

27-31
October
2021

Week 7

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.

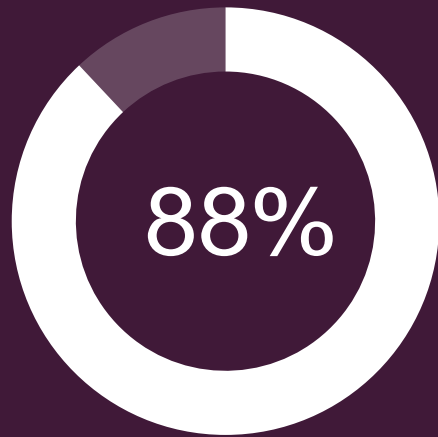
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 7, online interviews took place between 27 October and 31 October 2021.

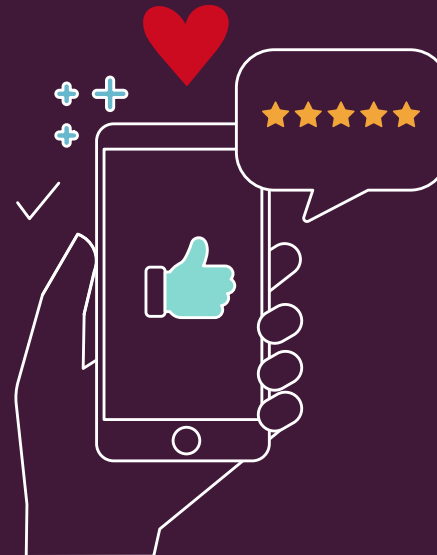
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 29.

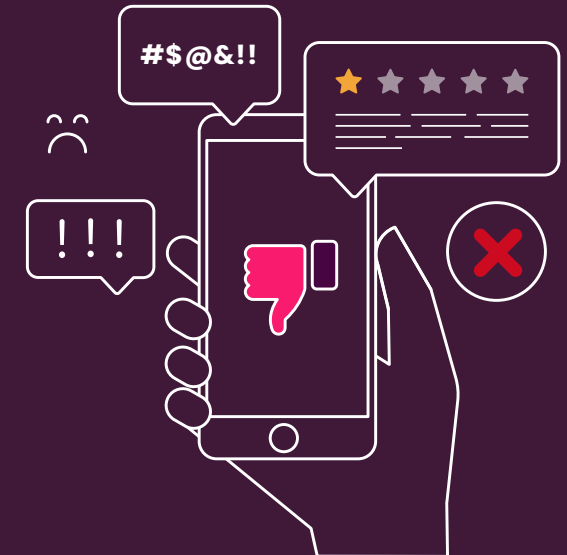
Rail headlines



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



Satisfaction with value for money has increased to 67%.



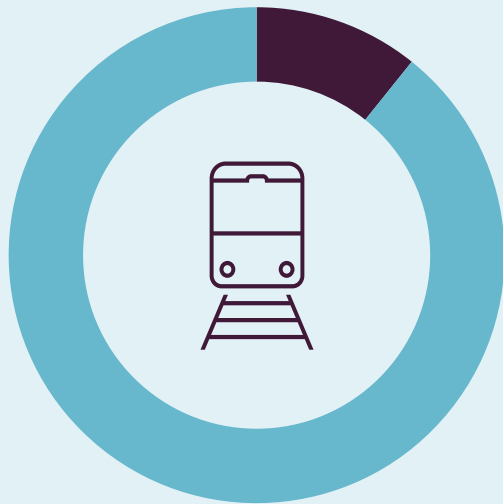
Satisfaction with Covid measures, face coverings and ventilation has declined to 58%, 49% and 65% respectively.

Rail usage levels

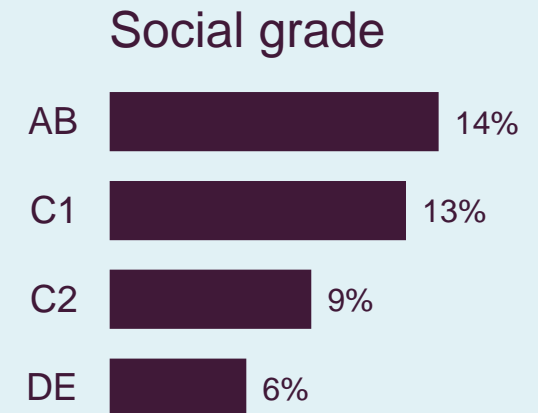
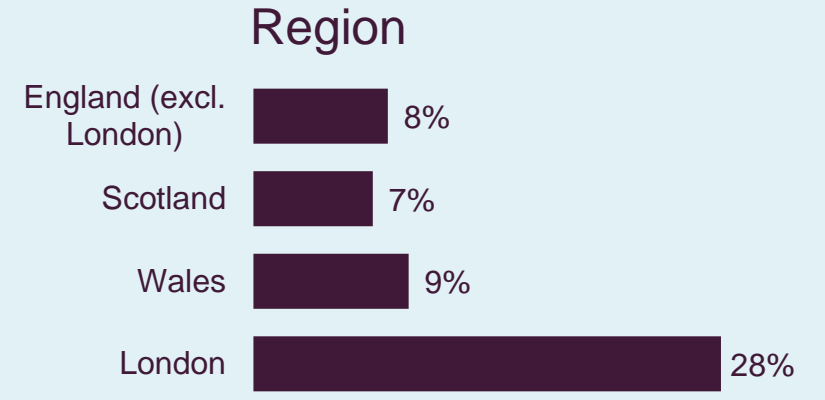
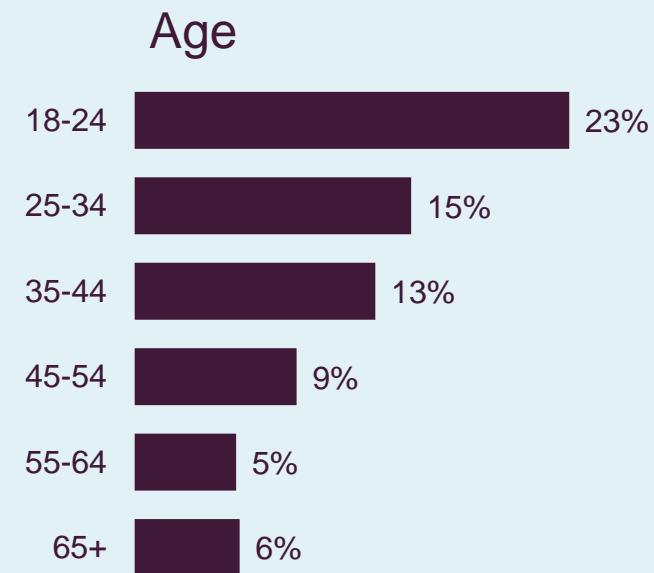


Around one in nine used rail in the last seven days

Proportion using rail in the last seven days

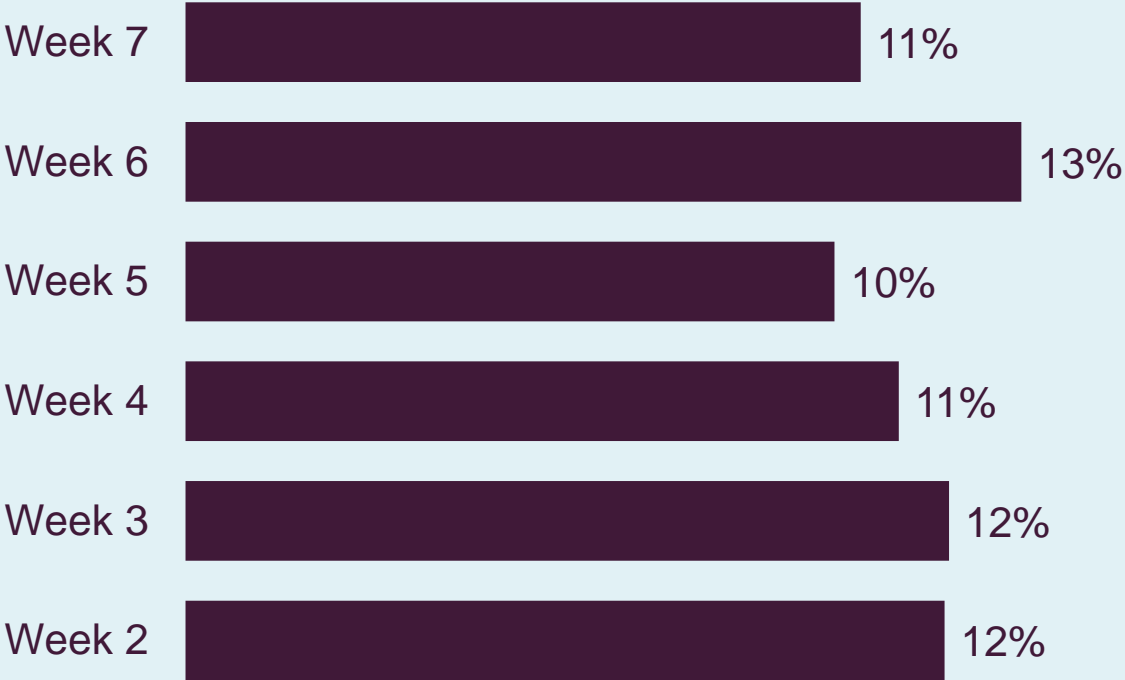


11%
of people in
Great Britain used
rail this week



Rail use this week has dipped back after a high last week

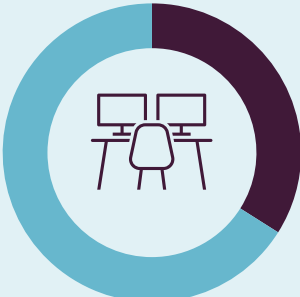
Proportion using rail within the last seven days



Week 7 report. Base size all respondents: approx. 4000 per week.

Commuting is the most common reason for rail use this week

Main purpose of last rail journey



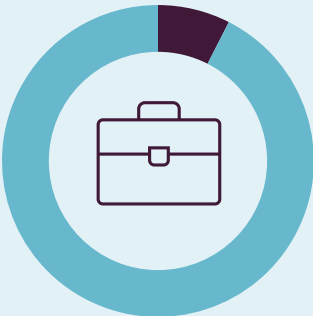
Commuting
34%



Leisure
30%



Friends/family
19%



Work travel
8%



Essential shopping
3%

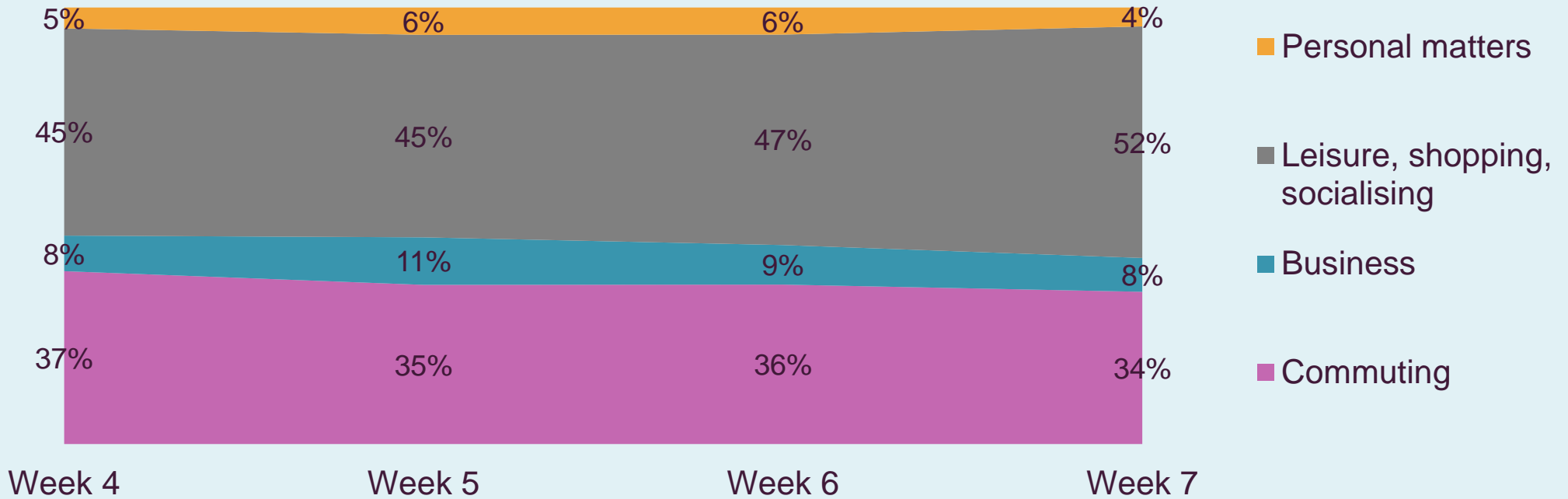


Personal matters
4%

Week 7 report. Base size 438. 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*

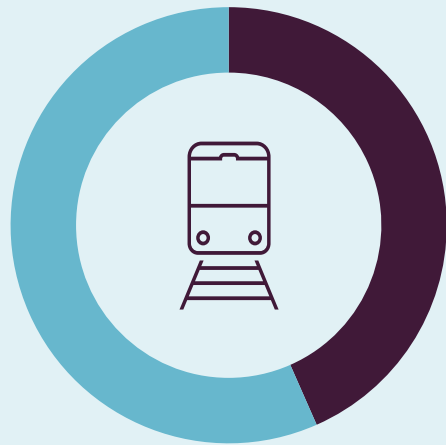
Main purpose of last rail journey



Week 7 report. Base size weekly circa 480. 'Leisure, shopping, socialising' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'. *This question was not asked in this format until week 4.

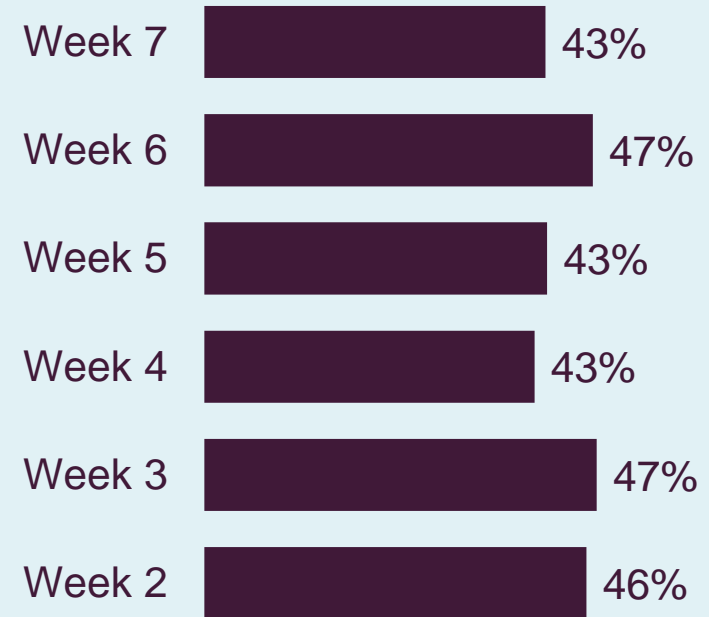
Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



43%

57% said the train was the only realistic option for that journey

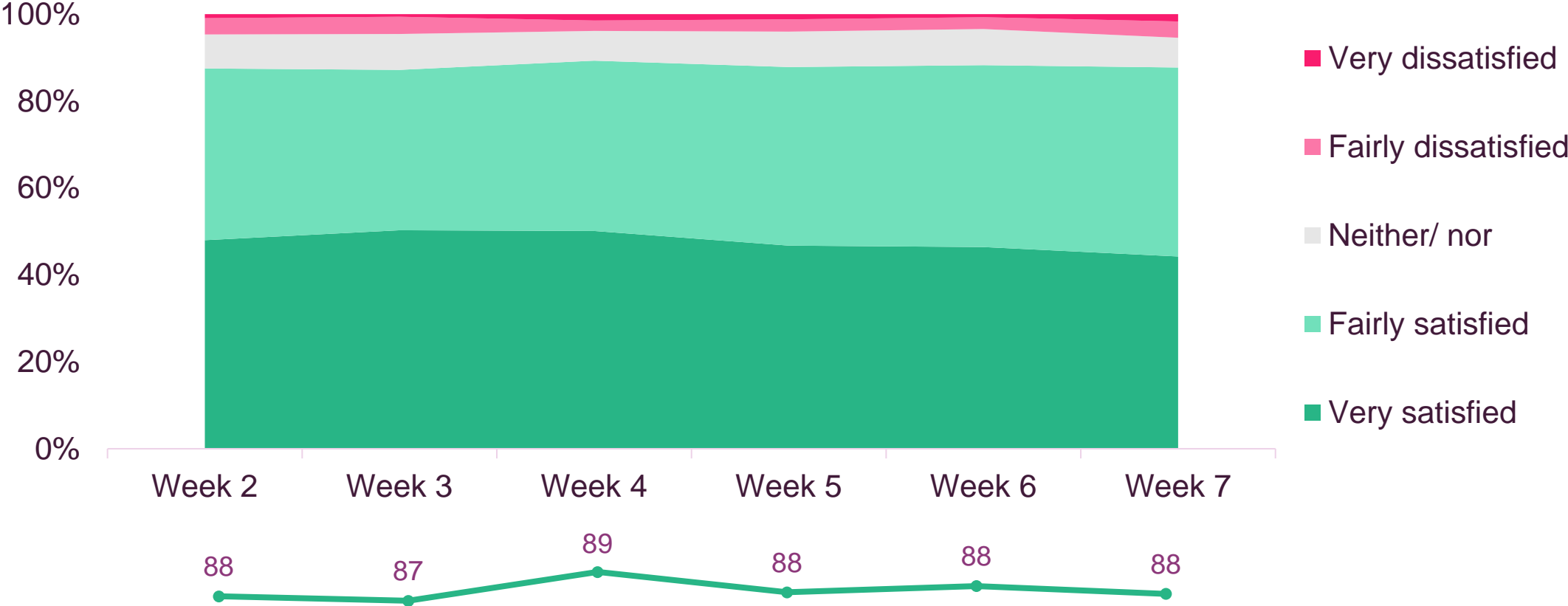


Week 7 report. Base size: all who used rail in last 7 days – circa 450 per week.

Rail satisfaction



Overall satisfaction with rail journey – over time



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

Overall satisfaction by Network Rail region

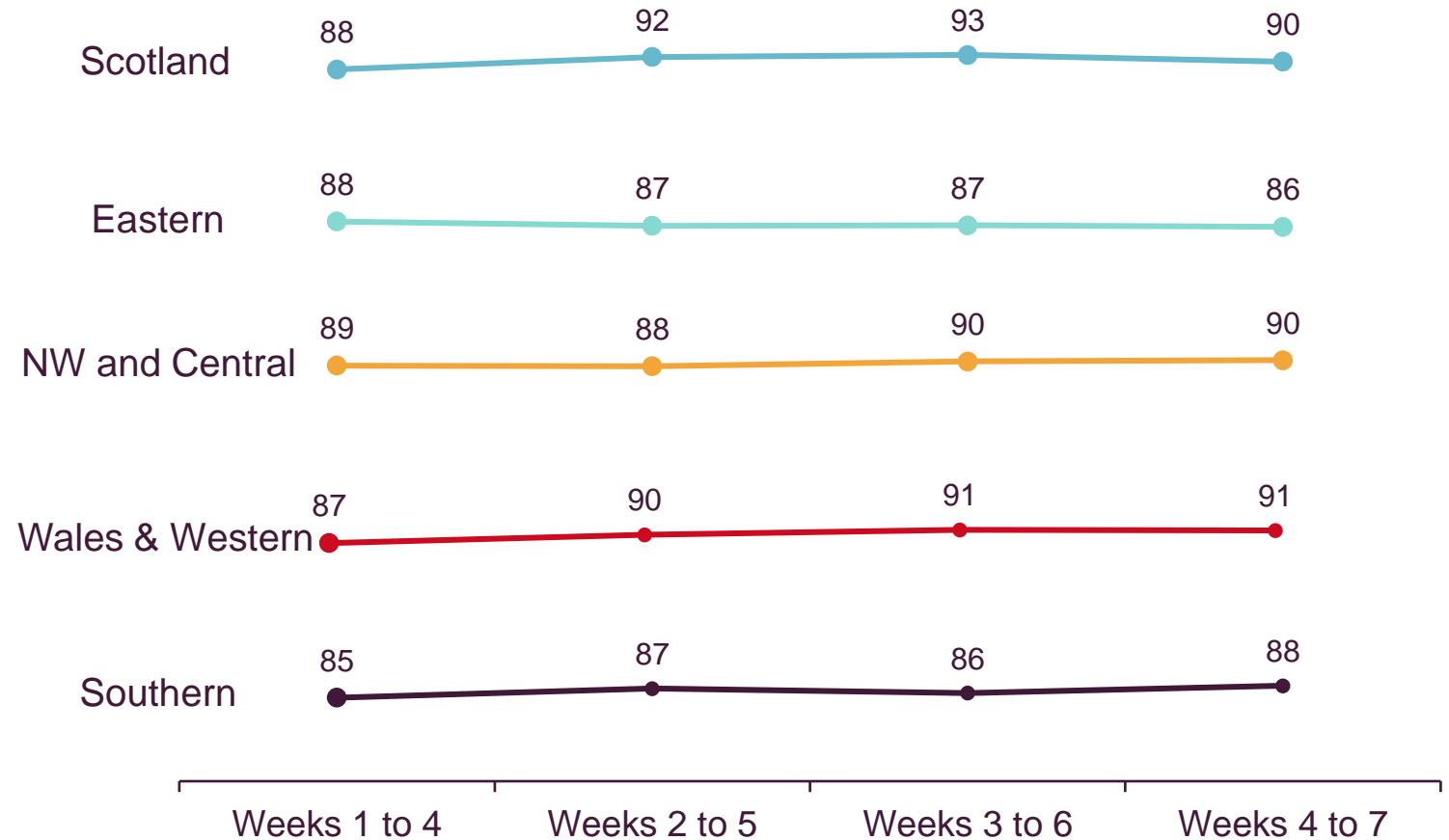


By region over last 6 weeks



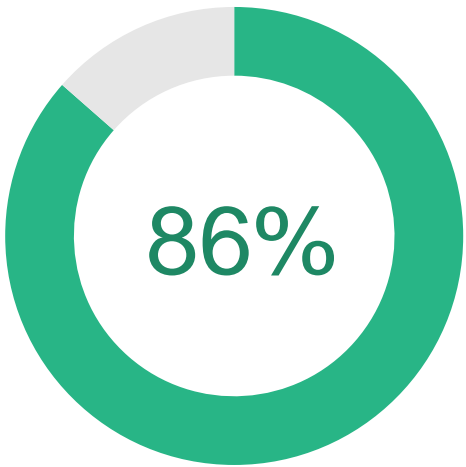
Week 7 report. Base size by region: Scotland to Southern: 183, 772, 534, 277, 974.

Overall satisfaction by Network Rail Region – four week rolling averages

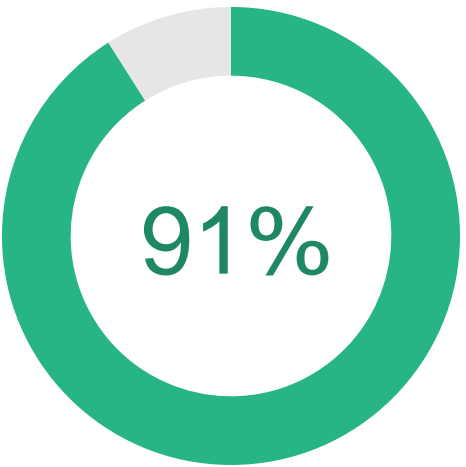


Week 7 report. Base size by region: Scotland to Southern approx. average 4 weekly numbers: 125; 500; 350; 175; 625.

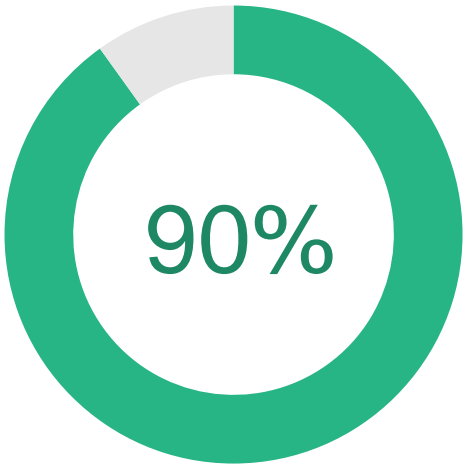
Overall satisfaction by train operating company type over last 6 weeks



London and South East



Long distance



Regional operators

London and South East includes: c2c, Chiltern Railways, Gatwick Express, Greater Anglia, Great Northern, Great Western Railway, London Overground, South Western Railway, Southeastern, Southern, TfL Rail, Thameslink, West Midlands Trains (includes London Northwestern Railway).

Long distance includes: Avanti West Coast, CrossCountry, East Midlands Railway, London North Eastern Railway, and TransPennine Express.

Regional operators includes: Merseyrail, Northern; ScotRail, Transport for Wales.

Week 7 report. Base size: all rail users in TOC type over last six weeks: London & SE 1539; Long distance 512; Regional 467.

Why passengers were satisfied/dissatisfied with their journey – weeks 1-7



Why satisfied (very/fairly)

88%

Week 7

- Train was clean
- Train arrived on time
- Plenty of seats/able to get a seat
- Passengers wearing masks
- Journey was smooth
- Journey was quick

Why dissatisfied (very/fairly)

5%

Week 7

- Passengers not wearing masks
- Unable to maintain social distancing

What rail passengers are saying...



The train arrived and departed on time, and there was sufficient room available for me to find a seat and not have to sit next to a stranger during Covid. The carriage was clean and pleasant, however I wasn't fully satisfied as the price I paid for the ticket was enormous even with my railcard.

Fairly satisfied, Chiltern passenger

Train was on time and not too busy. This is the first time I've used a train since before the pandemic so was nervous.

Very satisfied, East Midlands passenger



It was on time, not many people were on the train which was ideal and was just a smooth journey.

Fairly satisfied, Great Northern passenger

Trains were overcrowded, with no seats. Wi-Fi is unreliable, train was late and the seats are very close together.

Fairly dissatisfied, Southeastern passenger

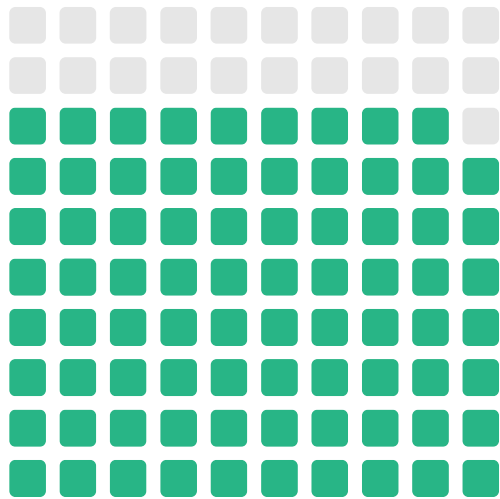
Only 3 carriages on when they knew events were on, making a service go from ability to leave spaces between seats to people rubbing up against you while standing.

Fairly dissatisfied, ScotRail passenger

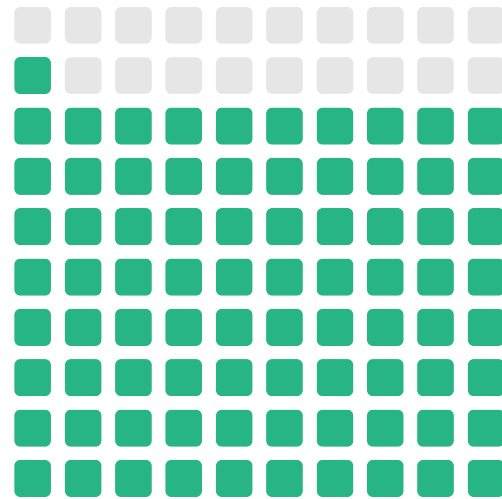
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall



Station - overall satisfaction
79%



Train - overall satisfaction
81%

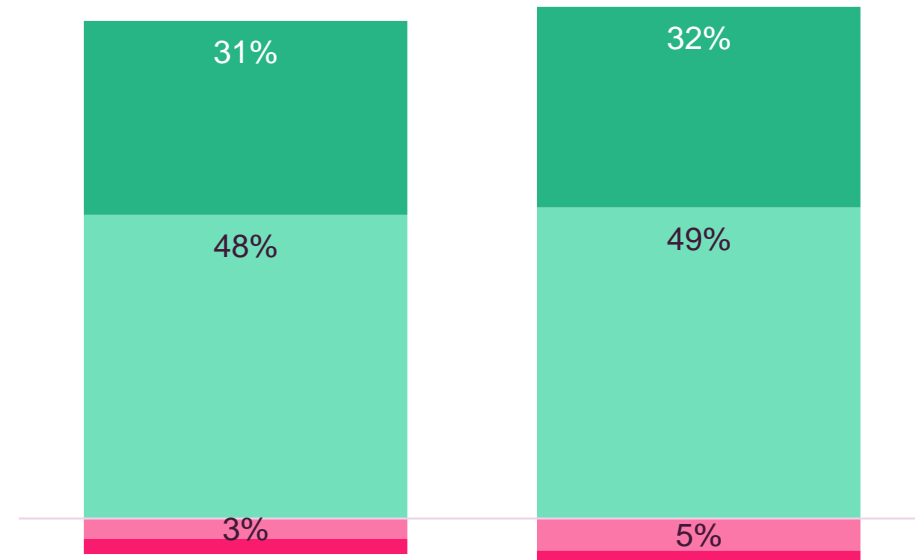
Last 6 weeks



Last 6 weeks



Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



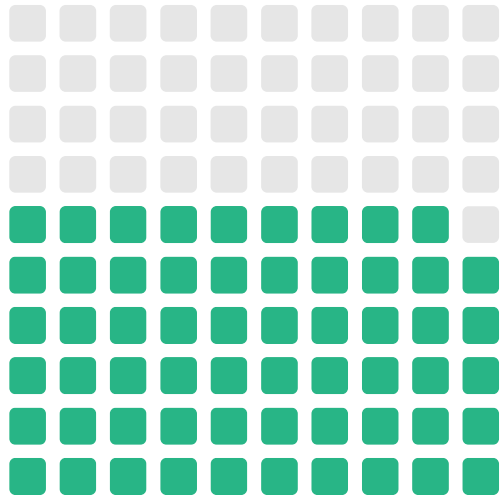
Station - overall satisfaction

Train - overall satisfaction

Week 7 report. Base size (used rail in last 7 days and not applicable excluded): station chart 438; train chart 438.

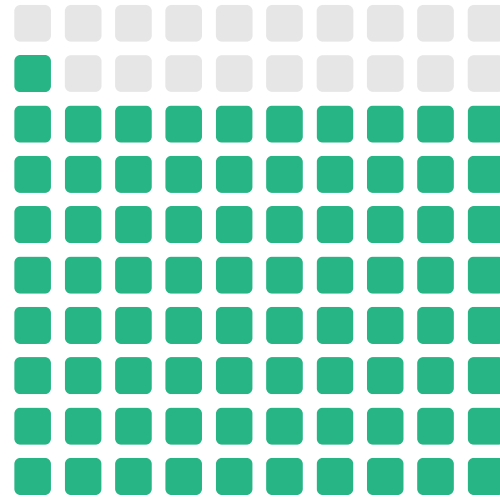
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



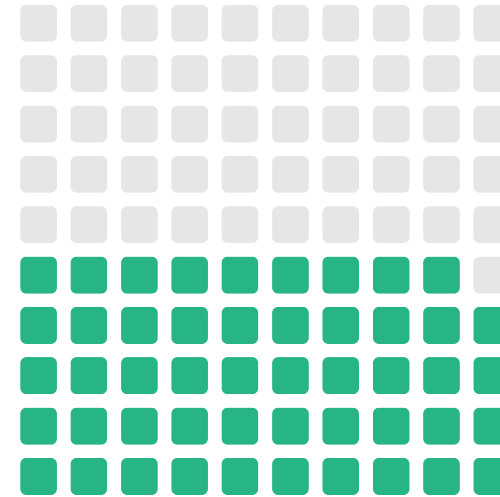
Information on how busy train would be before travelling

59%



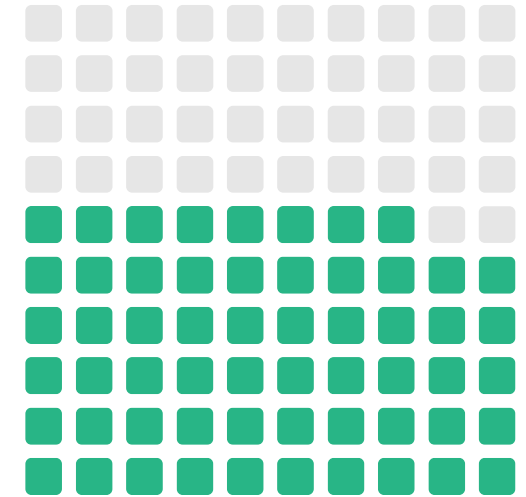
Cleanliness of the inside of the train

81%



Number of people wearing face coverings

49%



Covid measures on train and at station

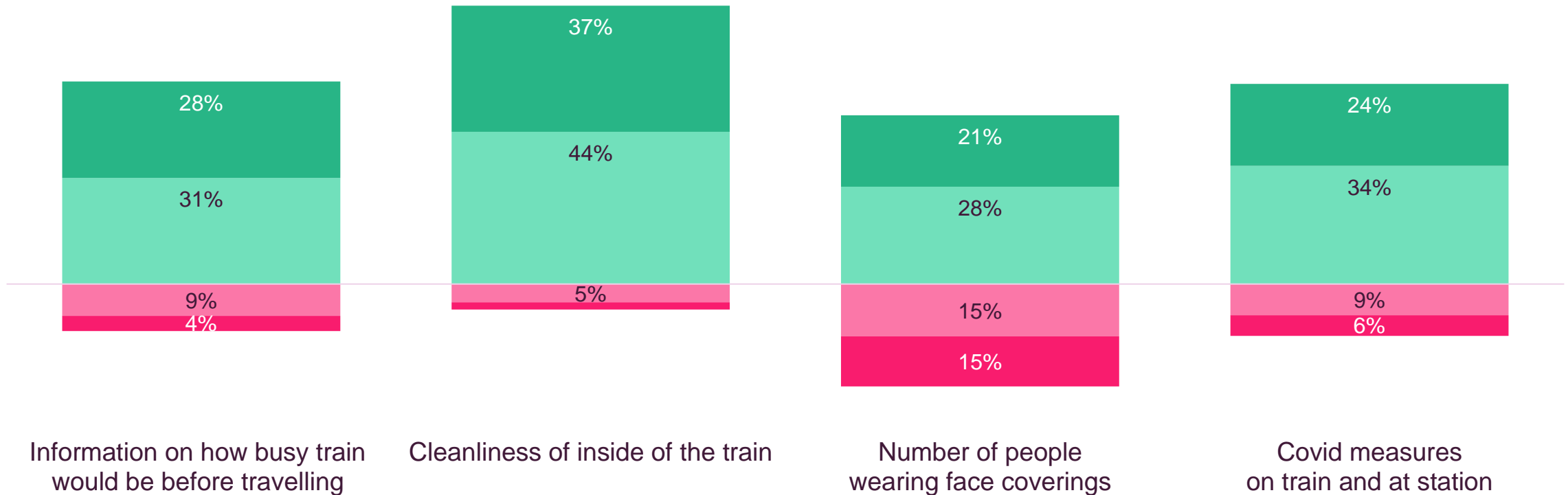
58%



Week 7 report. Base size (used rail in last 7 days and not applicable excluded) 370; 438; 429; 431.

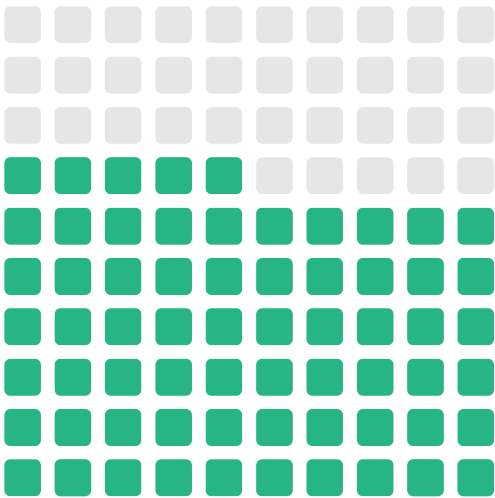
Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



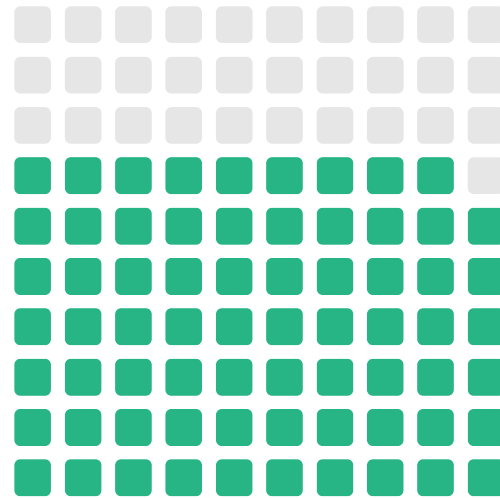
Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 370; 438; 429; 431.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



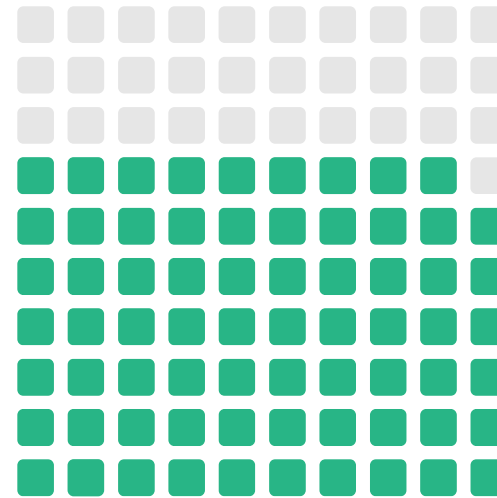
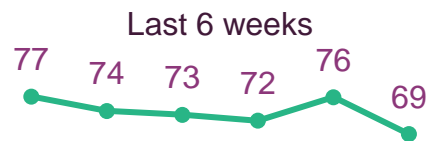
Ventilation on the train

65%



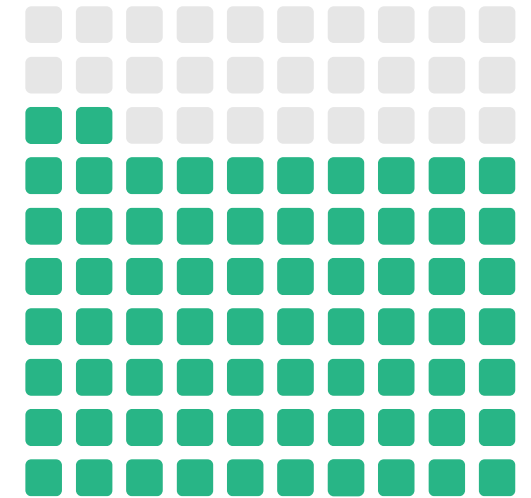
Level of crowding on the train

69%



Behaviour of other passengers

69%



Helpfulness & attitude of staff

72%



Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 429; 436; 438; 356.

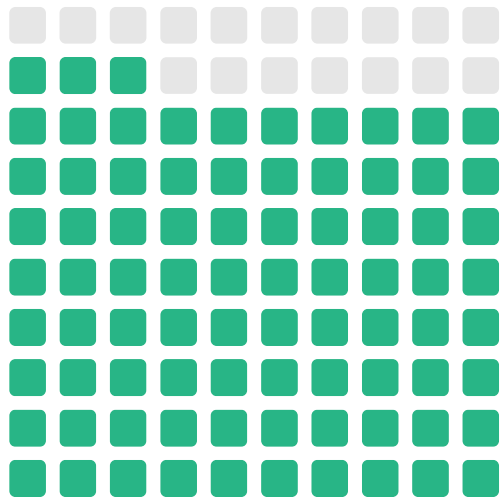
Satisfaction with ventilation, crowding, other passenger behaviour and staff

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

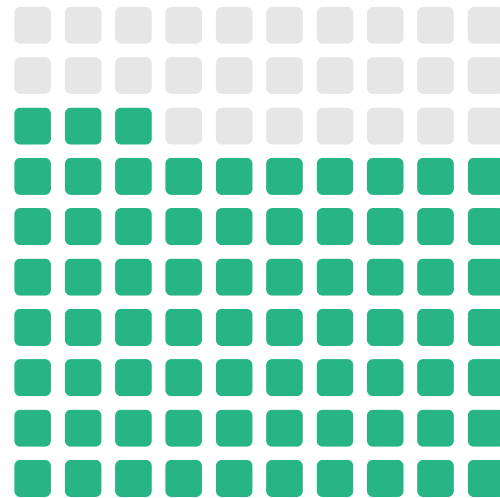


Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 429; 436; 438; 356.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

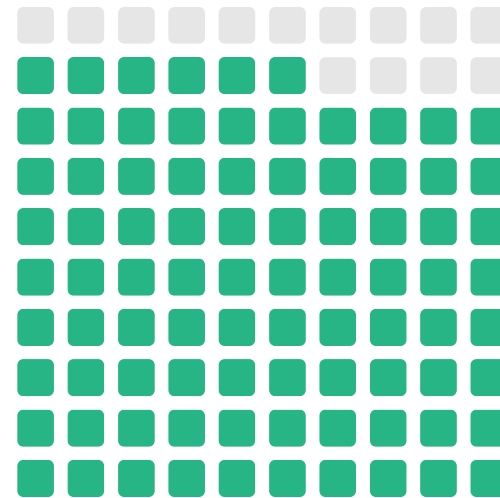
Satisfaction with punctuality, frequency, journey time, and on-train info



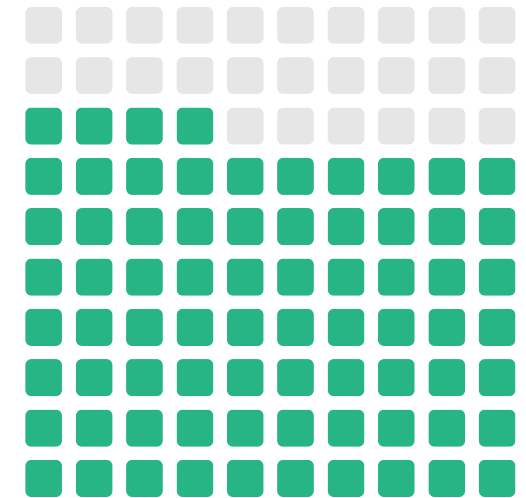
Punctuality/reliability
83%



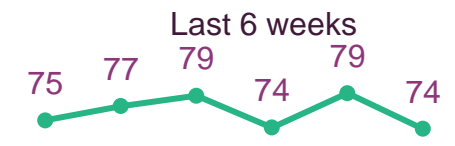
Frequency of trains on that route
73%



Length of time journey scheduled to take
86%



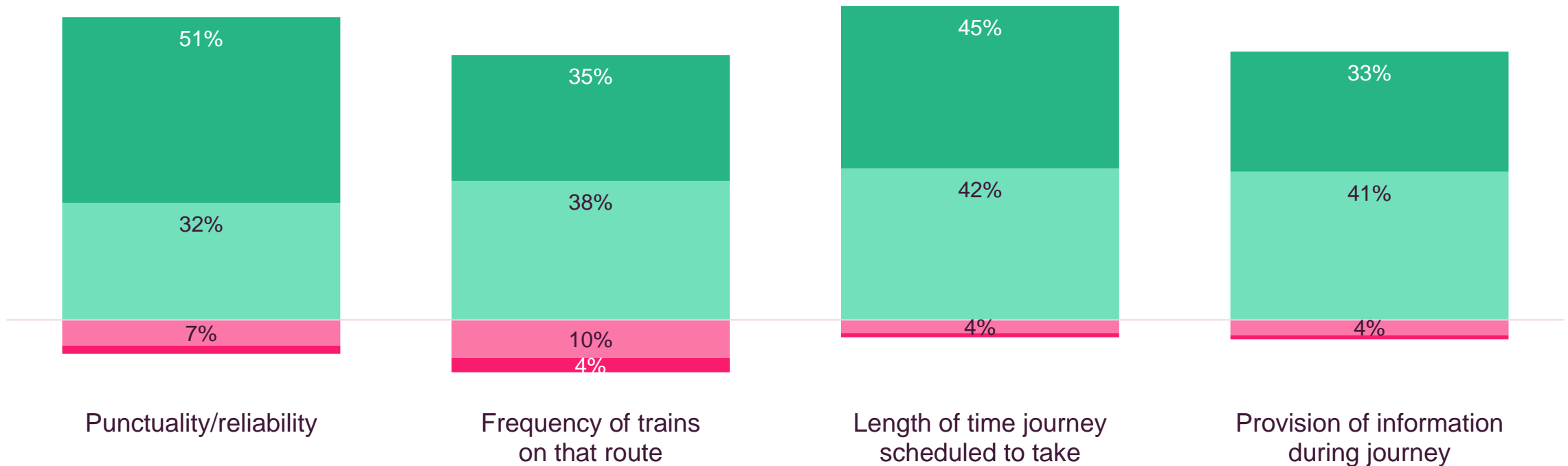
Provision of information during journey
74%



Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 439; 435; 438; 428.

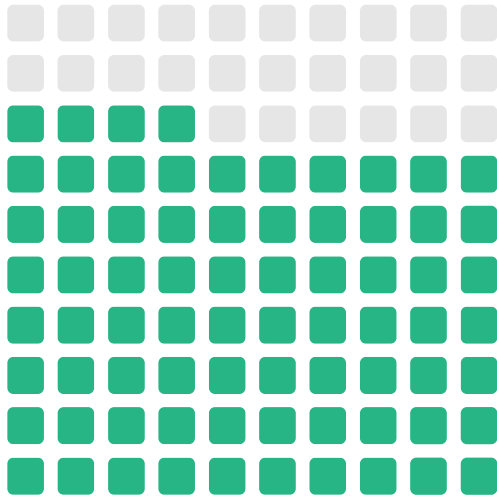
Satisfaction with punctuality, frequency, journey time, and on-train info

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

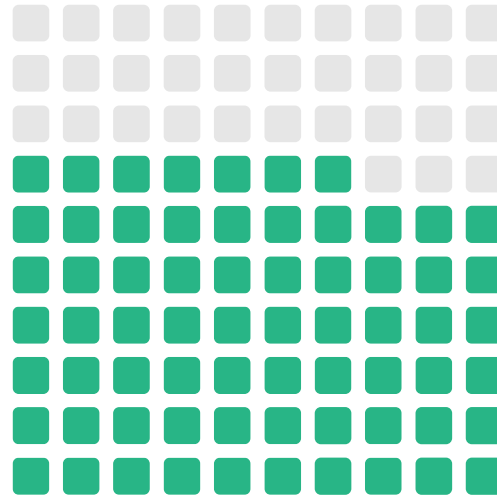


Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 439; 435; 438; 428. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

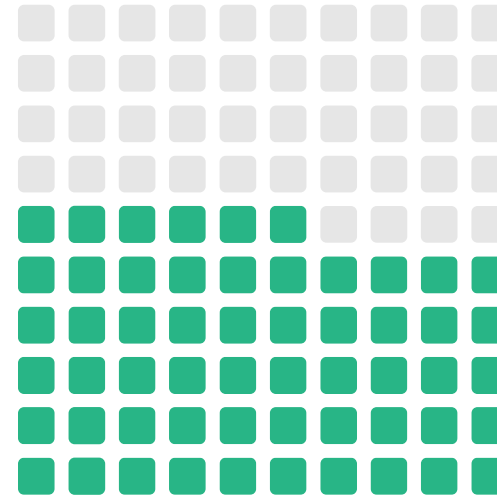
Satisfaction with seats, value for money, internet reliability and personal security



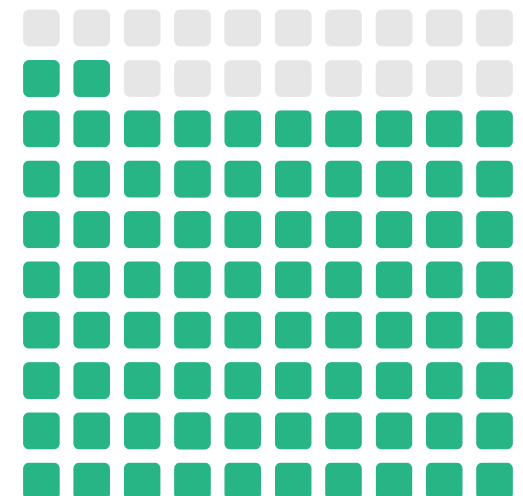
Comfort of the seats
74%



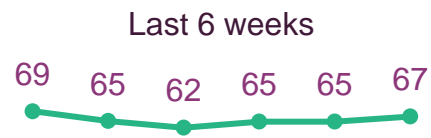
Value for money
67%



Reliability of internet connection
56%



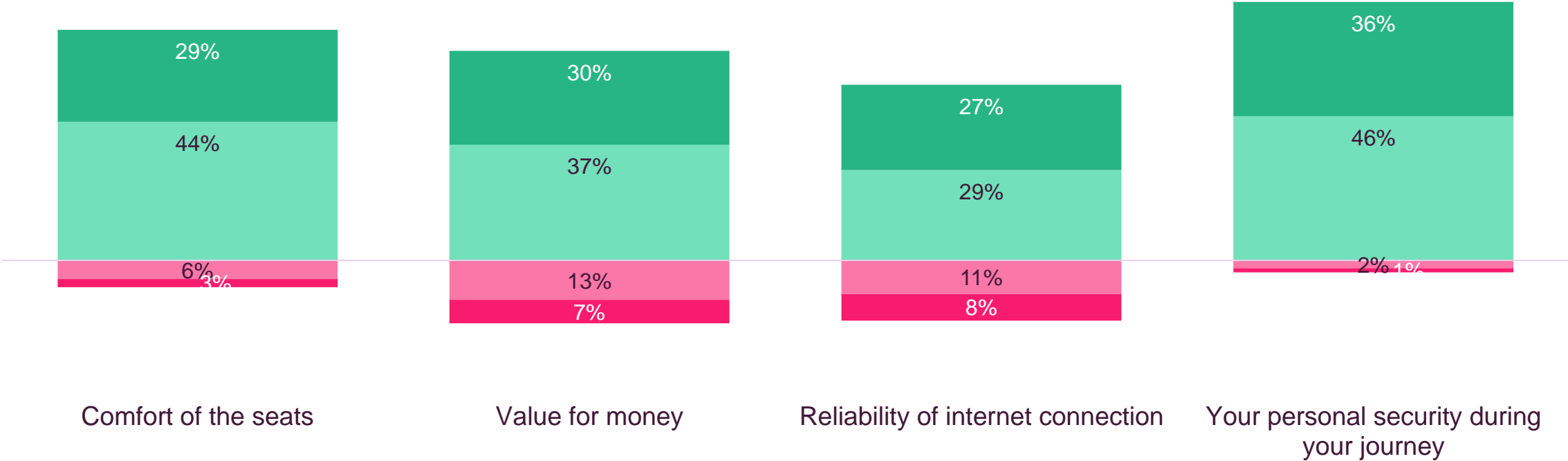
Personal security during journey*
82%



Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 430, 419; 304. * Introduced in week 7.

Satisfaction with seats, value for money, internet reliability and personal security

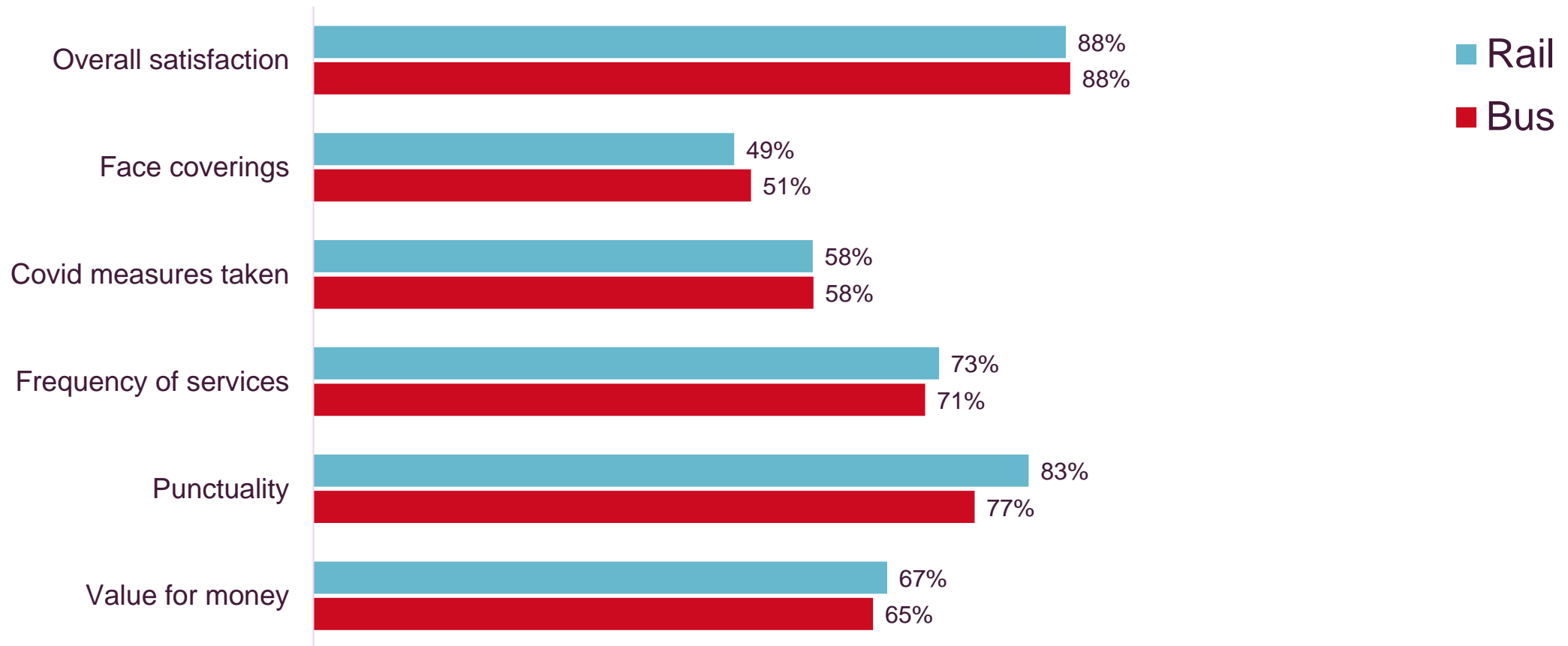
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



Week 7 report. Base size (used rail in last 7 days and not applicable excluded): 430, 419; 304, 438. * Introduced in week 7. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Rail to bus comparison – current week

Higher satisfaction on rail with punctuality



Week 7 report. Base size: rail 439; bus 501.

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 over the last six weeks 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 2	Week 3	Week 4	Week 5	Week 6	Week 7
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	Fieldwork: 27 to 31 October
487	488	468	434	525	439

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
- r. Your personal security during your journey

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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