

28 June 2024

Edition 28

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.

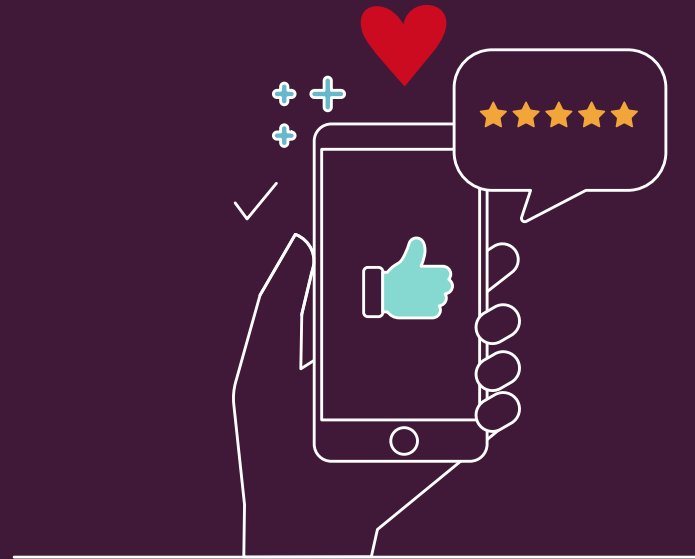
For those that have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

We survey passengers every weekend and report results every four weeks, combining the most recent four 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



86 per cent of passengers were satisfied with the train journey overall. This is a small increase from 84 per cent in the previous report.

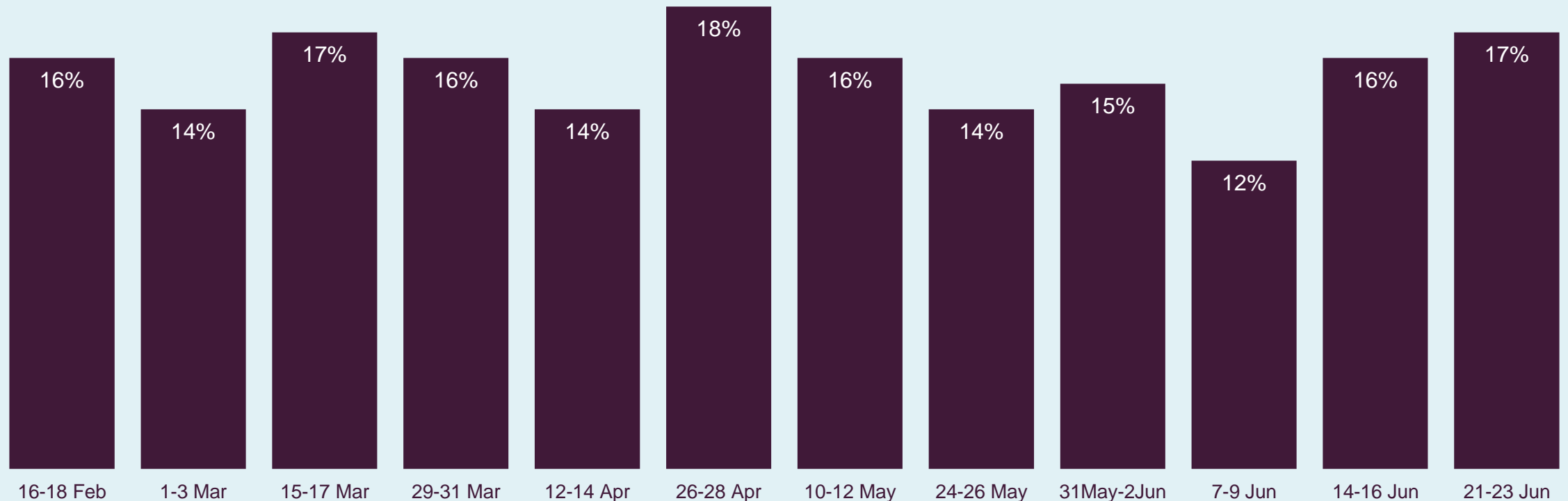
Compared with the previous report, satisfaction has increased for most measures in the survey including:

- satisfaction with the level of crowding at 72 per cent – up from 65 per cent
- cleanliness of the inside of the train at 80 per cent – up from 75 per cent.
- satisfaction with punctuality and reliability is unchanged at 78 per cent

Rail usage levels



Proportion using rail in the last seven days over time

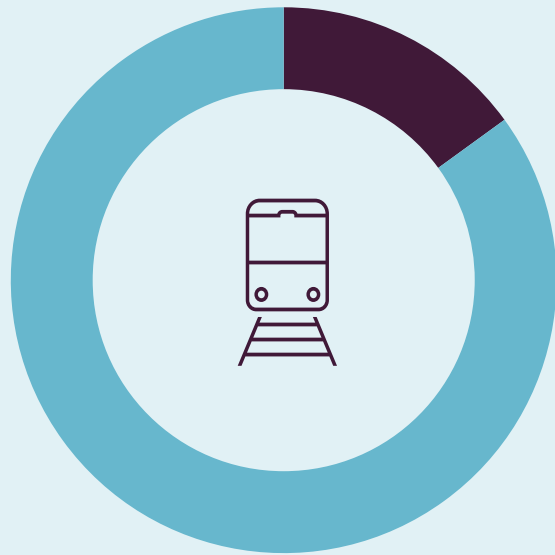


2024

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

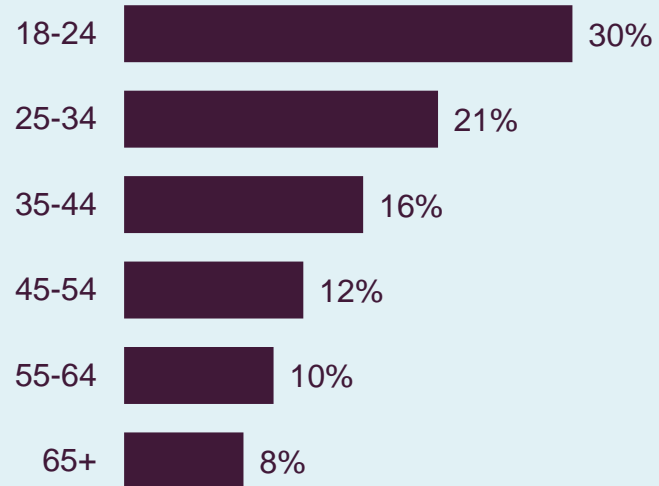
Proportion using rail in the last seven days

All Great Britain



15%

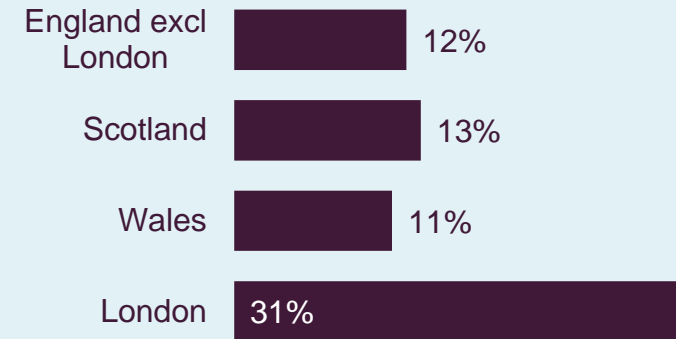
Age



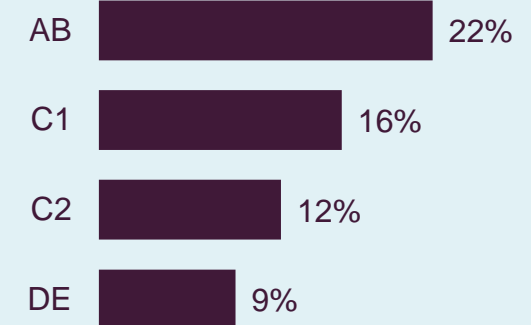
Gender



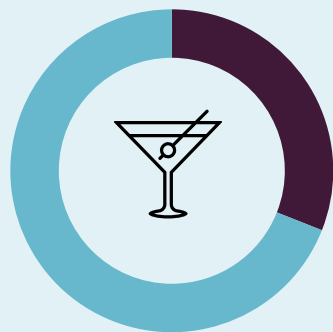
Region



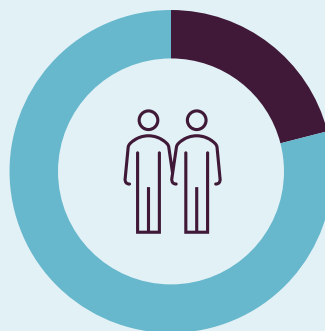
Social grade



Main purpose of rail journey



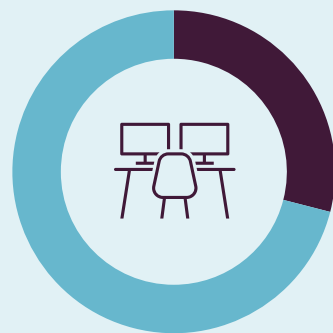
Leisure/eating out/non-essential shopping
31%



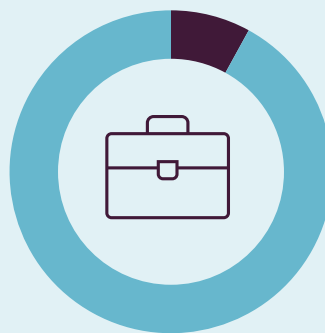
Friends/family
21%



Essential shopping
2%



Commuting
29%



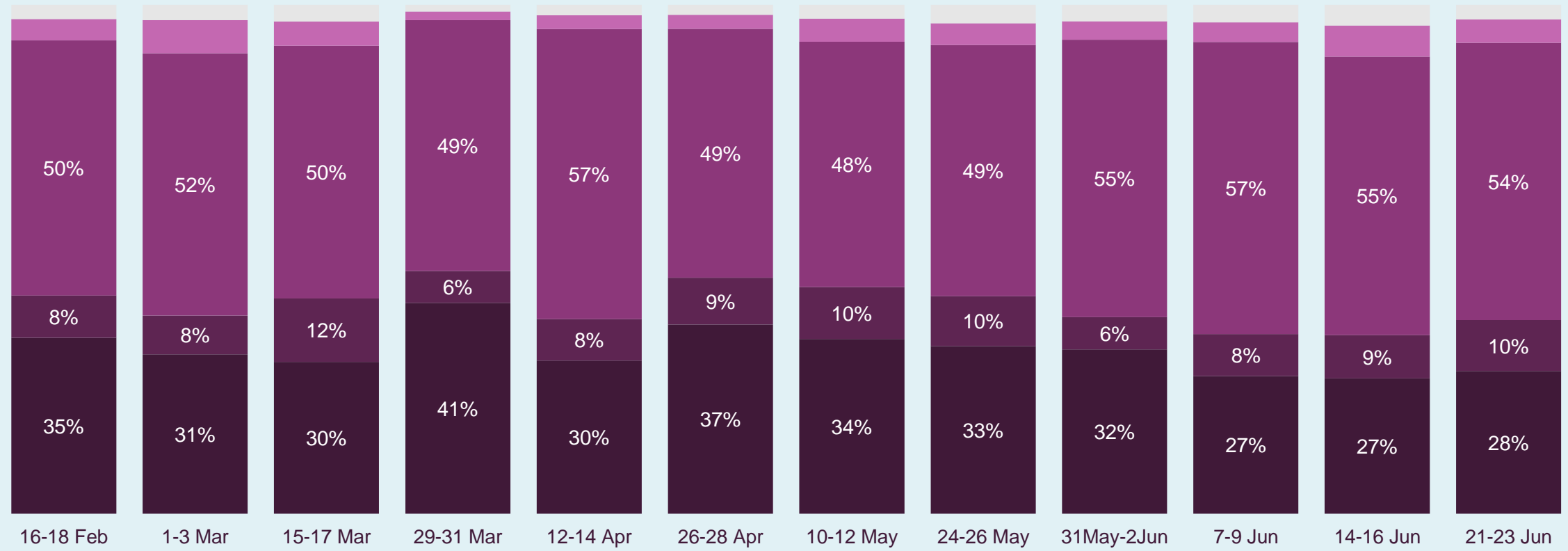
Work travel
8%



Personal matters
5%

Main purpose of journey over time

Commuting
 Business
 All leisure
 Personal matters
 Other reasons



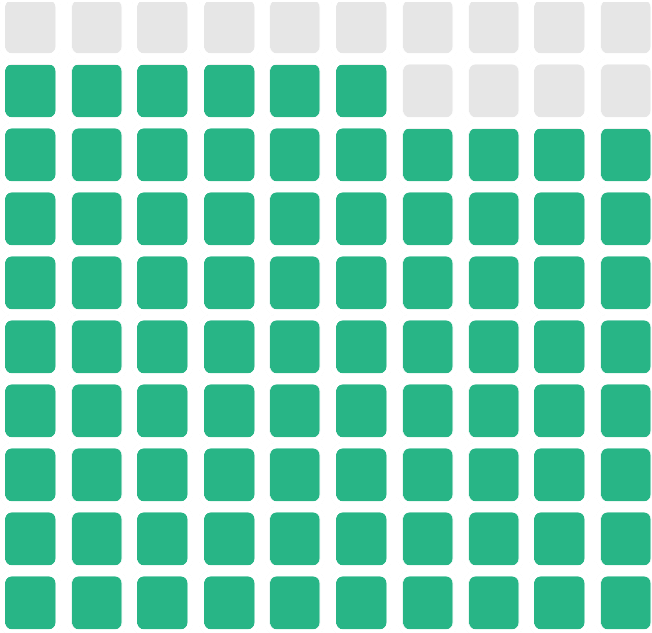
2024

28 June 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 309 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

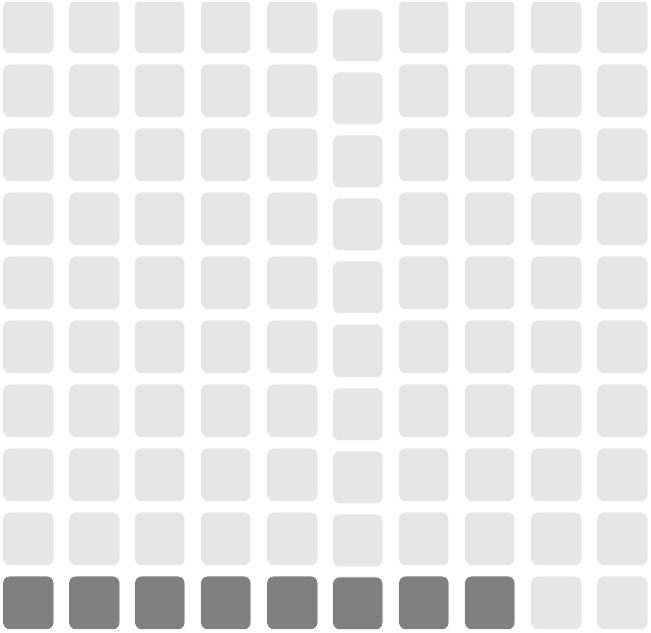
Rail satisfaction



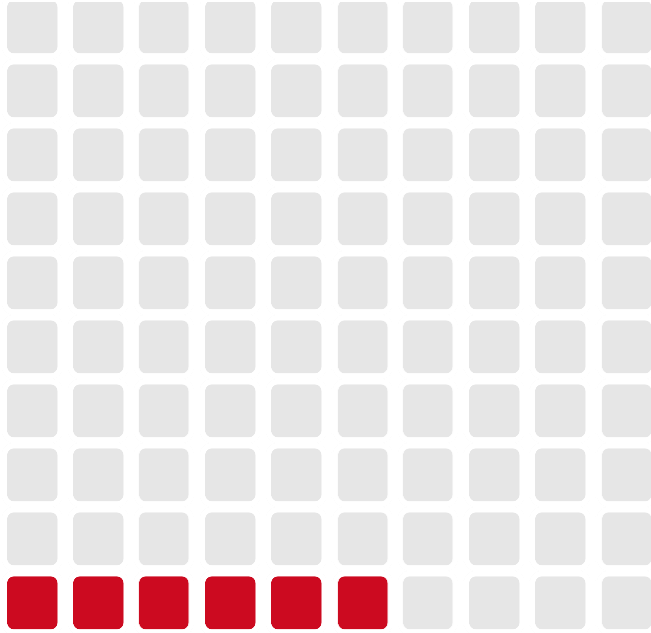
Overall satisfaction with rail journey



86%
satisfied



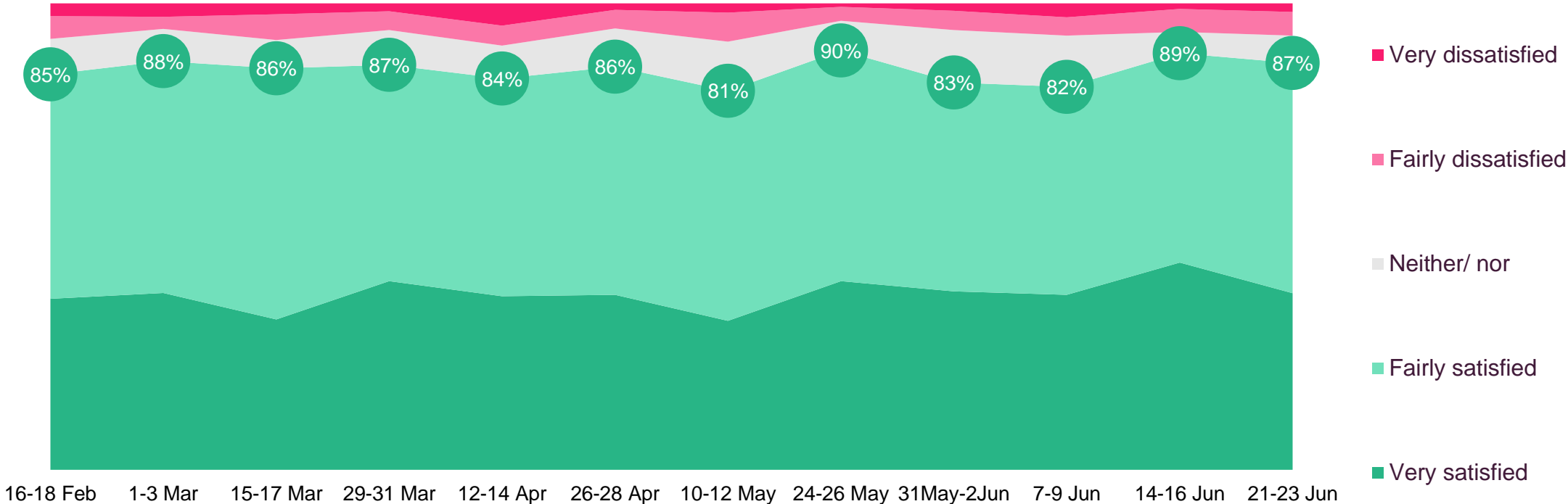
8%
neither/nor



6%
dissatisfied

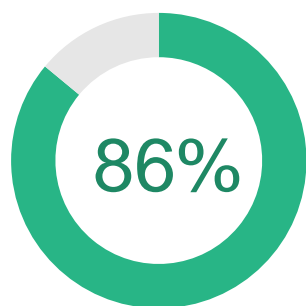
28 June 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1185.

Overall satisfaction with rail journey

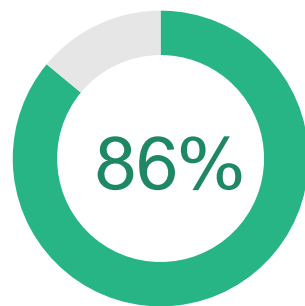


28 June 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 235 to 370

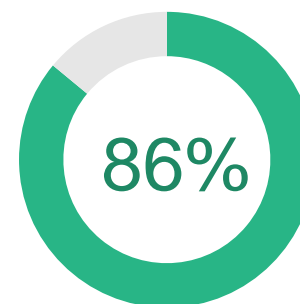
Overall satisfaction by journey purpose, gender and age



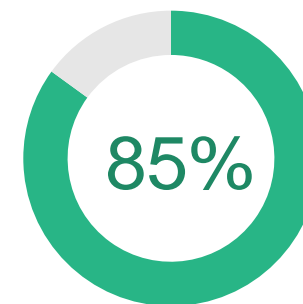
Commute



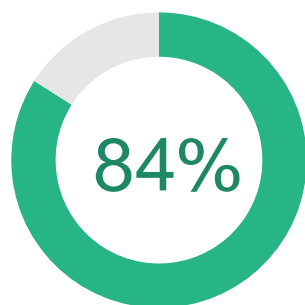
All leisure



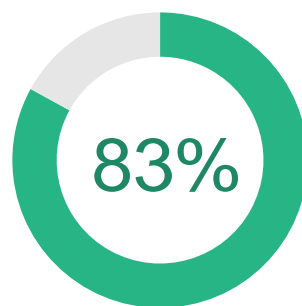
Men



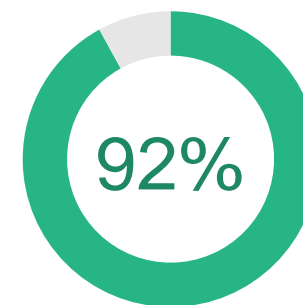
Women



Aged 18-34



Aged 35-54

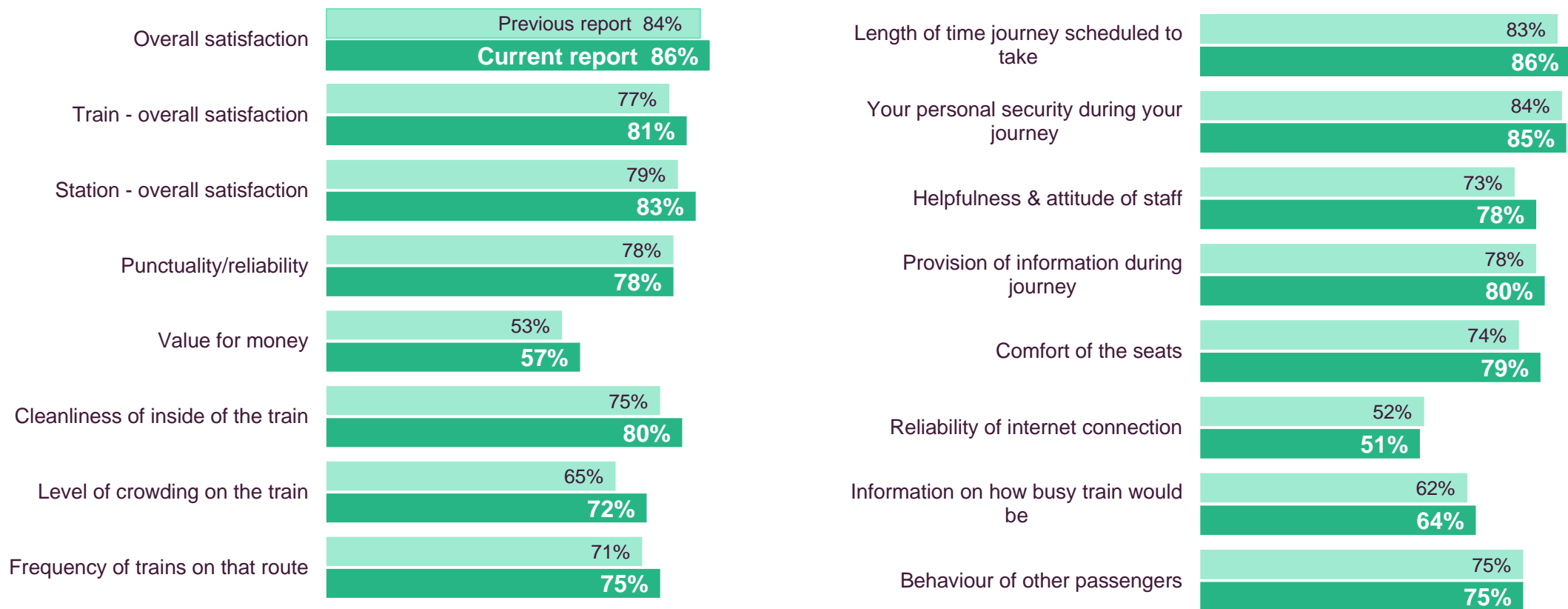


Aged 55 and over

28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base sizes vary by chart ranging between 291 and 656. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

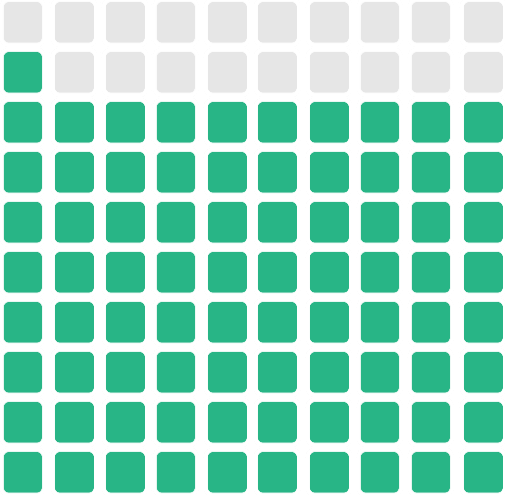
Satisfaction with aspects of rail journey

Change in satisfaction levels since last report

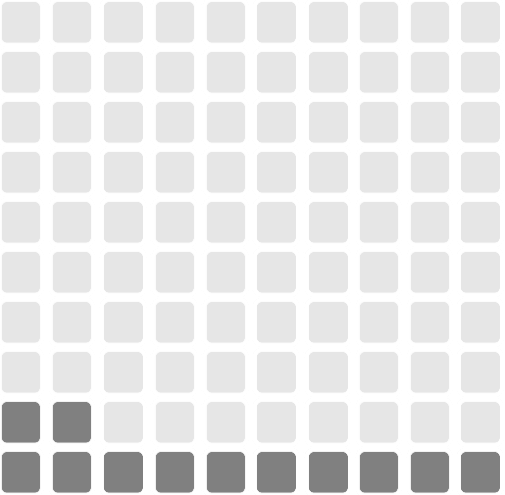


28 June 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from surveys over the weekends of 10-12 May and 26-28 April. Base sizes per aspect vary; current report from 876-1185, and previous report from 518-685.

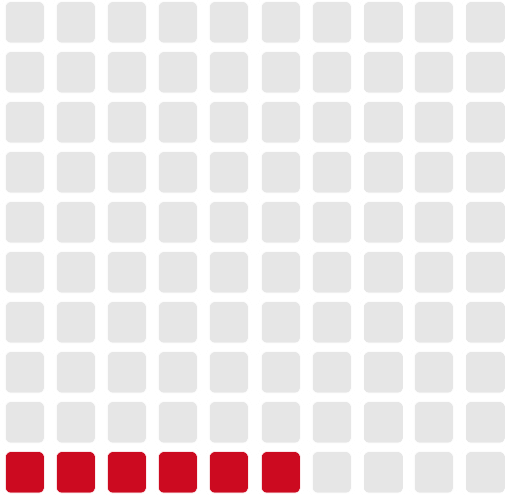
Overall satisfaction with the train



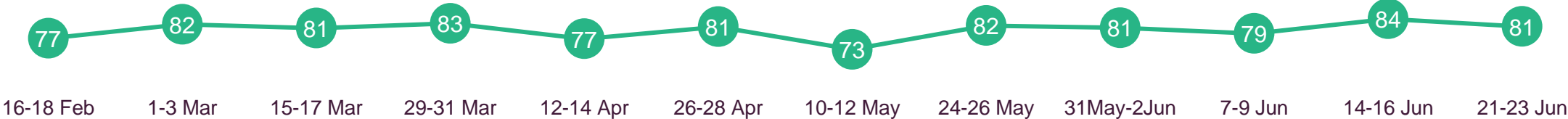
81%
satisfied



12%
neither/nor

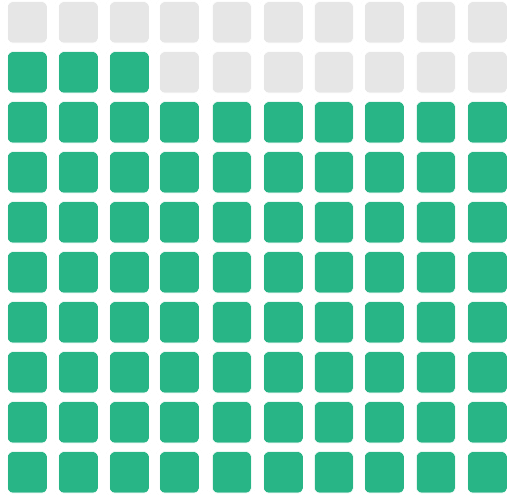


6%
dissatisfied

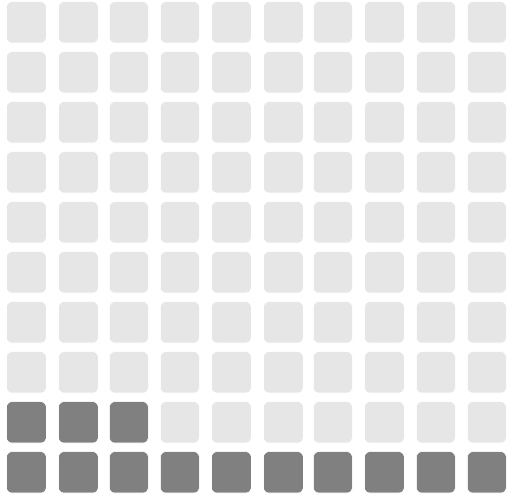


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1182; trend chart range from 228 to 369 per survey.

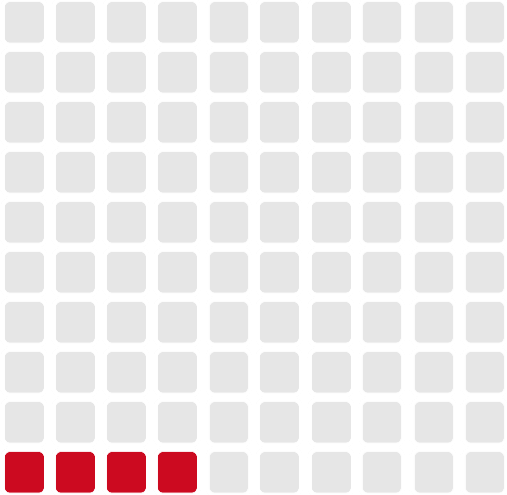
Overall satisfaction with the station



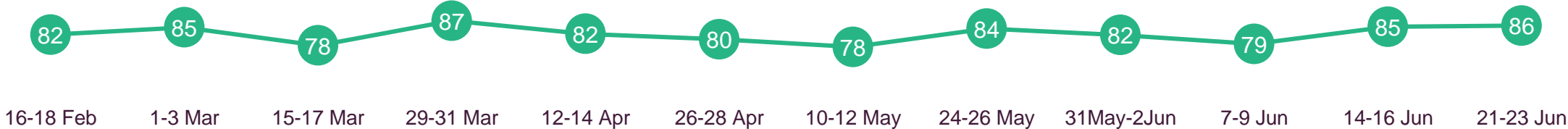
83%
satisfied



13%
neither/nor

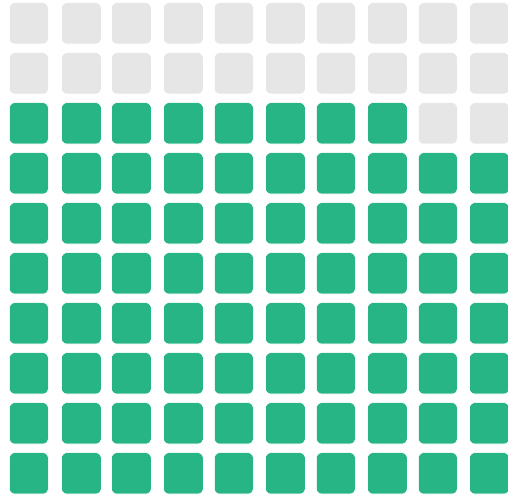


4%
dissatisfied

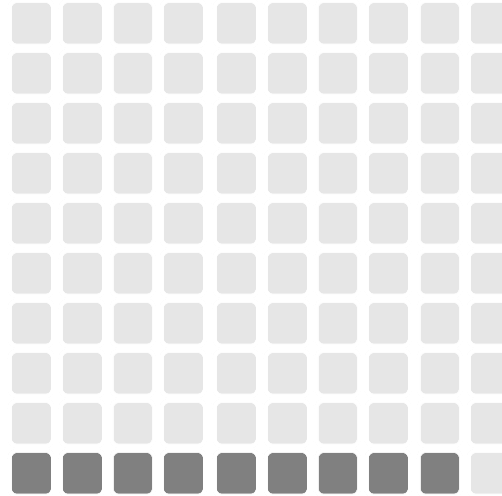


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1183; trend chart range from 229 to 369 per survey.

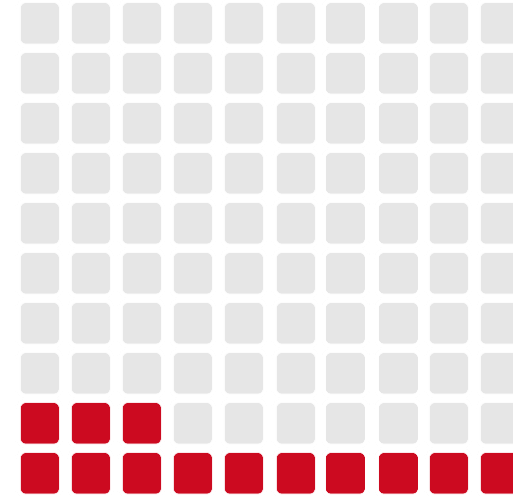
Satisfaction with punctuality/reliability



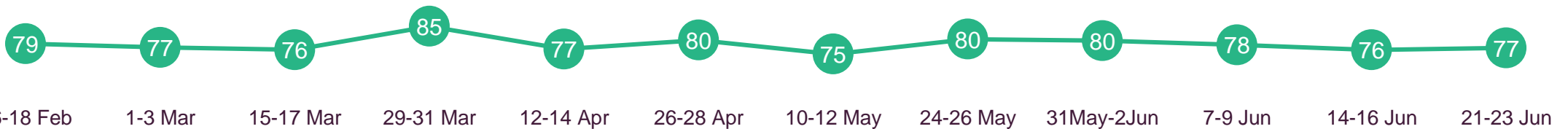
78%
satisfied



9%
neither/nor

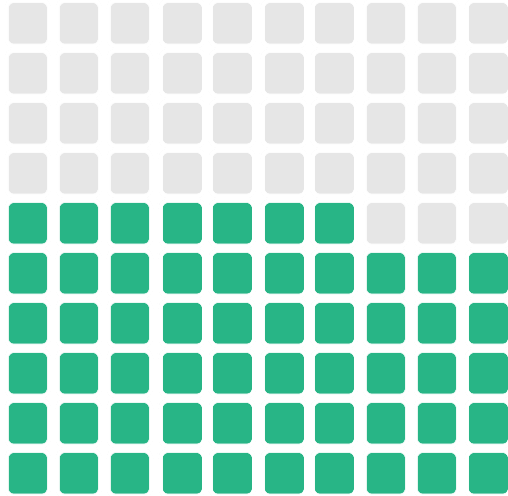


13%
dissatisfied

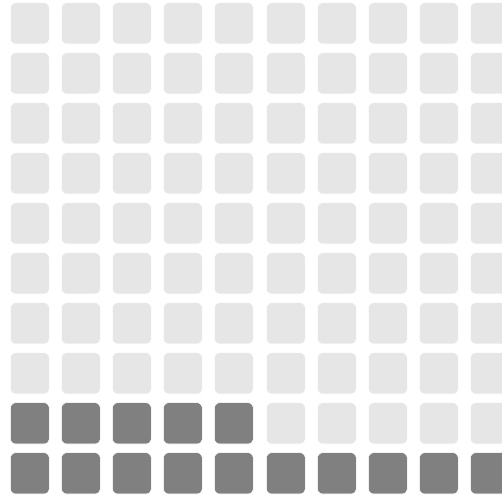


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1182; trend chart range from 228 to 369 per survey.

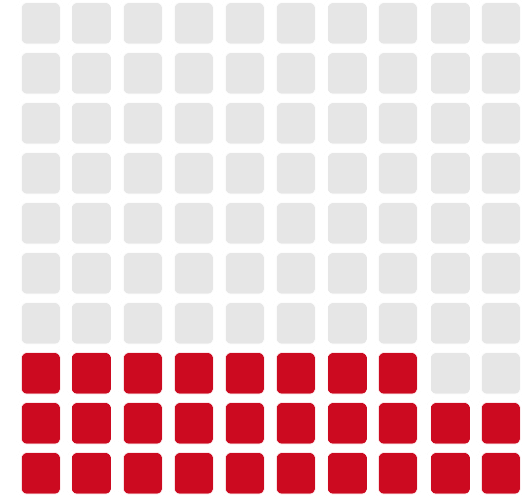
Satisfaction with value for money



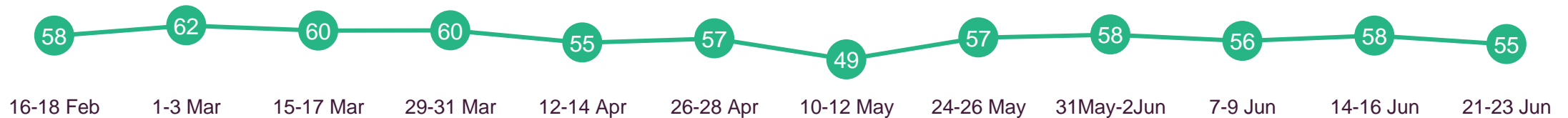
57%
satisfied



15%
neither/nor

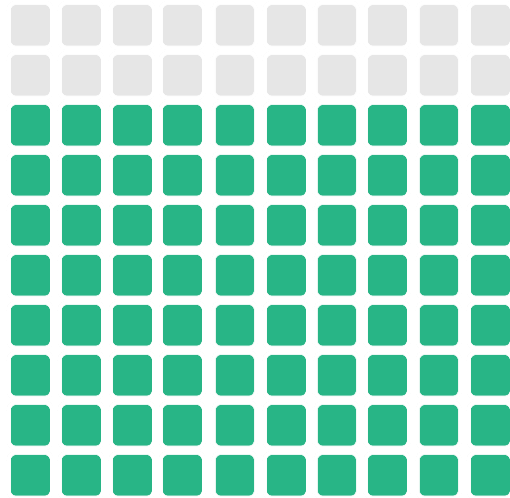


28%
dissatisfied

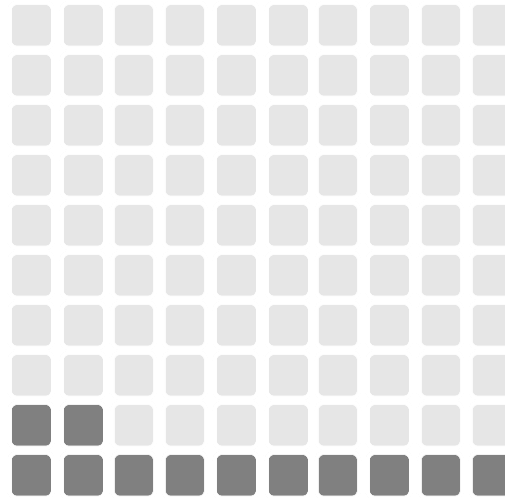


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1165; trend chart range from 225 to 359 per survey.

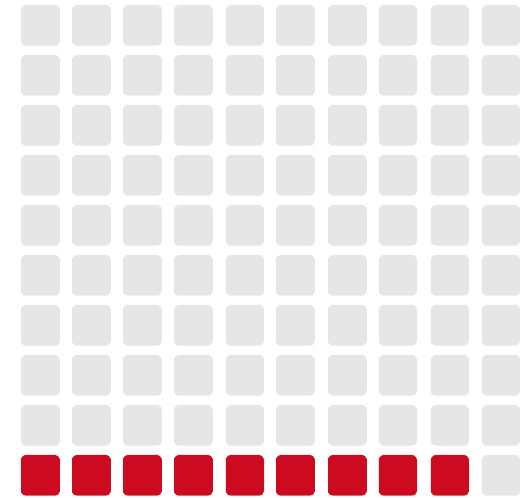
Satisfaction with cleanliness of the inside of the train



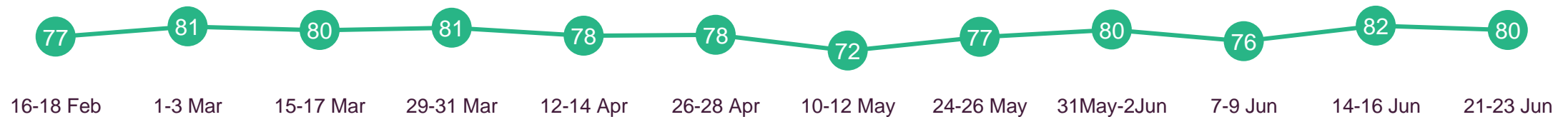
80%
satisfied



12%
neither/nor

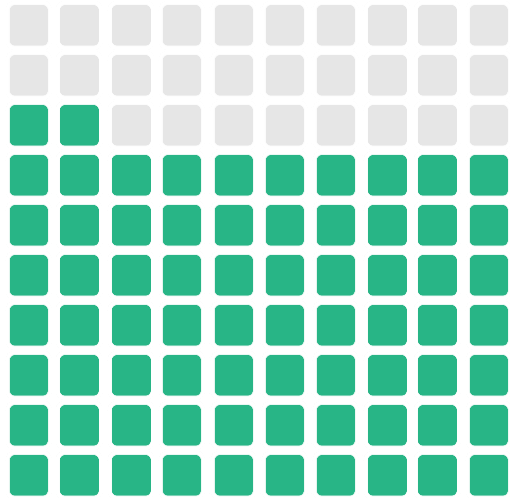


9%
dissatisfied

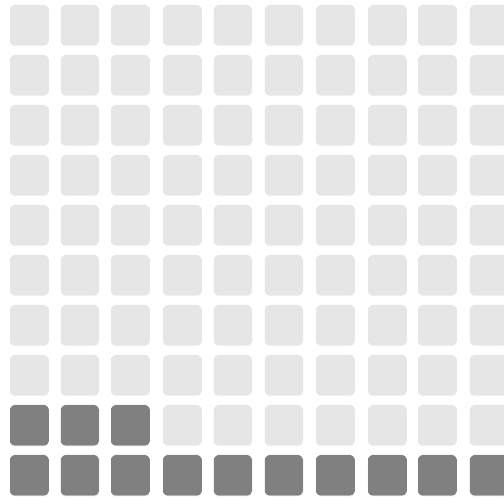


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1184; trend chart range from 228 to 367 per survey.

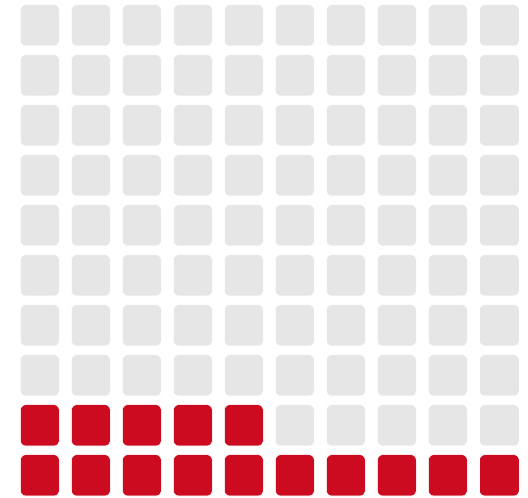
Satisfaction with level of crowding



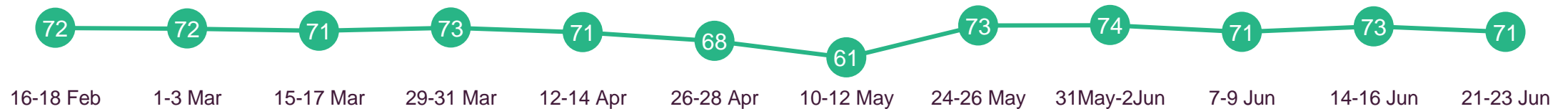
72%
satisfied



13%
neither/nor

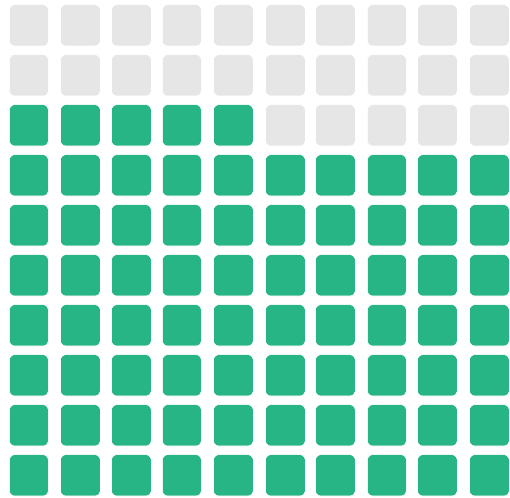


15%
dissatisfied

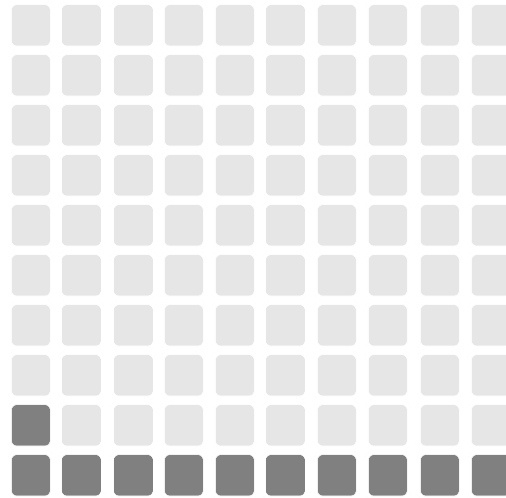


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1181; trend chart range from 229 to 365 per survey.

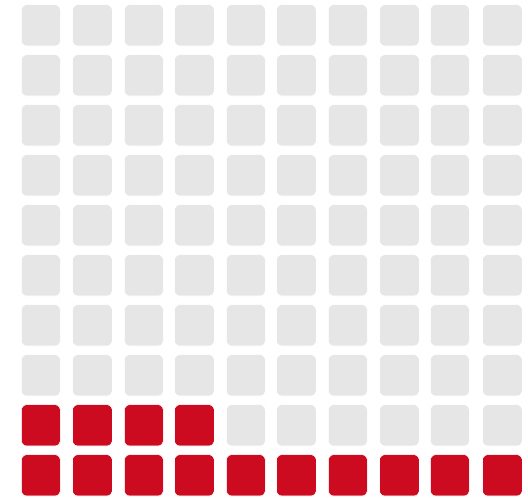
Satisfaction with frequency of trains on that route



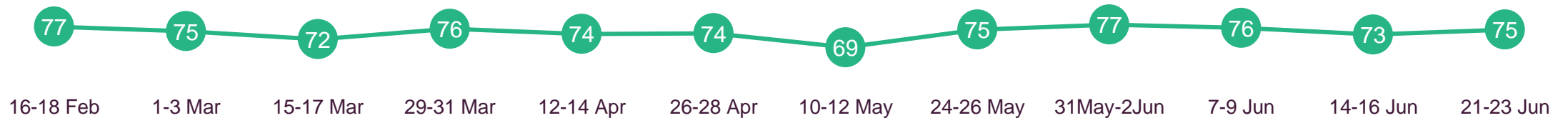
75%
satisfied



11%
neither/nor

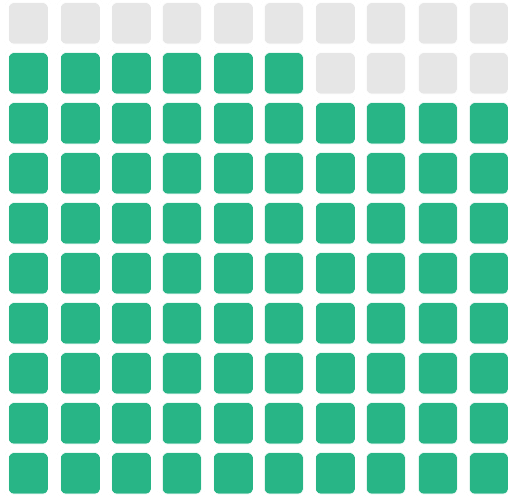


14%
dissatisfied

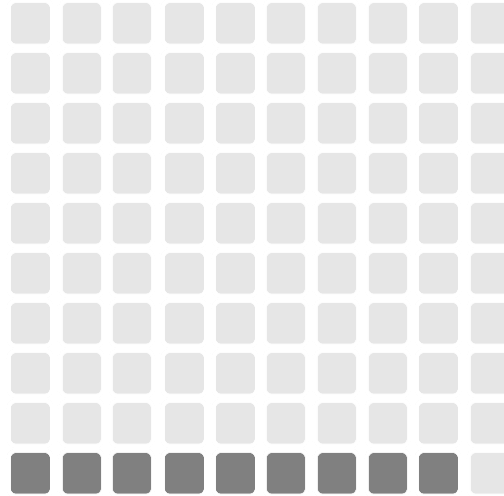


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1182; trend chart range from 229 to 369 per survey.

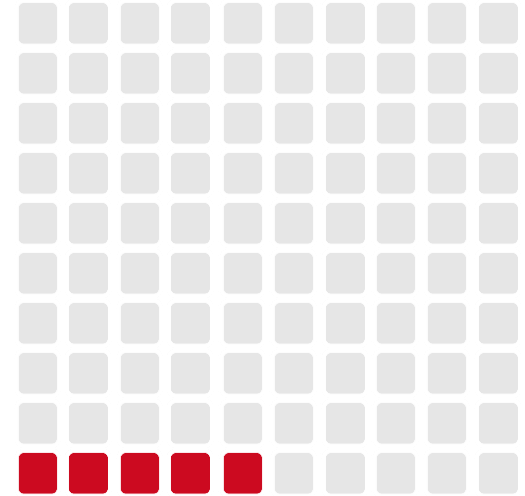
Satisfaction with scheduled journey time



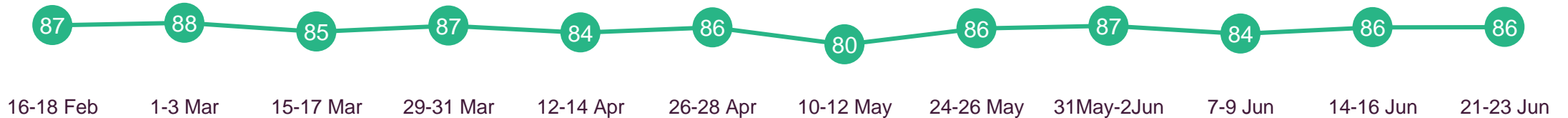
86%
satisfied



9%
neither/nor

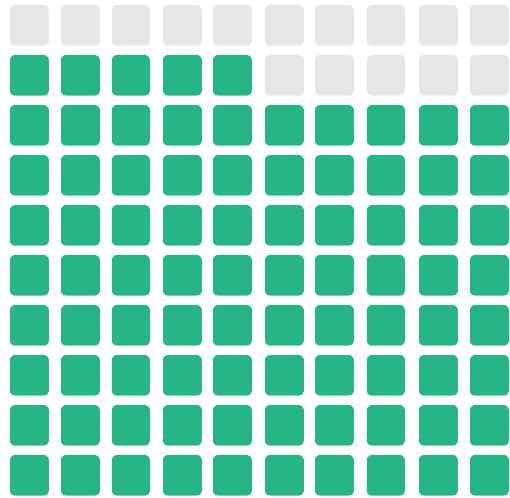


5%
dissatisfied

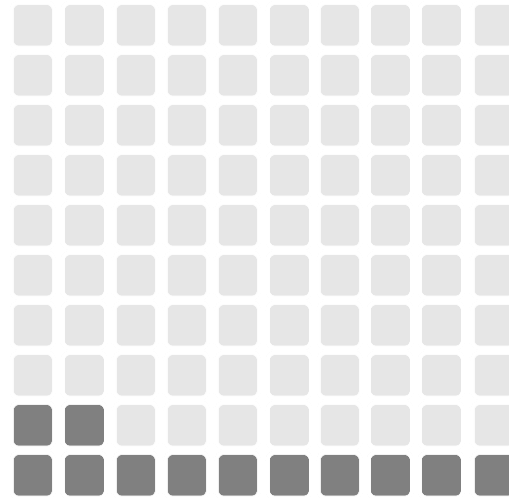


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1183; trend chart range from 228 to 369 per survey.

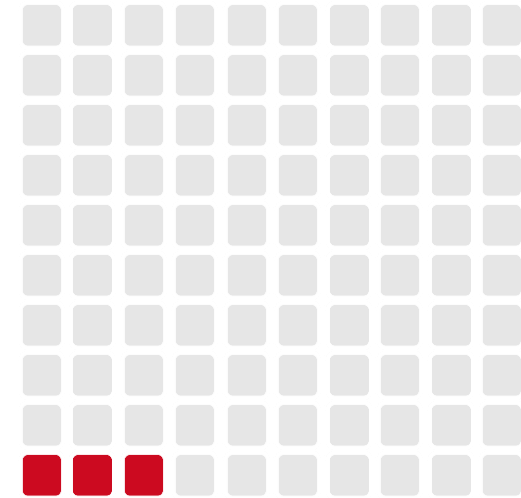
Satisfaction with personal security



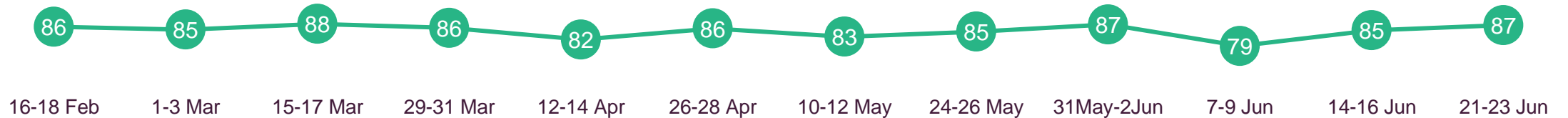
85%
satisfied



12%
neither/nor

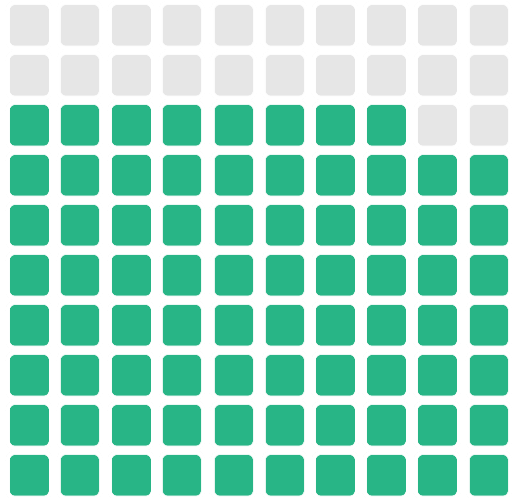


3%
dissatisfied

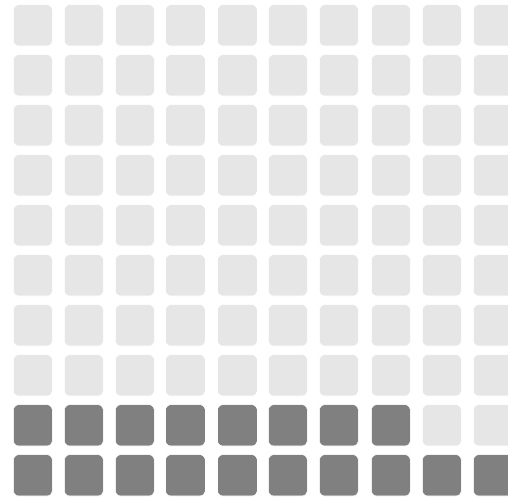


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1176; trend chart range from 228 to 364 per survey.

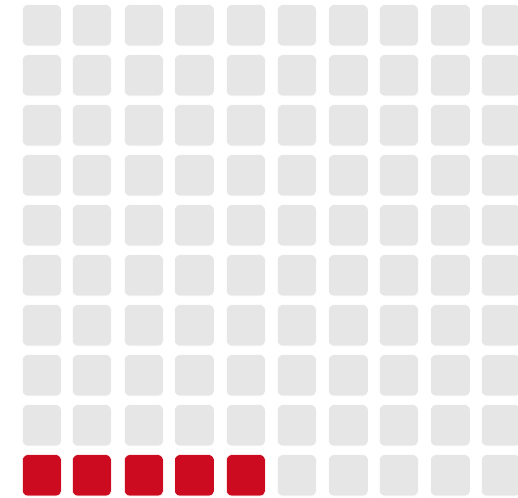
Satisfaction with helpfulness and attitude of staff



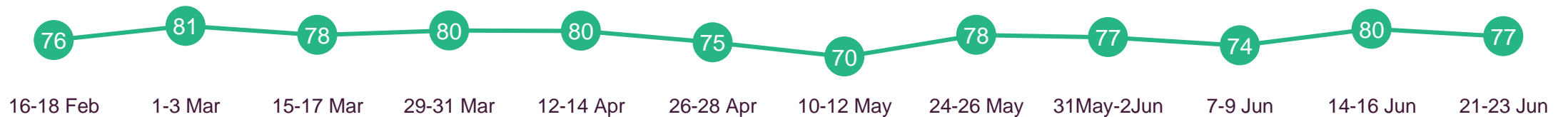
78%
satisfied



18%
neither/nor

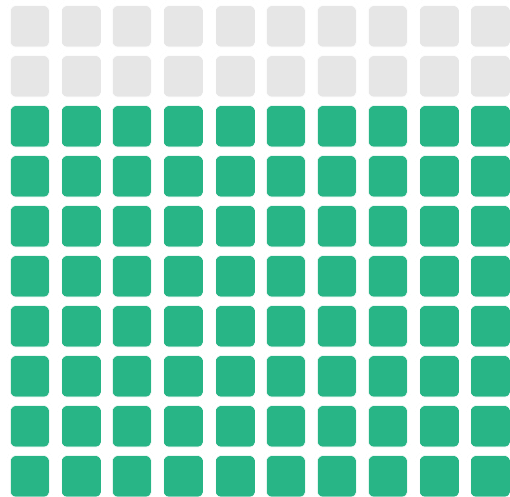


5%
dissatisfied

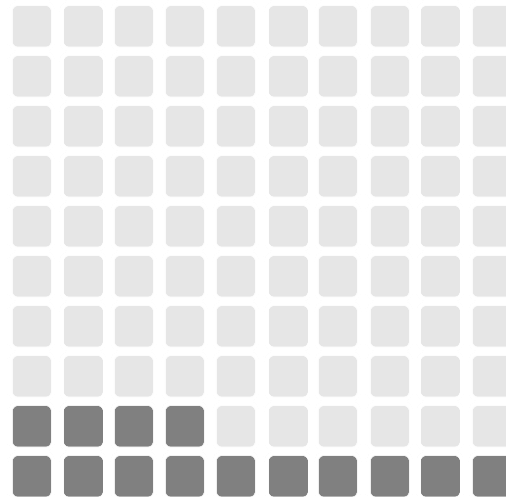


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 966; trend chart range from 184 to 300 per survey.

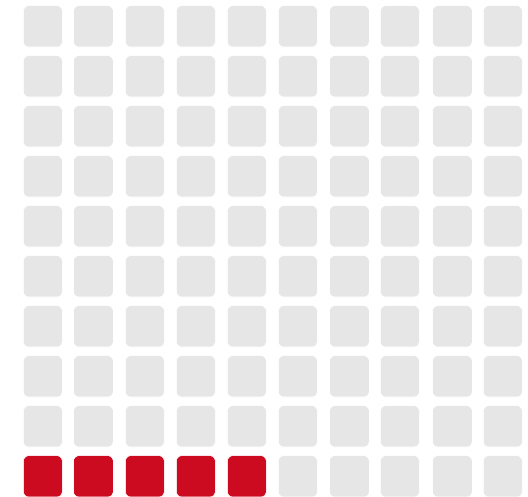
Satisfaction with information provided during the journey



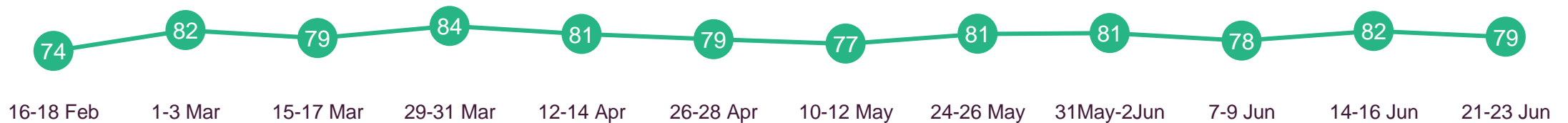
80%
satisfied



14%
neither/nor

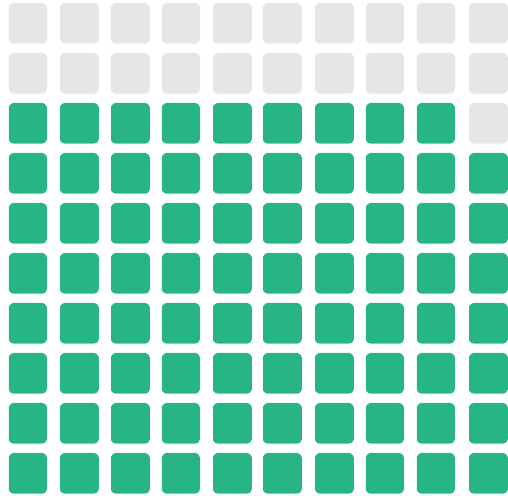


5%
dissatisfied

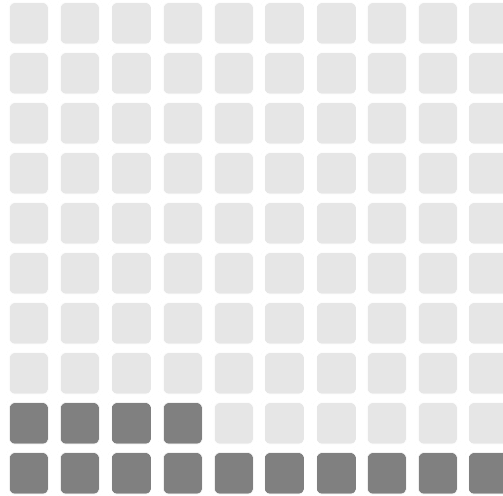


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1149; trend chart range from 223 to 361 per survey.

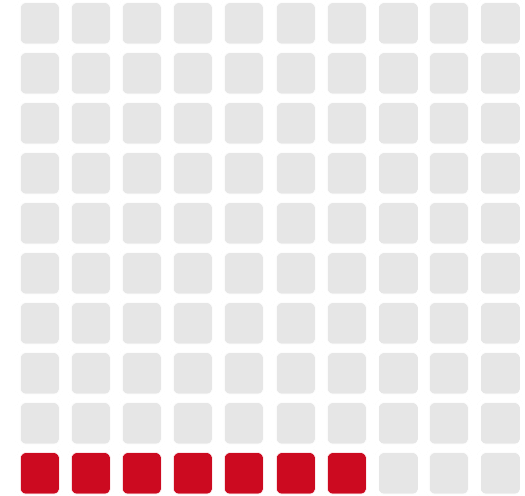
Satisfaction with comfort of the seats



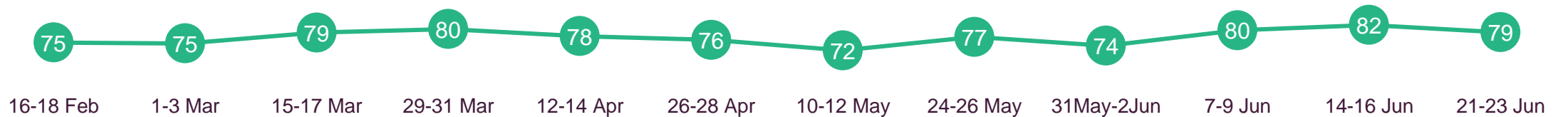
79%
satisfied



14%
neither/nor

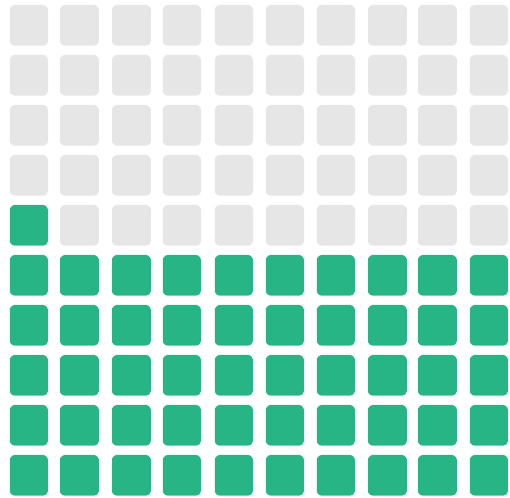


7%
dissatisfied

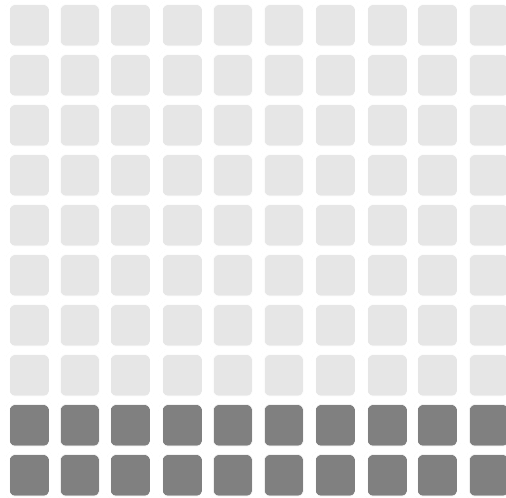


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1163; trend chart range from 225 to 360 per survey.

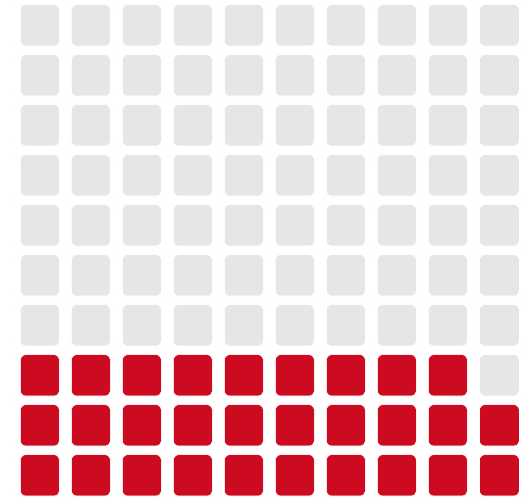
Satisfaction with reliability of the internet



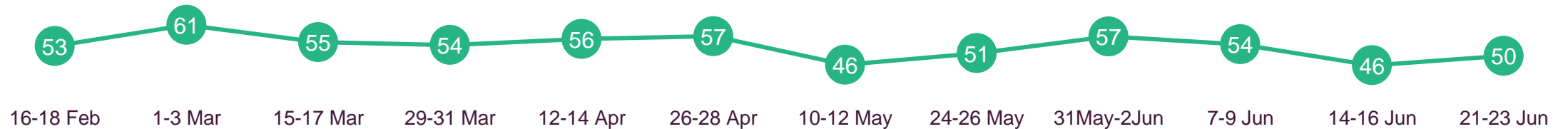
51%
satisfied



20%
neither/nor

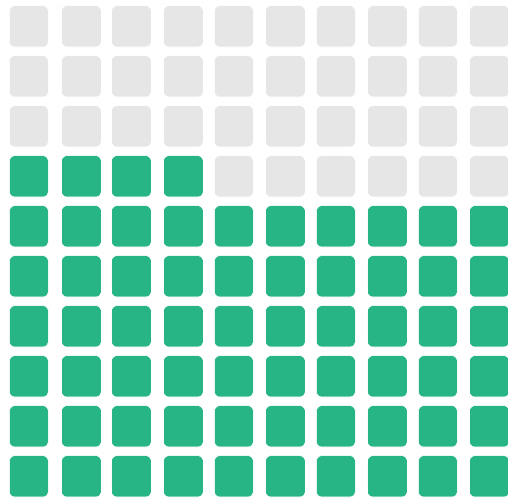


29%
dissatisfied

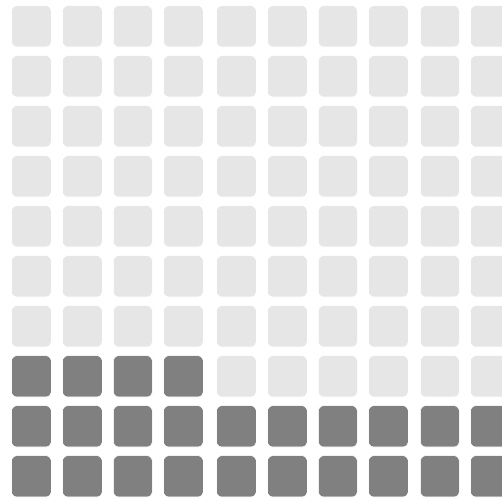


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 876; trend chart range from 165 to 268 per survey.

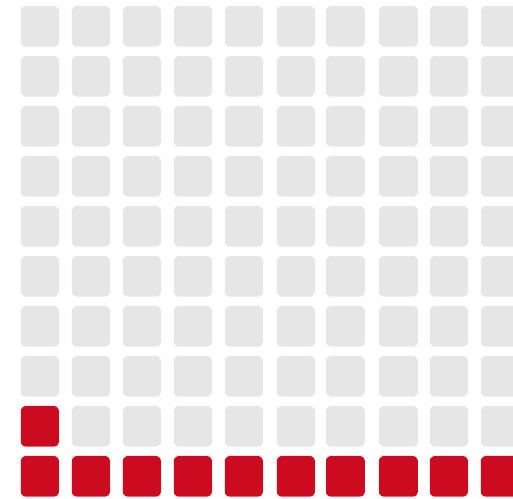
Satisfaction with information on how busy the train was before travelling



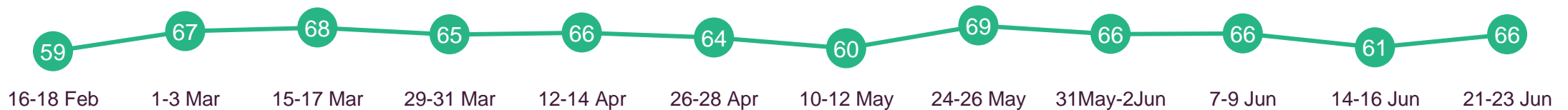
64%
satisfied



24%
neither/nor

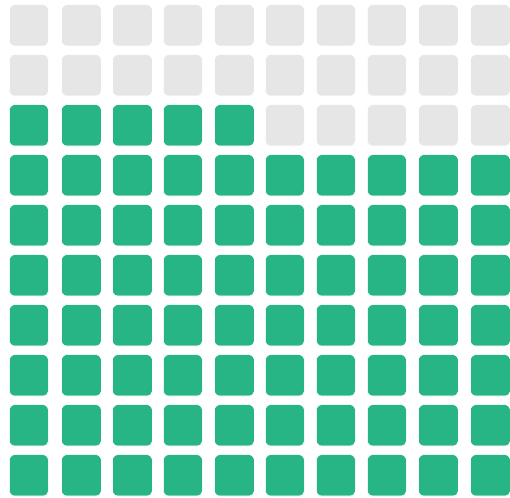


11%
dissatisfied

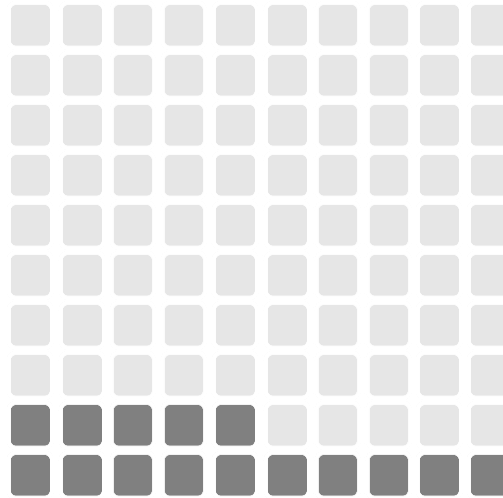


28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1009; trend chart range from 198 to 313 per survey.

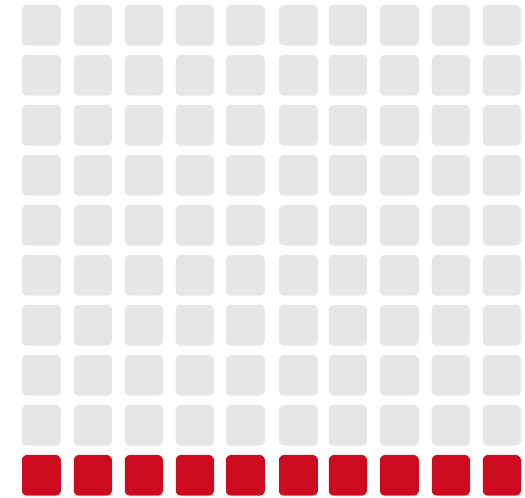
Satisfaction with other passengers' behaviour



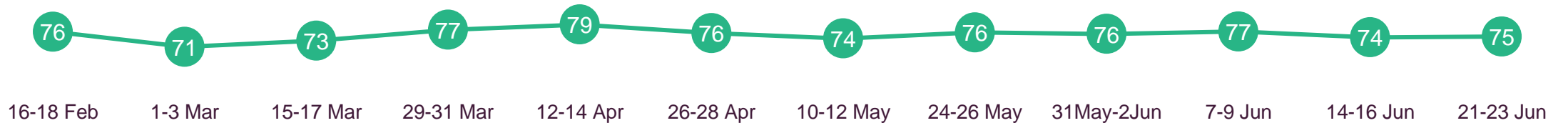
75%
satisfied



15%
neither/nor



10%
dissatisfied



28 June 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1174; trend chart range from 227 to 365 per survey.



Methodology and appendix

Methodology

Transport Focus's Rail User Survey runs every 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 now report results every four weeks. Prior to 26 May, the survey ran every other weekend.

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 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
Wave 107	24-26 May	289
Wave 108	31 May-2 June	310
Wave 109	7-9 June	229
Wave 110	14-16 June	305
Wave 111	21-23 June	341

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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www.transportfocus.org.uk

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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