

13-17
October
2021

Week 5

Rail User Weekly Survey



Introduction



The Rail User Weekly Survey asks passengers in Great Britain about experiences of travelling by rail and how satisfied they were with their most recent train journey (made in the last seven days).

Transport Focus obtains the views of approximately 500 rail passengers each week.

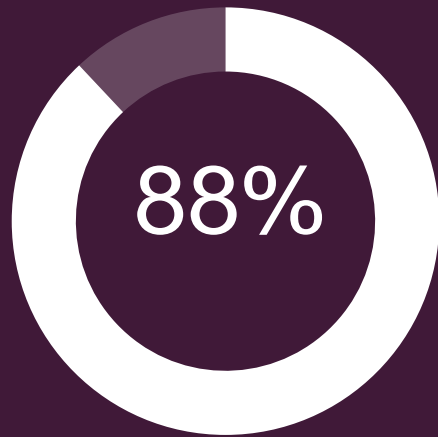
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 5, online interviews took place between 13 October and 17 October 2021.

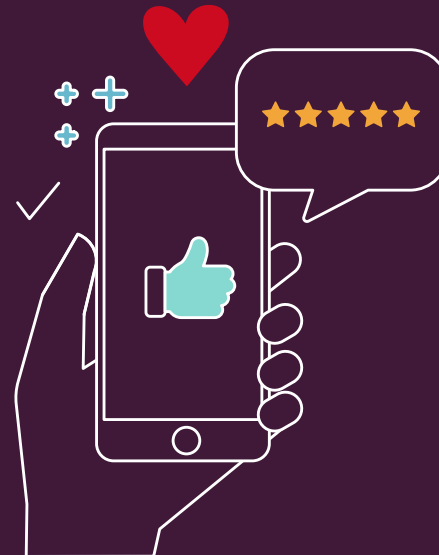
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 23.

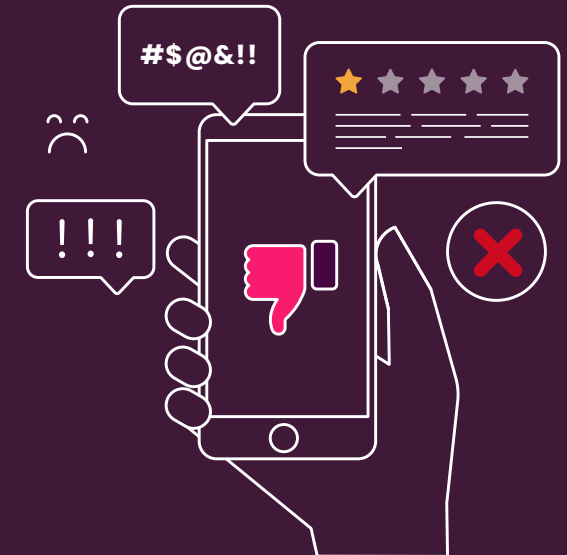
Rail headlines



88% of rail passengers were satisfied with their journey overall.



Steady increase in proportion of those satisfied with length of time journey scheduled to take (now at 90%).



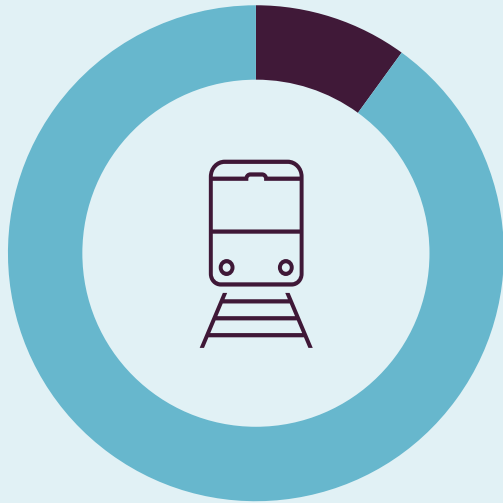
Proportion using rail has dipped to 10%. Decline in satisfaction with Covid measures.

Rail usage levels

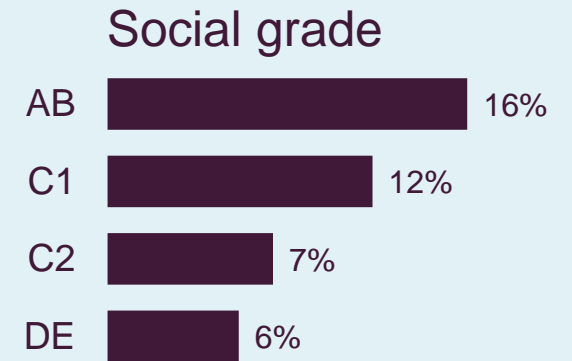
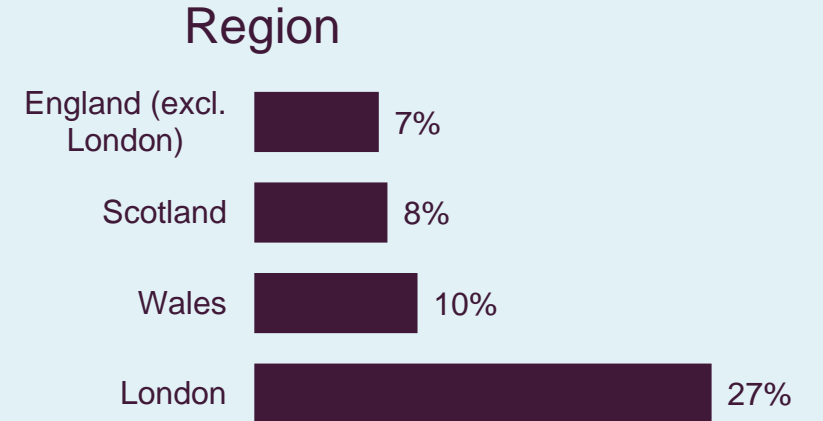
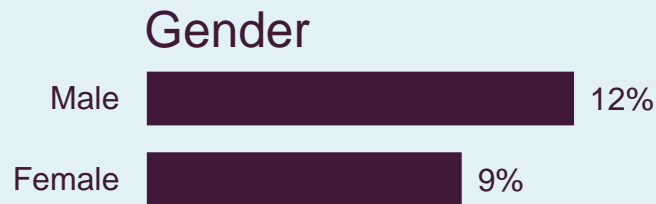
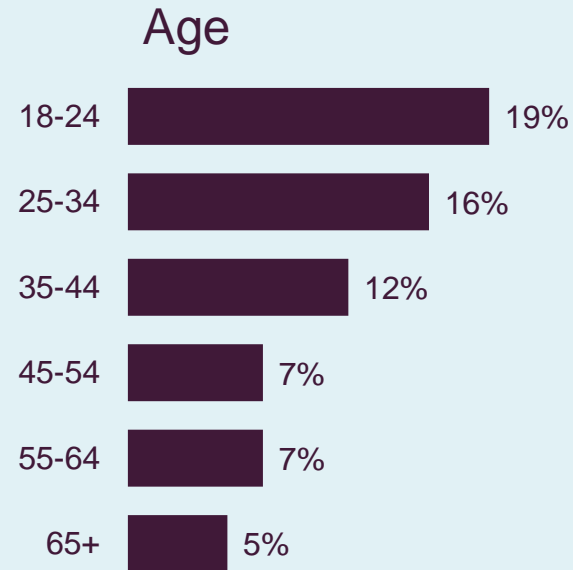


One in ten overall used rail in the last seven days. Those living in London and 18-24s were most likely to have used it.

Used rail in last 7 days



10%
of people in
Great Britain used
rail this week



Commuting was the most common reason for rail travel

Purpose of rail journey (last 7 days – week 5)



Leisure
30%



Commuting
35%



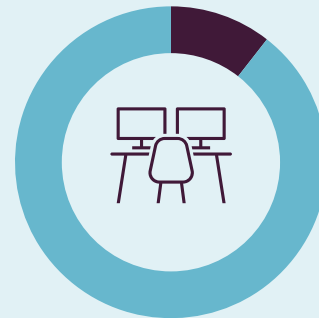
Friends/family
13%



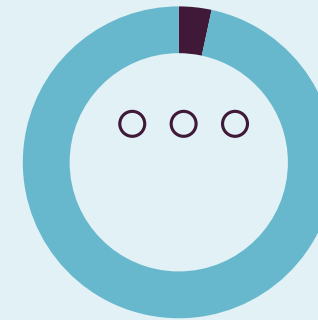
Essential shopping
2%



Personal matters
6%



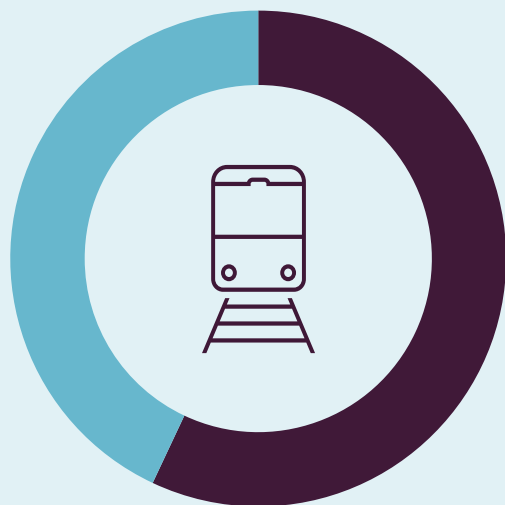
Work travel
11%



Other reason
3%

For nearly three in five the train was the only realistic option to make the journey; just over two in five had options and chose the train

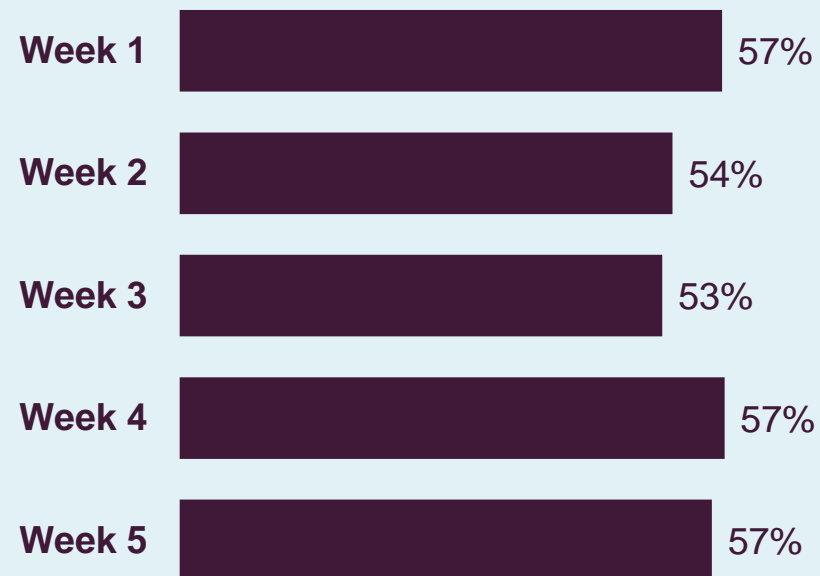
The options available to make that journey



57% said ...

train was the only realistic option for that journey. 43% had options but chose the train.

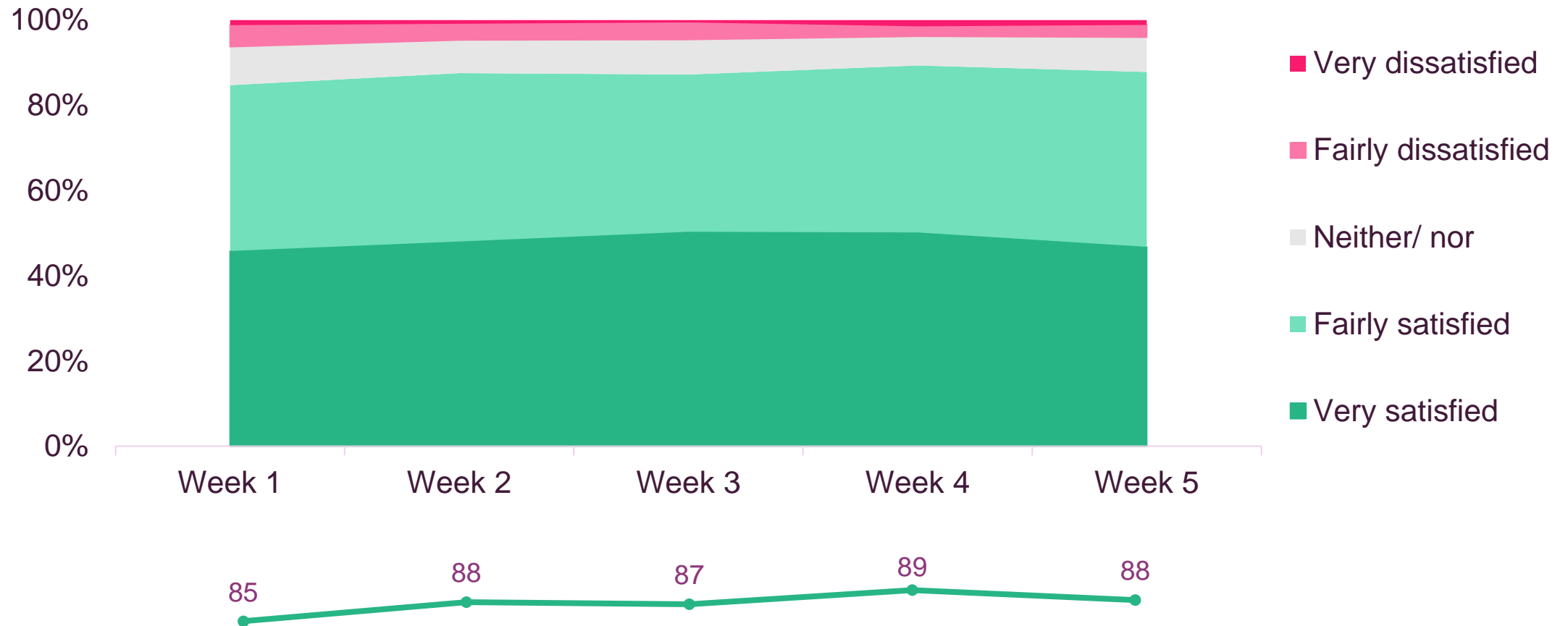
Weekly proportion with no option but to take the train for that journey



Rail satisfaction

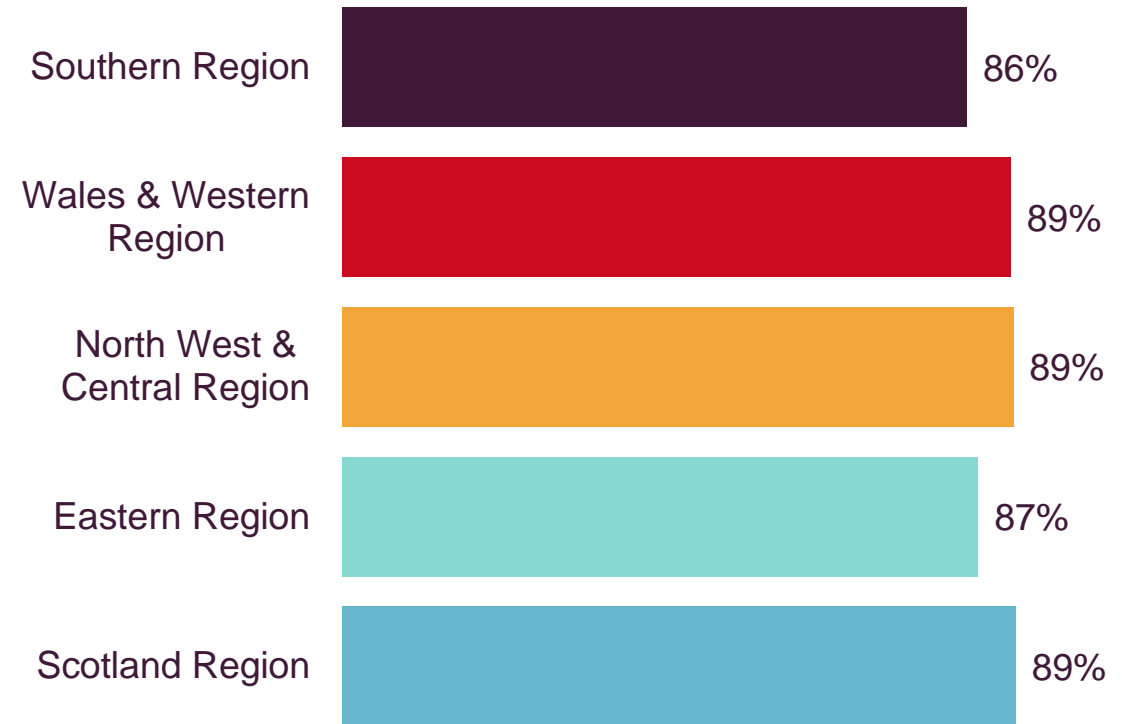


Overall satisfaction with rail journey – over time



Week 5 report. Base size: all who used rail in last 7 days - circa 450 per week

Rail satisfaction by Network Rail region over last five weeks



Week 5 report. Base size: all who used rail in last seven days, by region Southern to Scotland they are: 774, 231, 154, 429, 625.

What rail passengers are saying...



The train was packed both going and returning. In the return journey the earlier train was cancelled. The train I caught was 2 carriage and the cancelled one 4. So 6 carriages full of people were trying to catch a 2 carriage train.

Fairly dissatisfied, Northern passenger

The train arrived on time, it appeared clean, there was accurate information available on the train.

Very satisfied, Thameslink passenger



Very poor information within St Pancras regarding train running information more so when issues happen. On board poor state of the trains provided since the new timetable. Uncomfortable seats, limited tables and only one toilet.

Fairly dissatisfied, East Midlands passenger

Standard train journey really - station wasn't very nice to be waiting, but the train was on time and clean.

Fairly satisfied, Greater Anglia passenger

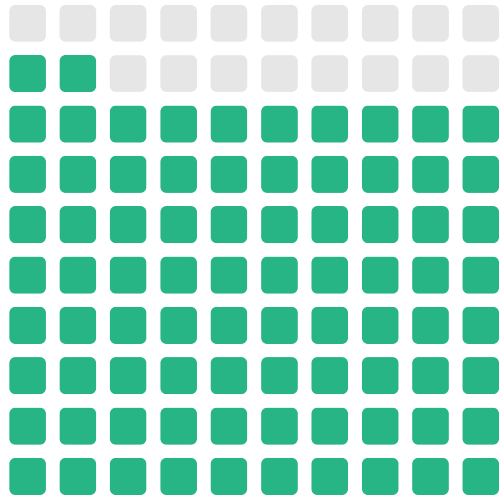
The train was packed. No social distancing and I was the only person wearing a mask. I felt very unsafe.

Very dissatisfied, Southern passenger

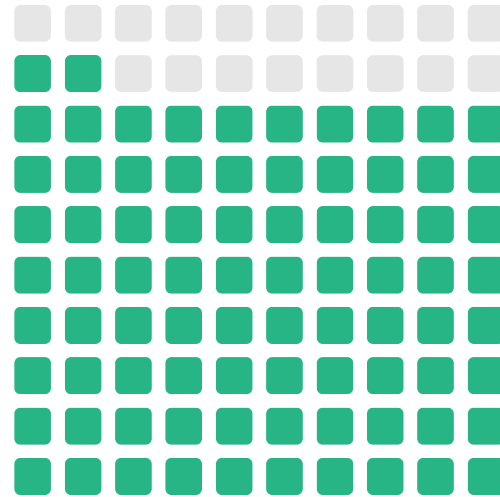
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall



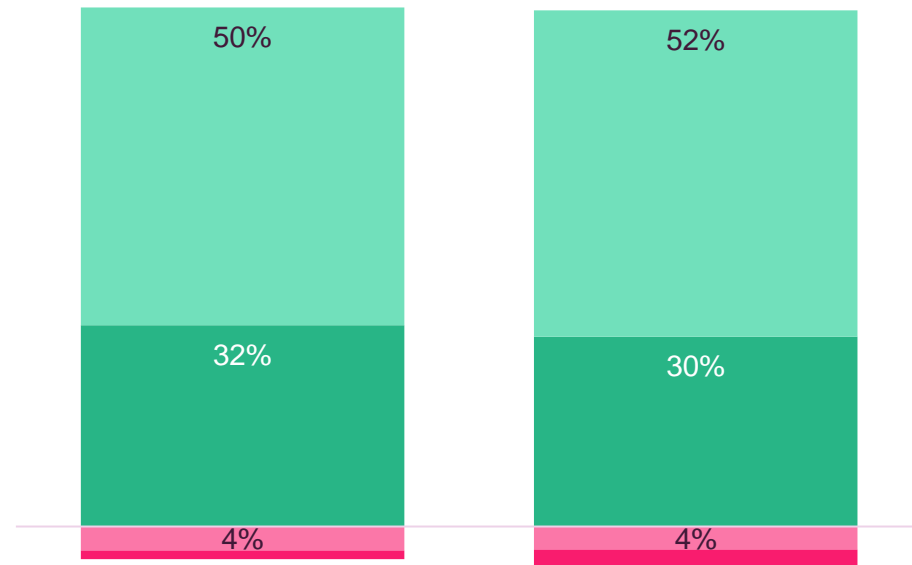
Station - overall satisfaction
82%



Train - overall satisfaction
82%



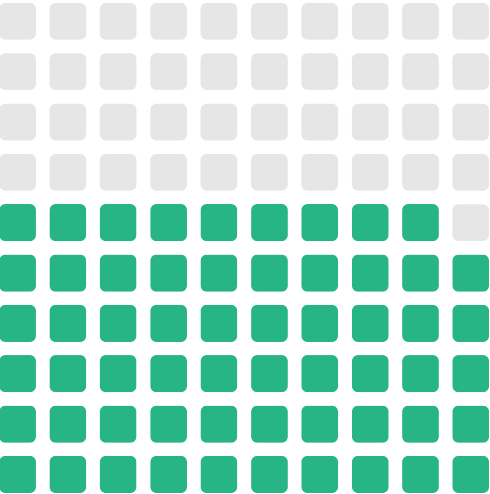
■ Very satisfied ■ Fairly satisfied
■ Fairly dissatisfied ■ Very dissatisfied



Station - overall satisfaction

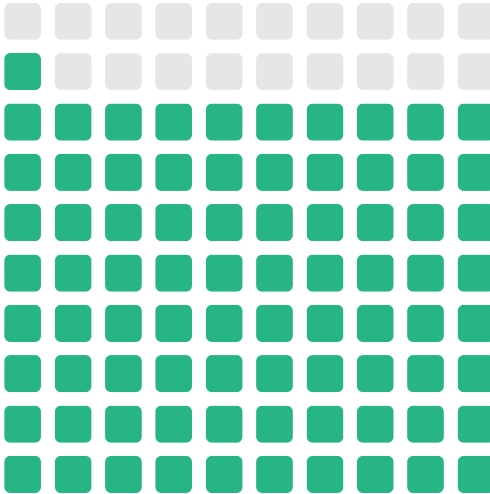
Train - overall satisfaction

Satisfaction with information, cleanliness and Covid related measures



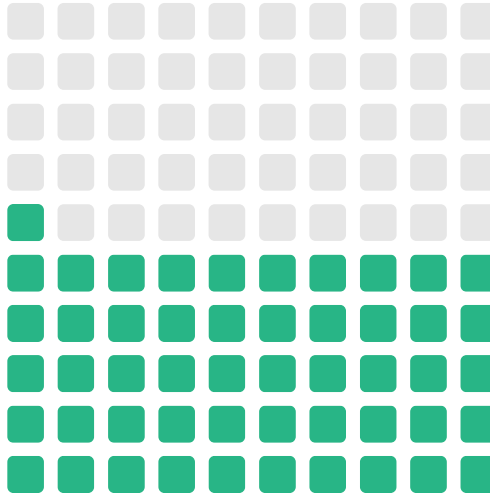
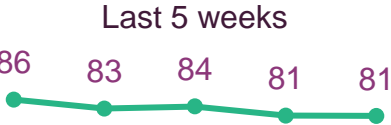
Information on how busy train would be before travelling

59%



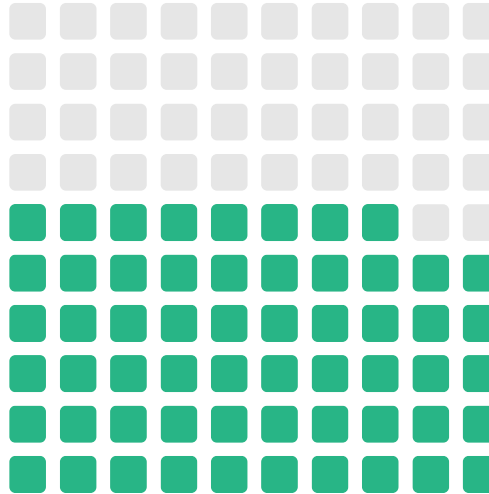
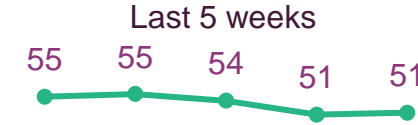
Cleanliness of the inside of the train

81%



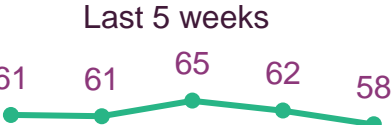
Number of people wearing face coverings

51%



Covid measures on train and at station

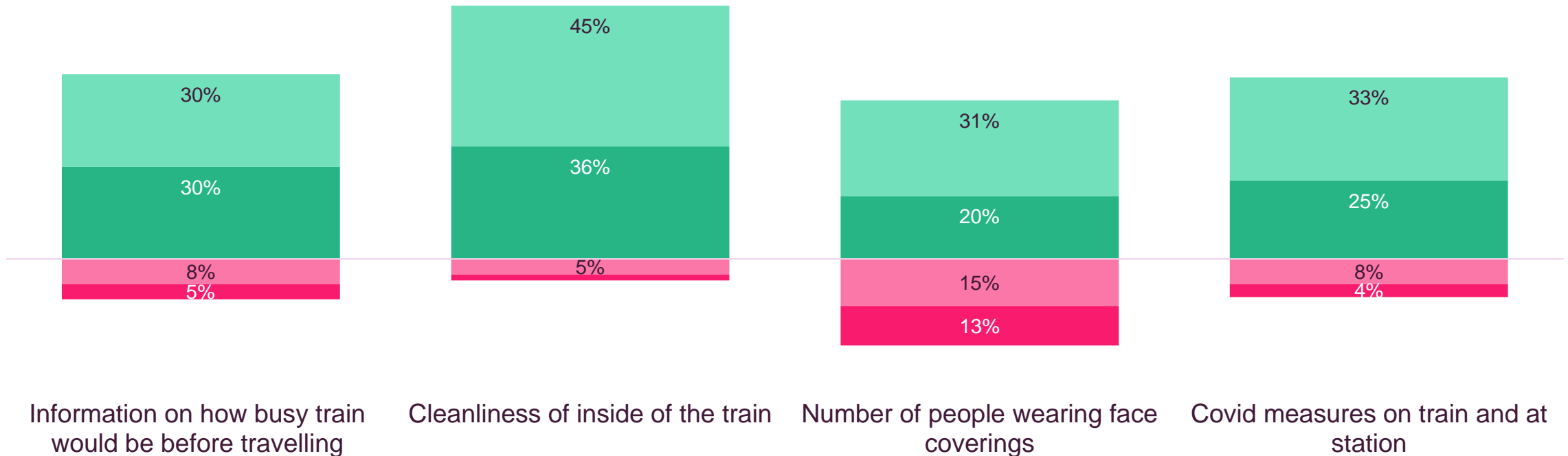
58%



Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 344; 443; 425; 423

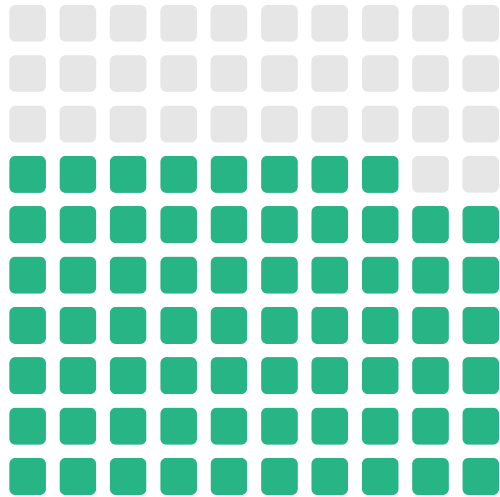
Satisfaction with information, cleanliness and Covid related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



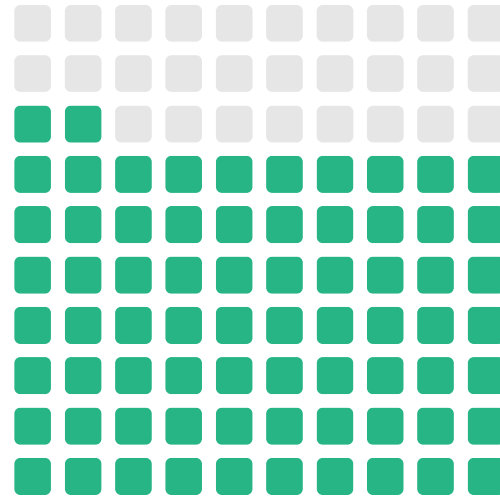
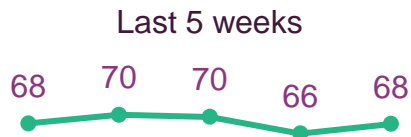
Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 344; 443; 425; 423.

Satisfaction with ventilation, crowding, passengers and staff



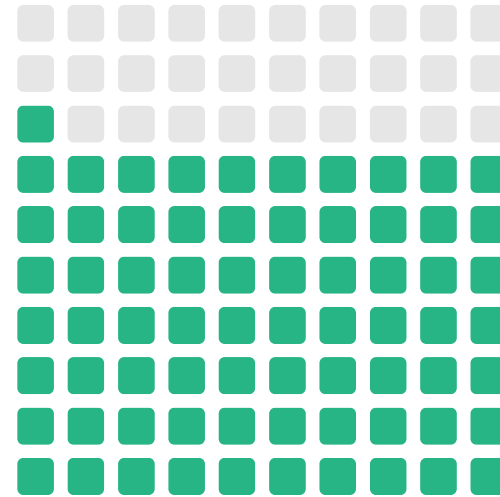
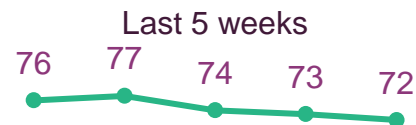
Ventilation on the train

68%



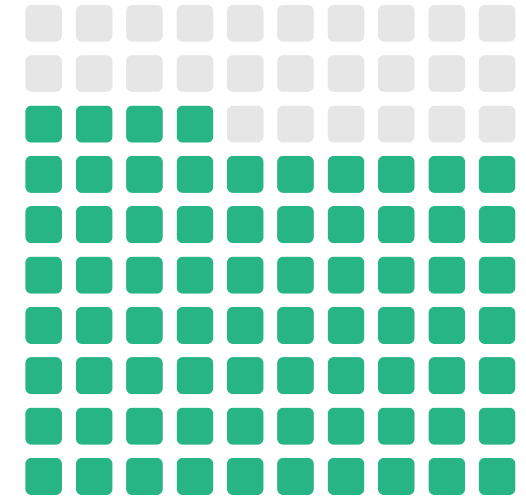
Level of crowding on the train

72%



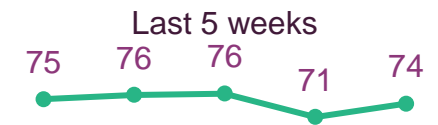
Behaviour of other passengers

71%



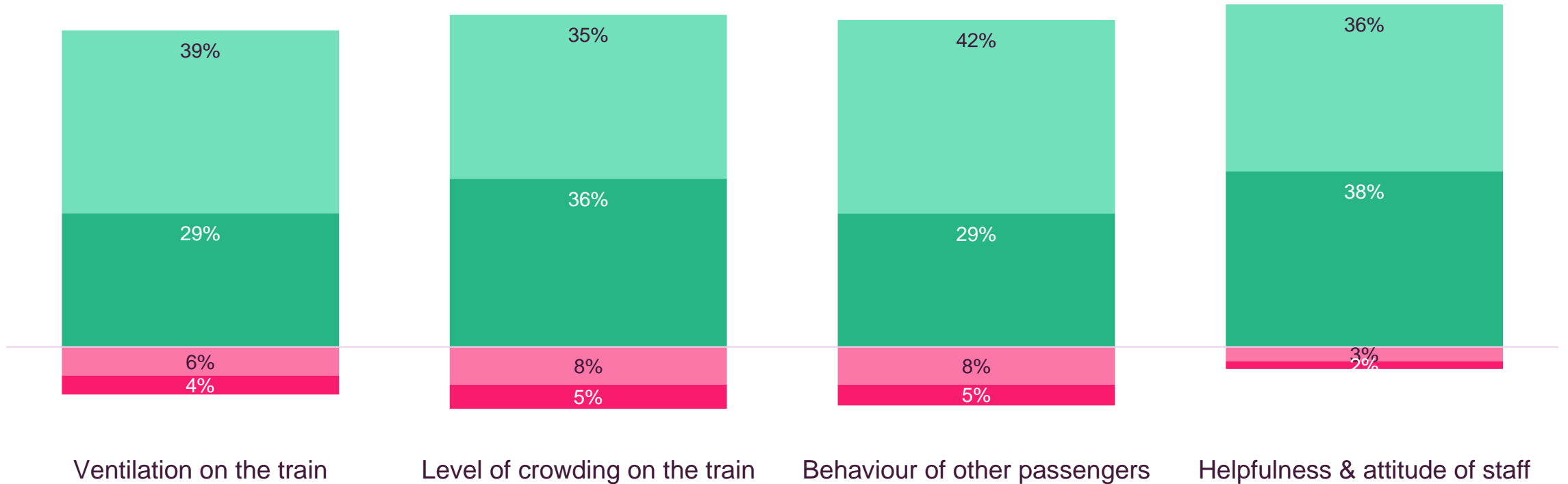
Helpfulness & attitude of staff

74%



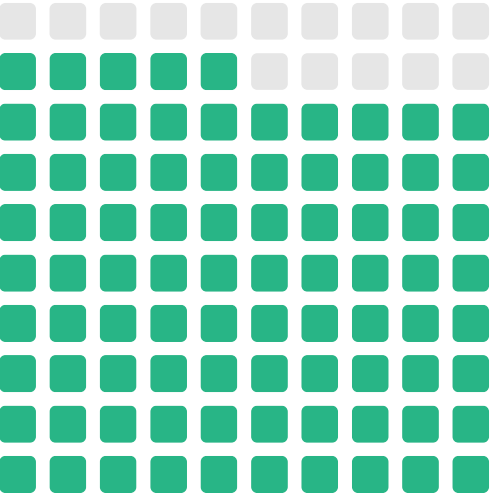
Satisfaction with ventilation, crowding, passengers and staff

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied

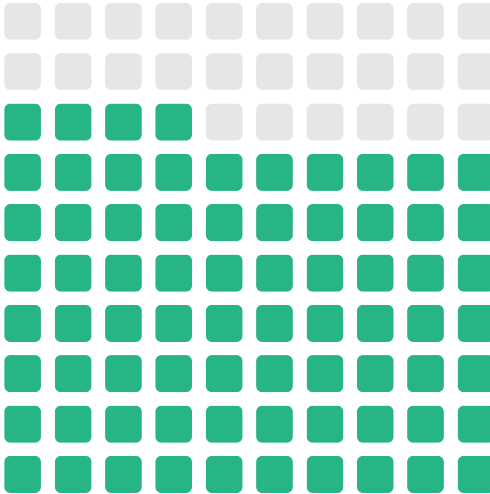
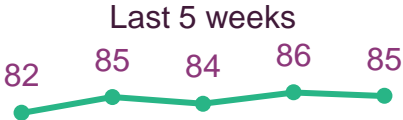


Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 430; 432; 432, 348.

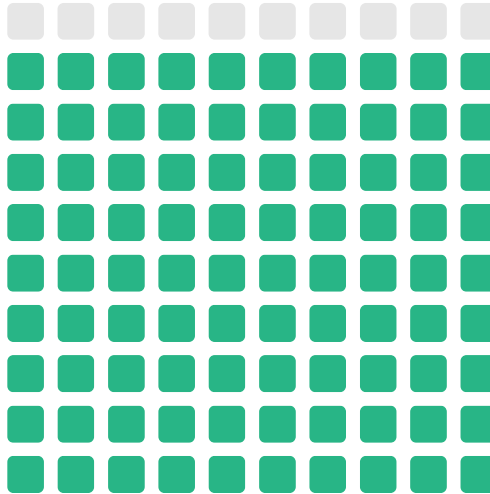
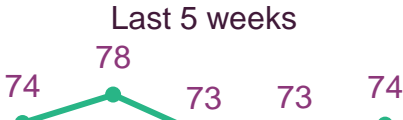
Satisfaction with punctuality, frequency, journey time, and on train info



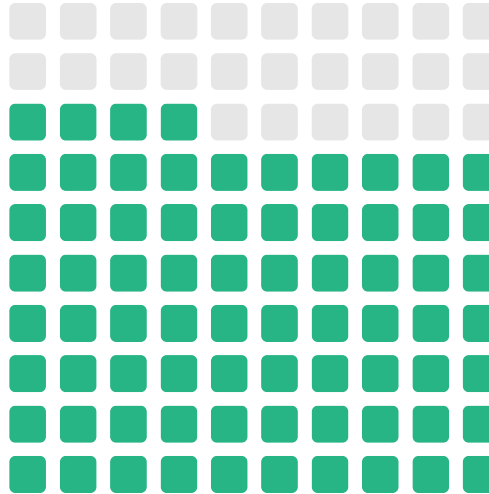
Punctuality/reliability
85%



Frequency of trains on that route
74%



Length of time journey scheduled to take
90%



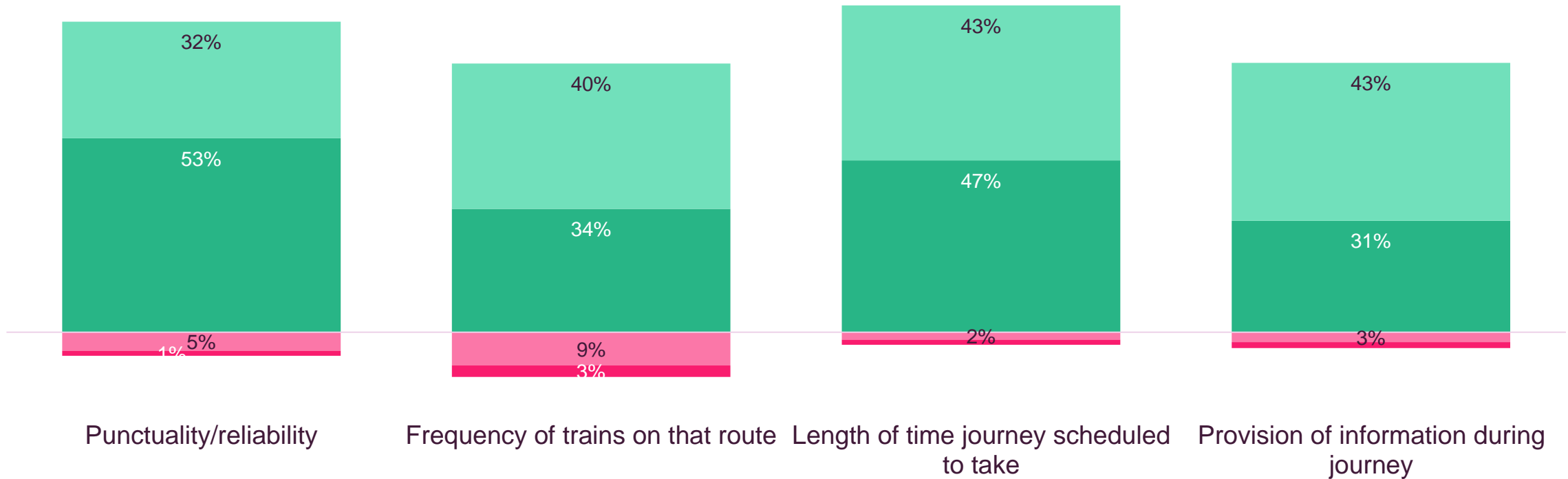
Provision of information during journey
74%



Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 434; 430; 433; 408.

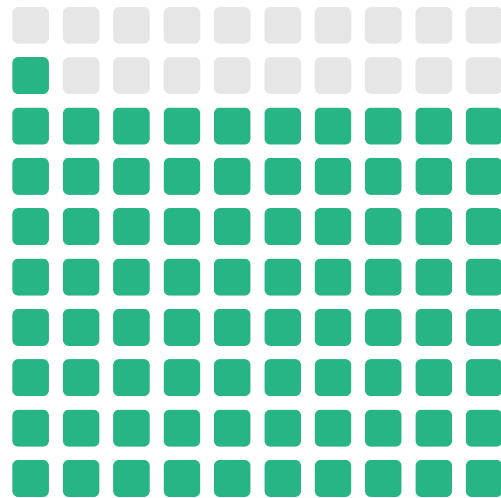
Satisfaction with punctuality, frequency, journey time, and on train info

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

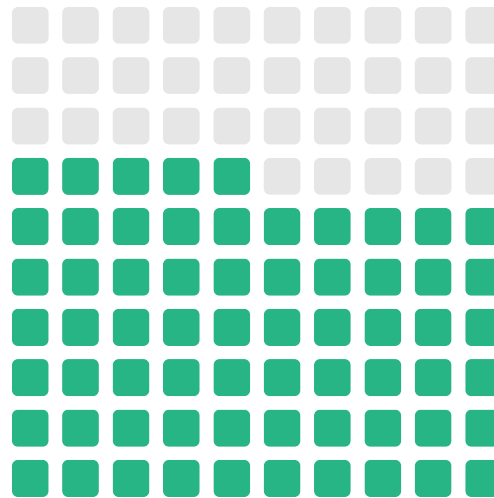
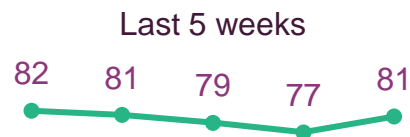


Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 434; 430; 433; 408.

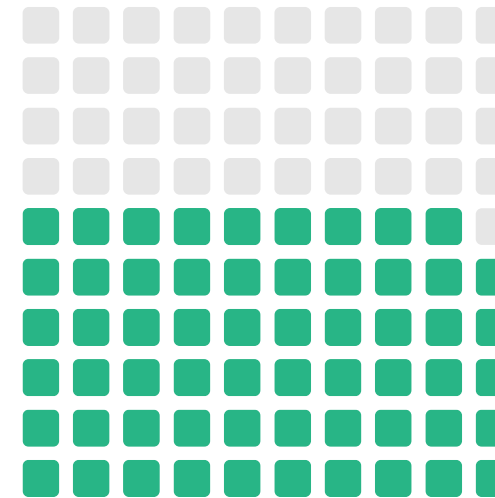
Satisfaction with seats, value for money and internet reliability



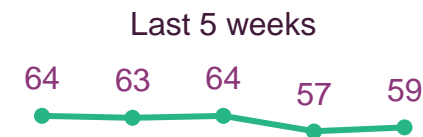
Comfort of the seats
81%



Value for money
65%

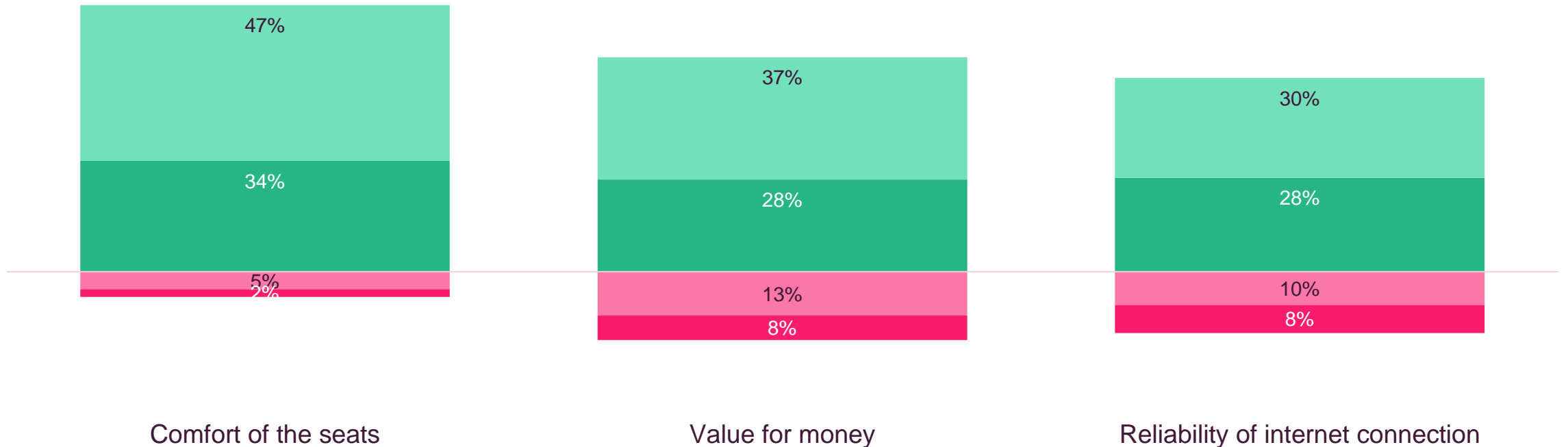


Reliability of internet connection
59%



Satisfaction with seats, value for money and internet reliability

■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



Week 5 report. Base size (used rail in last 7 days and not applicable excluded): 421, 416; 304.

Methodology

Transport Focus's *Rail User Weekly Survey* runs on the Wednesday to Friday and weekend waves of Yonder Consulting's omnibus. In total approximately 4000 per week are screened to identify those who have made a train journey (excluding London Underground) in the last seven days. These people then answer our dedicated Rail User Weekly Survey question set.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes responses from those who say that the question is not applicable to them. The total rail users within the survey each week is shown in the table below, together with the dates of fieldwork.

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

Week 1	Week 2	Week 3	Week 4	Week 5
Fieldwork: 15 to 19 September	Fieldwork: 22 to 26 September	Fieldwork: 29 September to 3 October	Fieldwork: 6 to 10 October	Fieldwork: 13 to 17 October
410	487	488	468	434

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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