

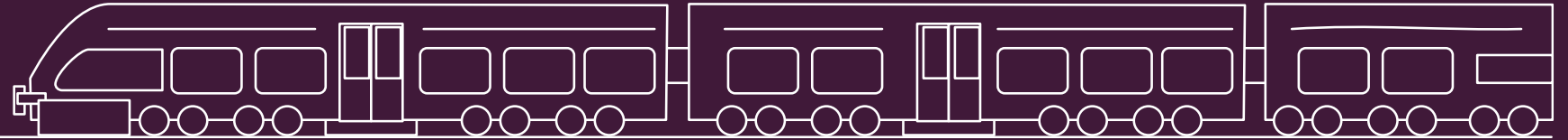
21 April 2023

Edition 13

Rail User Survey



Introduction



The Rail User Survey regularly asks a representative sample of people from across Great Britain which types of transport they have used in the last seven days and for those who used rail, satisfaction overall with their journey and aspects such as value for money, punctuality and cleanliness.

In a typical survey, where around 14

per cent have used rail, we get this detailed information from around 250 people. We report results every four weeks.

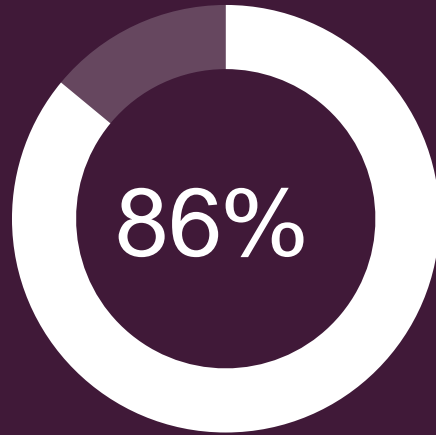
Up to the end of March 2023 the survey ran weekly, but from April it is running fortnightly (although there are three surveys in this four-week reporting period). Charts in this report cover interviews between

January and April 2023.

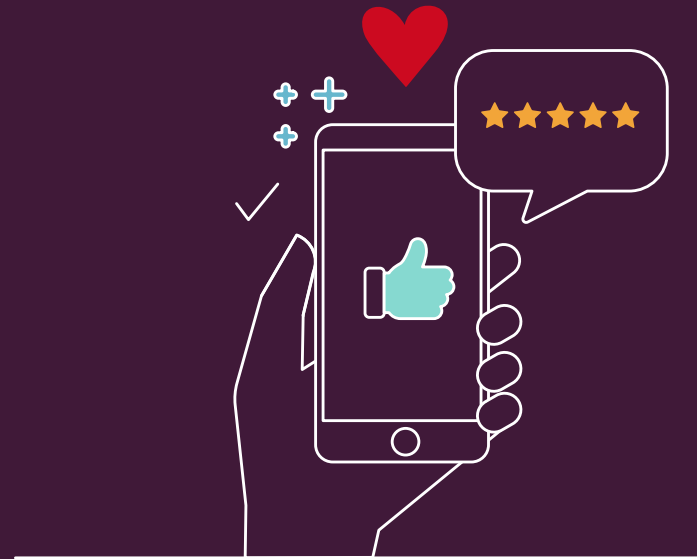
Further details on how we carried out this survey are available on page 31.

This survey is also used to produce the [reports](#) we have published 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



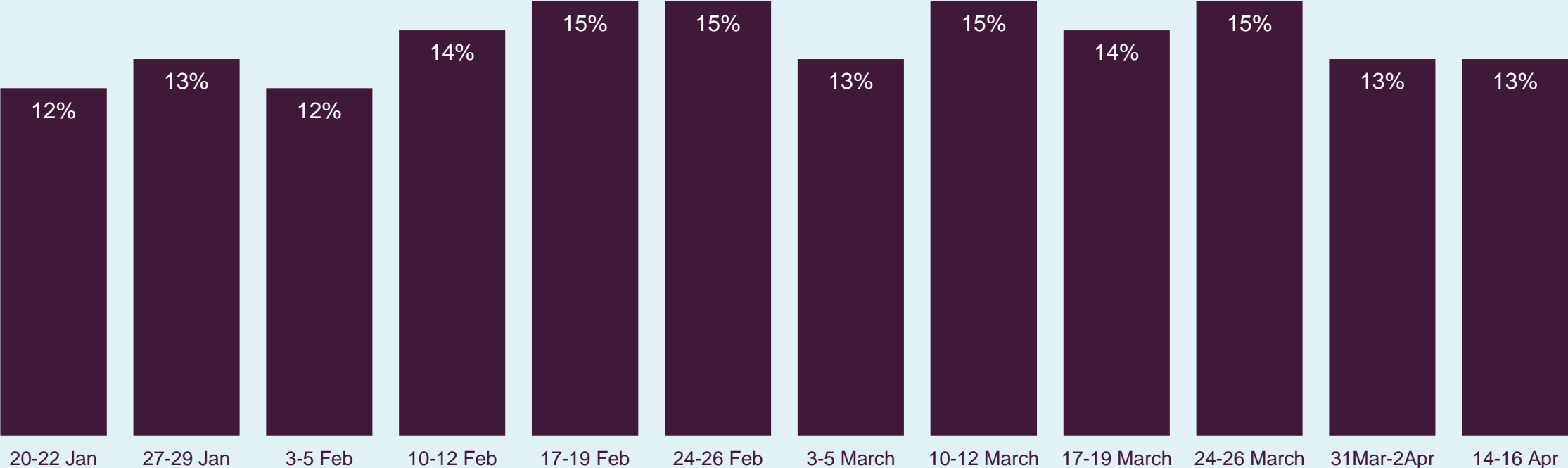
Satisfaction with helpfulness and attitude of staff has increased from 72% to 77%

Rail usage levels



Rail use has decreased slightly in recent weeks

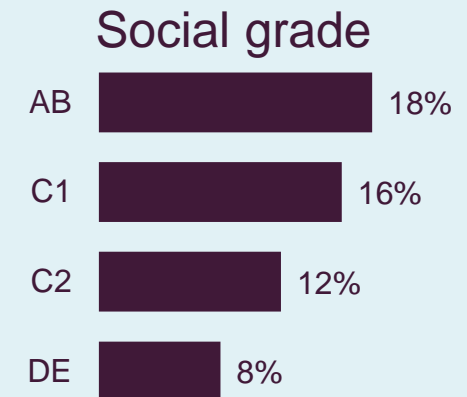
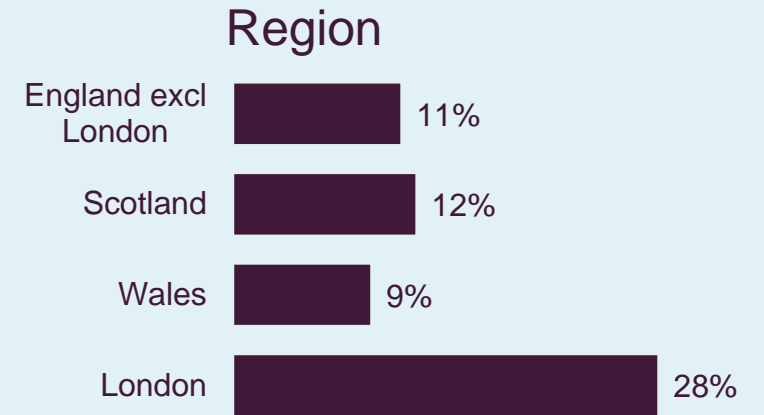
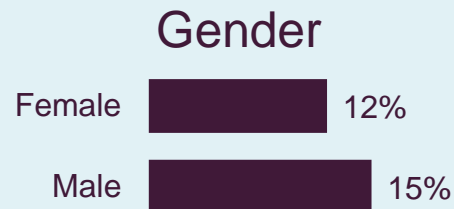
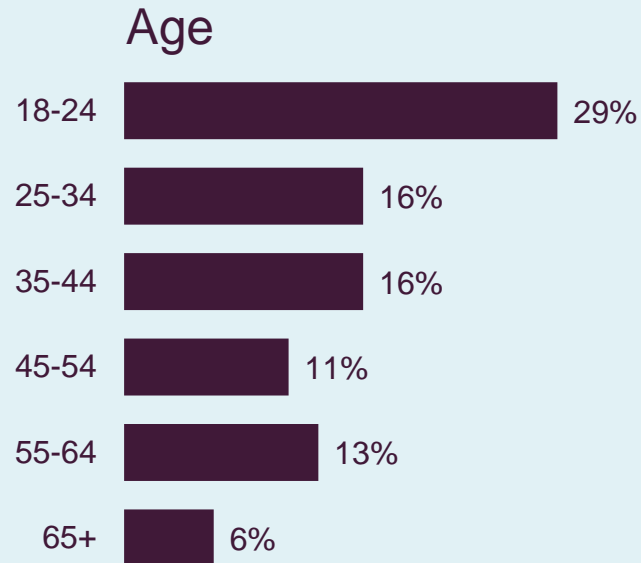
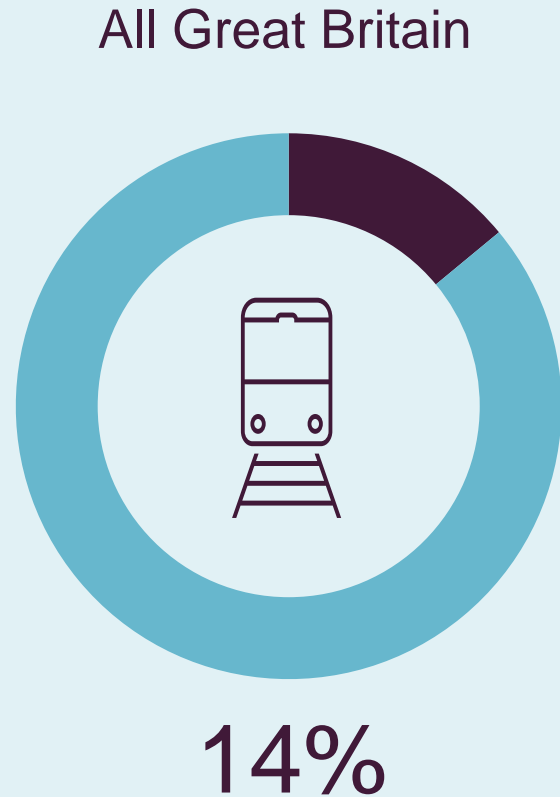
Trend in proportion using rail



21 April report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

Around one in seven used rail

Proportion using rail in the last seven days



Leisure and commuting most common reasons for rail travel

Main purpose of rail journey



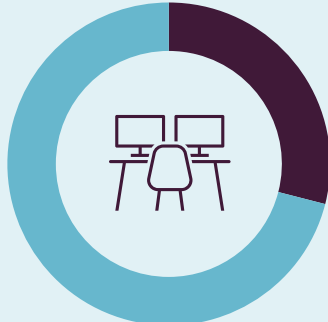
Leisure/eating out/non-essential shopping
32%



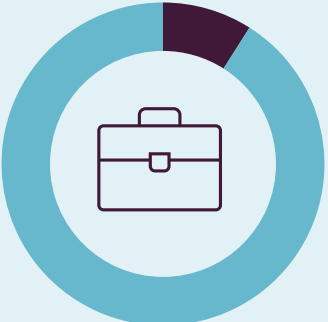
Friends/family
21%



Essential shopping
3%



Commuting
29%



Work travel
9%

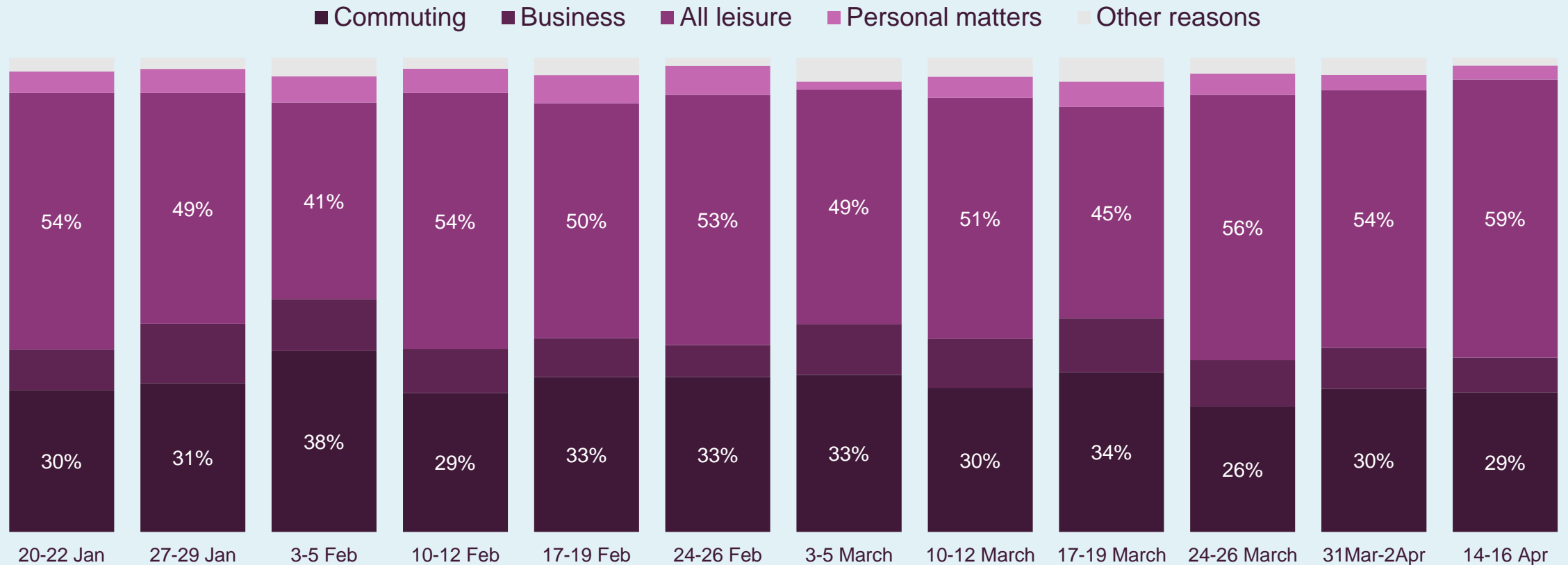


Personal matters
4%

21 April report. Charts are based on the most recent train journey made within seven days of being surveyed and show the average of three surveys conducted in last four weeks. Base size: all rail users - 816. 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

Trend in main purpose of rail journey

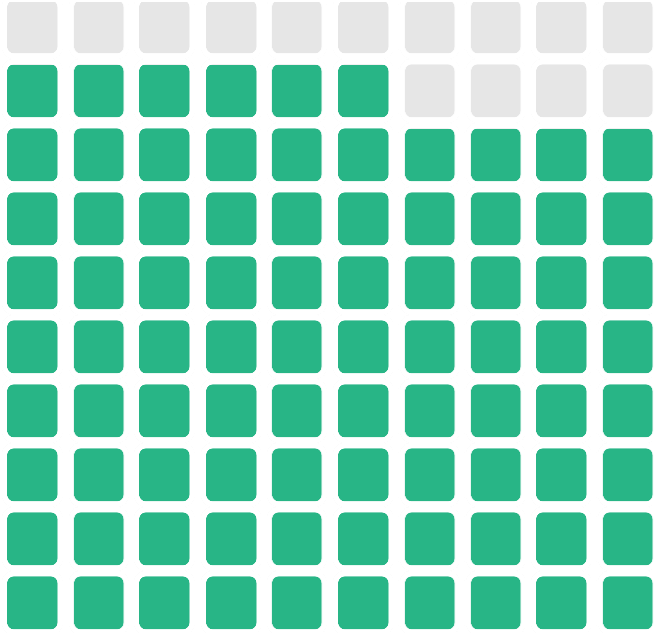


21 April report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 276 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.

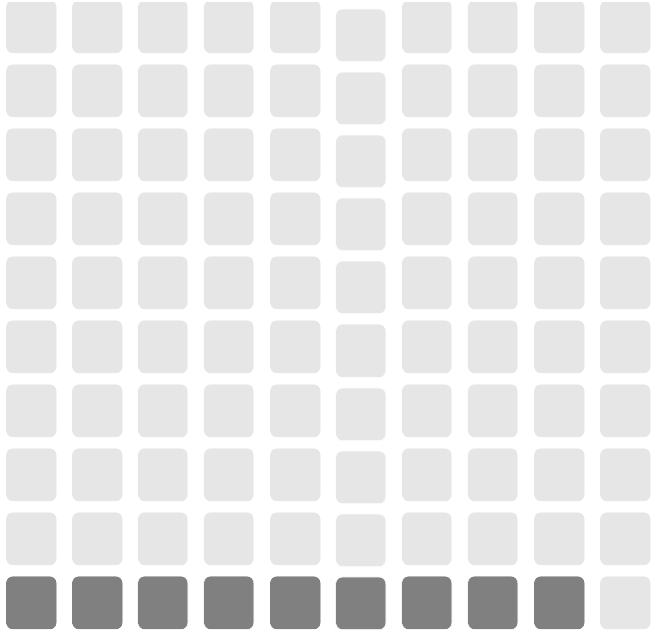
Rail satisfaction



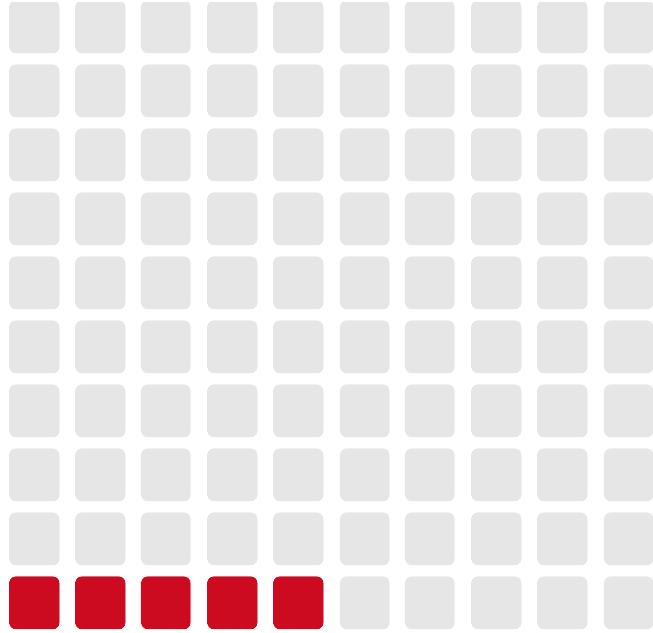
Overall satisfaction with rail journey



86%
satisfied



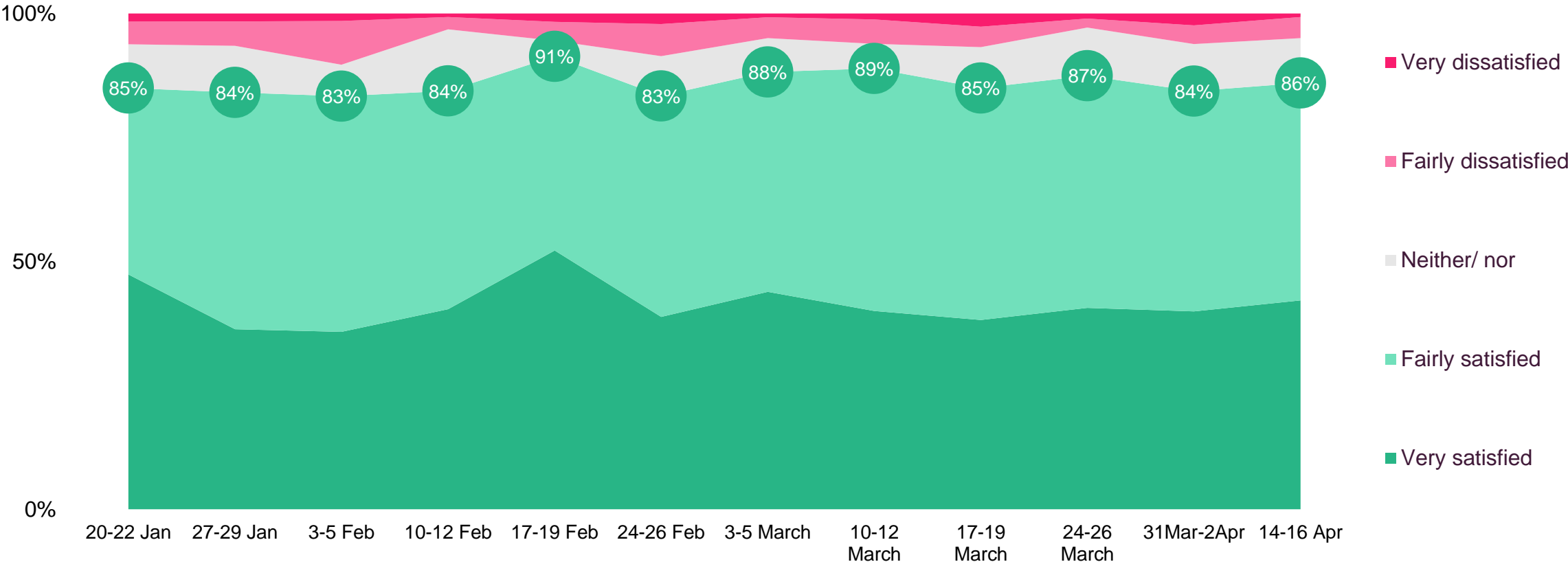
9%
neither/nor



5%
dissatisfied

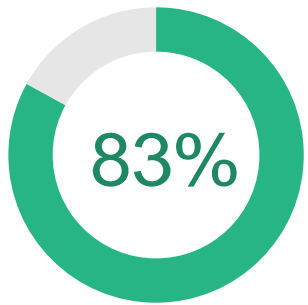
21 April report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of three surveys conducted in last four weeks. Base size: 817.

Overall satisfaction with rail journey

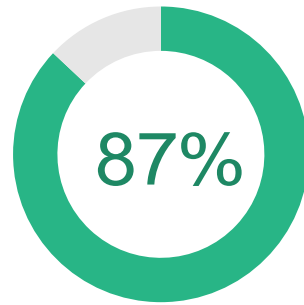


21 April report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 251 to 313 per survey.

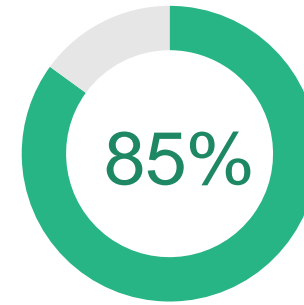
Overall satisfaction by journey purpose, sex and age



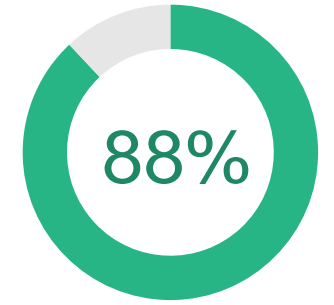
Commute



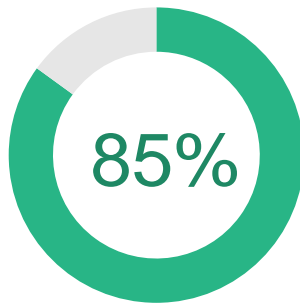
All leisure



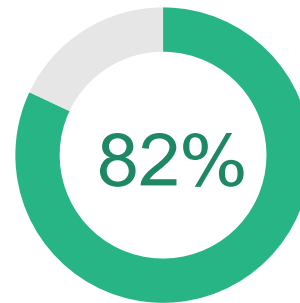
Men



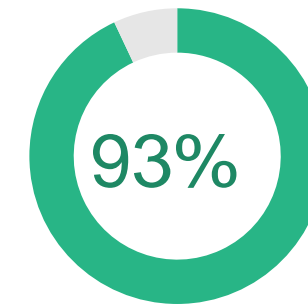
Women



Aged 18-34



Aged 35-54



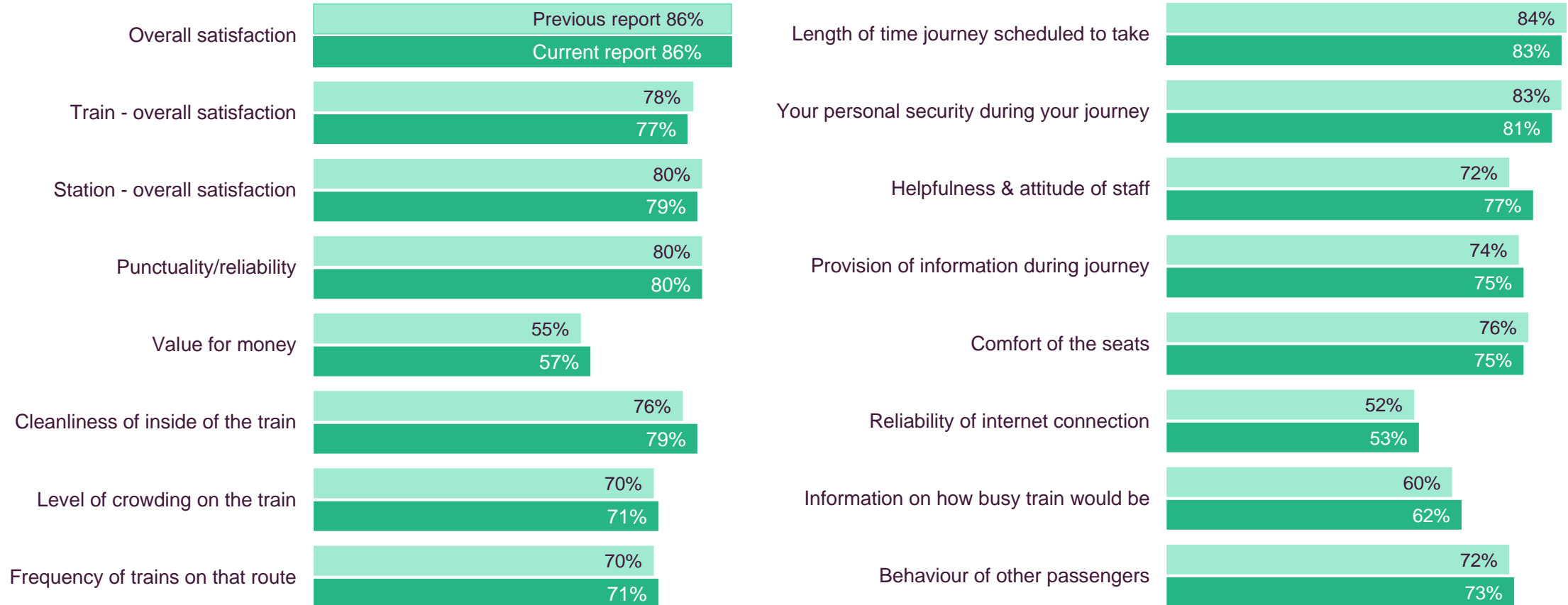
Aged 55 and over

21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show average of the three surveys conducted in last four weeks. Base sizes vary by chart ranging between 199 and 465. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



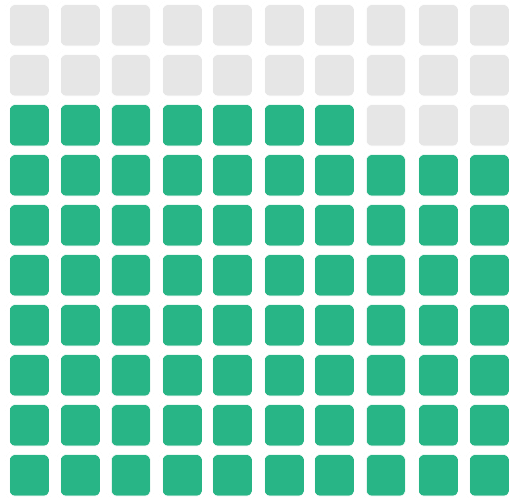
**Satisfaction
with aspects
of rail journey**

Change in satisfaction levels since last report

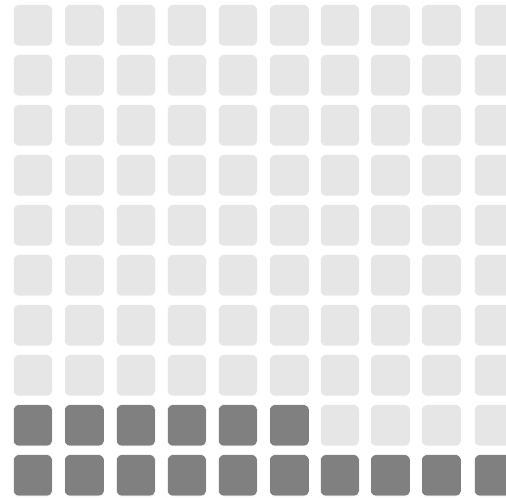


21 April report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' values above are the average of three surveys conducted in last four weeks; the 'prior report' values are the average of the four weeks' surveys previous to those. Base sizes per aspect vary; current report from 591 to 817, prior report from 810 to 1156.

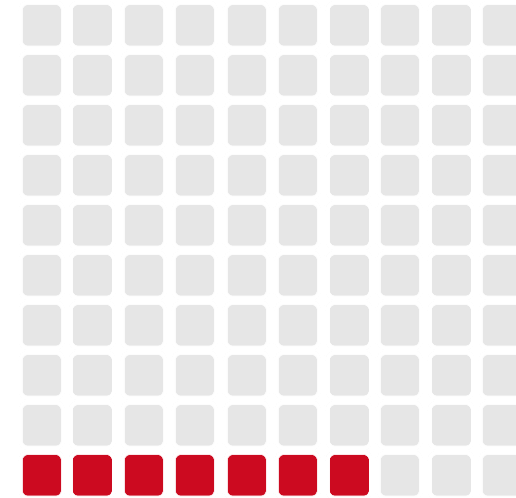
Satisfaction with the train overall



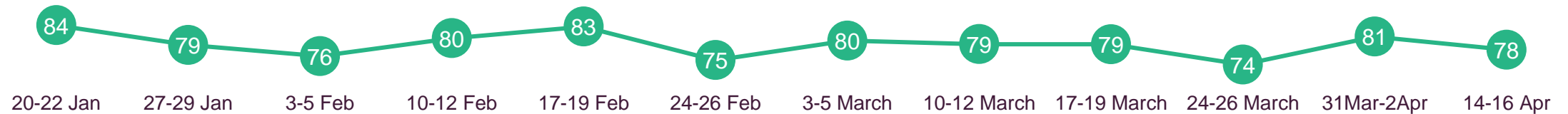
77%
satisfied



16%
neither/nor

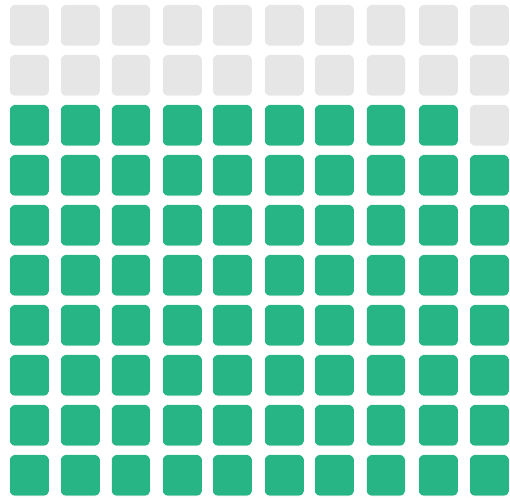


7%
dissatisfied

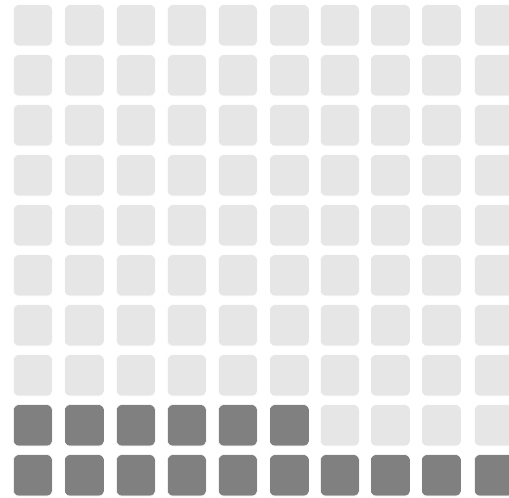


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks). Base sizes: square charts 816; trend chart range from 239 to 312 per survey.

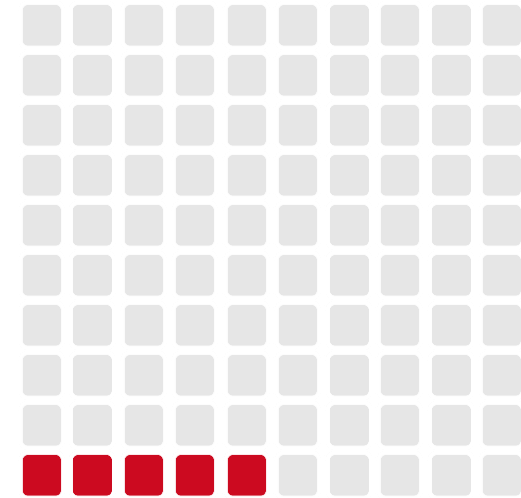
Satisfaction with the station



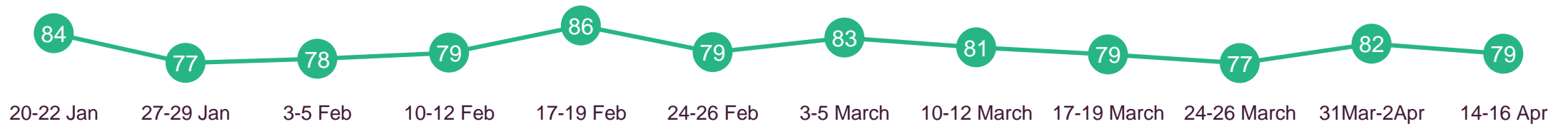
79%
satisfied



16%
neither/nor

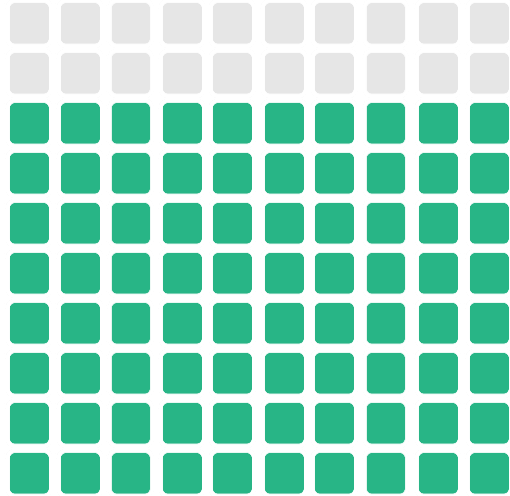


5%
dissatisfied

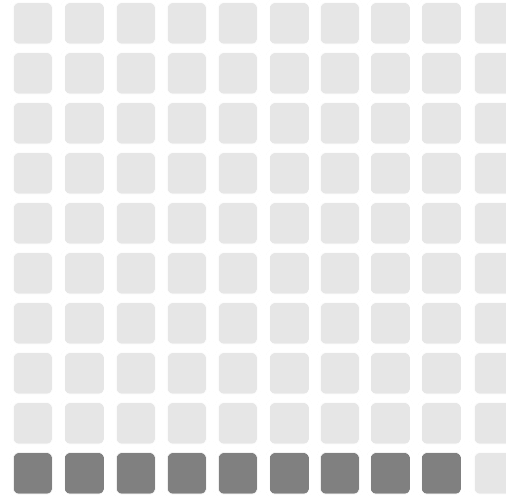


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 816 trend chart range from 239 to 311 per survey.

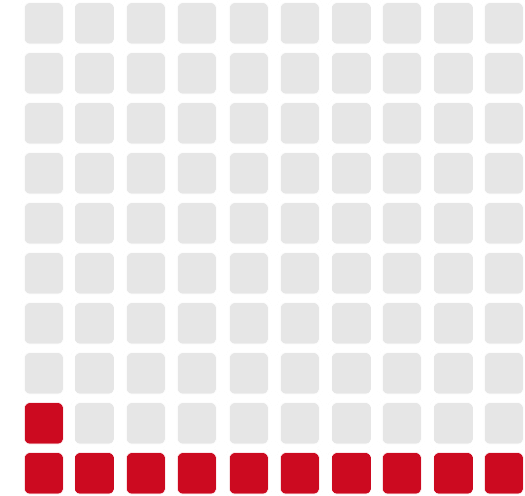
Satisfaction with punctuality/reliability



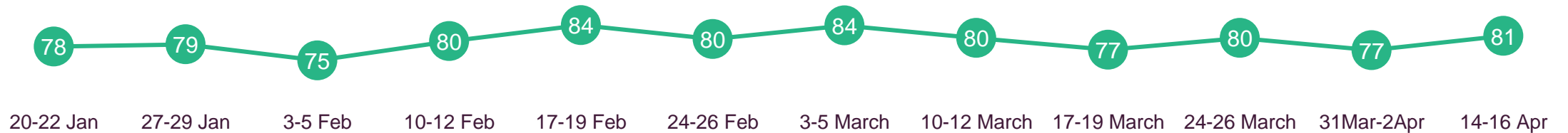
80%
satisfied



9%
neither/nor

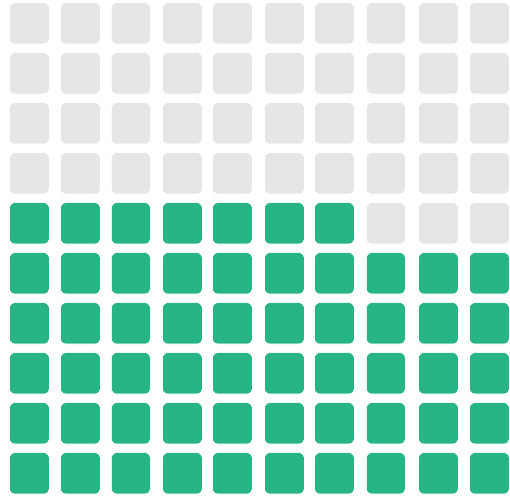


11%
dissatisfied

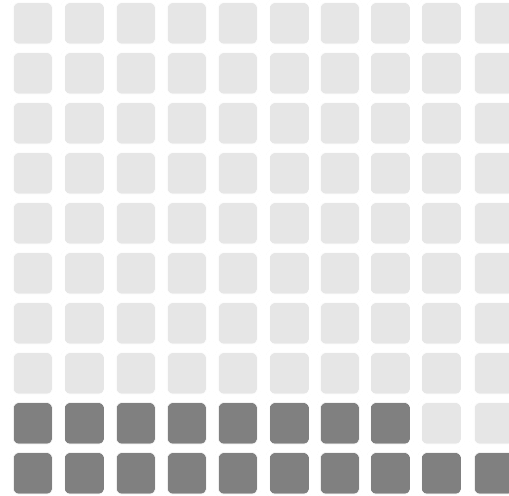


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 814; trend chart range from 238 to 312 per survey.

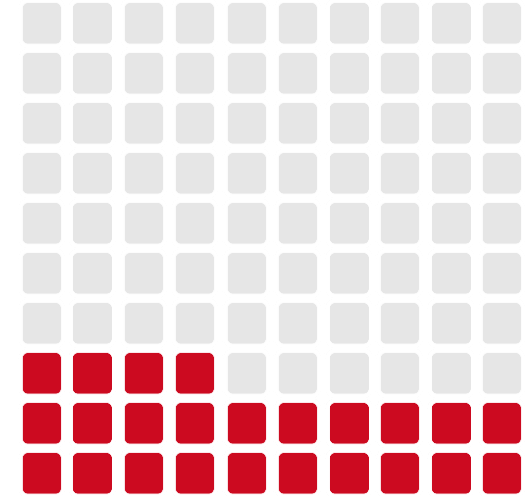
Satisfaction with value for money



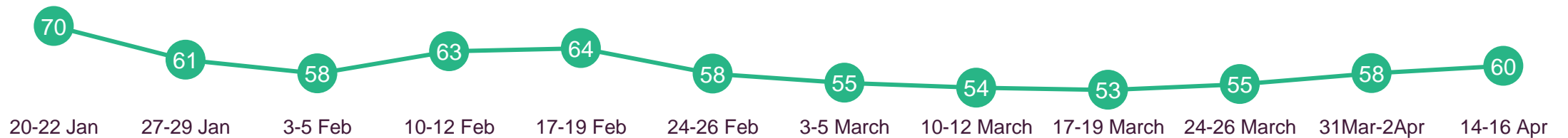
57%
satisfied



18%
neither/nor

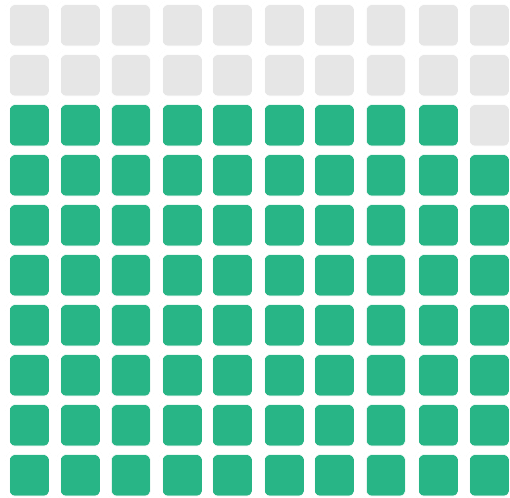


24%
dissatisfied

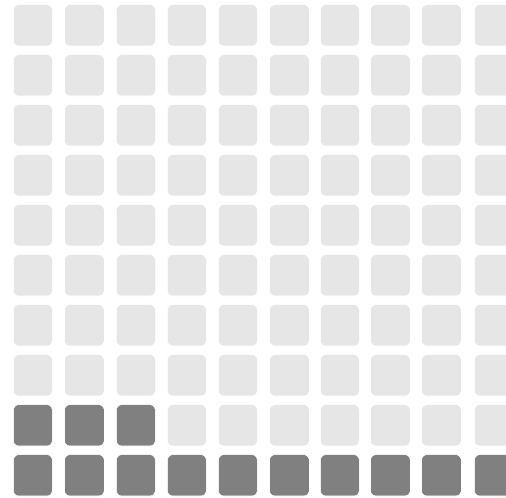


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 795; trend chart range from 231 to 298 per survey.

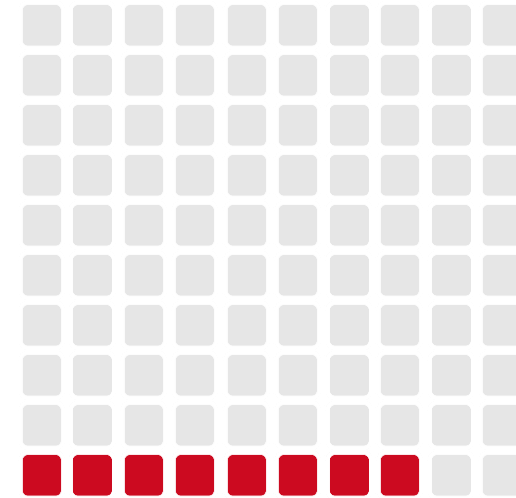
Satisfaction with cleanliness of the inside of the train



79%
satisfied



13%
neither/nor

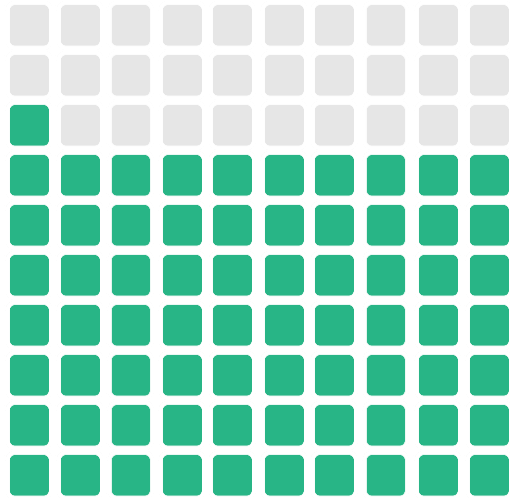


8%
dissatisfied

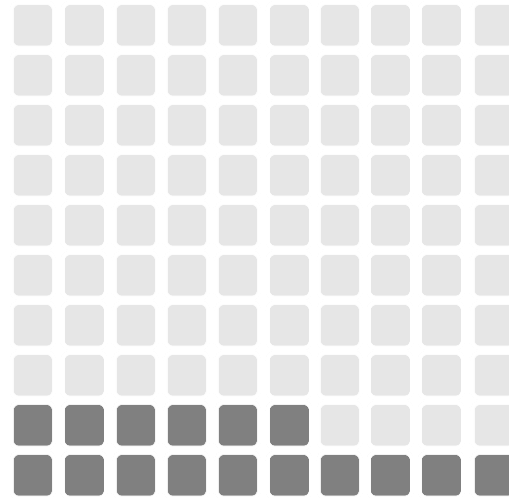


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 814; trend chart range from 238 to 311 per survey.

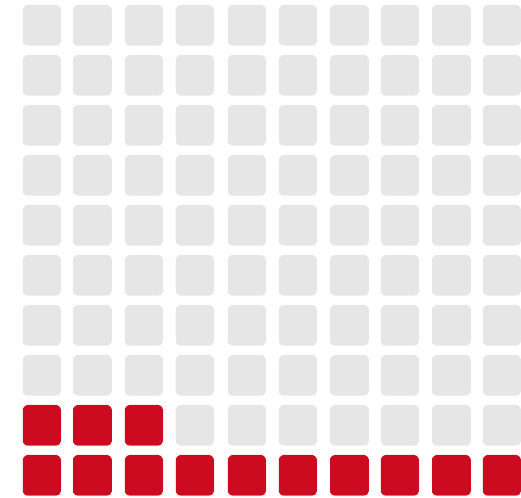
Satisfaction with level of crowding



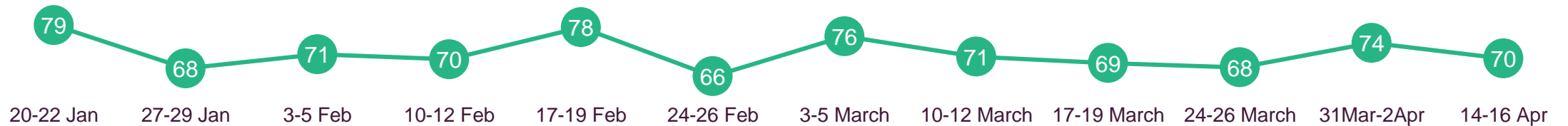
71%
satisfied



16%
neither/nor

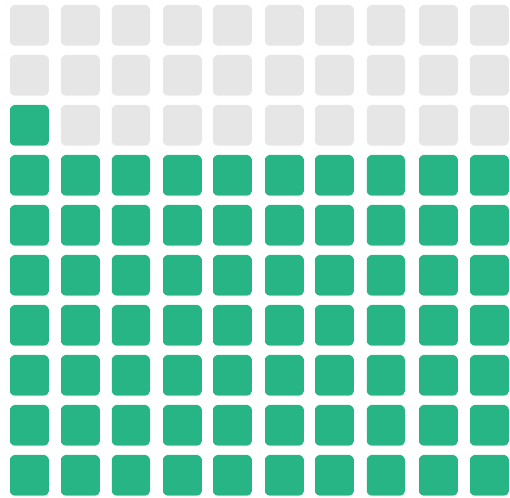


13%
dissatisfied

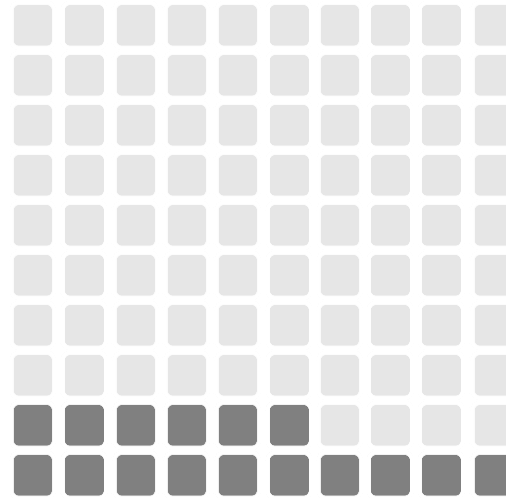


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 816; trend chart range from 237 to 310 per survey.

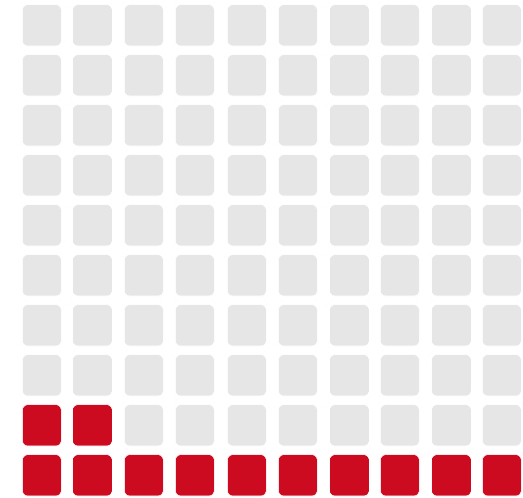
Satisfaction with frequency of trains on that route



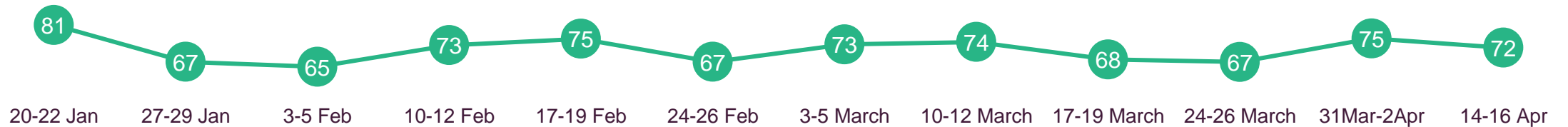
71%
satisfied



16%
neither/nor

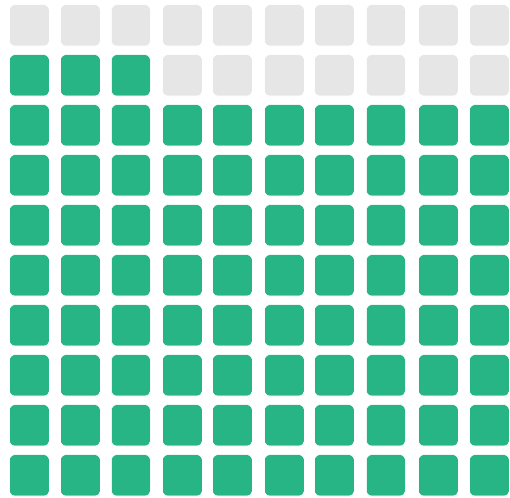


12%
dissatisfied

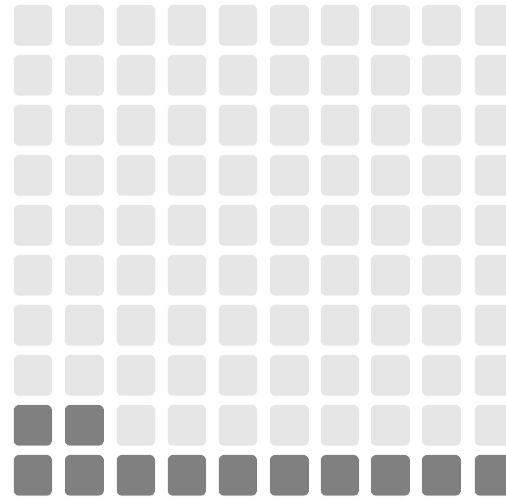


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 815; trend chart range from 236 to 311 per survey.

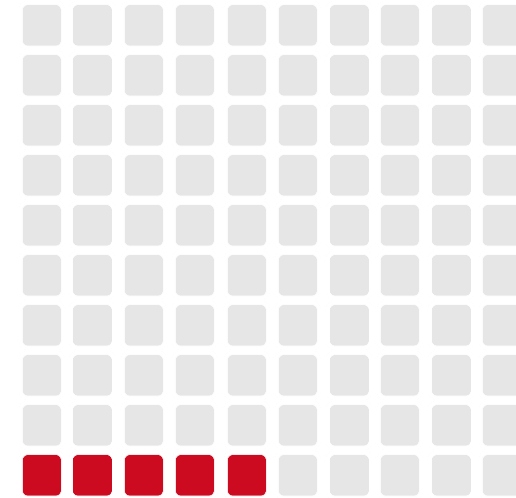
Satisfaction with scheduled journey time



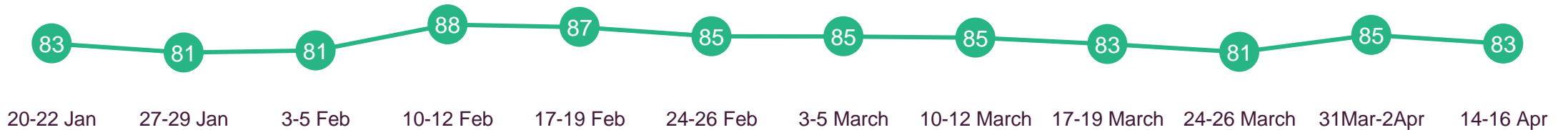
83%
satisfied



12%
neither/nor

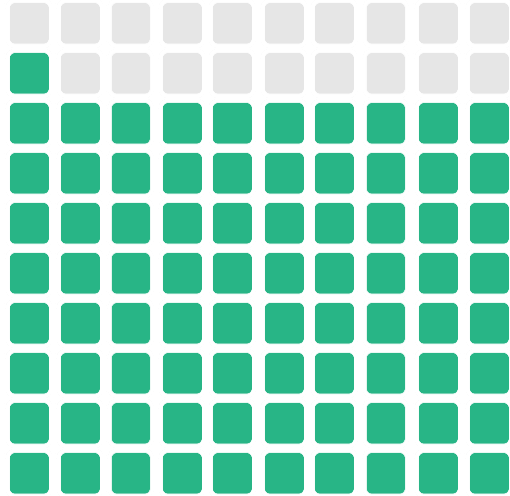


5%
dissatisfied

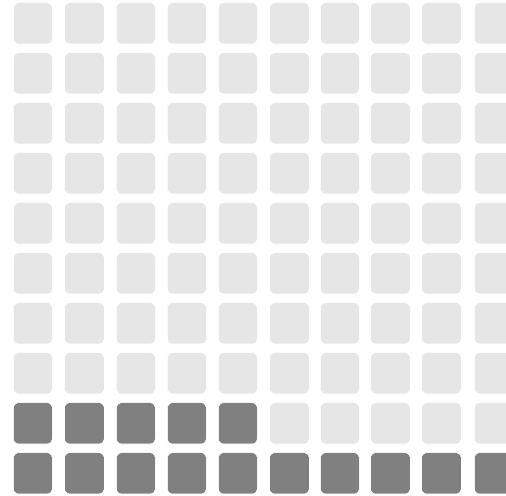


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 814; trend chart range from 239 to 312 per survey.

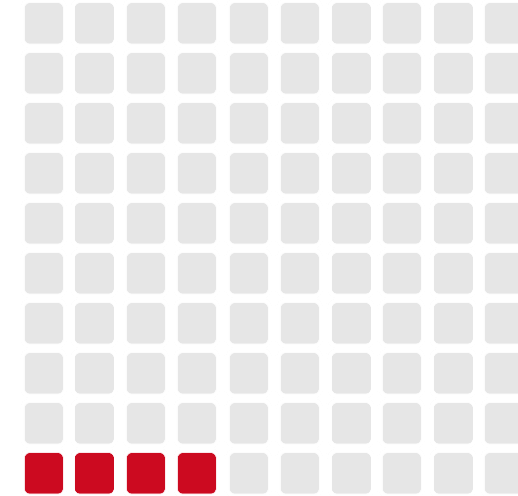
Satisfaction with personal security



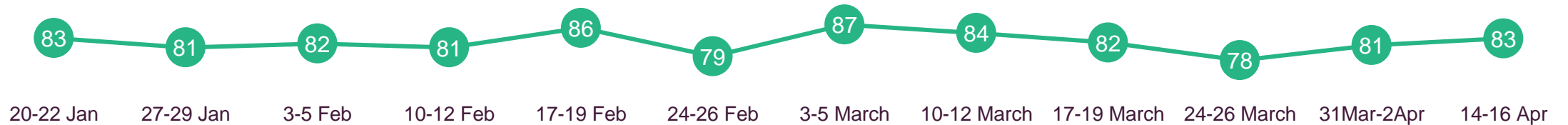
81%
satisfied



15%
neither/nor

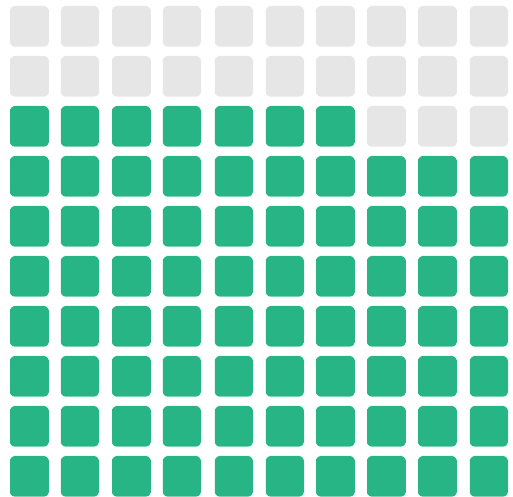


4%
dissatisfied

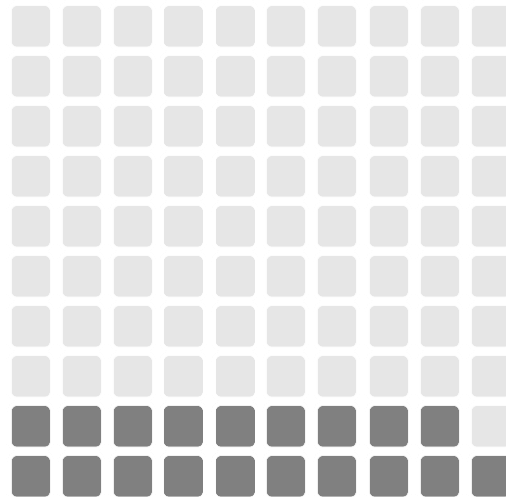


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 812 trend chart range from 238 to 308 per survey.

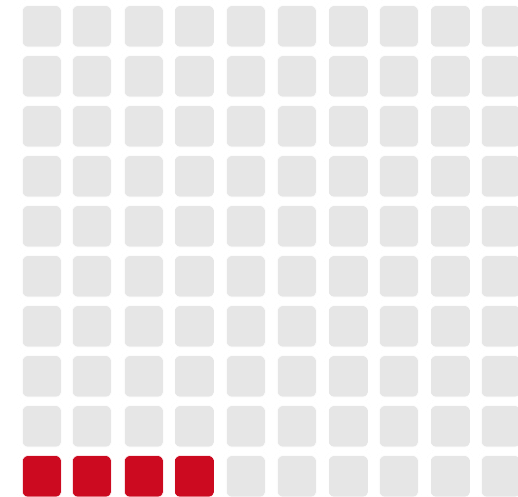
Satisfaction with helpfulness and attitude of staff



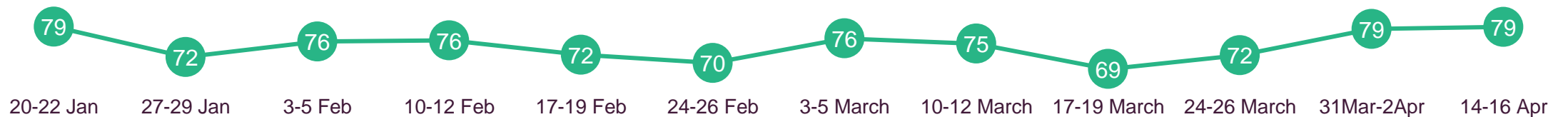
77%
satisfied



19%
neither/nor

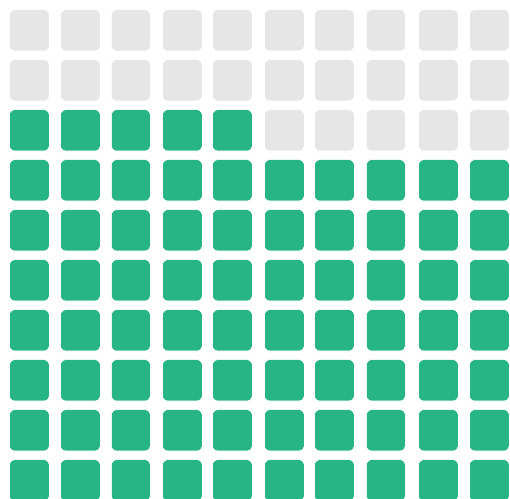


4%
dissatisfied

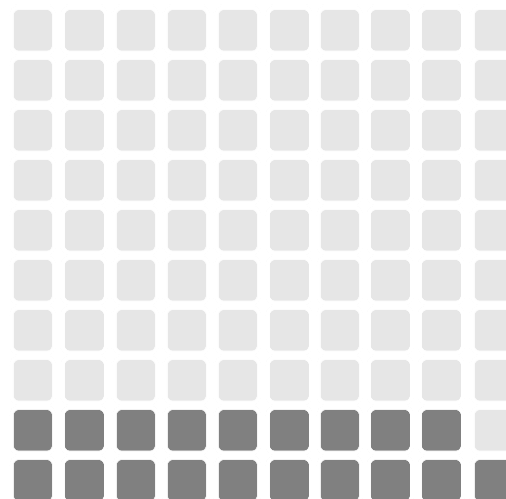


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 667; trend chart range from 183 to 236 per survey.

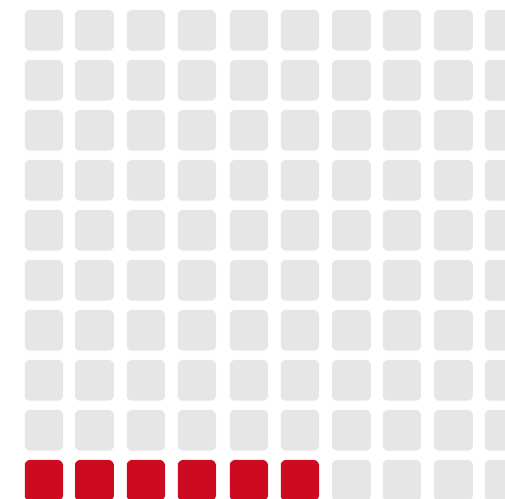
Satisfaction with information provided during the journey



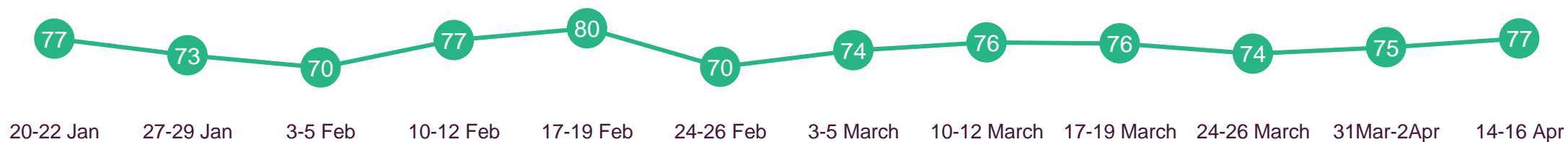
75%
satisfied



19%
neither/nor

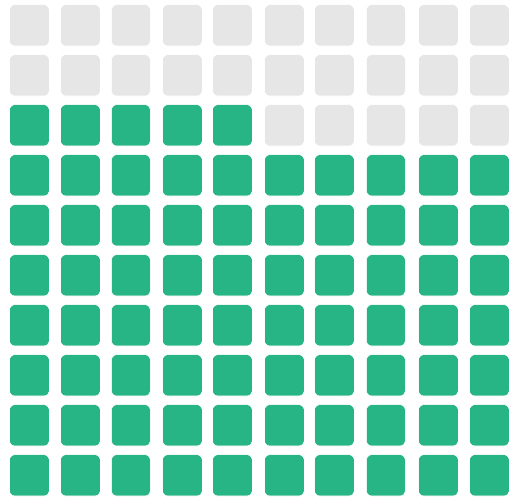


6%
dissatisfied

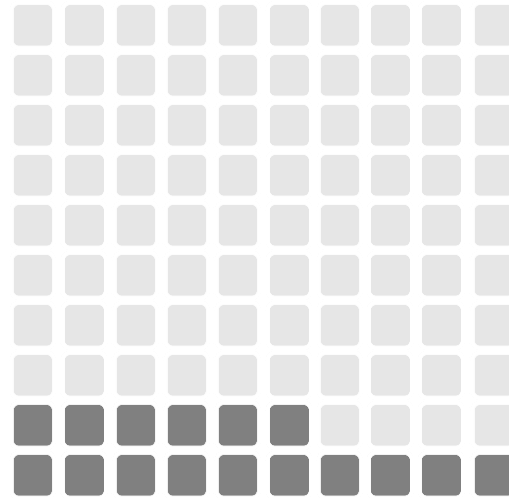


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 782; trend chart range from 224 to 293 per survey.

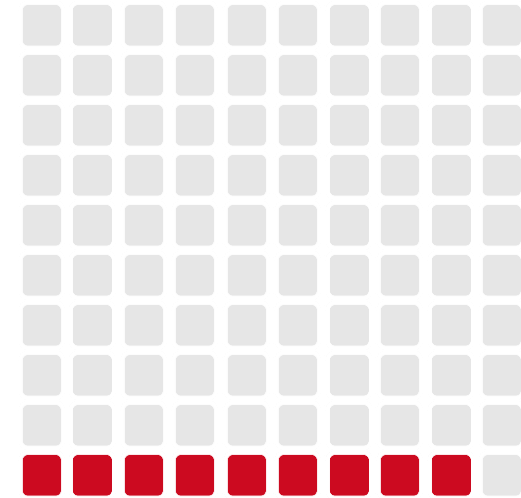
Satisfaction with comfort of the seats



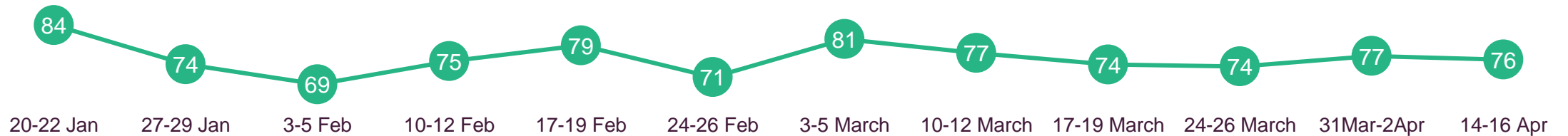
75%
satisfied



16%
neither/nor

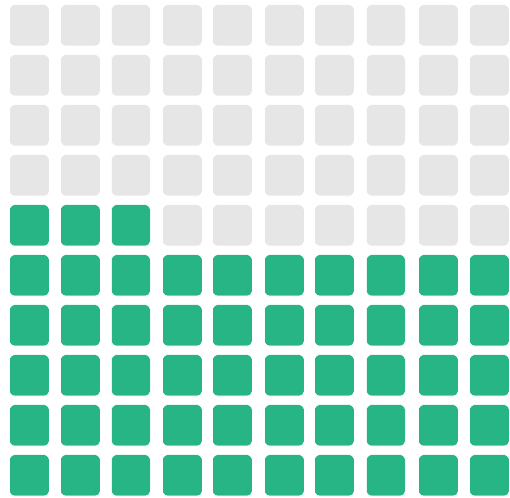


9%
dissatisfied

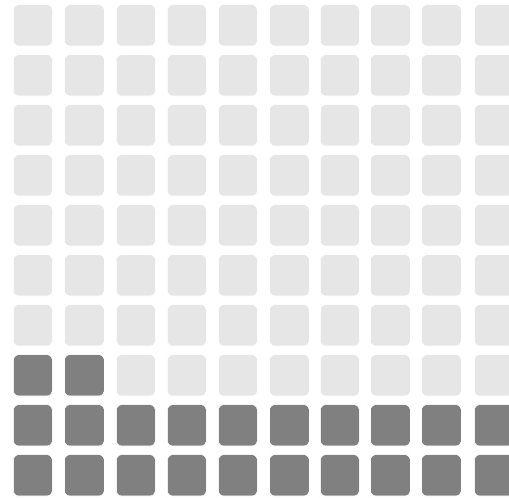


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 799; trend chart range from 229 to 302 per survey

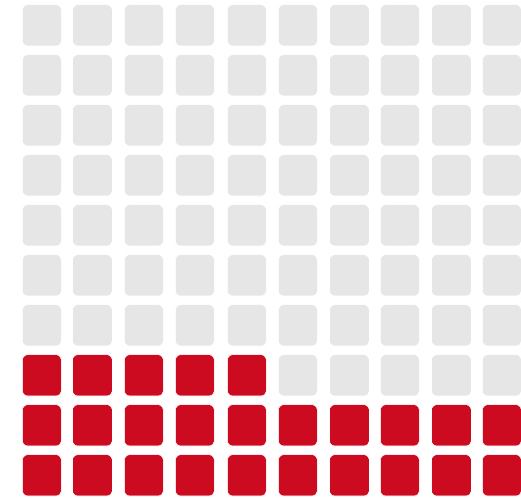
Satisfaction with reliability of the internet



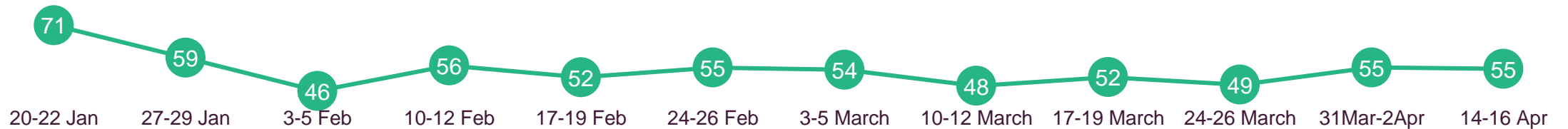
53%
satisfied



22%
neither/nor

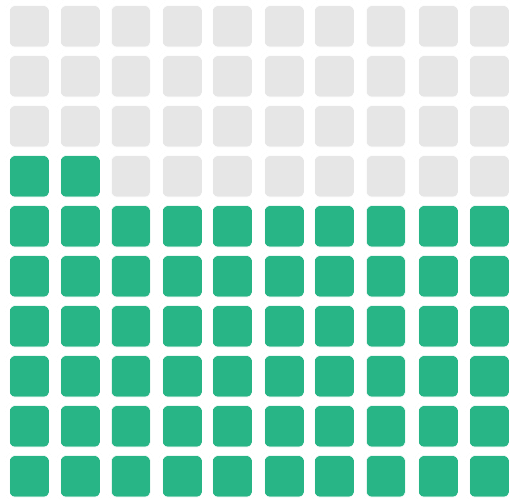


25%
dissatisfied

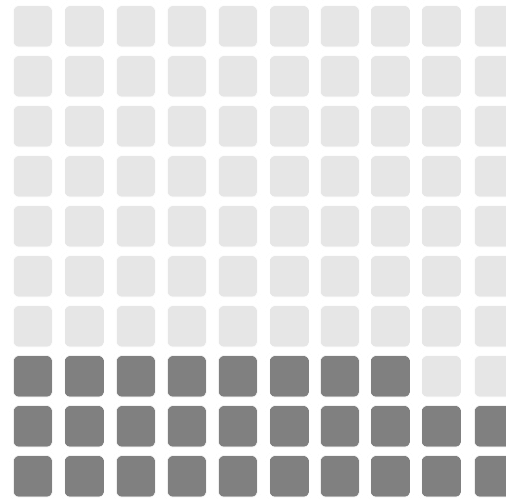


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 591; trend chart range from 171 to 227 per survey

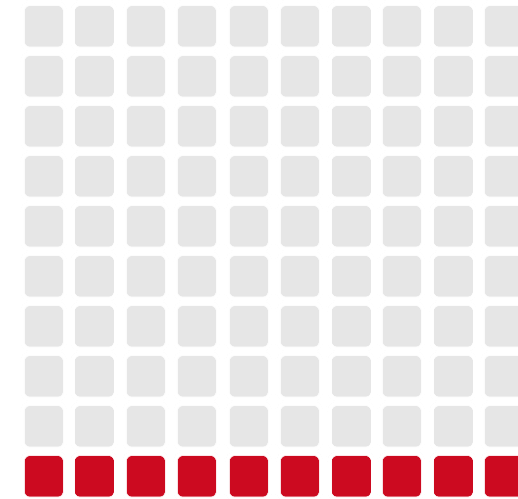
Satisfaction with information on how busy the train was before travelling



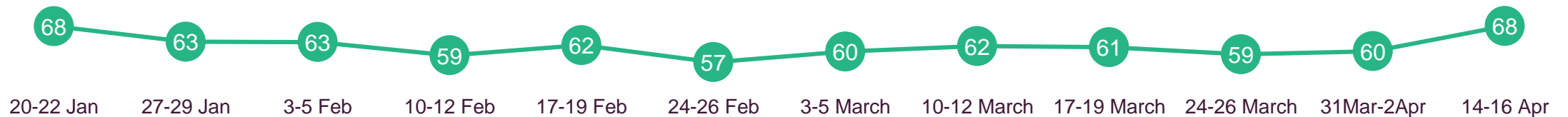
62%
satisfied



28%
neither/nor

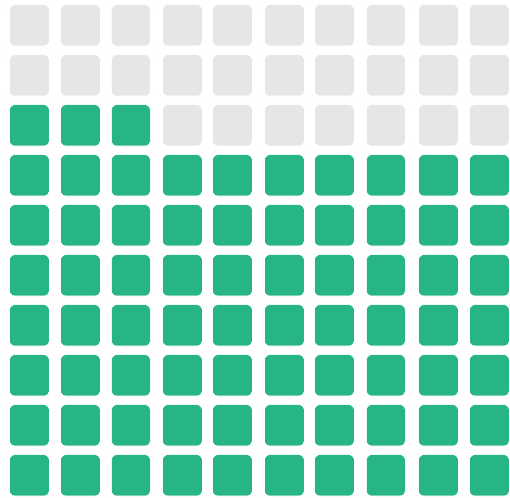


10%
dissatisfied

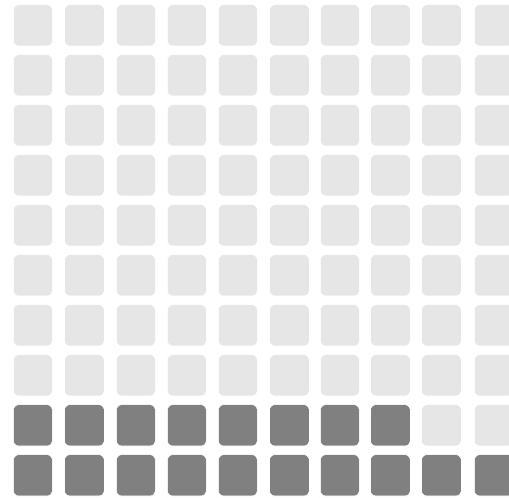


21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 688; trend chart range from 191 to 253 per survey.

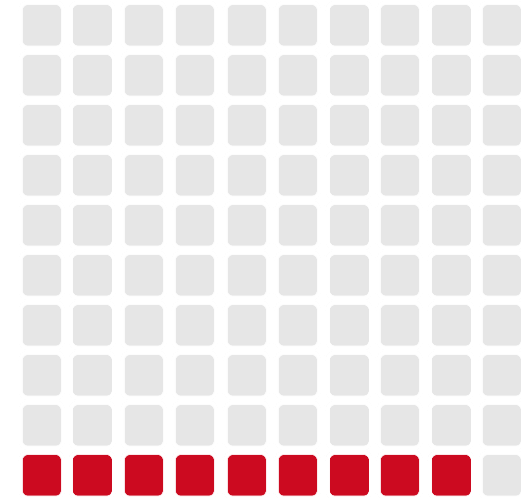
Satisfaction with other passengers' behaviour



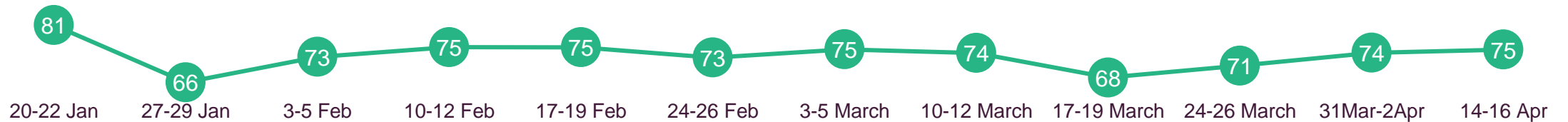
73%
satisfied



18%
neither/nor



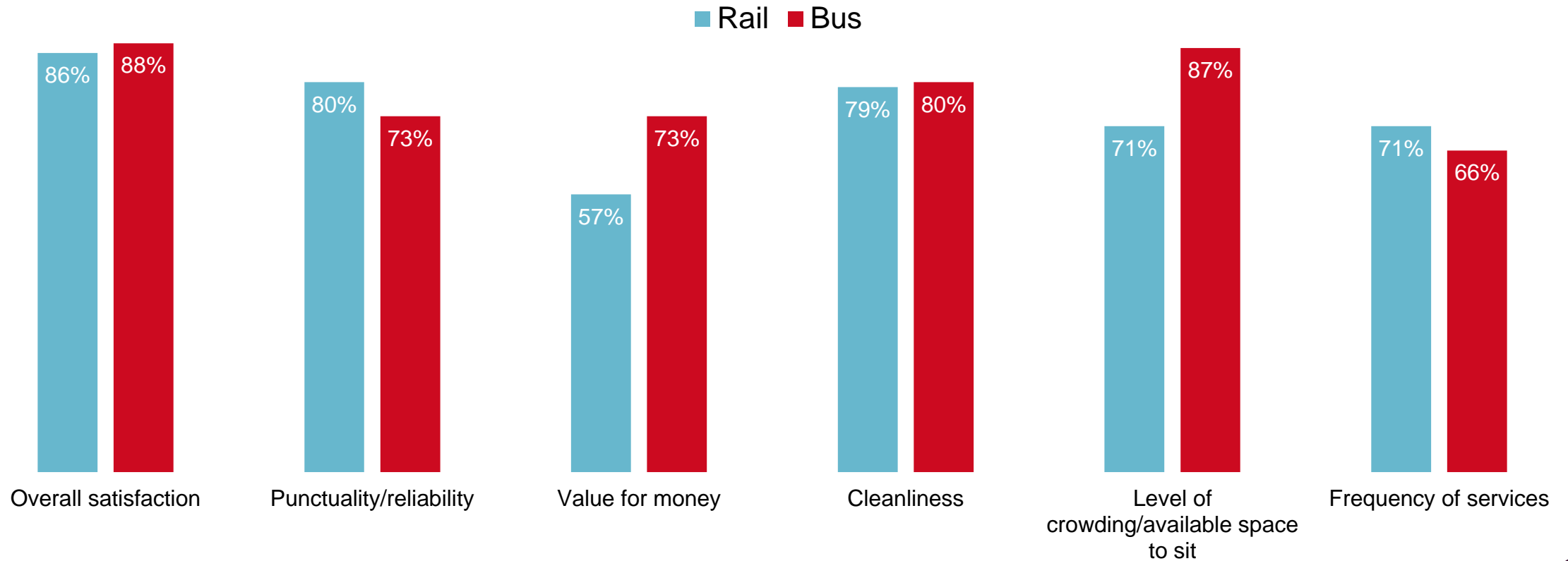
9%
dissatisfied



21 April report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of three surveys conducted in last four weeks. Base sizes: square charts 811 trend chart range from 237 to 309 per survey.

Rail to bus comparison

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



21 April report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Rail values are based on three surveys conducted in last four weeks, bus values on two surveys conducted in the last four weeks. Rail base sizes vary from 795 to 817; bus base sizes from 507 to 628.

Methodology

Transport Focus's Rail User Survey runs every other weekend in Yonder Consulting's omnibus. In total approximately 2000 people per survey 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. This report covers the four week period of transition from weekly surveys to fortnightly surveys and is based on three survey 'waves'.

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 texts of the questions is shown on the next slide.

The total number of rail users for any week's satisfaction data within this report is 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
Wave 67	20-22 January	238
Wave 68	27-29 January	280
Wave 69	3-5 February	239
Wave 70	10-12 February	284
Wave 71	17-19 February	299
Wave 72	24-26 February	304
Wave 73	3-5 March	257
Wave 74	10-12 March	313
Wave 75	17-19 March	282
Wave 76	24-26 March	305
Wave 77	31 March -2 April	261
Wave 78	14-16 April	251

Appendix: survey question text

Q. 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 (except overall satisfaction).

- a. This train journey overall
- b. The information on how busy the train would be before travelling
- c. The cleanliness of the inside of the train
- d. Helpfulness and attitude of staff
- e. Overall satisfaction with the station
- f. Punctuality/reliability (i.e. the train departing / arriving on time)
- g. Frequency of the trains on that route
- h. Length of time the journey was scheduled to take
- i. Level of crowding on the train
- j. The behaviour of other passengers
- k. Provision of information during the journey
- l. Comfort of the seats
- m. Value for money of your ticket
- n. Reliability of the internet connection
- o. Overall satisfaction with the train
- p. Your personal security during your journey

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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