

19 May 2023

Edition 14

# 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.

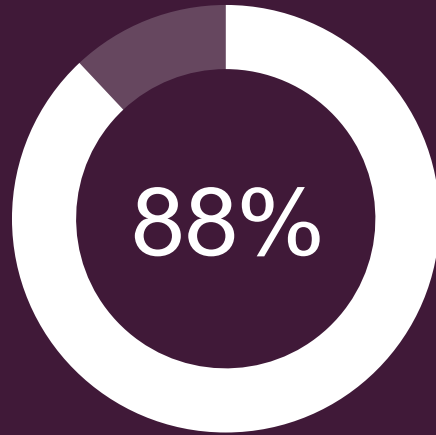
For those that have used rail, the survey asks about their journey purpose and how satisfied they were with their overall journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 250 people.

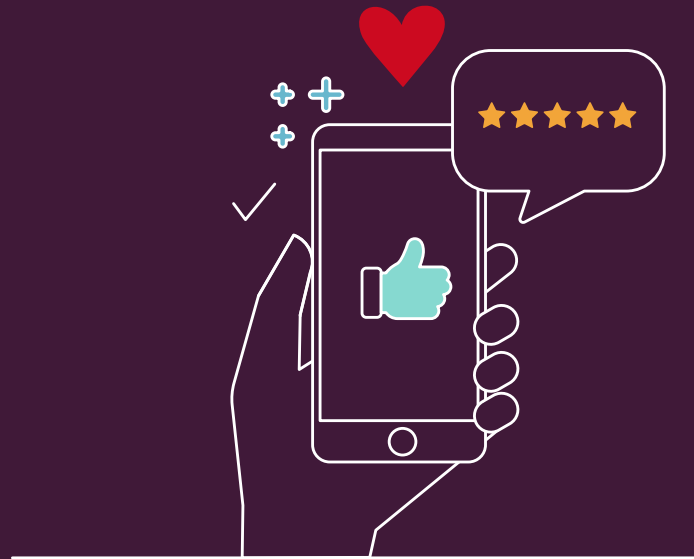
We survey passengers every other weekend and report results every four weeks, combining two survey waves. Further details on how we carried out this survey are available on page 31.

This survey is also used to produce a report every six months showing satisfaction for each train operating company (where sample size allows).

# Rail headlines



88% of rail passengers were satisfied with their journey overall

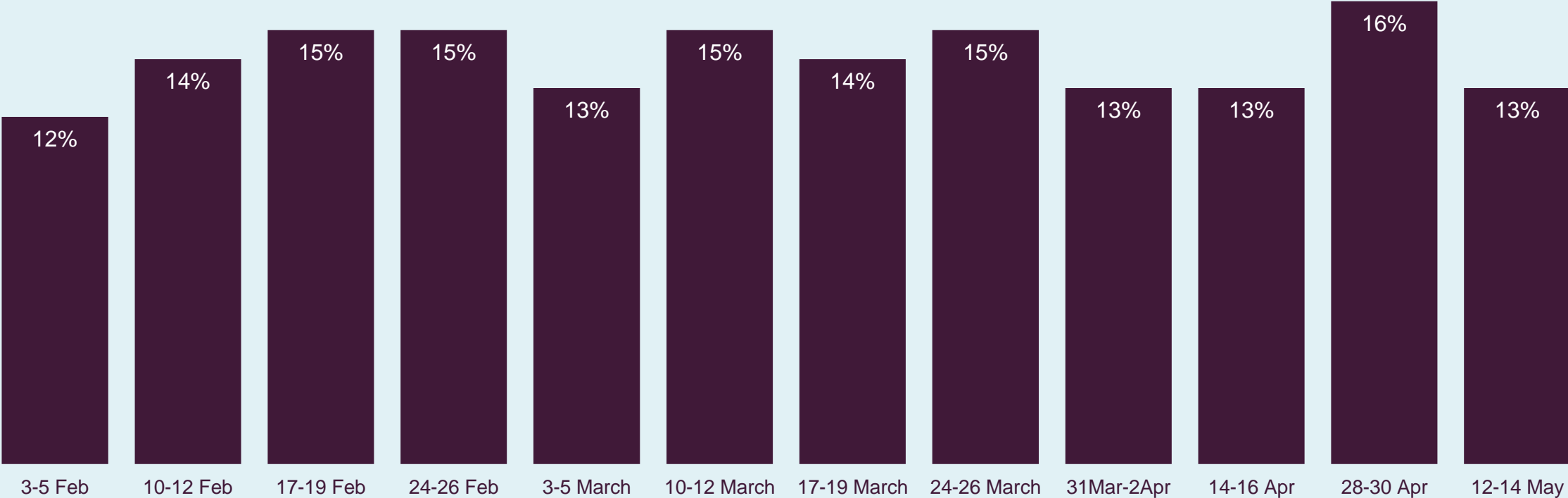


Satisfaction with frequency of trains is up to 76% from 71%.

# Rail usage levels



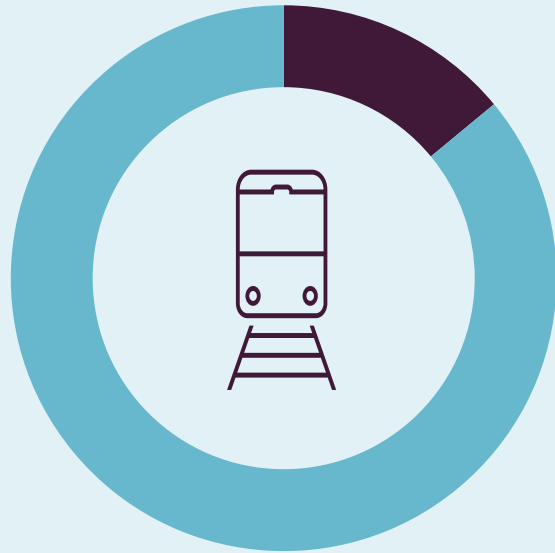
# Proportion using rail in last seven days over time



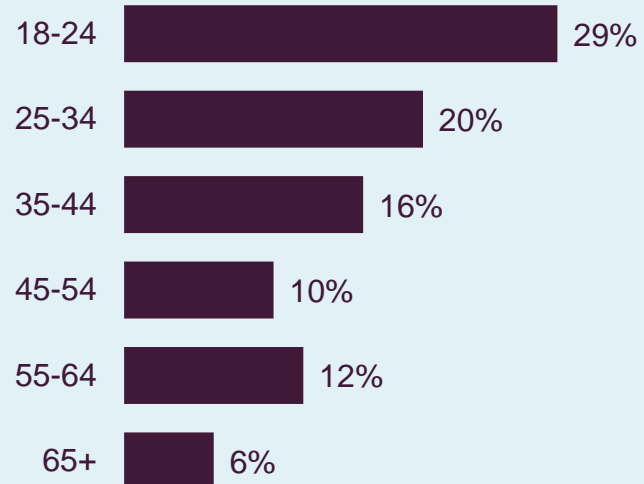
19 May 2023 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

# Proportion using rail in the last seven days

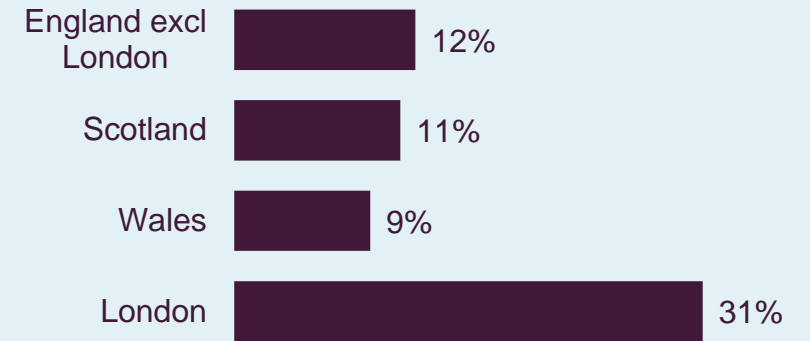
## All Great Britain



## Age



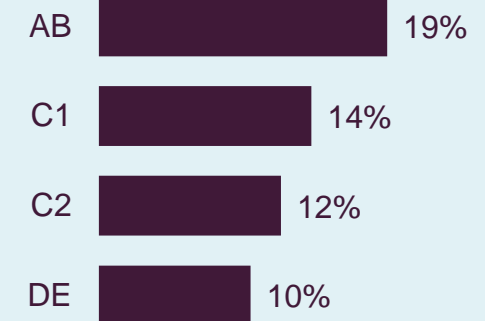
## Region



## Gender



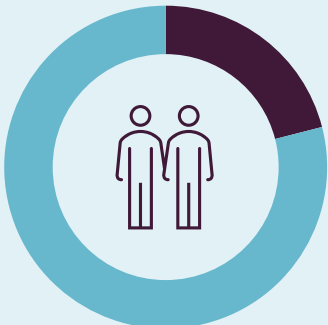
## Social grade



# Main purpose of rail journey



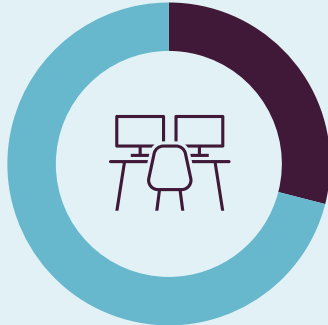
Leisure/eating out/non-essential shopping  
**27%**



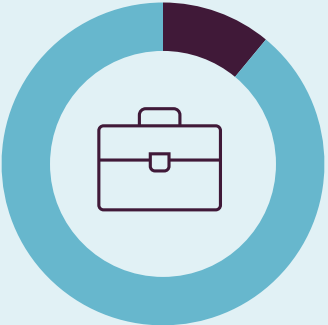
Friends/family  
**21%**



Essential shopping  
**5%**



Commuting  
**29%**



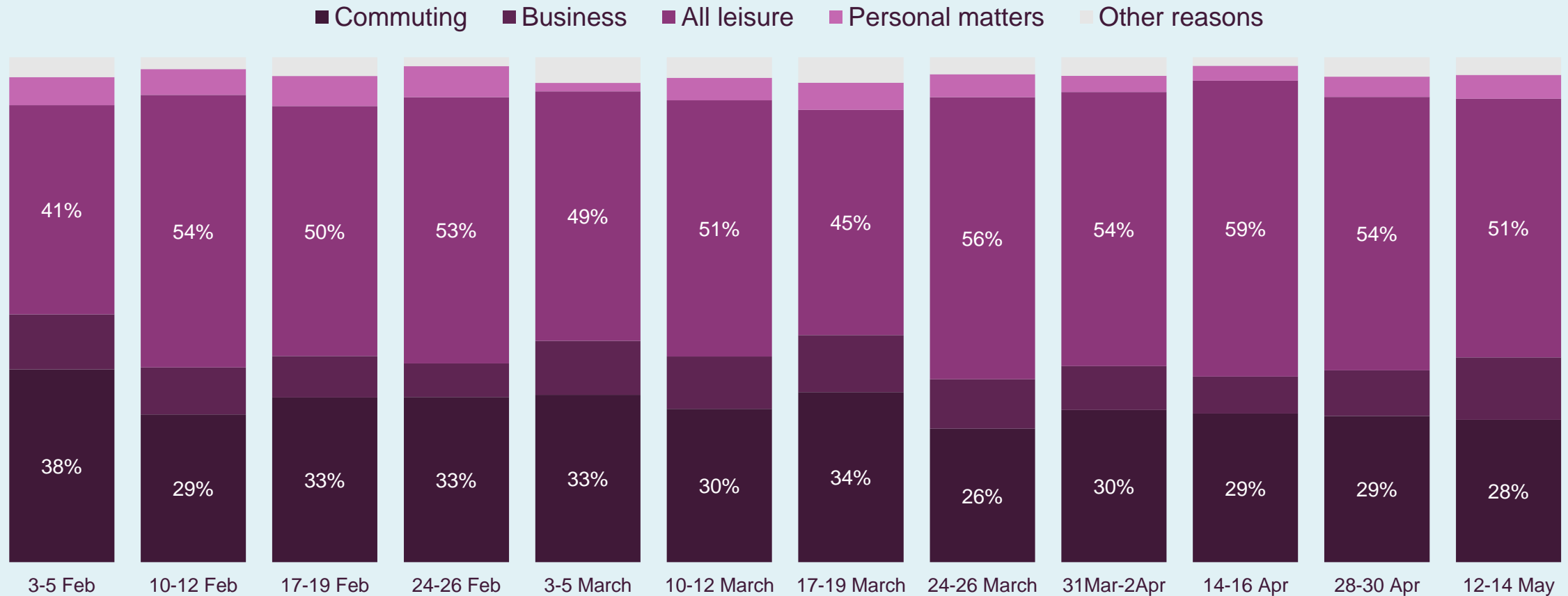
Work travel  
**11%**



Personal matters  
**4%**

19 May 2023 report. Charts are based on the most recent train journey made within seven days of being surveyed and show the average of the two surveys conducted in the last four weeks. Base size: all rail users - 587. 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



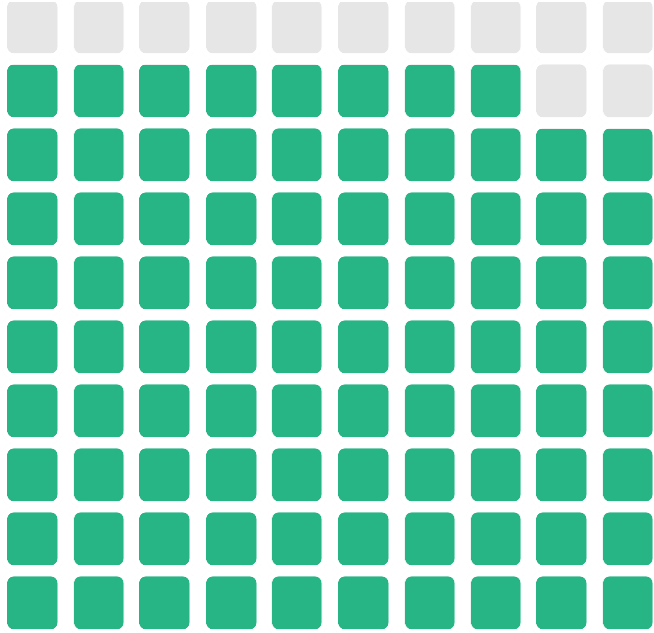
19 May 2023 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 281 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and, friends/family.



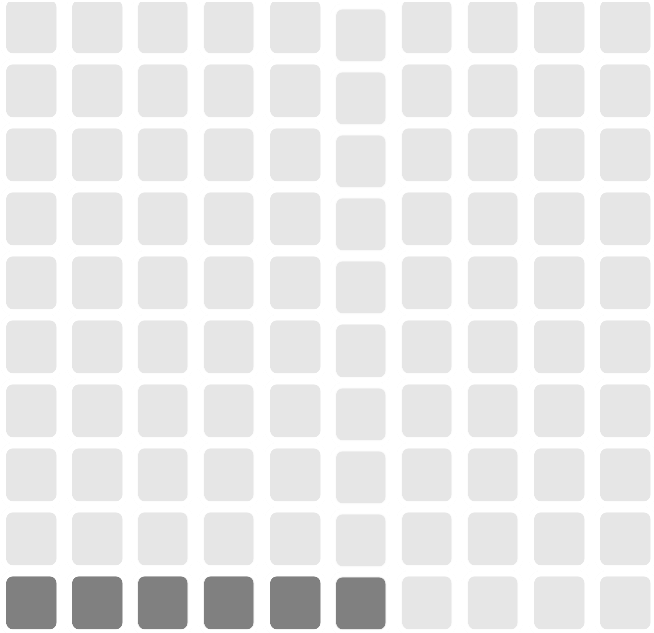
# Rail satisfaction



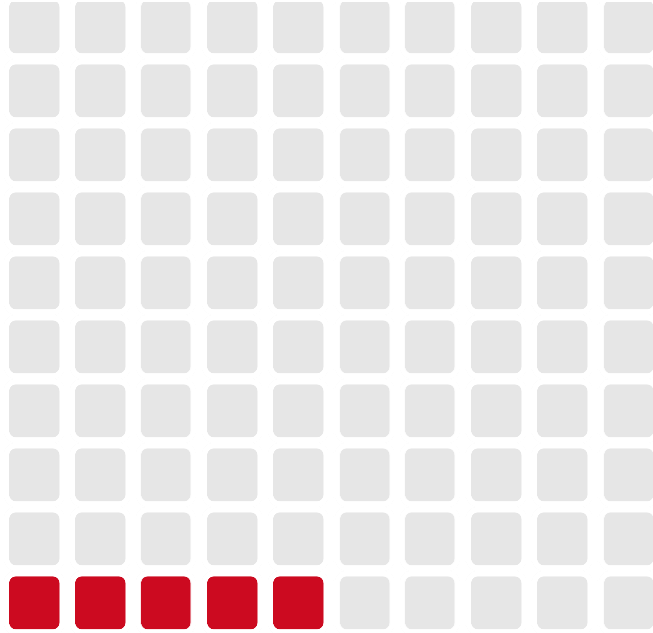
# Overall satisfaction with rail journey



88%  
satisfied



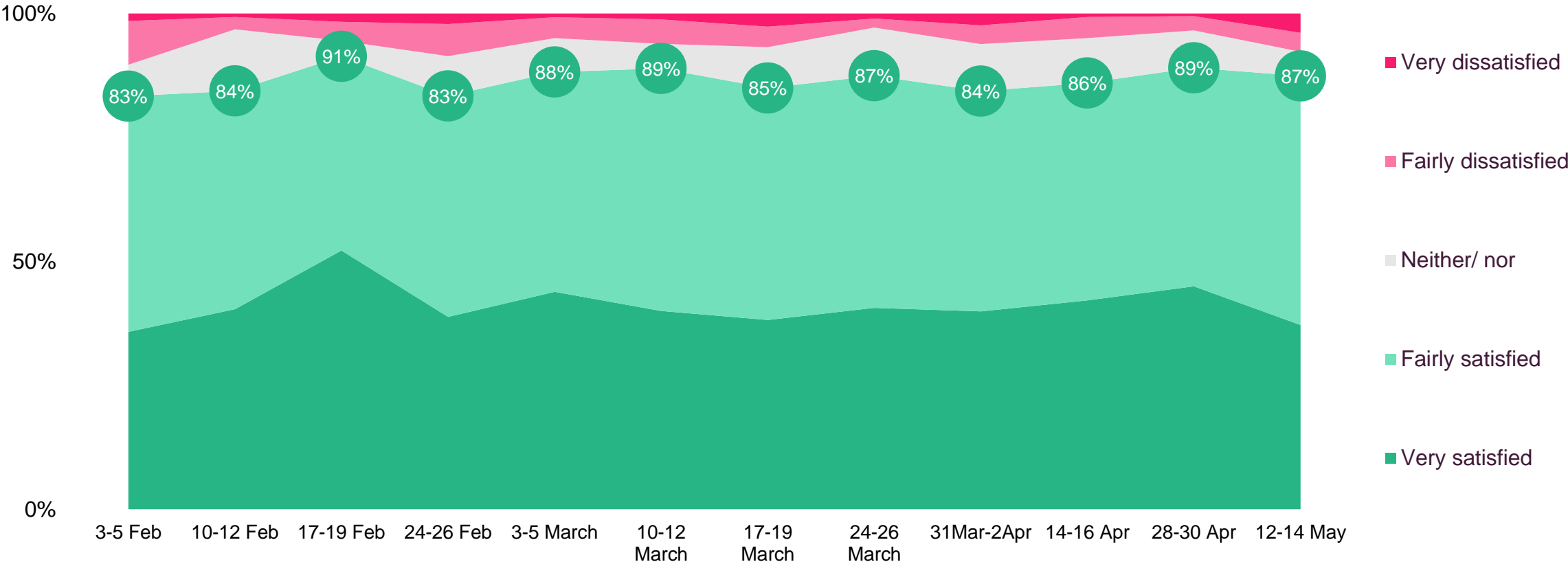
6%  
neither/nor



5%  
dissatisfied

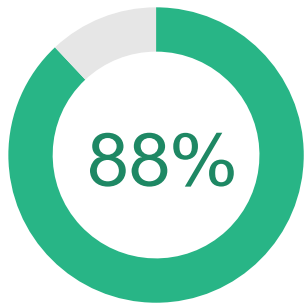
19 May 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base size: 589.

# Overall satisfaction with rail journey

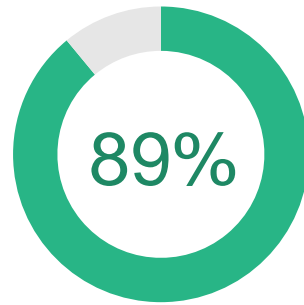


19 May 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 239 to 313 per survey.

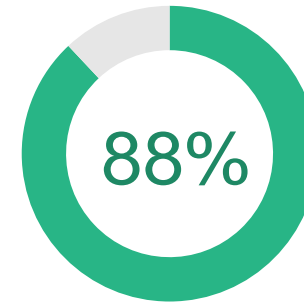
# Overall satisfaction by journey purpose, sex and age



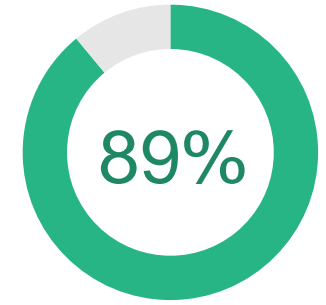
Commute



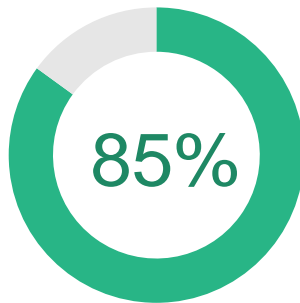
All leisure



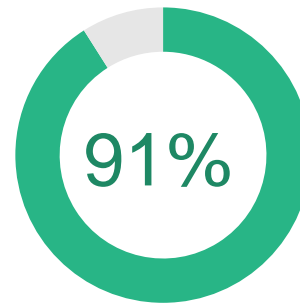
Men



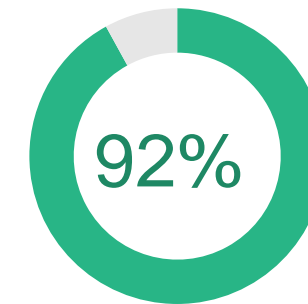
Women



Aged 18-34



Aged 35-54

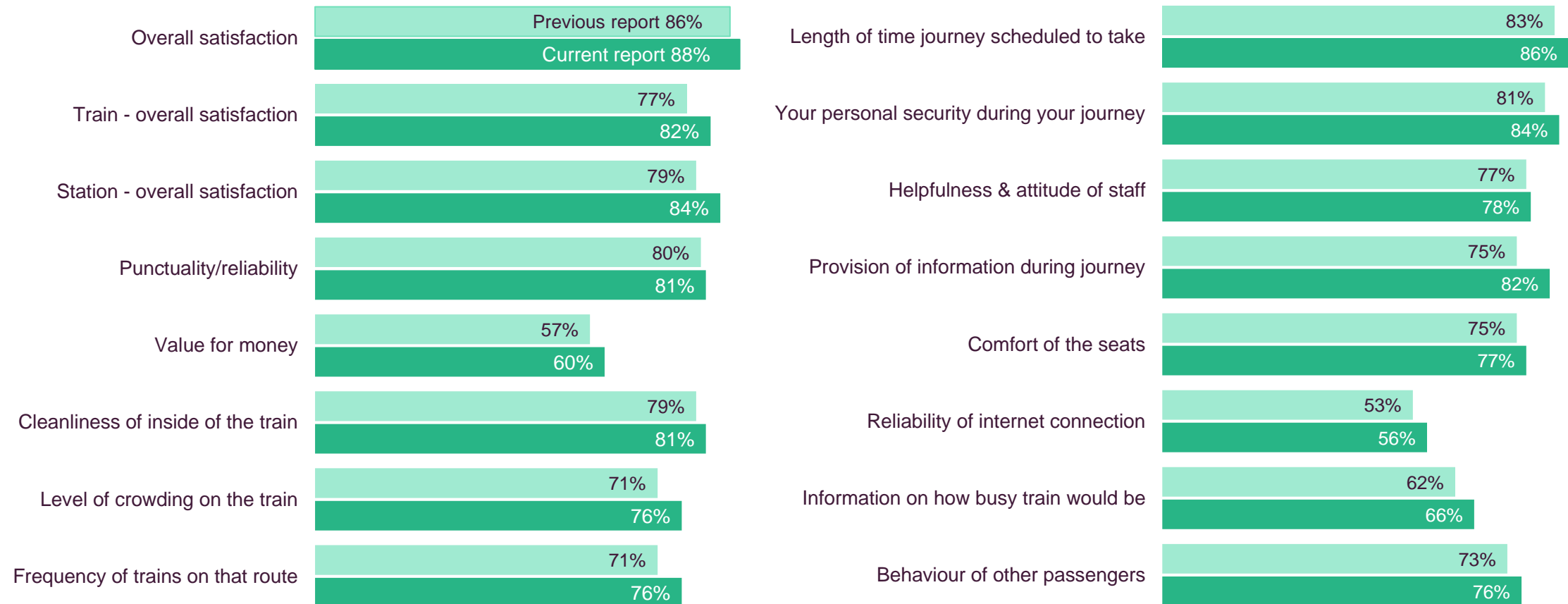


Aged 55 and over

19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show average of the two surveys conducted in the last four weeks. Base sizes vary by chart ranging between 167 and 326. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

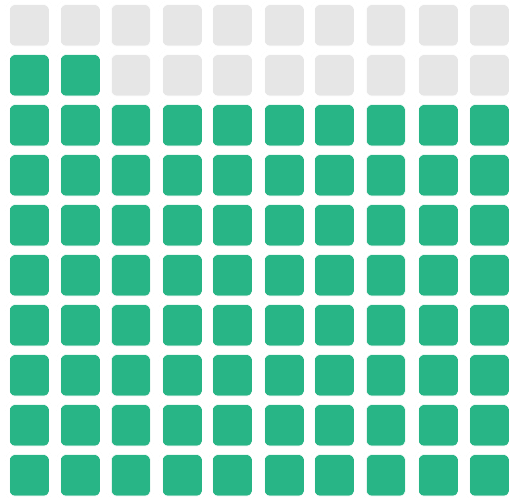
**Satisfaction with aspects of rail journey**

# Change in satisfaction levels since last report

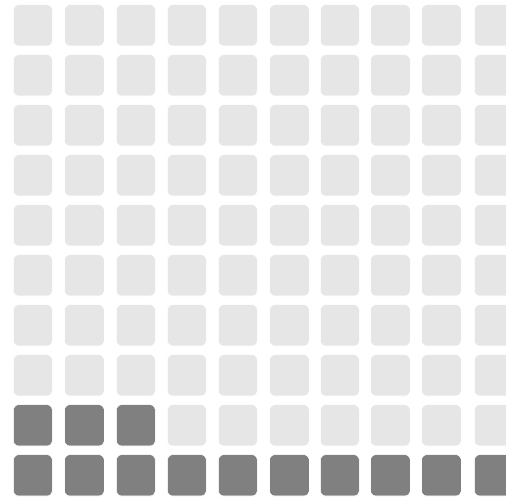


19 May 2023 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The current satisfaction values are the average of the two surveys conducted in the last four weeks; the 'previous report' values are the average of the three surveys conducted in the previous four weeks. Base sizes per aspect vary; current report from 438 to 509, previous report from 591 to 817.

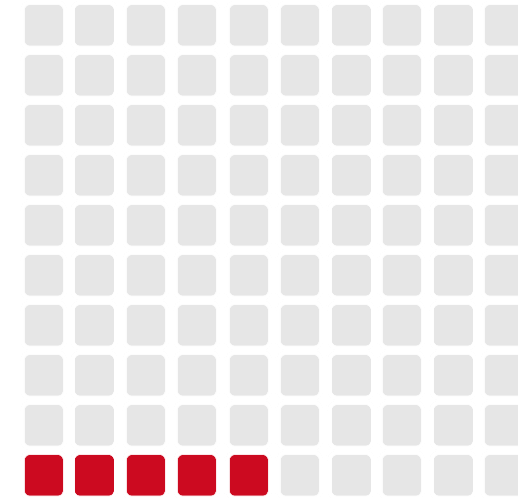
# Satisfaction with the train overall



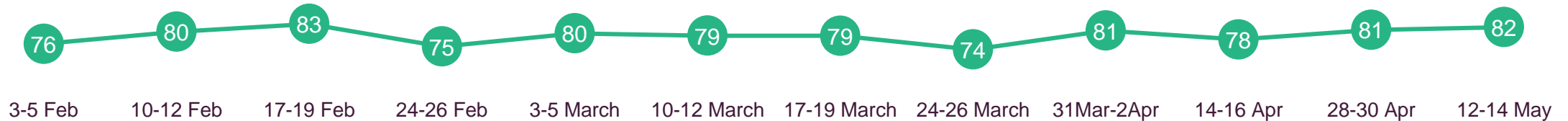
82%  
satisfied



13%  
neither/nor

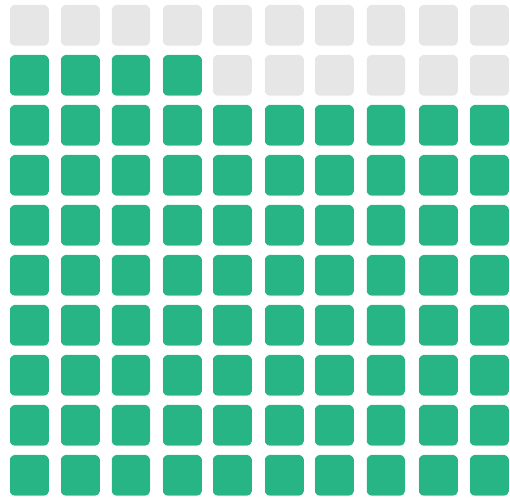


5%  
dissatisfied

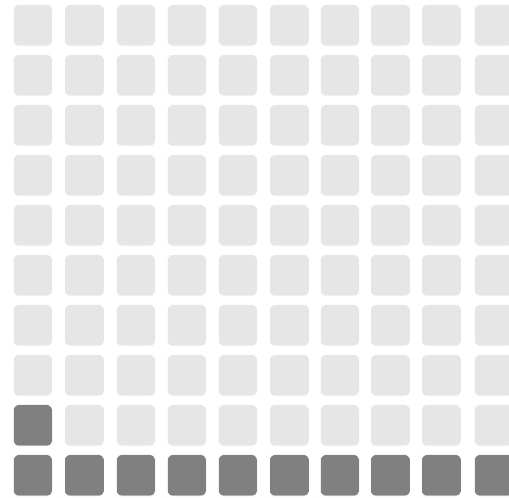


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 586; trend chart range from 239 to 312 per survey.

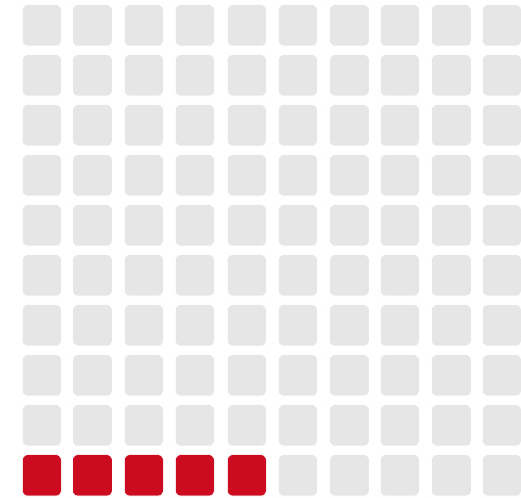
# Satisfaction with the station



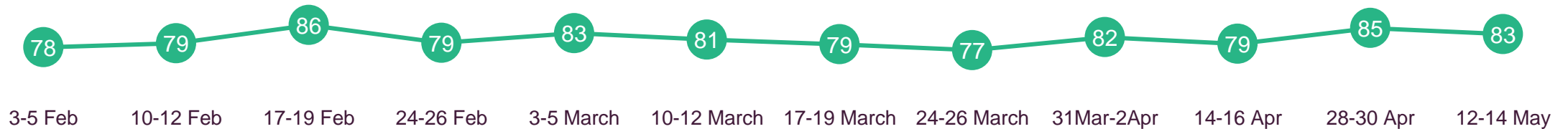
84%  
satisfied



11%  
neither/nor



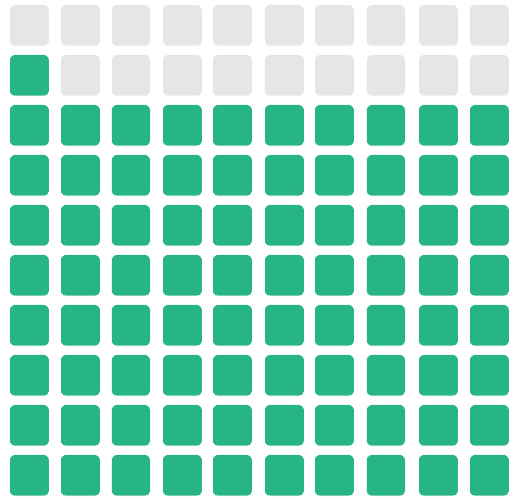
5%  
dissatisfied



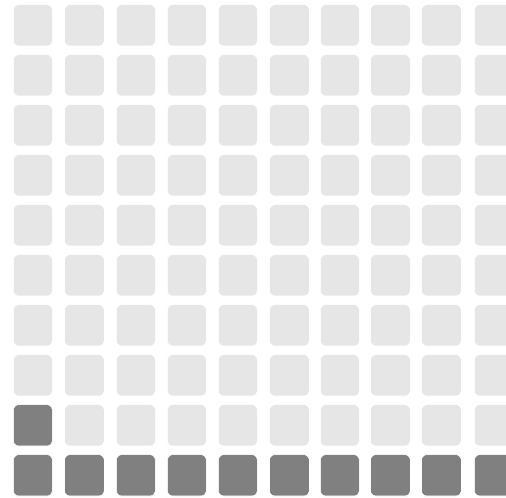
19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 586 trend chart range from 239 to 311 per survey.



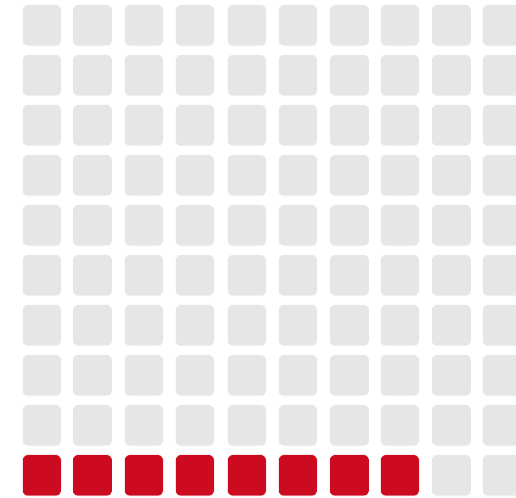
# Satisfaction with punctuality/reliability



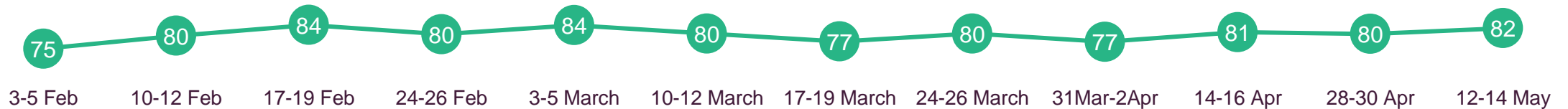
81%  
satisfied



11%  
neither/nor

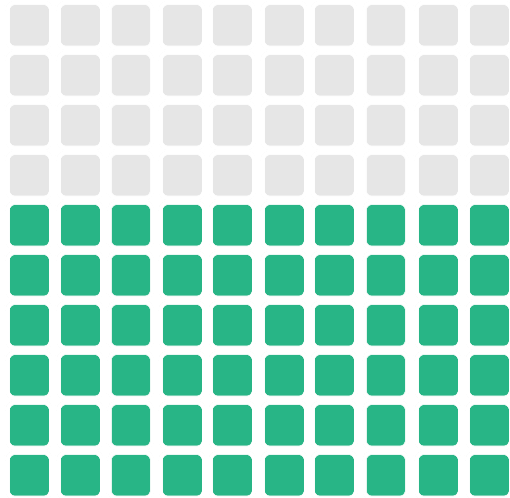


8%  
dissatisfied

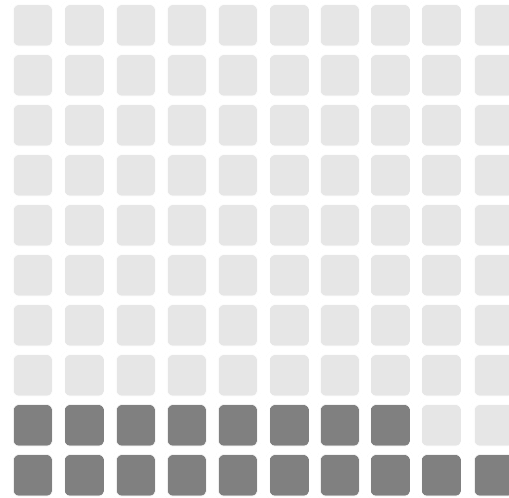


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 587; trend chart range from 238 to 312 per survey.

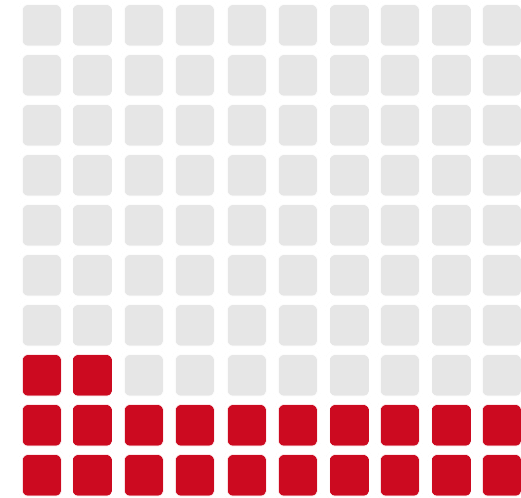
# Satisfaction with value for money



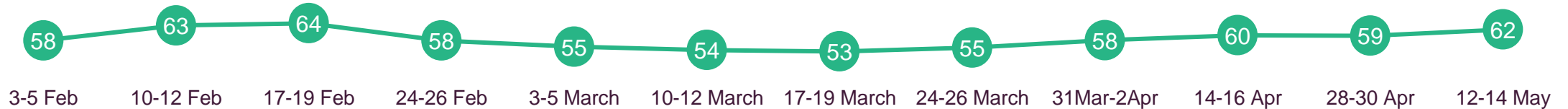
60%  
satisfied



18%  
neither/nor

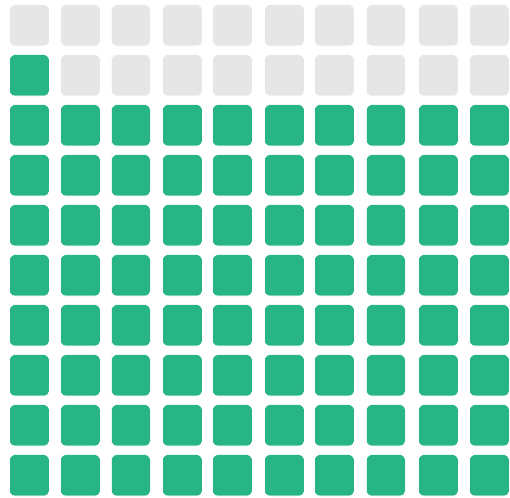


22%  
dissatisfied

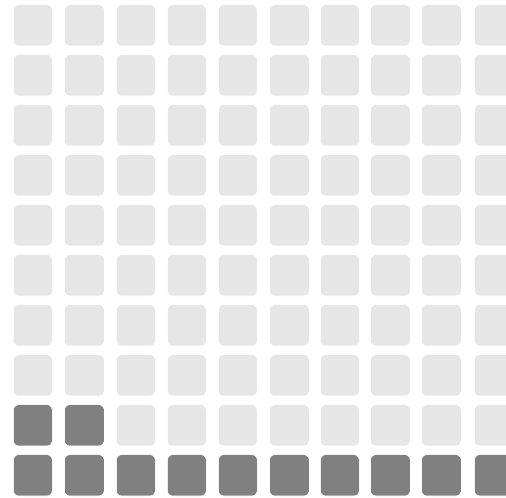


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 574; trend chart range from 231 to 301 per survey.

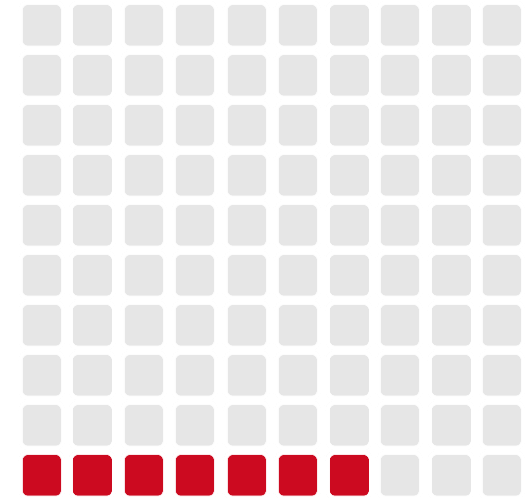
# Satisfaction with cleanliness of the inside of the train



81%  
satisfied



12%  
neither/nor

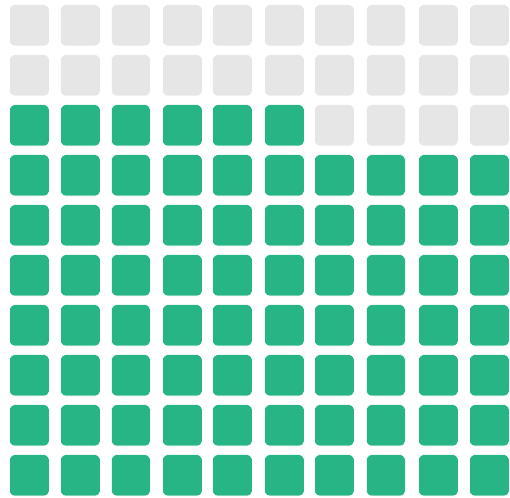


7%  
dissatisfied

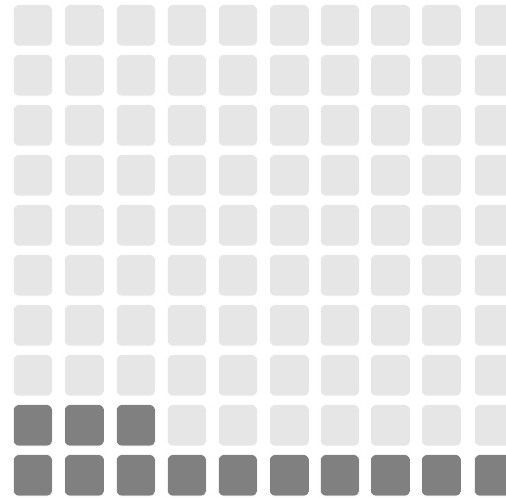


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 585; trend chart range from 238 to 311 per survey.

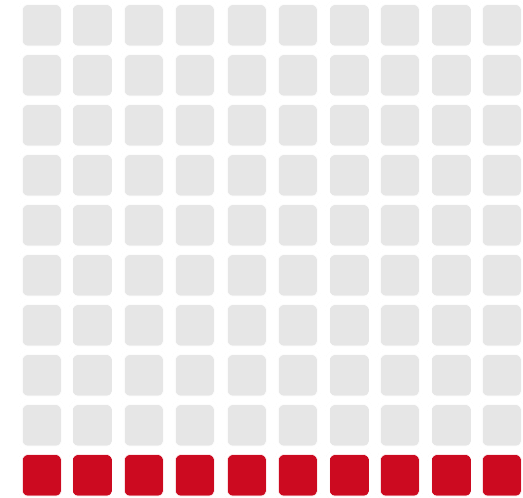
# Satisfaction with level of crowding



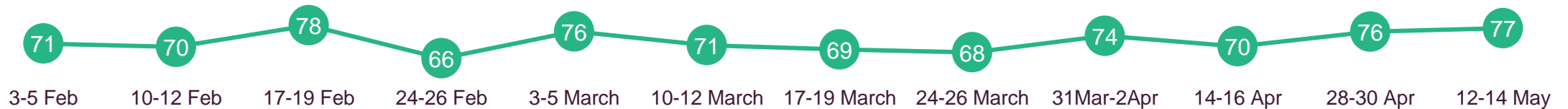
76%  
satisfied



13%  
neither/nor

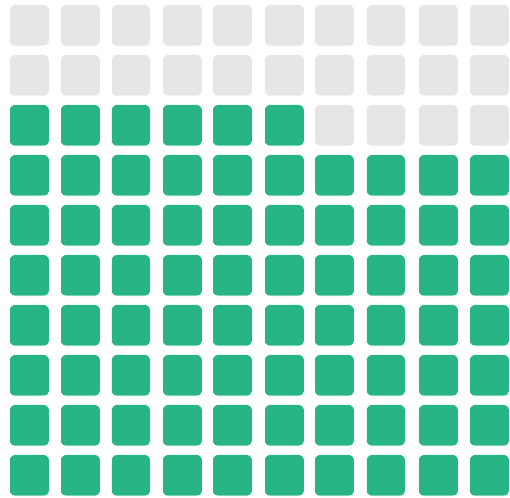


10%  
dissatisfied

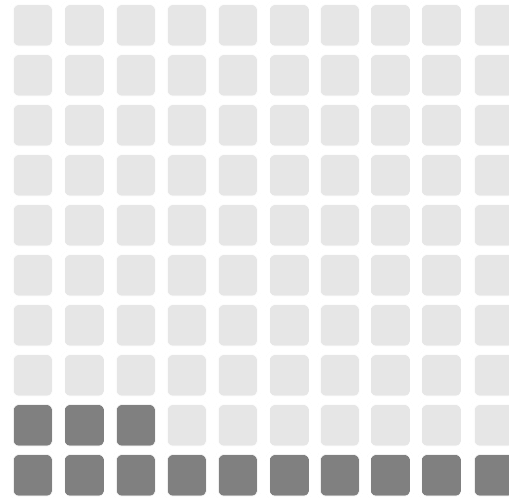


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 583; trend chart range from 237 to 310 per survey.

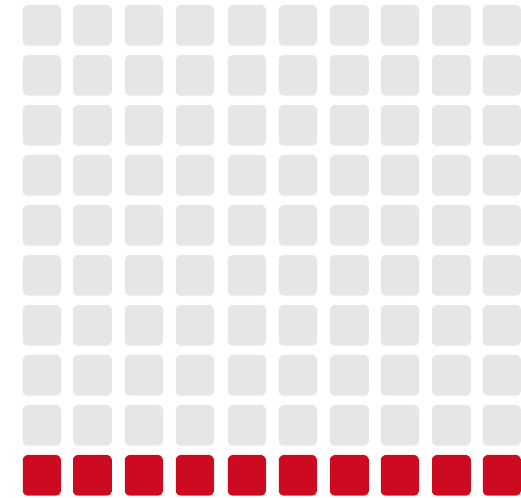
# Satisfaction with frequency of trains on that route



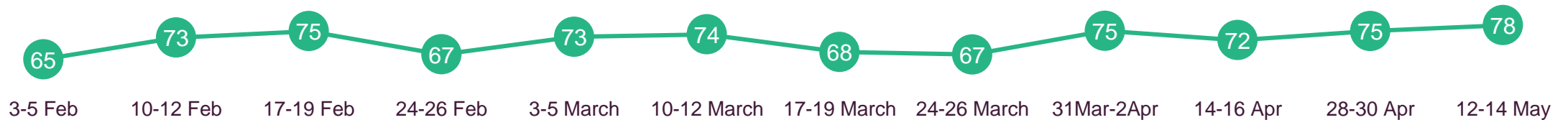
76%  
satisfied



13%  
neither/nor

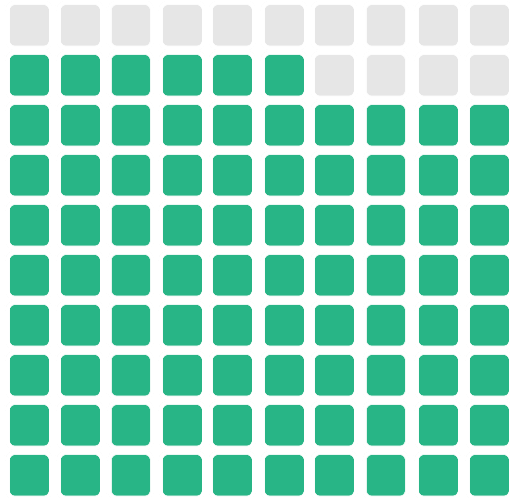


10%  
dissatisfied

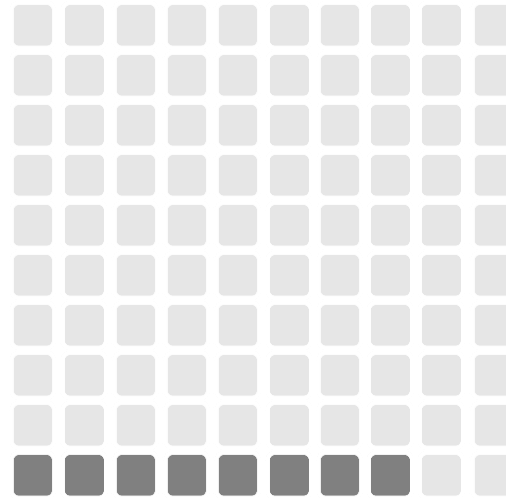


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 583; trend chart range from 236 to 311 per survey.

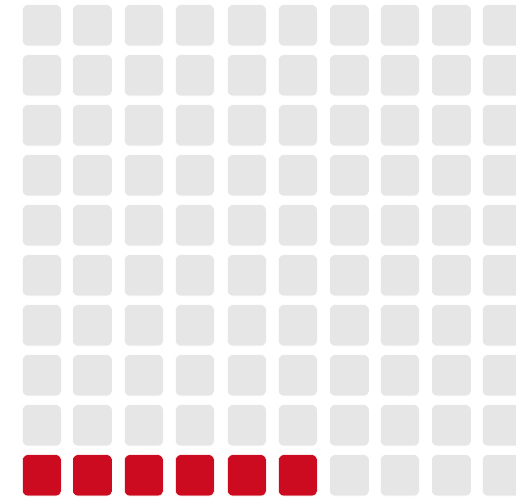
# Satisfaction with scheduled journey time



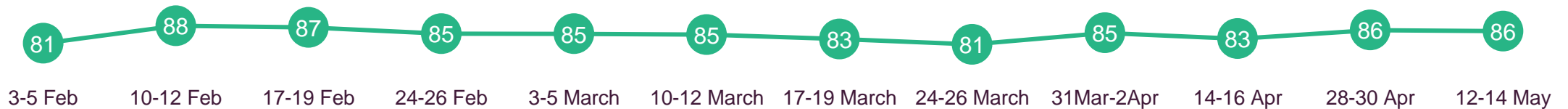
86%  
satisfied



8%  
neither/nor

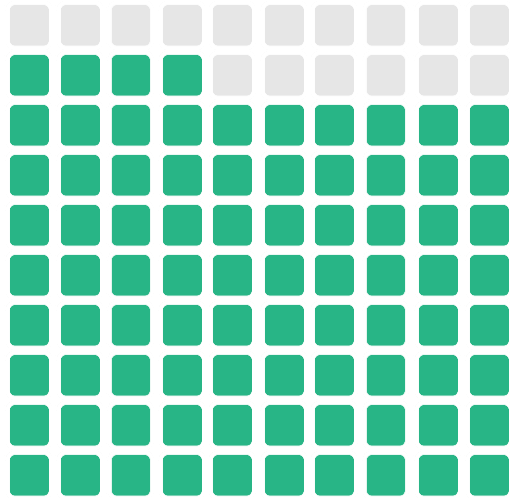


6%  
dissatisfied

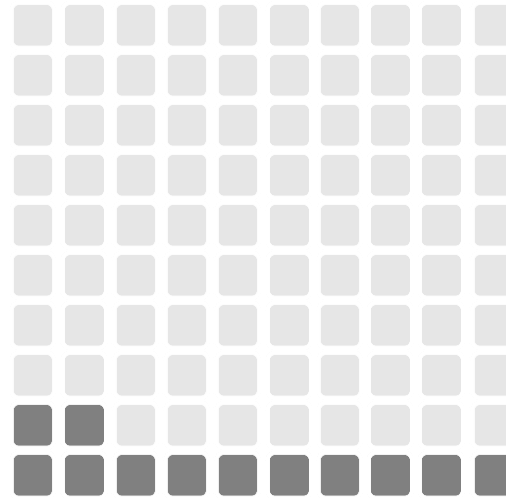


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 587; trend chart range from 239 to 312 per survey.

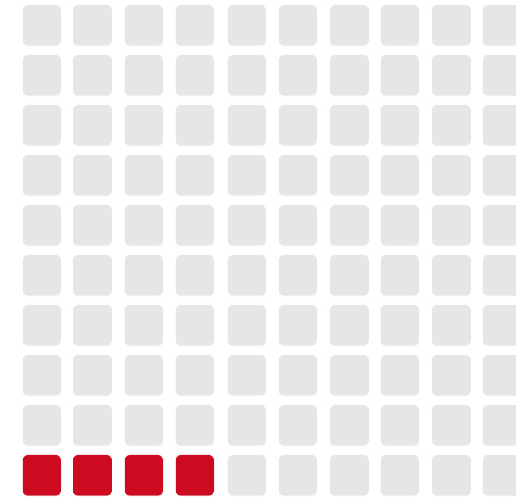
# Satisfaction with personal security



84%  
satisfied



12%  
neither/nor

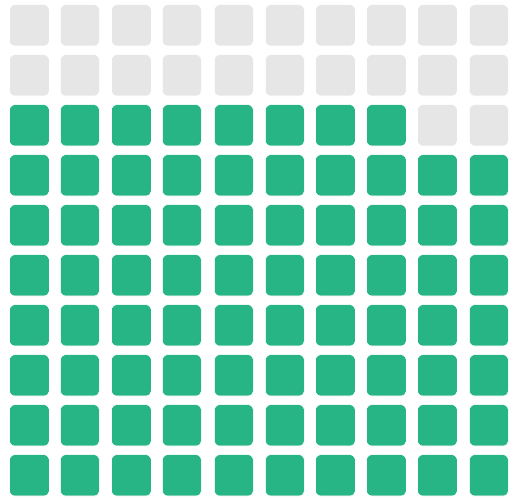


4%  
dissatisfied

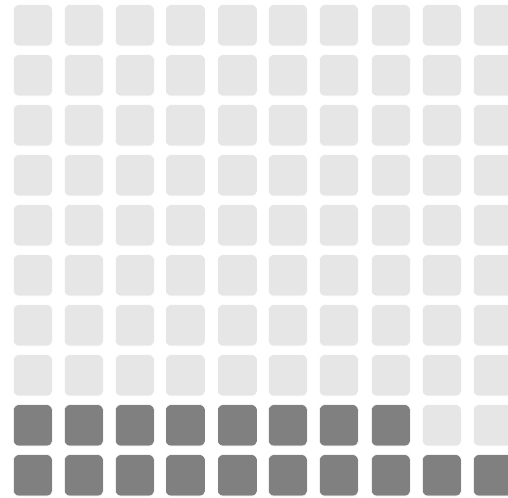


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 582 trend chart range from 238 to 308 per survey.

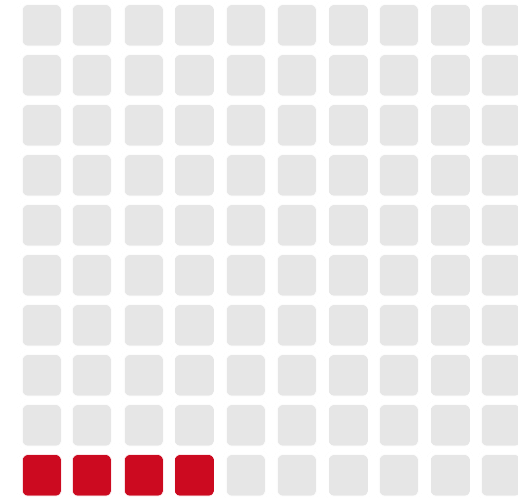
# Satisfaction with helpfulness and attitude of staff



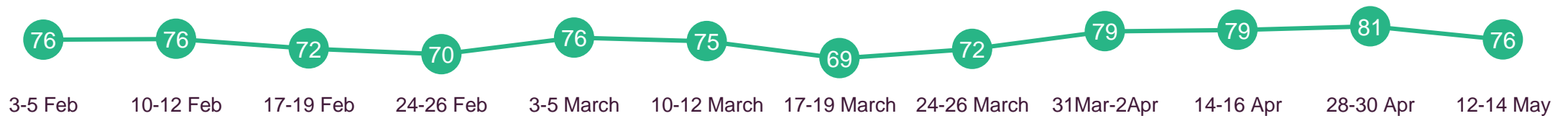
78%  
satisfied



18%  
neither/nor



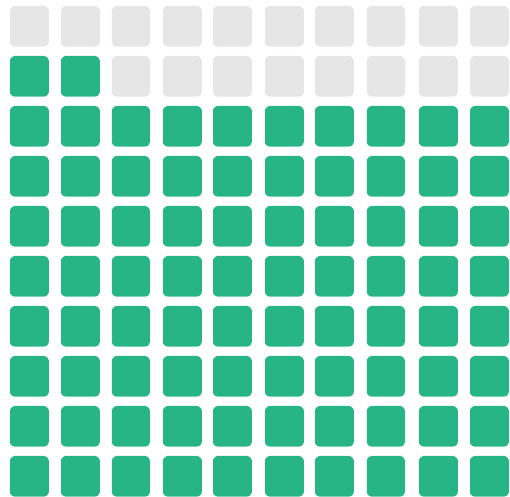
4%  
dissatisfied



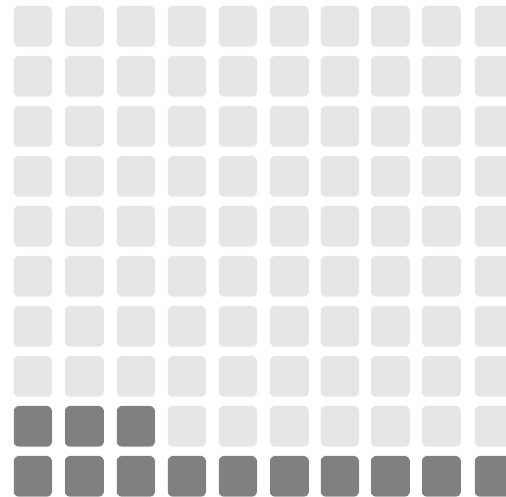
19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 489; trend chart range from 183 to 253 per survey.



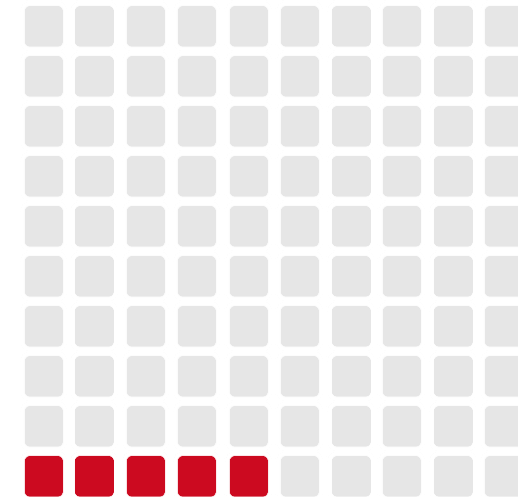
# Satisfaction with information provided during the journey



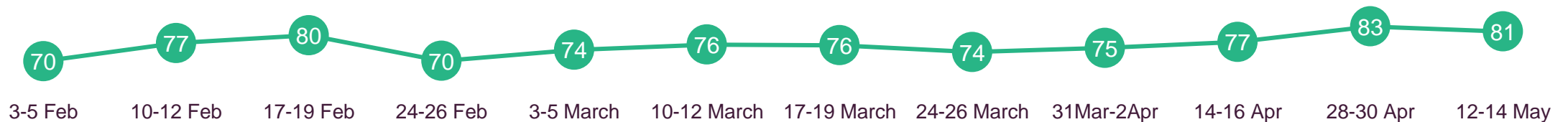
82%  
satisfied



13%  
neither/nor

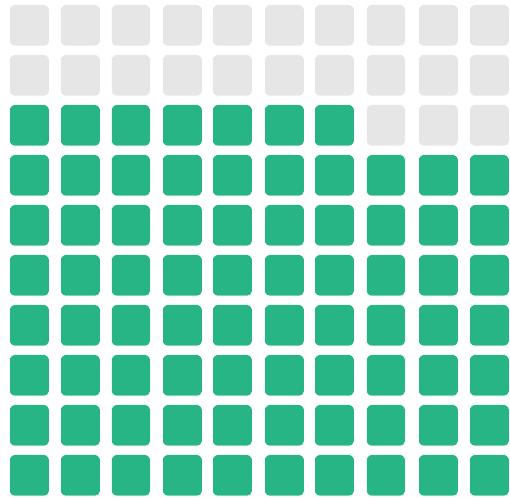


5%  
dissatisfied

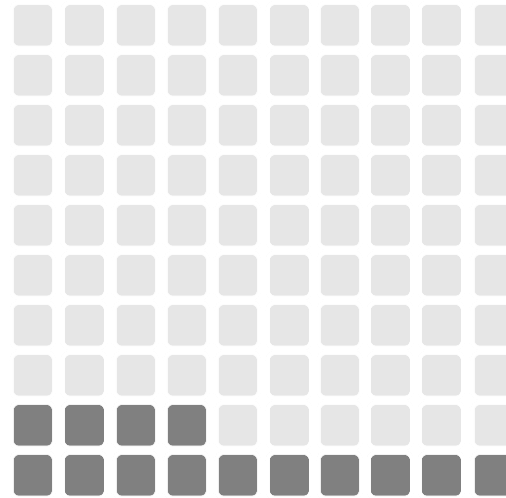


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 570; trend chart range from 224 to 299 per survey.

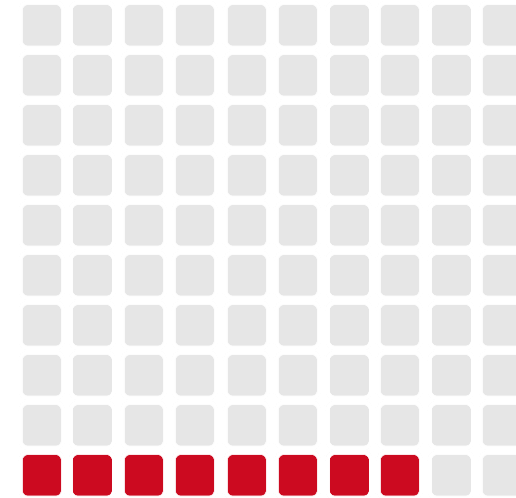
# Satisfaction with comfort of the seats



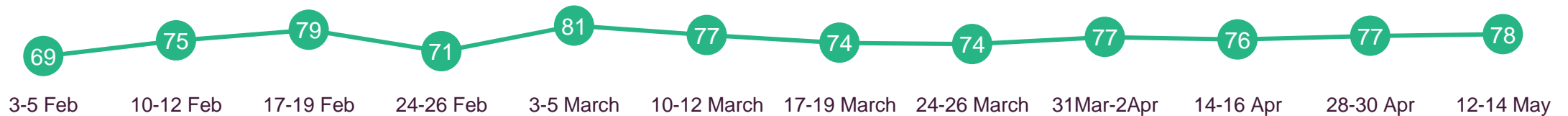
77%  
satisfied



14%  
neither/nor

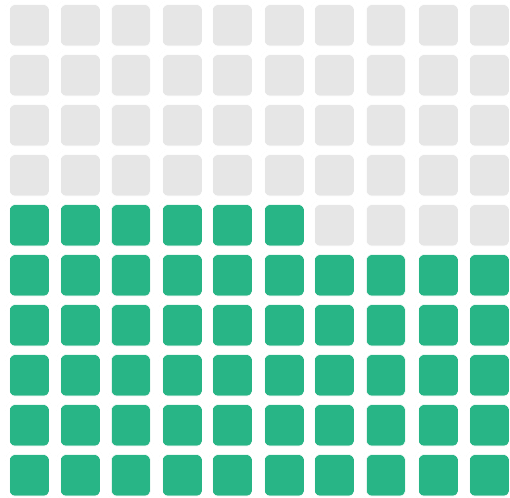


8%  
dissatisfied

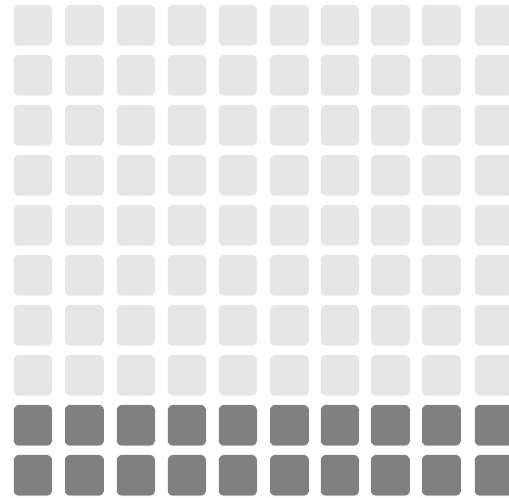


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 574; trend chart range from 229 to 302 per survey

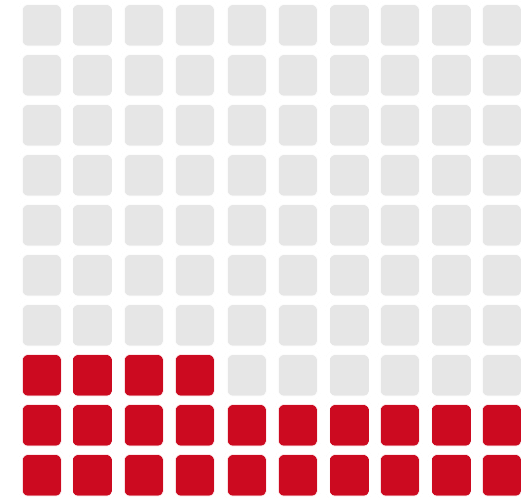
# Satisfaction with reliability of the internet



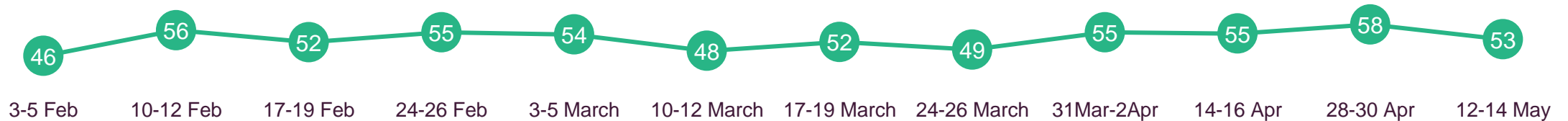
56%  
satisfied



20%  
neither/nor

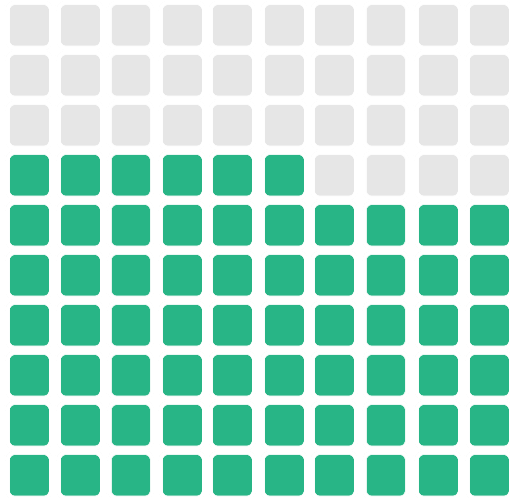


24%  
dissatisfied

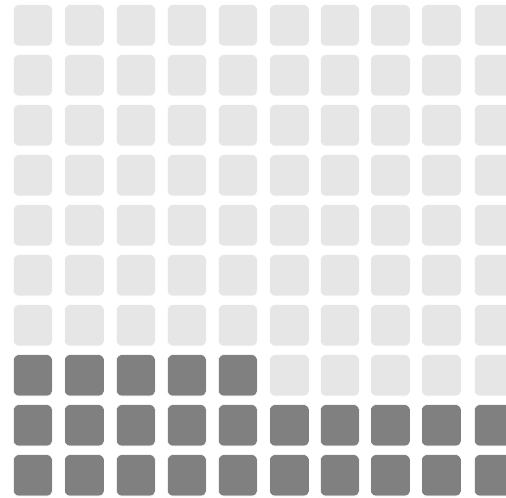


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 438; trend chart range from 171 to 228 per survey

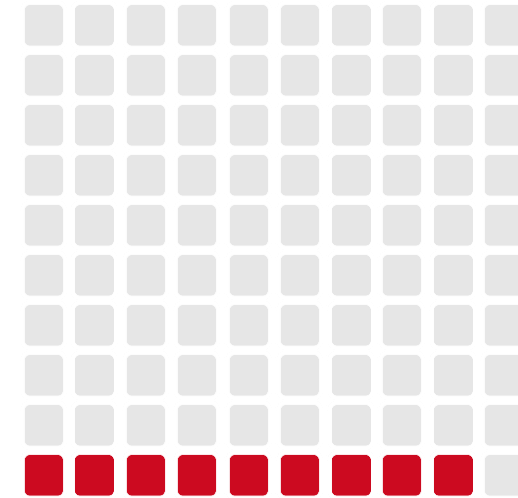
# Satisfaction with information on how busy the train was before travelling



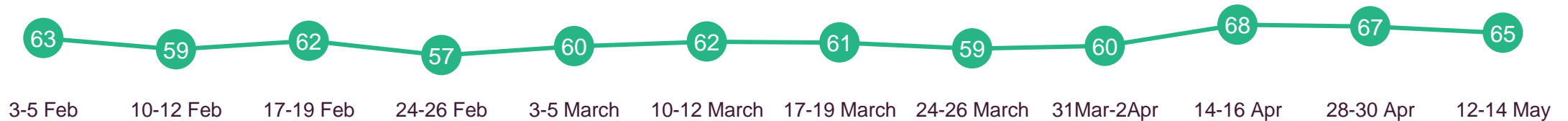
66%  
satisfied



25%  
neither/nor

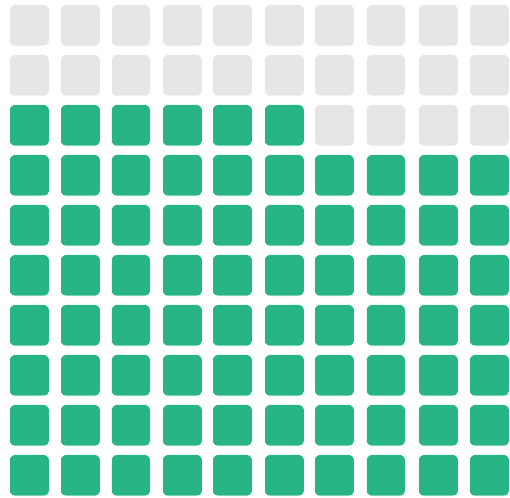


9%  
dissatisfied

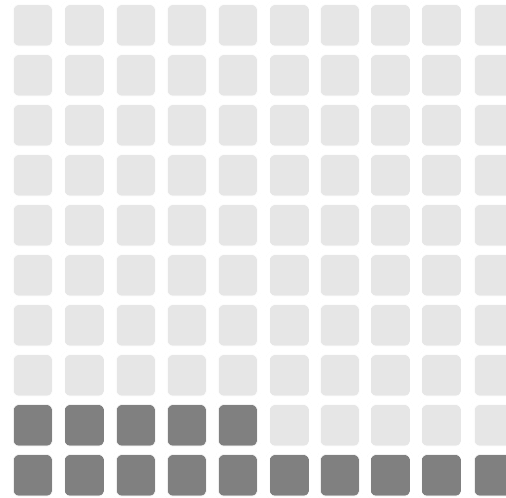


19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 503; trend chart range from 191 to 256 per survey.

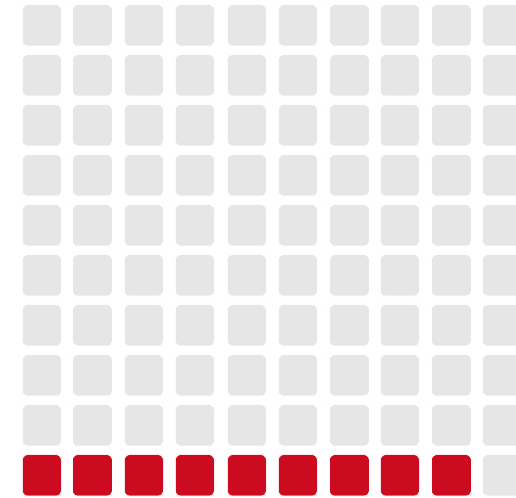
# Satisfaction with other passengers' behaviour



76%  
satisfied



15%  
neither/nor



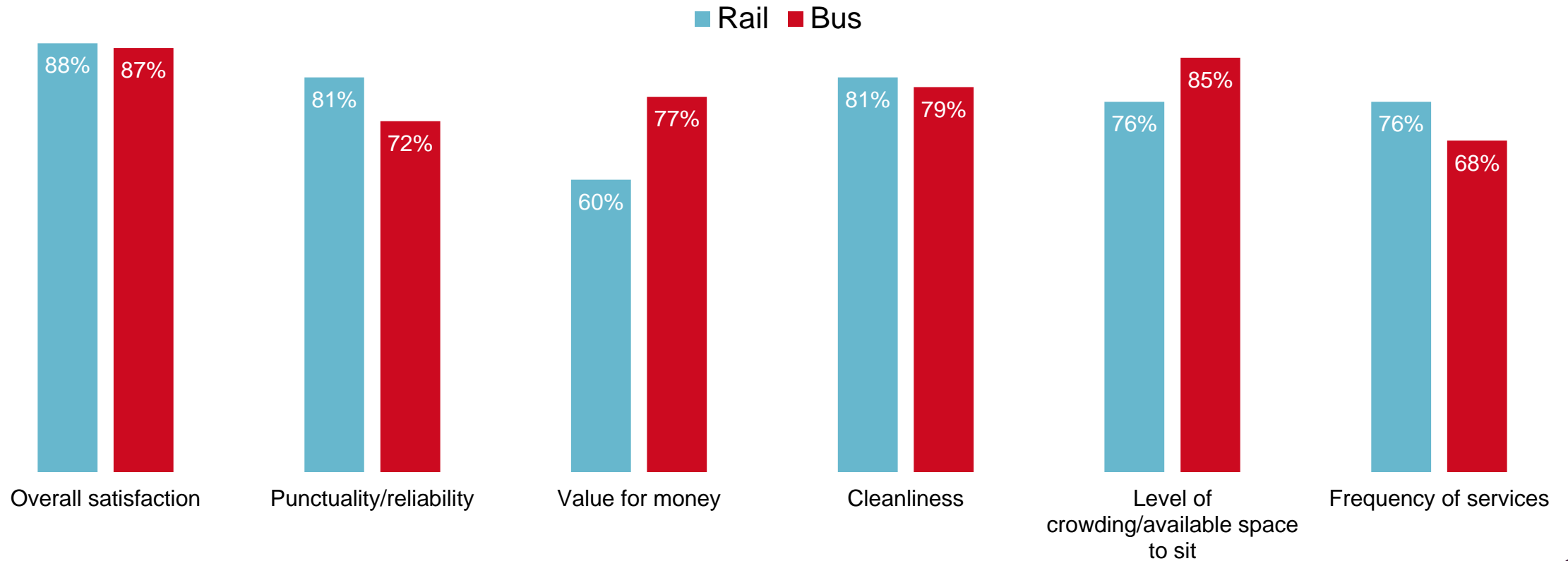
9%  
dissatisfied



19 May 2023 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show average of the two surveys conducted in the last four weeks. Base sizes: square charts 582 trend chart range from 237 to 309 per survey.

# Rail to bus comparison

Rail passengers have higher satisfaction on punctuality and frequency of service but lower satisfaction with value for money and level of crowding



19 May 2023 report. Satisfaction questions are based on the most recent journey made within seven days of being surveyed. Rail and bus values are based on the two surveys conducted in the last four weeks. Rail base sizes vary from 574 to 589; bus base sizes from 600 to 703.

# Methodology

Transport Focus's Rail User Survey runs every other 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 the journey. Users then answer questions about satisfaction with their journey. The total number of rail users we spoke to each week is shown in the table opposite with the dates of fieldwork. We report results every four weeks.

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 69	3-5 February	239
Wave 70	10-12 February	284
Wave 71	17-19 February	299
Wave 72	24-26 February	304
Wave 73	3-5 March	257
Wave 74	10-12 March	313
Wave 75	17-19 March	282
Wave 76	24-26 March	305
Wave 77	31 March -2 April	261
Wave 78	14-16 April	251
Wave 79	28-30 April	310
Wave 80	12-14 May	279

# 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 and Not applicable (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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