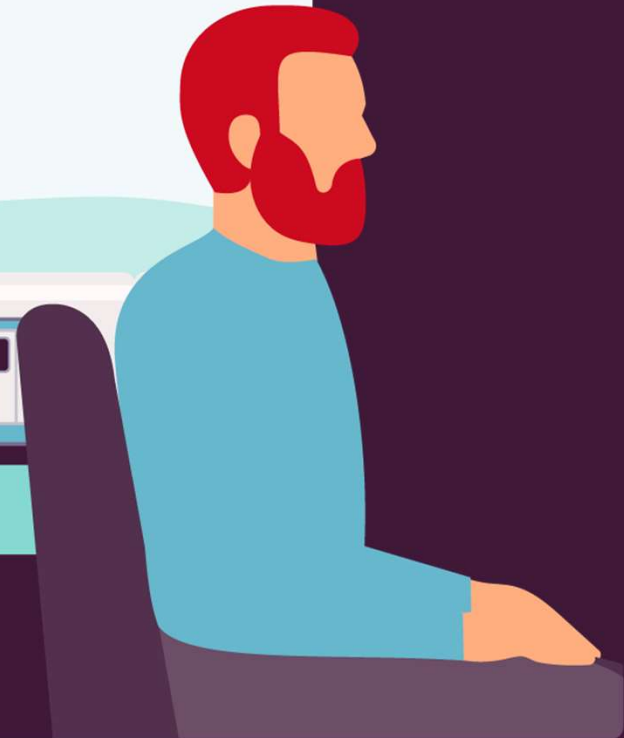


26 July 2024

Edition 29

# Rail User Survey



transportfocus 

# 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.

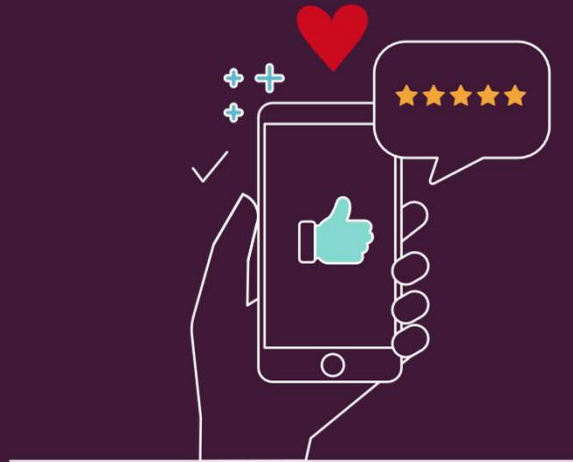
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 31.

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 unchanged from the previous report.

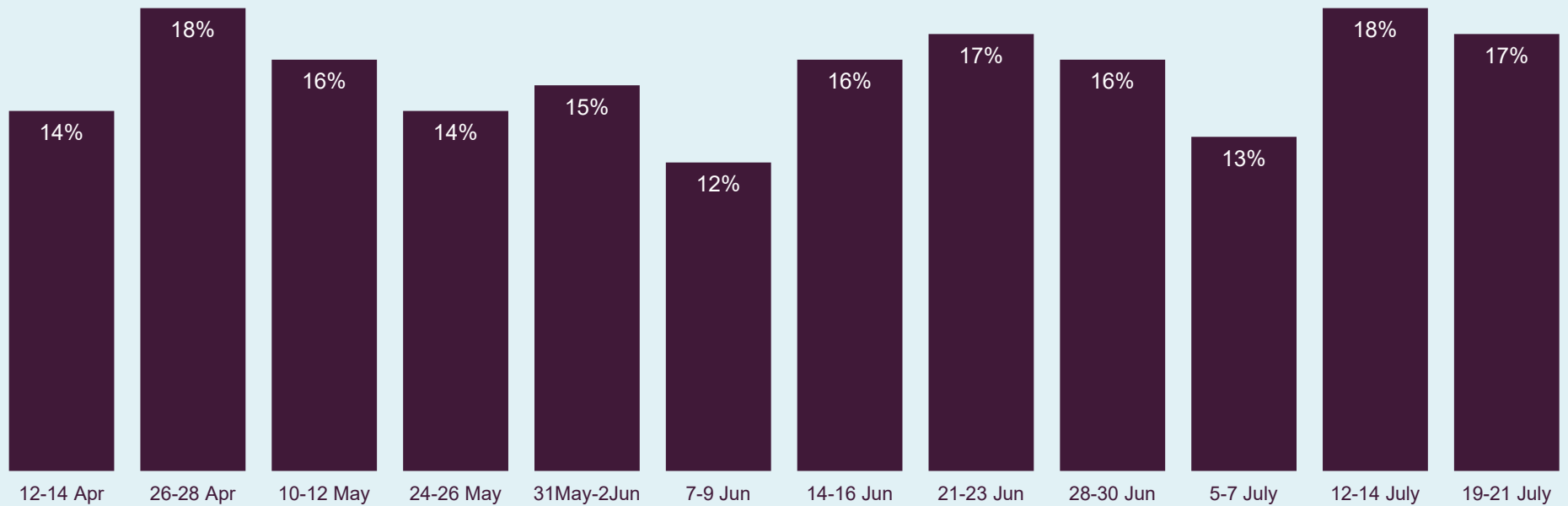


Compared with the previous report, satisfaction with most measures is stable, though satisfaction with punctuality and reliability is down slightly at 75 per cent from 78 per cent.

# Rail usage levels



# Proportion using rail in the last seven days over time

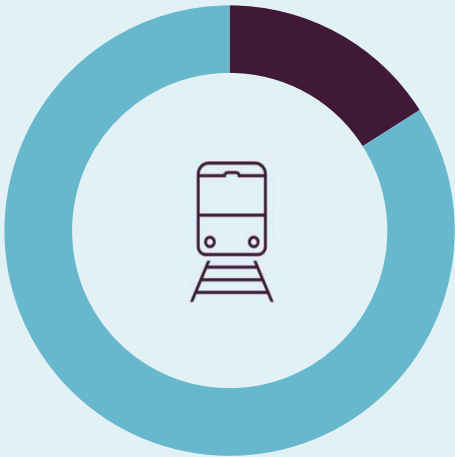


2024

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

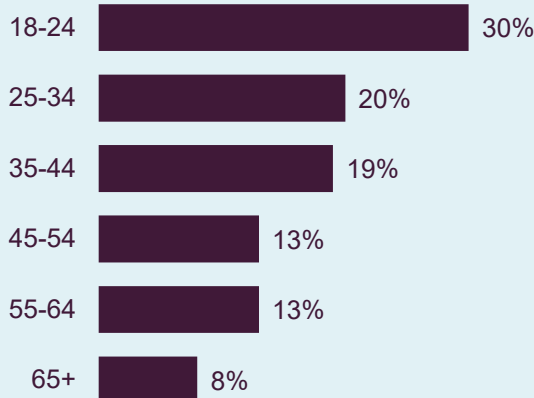
# Proportion using rail in the last seven days

## All Great Britain



16%

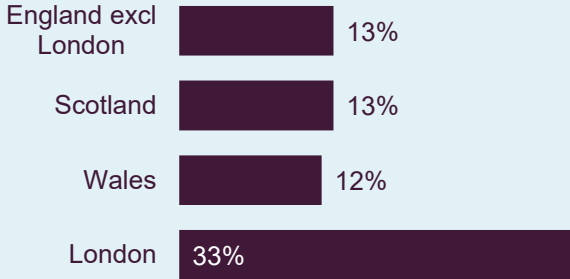
## Age



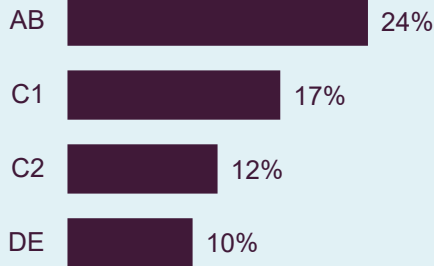
## Gender



## Region



## Social grade



26 July 2024 report.. Rail use is defined as having travelled by rail within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 8084

# Main purpose of rail journey



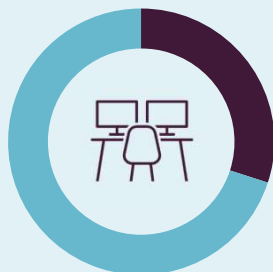
Leisure/eating out/non-essential shopping  
**32%**



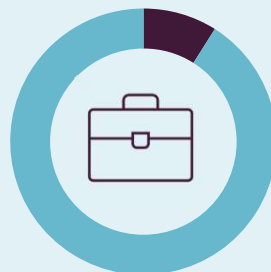
Friends/family  
**20%**



Essential shopping  
**2%**



Commuting  
**30%**



Work travel  
**9%**

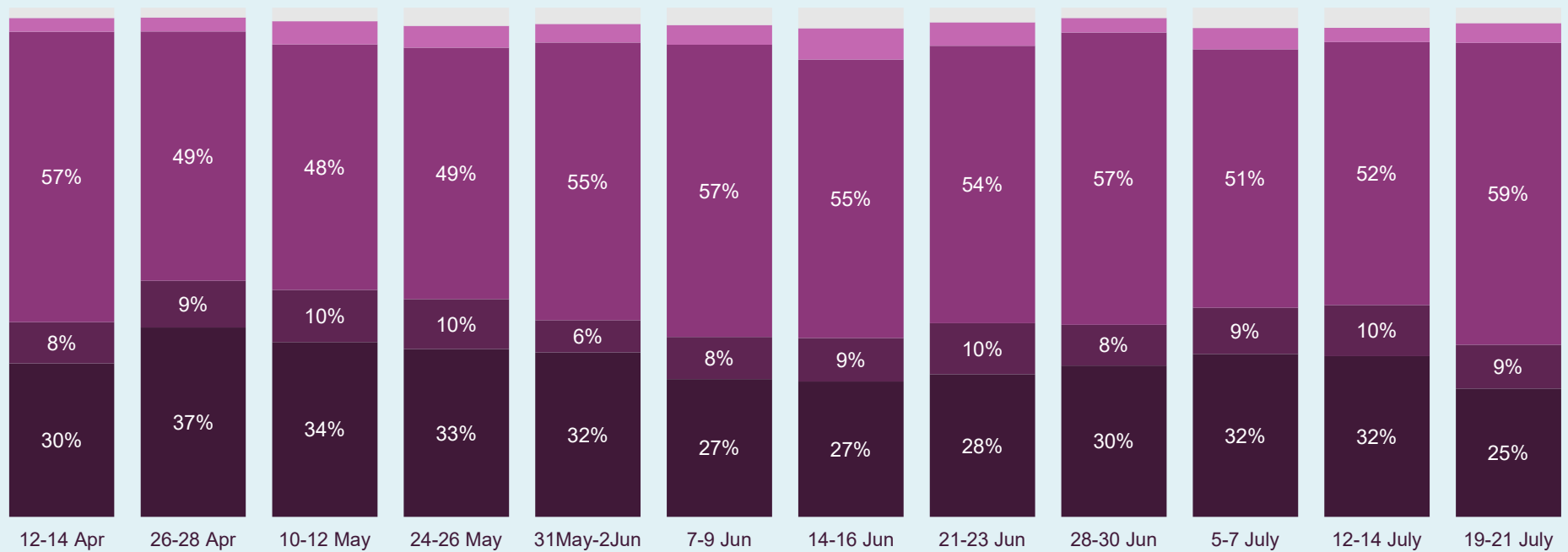


Personal matters  
**3%**

26 July 2024 report.. Charts are based on the most recent train journey made within seven days of being surveyed and show combined results from the last four surveys. Base size: all rail users – 1288. 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

Commuting
  Business
  All leisure
  Personal matters
  Other reasons



2024

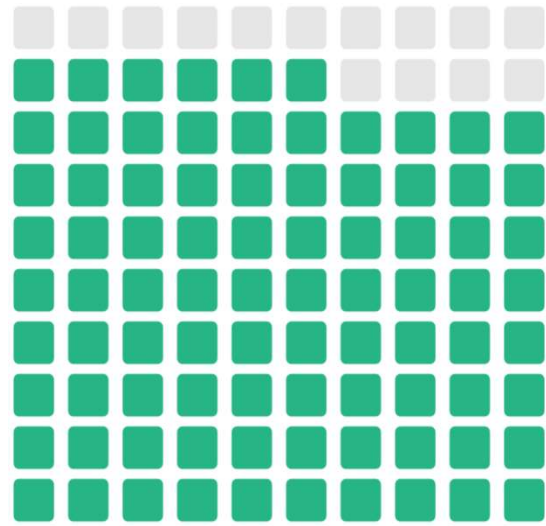
26 July 2024 report.. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 311 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.



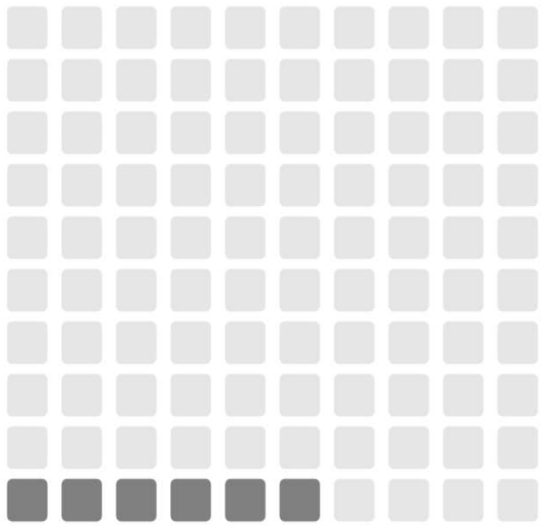
# Rail satisfaction



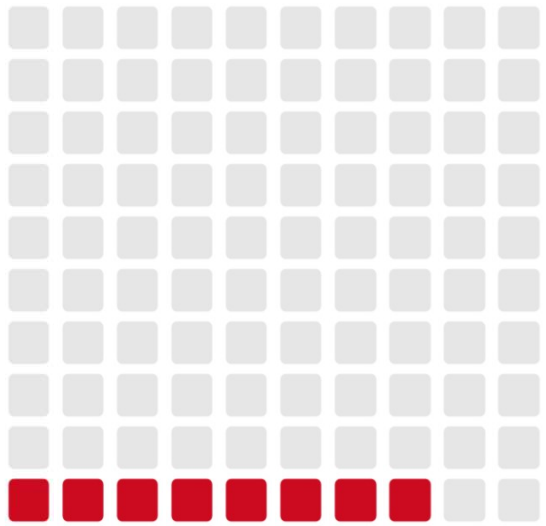
# Overall satisfaction with rail journey



86%  
satisfied



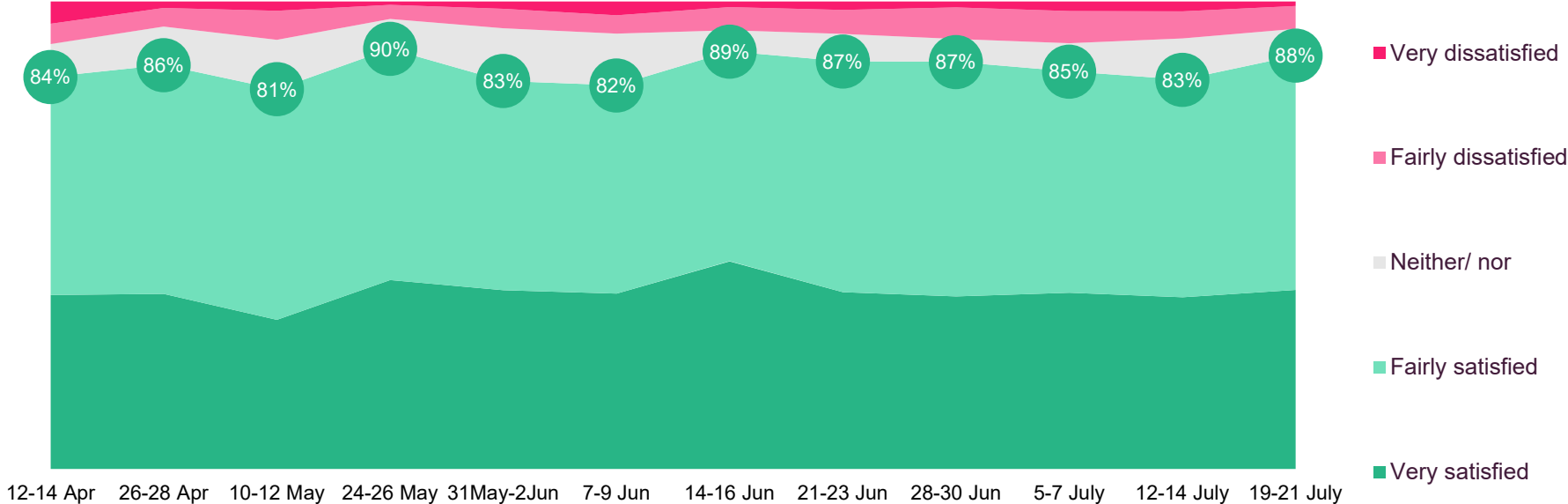
6%  
neither/nor



8%  
dissatisfied

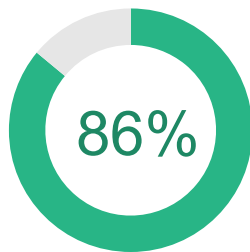
26 July 2024 report.. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1291.

# Overall satisfaction with rail journey

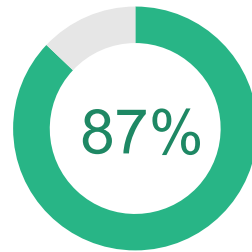


26 July 2024 report.. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.  
Base sizes range from 229 to 370

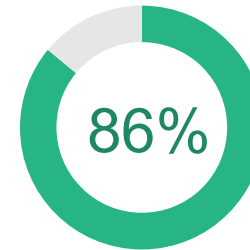
# Overall satisfaction by journey purpose, gender and age



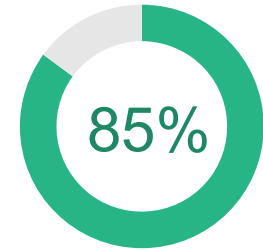
Commute



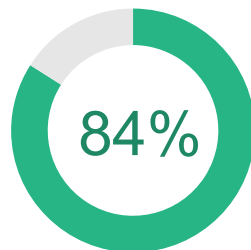
All leisure



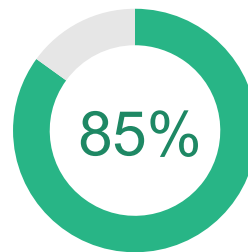
Men



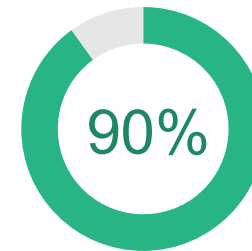
Women



Aged 18-34



Aged 35-54



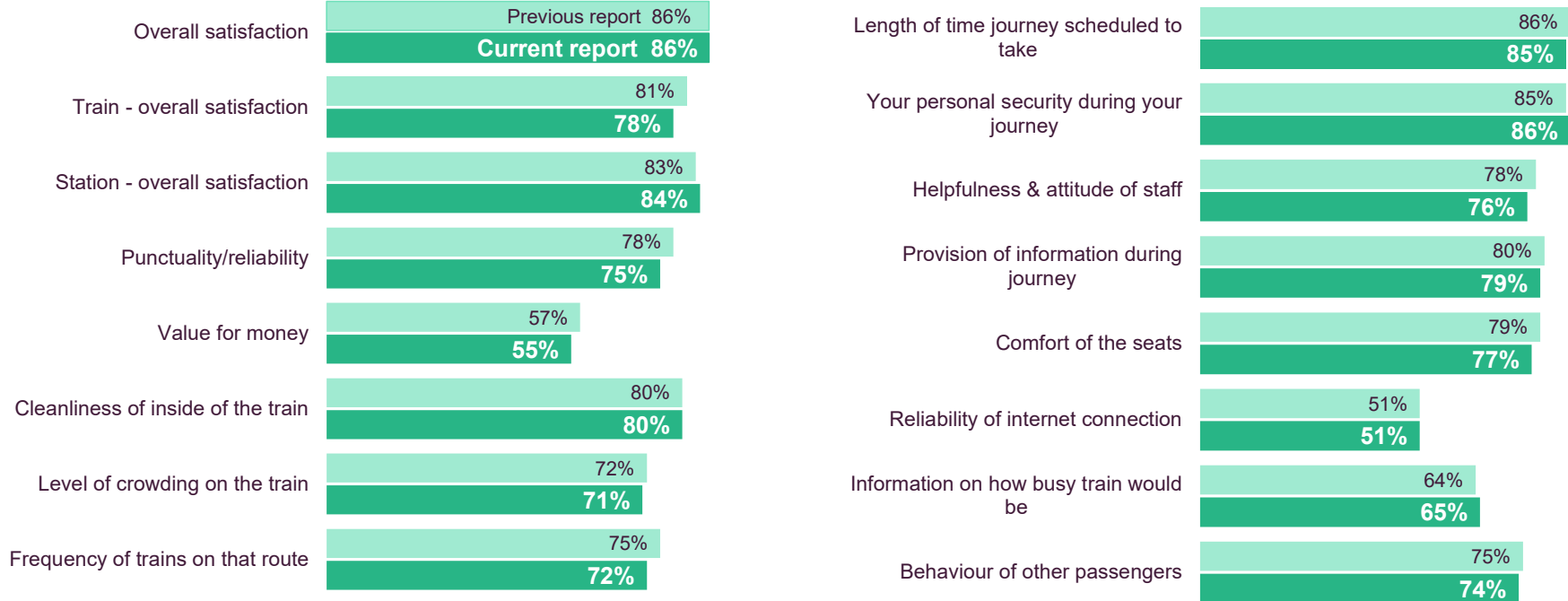
Aged 55 and over

26 July 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 326 and 725. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



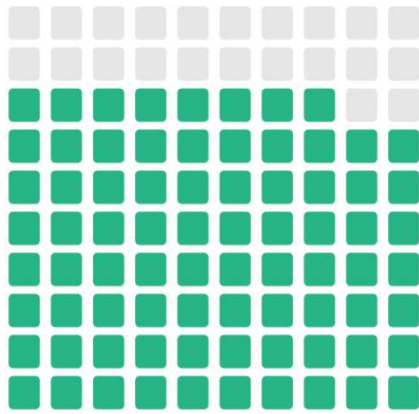
**Satisfaction  
with aspects  
of rail journey**

# Satisfaction levels are very similar to those in the last report

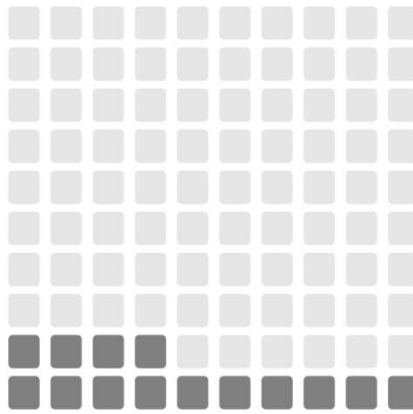


26 July 2024 report.. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 969-1291, and previous report from 876-1185.

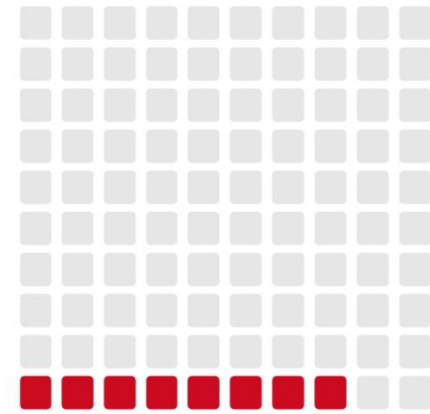
# Overall satisfaction with the train



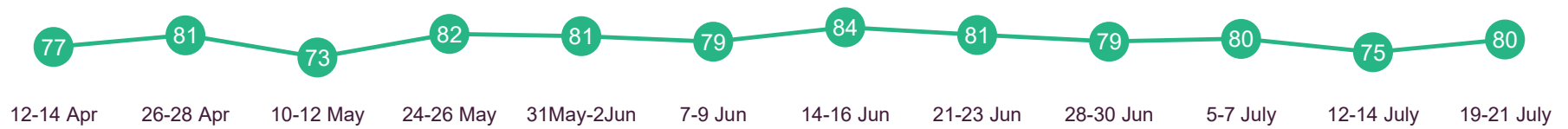
78%  
satisfied



14%  
neither/nor

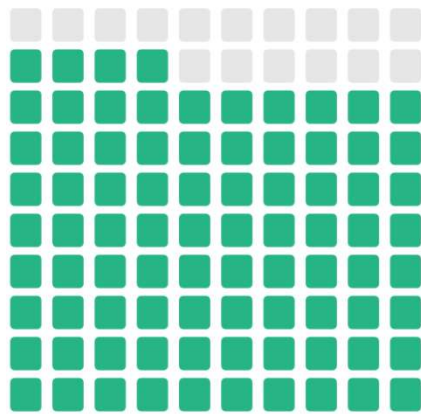


8%  
dissatisfied

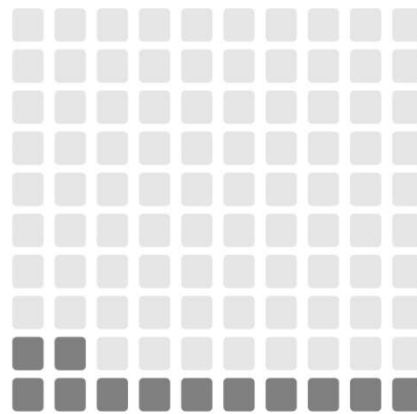


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1290; trend chart range from 228 to 370 per survey.

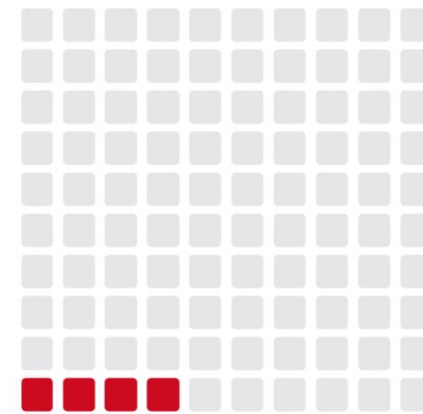
# Overall satisfaction with the station



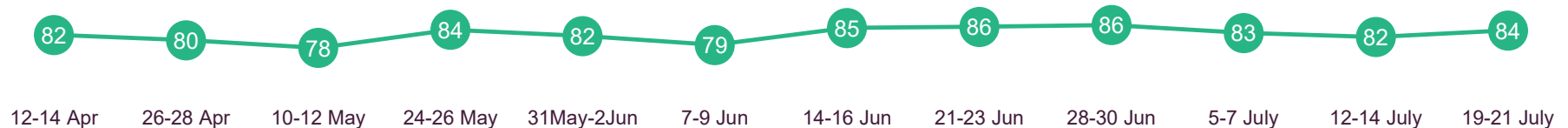
84%  
satisfied



12%  
neither/nor



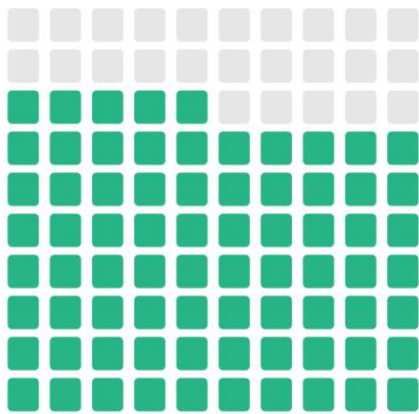
4%  
dissatisfied



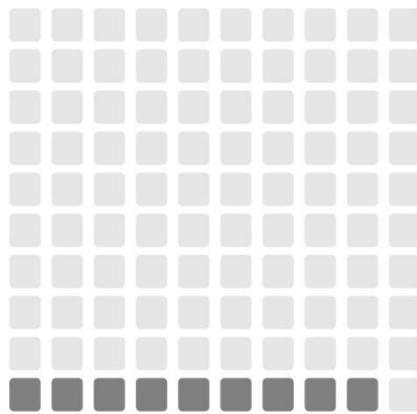
26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 229 to 369 per survey.



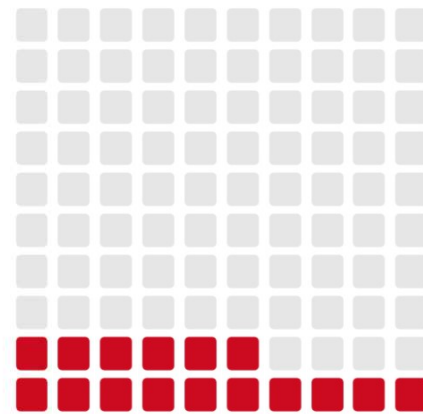
# Satisfaction with punctuality/reliability



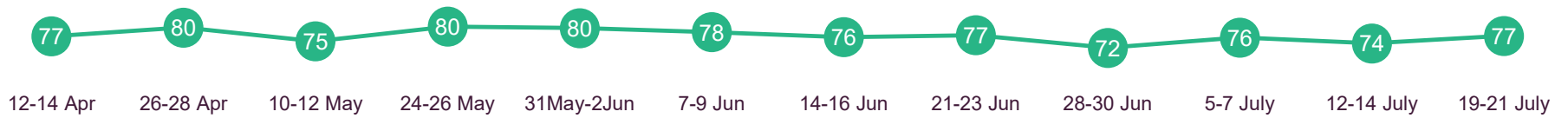
75%  
satisfied



9%  
neither/nor

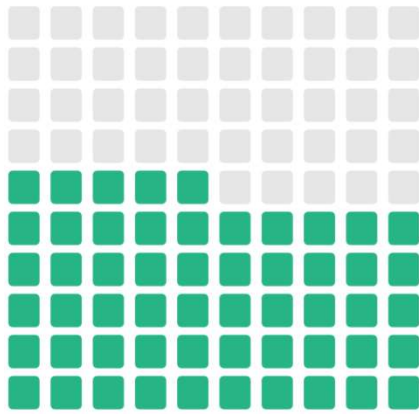


16%  
dissatisfied

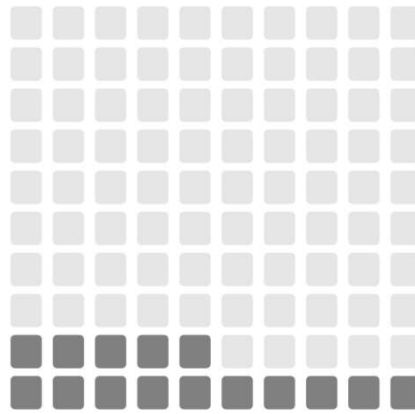


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1290; trend chart range from 228 to 370 per survey.

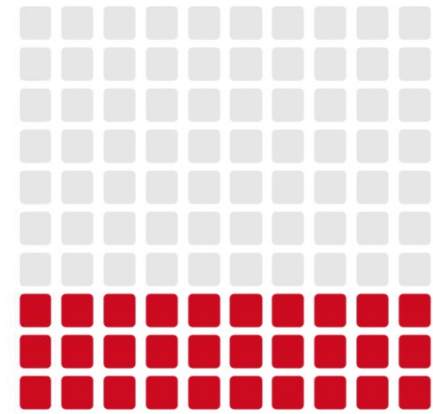
# Satisfaction with value for money



55%  
satisfied



15%  
neither/nor

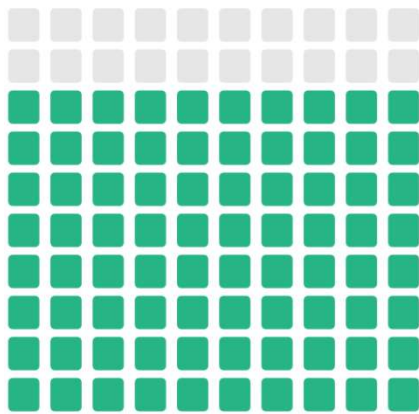


30%  
dissatisfied

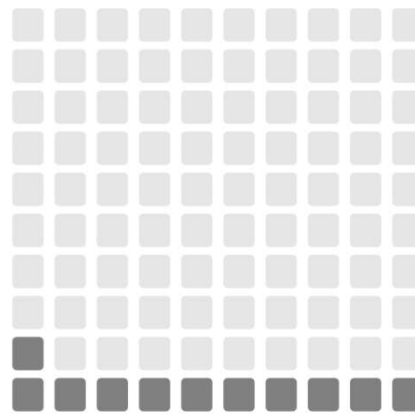


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1248; trend chart range from 225 to 364 per survey.

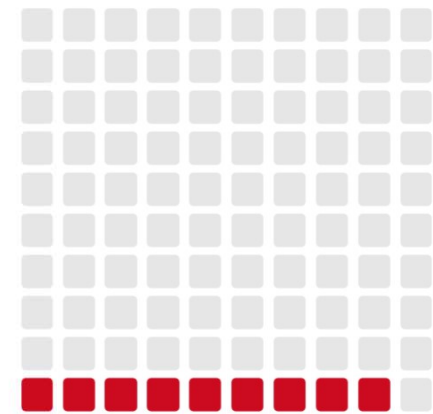
# Satisfaction with cleanliness of the inside of the train



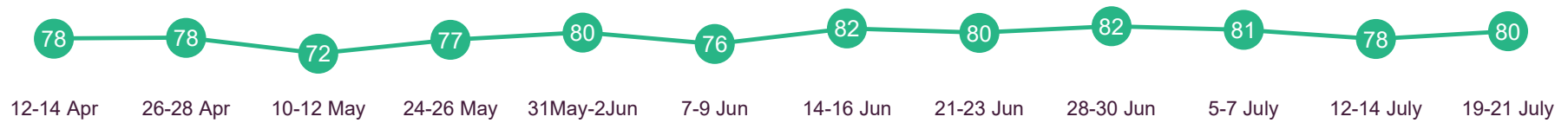
80%  
satisfied



11%  
neither/nor

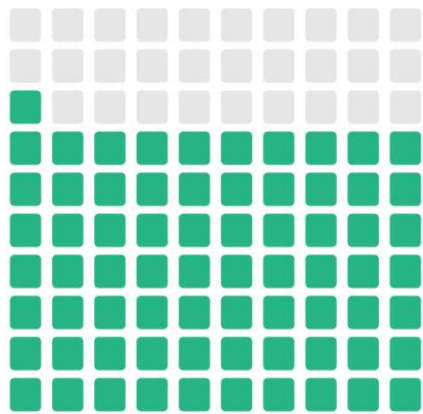


9%  
dissatisfied

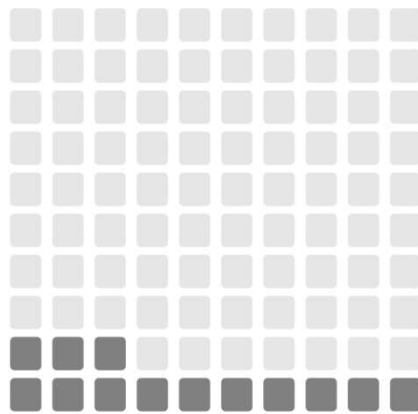


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1290; trend chart range from 228 to 370 per survey.

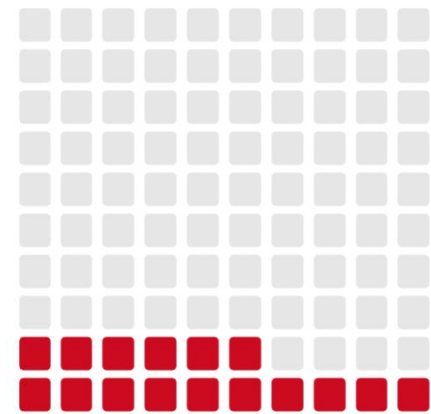
# Satisfaction with level of crowding



71%  
satisfied



13%  
neither/nor

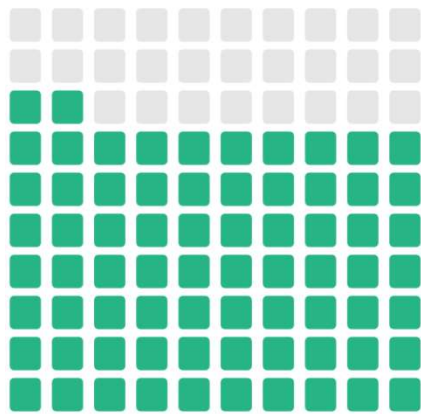


16%  
dissatisfied

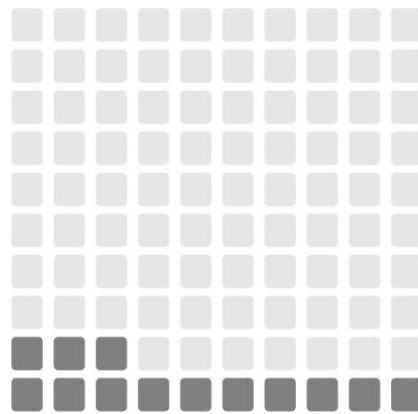


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1283; trend chart range from 229 to 369 per survey.

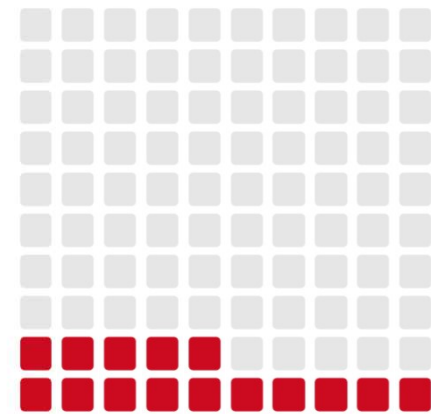
# Satisfaction with frequency of trains on that route



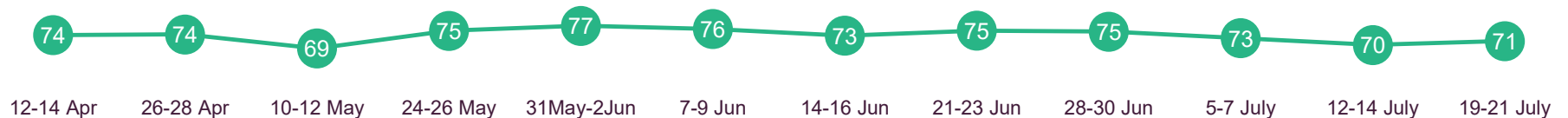
72%  
satisfied



13%  
neither/nor

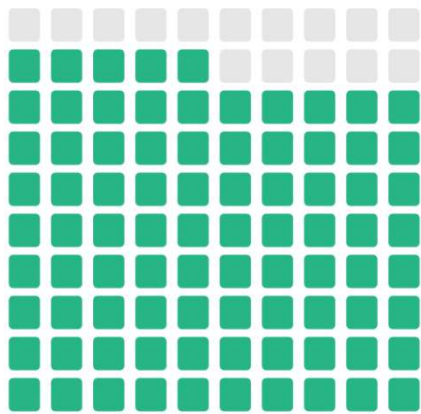


15%  
dissatisfied

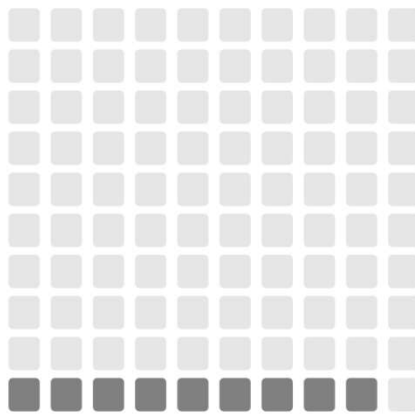


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1283; trend chart range from 229 to 369 per survey.

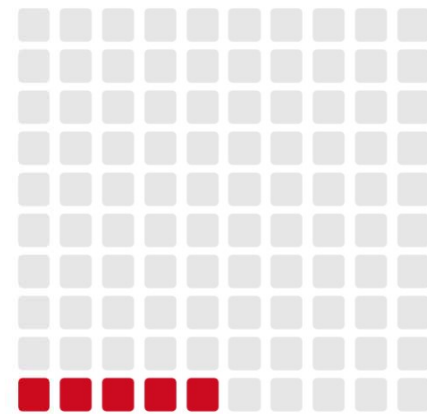
# Satisfaction with scheduled journey time



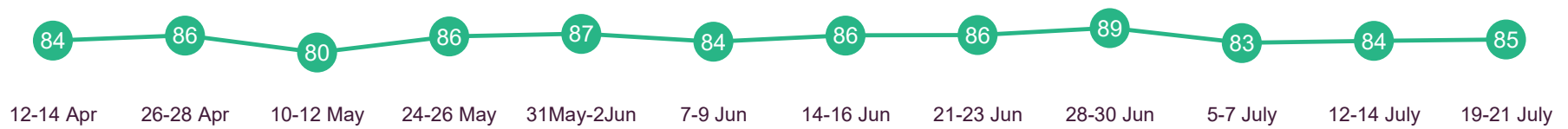
85%  
satisfied



9%  
neither/nor

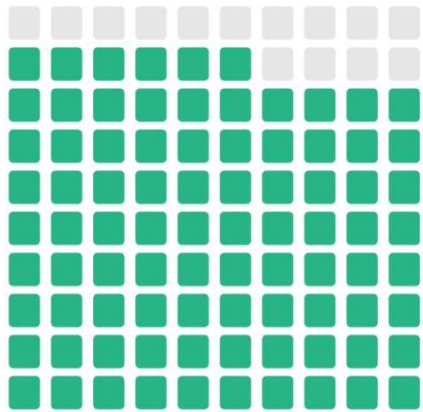


5%  
dissatisfied

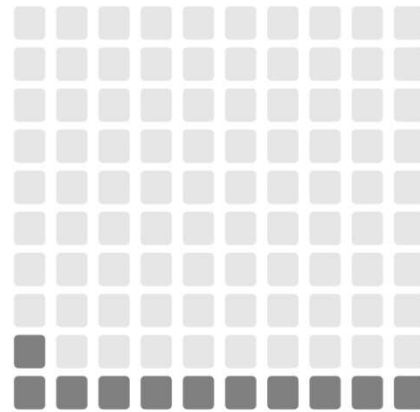


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 228 to 370 per survey.

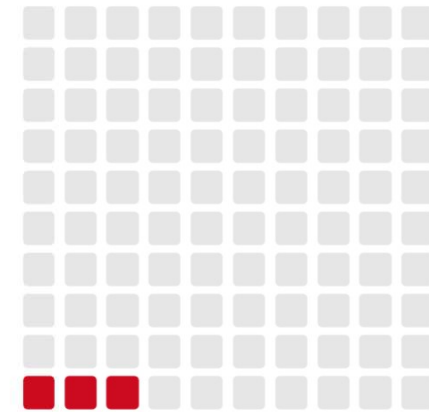
# Satisfaction with personal security



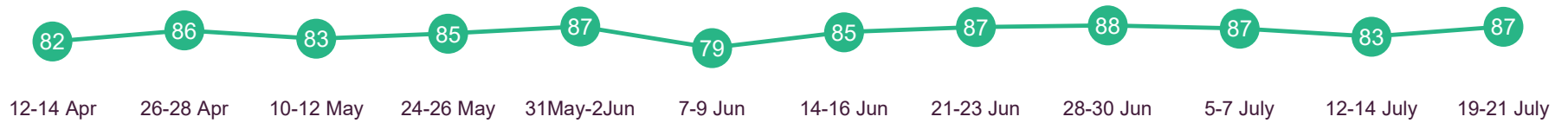
86%  
satisfied



11%  
neither/nor

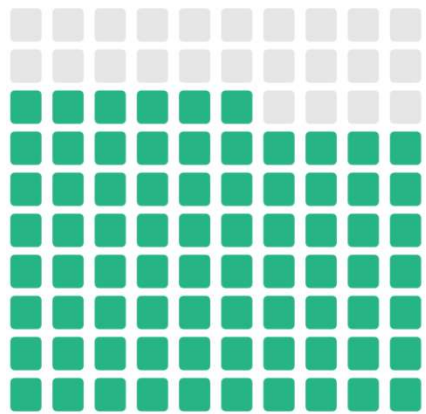


3%  
dissatisfied

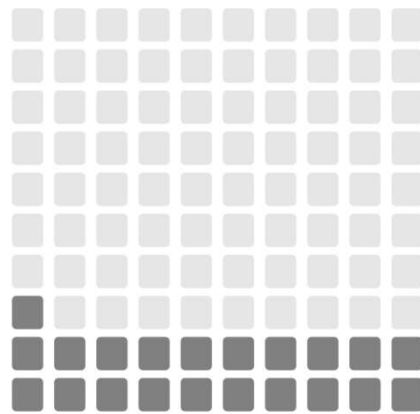


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1288; trend chart range from 228 to 370 per survey.

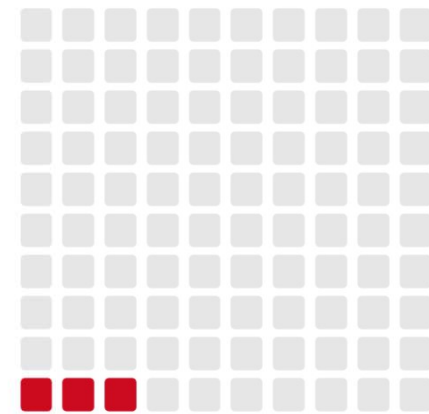
# Satisfaction with helpfulness and attitude of staff



76%  
satisfied



21%  
neither/nor



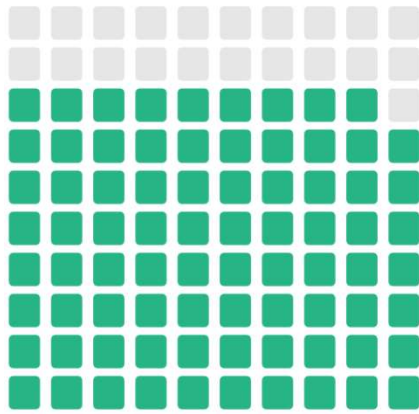
3%  
dissatisfied



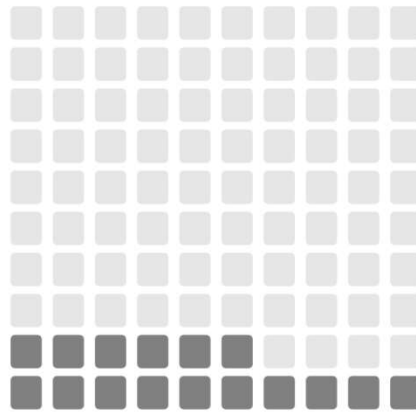
26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1064; trend chart range from 184 to 300 per survey.



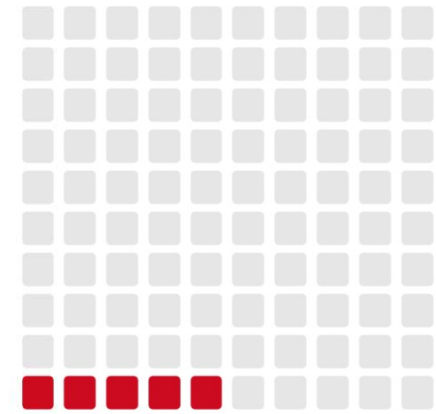
# Satisfaction with information provided during the journey



79%  
satisfied



16%  
neither/nor

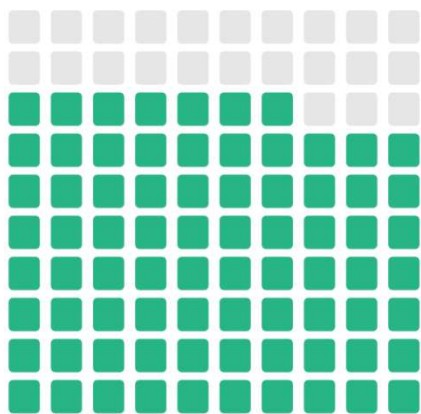


5%  
dissatisfied

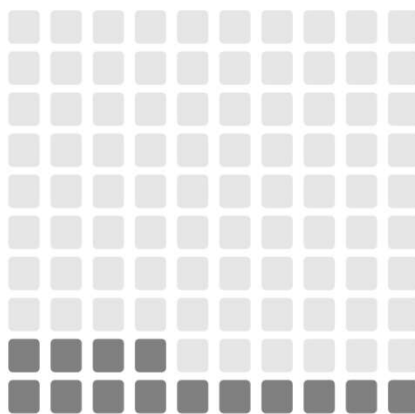


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1247; trend chart range from 223 to 362 per survey.

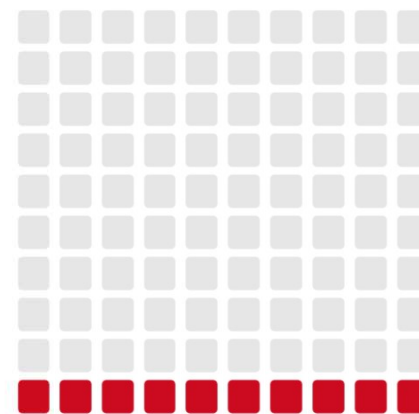
# Satisfaction with comfort of the seats



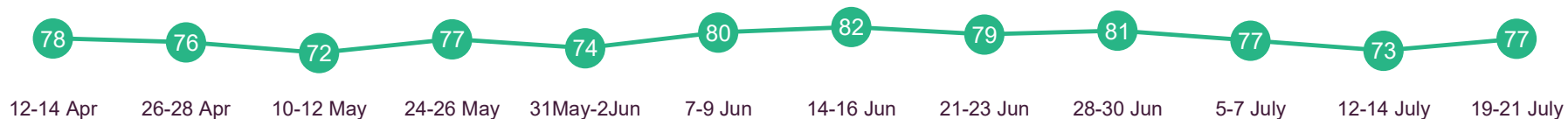
77%  
satisfied



14%  
neither/nor

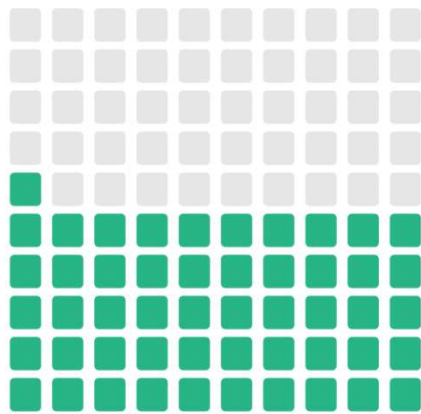


10%  
dissatisfied

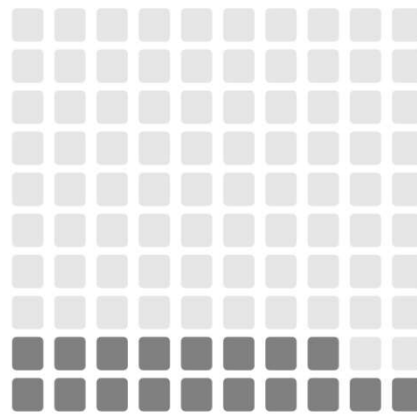


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1268; trend chart range from 225 to 362 per survey.

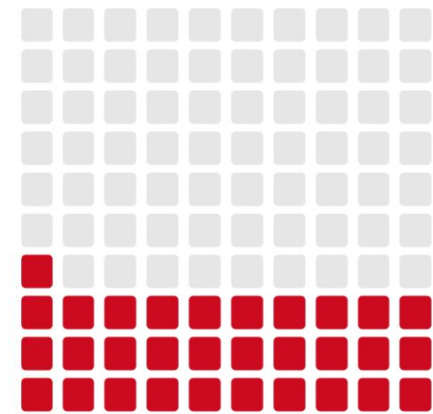
# Satisfaction with reliability of the internet



51%  
satisfied



18%  
neither/nor

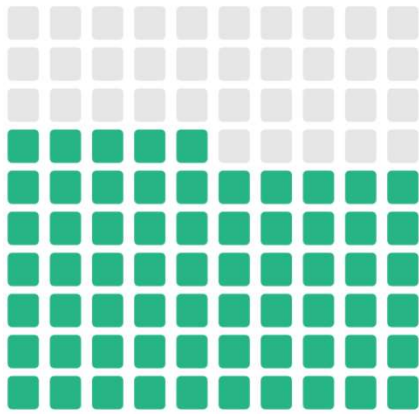


31%  
dissatisfied

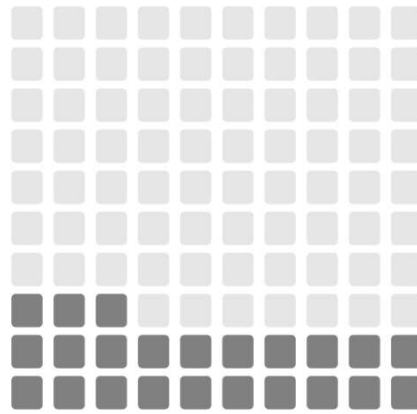


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 969; trend chart range from 165 to 290 per survey.

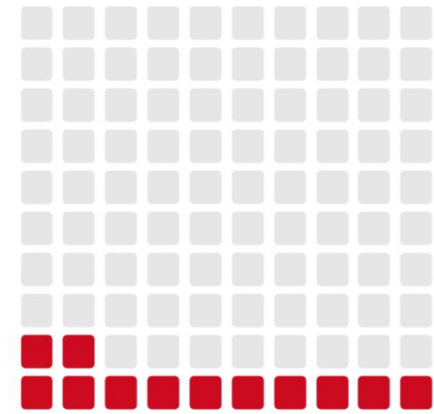
# Satisfaction with information on how busy the train was before travelling



65%  
satisfied



23%  
neither/nor

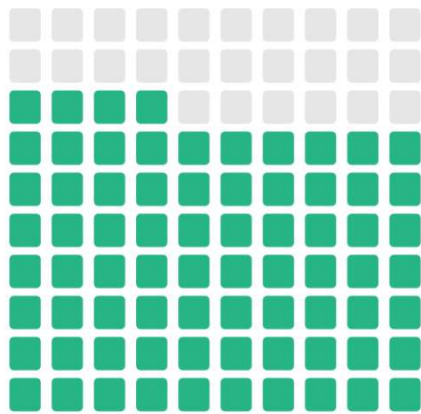


12%  
dissatisfied

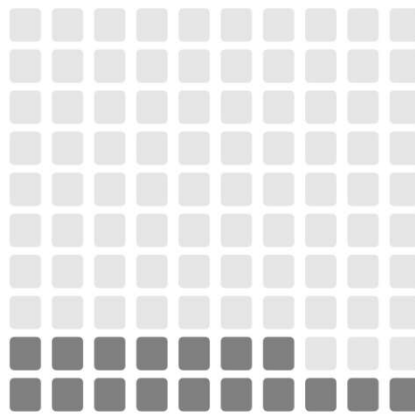


26 July 2024 report.. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1079; trend chart range from 198 to 319 per survey.

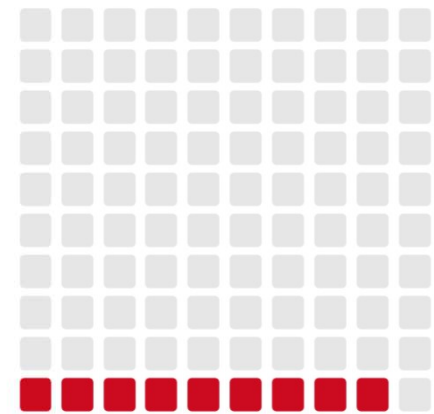
# Satisfaction with other passengers' behaviour



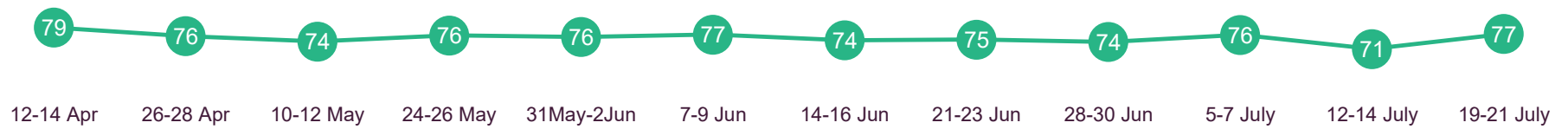
74%  
satisfied



17%  
neither/nor



9%  
dissatisfied



26 July 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 1268; trend chart range from 227 to 370 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 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
Wave 112	28-30 June	310
Wave 113	5-7 July	263
Wave 114	12-14 July	370
Wave 115	19-21 July	348

# 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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