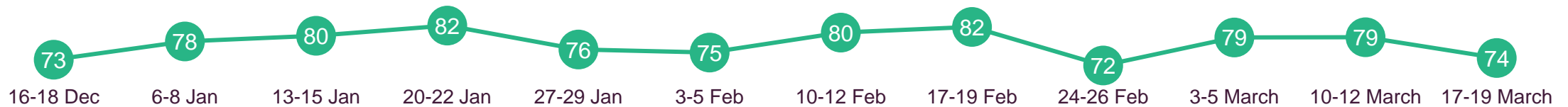
76%
satisfied



14%
neither/nor

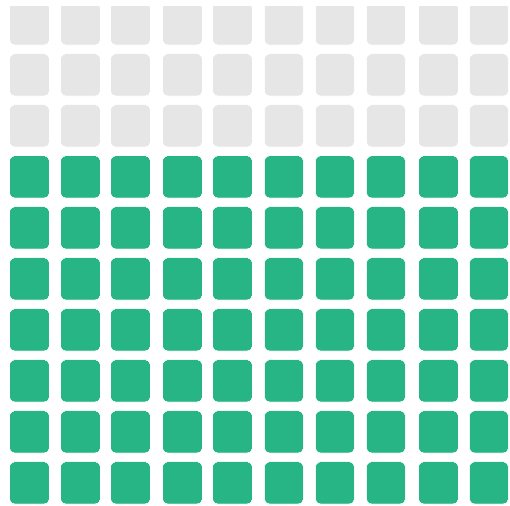


10%
dissatisfied

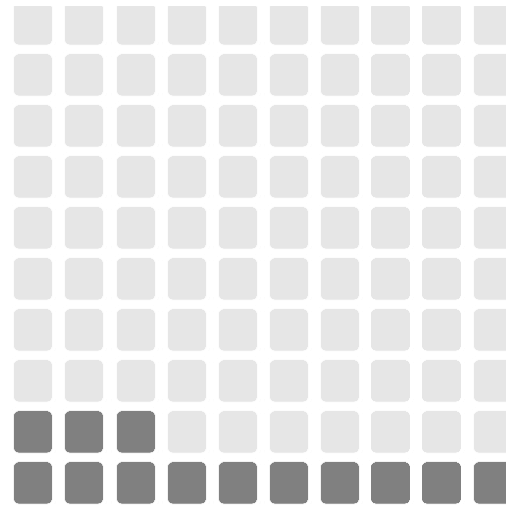


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1151; trend chart range from 149 to 311 per week.

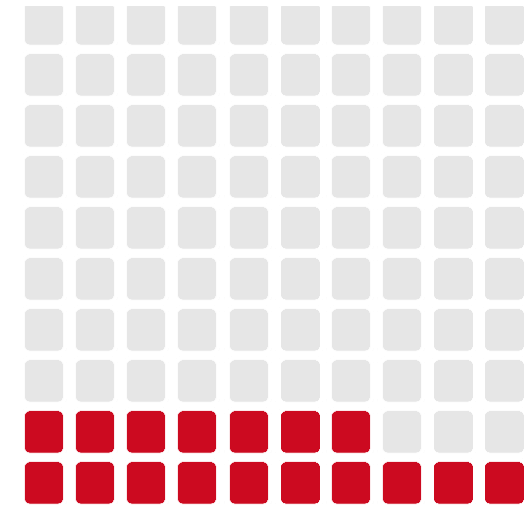
Satisfaction with level of crowding



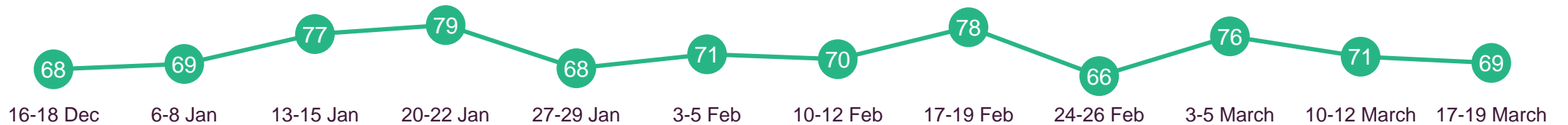
70%
satisfied



13%
neither/nor

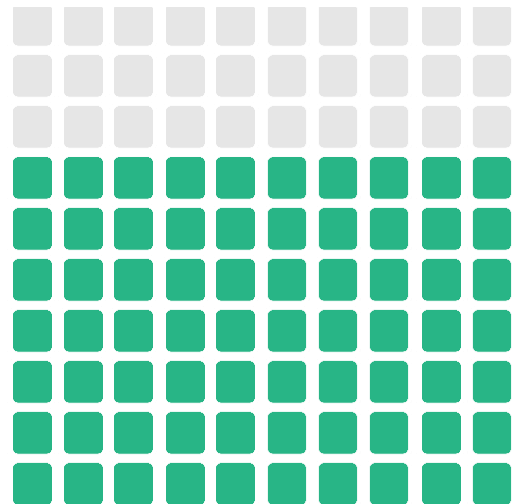


17%
dissatisfied

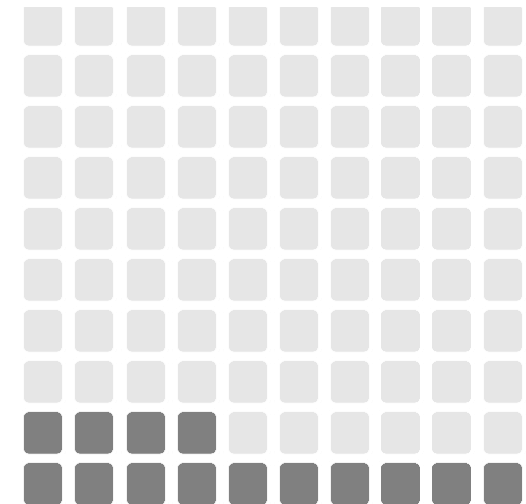


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1148; trend chart range from 149 to 312 per week.

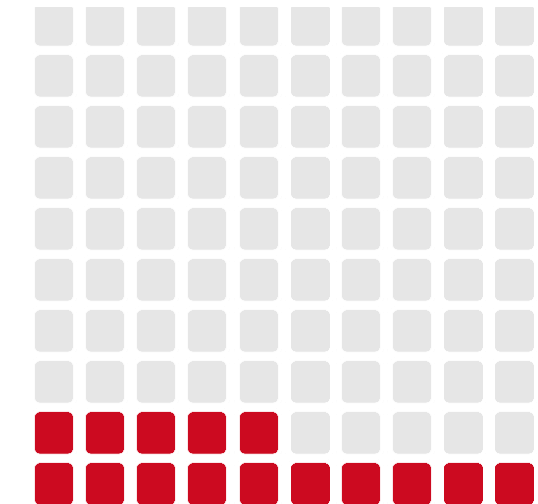
Satisfaction with frequency of trains on that route



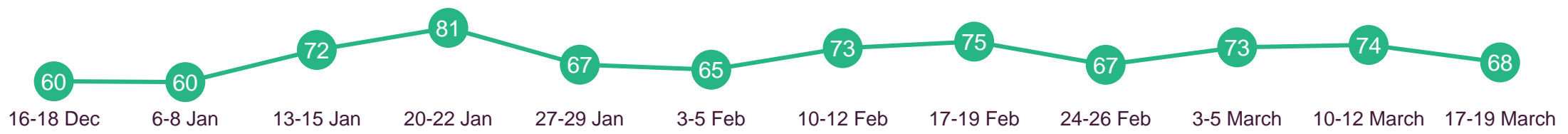
70%
satisfied



14%
neither/nor

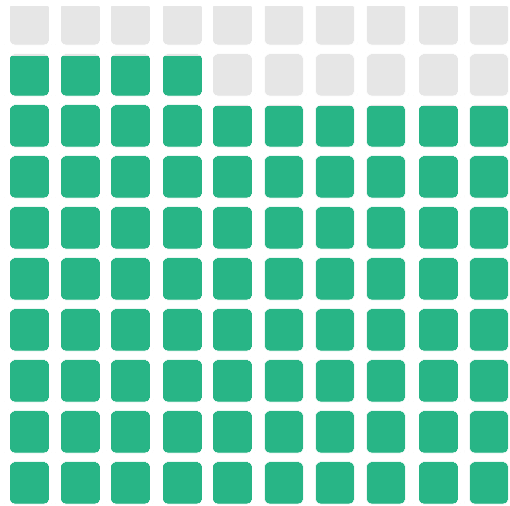


15%
dissatisfied

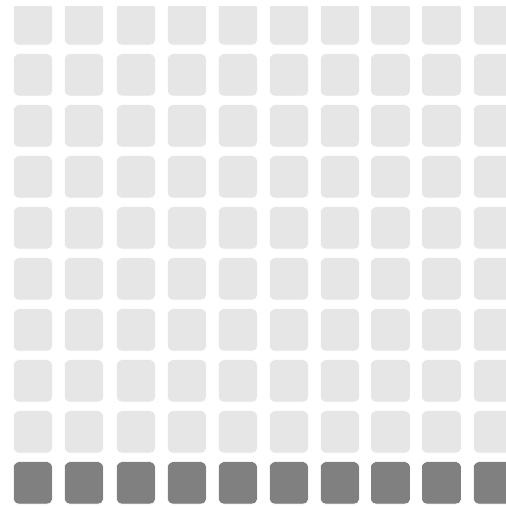


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1147; trend chart range from 146 to 311 per week.

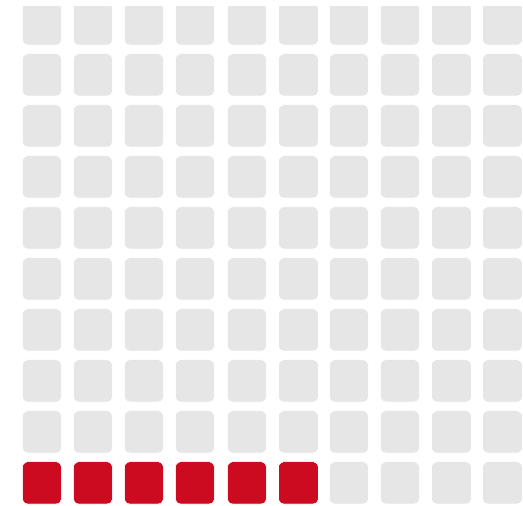
Satisfaction with scheduled journey time



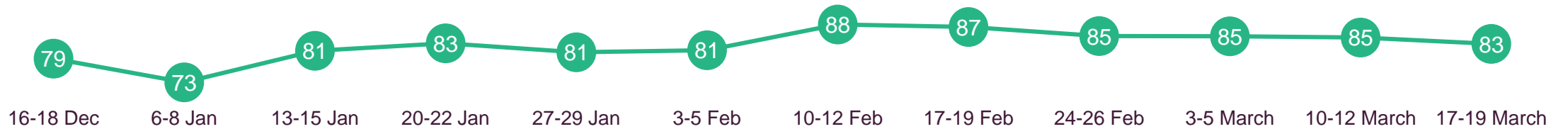
84%
satisfied



10%
neither/nor

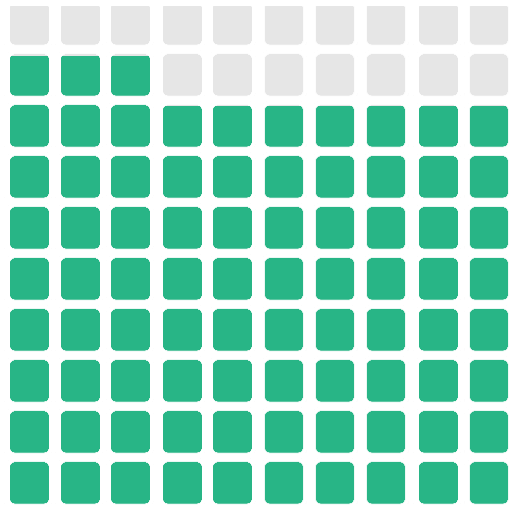


6%
dissatisfied

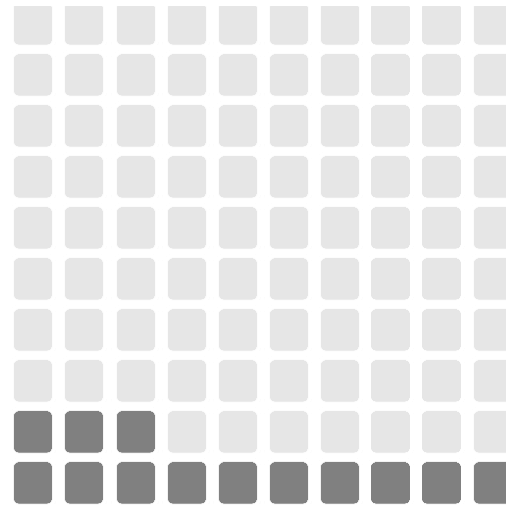


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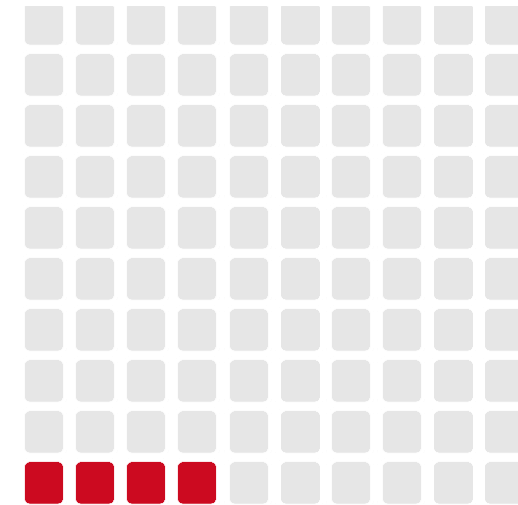
Satisfaction with personal security



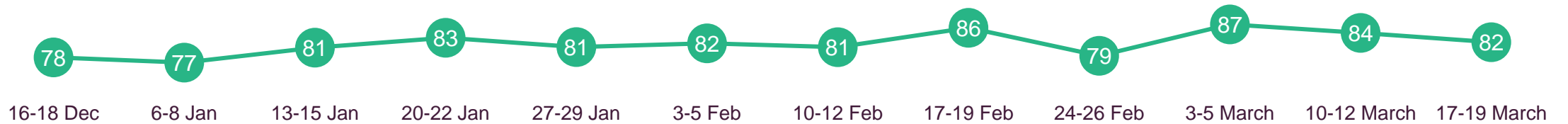
83%
satisfied



13%
neither/nor

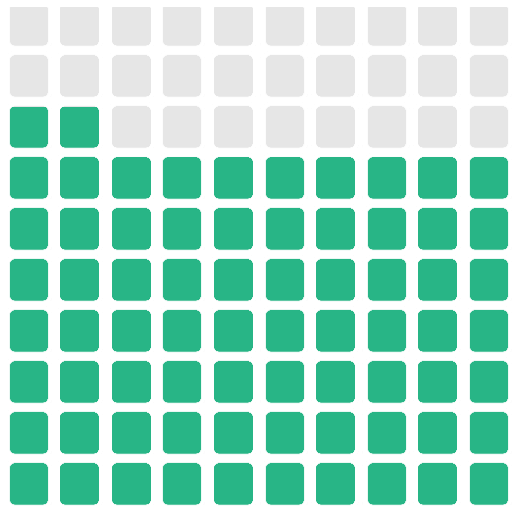


4%
dissatisfied

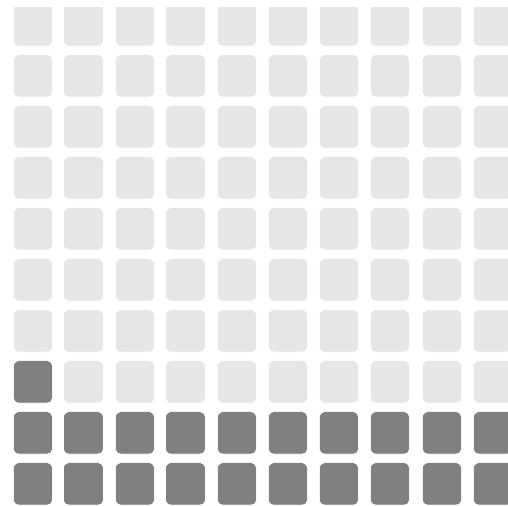


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1142 trend chart range from 148 to 308 per week.

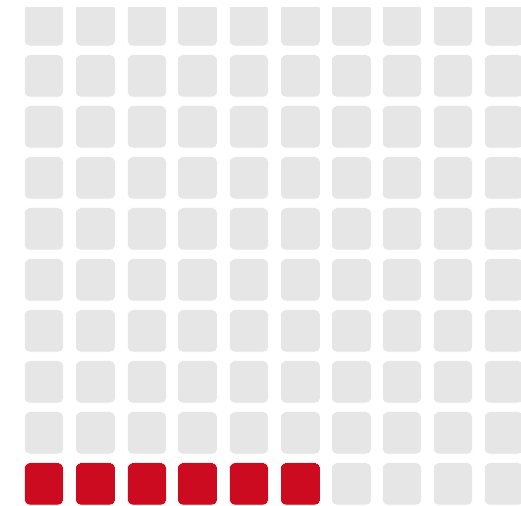
Satisfaction with helpfulness and attitude of staff



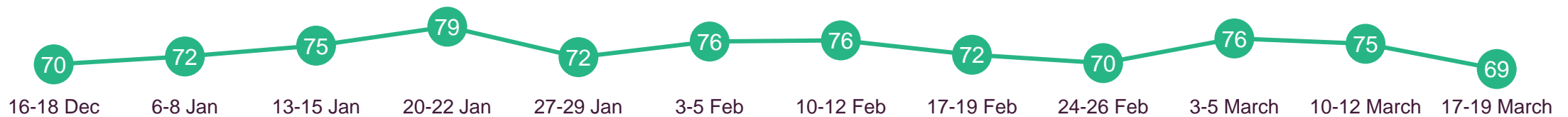
72%
satisfied



21%
neither/nor

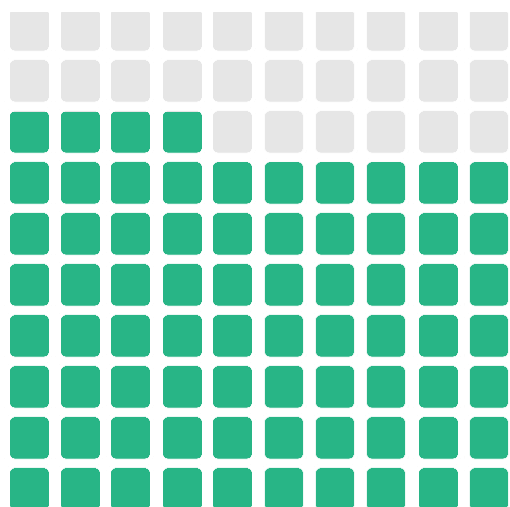


6%
dissatisfied

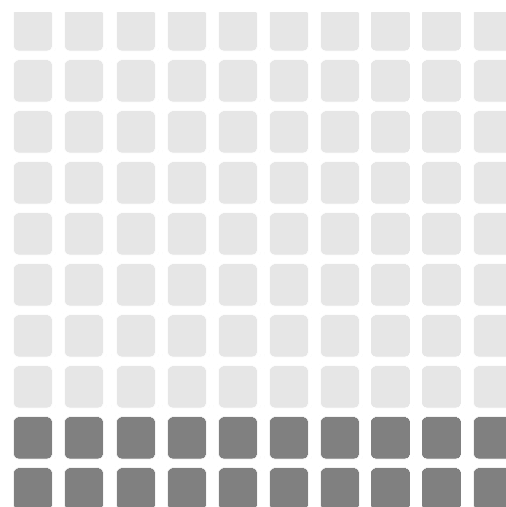


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 881; trend chart range from 126 to 233 per week.

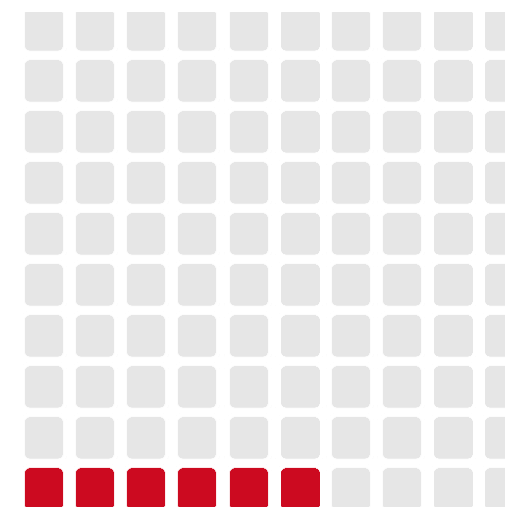
Satisfaction with information provided during the journey



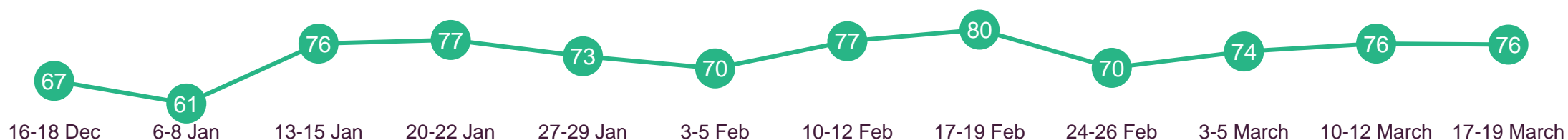
74%
satisfied



20%
neither/nor

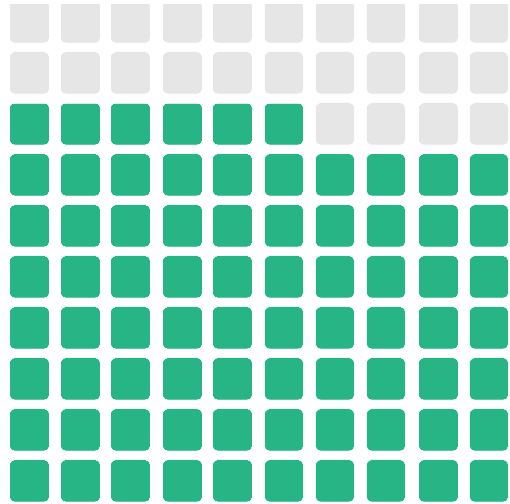


6%
dissatisfied

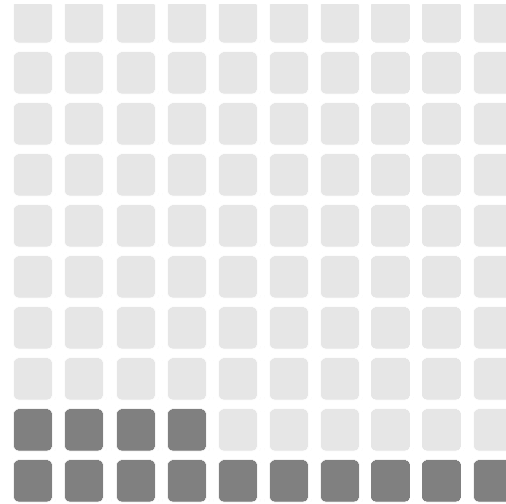


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1101; trend chart range from 143 to 293 per week.

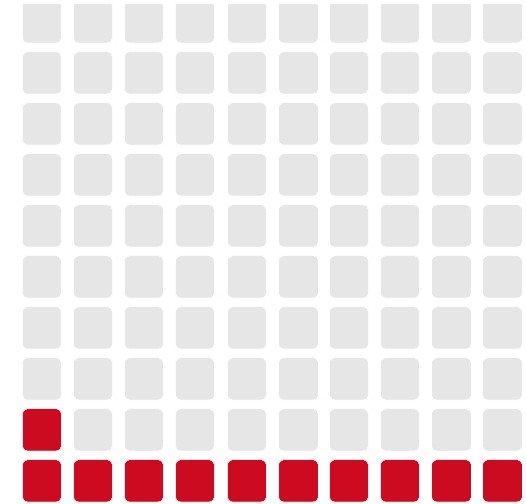
Satisfaction with comfort of the seats



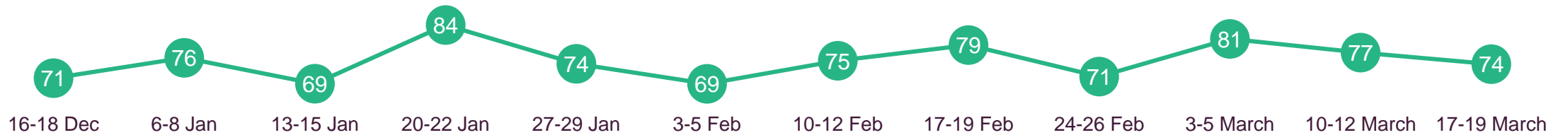
76%
satisfied



14%
neither/nor

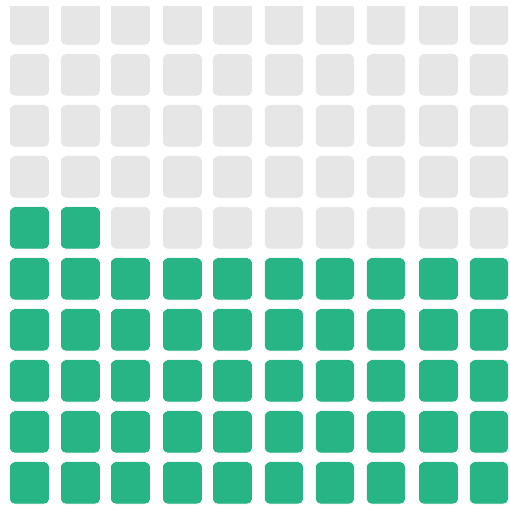


11%
dissatisfied

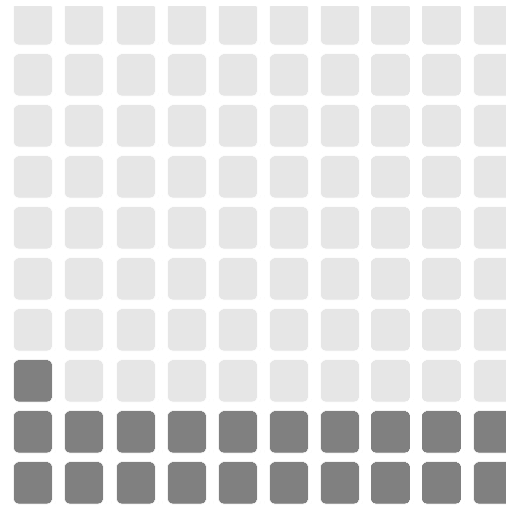


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1122; trend chart range from 146 to 302 per week

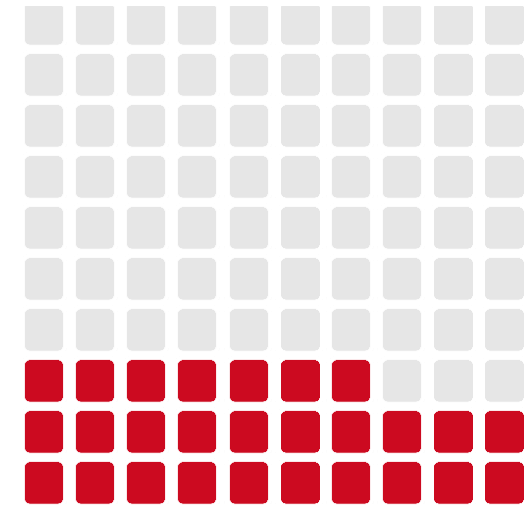
Satisfaction with reliability of the internet



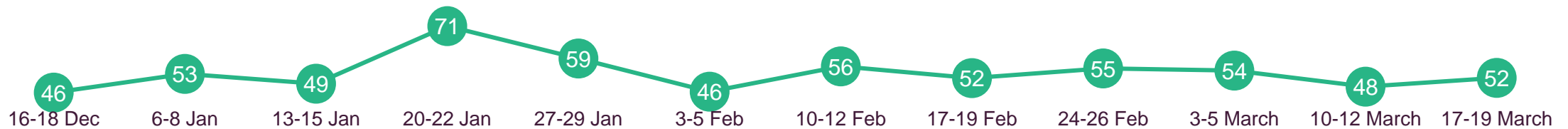
52%
satisfied



21%
neither/nor

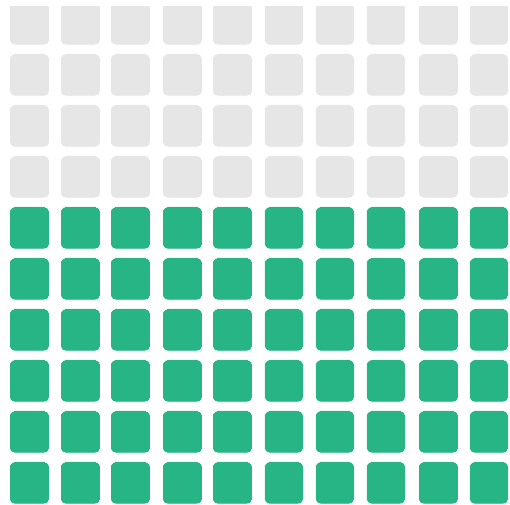


27%
dissatisfied

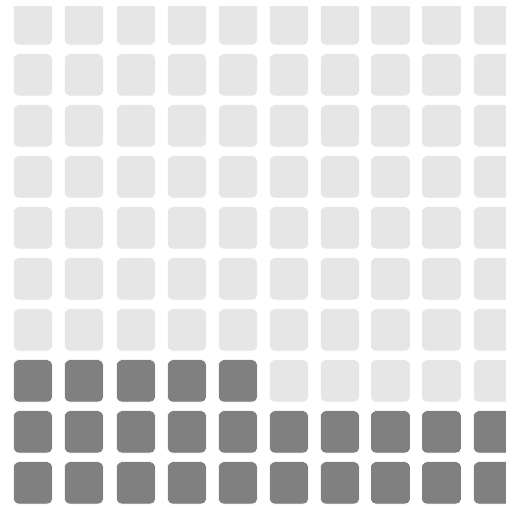


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 810; trend chart range from 115 to 227 per week

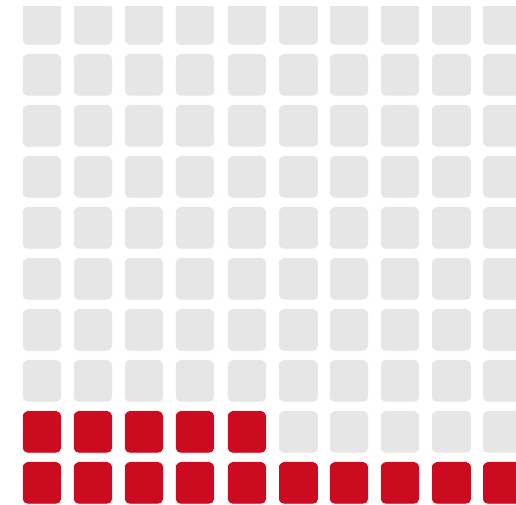
Satisfaction with information on how busy the train was before travelling



60%
satisfied



25%
neither/nor

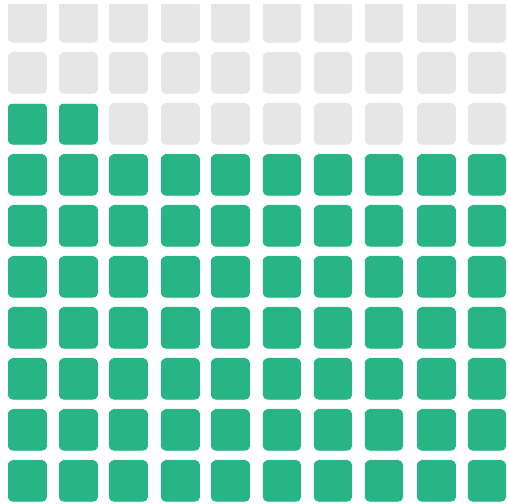


15%
dissatisfied

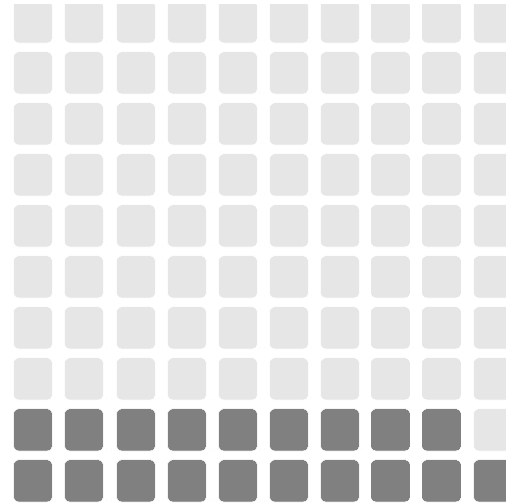


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 915; trend chart range from 129 to 253 per week.

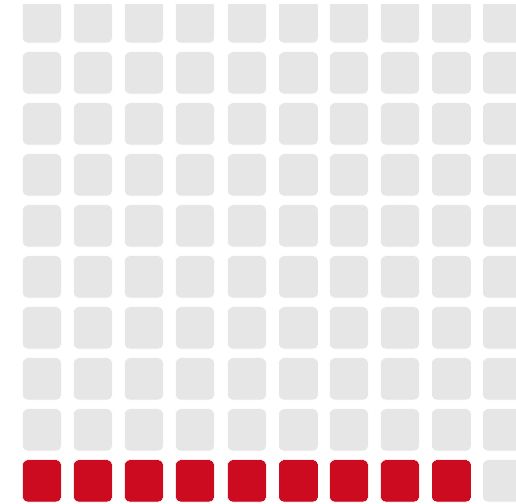
Satisfaction with other passengers' behaviour



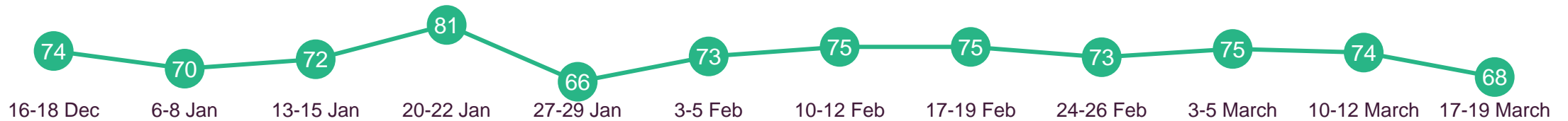
72%
satisfied



19%
neither/nor



9%
dissatisfied

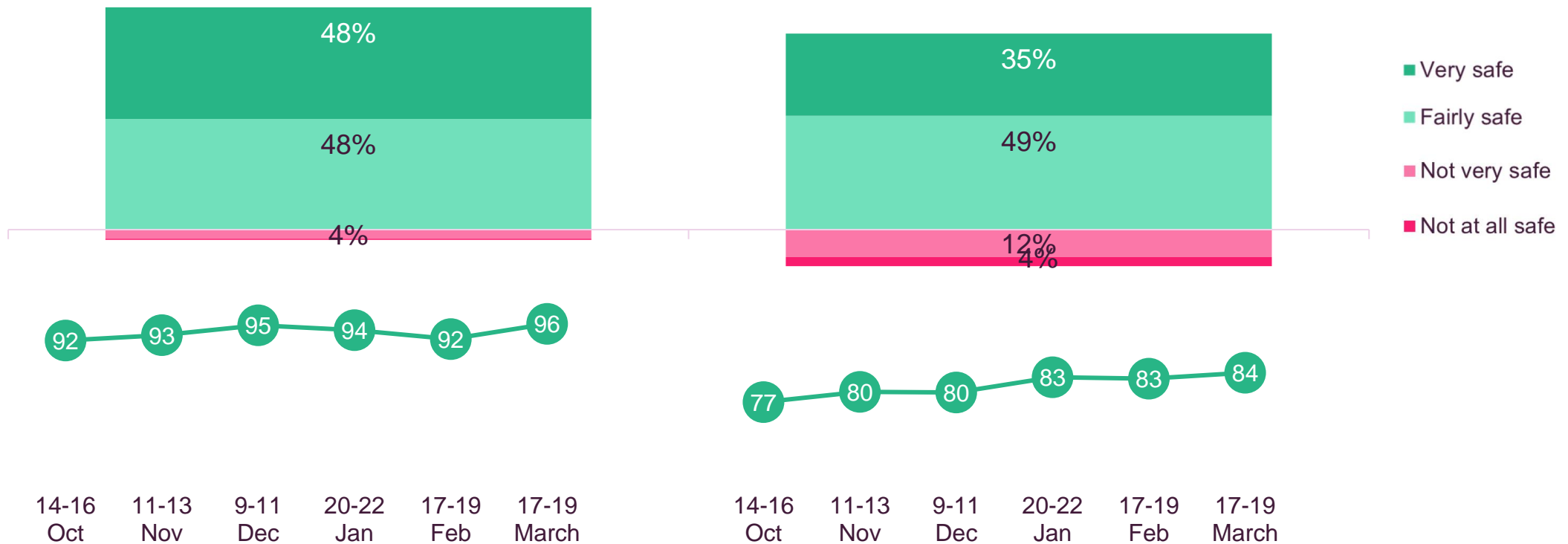


24 March report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the last four weeks' surveys. Base sizes: square charts 1136 trend chart range from 147 to 309 per week.

Feeling safe on rail in relation to Covid

Used rail
in last 7 days

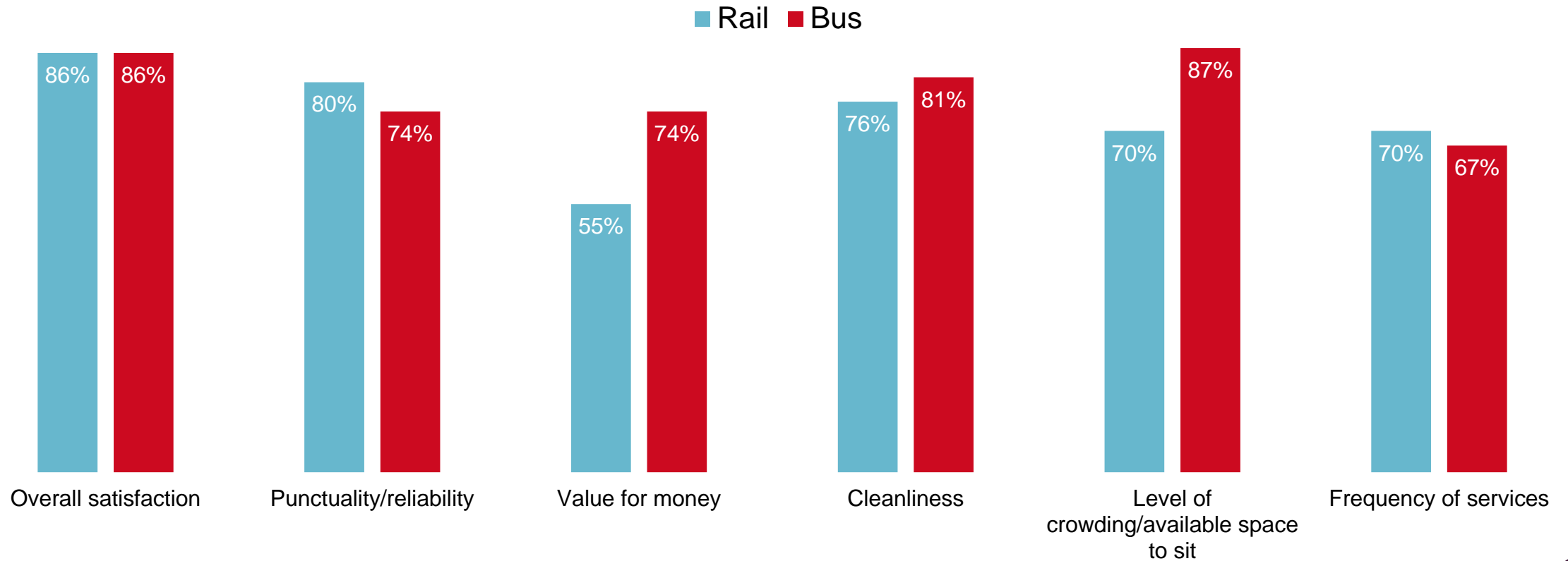
Not used rail
in last 7 days



24 March report. Rail use is defined as having travelled by train within seven days of being surveyed. Bar charts are the latest survey (17-19 March 2023) with base sizes for users of 282 and non-users 1724. 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 on punctuality but lower satisfaction with value for money



24 March 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 1110 to 1165; bus base sizes from 538 to 650.

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. Users then answer questions about satisfaction with their journey; questions on next slide.

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 with 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 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
Week 72	24-26 February	304
Week 73	3-5 March	257
Week 74	10-12 March	313
Week 75	17-19 March	282

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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