

20-24  
October  
2021

Week 6

# 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.

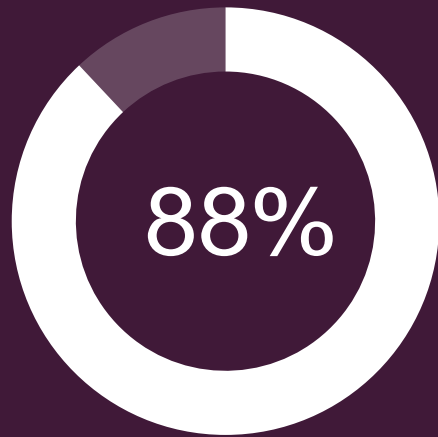
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 6, online interviews took place between 20 October and 24 October 2021.

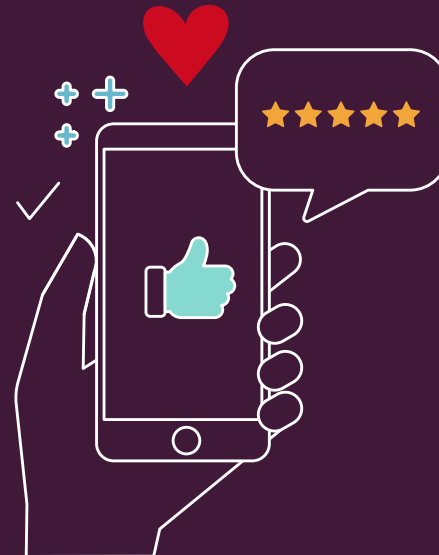
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 26.

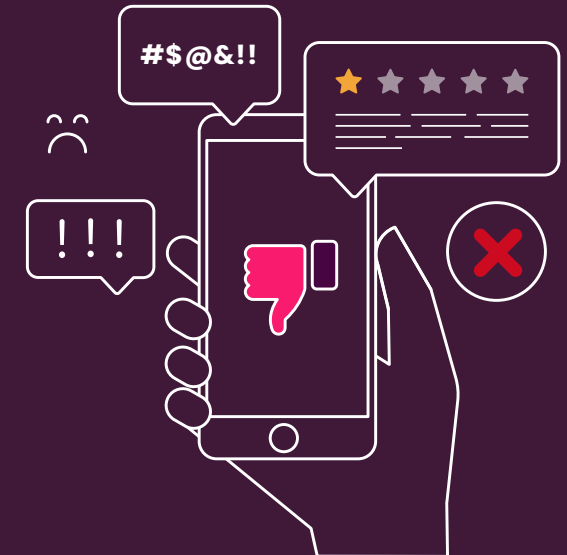
# Rail headlines



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



Satisfaction with Covid related measures has increased from 58% to 64%.



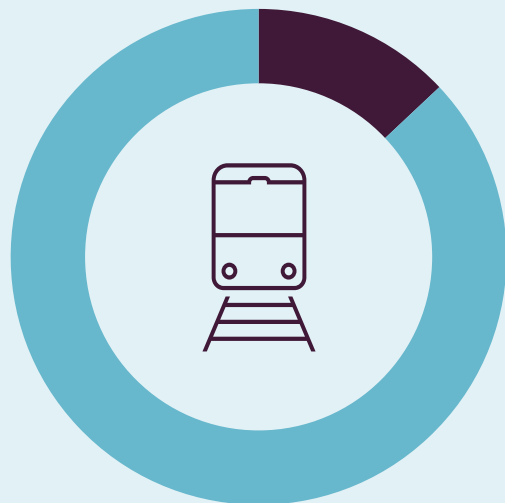
Satisfaction with comfort of the seats has declined from 81% cent to 77%.

# Rail usage levels

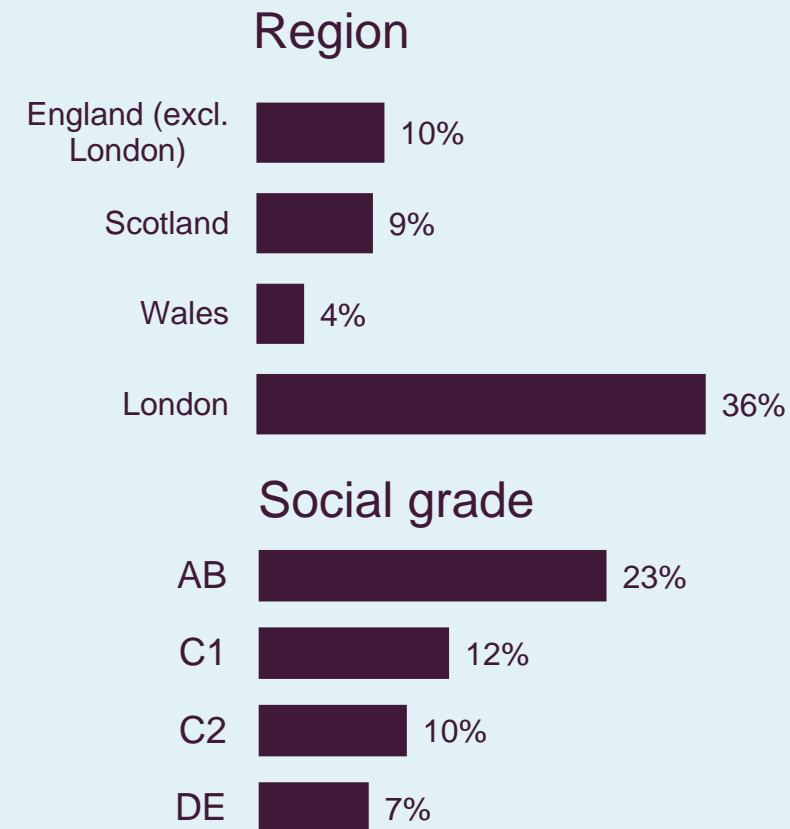
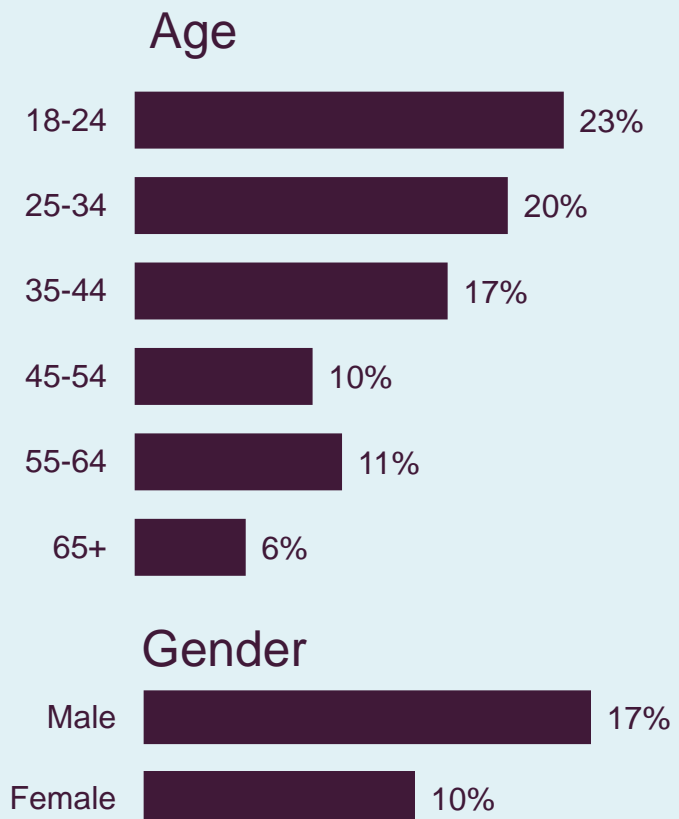


# Around one in eight used rail in the last seven days

Proportion using rail in the last seven days

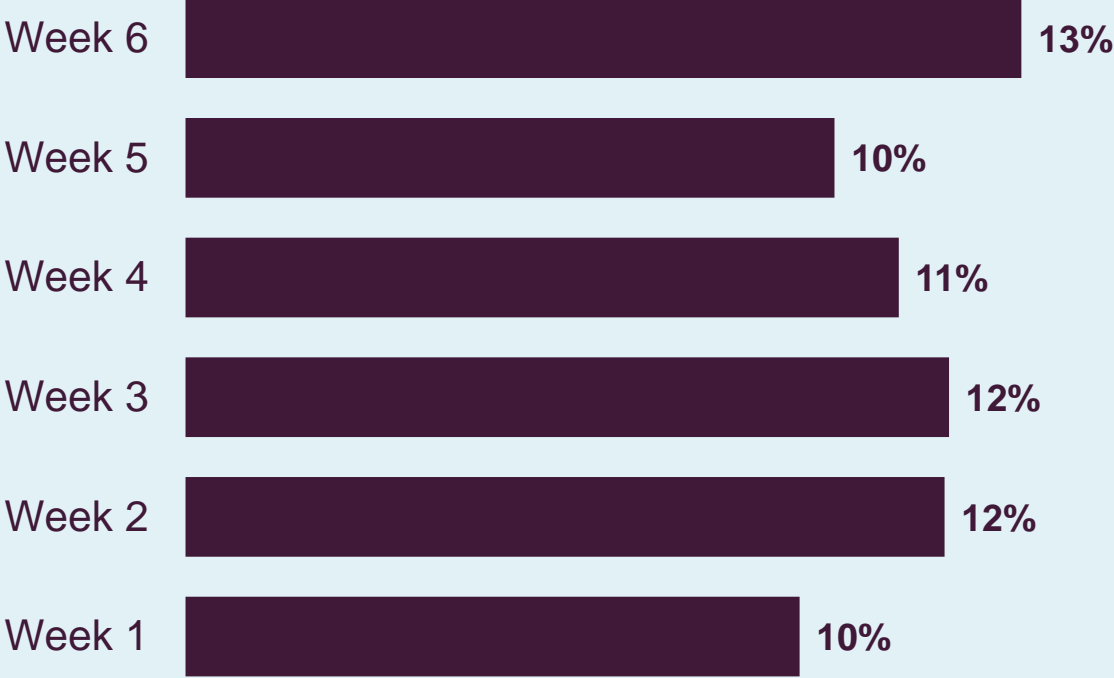


**13%**  
of people in  
Great Britain used  
rail this week



# Rail use this week has been the highest of recent weeks

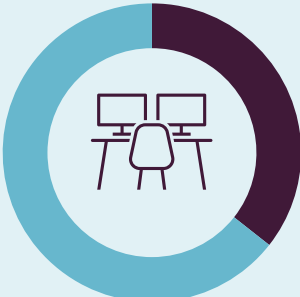
Proportion using rail within the last seven days



Week 6 report. Base size all respondents: approx. 4000 per week.

# Commuting is the largest reason for rail use this week

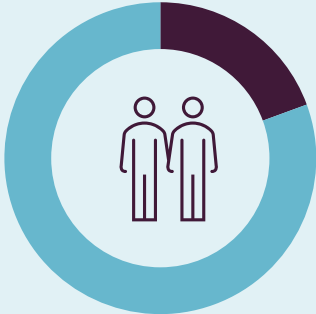
Main purpose of last rail journey



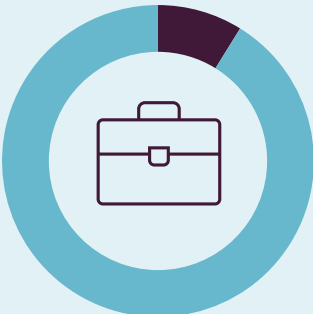
Commuting  
36%



Leisure  
25%



Friends/family  
19%



Work travel  
9%



Essential shopping  
3%

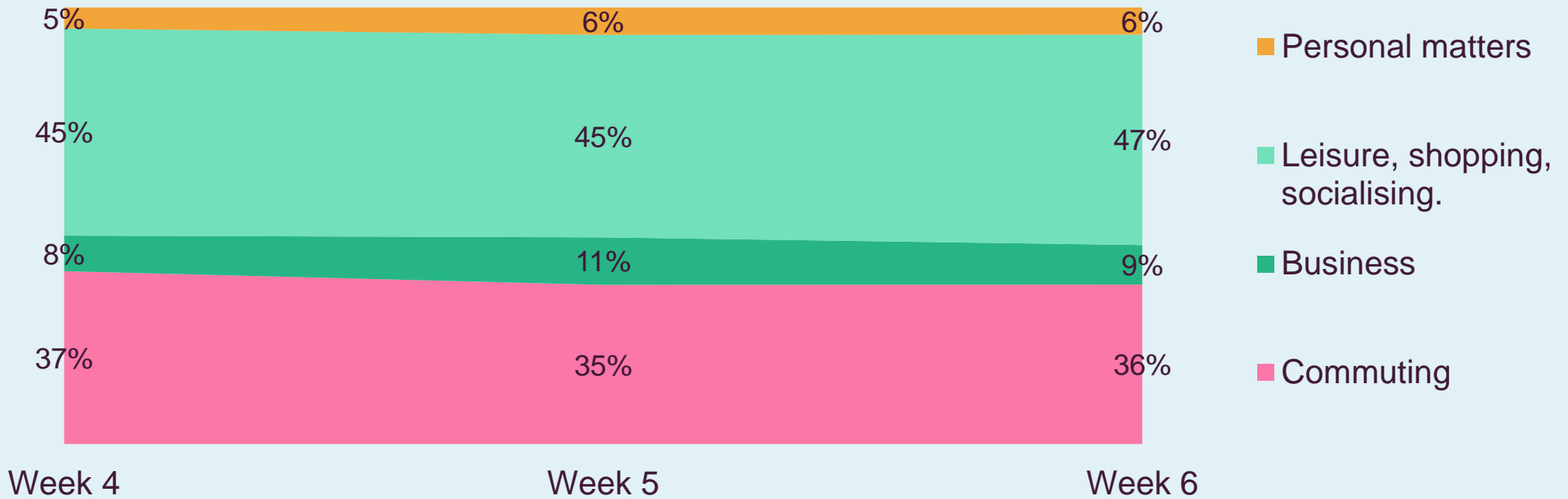


Personal matters  
6%

Week 6 report. Base size 524. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

# Journey purpose of most recent rail journey has remained steady\*

Main purpose of last rail journey

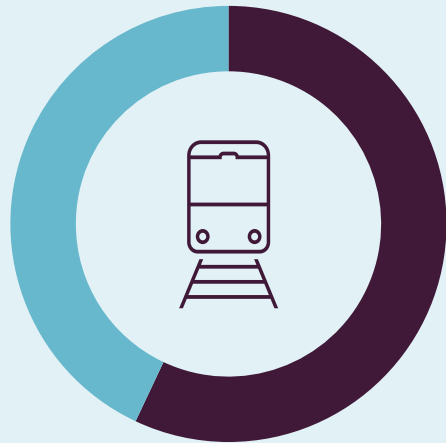


Week 6 report. Base size weekly circa 500. 'Leisure, shopping, socialising' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.  
\* This question was not asked in this format until week 4.



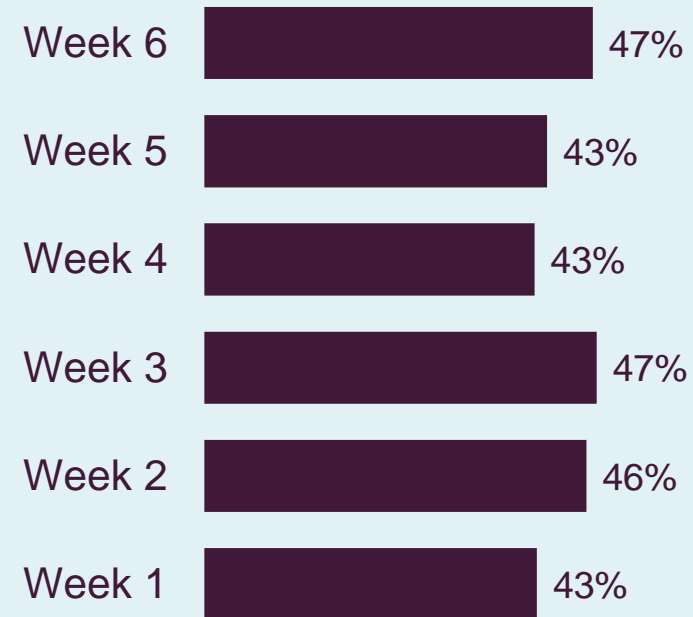
# Just under half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



**47% said...**

had options to make the journey but chose the train. 53% said the train was the only realistic option for that journey.

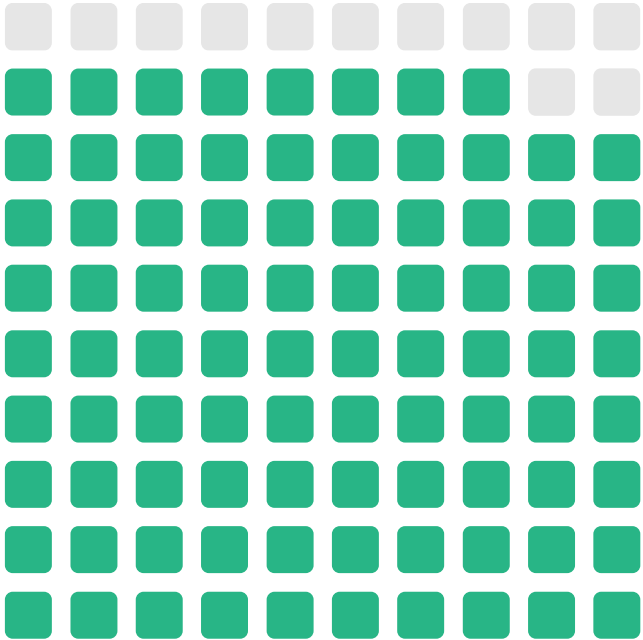


Week 6 report. Base size: all who used rail in last 7 days – circa 450 per week.

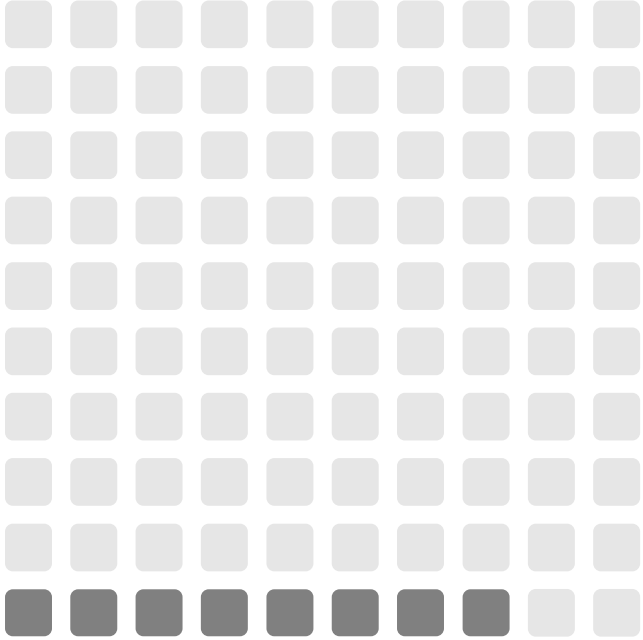
# Rail satisfaction



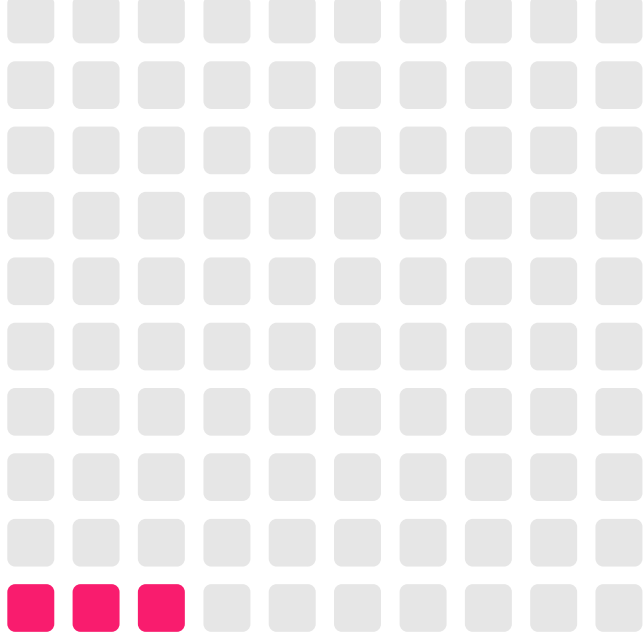
# Overall satisfaction with last rail journey – week 6



88%  
satisfied



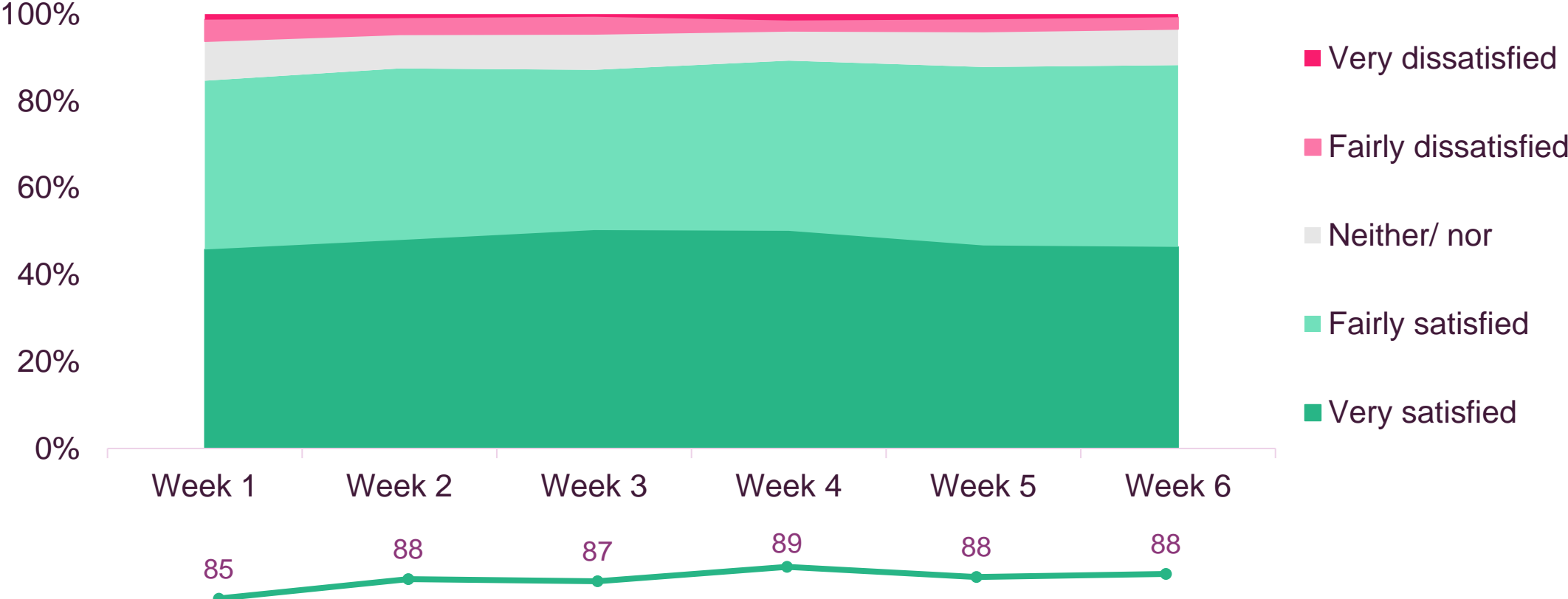
8%  
neither/nor



3%  
dissatisfied

Week 6 report. Base size: all who used rail in last 7 days - 525

# Overall satisfaction with rail journey – over time



Week 6 report. Base size: all who used rail in last 7 days - circa 450 per week

# Overall satisfaction by Network Rail region

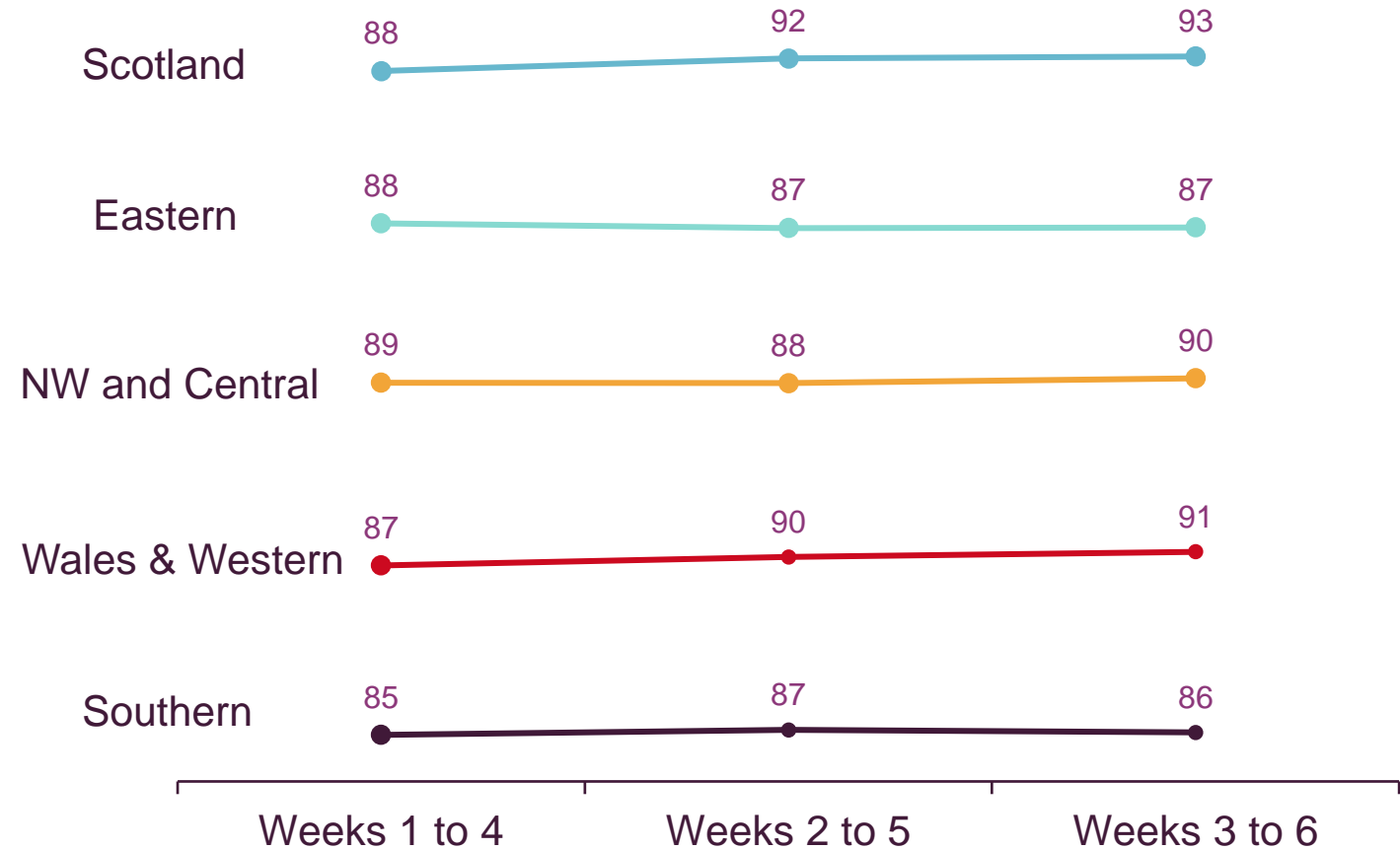


By region over last 6 weeks



Week 6 report. Base size: all who used rail in last seven days, by region Scotland to Southern: 193, 781, 526, 269, 948.

# Overall satisfaction by Network Rail Region – four week rolling averages



Week 6 report. Base size: all who used rail in last seven days, by region Scotland to Southern: 193, 781, 526, 269, 948.

# What rail passengers are saying...



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I actually wanted to go to Sanderstead, but they changed the timetable due to covid to only 1 train an hour, and the next one wasn't for 50 mins, so instead I had to get off at East Croydon and get a bus for the remainder of my journey.

Fairly dissatisfied, Southern passenger

Plenty of seats and space between them. Not overcrowded. People adhering to social distancing.

Very satisfied, ScotRail passenger

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Comfortable but no spaces depending on the time, usually face to face with someone and it makes me feel uncomfortable.

Fairly satisfied, TfL Rail passenger

On time, efficient, clean and reasonably priced.

Very satisfied, Great Western passenger

Too many people not wearing a face mask and ignoring announcements.

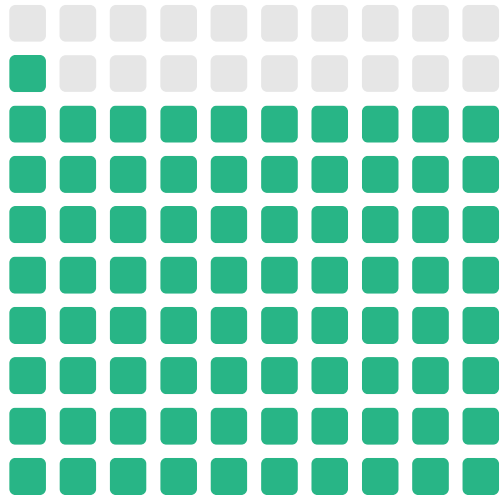
Fairly dissatisfied, Greater Anglia passenger

# Satisfaction with aspects of rail journey

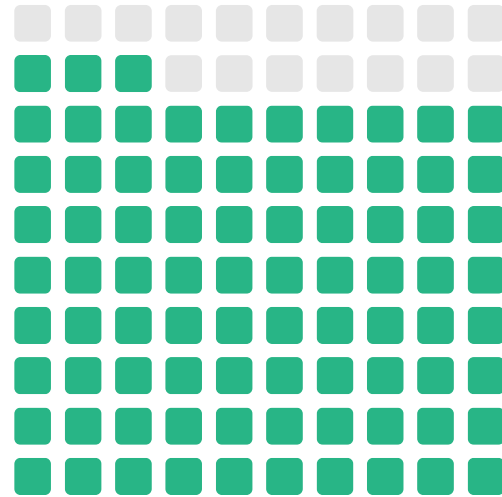




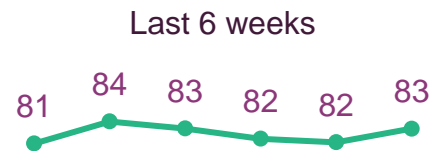
# Satisfaction with the station and the train overall



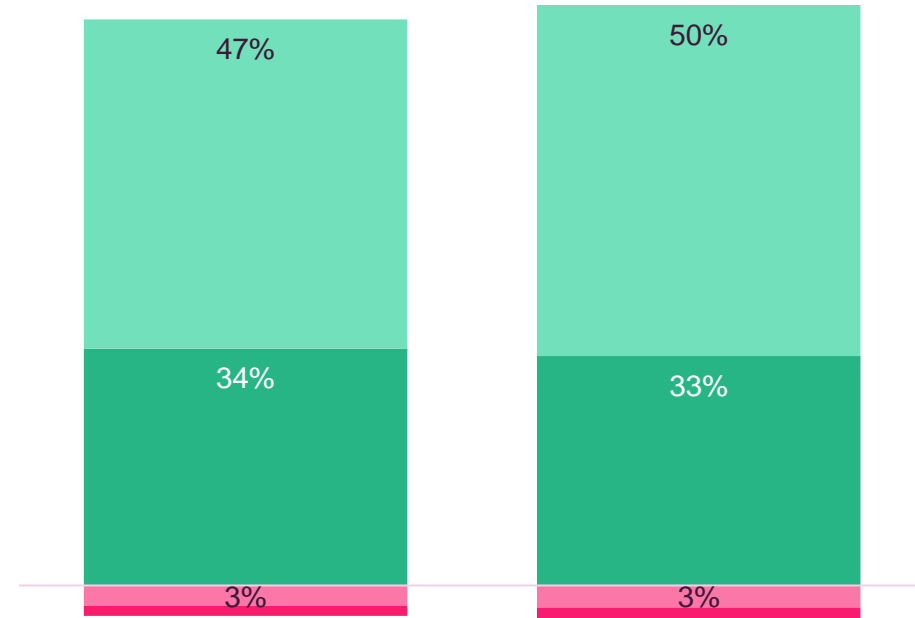
Station - overall satisfaction  
81%



Train - overall satisfaction  
83%



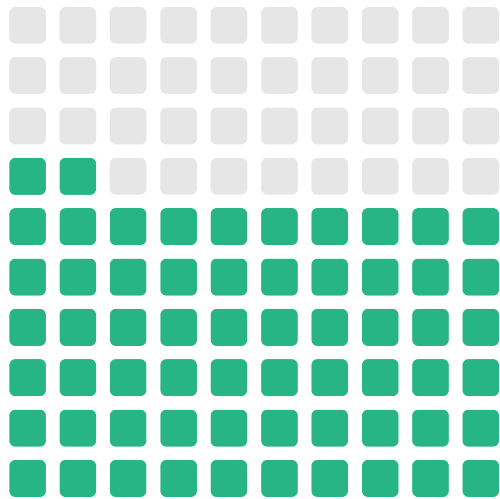
- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied



Station - overall satisfaction

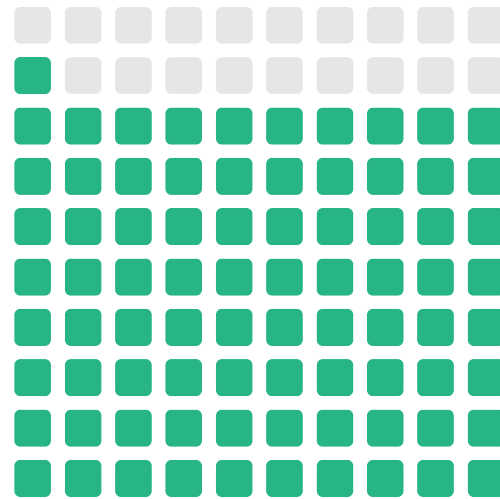
Train - overall satisfaction

# Satisfaction with information, cleanliness and Covid related measures



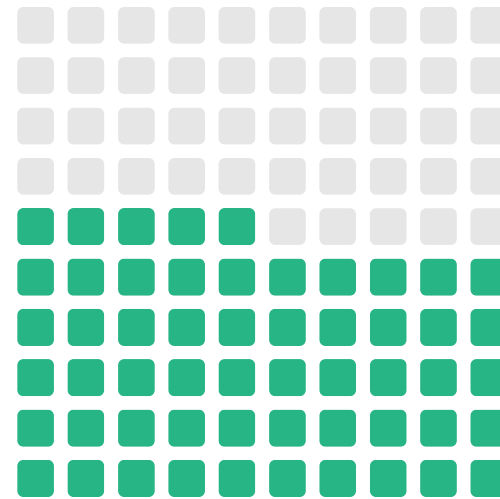
Information on how busy train would be before travelling

62%



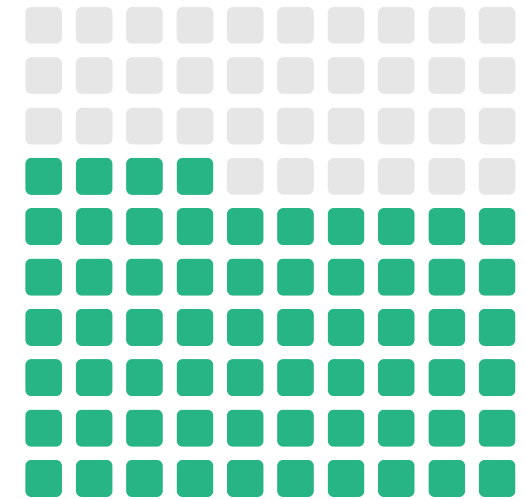
Cleanliness of the inside of the train

81%



Number of people wearing face coverings

55%



Covid measures on train and at station

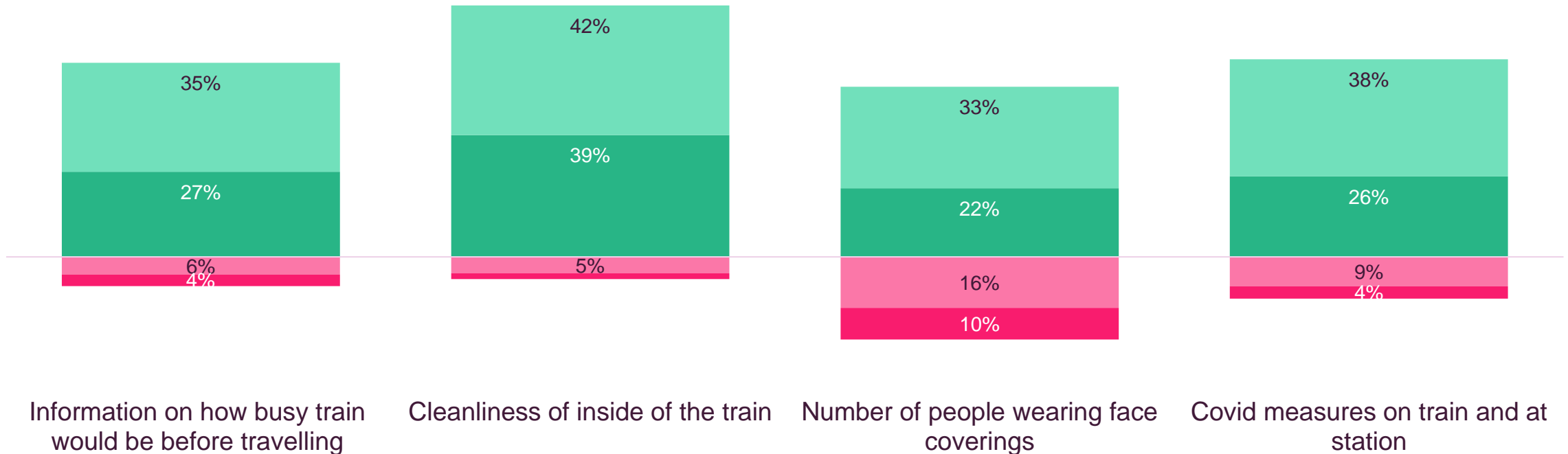
64%



Week 6 report. Base size (used rail in last 7 days and not applicable excluded) 447; 524; 517; 522

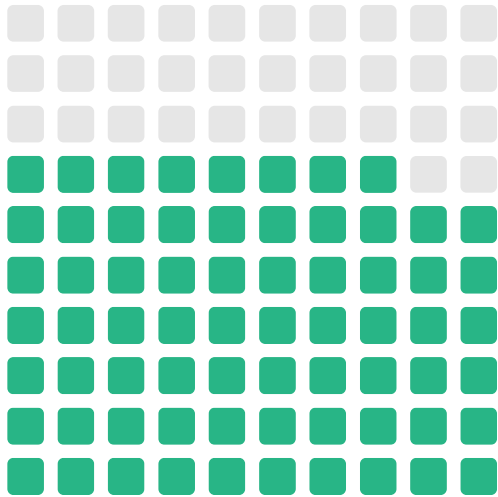
# Satisfaction with information, cleanliness and Covid related measures

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



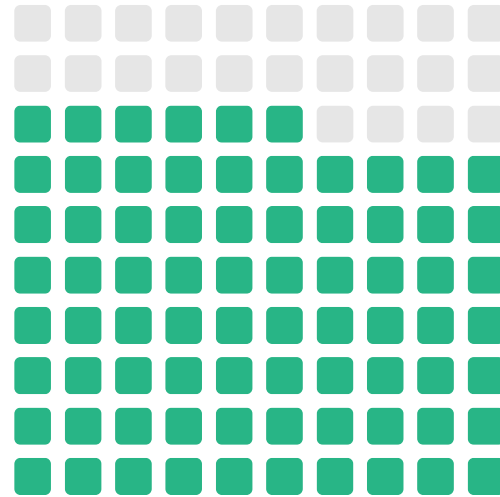
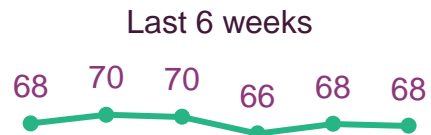
Week 6 report. Base size (used rail in last 7 days and not applicable excluded): 447; 524; 517; 522.

# Satisfaction with ventilation, crowding, passengers and staff



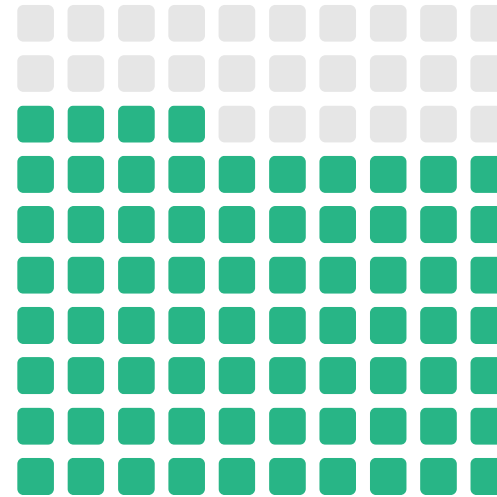
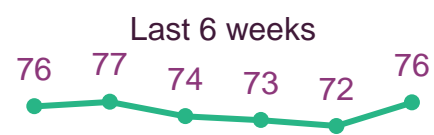
Ventilation on the train

68%



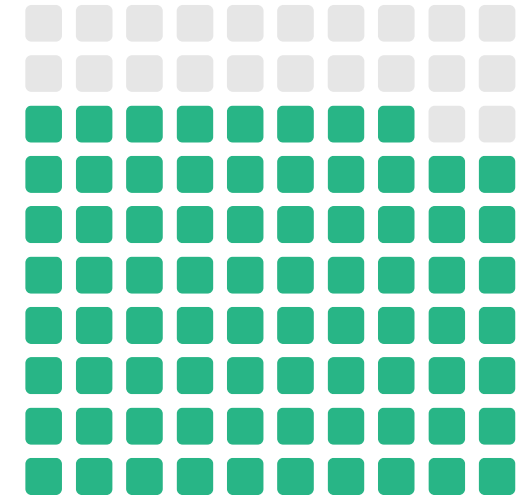
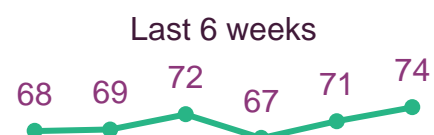
Level of crowding on the train

76%



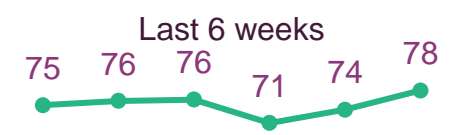
Behaviour of other passengers

74%



Helpfulness & attitude of staff

78%



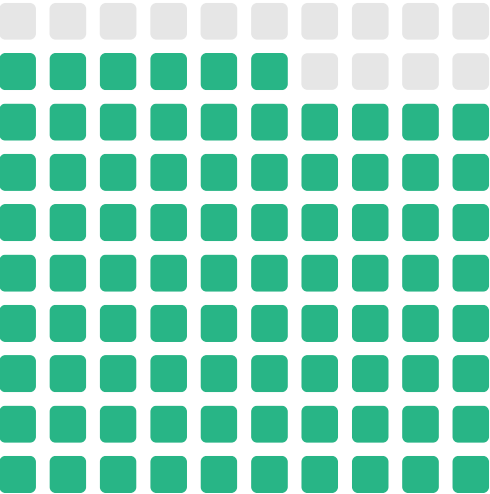
# Satisfaction with ventilation, crowding, passengers and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

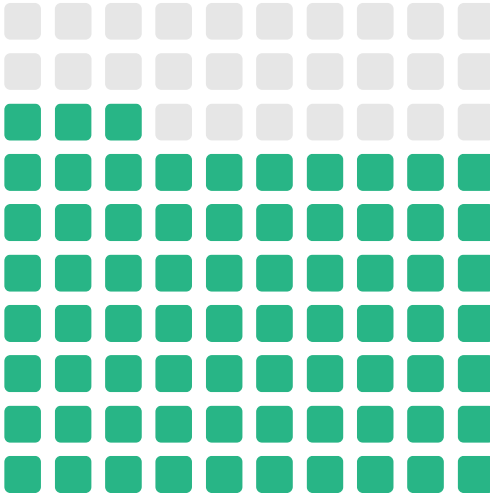
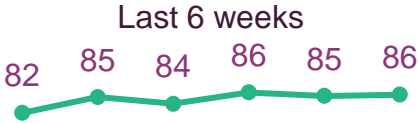


Week 6 report. Base size (used rail in last 7 days and not applicable excluded): 518; 523; 518, 441.

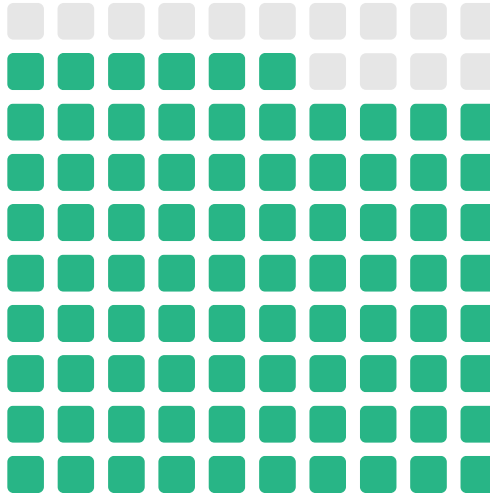
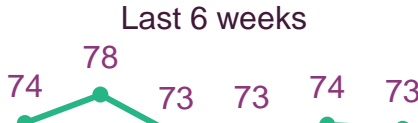
# Satisfaction with punctuality, frequency, journey time, and on train info



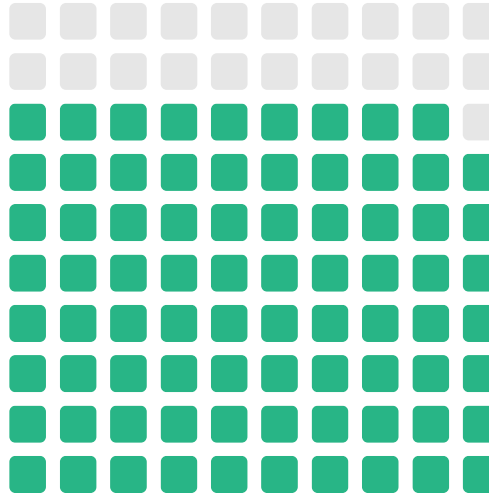
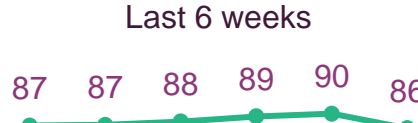
Punctuality/reliability  
86%



Frequency of trains on that route  
73%



Length of time journey scheduled to take  
86%



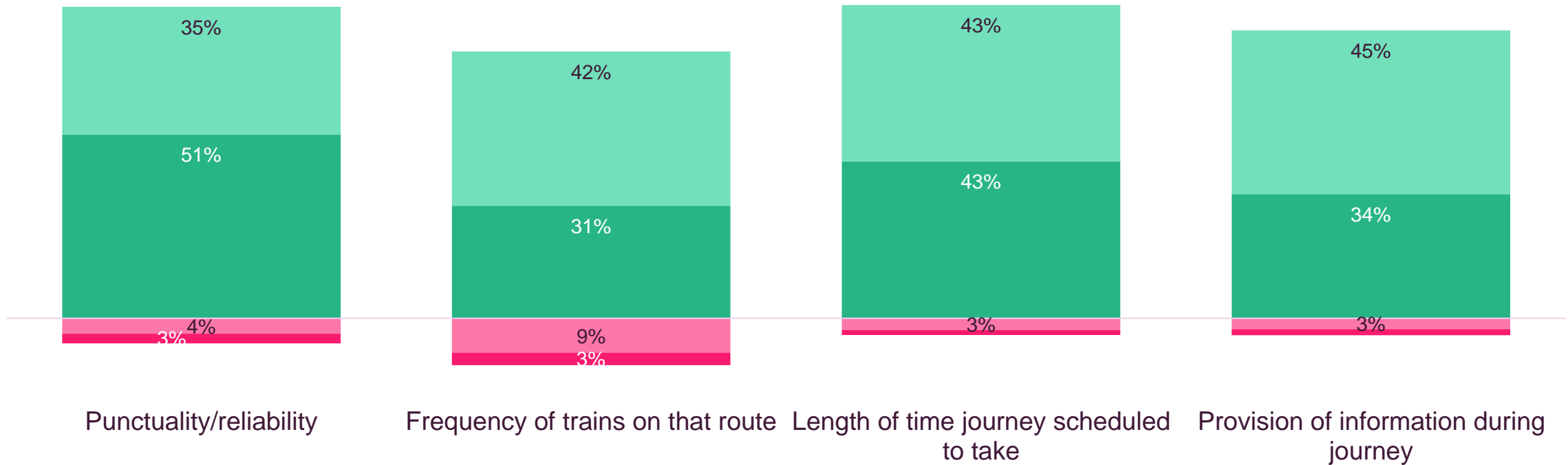
Provision of information during journey  
79%



Week 6 report. Base size (used rail in last 7 days and not applicable excluded): 520; 519; 524; 502.

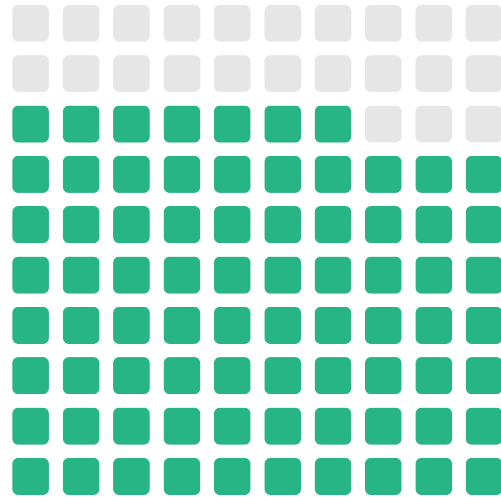
# Satisfaction with punctuality, frequency, journey time, and on train info

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

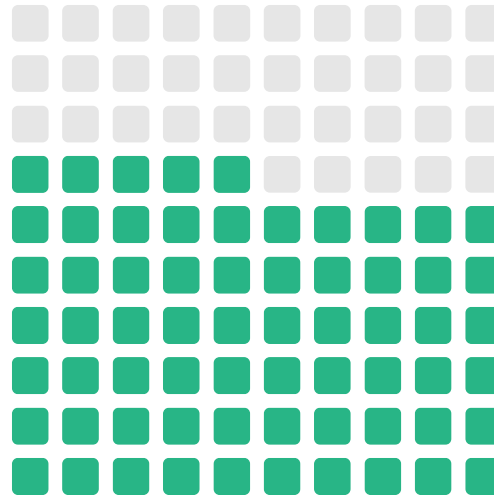
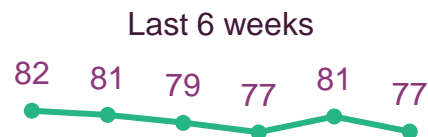


Week 6 report. Base size (used rail in last 7 days and not applicable excluded): 520; 519; 524; 502.

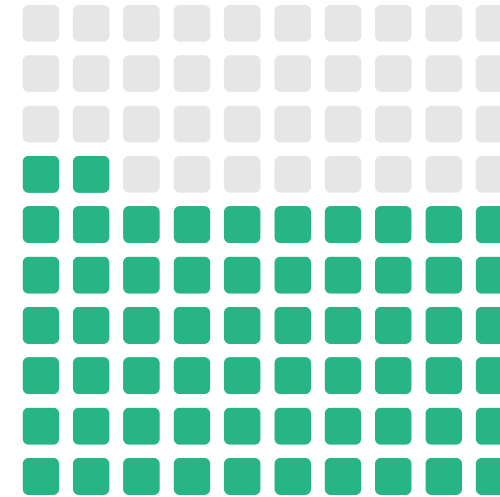
# Satisfaction with seats, value for money and internet reliability



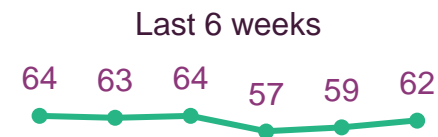
Comfort of the seats  
77%



Value for money  
65%



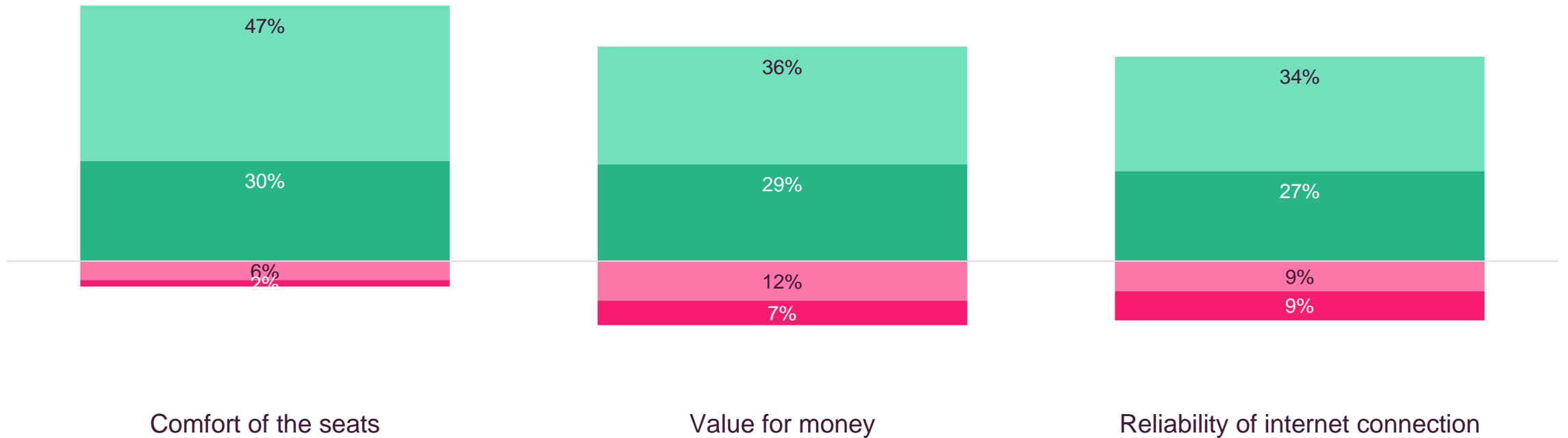
Reliability of internet connection  
62%





# Satisfaction with seats, value for money and internet reliability

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



Week 6 report. Base size (used rail in last 7 days and not applicable excluded): 514, 513; 371.

# 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; the question text is provided in the following appendix.

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	Week 6
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	Fieldwork: 20 to 24 October
410	487	488	468	434	525

# Appendix: survey question text

1. Overall satisfaction: Overall how satisfied were you with this train journey?

Scale: Very satisfied to Very dissatisfied

2. 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.

- a. The information on how busy the train would be before travelling
- b. The cleanliness of the inside of the train
- c. The number of people wearing face coverings during your journey
- d. The Covid measures in place on the train and at stations
- e. Helpfulness and attitude of staff
- f. The ventilation on the train
- g. Overall satisfaction with the station
- h. Punctuality/reliability (i.e. the train departing / arriving on time)
- i. Frequency of the trains on that route
- j. Length of time the journey was scheduled to take
- k. Level of crowding on the train
- l. The behaviour of other passengers
- m. Provision of information during the journey
- n. Comfort of the seats
- o. Value for money of your ticket
- p. Reliability of the internet connection
- q. Overall satisfaction with the train

3. Choice of mode: And thinking about this most recent train journey, was it

Options: a) The only realistic option available to you to get there; b) You had other options available, but chose to use the train.

# 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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