

10 - 14
November
2021

Week 9

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.

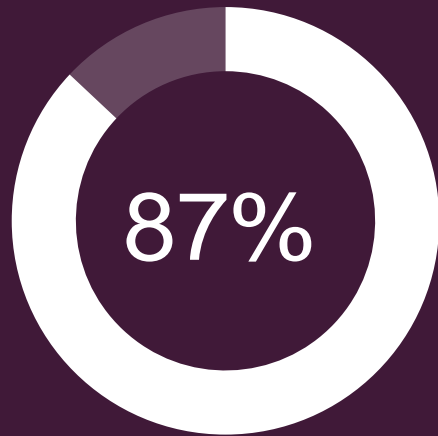
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Transport Focus will initially run this survey until the end of 2021. Results will be reported each week. This report covers online interviews that took place between 10 and 14 November 2021.

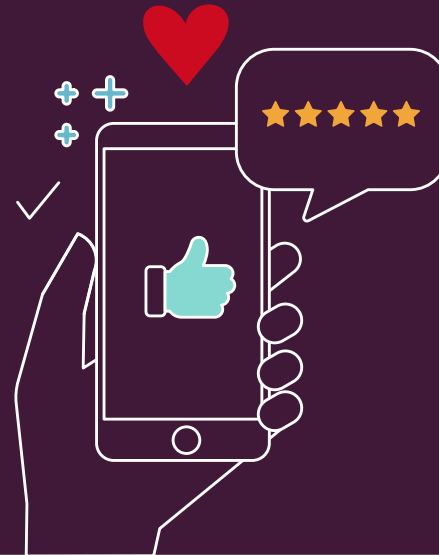
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 28.

Rail headlines



87% of rail passengers were satisfied with their journey overall.



Satisfaction with comfort of the seats has rebounded over the last few weeks, now at 82%.



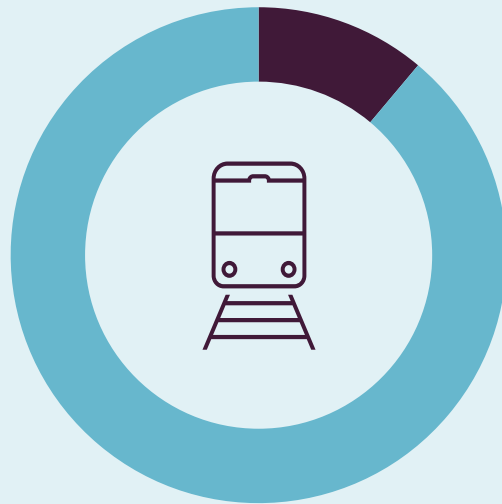
Satisfaction with value for money has started to fall over last few weeks and is now at 62%.

Rail usage levels



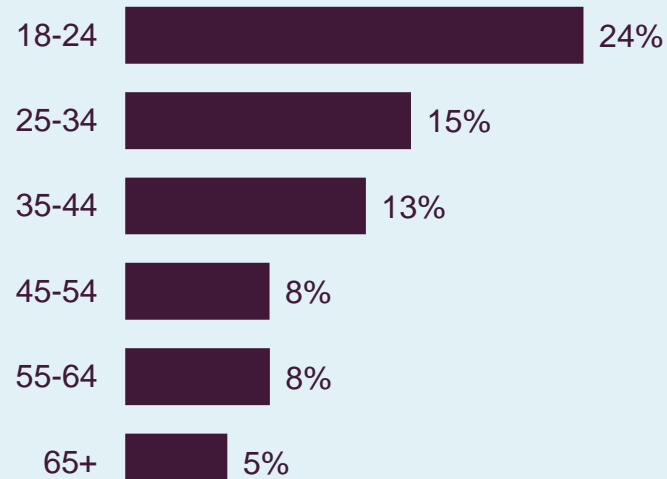
Around one in nine used rail in the last seven days

Proportion using rail in the last seven days



11%
of people in
Great Britain used
rail this week

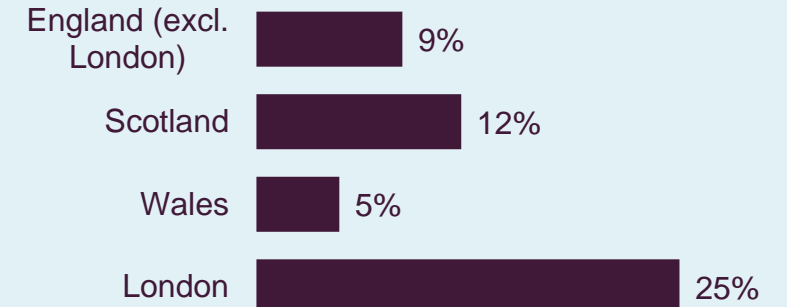
Age



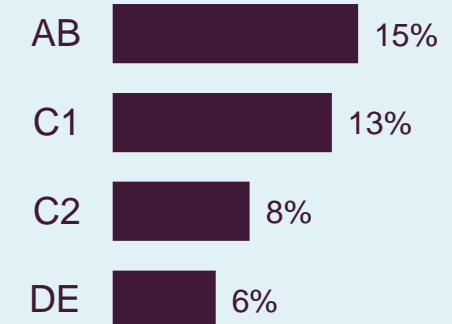
Sex



Region

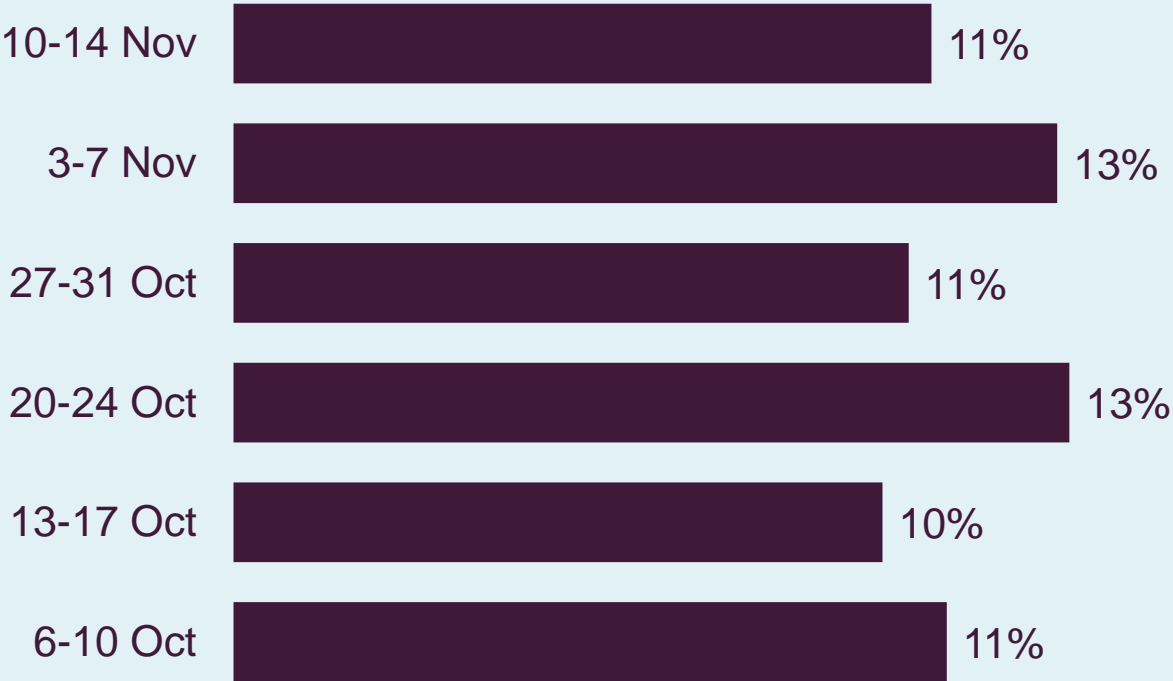


Social grade



Rail use this week reverted to more usual levels

Proportion using rail within the last seven days



10-14 November 2021 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



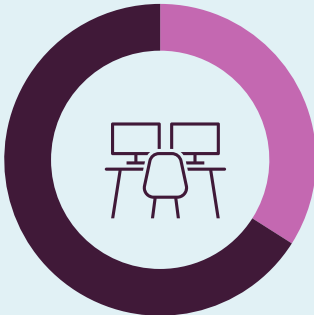
Leisure/eating out/non-essential shopping
27%



Friends/family
19%



Essential shopping
3%



Commuting
34%



Work travel
8%

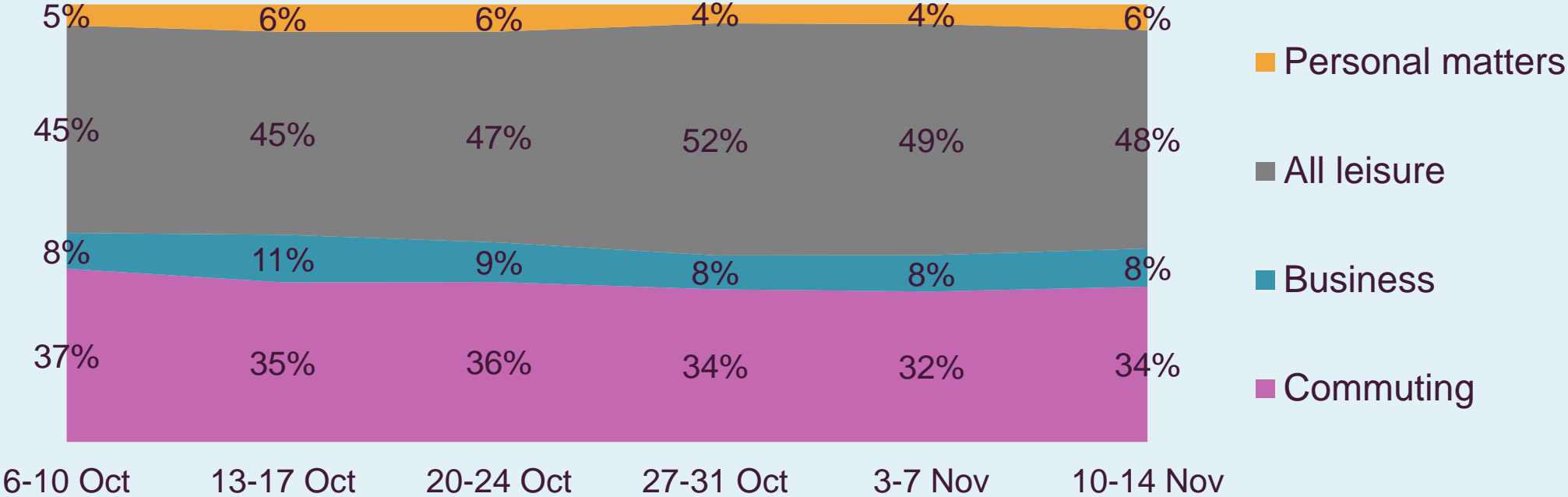


Personal matters
6%

10-14 November 2021 report. Base size 448. Note that sum journey purposes may not add to 100 per cent as some have listed 'other reason'.

Commuting proportion trend is declining slightly

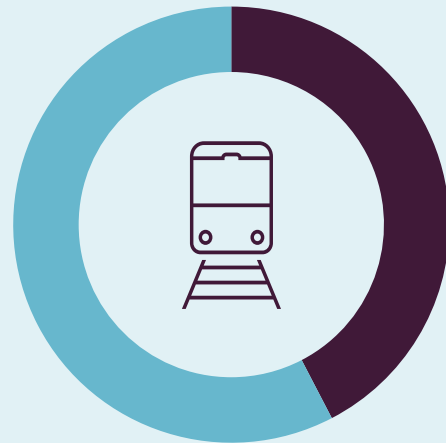
Main purpose of last rail journey



10-14 November 2021 report. Base size weekly circa 480. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

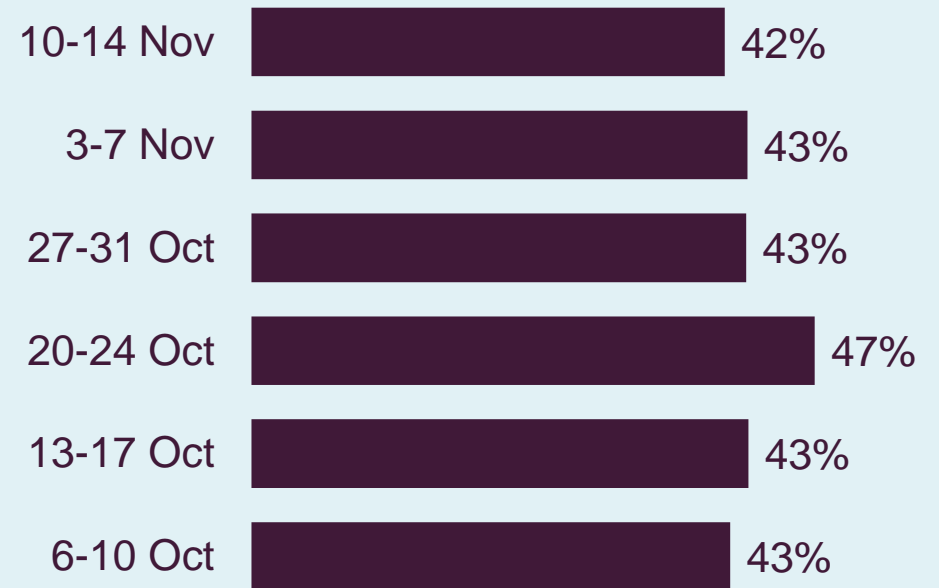
Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



42%

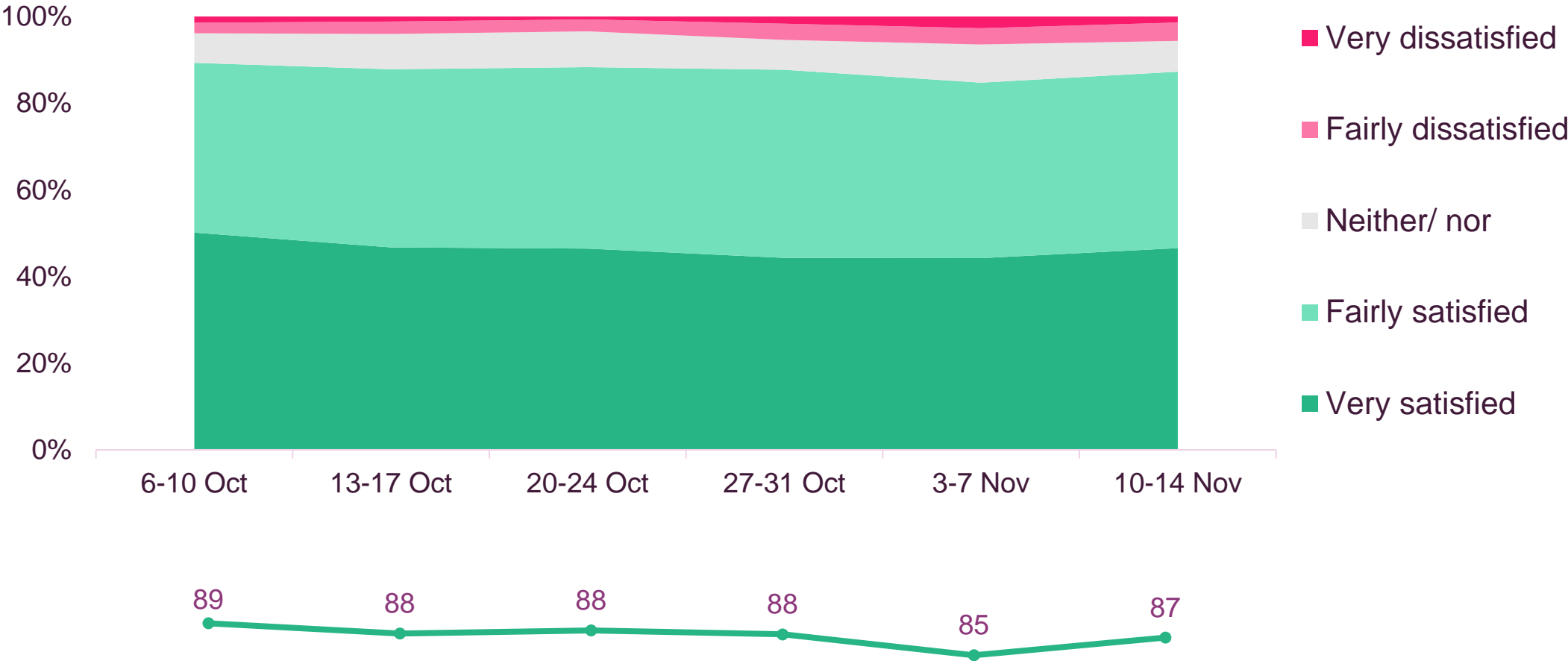
58% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time



10-14 November 2021 report. Base size: all who used rail in last 7 days - circa 480 per week

Overall satisfaction by Network Rail region

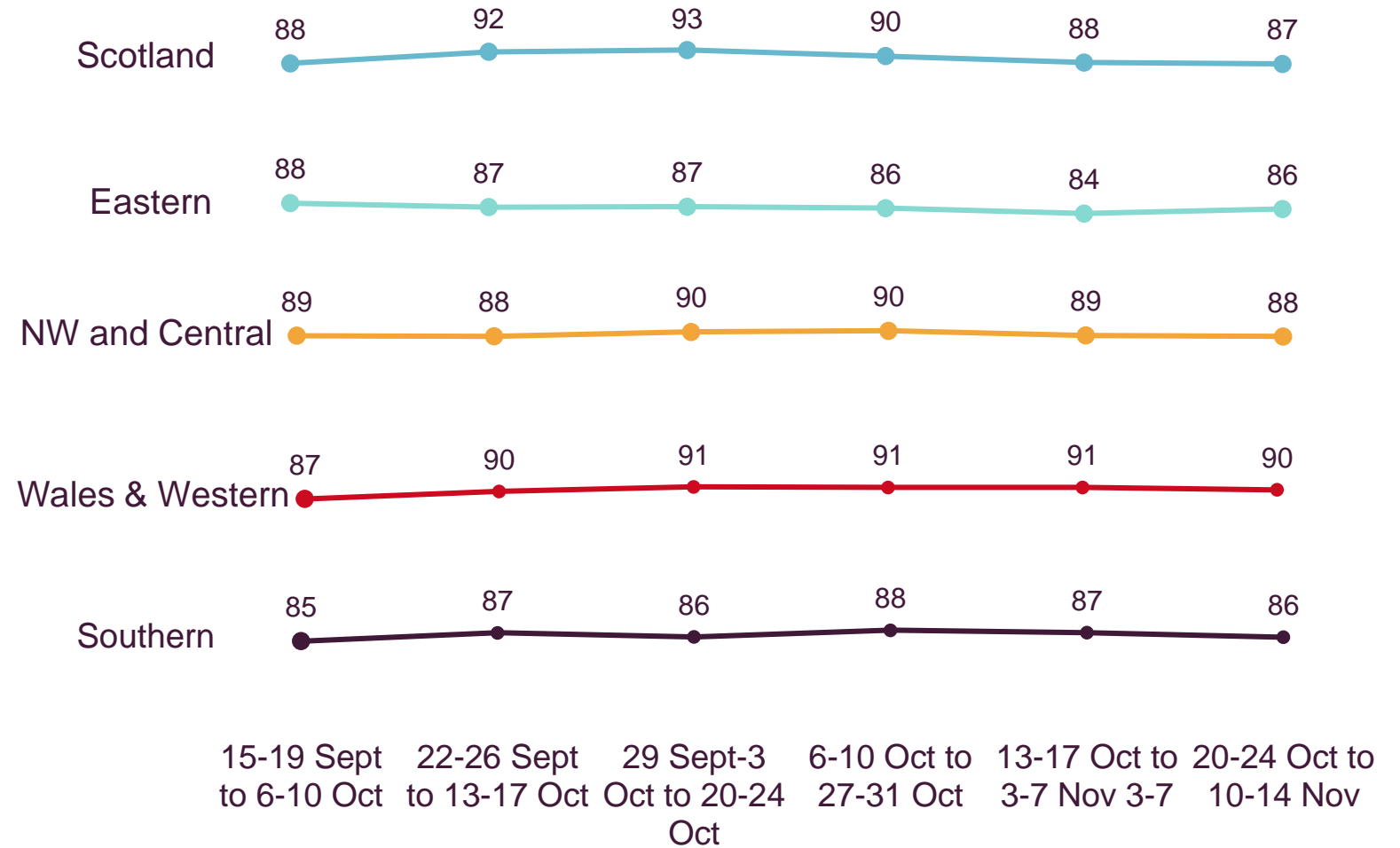


By region over last 4 weeks



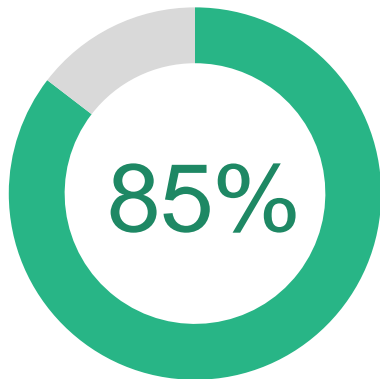
10-14 November 2021 report. Base size by region: Scotland to Southern: 141, 512, 375, 181, 639.

Overall satisfaction by Network Rail Region – four week rolling averages

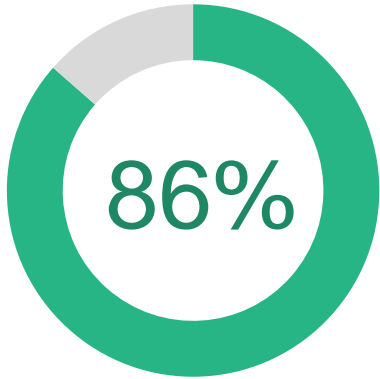


10-14 November 2021 report. Base size by region: Scotland to Southern approx. average 4 weekly numbers: 131; 512; 375; 183; 628.

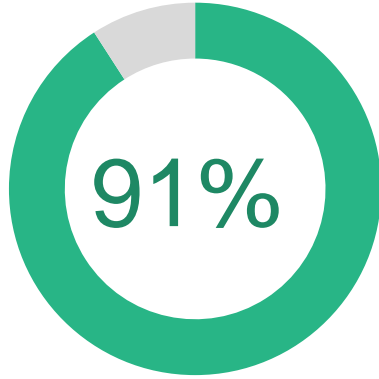
Overall satisfaction with last rail journey by age and sex over last four weeks



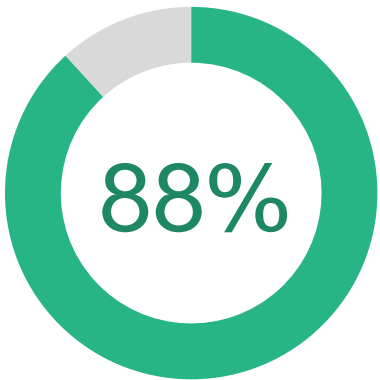
Age 18-34



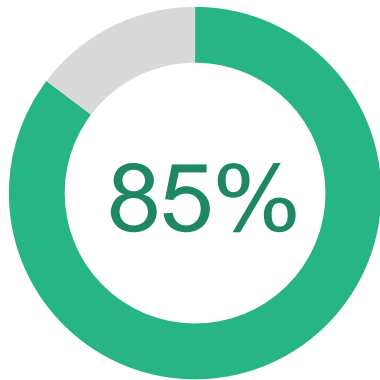
Age 35-54



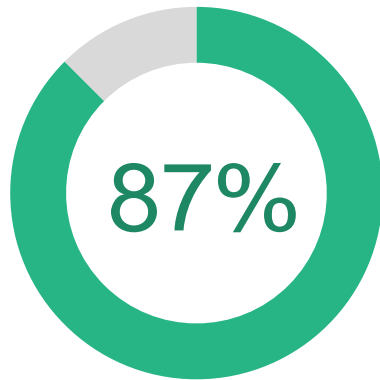
Age 55 and over



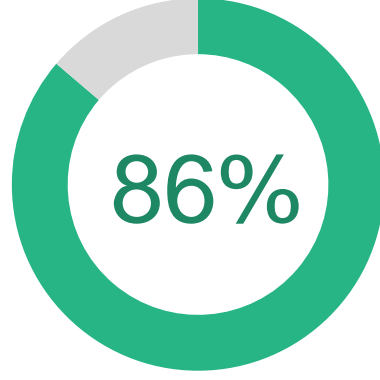
Men



Women



Commute



All leisure

10-14 November 2021 report. Base sizes: age 18-34 881; age 35-54 612; age 55+ 439. Male 1112; Female 820; Commute; 636; leisure 972.

What rail passengers are saying...



All good. There was a cleaner going around cleaning things on the train.

Very satisfied, Southeastern passenger

I can't fault anything about the service, but the train was busier than I'm really comfortable with at the moment due to Covid-19.

Fairly satisfied, Scotrail passenger



Problems at Gatwick, trains overcrowded with people packed in like sardines standing.

Fairly dissatisfied, Southern passenger

It got me from one place to another. It met my expectations.

Neither satisfied nor dissatisfied, Northern passenger

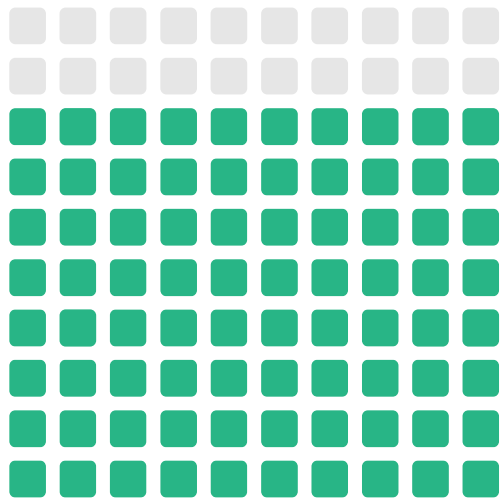
Crowded interiors made me feel unsafe.

Fairly dissatisfied, TransPennine Express passenger

Satisfaction with aspects of rail journey

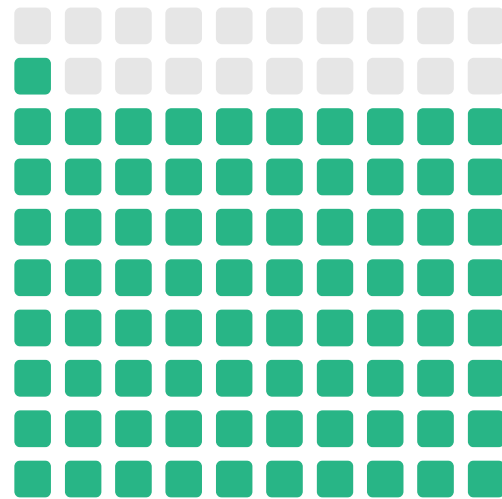


Satisfaction with the station and the train overall



Station - overall satisfaction
80%

Last 6 weeks

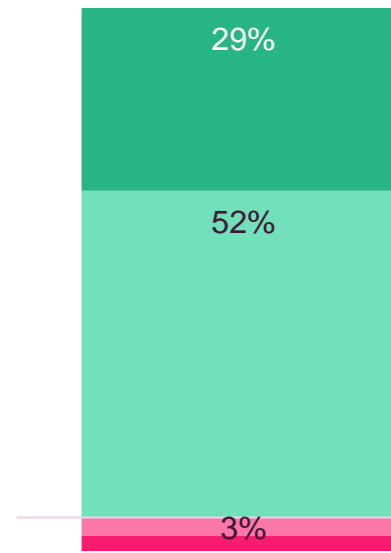


Train - overall satisfaction
81%

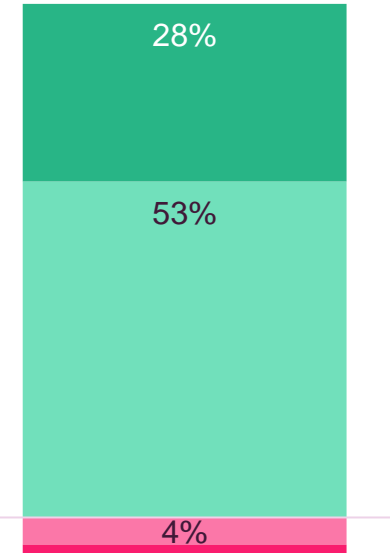
Last 6 weeks



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



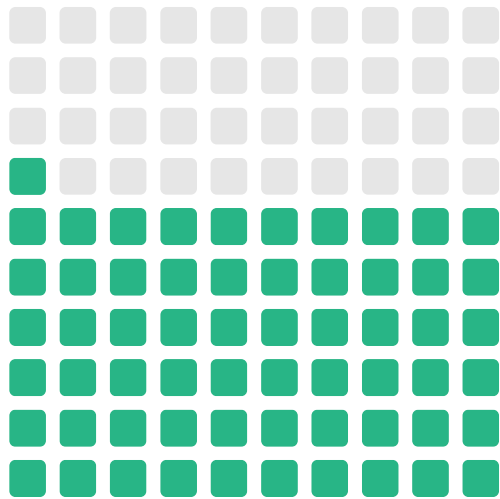
Station - overall satisfaction



Train - overall satisfaction

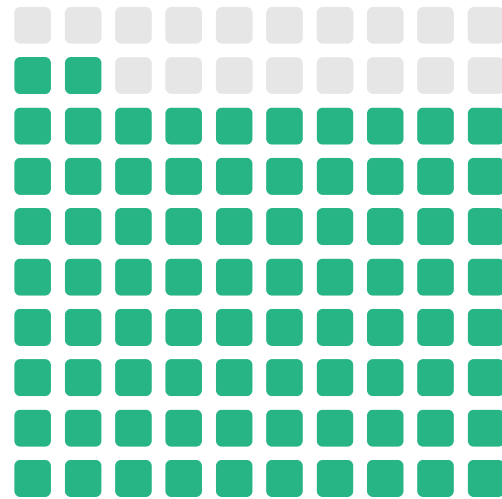
10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): station chart 448; train chart 448.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



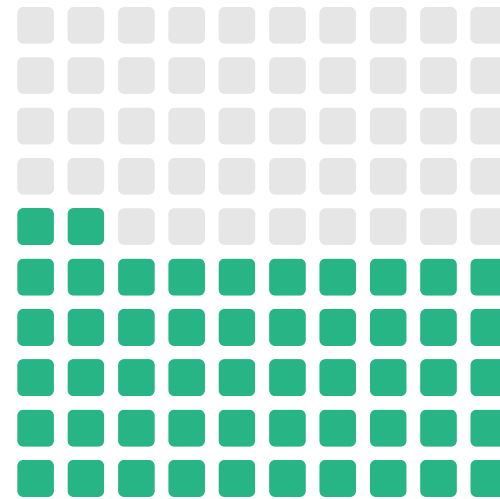
Information on how busy train would be before travelling

61%



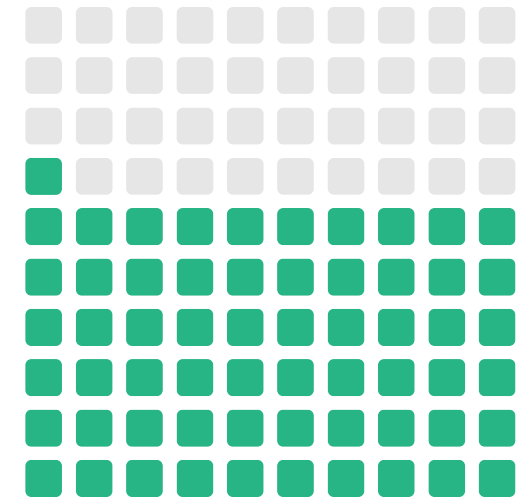
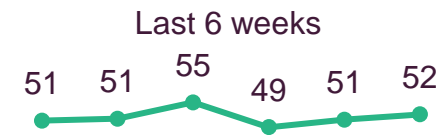
Cleanliness of the inside of the train

82%



Number of people wearing face coverings

52%



Covid measures on train and at station

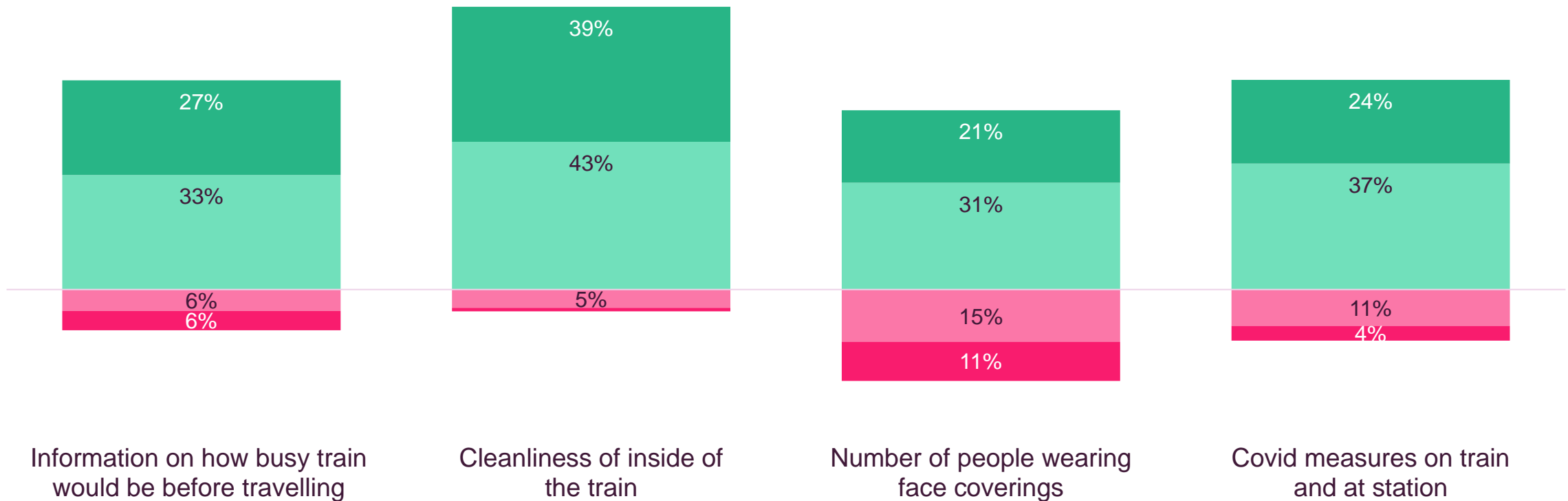
61%



10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 358; 448; 438; 438.

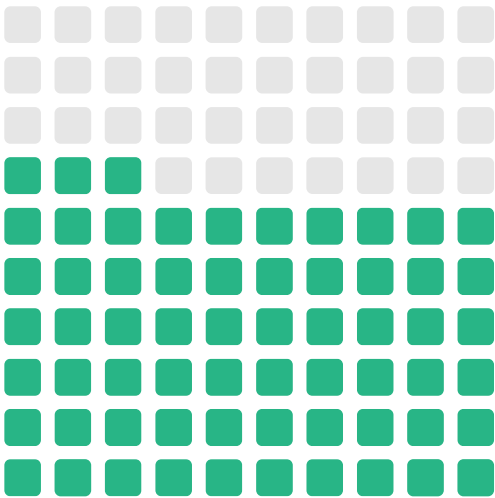
Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



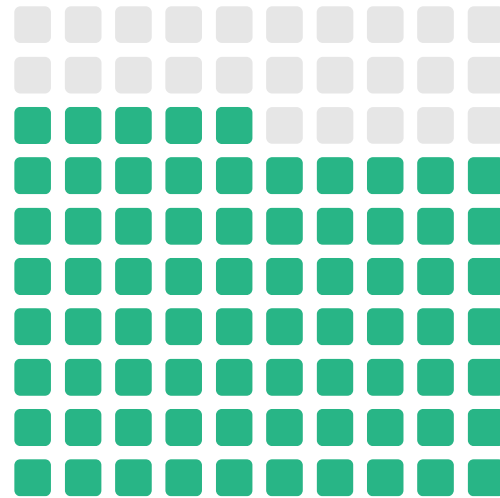
10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 358, 448, 438, 438. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



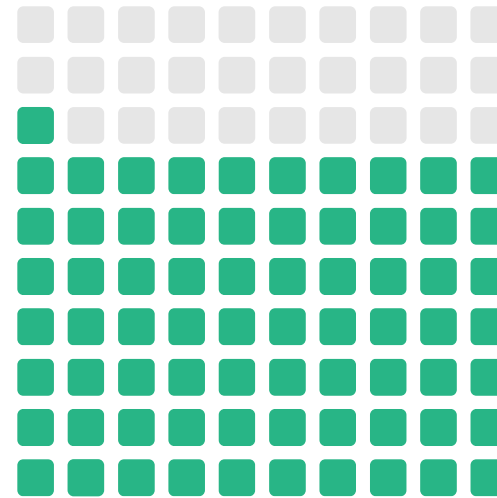
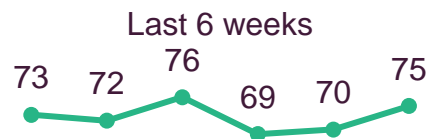
Ventilation on the train

63%



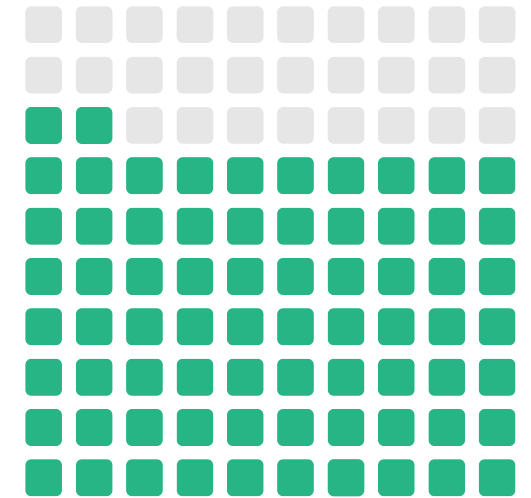
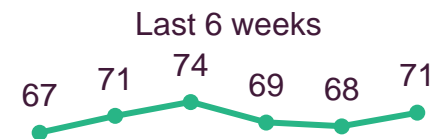
Level of crowding on the train

75%



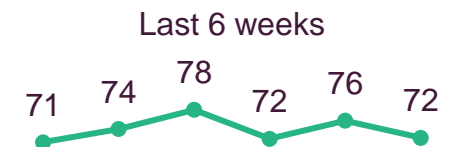
Behaviour of other passengers

71%



Helpfulness & attitude of staff

72%



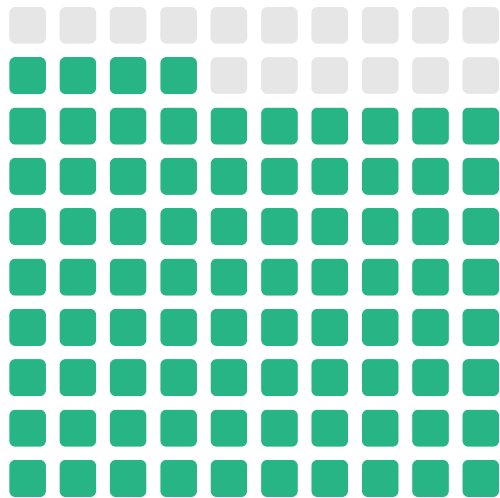
Satisfaction with ventilation, crowding, other passenger behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

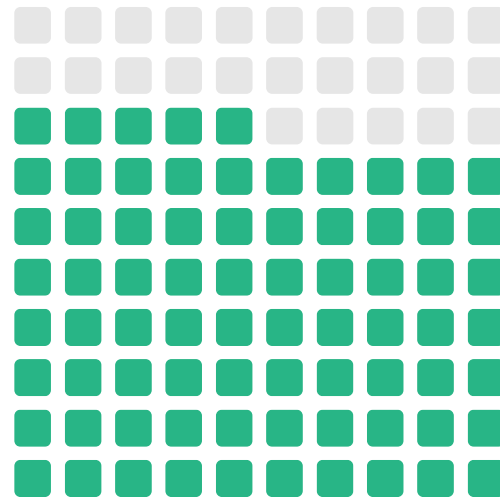


10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 440; 447; 445; 346. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

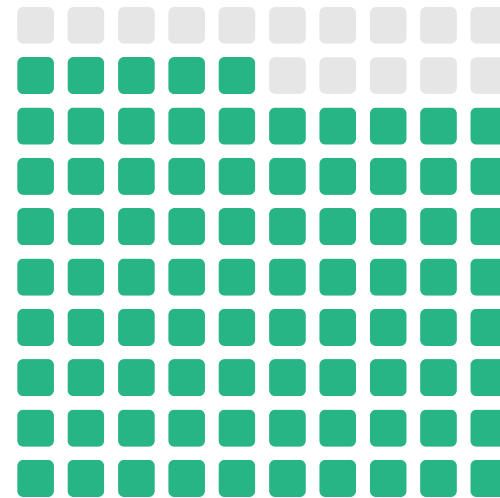
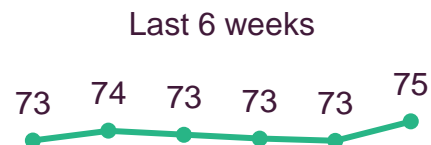
Satisfaction with punctuality, frequency, journey time, and on-train info



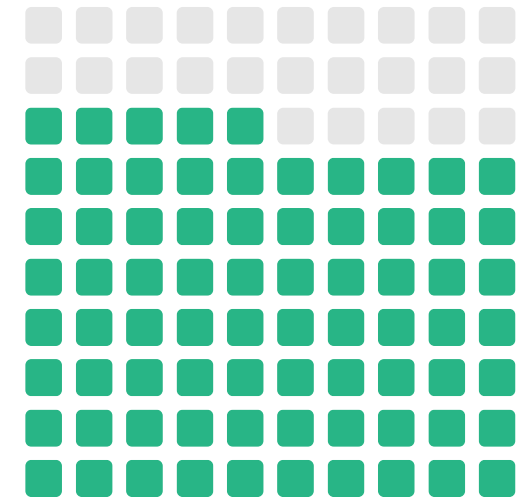
Punctuality/reliability
84%



Frequency of trains on that route
75%



Length of time journey scheduled to take
85%

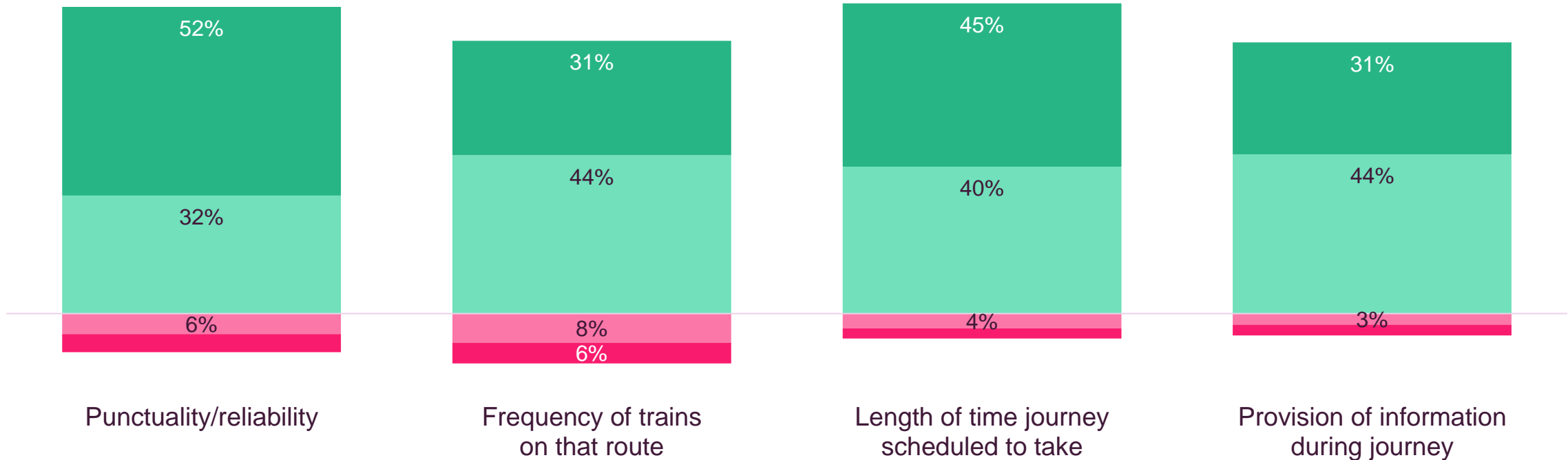


Provision of information during journey
75%



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

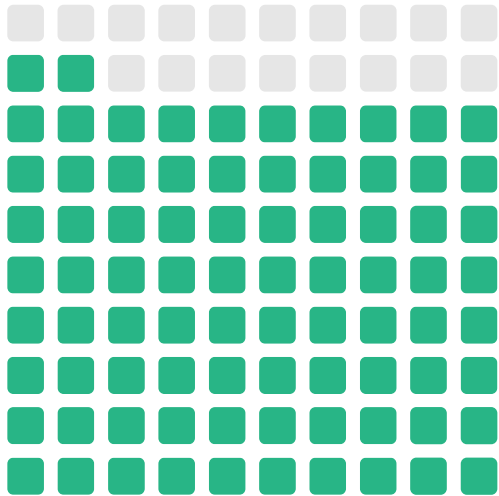
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



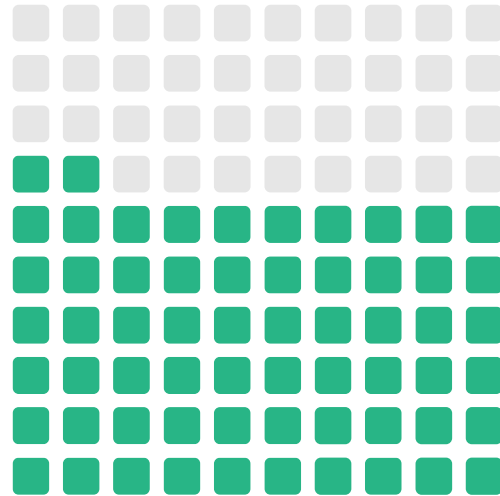
10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 447; 448; 448; 425.

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

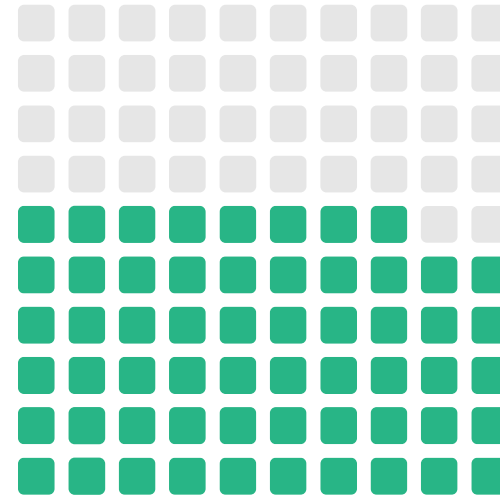
Satisfaction with seats, value for money, internet reliability and personal security



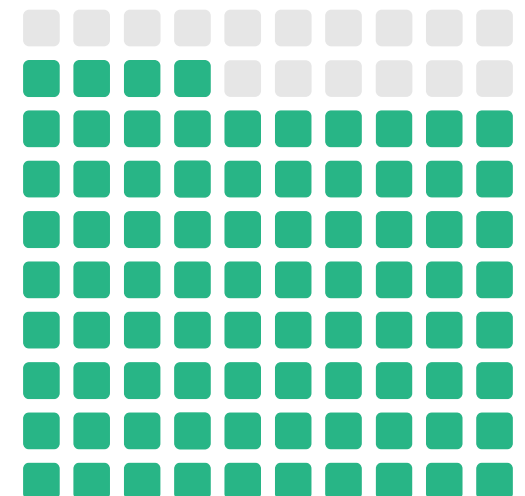
Comfort of the seats
82%



Value for money
62%



Reliability of internet connection
58%



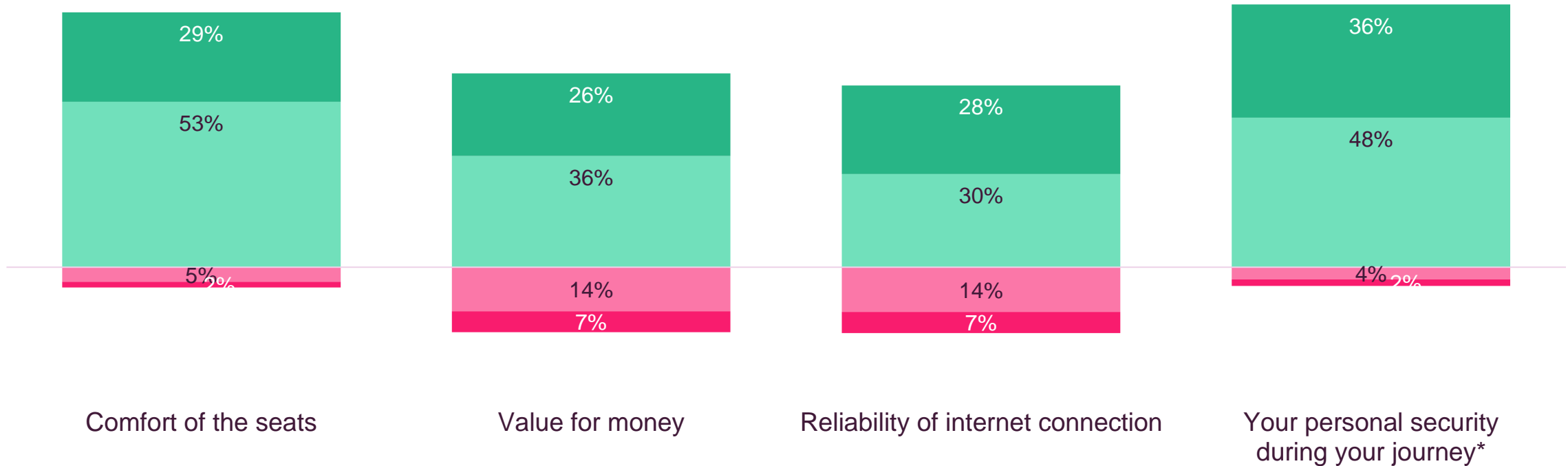
Personal security during journey*
84%



10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 441, 434; 303, 442. * Introduced in week 7.

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

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

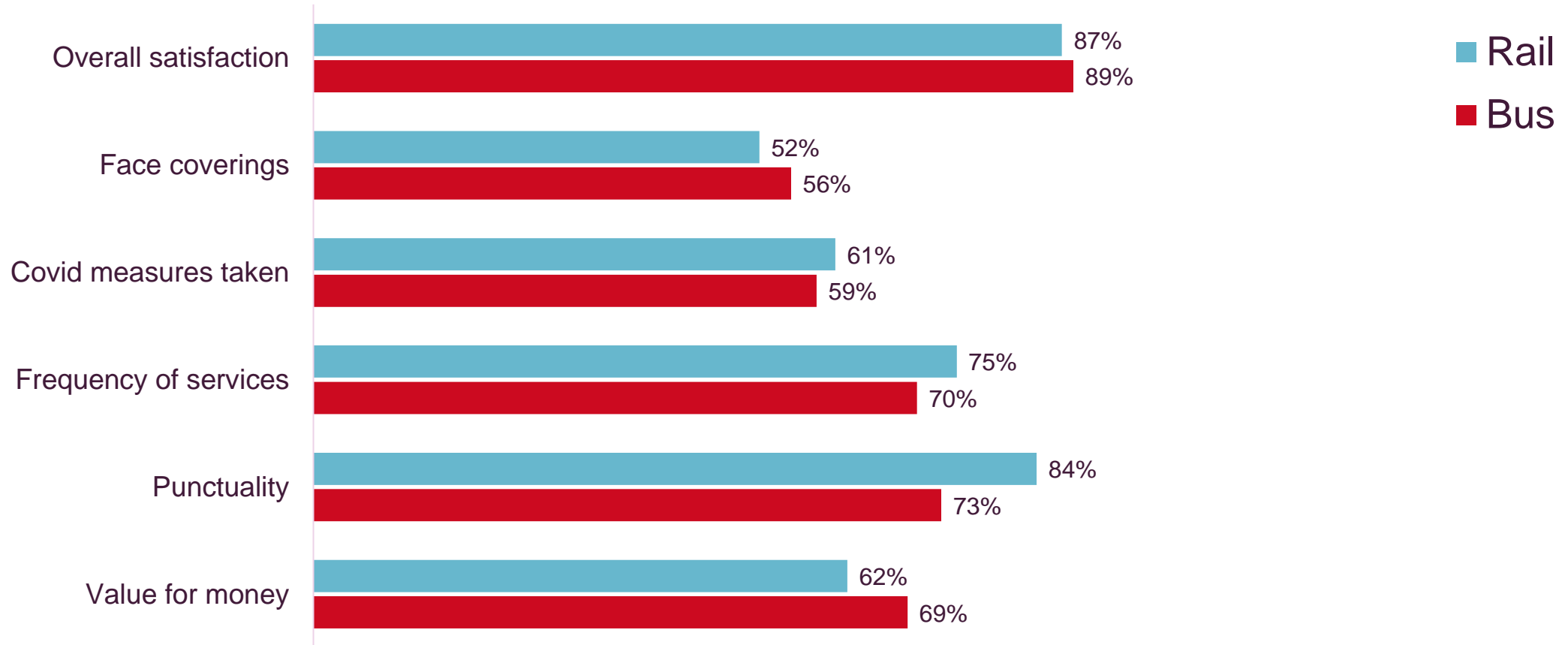


10-14 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 441, 434; 303, 442.

* 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 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 4	Week 5	Week 6	Week 7	Week 8	Week 9
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	Fieldwork: 10 to 14 November
468	434	525	439	519	449

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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