

26 January  
2024

Edition 23

# 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.

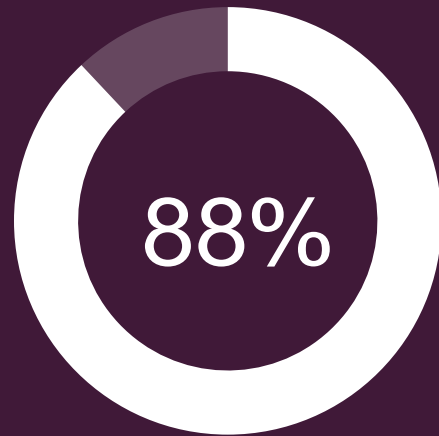
For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 250-300 people.

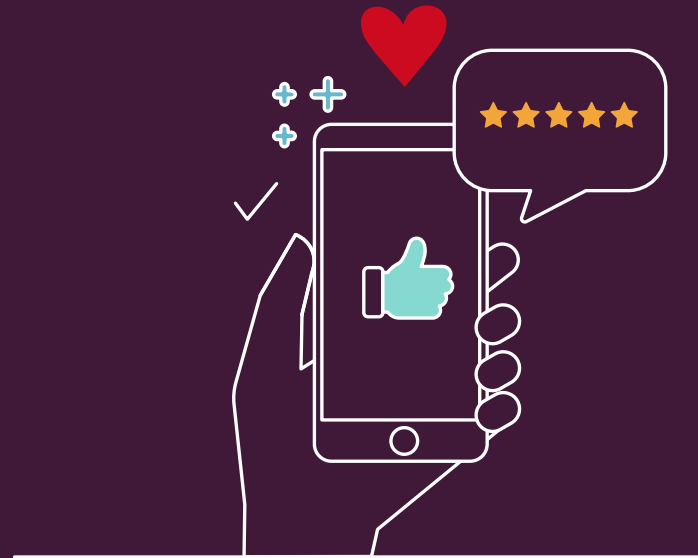
We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 31.

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



88% of rail passengers were satisfied with their journey overall



There has been an improvement in satisfaction across all measures since the last report. Notable changes are satisfaction with value for money now 63%, up from 53% in the previous report, and satisfaction with level of crowding now 76%, up from 67%

# Rail usage levels



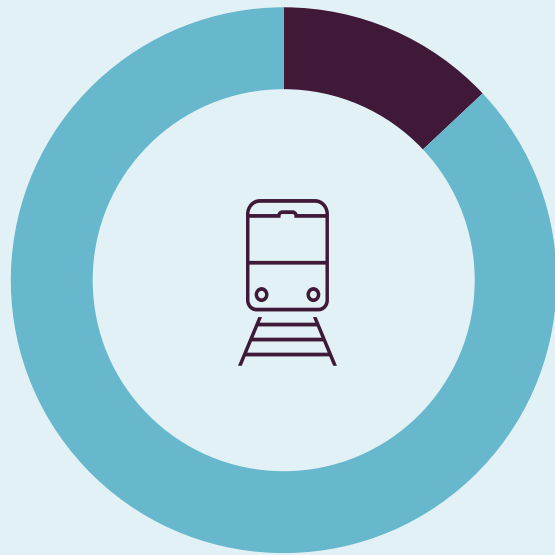
# Proportion using rail in last seven days over time



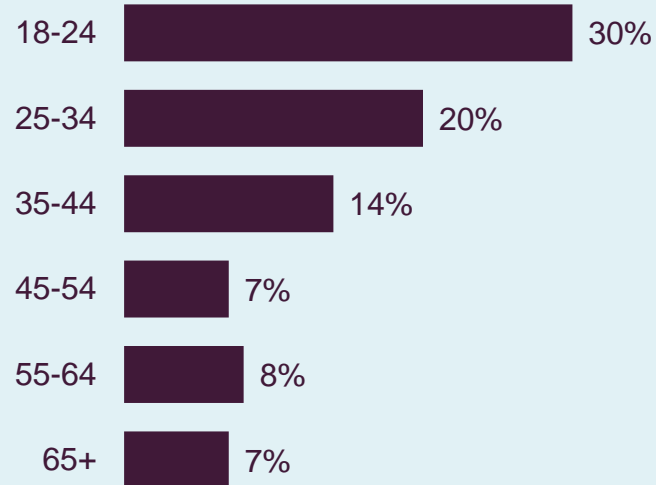
26 January 2024 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

# Proportion using rail in the last seven days

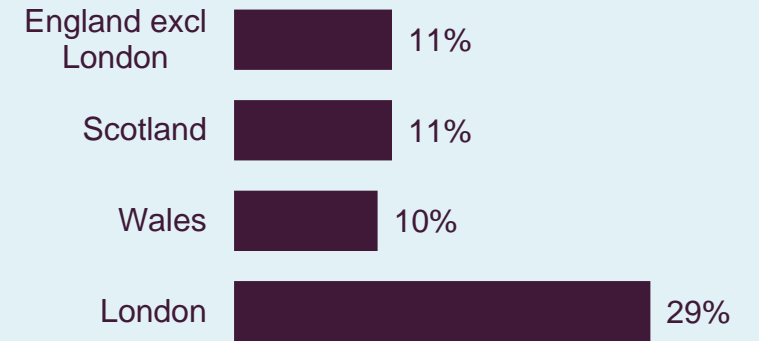
## All Great Britain



## Age



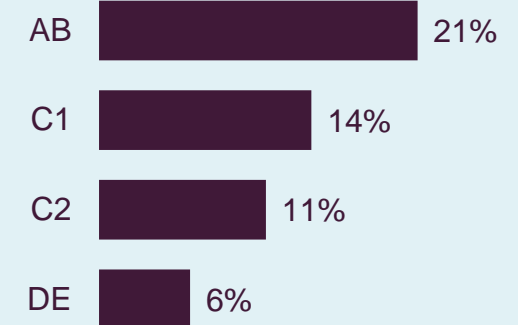
## Region



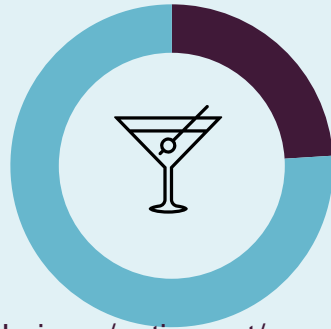
## Gender



## Social grade



# Main purpose of rail journey



Leisure/eating out/non-essential shopping

24%



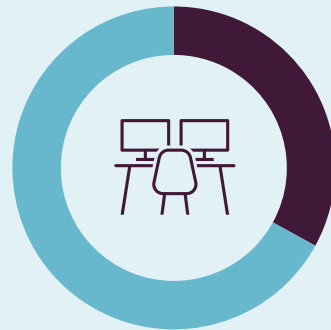
Friends/family

21%



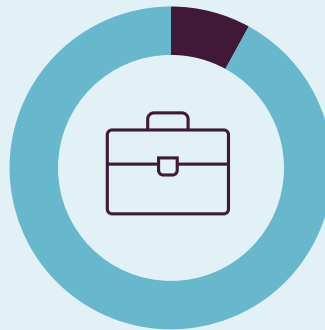
Essential shopping

5%



Commuting

33%



Work travel

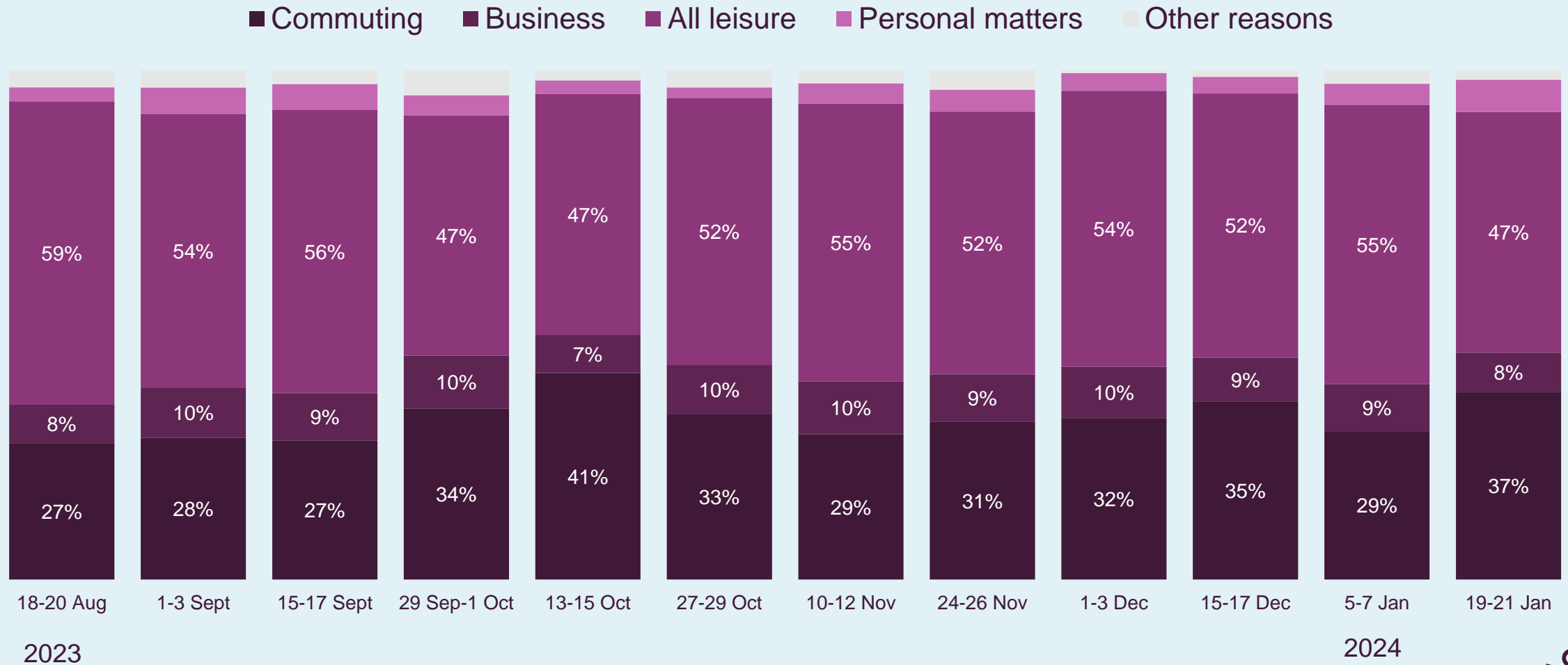
8%



Personal matters

5%

# Main purpose of journey over time



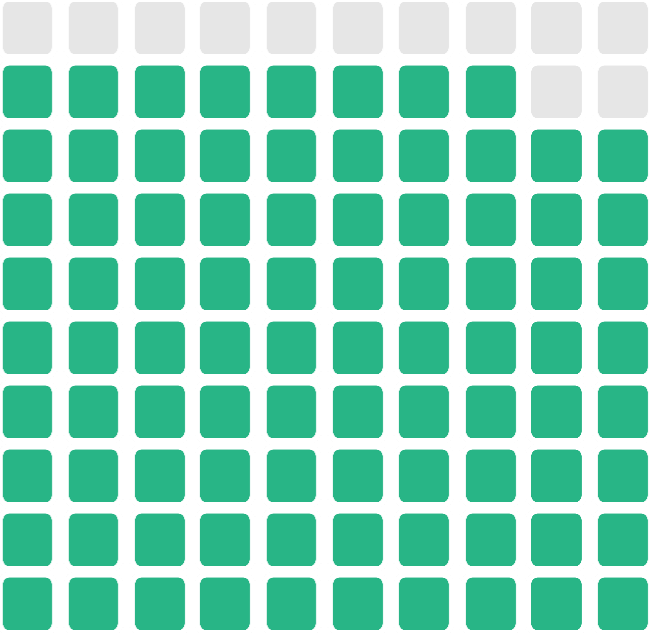
26 January 2024 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 300 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.



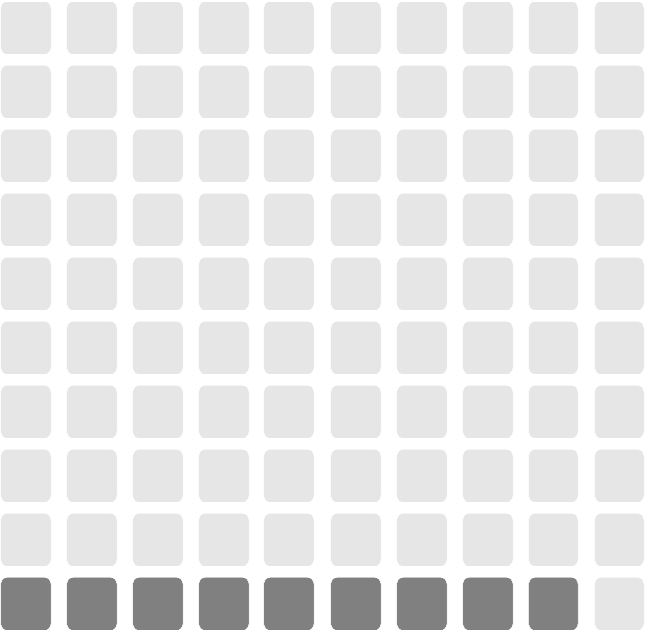
# Rail satisfaction



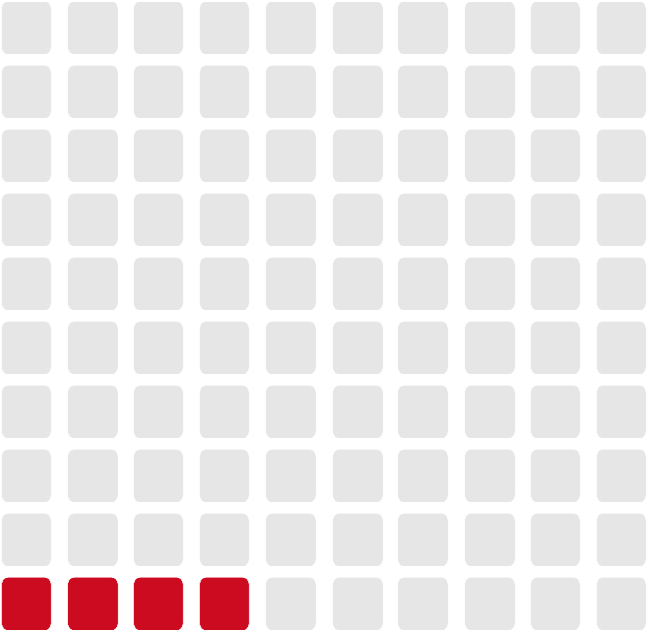
# Overall satisfaction with rail journey



88%  
satisfied



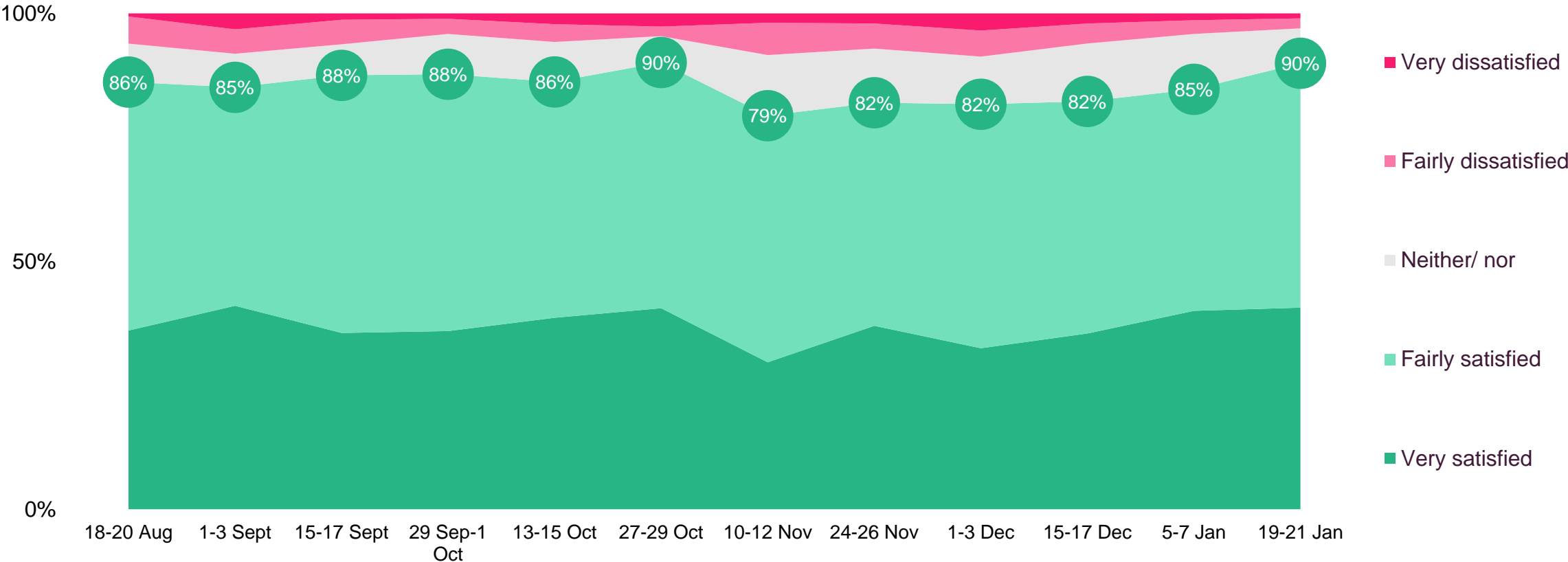
9%  
neither/nor



4%  
dissatisfied

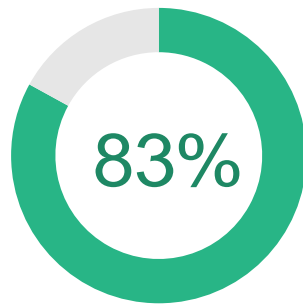
26 January 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 548.

# Overall satisfaction with rail journey

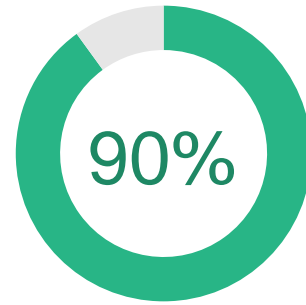


26 January 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 235 to 370

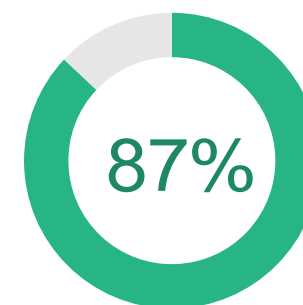
# Overall satisfaction by journey purpose, gender and age



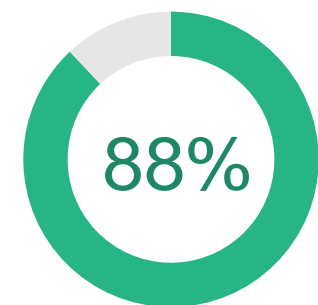
Commute



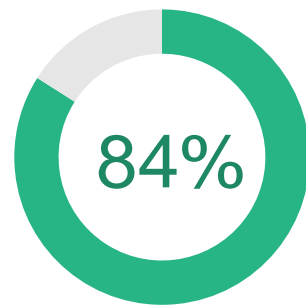
All leisure



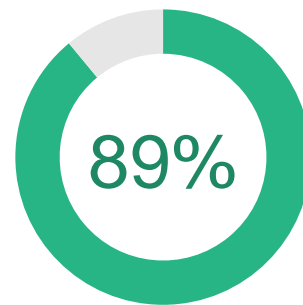
Men



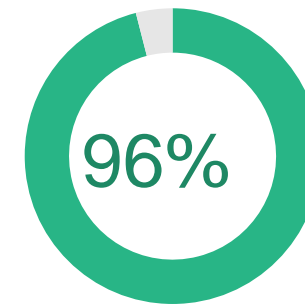
Women



Aged 18-34



Aged 35-54



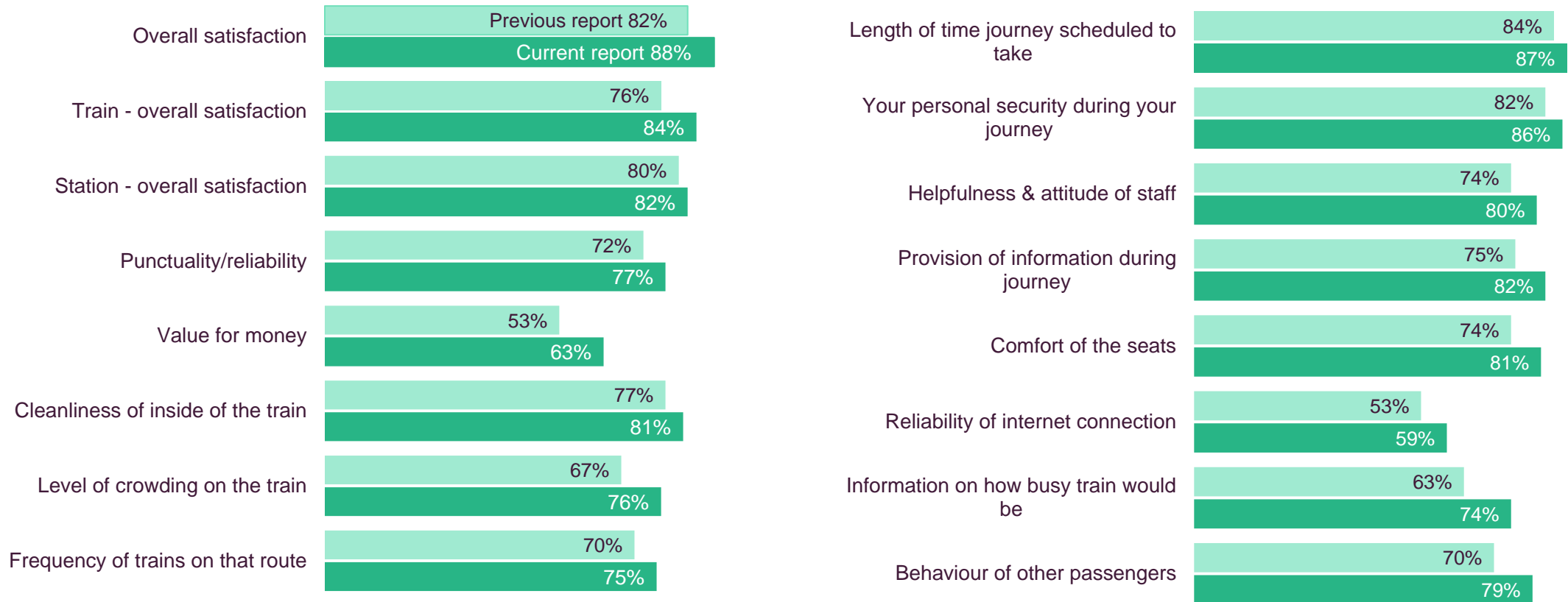
Aged 55 and over

26 January 2024 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 114 and 320 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

# Satisfaction with aspects of rail journey

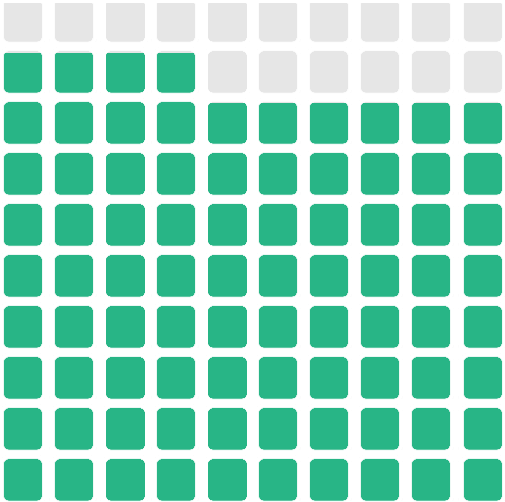


# Change in satisfaction levels since last report

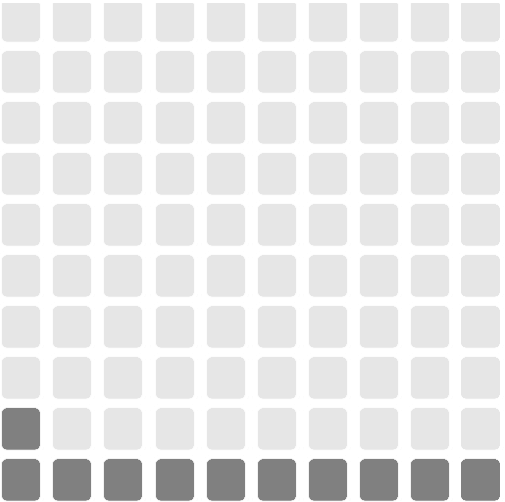


26 January 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the two surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 432 to 548, and previous report from 507 to 681.

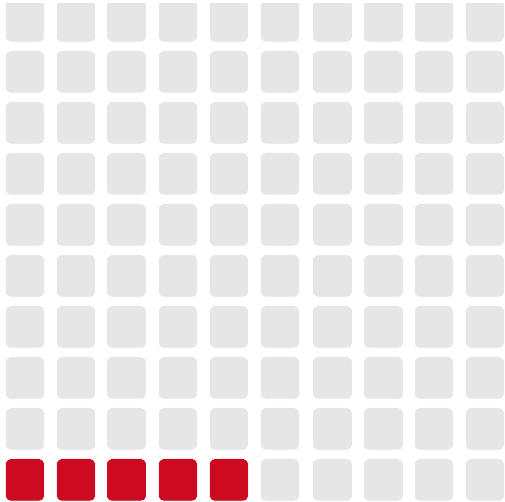
# Overall satisfaction with the train



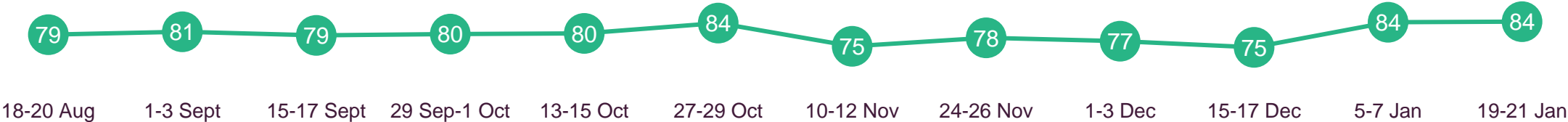
84%  
satisfied



11%  
neither/nor

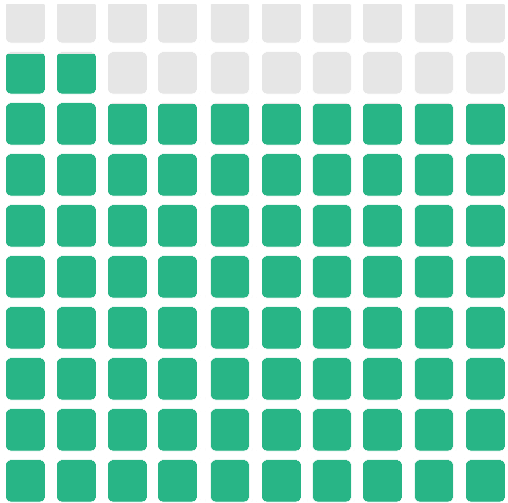


5%  
dissatisfied

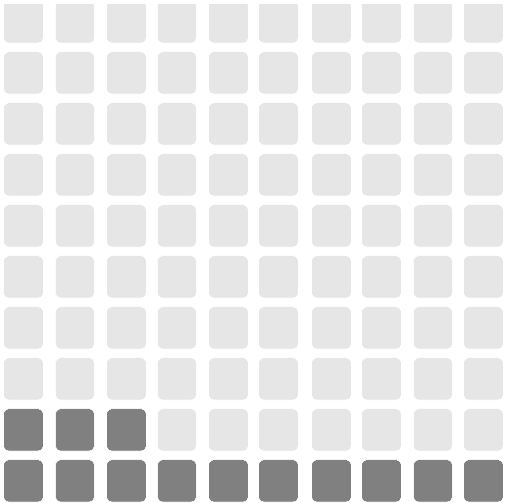


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 548; trend chart range from 235 to 370 per survey.

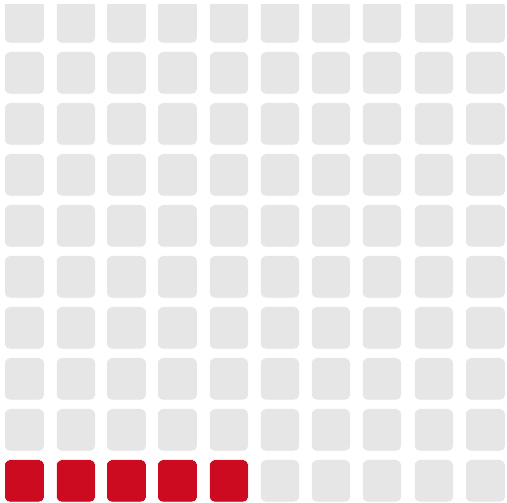
# Overall satisfaction with the station



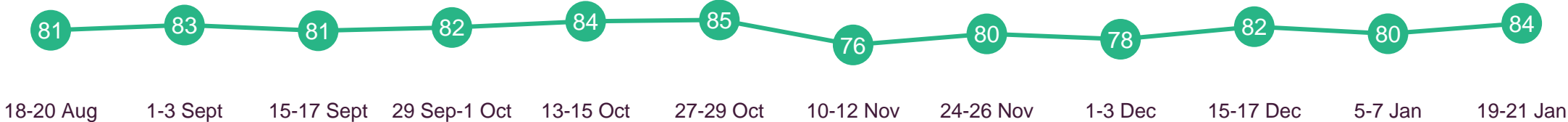
82%  
satisfied



13%  
neither/nor



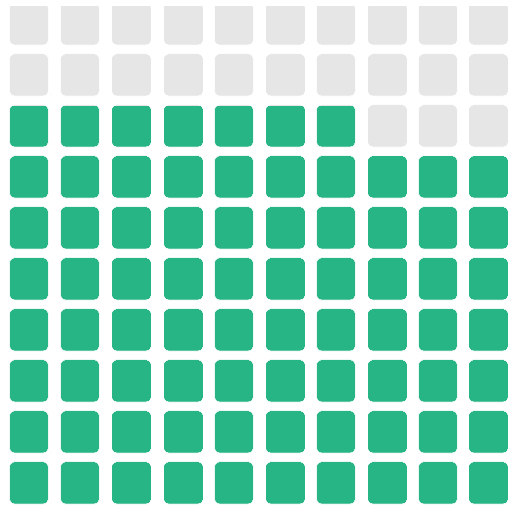
5%  
dissatisfied



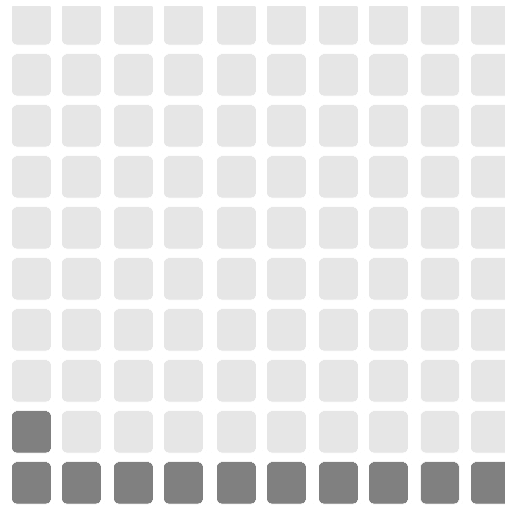
26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 548; trend chart range from 235 to 370 per survey.



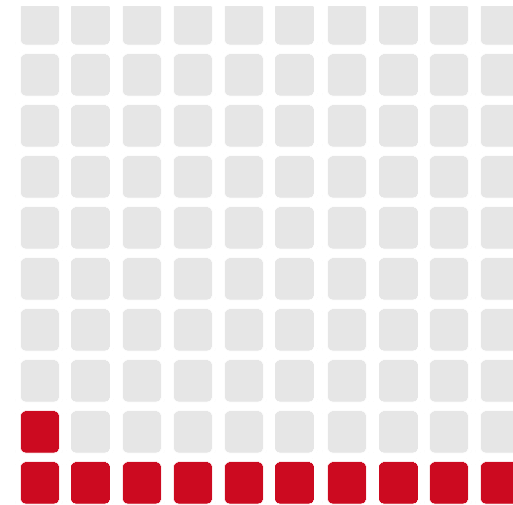
# Satisfaction with punctuality/reliability



77%  
satisfied



11%  
neither/nor



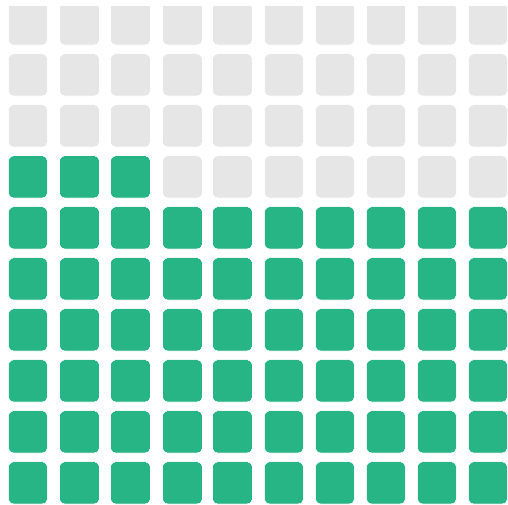
11%  
dissatisfied



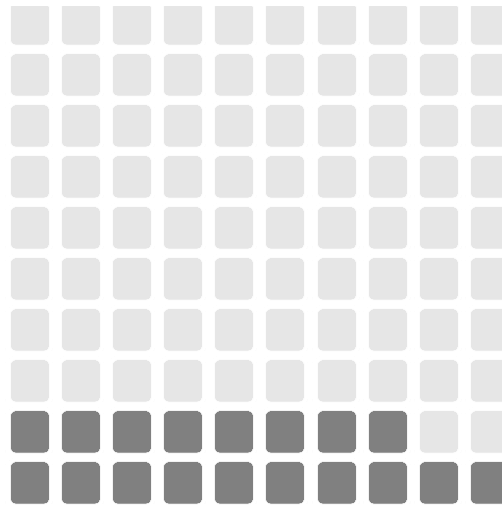
18-20 Aug    1-3 Sept    15-17 Sept    29 Sep-1 Oct    13-15 Oct    27-29 Oct    10-12 Nov    24-26 Nov    1-3 Dec    15-17 Dec    5-7 Jan    19-21 Jan

26 January 2024 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 547; trend chart range from 234 to 369 per survey.

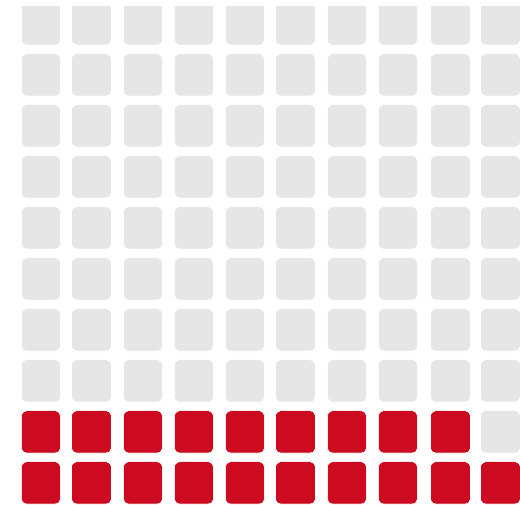
# Satisfaction with value for money



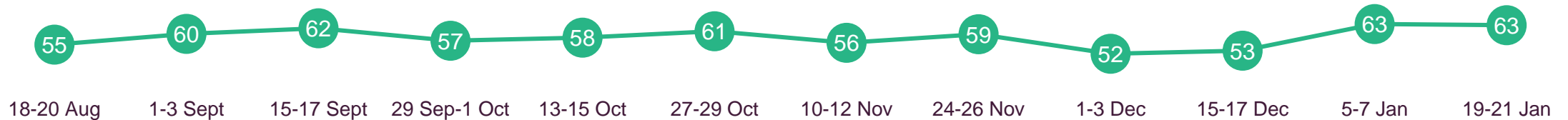
63%  
satisfied



18%  
neither/nor

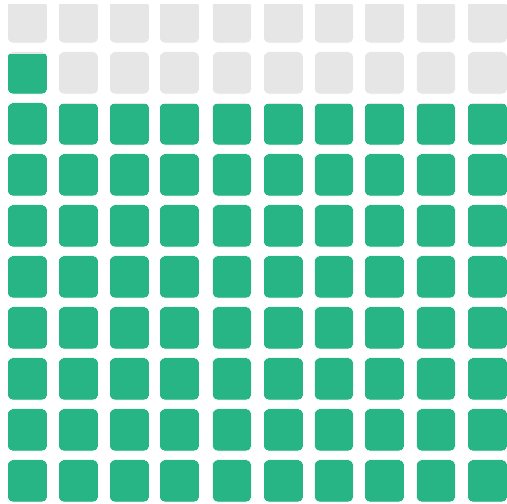


19%  
dissatisfied

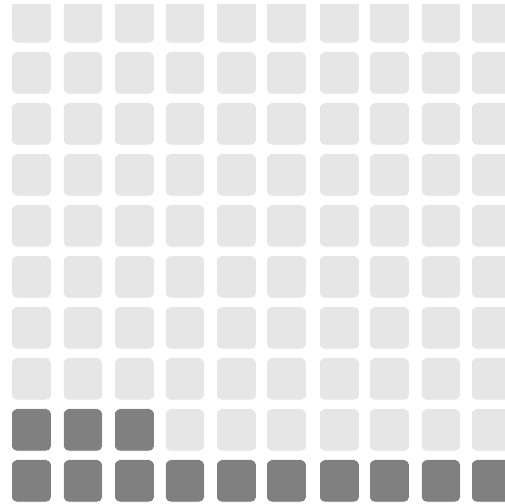


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 522; trend chart range from 223 to 364 per survey.

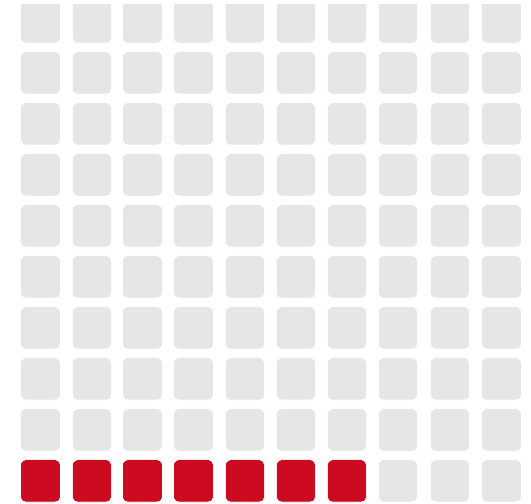
# Satisfaction with cleanliness of the inside of the train



81%  
satisfied



13%  
neither/nor

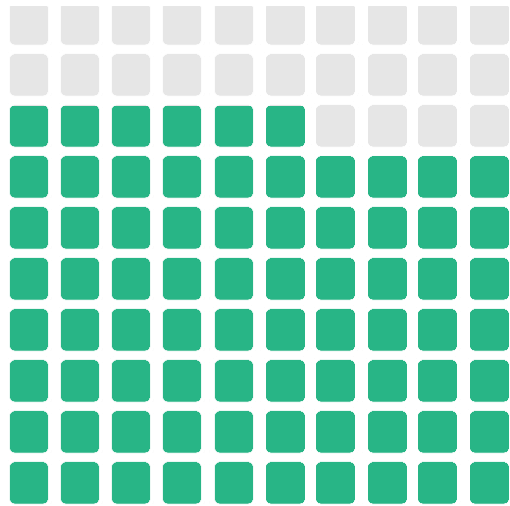


7%  
dissatisfied

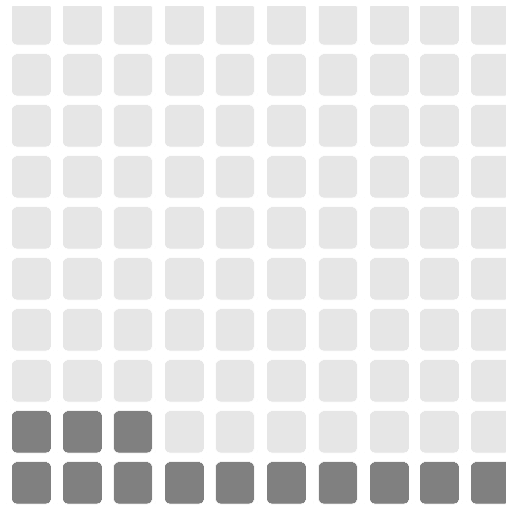


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 548; trend chart range from 235 to 368 per survey.

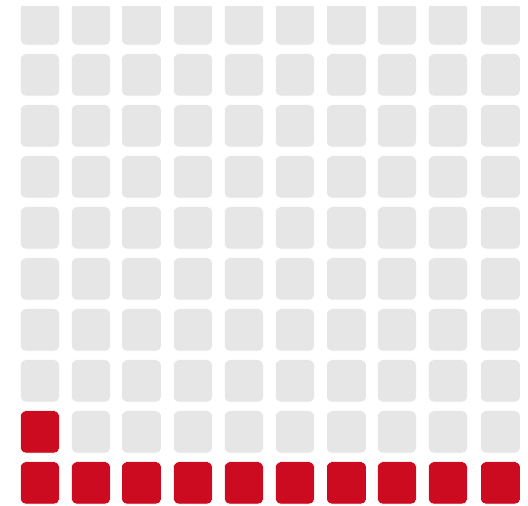
# Satisfaction with level of crowding



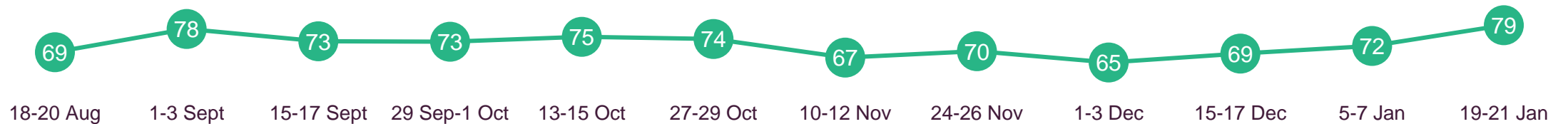
76%  
satisfied



13%  
neither/nor

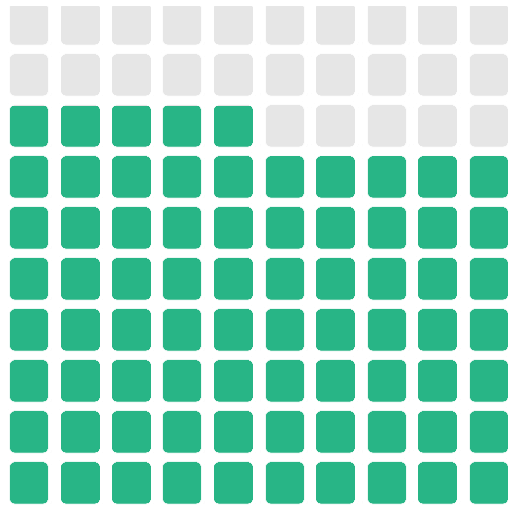


11%  
dissatisfied

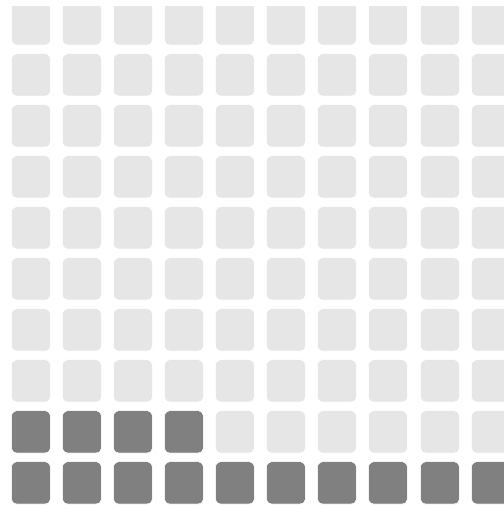


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 547; trend chart range from 234 to 368 per survey.

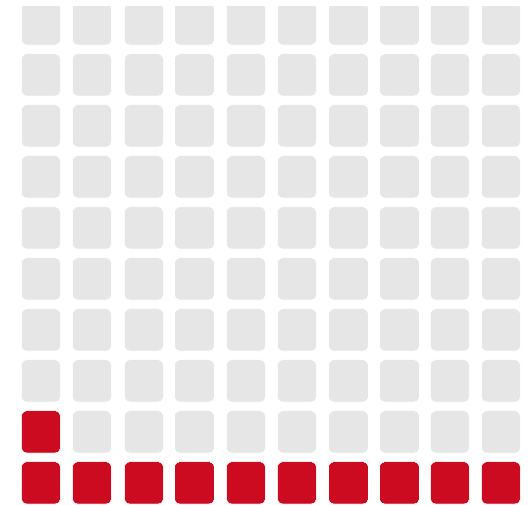
# Satisfaction with frequency of trains on that route



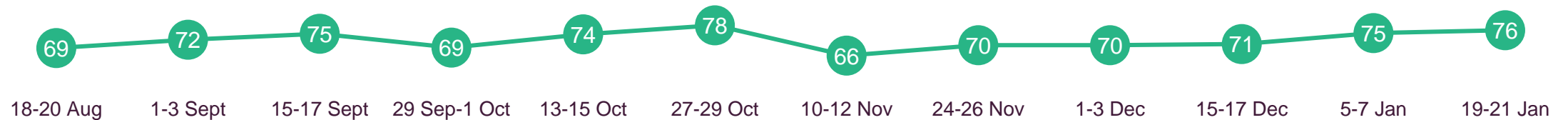
75%  
satisfied



14%  
neither/nor

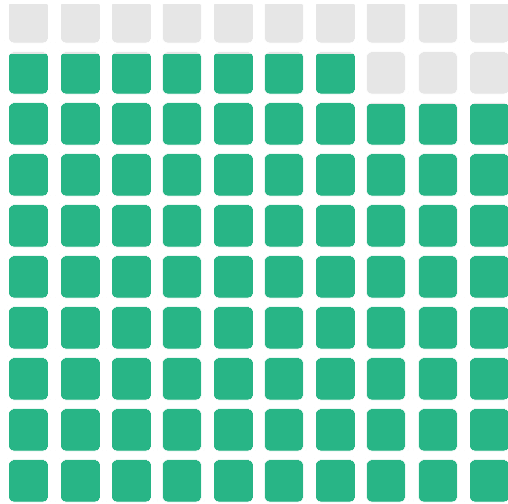


11%  
dissatisfied

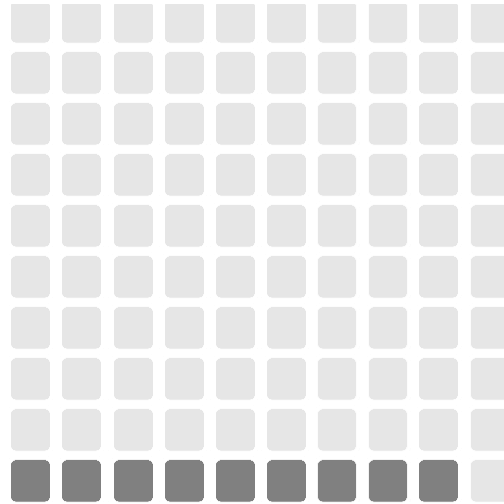


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 547; trend chart range from 234 to 365 per survey.

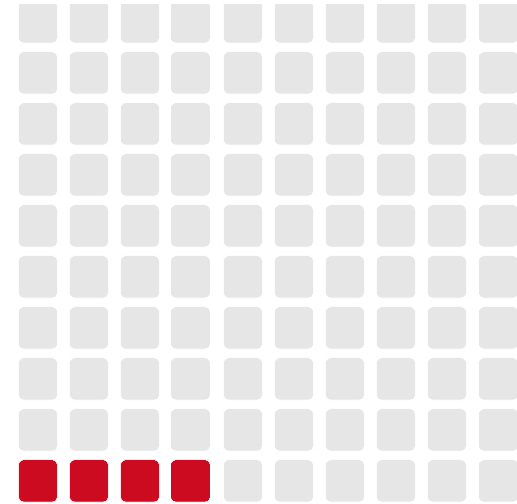
# Satisfaction with scheduled journey time



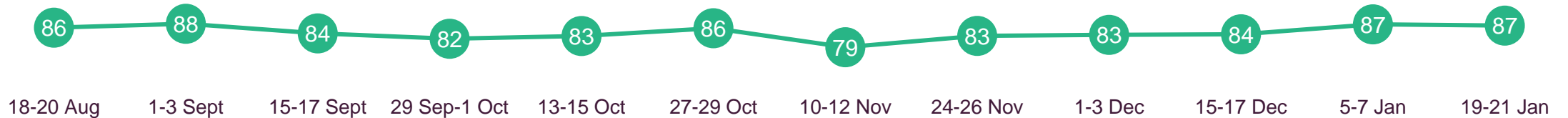
87%  
satisfied



9%  
neither/nor

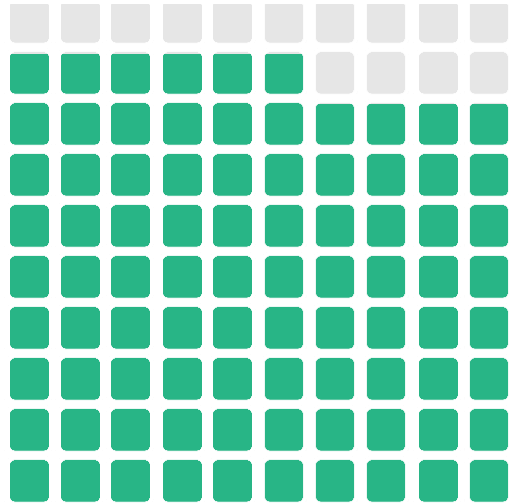


4%  
dissatisfied

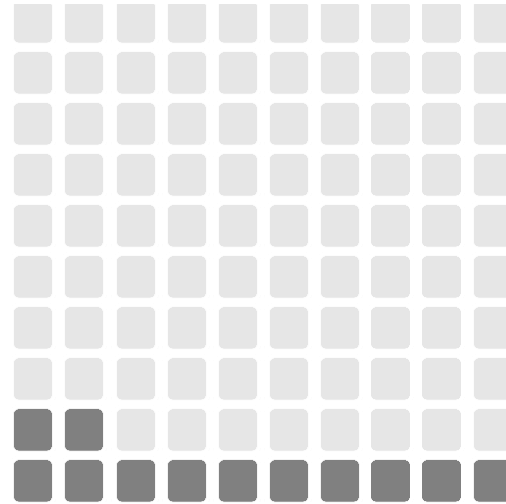


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 547; trend chart range from 234 to 368 per survey.

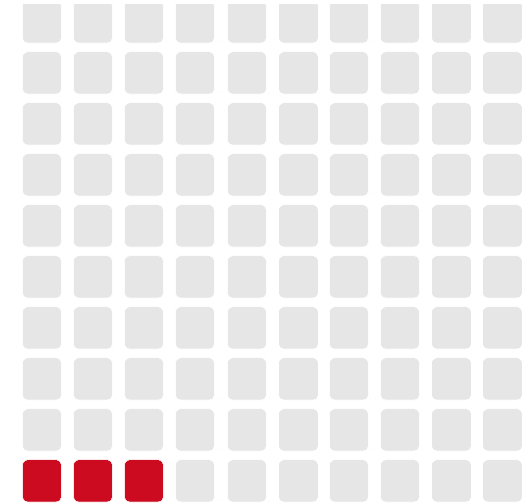
# Satisfaction with personal security



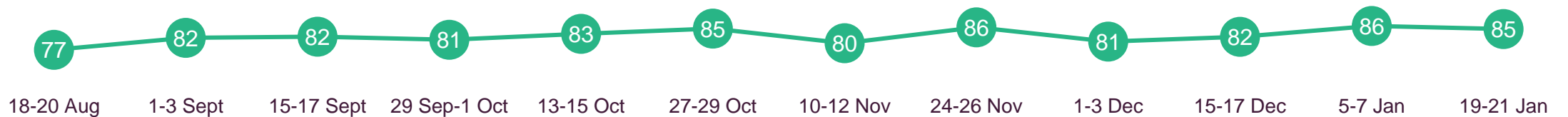
86%  
satisfied



12%  
neither/nor

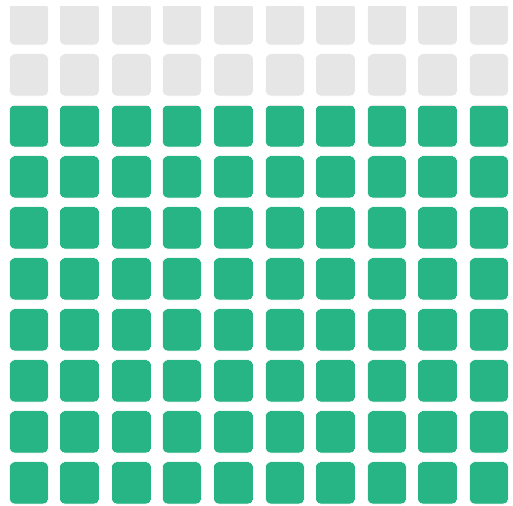


3%  
dissatisfied

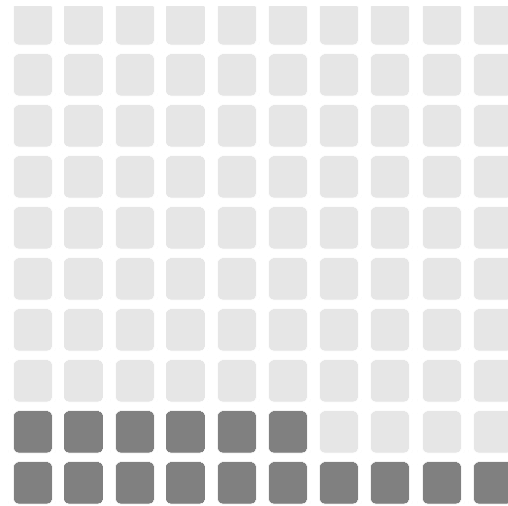


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 544; trend chart range from 234 to 368 per survey.

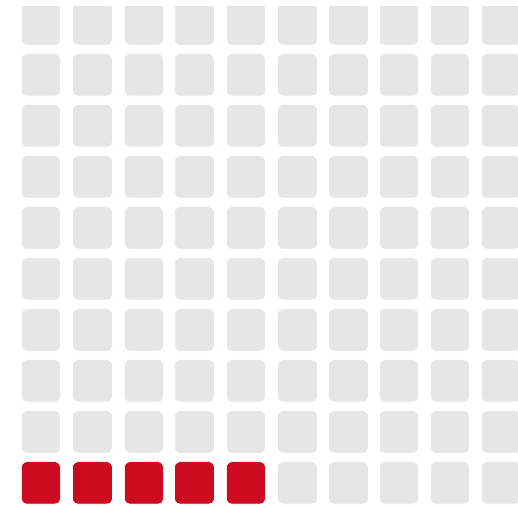
# Satisfaction with helpfulness and attitude of staff



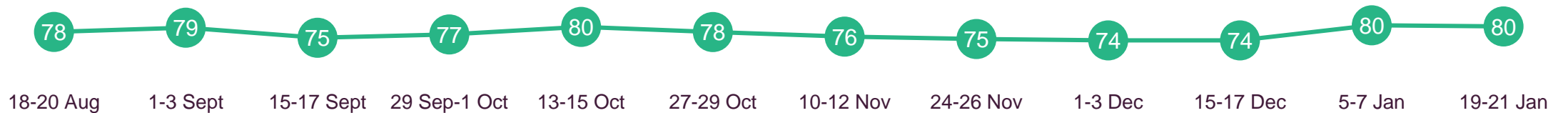
80%  
satisfied



16%  
neither/nor



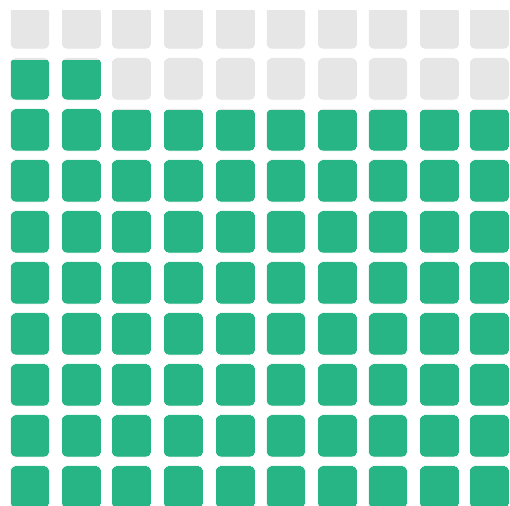
5%  
dissatisfied



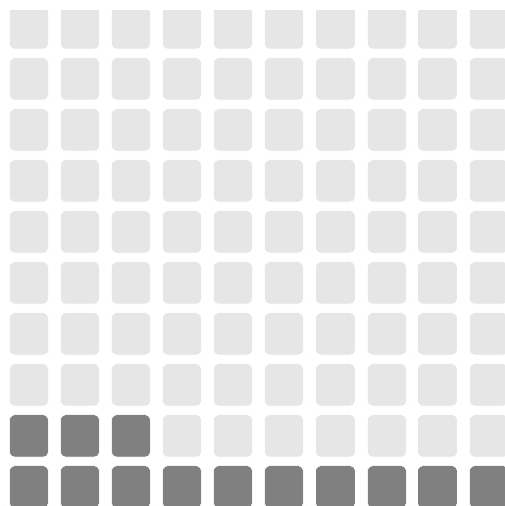
26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 461; trend chart range from 190 to 295 per survey.



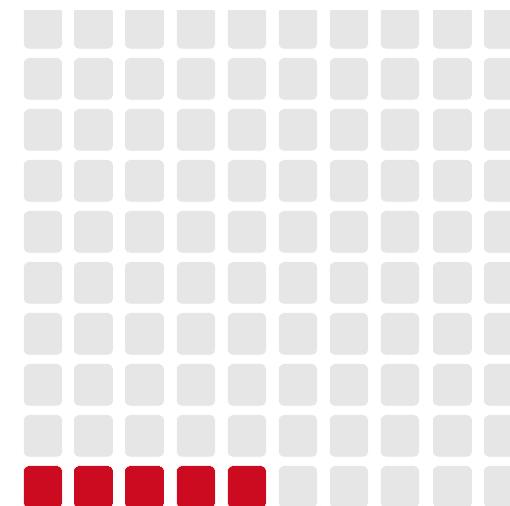
# Satisfaction with information provided during the journey



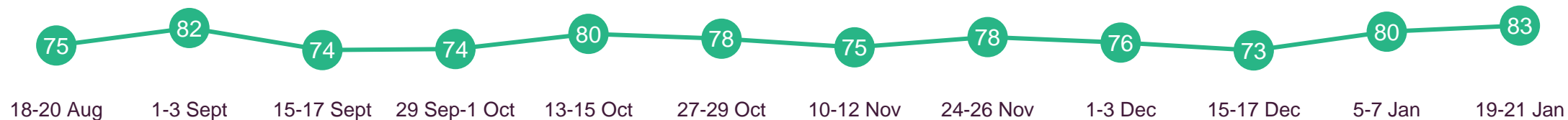
82%  
satisfied



13%  
neither/nor

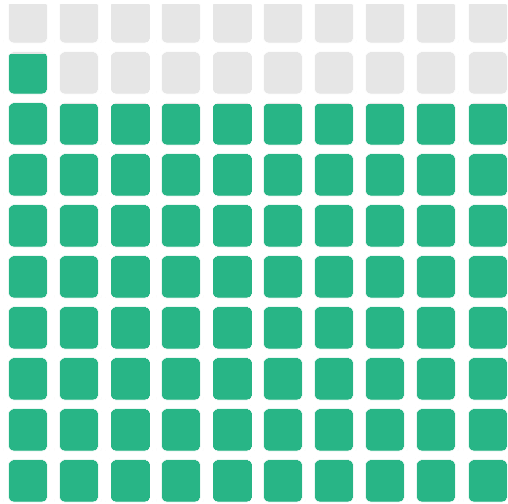


5%  
dissatisfied

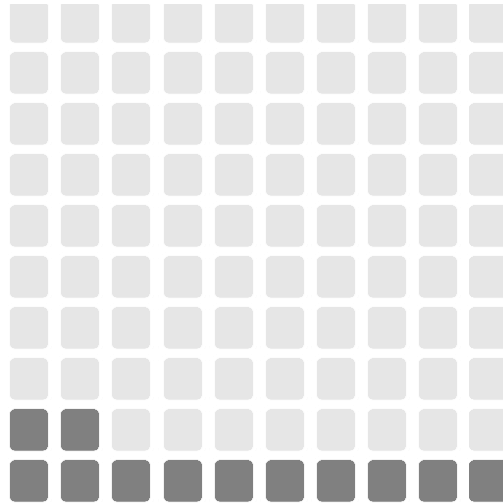


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 531; trend chart range from 223 to 353 per survey.

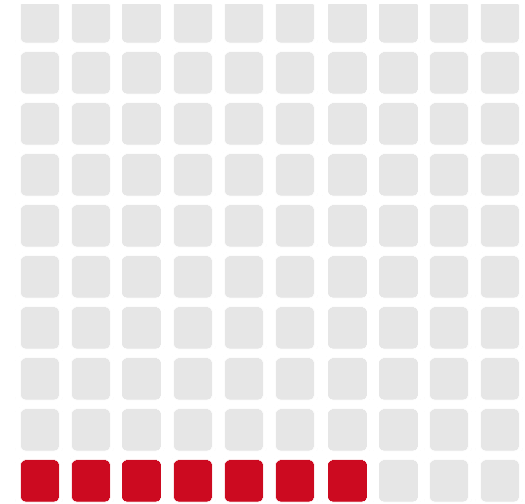
# Satisfaction with comfort of the seats



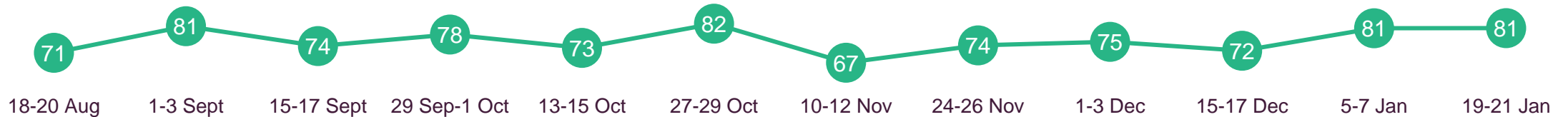
81%  
satisfied



12%  
neither/nor

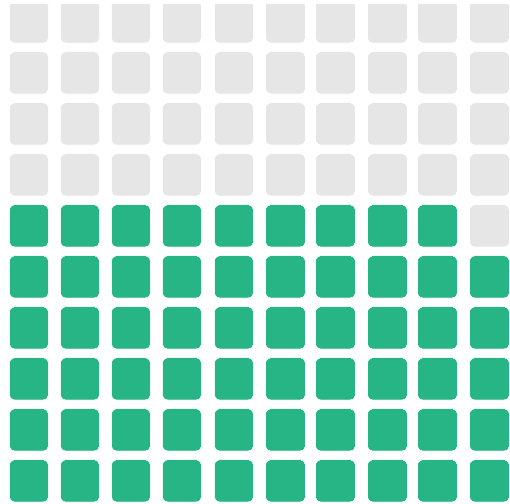


7%  
dissatisfied

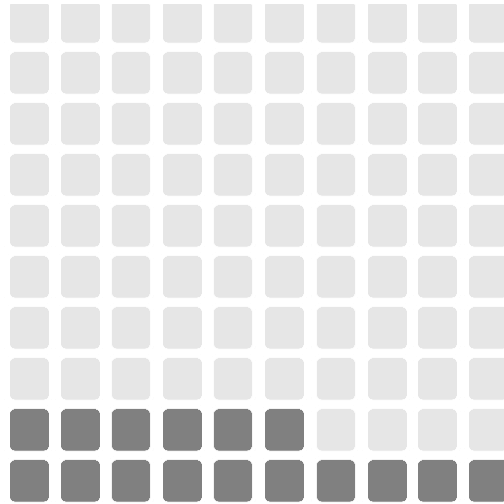


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 544; trend chart range from 234 to 360 per survey.

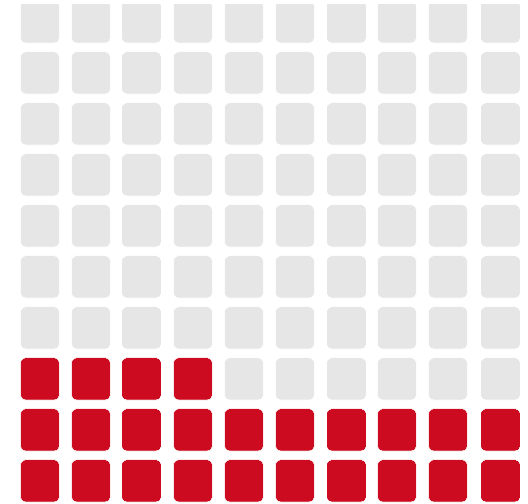
# Satisfaction with reliability of the internet



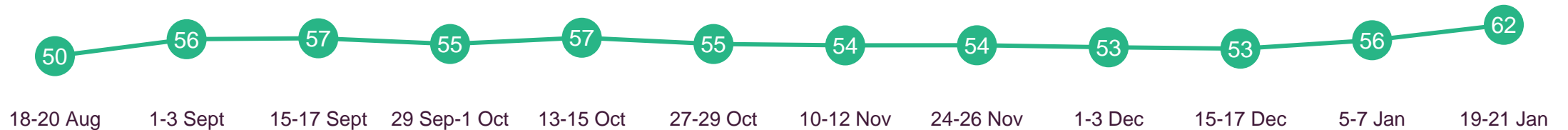
59%  
satisfied



16%  
neither/nor

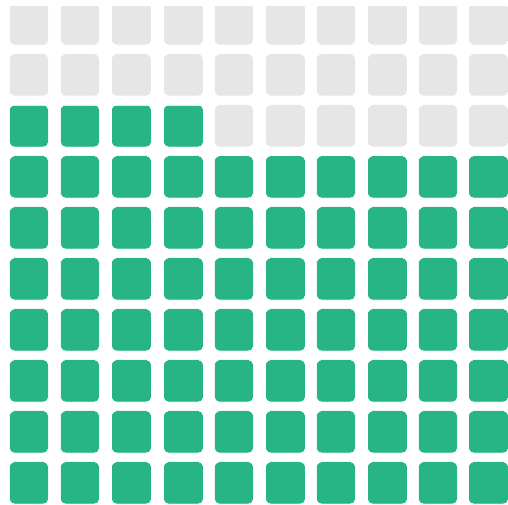


24%  
dissatisfied

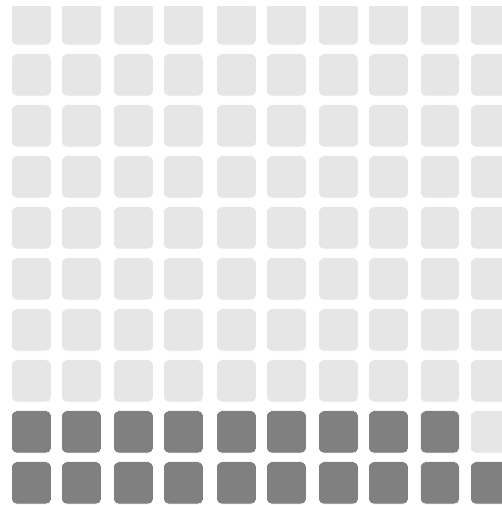


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 432; trend chart range from 179 to 275 per survey.

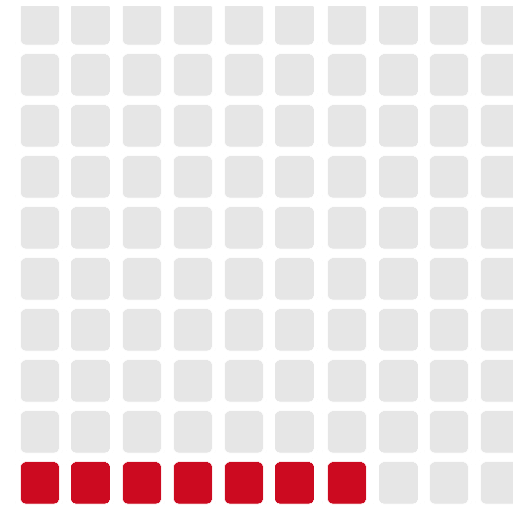
# Satisfaction with information on how busy the train was before travelling



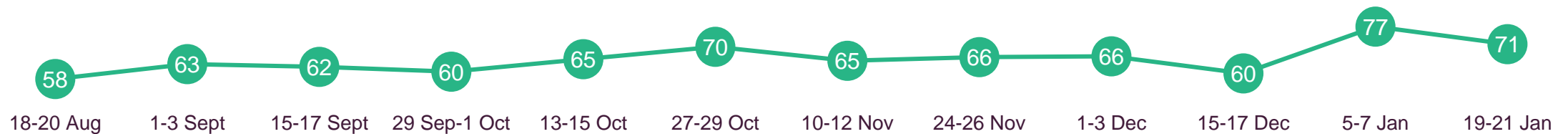
74%  
satisfied



19%  
neither/nor

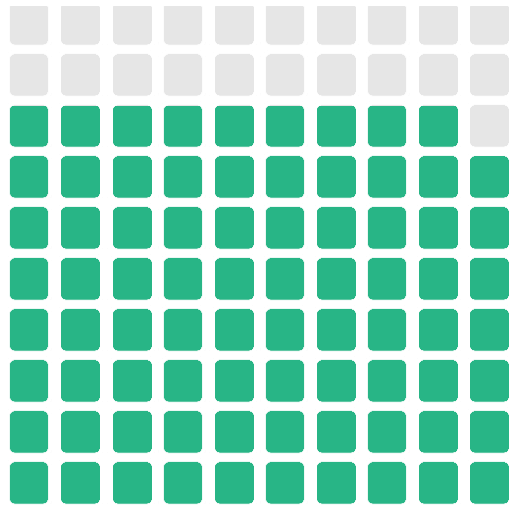


7%  
dissatisfied

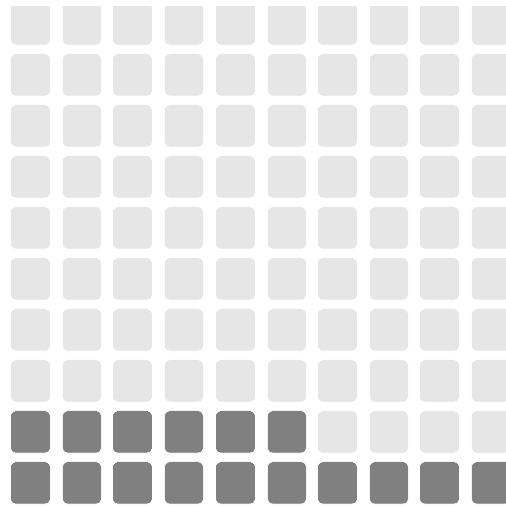


26 January 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 461; trend chart range from 191 to 315 per survey.

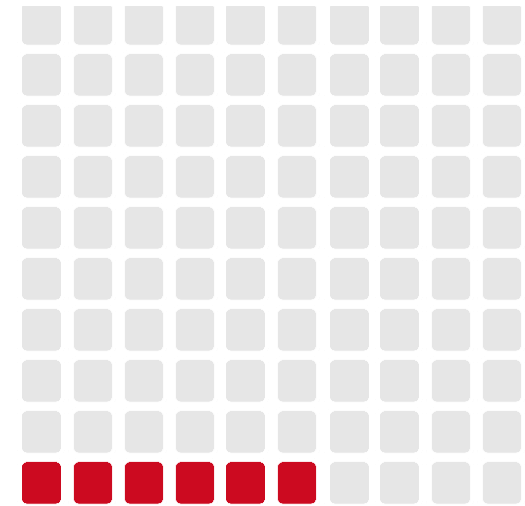
# Satisfaction with other passengers' behaviour



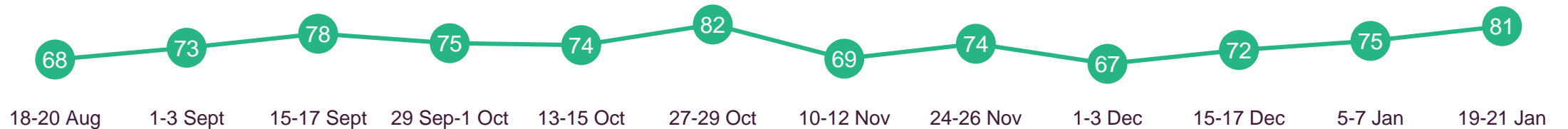
79%  
satisfied



16%  
neither/nor



6%  
dissatisfied



26 January 2024 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 547; trend chart range from 235 to 368 per survey.



# Methodology and appendix

# 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.

	2023 Fieldwork dates	Response numbers
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
Wave 95	1-3 December	311
Wave 96	15-17 December	370
Wave 97	5-7 January	235
Wave 98	19-21 January	313

# 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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[www.transportfocus.org.uk](http://www.transportfocus.org.uk)

Transport Focus is the operating name  
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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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