

1 - 5  
December  
2021

Week 12

# 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.

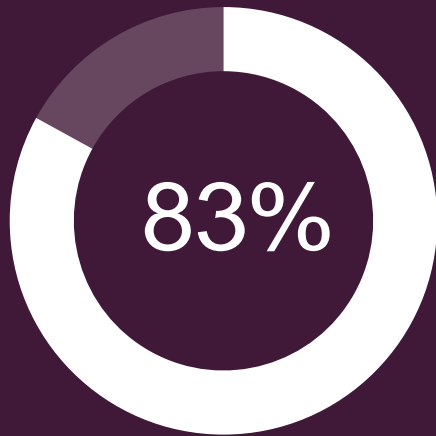
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 1 and 5 December 2021.

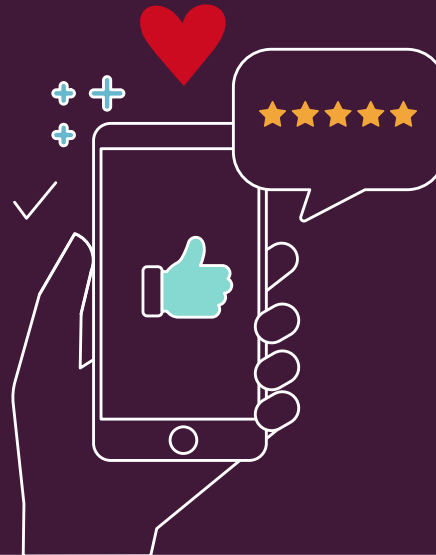
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 32.

# Rail headlines



83% of rail passengers were satisfied with their journey overall.



Satisfaction with the number of people wearing face coverings had risen from 44% last week to 58% this week.



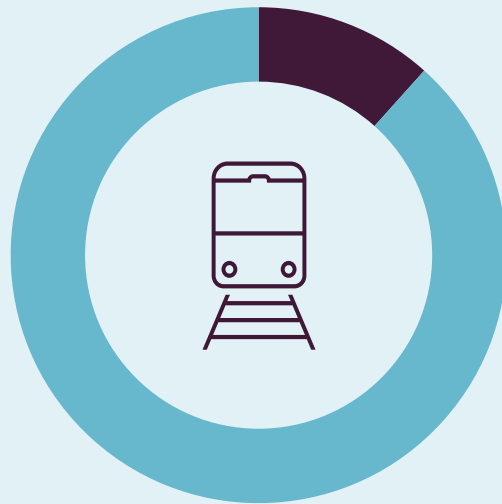
Satisfaction with punctuality has fallen from 84% to 78%.

# Rail usage levels



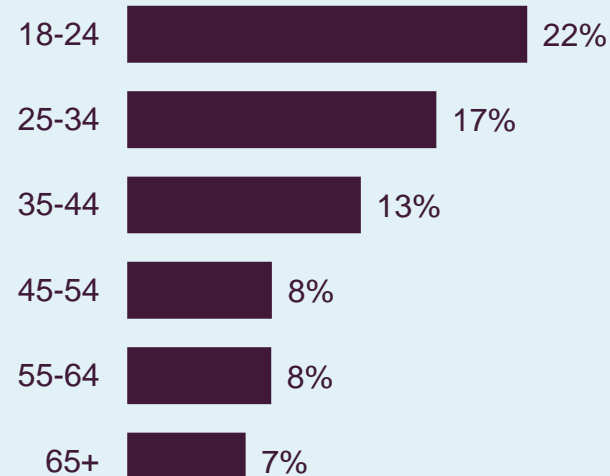
# Around one in eight used rail in the last seven days

Proportion using rail in the last seven days



**12%**  
of people in  
Great Britain used  
rail this week

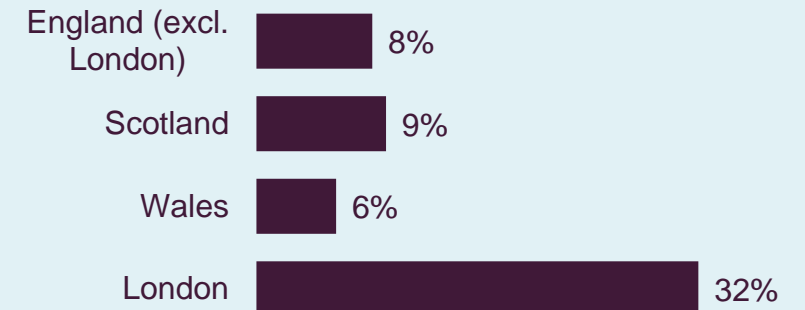
## Age



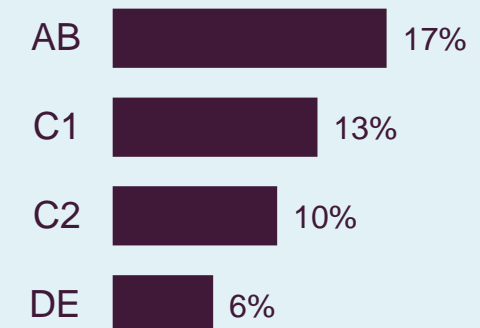
## Sex



## Region



## Social grade



# Rail use this week similar to recent weeks

Proportion using rail within the last seven days



1-5 December 2021 report. Base size all respondents: approx. 4000 per week.

# Commuting is the most common reason for rail travel this week

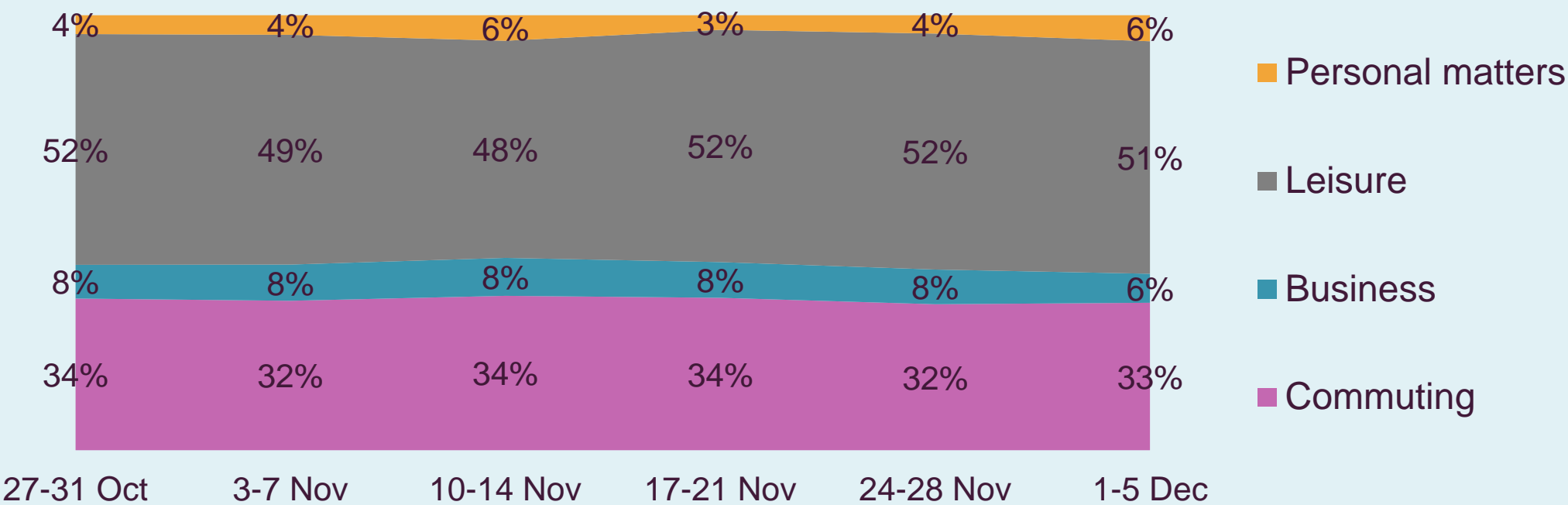
Main purpose of last rail journey



1-5 December 2021 report. Base size 445. Note that sum of journey purpose may not add to 100% as some had 'other reason'.

# The proportion commuting is steady at around one third of journeys

Main purpose of last rail journey

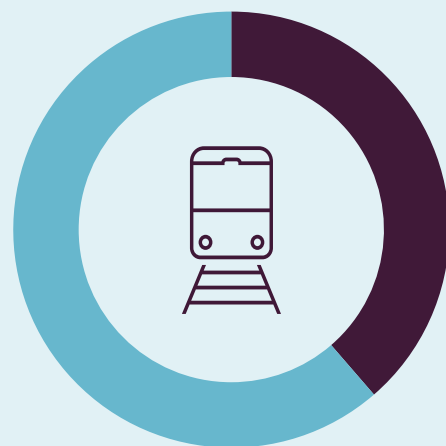


1-5 December 2021 report. Base size weekly around 480. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.



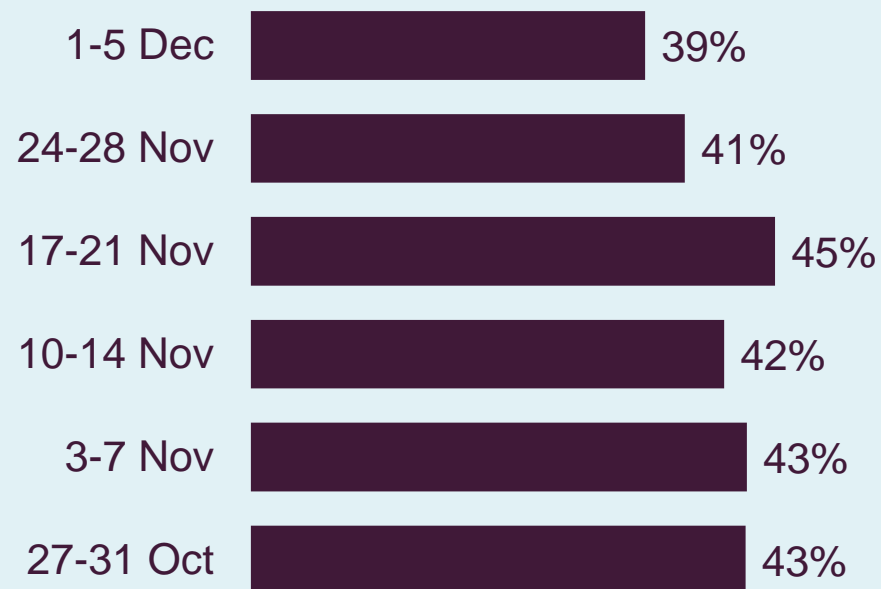
# Two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



39%

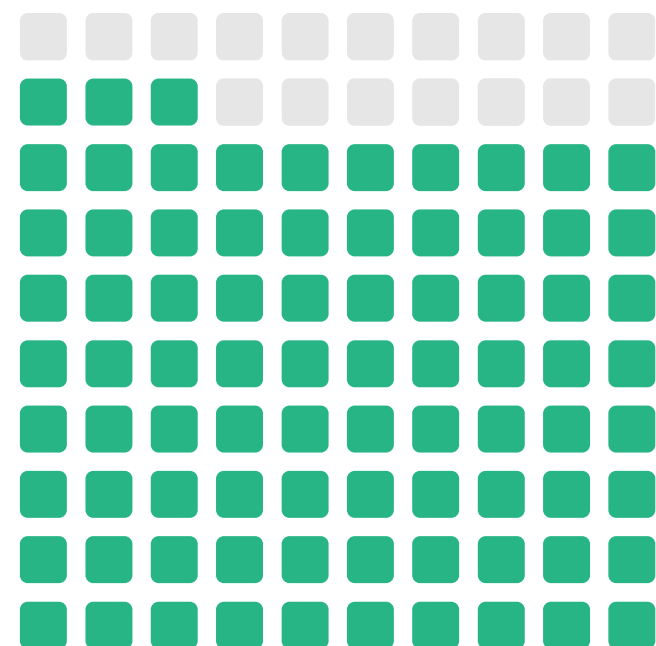
61% said the train was the only realistic option for that journey



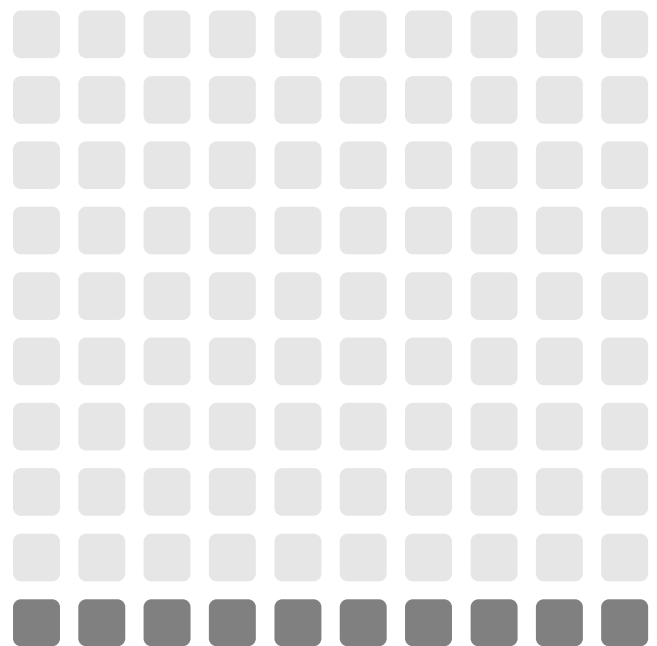
A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up/down icons, a location pin, and a clock. To its right is a train on tracks with trees below. Arrows and a cloud are also present.

# Rail satisfaction

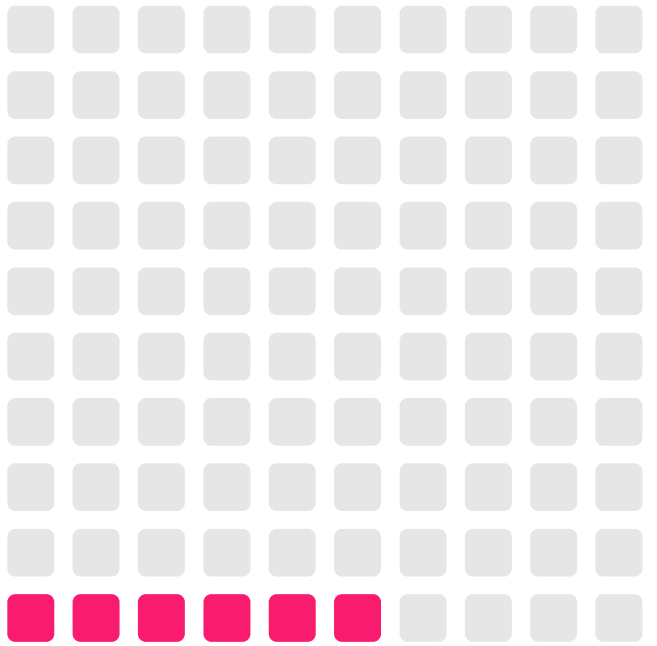
# Overall satisfaction with last rail journey 1-5 December 2021



83%  
satisfied

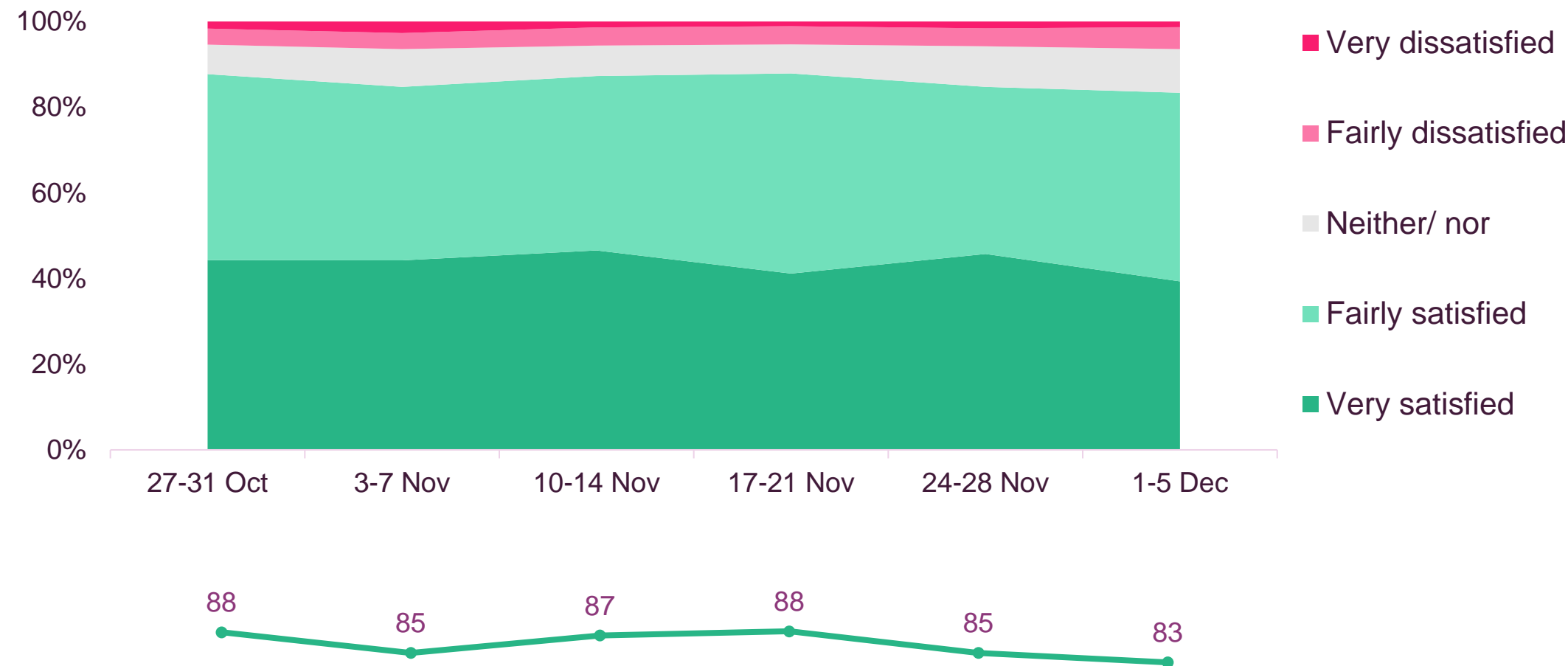


10%  
neither/nor



6%  
dissatisfied

# Overall satisfaction with rail journey – over time

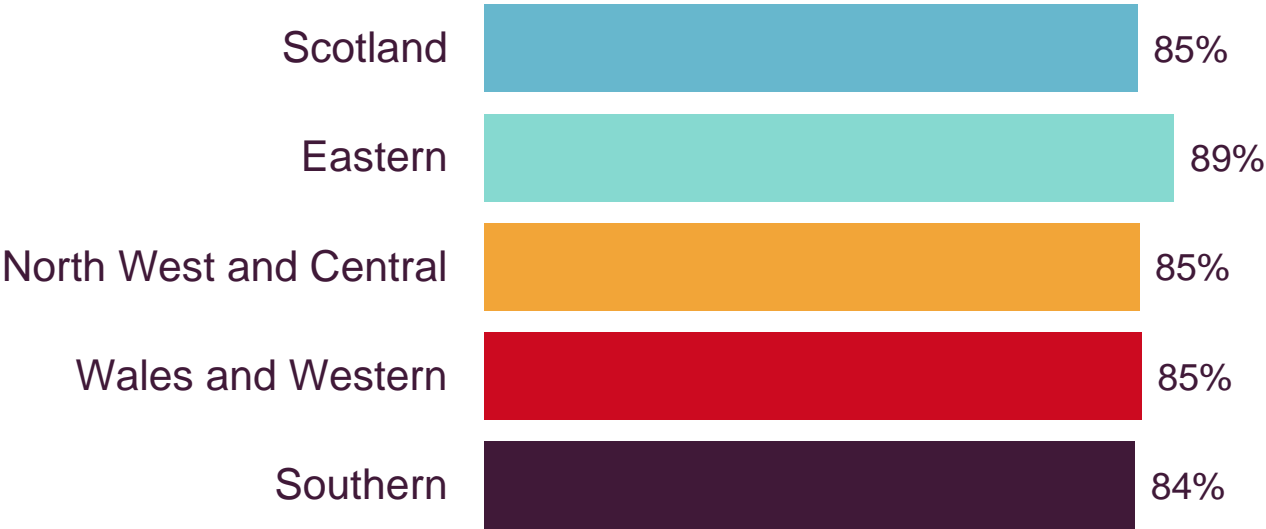


1-5 December 2021 report. Base size: all who used rail in last seven days - around 480 per week

# Overall satisfaction by Network Rail region

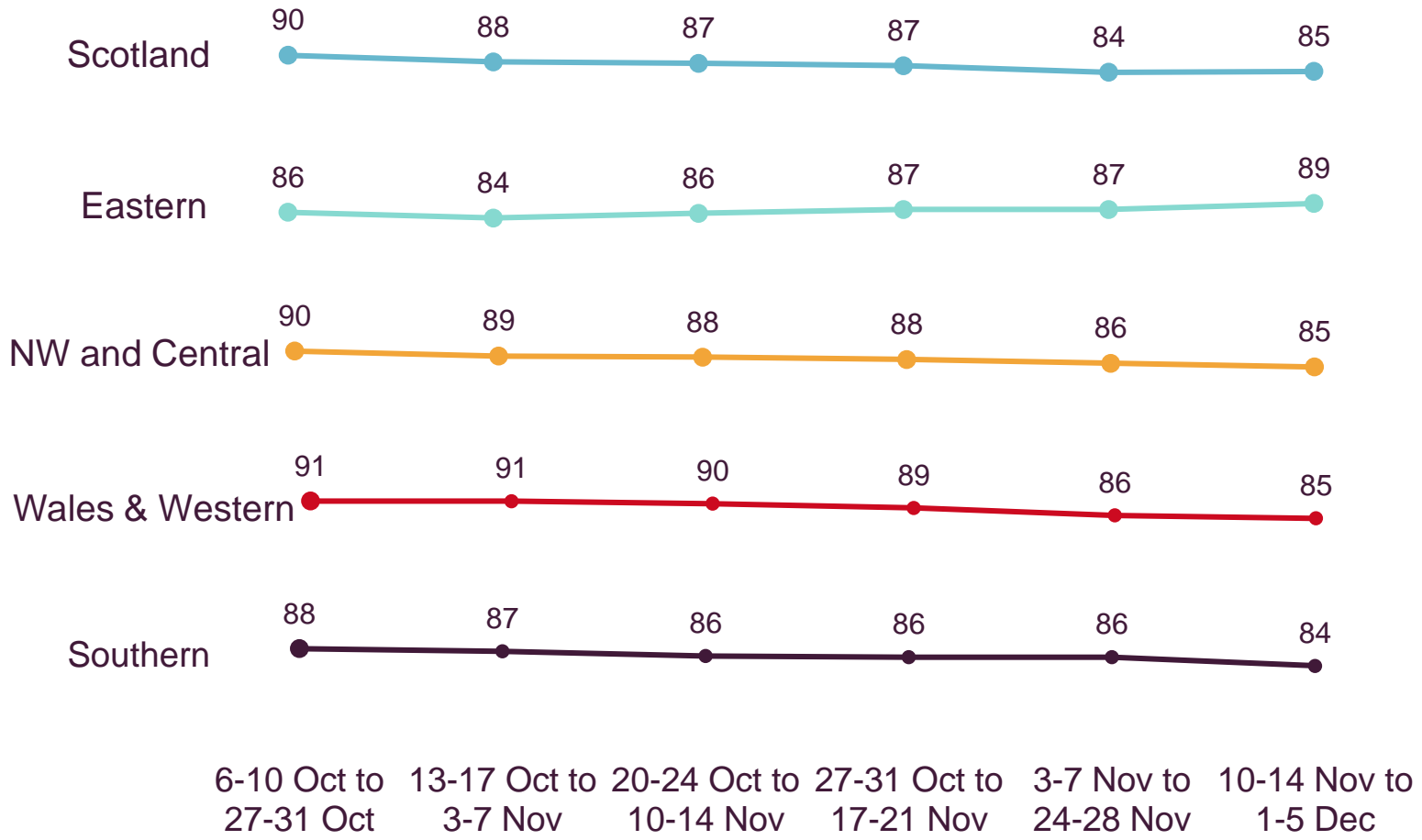


By region over last 4 weeks



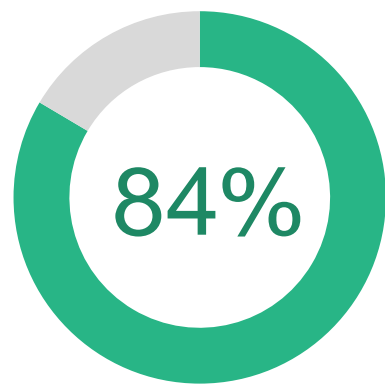
1-5 December 2021 report. Base size by region: Scotland to Southern: 149, 515, 363, 170, 557.

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

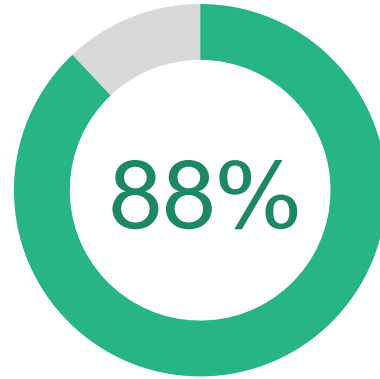


1-5 December 2021 report. Base size by region: Scotland to Southern approx. average four weekly numbers: 135; 519; 371; 180; 620.

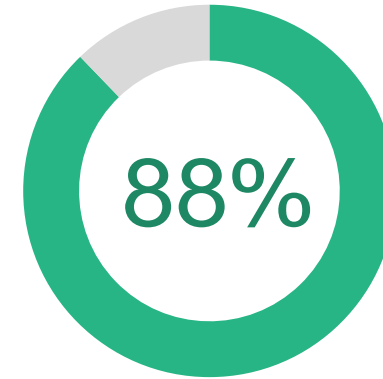
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



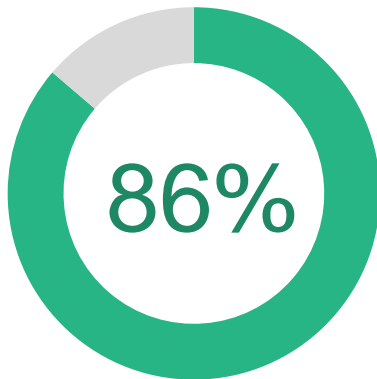
Age 18-34



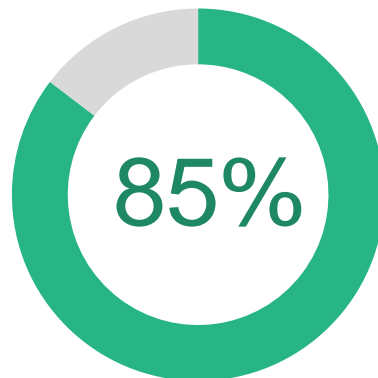
Age 35-54



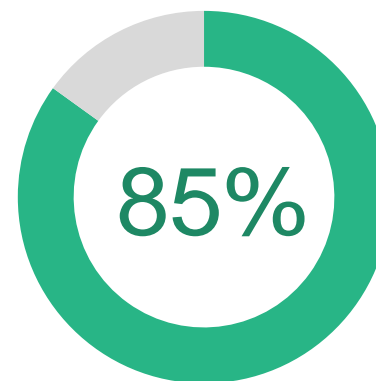
Age 55 and over



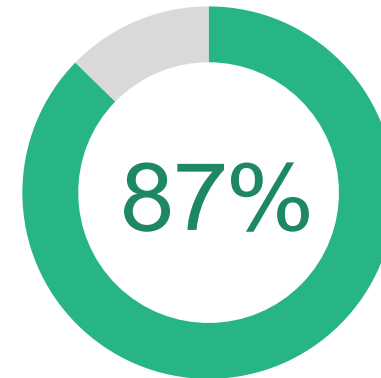
Men



Women



Commute



All leisure

# What rail passengers are saying...



The train arrive timely and was well cleaned. All the Covid-19 precautions were observed and most people have face mask while travelling.

Very satisfied, Northern passenger

Easy online payment/ticket, train was on time and journey was smooth.

Very satisfied, ScotRail passenger

The trains were regular, it was clean and comfortable. There was a very loud squeaking noise though.

Fairly satisfied, Southeastern passenger



Very untidy with newspapers coffee cups etc on seats.

Neither satisfied nor dissatisfied, London Overground passenger

The one and only direct train to my destination was cancelled.

Fairly dissatisfied, Southern passenger

It was supposed to go to Edinburgh, but I did not find out until being on the train that it would terminate in Newcastle.

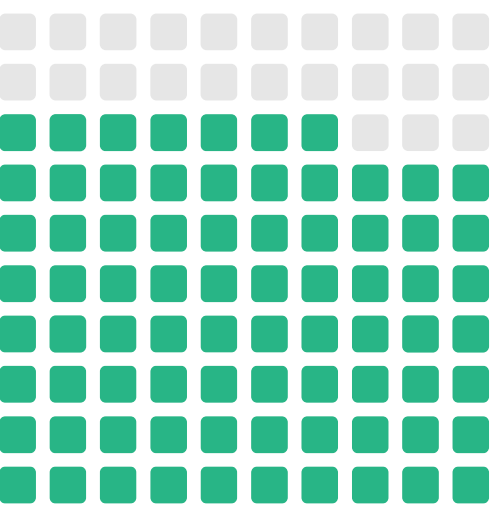
Very dissatisfied, LNER passenger





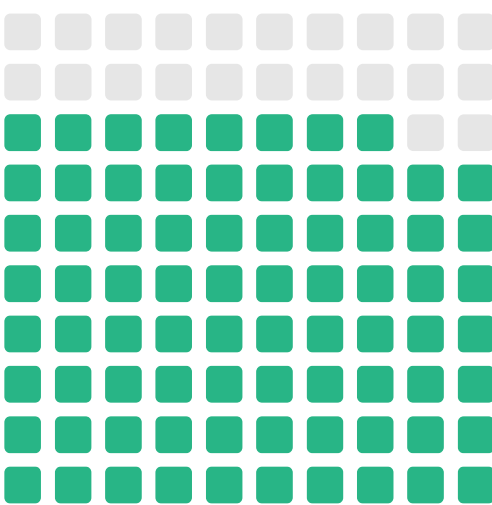
# Satisfaction with aspects of rail journey

# Satisfaction with the station and the train overall



Station - overall satisfaction  
**77%**

Last 6 weeks

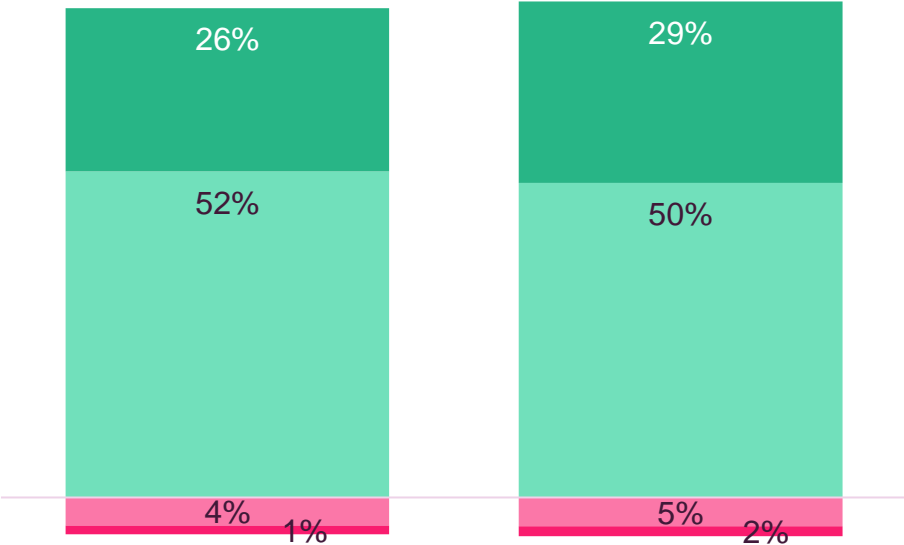


Train - overall satisfaction  
**78%**

Last 6 weeks



Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied

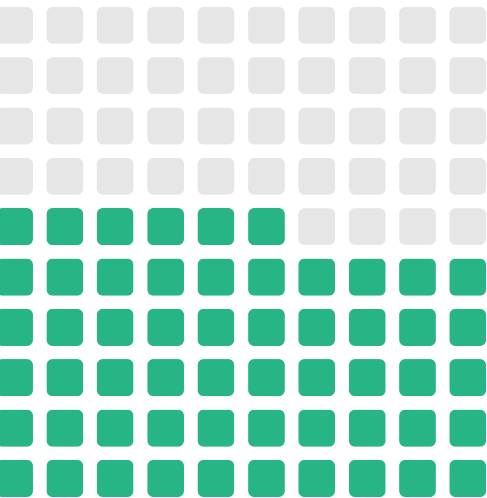


Station - overall satisfaction

Train - overall satisfaction

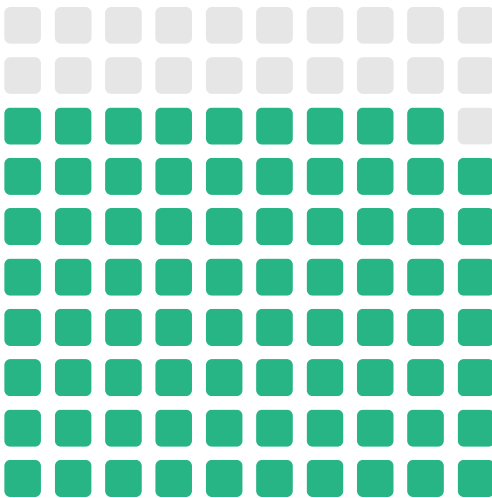
1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): station chart 444; train chart 445. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and Covid-related measures



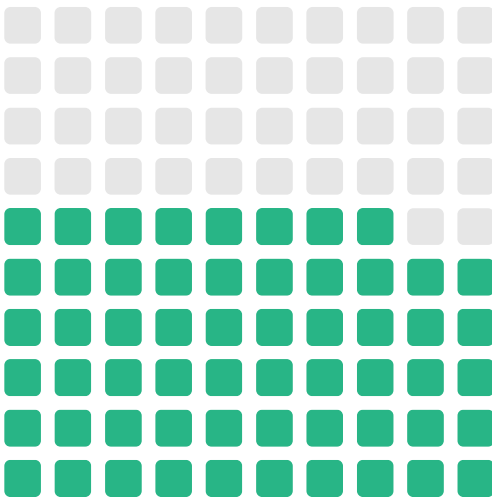
Information on how busy train would be before travelling

56%



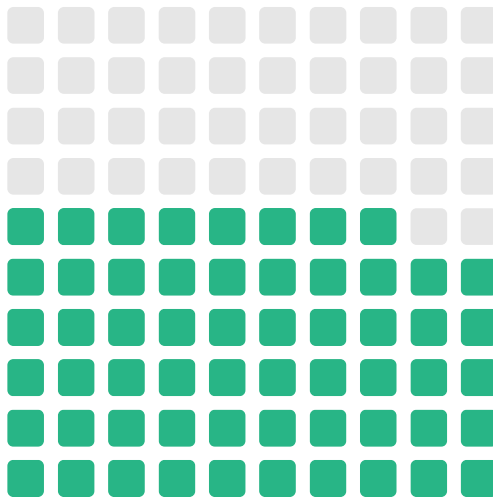
Cleanliness of the inside of the train

79%



Number of people wearing face coverings

58%



Covid measures on train and at station

58%



1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 378; 445; 438; 440.

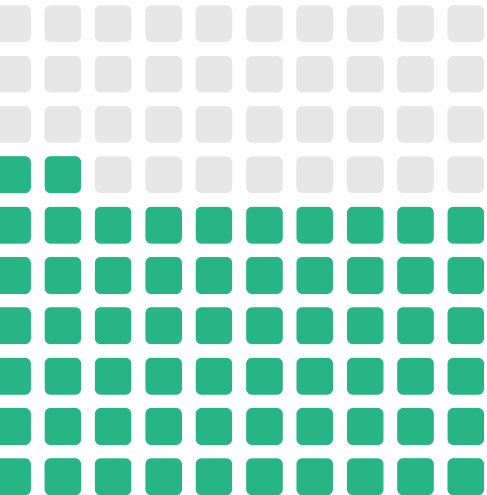
# Satisfaction with information, cleanliness and Covid-related measures



1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 378; 445; 438; 440.

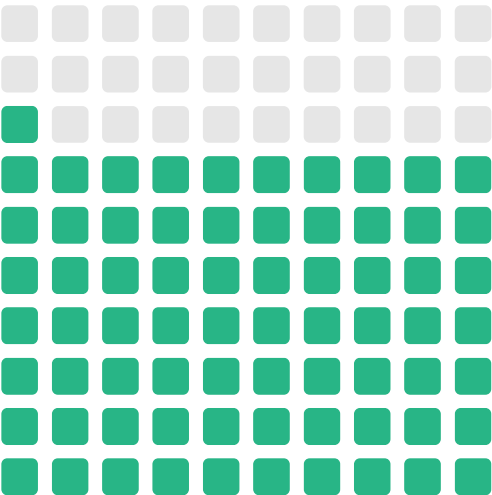
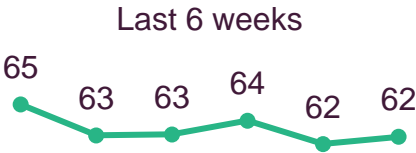
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with ventilation, crowding, other passenger behaviour and staff



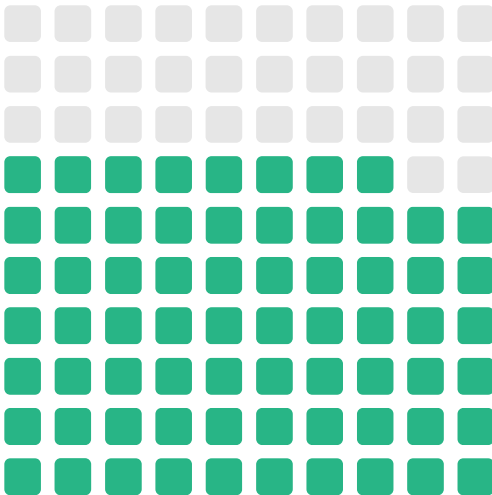
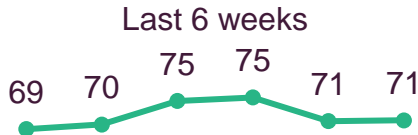
Ventilation on the train

62%



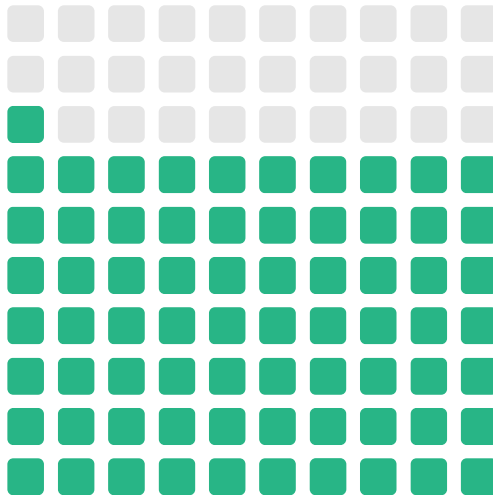
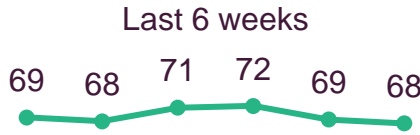
Level of crowding on the train

71%



Behaviour of other passengers

68%



Helpfulness & attitude of staff

71%



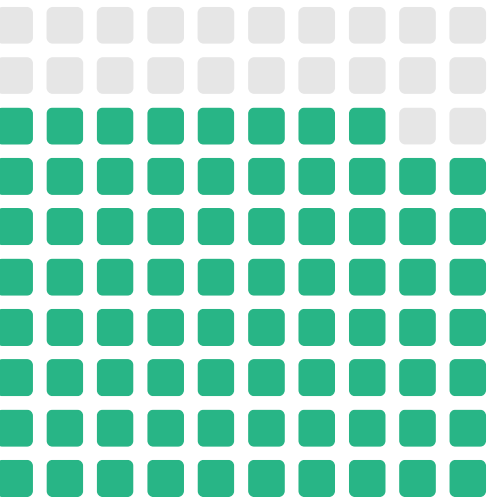
1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 437; 444; 443; 353.

# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

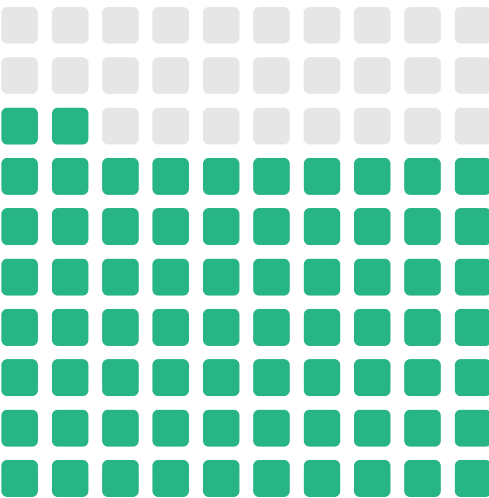


1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 437; 444; 443; 353.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

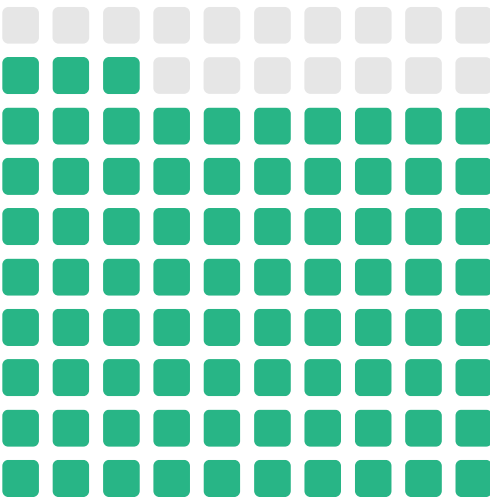
# Satisfaction with punctuality, frequency, journey time and on-train information



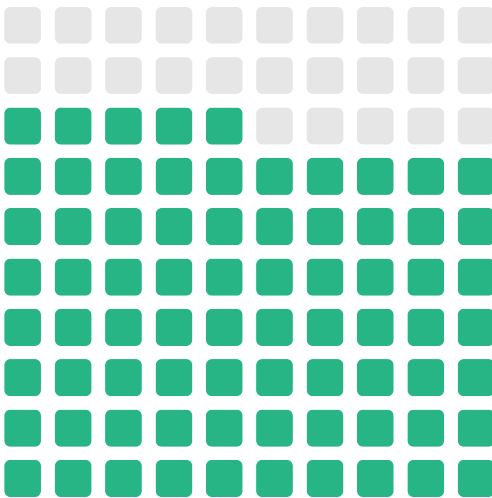
Punctuality/reliability  
78%



Frequency of trains on that route  
72%



Length of time journey scheduled to take  
83%

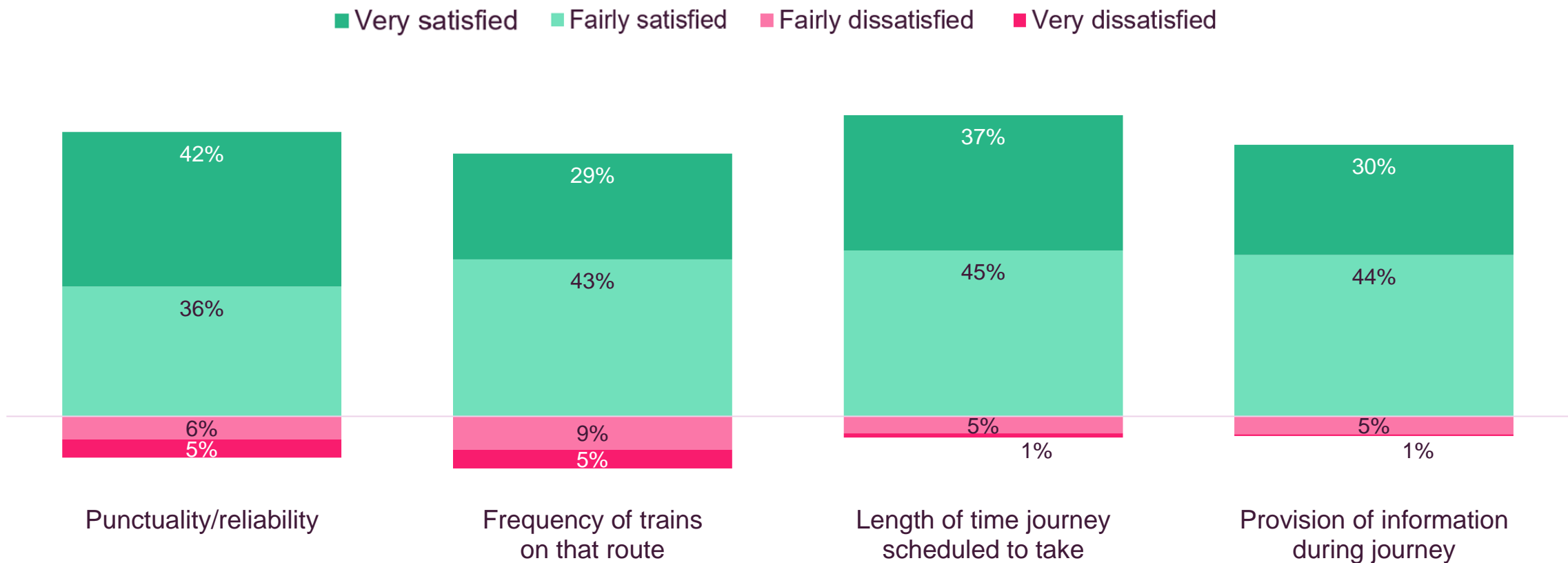


Provision of information during journey  
75%



1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 445; 442; 445; 425.

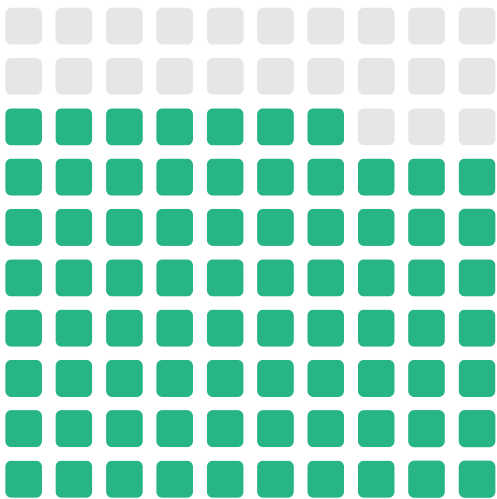
# Satisfaction with punctuality, frequency, journey time and on-train information



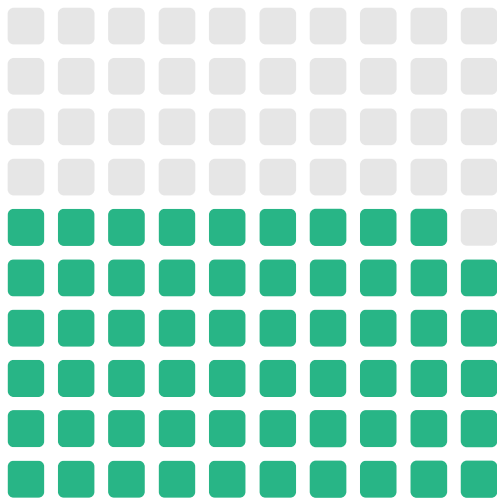
1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 445; 442; 445; 425.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.



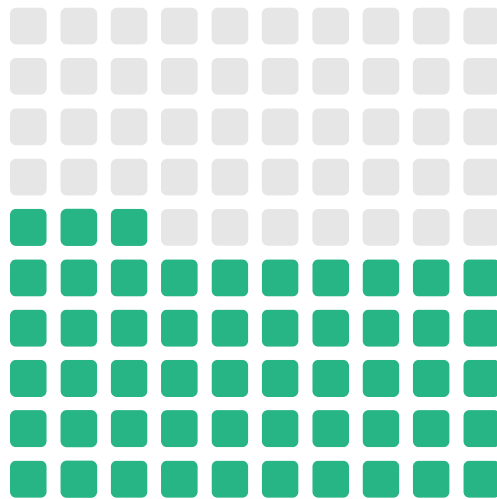
# Satisfaction with seats, value for money, internet reliability and personal security



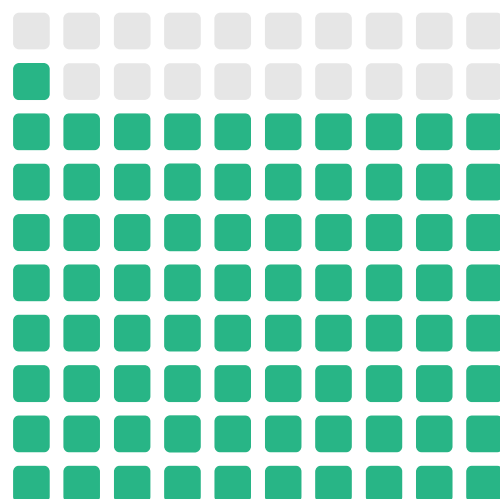
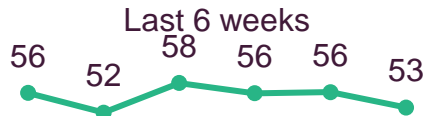
Comfort of the seats  
77%



Value for money  
59%



Reliability of internet connection  
53%

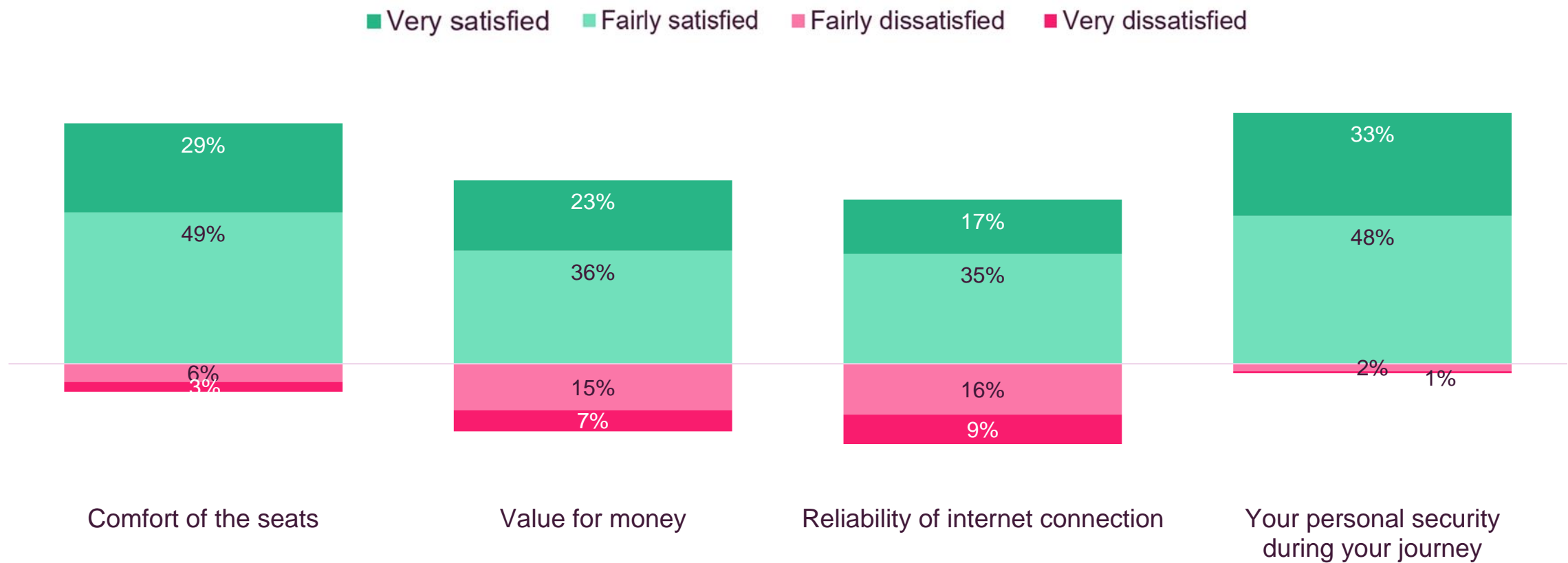


Personal security during journey  
81%



1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 436; 431; 306; 442.

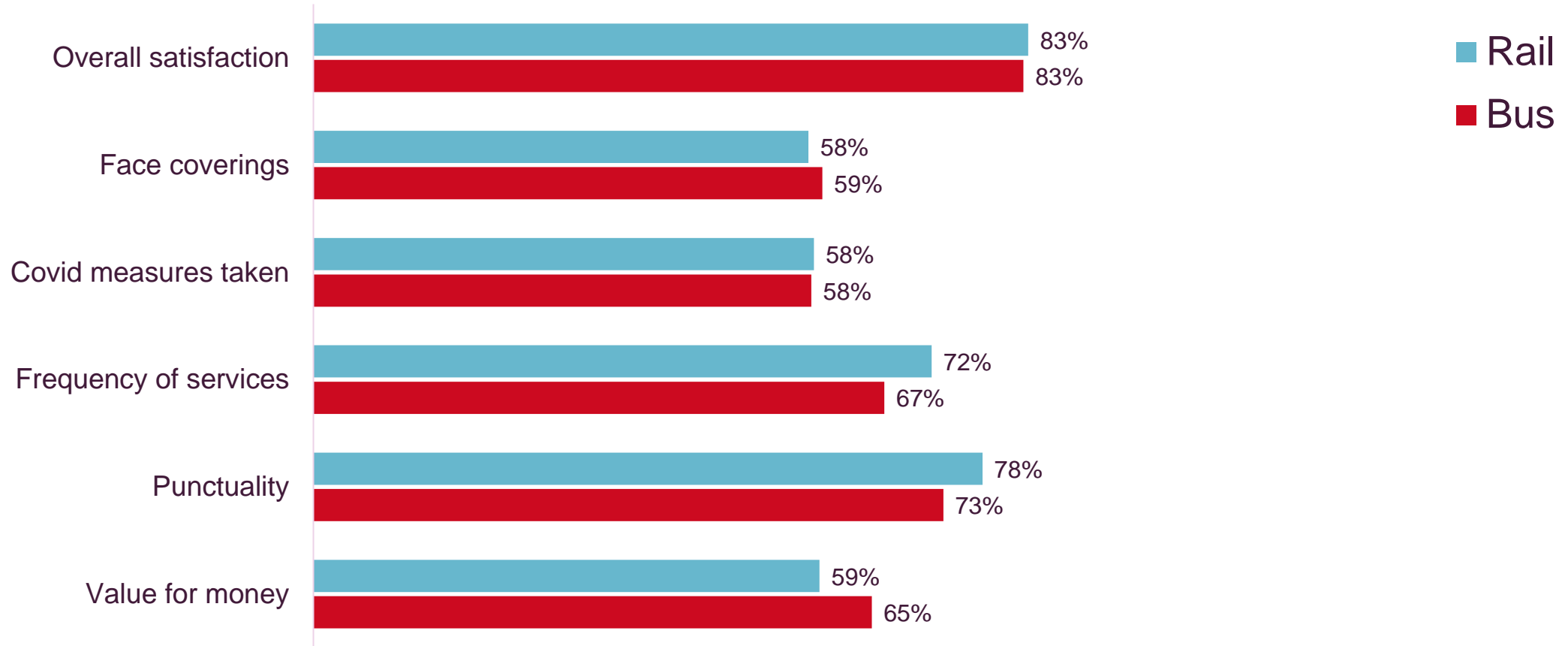
# Satisfaction with seats, value for money, internet reliability and personal security



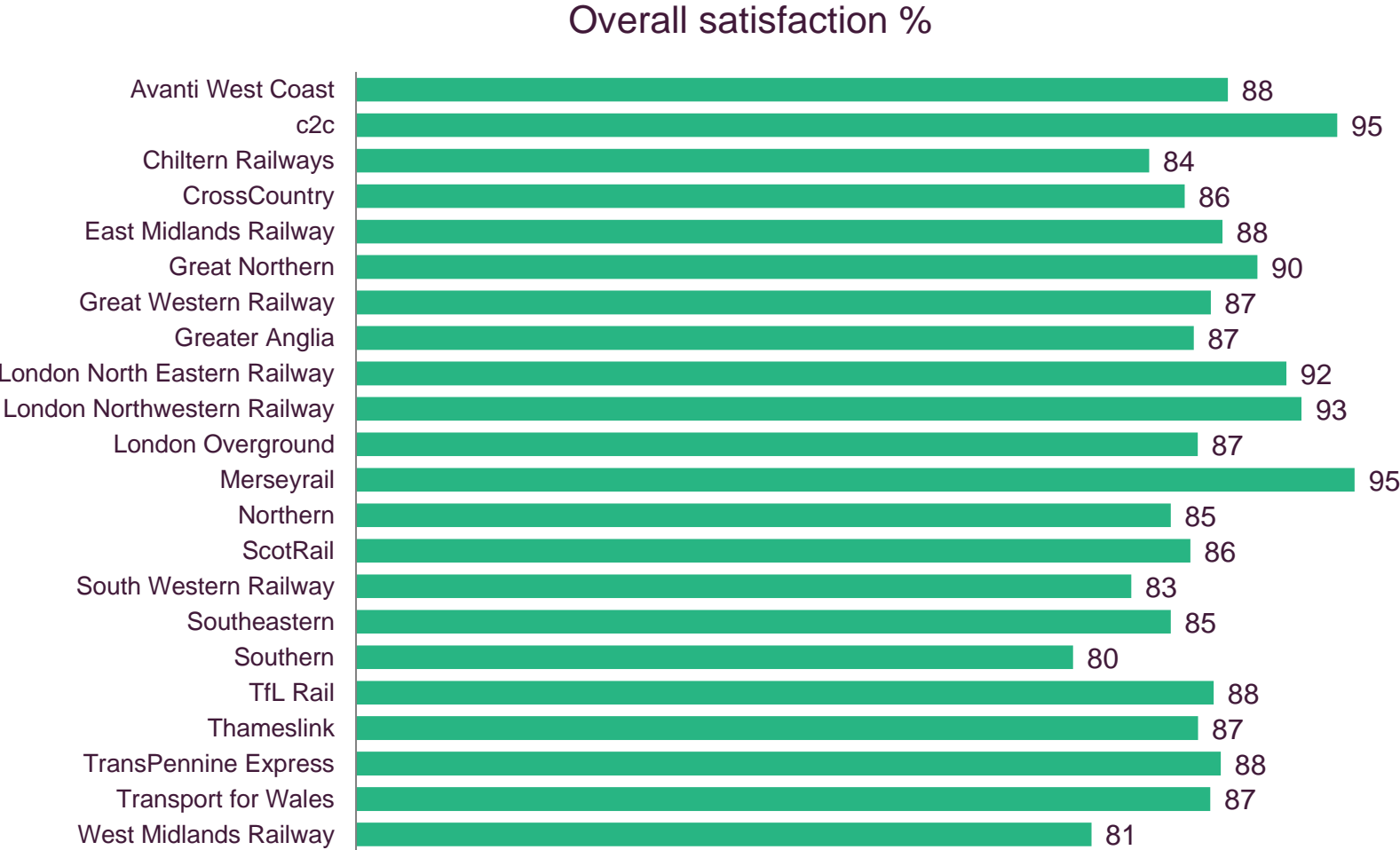
1-5 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 436; 431; 306; 442.  
\* Introduced in week 27-31 October. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Rail to bus comparison – current week

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



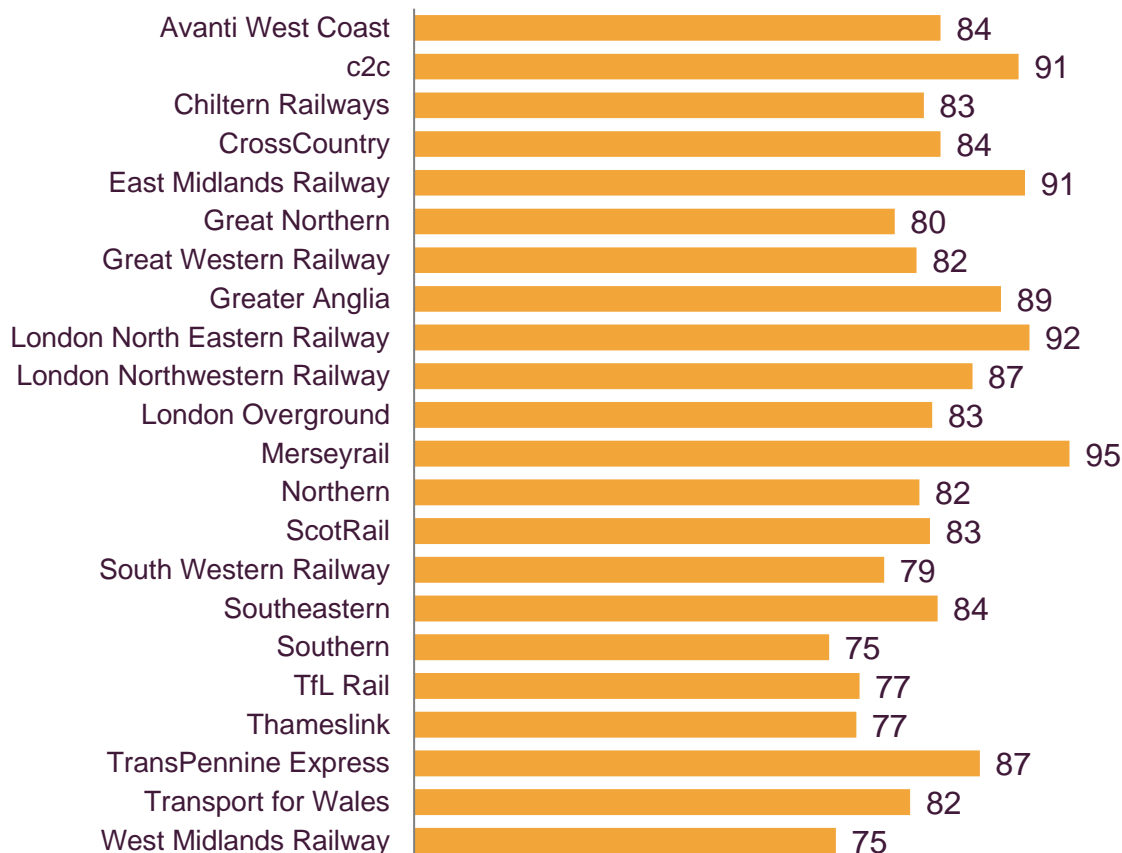
# Overall satisfaction by train operating company over last 12 weeks



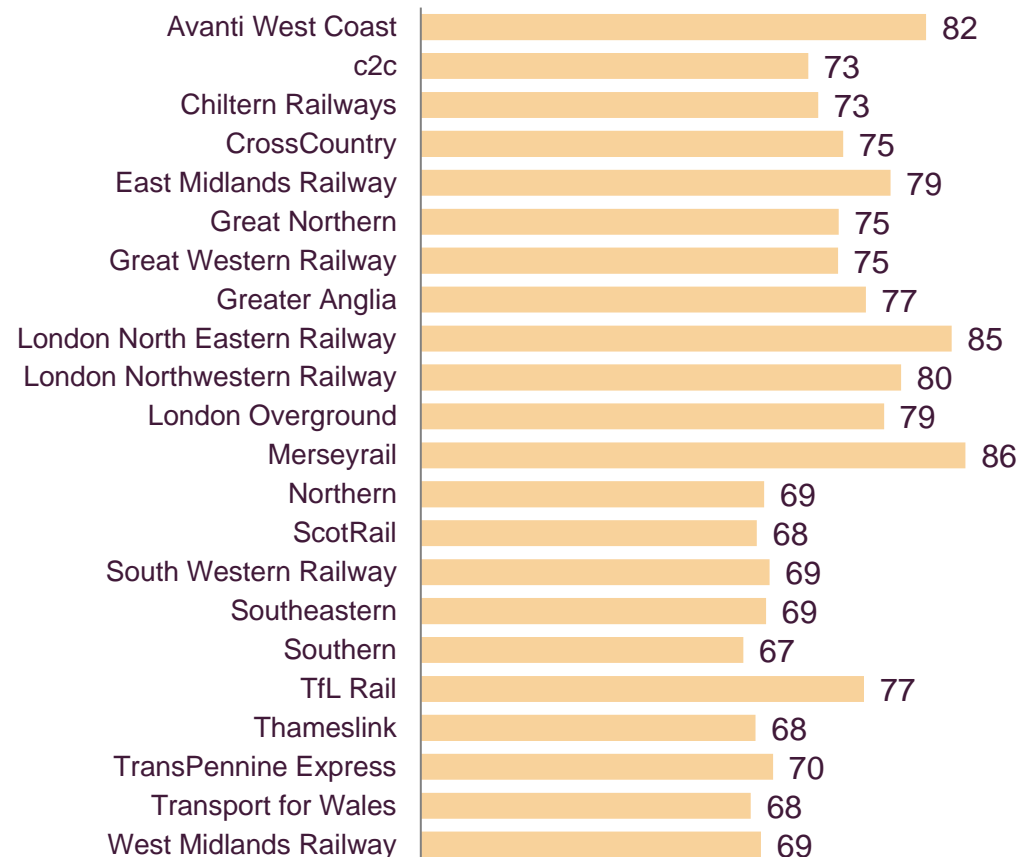
1-5 December 2021 report. Base size: Overall satisfaction: Avanti West Coast 174; c2c 84; Chiltern Railways 82; Cross Country 150; East Midlands Railway 172; Great Northern 131; Great Western Railway 336; Greater Anglia 239; London North Eastern Railway 307; London Northwestern Railway 131; London Overground 219; Merseyrail 125; Northern 385; ScotRail 327; South Western Railway 435; Southeastern 418; Southern 324; TfL Rail 219; Thameslink 210; TransPennine Express 146; Transport for Wales 114; West Midlands Railway 150.

# Satisfaction with punctuality and frequency of trains by train operating company over last 12 weeks

Punctuality/reliability %



Frequency of trains %

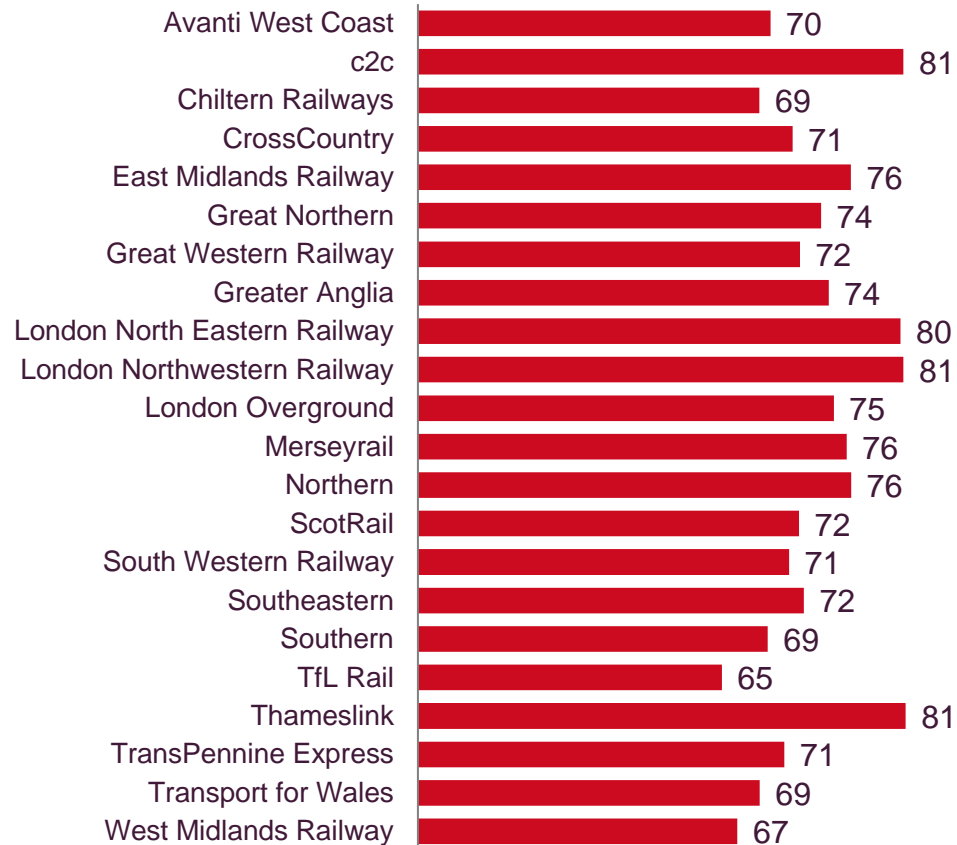


1-5 December 2021 report. Base size: Punctuality/reliability: Avanti West Coast 174; c2c 84; Chiltern Railways 82; CrossCountry 149; East Midlands Railway 171; Great Northern 130; Great Western Railway 334; Greater Anglia 239; London North Eastern Railway 307; London Northwestern Railway 131; London Overground 218; Merseyrail 125; Northern 384; ScotRail 325; South Western Railway 435; Southeastern 418; Southern 324; TfL Rail 217; Thameslink 210; TransPennine Express 146; Transport for Wales 114; West Midlands Railway 150.

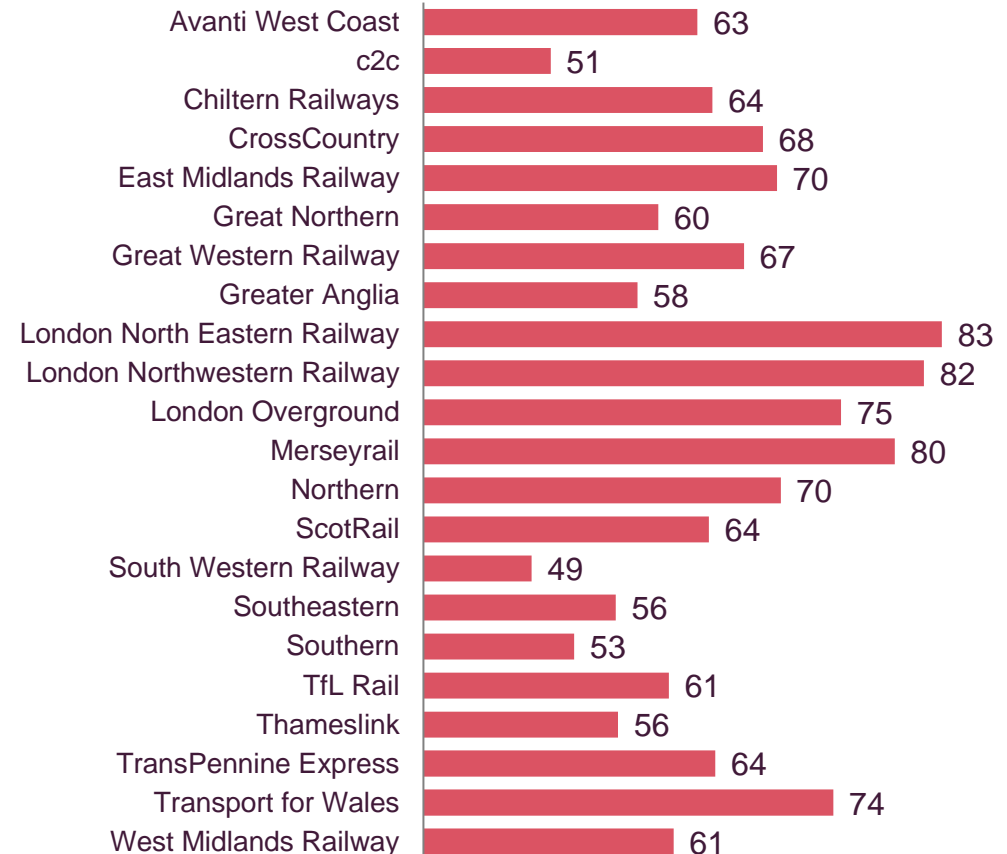
Frequency of the trains: Avanti West Coast 173; c2c 84; Chiltern Railways 82; CrossCountry 149; East Midlands Railway 170; Great Northern 131; Great Western Railway 332; Greater Anglia 236; London North Eastern Railway 301; London Northwestern Railway 130; London Overground 219; Merseyrail 125; Northern 383; ScotRail 324; South Western Railway 432; Southeastern 416; Southern 322; TfL Rail 218; Thameslink 209; TransPennine Express 144; Transport for Wales 112; West Midlands Railway 150.

# Satisfaction with crowding and value for money by train operating company over last 12 weeks

Level of crowding %



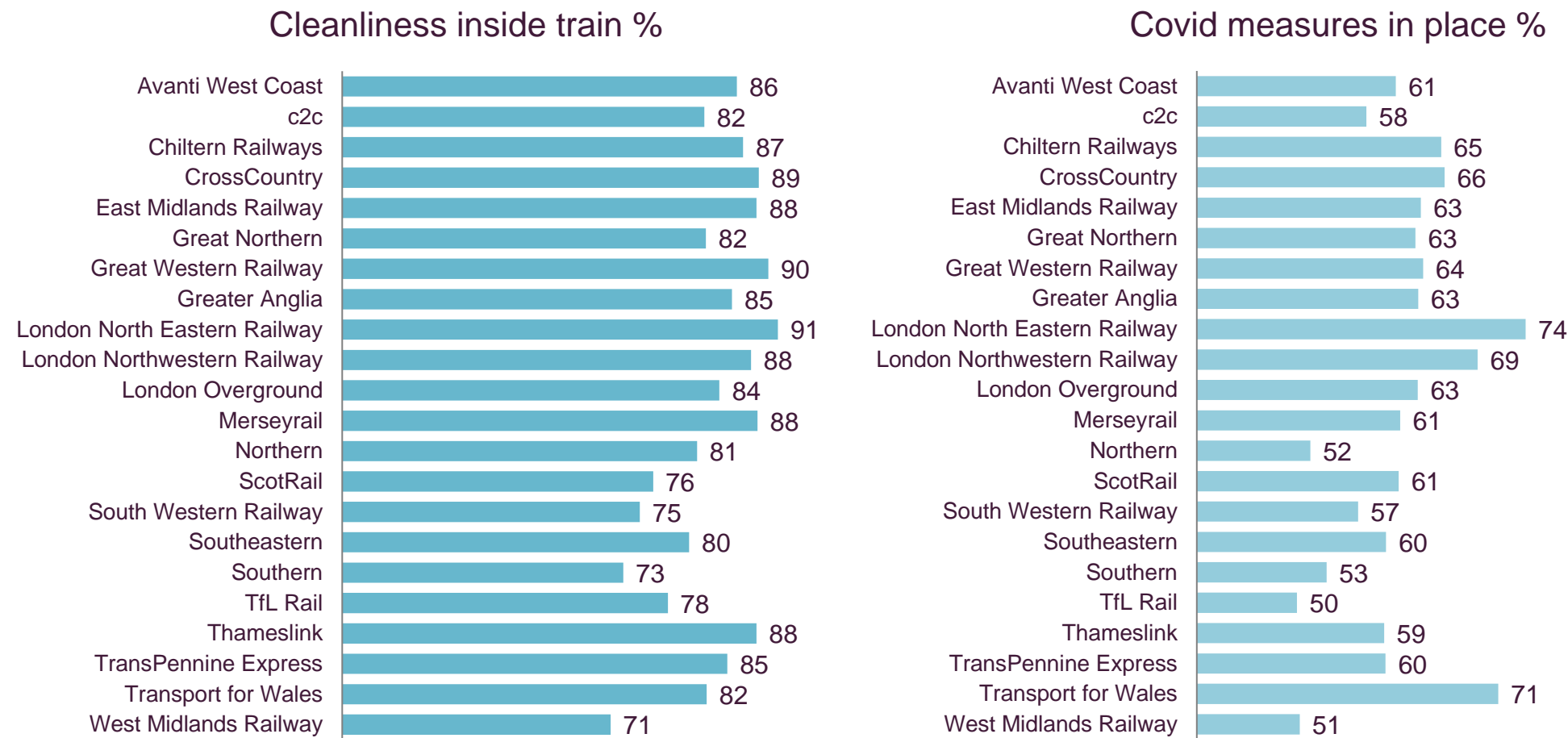
Value for money %



1-5 December 2021 report. Base size: Level of crowding: Avanti West Coast 173; c2c 83; Chiltern Railways 82; CrossCountry 149; East Midlands Railway 171; Great Northern 130; Great Western Railway 335; Greater Anglia 238; London North Eastern Railway 305; London Northwestern Railway 131; London Overground 219; Merseyrail 125; Northern 382; ScotRail 322; South Western Railway 432; Southeastern 418; Southern 323; TfL Rail 219; Thameslink 209; TransPennine Express 143; Transport for Wales 112; West Midlands Railway 150.

Value for money of your ticket: Avanti West Coast 174; c2c 79; Chiltern Railways 81; CrossCountry 149; East Midlands Railway 171; Great Northern 125; Great Western Railway 334; Greater Anglia 223; London North Eastern Railway 303; London Northwestern Railway 130; London Overground 208; Merseyrail 105; Northern 378; ScotRail 327; South Western Railway 408; Southeastern 380; Southern 310; TfL Rail 206; Thameslink 202; TransPennine Express 142; Transport for Wales 110; West Midlands Railway 148.


# Satisfaction with cleanliness and Covid measures taken by train operating company over last 12 weeks



1-5 December 2021 report. Base size: Cleanliness of the inside of the train: Avanti West Coast 174; c2c 84; Chiltern Railways 82; CrossCountry 149; East Midlands Railway 171; Great Northern 131; Great Western Railway 336; Greater Anglia 239; London North Eastern Railway 306; London Northwestern Railway 130; London Overground 218; Merseyrail 125; Northern 384; ScotRail 327; South Western Railway 434; Southeastern 418; Southern 324; TfL Rail 219; Thameslink 210; TransPennine Express 146; Transport for Wales 113; West Midlands Railway 147.

Covid measures in place: Avanti West Coast 172; c2c 79; Chiltern Railways 80; CrossCountry 146; East Midlands Railway 168; Great Northern 128; Great Western Railway 331; Greater Anglia 230; London North Eastern Railway 302; London Northwestern Railway 131; London Overground 213; Merseyrail 124; Northern 373; ScotRail 323; South Western Railway 428; Southeastern 405; Southern 314; TfL Rail 216; Thameslink 205; TransPennine Express 144; Transport for Wales 114; West Midlands Railway 147.

transportfocus



# 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: 27 to 31 October	Fieldwork: 3 to 7 November	Fieldwork: 10 to 14 November	Fieldwork: 17 to 21 November	Fieldwork: 24 to 28 November	Fieldwork: 1 to 5 December
Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
439	519	449	533	397	445



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

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[www.transportfocus.org.uk](http://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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