

14 July 2023

Edition 16

Rail User Survey



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.

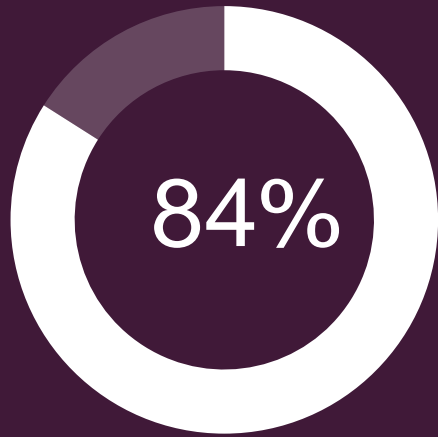
For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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).

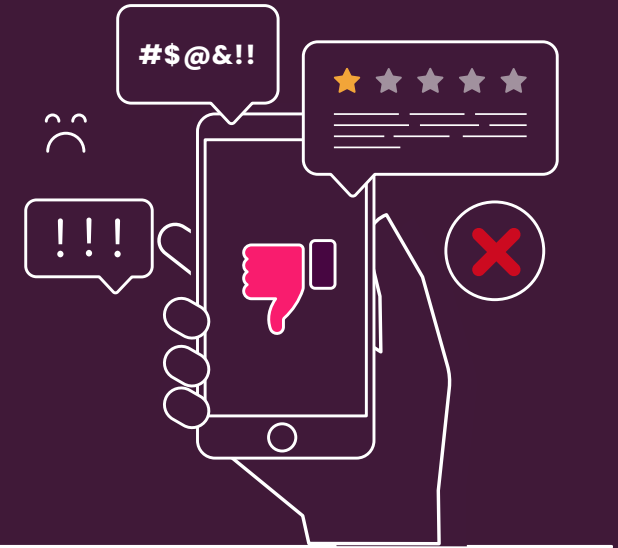
Rail headlines



84% of rail passengers were satisfied with their journey overall



Satisfaction with the helpfulness and attitude of staff has increased to 77% up from 73% in the previous report

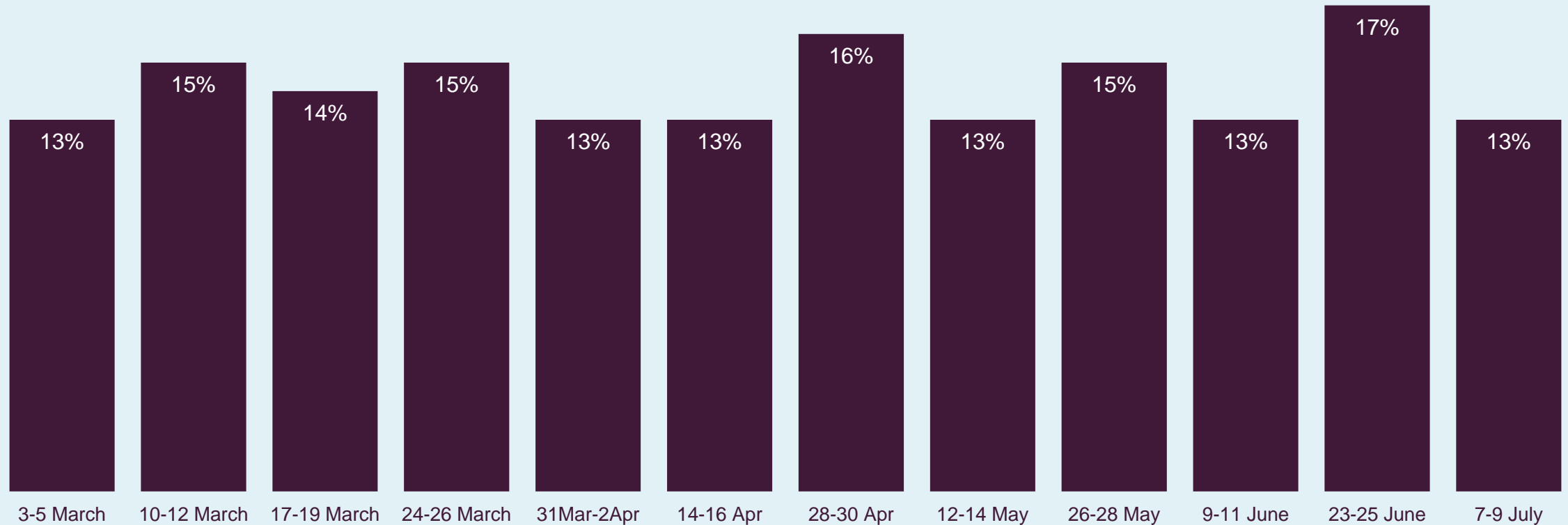


Satisfaction with cleanliness of the inside of the train has decreased to 79%, down from 83% in the previous report

Rail usage levels



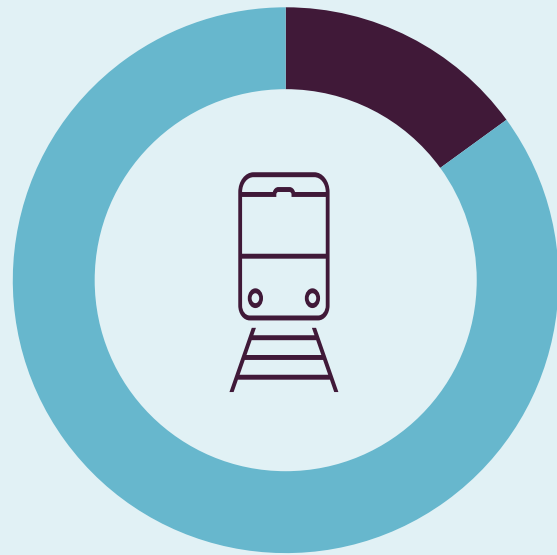
Proportion using rail in last seven days over time



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

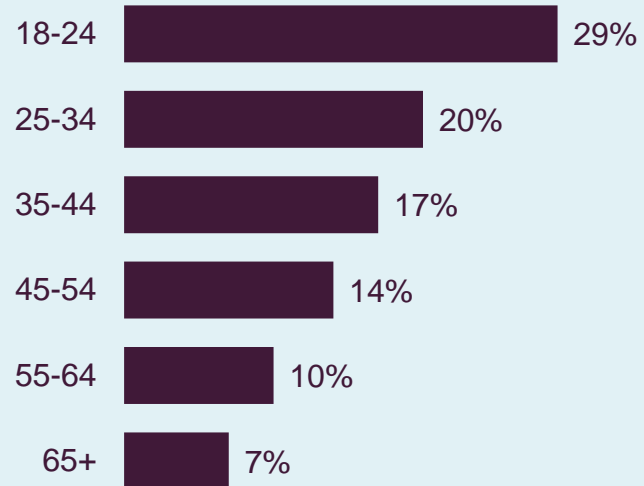
Proportion using rail in the last seven days

All Great Britain



15%

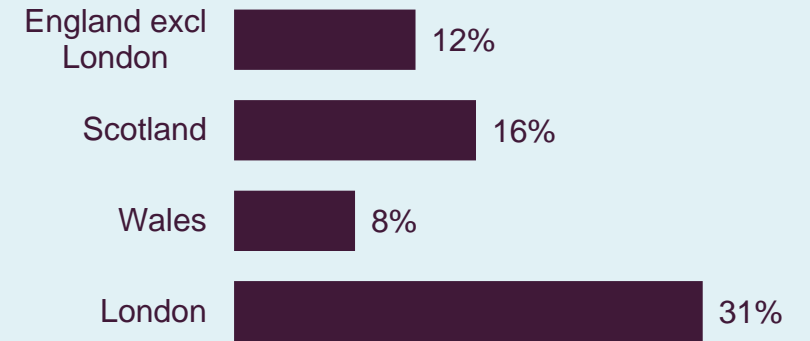
Age



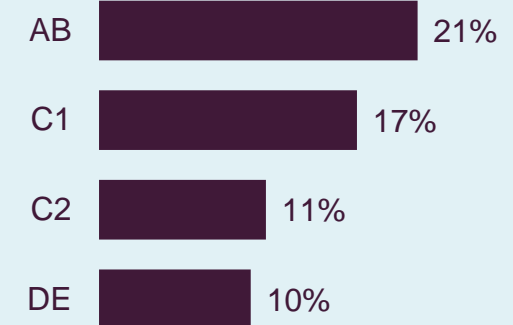
Gender



Region



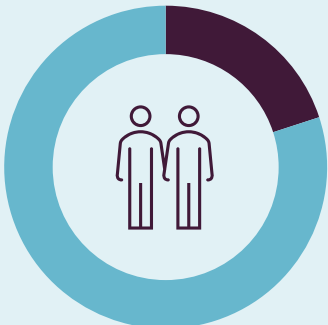
Social grade



Main purpose of rail journey



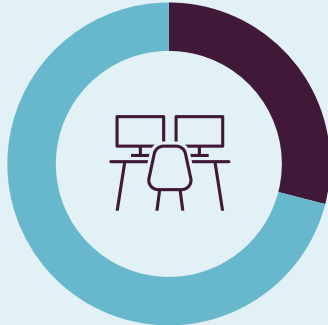
Leisure/eating out/non-essential shopping
30%



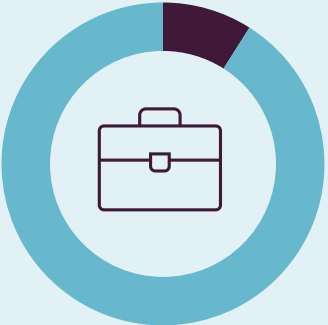
Friends/family
20%



Essential shopping
2%



Commuting
29%



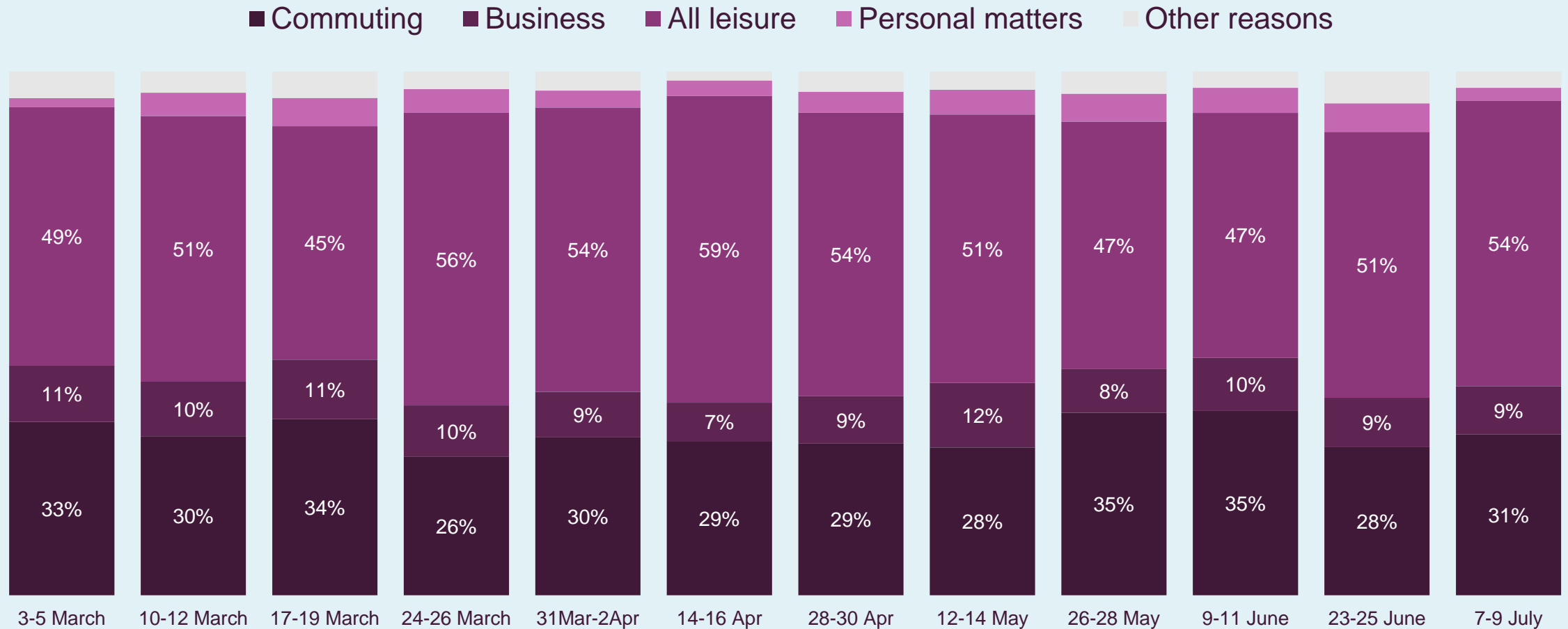
Work travel
9%



Personal matters
4%

14 July 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 - 606. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Main purpose of journey over time

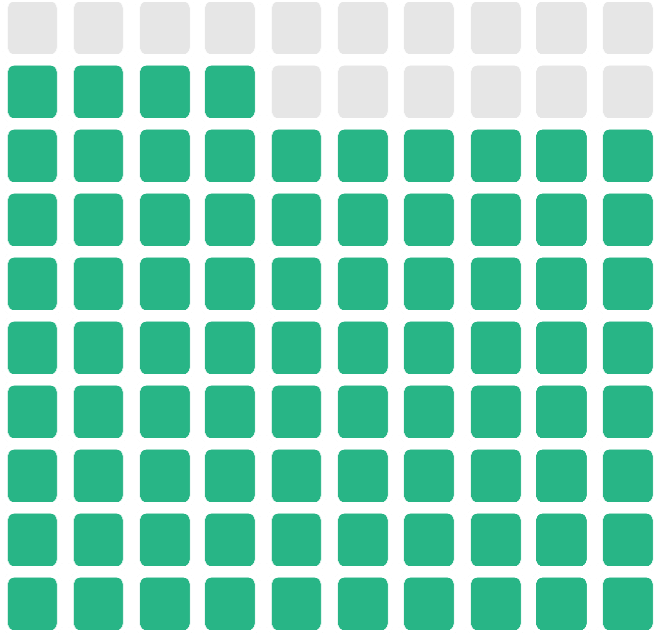


14 July 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 283 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

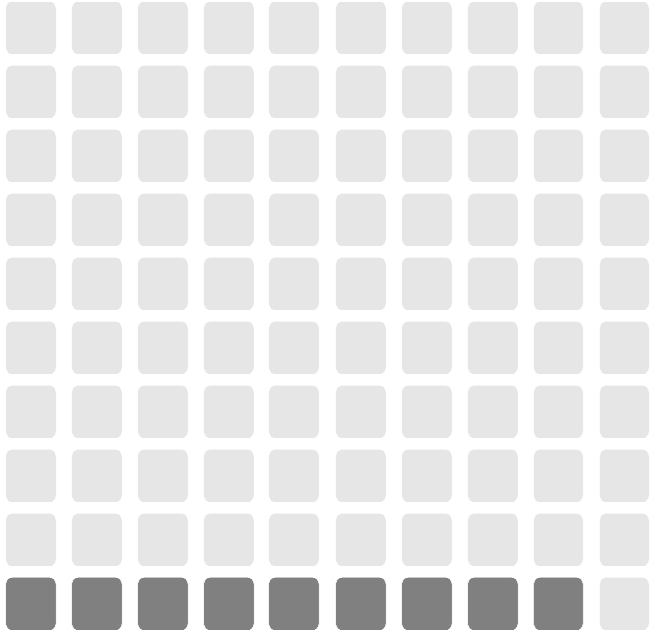
Rail satisfaction



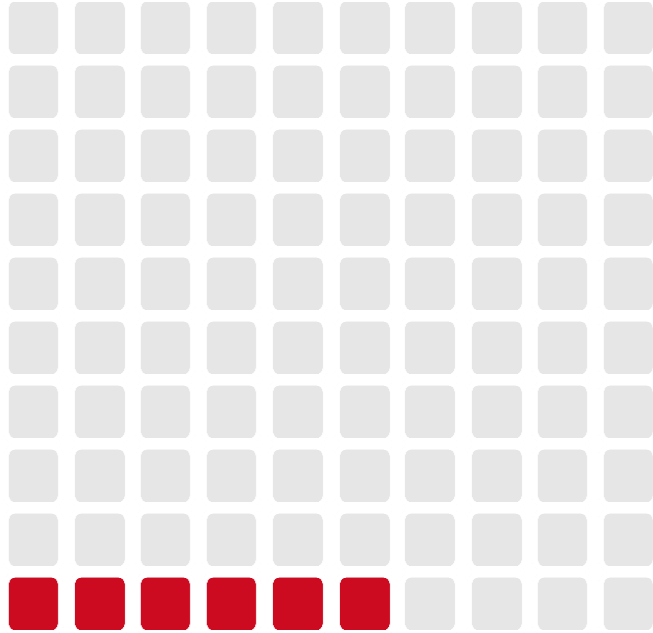
Overall satisfaction with rail journey



84%
satisfied



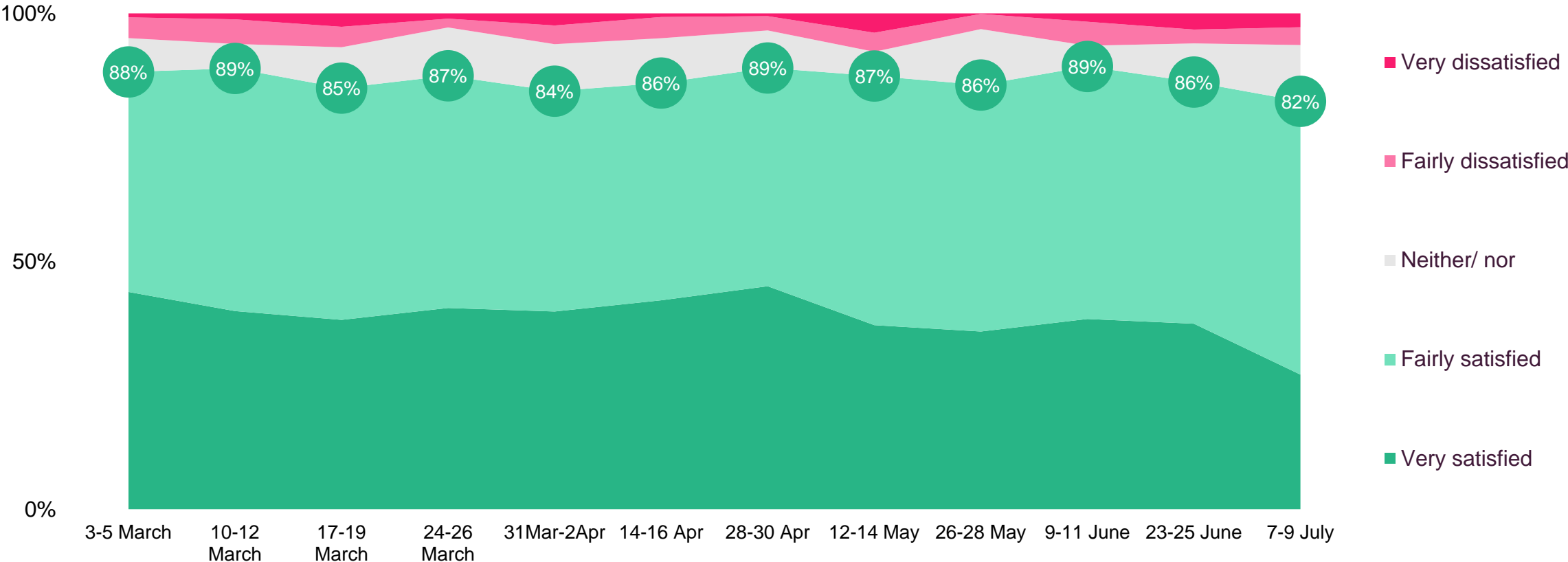
9%
neither/nor



6%
dissatisfied

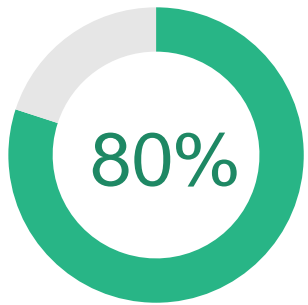
14 July 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 609.

Overall satisfaction with rail journey

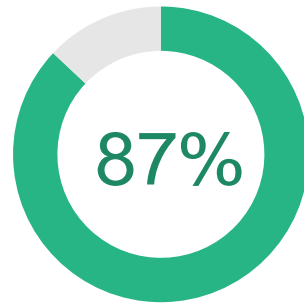


14 July 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 251 to 341

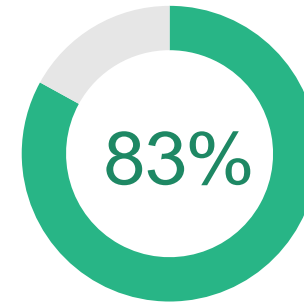
Overall satisfaction by journey purpose, gender and age



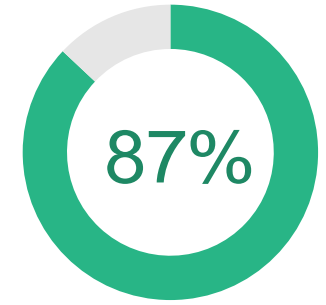
Commute



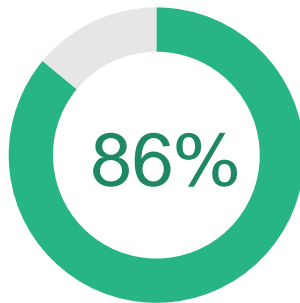
All leisure



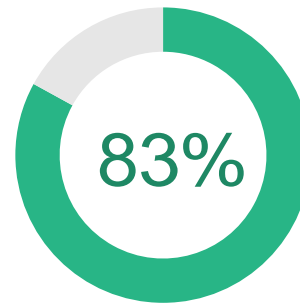
Men



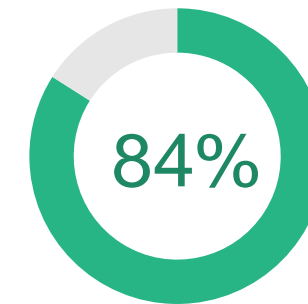
Women



Aged 18-34



Aged 35-54

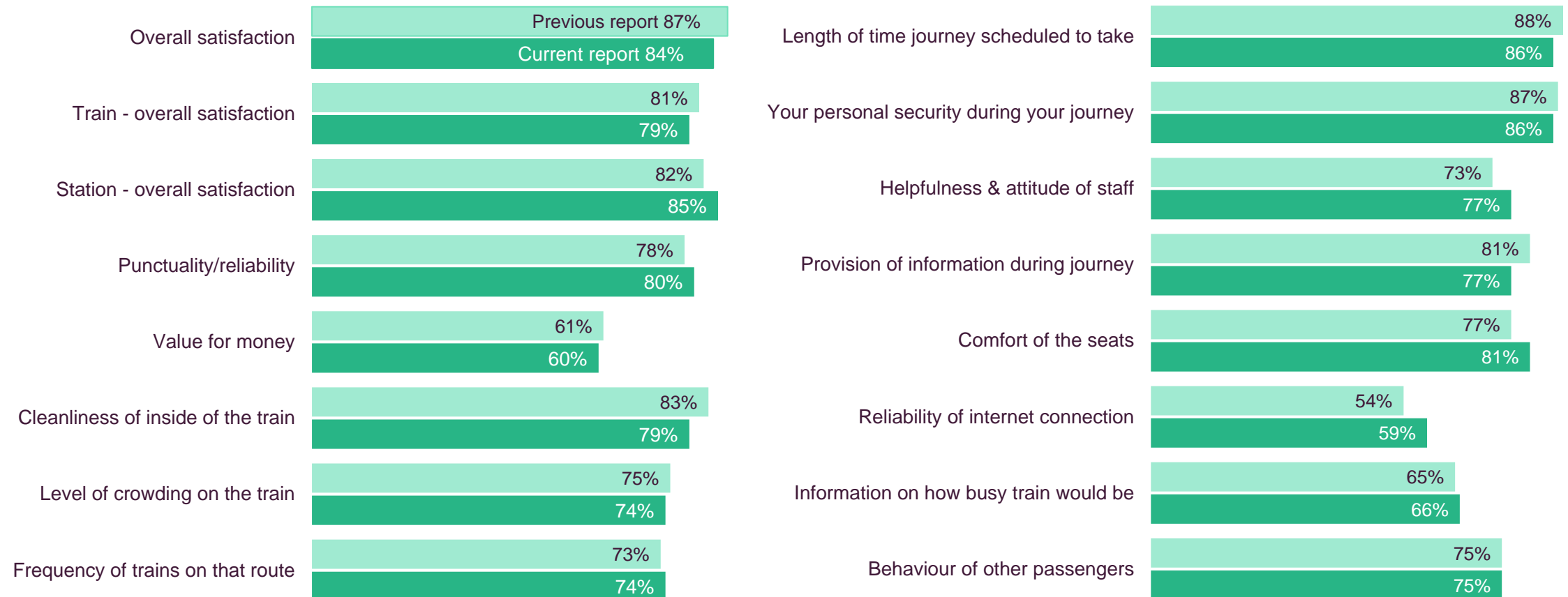


Aged 55 and over

14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base sizes vary by chart ranging between 130 and 350 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

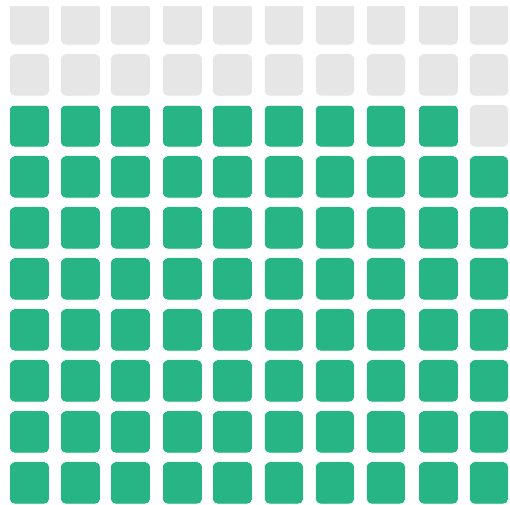
**Satisfaction
with aspects
of rail journey**

Change in satisfaction levels since last report

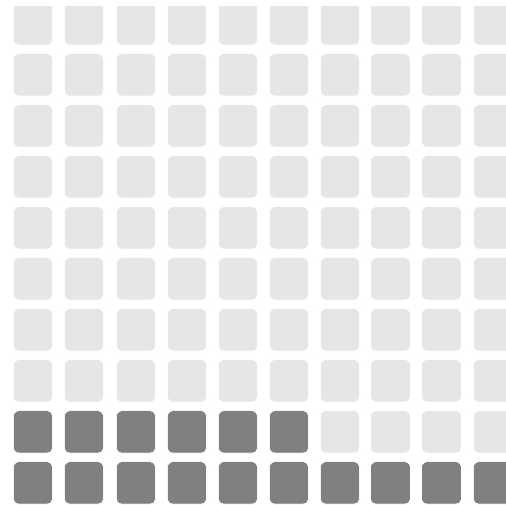


14 July 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The current satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the three surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 451 to 609, previous report from 400 to 546.

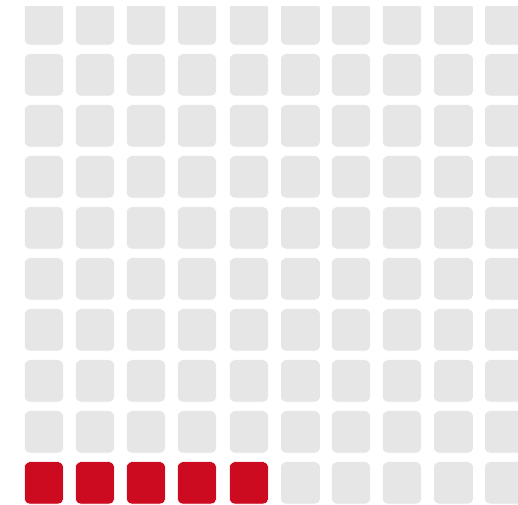
Satisfaction with the train overall



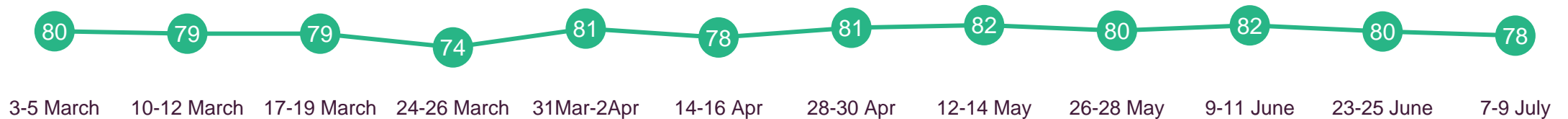
79%
satisfied



16%
neither/nor

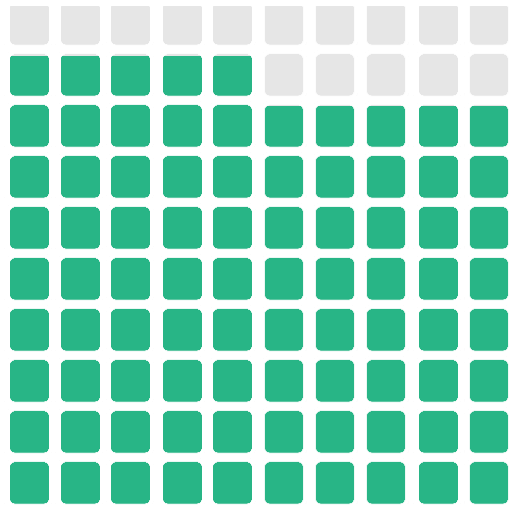


5%
dissatisfied

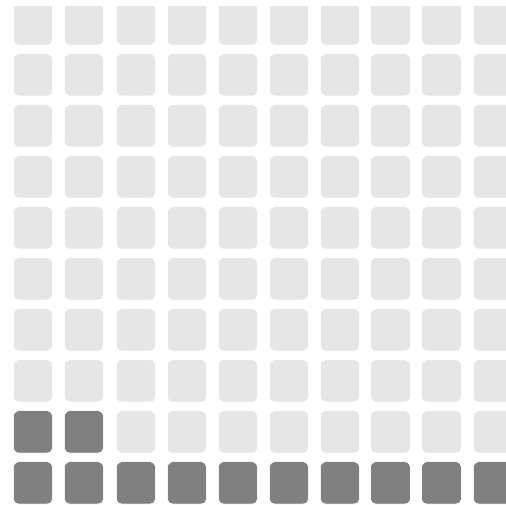


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 609; trend chart range from 251 to 341 per survey.

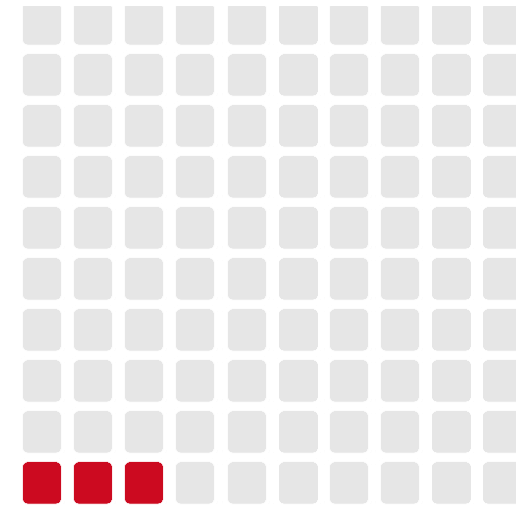
Satisfaction with the station



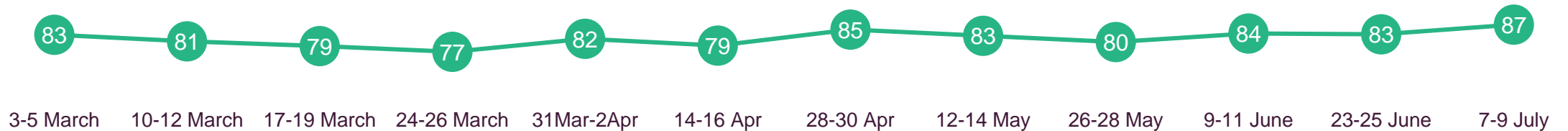
85%
satisfied



12%
neither/nor

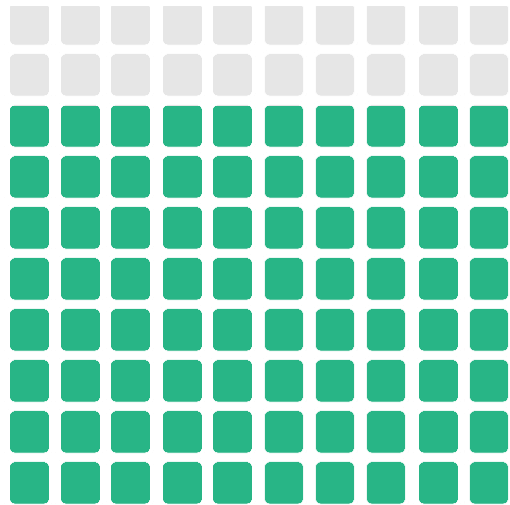


3%
dissatisfied

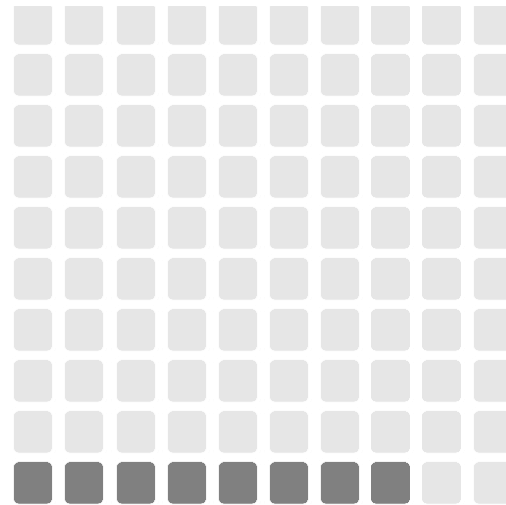


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 608 trend chart range from 251 to 340 per survey.

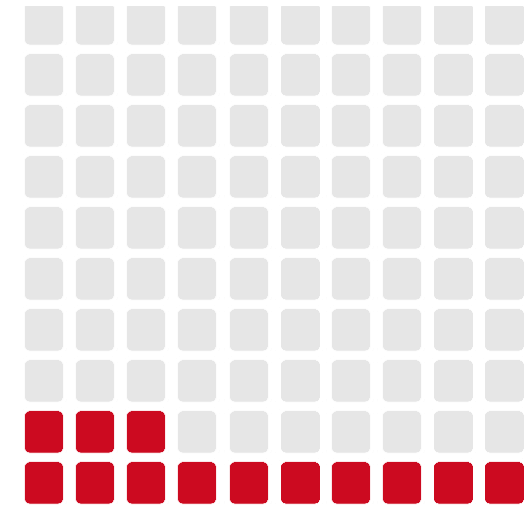
Satisfaction with punctuality/reliability



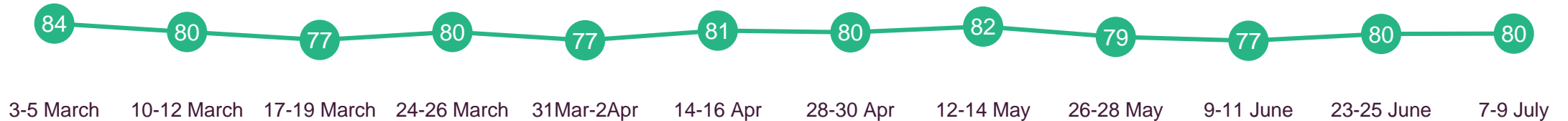
80%
satisfied



8%
neither/nor

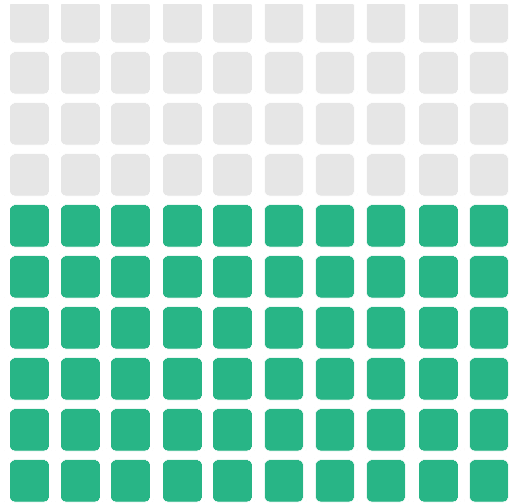


13%
dissatisfied

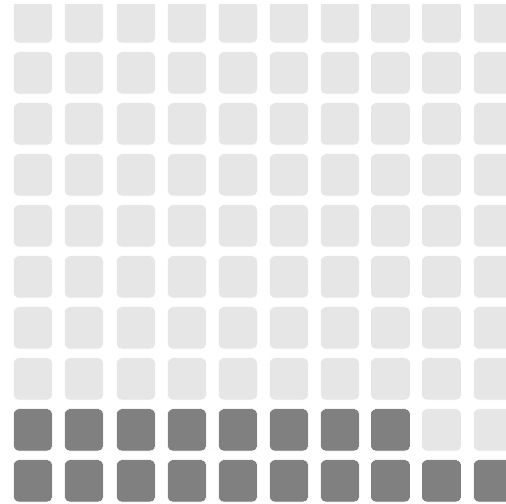


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 608; trend chart range from 250 to 340 per survey.

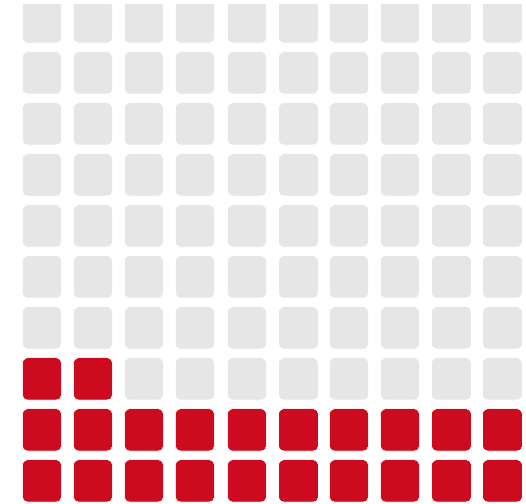
Satisfaction with value for money



60%
satisfied



18%
neither/nor

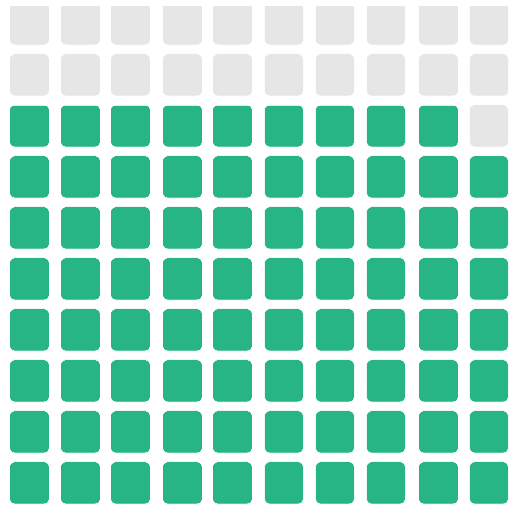


22%
dissatisfied

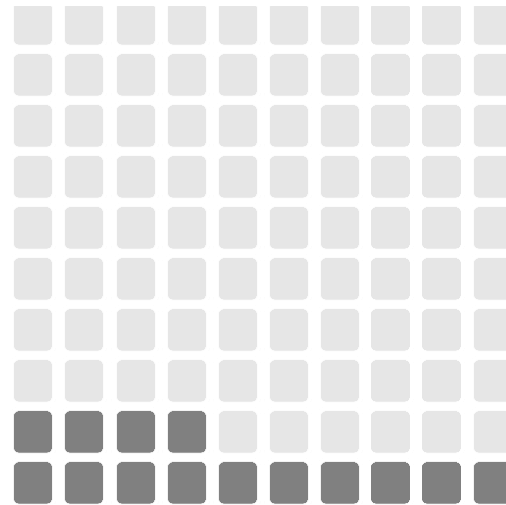


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 590; trend chart range from 238 to 334 per survey.

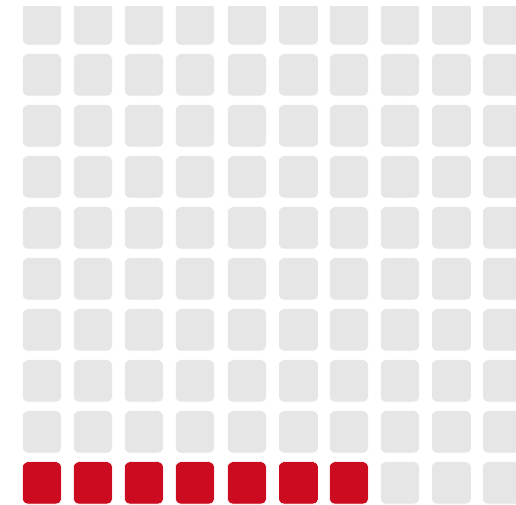
Satisfaction with cleanliness of the inside of the train



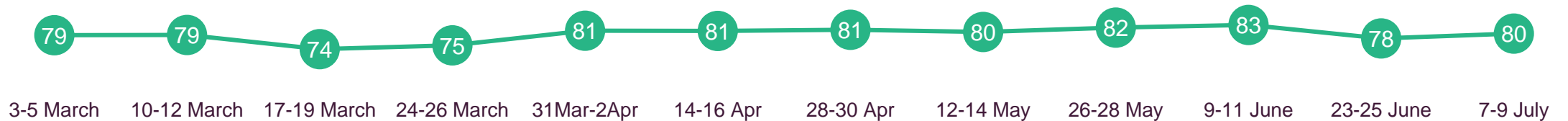
79%
satisfied



14%
neither/nor

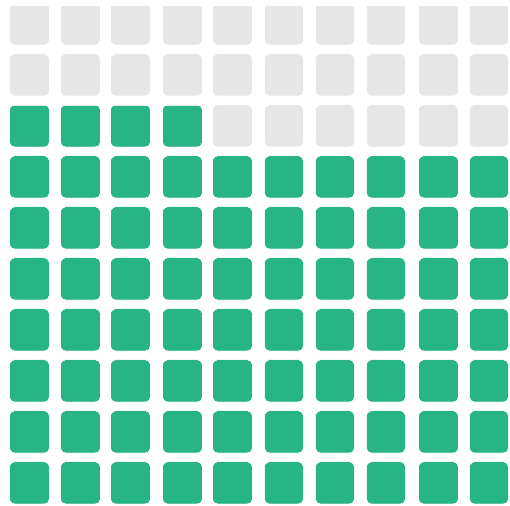


7%
dissatisfied

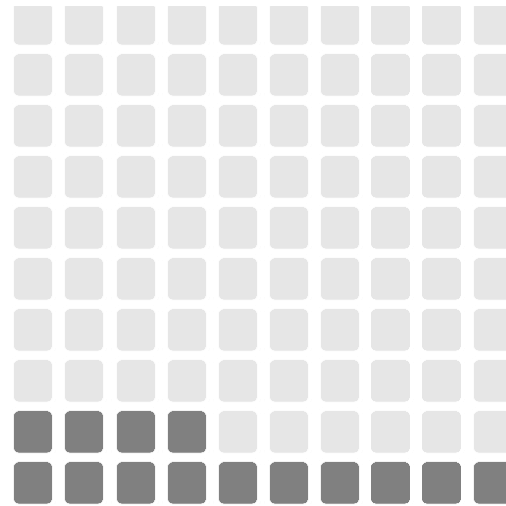


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 608; trend chart range from 251 to 341 per survey.

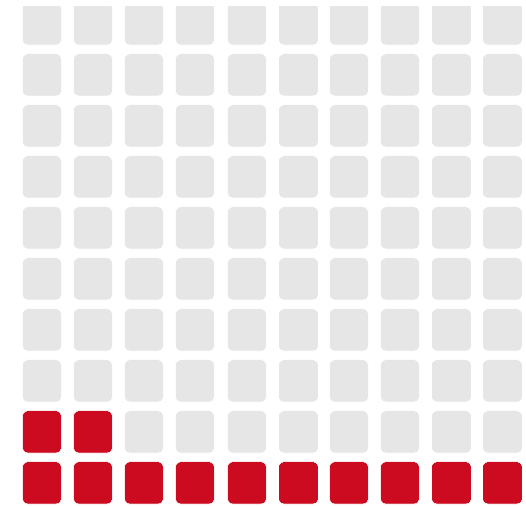
Satisfaction with level of crowding



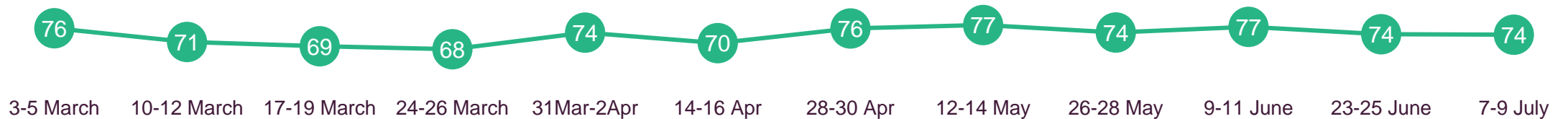
74%
satisfied



14%
neither/nor

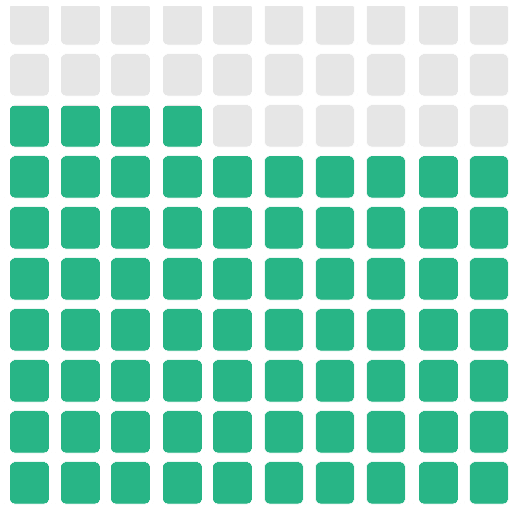


12%
dissatisfied

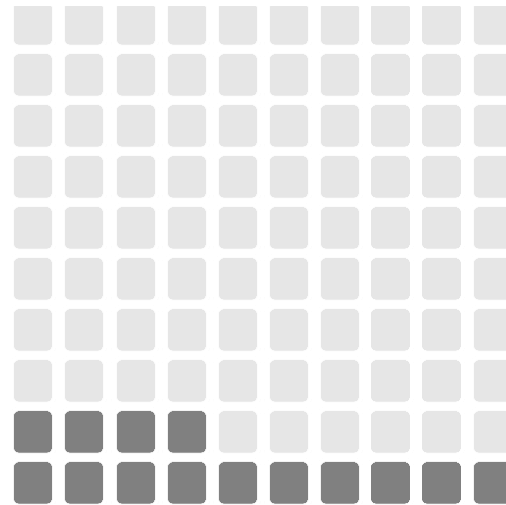


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 606; trend chart range from 251 to 339 per survey.

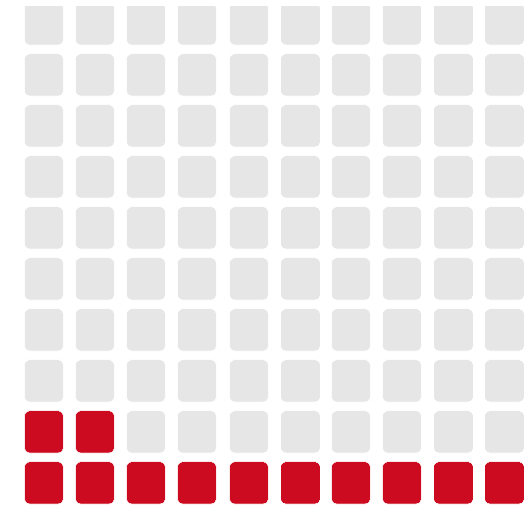
Satisfaction with frequency of trains on that route



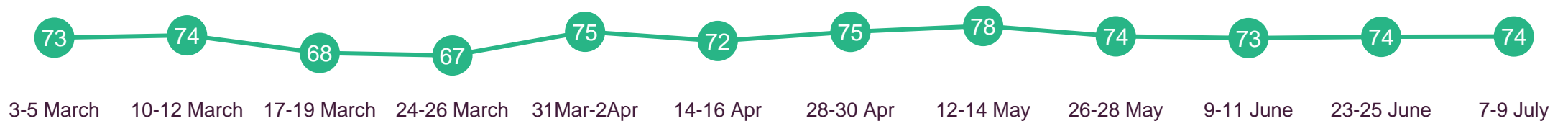
74%
satisfied



14%
neither/nor

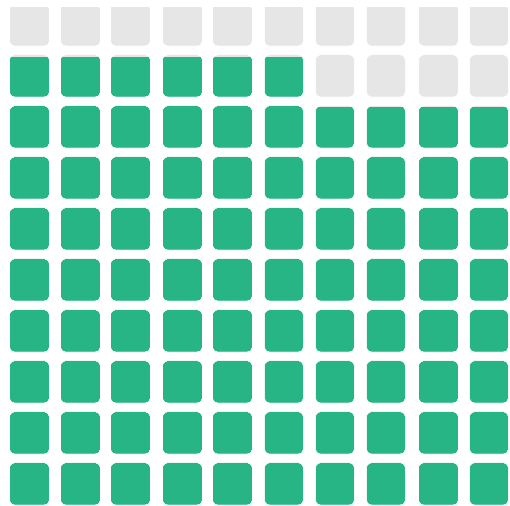


12%
dissatisfied

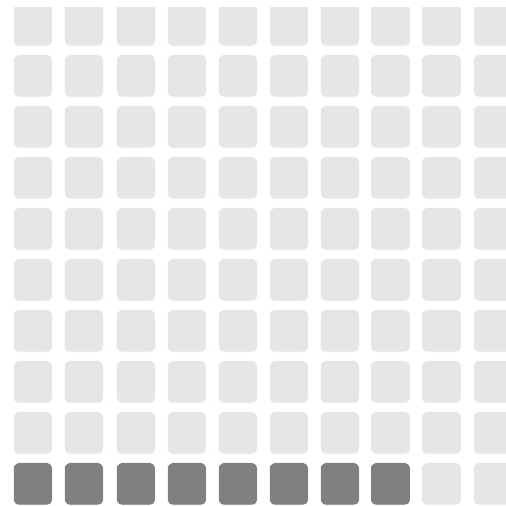


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 603; trend chart range from 251 to 339 per survey.

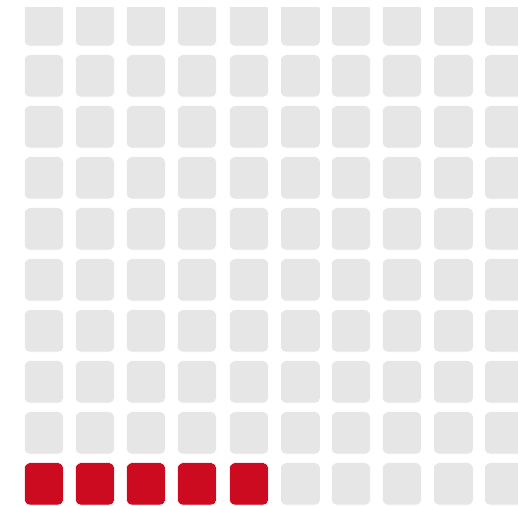
Satisfaction with scheduled journey time



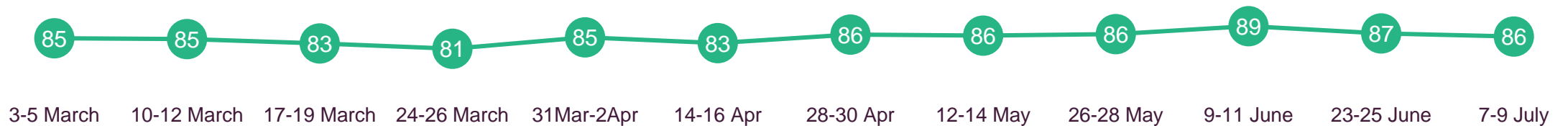
86%
satisfied



8%
neither/nor

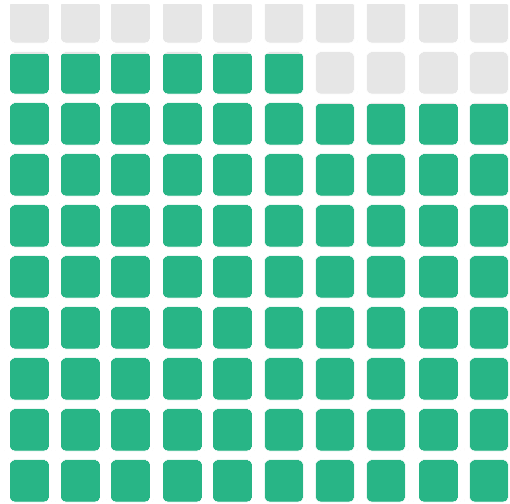


5%
dissatisfied

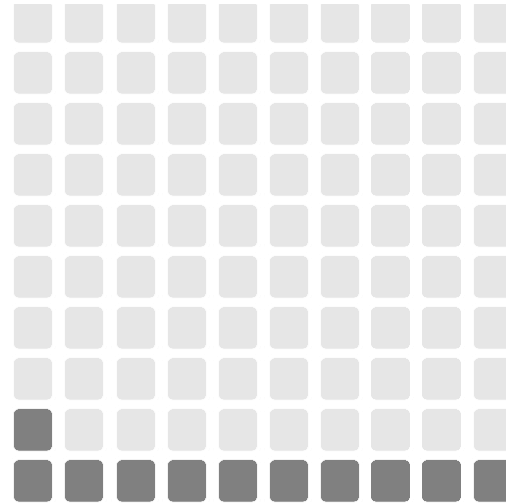


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 608; trend chart range from 251 to 340 per survey.

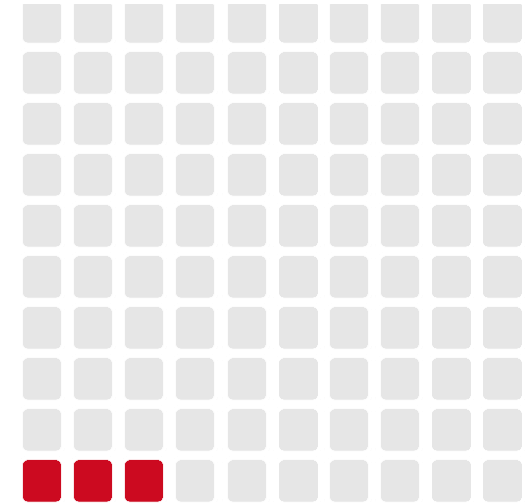
Satisfaction with personal security



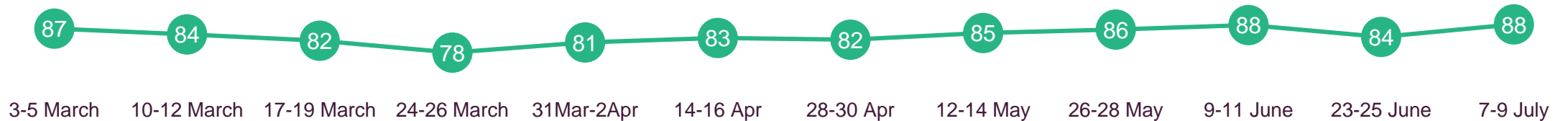
86%
satisfied



11%
neither/nor

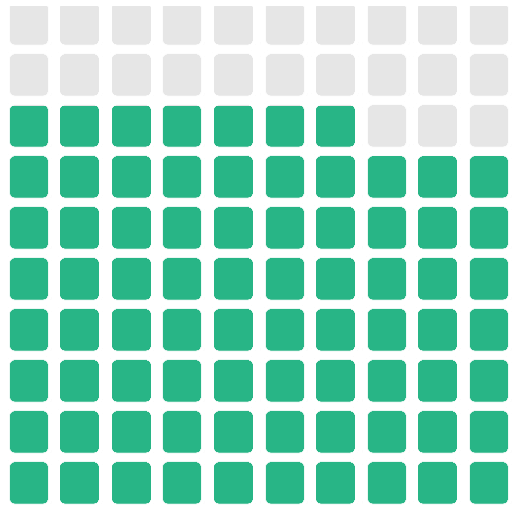


3%
dissatisfied

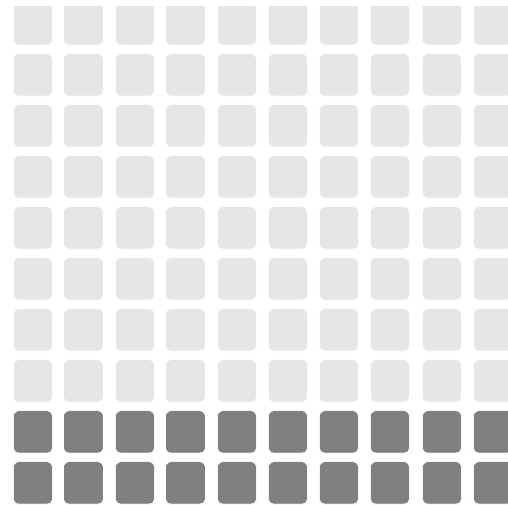


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 602 trend chart range from 249 to 338 per survey.

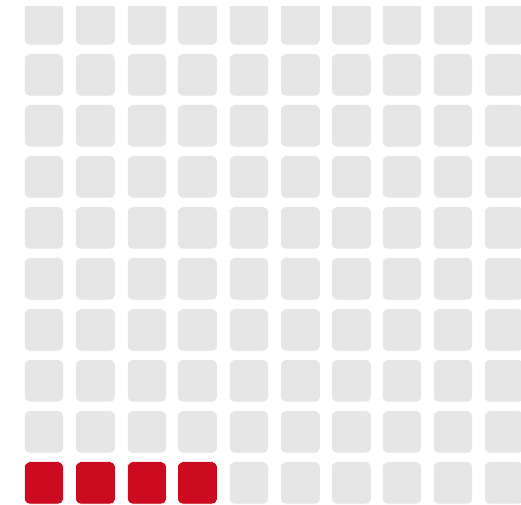
Satisfaction with helpfulness and attitude of staff



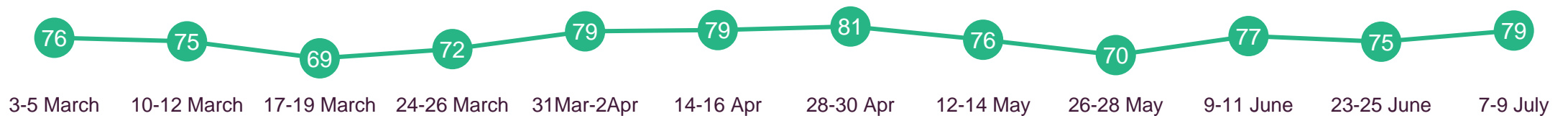
77%
satisfied



20%
neither/nor

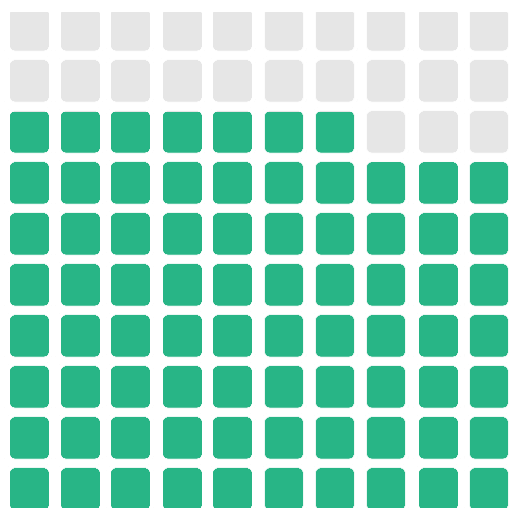


4%
dissatisfied

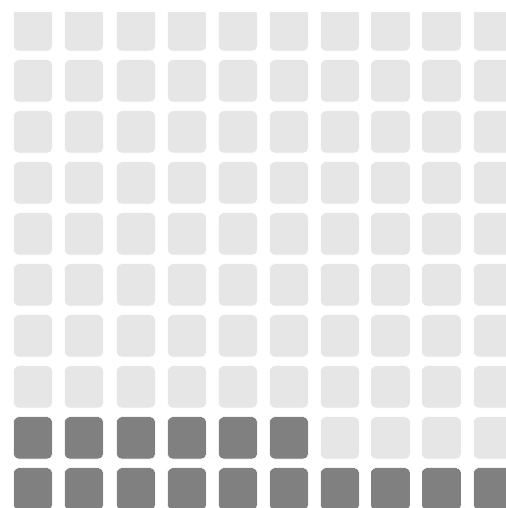


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 514; trend chart range from 196 to 290 per survey.

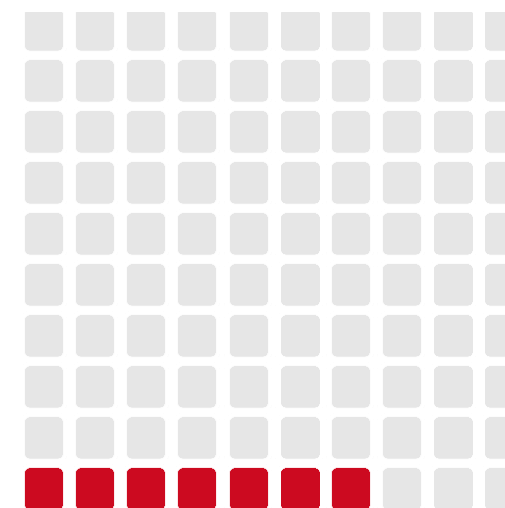
Satisfaction with information provided during the journey



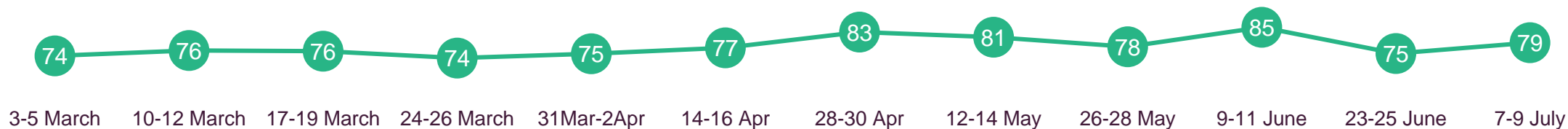
77%
satisfied



16%
neither/nor

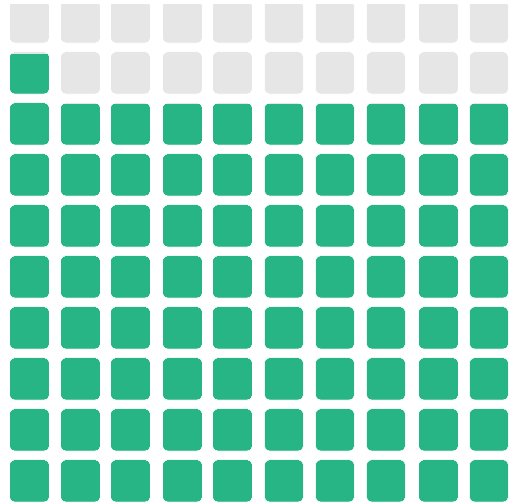


7%
dissatisfied

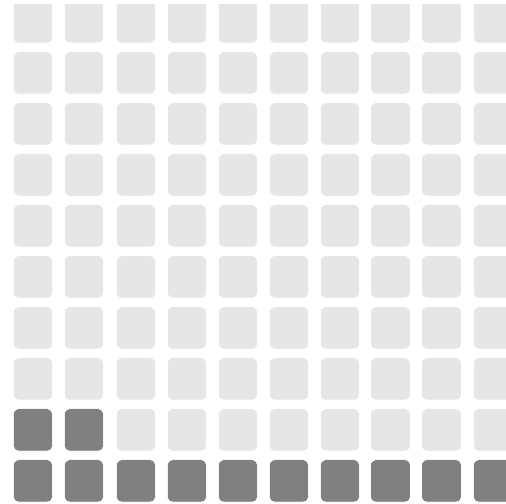


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 575; trend chart range from 240 to 324 per survey.

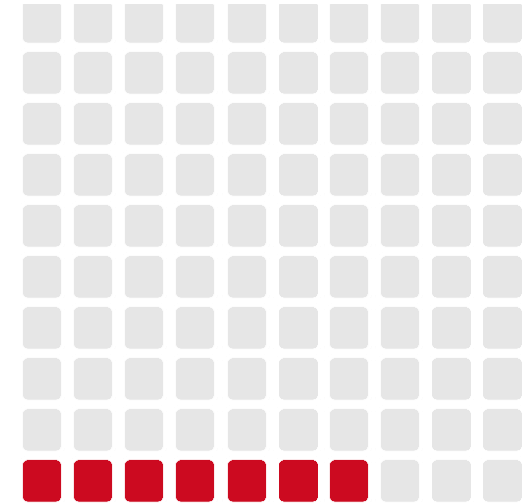
Satisfaction with comfort of the seats



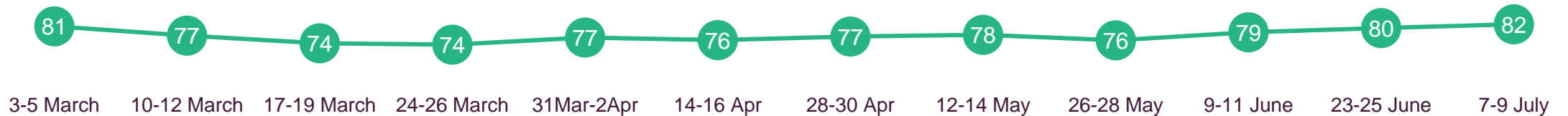
81%
satisfied



12%
neither/nor

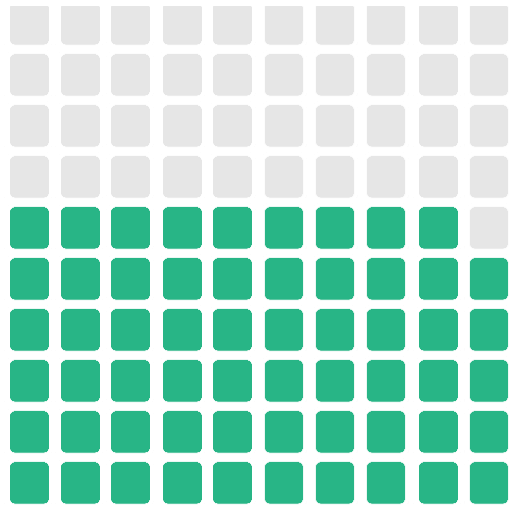


7%
dissatisfied

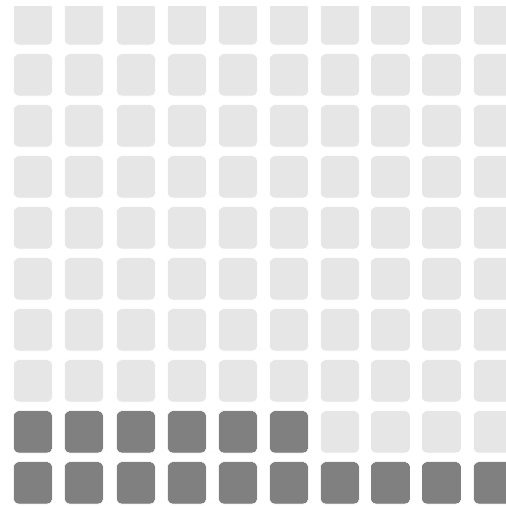


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 600; trend chart range from 244 to 337 per survey

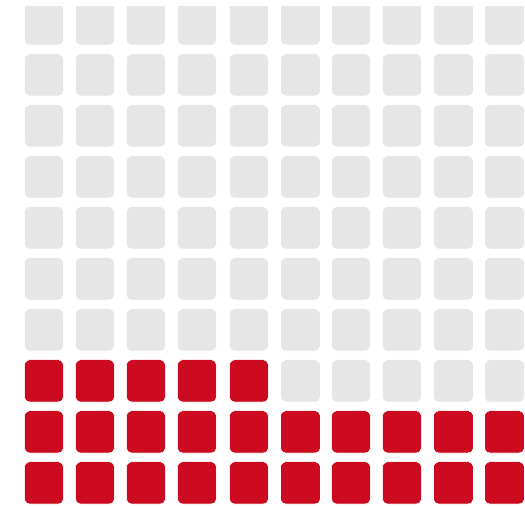
Satisfaction with reliability of the internet



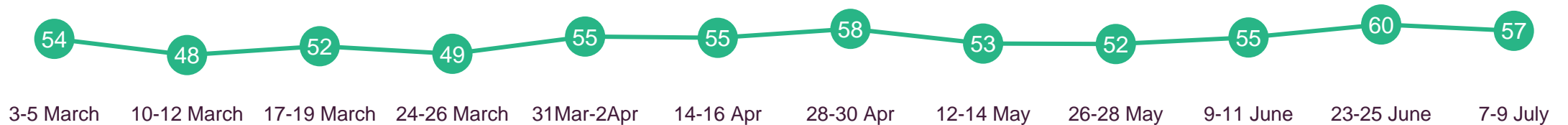
59%
satisfied



16%
neither/nor

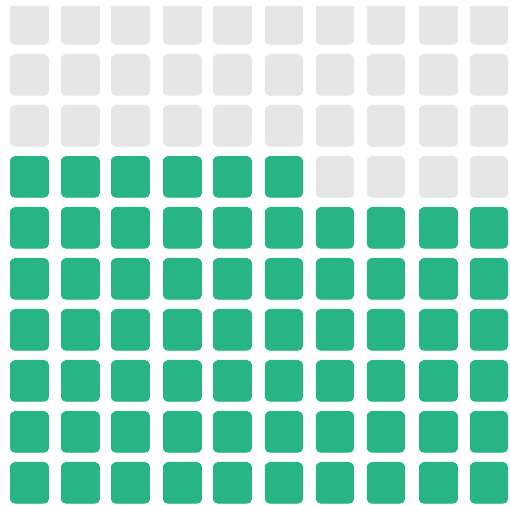


25%
dissatisfied

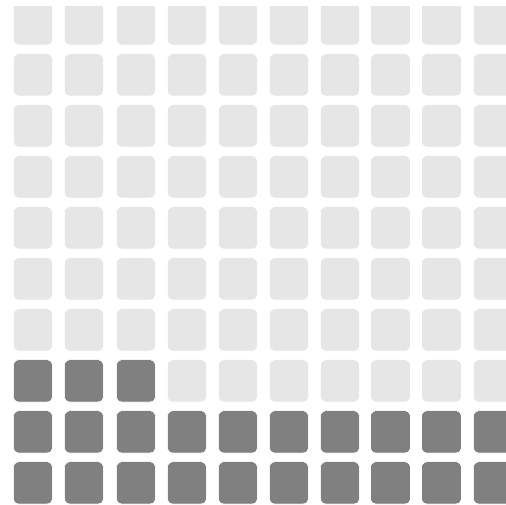


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 451; trend chart range from 179 to 253 per survey

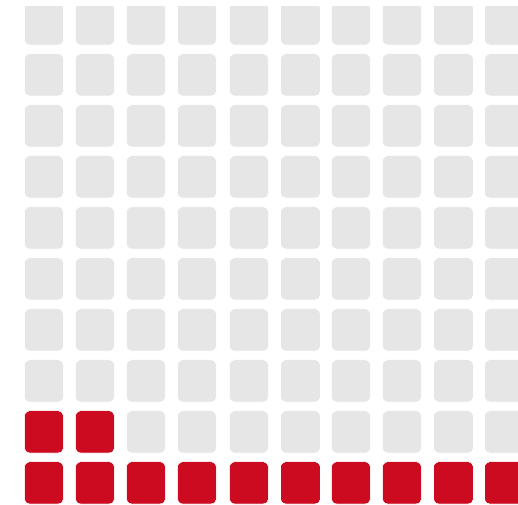
Satisfaction with information on how busy the train was before travelling



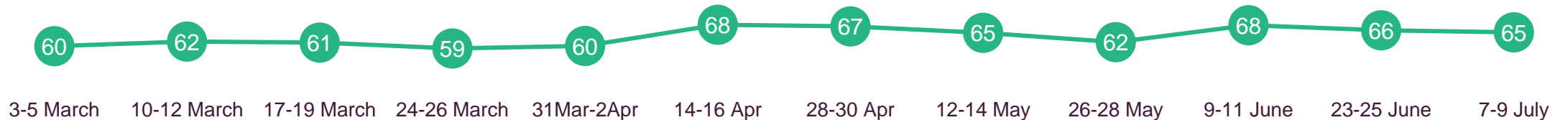
66%
satisfied



23%
neither/nor

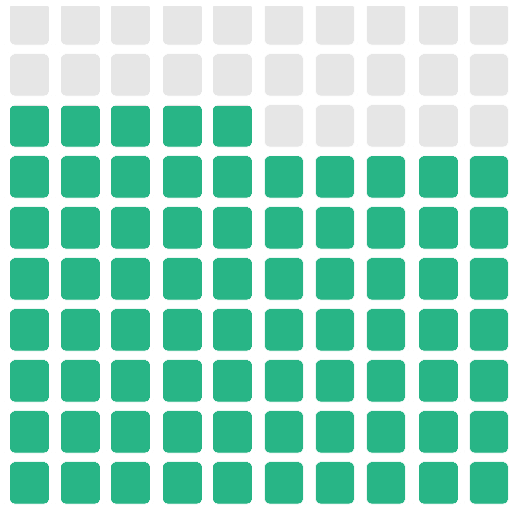


12%
dissatisfied

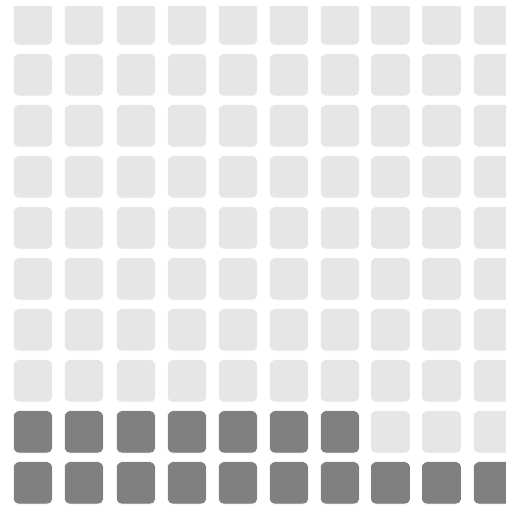


14 July 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 519; trend chart range from 191 to 297 per survey.

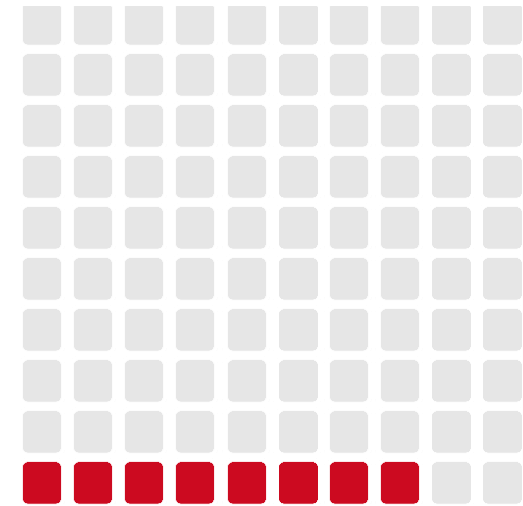
Satisfaction with other passengers' behaviour



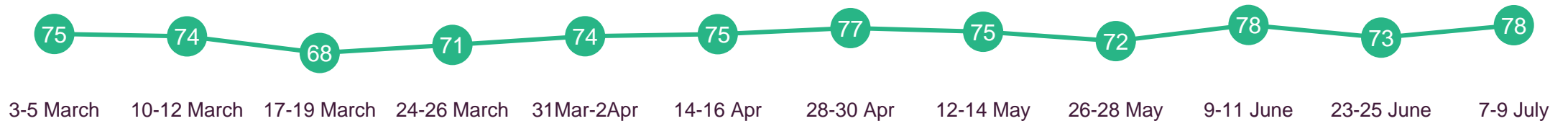
75%
satisfied



17%
neither/nor



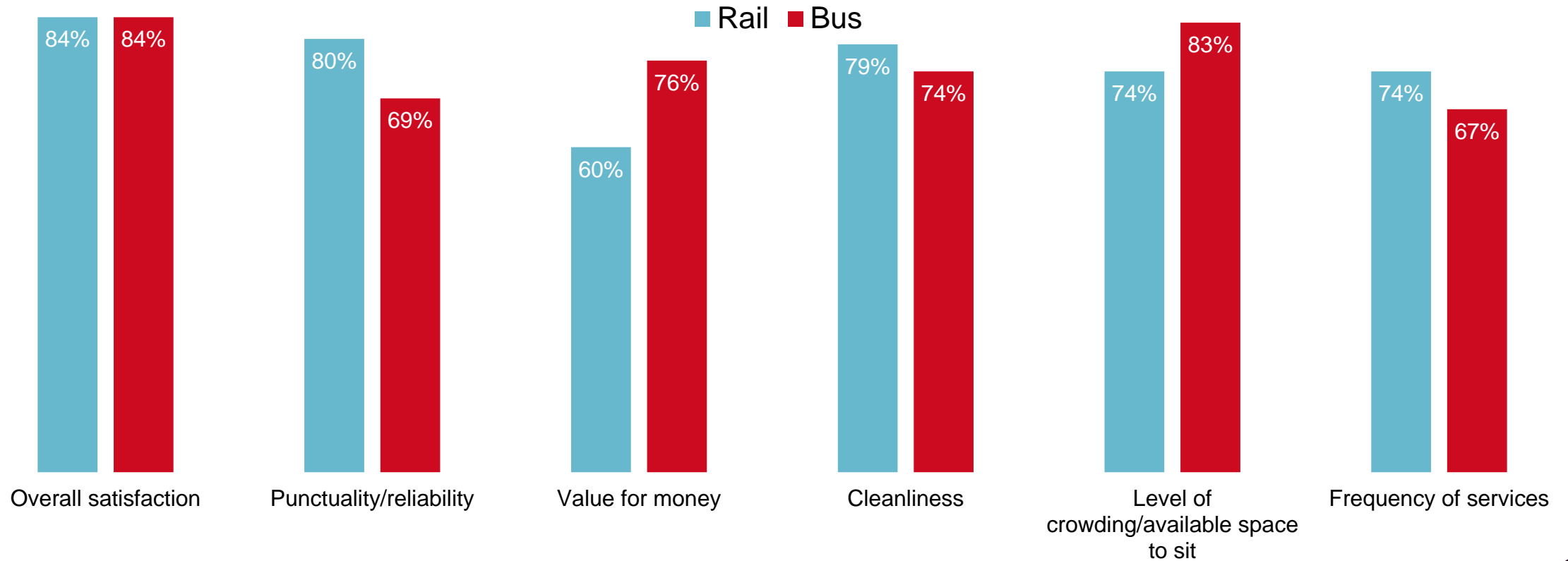
8%
dissatisfied



14 July 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 605 trend chart range from 250 to 340 per survey.

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



14 July 2023 report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Rail and bus values are based on the two surveys conducted in the last four weeks. Rail base sizes vary from 590 to 609; bus base sizes from 549 to 695.

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 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
Wave 83	23-25 June	341
Wave 84	7-9 July	268

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

Any enquiries about this report should be addressed to:

Murray Leader
Senior insight adviser
Murray.Leader@transportfocus.org.uk

Transport Focus
Albany House
94 - 98 Petty France
London
SW1H 9EA

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.

© 2023 Transport Focus