

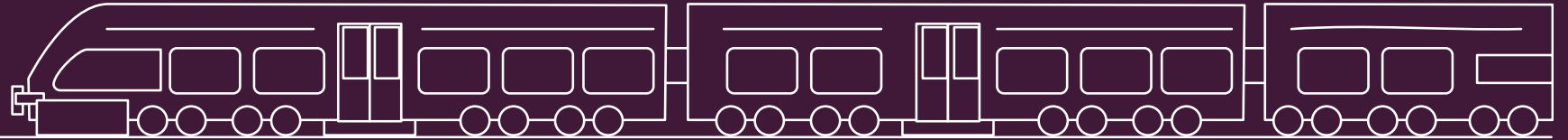
24 - 28
November
2021

Week 11

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.

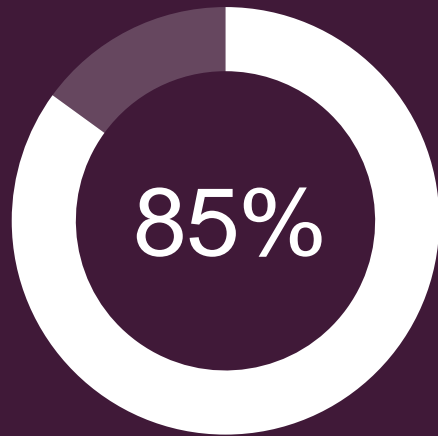
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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 24 and 28 November 2021.

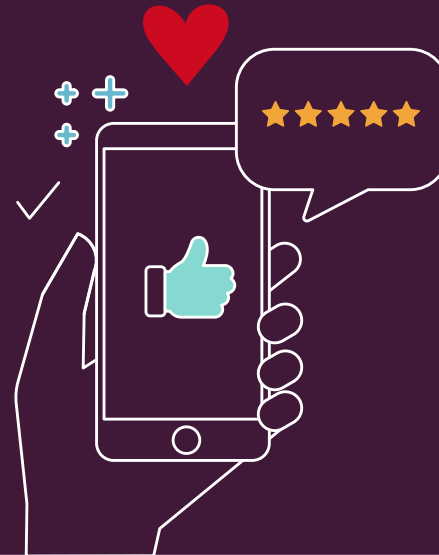
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

Rail headlines



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



Satisfaction with comfort of the seats has risen to 83%.



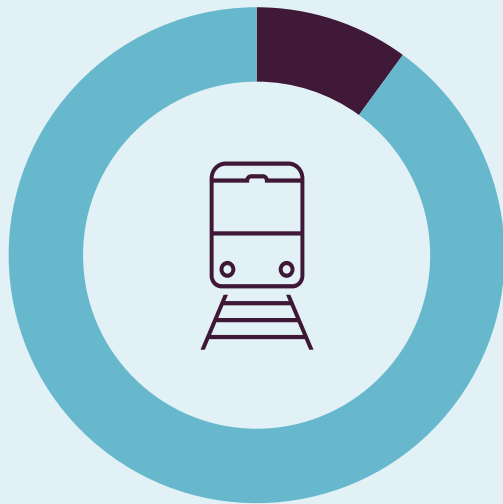
Satisfaction with number of people wearing face coverings has fallen to 44%.

Rail usage levels



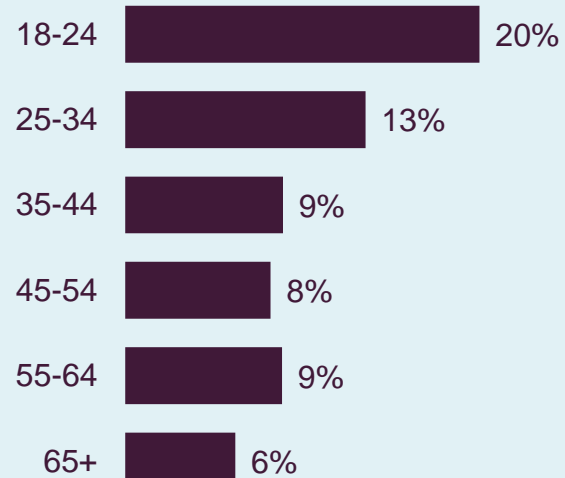
Around one in ten used rail in the last seven days

Proportion using rail in the last seven days



10%
of people in
Great Britain used
rail this week

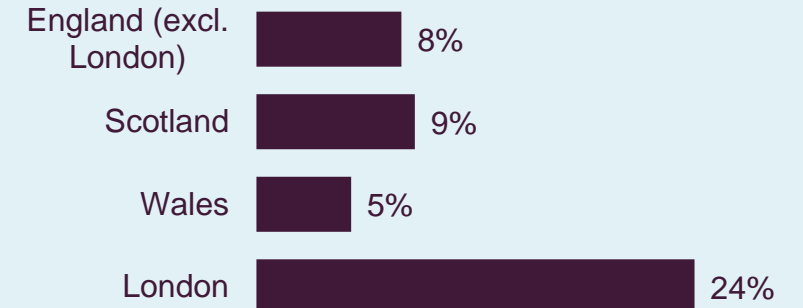
Age



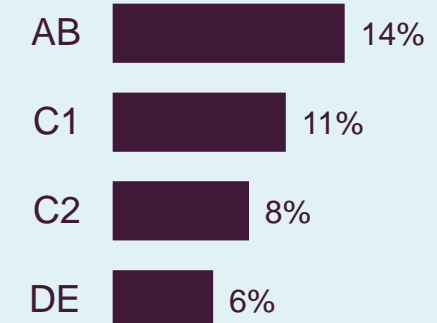
Sex



Region



Social grade



Rail use this week is lower than recent weeks

Proportion using rail within the last seven days



24-28 November 2021 report. Base size all respondents: approx. 4000 per week.

Commuting is the most common reason for rail travel this week

Main purpose of last rail journey



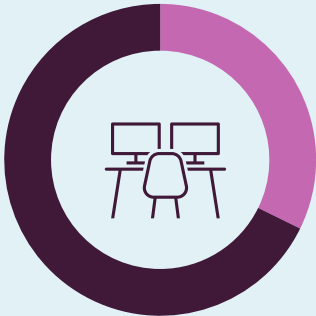
Leisure/eating out/non-essential shopping
30%



Friends/family
19%



Essential shopping
2%



Commuting
32%



Work travel
8%

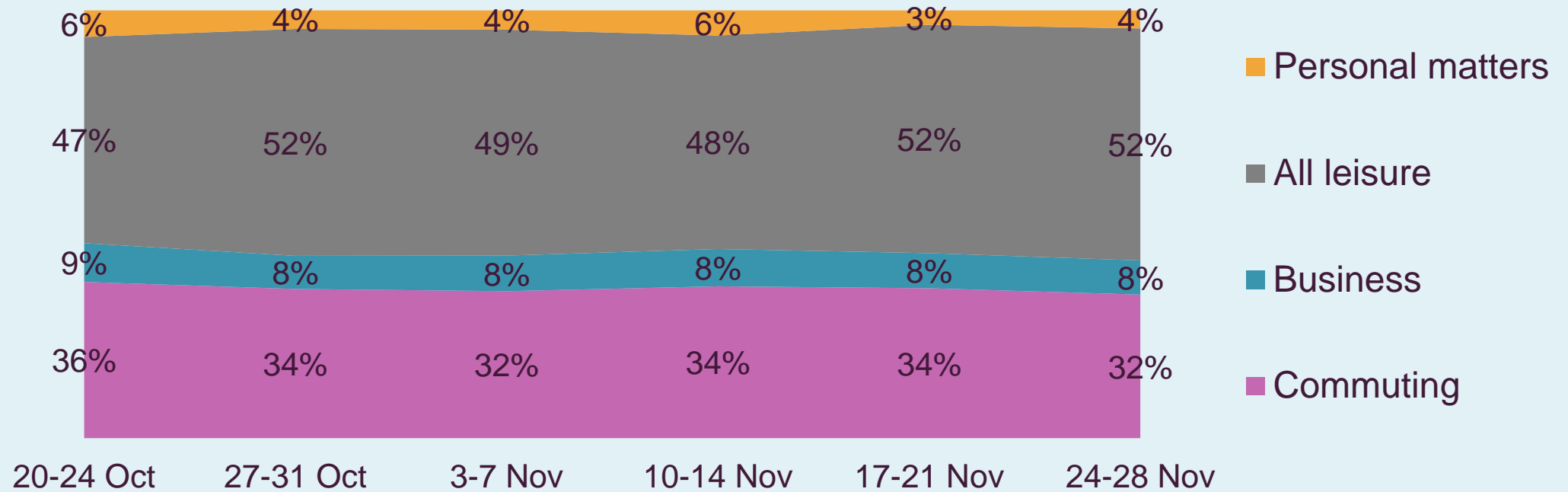


Personal matters
4%

24-28 November 2021 report. Base size 396. Note that sum journey purposes may not add to 100 per cent as some have listed 'other reason'.

The proportion commuting is steady at around one third of journeys

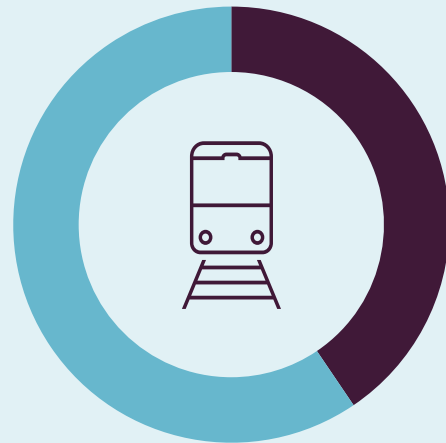
Main purpose of last rail journey



24-28 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'.

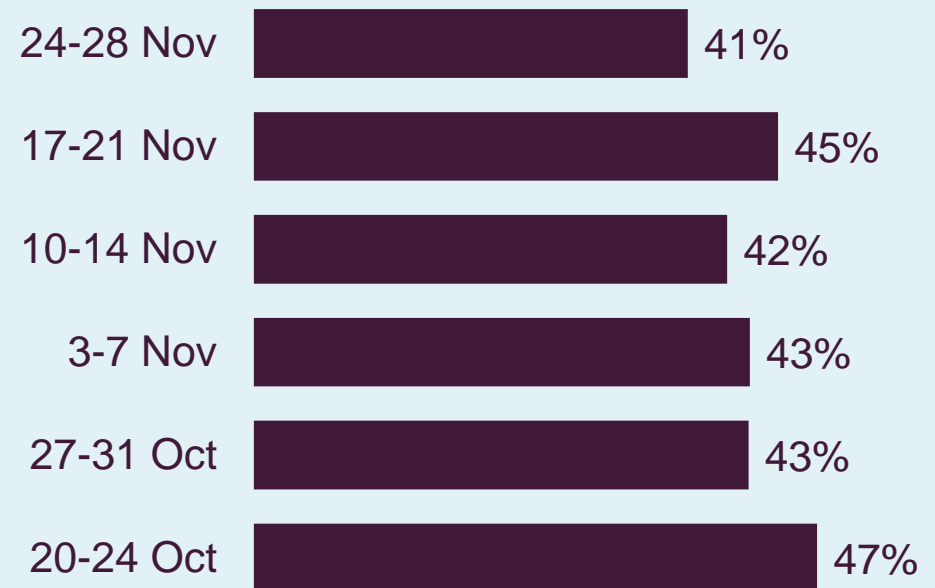
Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



41%

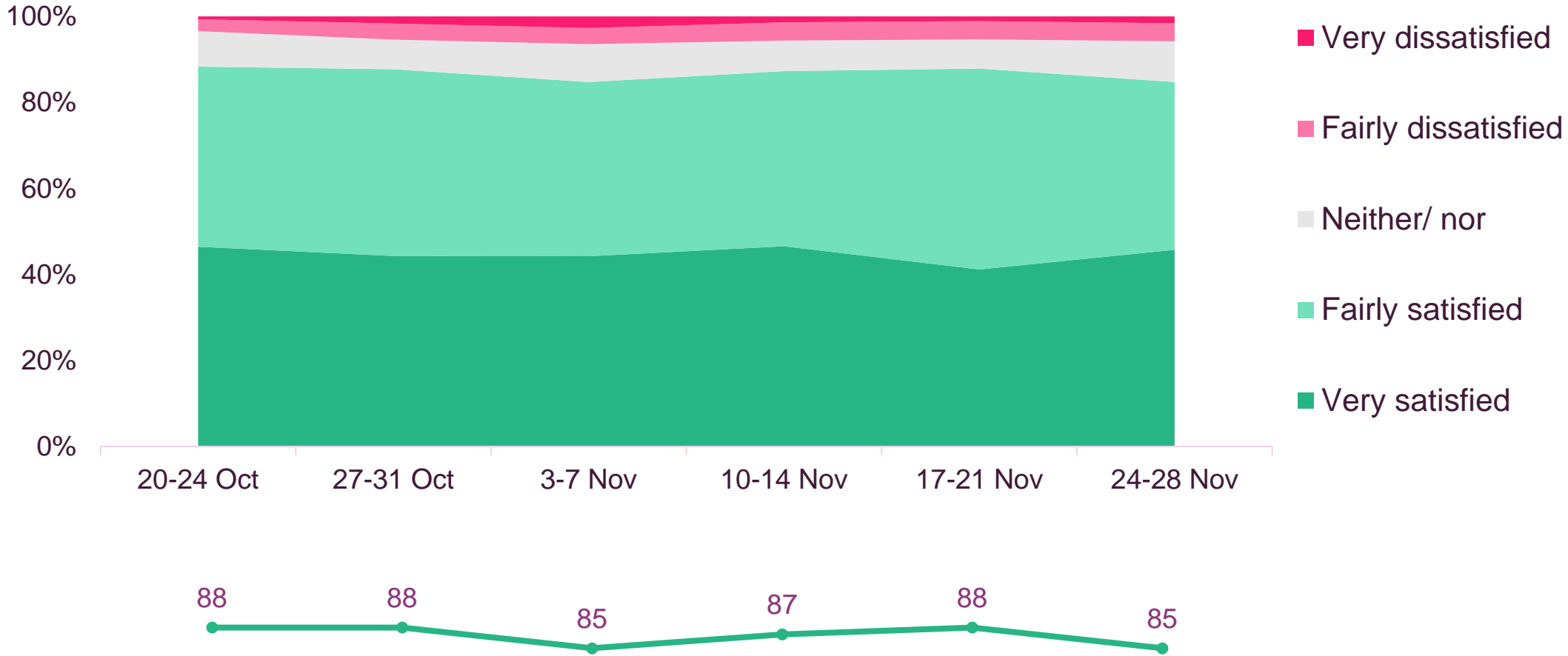
59% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time

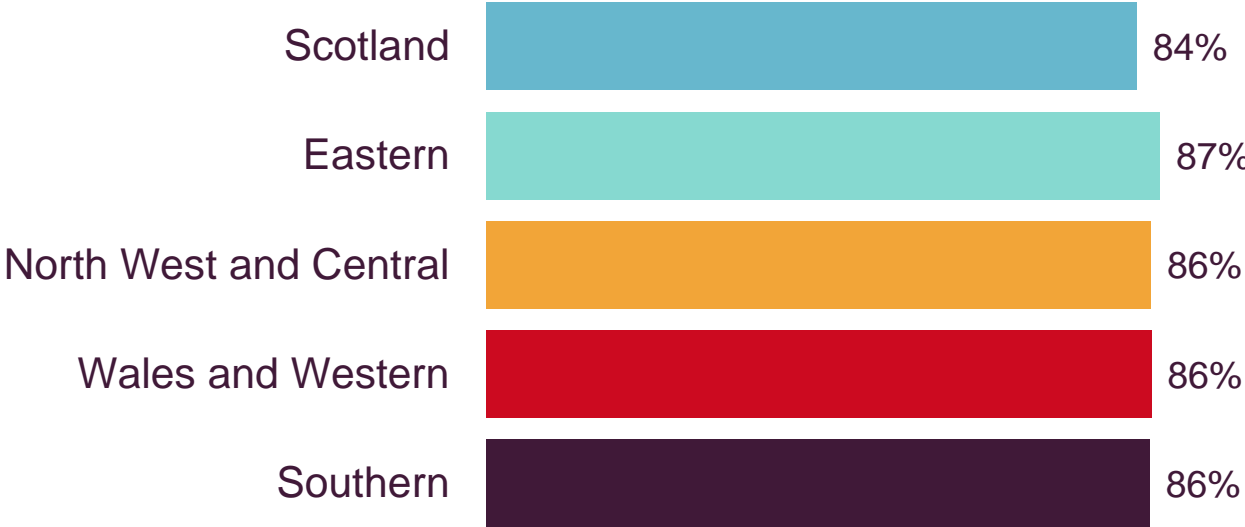


24-28 November 2021 report. Base size: all who used rail in last seven days - around 480 per week

Overall satisfaction by Network Rail region

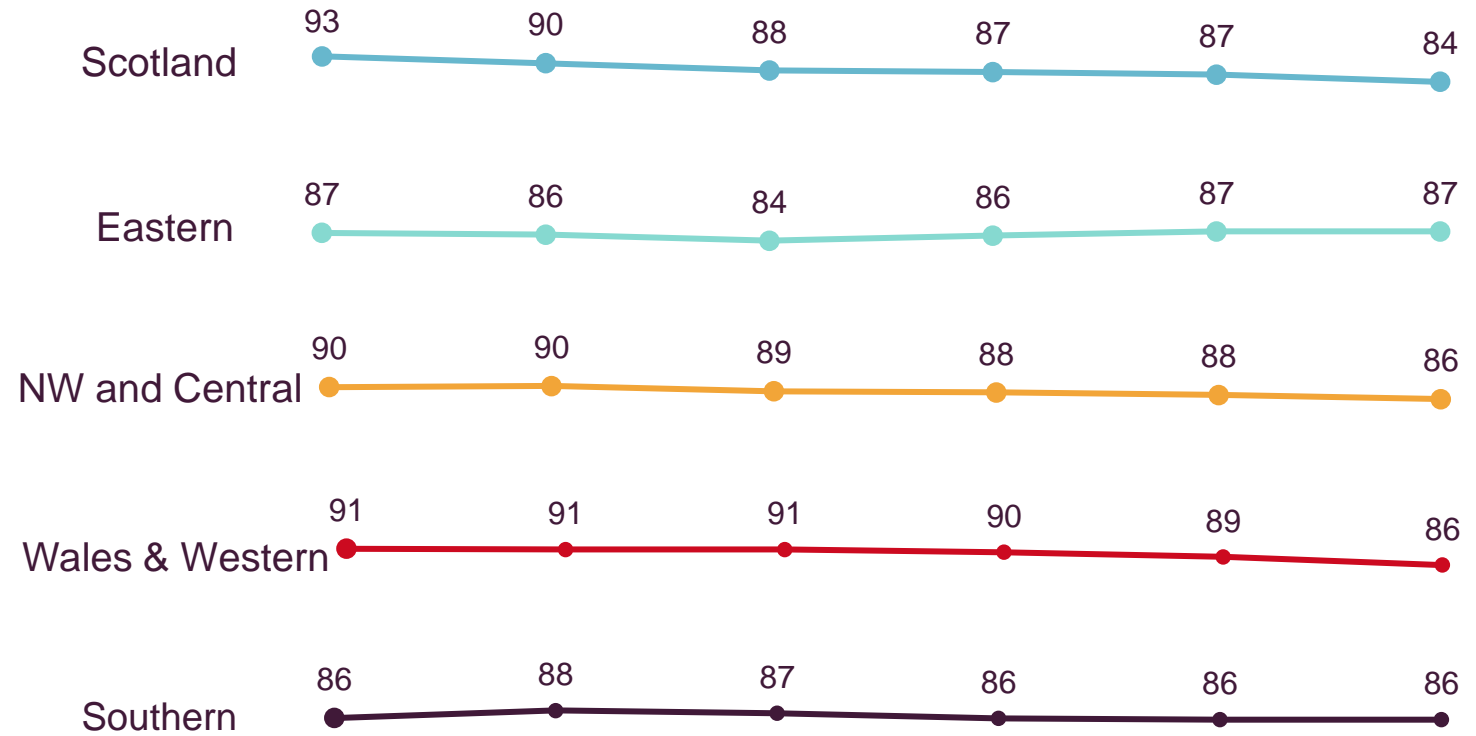


By region over last 4 weeks



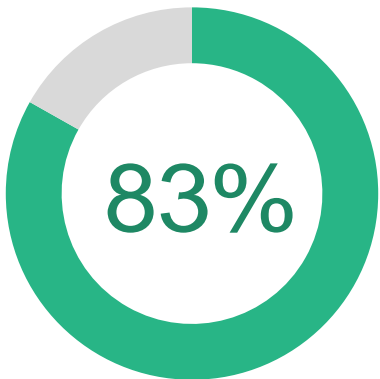
24-28 November 2021 report. Base size by region: Scotland to Southern: 155, 524, 392, 180, 584.

Overall satisfaction by Network Rail region – four week rolling averages

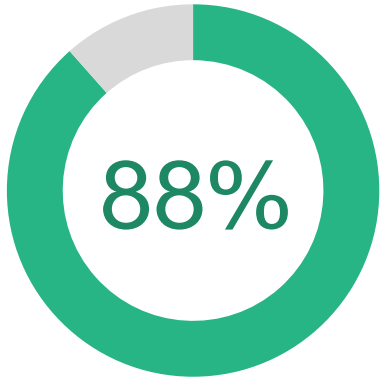


29 Sept-3 Oct to 20-24 Oct 6-10 Oct to 27-31 Oct 13-17 Oct to 3-7 Nov 20-24 Oct to 10-14 Nov 27-31 Oct to 17-21 Nov 3-7 Nov to 24-28 Nov

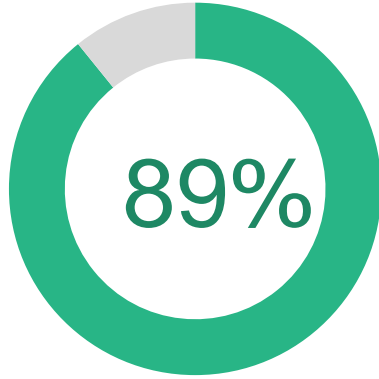
Overall satisfaction with last rail journey by age and sex over last four weeks



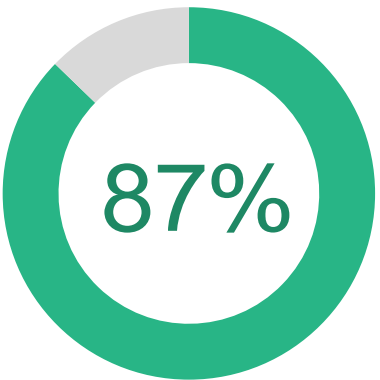
Age 18-34



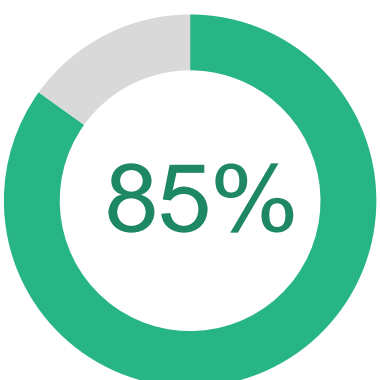
Age 35-54



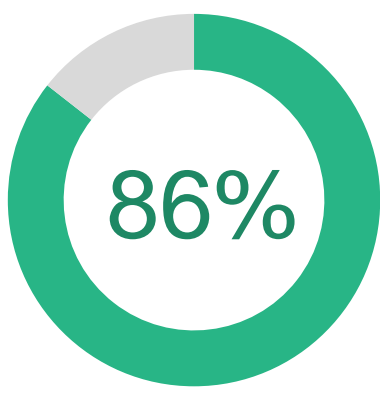
Age 55 and over



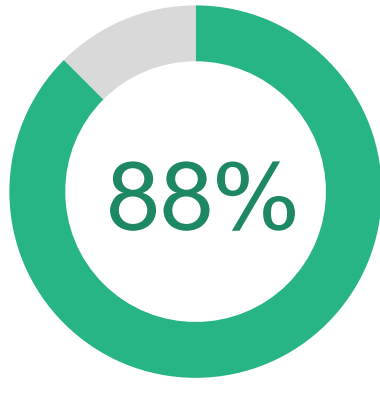
Men



Women



Commute



All leisure

24-28 November 2021 report. Base sizes: age 18-34 892; age 35-54 566; age 55+ 440; male 1043; female 855; commute; 605; all leisure 980. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

What rail passengers are saying...



Train was fast, clean and on time. Catering.
No hassle at all.

Very satisfied, LNER passenger

The train was not full and I managed to get a seat.

Fairly satisfied, Southeastern passenger

Everyone was wearing masks and behaving
themselves.

Very satisfied, ScotRail passenger



No one wore masks. The seats are very
threadbare and old.

Very dissatisfied, Southern passenger

Overcrowding due to lack of coaches. No seats
available. It was so busy as there was only one
coach supplied for the journey that people had to
wait for the next train 25 mins later.

Fairly dissatisfied, Transport for Wales passenger

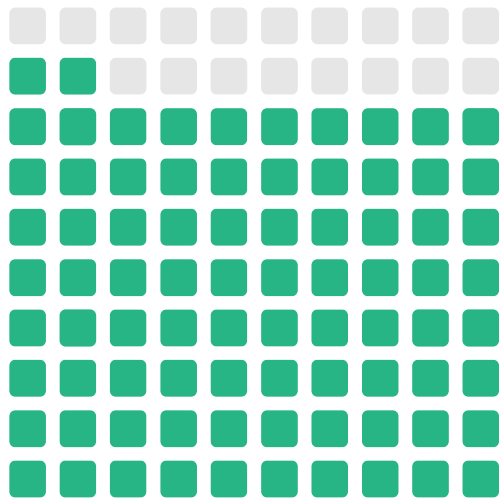
Fees are too high. A lot cheaper and more
comfortable to travel by coach.

Fairly dissatisfied, South Western Railway passenger

Satisfaction with aspects of rail journey

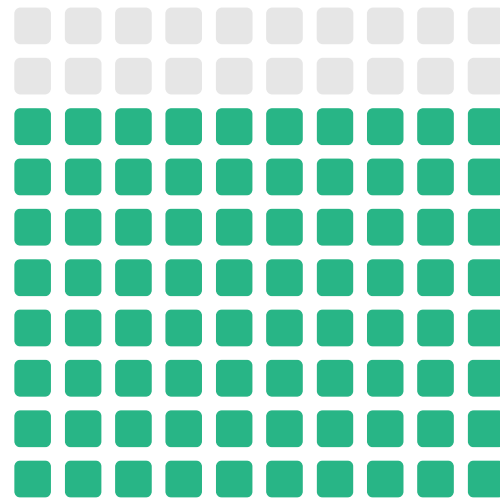


Satisfaction with the station and the train overall



Station - overall satisfaction
82%

Last 6 weeks

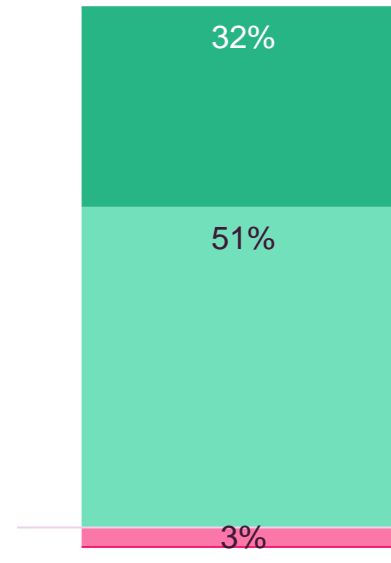


Train - overall satisfaction
80%

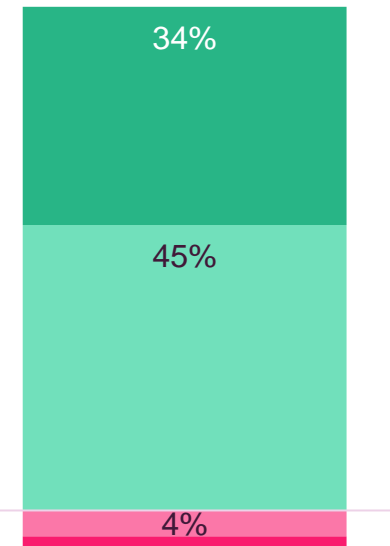
Last 6 weeks



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



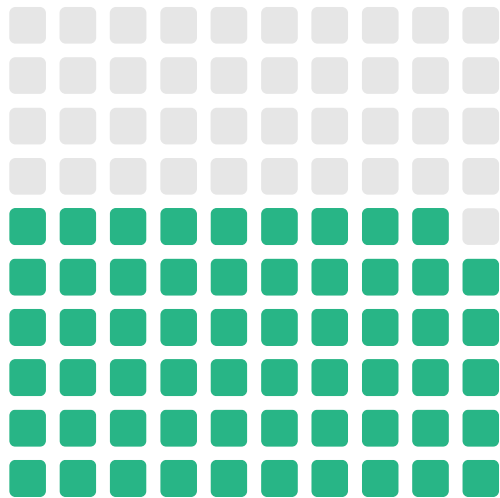
Station - overall satisfaction



Train - overall satisfaction

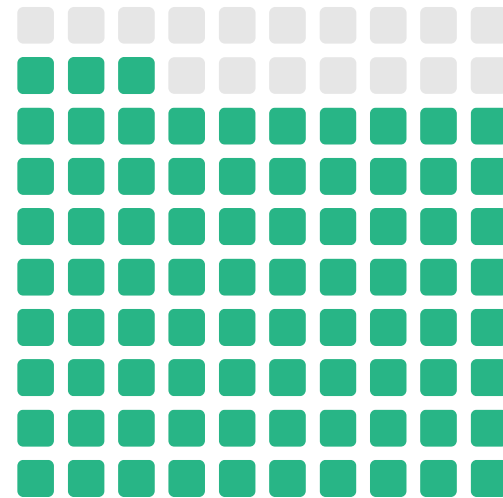
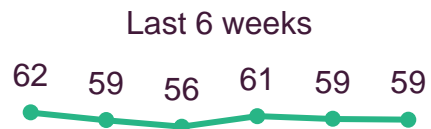
24-28 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): station chart 396; train chart 397. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



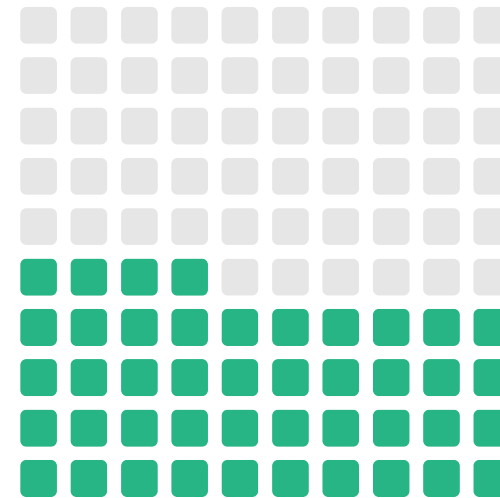
Information on how busy train would be before travelling

59%



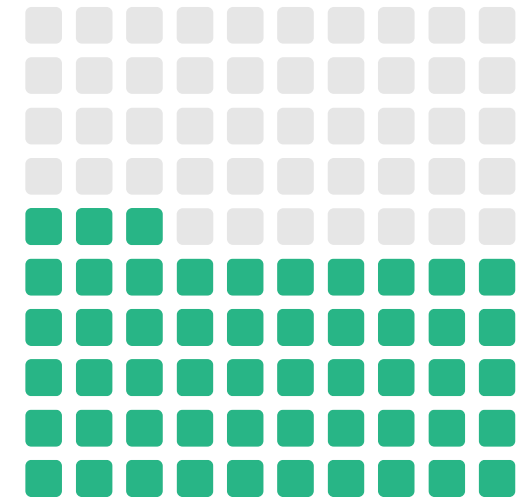
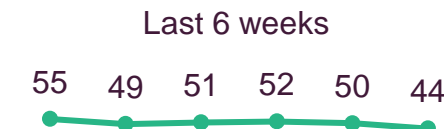
Cleanliness of the inside of the train

83%



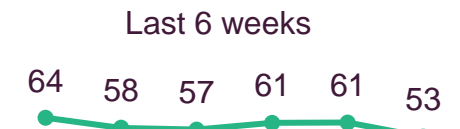
Number of people wearing face coverings

44%



Covid measures on train and at station

53%



Satisfaction with information, cleanliness and Covid-related measures

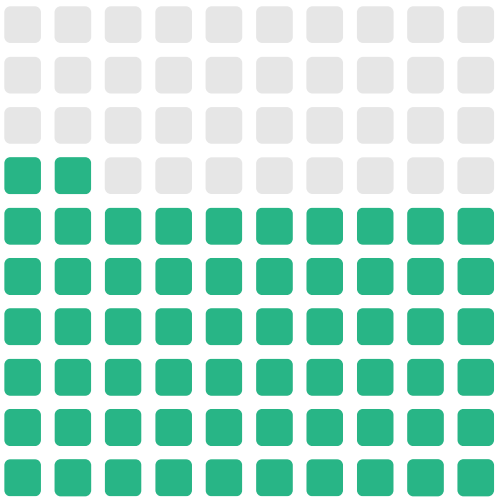
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



24-28 November 2021 report. Base size (used rail in last 7 days and not applicable excluded): 318; 396; 386; 385.

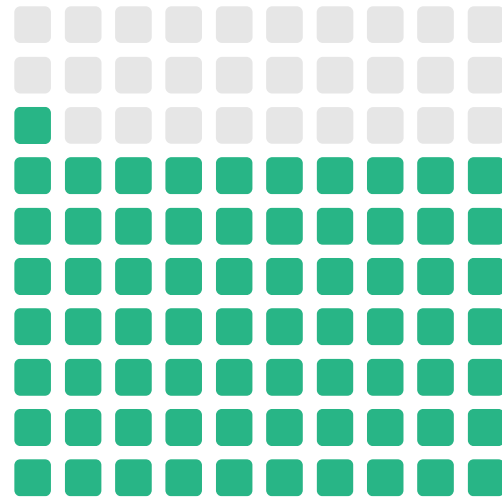
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



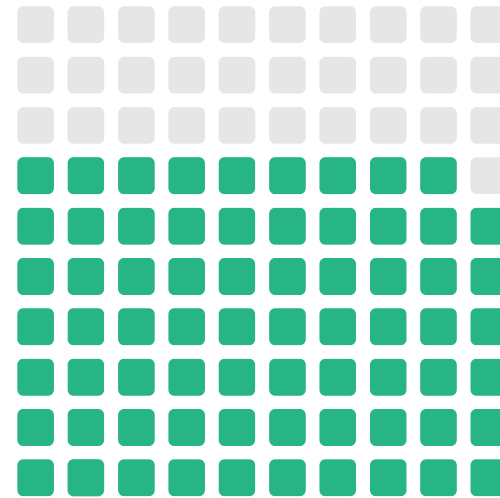
Ventilation on the train

62%



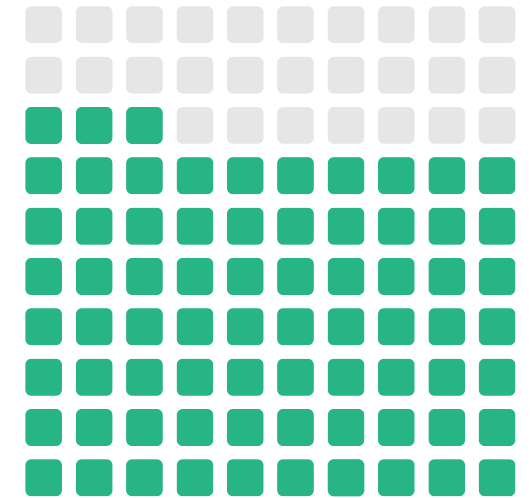
Level of crowding on the train

71%



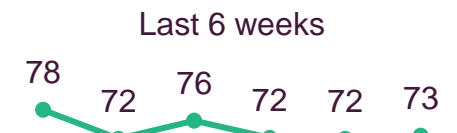
Behaviour of other passengers

69%



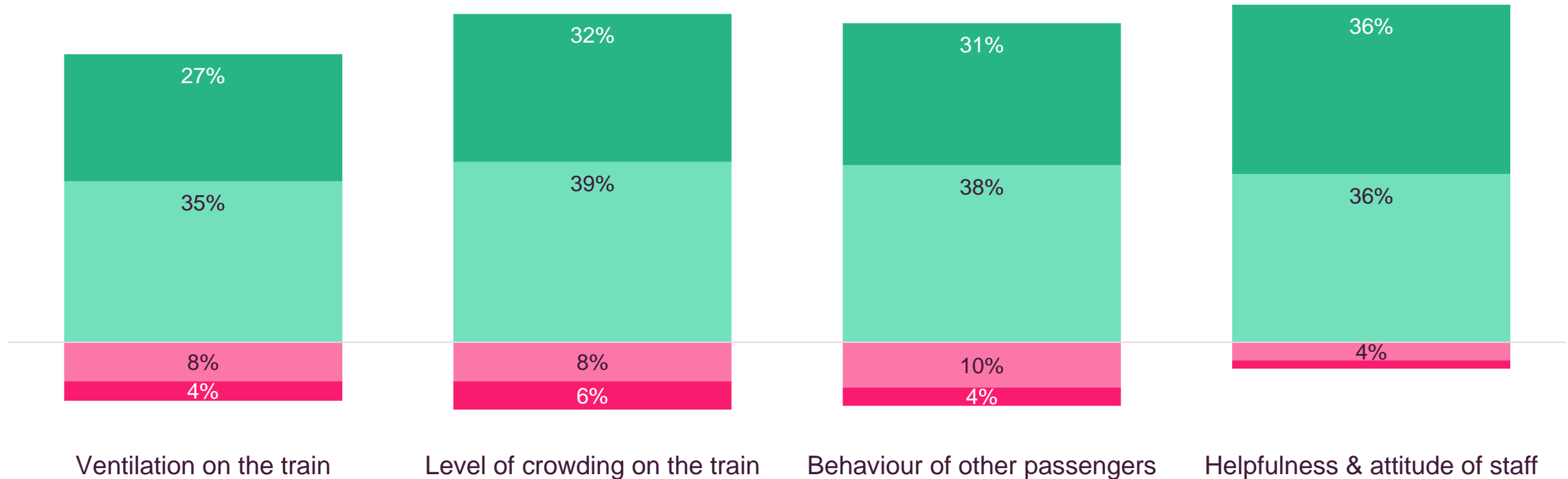
Helpfulness & attitude of staff

73%



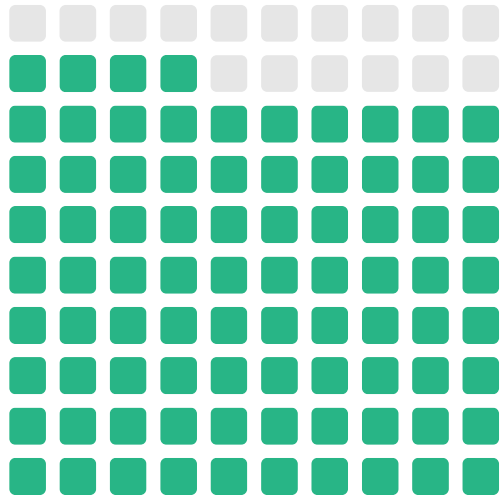
Satisfaction with ventilation, crowding, other passenger behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



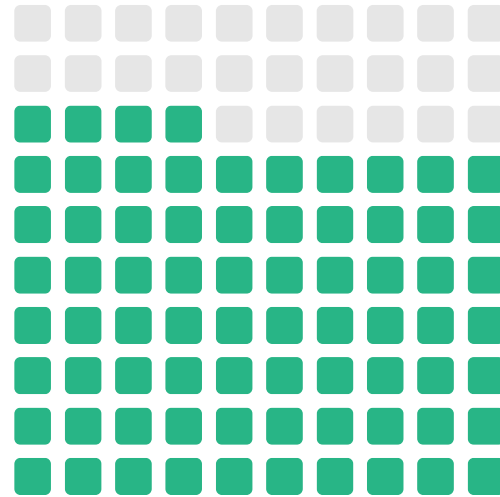
24-28 November 2021 report. Base size (used rail in last seven days and not applicable excluded): 387; 393; 393; 307. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



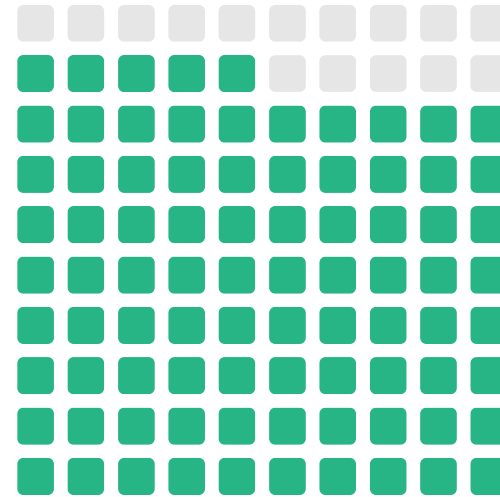
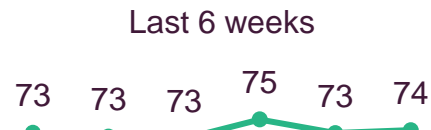
Punctuality/reliability

84%



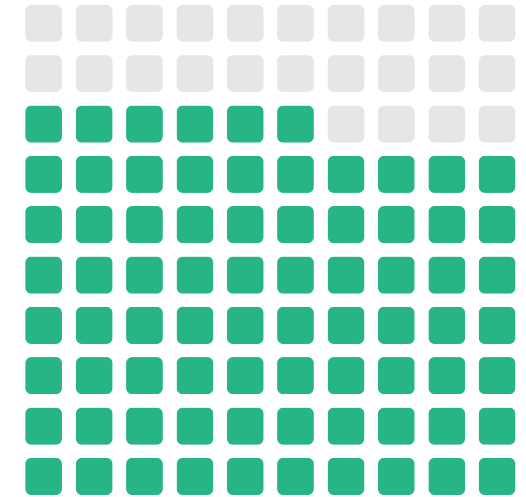
Frequency of trains on that route

74%



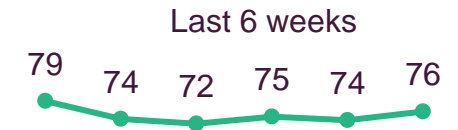
Length of time journey scheduled to take

85%



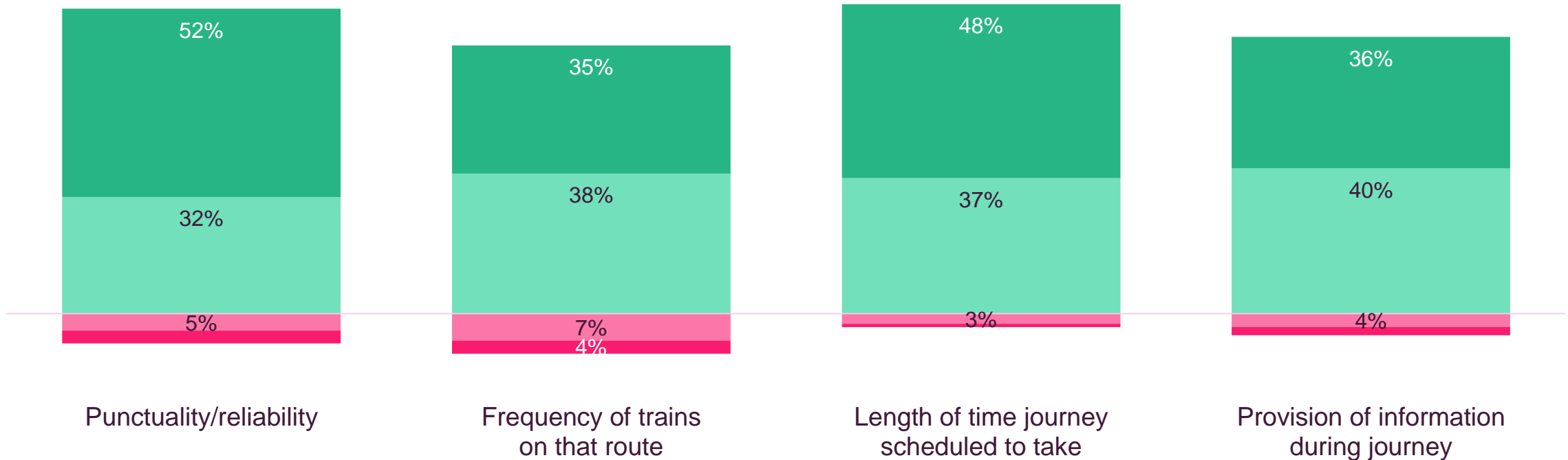
Provision of information during journey

76%



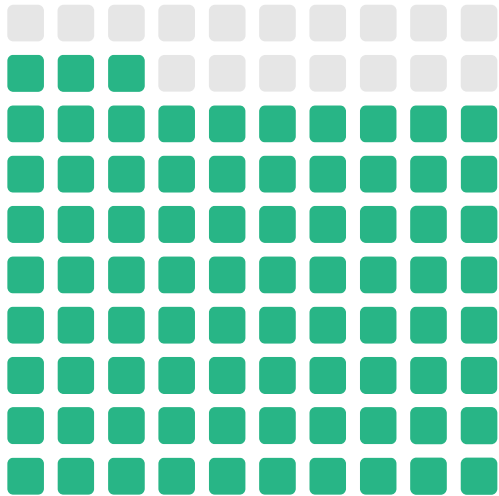
Satisfaction with punctuality, frequency, journey time and on-train information

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

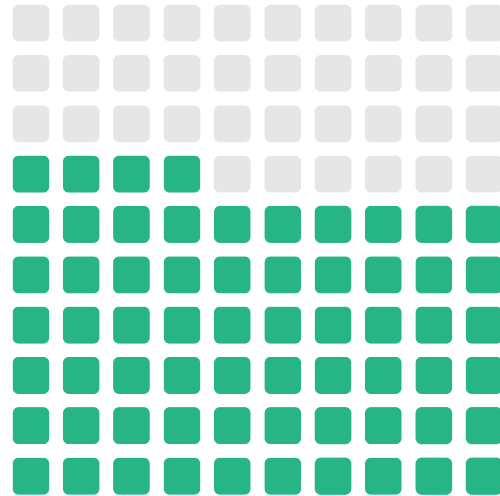


24-28 November 2021 report. Base size (used rail in last seven days and not applicable excluded): 395; 393; 397; 380. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

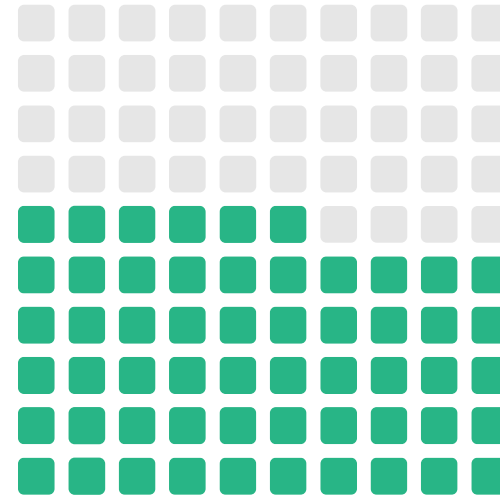
Satisfaction with seats, value for money, internet reliability and personal security



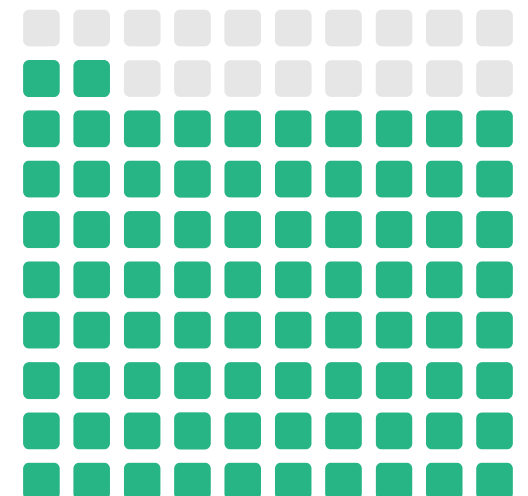
Comfort of the seats
83%



Value for money
64%



Reliability of internet connection
56%

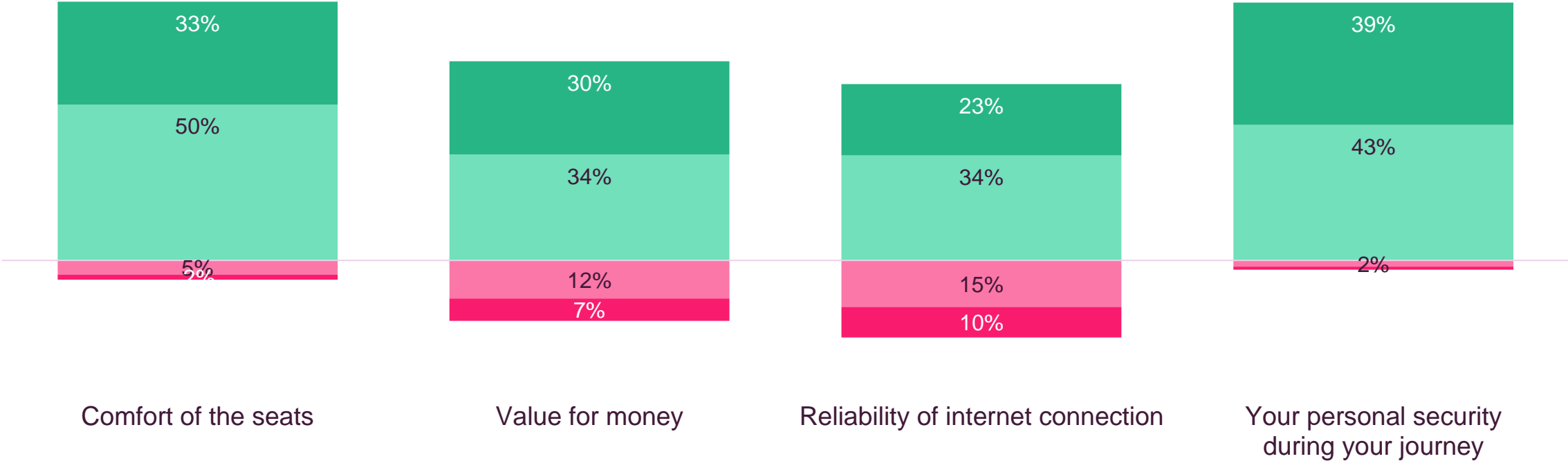


Personal security during journey*
82%



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

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

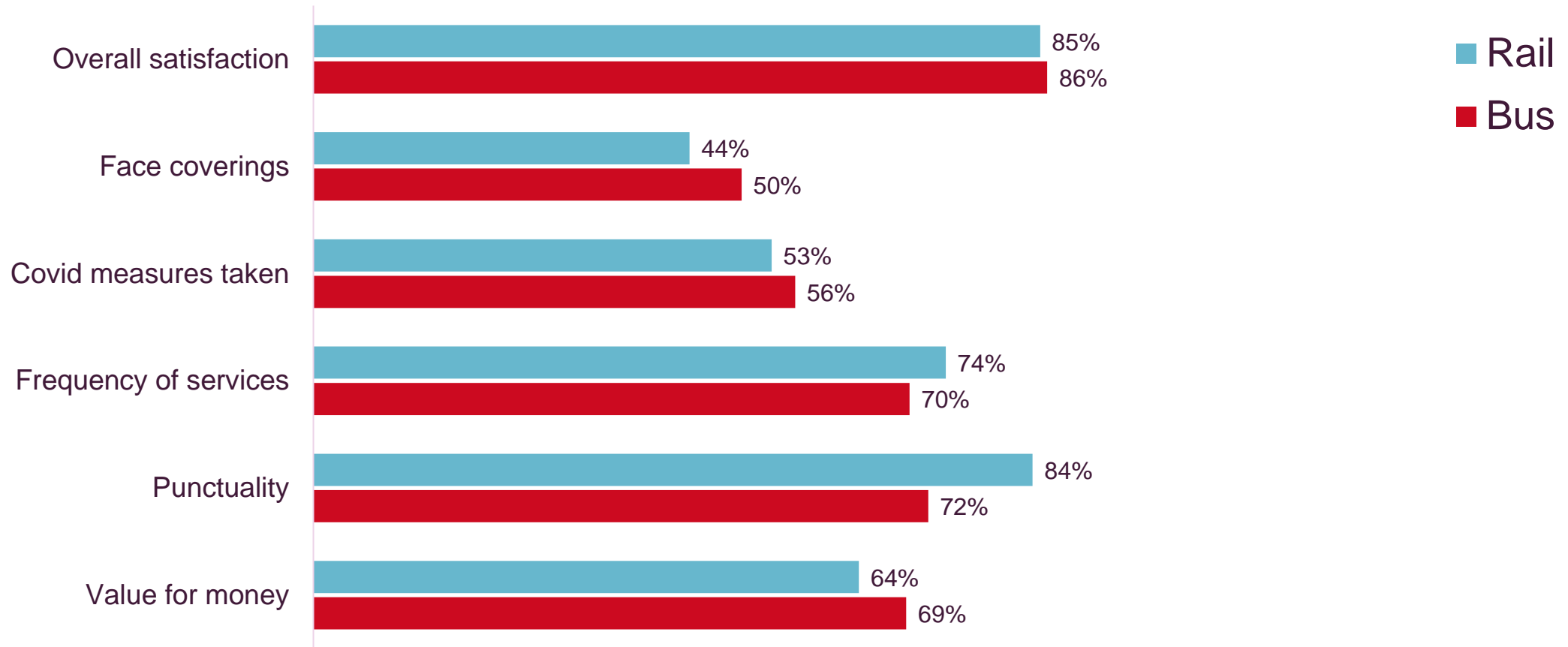


24-28 November 2021 report. Base size (used rail in last seven days and not applicable excluded): 385; 383; 267; 392..

* Introduced in week 27-31 October. 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 but lower on face coverings and 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.

Numbers may not add up to 100 per cent, due to rounding.

Fieldwork: 20 to 24 October	Fieldwork: 27 to 31 October	Fieldwork: 3 to 7 November	Fieldwork: 10 to 14 November	Fieldwork: 17 to 21 November	Fieldwork: 24 to 28 November
Week 6	Week 7	Week 8	Week 9	Week 10	Week 11
525	439	519	449	533	397

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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