

23 August 2024

Edition 30

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



87 per cent of passengers were satisfied with the train journey overall. This is unchanged from the previous report.

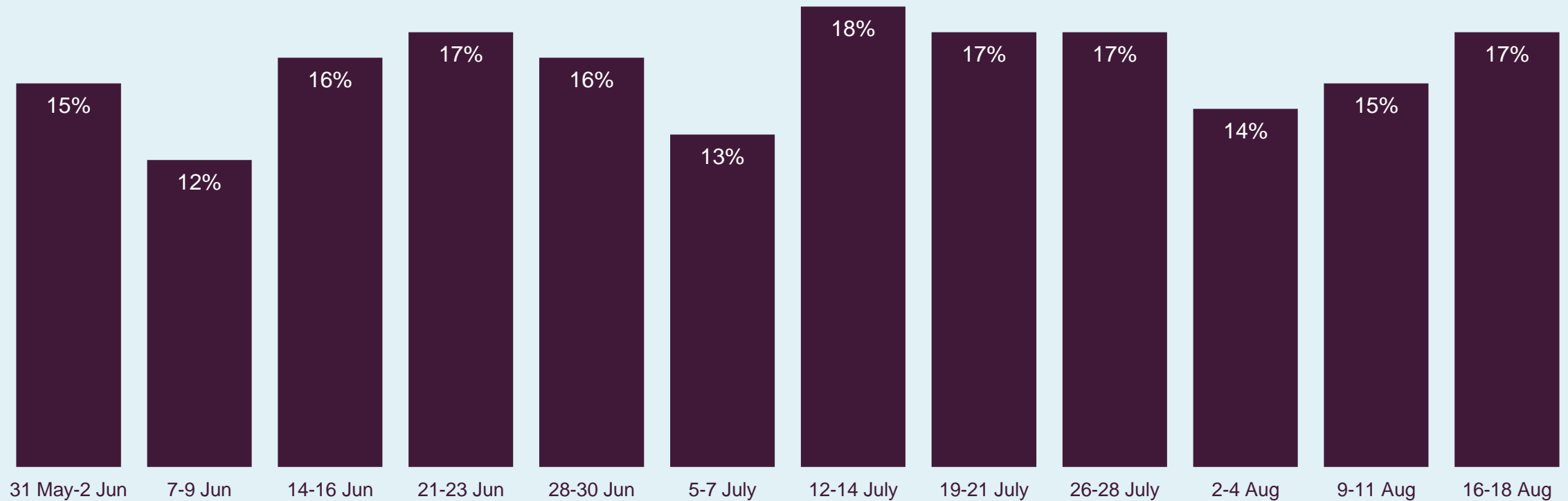


Compared with the previous report, satisfaction with most measures is stable, though satisfaction with punctuality and reliability and with value for money have returned to previous levels after a slight reduction in the last report.

Rail usage levels



Proportion using rail in the last seven days over time

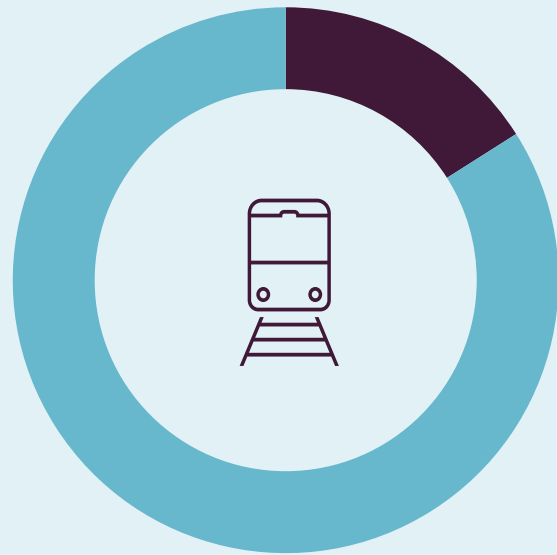


2024

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

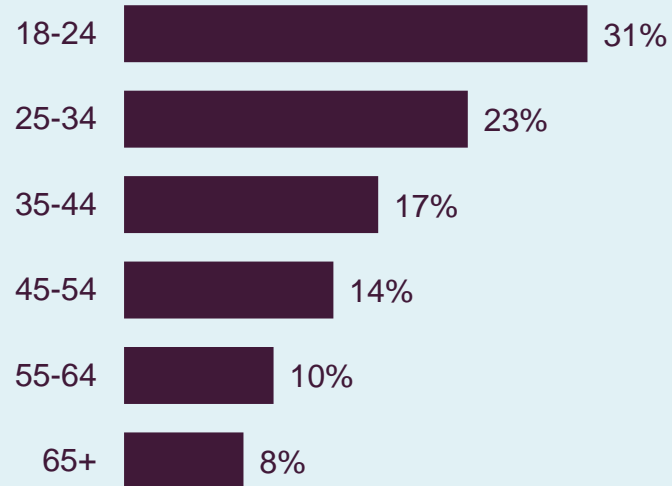
Proportion using rail in the last seven days

All Great Britain



16%

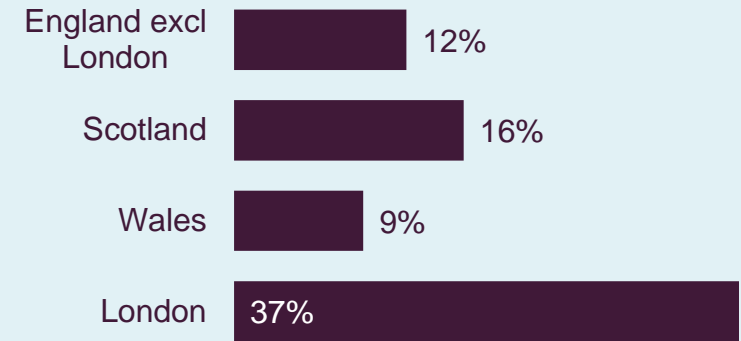
Age



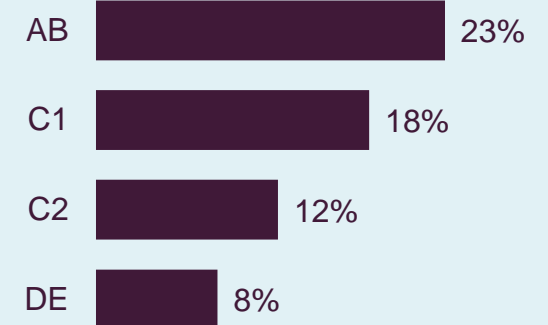
Gender



Region



Social grade



Main purpose of rail journey



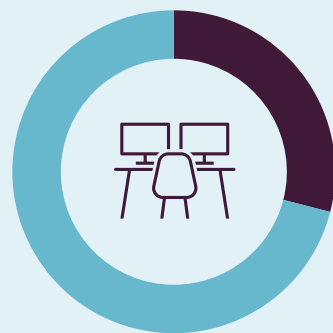
Leisure/eating out/non-essential shopping
31%



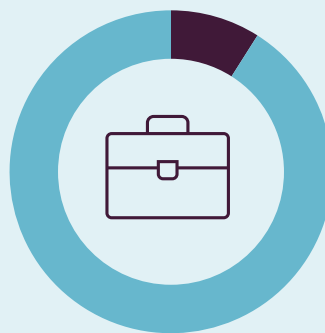
Friends/family
21%



Essential shopping
3%



Commuting
29%



Work travel
9%

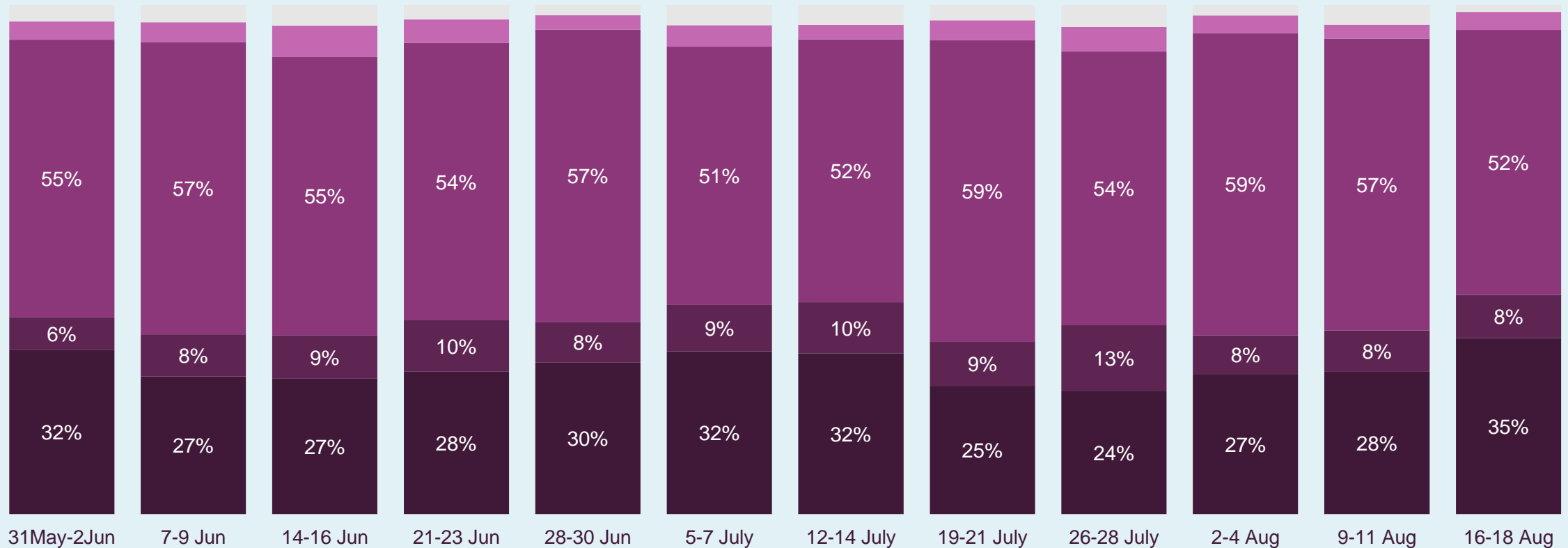


Personal matters
4%

23 August 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 – 1270. 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



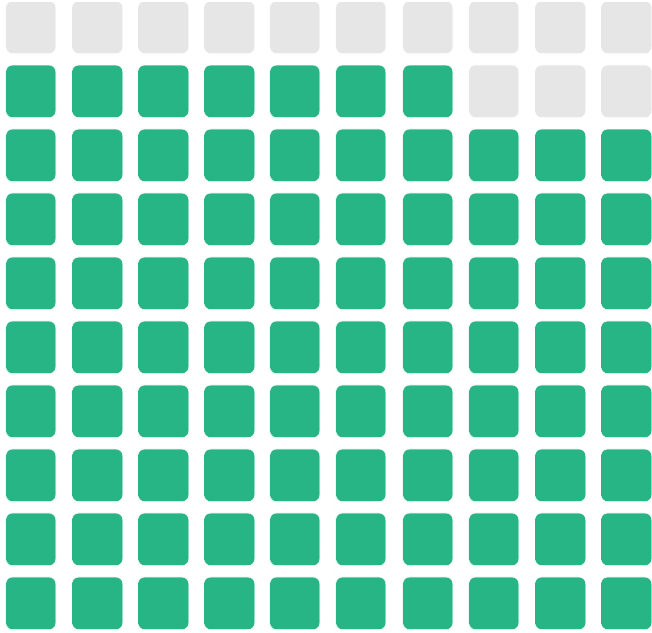
2024

23 August 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 312 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

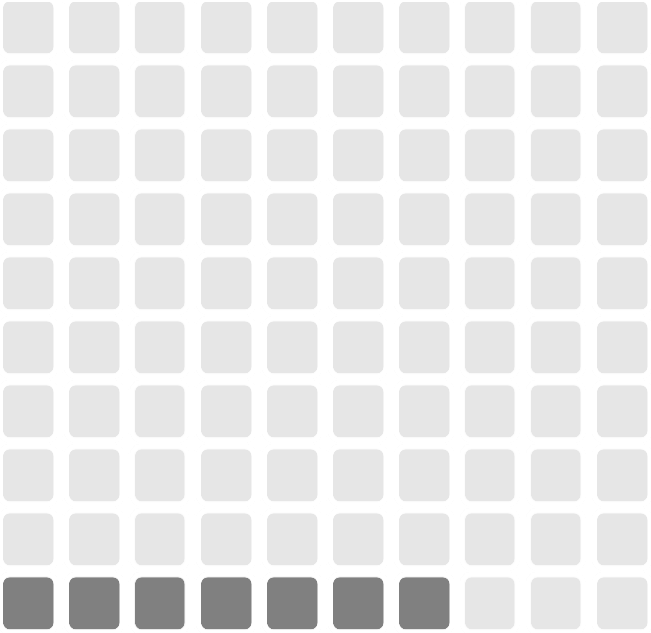
Rail satisfaction



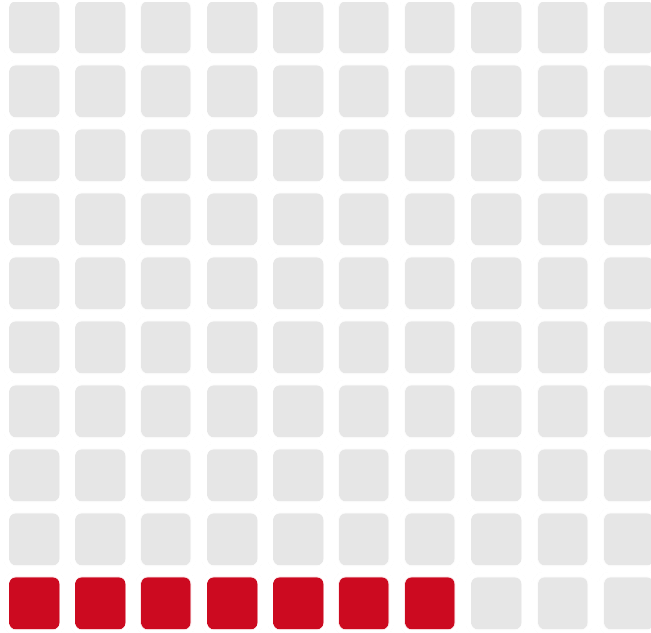
Overall satisfaction with rail journey



87%
satisfied



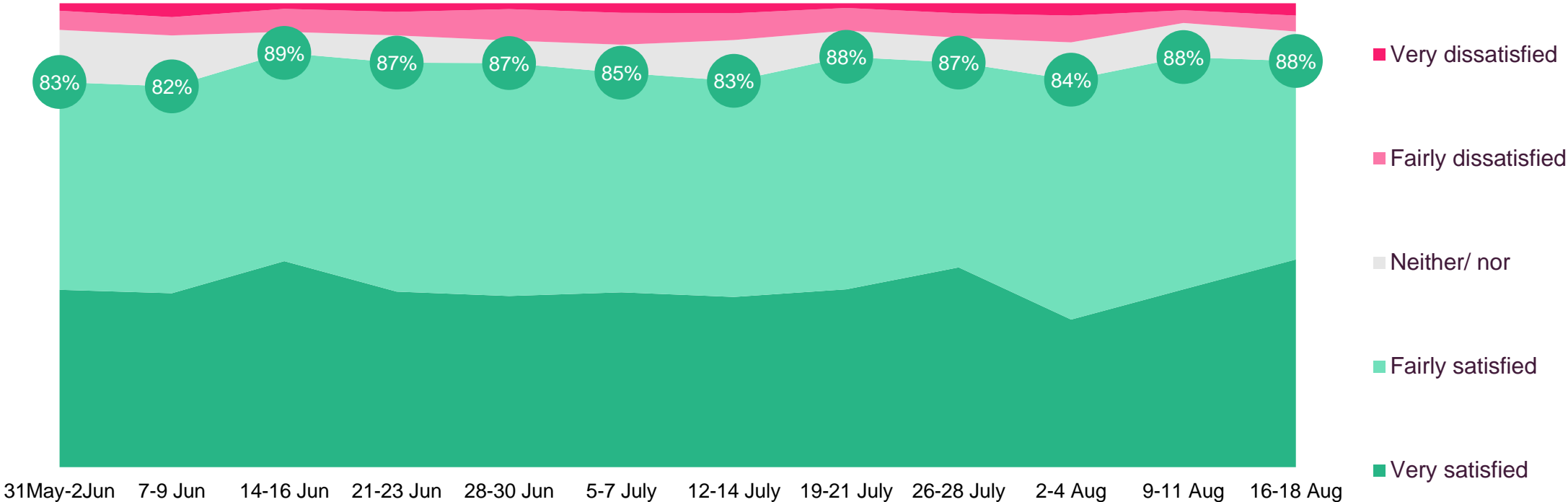
7%
neither/nor



7%
dissatisfied

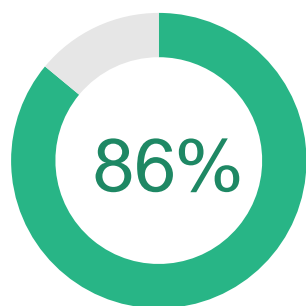
23 August 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1272.

Overall satisfaction with rail journey

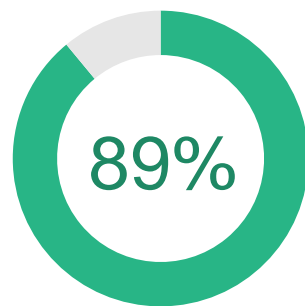


23 August 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 229 to 370

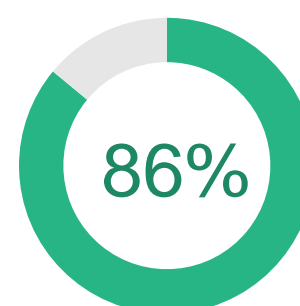
Overall satisfaction by journey purpose, gender and age



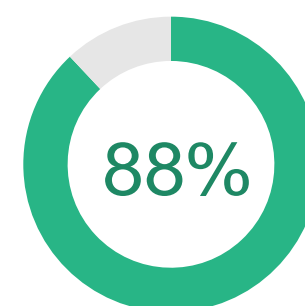
Commute



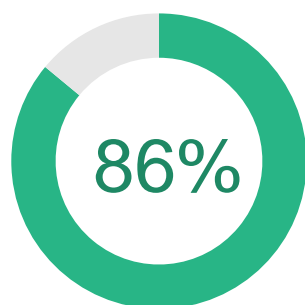
All leisure



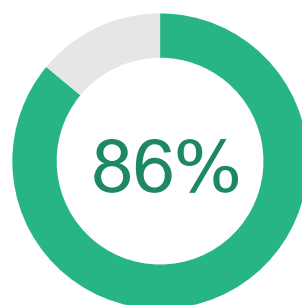
Men



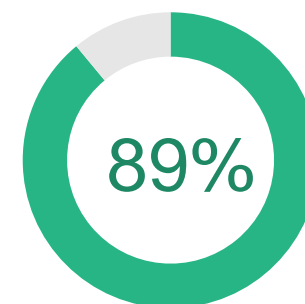
Women



Aged 18-34



Aged 35-54

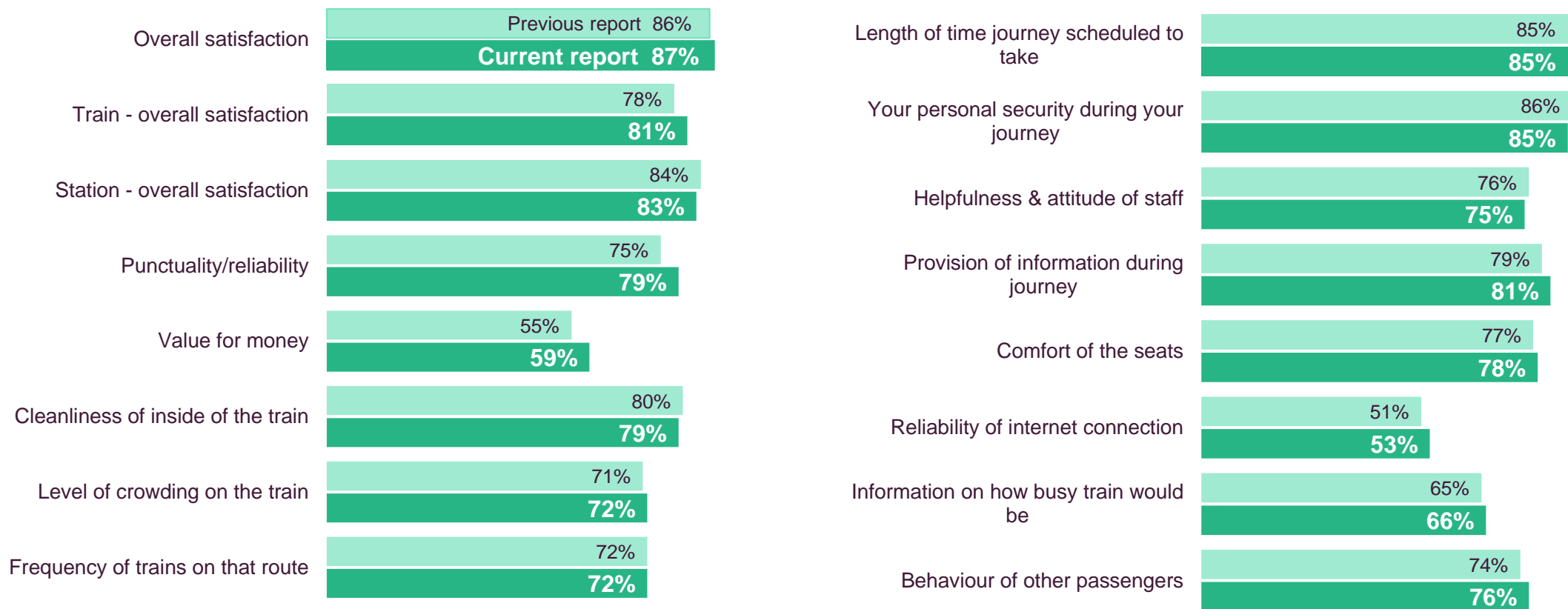


Aged 55 and over

23 August 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 356 and 711. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

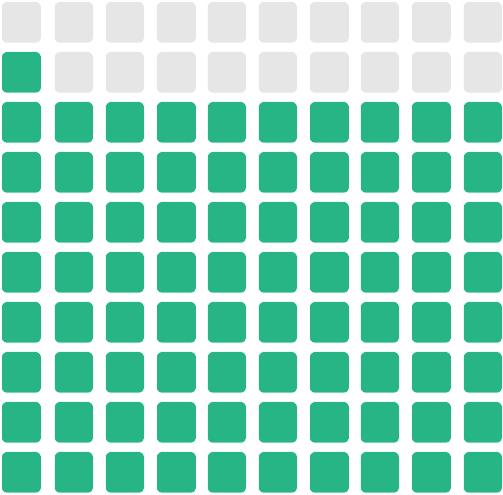
Satisfaction with aspects of rail journey

Satisfaction levels are very similar to those in the last report

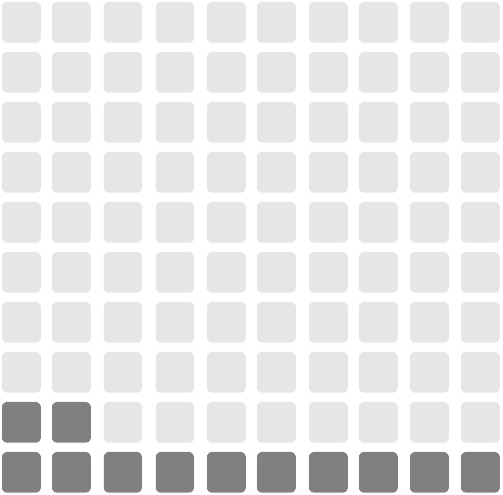


23 August 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 950-1272, and previous report from 969-1291.

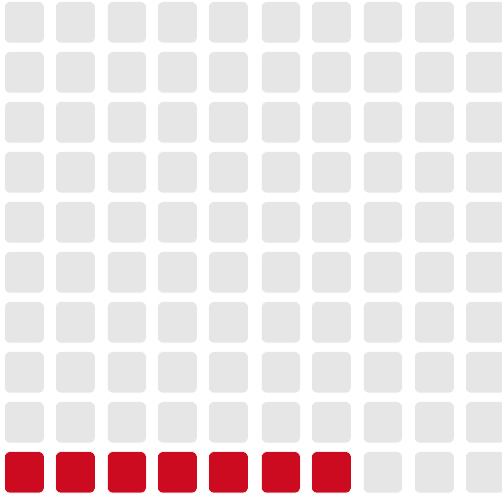
Overall satisfaction with the train



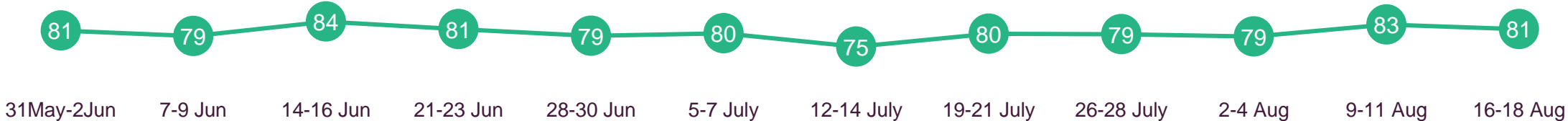
81%
satisfied



12%
neither/nor

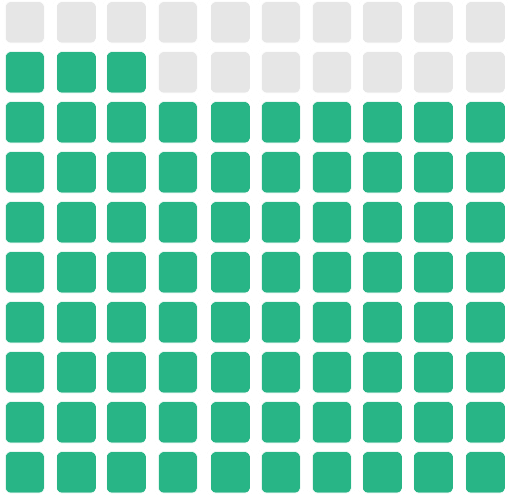


7%
dissatisfied

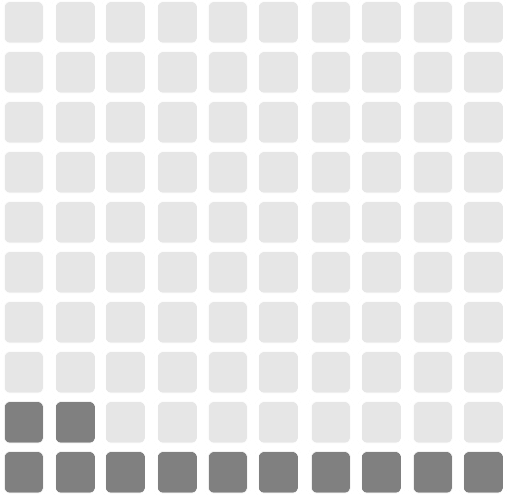


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1272; trend chart range from 228 to 370 per survey.

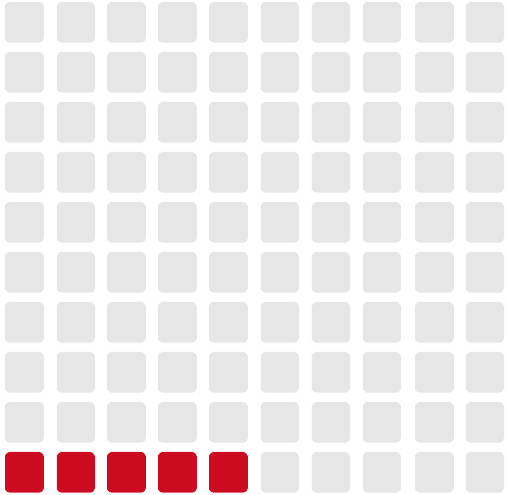
Overall satisfaction with the station



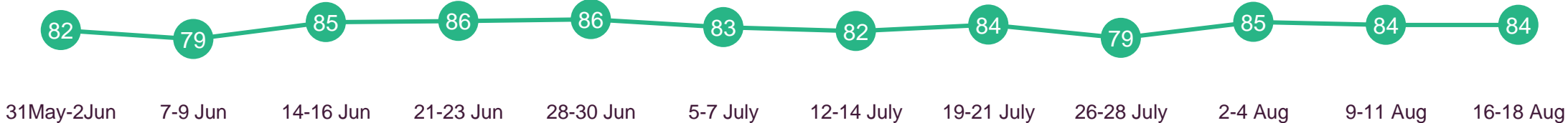
83%
satisfied



12%
neither/nor

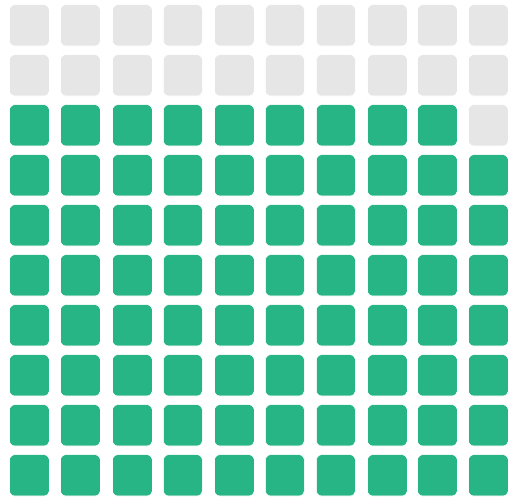


5%
dissatisfied

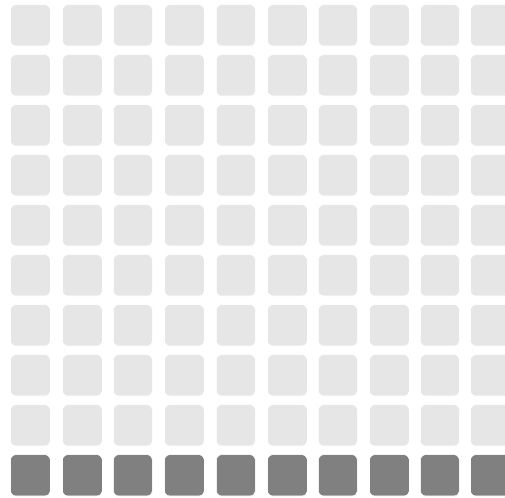


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1269; trend chart range from 229 to 369 per survey.

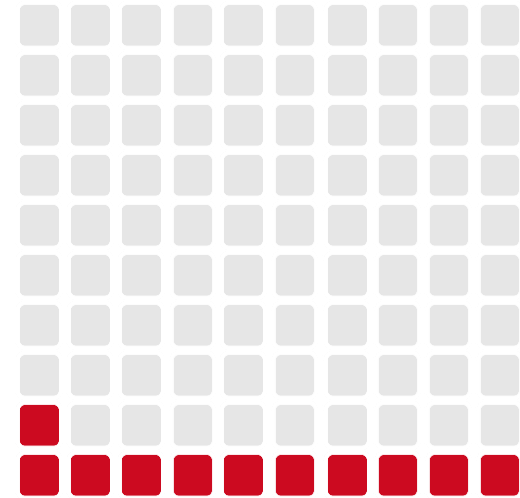
Satisfaction with punctuality/reliability



79%
satisfied



10%
neither/nor



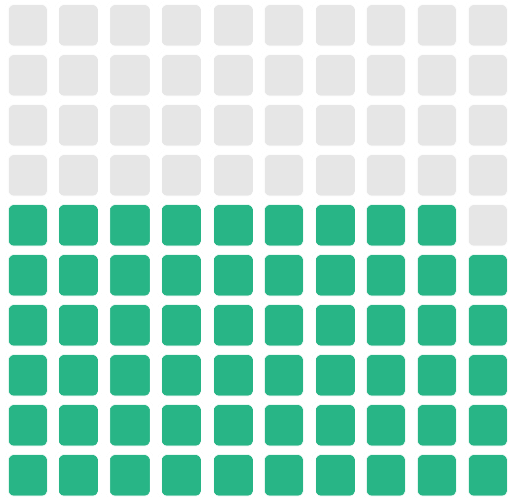
11%
dissatisfied



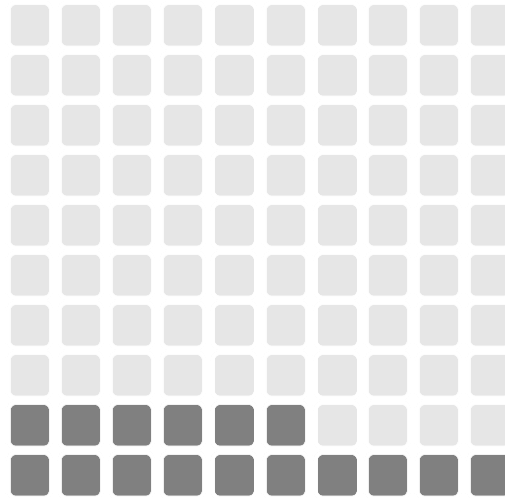
31May-2Jun 7-9 Jun 14-16 Jun 21-23 Jun 28-30 Jun 5-7 July 12-14 July 19-21 July 26-28 July 2-4 Aug 9-11 Aug 16-18 Aug

23 August 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 1272; trend chart range from 228 to 370 per survey.

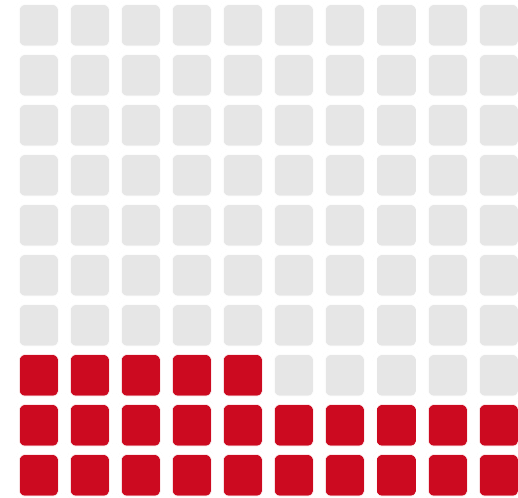
Satisfaction with value for money



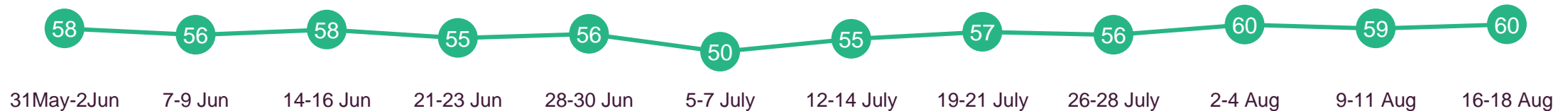
59%
satisfied



16%
neither/nor

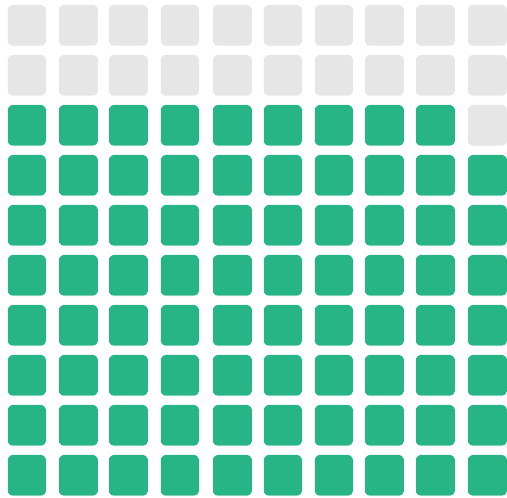


25%
dissatisfied

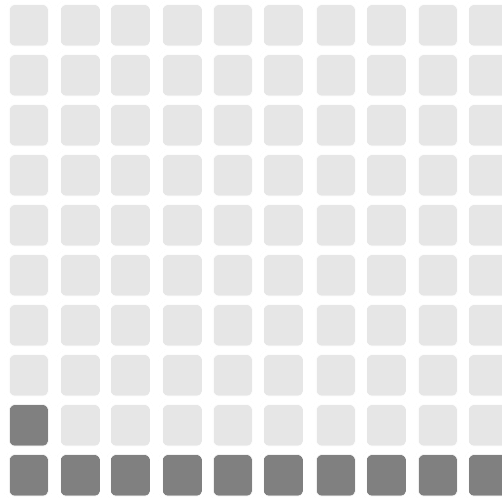


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1235; trend chart range from 225 to 364 per survey.

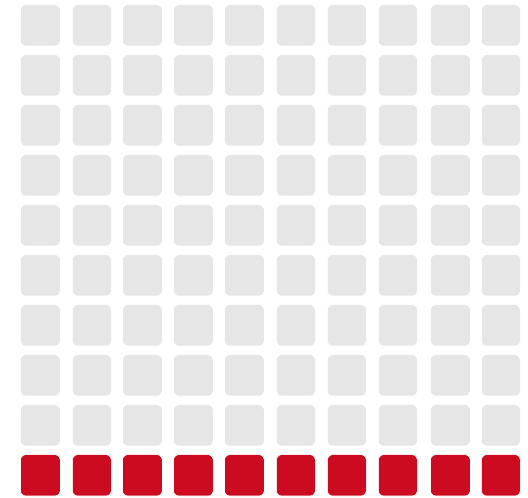
Satisfaction with cleanliness of the inside of the train



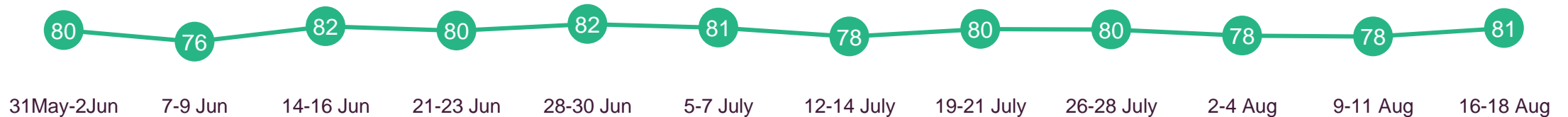
79%
satisfied



11%
neither/nor

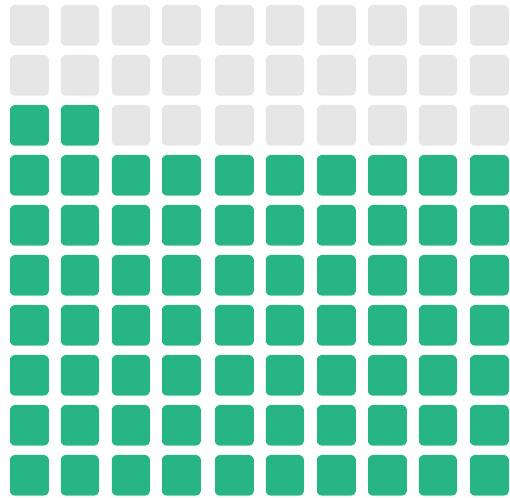


10%
dissatisfied

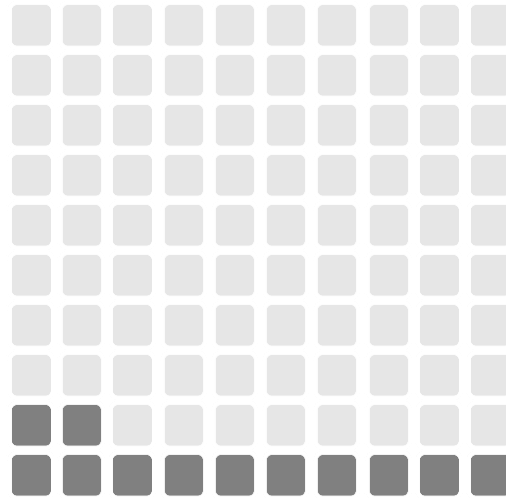


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1272; trend chart range from 228 to 370 per survey.

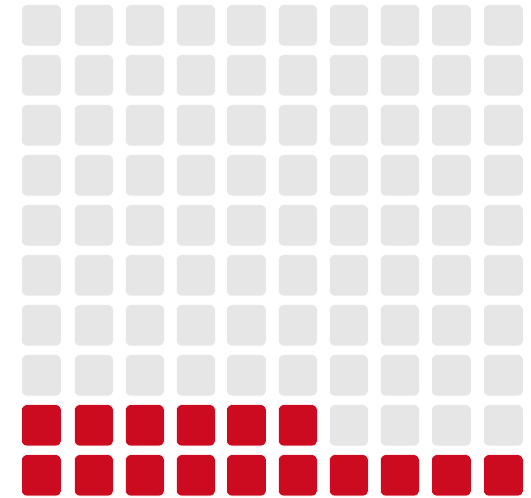
Satisfaction with level of crowding



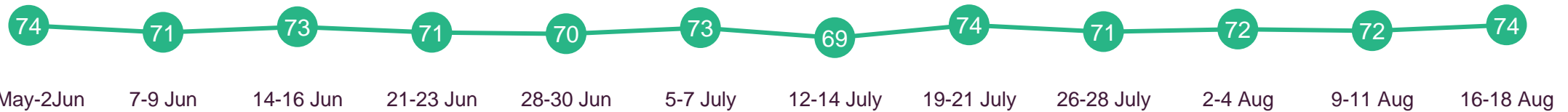
72%
satisfied



12%
neither/nor

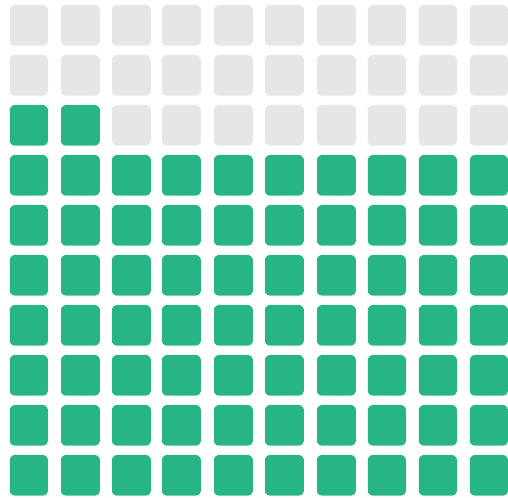


16%
dissatisfied

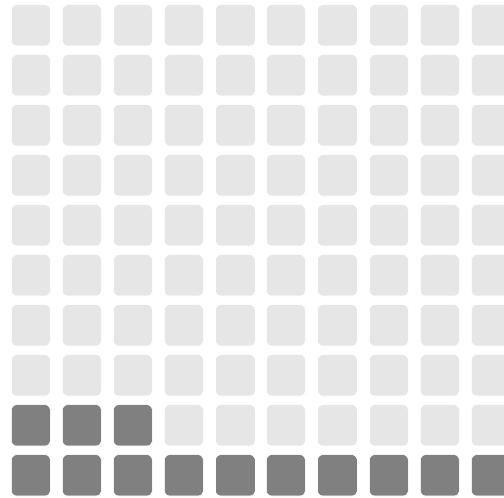


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1269; trend chart range from 229 to 369 per survey.

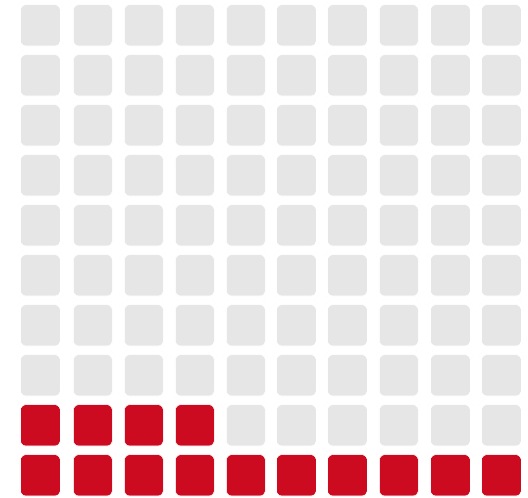
Satisfaction with frequency of trains on that route



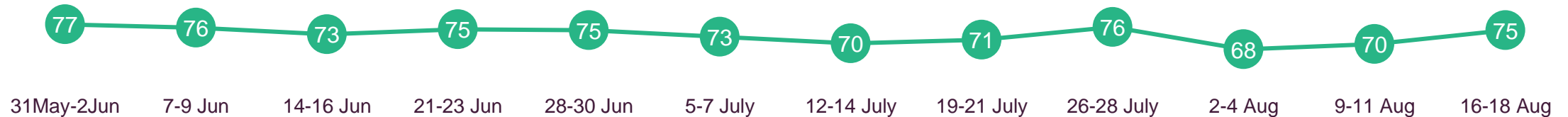
72%
satisfied



13%
neither/nor

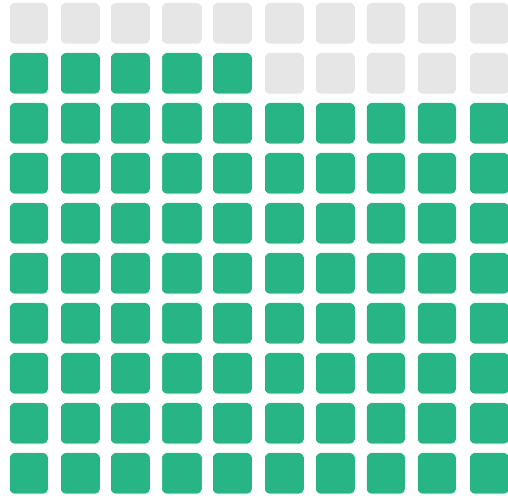


14%
dissatisfied

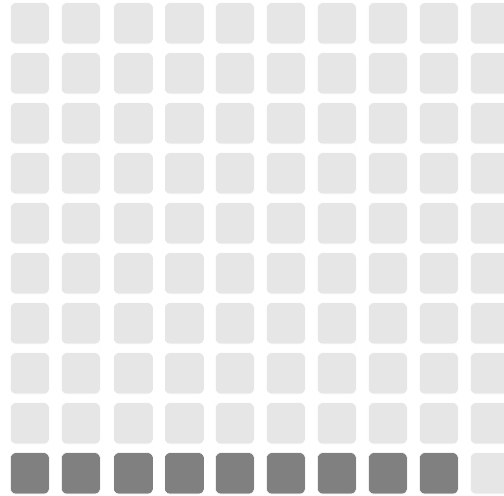


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1265; trend chart range from 229 to 369 per survey.

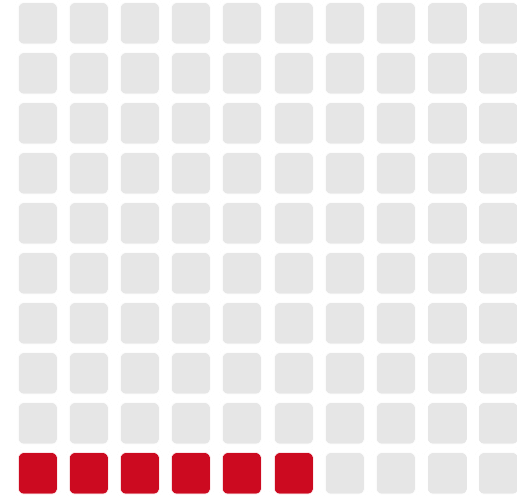
Satisfaction with scheduled journey time



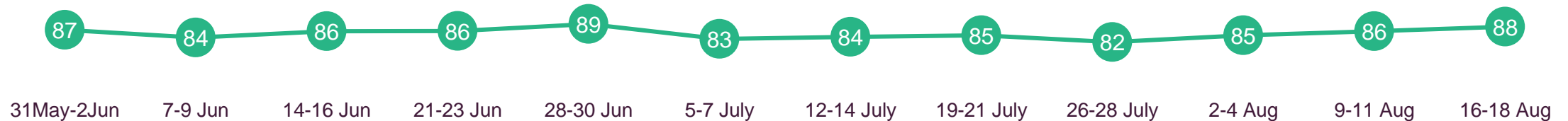
85%
satisfied



9%
neither/nor

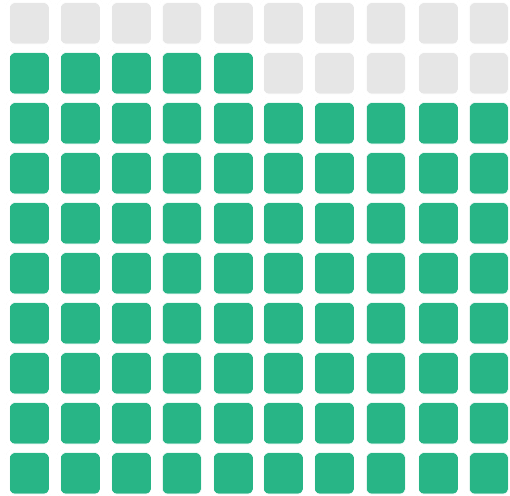


6%
dissatisfied

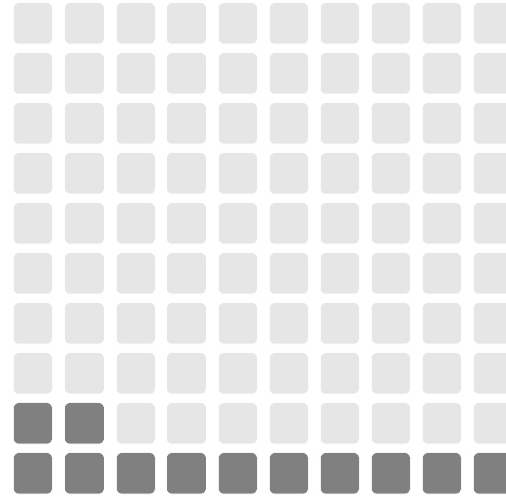


23 August 2024 report. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 228 to 370 per survey.

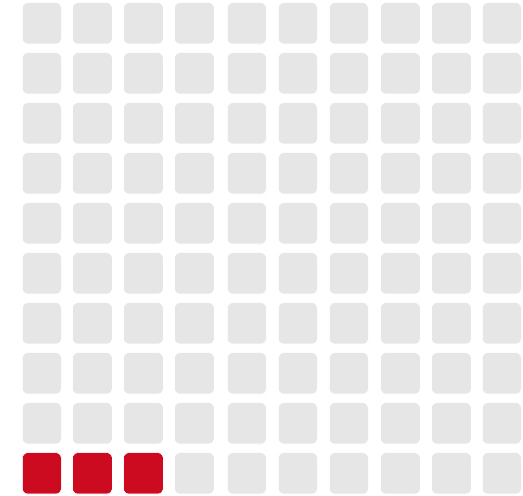
Satisfaction with personal security



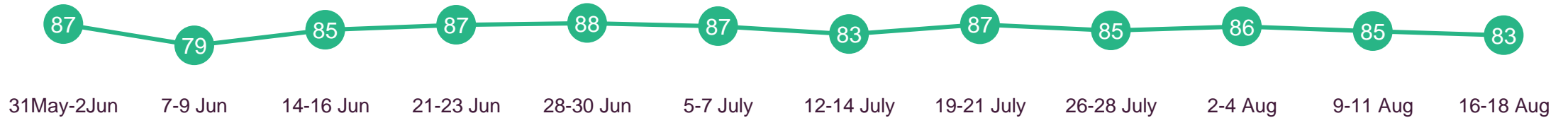
85%
satisfied



12%
neither/nor

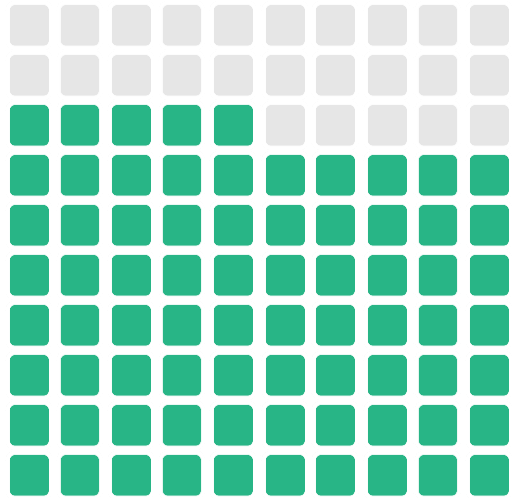


3%
dissatisfied

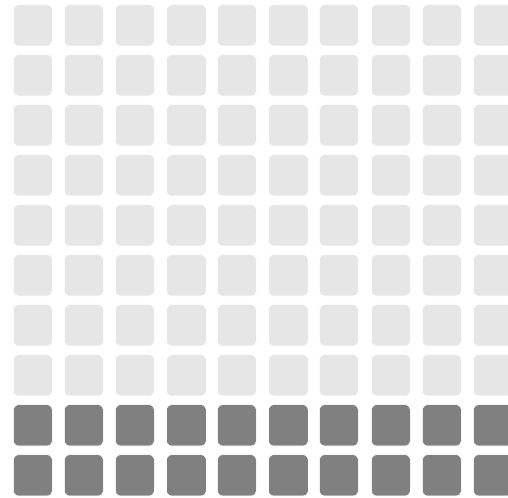


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1261; trend chart range from 228 to 370 per survey.

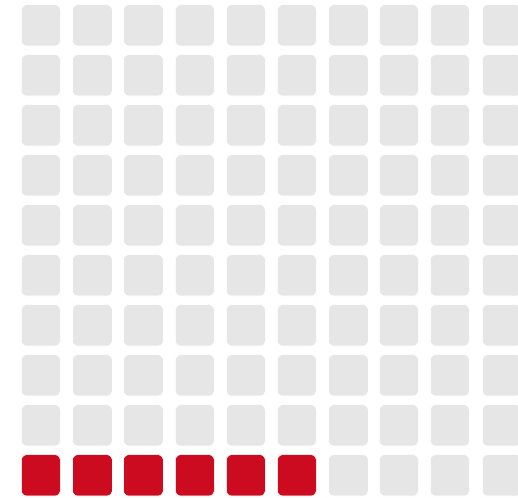
Satisfaction with helpfulness and attitude of staff



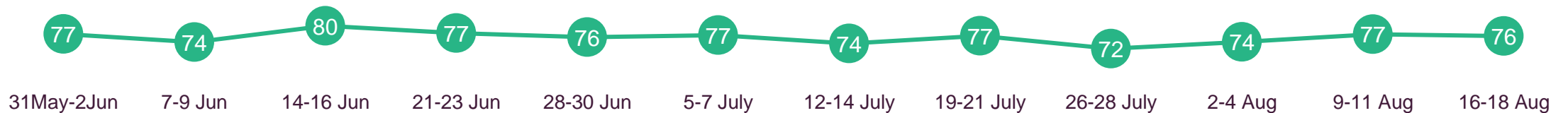
75%
satisfied



20%
neither/nor

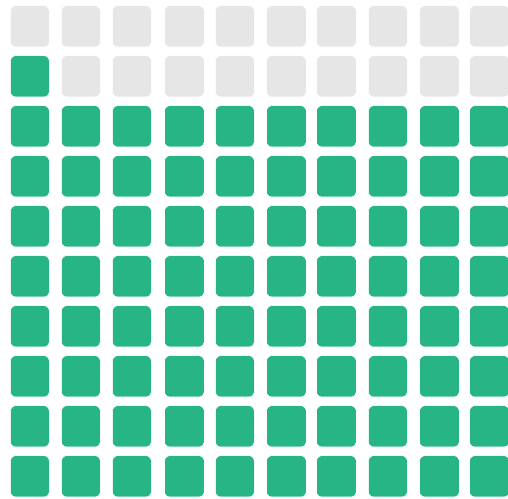


6%
dissatisfied

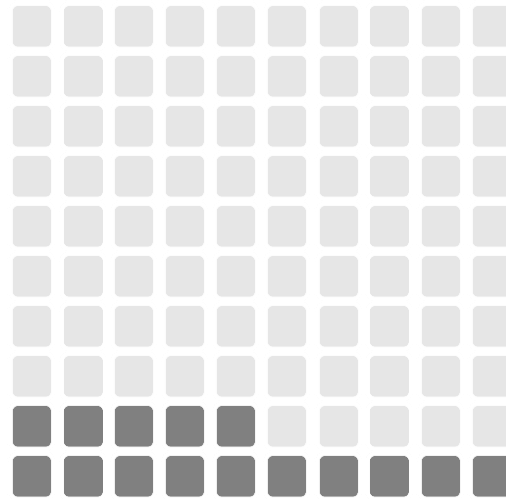


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1023; trend chart range from 184 to 300 per survey.

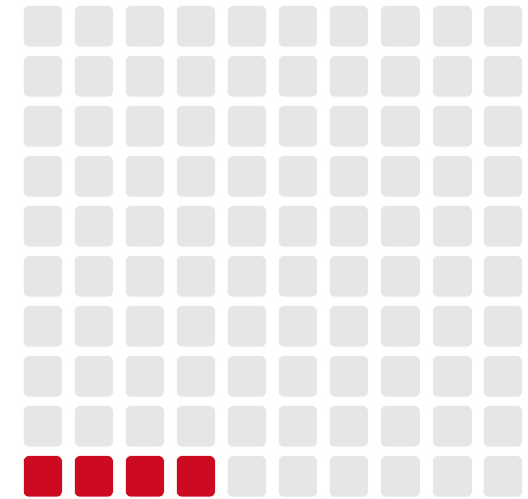
Satisfaction with information provided during the journey



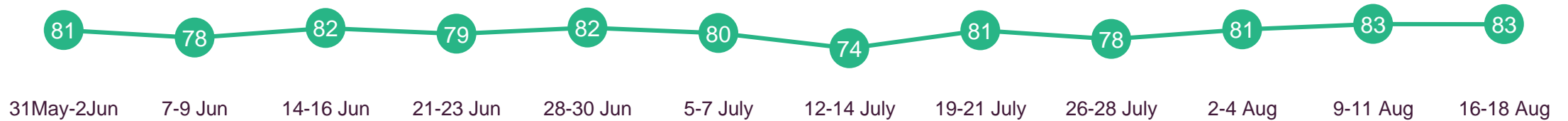
81%
satisfied



15%
neither/nor

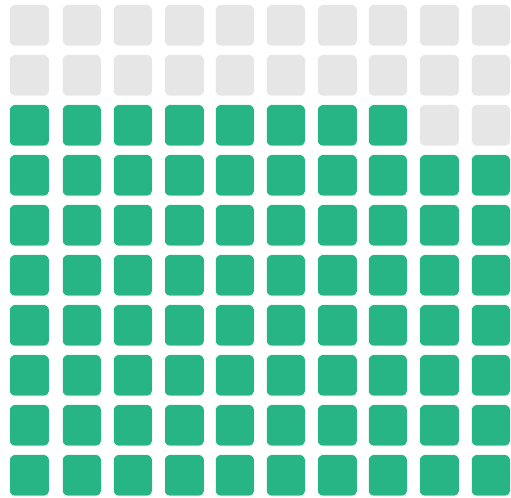


4%
dissatisfied

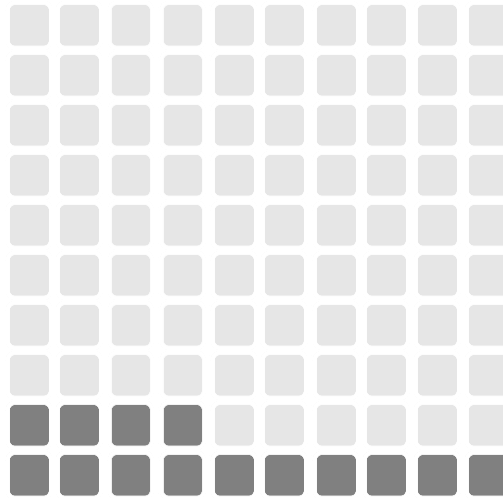


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1217; trend chart range from 223 to 362 per survey.

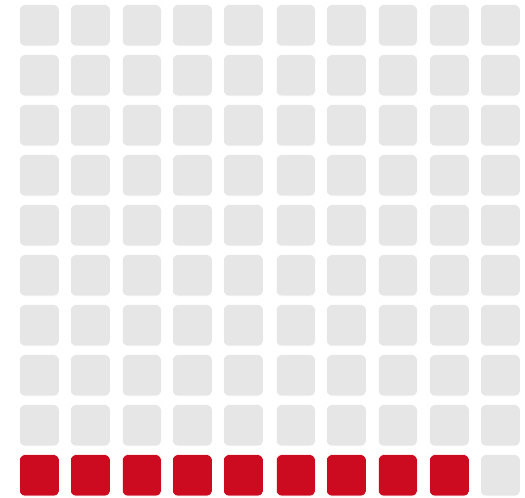
Satisfaction with comfort of the seats



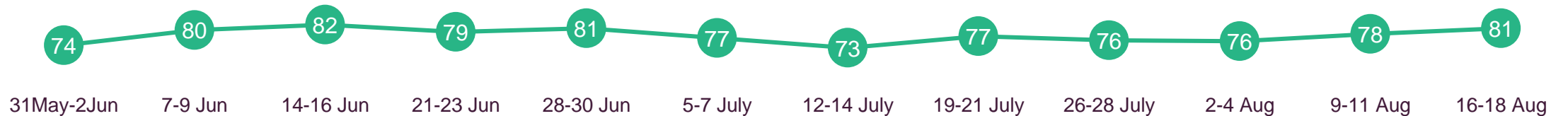
78%
satisfied



14%
neither/nor

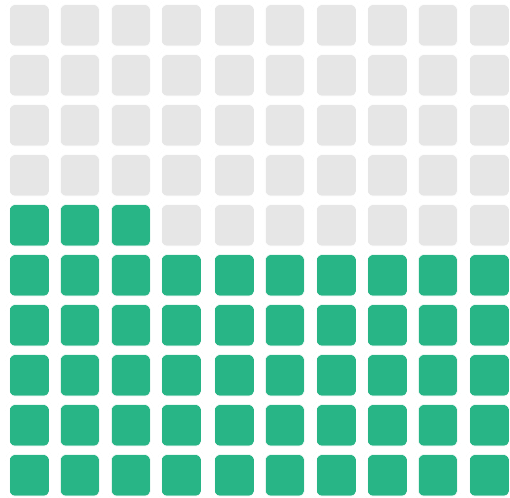


9%
dissatisfied

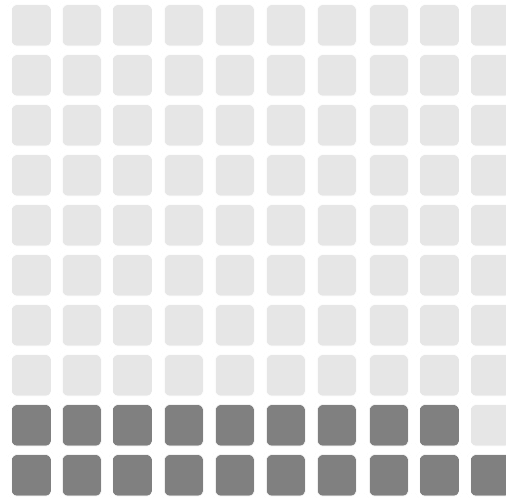


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1246; trend chart range from 225 to 362 per survey.

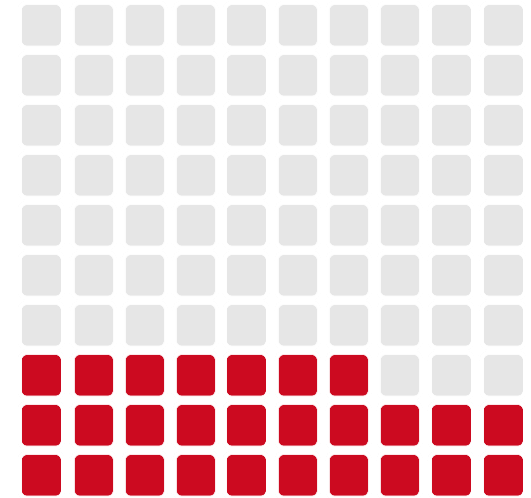
Satisfaction with reliability of the internet



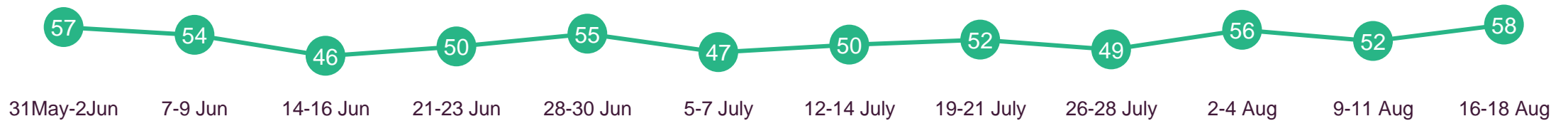
53%
satisfied



19%
neither/nor

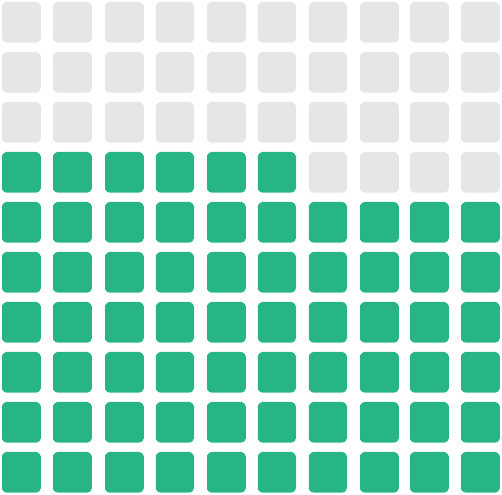


27%
dissatisfied

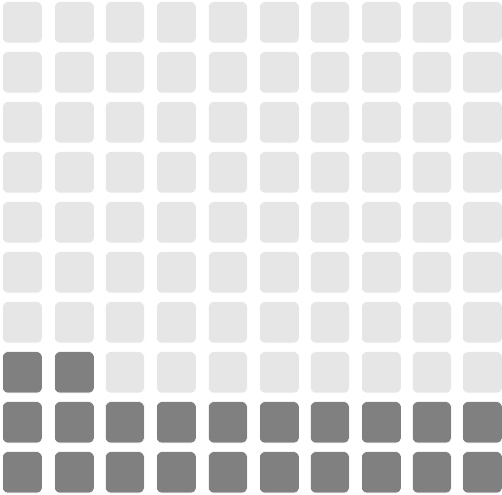


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 950; trend chart range from 165 to 290 per survey.

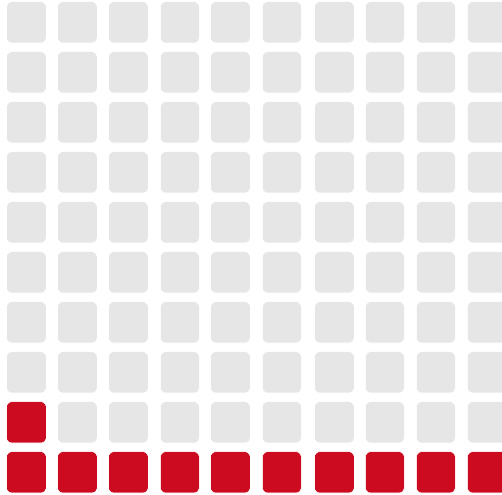
Satisfaction with information on how busy the train was before travelling



66%
satisfied



22%
neither/nor

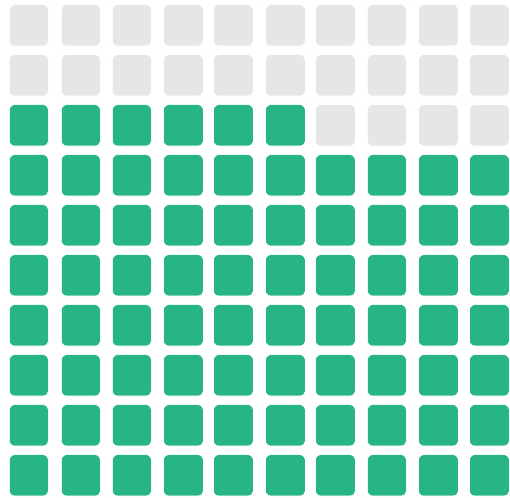


11%
dissatisfied

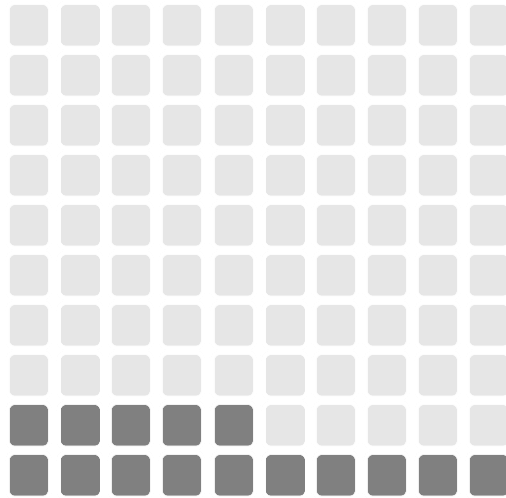


23 August 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1051; trend chart range from 198 to 319 per survey.

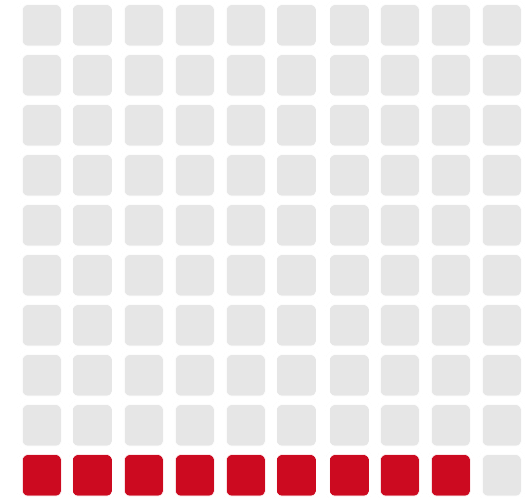
Satisfaction with other passengers' behaviour



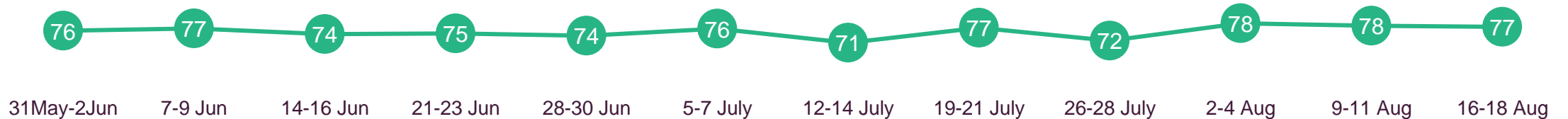
76%
satisfied



15%
neither/nor



9%
dissatisfied



23 August 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 1257; 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 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
Wave 116	26-28 July	351
Wave 117	2-4 August	267
Wave 118	9-11 August	307
Wave 119	16-18 August	347

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

Any enquiries about this report should be addressed to:

Toby Cotton
Insight and Evidence Manager
Toby.Cotton@transportfocus.org.uk

Transport Focus
Albany House
94 - 98 Petty France
London
SW1H 9EA

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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