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).

transportfocus

Headlines

81%
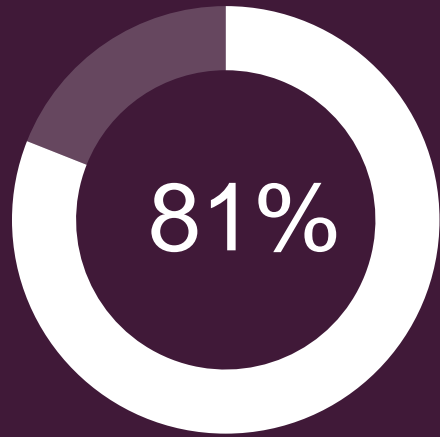
81% of rail passengers were satisfied with their journey overall
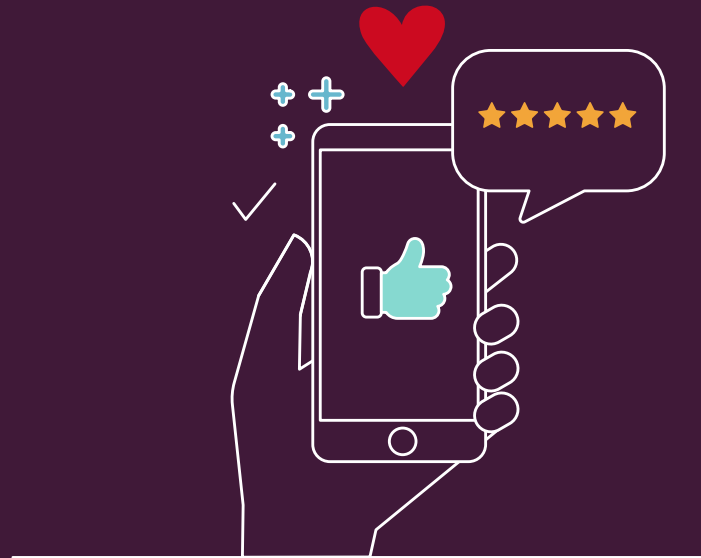
Satisfaction with information provided during the journey has dropped to 74% from 82% in the previous report.
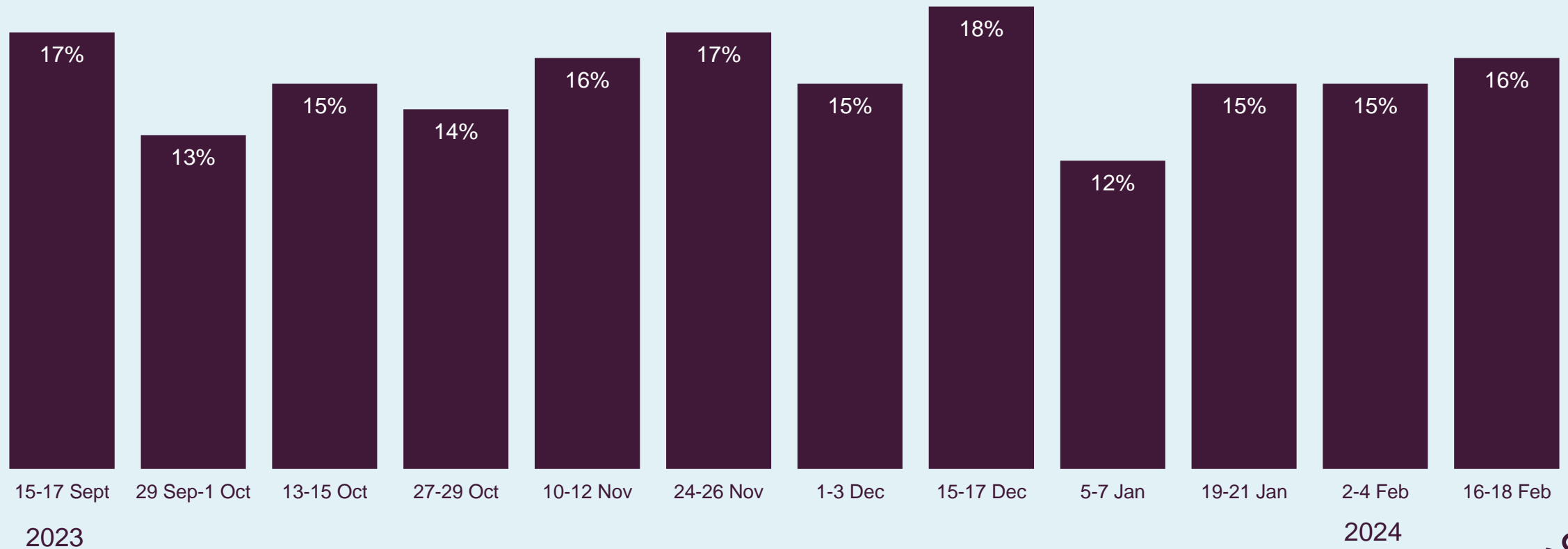

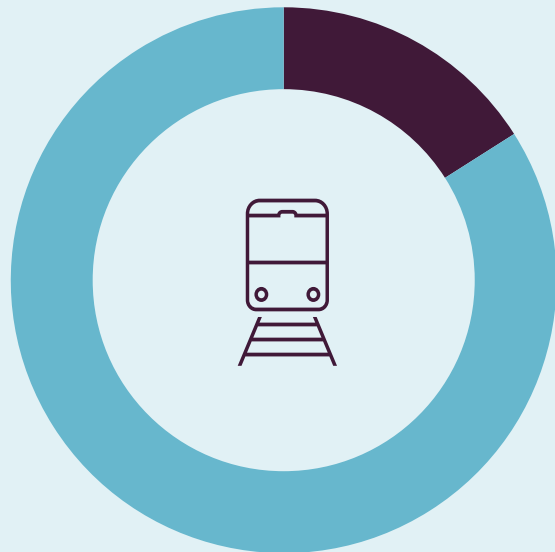Satisfaction with cleanliness of the interior of the train has dropped to 74% from 81% last time.

transportfocus

Rail usage levels
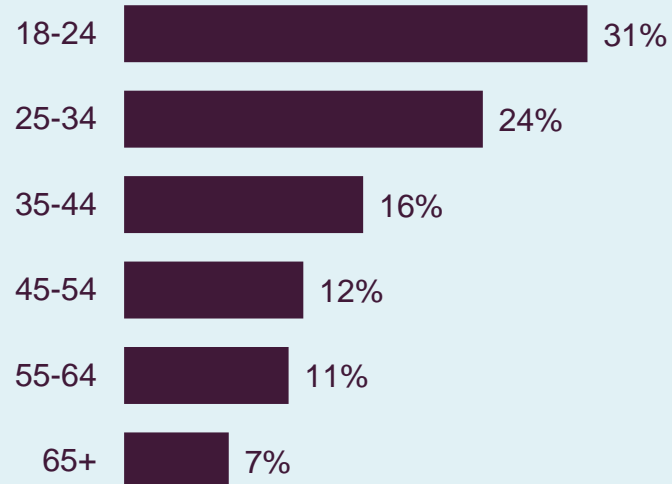
Proportion using rail in last seven days over time

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	2-4 Feb	16-18 Feb
17%	13%	15%	14%	16%	17%	15%	18%	12%	15%	15%	16%

2023

2024

transportfocus

Proportion using rail in the last seven days

All Great Britain

16%

Age

18-24	31%
25-34	24%
35-44	16%
45-54	12%
55-64	11%
65+	7%

Gender

Female	13%
Male	18%

Region

England excl London	13%
Scotland	12%
Wales	14%
London	33%

Social grade

AB	24%
C1	18%
C2	9%
DE	8%

23 February 2024 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 4018
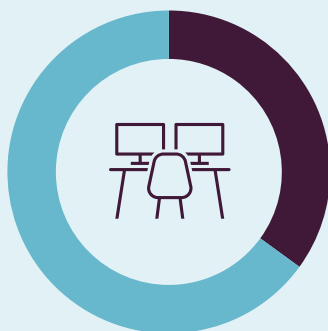
transportfocus
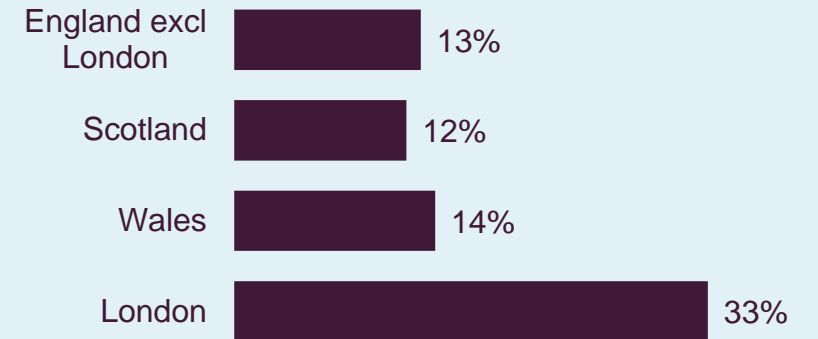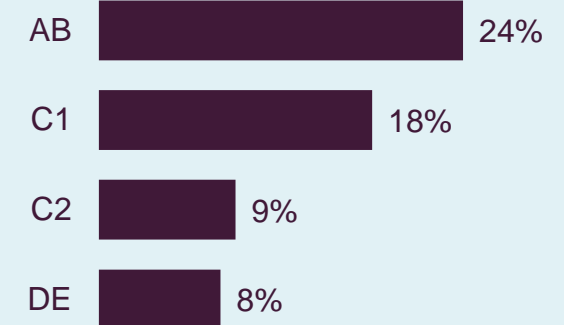
Main purpose of rail journey

Leisure/eating out/non-essential shopping
26%
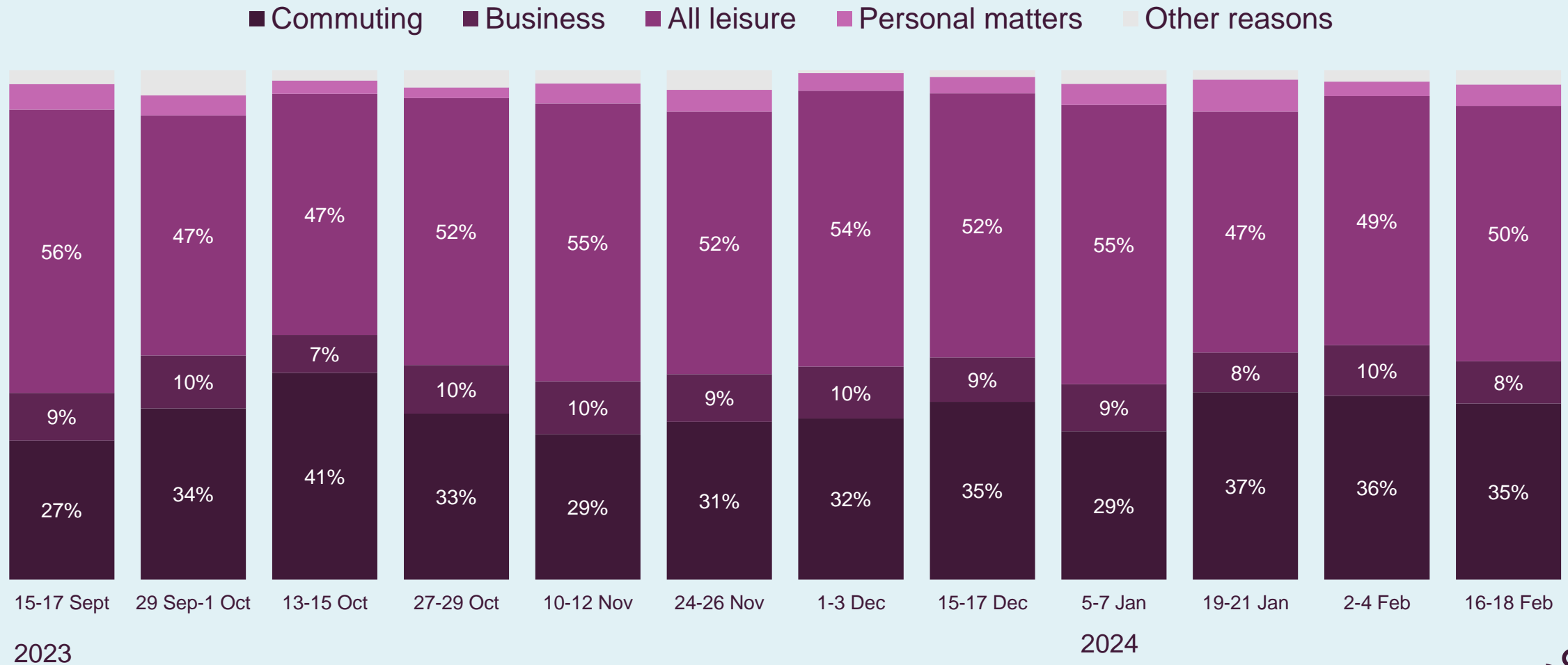
Friends/family
20%

Essential shopping
3%

Commuting
35%
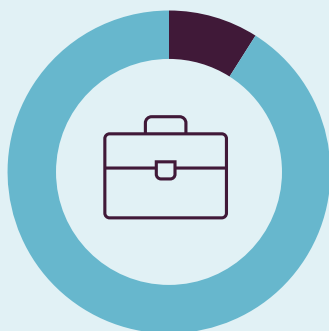
Work travel
9%

Personal matters
4%
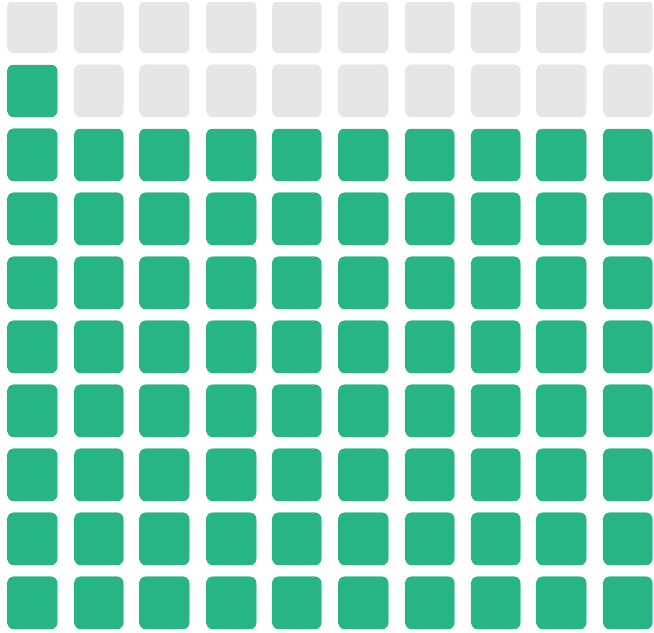
23 February 2024 report. Charts are based on the most recent train journey made within seven days of being surveyed and show the average of the two surveys conducted in the last four weeks. Base size: all rail users - 636. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

Main purpose of journey over time

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

2023

	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
All leisure	56%	47%	47%	52%	55%	52%	54%	52%
Business	9%	10%	7%	10%	10%	9%	10%	9%
Commuting	27%	34%	41%	33%	29%	31%	32%	35%

2024

	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
All leisure	55%	47%	49%	50%
Business	9%	8%	10%	8%
Commuting	29%	37%	36%	35%

23 February 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 310 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.
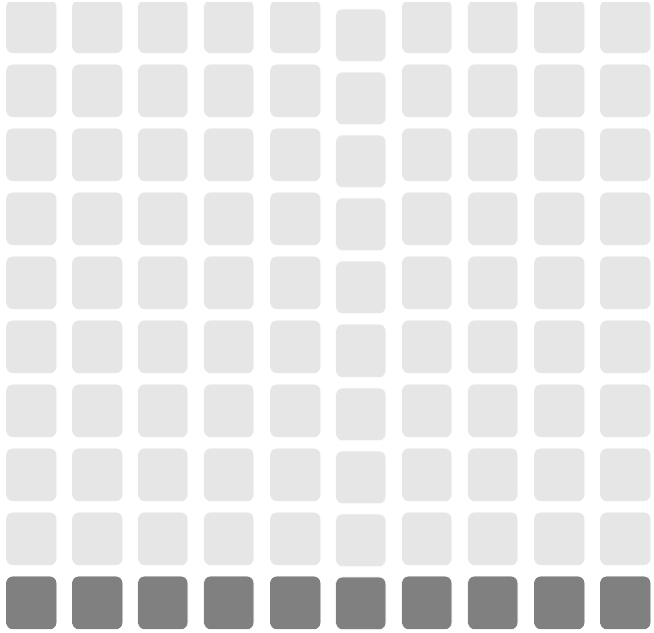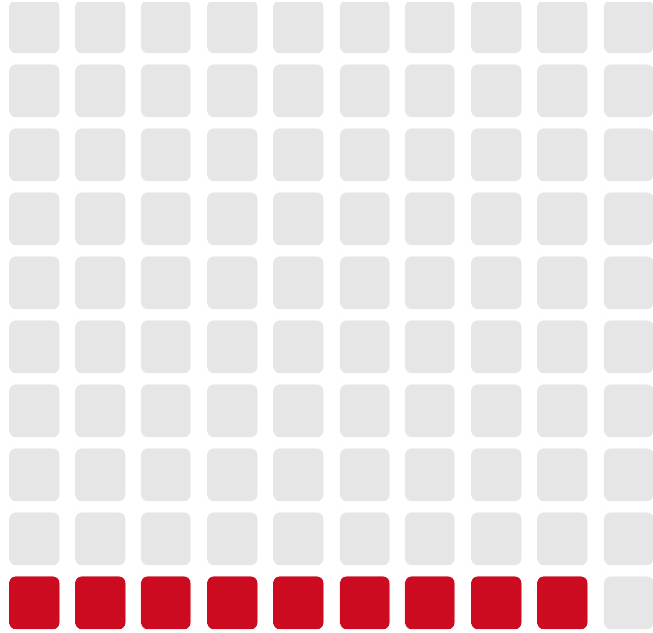
transportfocus

Rail satisfaction

Overall satisfaction with rail journey
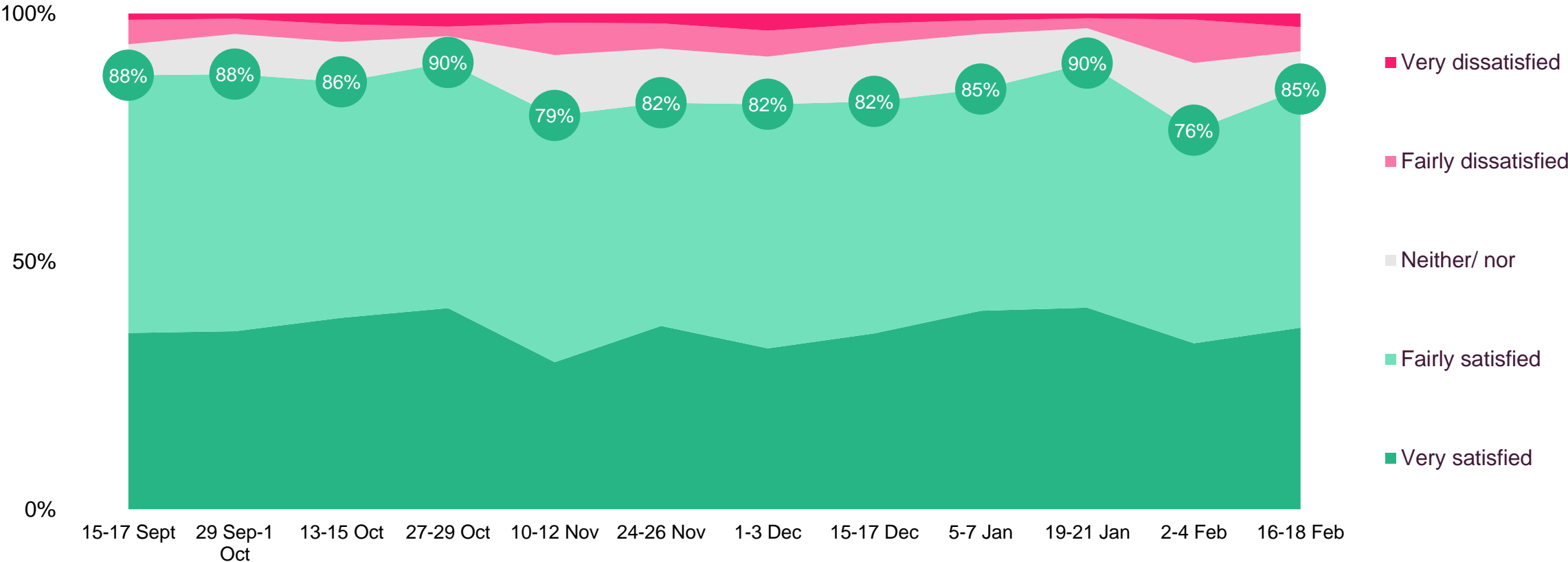
81%
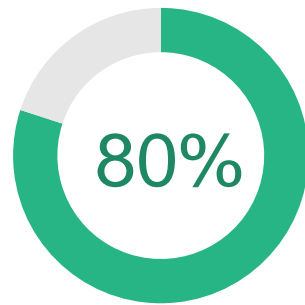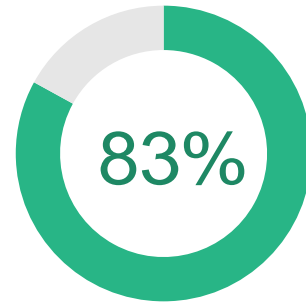satisfied

10%
neither/nor

9%
dissatisfied

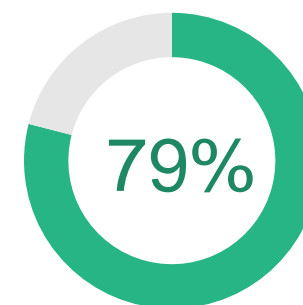23 February 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 636.

transportfocus

Overall satisfaction with rail journey

Legend:
- Very dissatisfied
- Fairly dissatisfied
- Neither/ nor
- Fairly satisfied
- Very satisfied

Data points (overall satisfaction %):
- 15-17 Sept: 88%
- 29 Sep-1 Oct: 88%
- 13-15 Oct: 86%
- 27-29 Oct: 90%
- 10-12 Nov: 79%
- 24-26 Nov: 82%
- 1-3 Dec: 82%
- 15-17 Dec: 82%
- 5-7 Jan: 85%
- 19-21 Jan: 90%
- 2-4 Feb: 76%
- 16-18 Feb: 85%

23 February 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

transportfocus

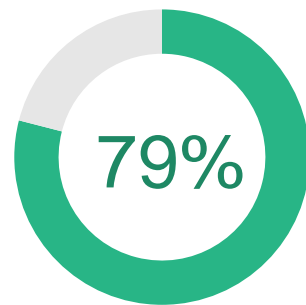# Overall satisfaction by journey purpose, gender and age

80%
Commute

83%
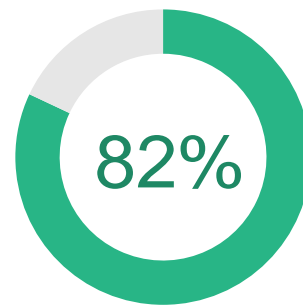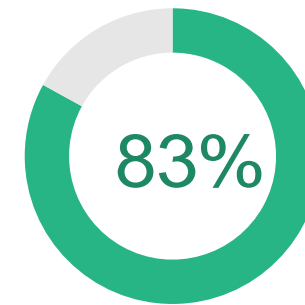All leisure

79%
Men

83%
Women

79%
Aged 18-34
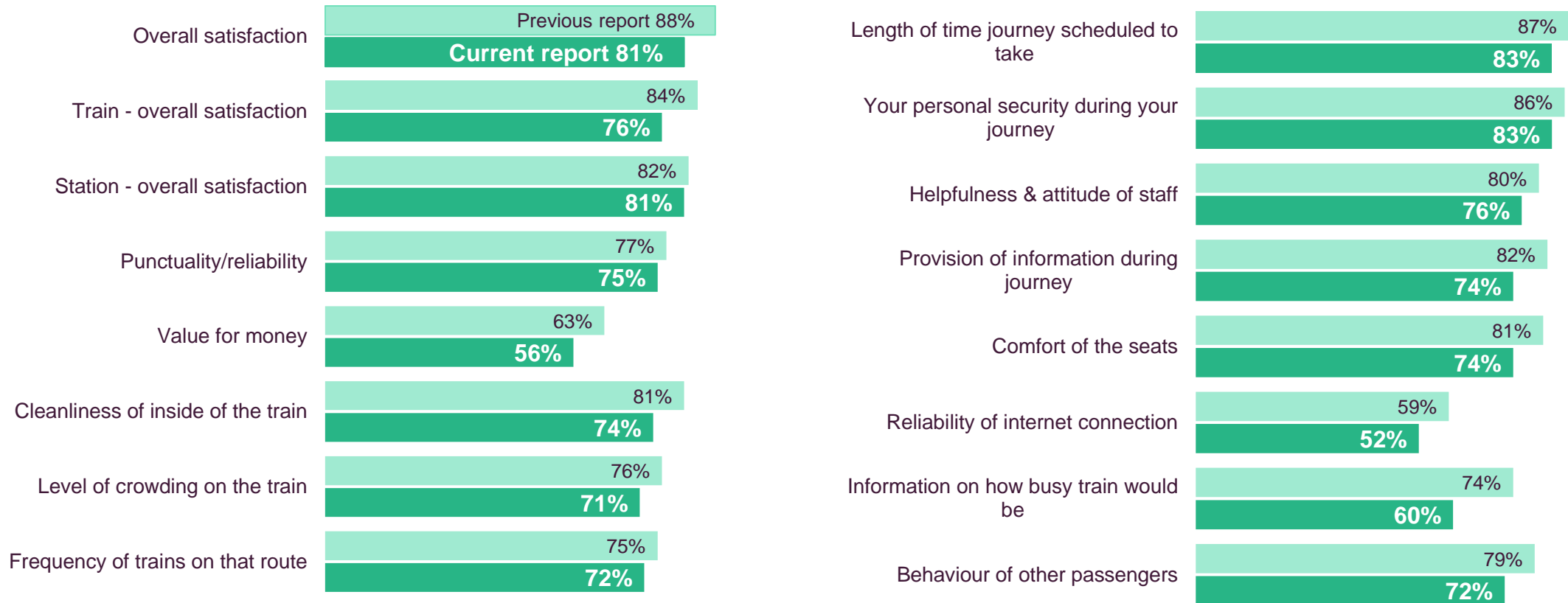
82%
Aged 35-54
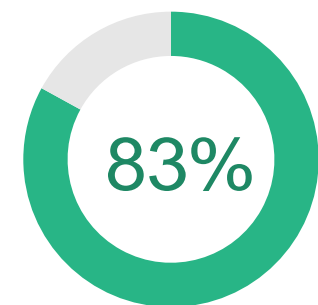
83%
Aged 55 and over

23 February 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 138 and 365 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.
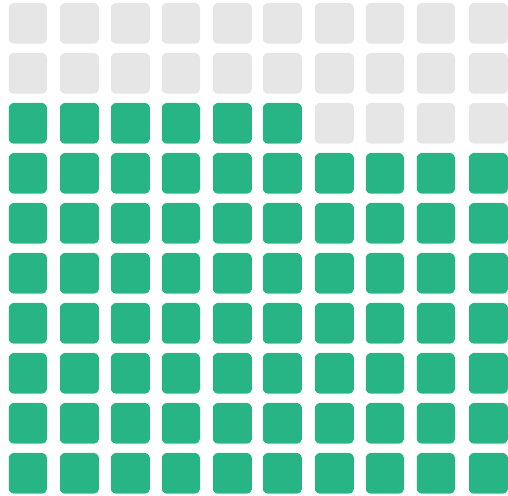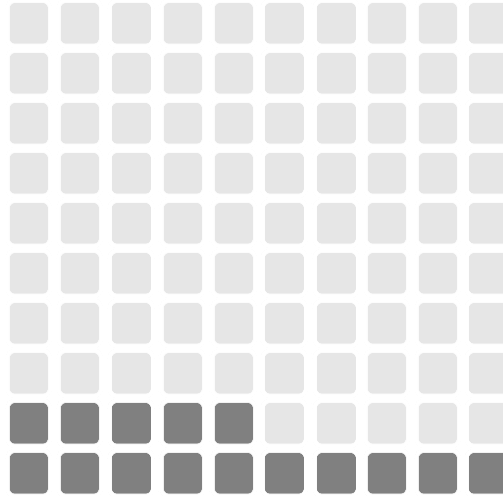
transportfocus

Satisfaction with aspects of rail journey

Satisfaction with all measures is lower than in the last report

Overall satisfaction
- Previous report 88%
- Current report 81%

Train - overall satisfaction
- 84%
- 76%

Station - overall satisfaction
- 82%
- 81%

Punctuality/reliability
- 77%
- 75%

Value for money
- 63%
- 56%

Cleanliness of inside of the train
- 81%
- 74%

Level of crowding on the train
- 76%
- 71%

Frequency of trains on that route
- 75%
- 72%

Length of time journey scheduled to take
- 87%
- 83%

Your personal security during your journey
- 86%
- 83%

Helpfulness & attitude of staff
- 80%
- 76%

Provision of information during journey
- 82%
- 74%

Comfort of the seats
- 81%
- 74%

Reliability of internet connection
- 59%
- 52%

Information on how busy train would be
- 74%
- 60%

Behaviour of other passengers
- 79%
- 72%

23 February 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 496 to 636, and previous report from 432 to 548.
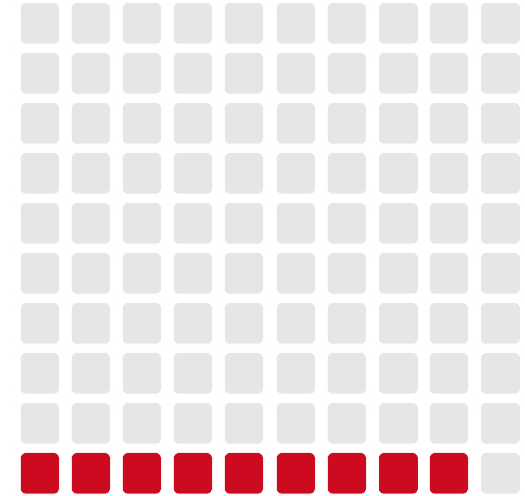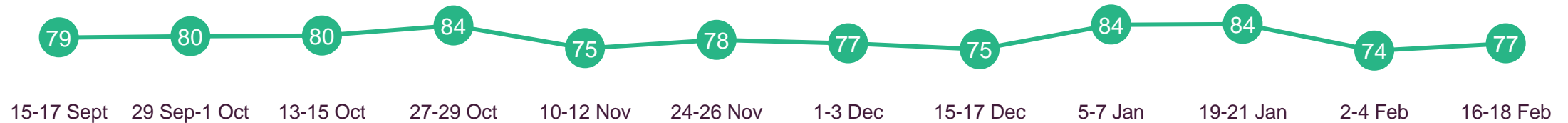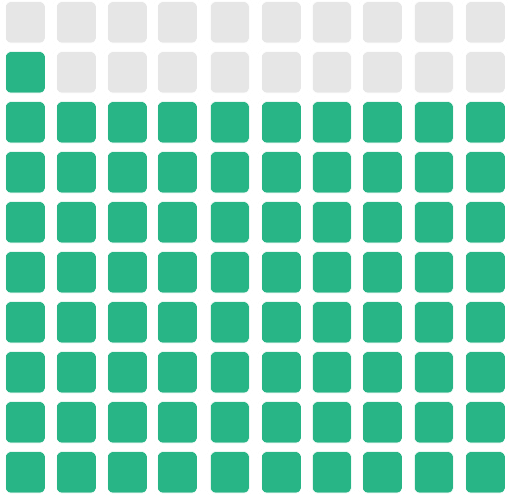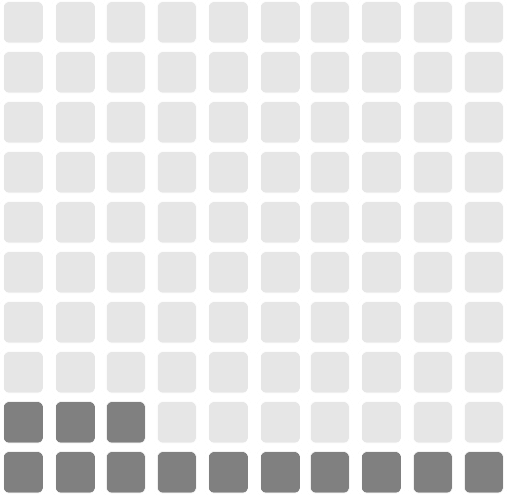
transportfocus

Overall satisfaction with the train

76%
satisfied

15%
neither/nor

9%
dissatisfied

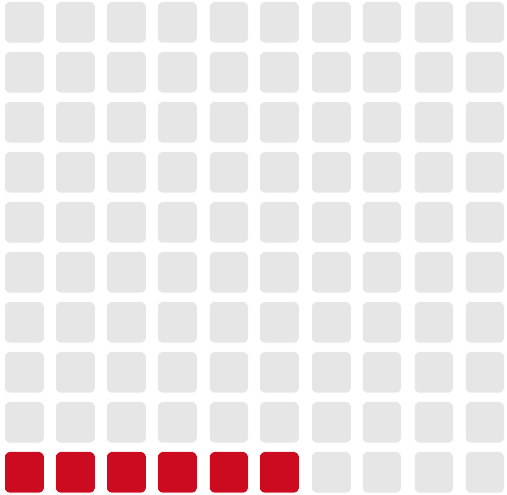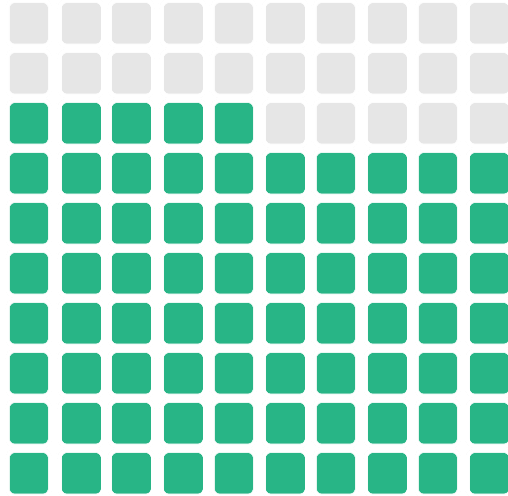| 15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
79	80	80	84	75	78	77	75	84	84	74	77

transportfocus

Overall satisfaction with the station

81%
satisfied

13%
neither/nor

6%
dissatisfied
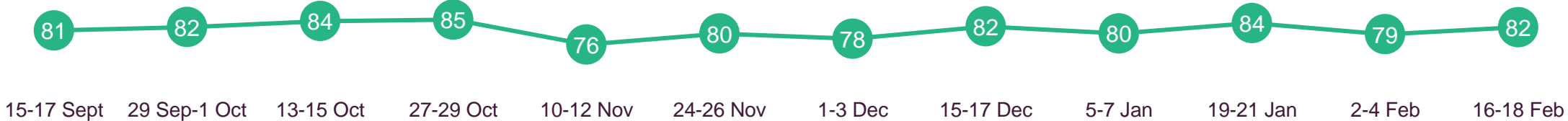
15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
81	82	84	85	76	80	78	82	80	84	79	82

23 February 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 634; trend chart range from 235 to 370 per survey.
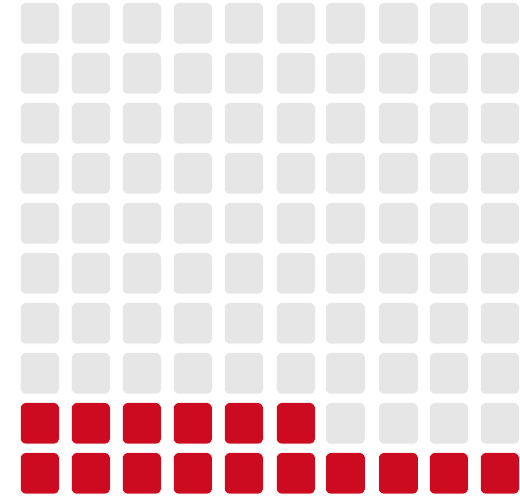
transportfocus
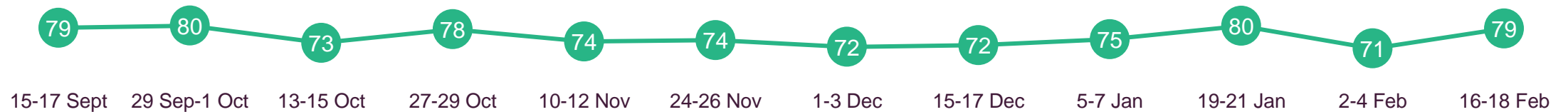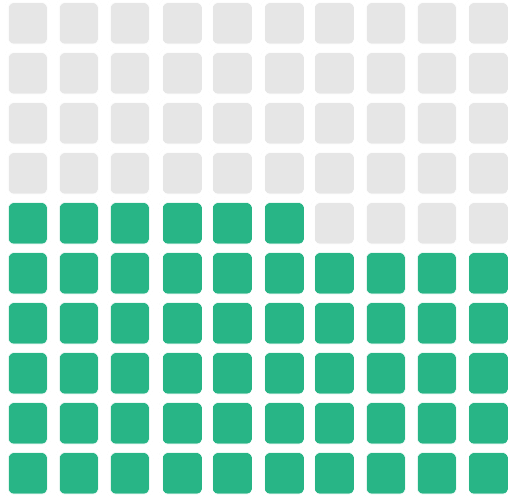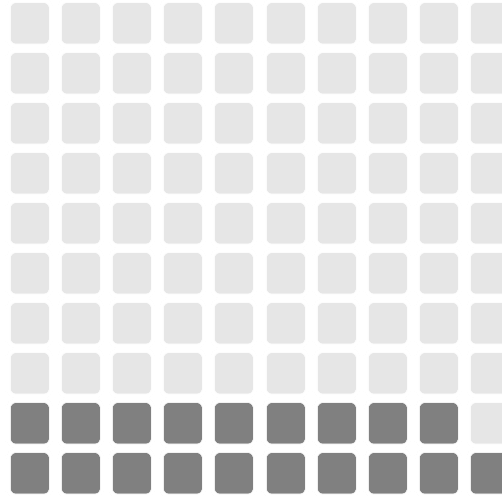
Satisfaction with punctuality/reliability

75%
satisfied
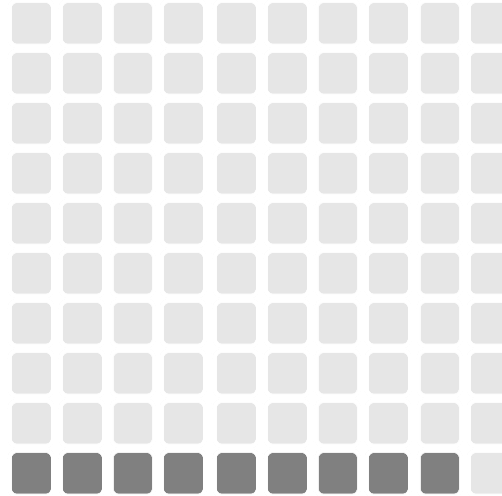
9%
neither/nor

16%
dissatisfied

79 — 15-17 Sept
80 — 29 Sep-1 Oct
73 — 13-15 Oct
78 — 27-29 Oct
74 — 10-12 Nov
74 — 24-26 Nov
72 — 1-3 Dec
72 — 15-17 Dec
75 — 5-7 Jan
80 — 19-21 Jan
71 — 2-4 Feb
79 — 16-18 Feb

23 February 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 635; trend chart range from 234 to 369 per survey.
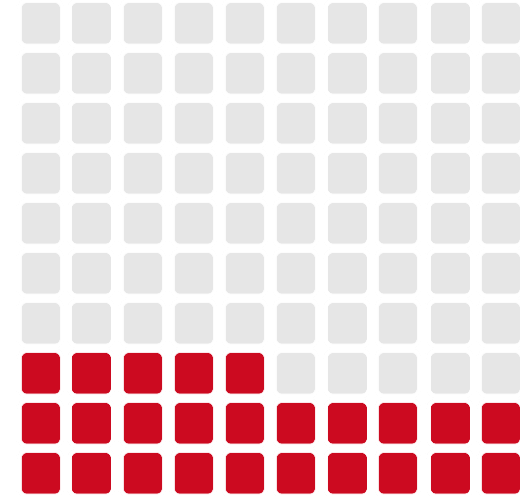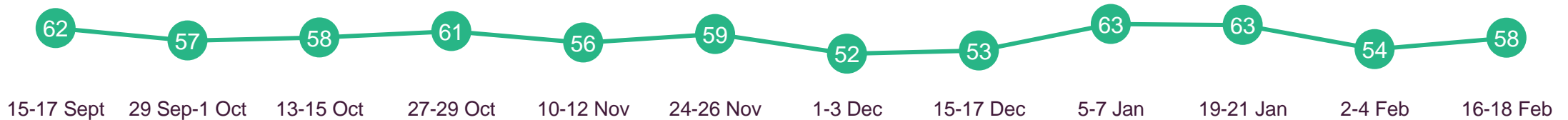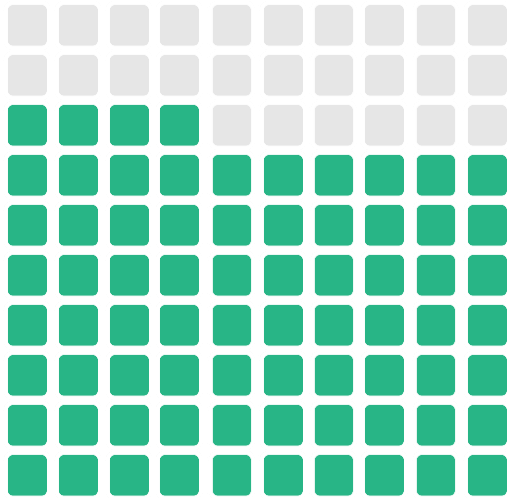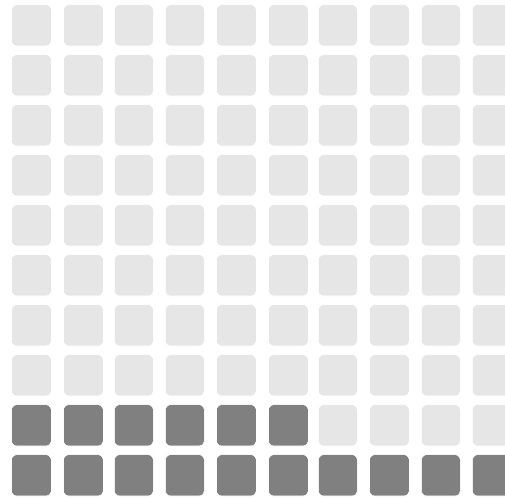
transportfocus

Satisfaction with value for money

56%
satisfied

19%
neither/nor

25%
dissatisfied

62	57	58	61	56	59	52	53	63	63	54	58
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	2-4 Feb	16-18 Feb

23 February 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 616; trend chart range from 223 to 364 per survey.
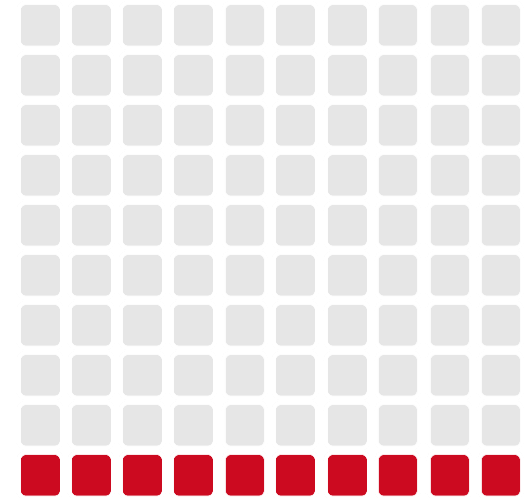
transportfocus

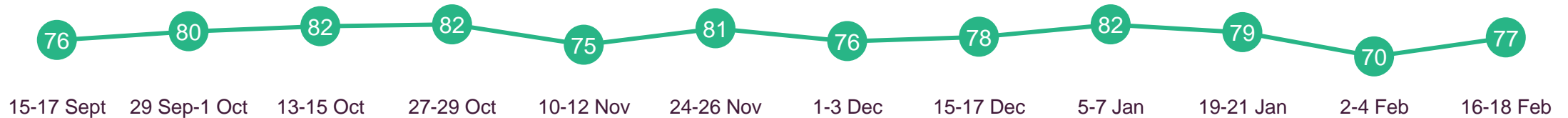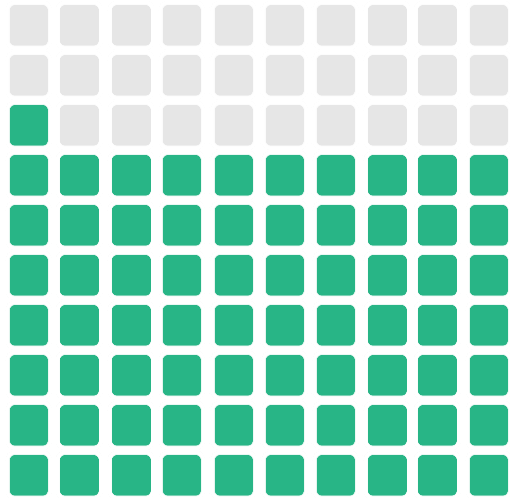# Satisfaction with cleanliness of the inside of the train

74%
satisfied

16%
neither/nor

10%
dissatisfied

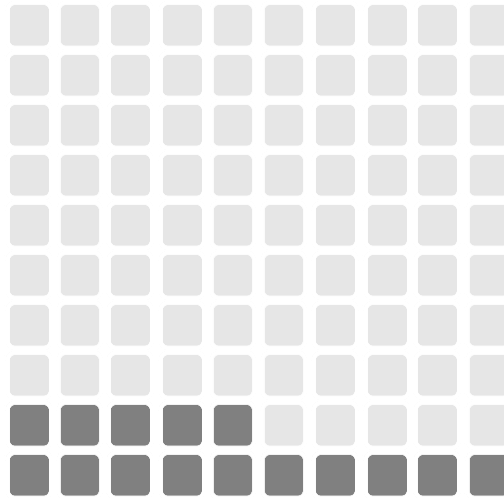| 15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
76	80	82	82	75	81	76	78	82	79	70	77

23 February 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 634; trend chart range from 235 to 368 per survey.
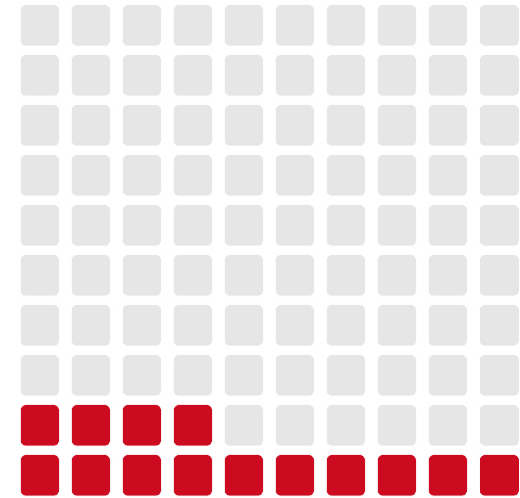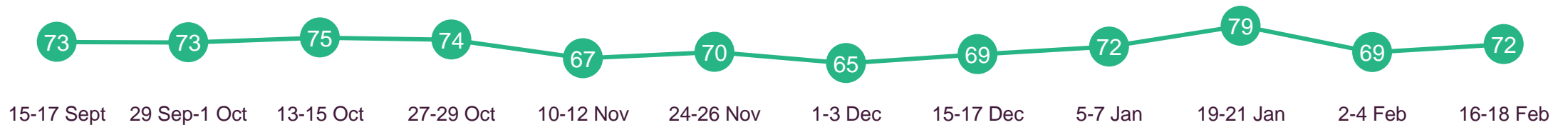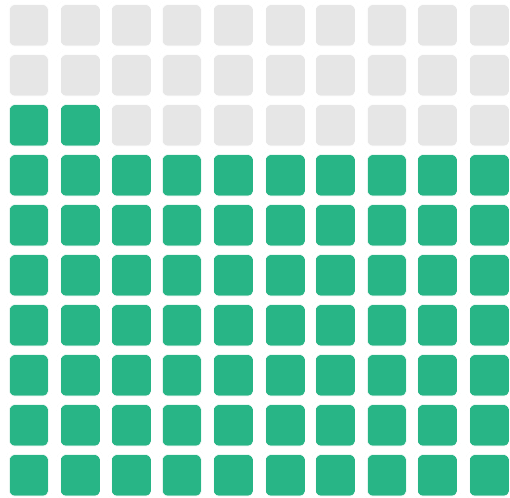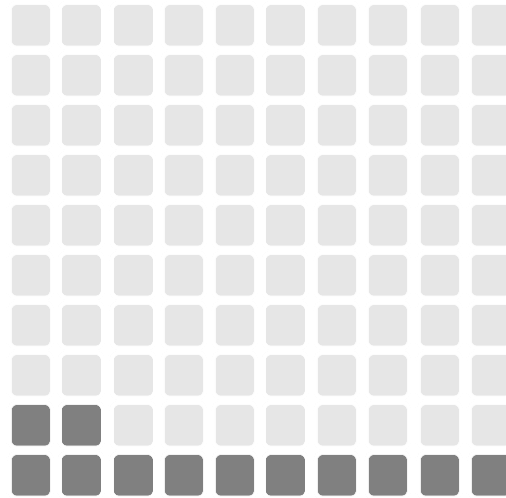
transportfocus

Satisfaction with level of crowding

71%
satisfied

15%
neither/nor

14%
dissatisfied

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	2-4 Feb	16-18 Feb
73	73	75	74	67	70	65	69	72	79	69	72

transportfocus

Satisfaction with frequency of trains on that route

72%
satisfied

12%
neither/nor
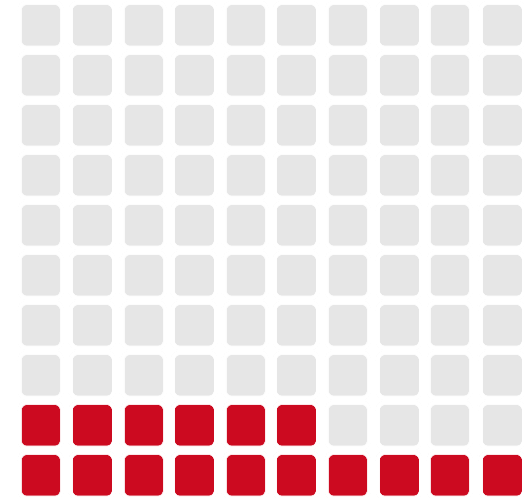
16%
dissatisfied

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	2-4 Feb	16-18 Feb
75	69	74	78	66	70	70	71	75	76	67	77

transportfocus

Satisfaction with scheduled journey time
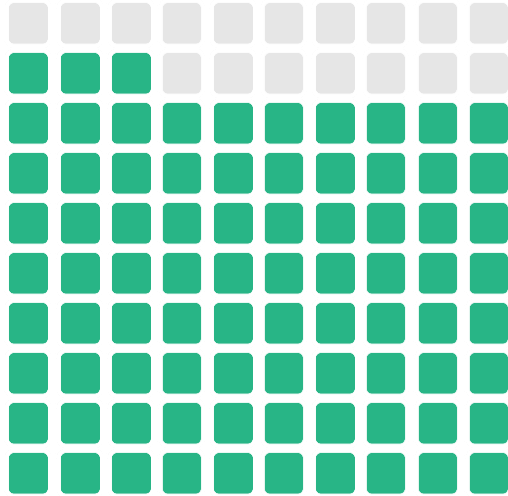
83%
satisfied
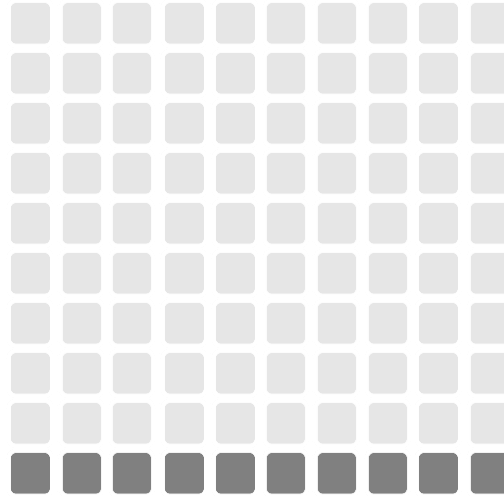
10%
neither/nor
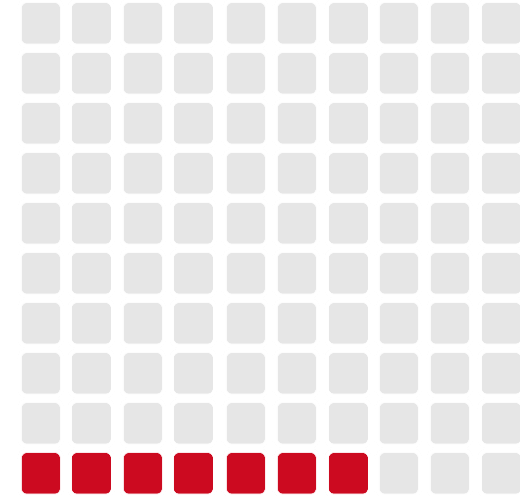
7%
dissatisfied

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	2-4 Feb	16-18 Feb
84	82	83	86	79	83	83	84	87	87	79	87

transportfocus

Satisfaction with personal security

83%
satisfied

13%
neither/nor

4%
dissatisfied

82	81	83	85	80	86	81	82	86	85	80	86

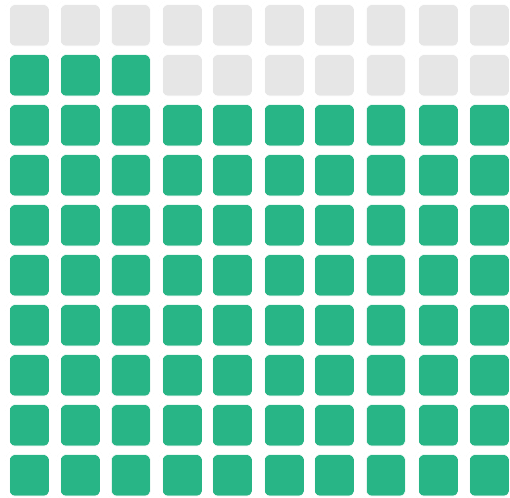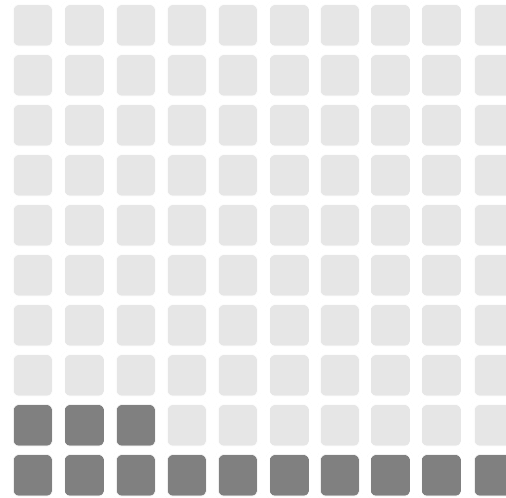| 15-17 Sept | 29 Sep-1 Oct | 13-15 Oct | 27-29 Oct | 10-12 Nov | 24-26 Nov | 1-3 Dec | 15-17 Dec | 5-7 Jan | 19-21 Jan | 2-4 Feb | 16-18 Feb |

23 February 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 629; trend chart range from 234 to 368 per survey.
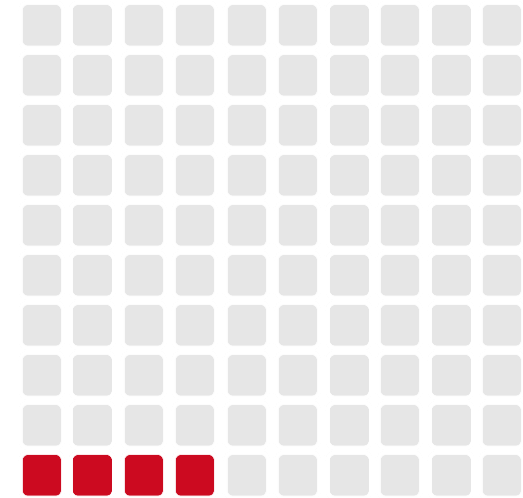
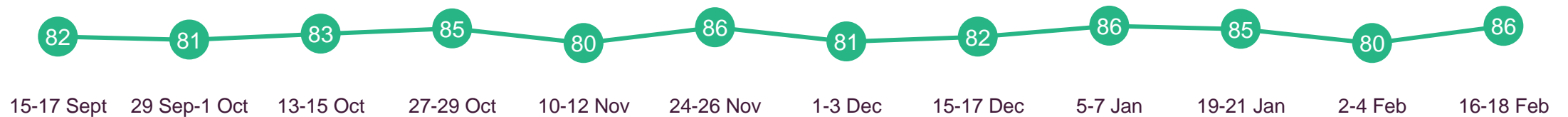transportfocus

Satisfaction with helpfulness and attitude of staff

76%
satisfied

18%
neither/nor

6%
dissatisfied

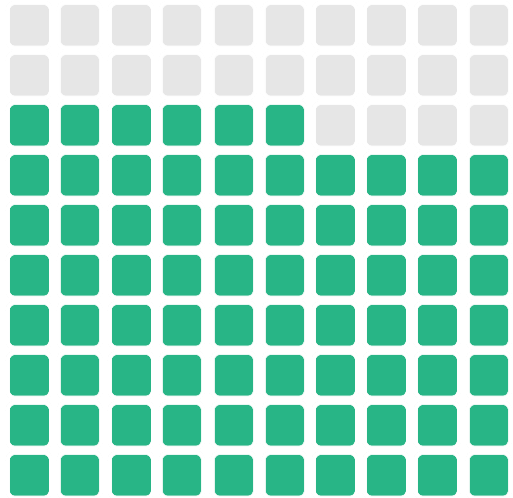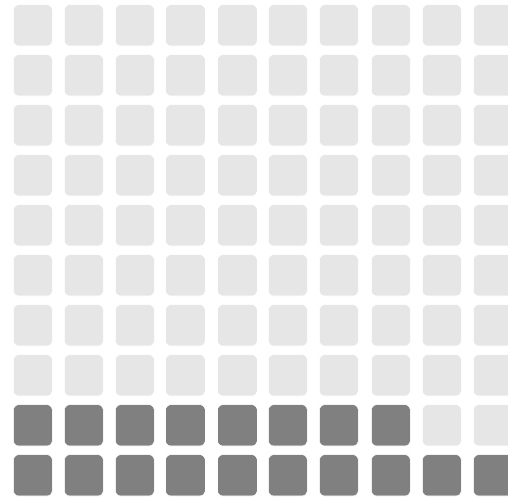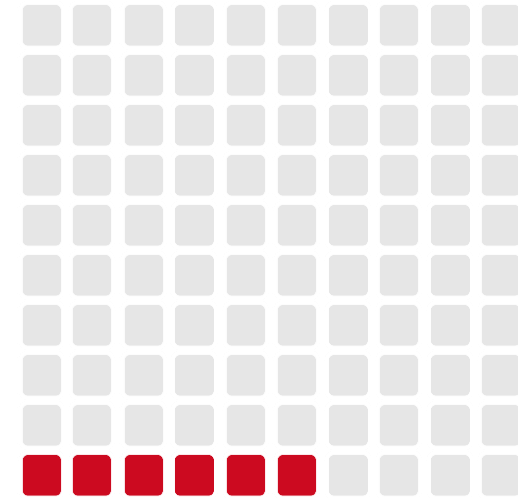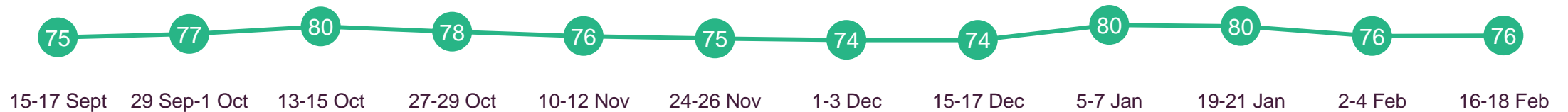| 15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
75	77	80	78	76	75	74	74	80	80	76	76

23 February 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 525; trend chart range from 190 to 295 per survey.

transportfocus

Satisfaction with information provided during the journey

74%
satisfied

19%
neither/nor

7%
dissatisfied

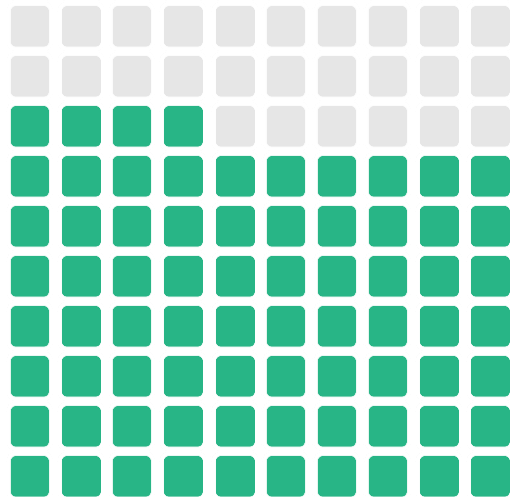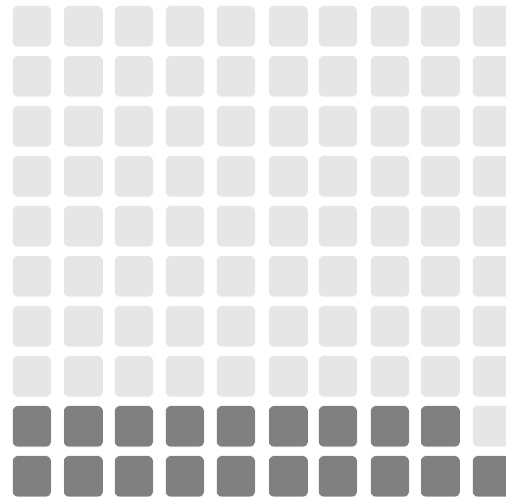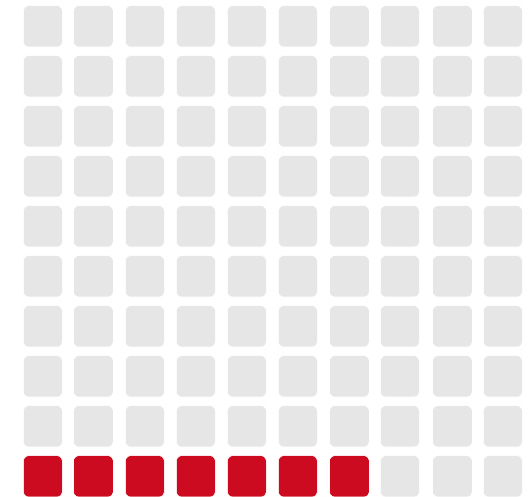|												
74	74	80	78	75	78	76	73	80	83	74	74
15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb

23 February 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 615; trend chart range from 223 to 353 per survey.

transportfocus

Satisfaction with comfort of the seats

74%
satisfied

16%
neither/nor

10%
dissatisfied

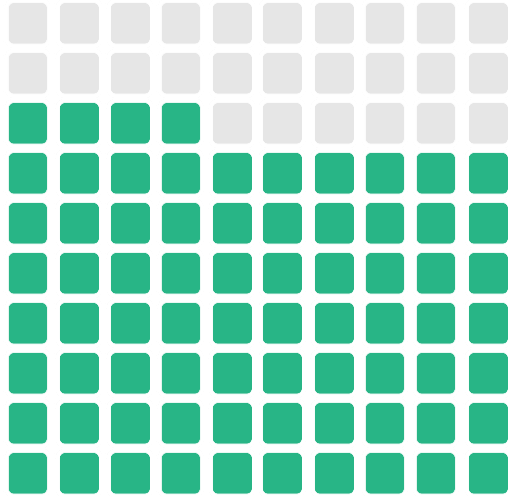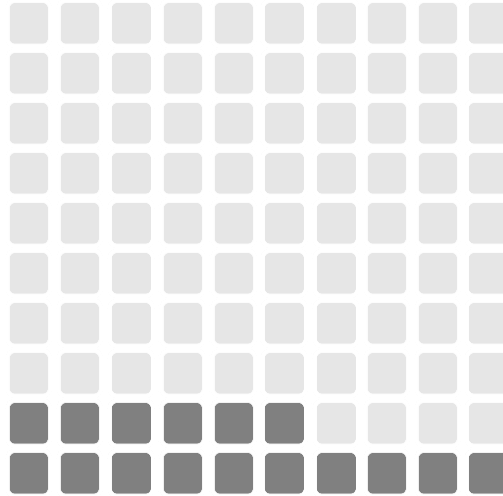| 15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
74	78	73	82	67	74	75	72	81	81	73	75

23 February 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 626; trend chart range from 234 to 360 per survey.
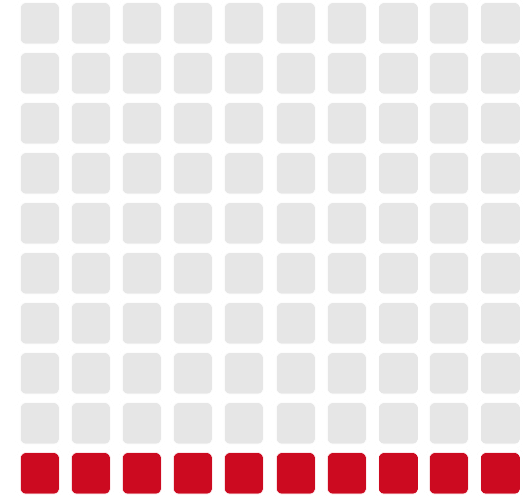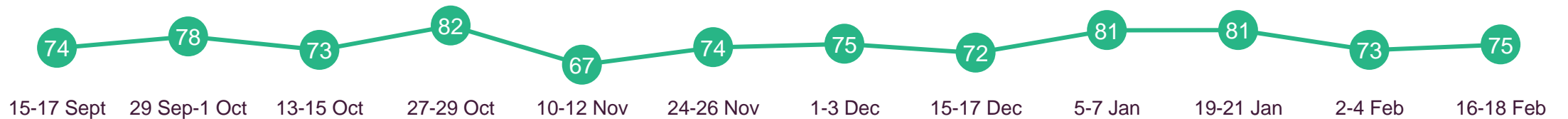
transportfocus

Satisfaction with reliability of the internet

52%
satisfied

19%
neither/nor

29%
dissatisfied
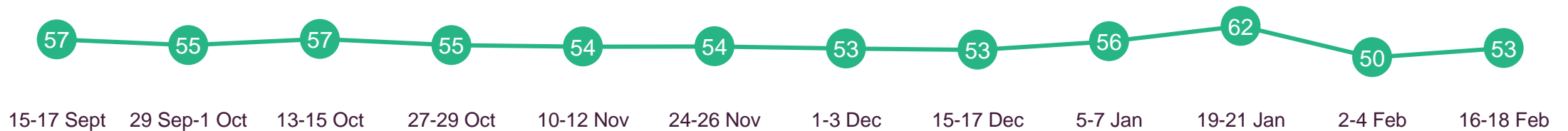
57	55	57	55	54	54	53	53	56	62	50	53		

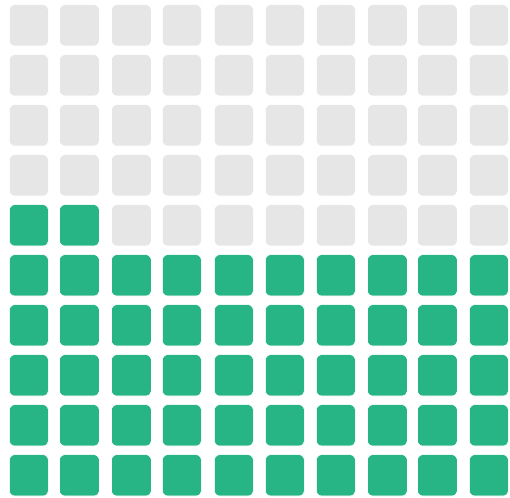15-17 Sept 29 Sep-1 Oct 13-15 Oct 27-29 Oct 10-12 Nov 24-26 Nov 1-3 Dec 15-17 Dec 5-7 Jan 19-21 Jan 2-4 Feb 16-18 Feb
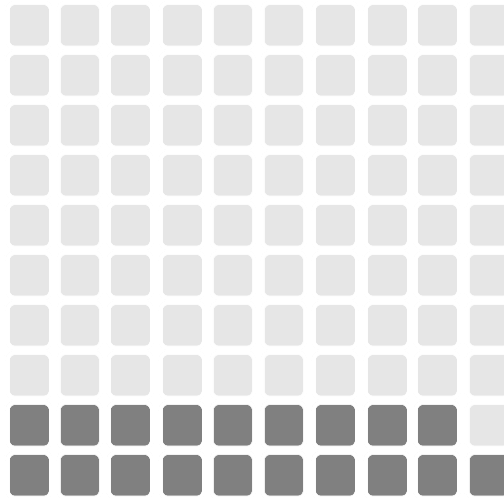
23 February 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 496; trend chart range from 179 to 275 per survey.
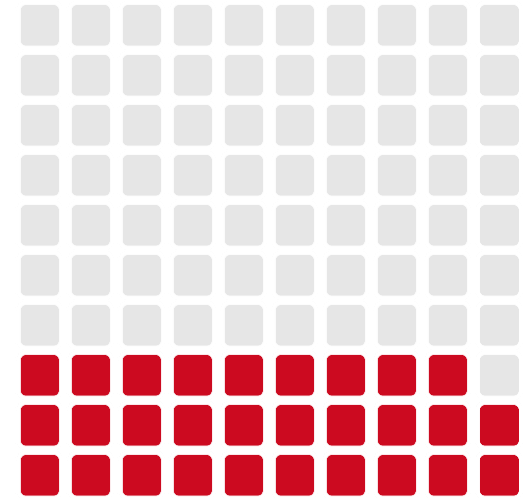
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Satisfaction with information on how busy the train was before travelling

60%
satisfied

27%
neither/nor

13%
dissatisfied
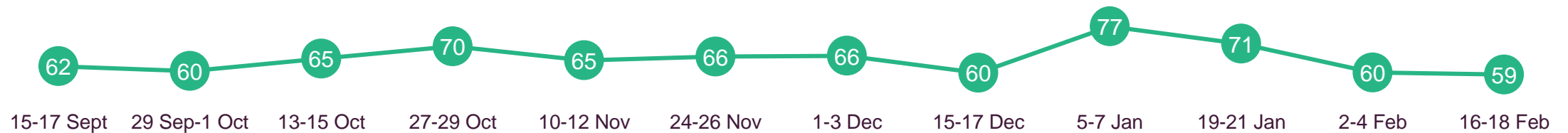
15-17 Sept	29 Sep-1 Oct	13-15 Oct	27-29 Oct	10-12 Nov	24-26 Nov	1-3 Dec	15-17 Dec	5-7 Jan	19-21 Jan	2-4 Feb	16-18 Feb
62	60	65	70	65	66	66	60	77	71	60	59

transportfocus

Satisfaction with other passengers' behaviour

72%
satisfied

18%
neither/nor

9%
dissatisfied

78 — 15-17 Sept
75 — 29 Sep-1 Oct
74 — 13-15 Oct
82 — 27-29 Oct
69 — 10-12 Nov
74 — 24-26 Nov
67 — 1-3 Dec
72 — 15-17 Dec
75 — 5-7 Jan
81 — 19-21 Jan
68 — 2-4 Feb
76 — 16-18 Feb
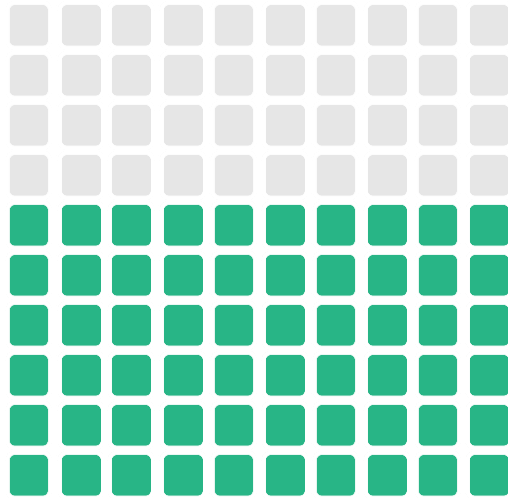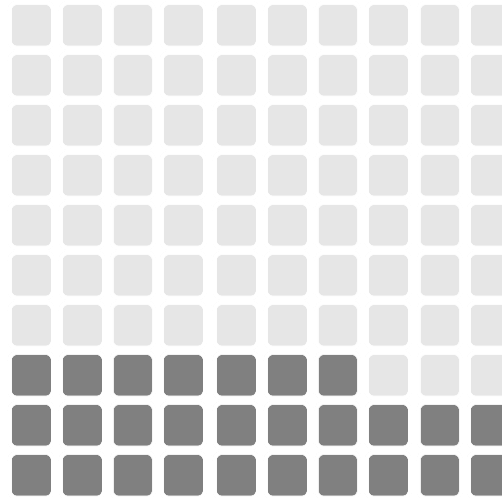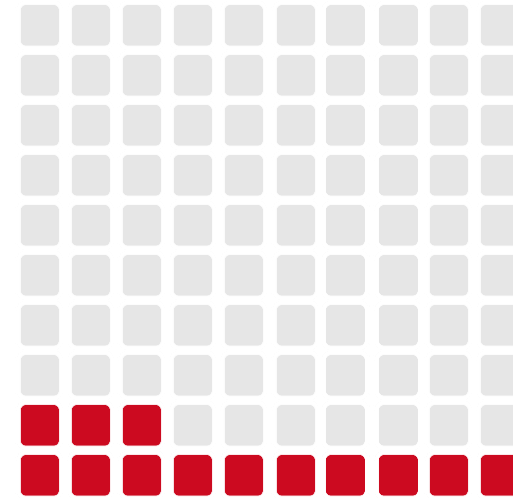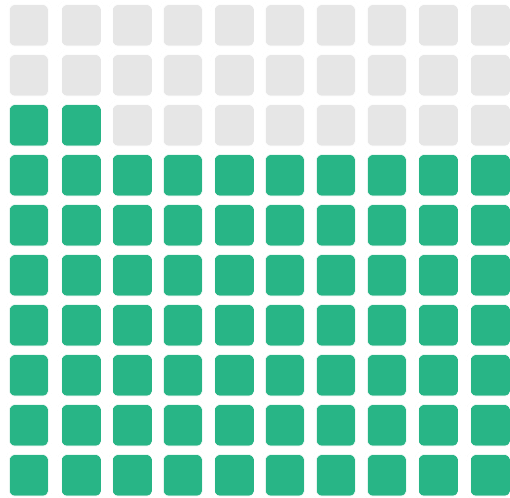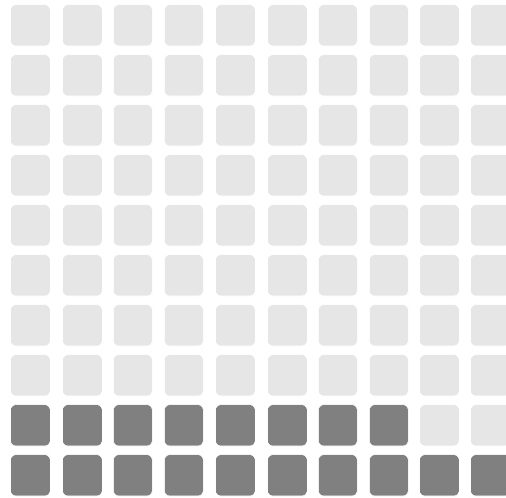
23 February 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 628; trend chart range from 235 to 368 per survey.
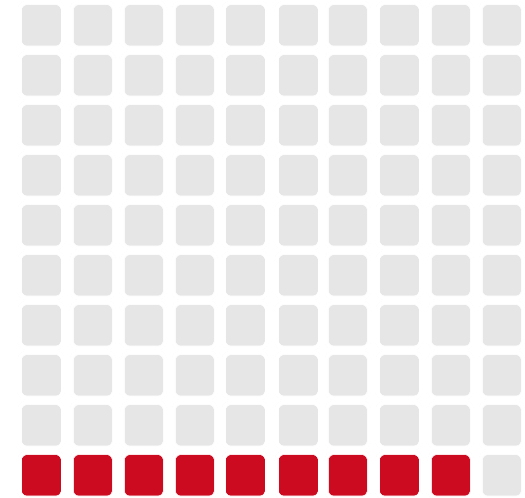
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Methodology and appendix

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.

	Fieldwork dates	Response numbers
Wave 89	15-17 September 2023	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 2024	235
Wave 98	19-21 January	313
Wave 99	2-4 Feb	302
Wave 100	16-18 Feb	334

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Appendix: survey question text

Q. Individual satisfaction measures: Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with? Scale: Very satisfied to Very dissatisfied and Not applicable (except overall satisfaction).

a. This train journey overall
b. The information on how busy the train would be before travelling
c. The cleanliness of the inside of the train
d. Helpfulness and attitude of staff
e. Overall satisfaction with the station
f. Punctuality/reliability (i.e. the train departing / arriving on time)
g. Frequency of the trains on that route

h. Length of time the journey was scheduled to take
i. Level of crowding on the train
j. The behaviour of other passengers
k. Provision of information during the journey
l. Comfort of the seats
m. Value for money of your ticket
n. Reliability of the internet connection
o. Overall satisfaction with the train
p. Your personal security during your journey.

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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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