

20 September
2024

Edition 31

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.

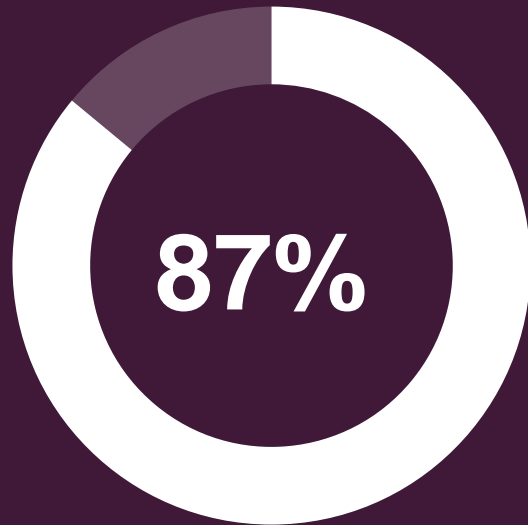
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

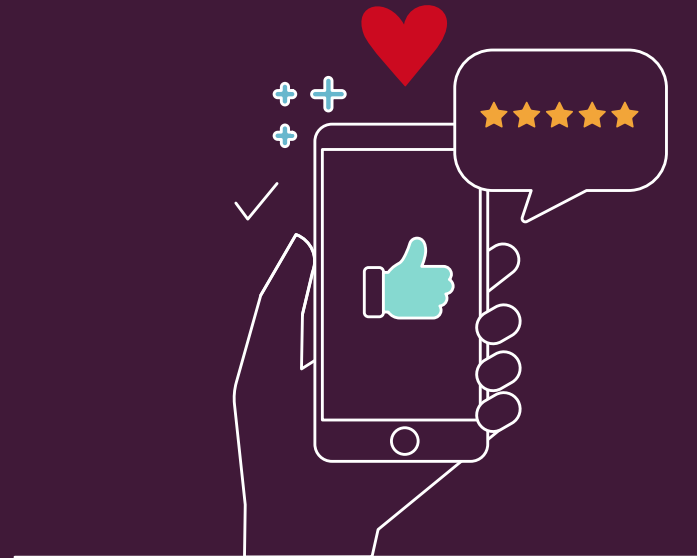
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 31.

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.



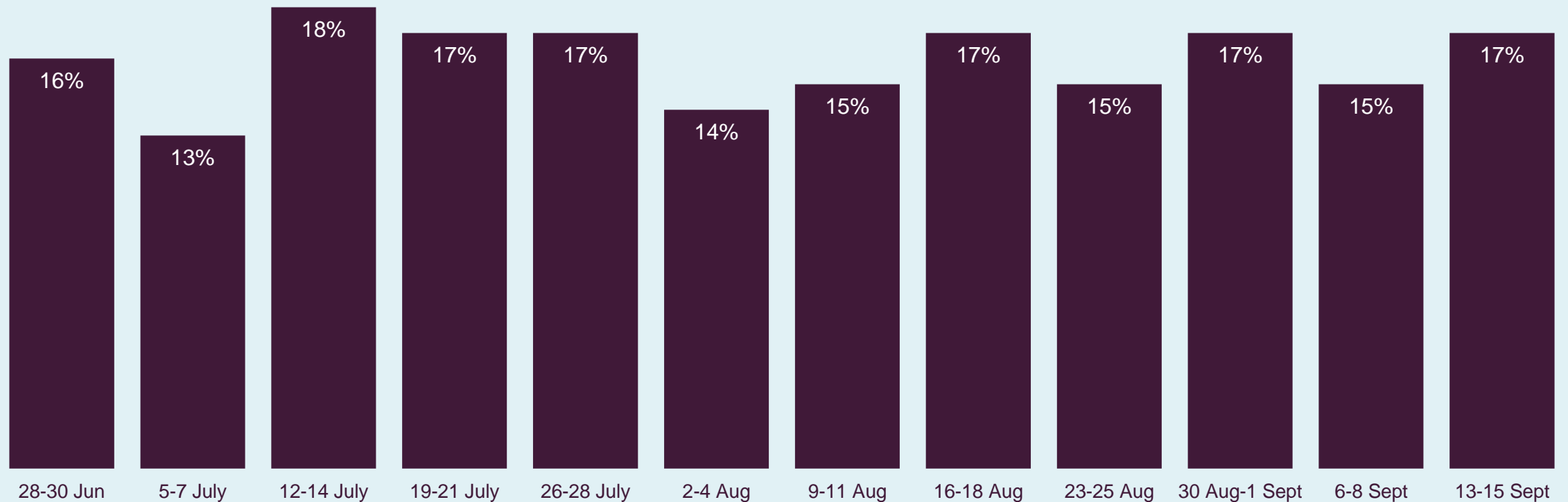
Compared with the previous report, satisfaction with most measures is stable, though satisfaction with the frequency of trains has improved slightly.



Rail usage levels



Proportion using rail in the last seven days over time

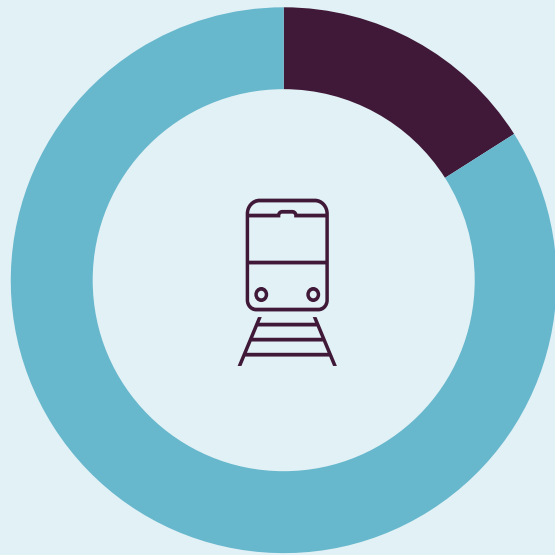


2024

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

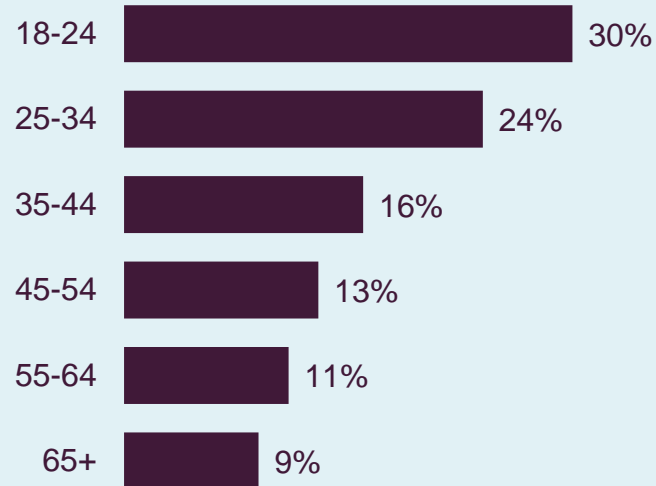
Proportion using rail in the last seven days

All Great Britain



16%

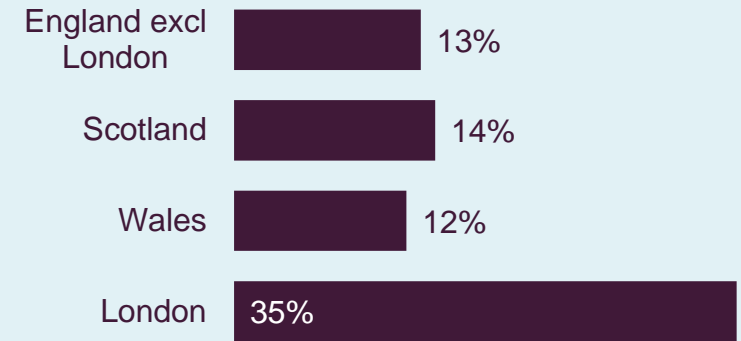
Age



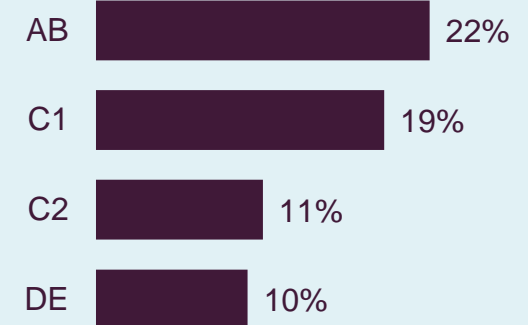
Gender



Region



Social grade



Main purpose of rail journey



Leisure/eating out/non-essential shopping

34%



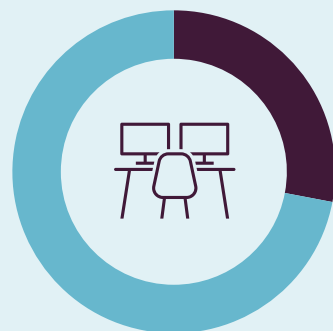
Friends/family

20%



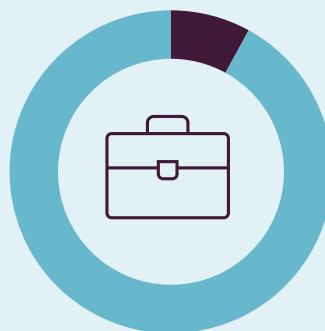
Essential shopping

3%



Commuting

28%



Work travel

8%

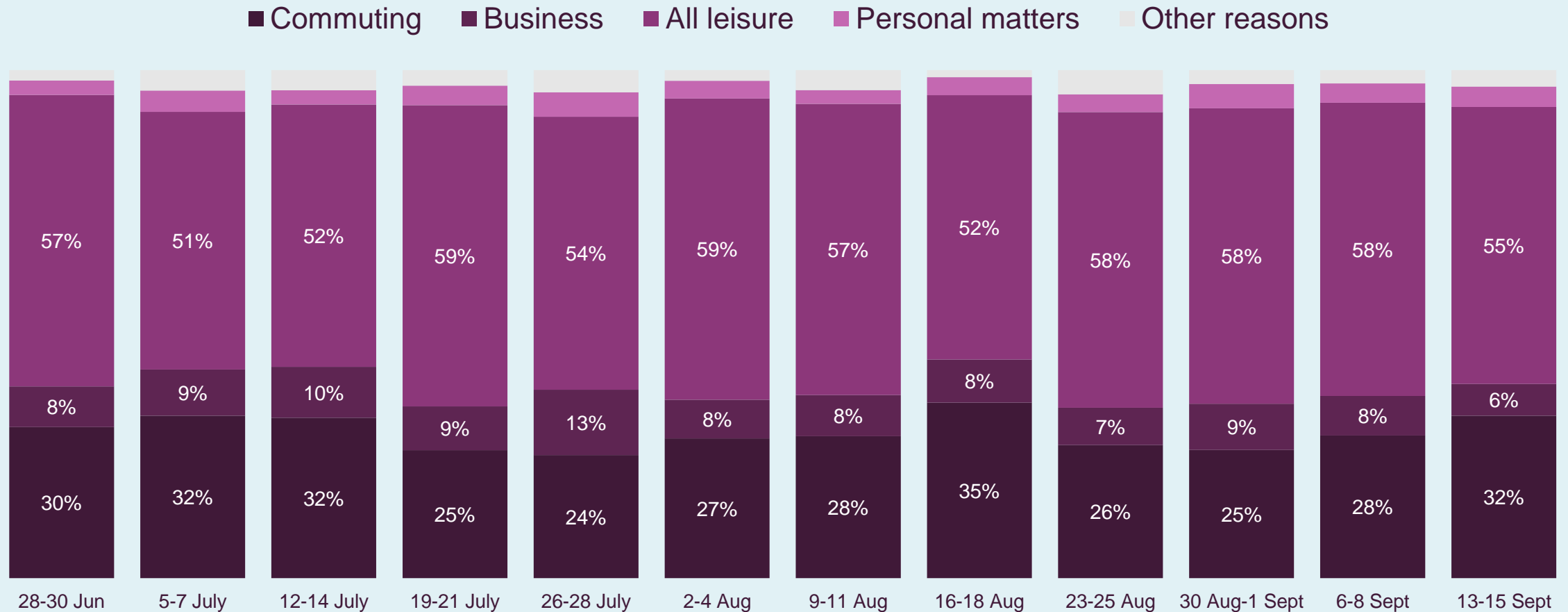


Personal matters

4%

20 September 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 – 1227. 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



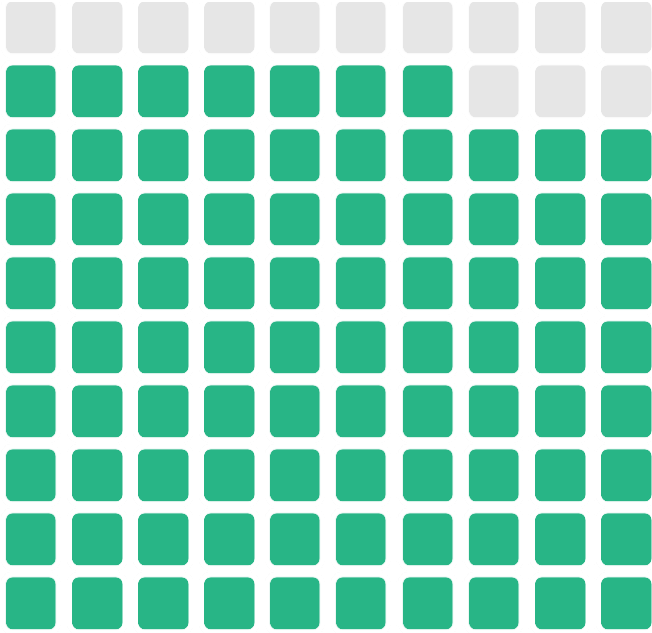
2024

20 September 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 315 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

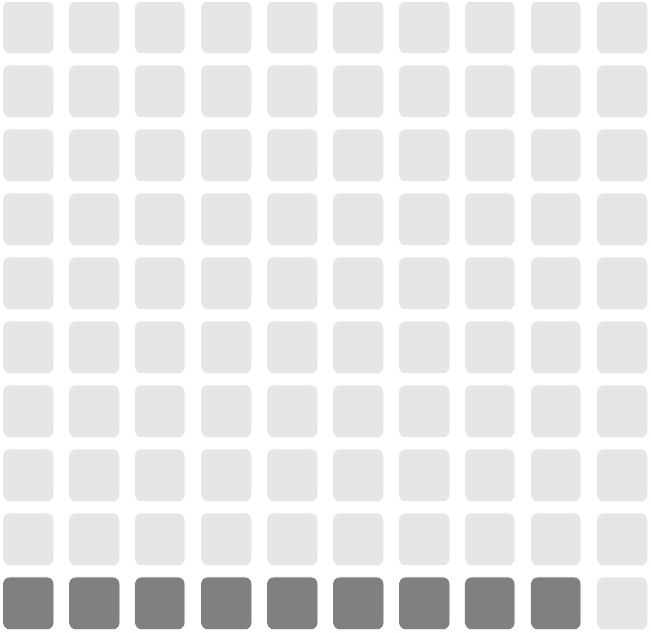
Rail satisfaction



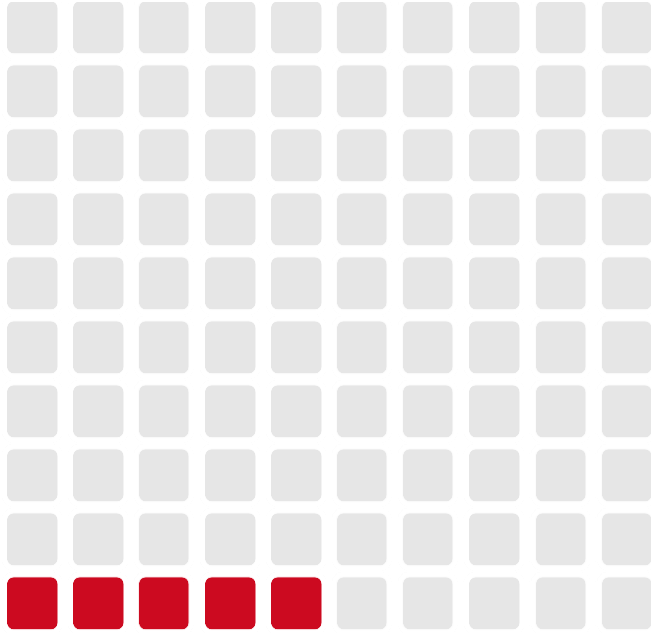
Overall satisfaction with rail journey



87%
satisfied



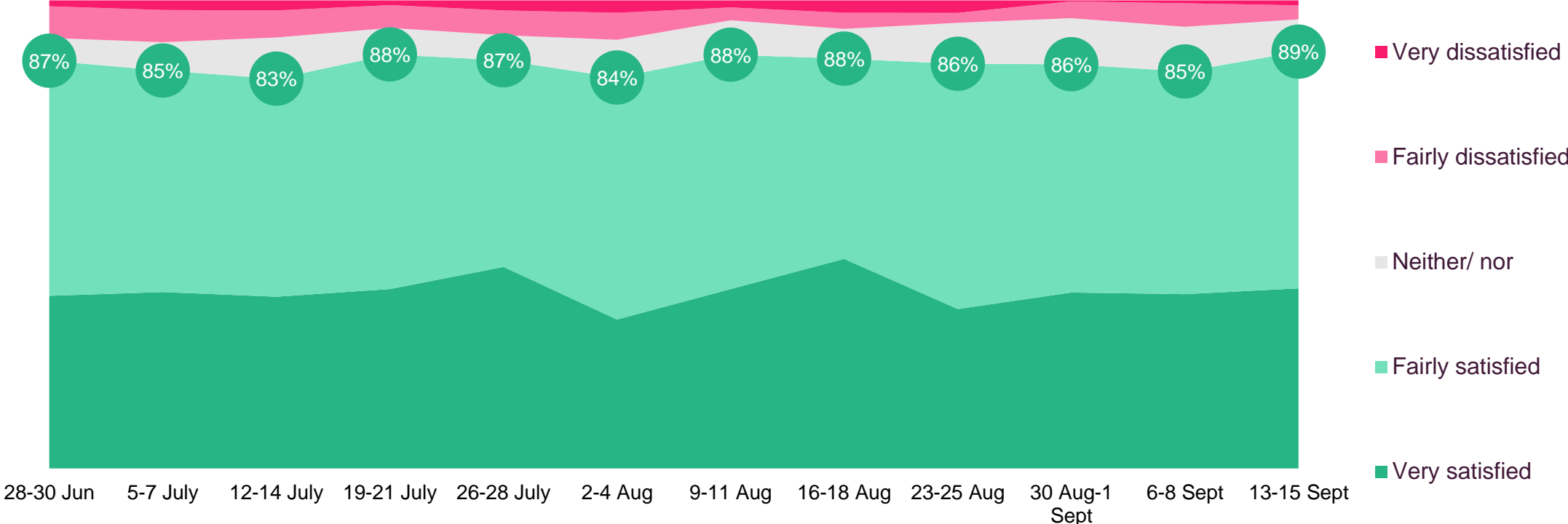
9%
neither/nor



5%
dissatisfied

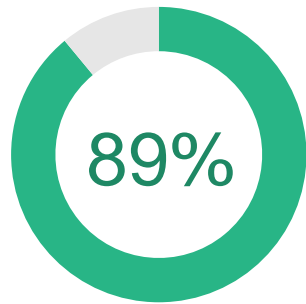
20 September 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1229.

Overall satisfaction with rail journey

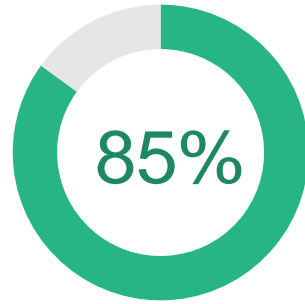


20 September 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 263 to 370

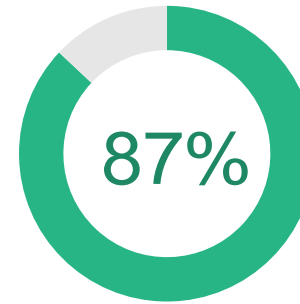
Overall satisfaction by journey purpose, gender and age



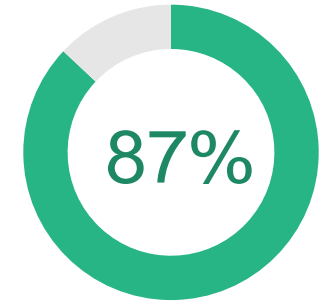
Commute



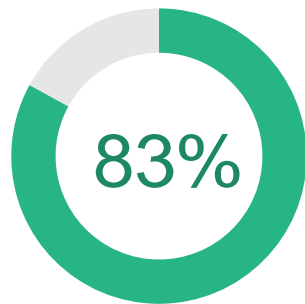
All leisure



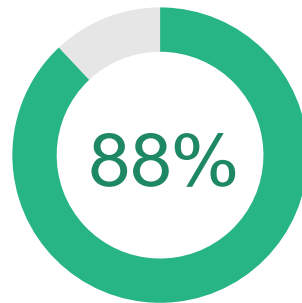
Men



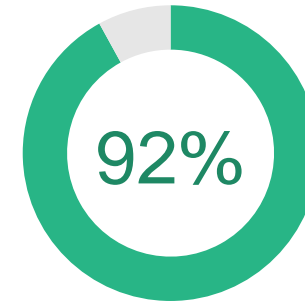
Women



Aged 18-34



Aged 35-54

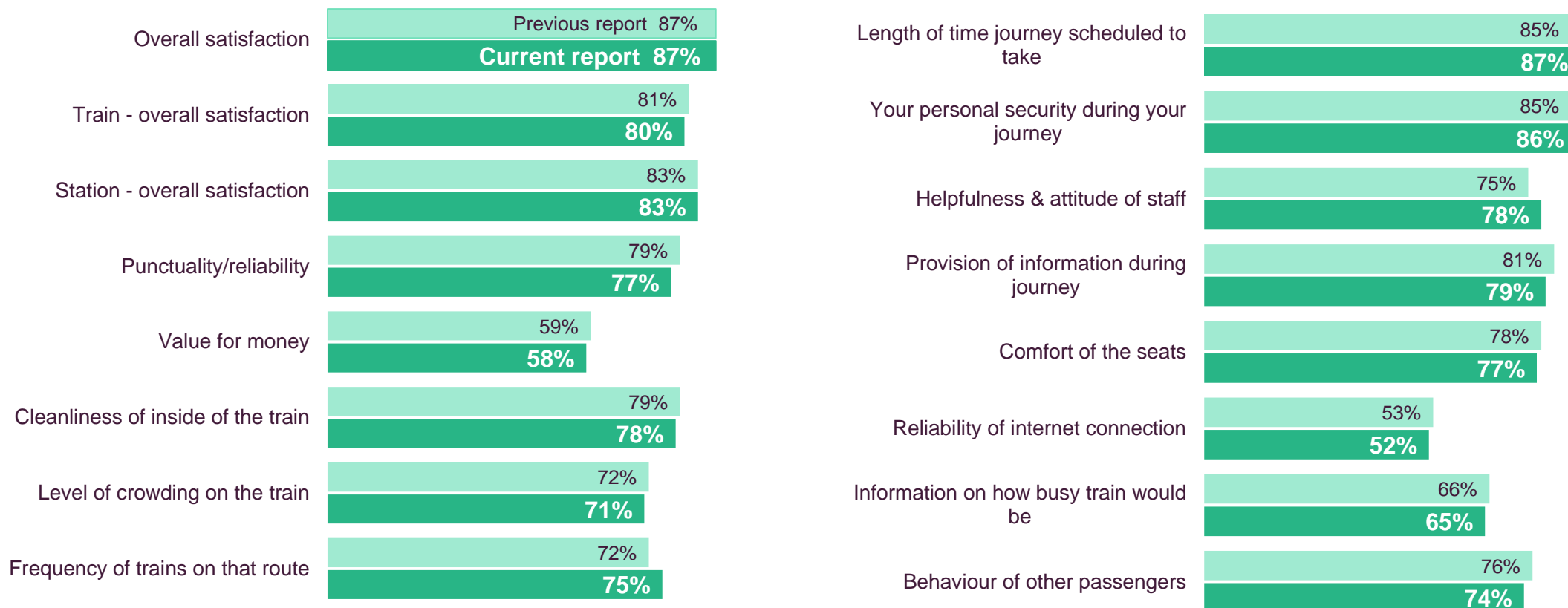


Aged 55 and over

20 September 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 310 and 719. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

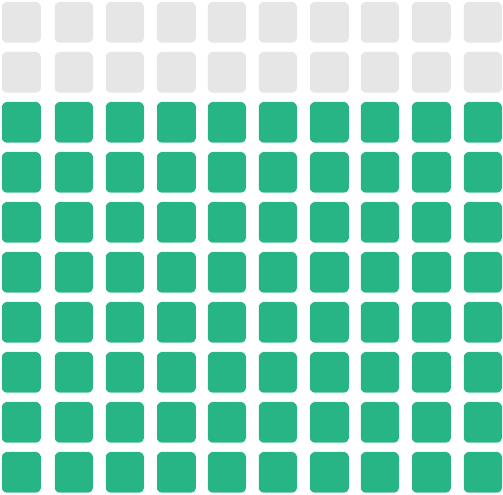
Satisfaction with aspects of rail journey

Satisfaction levels are very similar to those in the last report

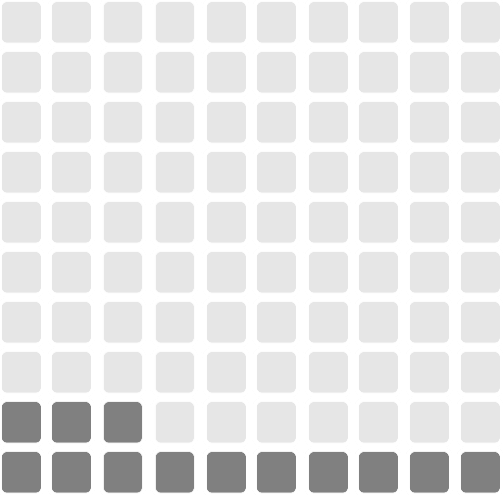


20 September 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 899-1229, and previous report from 950-1272.

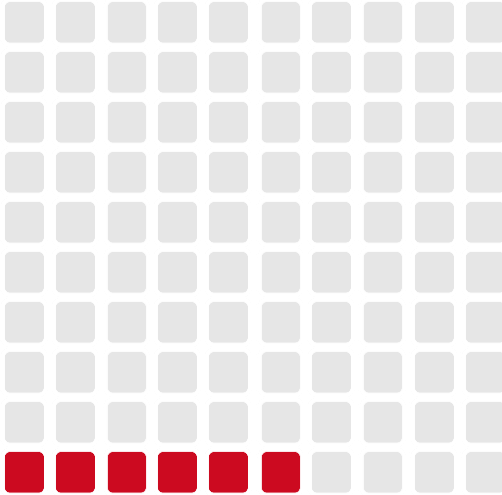
Overall satisfaction with the train



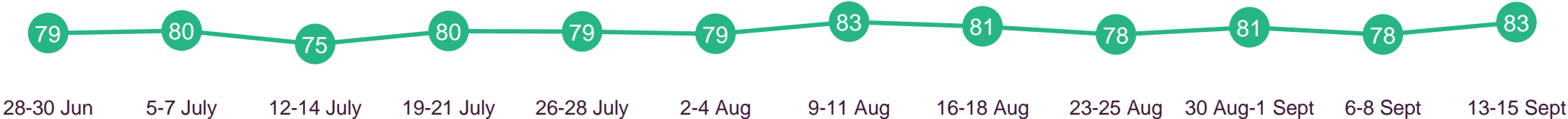
80%
satisfied



13%
neither/nor

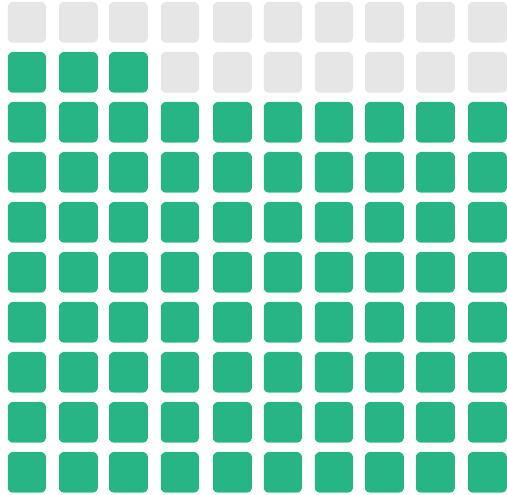


6%
dissatisfied

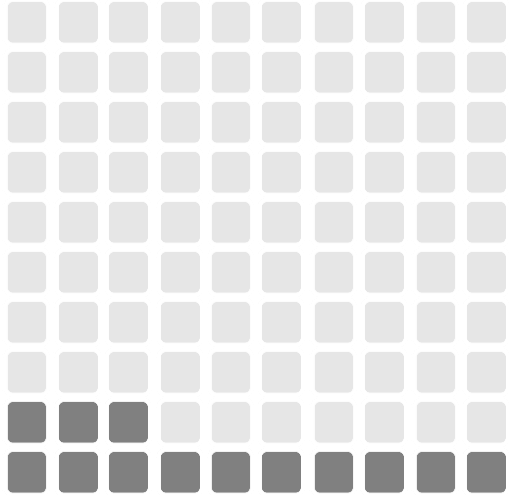


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1226; trend chart range from 263 to 370 per survey.

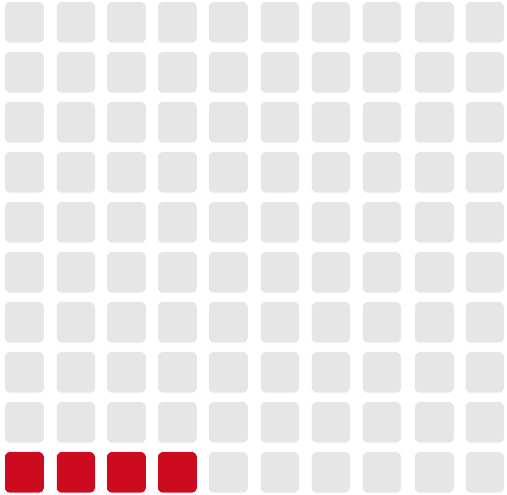
Overall satisfaction with the station



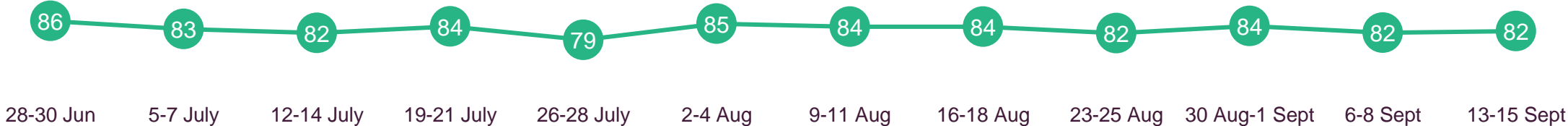
83%
satisfied



13%
neither/nor

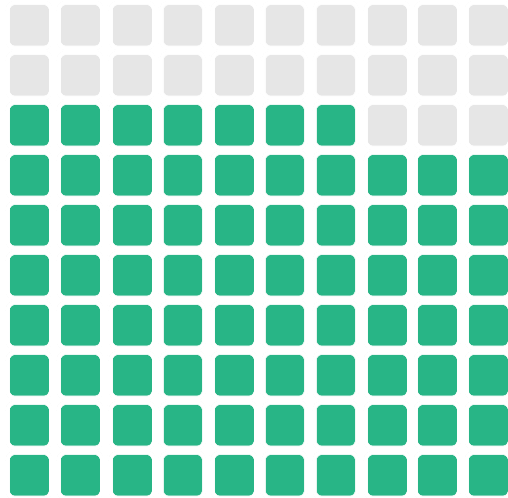


4%
dissatisfied

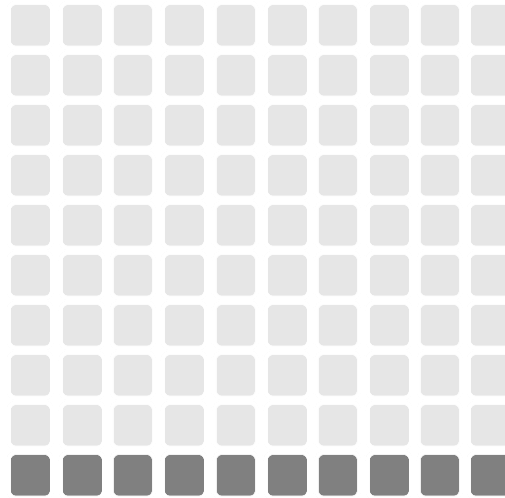


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1225; trend chart range from 263 to 369 per survey.

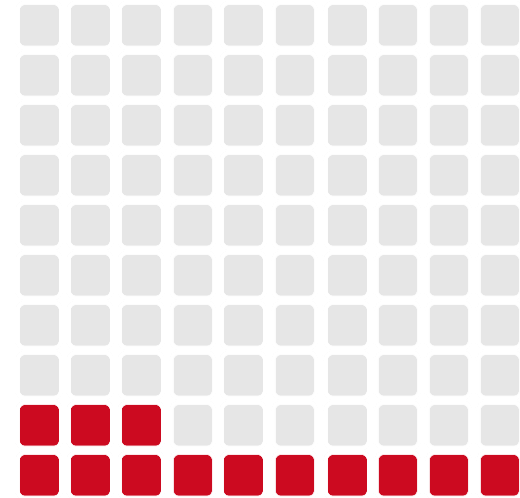
Satisfaction with punctuality/reliability



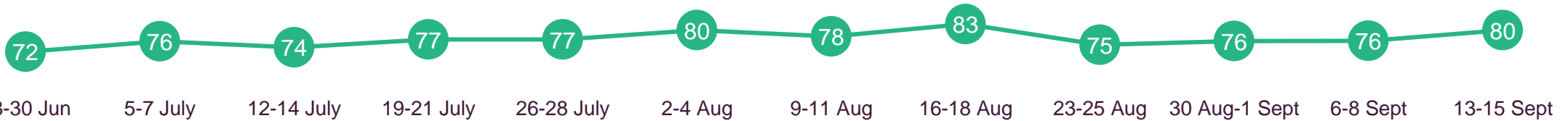
77%
satisfied



10%
neither/nor

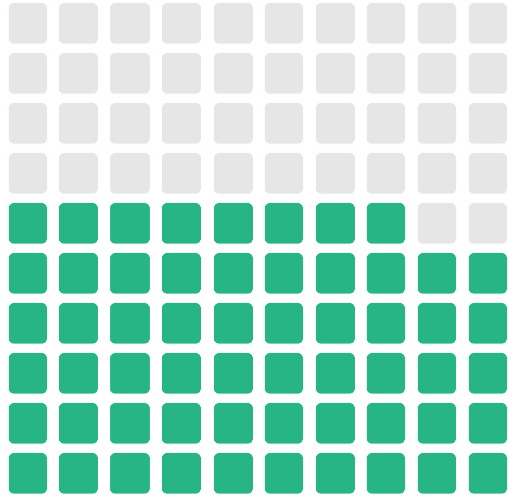


13%
dissatisfied

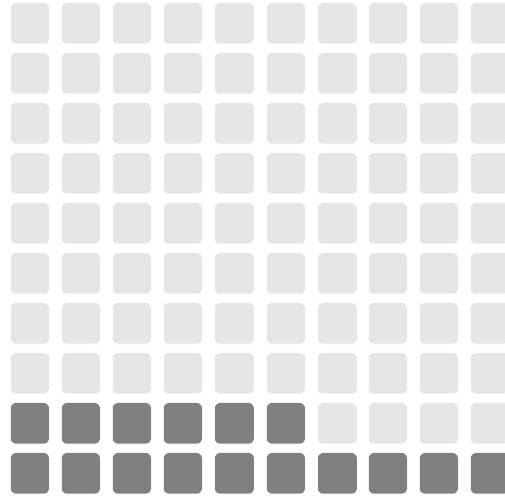


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1227; trend chart range from 263 to 370 per survey.

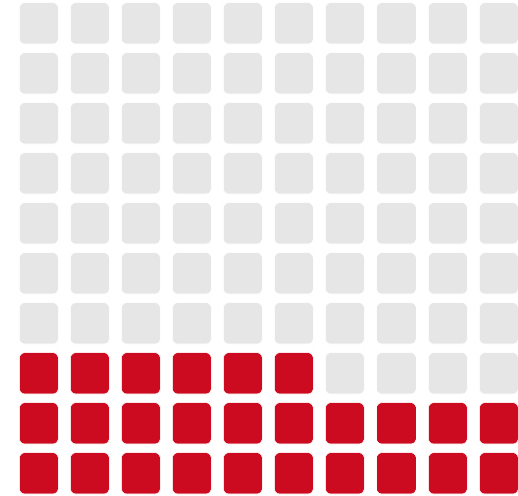
Satisfaction with value for money



58%
satisfied



16%
neither/nor

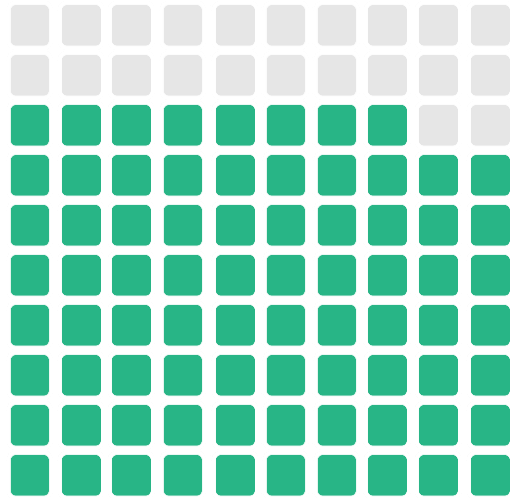


26%
dissatisfied

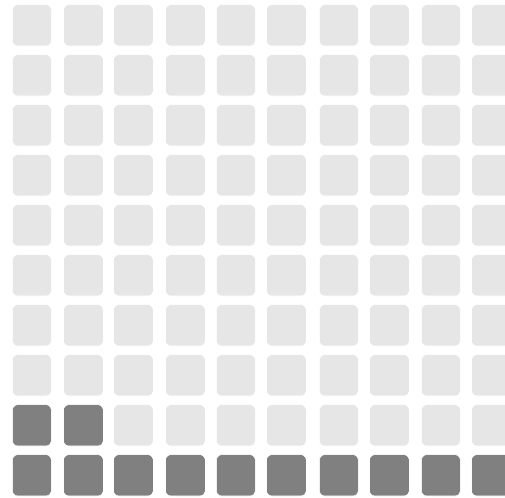


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1196; trend chart range from 252 to 364 per survey.

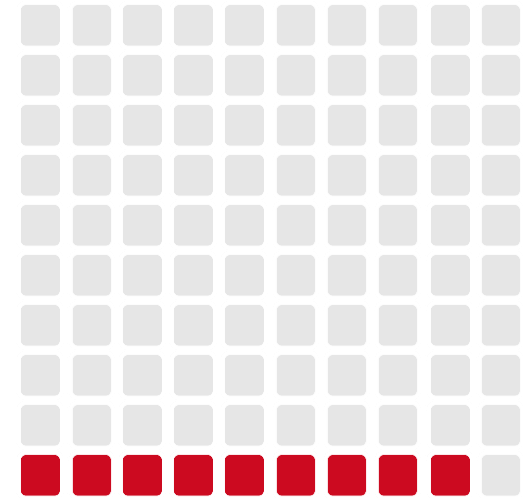
Satisfaction with cleanliness of the inside of the train



78%
satisfied



12%
neither/nor

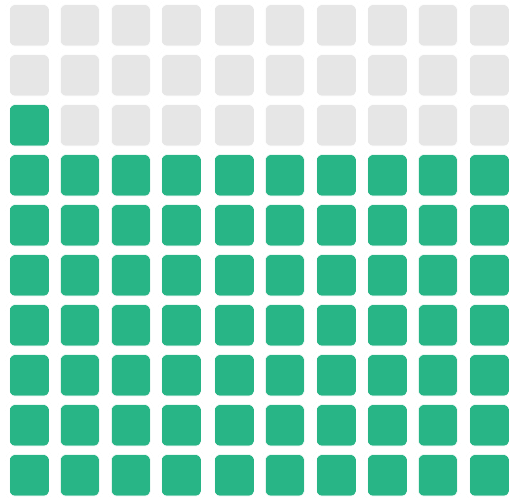


9%
dissatisfied

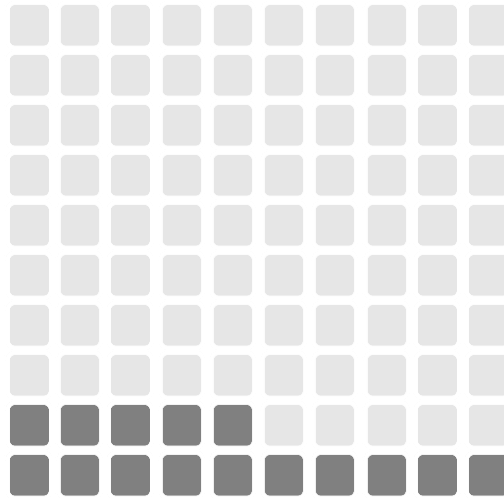


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1227; trend chart range from 263 to 370 per survey.

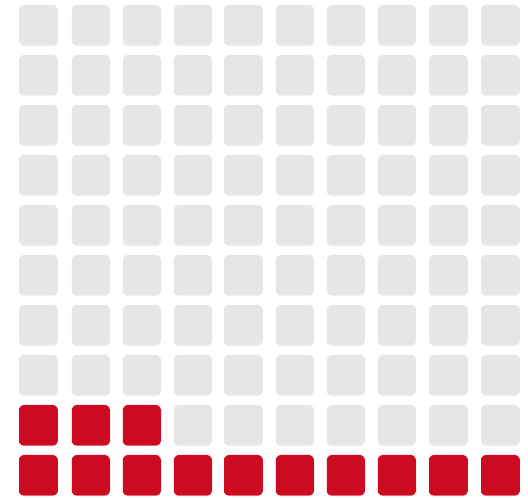
Satisfaction with level of crowding



71%
satisfied



15%
neither/nor

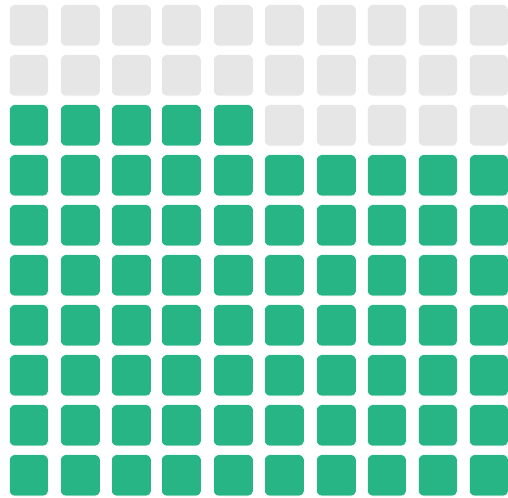


13%
dissatisfied

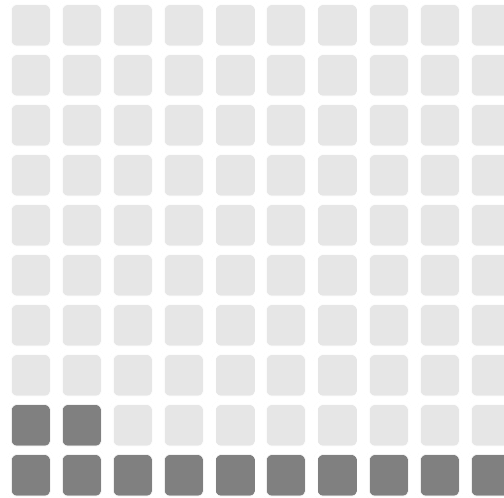


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1225; trend chart range from 259 to 369 per survey.

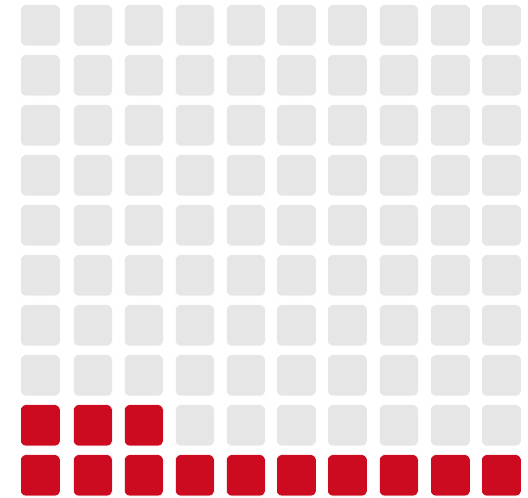
Satisfaction with frequency of trains on that route



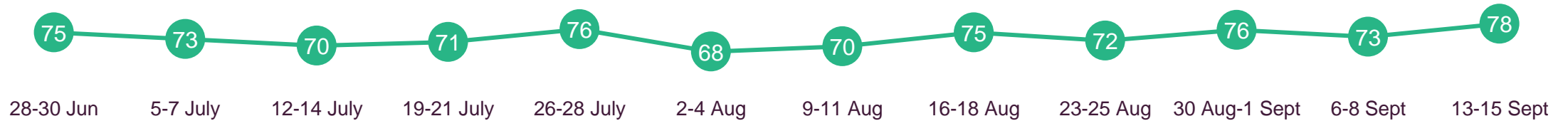
75%
satisfied



12%
neither/nor

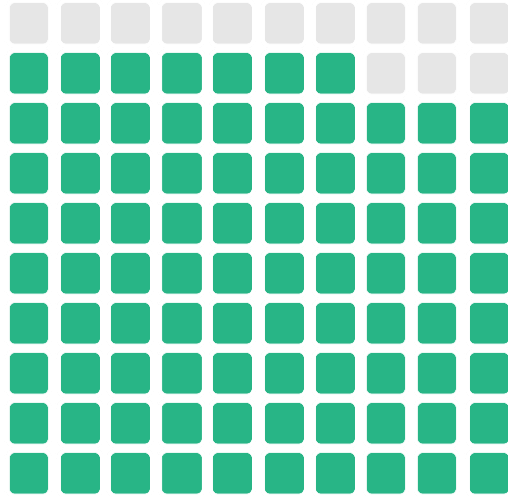


13%
dissatisfied

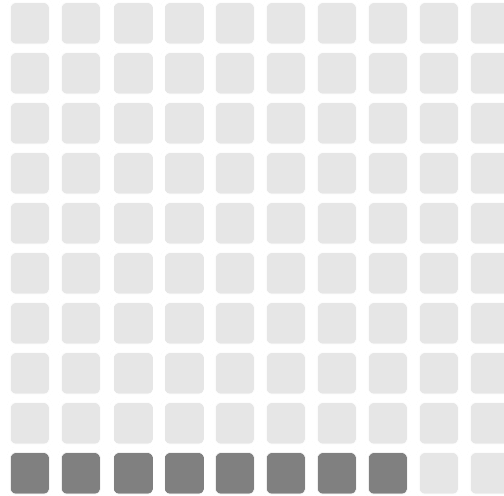


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1219; trend chart range from 260 to 369 per survey.

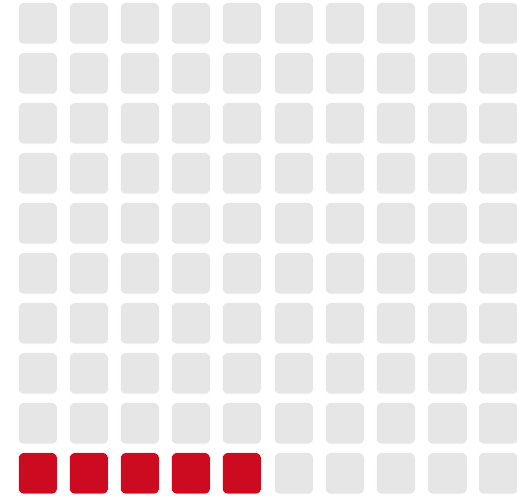
Satisfaction with scheduled journey time



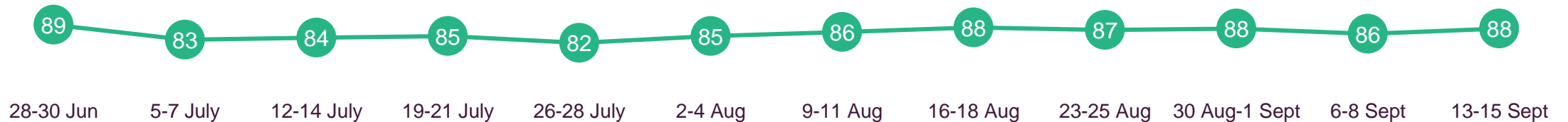
87%
satisfied



8%
neither/nor

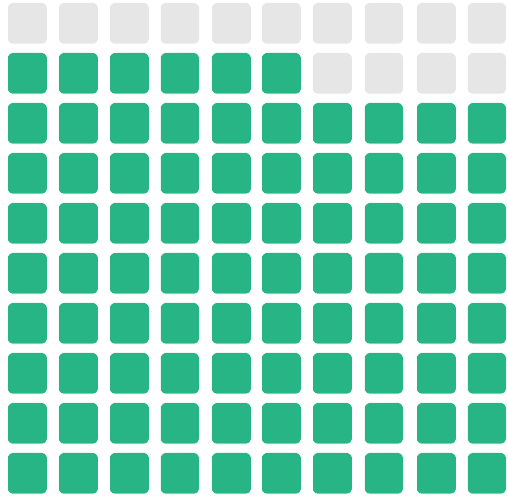


5%
dissatisfied

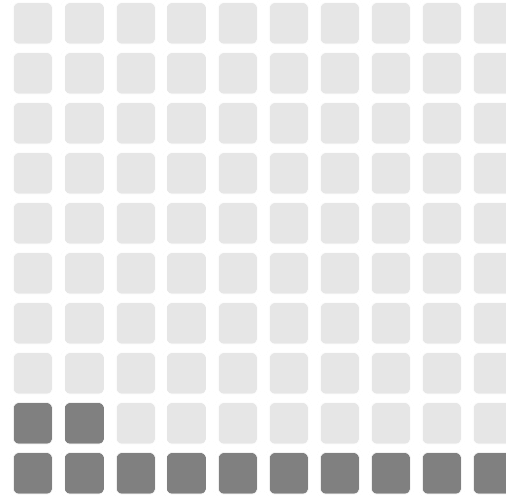


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1226; trend chart range from 263 to 370 per survey.

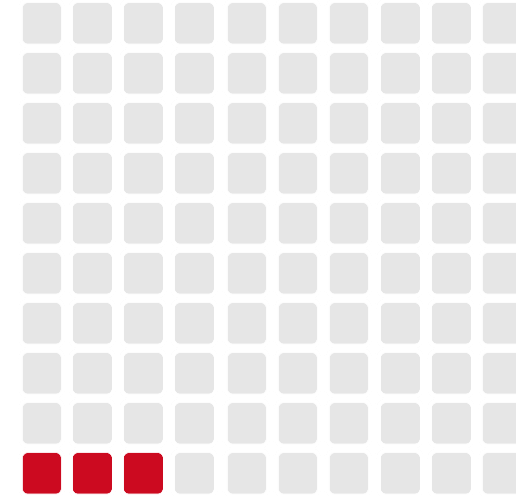
Satisfaction with personal security



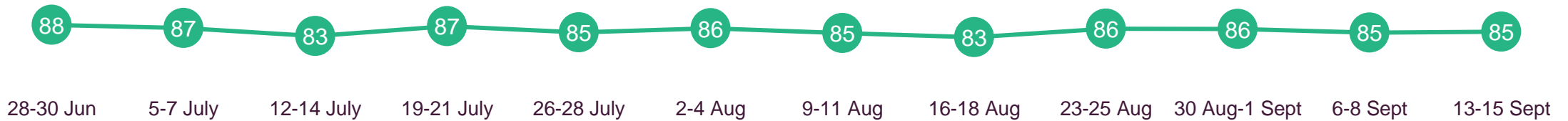
86%
satisfied



12%
neither/nor

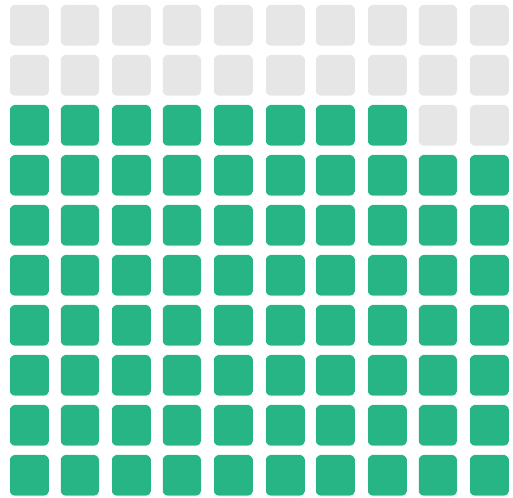


3%
dissatisfied

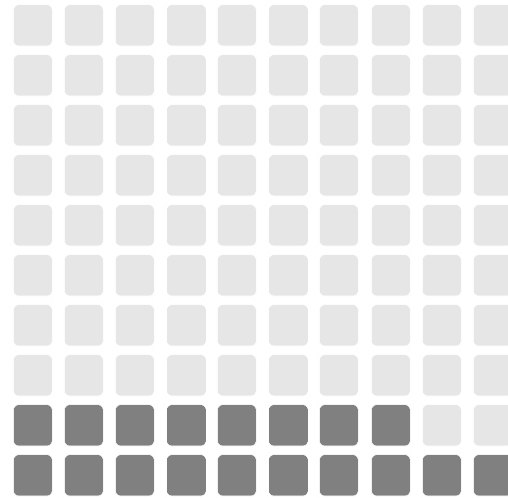


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1214; trend chart range from 262 to 370 per survey.

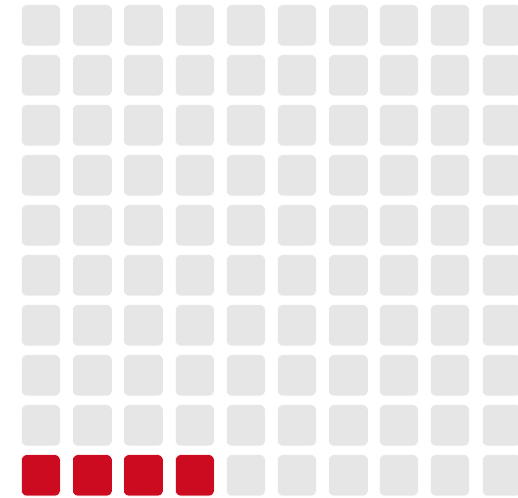
Satisfaction with helpfulness and attitude of staff



78%
satisfied



18%
neither/nor

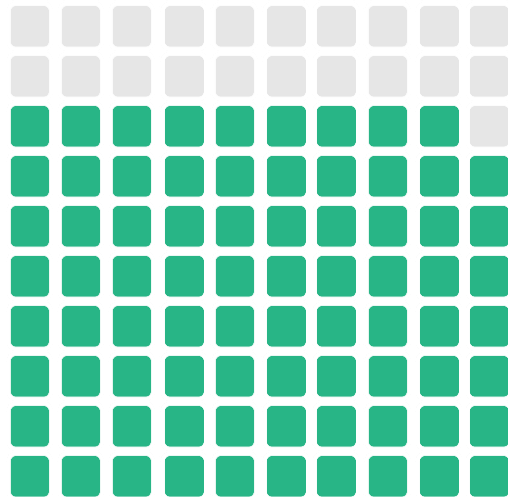


4%
dissatisfied

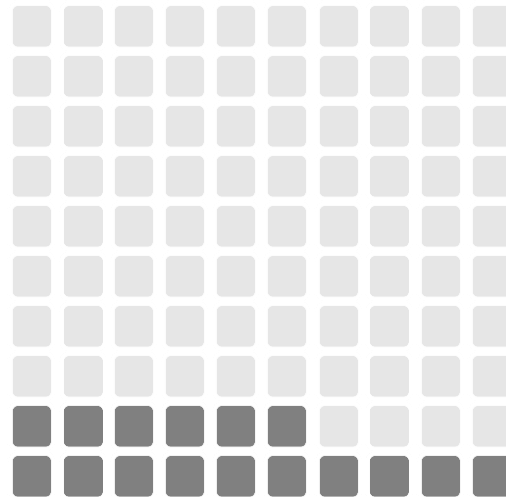


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1011; trend chart range from 212 to 300 per survey.

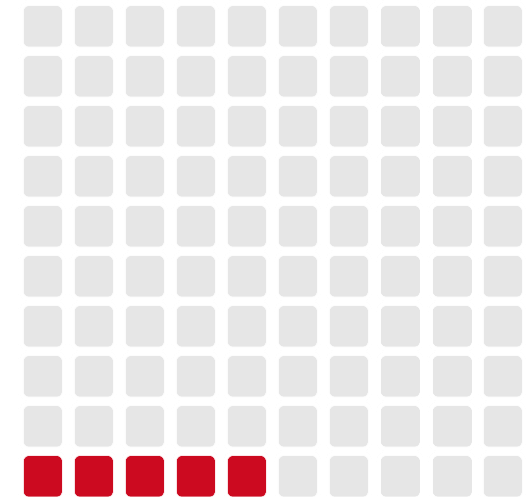
Satisfaction with information provided during the journey



79%
satisfied



16%
neither/nor

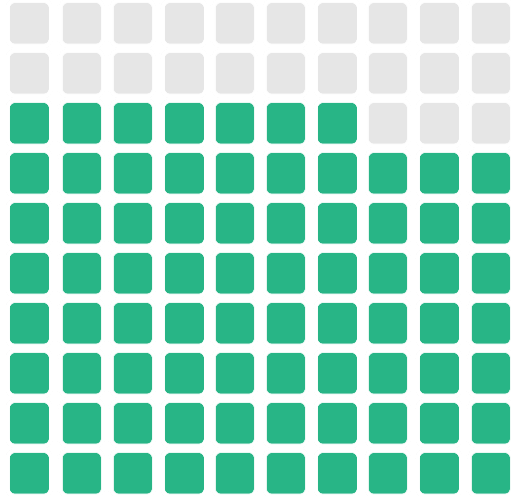


5%
dissatisfied

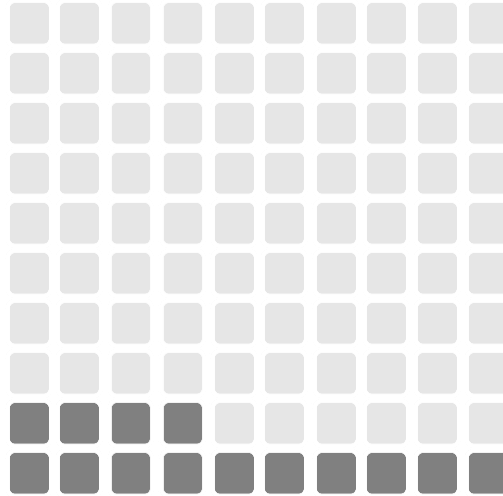


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1183; trend chart range from 249 to 362 per survey.

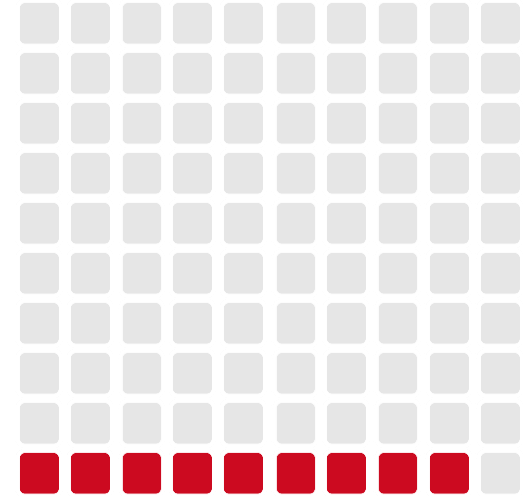
Satisfaction with comfort of the seats



77%
satisfied



14%
neither/nor

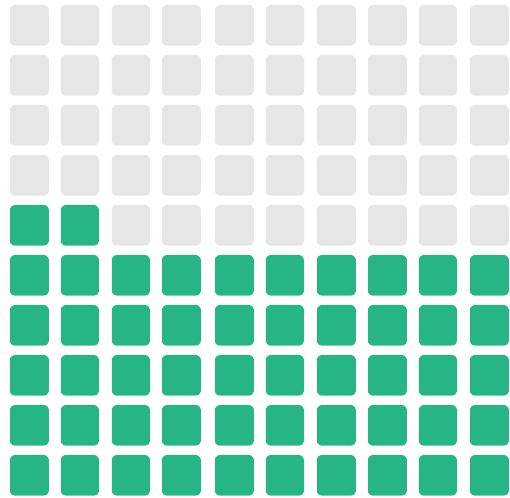


9%
dissatisfied

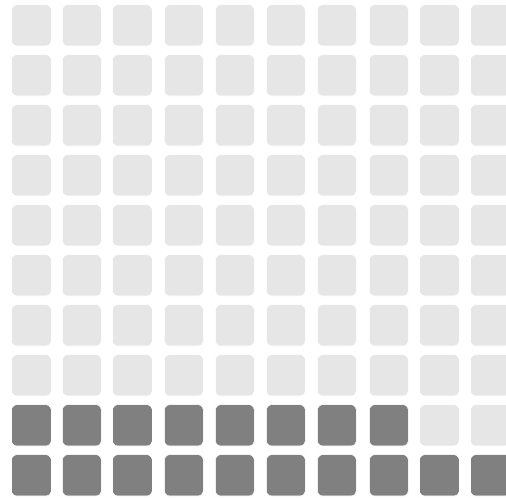


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1207; trend chart range from 257 to 362 per survey.

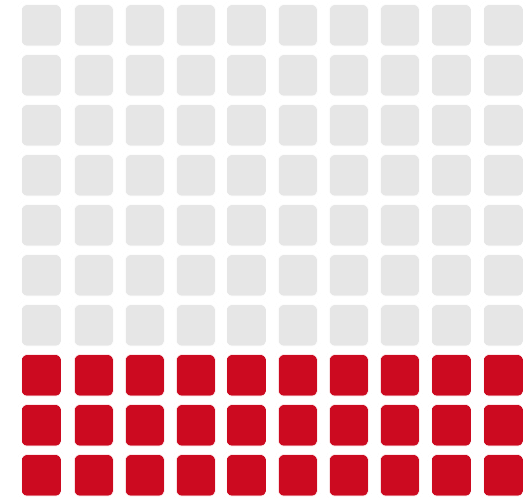
Satisfaction with reliability of the internet



52%
satisfied



18%
neither/nor

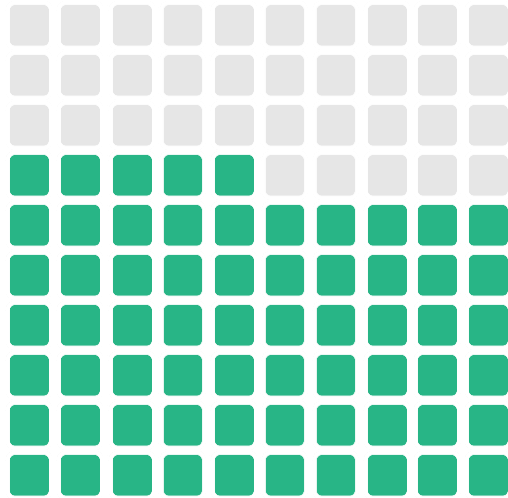


30%
dissatisfied

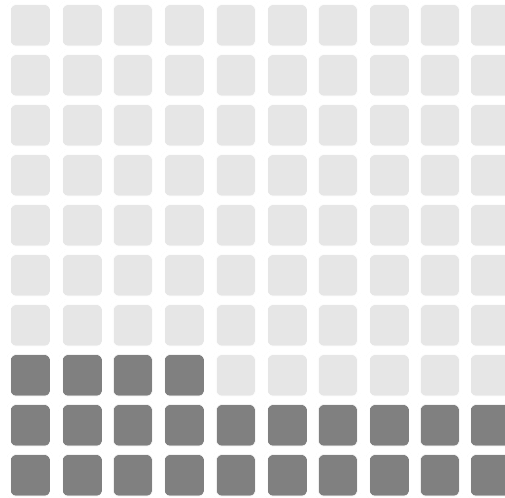


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 899; trend chart range from 192 to 290 per survey.

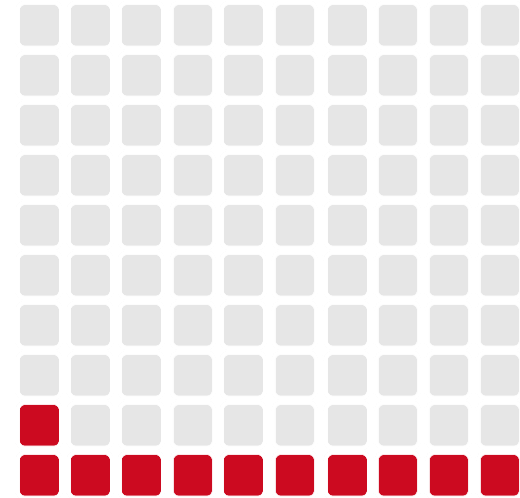
Satisfaction with information on how busy the train was before travelling



65%
satisfied



24%
neither/nor

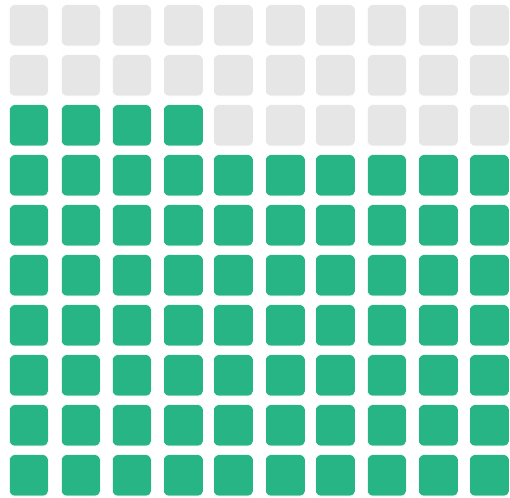


11%
dissatisfied

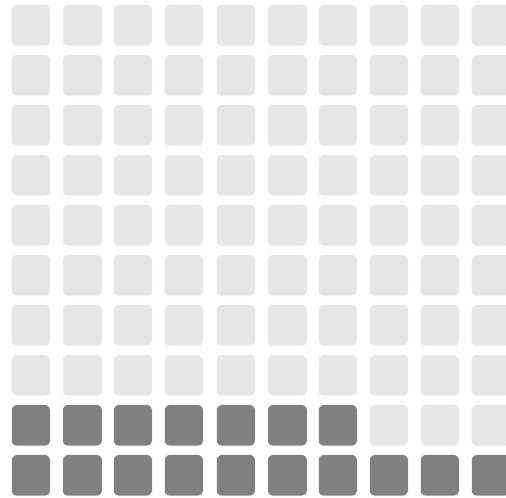


20 September 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1003; trend chart range from 212 to 319 per survey.

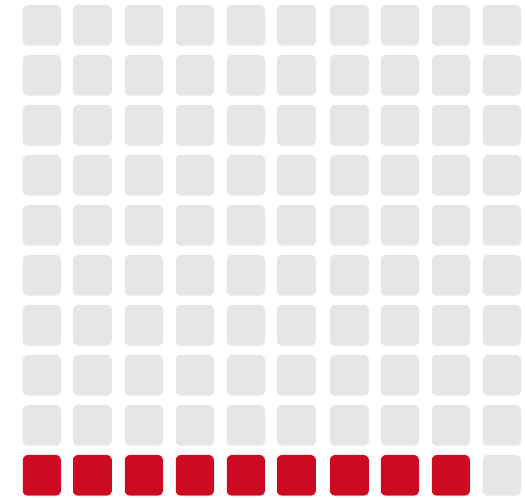
Satisfaction with other passengers' behaviour



74%
satisfied



17%
neither/nor



9%
dissatisfied



20 September 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 1218; trend chart range from 263 to 370 per survey.

Examples: What rail passengers are saying...



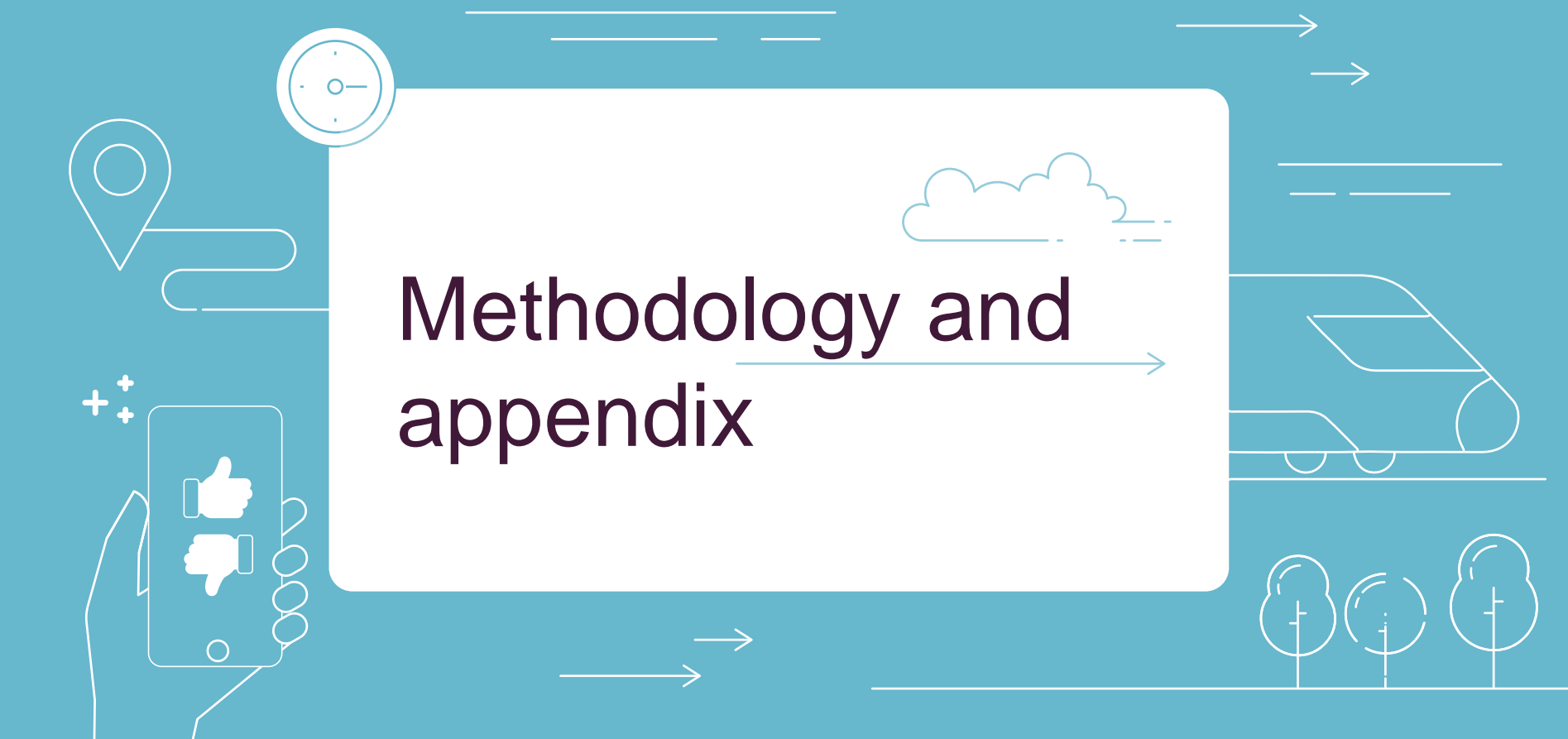
The train was shortened at last minute, so all seat reservations were voided, meaning the train was overly busy and little apology or explanation was made. **Fairly dissatisfied, EMR passenger**

The train was on time but was extremely old and uncomfortable. The conductor didn't come around on either of the journeys to check on the travellers. **Fairly satisfied, Northern passenger**



The train was clean and well-lit, the staff walked through the carriage checking everyone is ok and helping people when they ask if the train goes to Waterloo etc, also announced the train stops on the way to Waterloo over the carriage speaker which is helpful. **Very satisfied, South Western Railway passenger**

My return scheduled train was over an hour delayed. The only information given was DELAYED. No reason why. No information for how long. Next train scheduled for an hour and no information about if that was running. Different staff told me different updates. One told me train would be running in 20 minutes. Another told me it could be hours. Return journey from Leicester to Oakham. **Very dissatisfied, Cross Country passenger**



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 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 |
| Wave 120 | 23-25 Aug | 288 |
| Wave 121 | 30 Aug-1 Sept | 344 |
| Wave 122 | 6-8 Sept | 289 |
| Wave 123 | 13-15 Sept | 308 |

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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