

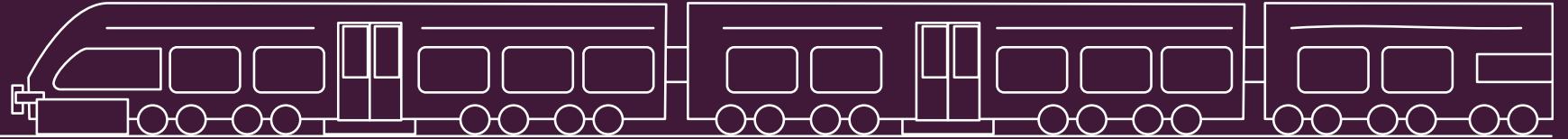
15 - 19  
December  
2021

Week 14

# 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.

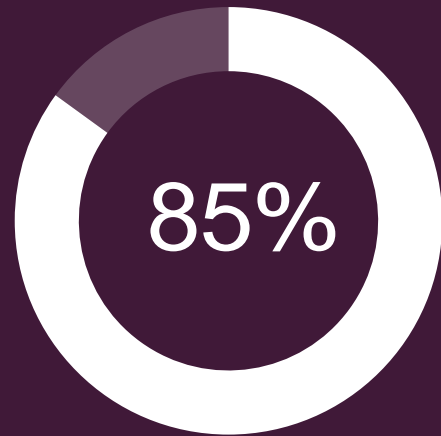
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 15 and 19 December 2021.

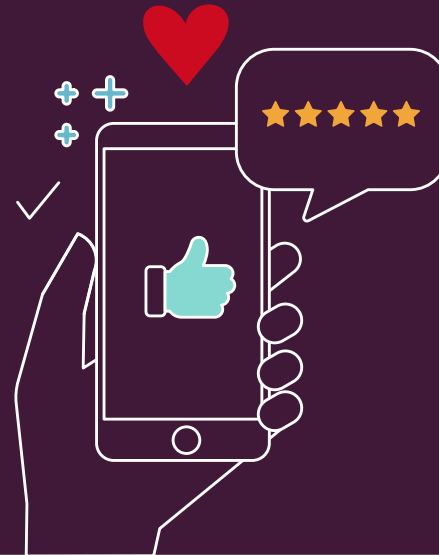
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

# Rail headlines



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



Satisfaction with the number of people wearing face coverings hardly increased this week; it is 64% this week.



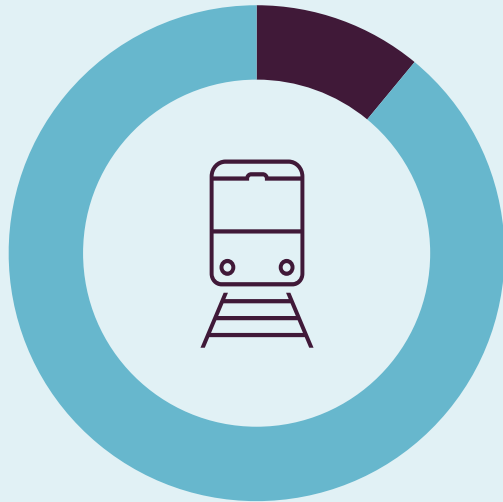
Satisfaction with personal security dipped from 83% last week to 78% this week.

# Rail usage levels



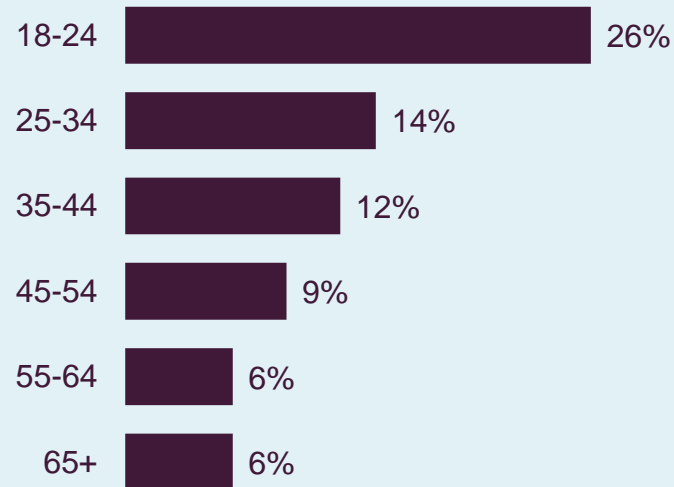
# One in nine used rail in the last seven days

Proportion using rail in the last seven days



**11%**  
of people in  
Great Britain used  
rail this week

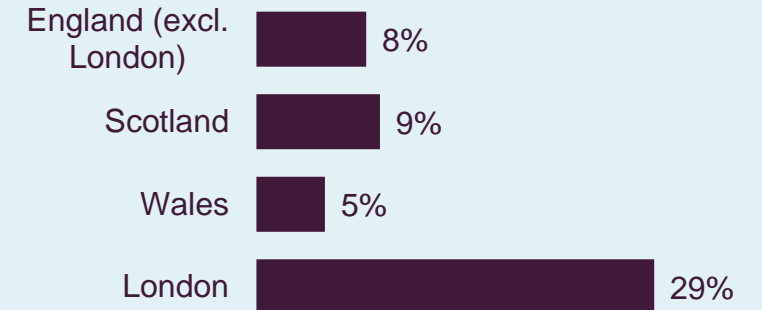
## Age



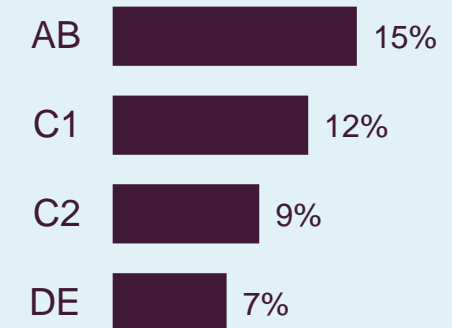
## Sex



## Region

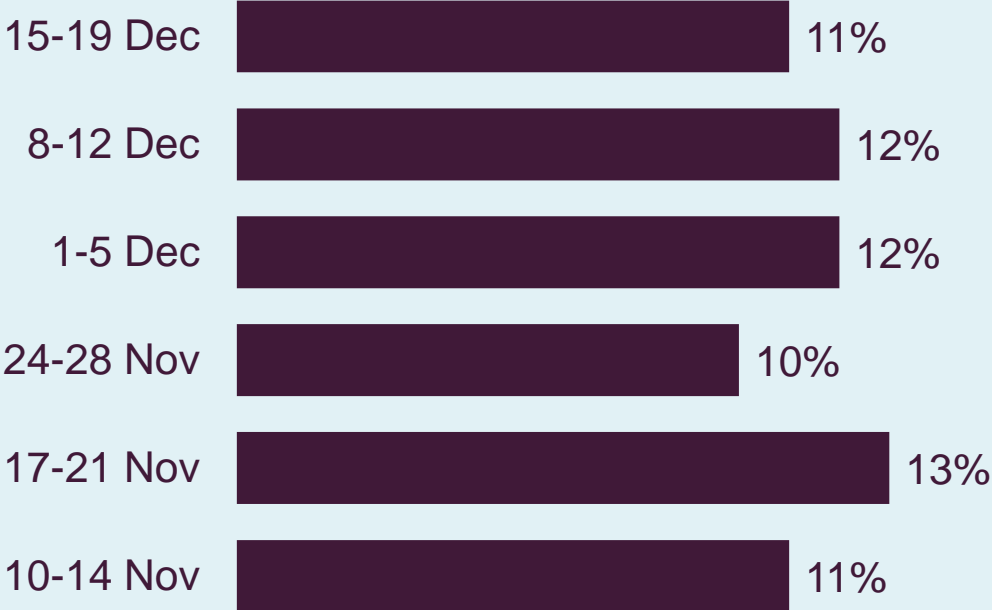


## Social grade



# Rail use this week similar to recent weeks

Proportion using rail within the last seven days



15-19 December 2021 report. Base size all respondents: approx. 4,000 per week.

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

Main purpose of last rail journey



Leisure/eating out/non-essential shopping  
31%



Friends/family  
25%



Essential shopping  
3%



Commuting  
29%



Work travel  
4%

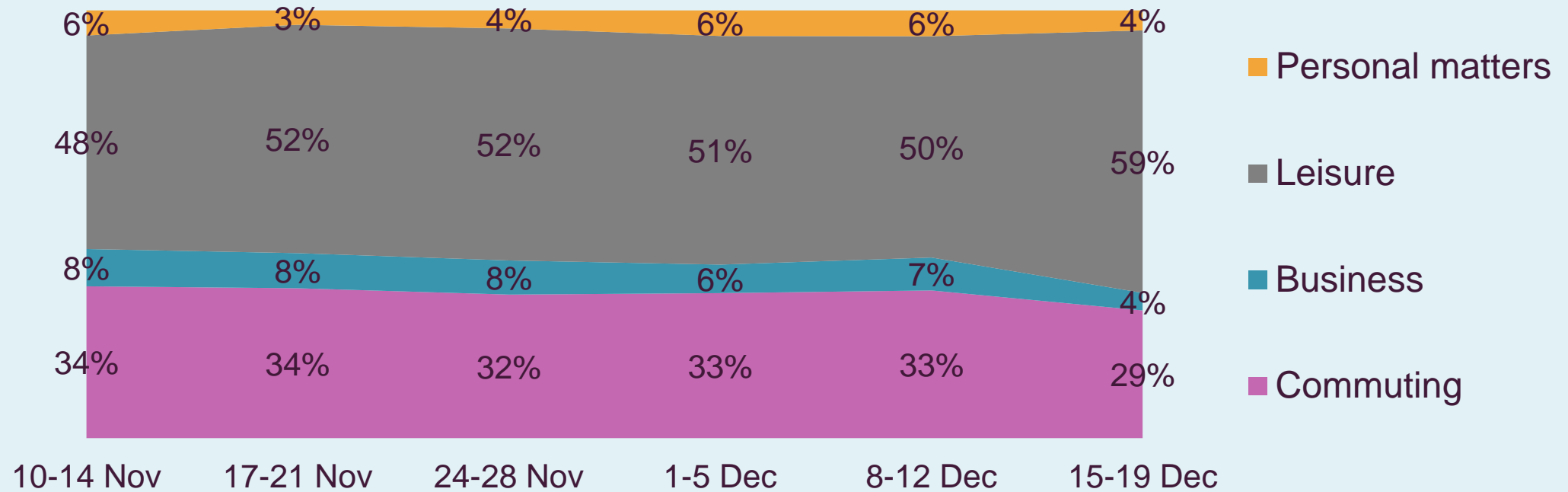


Personal matters  
4%

15-19 December 2021 report. Base size 421. Note that sum of journey purpose may not add to 100% as some had 'other reason'.

# The proportion commuting has dropped below 30 per cent

Main purpose of last rail journey

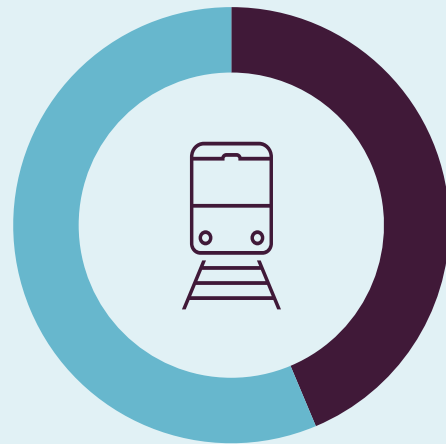


15-19 December 2021 report. Base size weekly around 450. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.



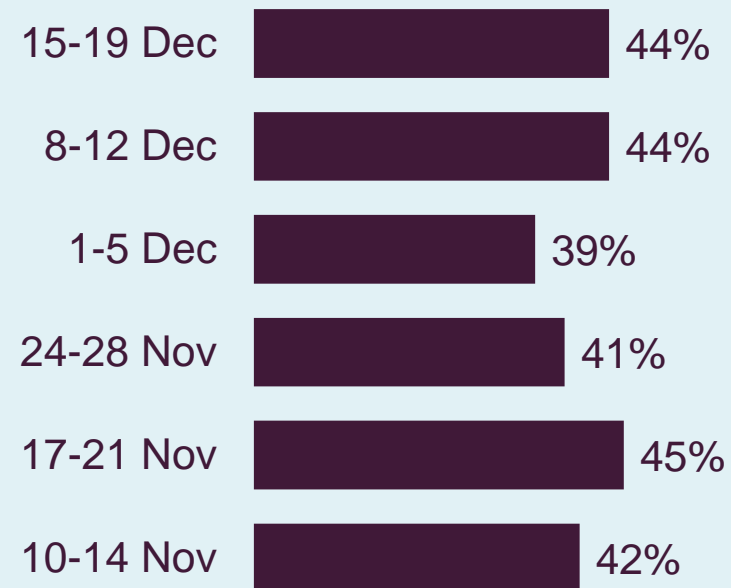
# Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



44%

56% said the train was the only realistic option for that journey

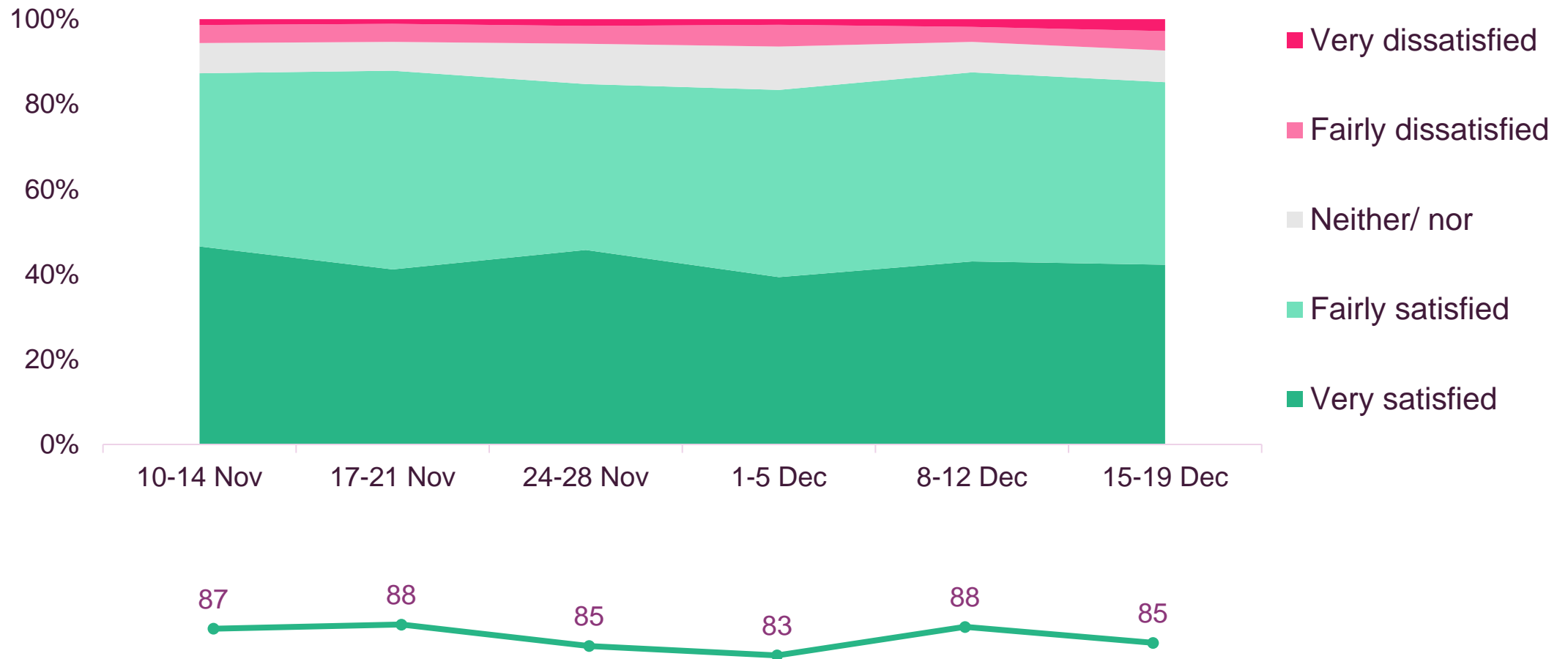


# Rail satisfaction





# Overall satisfaction with rail journey – over time

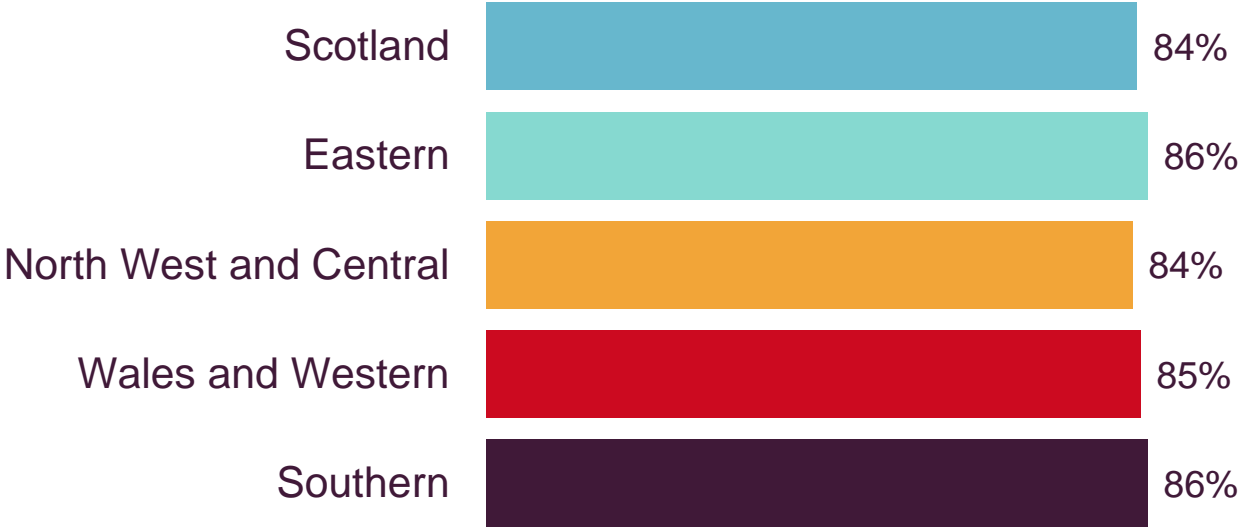


15-19 December 2021 report. Base size: all who used rail in last seven days - around 450 per week

# Overall satisfaction by Network Rail region

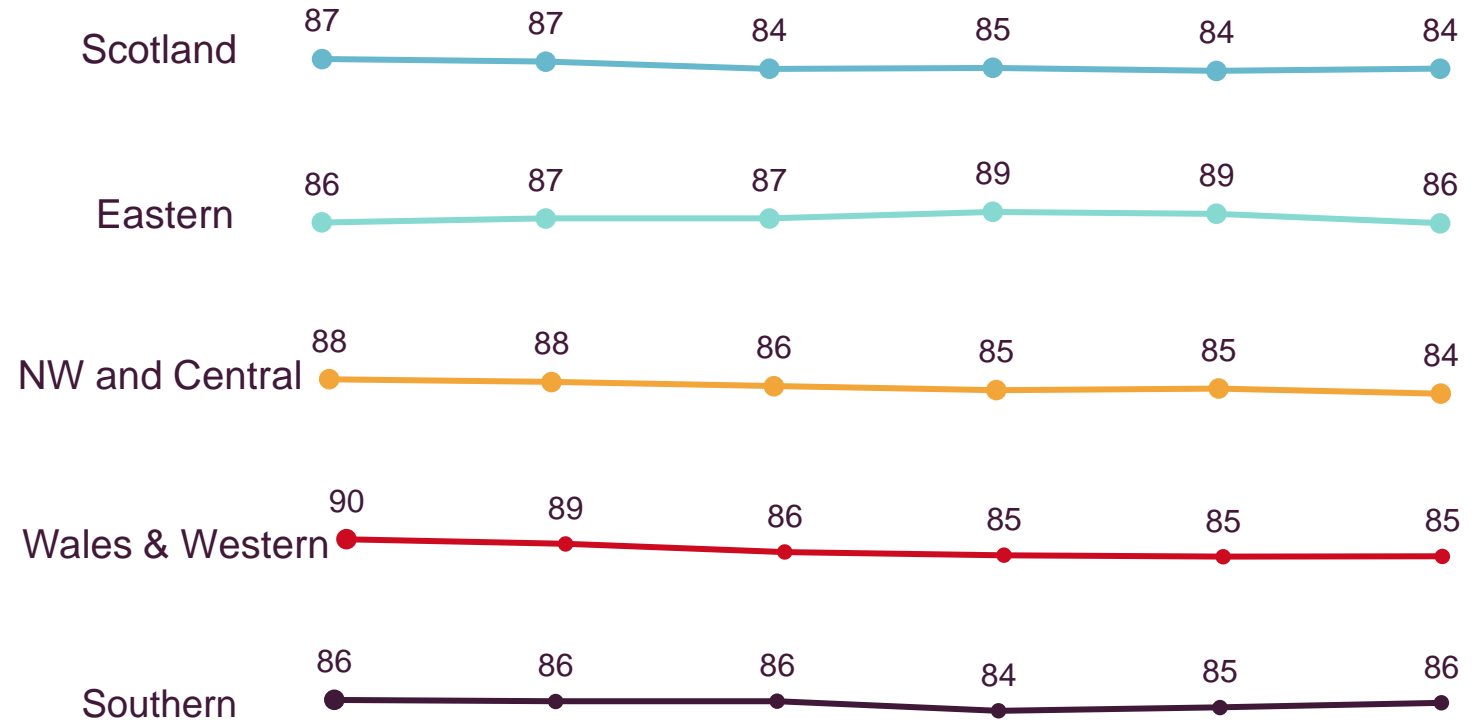


By region over last 4 weeks



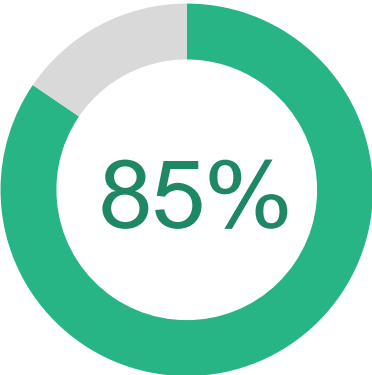
15-19 December 2021 report. Base size by region: Scotland to Southern: 131, 465, 339, 169, 546.

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

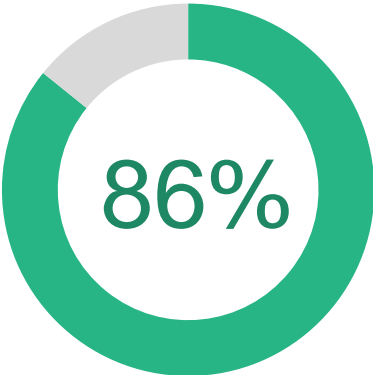


20-24 Oct to 10-14 Nov    27-31 Oct to 17-21 Nov    3-7 Nov to 24-28 Nov    10-14 Nov to 1-5 Dec    17-21 Nov to 8-12 Dec    24-28 Nov to 15-19 Dec

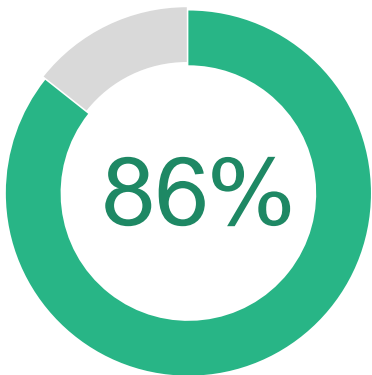
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



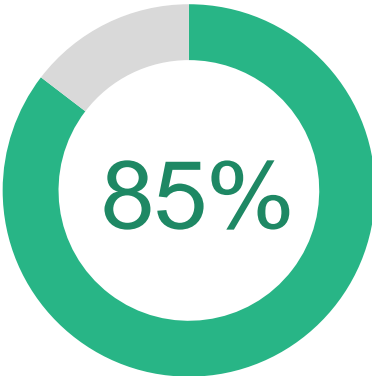
Age 18-34



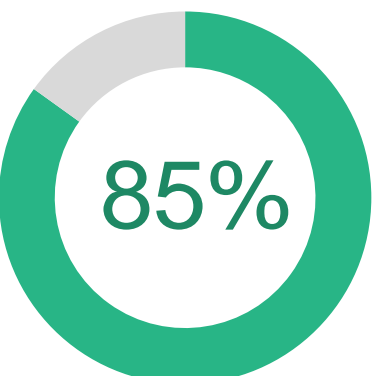
Age 35-54



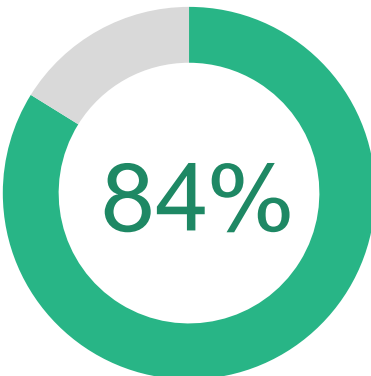
Age 55 and over



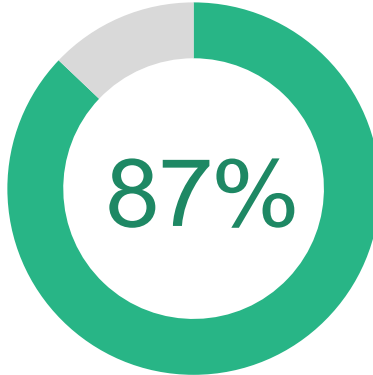
Men



Women



Commute



All leisure

15-19 December 2021 report. Base sizes: age 18-34 756; age 35-54 507; age 55+ 456; male 925; female 793; commute; 518; all leisure 924. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

# What rail passengers are saying...



Overpriced as always but was at least comfortable and the train was mostly empty.

Fairly satisfied, Southern passenger

There was no social distancing on the return journey, after two train cancellations.

Fairly dissatisfied, Greater Anglia passenger

Normal journey nothing to be happy or unhappy about.

Neither satisfied nor dissatisfied, West Midlands Railway passenger



It had enough carriages (10) to allow spaced seating and most passengers wore masks.

Very satisfied, South Western Railway passenger

As not every passenger was wearing a mask despite there being security guards on the service.

Fairly satisfied, Transport for Wales passenger

The train was very overcrowded where I had to stand cramped in a doorway. Most of the people on there had no face mask and no hand sanitiser was available.

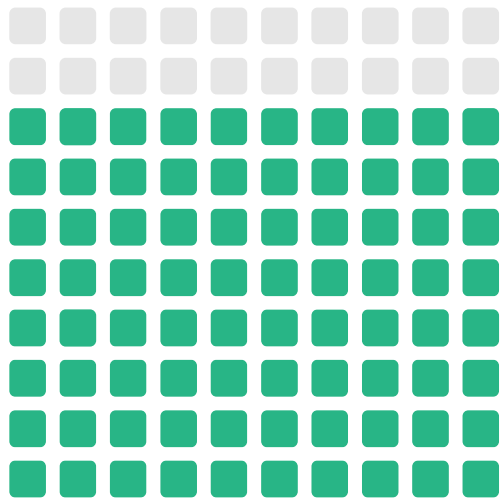
Very dissatisfied, CrossCountry passenger



# Satisfaction with aspects of rail journey

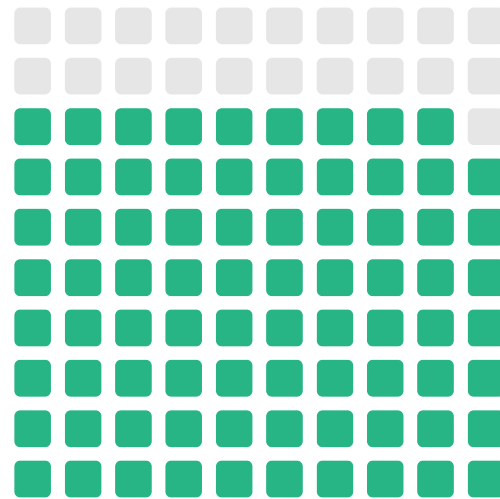


# Satisfaction with the station and the train overall



Station - overall satisfaction  
**80%**

Last 6 weeks

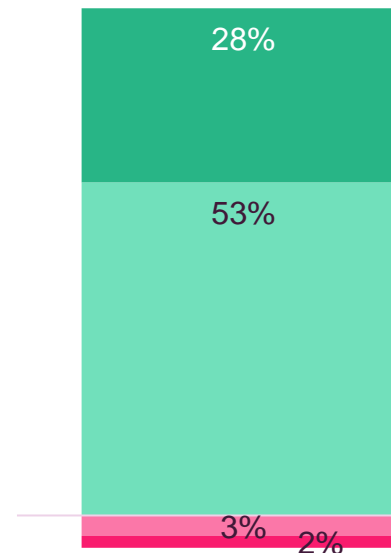


Train - overall satisfaction  
**79%**

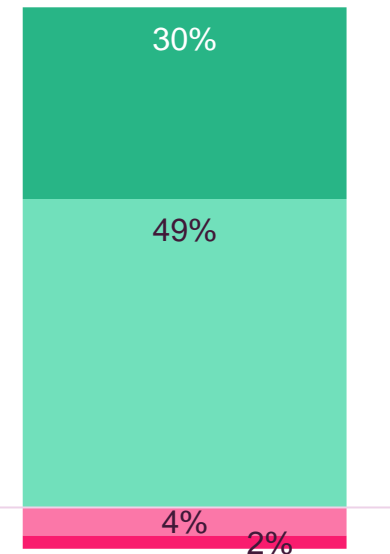
Last 6 weeks



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



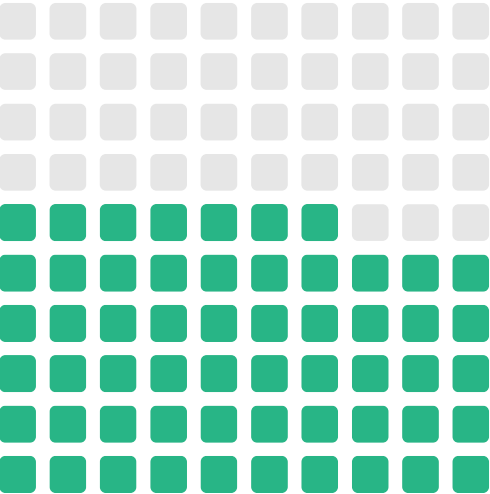
Station - overall satisfaction



Train - overall satisfaction

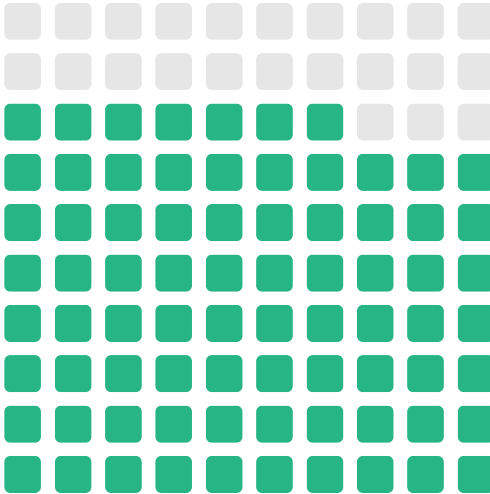
15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): station chart 419; train chart 420. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and Covid-related measures



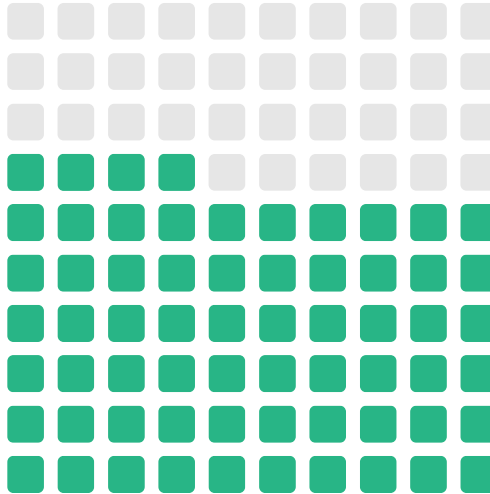
Information on how busy train would be before travelling

57%



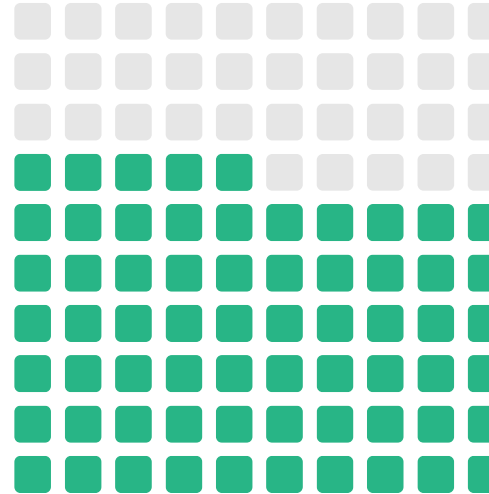
Cleanliness of the inside of the train

77%



Number of people wearing face coverings

64%



Covid measures on train and at station

65%



15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 348; 421; 414; 411.

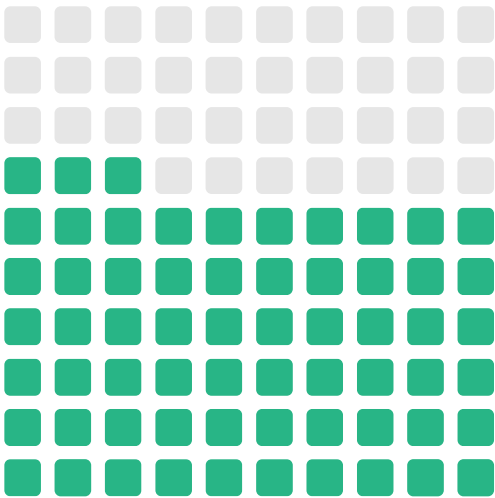
# Satisfaction with information, cleanliness and Covid-related measures

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



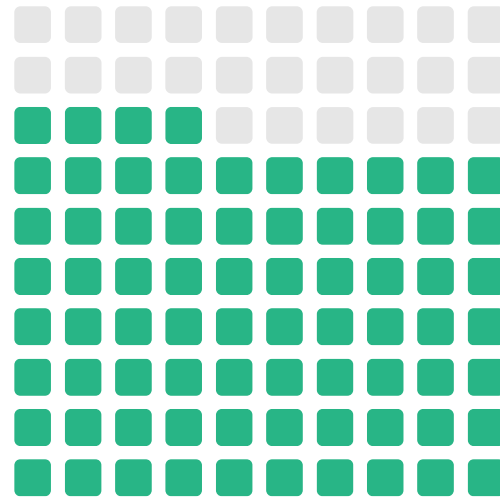
15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 348; 421; 414; 411. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



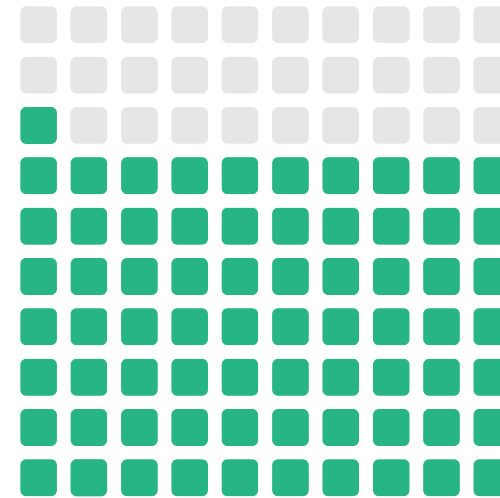
Ventilation on the train

63%



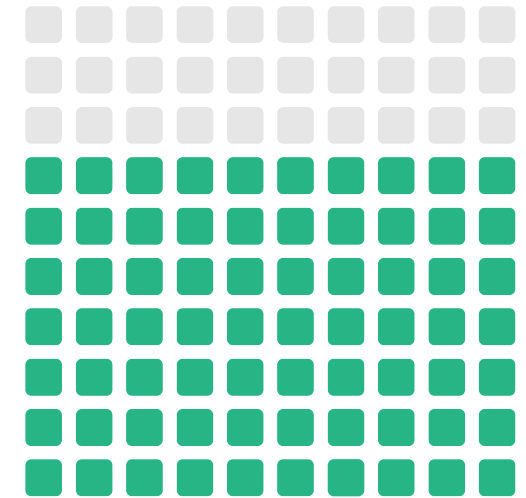
Level of crowding on the train

74%



Behaviour of other passengers

71%



Helpfulness & attitude of staff

70%



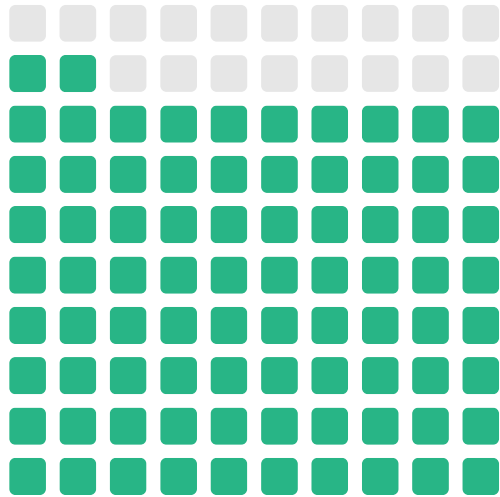
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



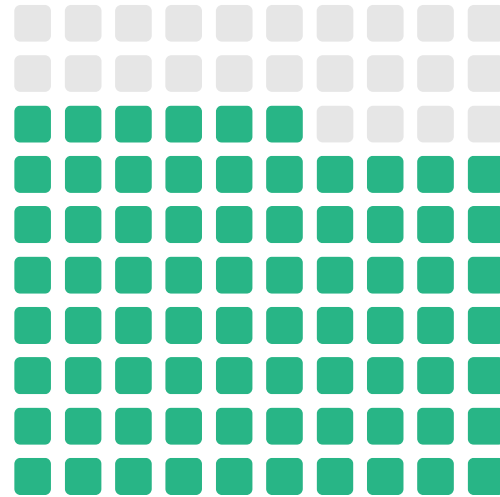
15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 407; 418; 418; 340. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



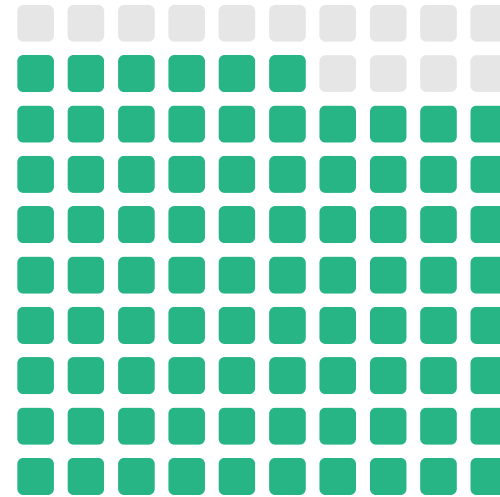
Punctuality/reliability

82%



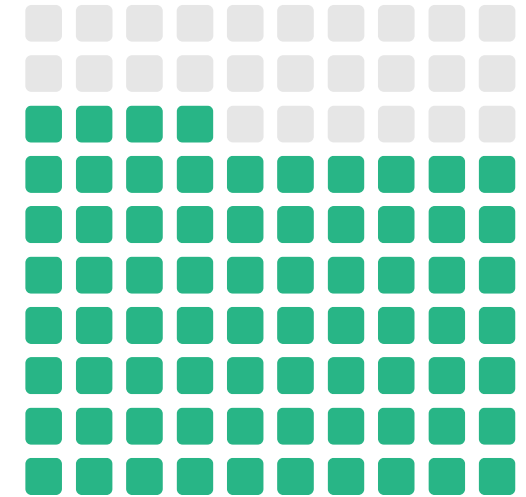
Frequency of trains on that route

76%



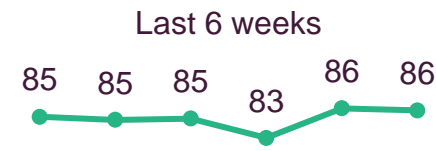
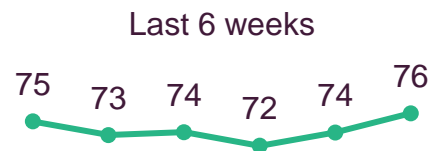
Length of time journey scheduled to take

86%



Provision of information during journey

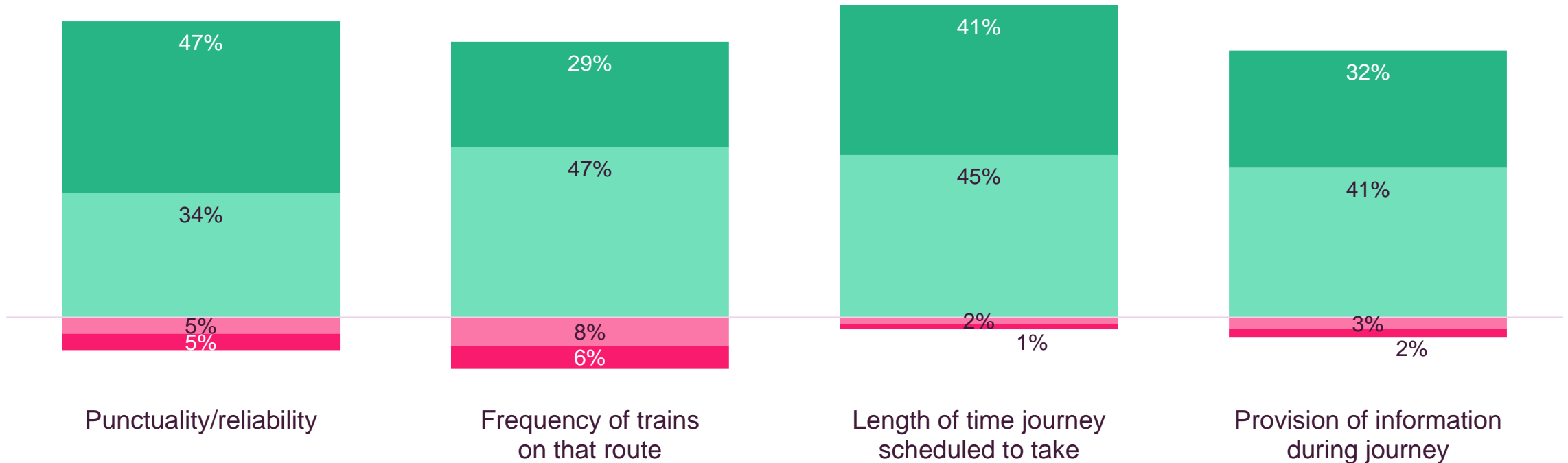
74%



15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 420; 419; 420; 400.

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

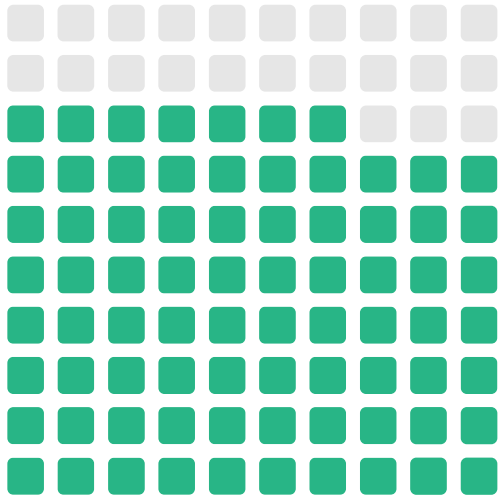
■ Very satisfied  
 ■ Fairly satisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied



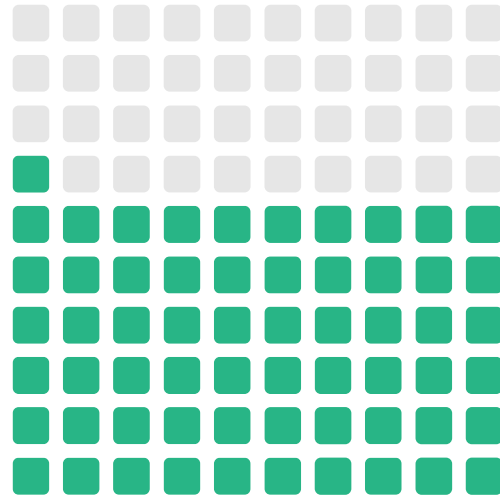
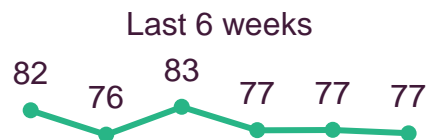
15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 420; 419; 420; 400. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.



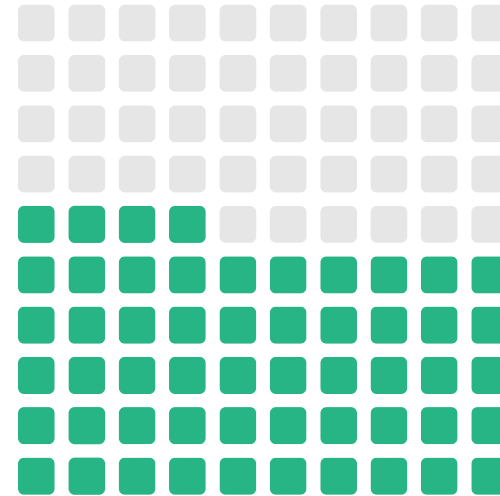
# Satisfaction with seats, value for money, internet reliability and personal security



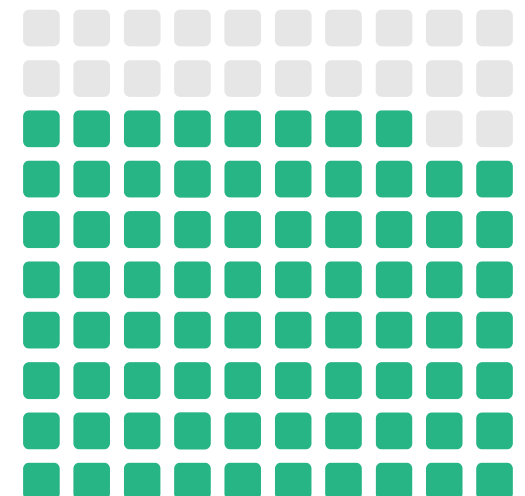
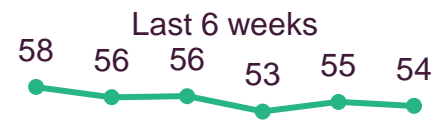
Comfort of the seats  
77%



Value for money  
61%



Reliability of internet connection  
54%

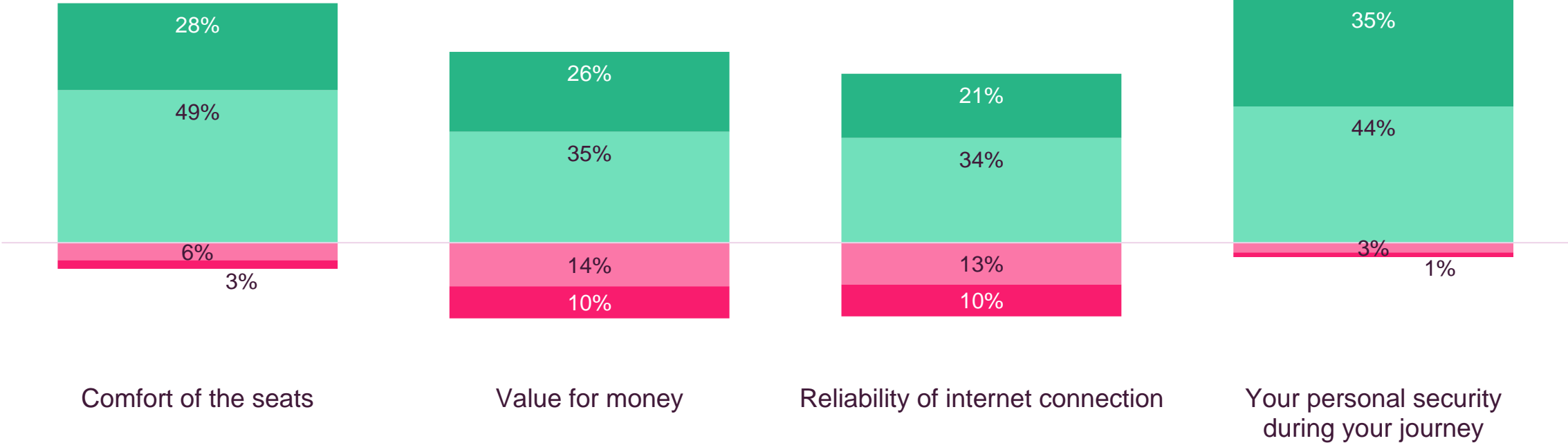


Personal security during journey  
78%



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

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

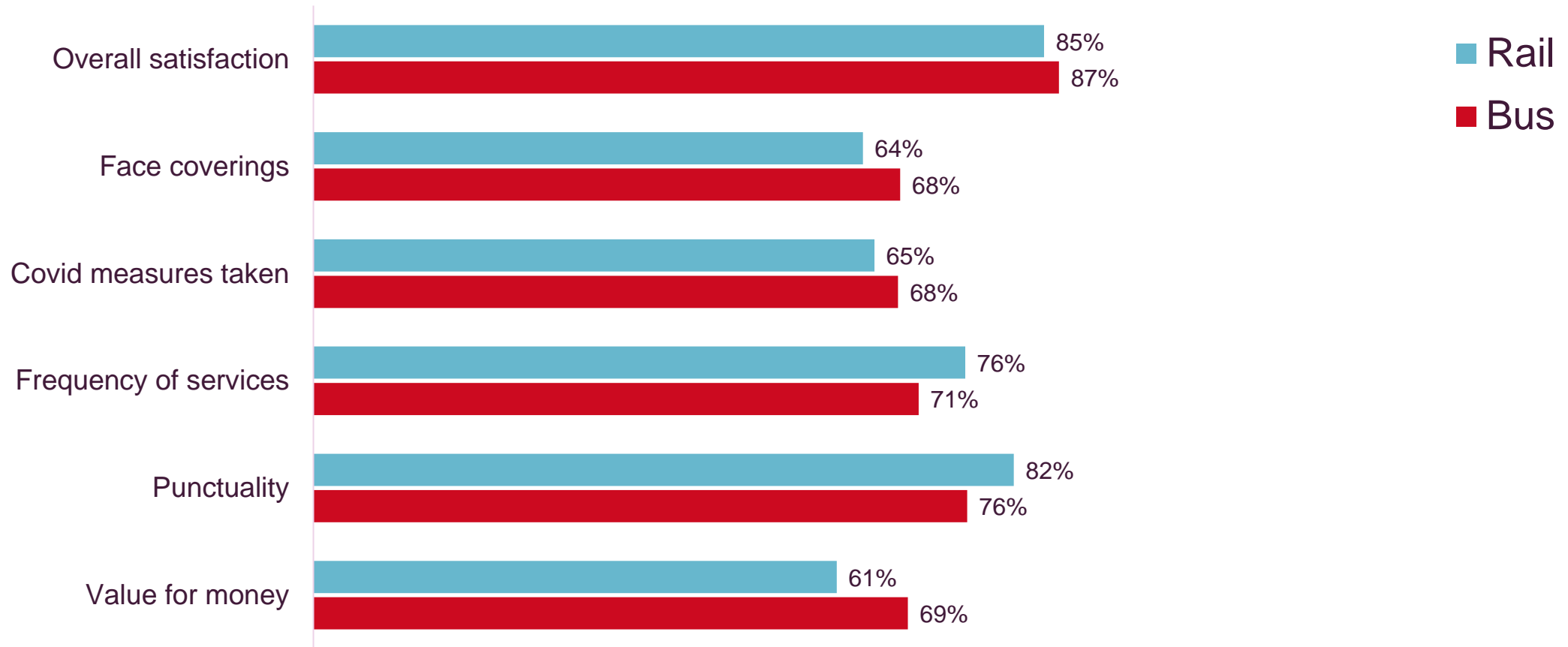


15-19 December 2021 report. Base size (used rail in last seven days and not applicable excluded): 408; 408; 279; 416.

\* 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 on punctuality and frequency of services but lower on value for money and face coverings



# 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: 10 to 14 November	Fieldwork: 17 to 21 November	Fieldwork: 24 to 28 November	Fieldwork: 1 to 5 December	Fieldwork: 8 to 12 December	Fieldwork: 15 to 19 December
Week 9	Week 10	Week 11	Week 12	Week 13	Week 14
449	533	397	445	456	421

# 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:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

86 Petty France

London

SW1H 9EA

[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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