

17 May 2024

Edition 27

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 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



84 per cent of passengers were satisfied with the train journey overall. This is a slight decrease from 85 per cent in the previous report.

Compared with the previous report, satisfaction has decreased for almost all measures in the survey, including satisfaction with the level of crowding at 65 per cent – down from 72 per cent, and



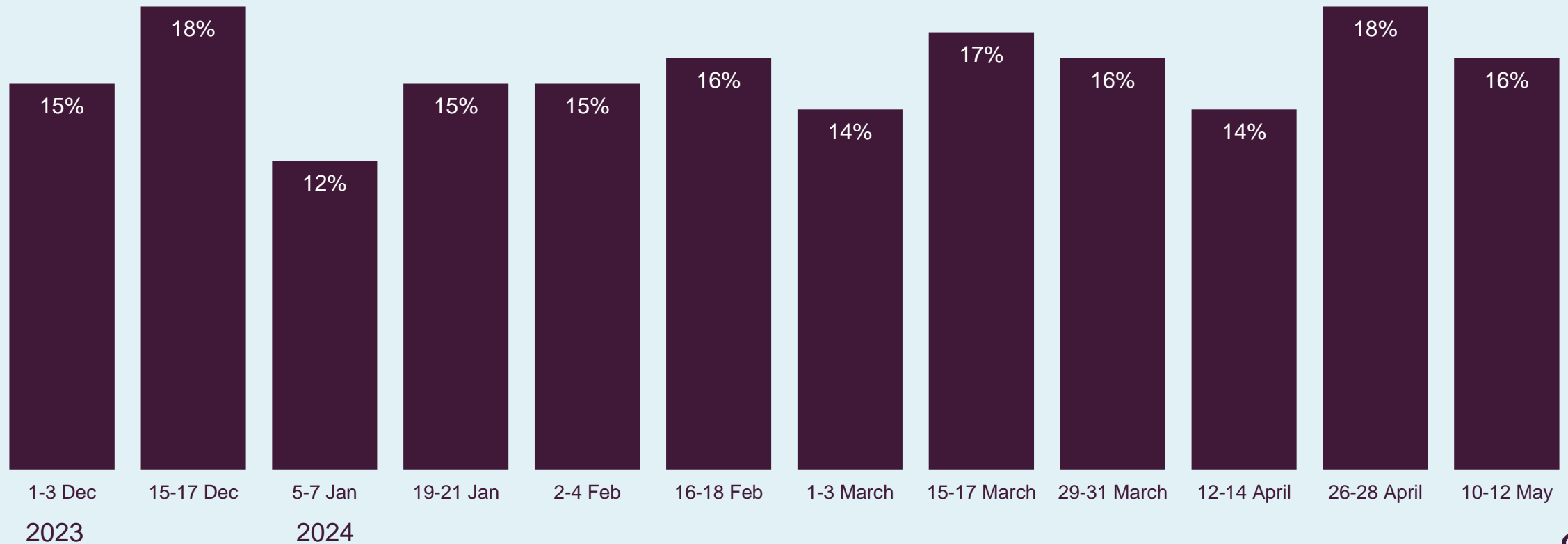
satisfaction with the helpfulness and attitude of staff at 73 per cent – down from 80 per cent.

Of the two individual survey waves in this report, satisfaction with every measure was lower in the second wave. This was not unexpected as industrial action affected most train companies between 6 and 11 May.

Rail usage levels



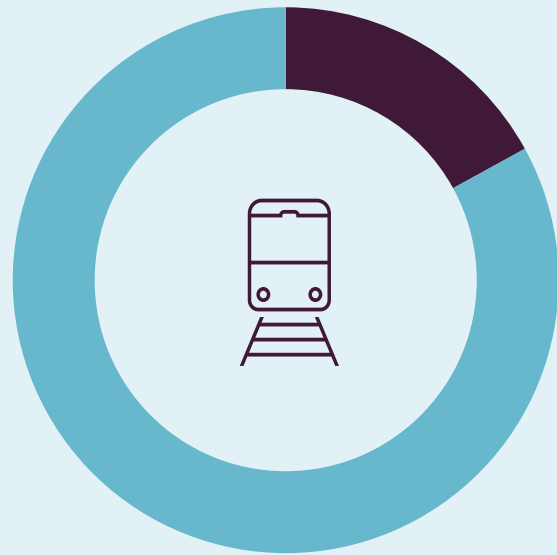
Proportion using rail in the last seven days over time



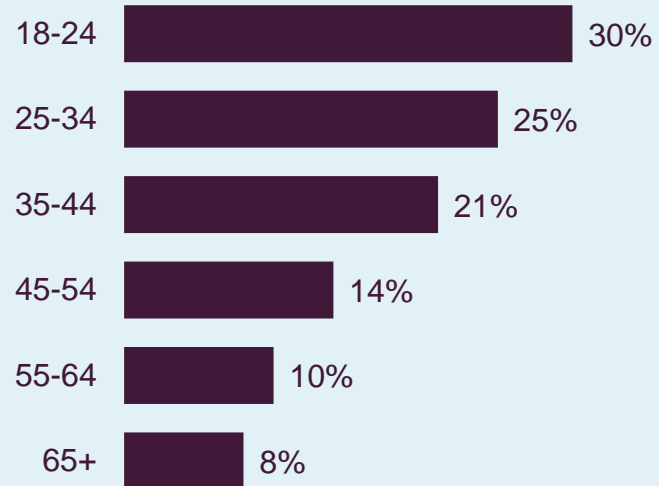
17 May 2024 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

Proportion using rail in the last seven days

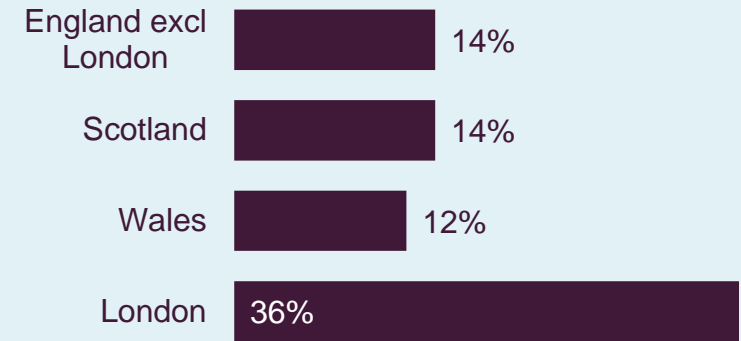
All Great Britain



Age



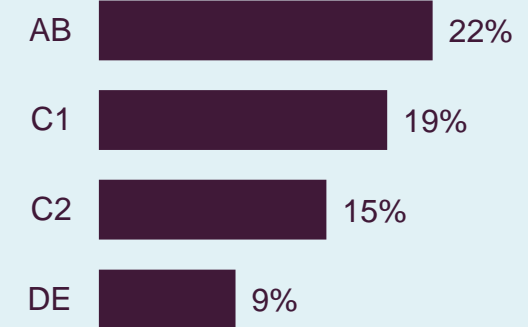
Region



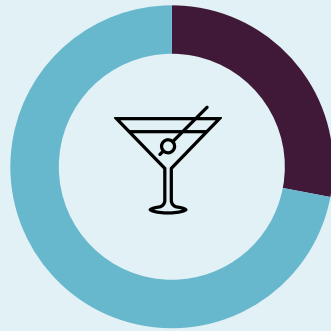
Gender



Social grade



Main purpose of rail journey



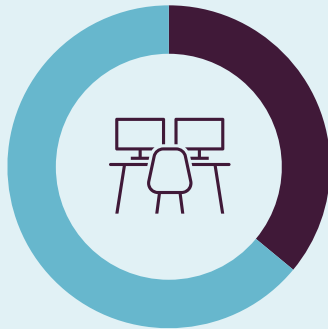
Leisure/eating out/non-essential shopping
28%



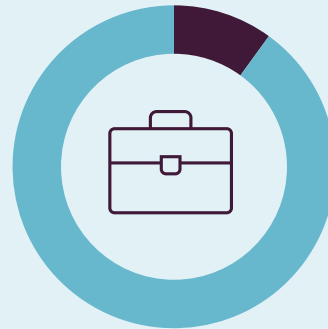
Friends/family
20%



Essential shopping
1%



Commuting
36%



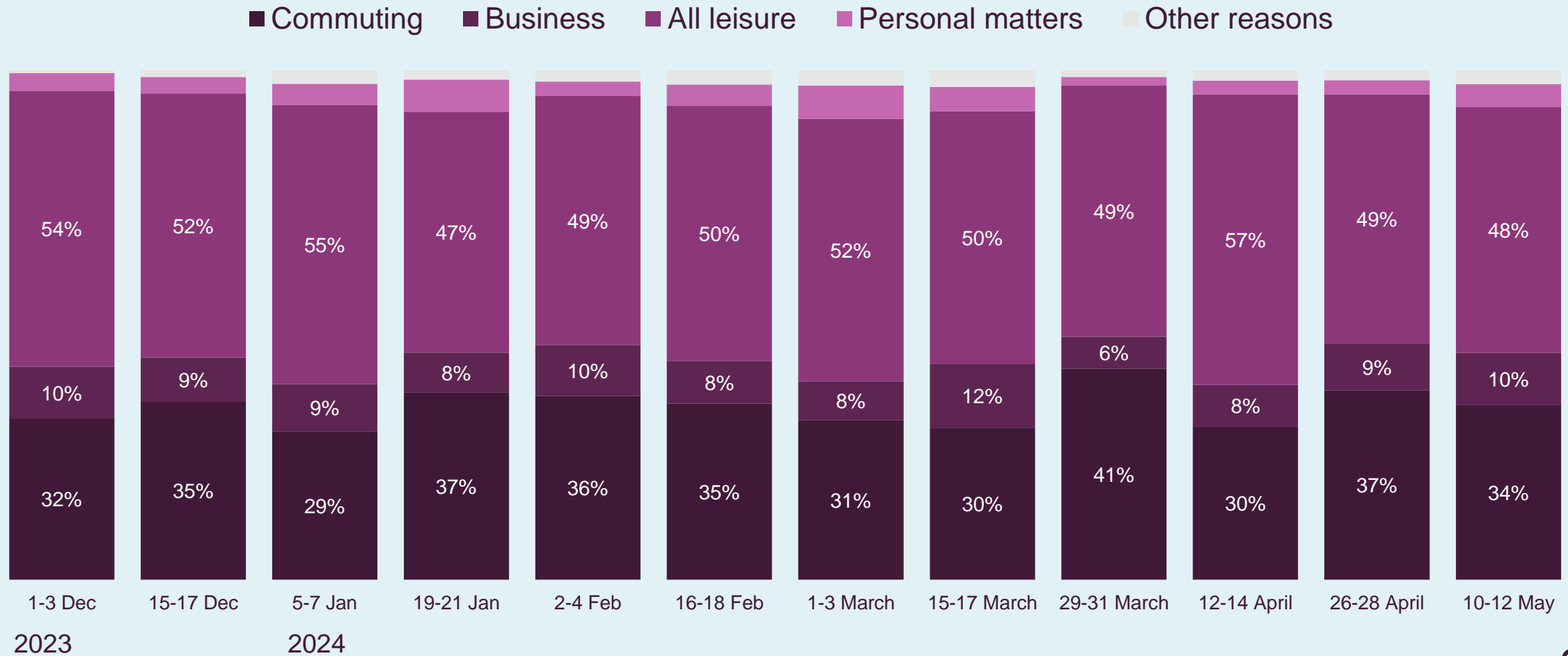
Work travel
10%



Personal matters
4%

17 May 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 - 684. 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

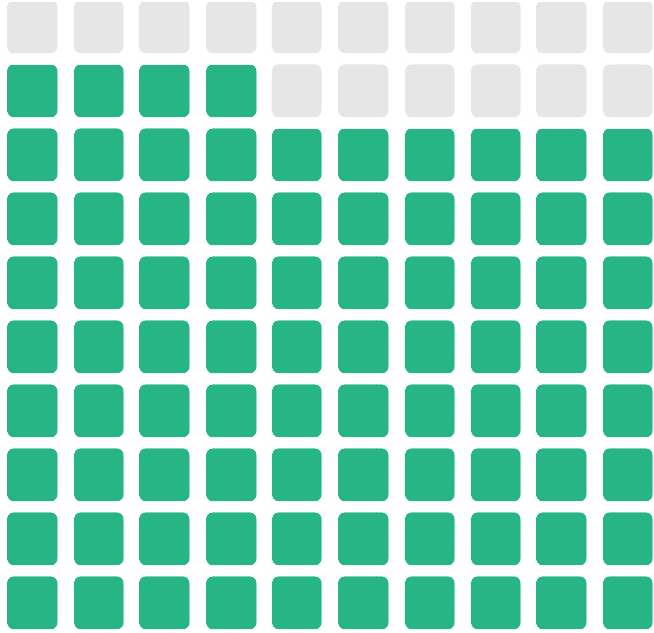


17 May 2024 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 314 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

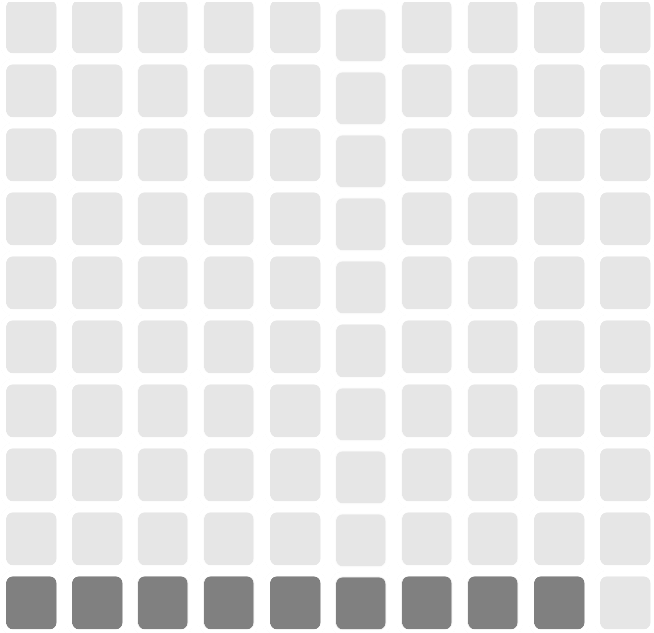
Rail satisfaction



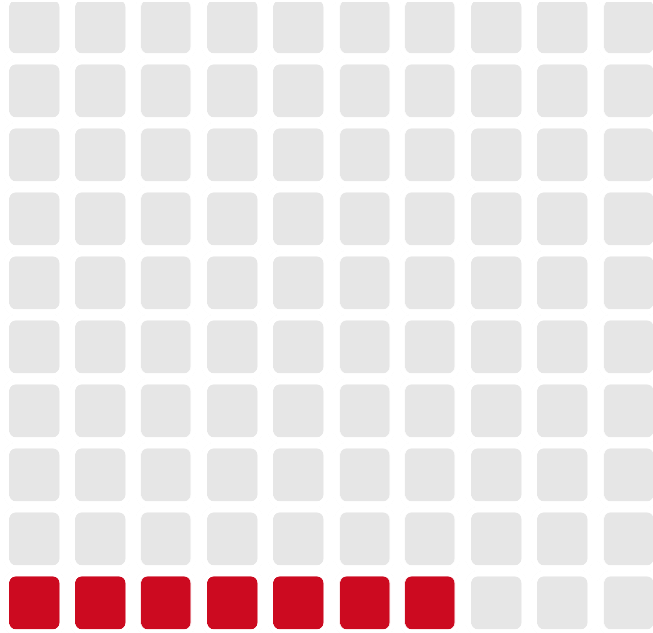
Overall satisfaction with rail journey



84%
satisfied



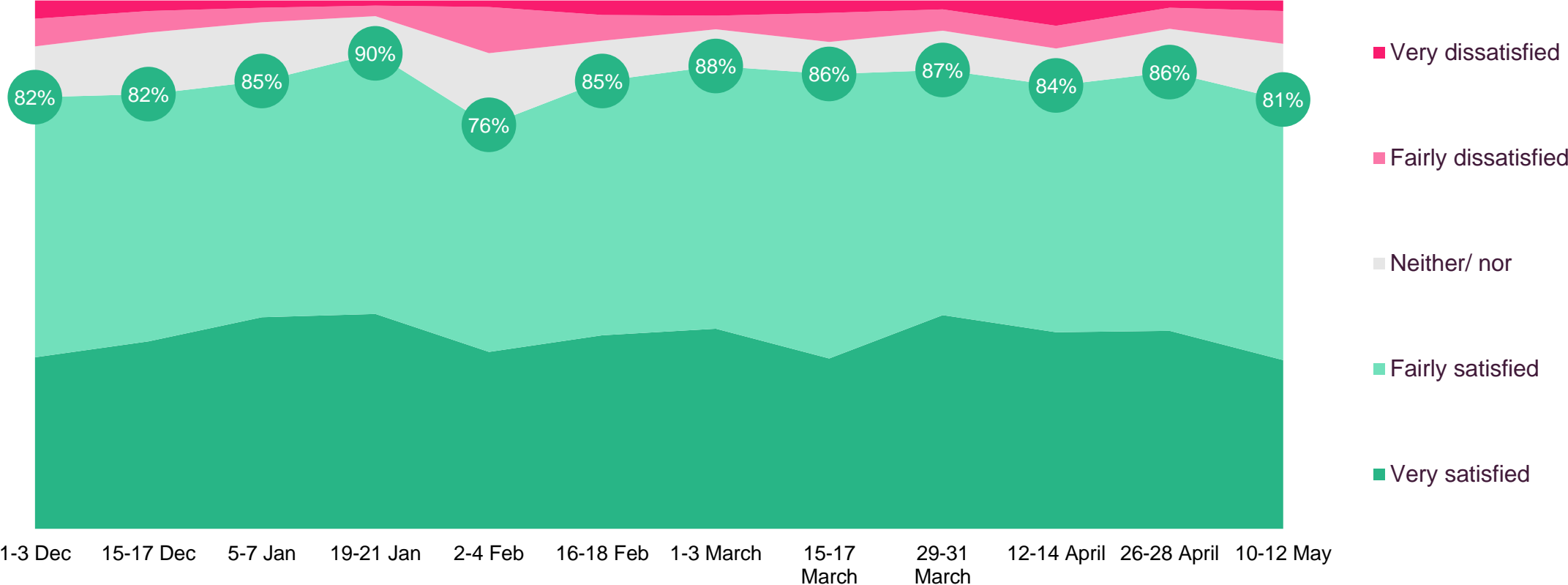
9%
neither/nor



7%
dissatisfied

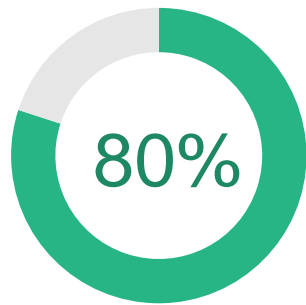
17 May 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 685.

Overall satisfaction with rail journey

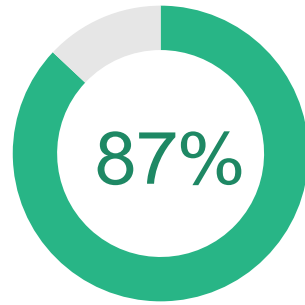


17 May 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 235 to 370

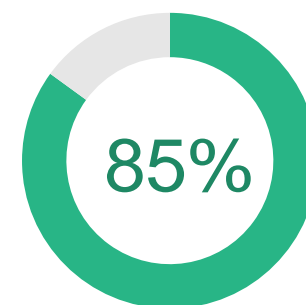
Overall satisfaction by journey purpose, gender and age



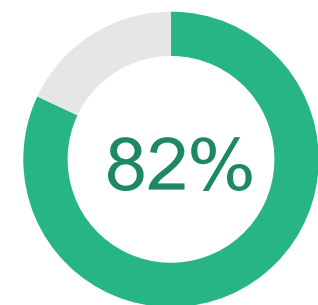
Commute



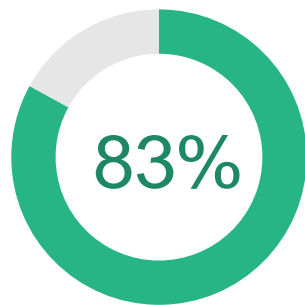
All leisure



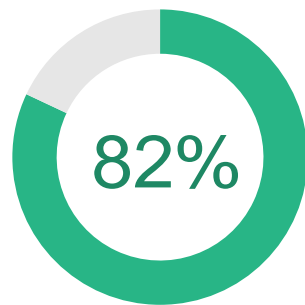
Men



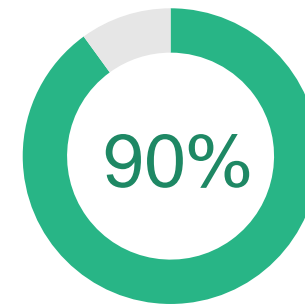
Women



Aged 18-34



Aged 35-54

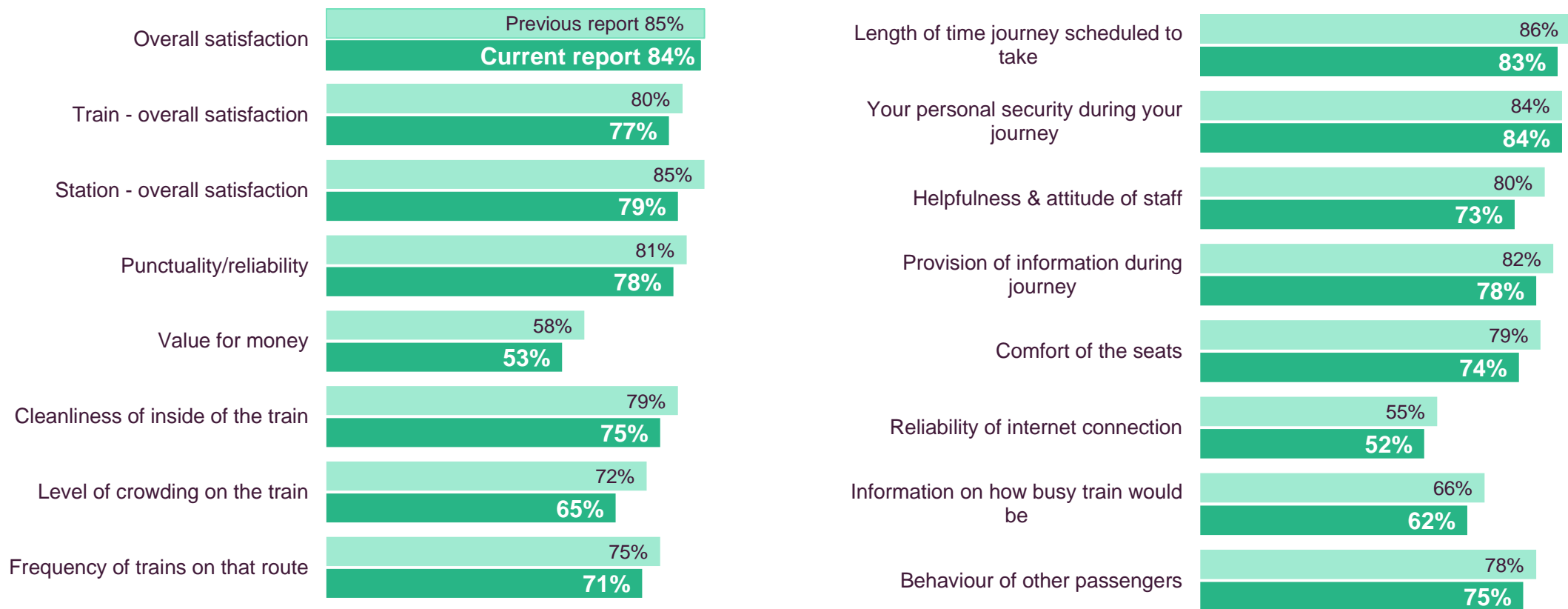


Aged 55 and over

17 May 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 143 and 390 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

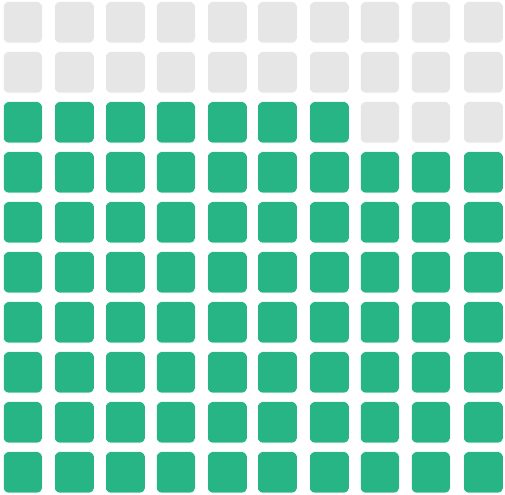
Satisfaction with aspects of rail journey

Individual measures score lower than in last report. This is because scores in the second wave were affected by industrial action

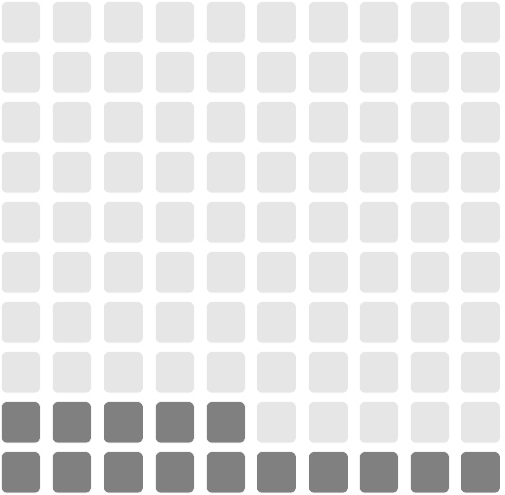


17 May 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the two surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 518-685, and previous report from 447-612.

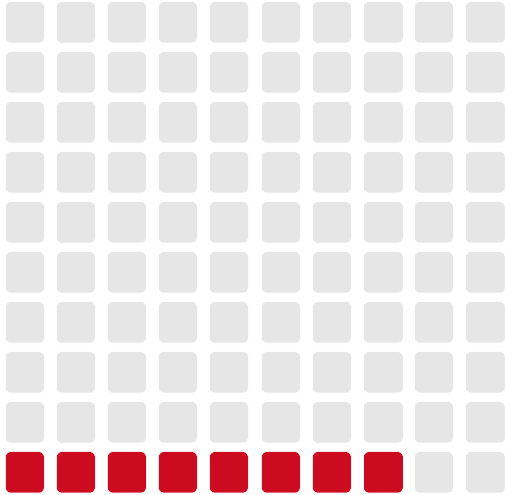
Overall satisfaction with the train



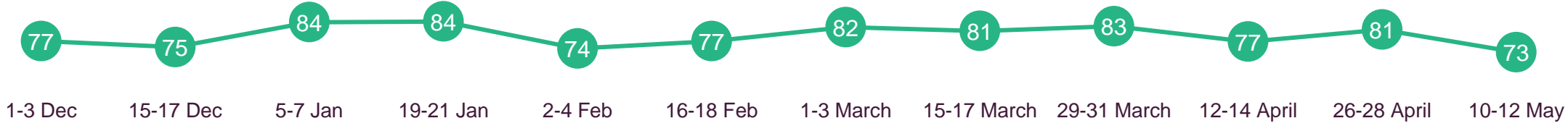
77%
satisfied



15%
neither/nor

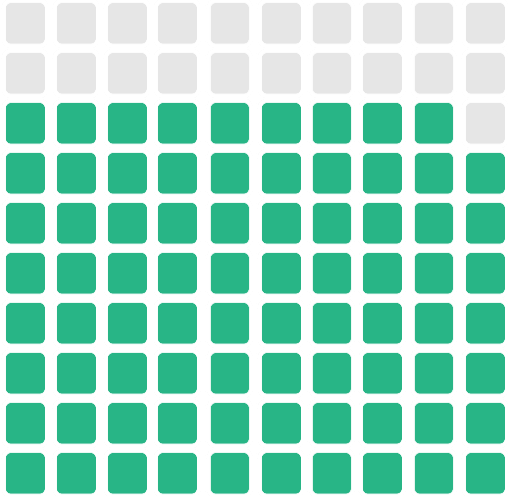


8%
dissatisfied

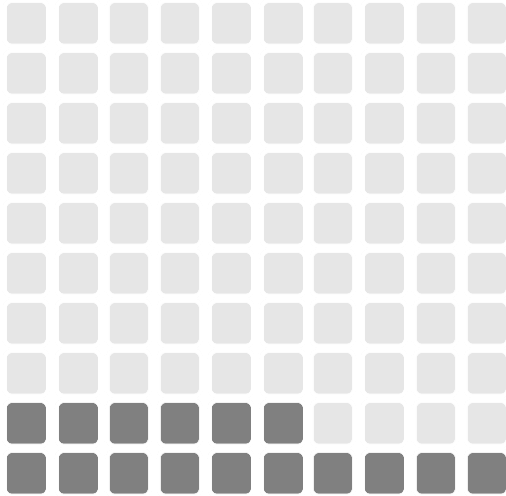


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 684; trend chart range from 235 to 370 per survey.

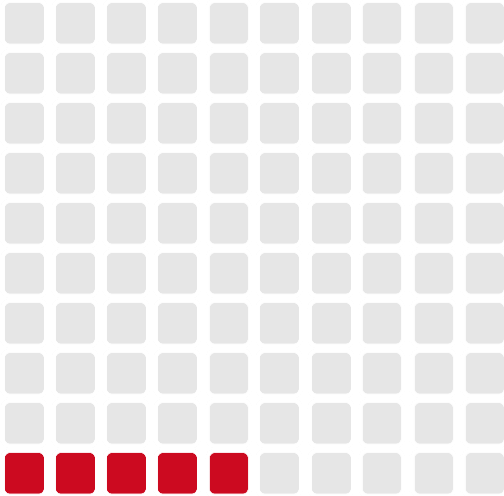
Overall satisfaction with the station



79%
satisfied



16%
neither/nor



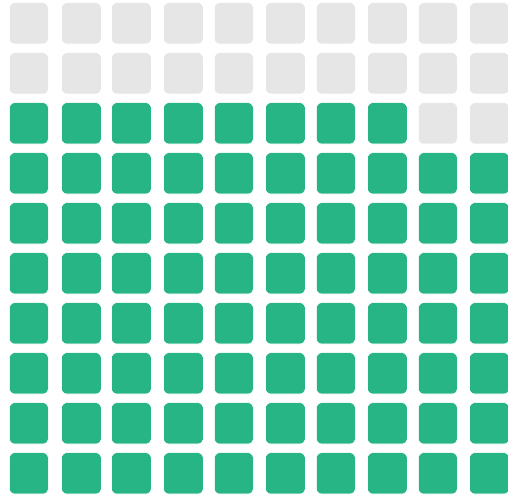
5%
dissatisfied



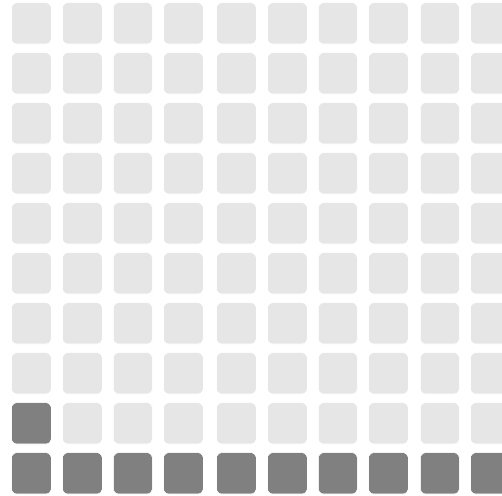
1-3 Dec 15-17 Dec 5-7 Jan 19-21 Jan 2-4 Feb 16-18 Feb 1-3 March 15-17 March 29-31 March 12-14 April 26-28 April 10-12 May

17 May 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 684; trend chart range from 235 to 370 per survey.

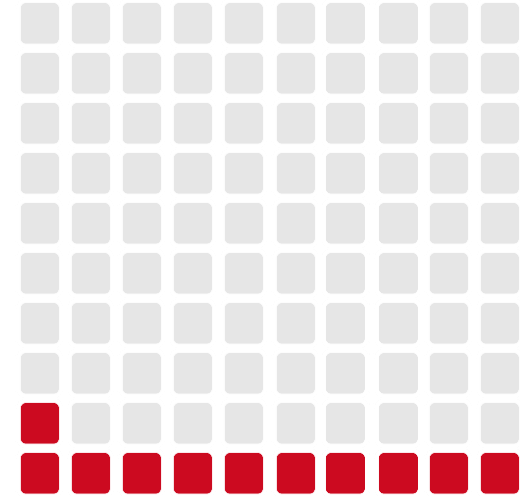
Satisfaction with punctuality/reliability



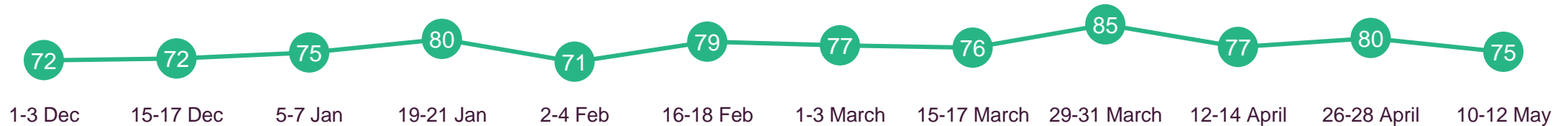
78%
satisfied



11%
neither/nor

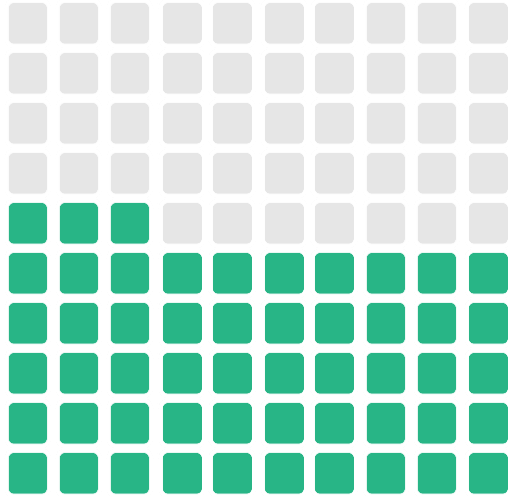


11%
dissatisfied

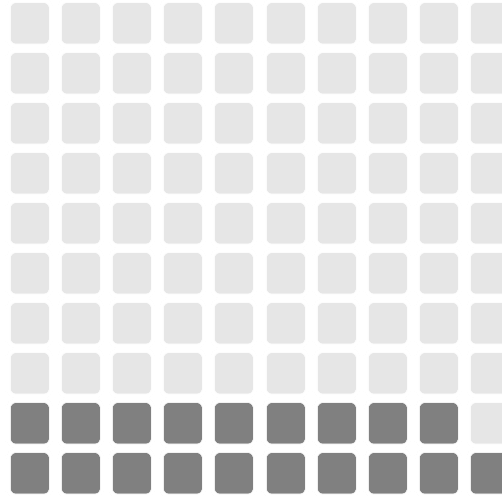


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 683; trend chart range from 234 to 369 per survey.

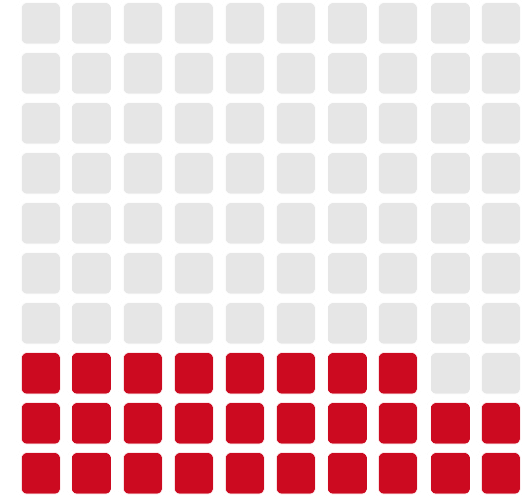
Satisfaction with value for money



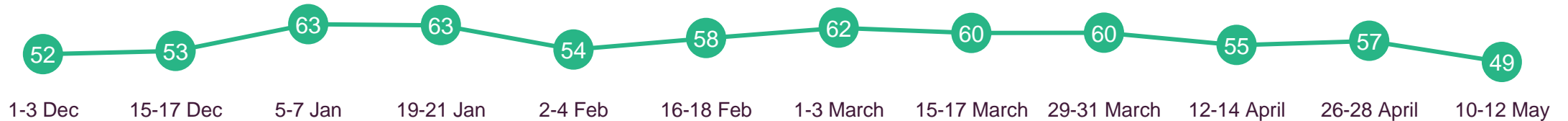
53%
satisfied



19%
neither/nor

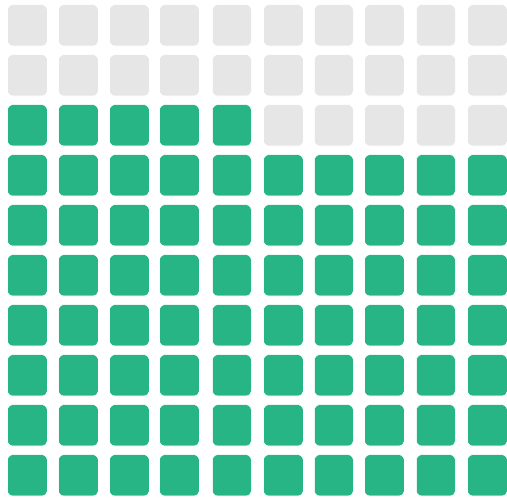


28%
dissatisfied

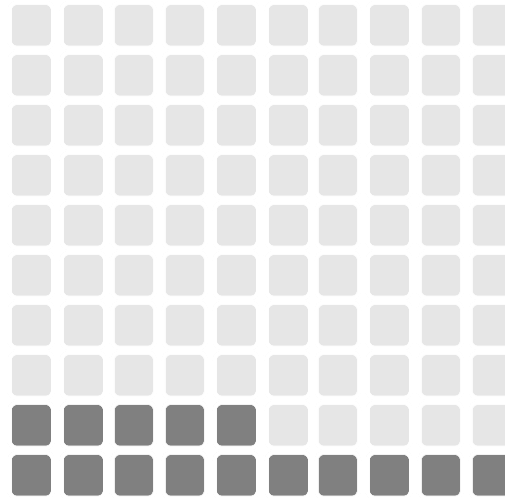


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 666; trend chart range from 223 to 364 per survey.

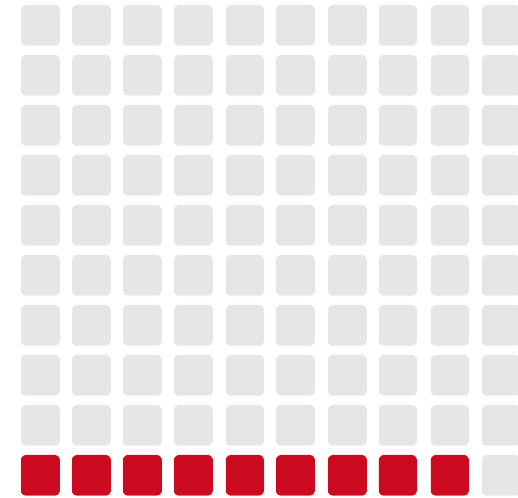
Satisfaction with cleanliness of the inside of the train



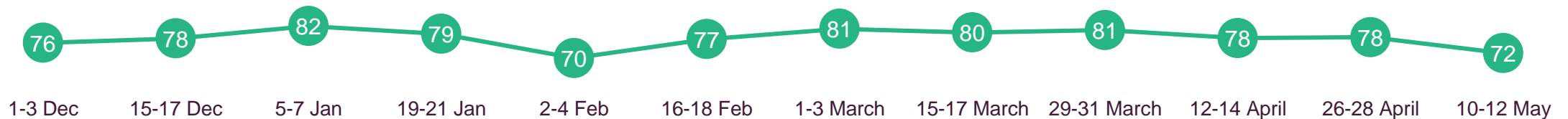
75%
satisfied



15%
neither/nor

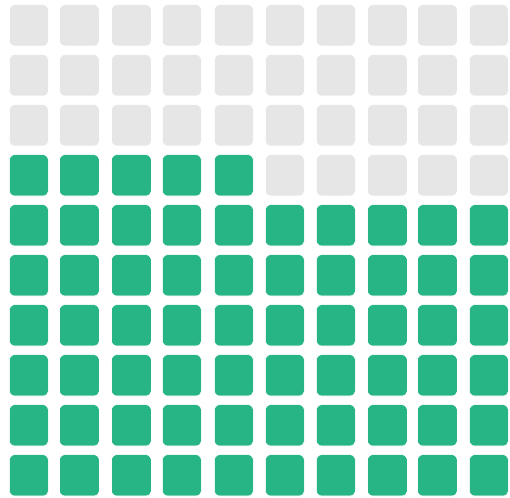


9%
dissatisfied

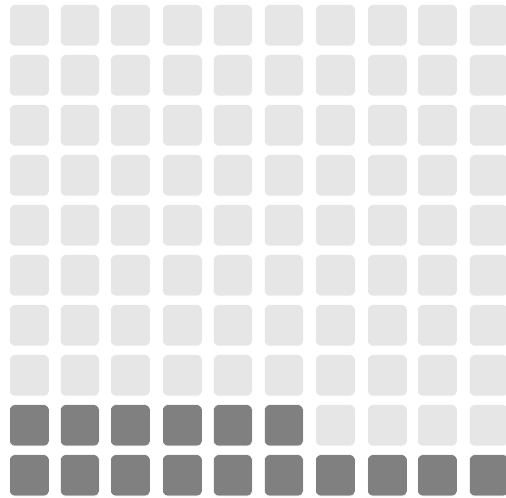


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 683; trend chart range from 235 to 368 per survey.

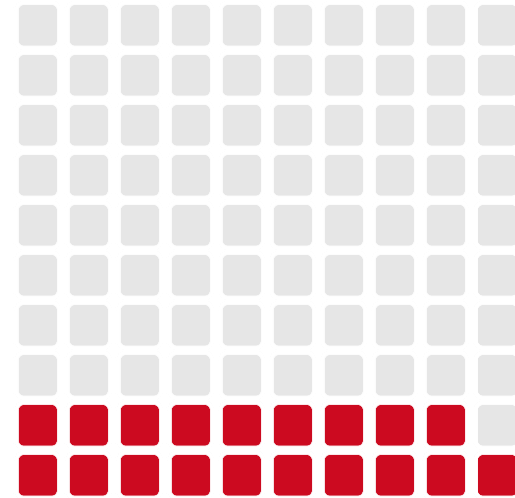
Satisfaction with level of crowding



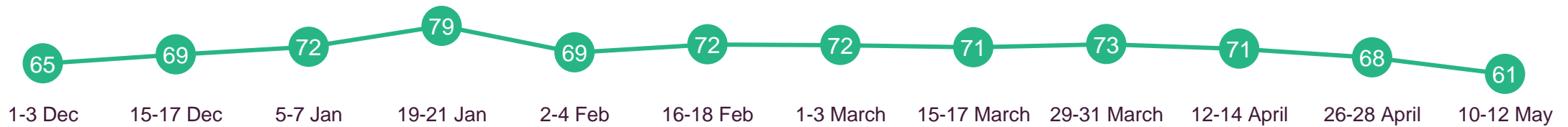
65%
satisfied



16%
neither/nor

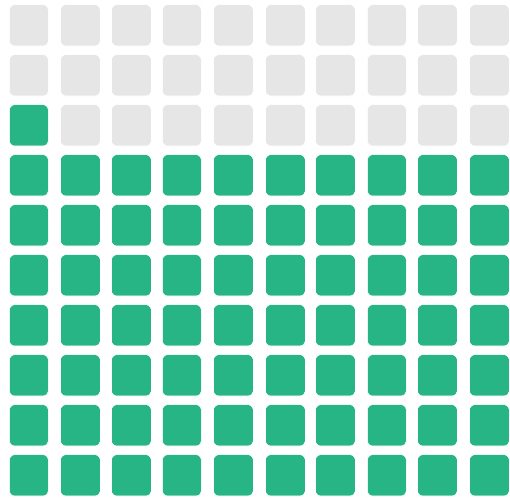


19%
dissatisfied

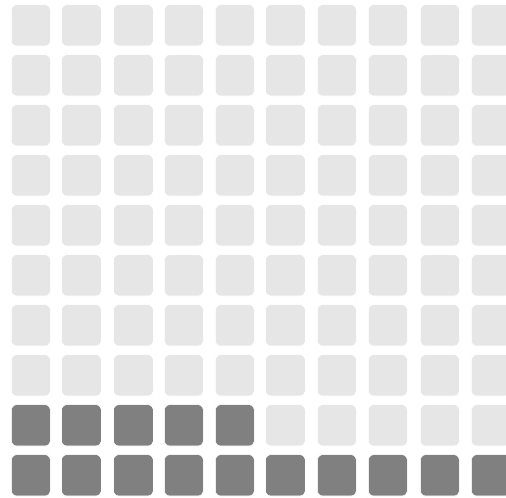


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 678; trend chart range from 234 to 368 per survey.

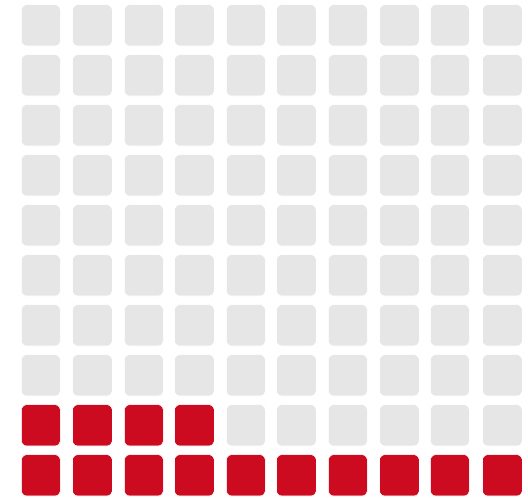
Satisfaction with frequency of trains on that route



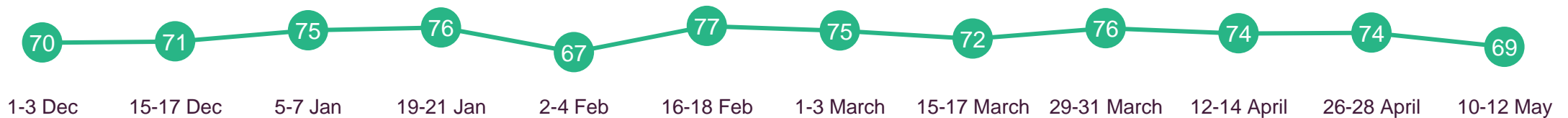
71%
satisfied



15%
neither/nor

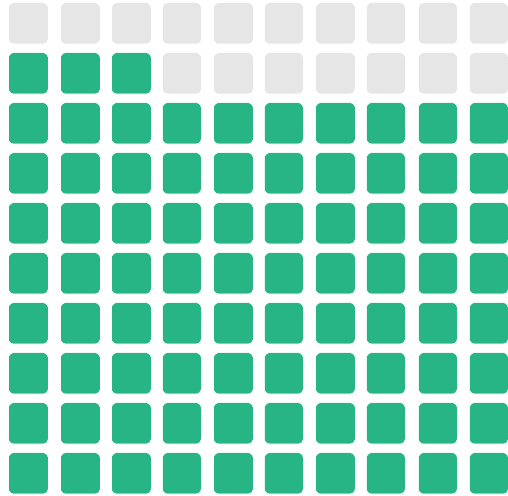


14%
dissatisfied

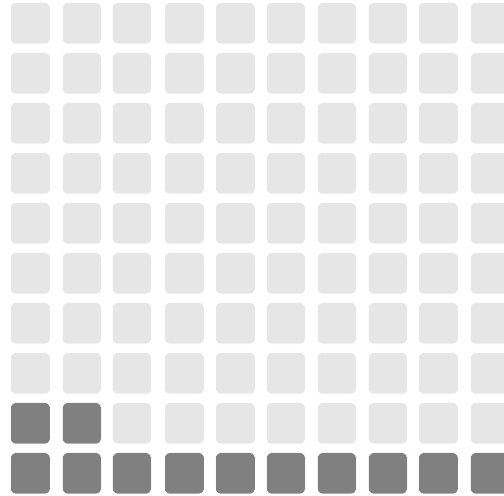


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 684; trend chart range from 234 to 369 per survey.

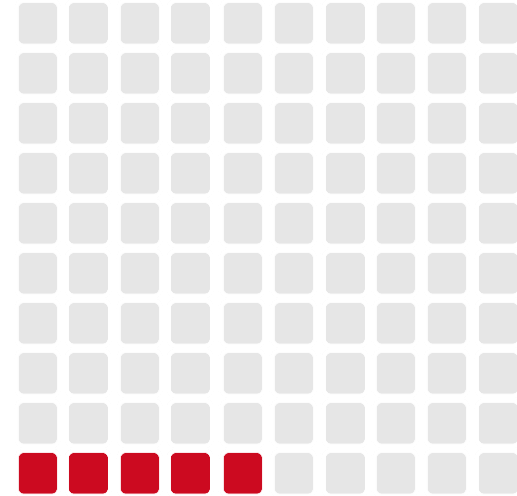
Satisfaction with scheduled journey time



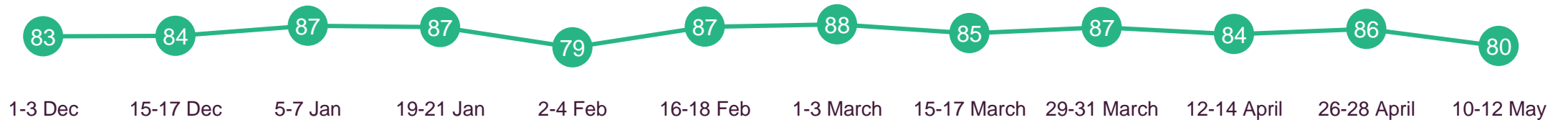
83%
satisfied



12%
neither/nor

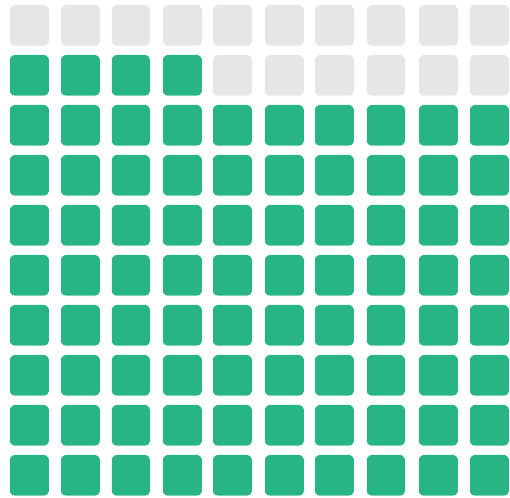


5%
dissatisfied

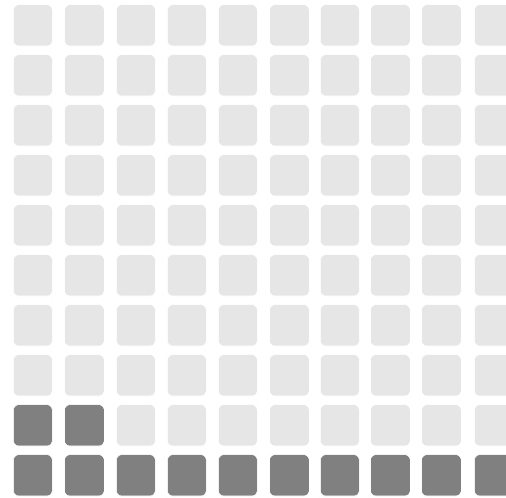


17 May 2024 report. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 685; trend chart range from 234 to 370 per survey.

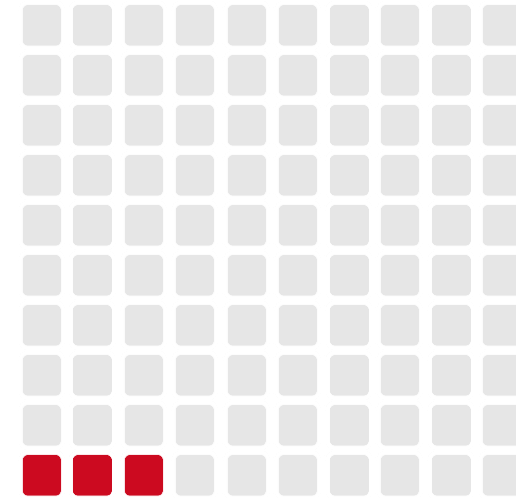
Satisfaction with personal security



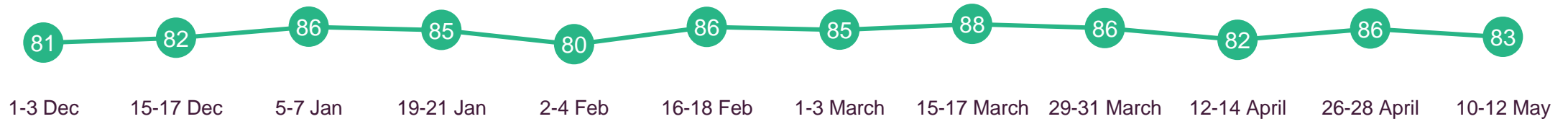
84%
satisfied



12%
neither/nor

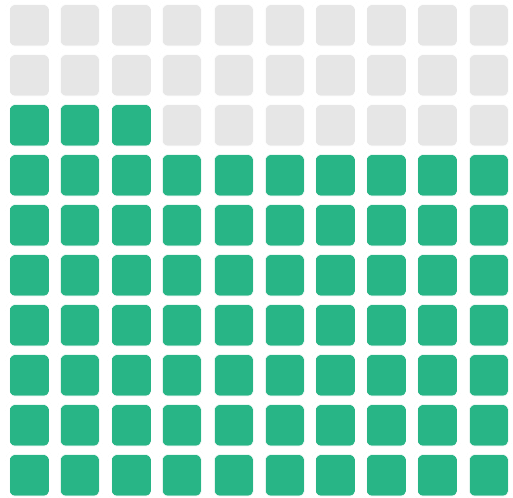


3%
dissatisfied

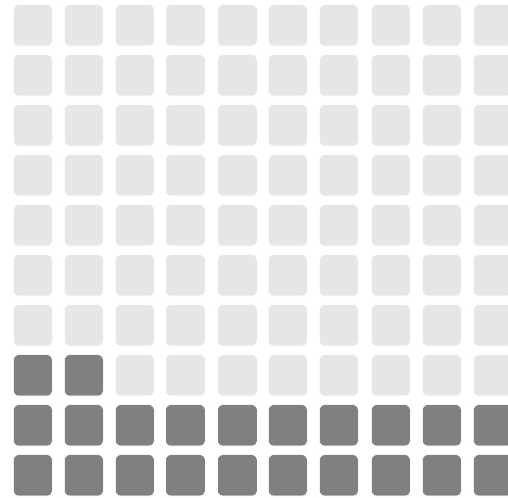


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 670; trend chart range from 234 to 368 per survey.

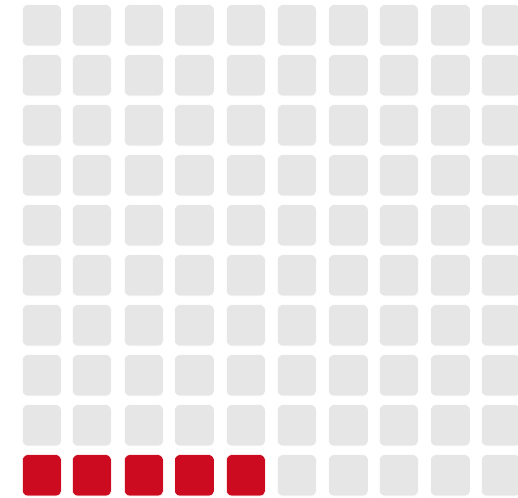
Satisfaction with helpfulness and attitude of staff



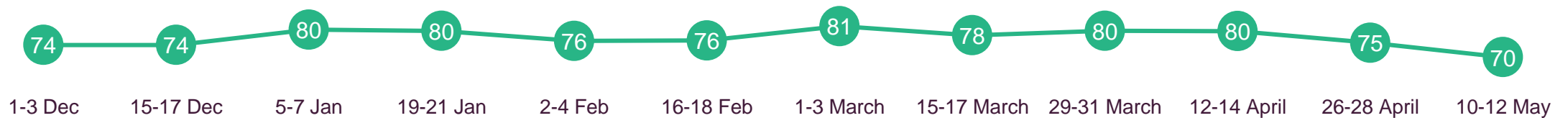
73%
satisfied



22%
neither/nor

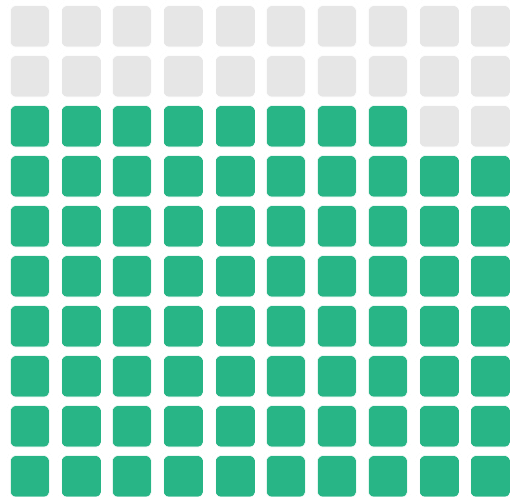


5%
dissatisfied

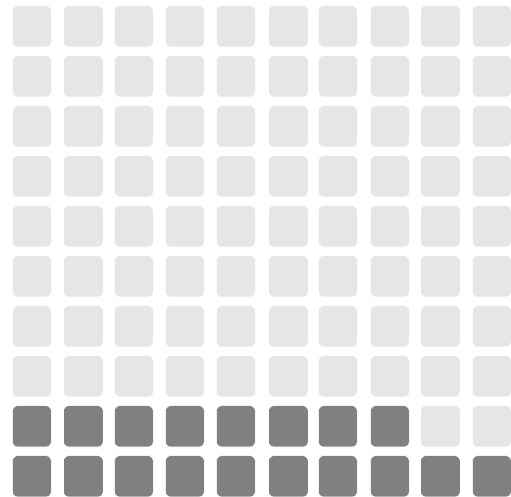


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 551; trend chart range from 190 to 300 per survey.

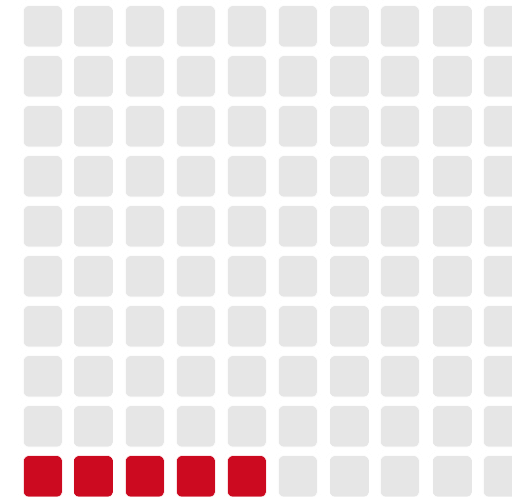
Satisfaction with information provided during the journey



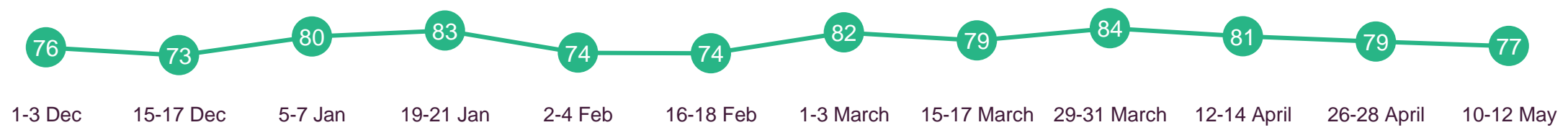
78%
satisfied



18%
neither/nor

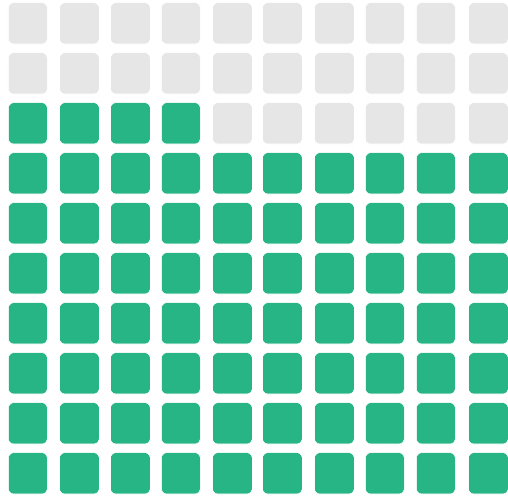


5%
dissatisfied

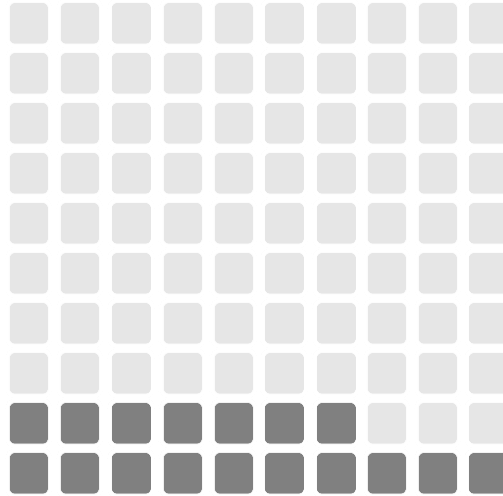


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 666; trend chart range from 223 to 361 per survey.

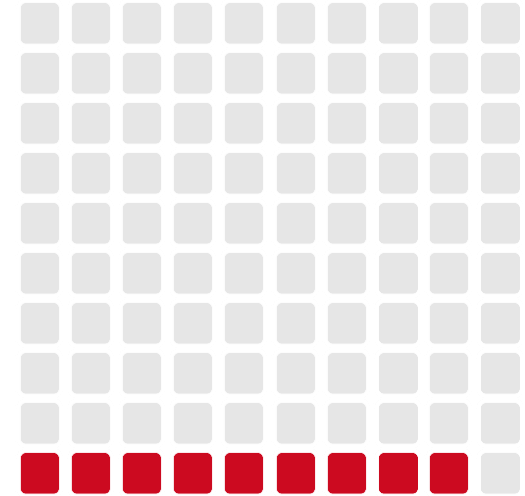
Satisfaction with comfort of the seats



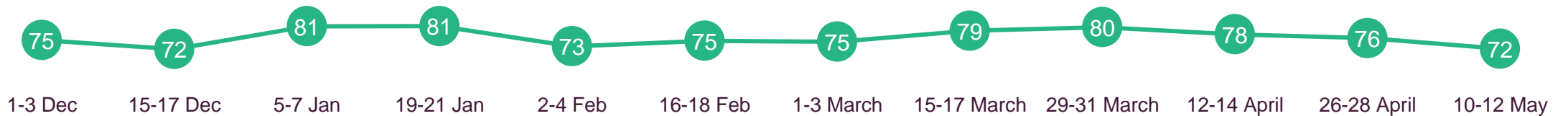
74%
satisfied



17%
neither/nor

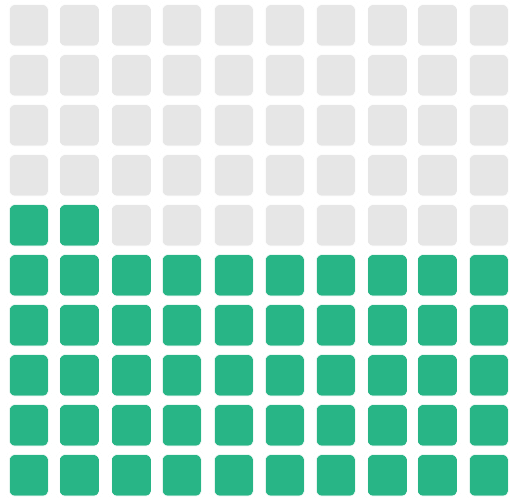


9%
dissatisfied

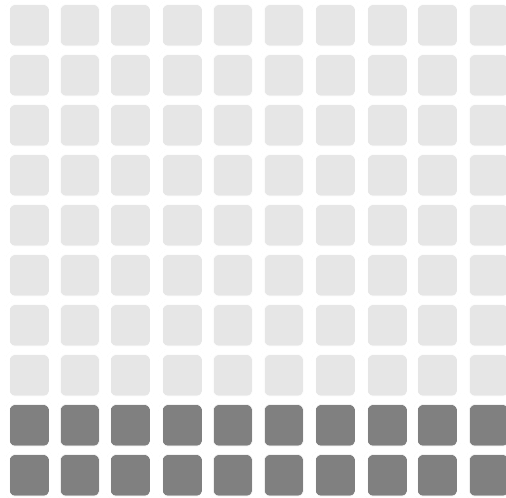


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 667; trend chart range from 234 to 360 per survey.

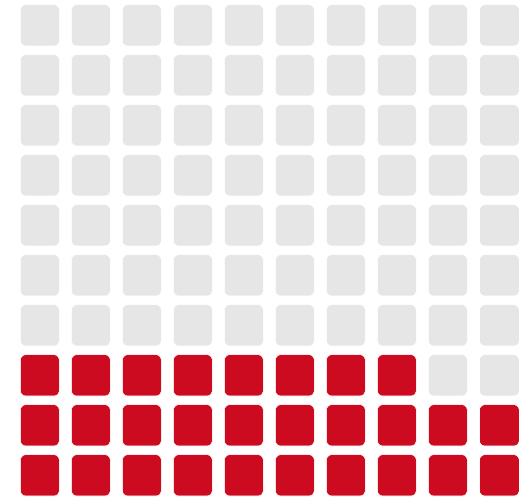
Satisfaction with reliability of the internet



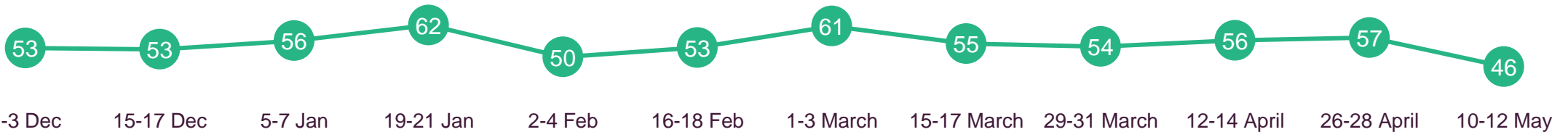
52%
satisfied



20%
neither/nor

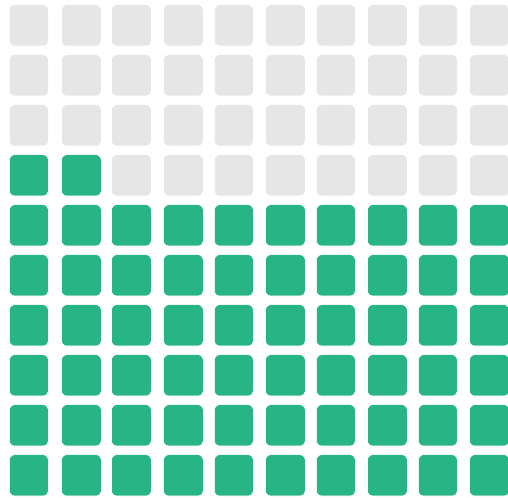


28%
dissatisfied

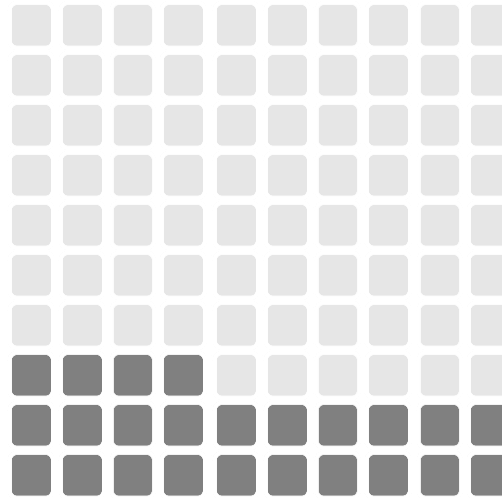


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 518; trend chart range from 179 to 275 per survey.

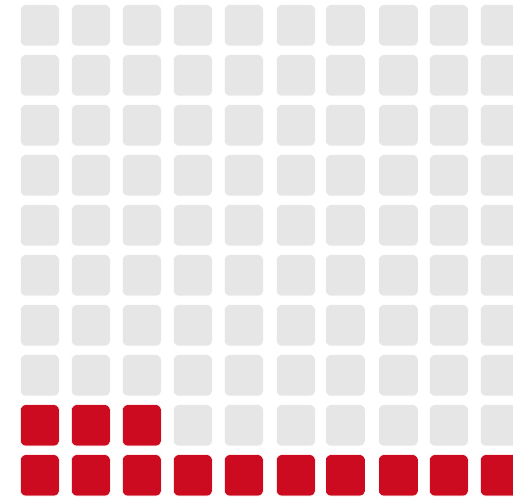
Satisfaction with information on how busy the train was before travelling



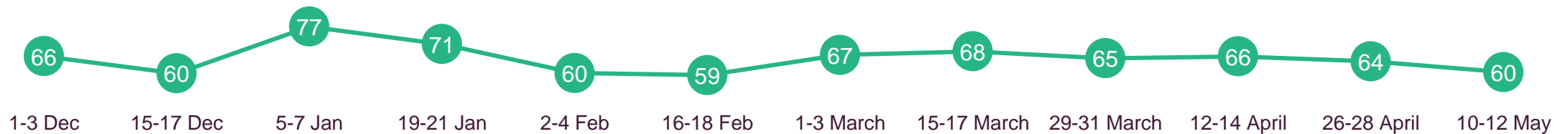
62%
satisfied



24%
neither/nor

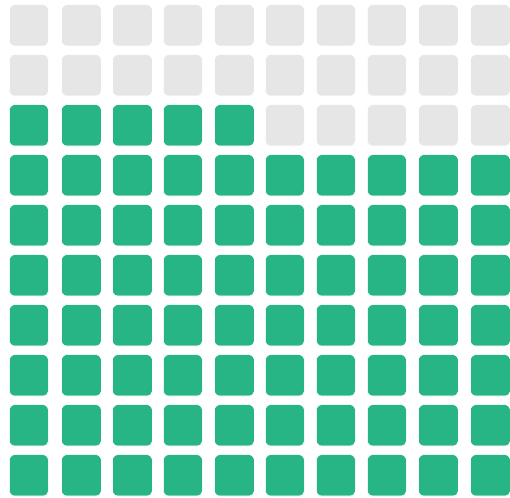


13%
dissatisfied

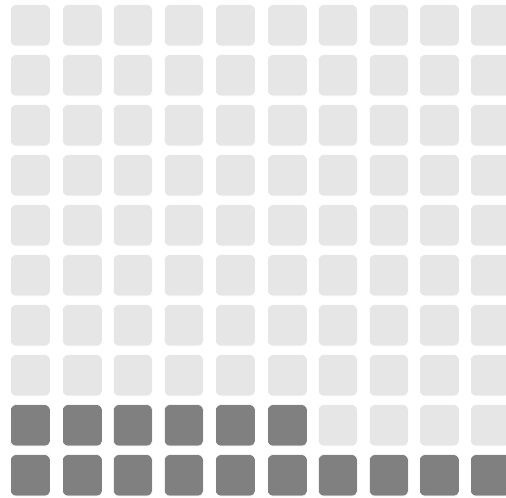


17 May 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 573; trend chart range from 191 to 315 per survey.

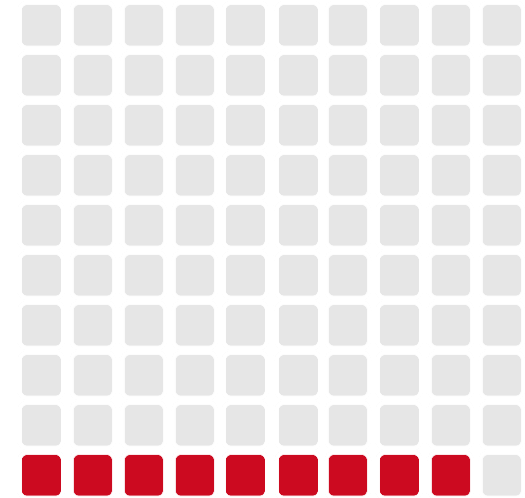
Satisfaction with other passengers' behaviour



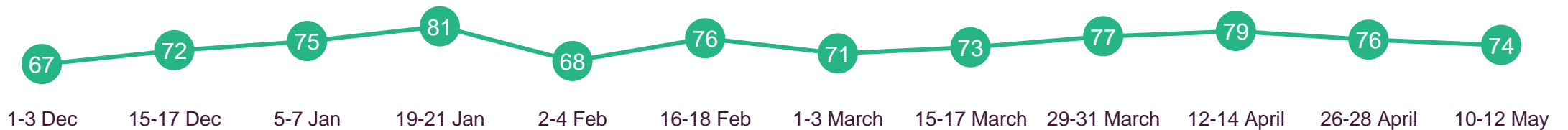
75%
satisfied



16%
neither/nor



9%
dissatisfied



17 May 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 678; 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 95	1-3 December 2023	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
Wave 103	29-31 March	325
Wave 104	12-14 April	287
Wave 105	26-28 April	369
Wave 106	10-12 May	316

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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