

22 March 2024

Edition 25

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.

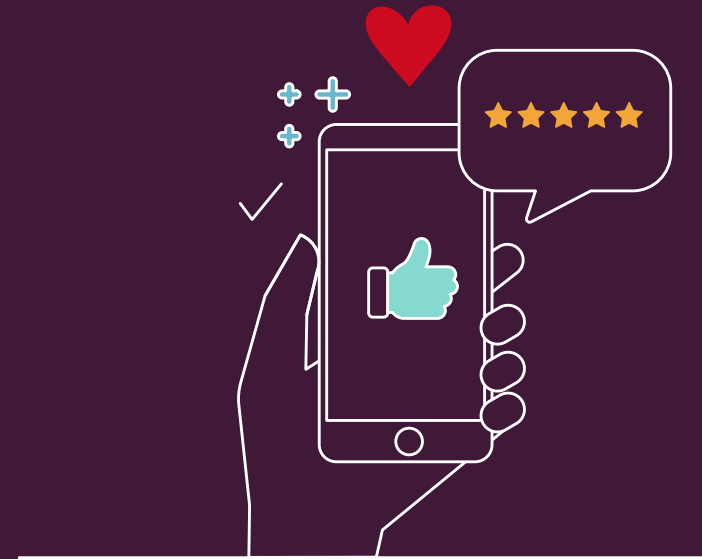
This survey is also used to produce a report every six months showing satisfaction for each train operating company (where sample size allows).

Headlines



87 per cent of passengers were satisfied with their train journey overall. This is a return to levels typical of the last year and up from 81 per cent in the previous report.

So far in 2024 overall satisfaction has been relatively stable. The exception was the survey wave at the beginning of February, where overall satisfaction and satisfaction with individual measures was lower. This was unsurprising as there was industrial action that week.



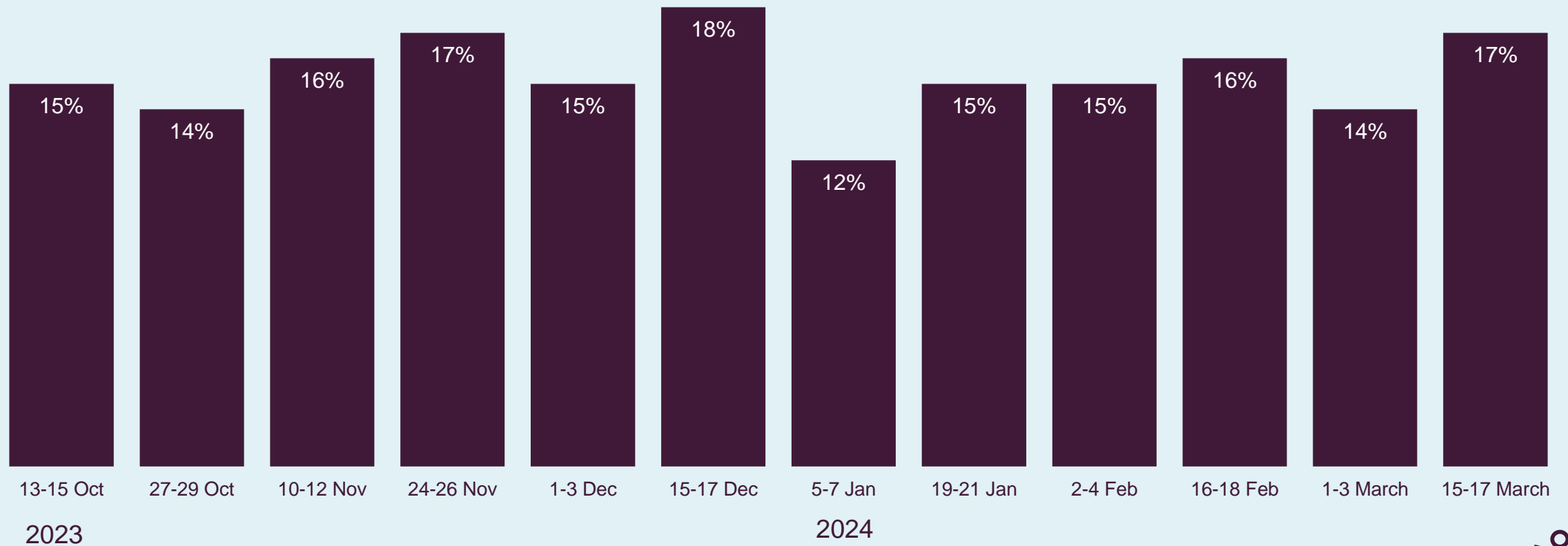
Compared with the previous report, satisfaction has increased for almost all measures in the survey (returning to typical levels) including:

- satisfaction with the cleanliness of the inside of the train at 80 per cent, up from 74 per cent last time
- satisfaction with information provided during the journey at 80 per cent, up from 74 per cent last time.

Rail usage levels



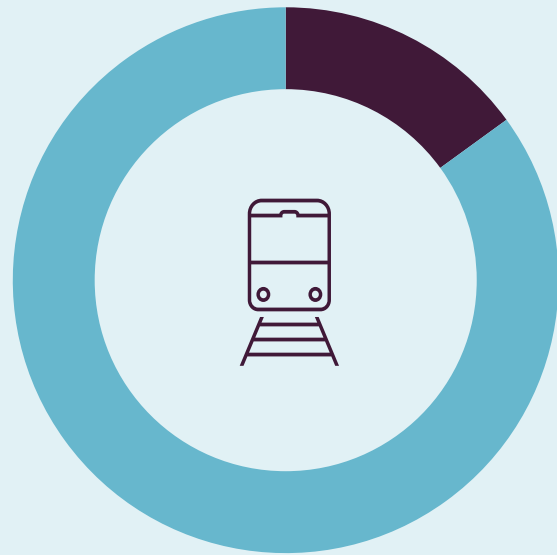
Proportion using rail in last seven days over time



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

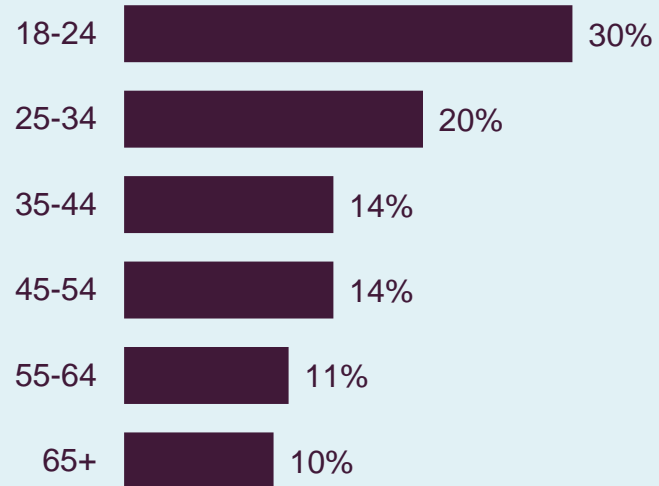
Proportion using rail in the last seven days

All Great Britain



15%

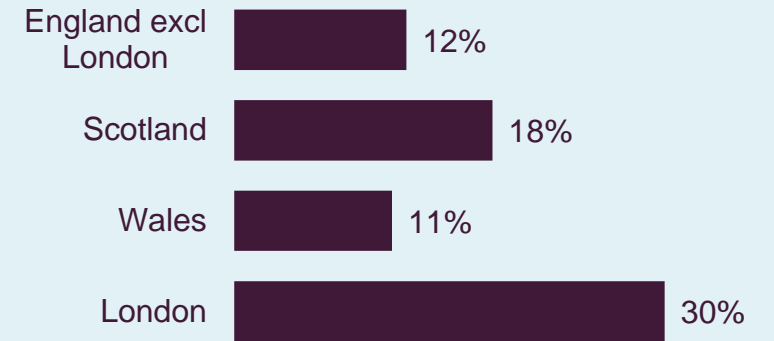
Age



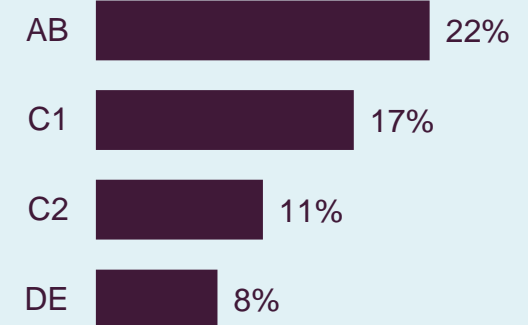
Gender



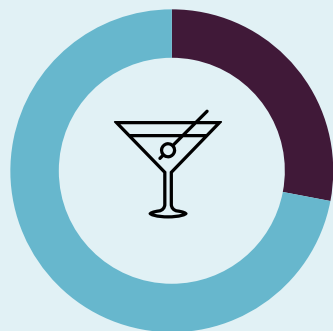
Region



Social grade



Main purpose of rail journey



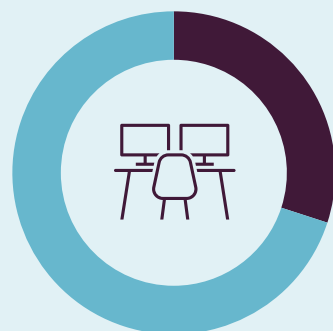
Leisure/eating out/non-essential shopping
28%



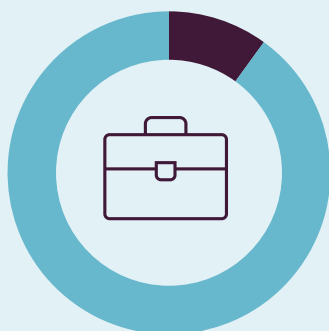
Friends/family
18%



Essential shopping
4%



Commuting
30%



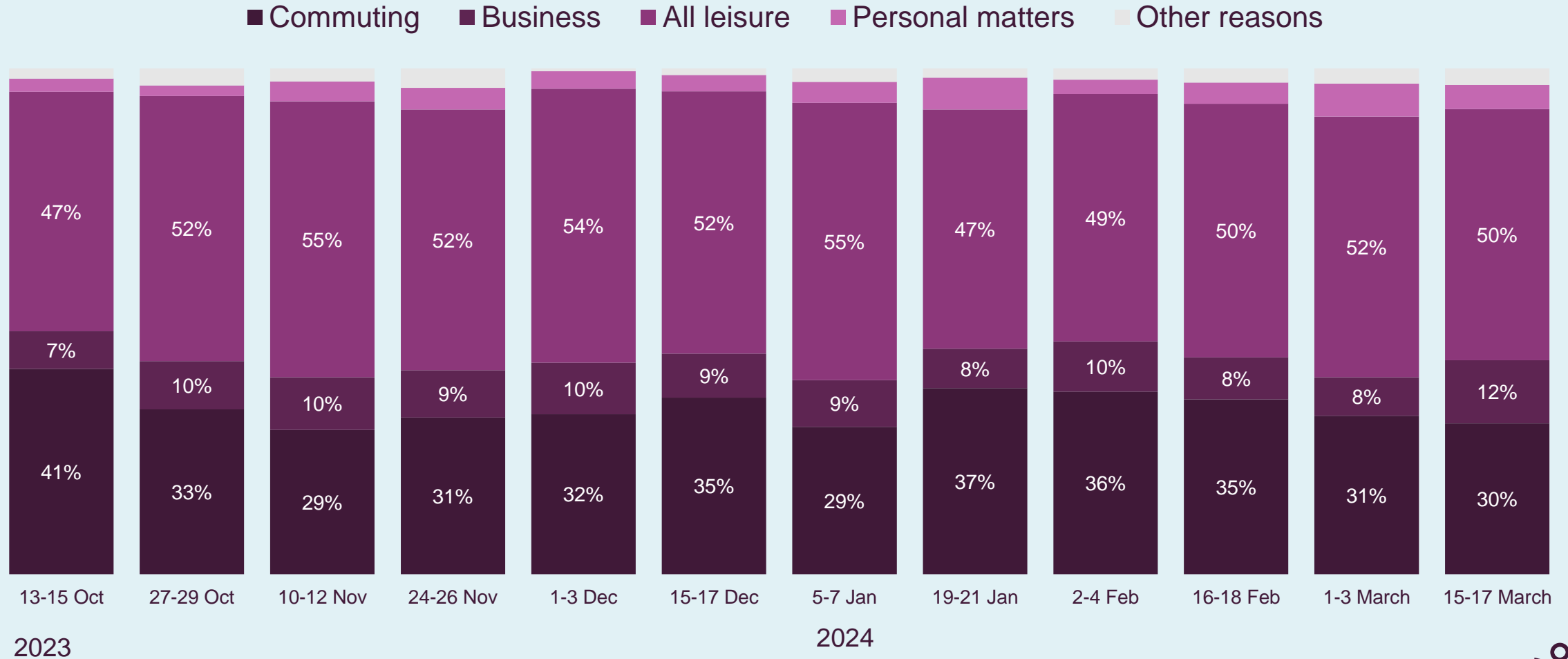
Work travel
10%



Personal matters
6%

22 March 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 - 612. 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

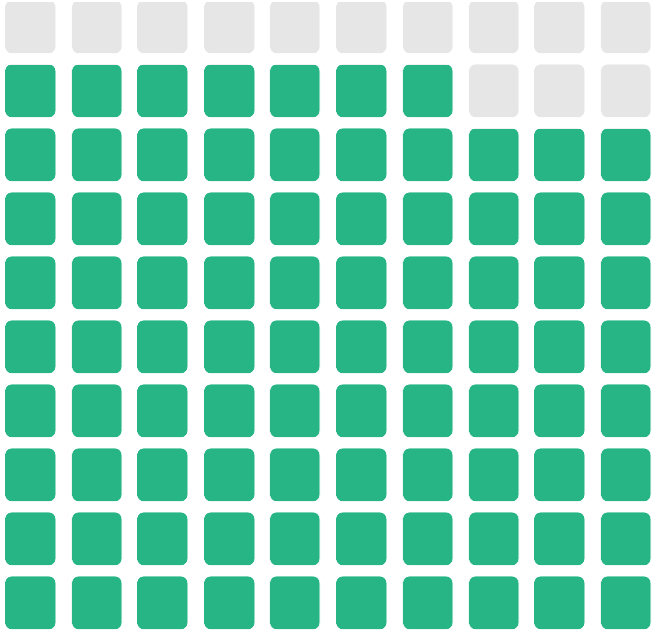


22 March 2024 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 311 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

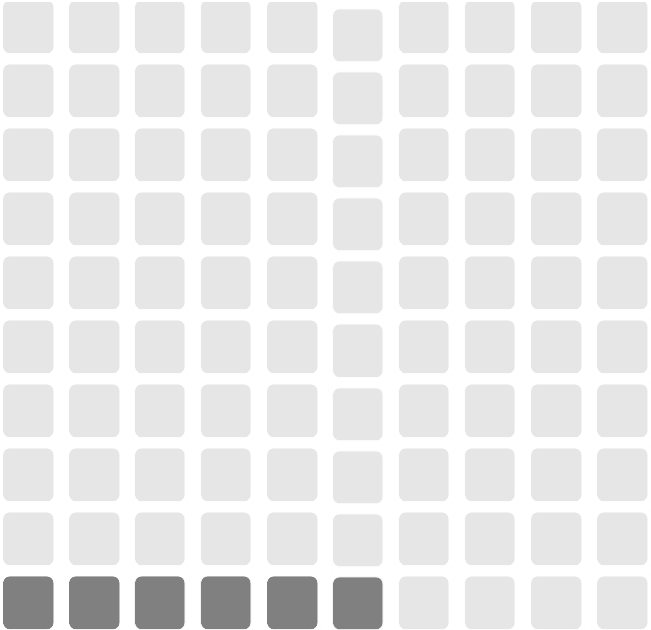
Rail satisfaction



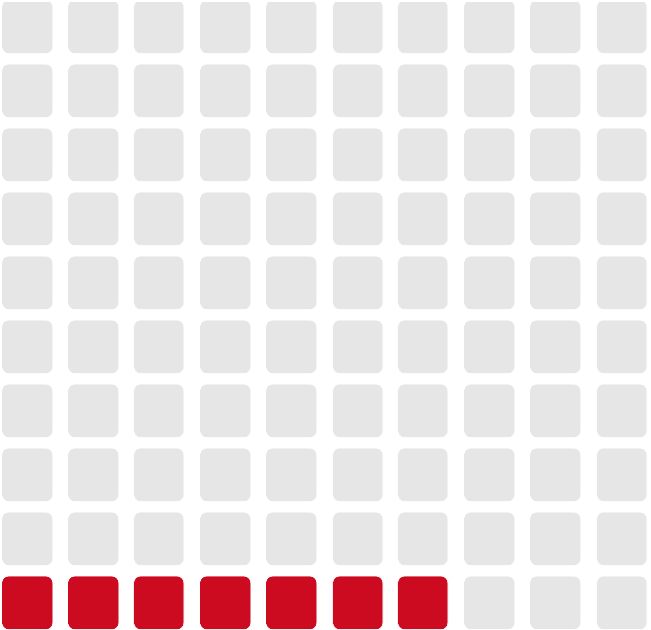
Overall satisfaction with rail journey



87%
satisfied



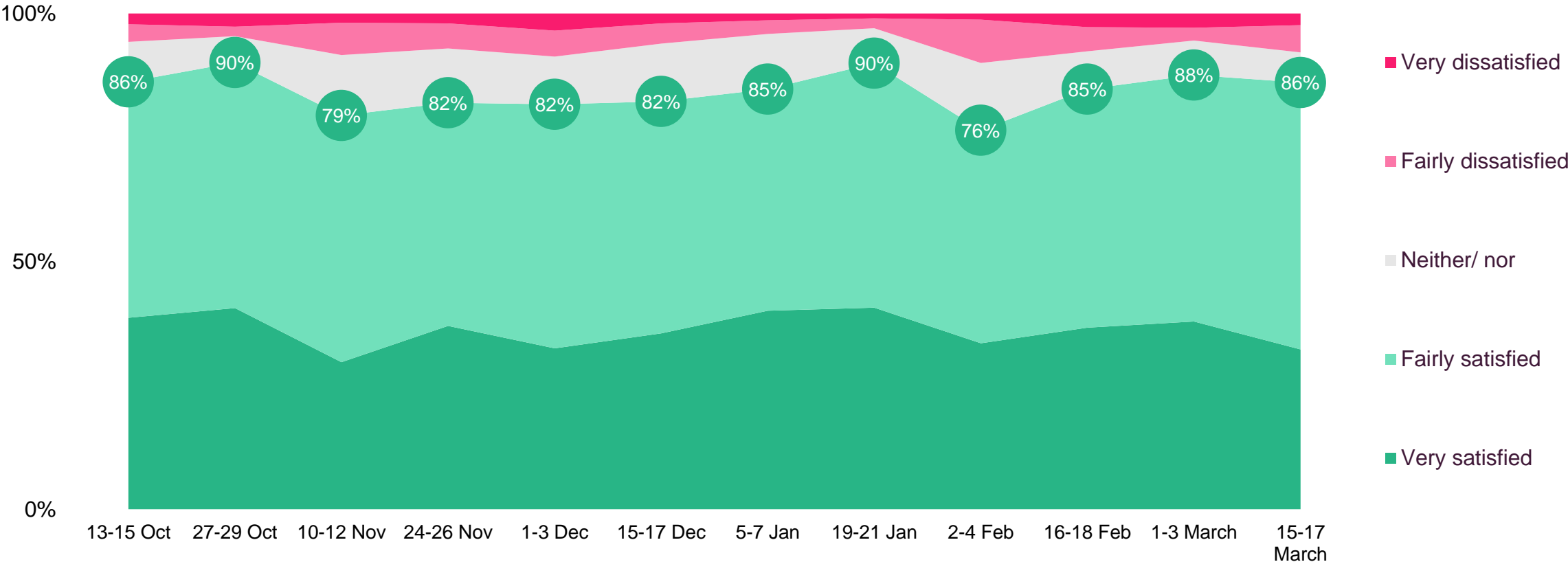
6%
neither/nor



7%
dissatisfied

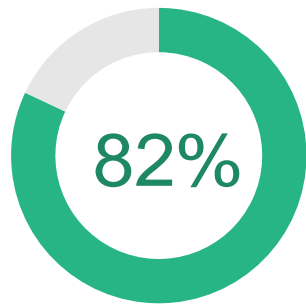
22 March 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 615.

Overall satisfaction with rail journey

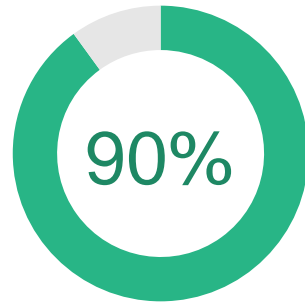


22 March 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 235 to 370

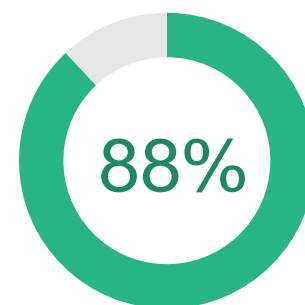
Overall satisfaction by journey purpose, gender and age



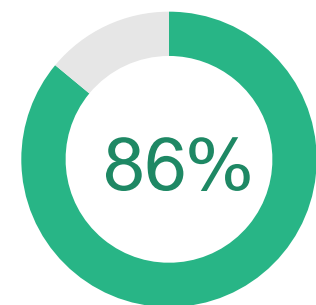
Commute



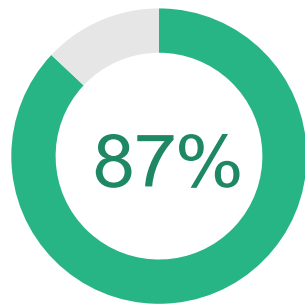
All leisure



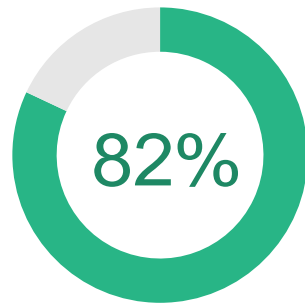
Men



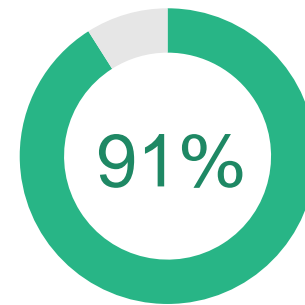
Women



Aged 18-34



Aged 35-54



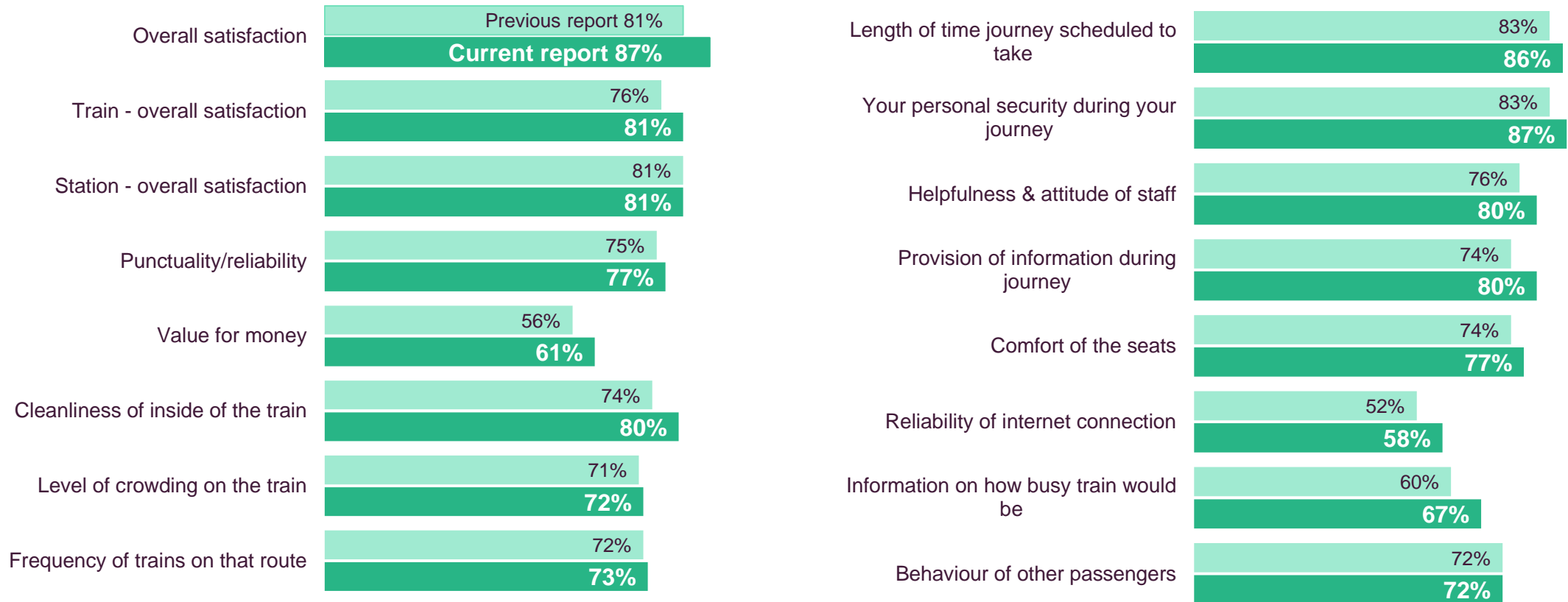
Aged 55 and over

22 March 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 171 and 332 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



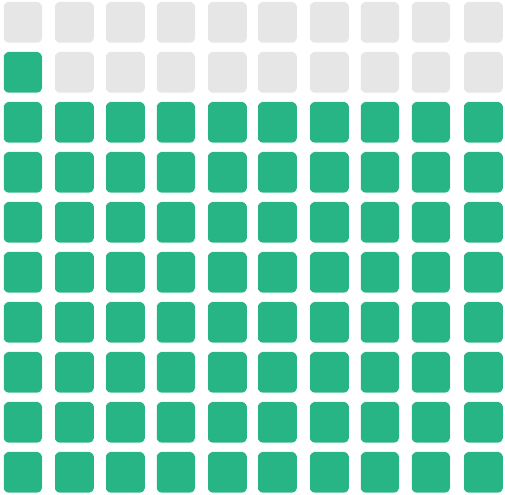
**Satisfaction
with aspects
of rail journey**

Satisfaction with almost all measures is higher than in the last report

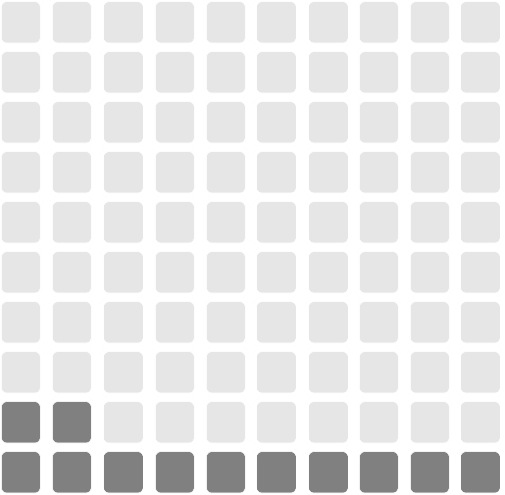


22 March 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the two surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 461 to 615, and previous report from 496 to 636.

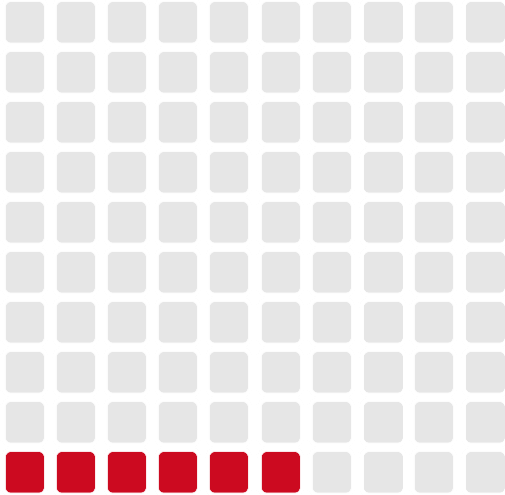
Overall satisfaction with the train



81%
satisfied



12%
neither/nor

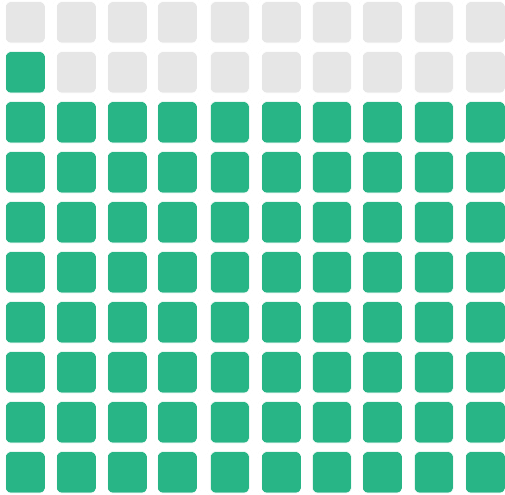


6%
dissatisfied

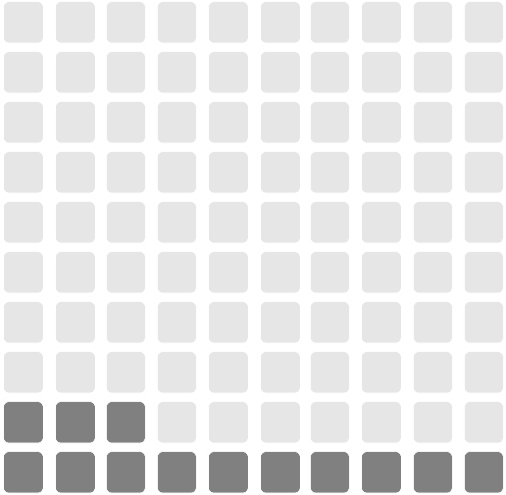


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 614; trend chart range from 235 to 370 per survey.

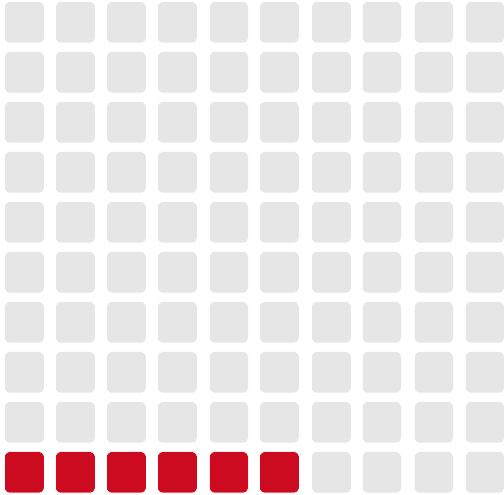
Overall satisfaction with the station



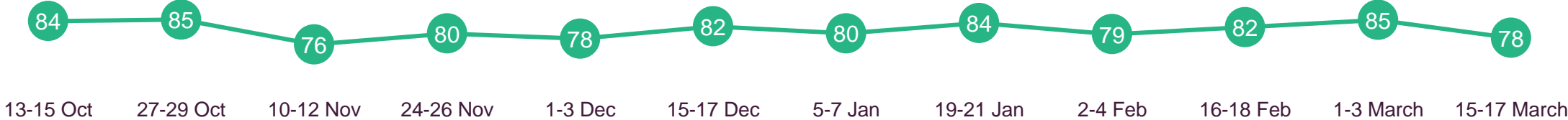
81%
satisfied



13%
neither/nor

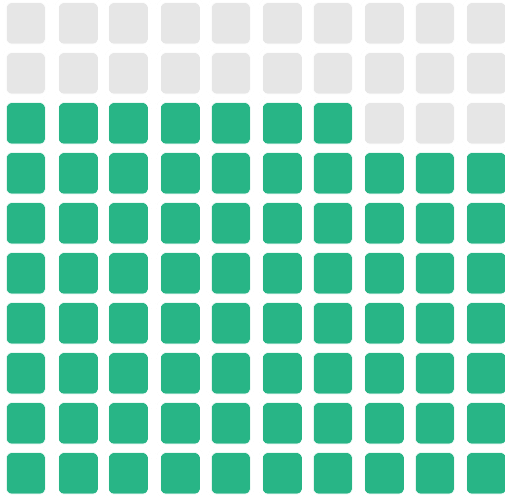


6%
dissatisfied

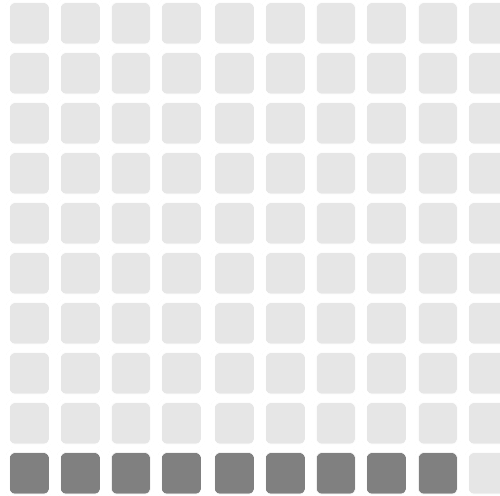


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 615; trend chart range from 235 to 370 per survey.

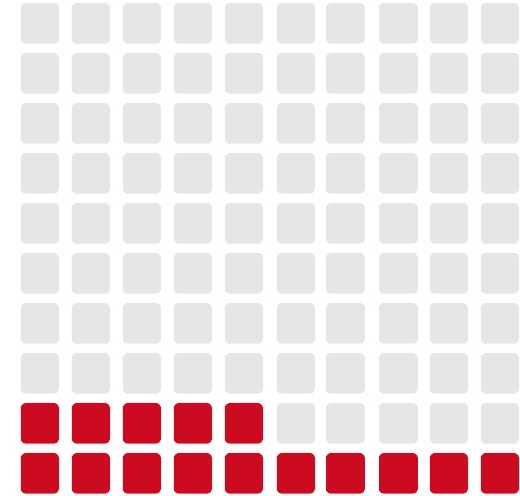
Satisfaction with punctuality/reliability



77%
satisfied



9%
neither/nor

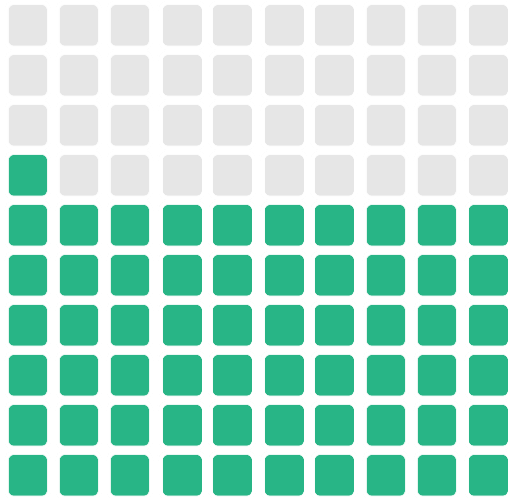


15%
dissatisfied

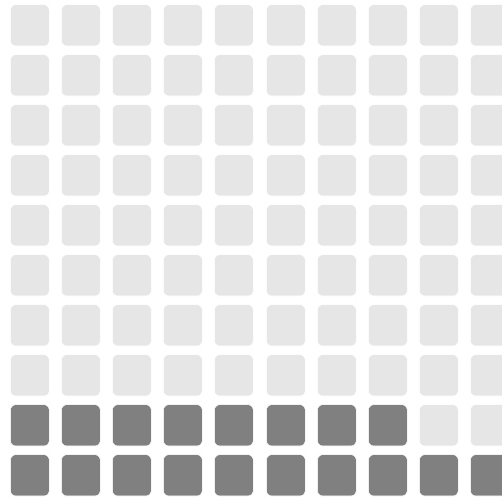


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 615; trend chart range from 234 to 369 per survey.

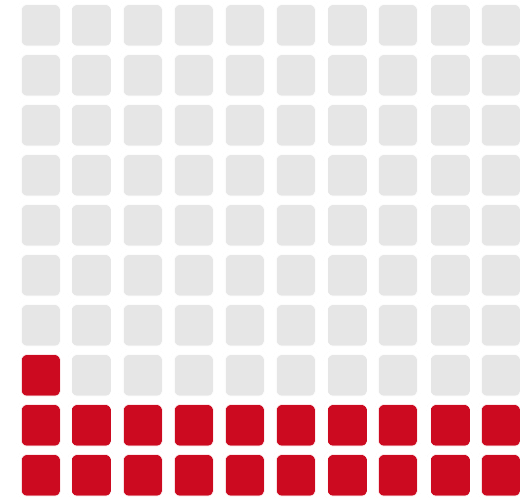
Satisfaction with value for money



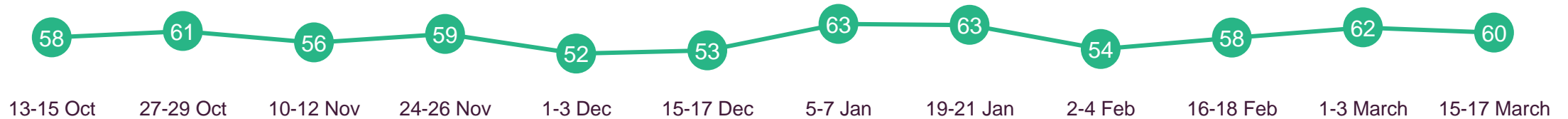
61%
satisfied



18%
neither/nor

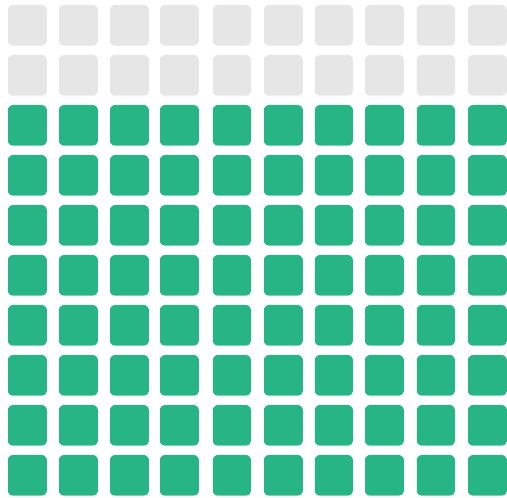


21%
dissatisfied

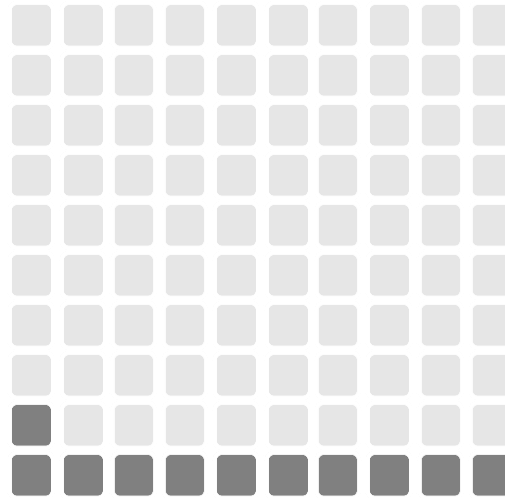


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 584; trend chart range from 223 to 364 per survey.

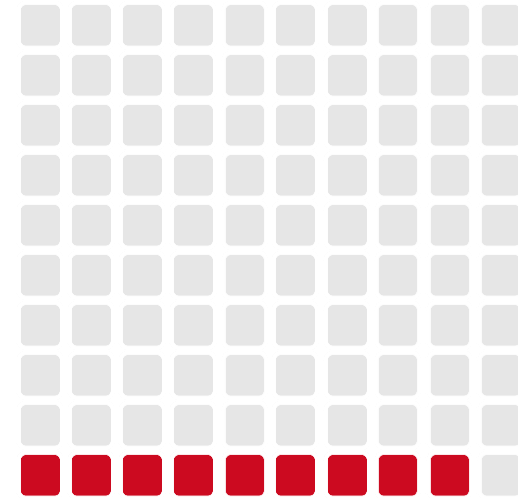
Satisfaction with cleanliness of the inside of the train



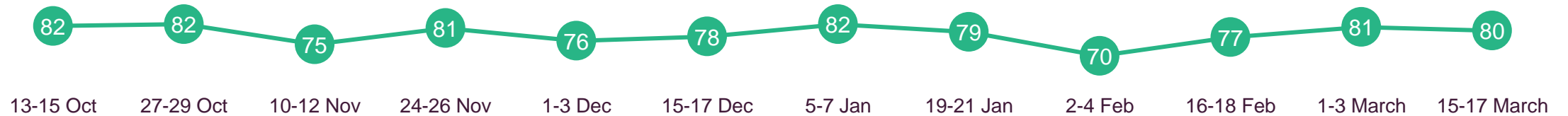
80%
satisfied



11%
neither/nor

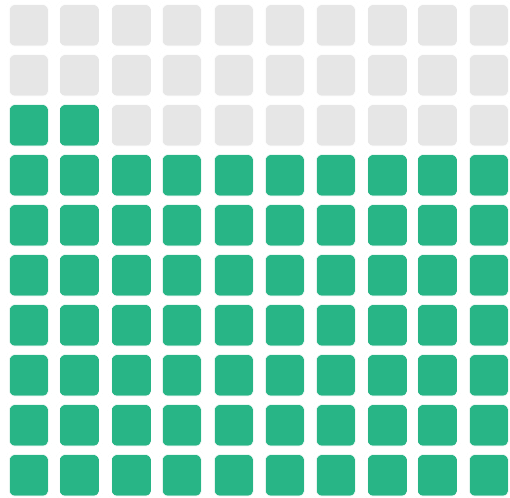


9%
dissatisfied

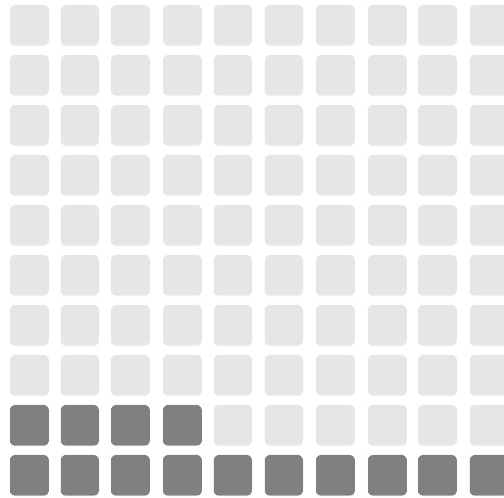


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 613; trend chart range from 235 to 368 per survey.

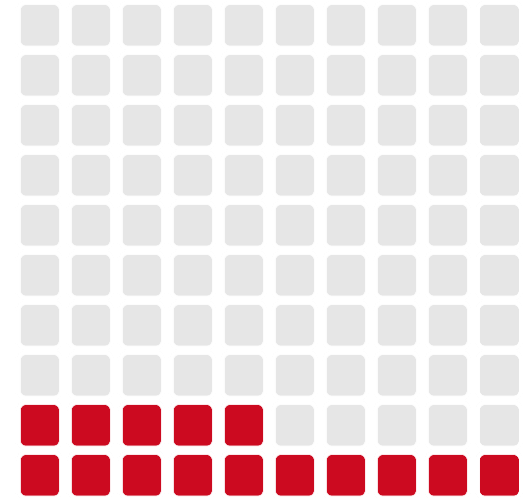
Satisfaction with level of crowding



72%
satisfied



14%
neither/nor

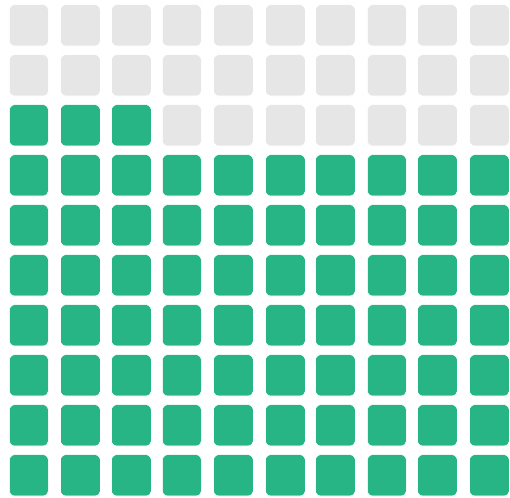


15%
dissatisfied

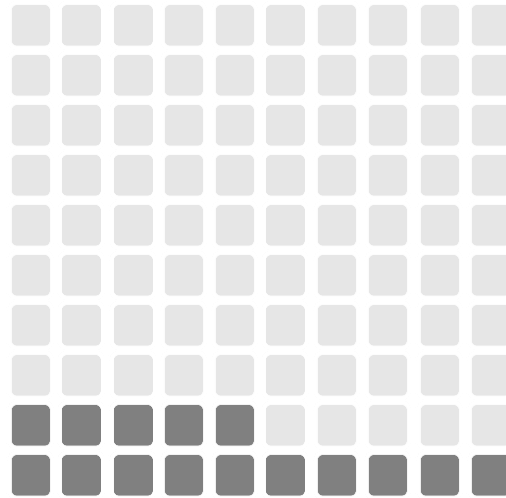


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 611; trend chart range from 234 to 368 per survey.

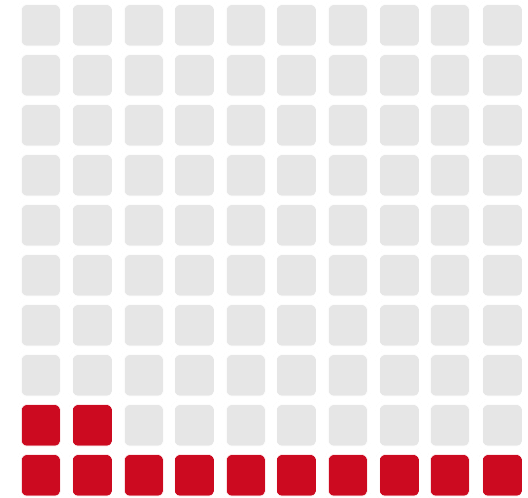
Satisfaction with frequency of trains on that route



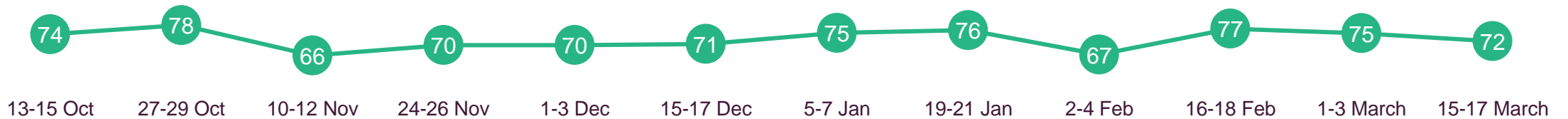
73%
satisfied



15%
neither/nor

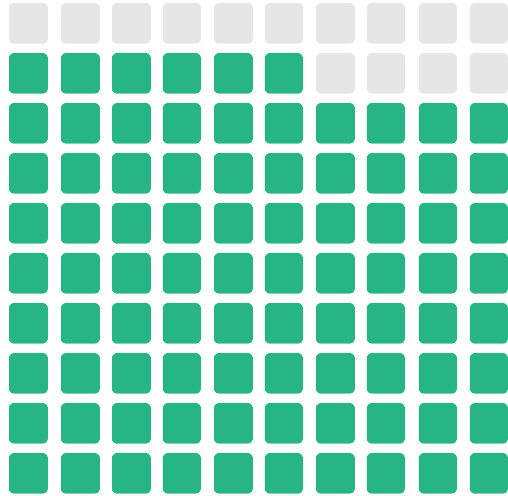


12%
dissatisfied

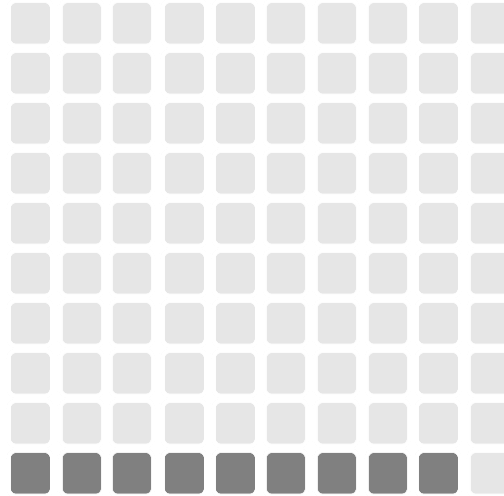


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 611; trend chart range from 234 to 365 per survey.

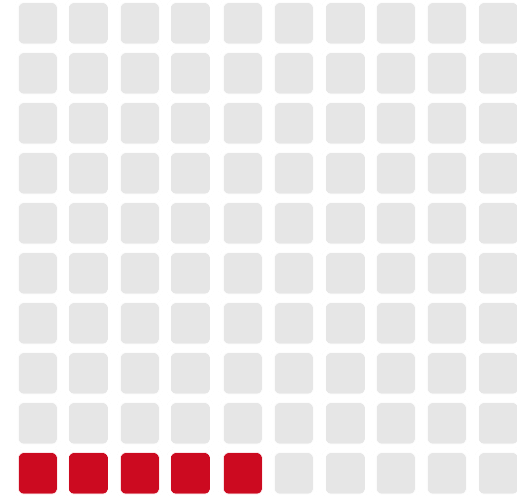
Satisfaction with scheduled journey time



86%
satisfied



9%
neither/nor

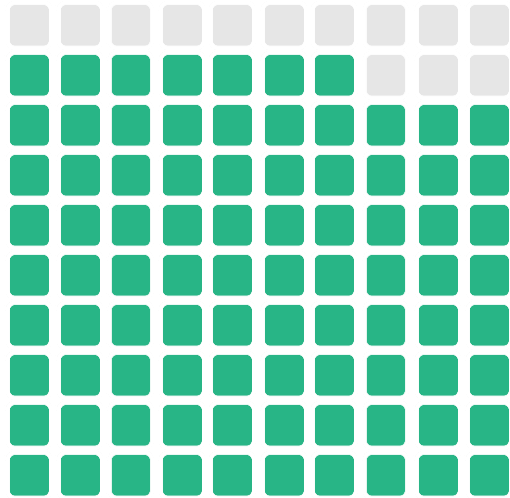


5%
dissatisfied

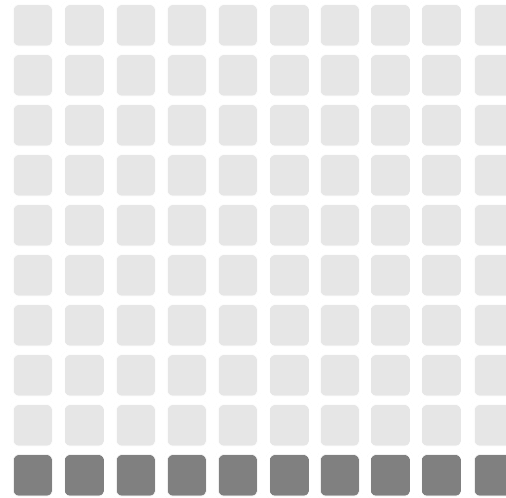


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 615; trend chart range from 234 to 370 per survey.

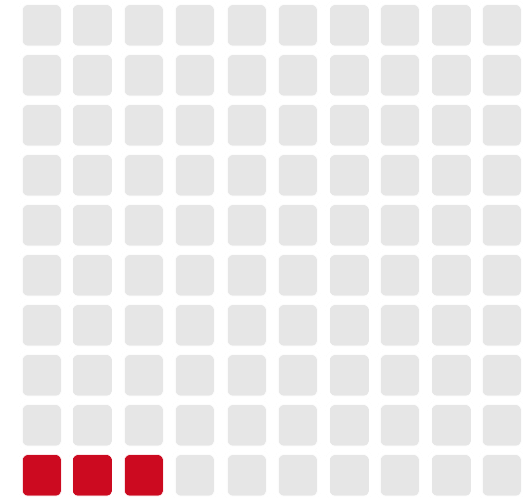
Satisfaction with personal security



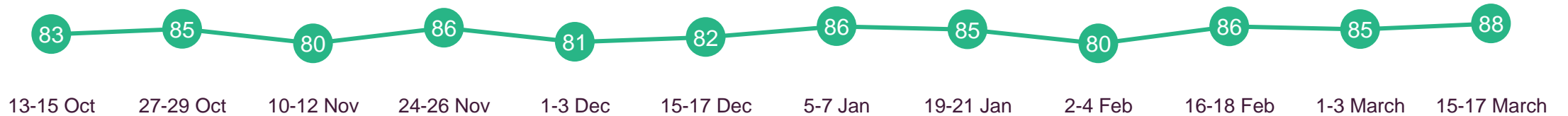
87%
satisfied



10%
neither/nor

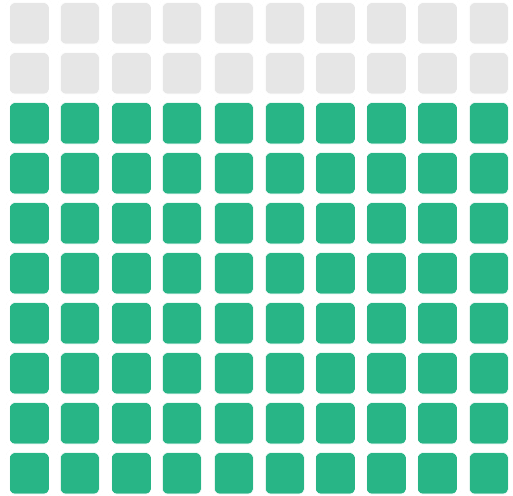


3%
dissatisfied

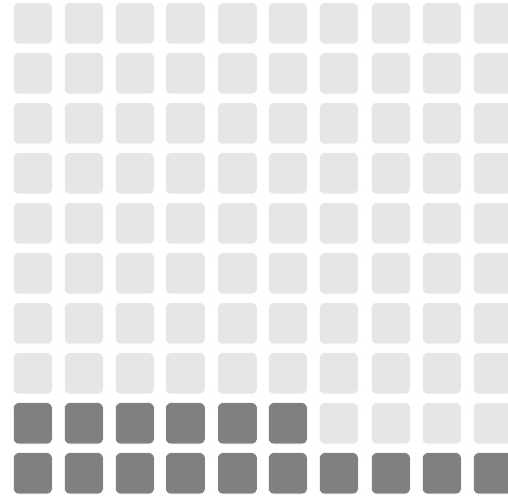


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 609; trend chart range from 234 to 368 per survey.

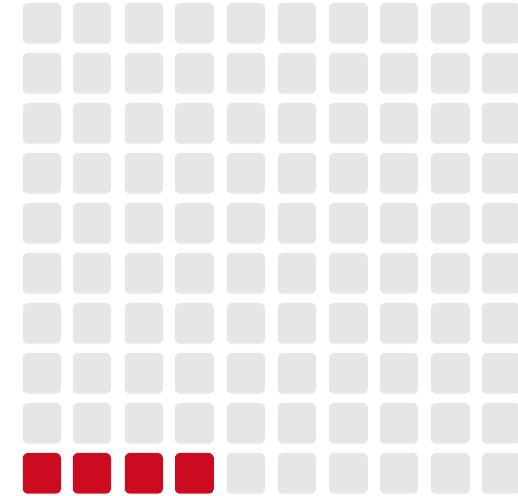
Satisfaction with helpfulness and attitude of staff



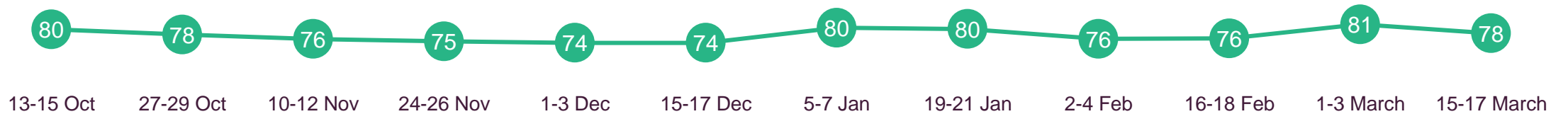
80%
satisfied



16%
neither/nor

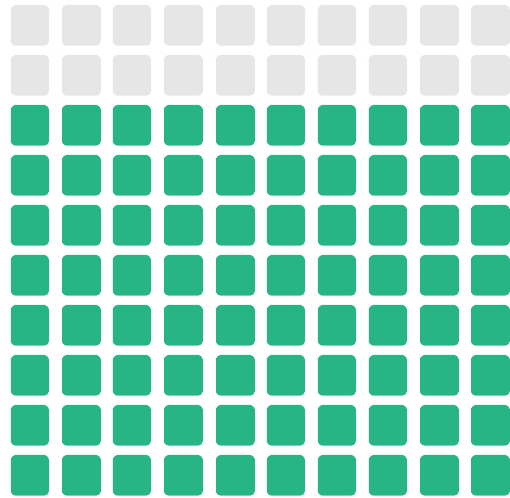


4%
dissatisfied

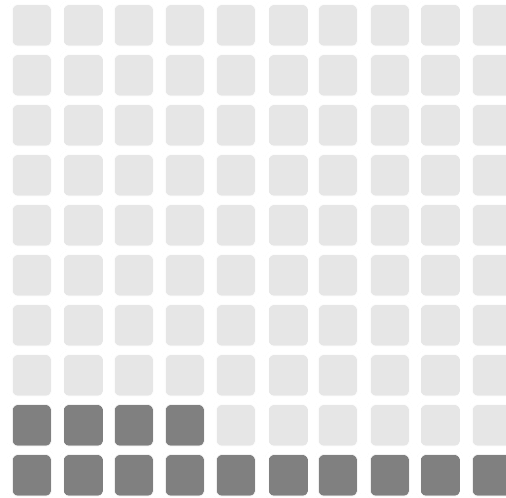


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 510; trend chart range from 190 to 295 per survey.

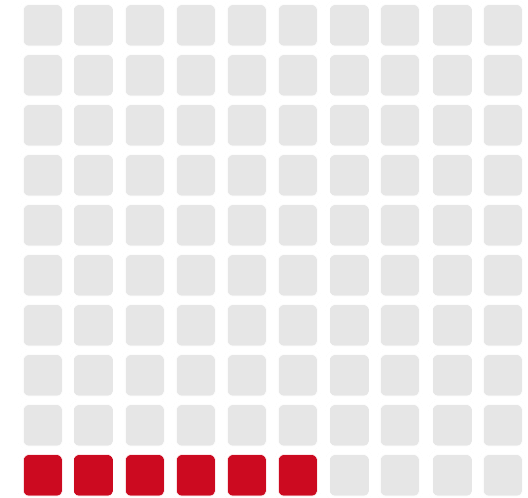
Satisfaction with information provided during the journey



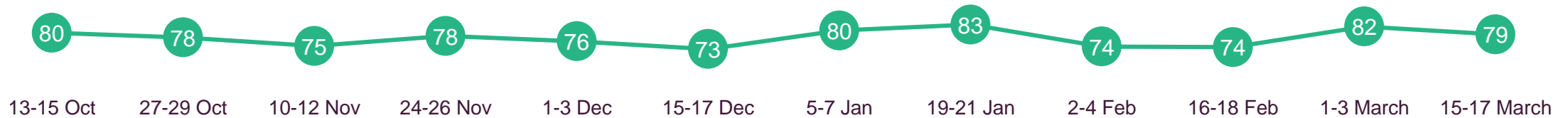
80%
satisfied



14%
neither/nor

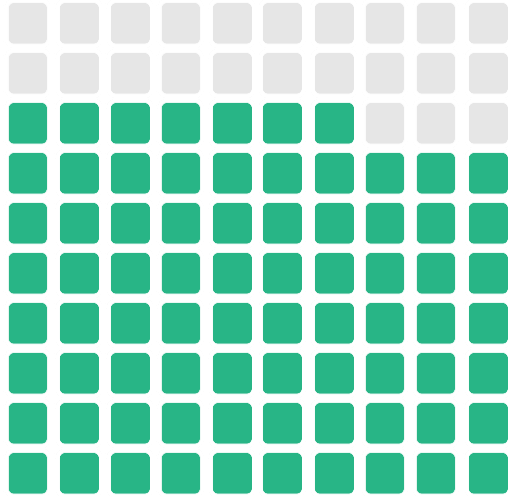


6%
dissatisfied

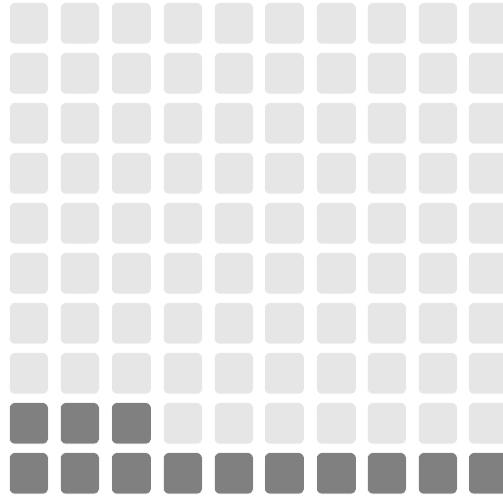


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 589; trend chart range from 223 to 353 per survey.

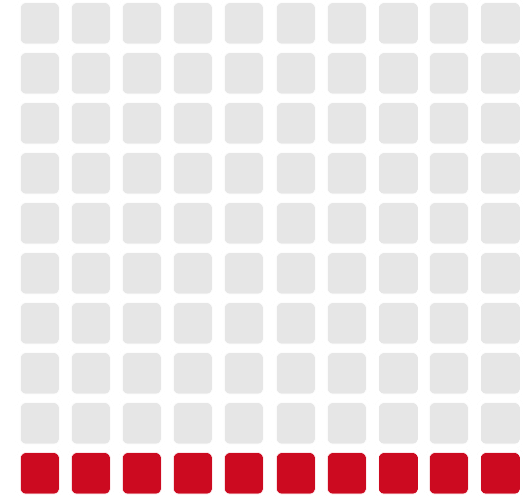
Satisfaction with comfort of the seats



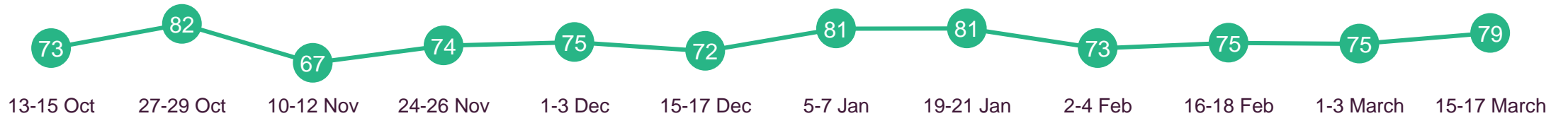
77%
satisfied



13%
neither/nor

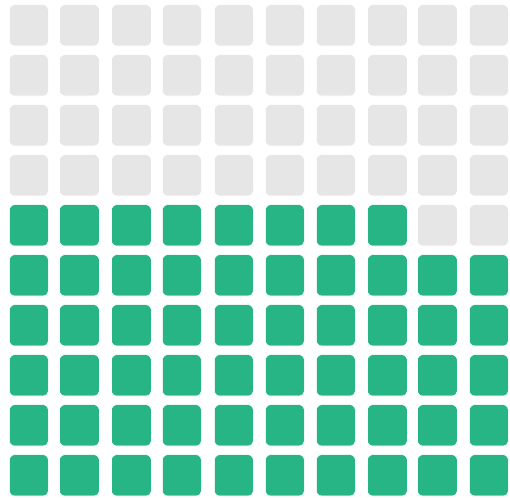


10%
dissatisfied

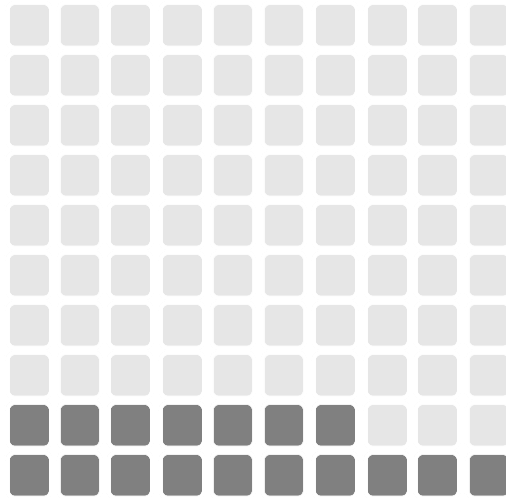


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 601; trend chart range from 234 to 360 per survey.

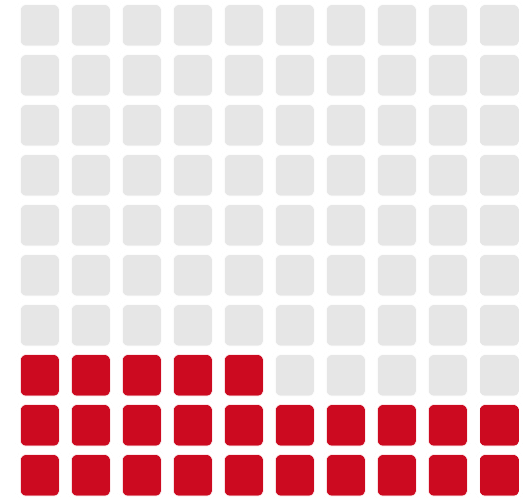
Satisfaction with reliability of the internet



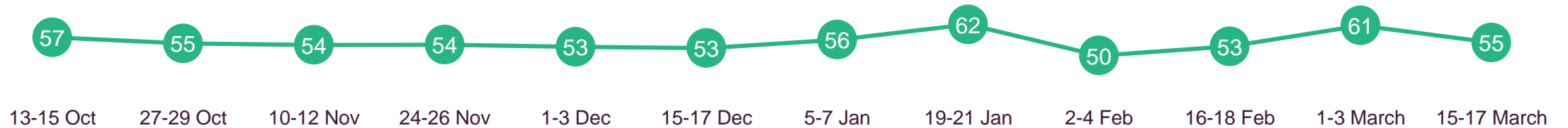
58%
satisfied



17%
neither/nor

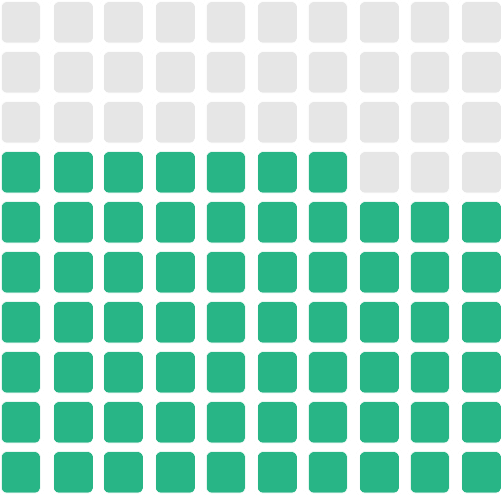


25%
dissatisfied

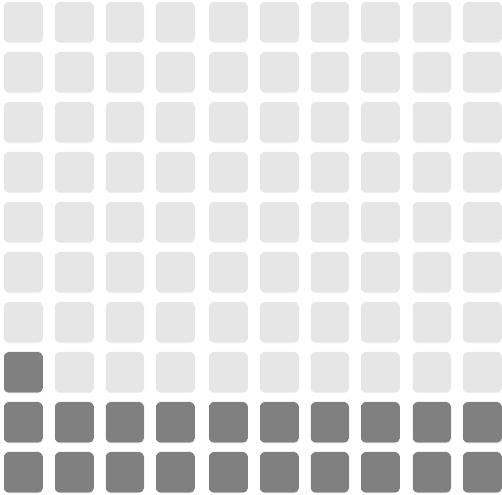


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 461; trend chart range from 179 to 275 per survey.

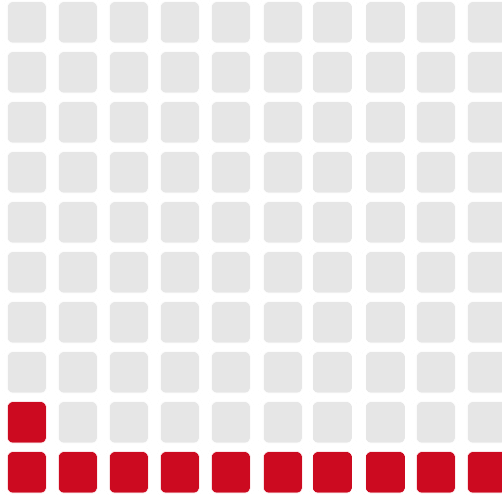
Satisfaction with information on how busy the train was before travelling



67%
satisfied



21%
neither/nor

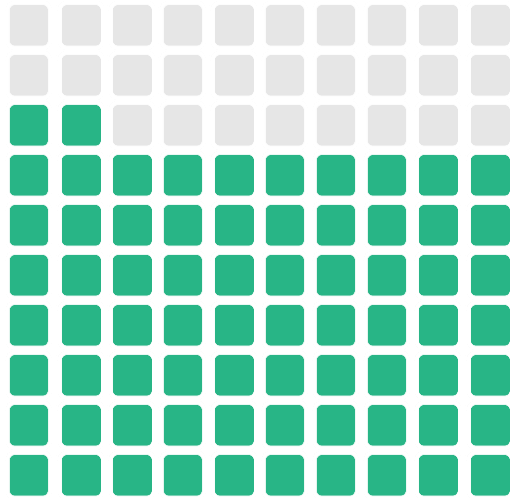


11%
dissatisfied

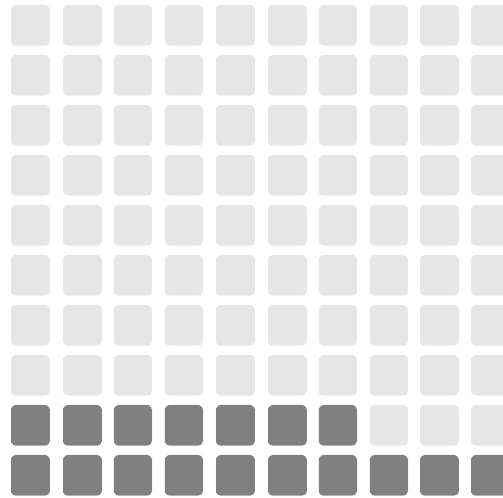


22 March 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 514; trend chart range from 191 to 315 per survey.

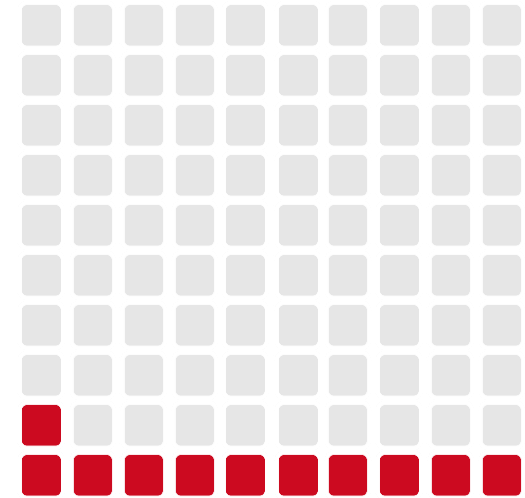
Satisfaction with other passengers' behaviour



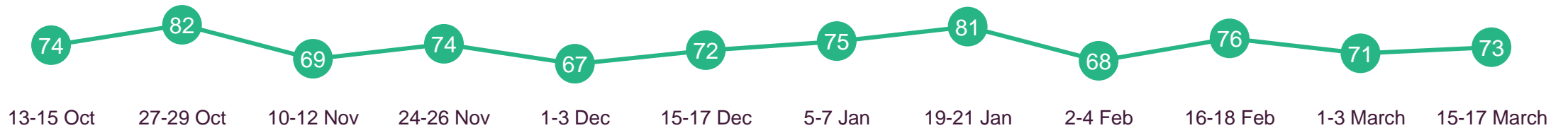
72%
satisfied



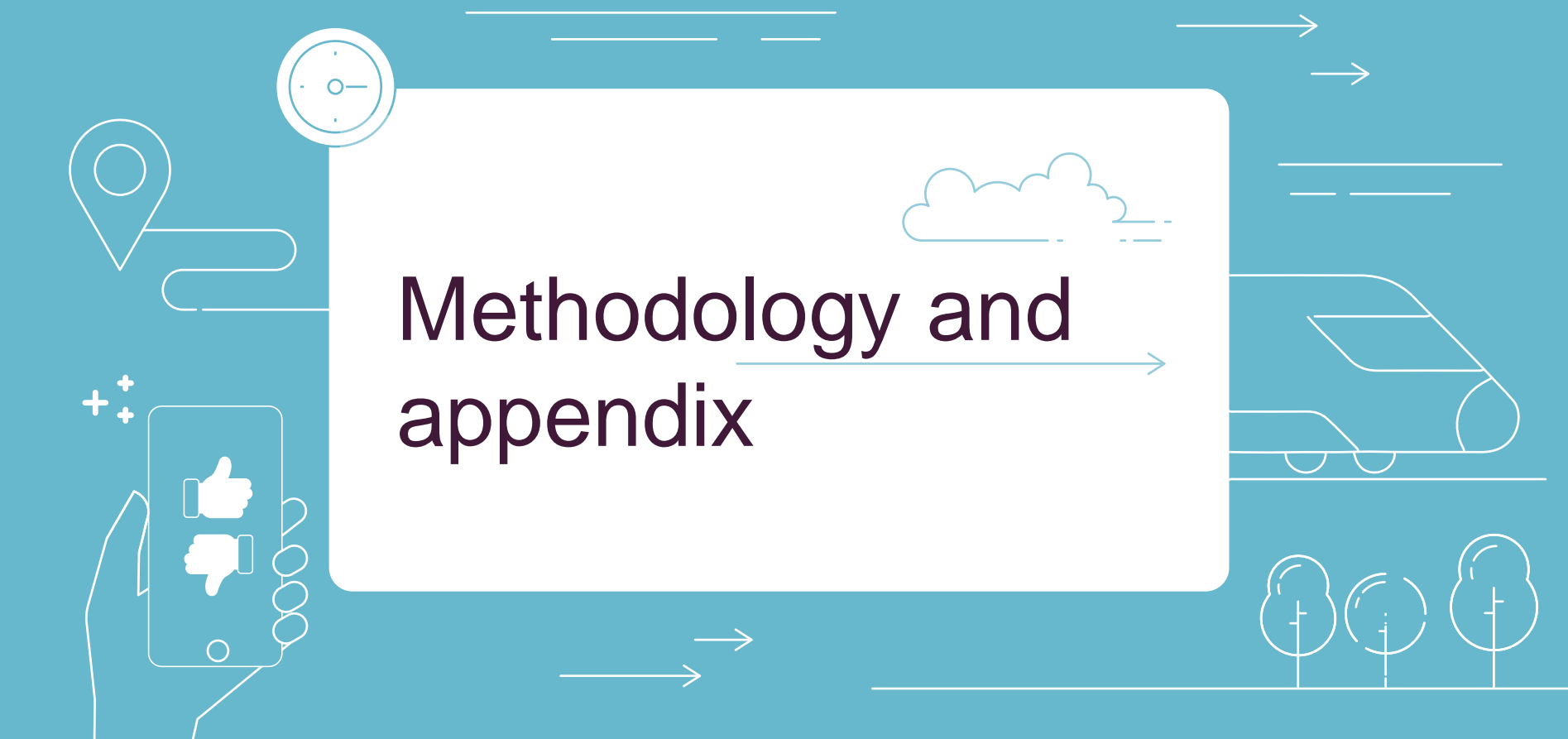
17%
neither/nor



11%
dissatisfied



22 March 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 609; 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 that journey. Users then answer questions about satisfaction with their most recent journey. The total number of rail users each week is shown in the table 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 91	13-15 October 2023	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 February	302
Wave 100	16-18 February	334
Wave 101	1-3 March	292
Wave 102	15-17 March	323

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. Not applicable is an option on all measures 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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