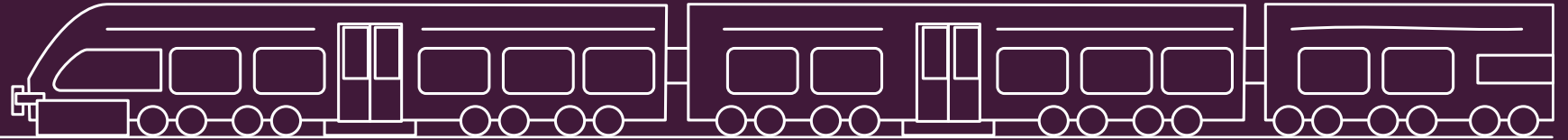16 June 2023

Edition 15

Rail User Survey

transportfocus

Introduction

The Rail User Survey asks a representative sample of people in Great Britain about their experience of travelling by rail in the last seven days.

For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 250 people.

We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 31.

This survey is also used to produce a report every six months showing satisfaction for each train operating company (where sample size allows).

transportfocus

Rail headlines

87%
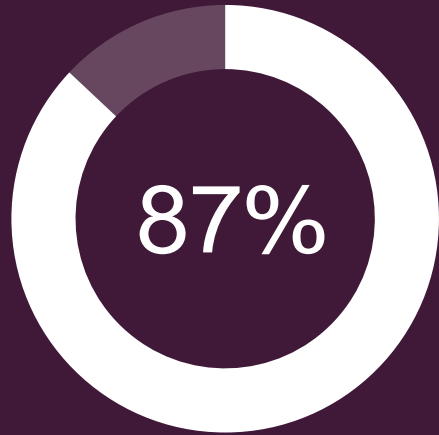
87% of rail passengers were satisfied with their journey overall
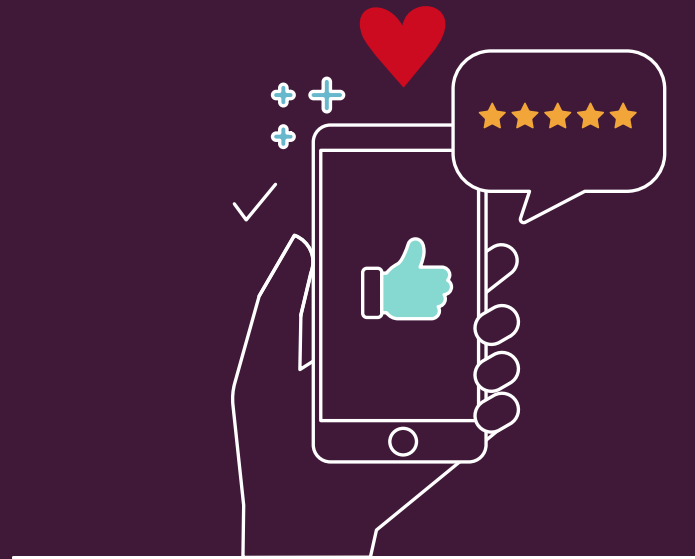
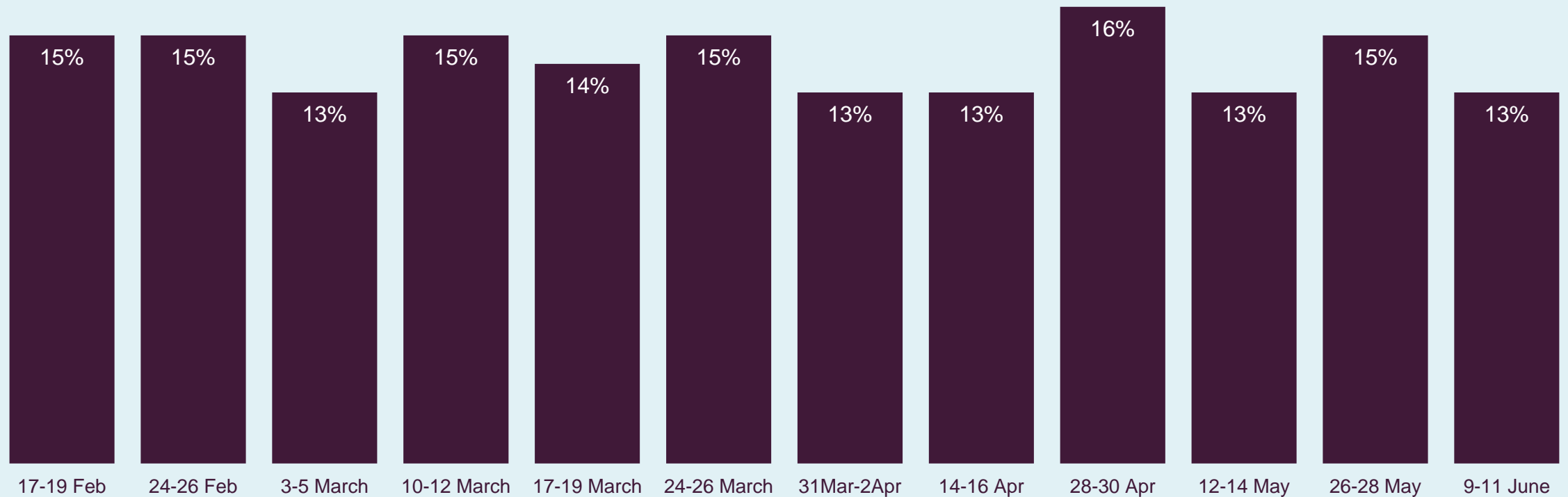Satisfaction with personal security has increased to 87% from 84%

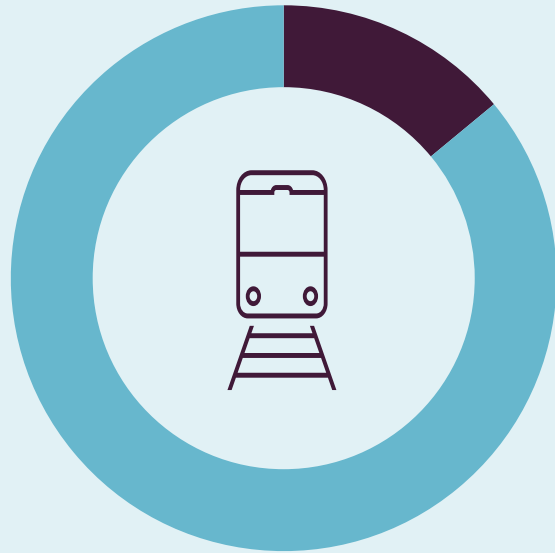Satisfaction with helpfulness and attitude of staff has decreased to 73% from 78%

transportfocus

Rail usage levels

Proportion using rail in last seven days over time

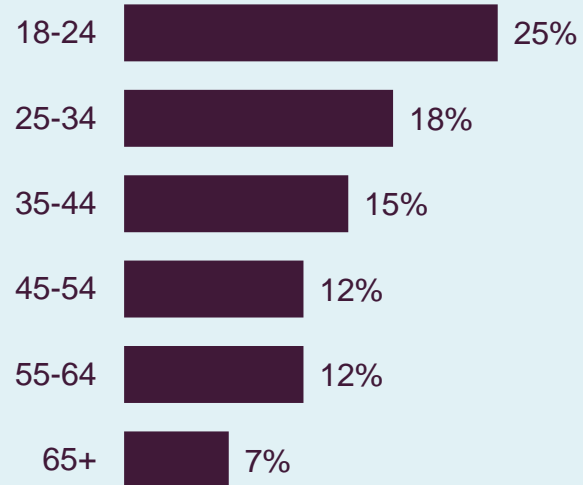| 17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
15%	15%	13%	15%	14%	15%	13%	13%	16%	13%	15%	13%

16 June 2023 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

transportfocus
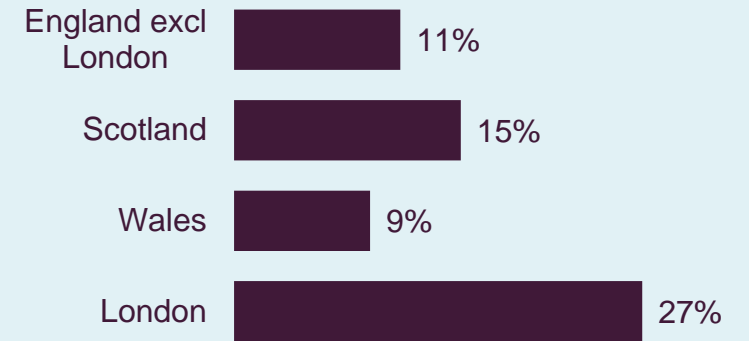
Proportion using rail in the last seven days

All Great Britain

14%

Age

18-24	25%
25-34	18%
35-44	15%
45-54	12%
55-64	12%
65+	7%

Gender

Female	12%
Male	15%

Region

England excl London	11%
Scotland	15%
Wales	9%
London	27%

Social grade

AB	19%
C1	14%
C2	12%
DE	8%

transportfocus
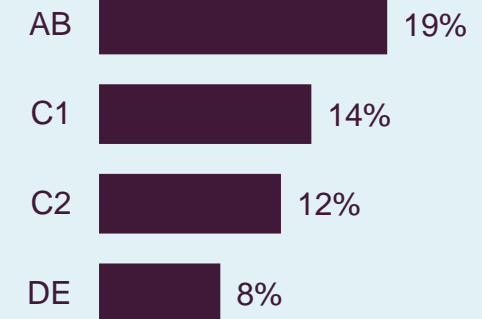
Main purpose of rail journey

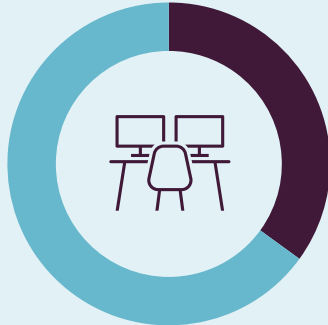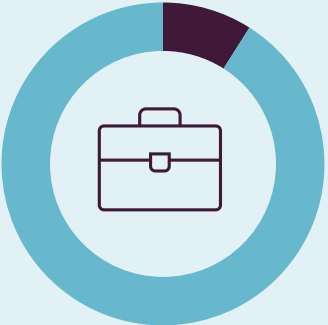Leisure/eating out/non-essential shopping
29%

Friends/family
16%

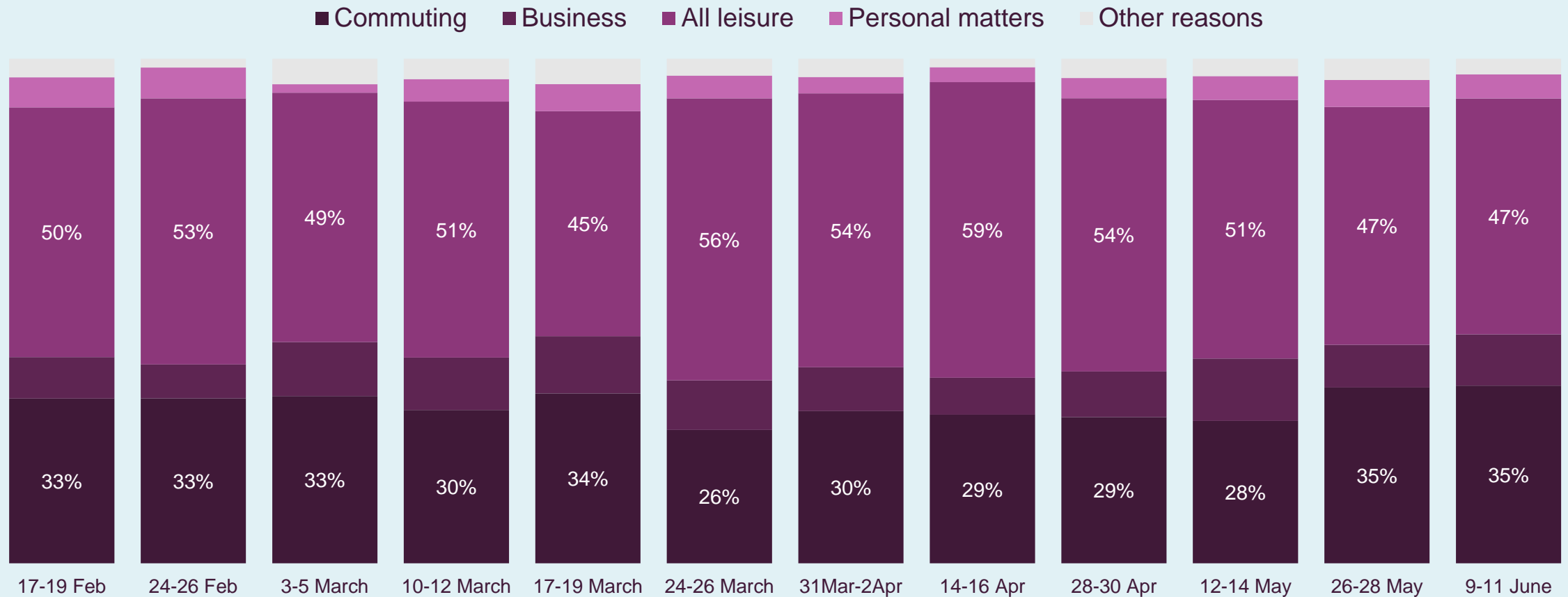Essential shopping
1%

Commuting
35%

Work travel
9%

Personal matters
5%

16 June 2023 report. Charts are based on the most recent train journey made within seven days of being surveyed and show the average of the two surveys conducted in the last four weeks. Base size: all rail users - 545. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.
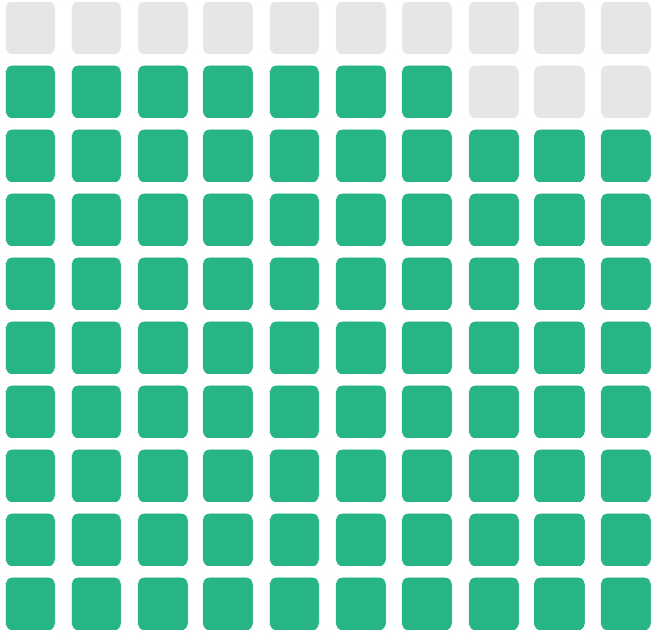
transportfocus

Main purpose of journey over time

Legend: ■ Commuting ■ Business ■ All leisure ■ Personal matters ■ Other reasons

Date	All leisure	Commuting
17-19 Feb	50%	33%
24-26 Feb	53%	33%
3-5 March	49%	33%
10-12 March	51%	30%
17-19 March	45%	34%
24-26 March	56%	26%
31Mar-2Apr	54%	30%
14-16 Apr	59%	29%
28-30 Apr	54%	29%
12-14 May	51%	28%
26-28 May	47%	35%
9-11 June	47%	35%

16 June 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 283 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.
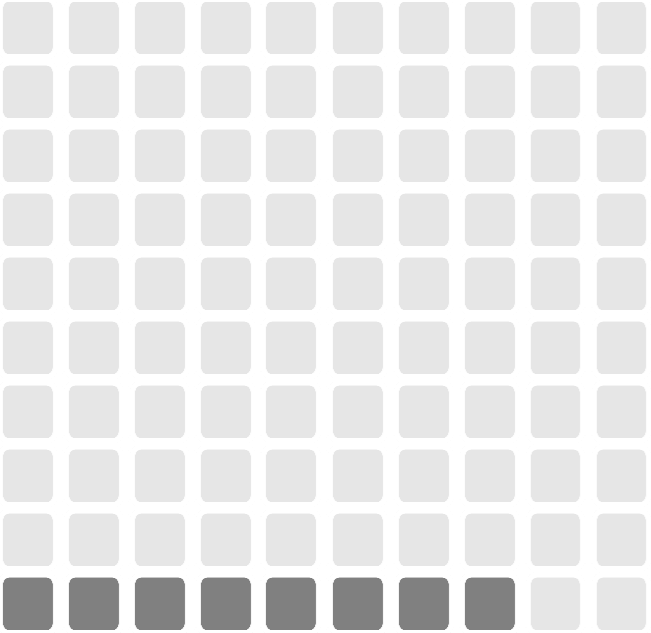
transportfocus

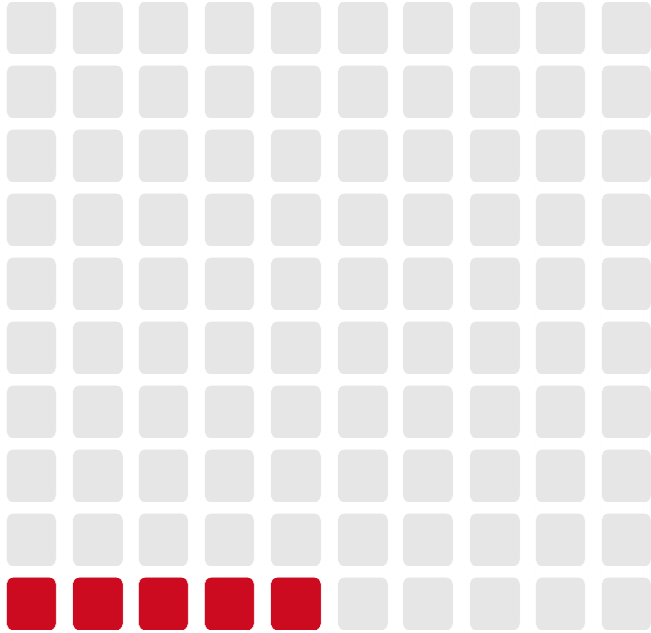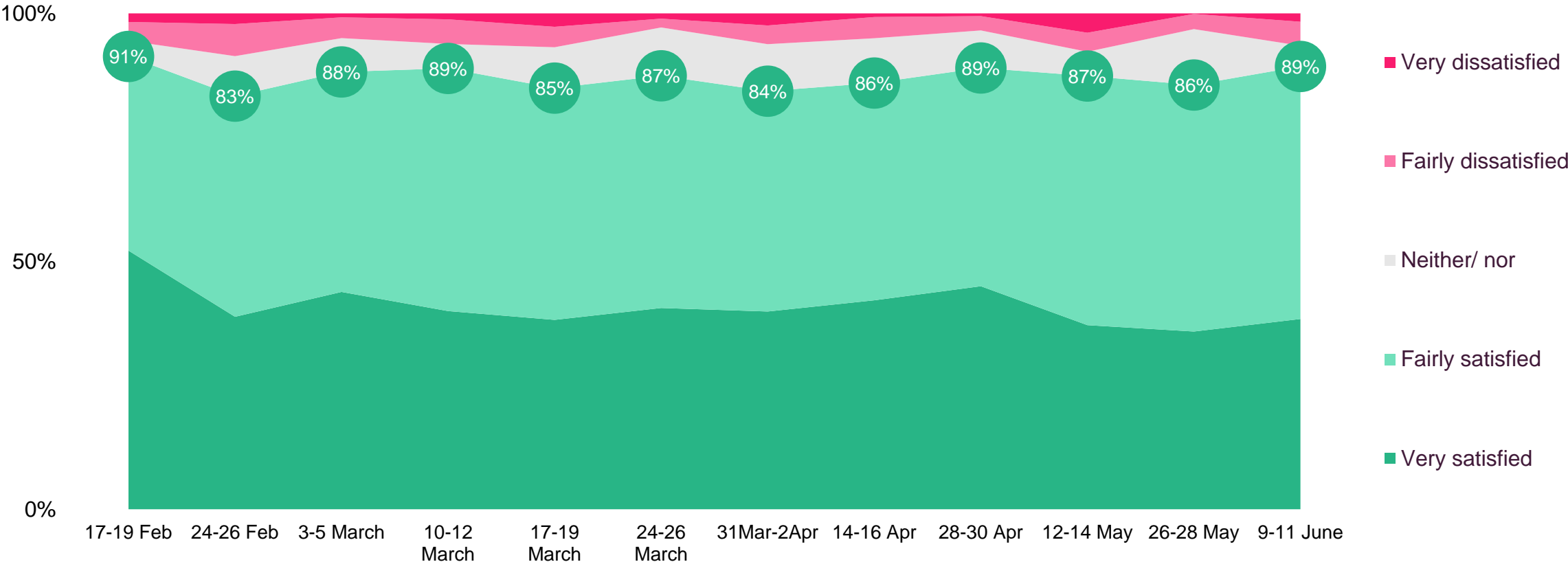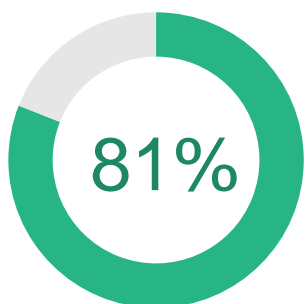# Overall satisfaction with rail journey

87%
satisfied

8%
neither/nor

5%
dissatisfied

transportfocus

Overall satisfaction with rail journey

Very dissatisfied

Fairly dissatisfied

Neither/ nor

Fairly satisfied

Very satisfied

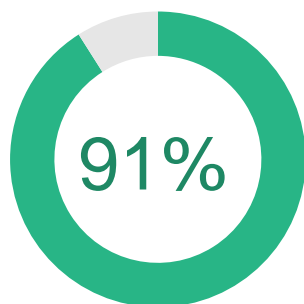| 17-19 Feb | 24-26 Feb | 3-5 March | 10-12 March | 17-19 March | 24-26 March | 31Mar-2Apr | 14-16 Apr | 28-30 Apr | 12-14 May | 26-28 May | 9-11 June |

16 June 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.
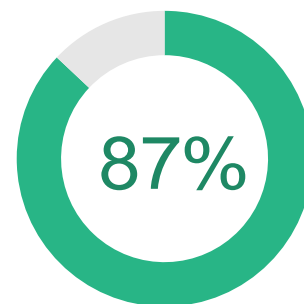Base sizes range from 251
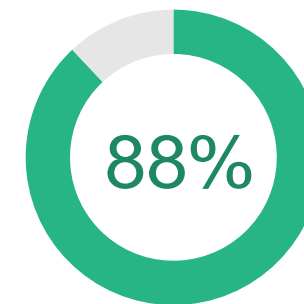
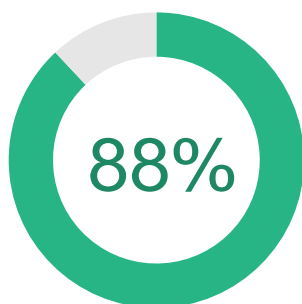transportfocus

Overall satisfaction by journey purpose, gender and age
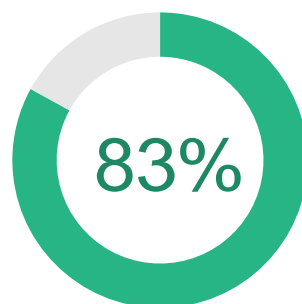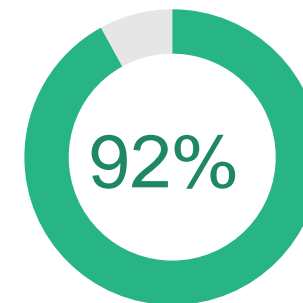
81%
Commute

91%
All leisure

87%
Men

88%
Women

88%
Aged 18-34

83%
Aged 35-54

92%
Aged 55 and over

transportfocus

Satisfaction
with aspects
of rail journey

transportfocus

Change in satisfaction levels since last report

Category	Previous report	Current report
Overall satisfaction	Previous report 88%	Current report 87%
Train - overall satisfaction	82%	81%
Station - overall satisfaction	84%	82%
Punctuality/reliability	81%	78%
Value for money	60%	61%
Cleanliness of inside of the train	81%	83%
Level of crowding on the train	76%	75%
Frequency of trains on that route	76%	73%

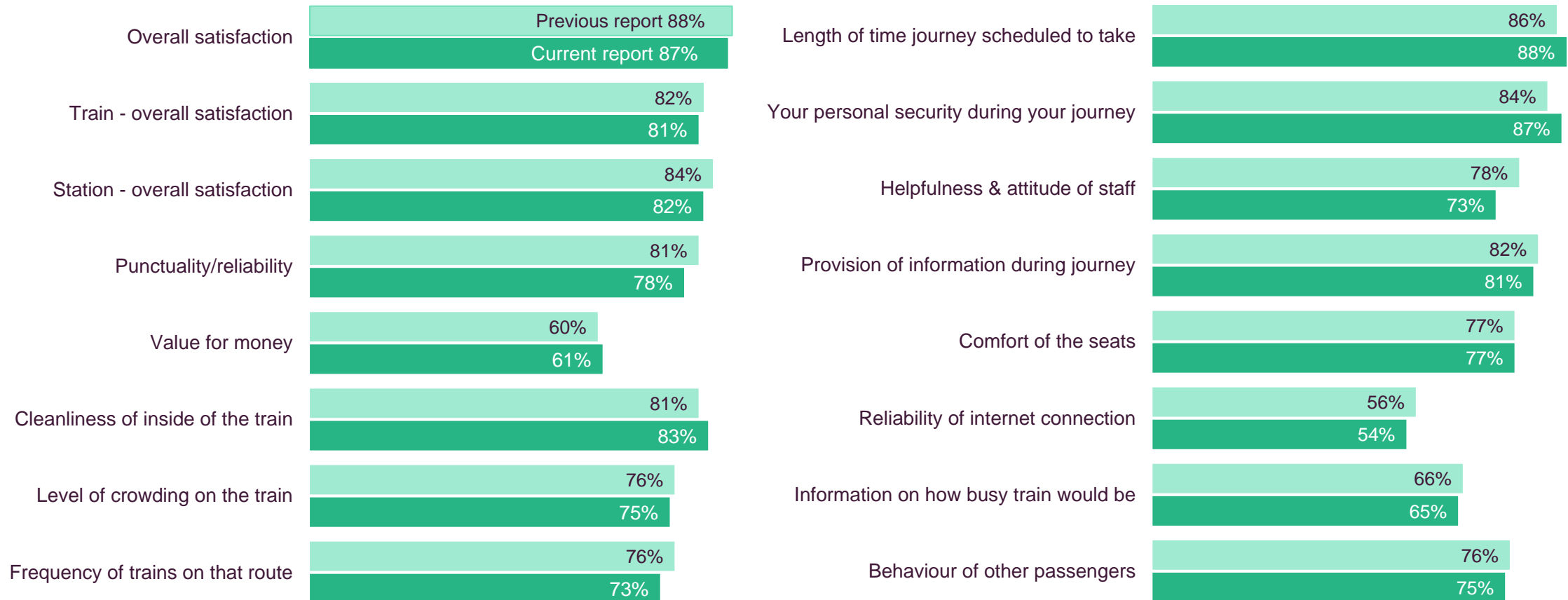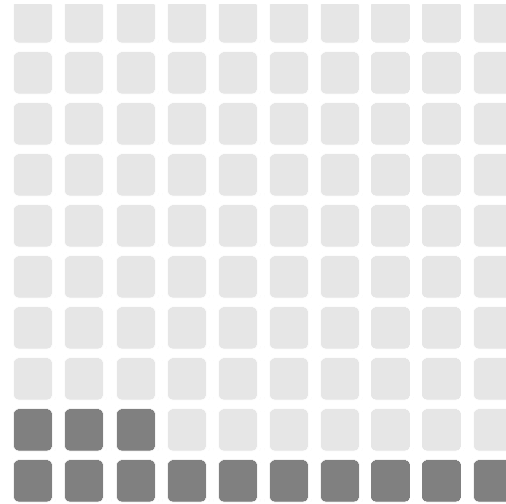| Category	Previous	Current
Length of time journey scheduled to take	86%	88%
Your personal security during your journey	84%	87%
Helpfulness & attitude of staff	78%	73%
Provision of information during journey	82%	81%
Comfort of the seats	77%	77%
Reliability of internet connection	56%	54%
Information on how busy train would be	66%	65%
Behaviour of other passengers	76%	75%

16 June 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The current satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the three surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 400 to 546, previous report from 438 to 509.
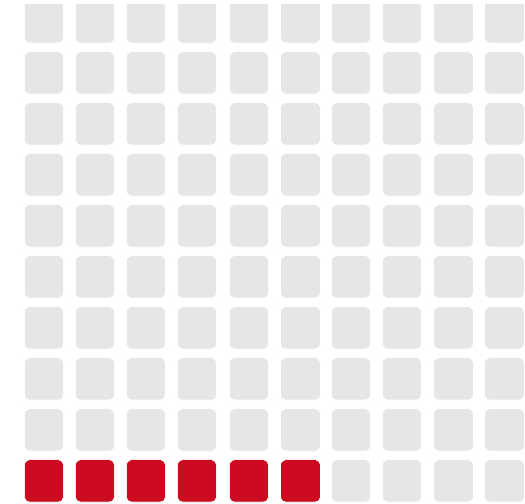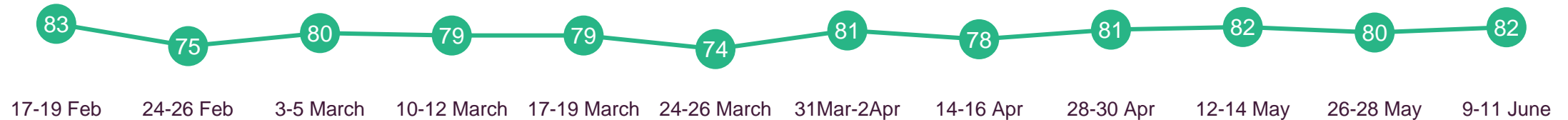
transportfocus

Satisfaction with the train overall
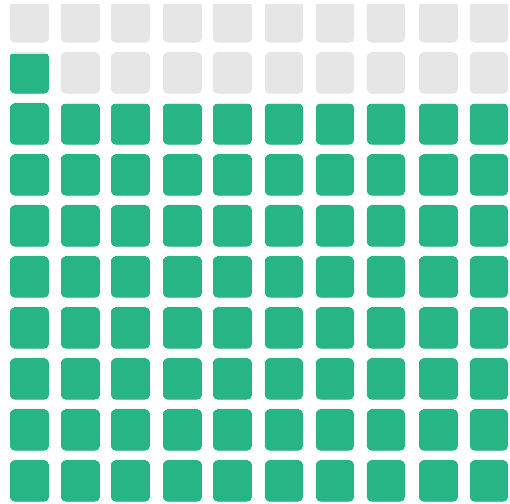
81%
satisfied

13%
neither/nor

6%
dissatisfied

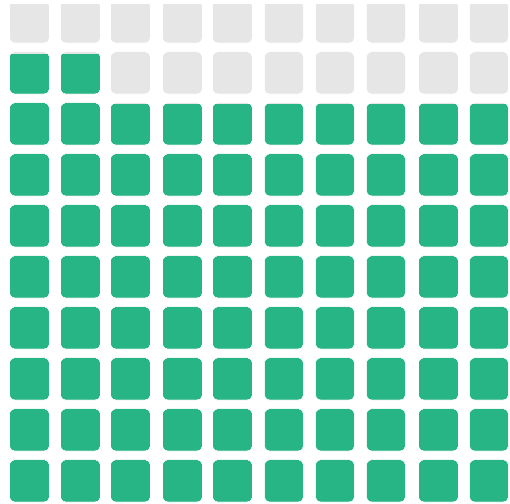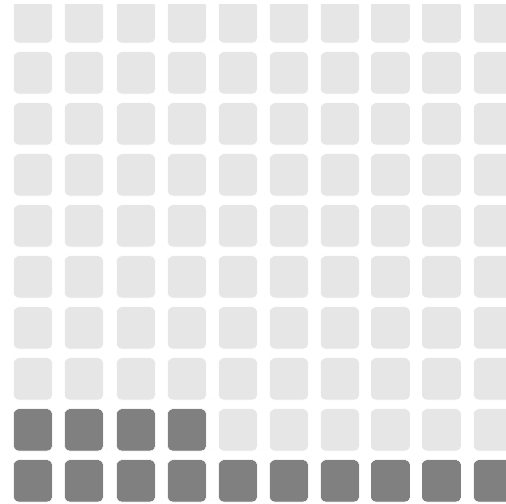| 83	75	80	79	79	74	81	78	81	82	80	82
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 546; trend chart range from 251 to 312 per survey.
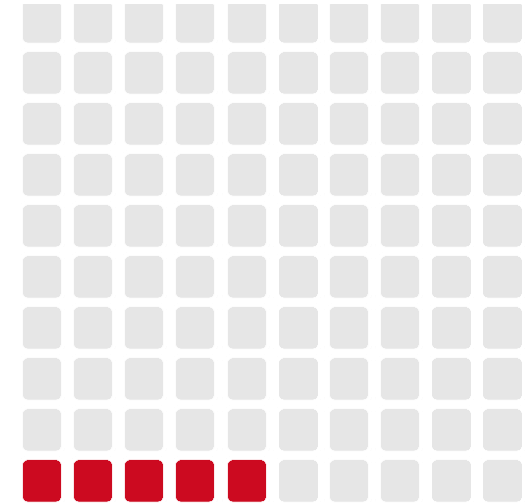
transportfocus

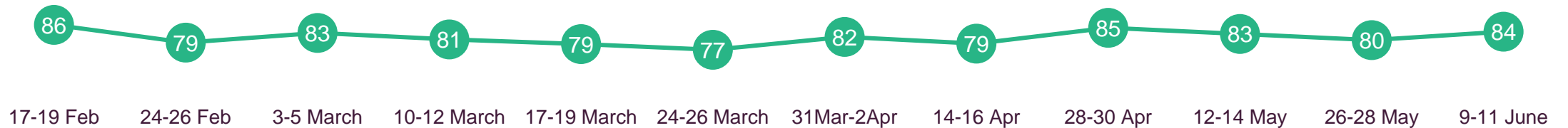# Satisfaction with the station

82%
satisfied

14%
neither/nor

5%
dissatisfied

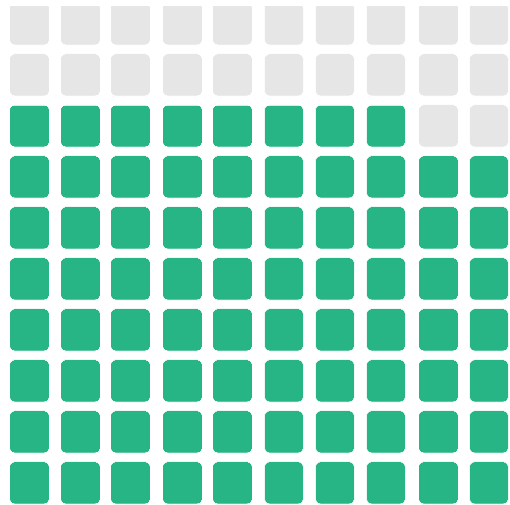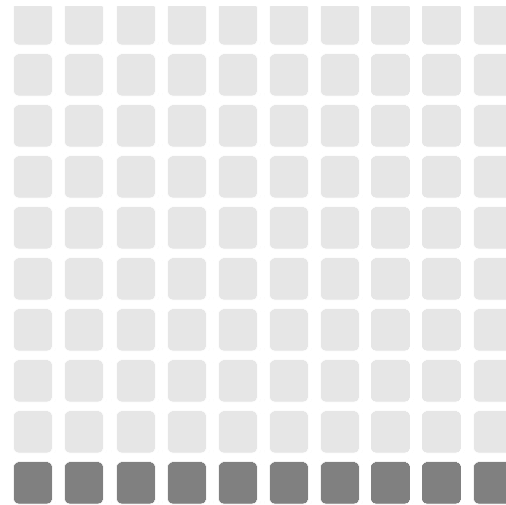| 86	79	83	81	79	77	82	79	85	83	80	84
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 546 trend chart range from 251 to 311 per survey.
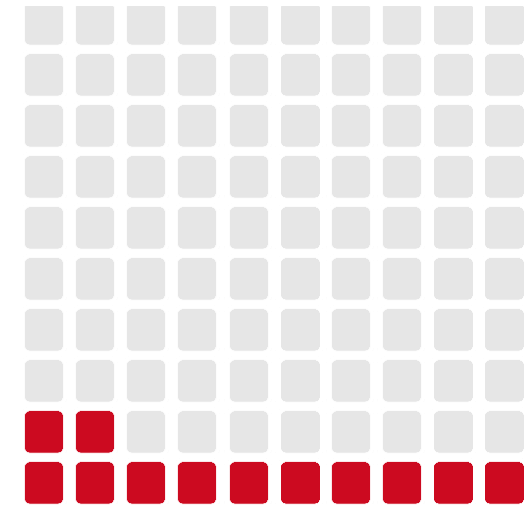
transportfocus

Satisfaction with punctuality/reliability

78%
satisfied

10%
neither/nor

12%
dissatisfied

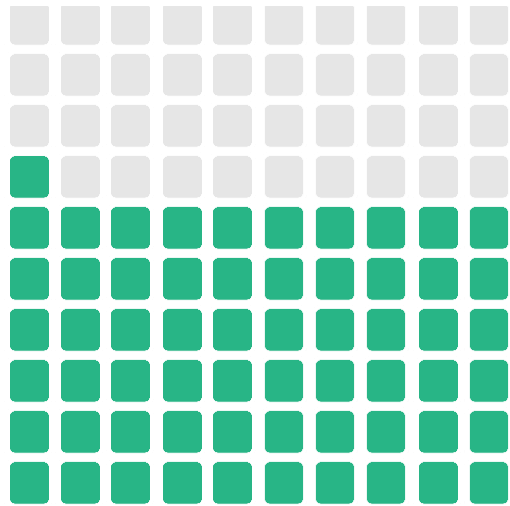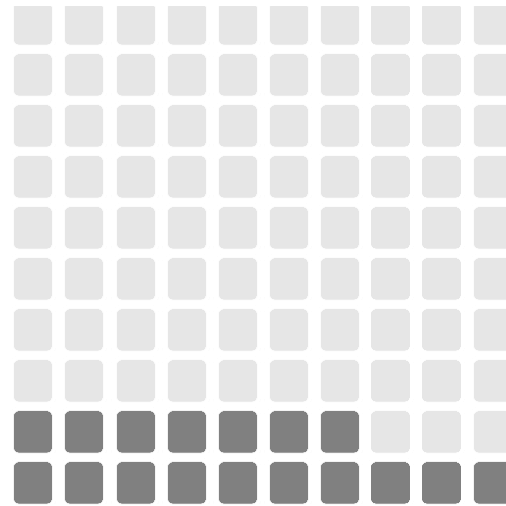| 84	80	84	80	77	80	77	81	80	82	79	77
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 545; trend chart range from 250 to 312 per survey.
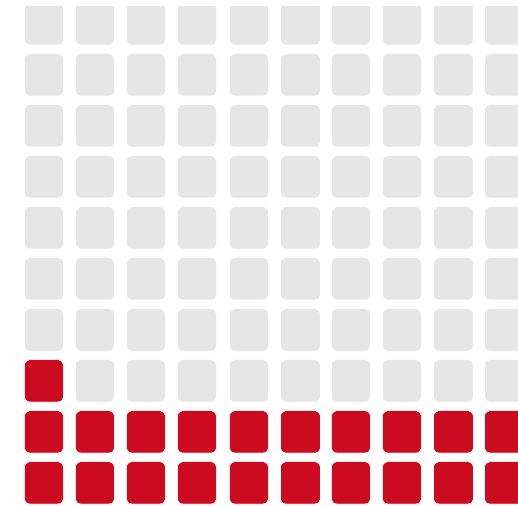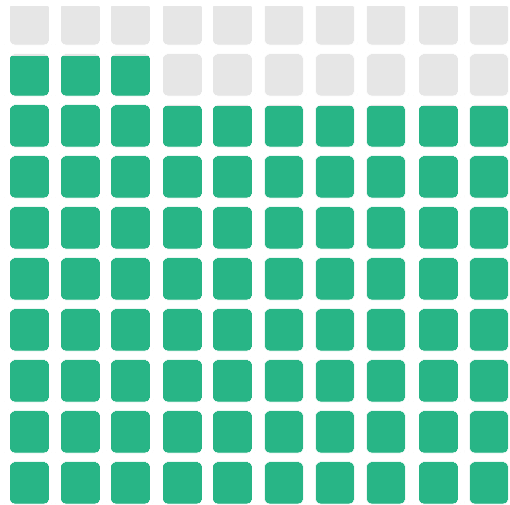
transportfocus

Satisfaction with value for money

61% satisfied

17% neither/nor

21% dissatisfied

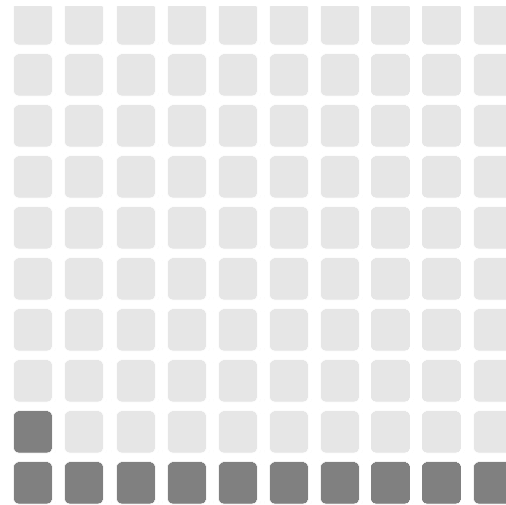| 17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
64	58	55	54	53	55	58	60	59	62	61	62

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 513; trend chart range from 238 to 301 per survey.
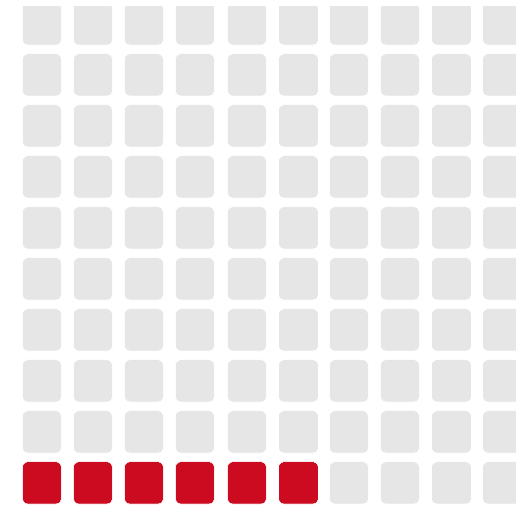
transportfocus
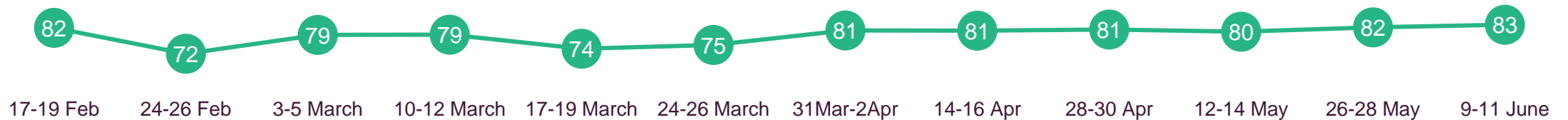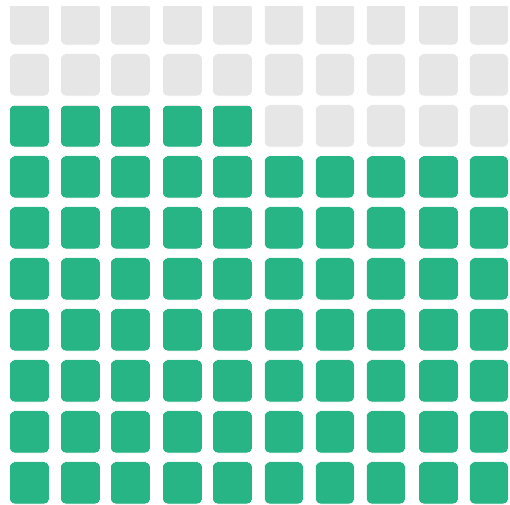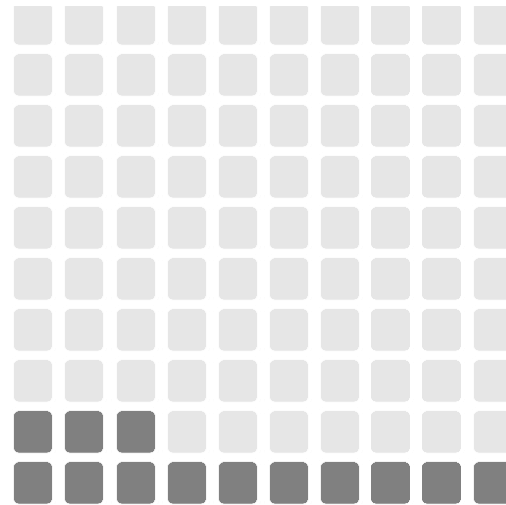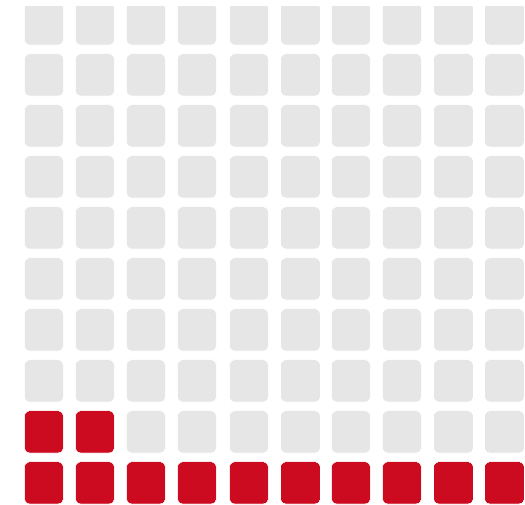
Satisfaction with cleanliness of the inside of the train

83%
satisfied

11%
neither/nor

6%
dissatisfied

17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
82	72	79	79	74	75	81	81	81	80	82	83

transportfocus

Satisfaction with level of crowding

75%
satisfied

13%
neither/nor

12%
dissatisfied

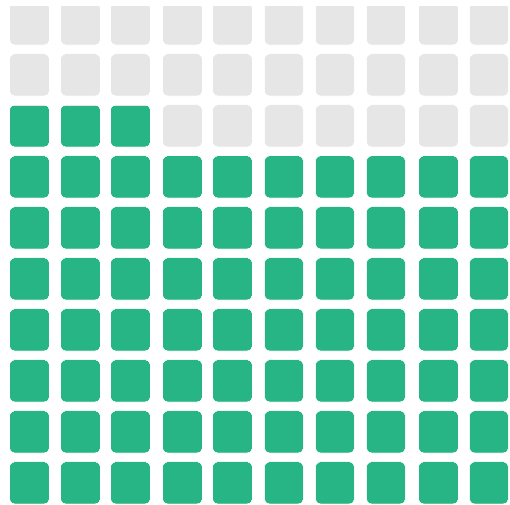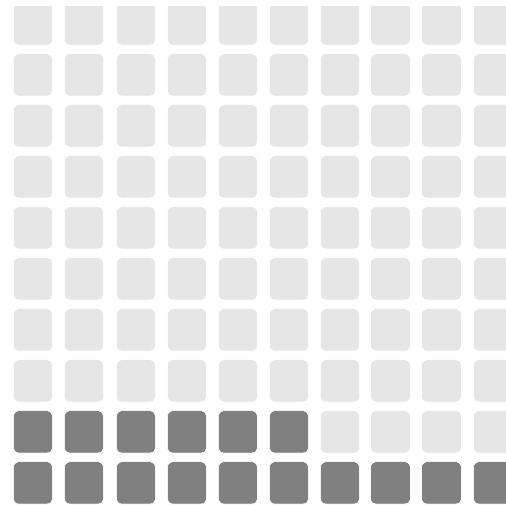| 78	66	76	71	69	68	74	70	76	77	74	77
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 543; trend chart range from 251 to 310 per survey.
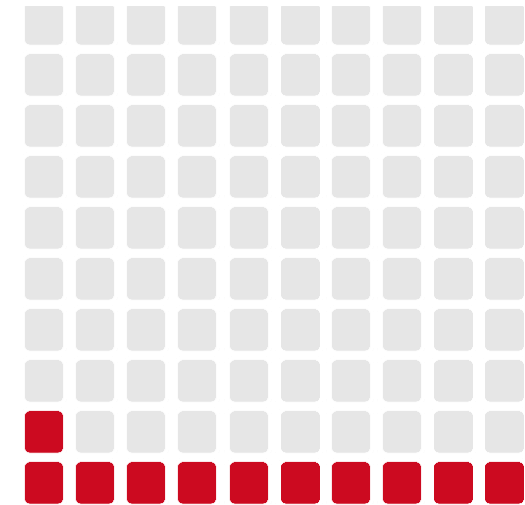
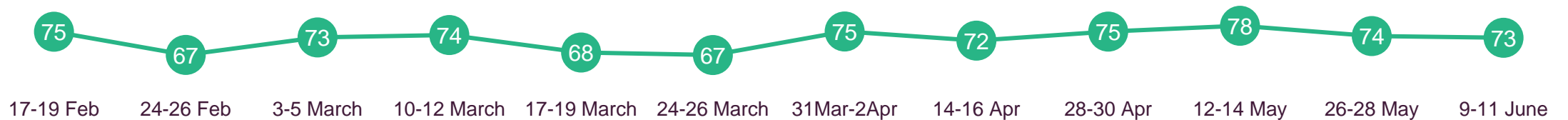transportfocus

Satisfaction with frequency of trains on that route

73%
satisfied

16%
neither/nor

11%
dissatisfied

75	67	73	74	68	67	75	72	75	78	74	73
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June

transportfocus

Satisfaction with scheduled journey time

88%
satisfied

8%
neither/nor

4%
dissatisfied

| 87 | 85 | 85 | 85 | 83 | 81 | 85 | 83 | 86 | 86 | 86 | 89 |

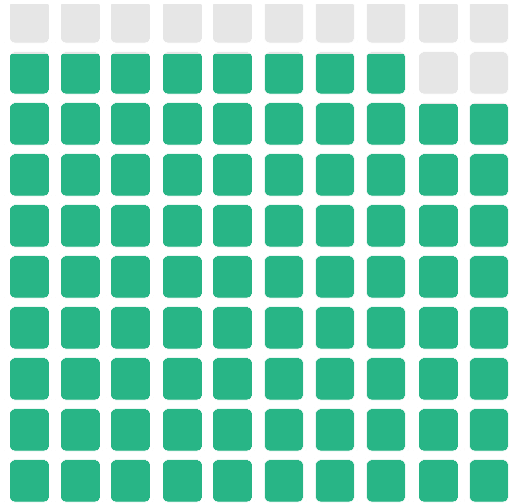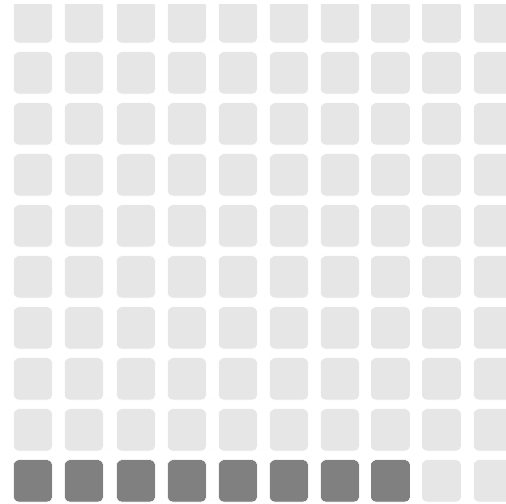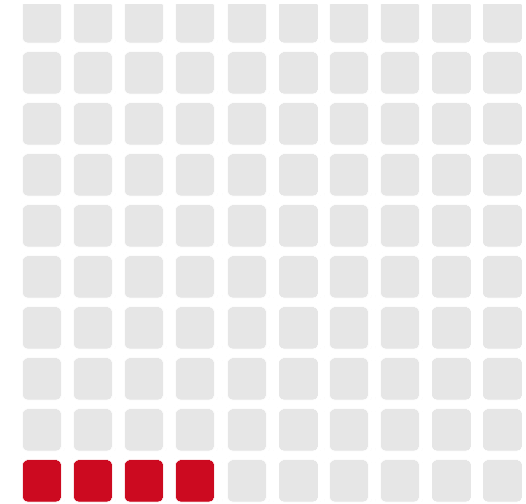| 17-19 Feb | 24-26 Feb | 3-5 March | 10-12 March | 17-19 March | 24-26 March | 31Mar-2Apr | 14-16 Apr | 28-30 Apr | 12-14 May | 26-28 May | 9-11 June |

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 544; trend chart range from 251 to 312 per survey.
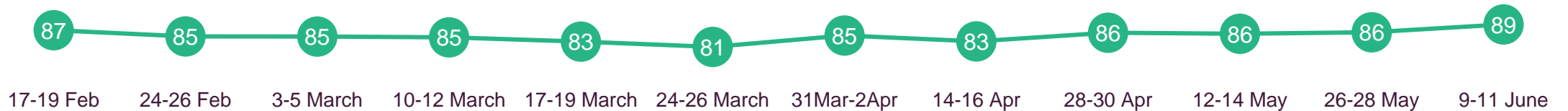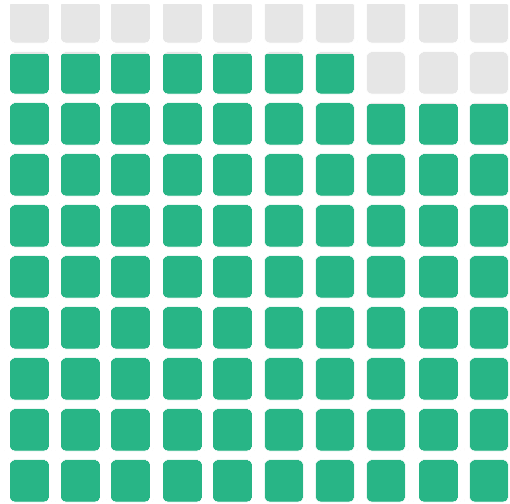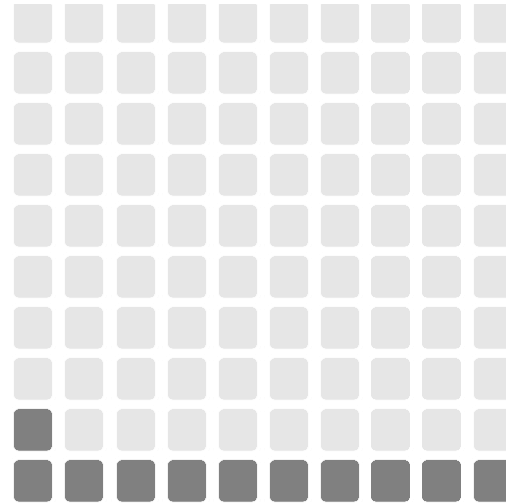
transportfocus

Satisfaction with personal security

87%
satisfied

11%
neither/nor

2%
dissatisfied

86 79 87 84 82 78 81 83 82 85 86 88

17-19 Feb 24-26 Feb 3-5 March 10-12 March 17-19 March 24-26 March 31Mar-2Apr 14-16 Apr 28-30 Apr 12-14 May 26-28 May 9-11 June

transportfocus

Satisfaction with helpfulness and attitude of staff

73% satisfied

21% neither/nor

6% dissatisfied
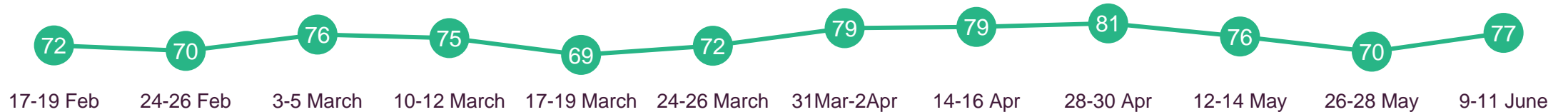
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
72	70	76	75	69	72	79	79	81	76	70	77

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 451; trend chart range from 196 to 253 per survey.
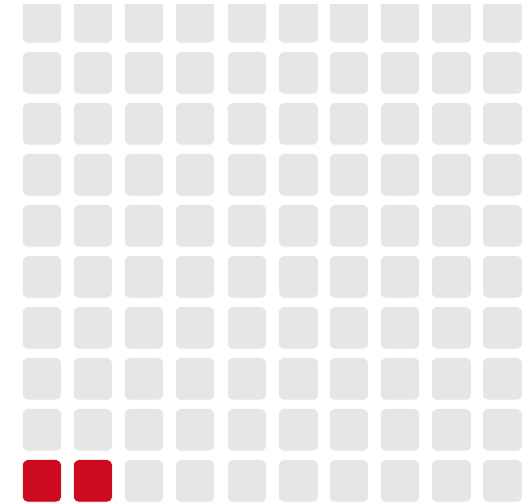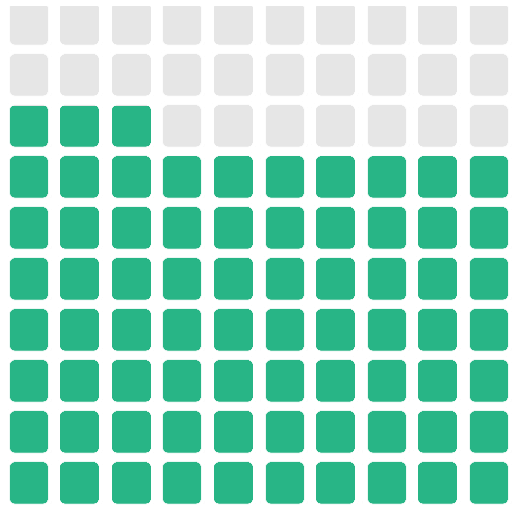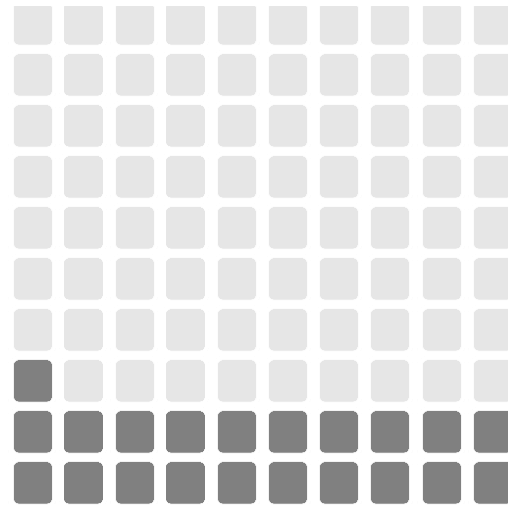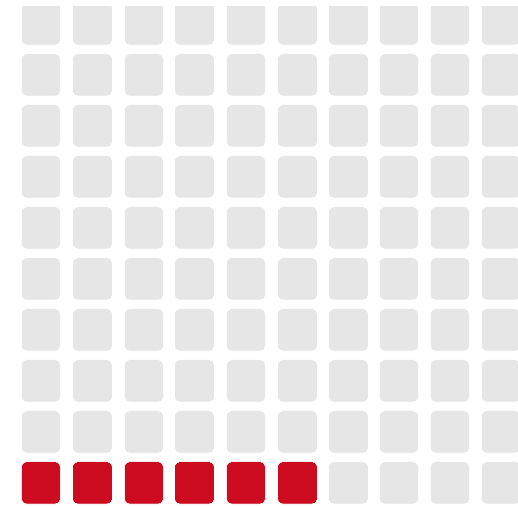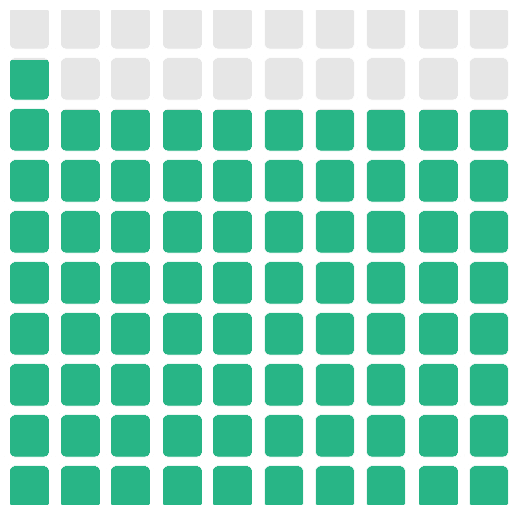
transportfocus

Satisfaction with information provided during the journey

81%
satisfied
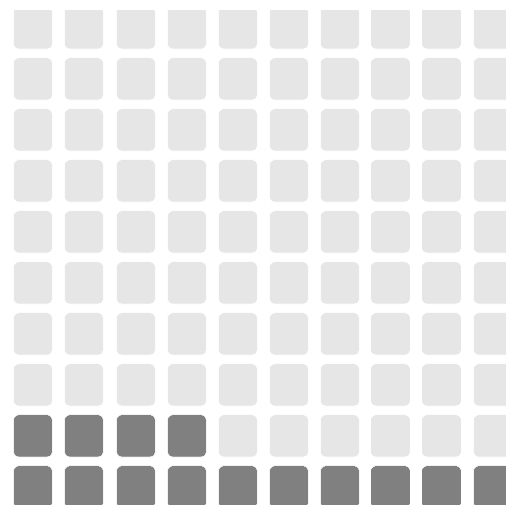
14%
neither/nor
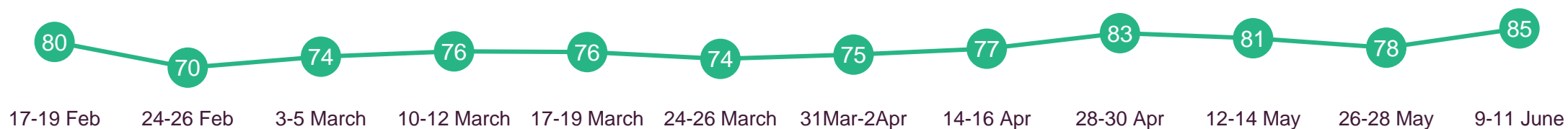
5%
dissatisfied

17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
80	70	74	76	76	74	75	77	83	81	78	85

transportfocus

Satisfaction with comfort of the seats

77%
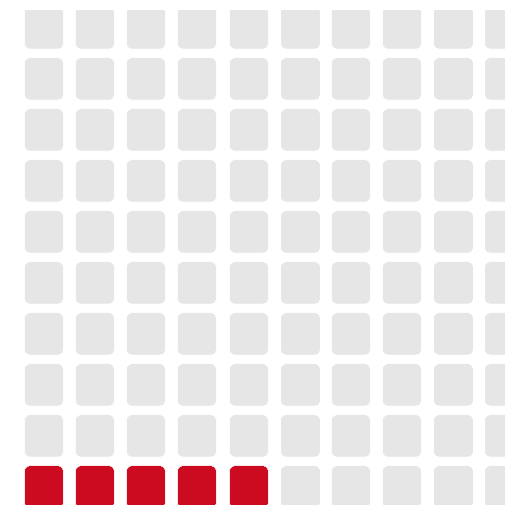satisfied

17%
neither/nor

6%
dissatisfied
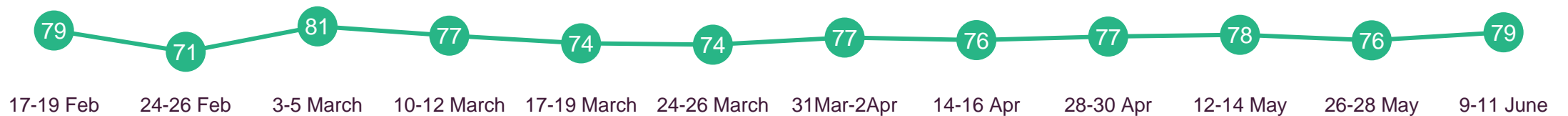
17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
79	71	81	77	74	74	77	76	77	78	76	79

transportfocus

Satisfaction with reliability of the internet

54%
satisfied

19%
neither/nor

28%
dissatisfied

17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
52	55	54	48	52	49	55	55	58	53	52	55

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 400; trend chart range from 179 to 228 per survey
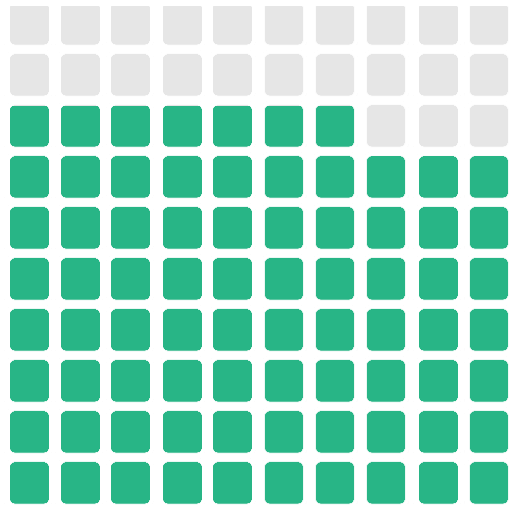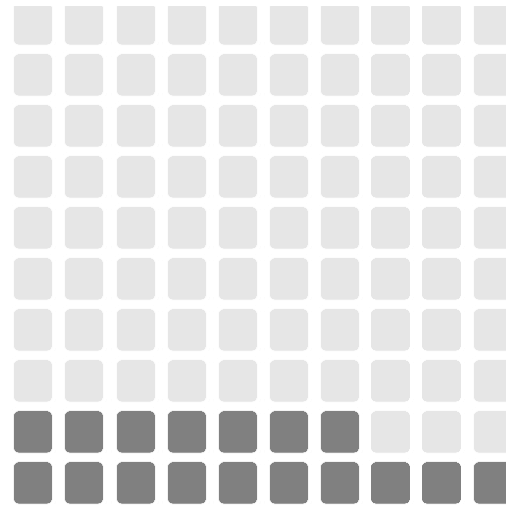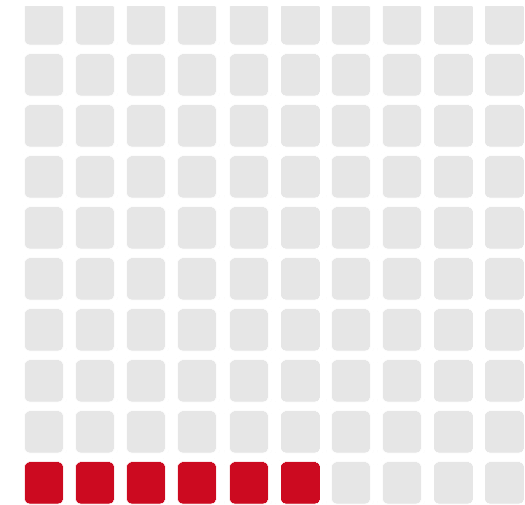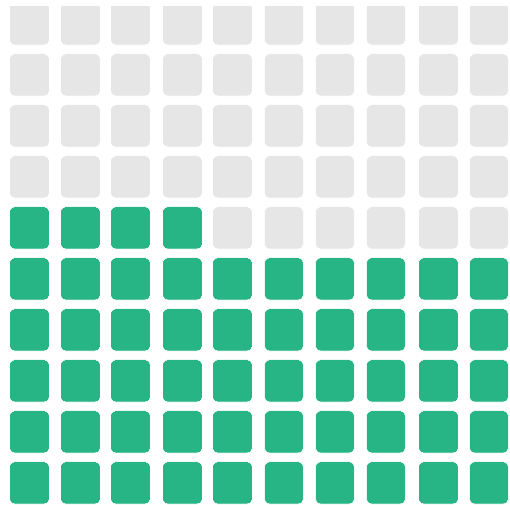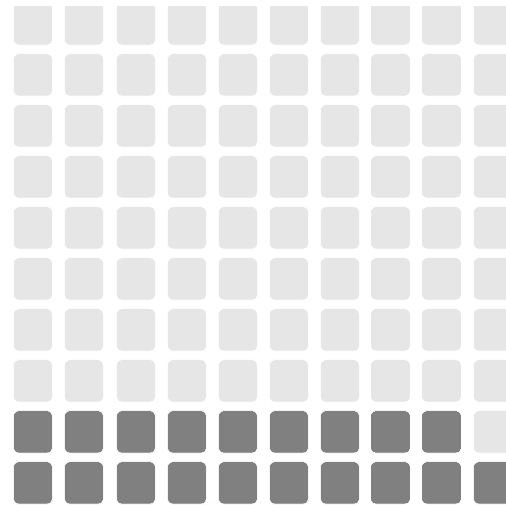
transportfocus

Satisfaction with information on how busy the train was before travelling

65%
satisfied

24%
neither/nor

12%
dissatisfied

17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
62	57	60	62	61	59	60	68	67	65	62	68

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Satisfaction with other passengers' behaviour

75%
satisfied

16%
neither/nor
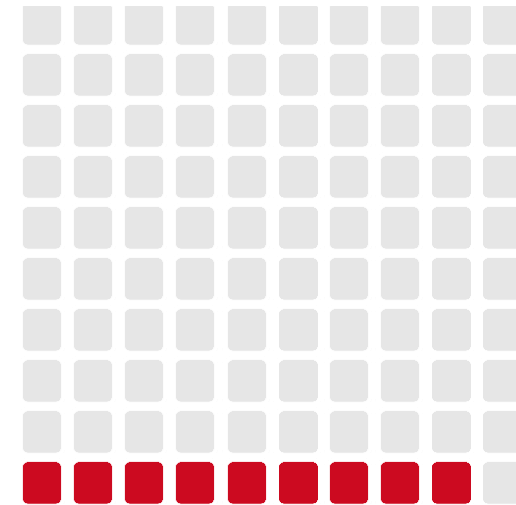
9%
dissatisfied

17-19 Feb	24-26 Feb	3-5 March	10-12 March	17-19 March	24-26 March	31Mar-2Apr	14-16 Apr	28-30 Apr	12-14 May	26-28 May	9-11 June
75	73	75	74	68	71	74	75	77	75	72	78

16 June 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 two surveys conducted in the last four weeks. Base sizes: square charts 542 trend chart range from 250 to 309 per survey.
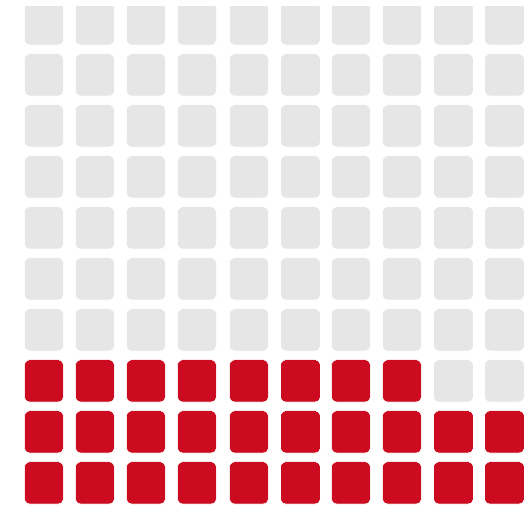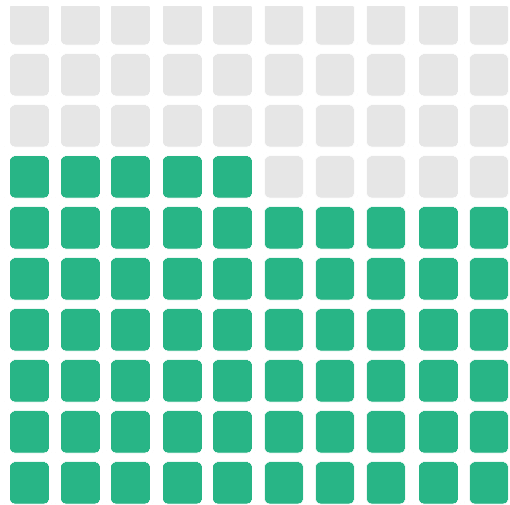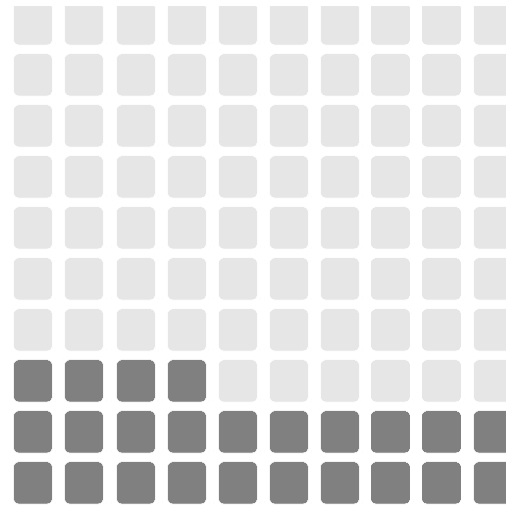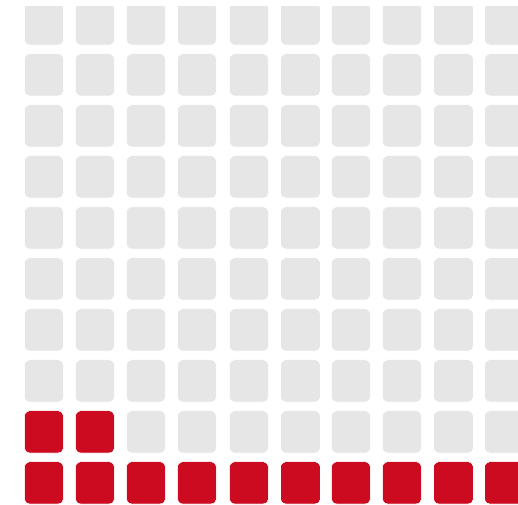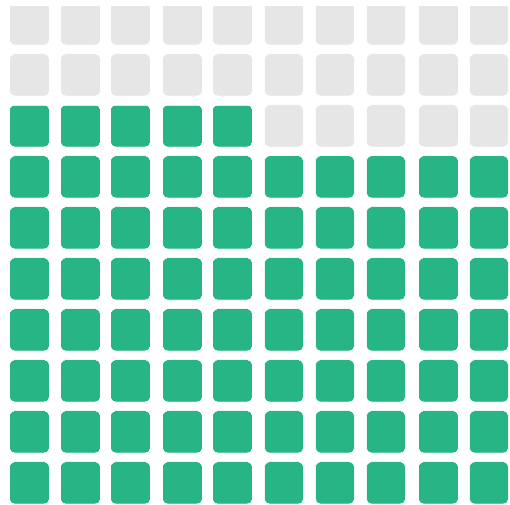
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Rail to bus comparison

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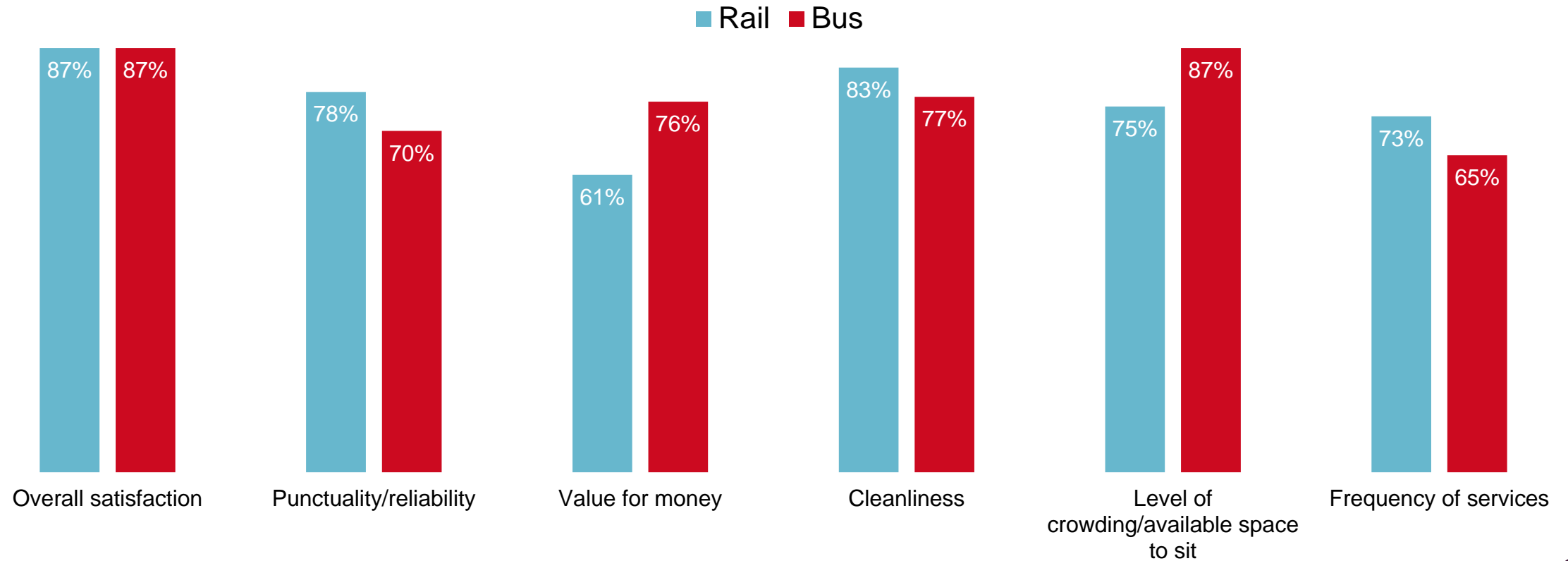
■ Rail ■ Bus

	Rail	Bus
Overall satisfaction	87%	87%
Punctuality/reliability	78%	70%
Value for money	61%	76%
Cleanliness	83%	77%
Level of crowding/available space to sit	75%	87%
Frequency of services	73%	65%

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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. The total number of rail users we spoke to each week is shown in the table opposite with the dates of fieldwork. We report results every four weeks.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes those who say that the question is not applicable. The questions asked are on the next slide.

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 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
Wave 79	28-30 April	310
Wave 80	12-14 May	279
Wave 81	26-28 May	293
Wave 82	9-11 June	253

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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

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Contact Transport Focus

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www.transportfocus.org.uk

Transport Focus is the operating name of the Passengers' Council

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

- rail passengers in Great Britain

- bus, coach and tram users across England outside London

- all users of England's motorways and major 'A' roads (the Strategic Road Network).

We work to make a difference for all transport users.

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