

11 August  
2023

Edition 17

# 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.

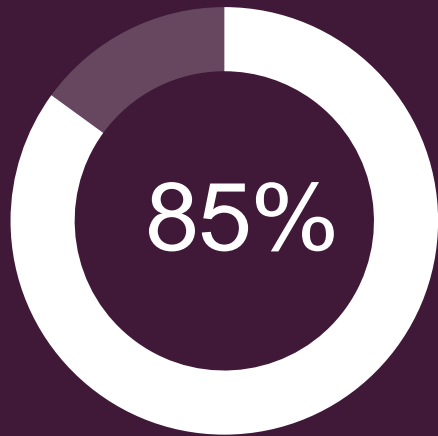
For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

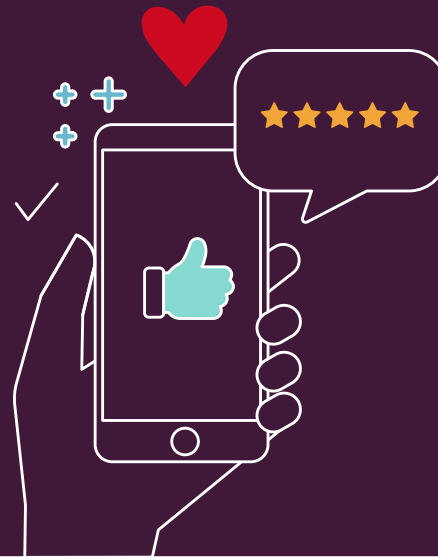
We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 31.

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



85% of rail passengers were satisfied with their journey overall



Satisfaction with the train overall has increased to 82% from 79% in the previous report

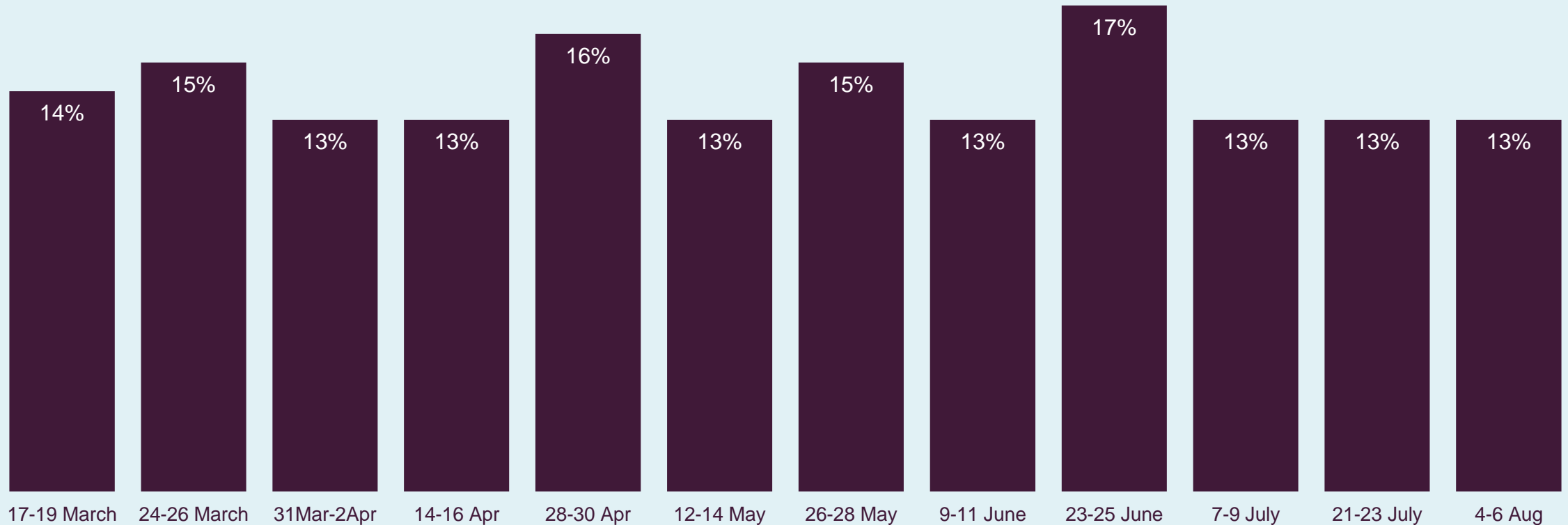


Satisfaction with value for money has decreased to 56% from 60%, and satisfaction with frequency of services to 70% from 74% in the previous report

# Rail usage levels



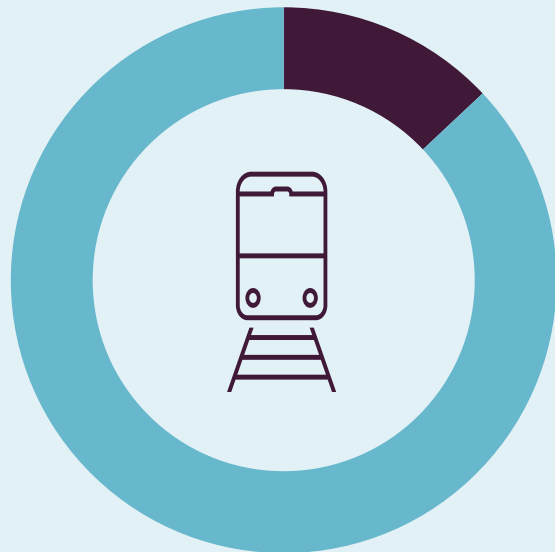
# Proportion using rail in last seven days over time



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

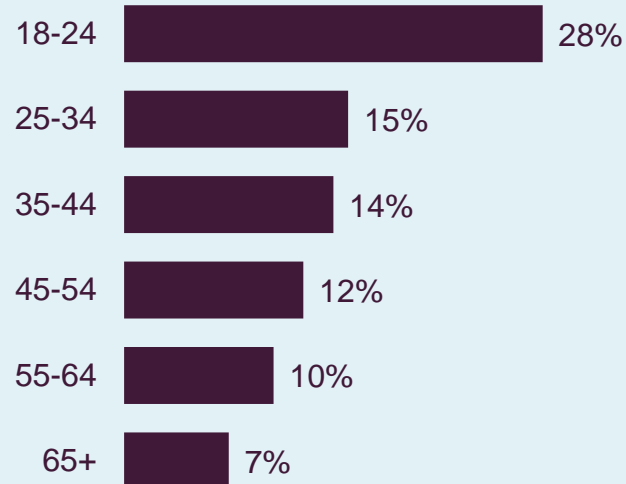
# Proportion using rail in the last seven days

## All Great Britain



13%

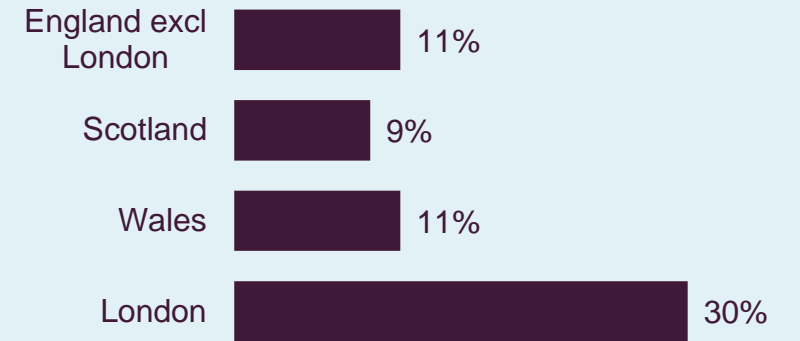
## Age



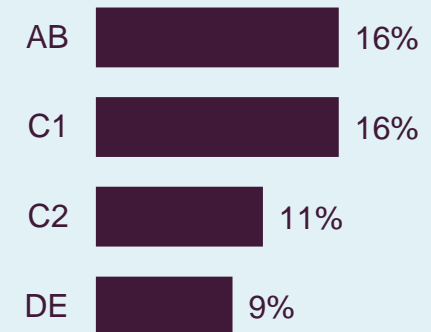
## Gender



## Region



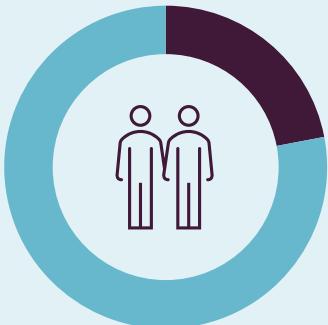
## Social grade



# Main purpose of rail journey



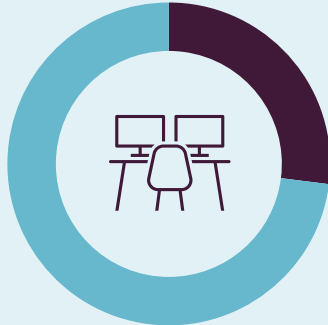
Leisure/eating out/  
non-essential shopping  
**29%**



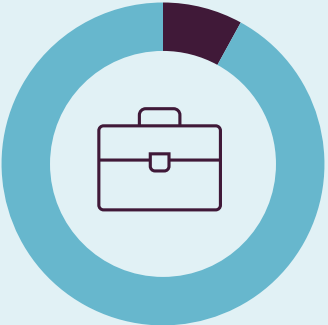
Friends/family  
**22%**



Essential shopping  
**5%**



Commuting  
**27%**



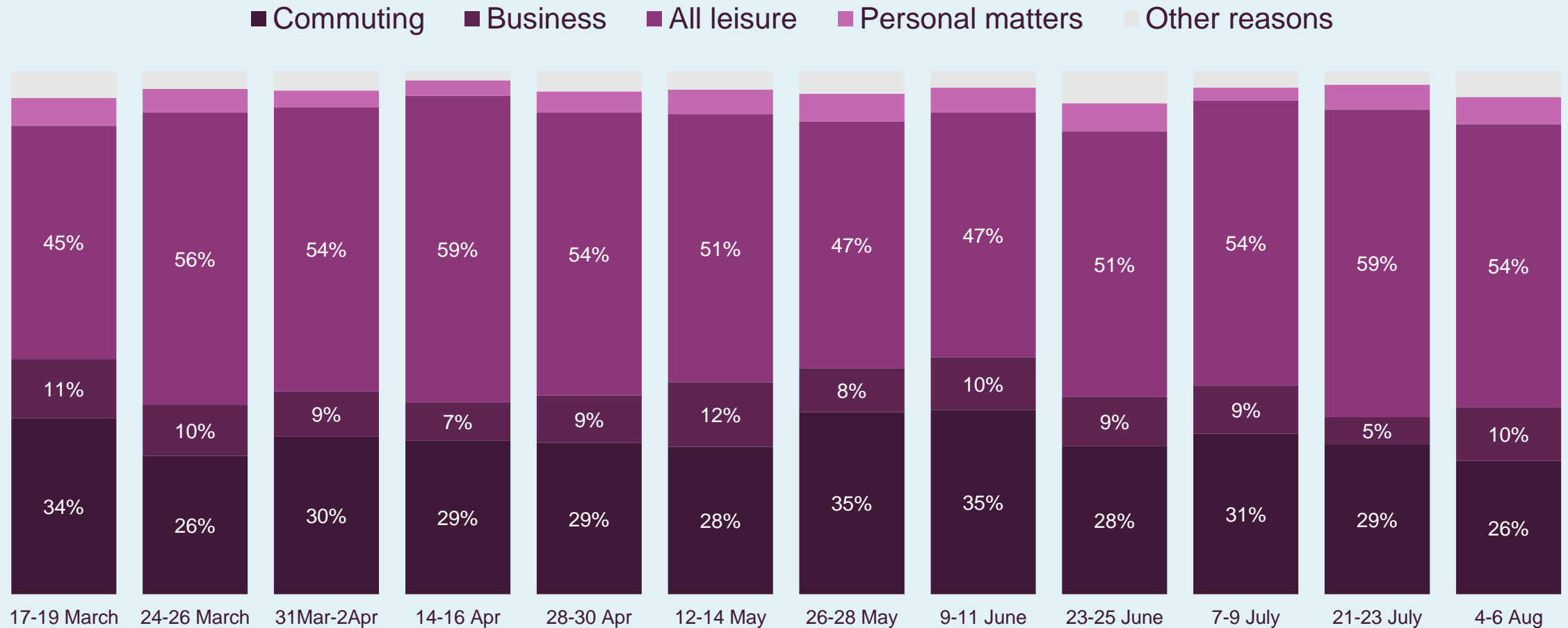
Work travel  
**8%**



Personal matters  
**5%**

11 August 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 - 538. 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



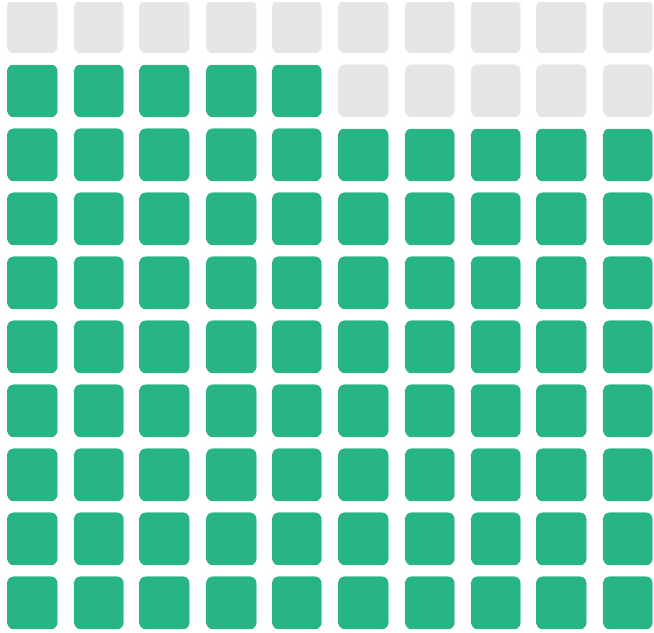
11 August 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 281 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.



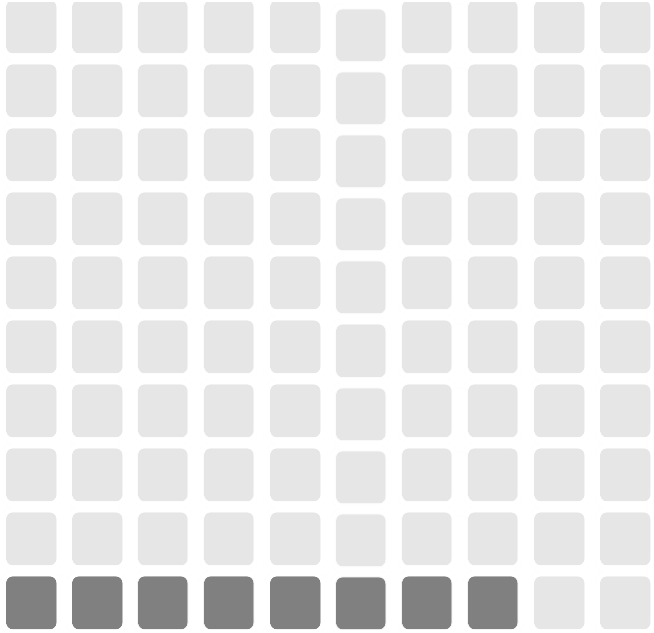
# Rail satisfaction



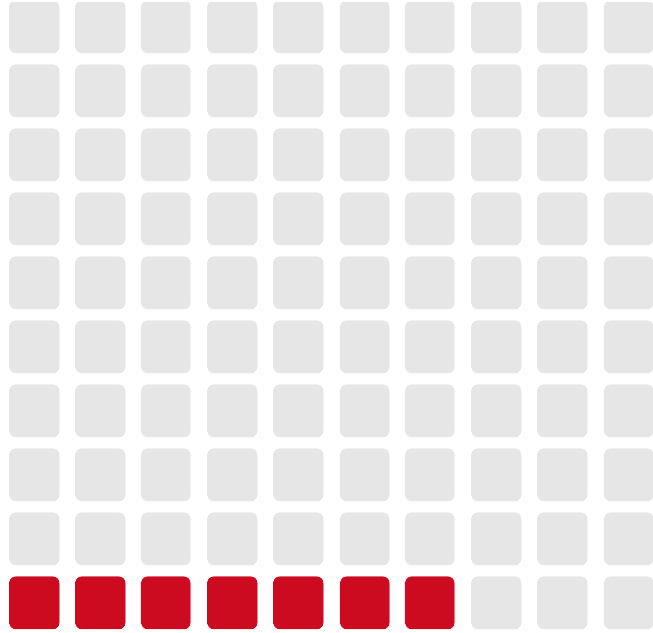
# Overall satisfaction with rail journey



85%  
satisfied



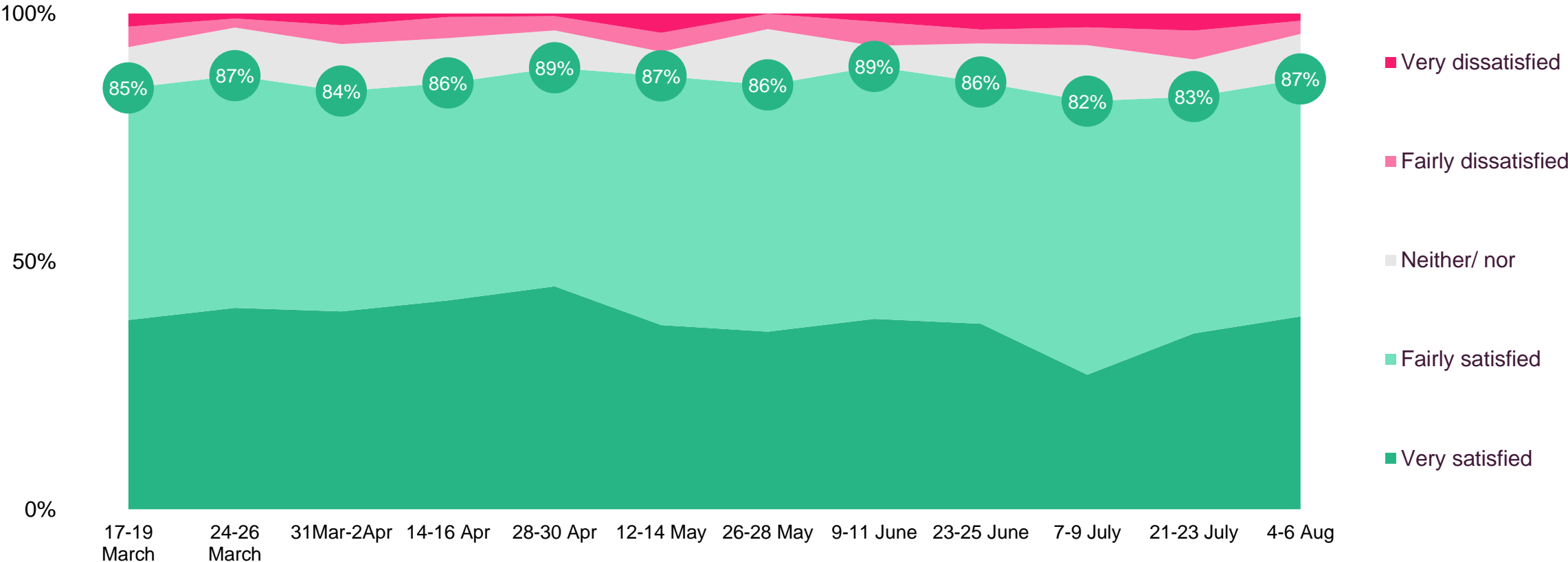
8%  
neither/nor



7%  
dissatisfied

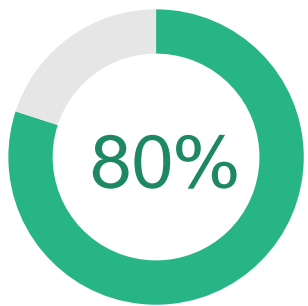
11 August 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 539.

# Overall satisfaction with rail journey

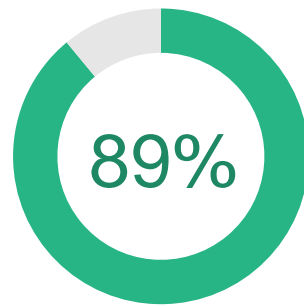


11 August 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 251 to 341

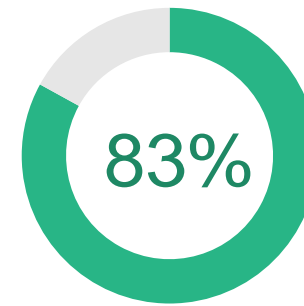
# Overall satisfaction by journey purpose, gender and age



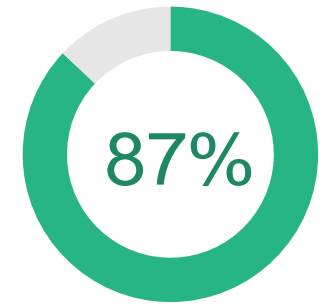
Commute



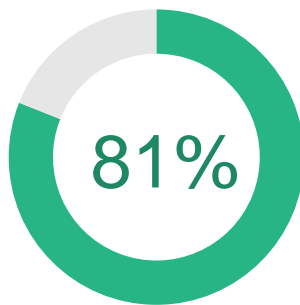
All leisure



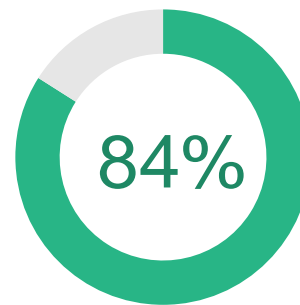
Men



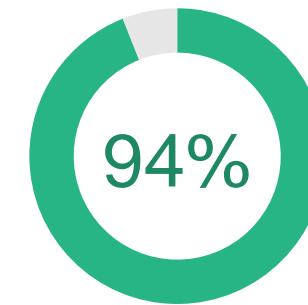
Women



Aged 18-34



Aged 35-54



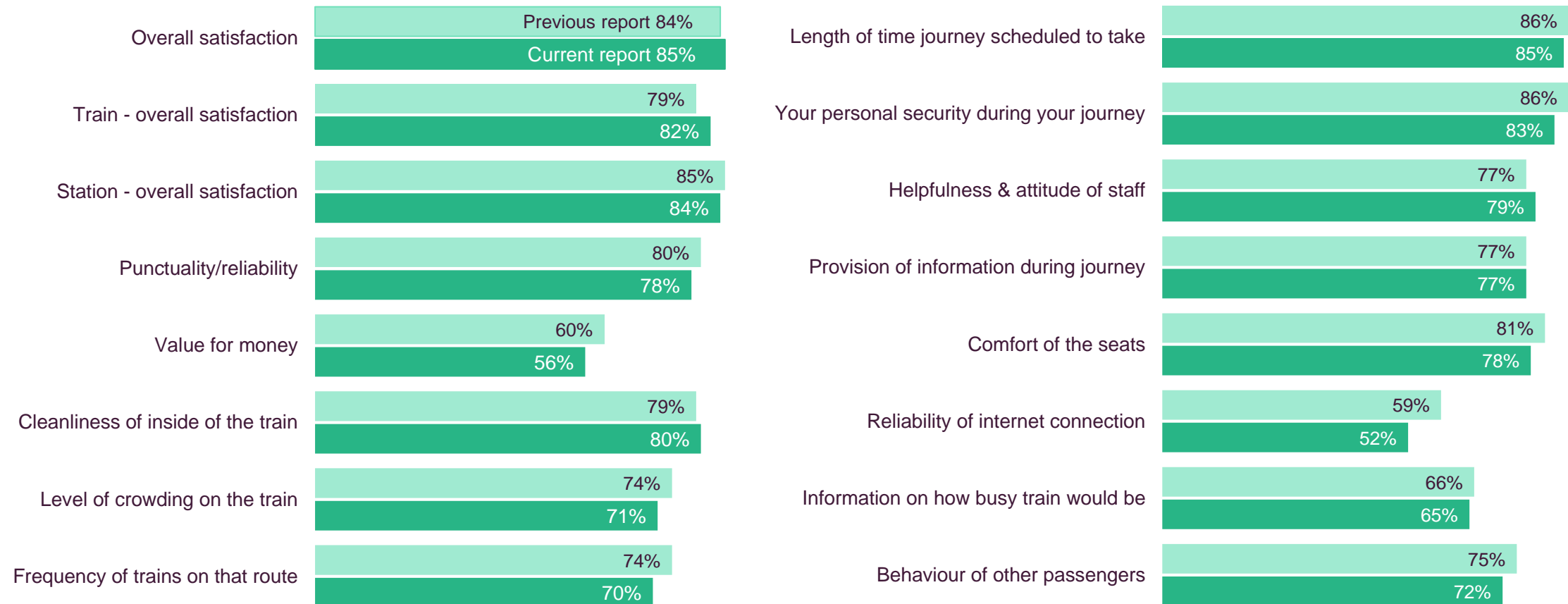
Aged 55 and over

11 August 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 143 and 304 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



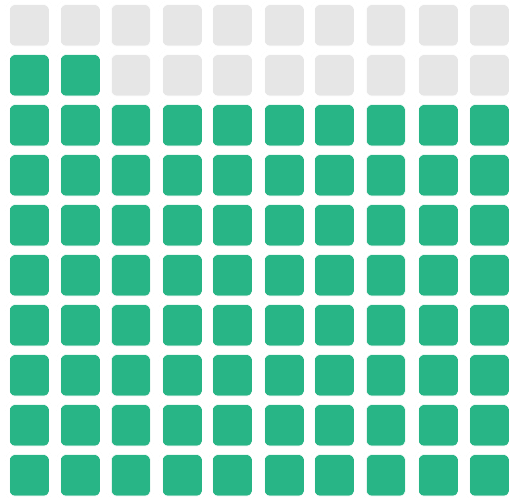
**Satisfaction  
with aspects  
of rail journey**

# Change in satisfaction levels since last report

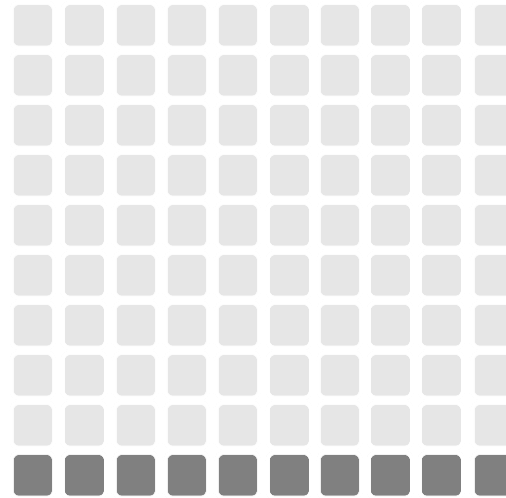


11 August 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The current satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the three surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 438 to 539, previous report from 451 to 609.

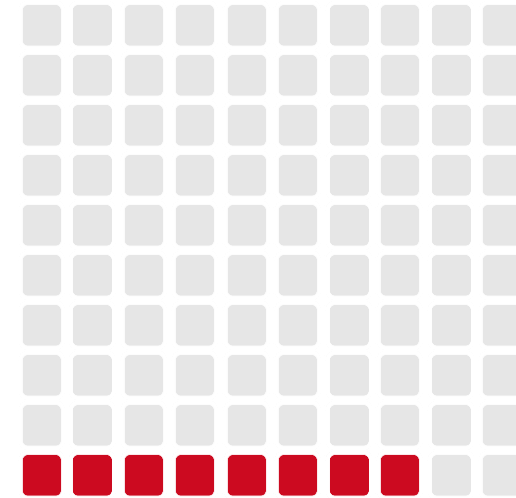
# Satisfaction with the train overall



82%  
satisfied



10%  
neither/nor

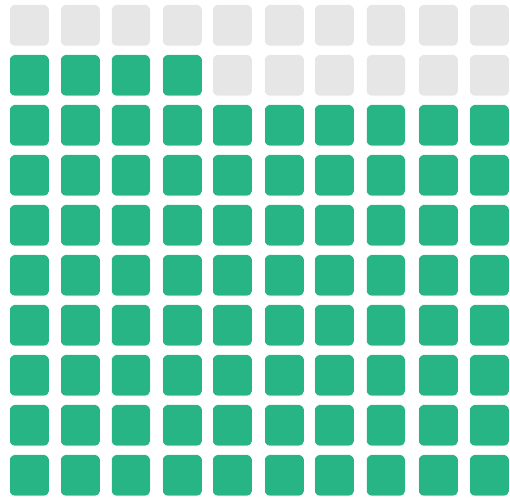


8%  
dissatisfied

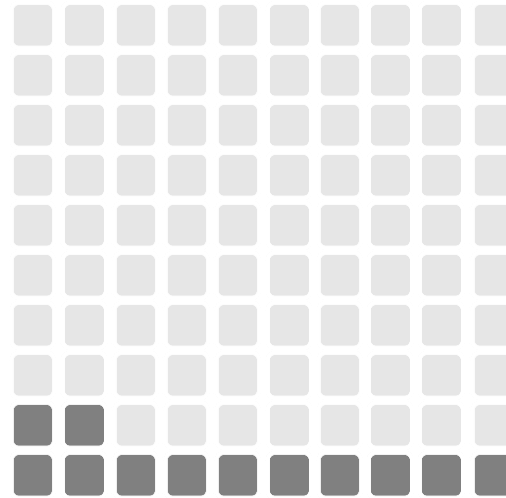


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 538; trend chart range from 251 to 341 per survey.

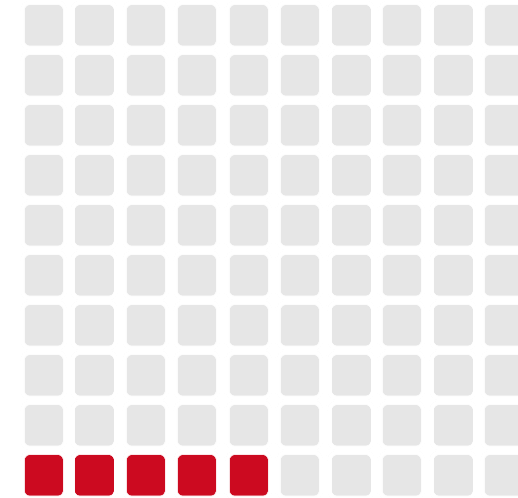
# Satisfaction with the station



84%  
satisfied



12%  
neither/nor



5%  
dissatisfied

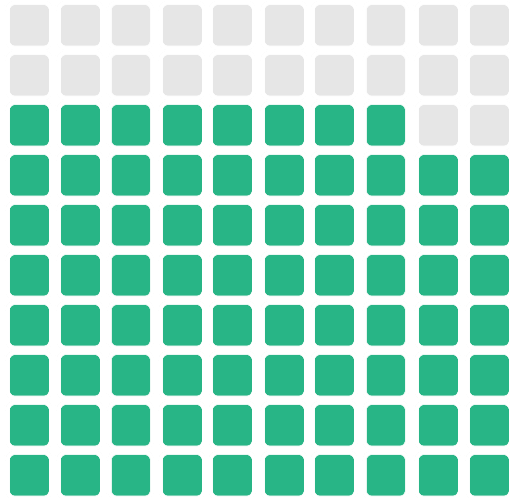


17-19 March 24-26 March 31 Mar-2 Apr 14-16 Apr 28-30 Apr 12-14 May 26-28 May 9-11 June 23-25 June 7-9 July 21-23 July 4-6 Aug

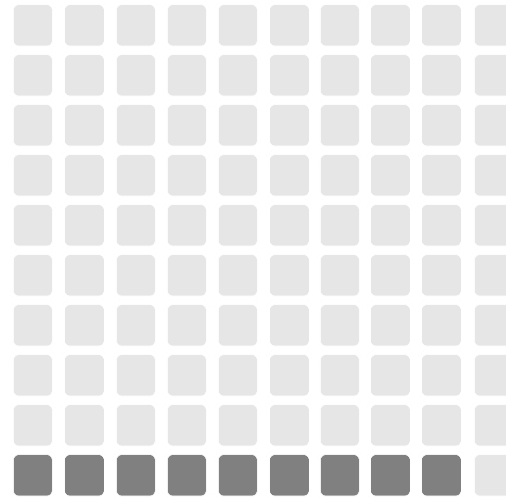
11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 539; trend chart range from 251 to 340 per survey.



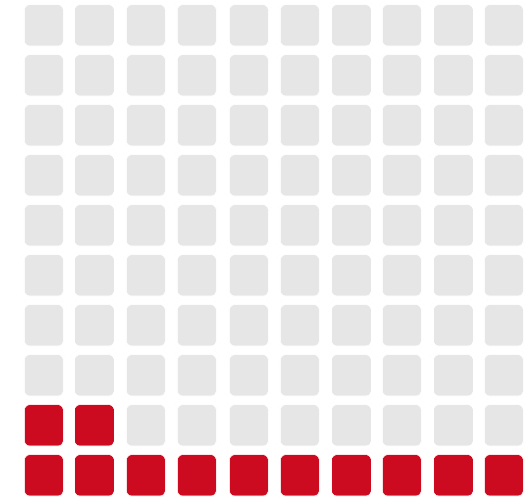
# Satisfaction with punctuality/reliability



78%  
satisfied



9%  
neither/nor



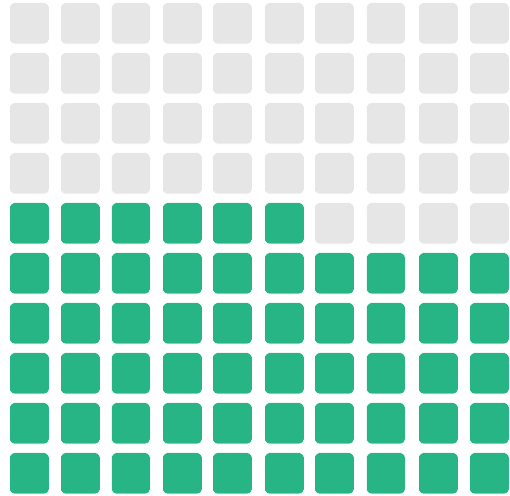
12%  
dissatisfied



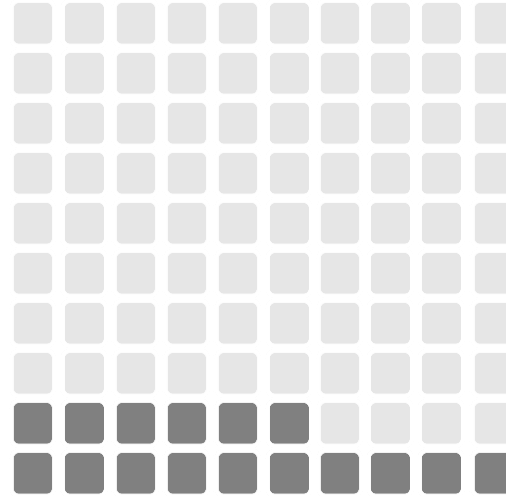
17-19 March 24-26 March 31 Mar-2 Apr 14-16 Apr 28-30 Apr 12-14 May 26-28 May 9-11 June 23-25 June 7-9 July 21-23 July 4-6 Aug

11 August 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 539; trend chart range from 250 to 340 per survey.

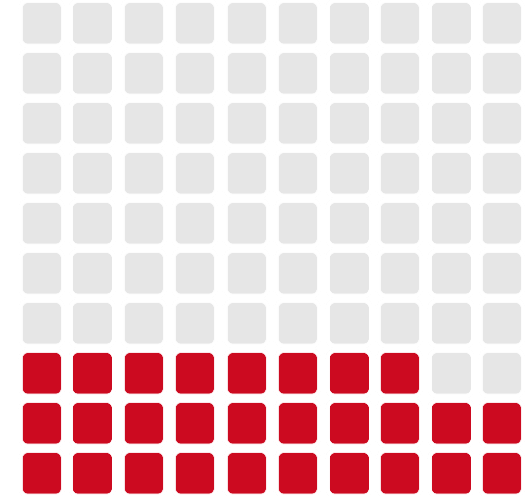
# Satisfaction with value for money



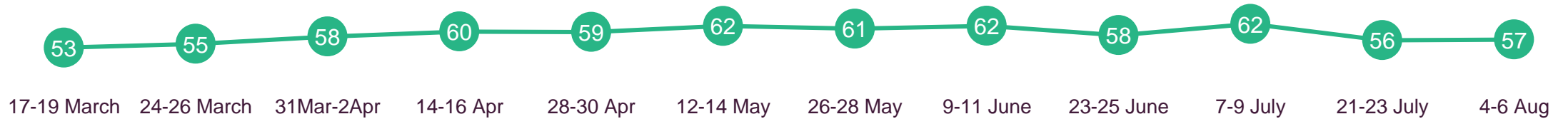
56%  
satisfied



16%  
neither/nor

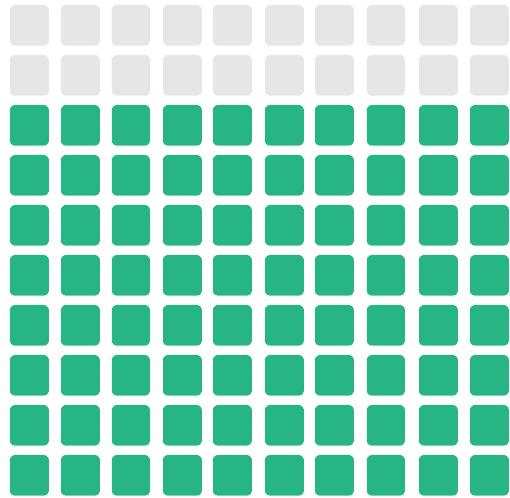


28%  
dissatisfied

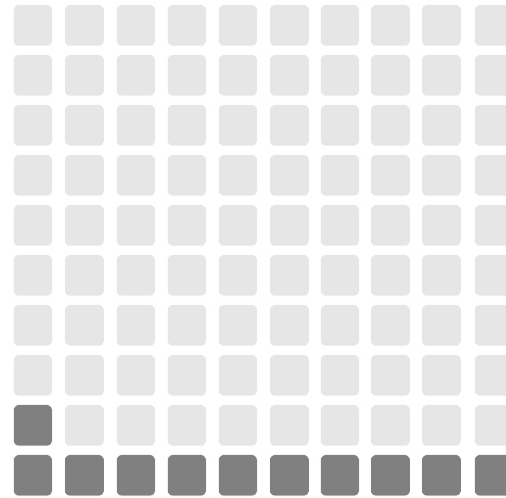


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 518; trend chart range from 238 to 334 per survey.

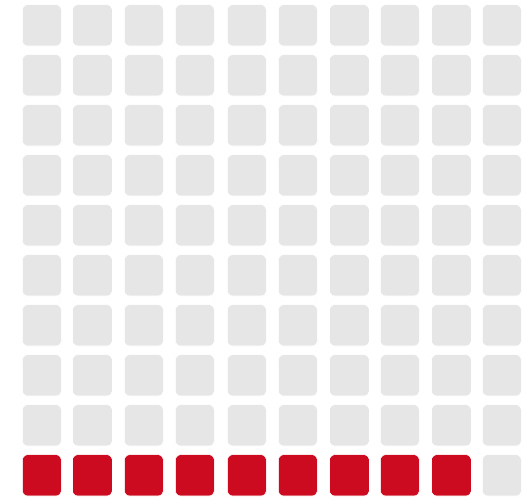
# Satisfaction with cleanliness of the inside of the train



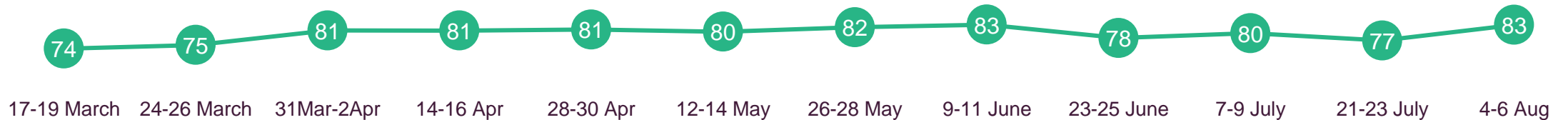
80%  
satisfied



11%  
neither/nor

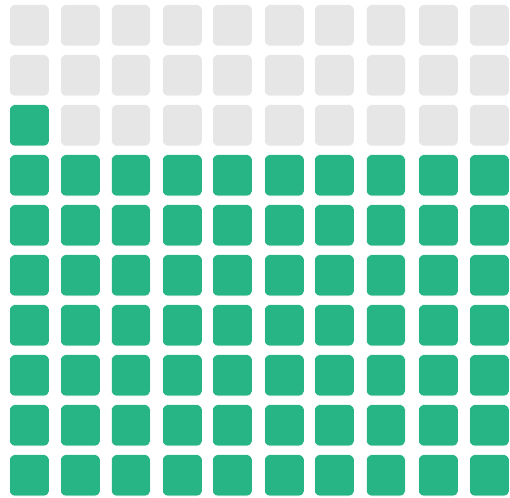


9%  
dissatisfied

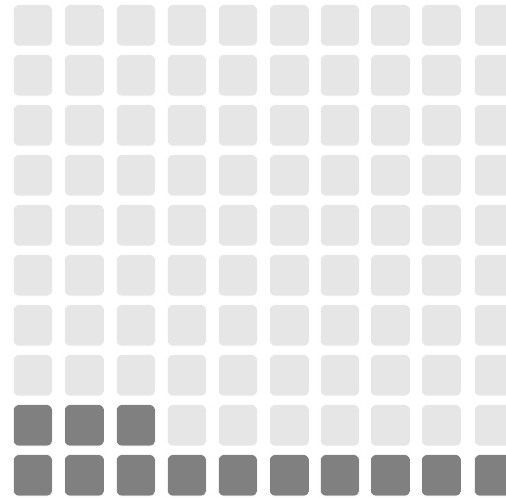


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 538; trend chart range from 251 to 341 per survey.

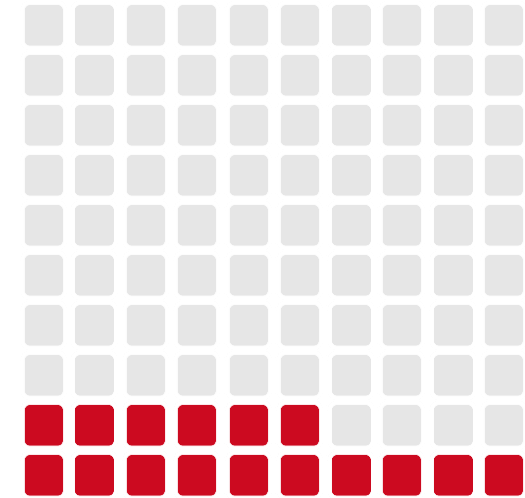
# Satisfaction with level of crowding



71%  
satisfied



13%  
neither/nor

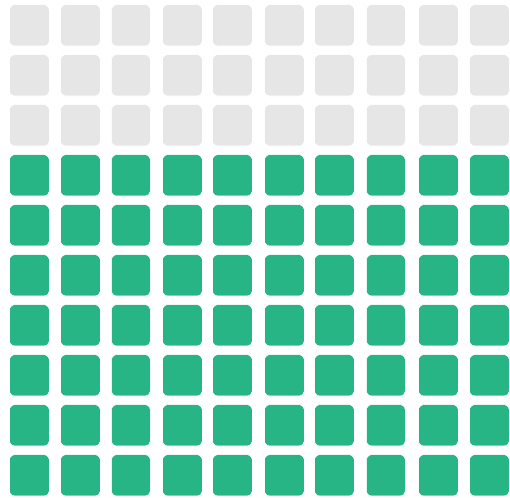


16%  
dissatisfied

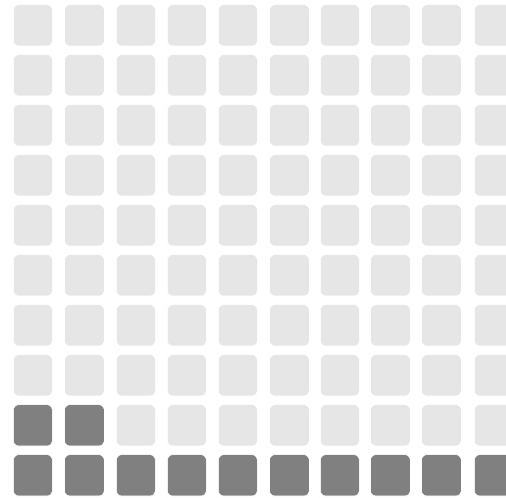


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 535; trend chart range from 251 to 339 per survey.

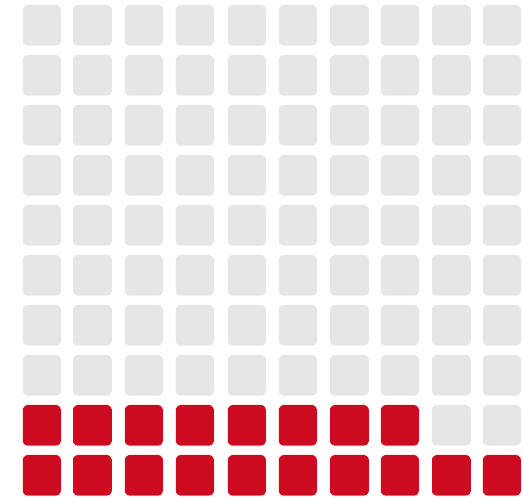
# Satisfaction with frequency of trains on that route



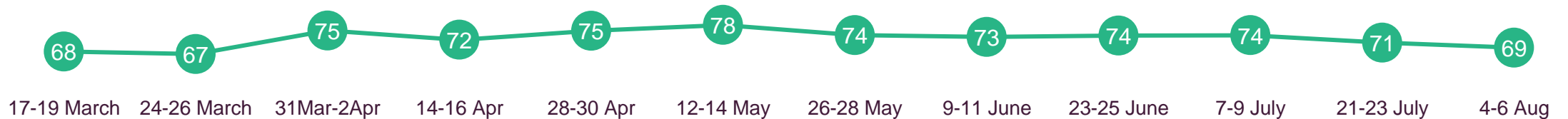
70%  
satisfied



12%  
neither/nor

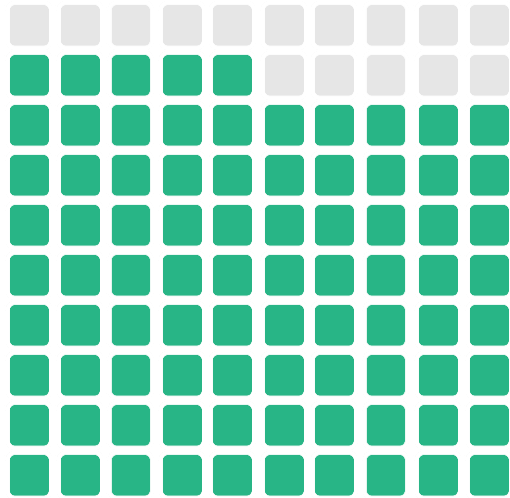


18%  
dissatisfied

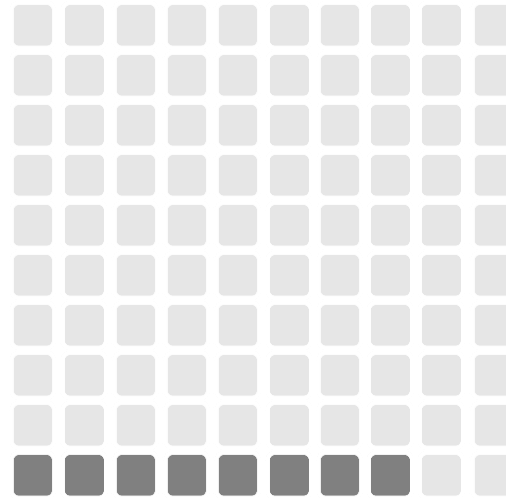


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 538; trend chart range from 251 to 339 per survey.

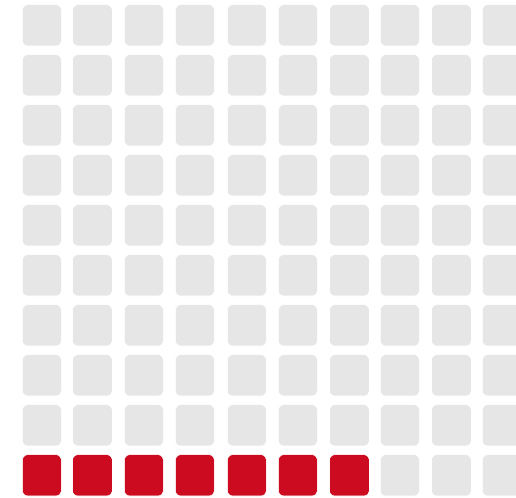
# Satisfaction with scheduled journey time



85%  
satisfied



8%  
neither/nor



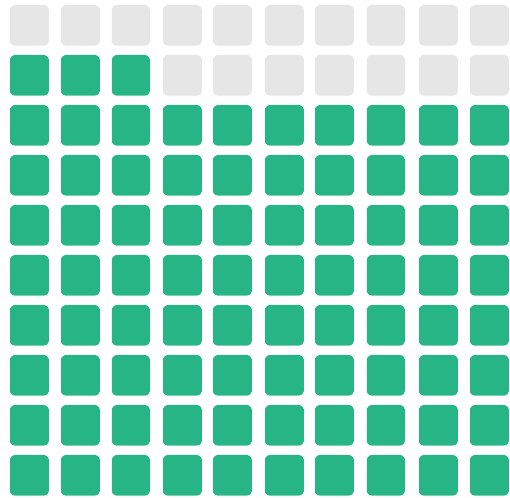
7%  
dissatisfied



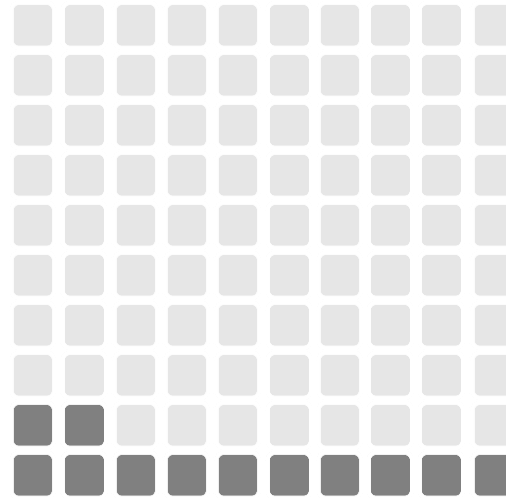
17-19 March 24-26 March 31 Mar-2 Apr 14-16 Apr 28-30 Apr 12-14 May 26-28 May 9-11 June 23-25 June 7-9 July 21-23 July 4-6 Aug

11 August 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 539; trend chart range from 251 to 340 per survey.

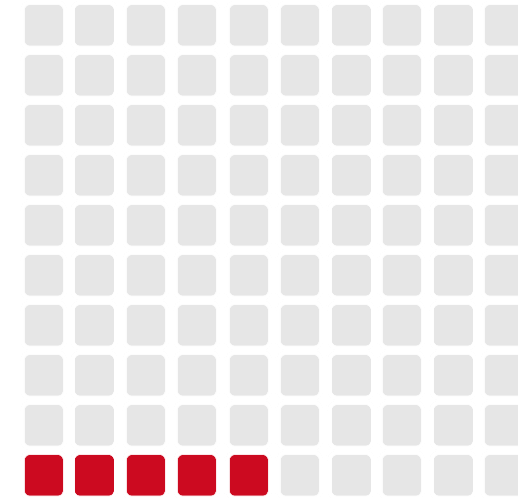
# Satisfaction with personal security



83%  
satisfied



12%  
neither/nor

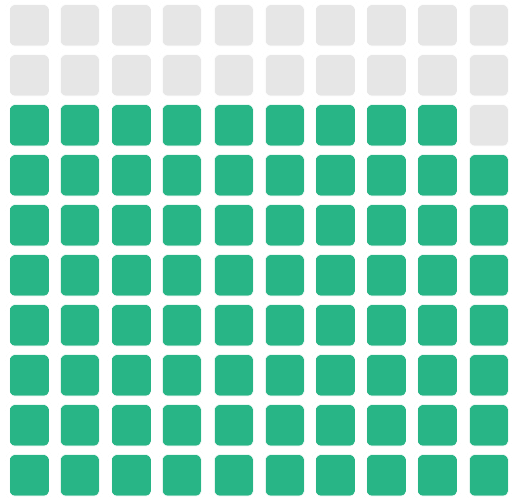


5%  
dissatisfied

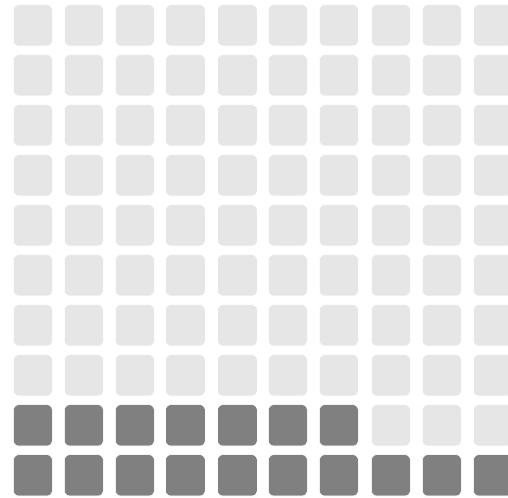


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 533; trend chart range from 249 to 338 per survey.

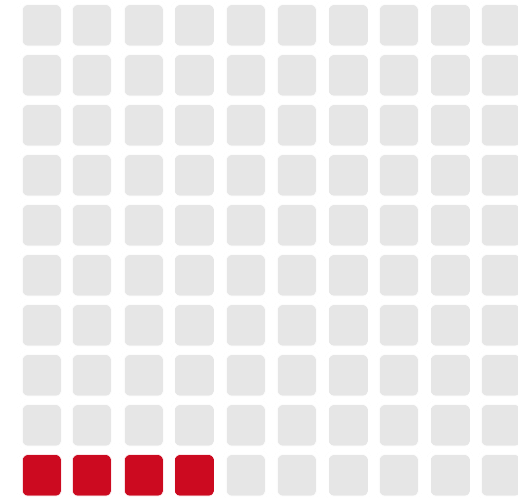
# Satisfaction with helpfulness and attitude of staff



79%  
satisfied



17%  
neither/nor



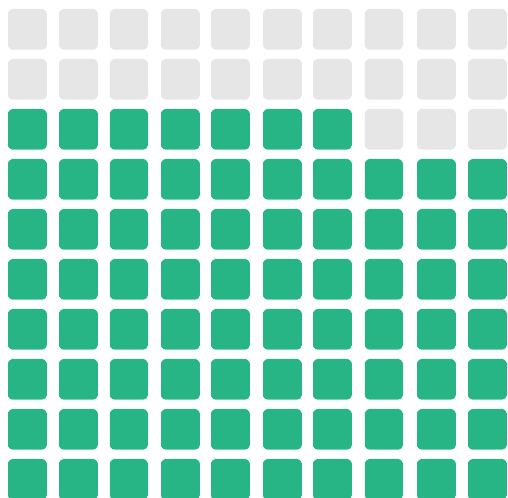
4%  
dissatisfied



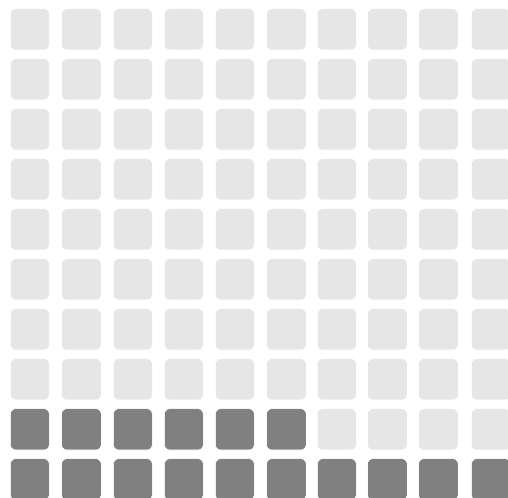
11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 438; trend chart range from 208 to 290 per survey.



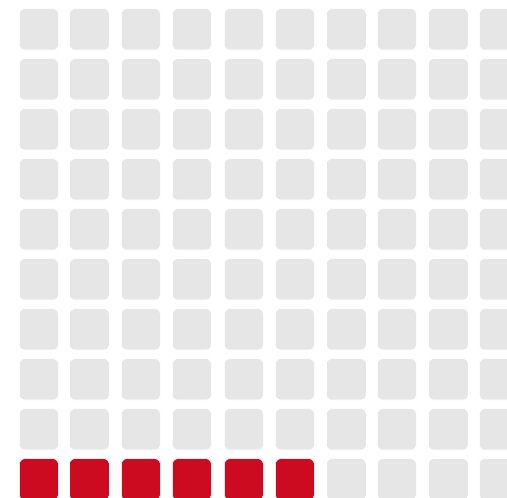
# Satisfaction with information provided during the journey



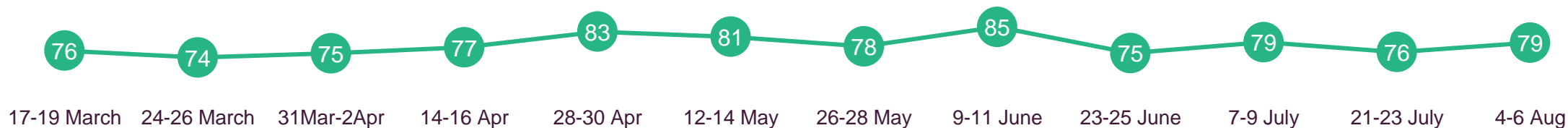
77%  
satisfied



16%  
neither/nor

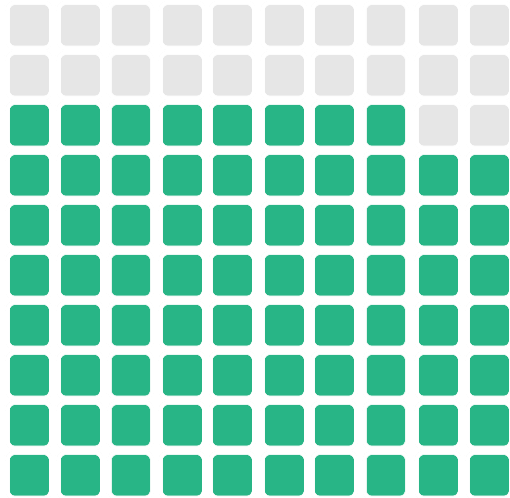


6%  
dissatisfied

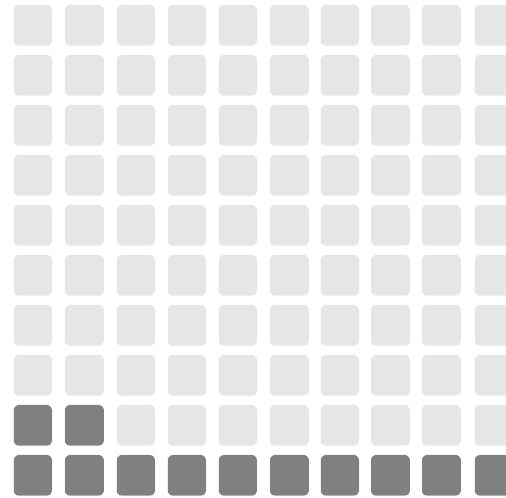


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 513; trend chart range from 240 to 324 per survey.

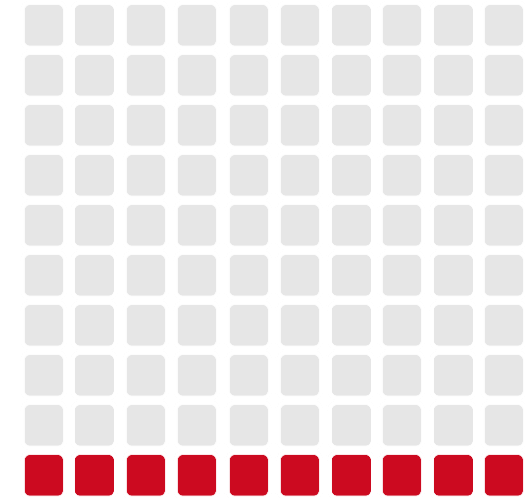
# Satisfaction with comfort of the seats



78%  
satisfied



12%  
neither/nor

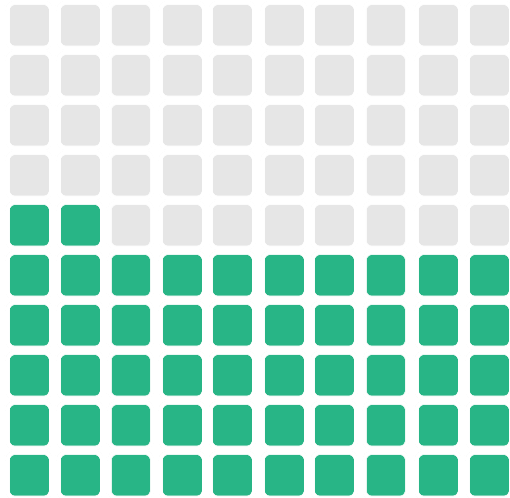


10%  
dissatisfied

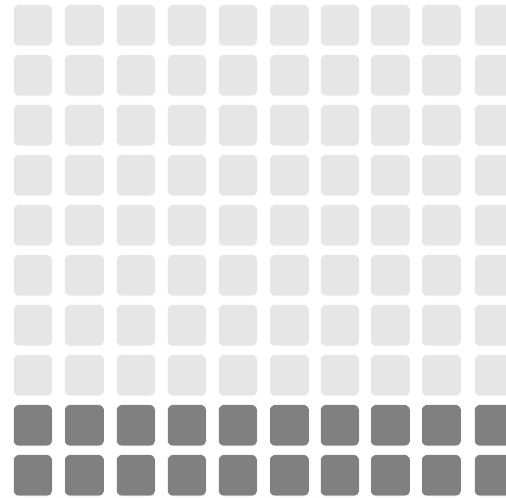


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 530; trend chart range from 244 to 337 per survey

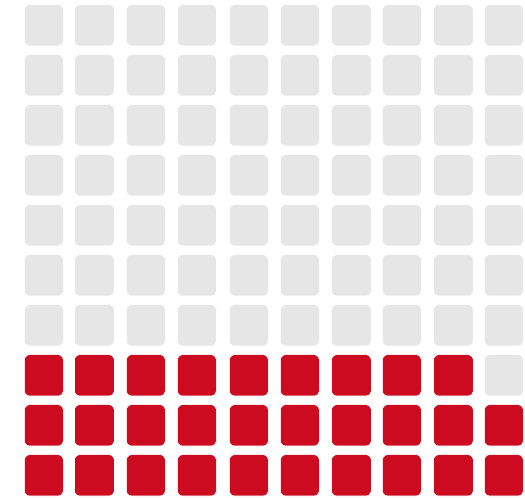
# Satisfaction with reliability of the internet



52%  
satisfied



20%  
neither/nor



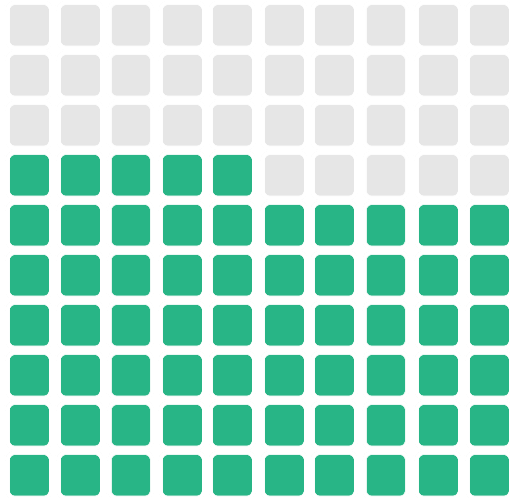
29%  
dissatisfied



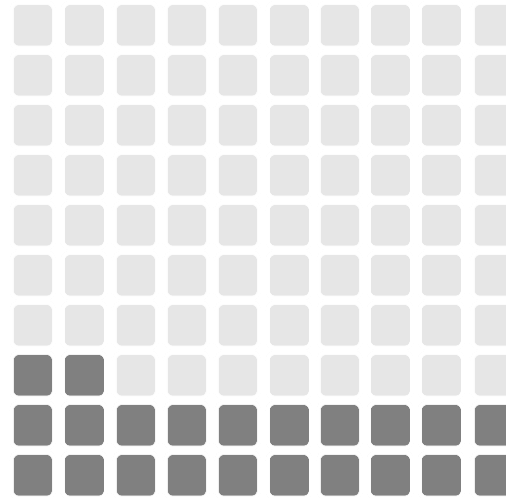
17-19 March 24-26 March 31 Mar-2 Apr 14-16 Apr 28-30 Apr 12-14 May 26-28 May 9-11 June 23-25 June 7-9 July 21-23 July 4-6 Aug

11 August 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 399; trend chart range from 183 to 253 per survey

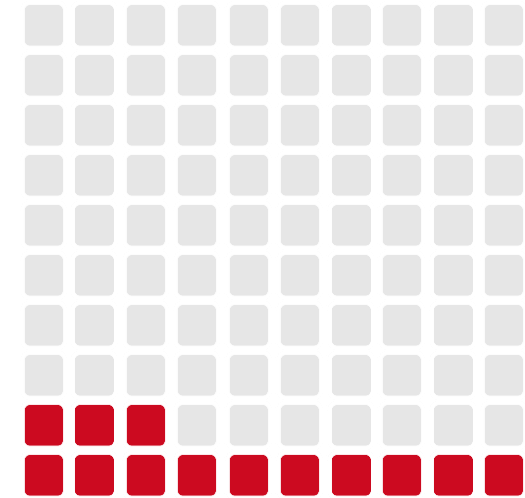
# Satisfaction with information on how busy the train was before travelling



65%  
satisfied



22%  
neither/nor

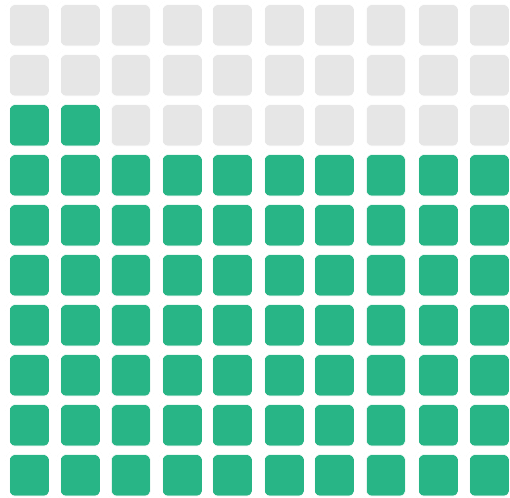


13%  
dissatisfied

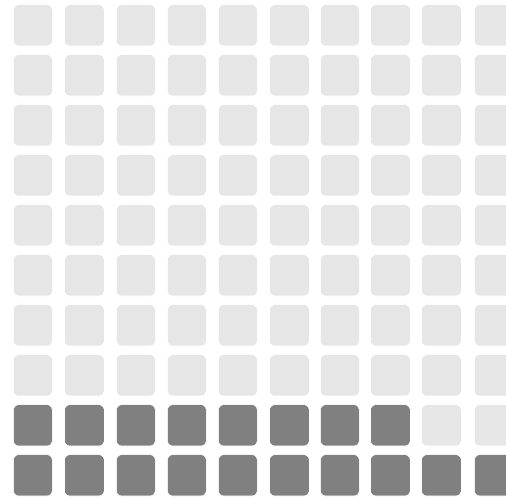


11 August 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 447; trend chart range from 214 to 297 per survey.

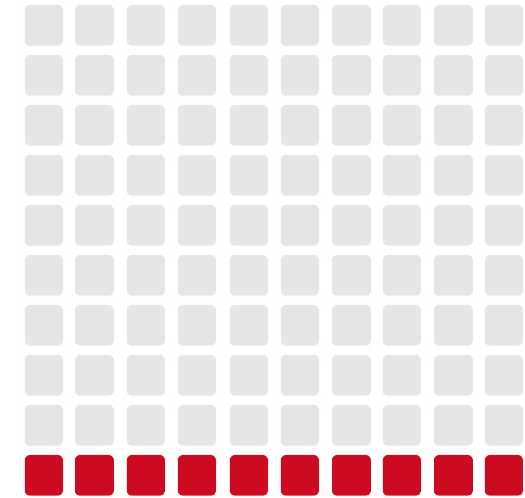
# Satisfaction with other passengers' behaviour



72%  
satisfied



18%  
neither/nor



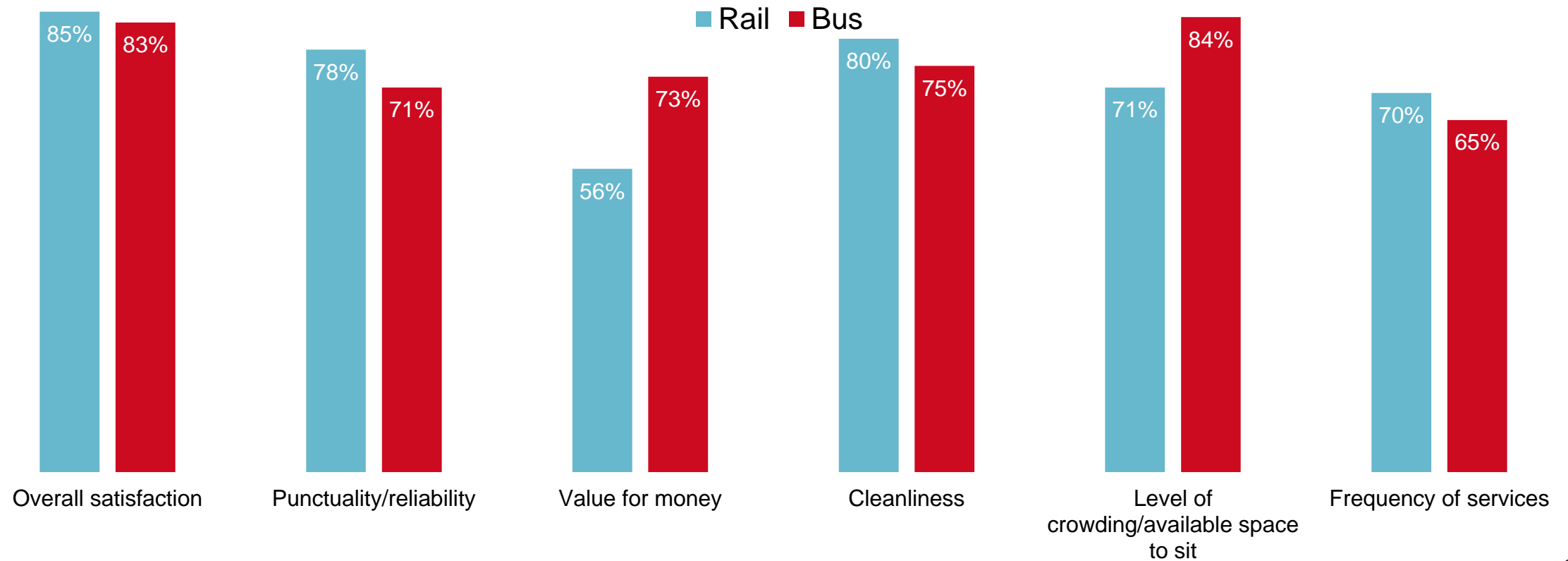
10%  
dissatisfied



11 August 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 537 trend chart range from 250 to 340 per survey.

# Rail to bus comparison

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



11 August 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 516 to 539; bus base sizes from 559 to 657.

# 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 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
Wave 85	21-23 July	268
Wave 86	4-6 August	271

# 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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