

18 October 2024

Edition 32

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.

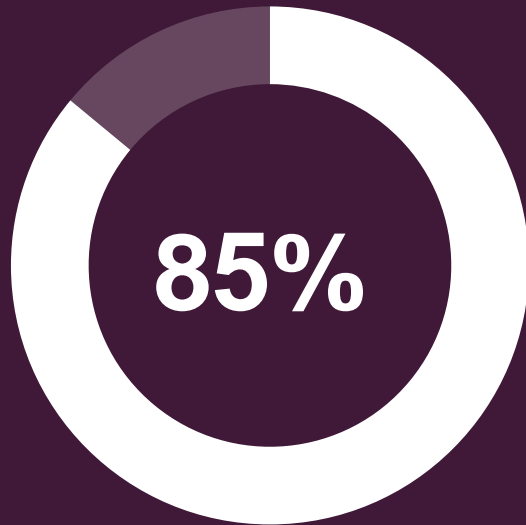
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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



85 per cent of passengers were satisfied with the train journey overall. This is down by two per cent compared with the previous report.

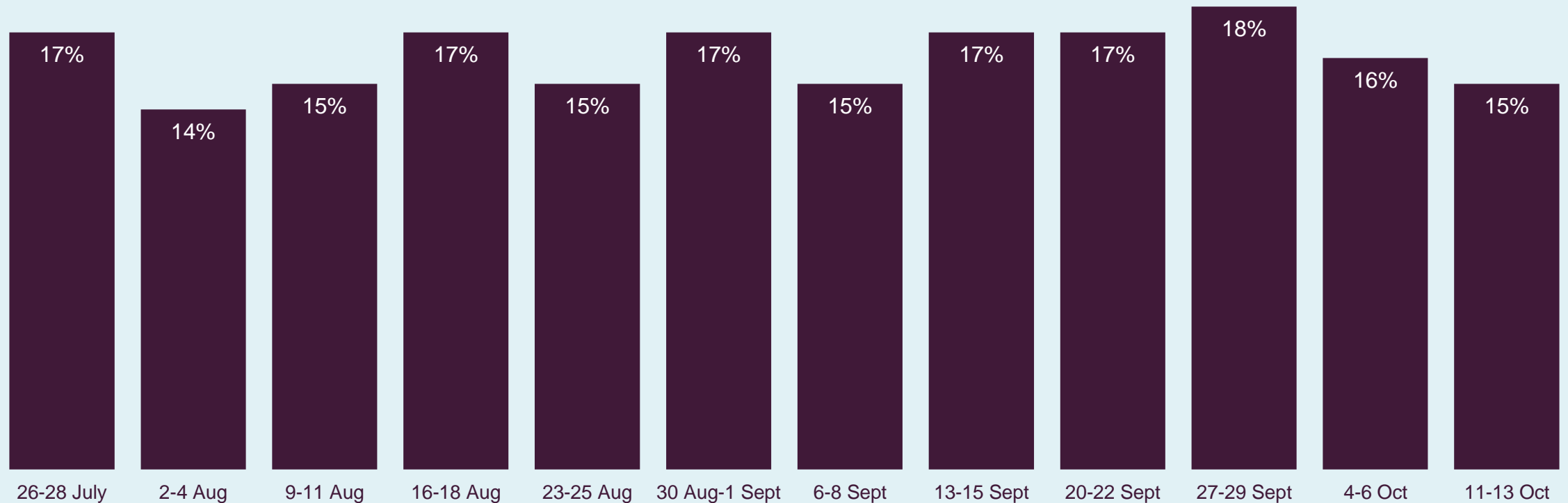


Levels of satisfaction with most measures have fallen compared with the previous report. This reflects a greater proportion of journeys made for commuting over the past four weeks.

Rail usage levels



Proportion using rail in the last seven days over time

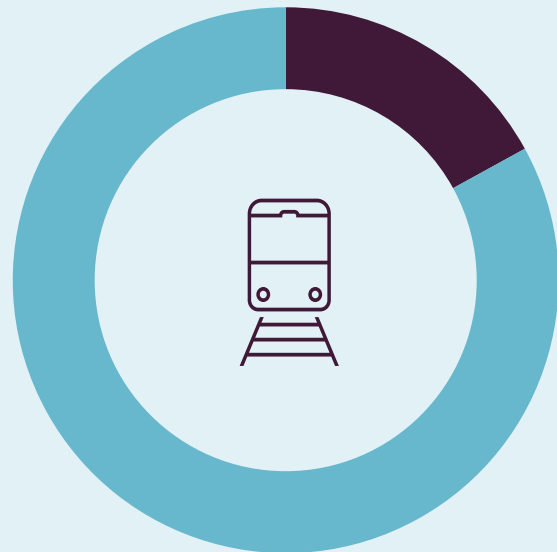


2024

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

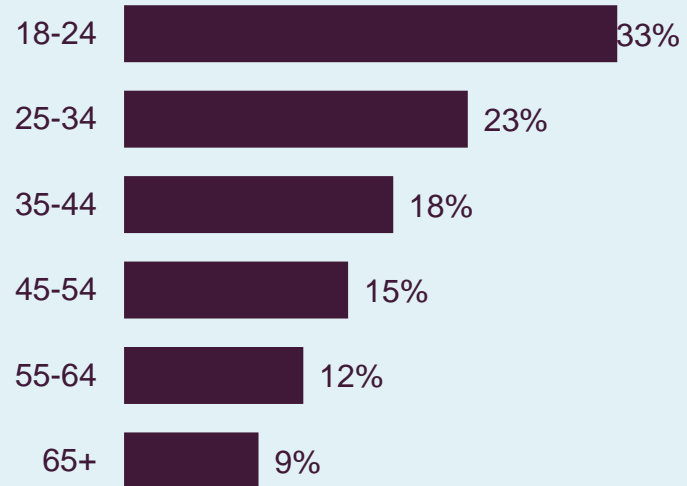
Proportion using rail in the last seven days

All Great Britain



17%

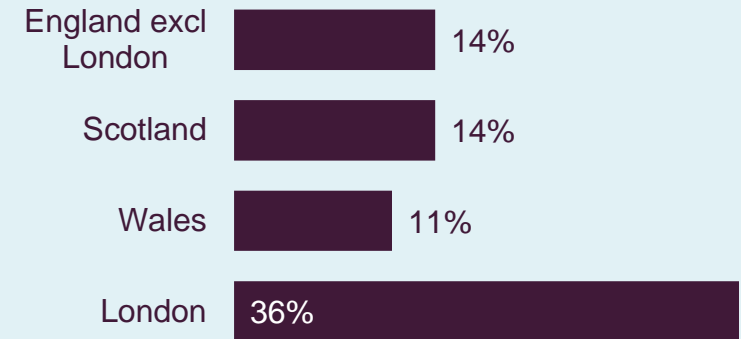
Age



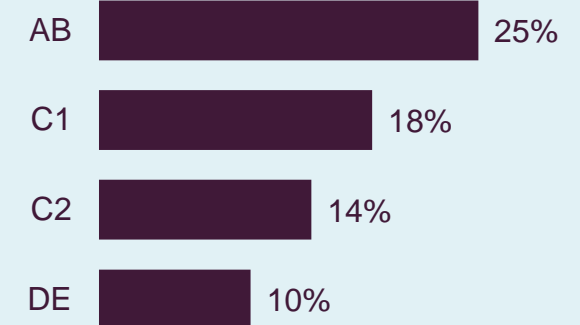
Gender



Region



Social grade



Main purpose of rail journey



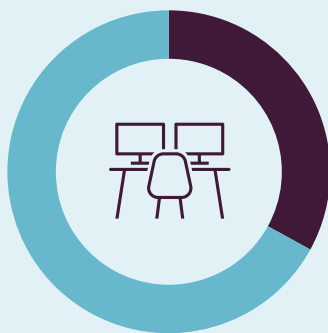
Leisure/eating out/non-essential shopping
26%



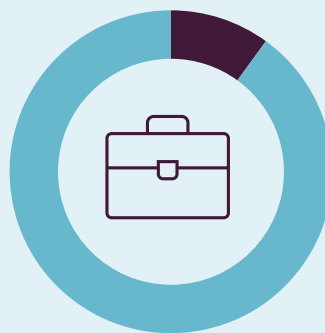
Friends/family
21%



Essential shopping
3%



Commuting
33%

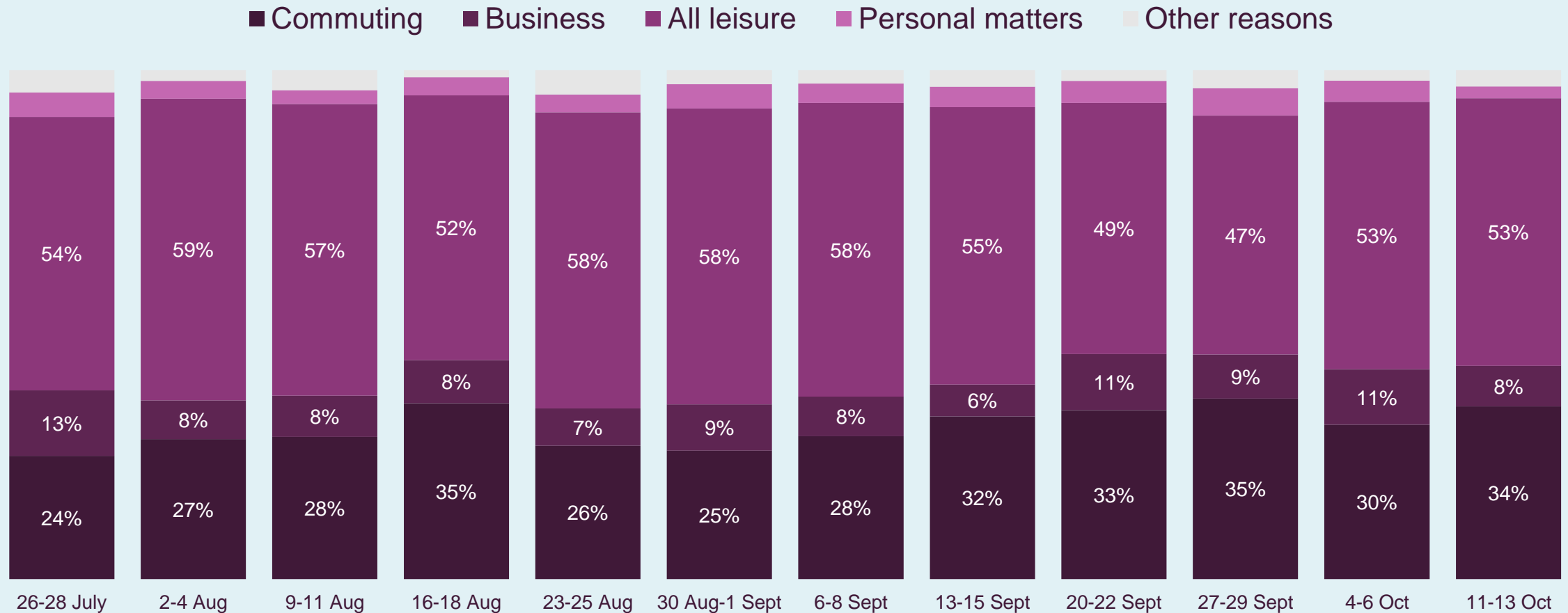


Work travel
10%



Personal matters
4%

Main purpose of journey over time



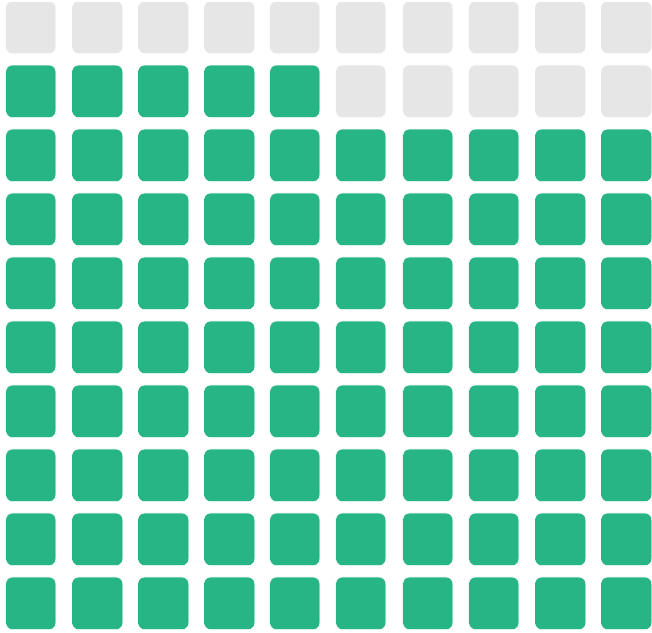
2024

18 October 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 317 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

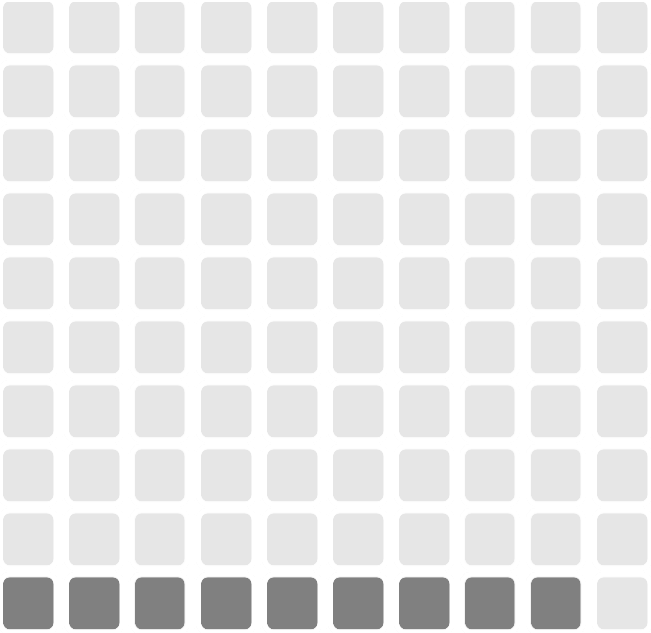
Rail satisfaction



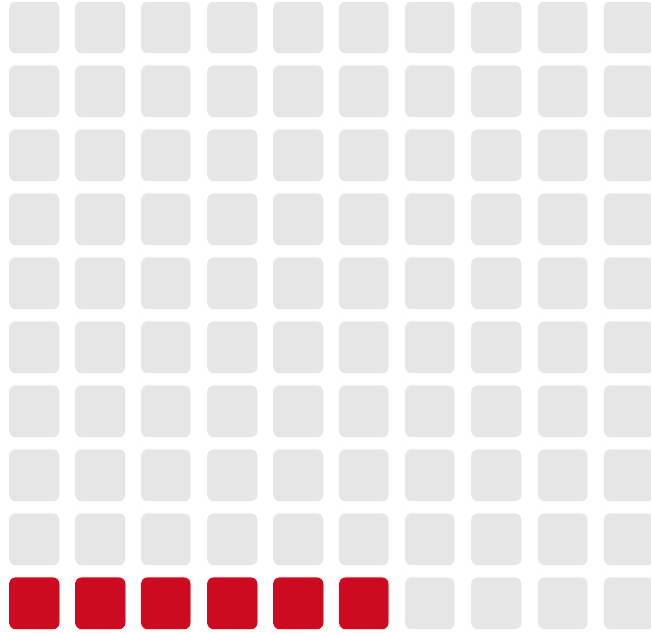
Overall satisfaction with rail journey



85%
satisfied



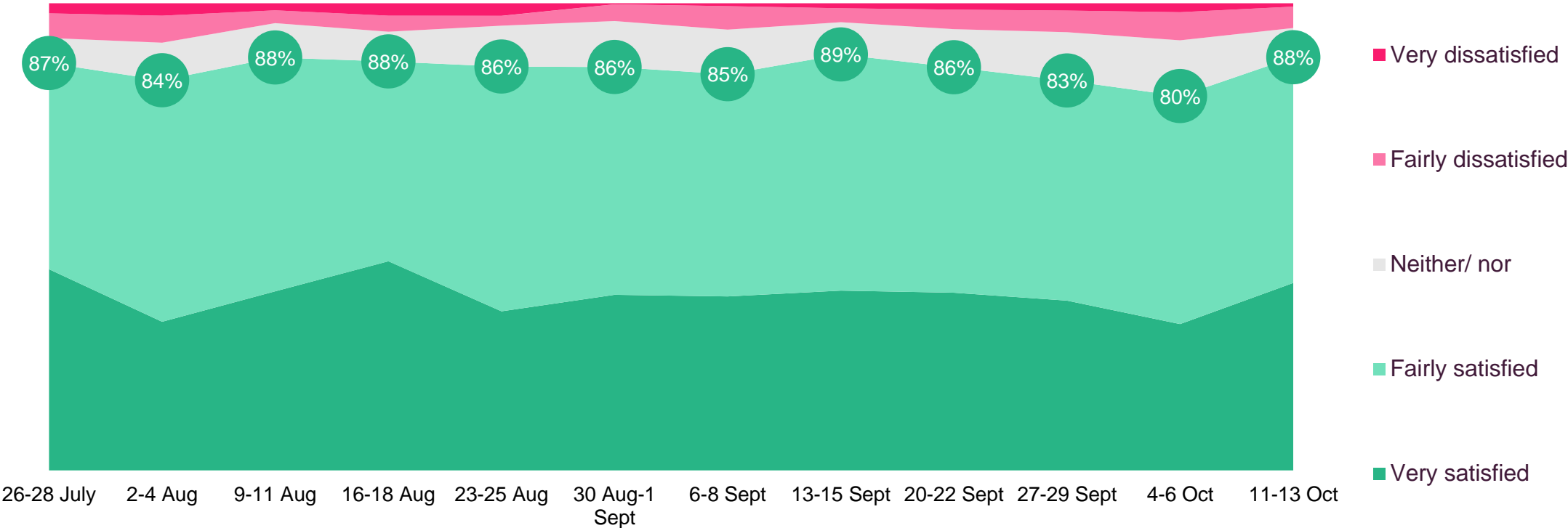
9%
neither/nor



6%
dissatisfied

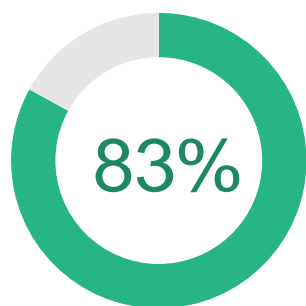
18 October 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1306.

Overall satisfaction with rail journey

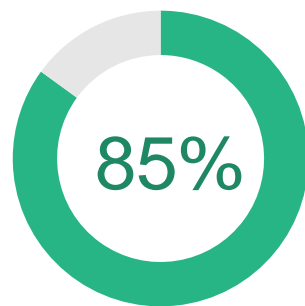


18 October 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 267 to 354

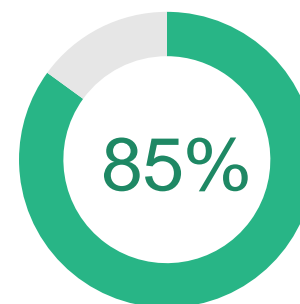
Overall satisfaction by journey purpose, gender and age



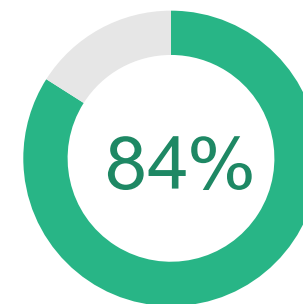
Commute



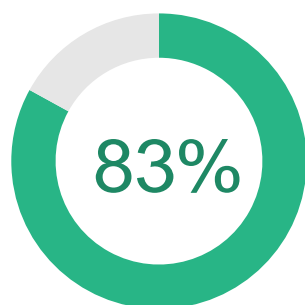
All leisure



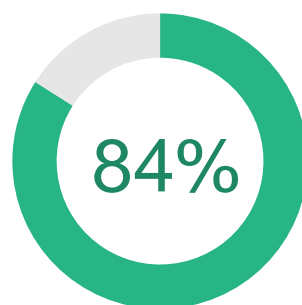
Men



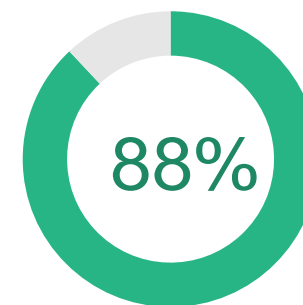
Women



Aged 18-34



Aged 35-54



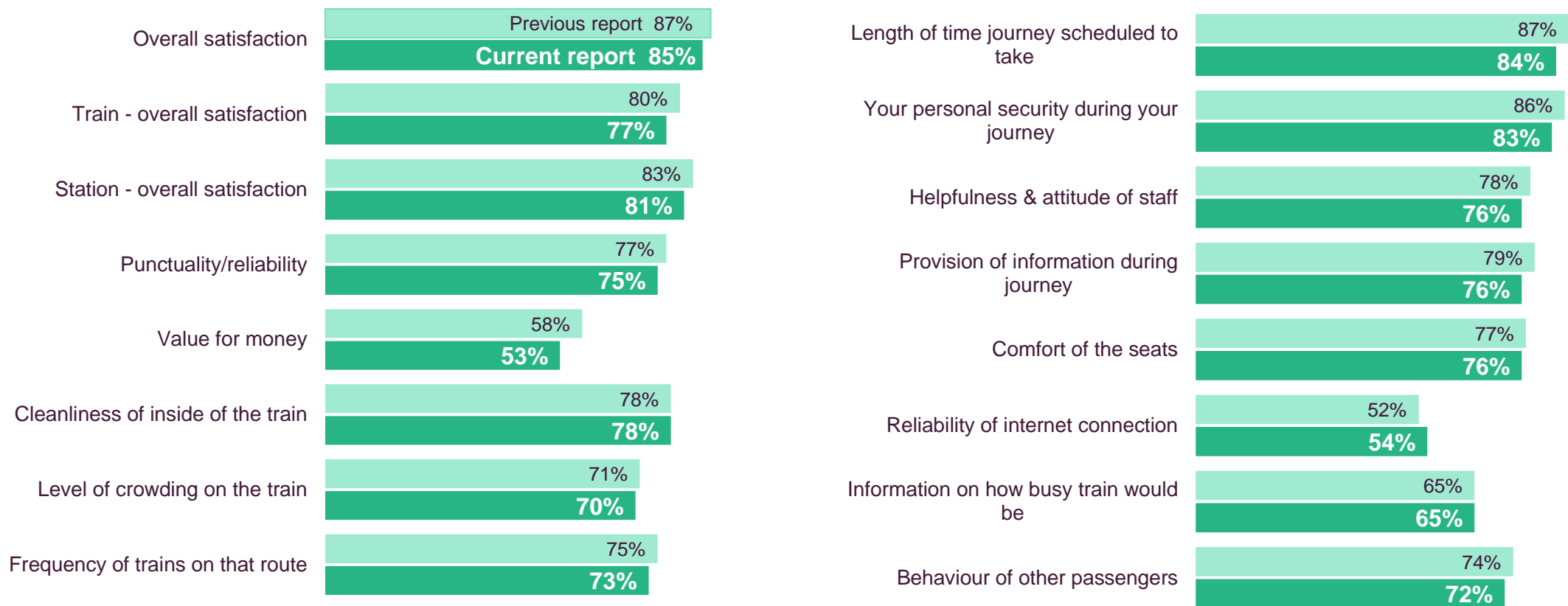
Aged 55 and over

18 October 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 327 and 742. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

Satisfaction with aspects of rail journey

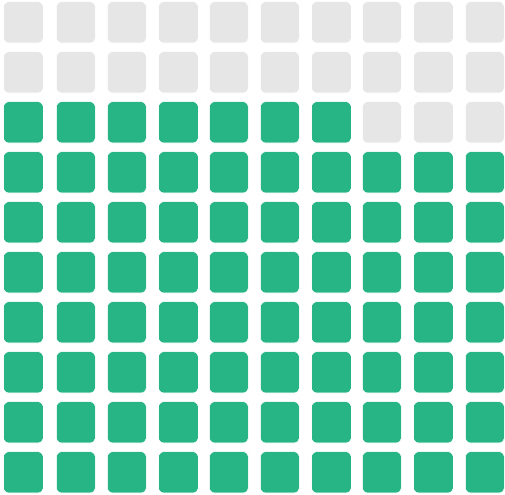


Satisfaction levels are very similar to those in the last report

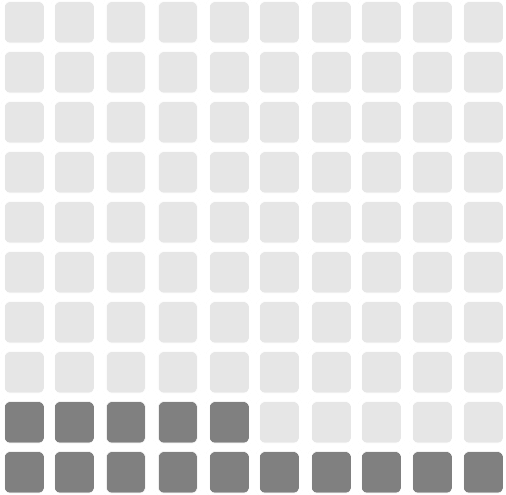


18 October 2024 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 1004-1306, and previous report from 899-1229.

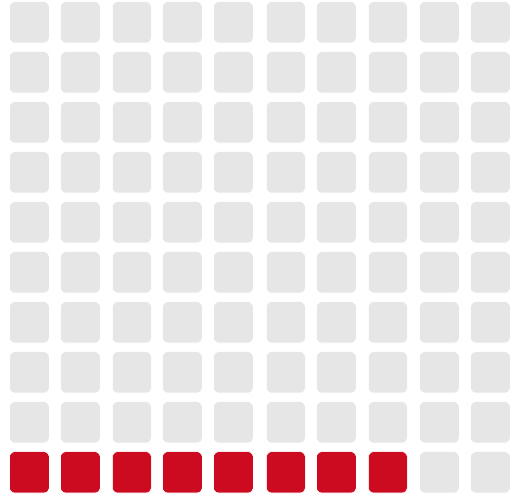
Overall satisfaction with the train



77%
satisfied



15%
neither/nor

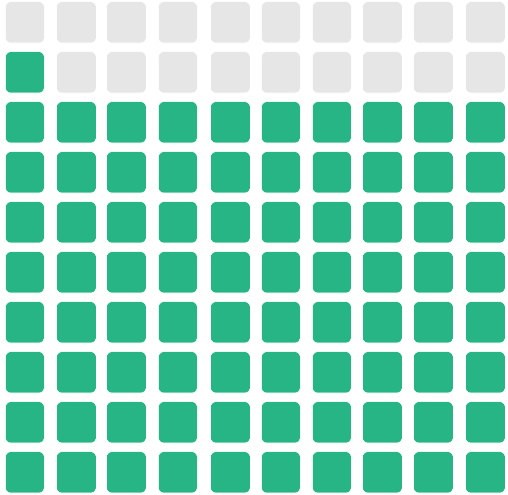


8%
dissatisfied

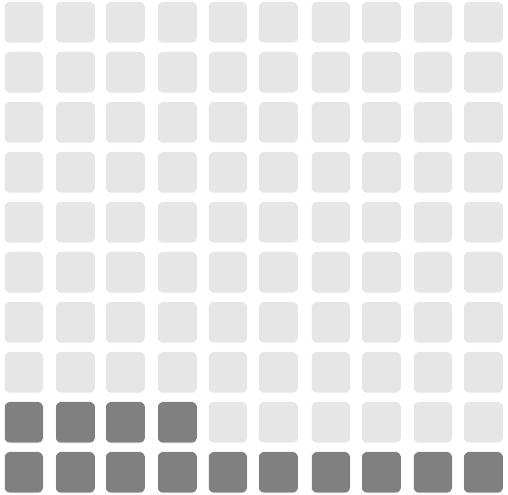


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1305; trend chart range from 267 to 353 per survey.

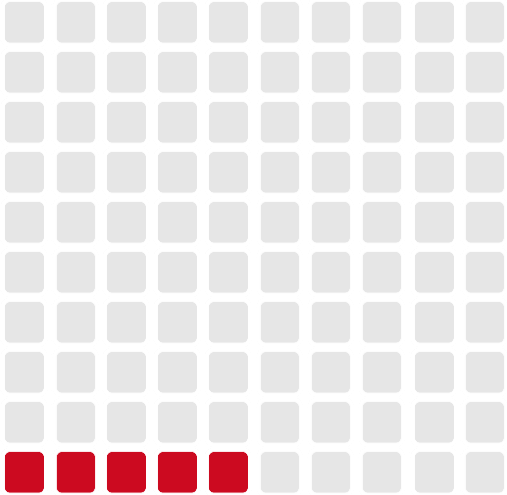
Overall satisfaction with the station



81%
satisfied



14%
neither/nor

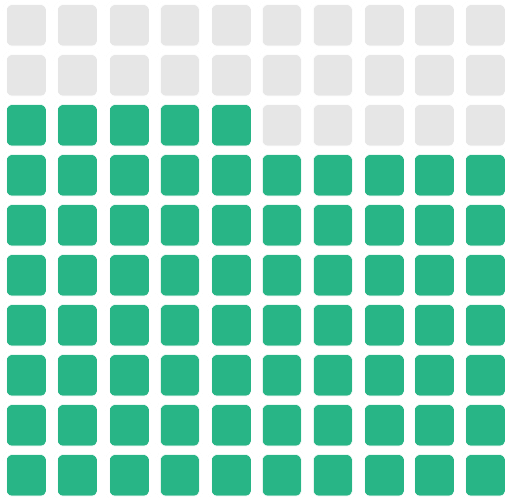


5%
dissatisfied

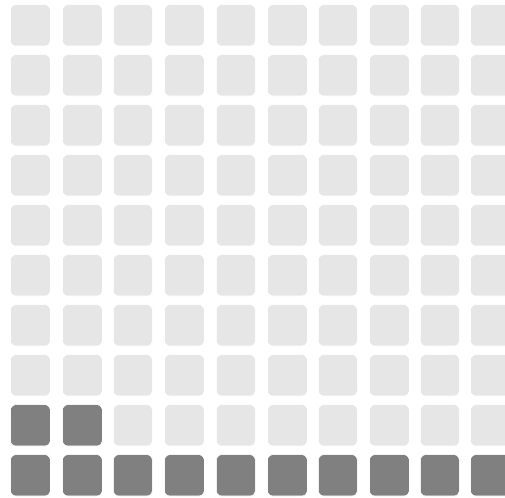


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1304; trend chart range from 266 to 354 per survey.

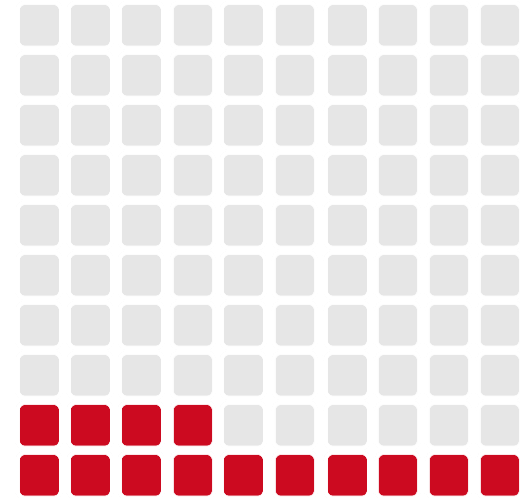
Satisfaction with punctuality/reliability



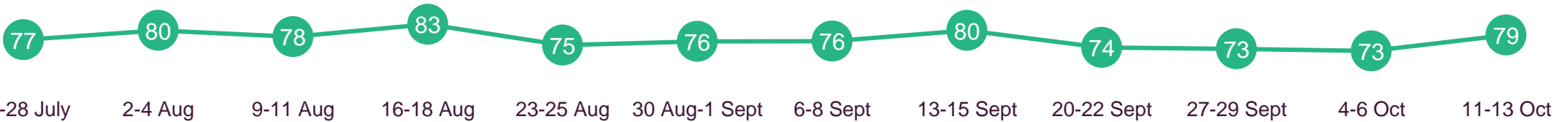
75%
satisfied



12%
neither/nor

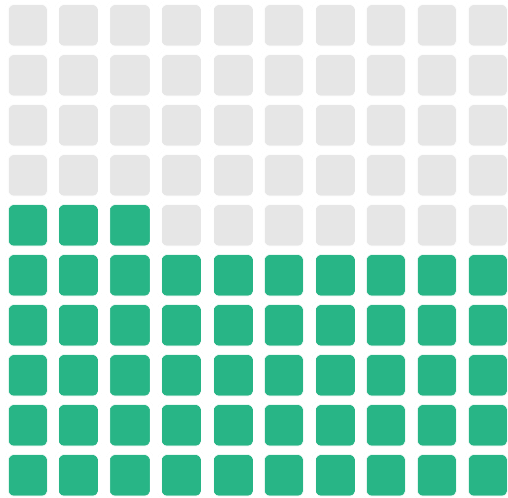


14%
dissatisfied

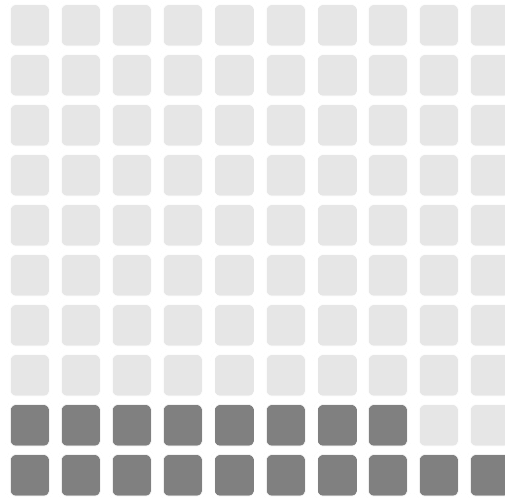


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1305; trend chart range from 267 to 353 per survey.

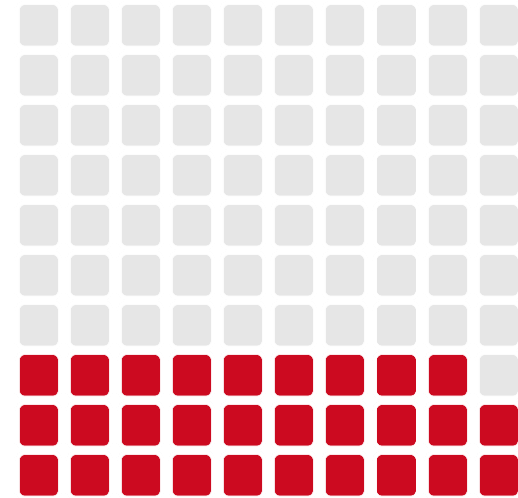
Satisfaction with value for money



53%
satisfied



18%
neither/nor

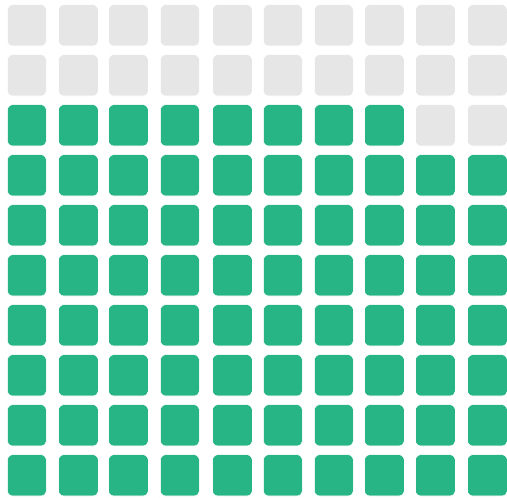


29%
dissatisfied

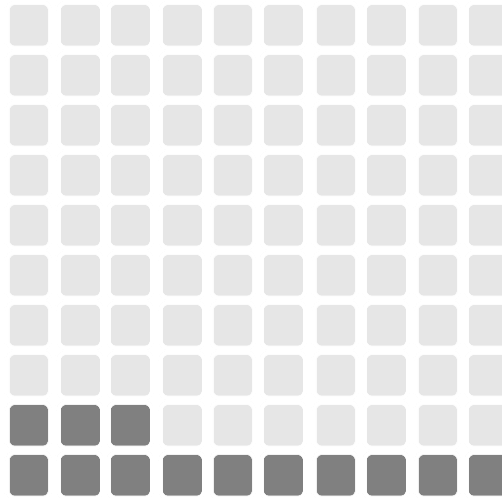


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1266; trend chart range from 257 to 346 per survey.

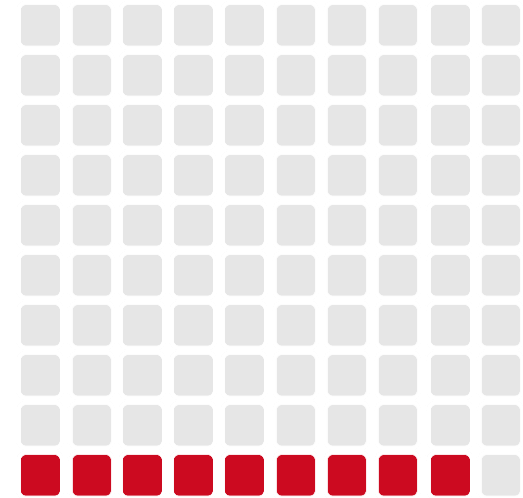
Satisfaction with cleanliness of the inside of the train



78%
satisfied



13%
neither/nor

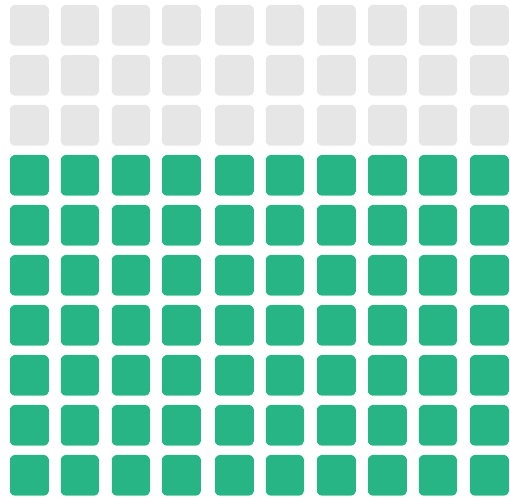


9%
dissatisfied

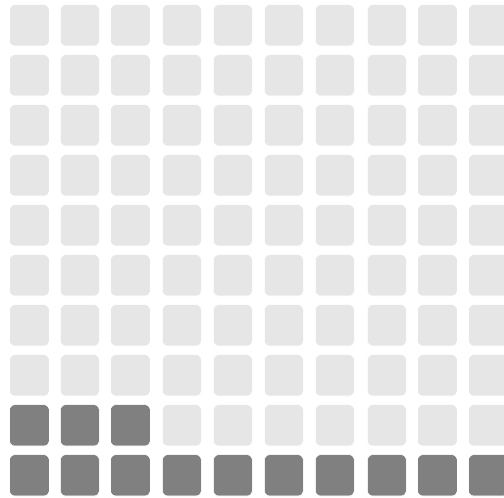


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1305; trend chart range from 267 to 354 per survey.

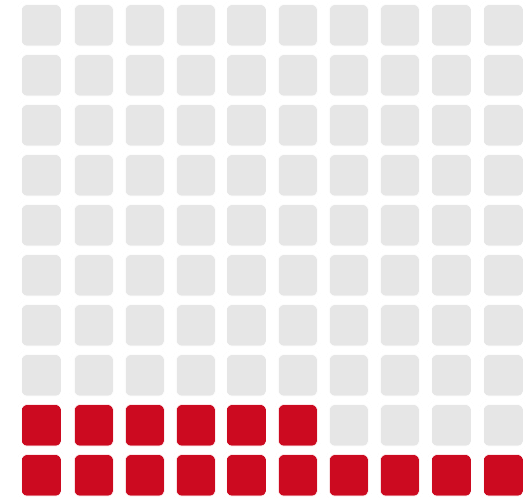
Satisfaction with level of crowding



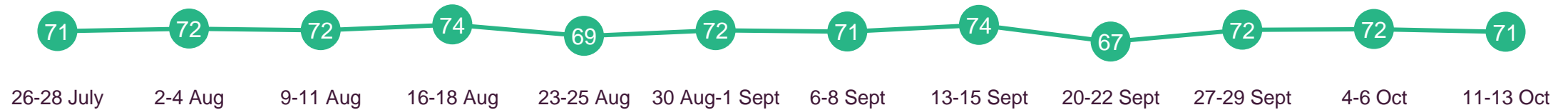
70%
satisfied



13%
neither/nor

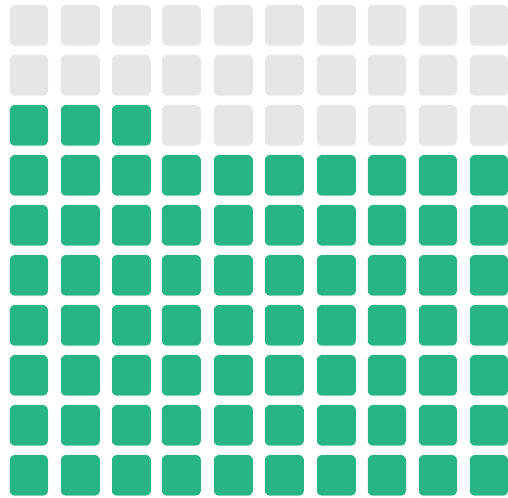


16%
dissatisfied

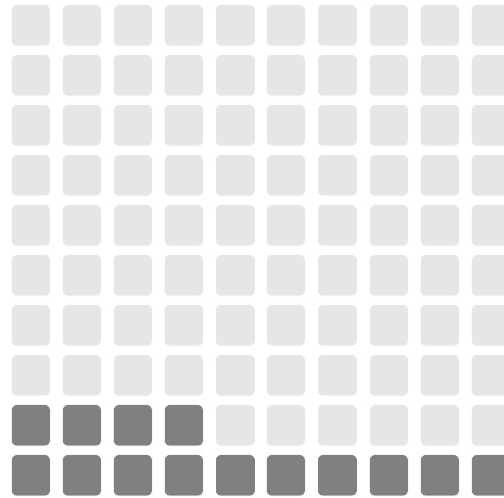


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1305; trend chart range from 267 to 354 per survey.

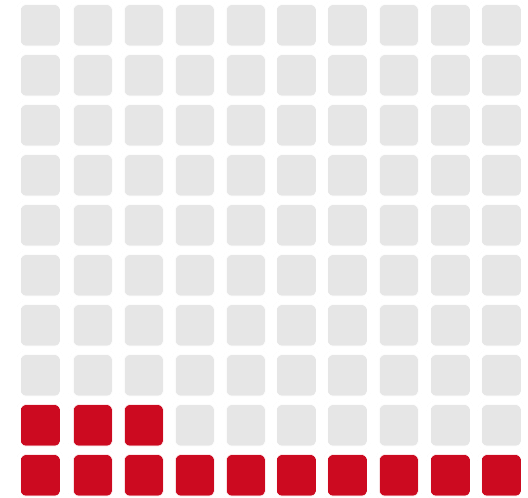
Satisfaction with frequency of trains on that route



73%
satisfied



14%
neither/nor

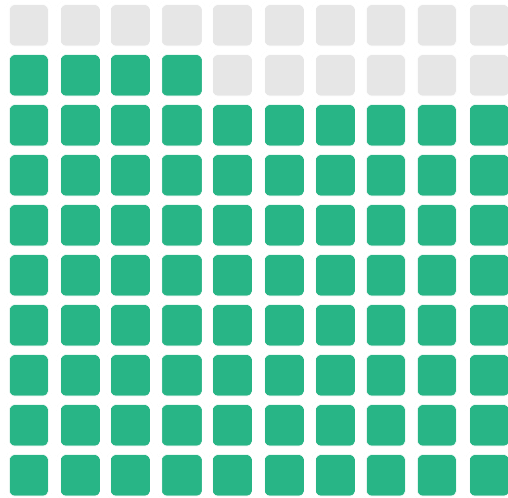


13%
dissatisfied

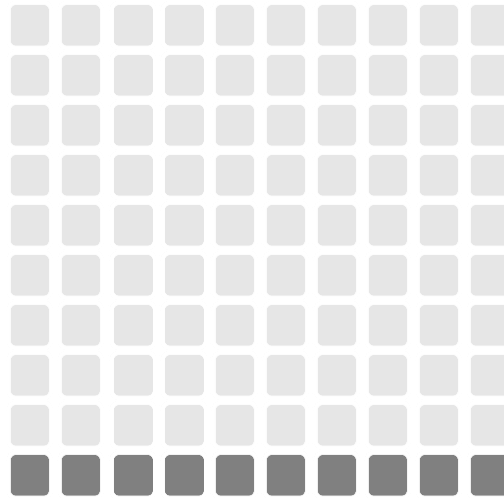


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1300; trend chart range from 267 to 354 per survey.

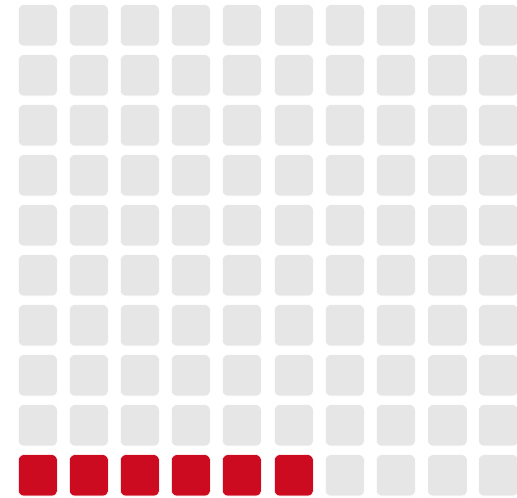
Satisfaction with scheduled journey time



84%
satisfied



10%
neither/nor

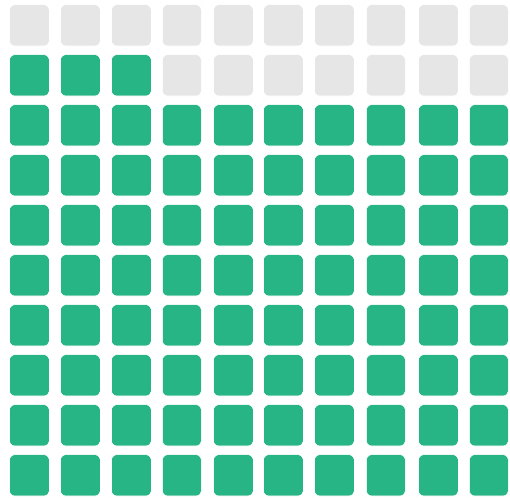


6%
dissatisfied

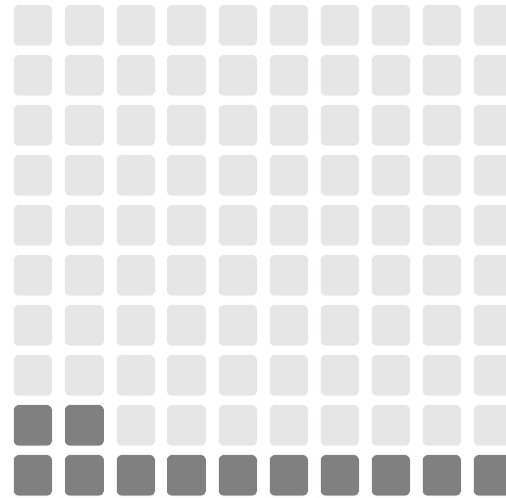


18 October 2024 report. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1303; trend chart range from 267 to 354 per survey.

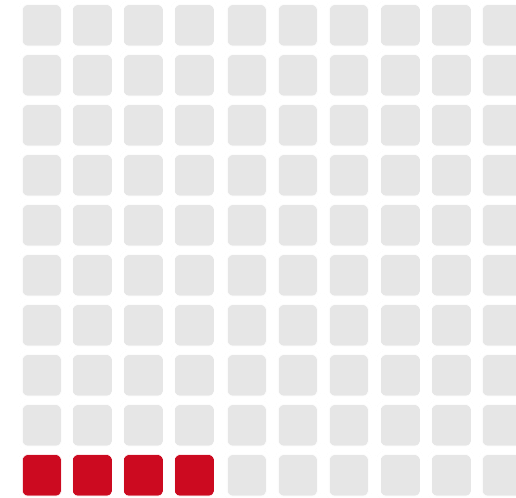
Satisfaction with personal security



83%
satisfied



12%
neither/nor

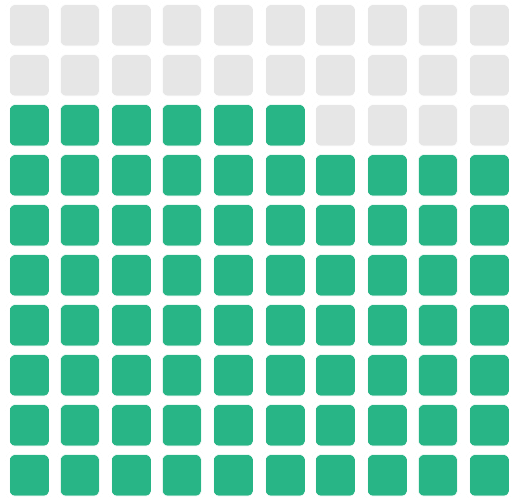


4%
dissatisfied

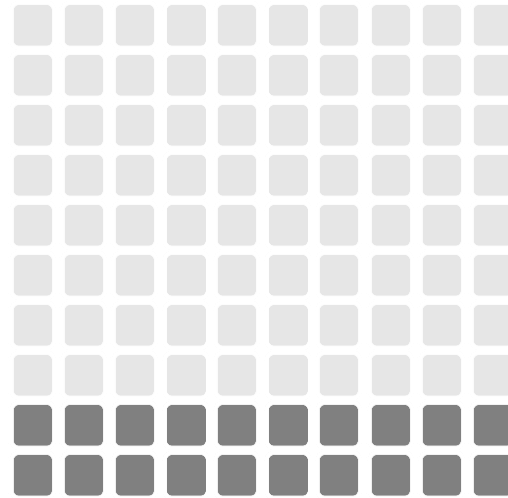


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1296; trend chart range from 265 to 350 per survey.

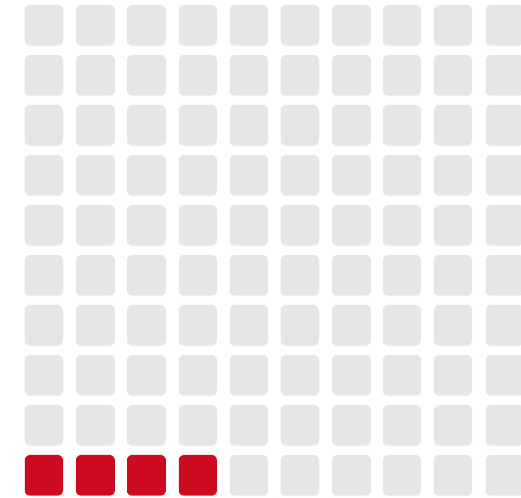
Satisfaction with helpfulness and attitude of staff



76%
satisfied



20%
neither/nor

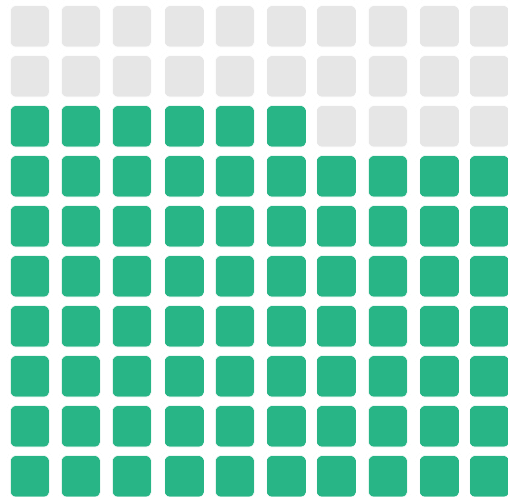


4%
dissatisfied

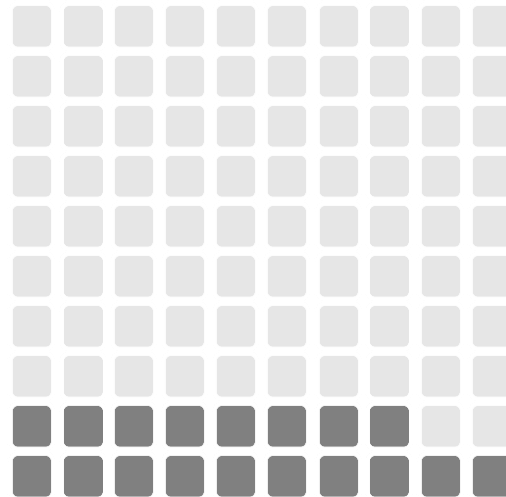


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1070; trend chart range from 215 to 282 per survey.

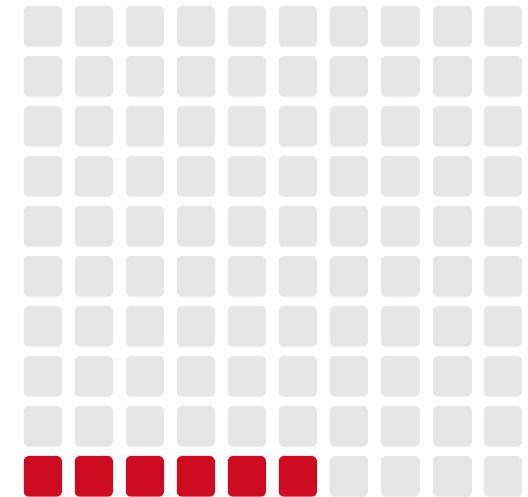
Satisfaction with information provided during the journey



76%
satisfied



18%
neither/nor

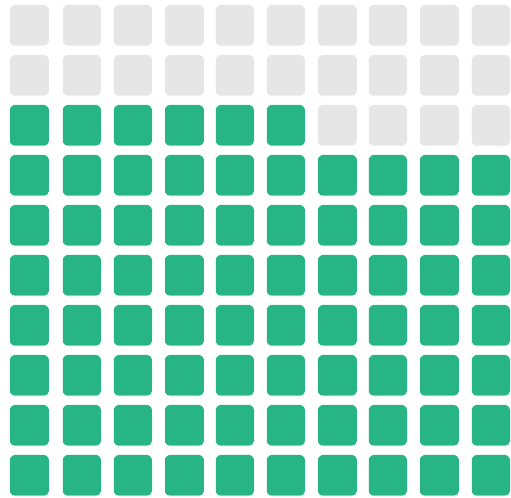


6%
dissatisfied

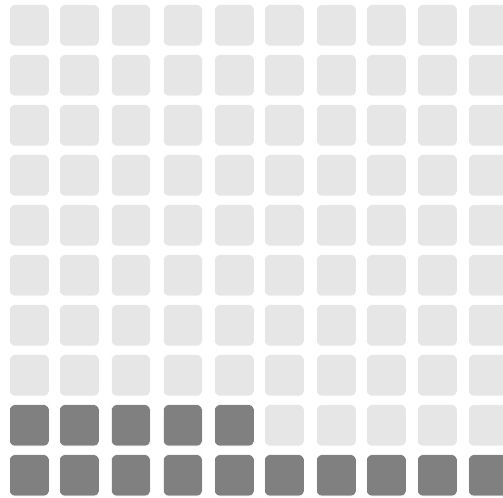


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1263; trend chart range from 253 to 340 per survey.

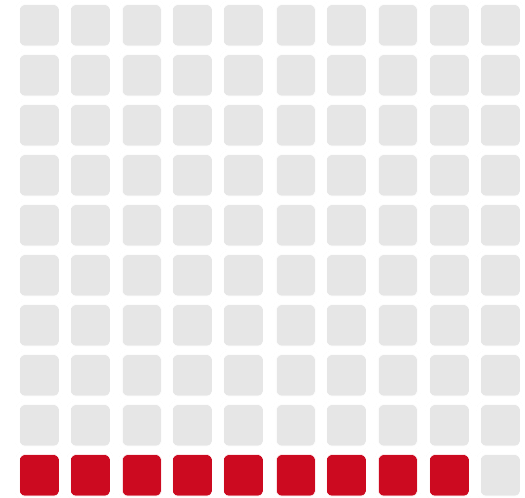
Satisfaction with comfort of the seats



76%
satisfied



15%
neither/nor

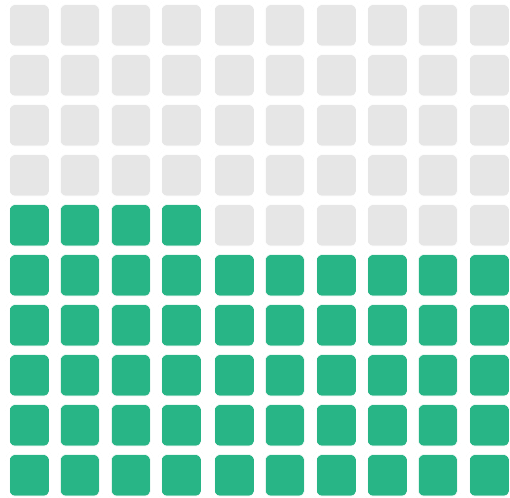


9%
dissatisfied

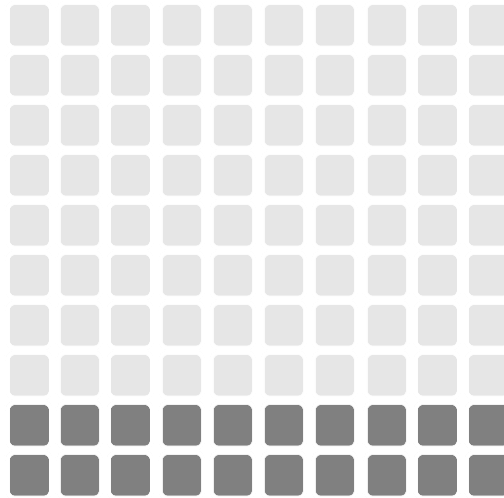


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1275; trend chart range from 257 to 346 per survey.

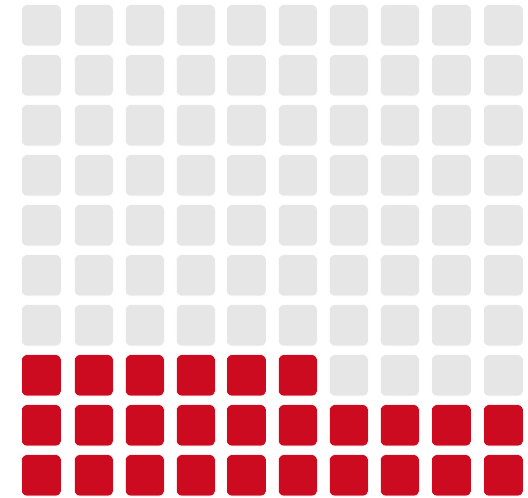
Satisfaction with reliability of the internet



54%
satisfied



20%
neither/nor

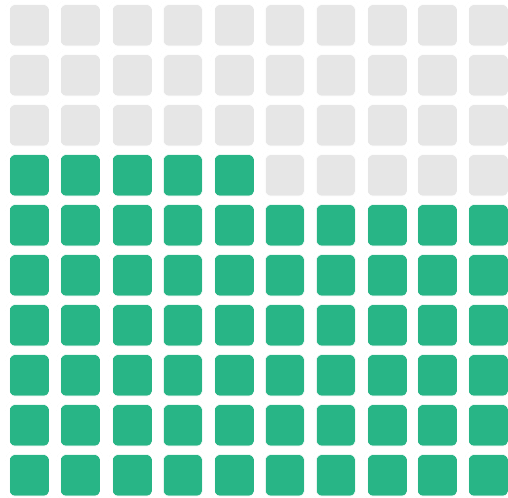


26%
dissatisfied

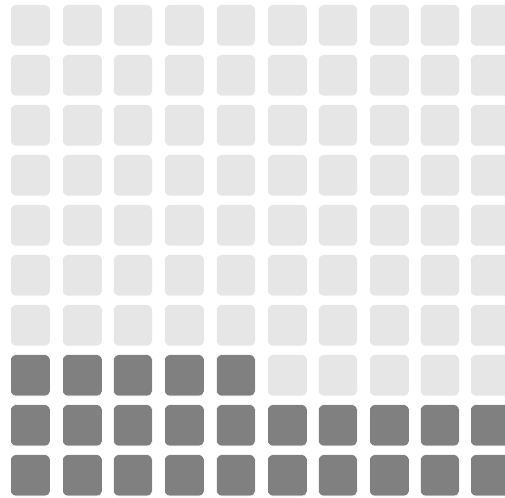


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1004; trend chart range from 195 to 275 per survey.

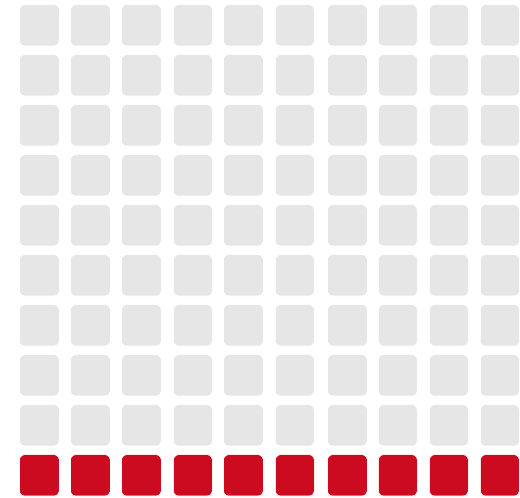
Satisfaction with information on how busy the train was before travelling



65%
satisfied



25%
neither/nor

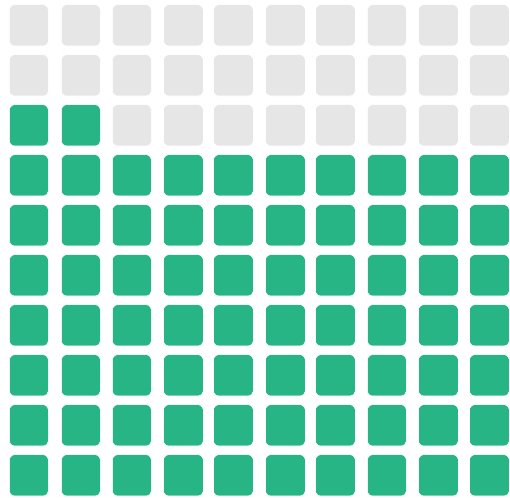


10%
dissatisfied

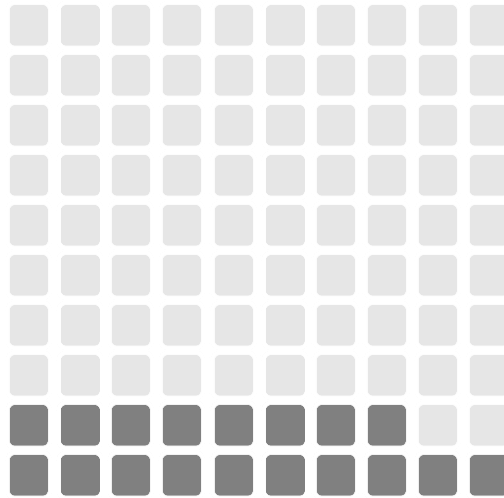


18 October 2024 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1118; trend chart range from 224 to 303 per survey.

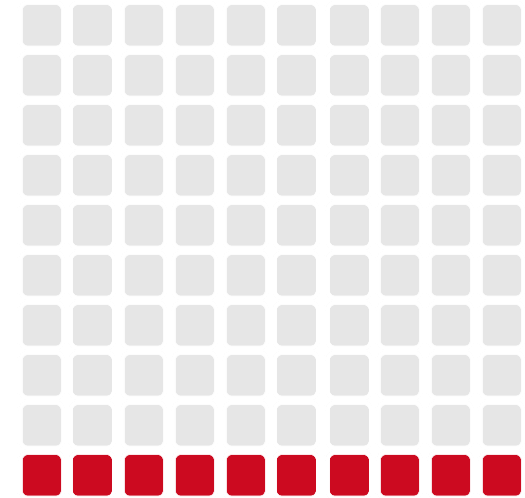
Satisfaction with other passengers' behaviour



72%
satisfied



18%
neither/nor



10%
dissatisfied



18 October 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 1300; trend chart range from 264 to 351 per survey.

What rail passengers are saying...



Train was late, dirty, uncomfortable, Wi-Fi didn't work, cost too much, and the same is true of every train on that service.

Fairly dissatisfied, South Western Railway passenger

Train was on time and fairly clean. By putting only 5 coach trains on meant it was overcrowded on outward journey. Homeward was easier as 10 coaches. Otherwise, both trains ran to time.

Fairly satisfied, Greater Anglia passenger

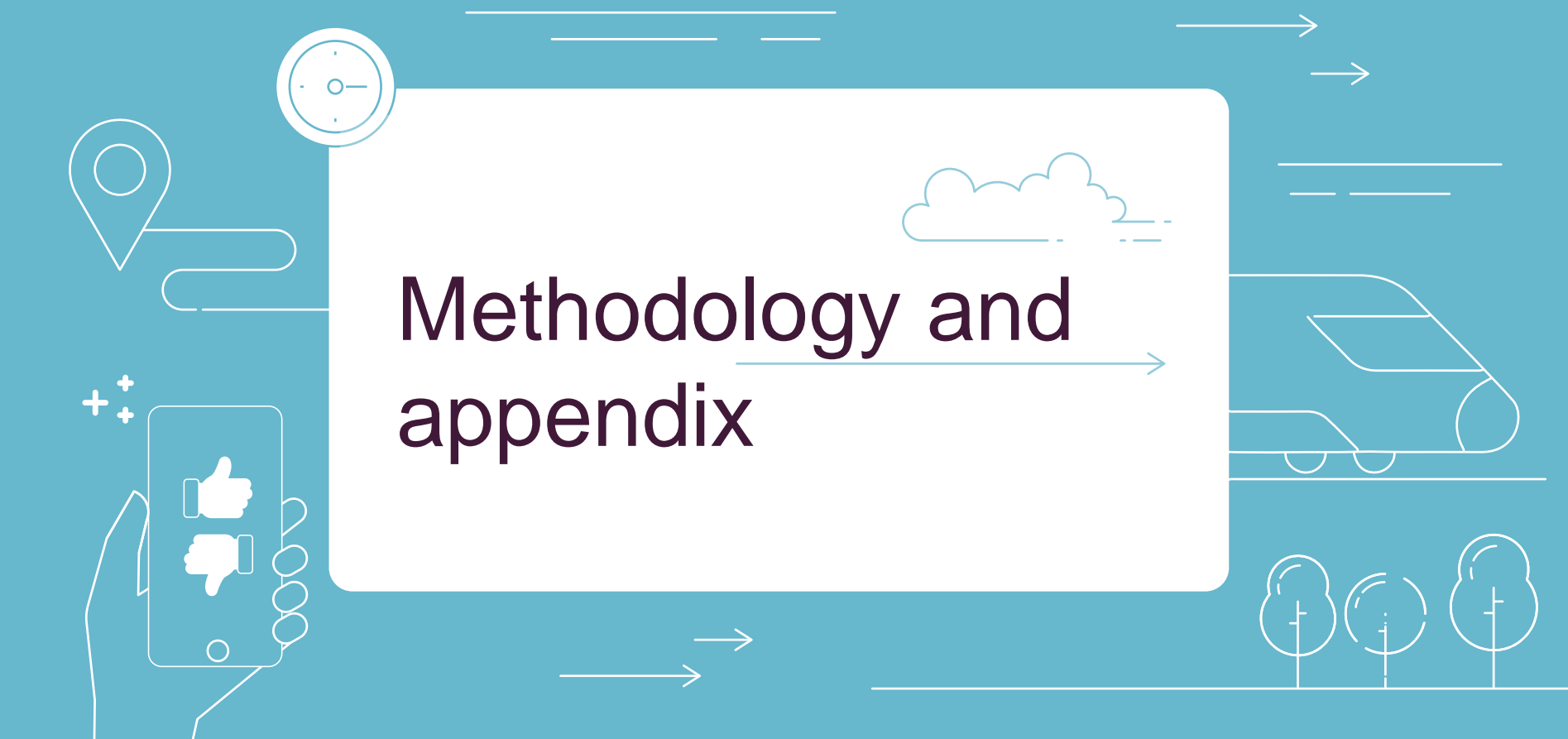


I felt the journey went smoothly and as predicted. It was punctual and on time. Staff were visible and generally quite attentive and assisted passengers as necessary, which was reassuring to see.

Very satisfied, SouthEastern passenger

The train was stuck due to flooding and the information provided to passengers was atrocious. It was genuinely the worst train journey of my life. I had to stay in a hotel overnight as the train didn't finish its journey and Chiltern have not yet reimbursed me and are very non-responsive on email.

Very dissatisfied, Chiltern 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.

18 October 2024 report.

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 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
Wave 124	20-22 Sept	332
Wave 125	27-29 Sept	354
Wave 126	4-6 Oct	313
Wave 126	11-13 Oct	307

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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