

3 - 7
November
2021

Week 8

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.

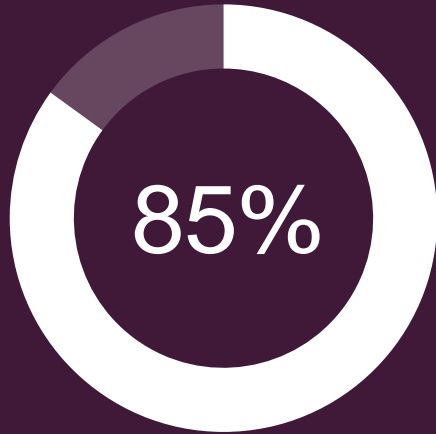
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. In week 8, online interviews took place between 3 and 7 November 2021.

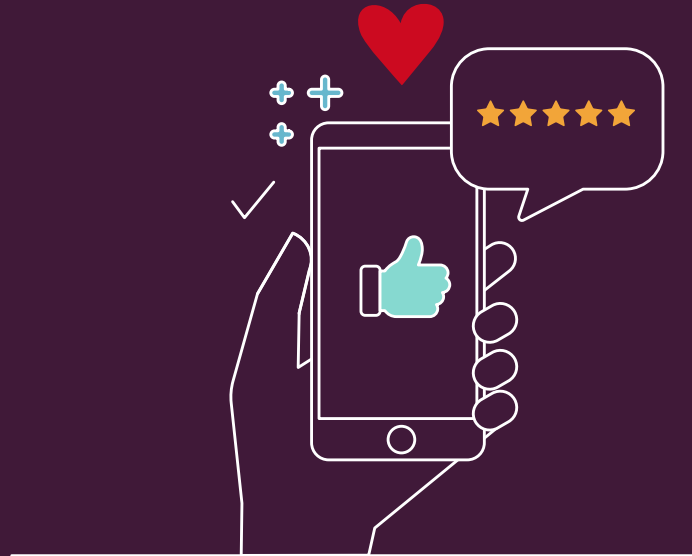
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 30.

Rail headlines



85% of rail passengers were satisfied with their journey overall.



Satisfaction with helpfulness and attitude of staff has increased to 76%.



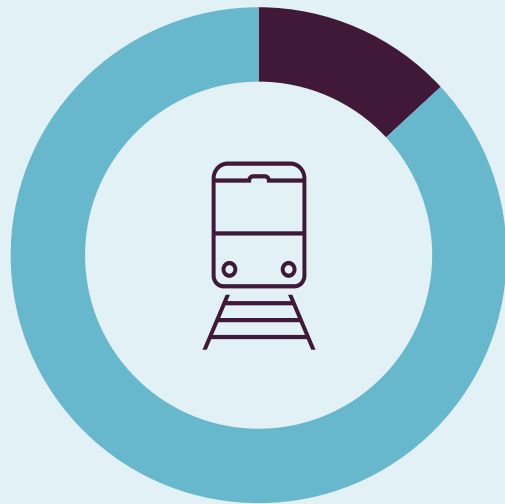
Satisfaction with punctuality/reliability and information provision during the journey has declined to 80% and 72% respectively.

Rail usage levels

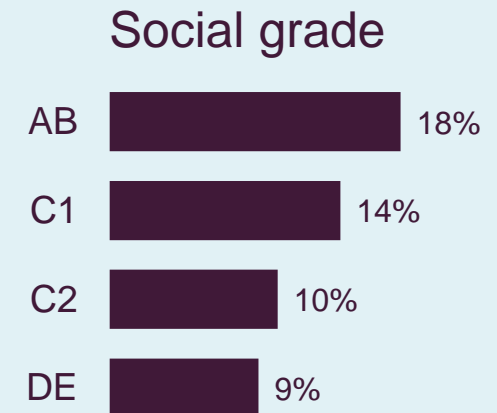
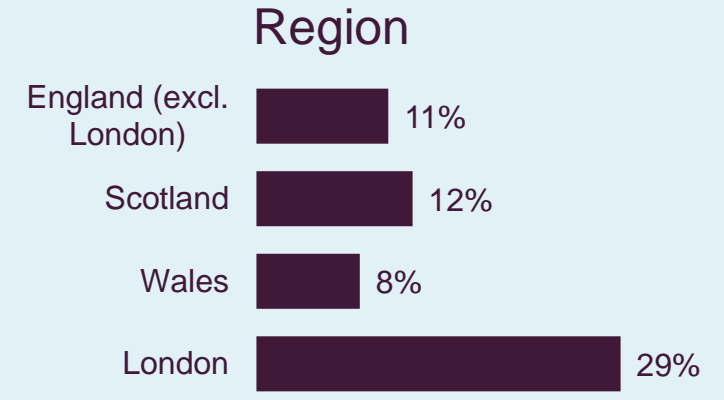
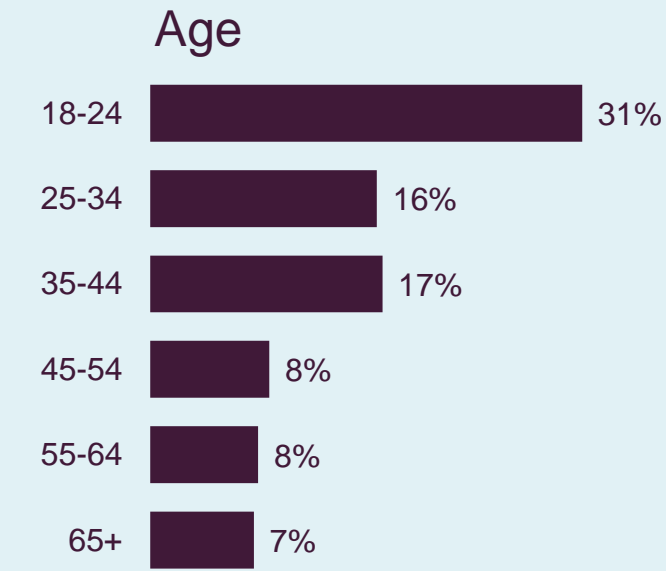


Around one in eight used rail in the last seven days

Proportion using rail in the last seven days

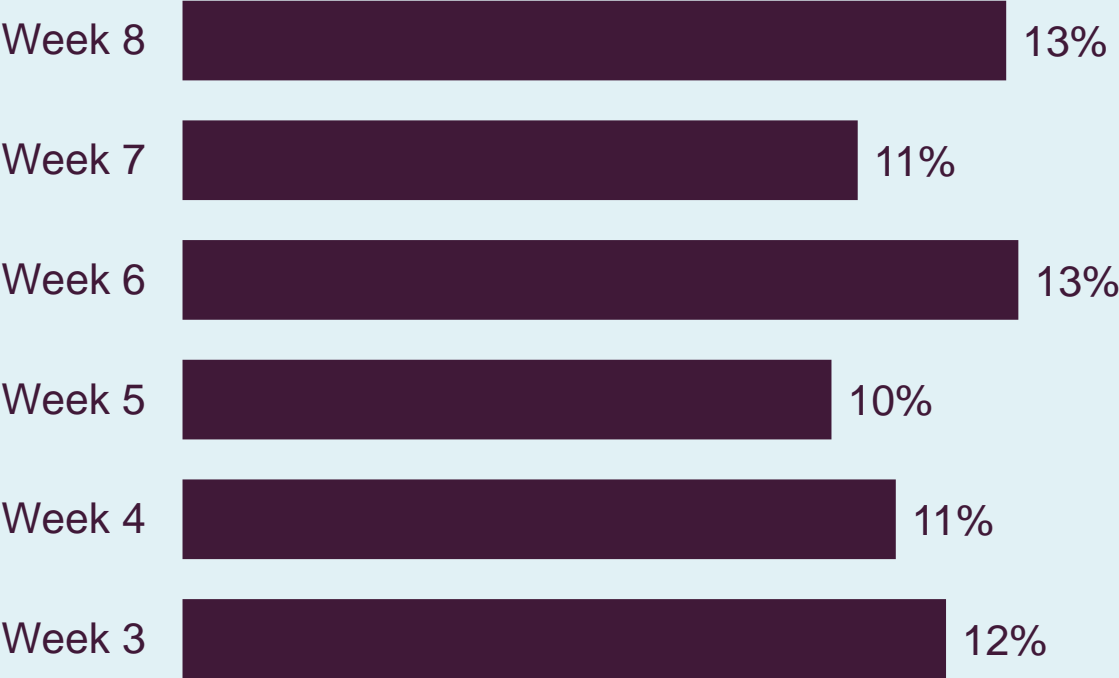


13%
of people in
Great Britain used
rail this week



Rail use this week has bounced back after half term dip

Proportion using rail within the last seven days



Week 8 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



Leisure
28%



Friends/family
19%



Essential shopping
2%



Commuting
32%



Work travel
8%

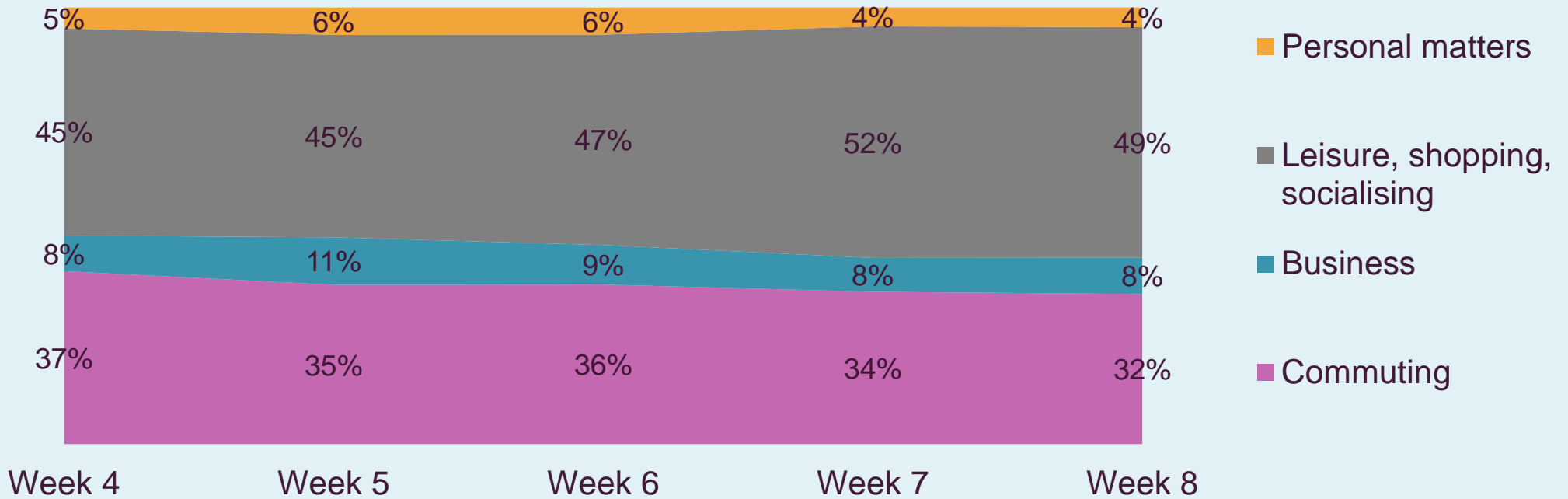


Personal matters
4%

Week 8 report. Base size 517. Note that sum of the journey purposes above may not add to 100 per cent as some have listed 'other reason'.

But commuting accounted for a smaller share of rail journeys this week

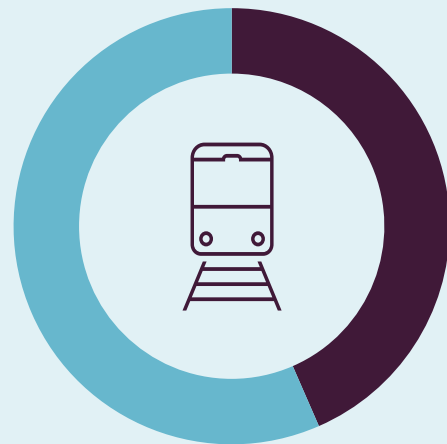
Main purpose of last rail journey*



Week 8 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.

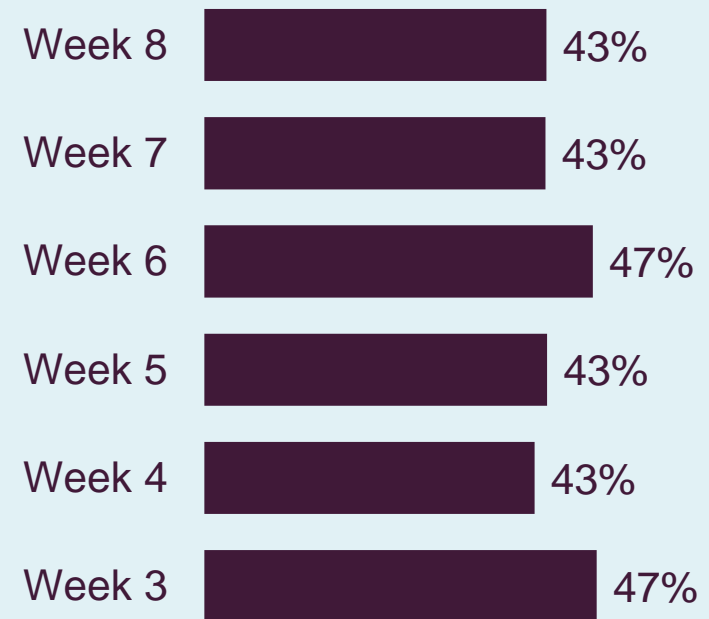
Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



43%

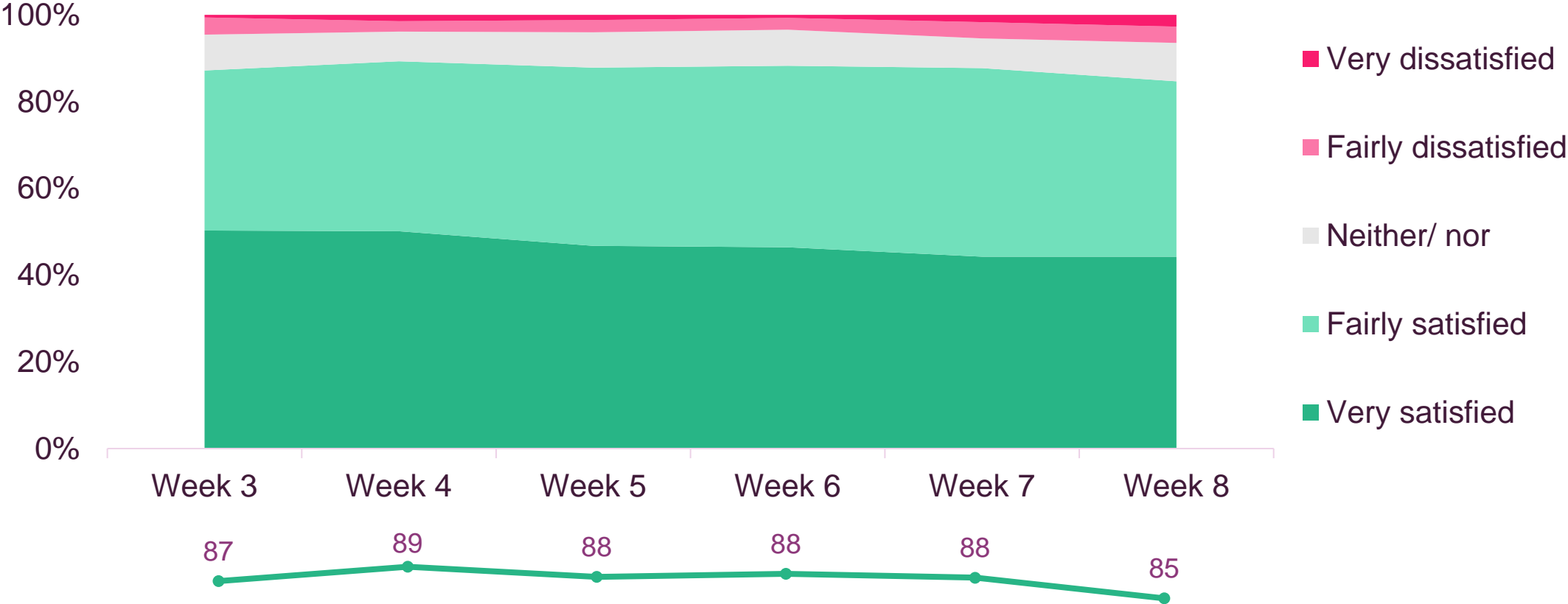
57% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time



Week 8 report. Base size: all who used rail in last 7 days - circa 480 per week

Overall satisfaction by Network Rail region

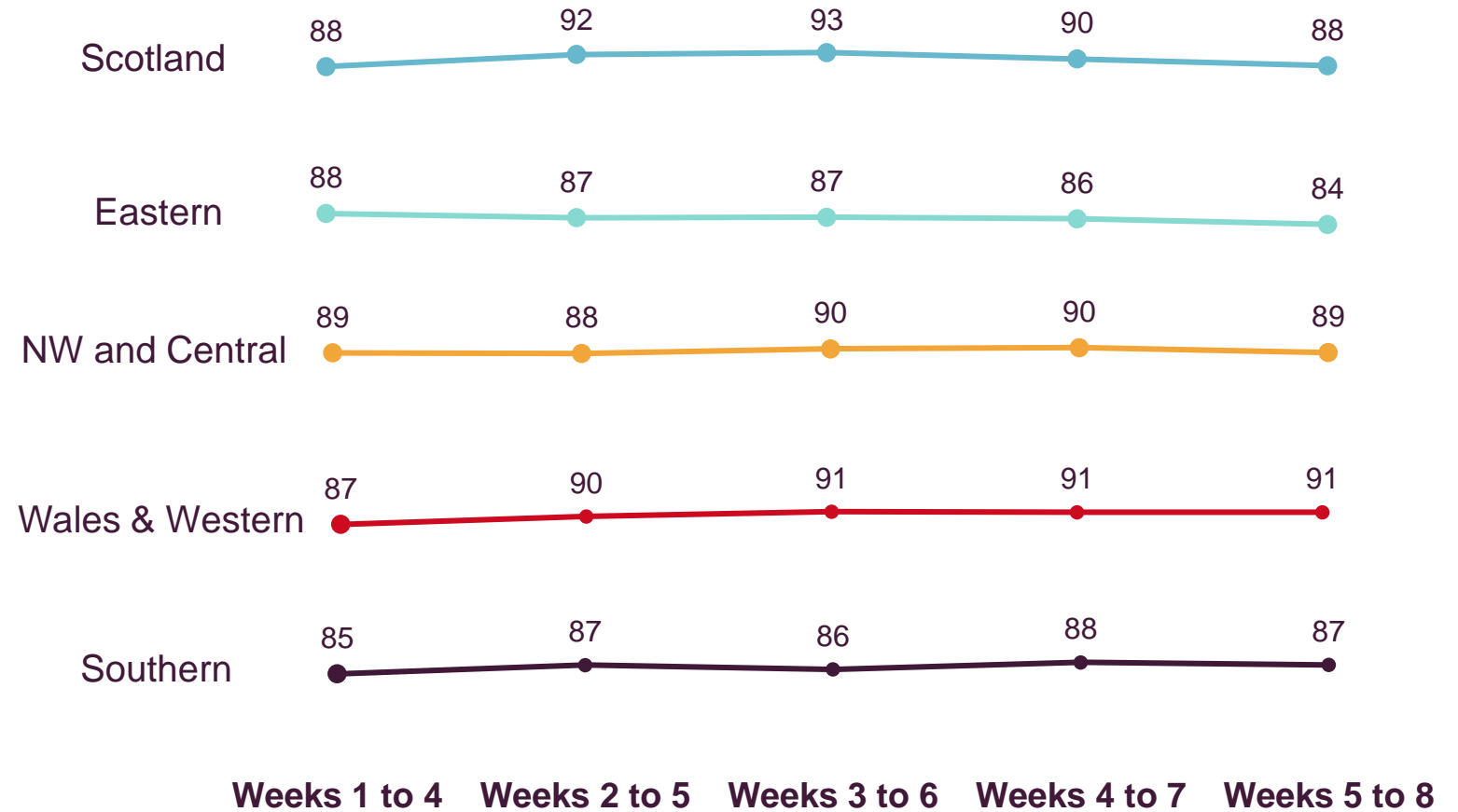


By region over last 4 weeks



Week 8 report. Base size by region: Scotland to Southern: 138, 515, 367, 191, 630.

Overall satisfaction by Network Rail Region – four week rolling averages



Week 8 report. Base size by region: Scotland to Southern approx. average 4 weekly numbers: 130; 500; 500; 180; 635.

What rail passengers are saying...



The train was on time, it was very comfortable with plenty of space and seats available and the passengers all wore a face mask. The train was clean as were both stations. It was a very pleasant journey.

Very satisfied, SouthEastern passenger

Very satisfied, no delays or cancellations, train was comfortable and there were enough seats for myself and my boyfriend to get a seat, as well as Wi-Fi and charging ports.

Very Satisfied, Transport for Wales passenger



The train was so overcrowded it was dangerous.

Very dissatisfied, Greater Anglia passenger

The trains were very clean, nice and quiet, and the conductor was very kind.

Very satisfied, ScotRail passenger

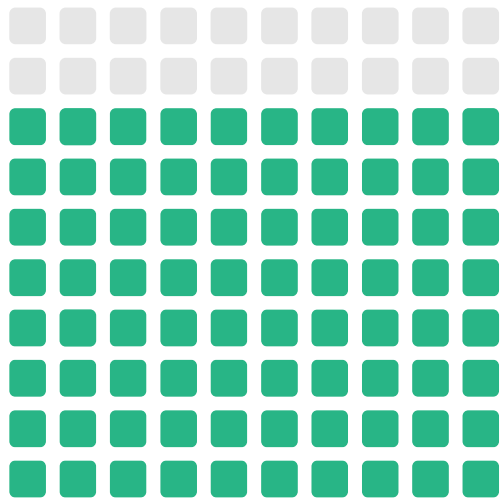
Too many changes, too long, dirty, crowded, too expensive.

Fairly dissatisfied, TransPennine Express passenger

Satisfaction with aspects of rail journey

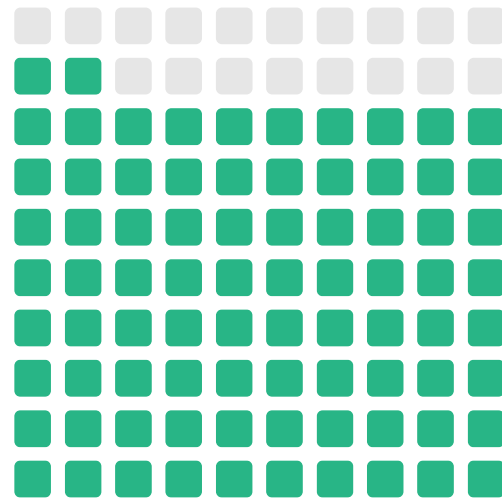
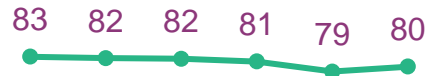


Satisfaction with the station and the train overall



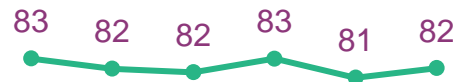
Station - overall satisfaction
80%

Last 6 weeks

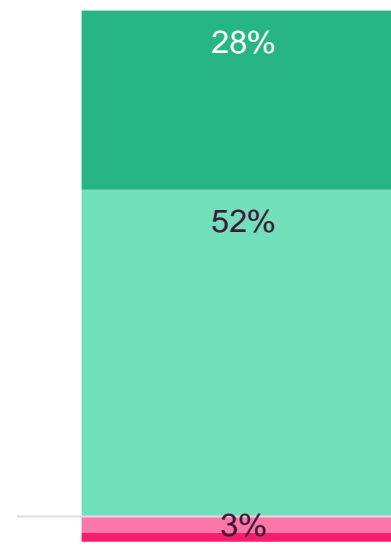


Train - overall satisfaction
82%

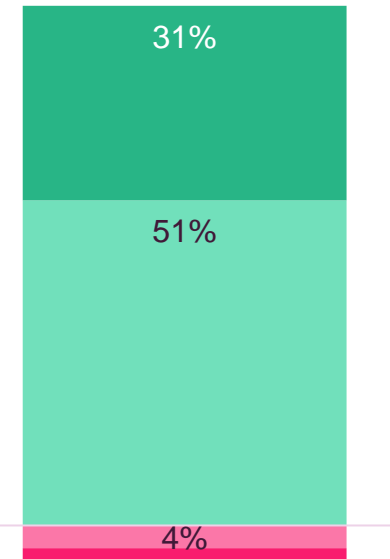
Last 6 weeks



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



Station - overall satisfaction

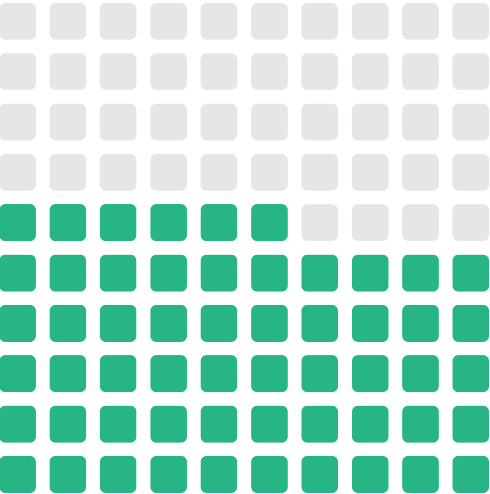


Train - overall satisfaction

Week 8 report. Base size (used rail in last 7 days and not applicable excluded): station chart 517; train chart 518.

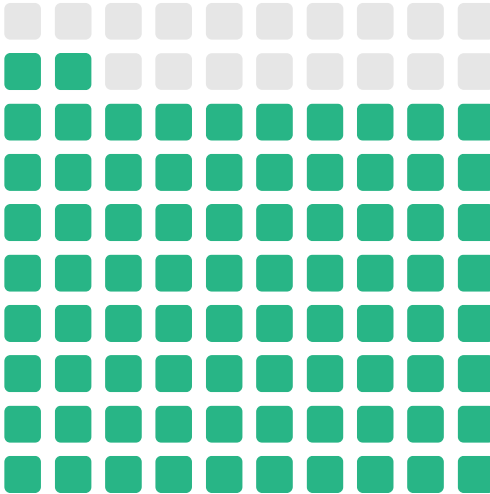
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



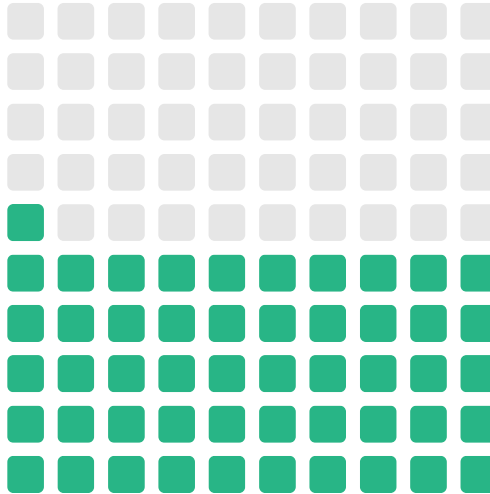
Information on how busy train would be before travelling

56%



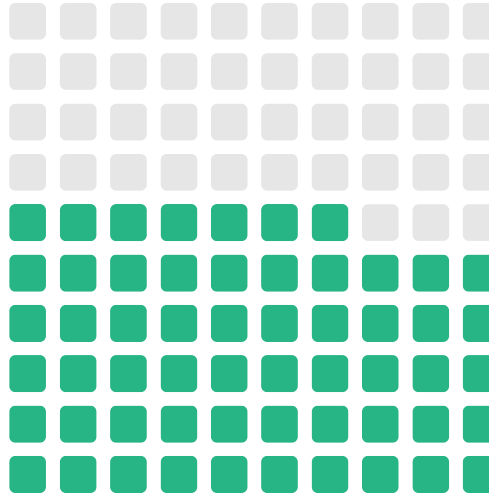
Cleanliness of the inside of the train

82%



Number of people wearing face coverings

51%



Covid measures on train and at station

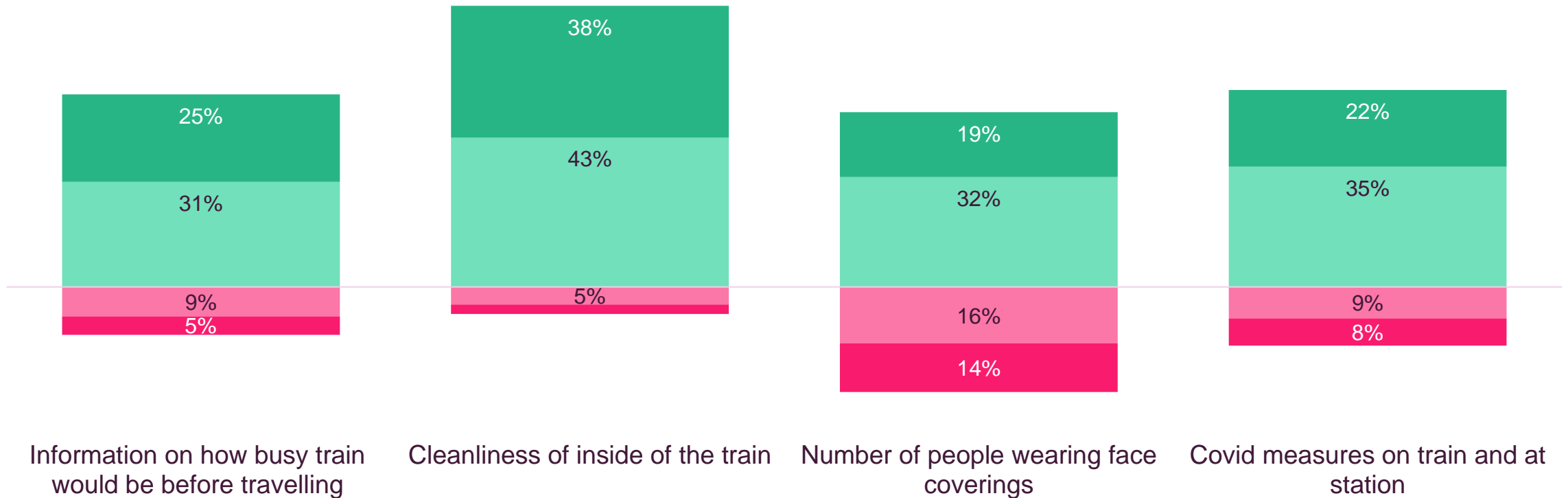
57%



Week 8 report. Base size (used rail in last 7 days and not applicable excluded) 416; 519; 508; 507.

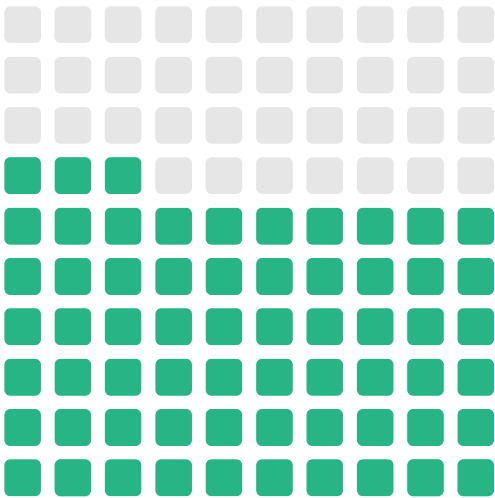
Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



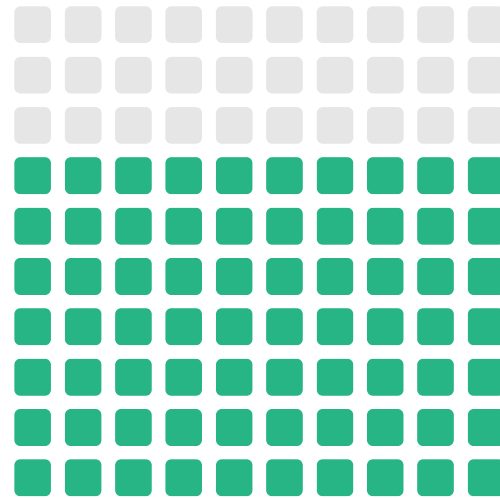
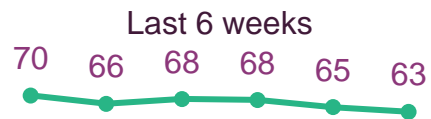
Week 8 report. Base size (used rail in last 7 days and not applicable excluded): 416; 519; 508; 507.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



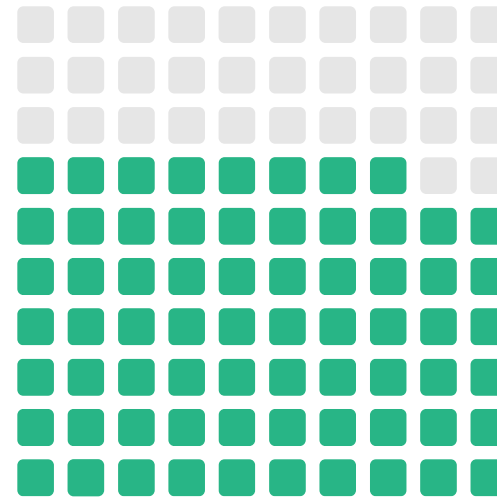
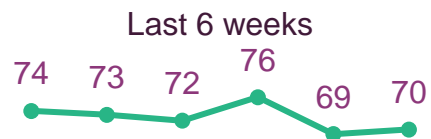
Ventilation on the train

63%



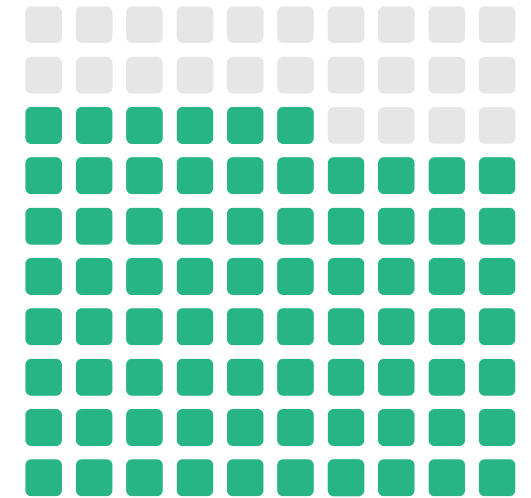
Level of crowding on the train

70%



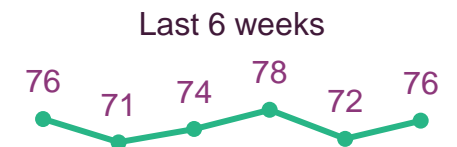
Behaviour of other passengers

68%



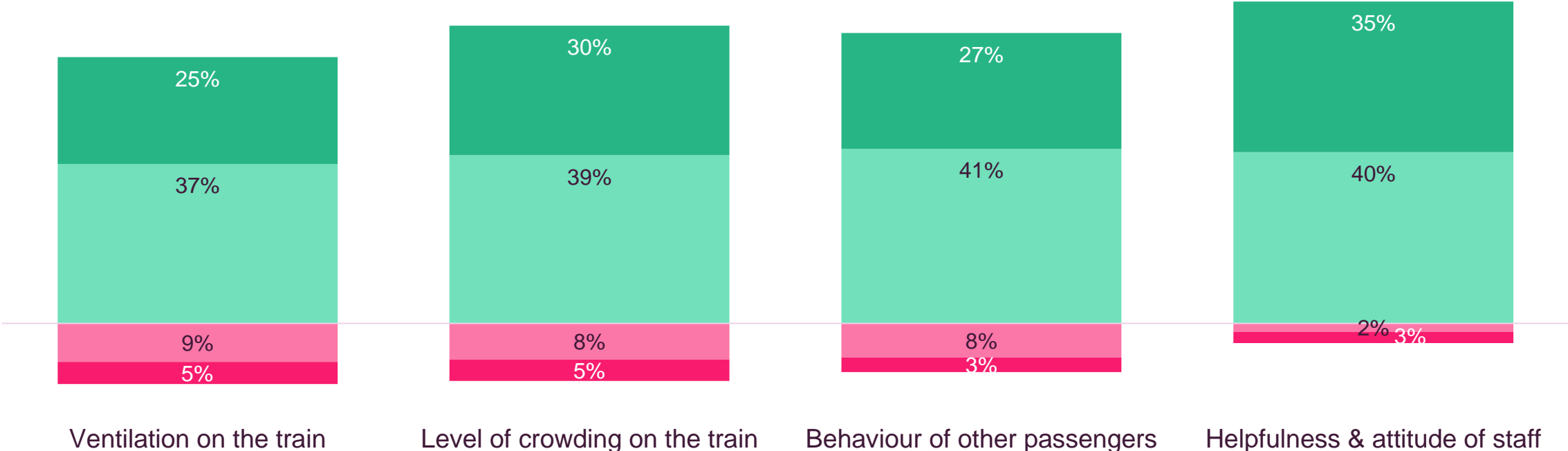
Helpfulness & attitude of staff

76%



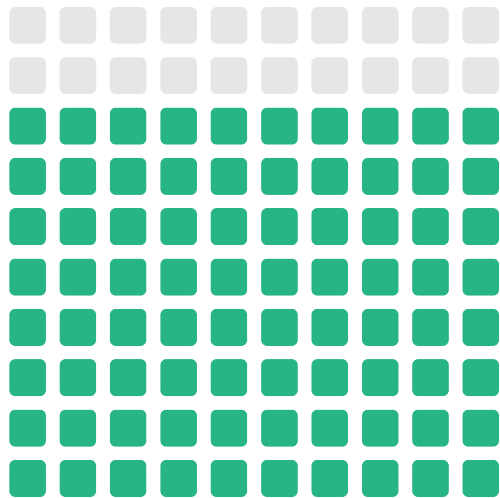
Satisfaction with ventilation, crowding, other passenger behaviour and staff

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

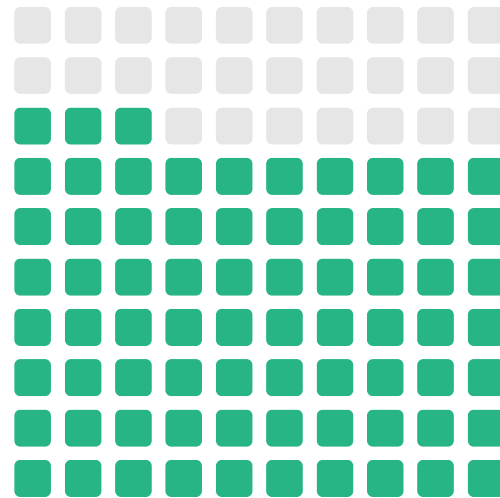


Week 8 report. Base size (used rail in last 7 days and not applicable excluded): 510; 515; 514; 415.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

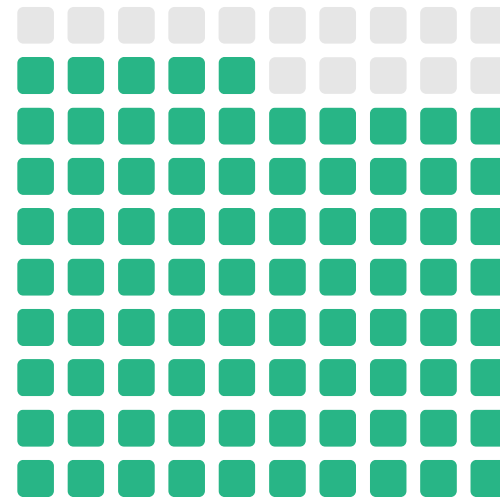
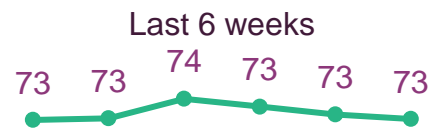
Satisfaction with punctuality, frequency, journey time, and on-train info



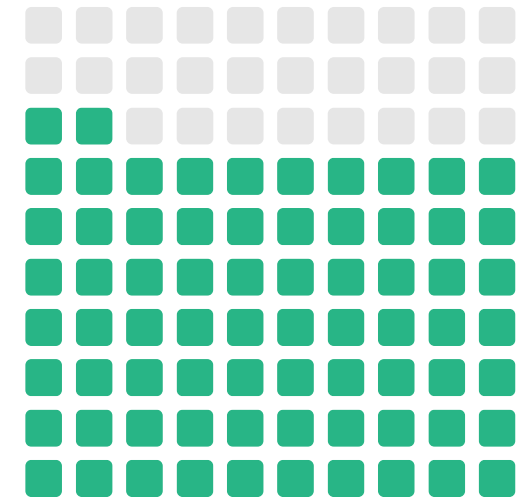
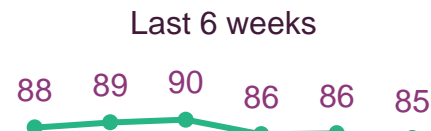
Punctuality/reliability
80%



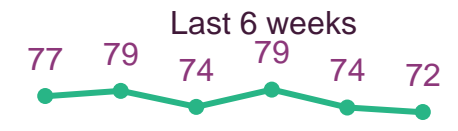
Frequency of trains on that route
73%



Length of time journey scheduled to take
85%

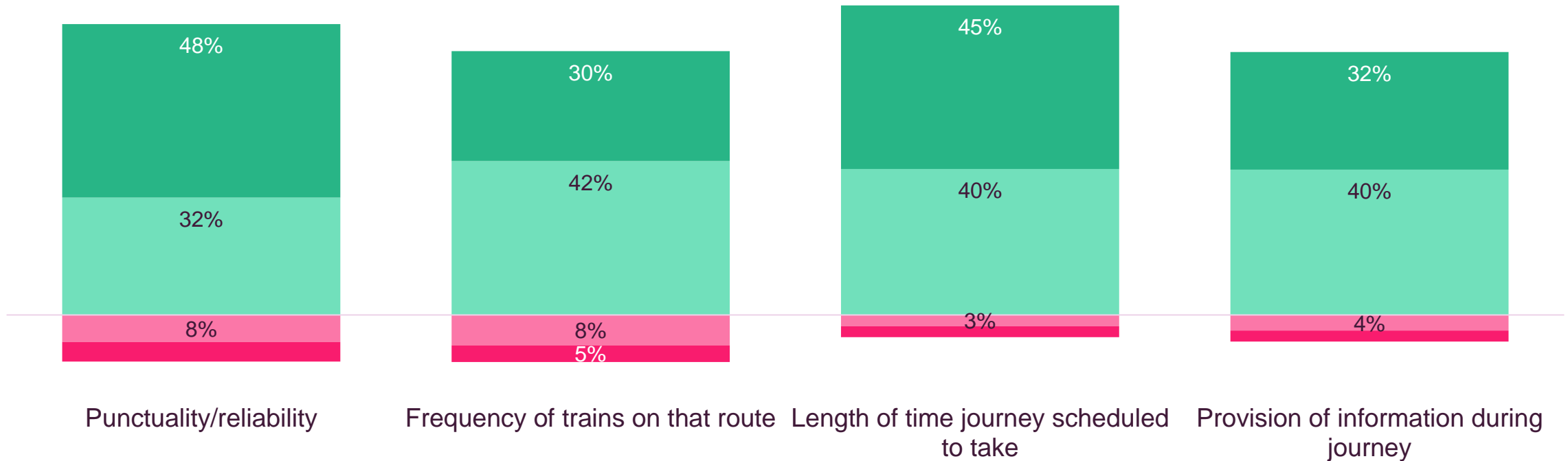


Provision of information during journey
72%



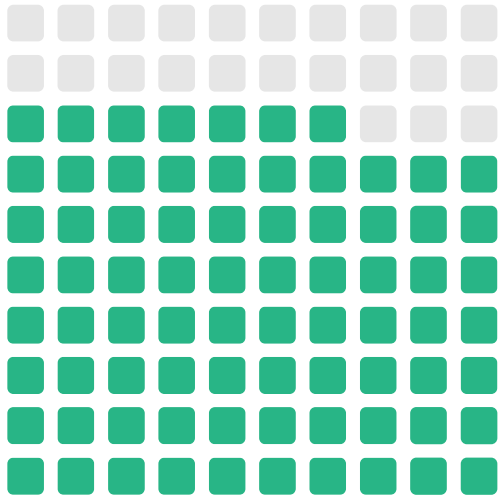
Satisfaction with punctuality, frequency, journey time, and on-train info

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

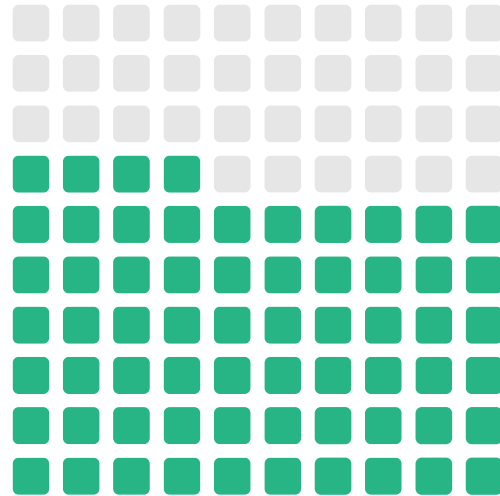
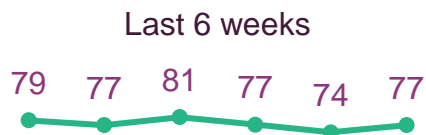


Week 8 report. Base size (used rail in last 7 days and not applicable excluded): 519; 513; 519; 496. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

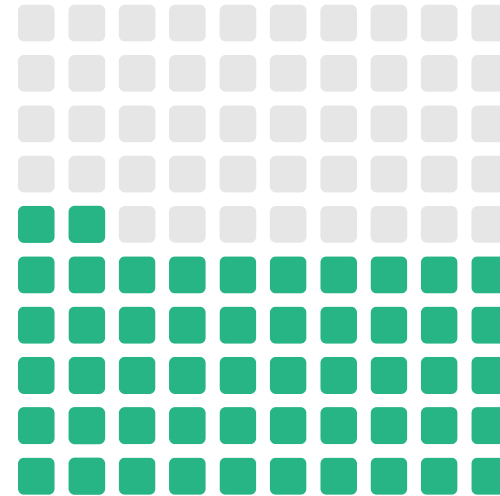
Satisfaction with seats, value for money, internet reliability and personal security



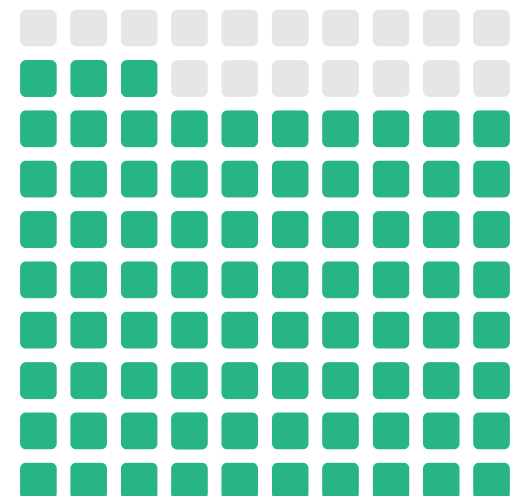
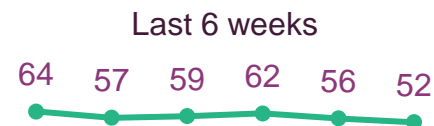
Comfort of the seats
77%



Value for money
64%



Reliability of internet connection
52%

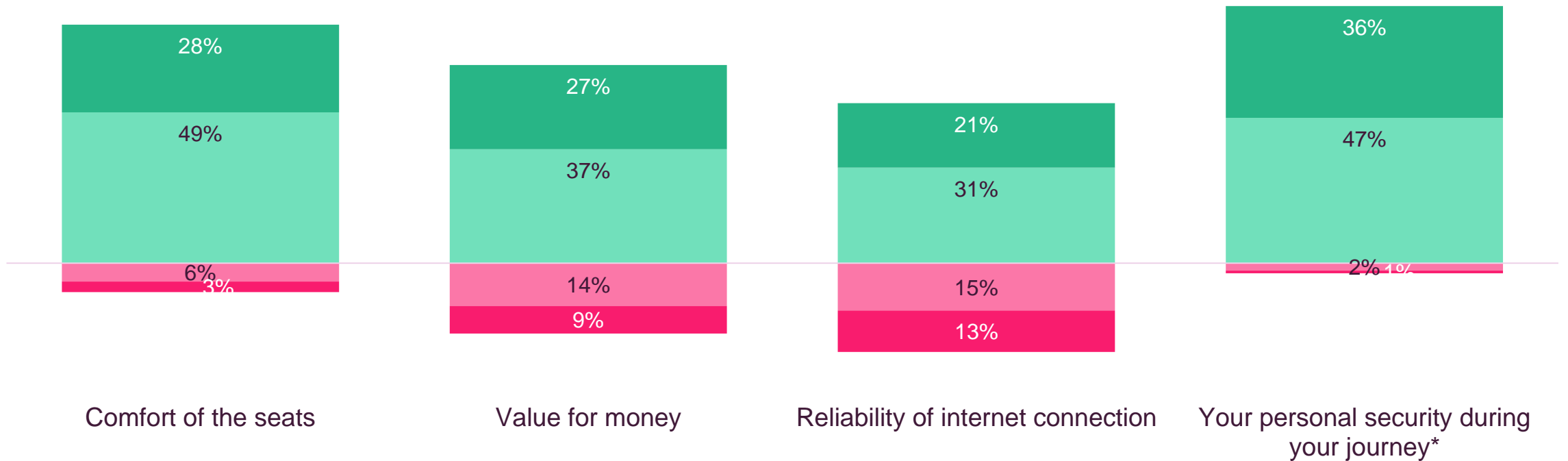


Personal security during journey*
83%



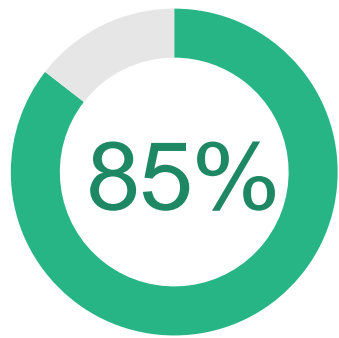
Satisfaction with seats, value for money, internet reliability and personal security

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

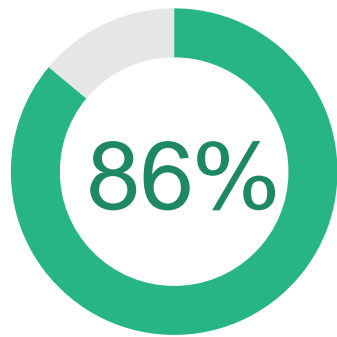


Week 8 report. Base size (used rail in last 7 days and not applicable excluded): 505, 498; 357, 514. * Introduced in week 7. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

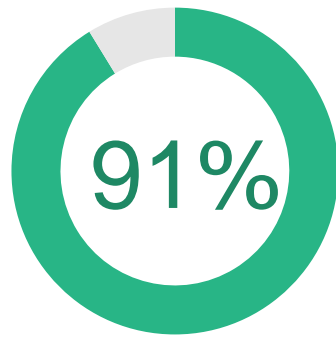
Overall satisfaction with last rail journey by age and sex – last four weeks combined



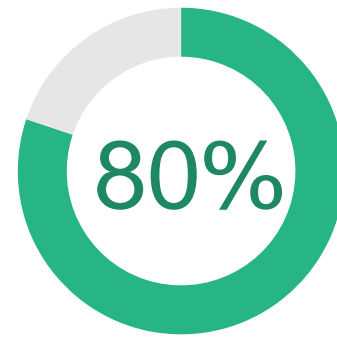
Age 18-24



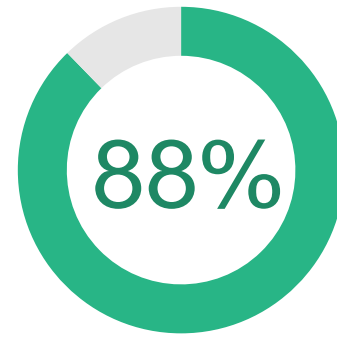
Age 24-34



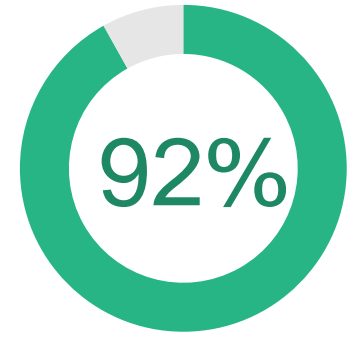
Age 35-44



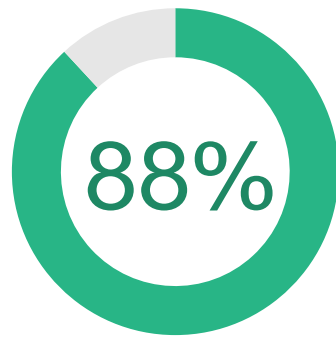
Age 45-54



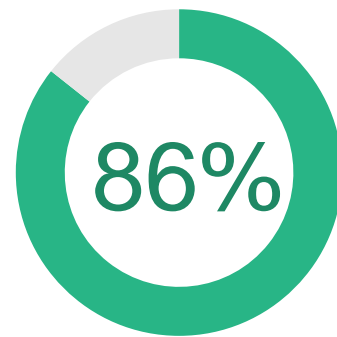
Age 55-64



Age 65+



Men

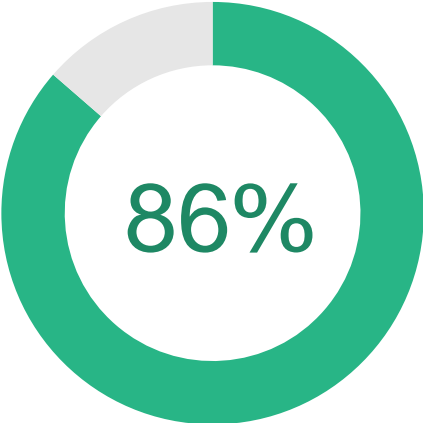


Women

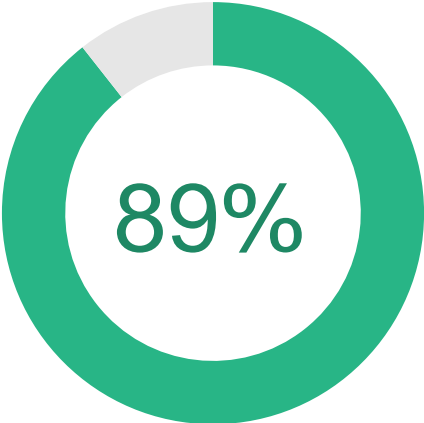
Week 8 report (combined data for weeks 5 to 8).

Base sizes: 18-24 416, 25-34 447, 35-44 368, 45-54 243, 55-64 207, 65+ 236, Men 1103, Women 814.

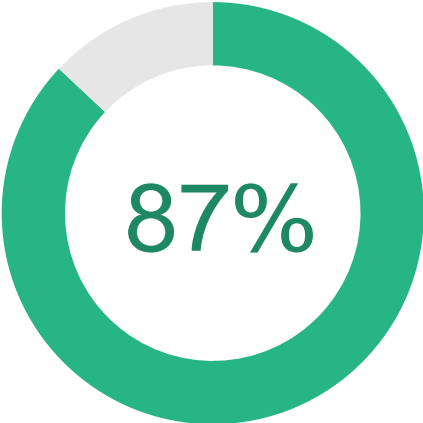
Overall satisfaction with last rail journey by journey purpose – last four weeks combined



Commuting



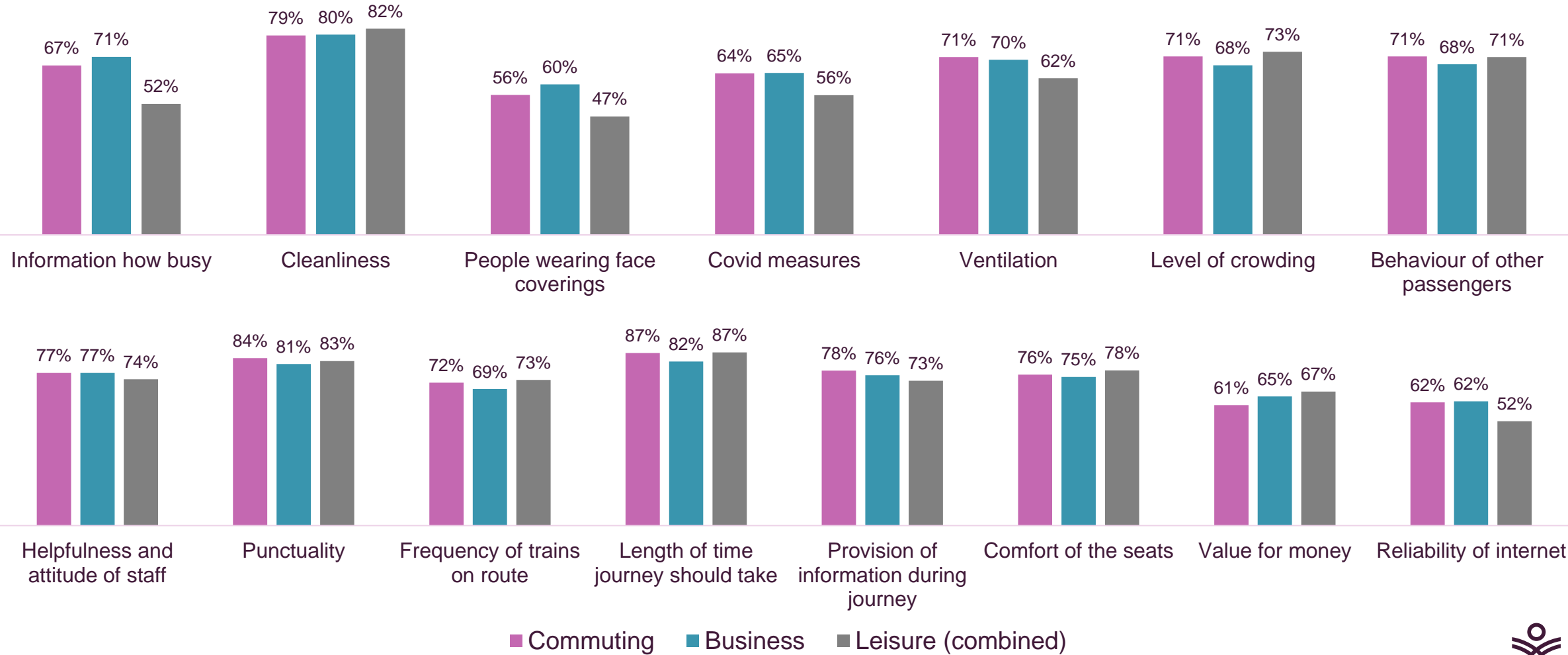
Business



Leisure
(combined)

Week 8 report (combined data for weeks 5 to 8). 'Leisure' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
Base sizes: Commuting 636, Business 150, Leisure 948.

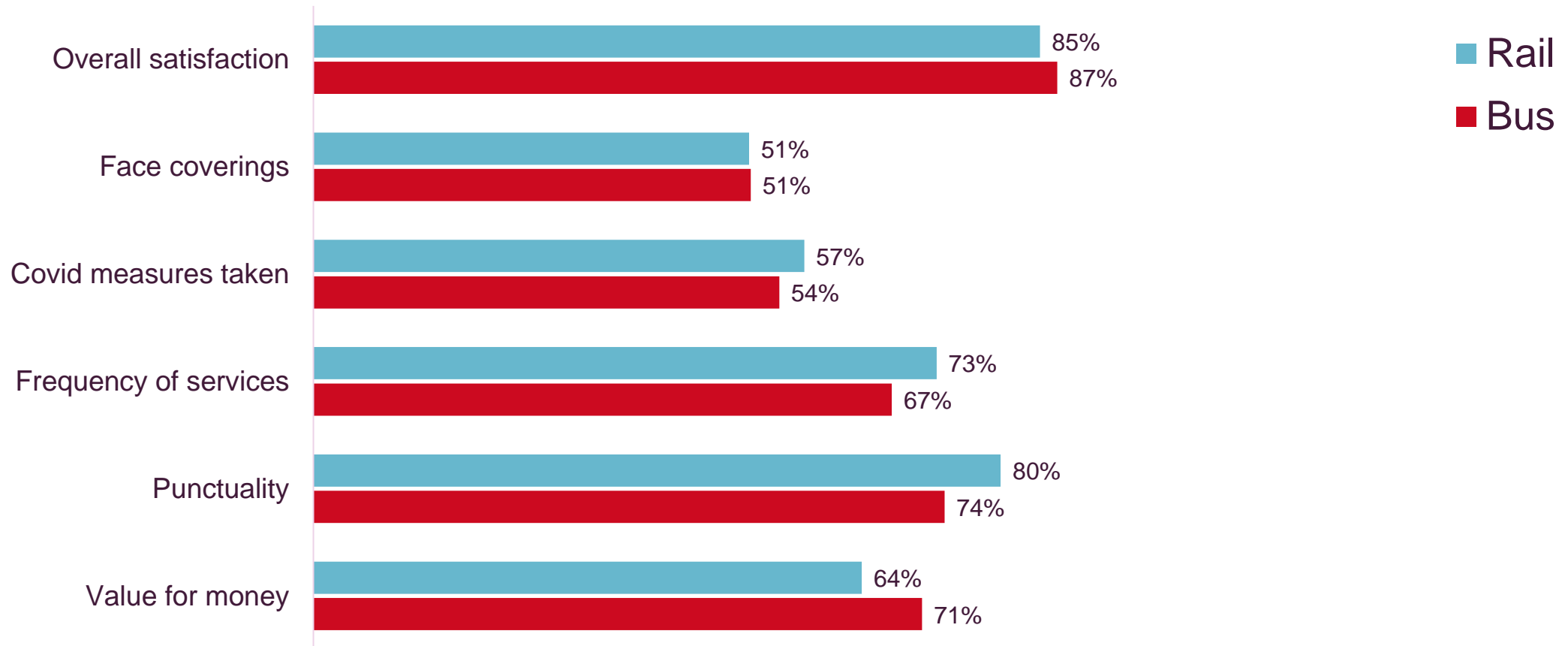
Satisfaction measures by journey purpose - no clear patterns in satisfaction



Week 8 report (combined data for weeks 5 to 8). 'Leisure' combines answers from 'Leisure', 'Visiting friends/family, and 'Essential shopping'.
 Base sizes average (not applicable excluded): Commuting 611, Business 146, Leisure 894.

Rail to bus comparison – current week

Higher satisfaction on rail with punctuality and frequency of services but lower on value for money



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 3	Week 4	Week 5	Week 6	Week 7	Week 8
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	Fieldwork: 3 to 7 November
488	468	434	525	439	519

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

Any enquiries about this report should be addressed to:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

86 Petty France

London

SW1H 9EA

www.transportfocus.org.uk

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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