

1 December
2023

Edition 21

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.

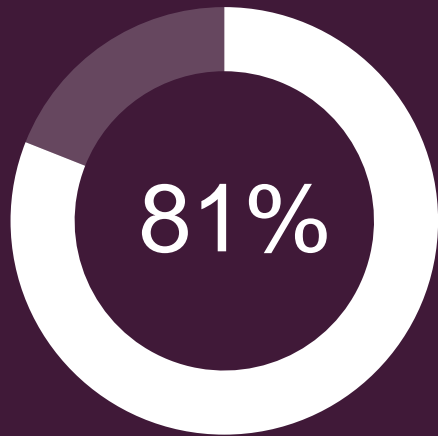
For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

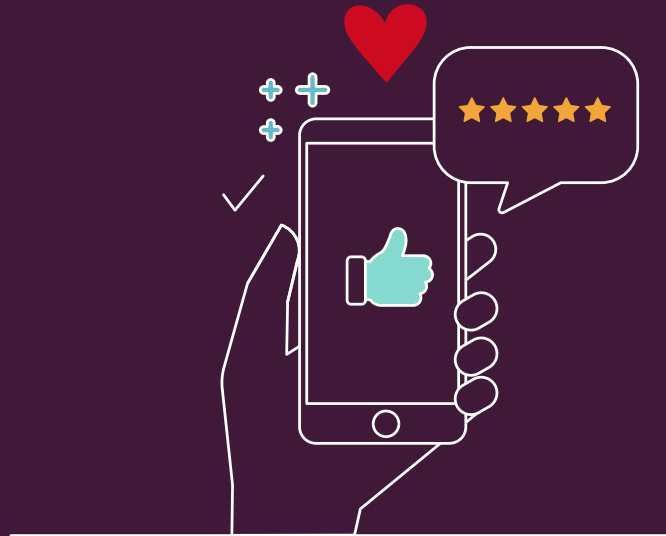
We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 30.

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



81 per cent of rail passengers were satisfied with their journey overall.



Overall satisfaction with the journey is down from 88 per cent in the previous report to 81 per cent this report. This is one of the lowest scores since the survey began in September 2021.

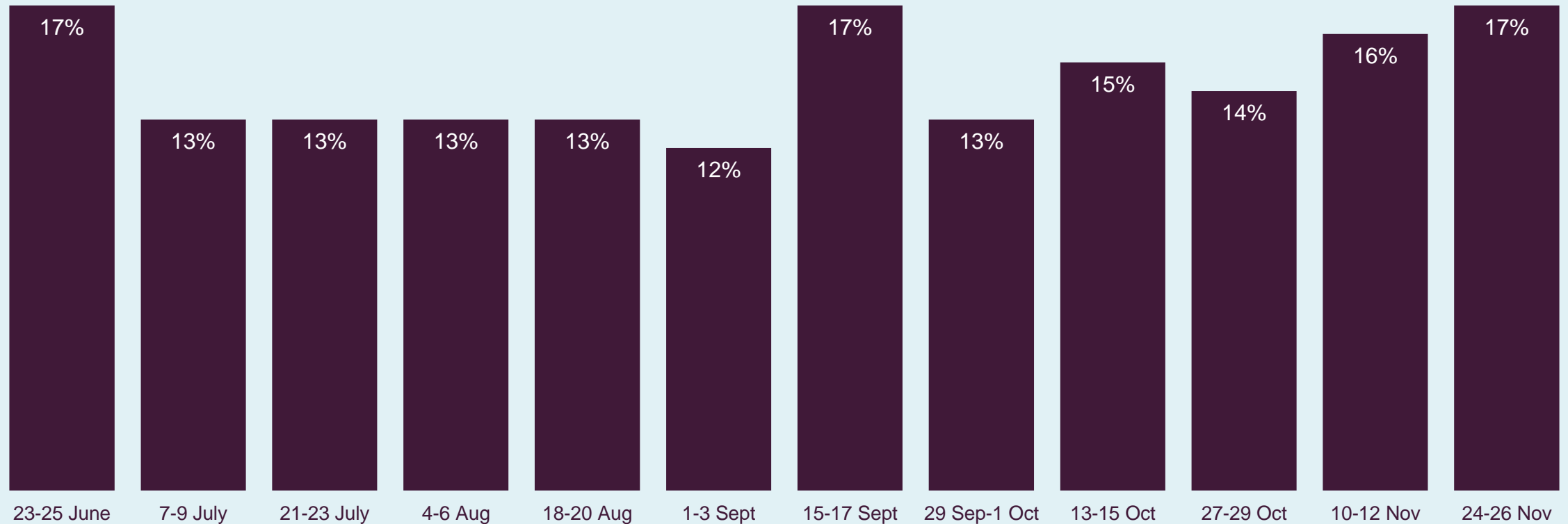


Satisfaction with frequency of trains is down from 76 per cent in the last report to 68 per cent this report.

Rail usage levels



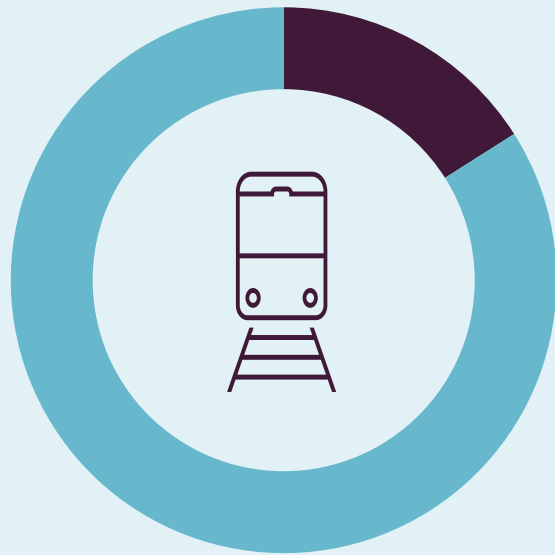
Proportion using rail in last seven days over time



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

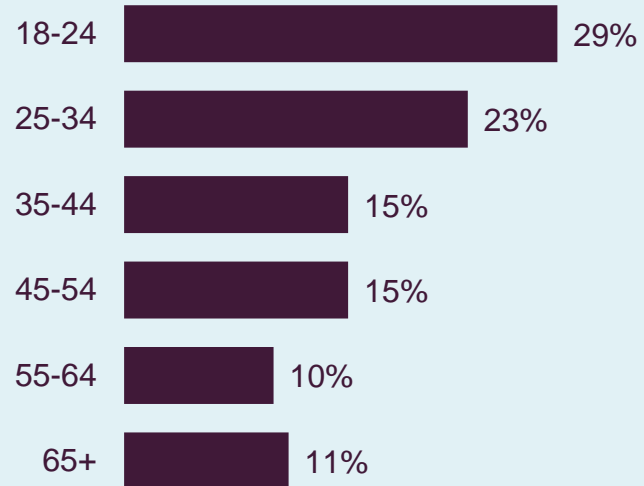
Proportion using rail in the last seven days

All Great Britain



16%

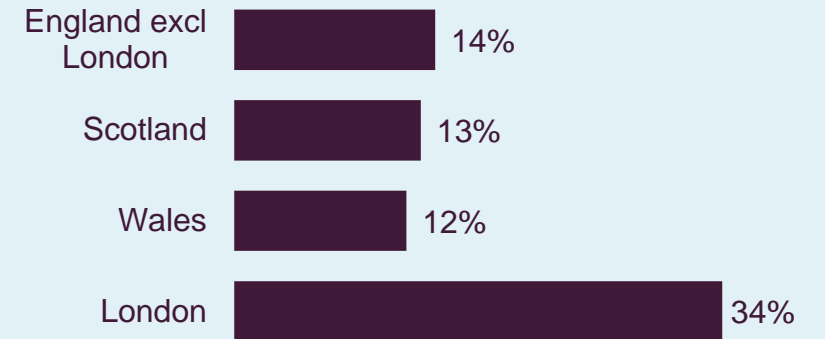
Age



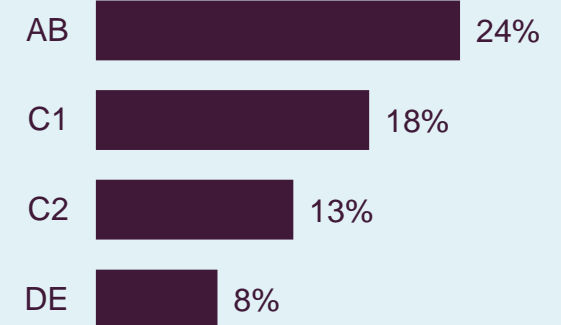
Gender



Region



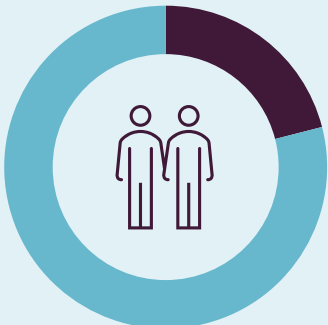
Social grade



Main purpose of rail journey



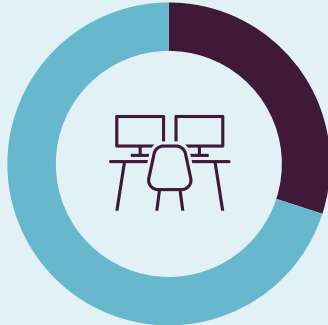
Leisure/eating out/
non-essential shopping
29%



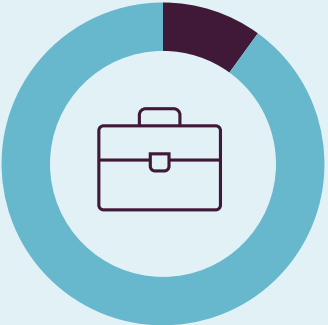
Friends/family
21%



Essential shopping
3%



Commuting
30%



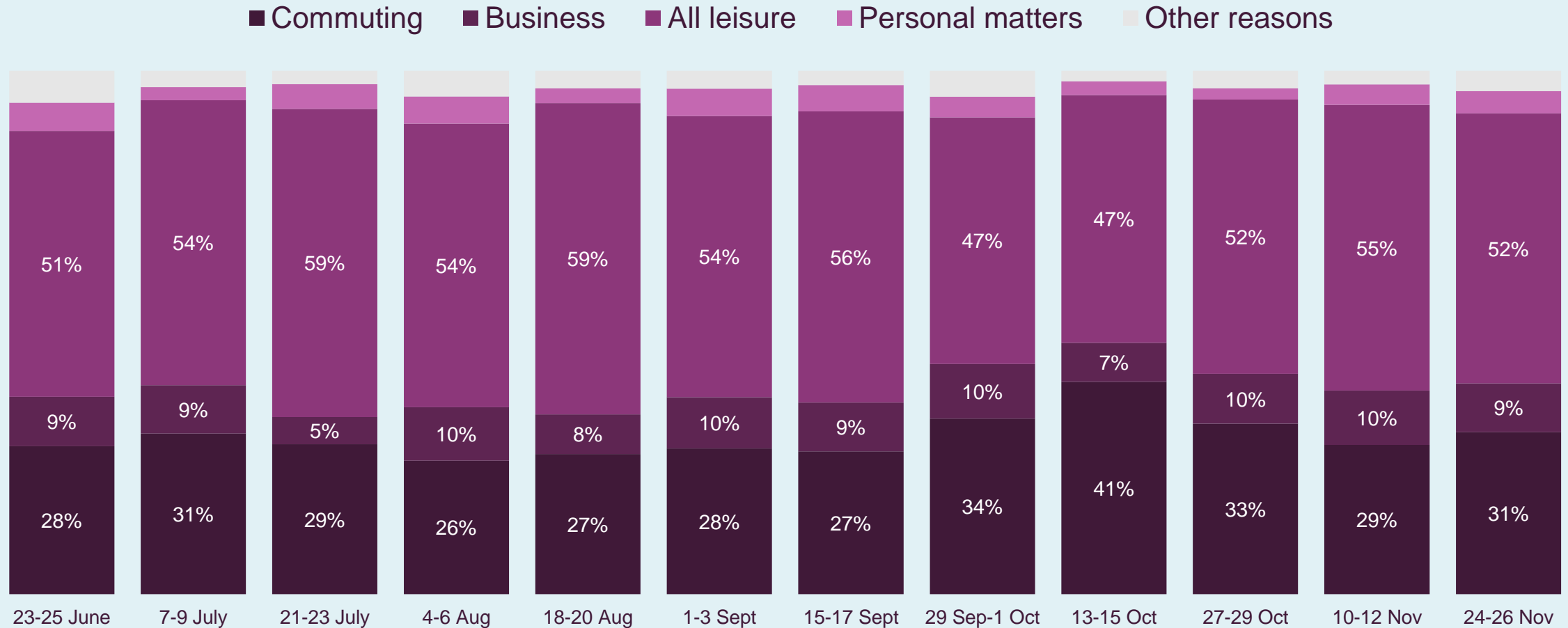
Work travel
10%



Personal matters
4%

1 December 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 - 659. 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

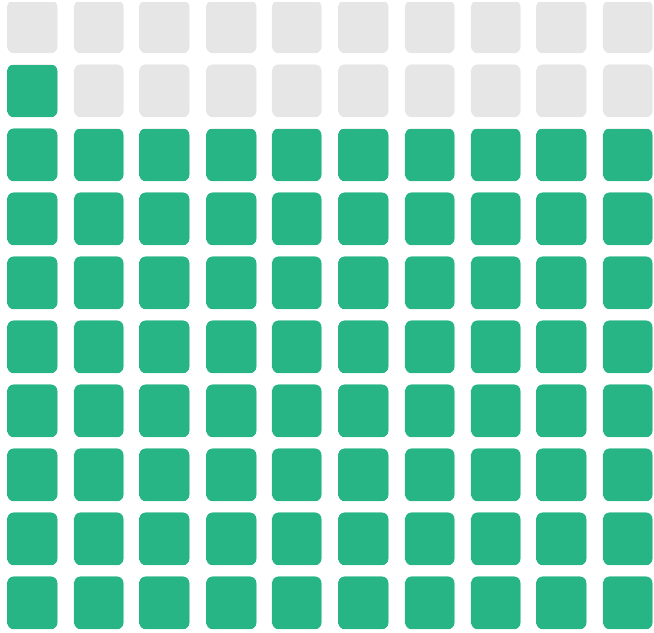


1 December 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 293 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

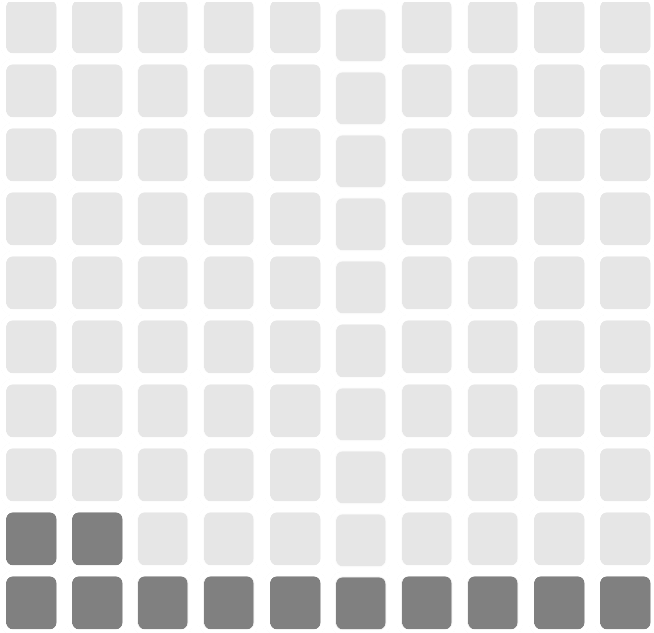
Rail satisfaction



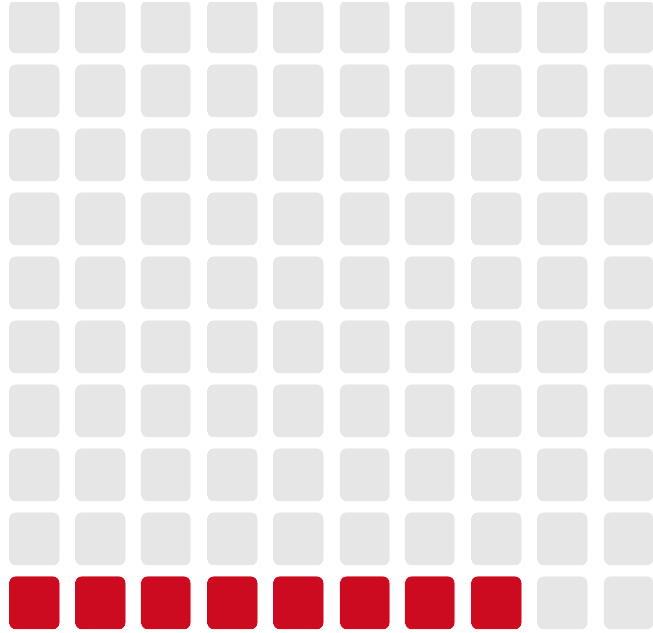
Overall satisfaction with rail journey



81%
satisfied



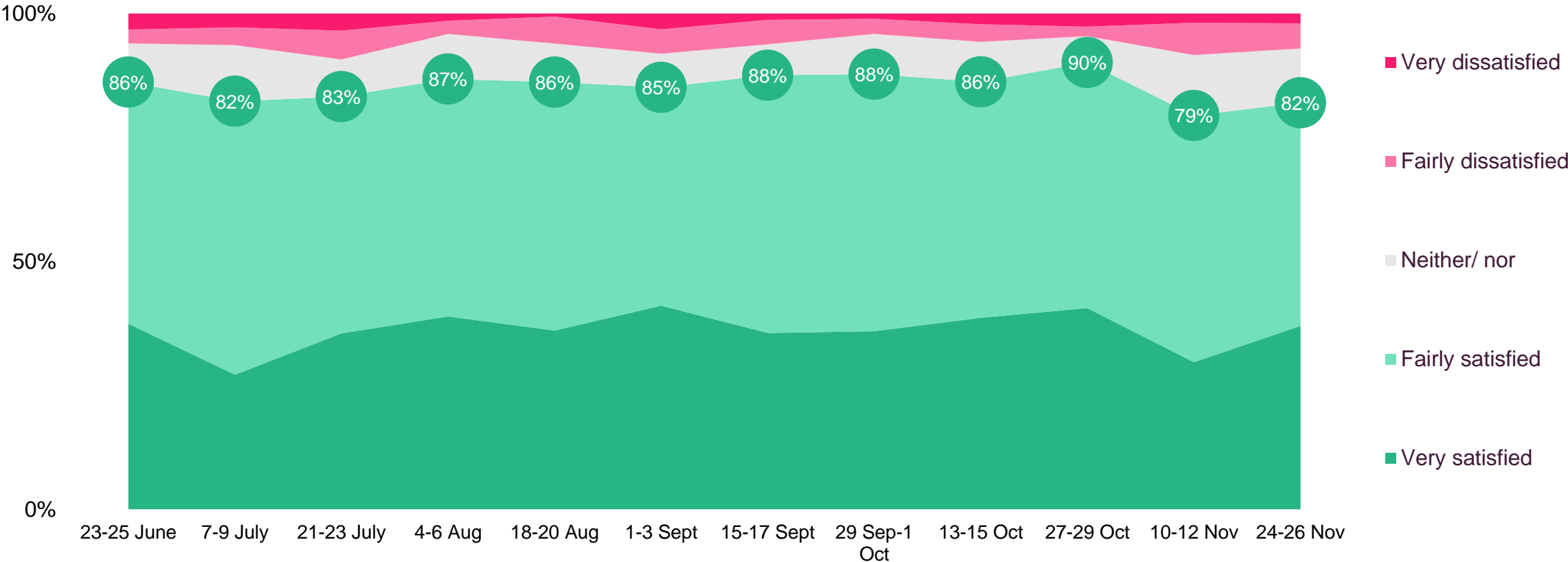
12%
neither/nor



8%
dissatisfied

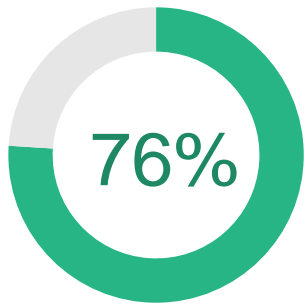
1 December 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 662.

Overall satisfaction with rail journey

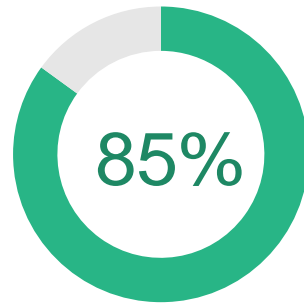


1 December 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 251 to 341

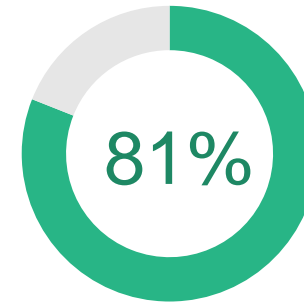
Overall satisfaction by journey purpose, gender and age



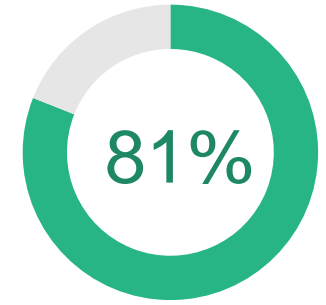
Commute



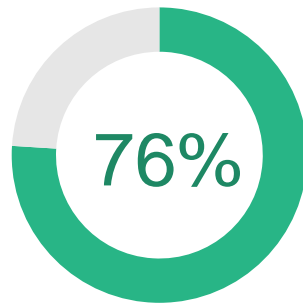
All leisure



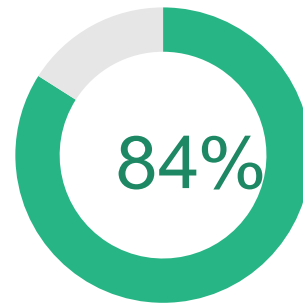
Men



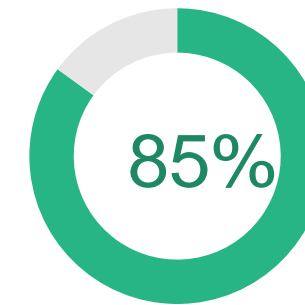
Women



Aged 18-34



Aged 35-54

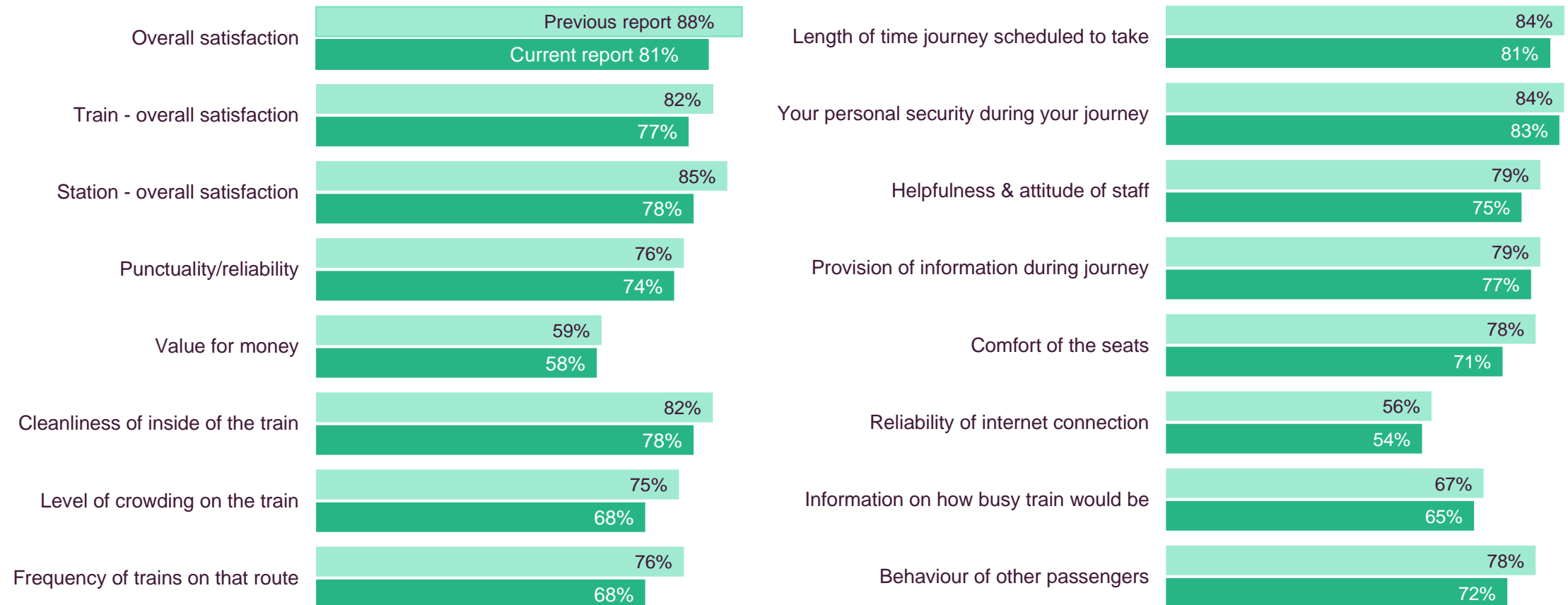


Aged 55 and over

1 December 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 16 and 375 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

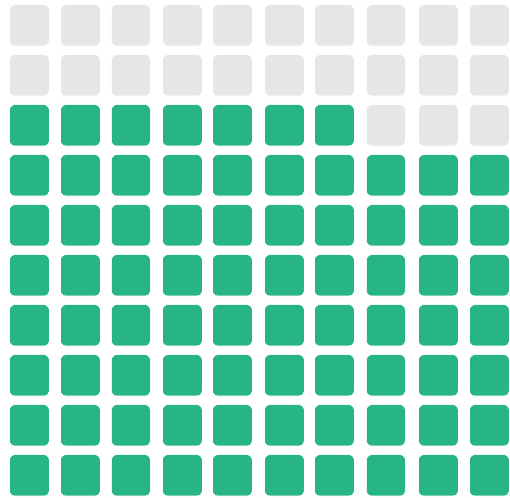
Satisfaction with aspects of rail journey

Change in satisfaction levels since last report

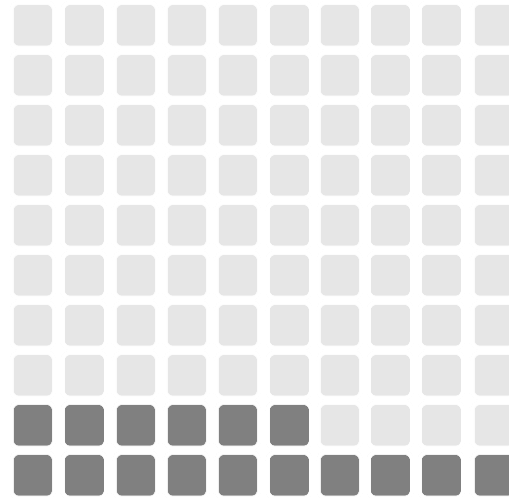


1 December 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The current satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the three surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 487 to 662, previous report from 461 to 597.

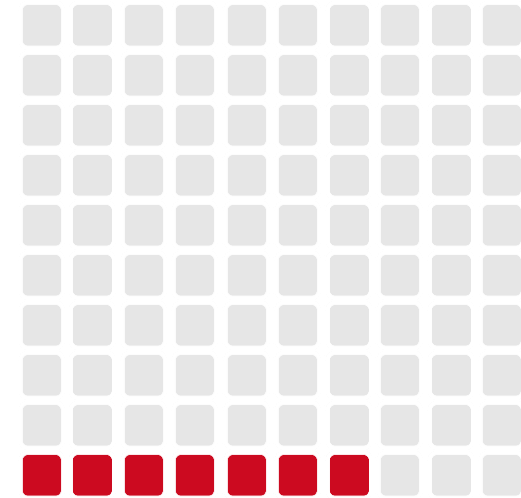
Satisfaction with the train overall



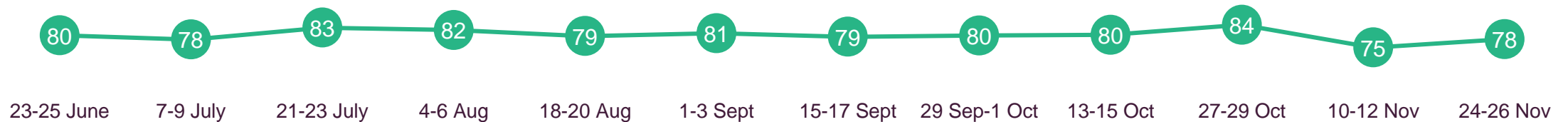
77%
satisfied



16%
neither/nor

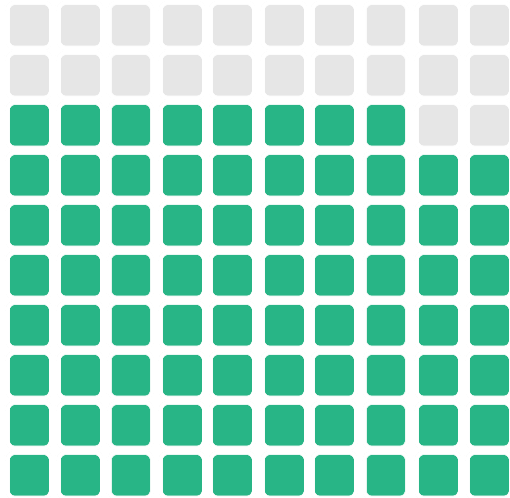


7%
dissatisfied

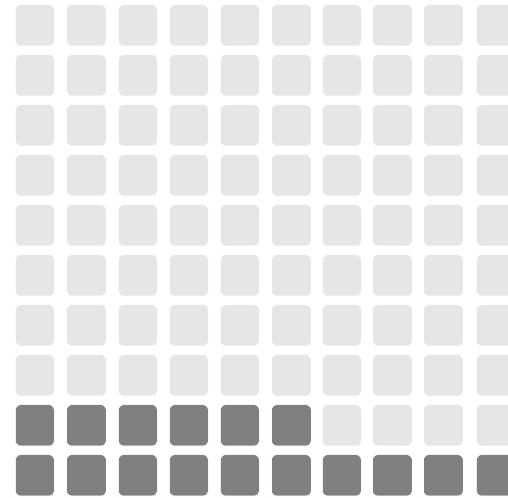


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 661; trend chart range from 250 to 341 per survey.

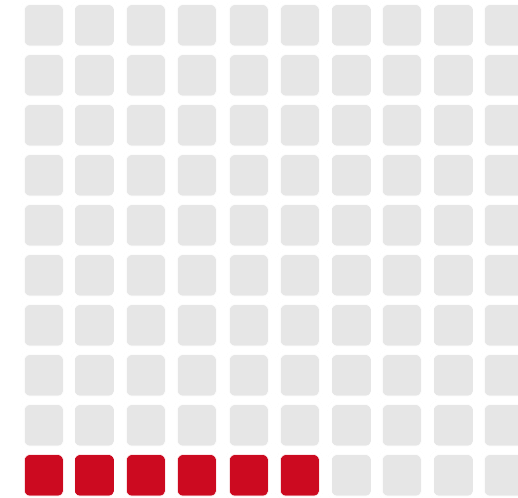
Satisfaction with the station



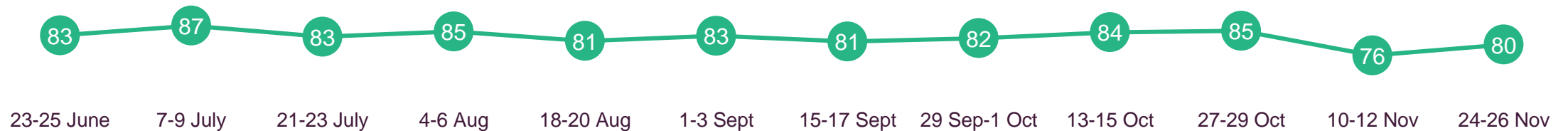
78%
satisfied



16%
neither/nor

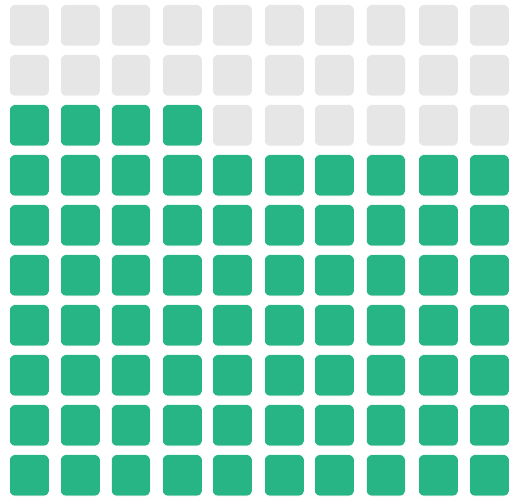


6%
dissatisfied

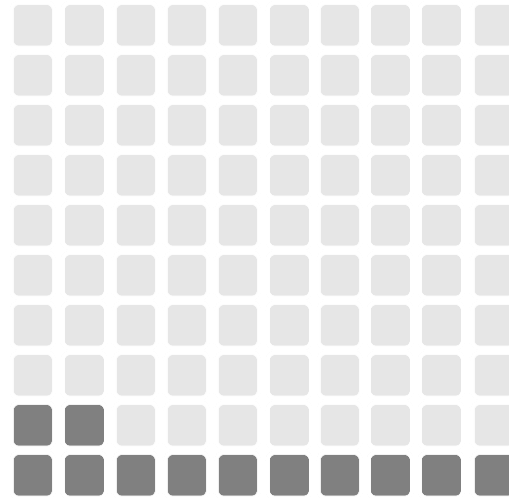


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 662; trend chart range from 250 to 340 per survey.

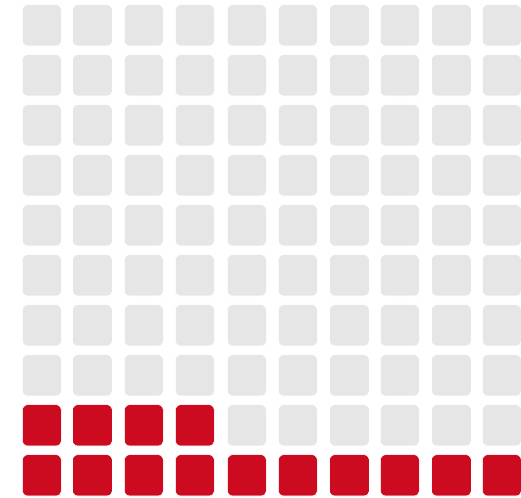
Satisfaction with punctuality/reliability



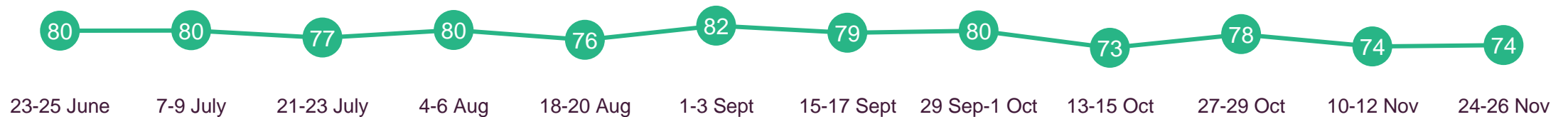
74%
satisfied



12%
neither/nor

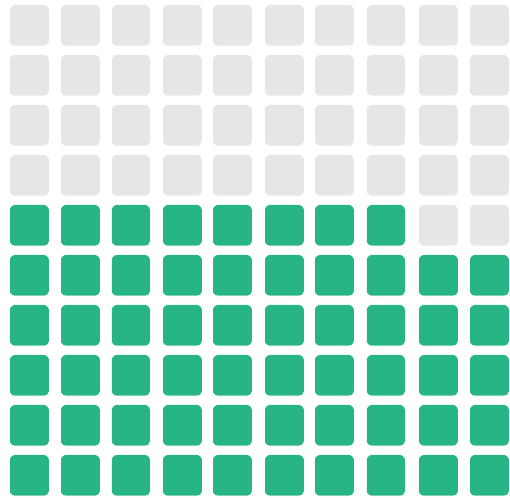


14%
dissatisfied

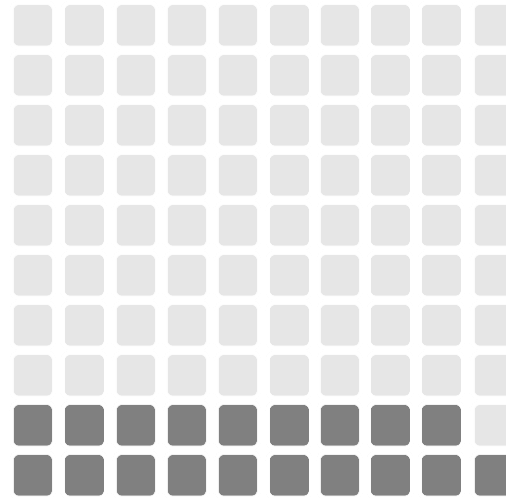


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 660; trend chart range from 251 to 340 per survey.

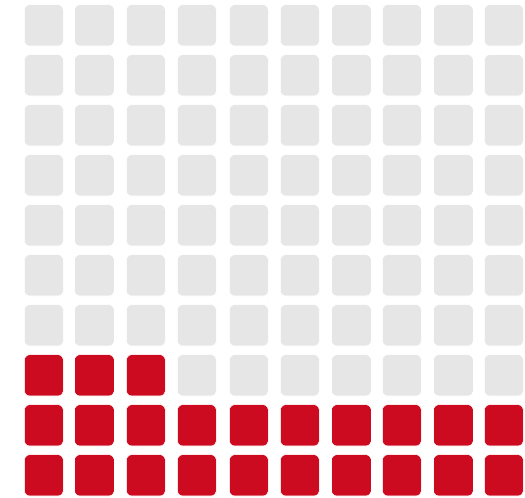
Satisfaction with value for money



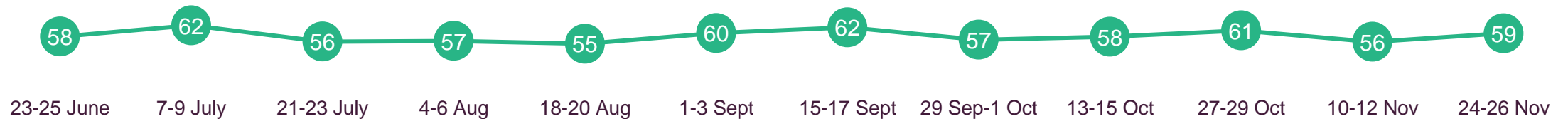
58%
satisfied



19%
neither/nor

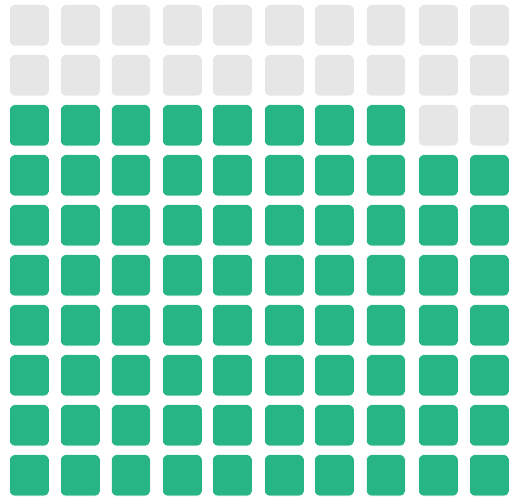


23%
dissatisfied

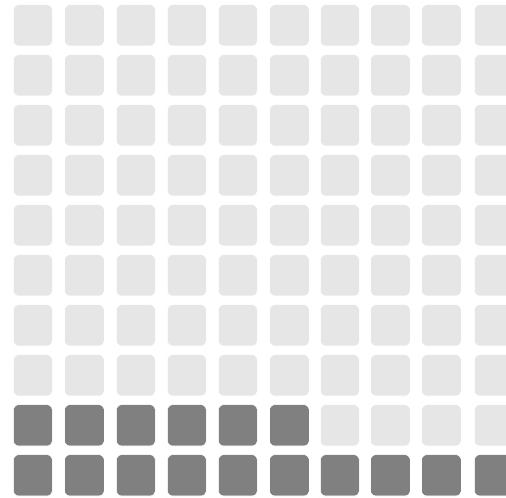


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 639; trend chart range from 245 to 334 per survey.

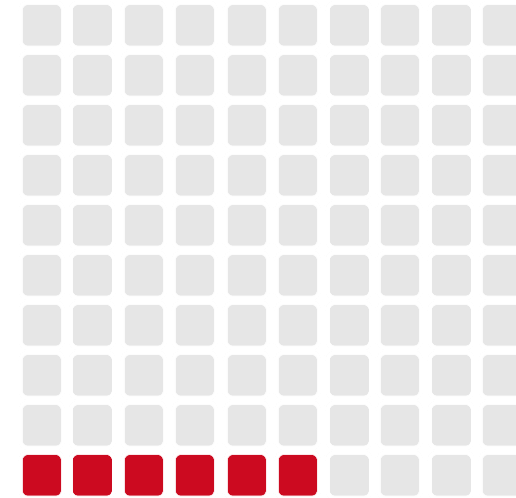
Satisfaction with cleanliness of the inside of the train



78%
satisfied



16%
neither/nor

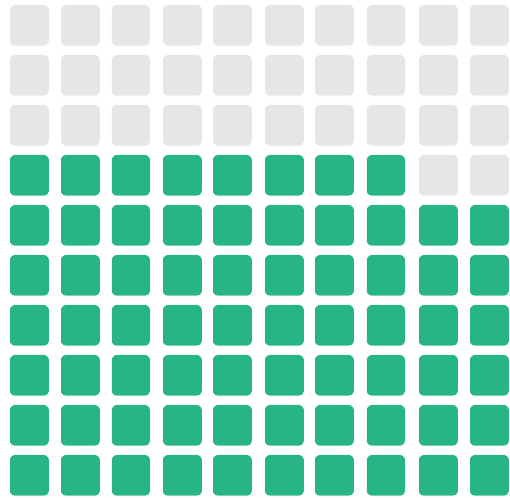


6%
dissatisfied

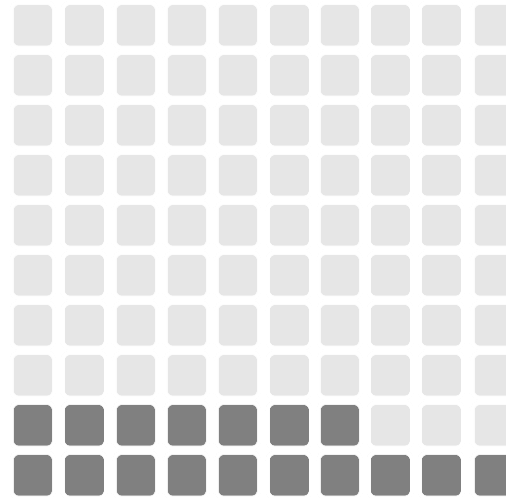


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 661; trend chart range from 250 to 341 per survey.

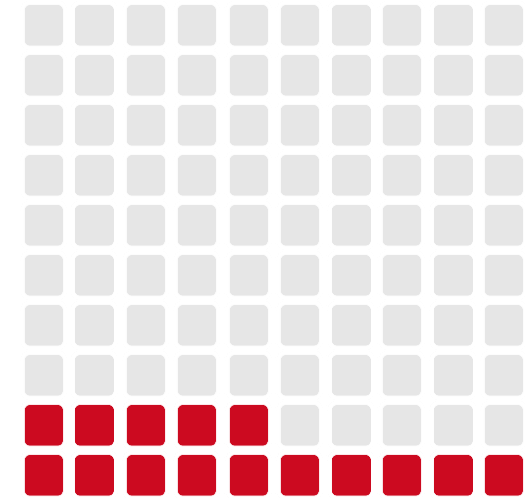
Satisfaction with level of crowding



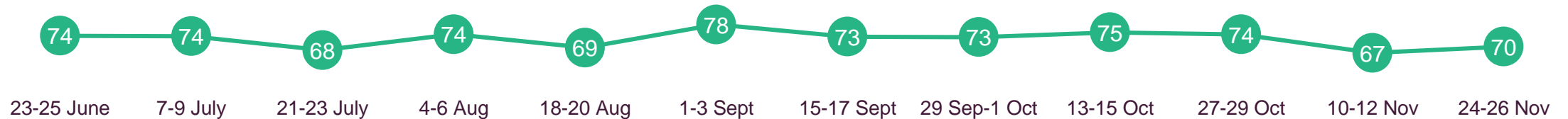
68%
satisfied



17%
neither/nor

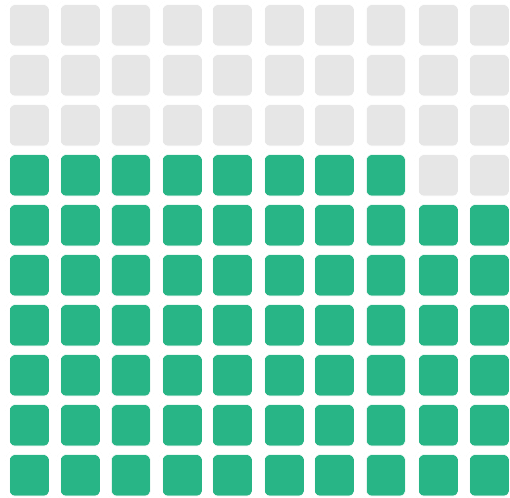


15%
dissatisfied

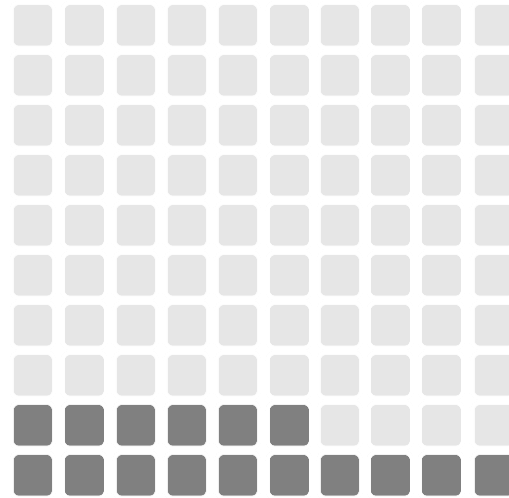


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 658; trend chart range from 251 to 339 per survey.

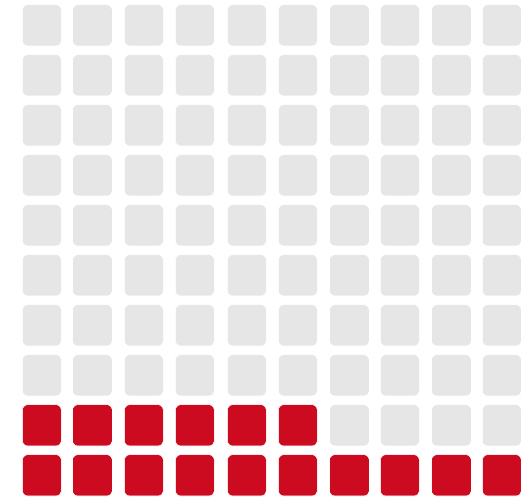
Satisfaction with frequency of trains on that route



68%
satisfied



16%
neither/nor

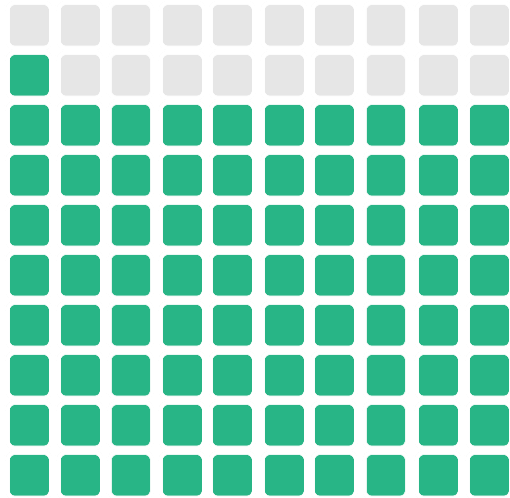


16%
dissatisfied

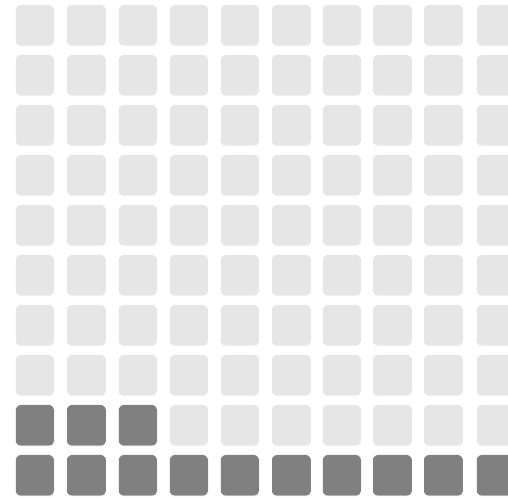


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 657; trend chart range from 251 to 339 per survey.

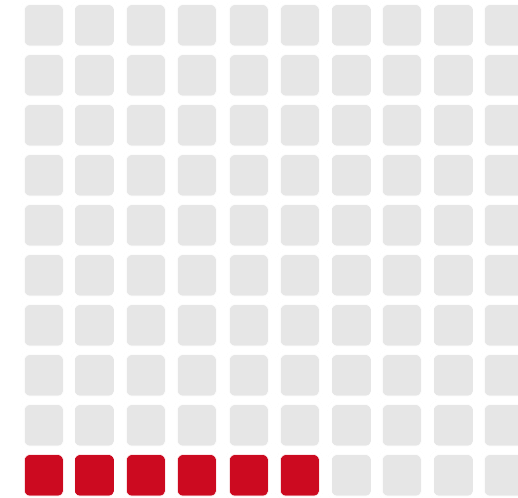
Satisfaction with scheduled journey time



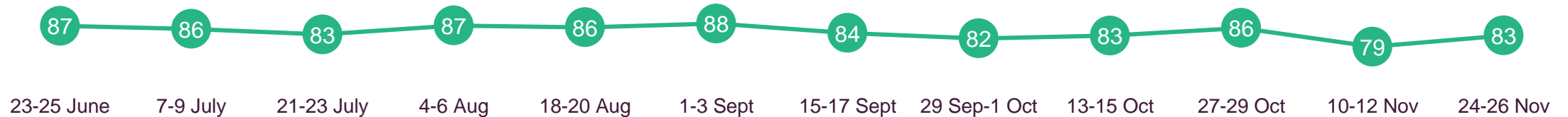
81%
satisfied



13%
neither/nor

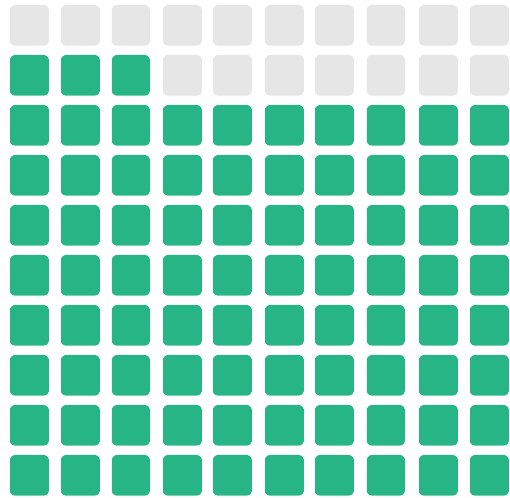


6%
dissatisfied

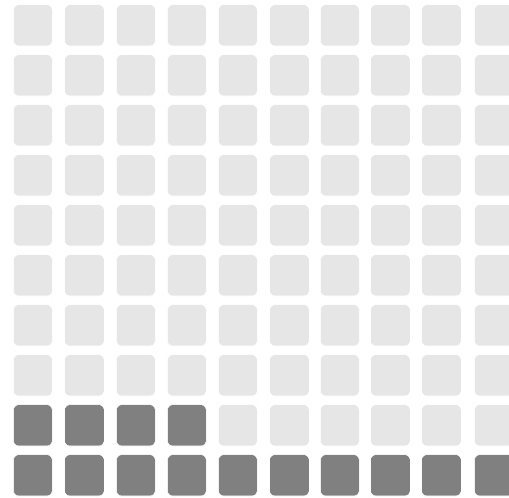


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 662; trend chart range from 251 to 340 per survey.

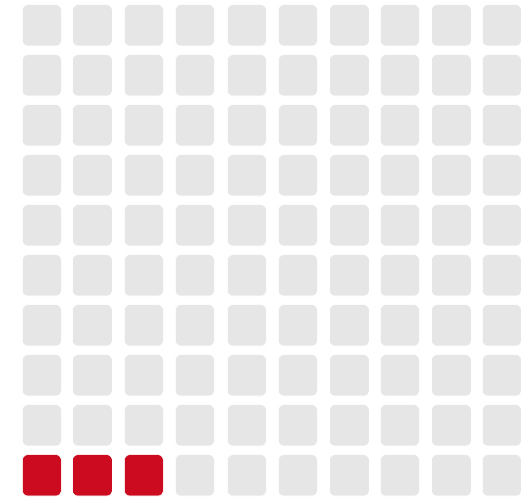
Satisfaction with personal security



83%
satisfied



14%
neither/nor

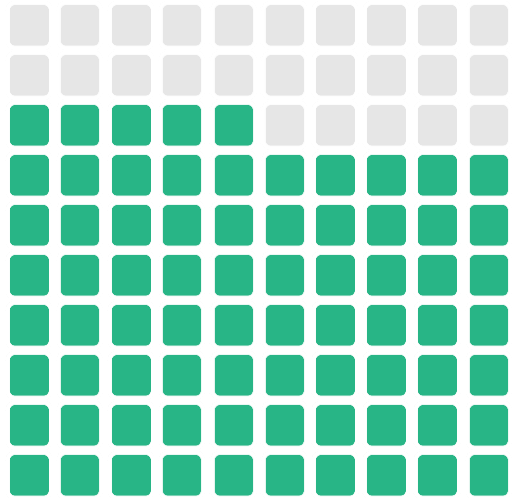


3%
dissatisfied

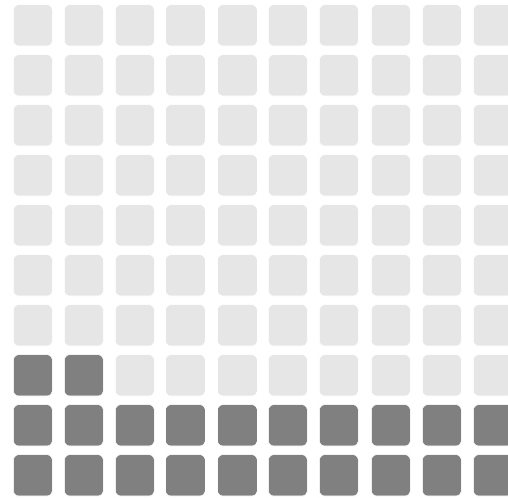


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 659; trend chart range from 249 to 338 per survey.

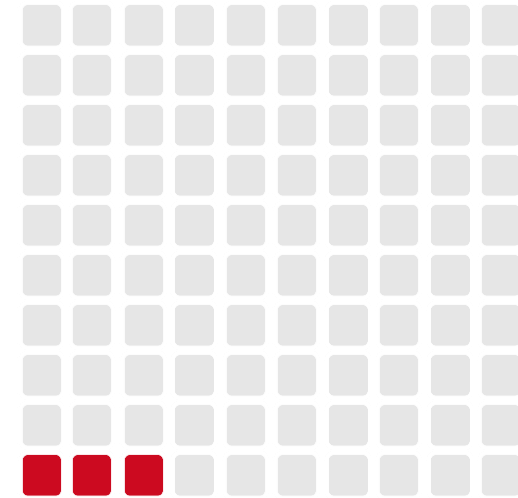
Satisfaction with helpfulness and attitude of staff



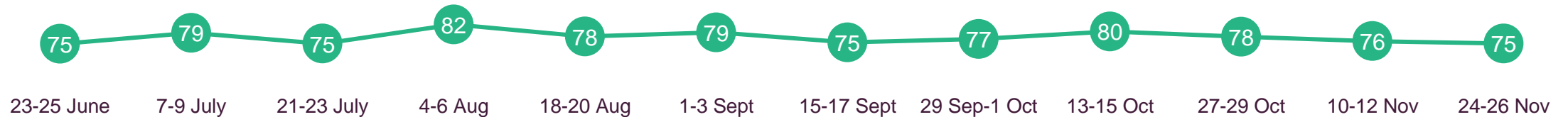
75%
satisfied



22%
neither/nor

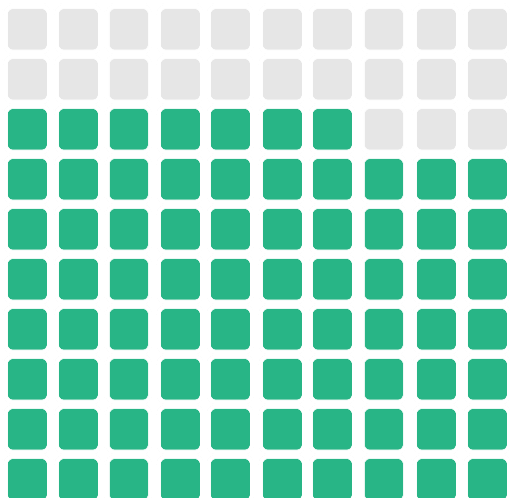


3%
dissatisfied

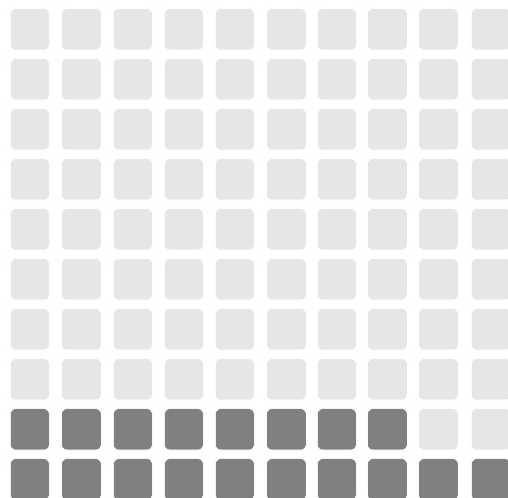


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 548; trend chart range from 191 to 290 per survey.

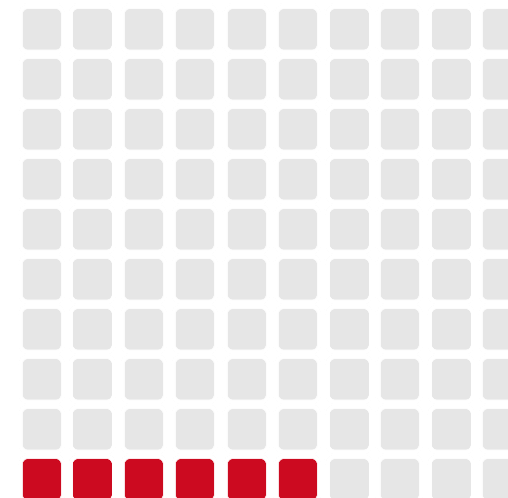
Satisfaction with information provided during the journey



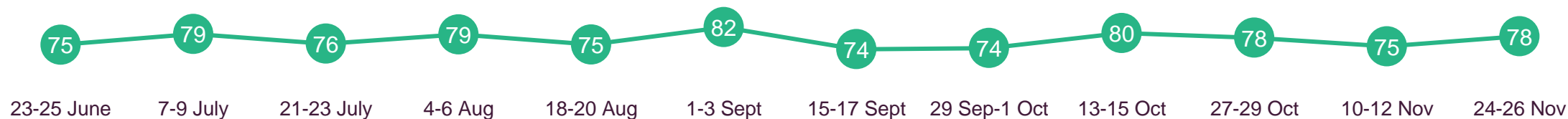
77%
satisfied



18%
neither/nor

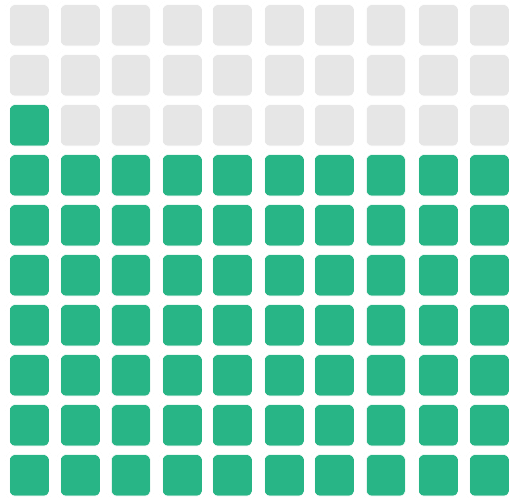


6%
dissatisfied

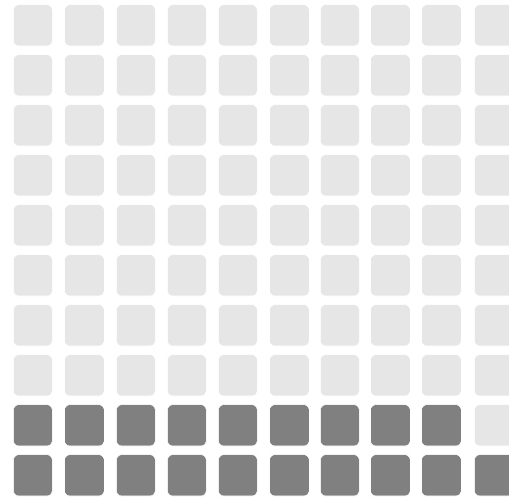


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 642; trend chart range from 240 to 324 per survey.

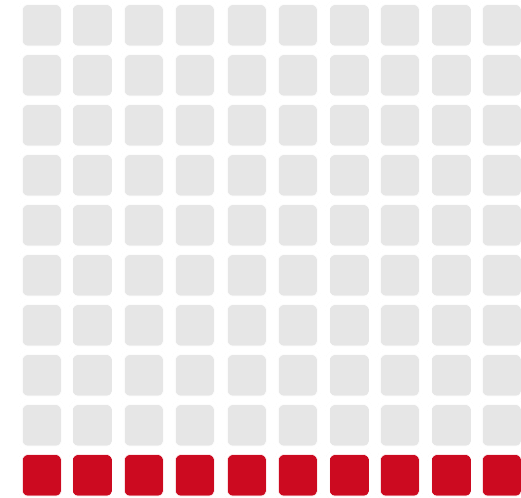
Satisfaction with comfort of the seats



71%
satisfied



19%
neither/nor

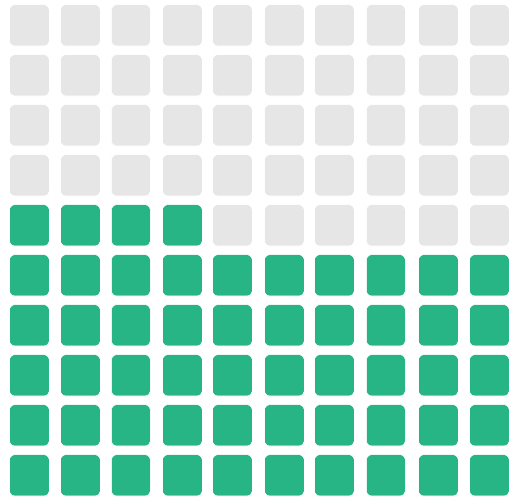


10%
dissatisfied

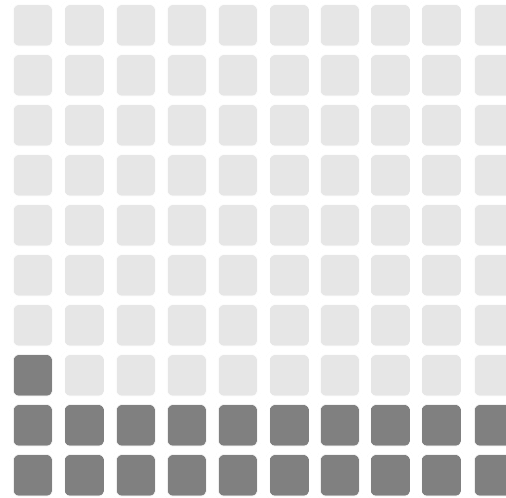


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 650; trend chart range from 247 to 337 per survey

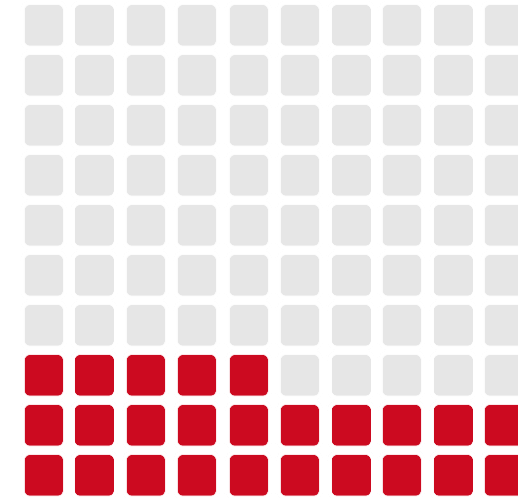
Satisfaction with reliability of the internet



54%
satisfied



21%
neither/nor

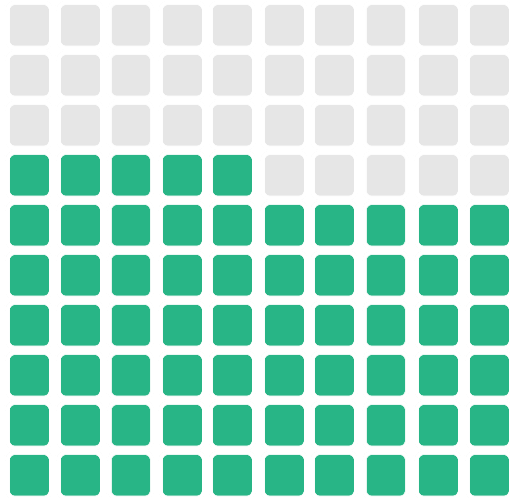


25%
dissatisfied

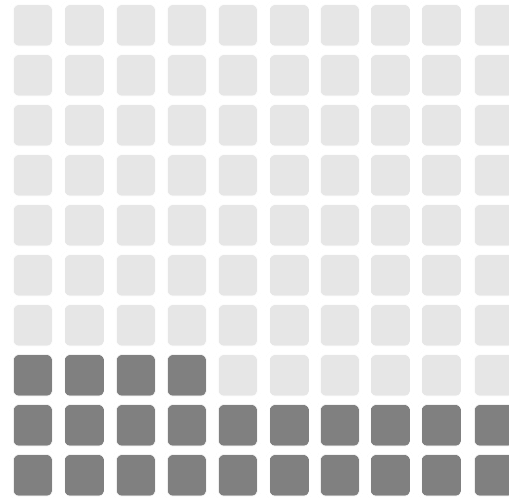


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 487; trend chart range from 180 to 253 per survey

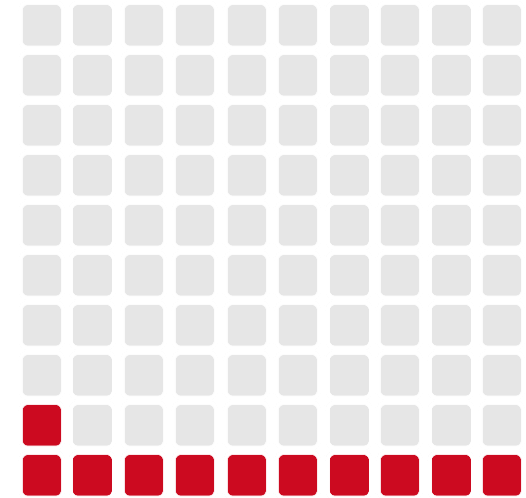
Satisfaction with information on how busy the train was before travelling



65%
satisfied



24%
neither/nor

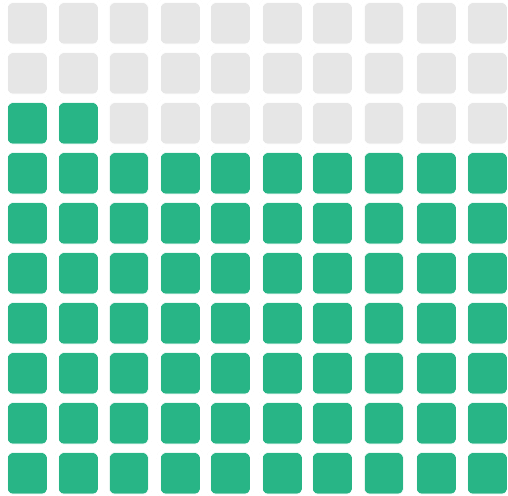


11%
dissatisfied

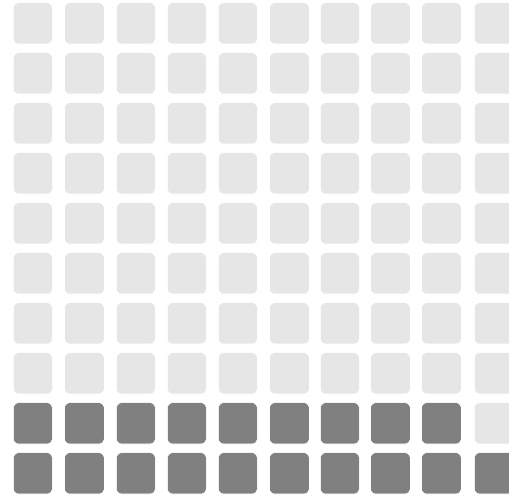


1 December 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 565; trend chart range from 205 to 297 per survey.

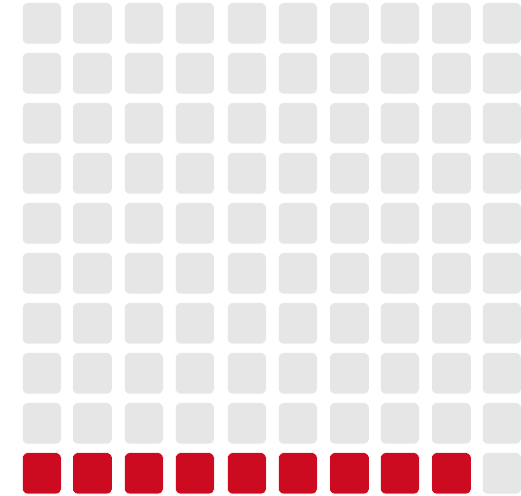
Satisfaction with other passengers' behaviour



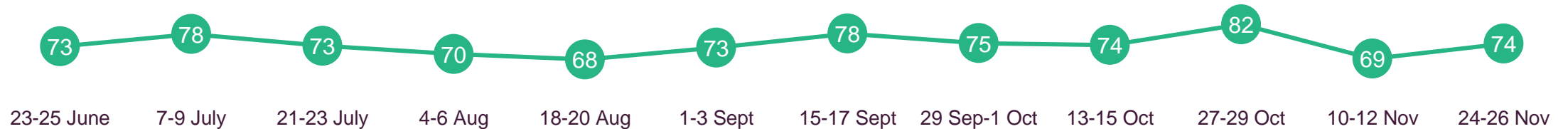
72%
satisfied



19%
neither/nor



9%
dissatisfied



1 December 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 656; trend chart range from 251 to 340 per survey.

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 83	23-25 June	341
Wave 84	7-9 July	268
Wave 85	21-23 July	268
Wave 86	4-6 August	271
Wave 87	18-20 August	266
Wave 88	1-3 September	251
Wave 89	15-17 September	333
Wave 90	29 Sept - 1 Oct	267
Wave 91	13-15 October	300
Wave 92	27-29 October	297
Wave 93	10-12 November	331
Wave 94	24-26 November	331

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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