

5 - 9
January
2022

Week 15

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.

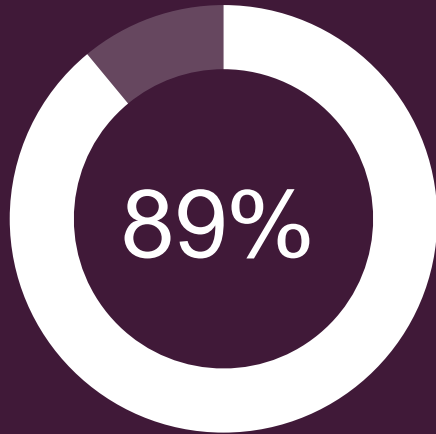
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 5 and 9 January 2022.

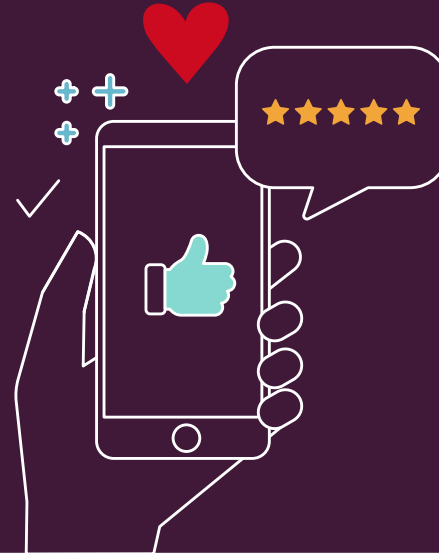
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

Rail headlines



89% of rail passengers were satisfied with their journey overall.



Satisfaction with the number of people wearing face coverings increased this week to 71% up from 64% last week.



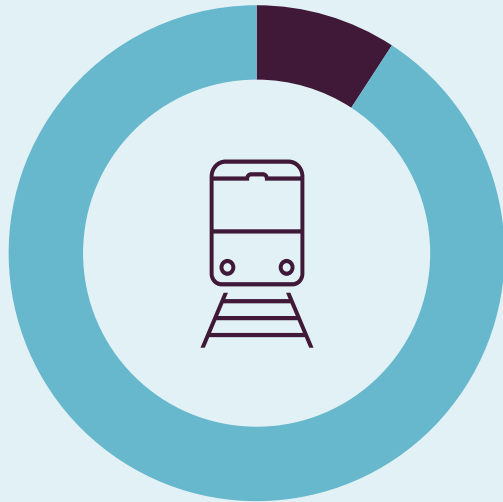
Satisfaction with scheduled journey time dipped from 86% last week to 84% this week.

Rail usage levels



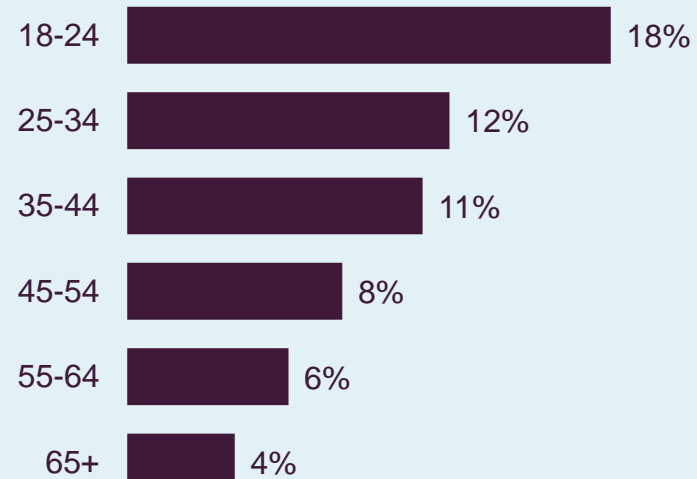
Around one in 11 used rail in the last seven days

Proportion using rail in the last seven days

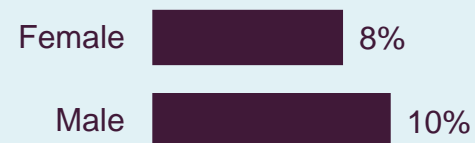


9%
of people in
Great Britain used
rail this week

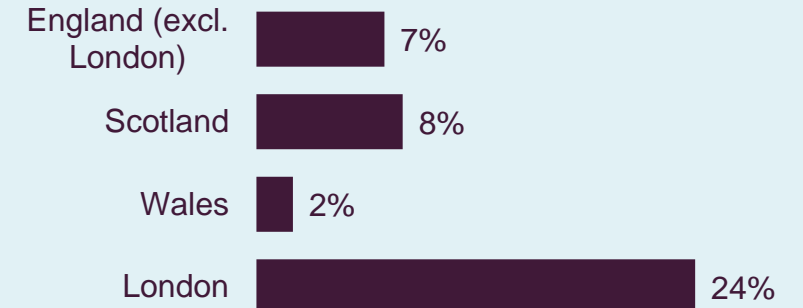
Age



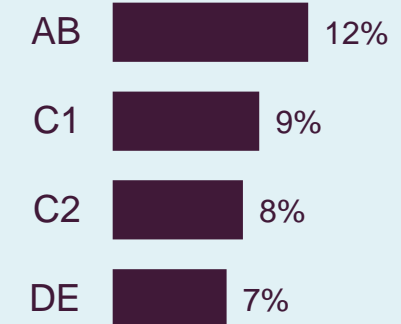
Sex



Region

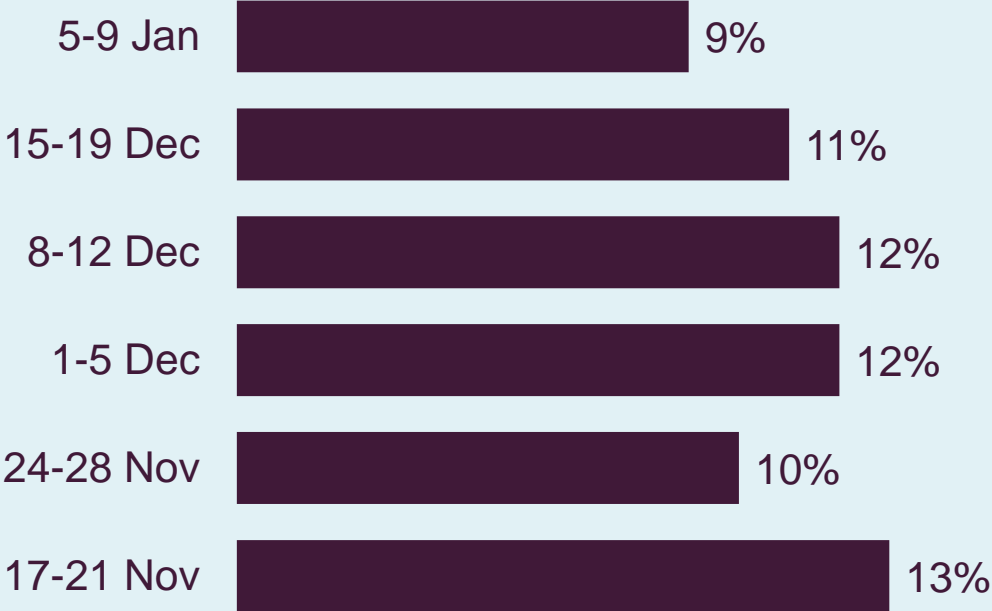


Social grade



Rail use lower than recent weeks

Proportion using rail within the last seven days



5-9 January 2022 report. Base size all respondents: approx. 4000 per week.

Leisure is the most common reason for rail travel this week

Main purpose of last rail journey



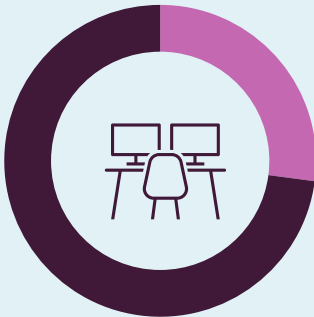
Leisure/eating out/non-essential shopping
28%



Friends/family
26%



Essential shopping
7%



Commuting
27%



Work travel
4%

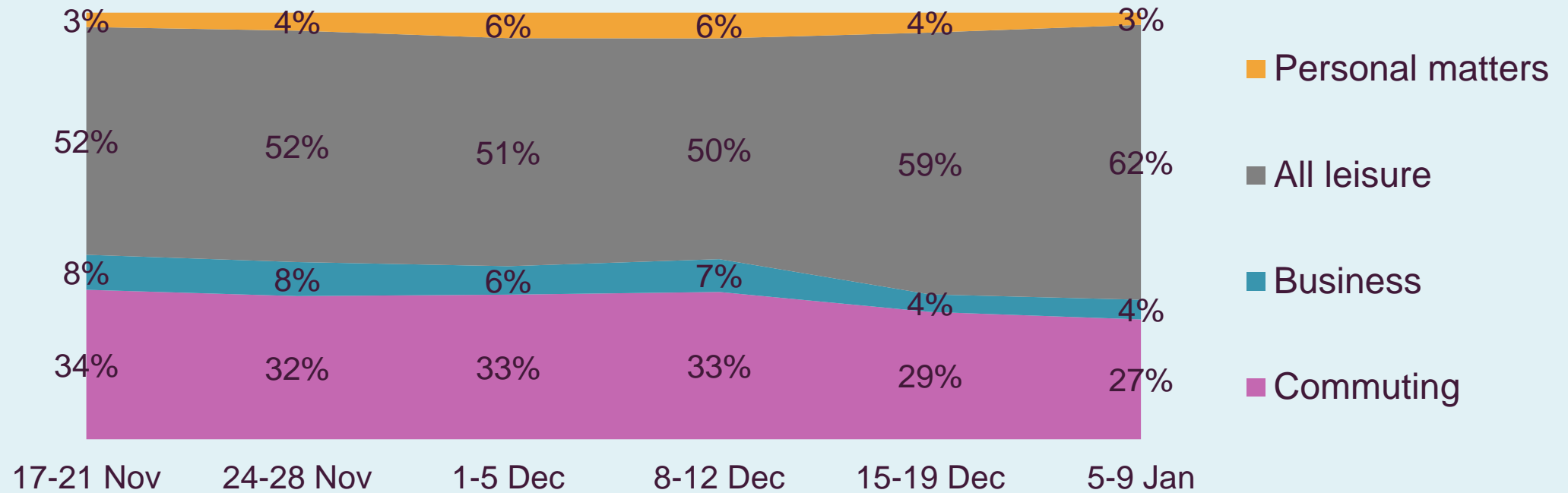


Personal matters
3%

5-9 January 2022 report. Base size 367. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

The proportion commuting has continued to be less than 30 per cent

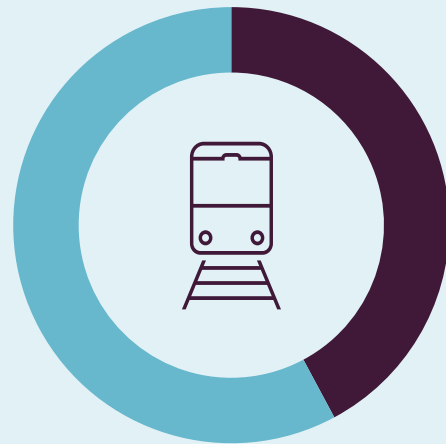
Main purpose of last rail journey



5-9 January 2022 report. Base size weekly around 440. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

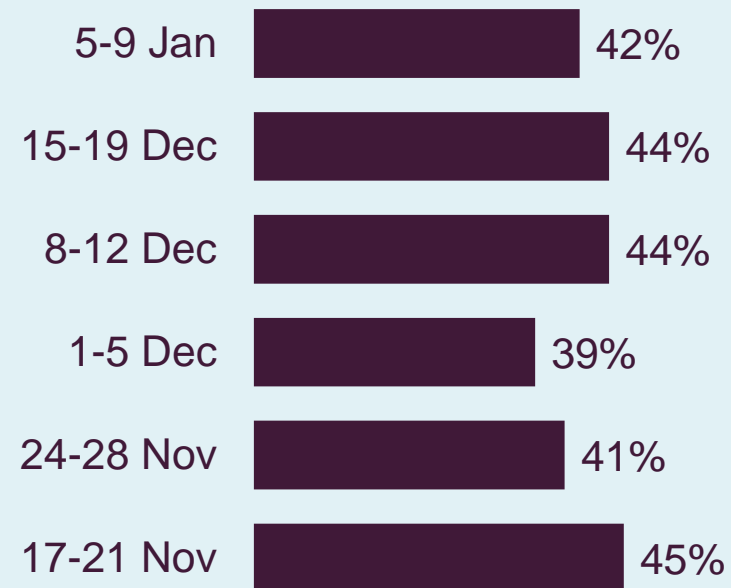
Just over two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



42%

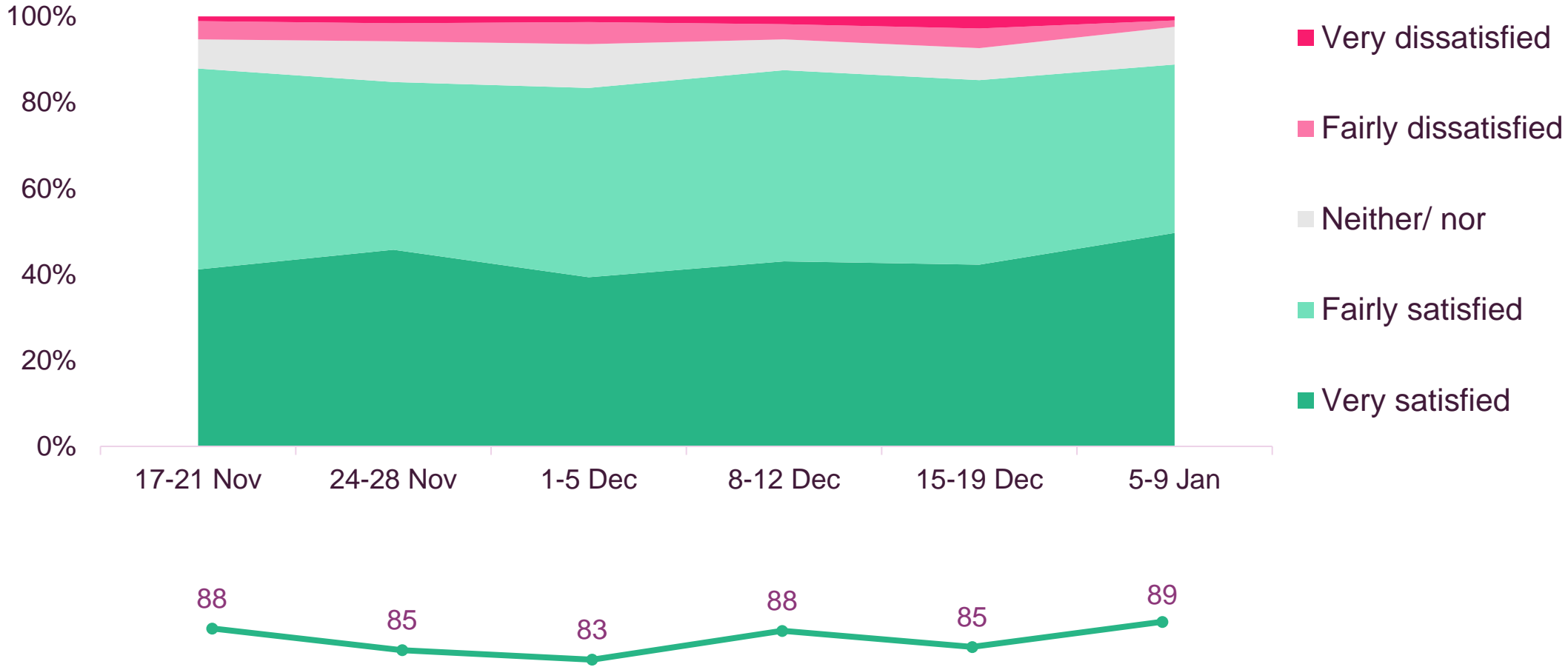
58% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time

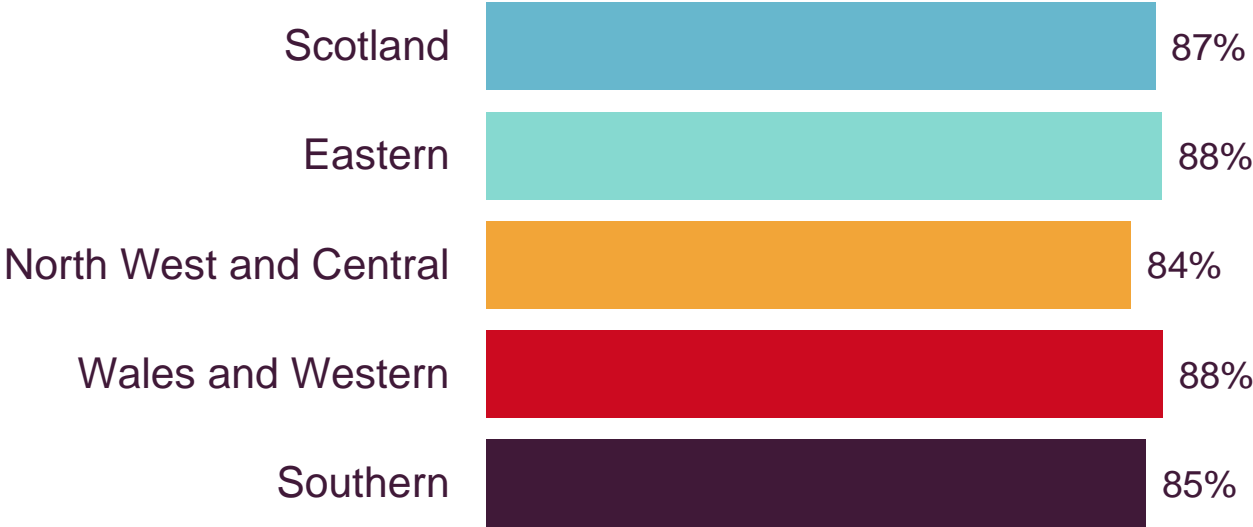


5-9 January 2022 report. Base size: all who used rail in last seven days - around 440 per week

Overall satisfaction by Network Rail region

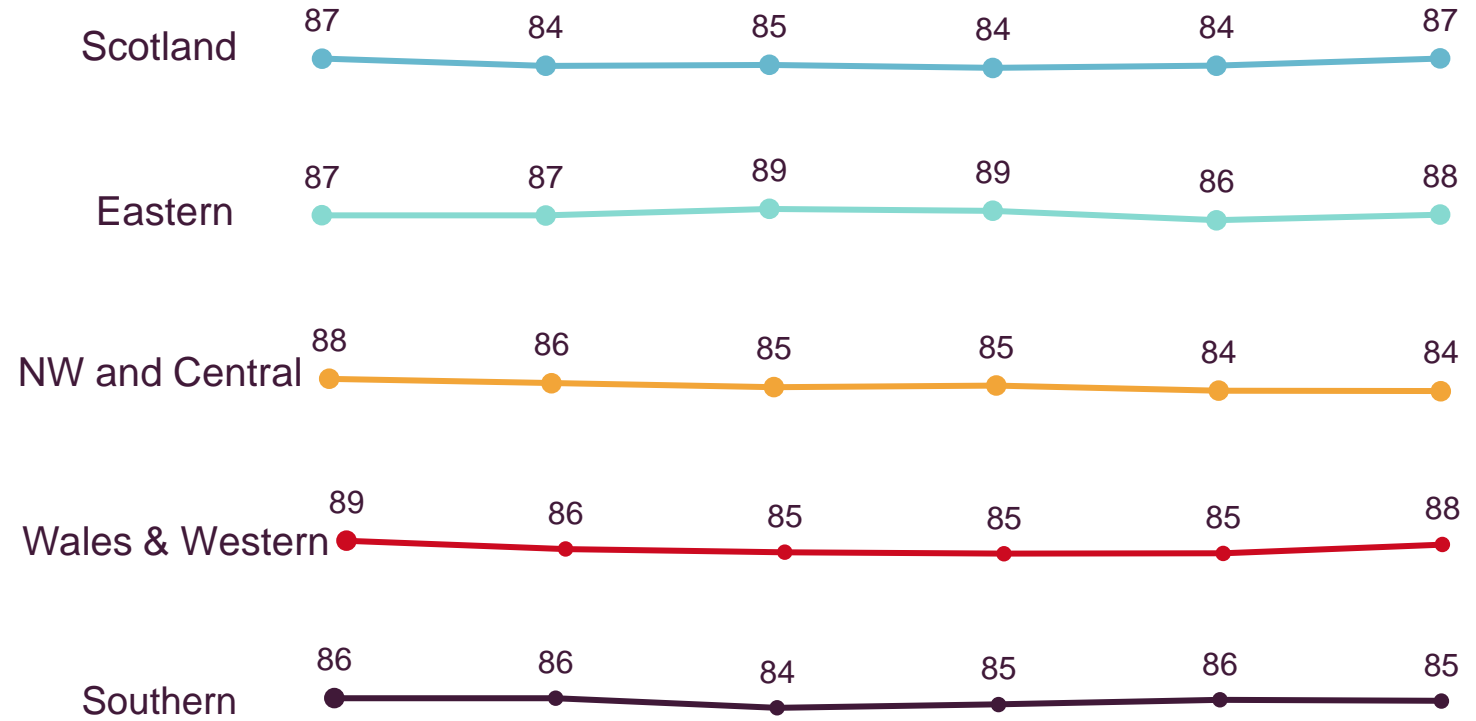


By region over last 4 weeks



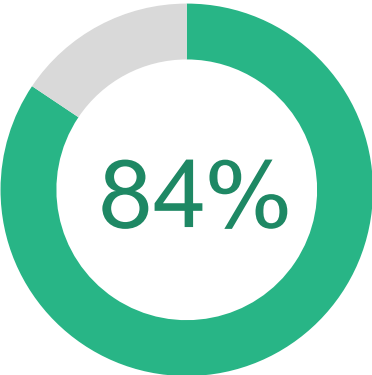
5-9 January 2022 report. Base size by region: Scotland to Southern: 129, 453, 332, 175, 540.

Overall satisfaction by Network Rail region – four week rolling averages

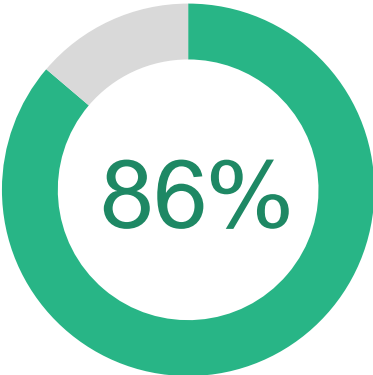


27-31 Oct to 17-21 Nov 3-7 Nov to 24-28 Nov 10-14 Nov to 1-5 Dec 17-21 Nov to 8-12 Dec 24-28 Nov to 15-19 Dec 1-5 Dec to 5-9 Jan

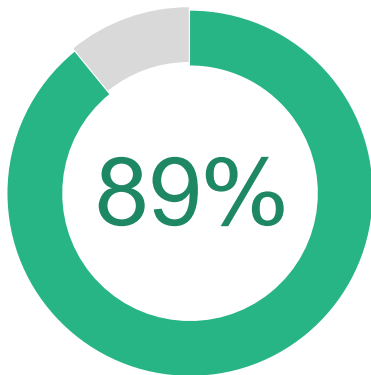
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



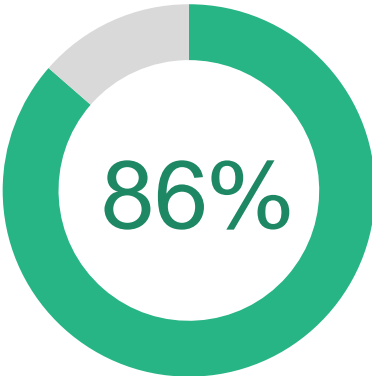
Age 18-34



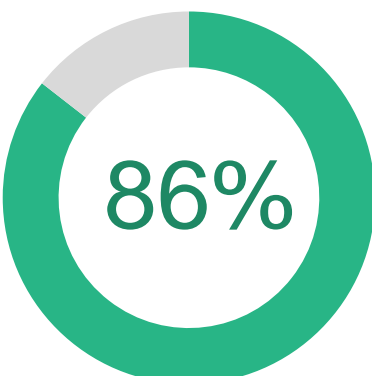
Age 35-54



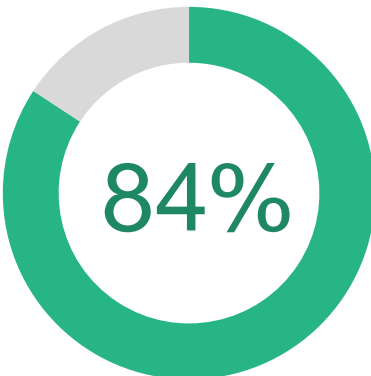
Age 55 and over



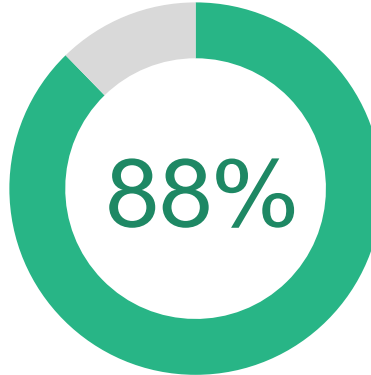
Men



Women



Commute



All leisure

5-9 January 2022 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...



I was an assisted passenger and was very well looked after. Everyone wore masks.

Very satisfied, London North Eastern Railway passenger

The train was quite busy but windows were open and most people were wearing masks.

Fairly satisfied, Southeastern passenger

It was very easy to board. Safety rules and sign about Covid-19. It was very comfortable.

Very satisfied, South Western Railway passenger



Large numbers of people not wearing masks. Train crew do not comment or check (understandable given the abuse they received last year).

Fairly dissatisfied, Great Western Railway passenger

I was impressed by the number of passengers wearing facemasks as well as other Covid measures that were strictly observed.

Very satisfied, East Midlands Railway passenger

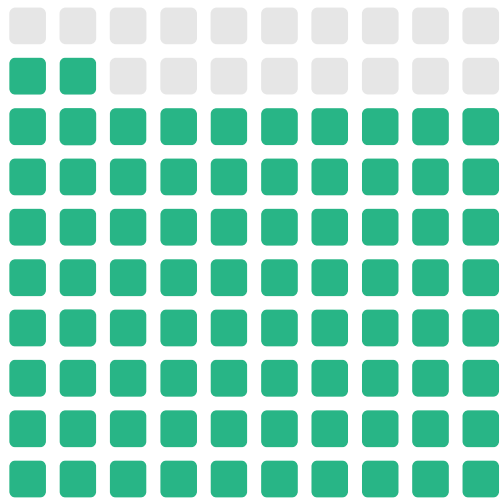
Journey is good value and quick, but trains are very dated and not comfortable.

Neither satisfied nor dissatisfied, Northern passenger

Satisfaction with aspects of rail journey

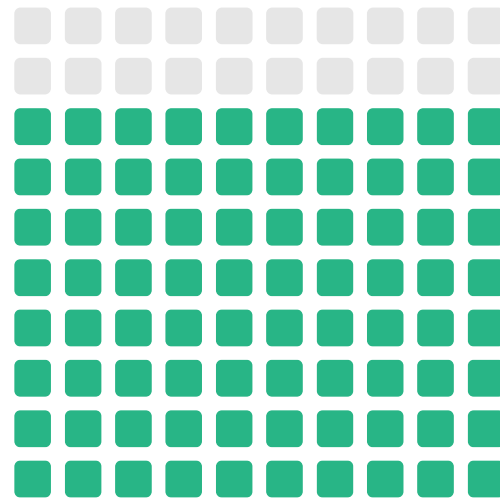


Satisfaction with the station and the train overall



Station - overall satisfaction
82%

Last 6 weeks

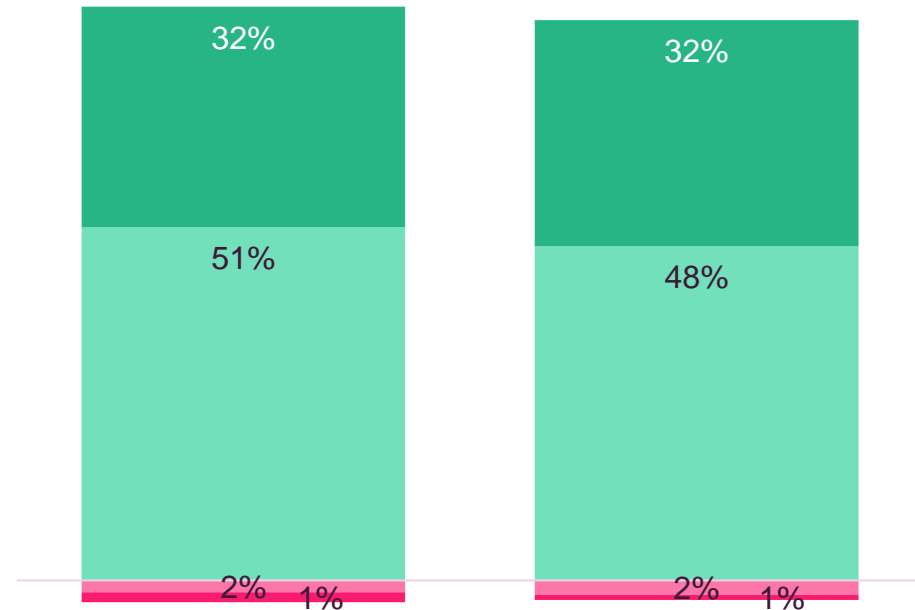


Train - overall satisfaction
80%

Last 6 weeks



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

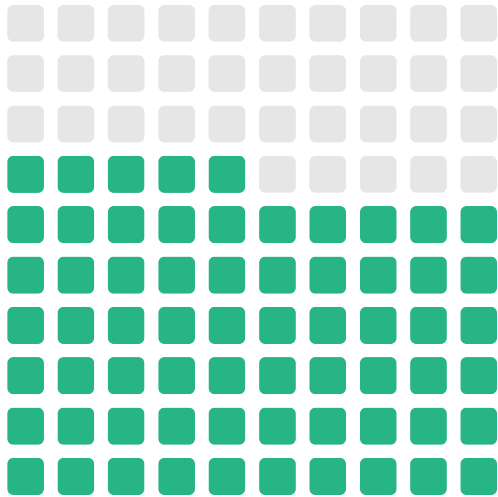


Station - overall satisfaction

Train - overall satisfaction

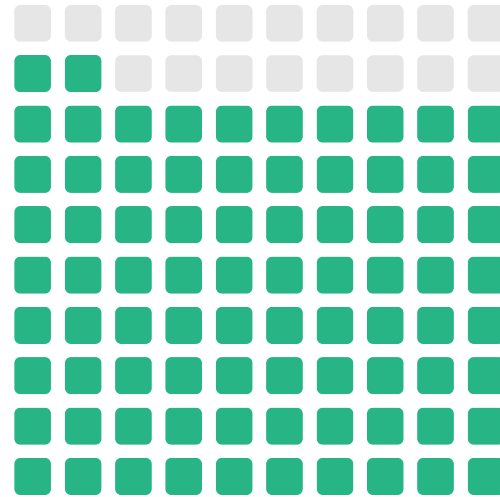
5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 368; train chart 367. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



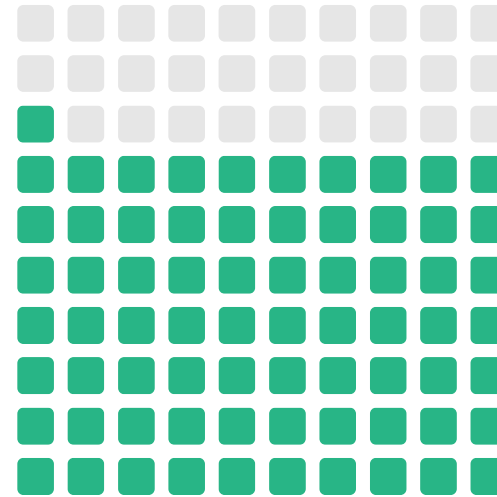
Information on how busy train would be before travelling

65%



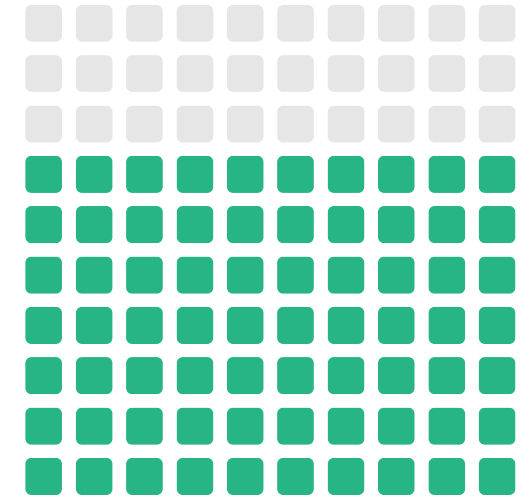
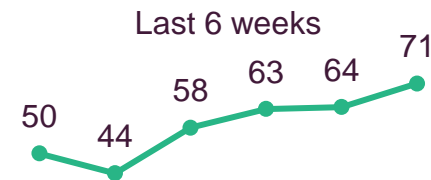
Cleanliness of the inside of the train

82%



Number of people wearing face coverings

71%



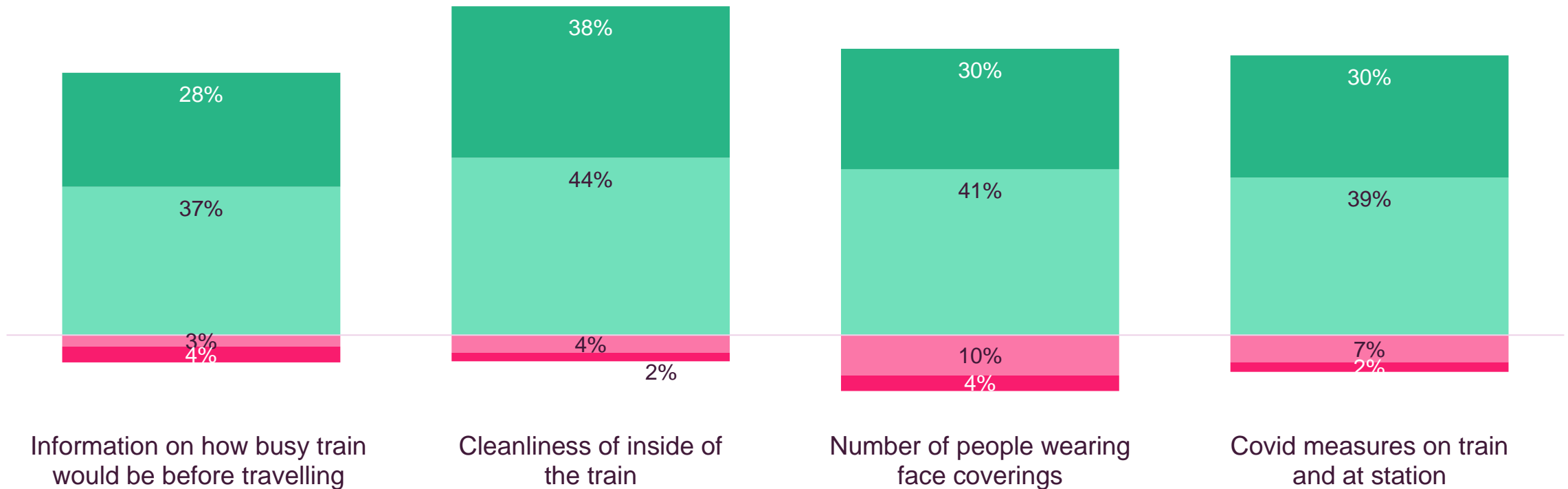
Covid measures on train and at station

70%



Satisfaction with information, cleanliness and Covid-related measures

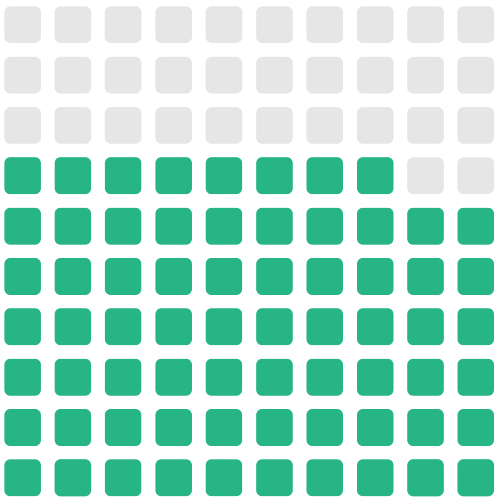
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 293; 367; 363; 360.

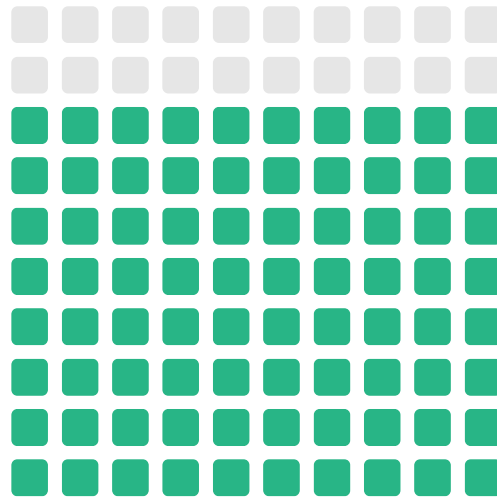
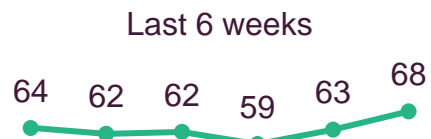
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



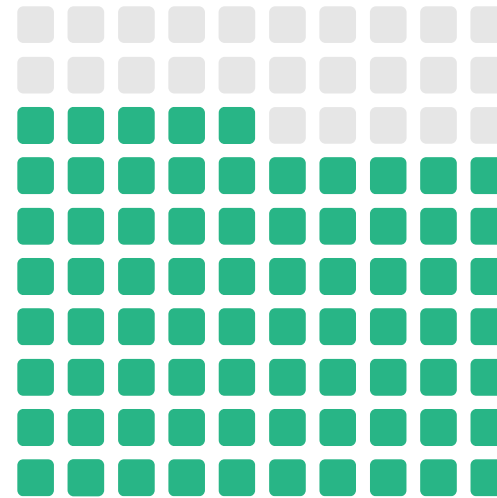
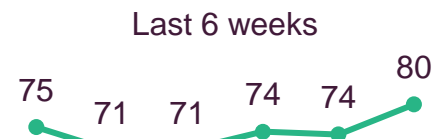
Ventilation on the train

68%



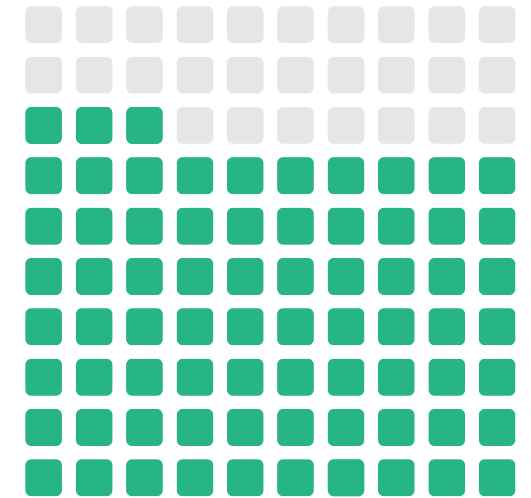
Level of crowding on the train

80%



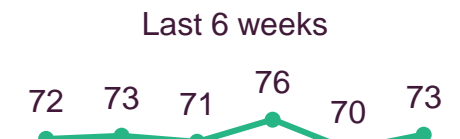
Behaviour of other passengers

75%



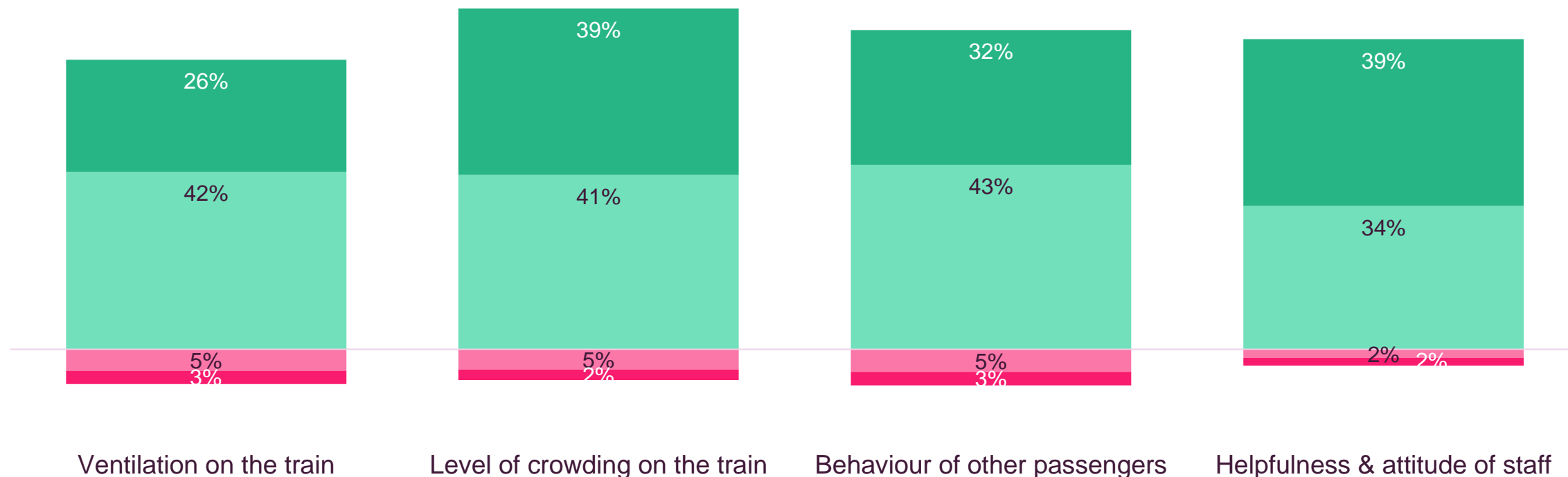
Helpfulness & attitude of staff

73%



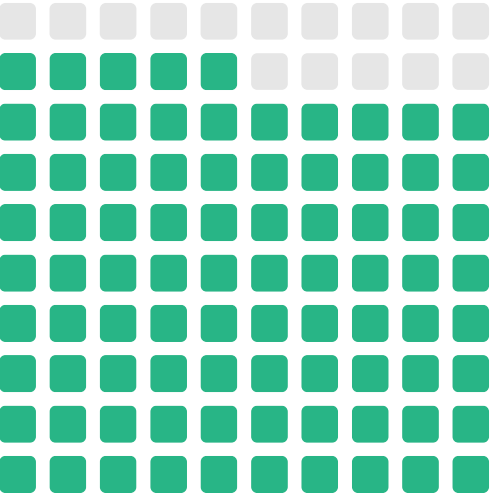
Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

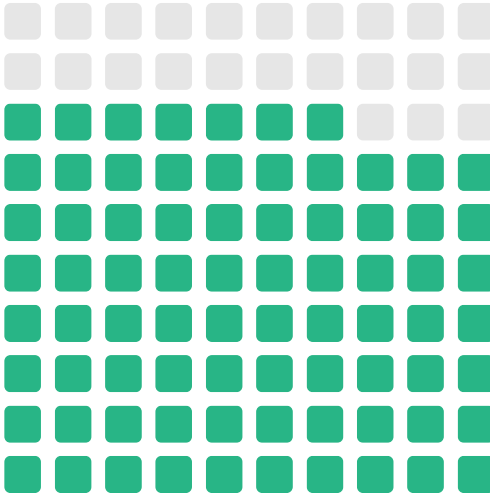


5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 362; 366; 365; 285.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

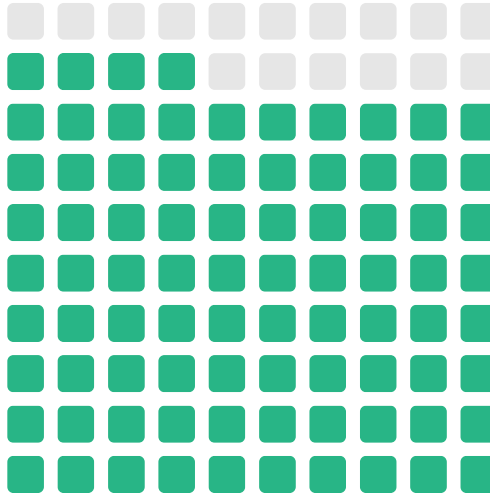
Satisfaction with punctuality, frequency, journey time and on-train information



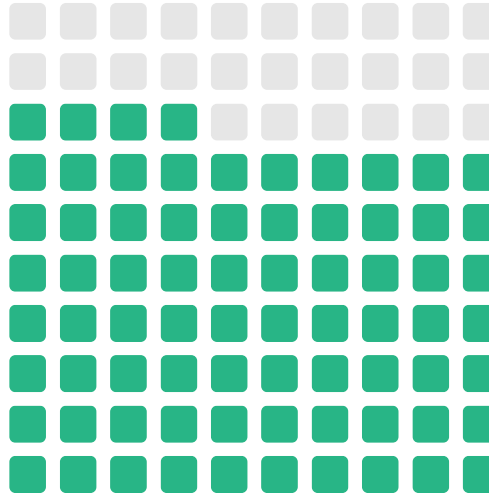
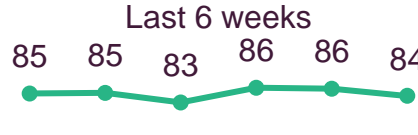
Punctuality/reliability
85%



Frequency of trains on that route
77%



Length of time journey scheduled to take
84%



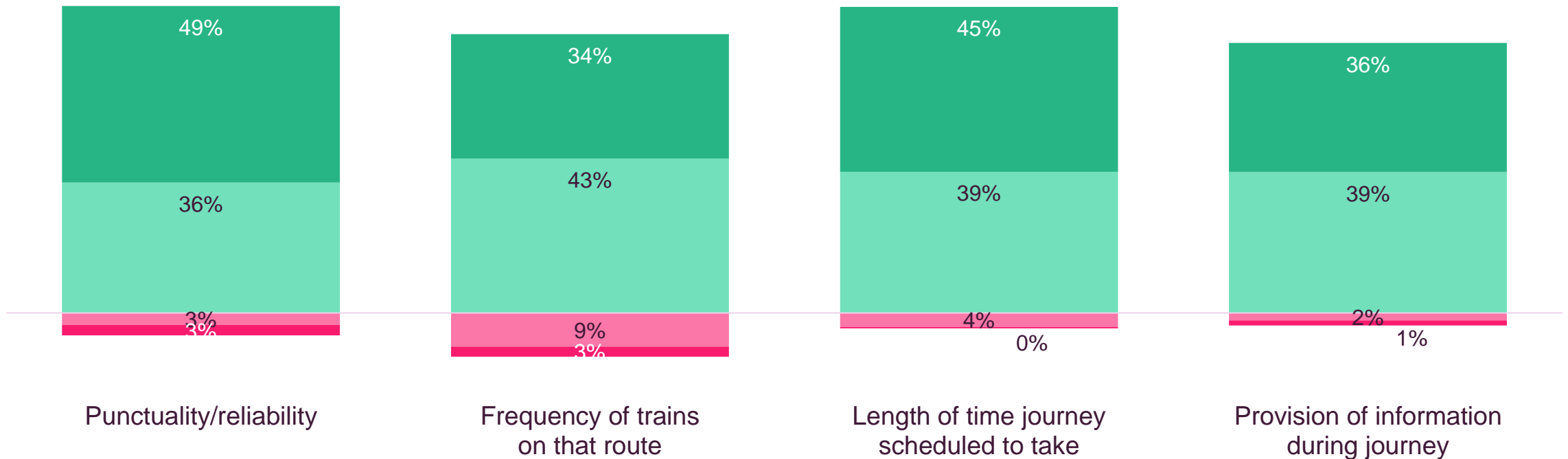
Provision of information during journey
74%



5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 368; 368; 368; 345.

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

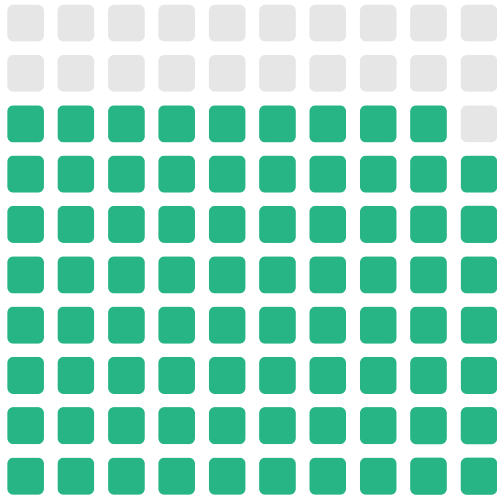
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



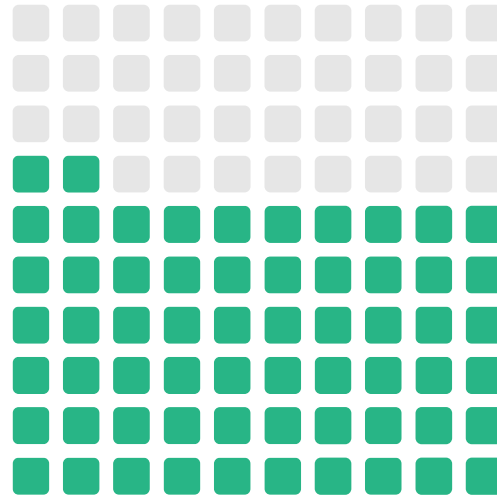
5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 368; 368; 368; 345.

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

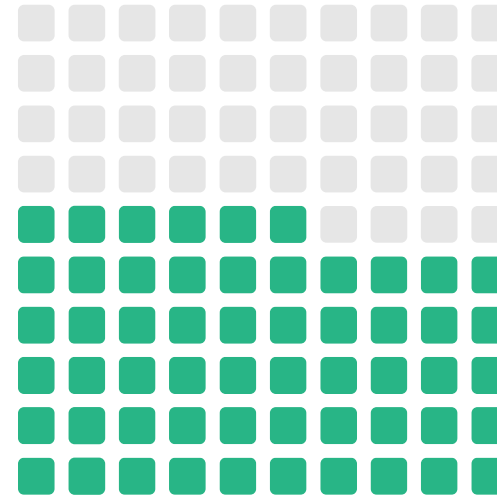
Satisfaction with seats, value for money, internet reliability and personal security



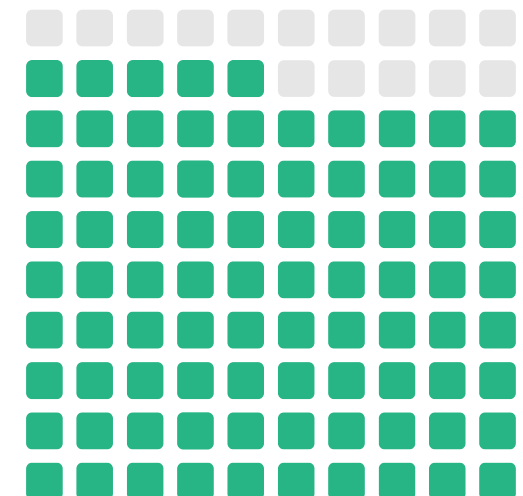
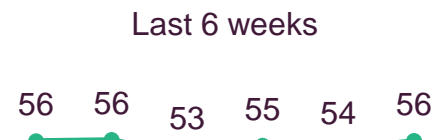
Comfort of the seats
79%



Value for money
62%



Reliability of internet connection
56%

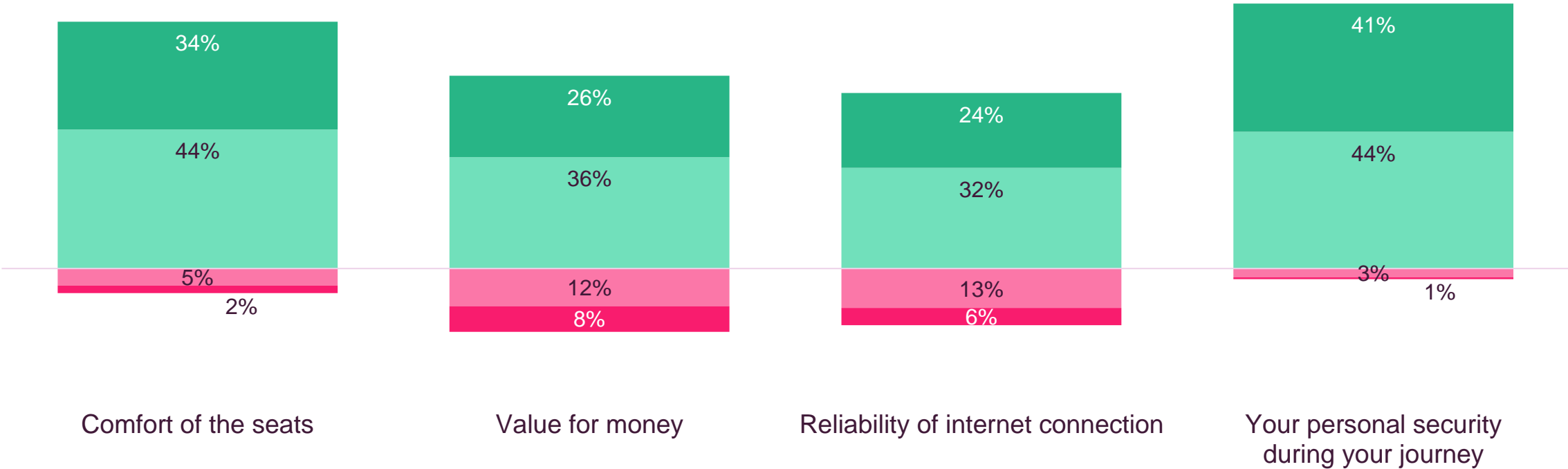


Personal security during journey
85%



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

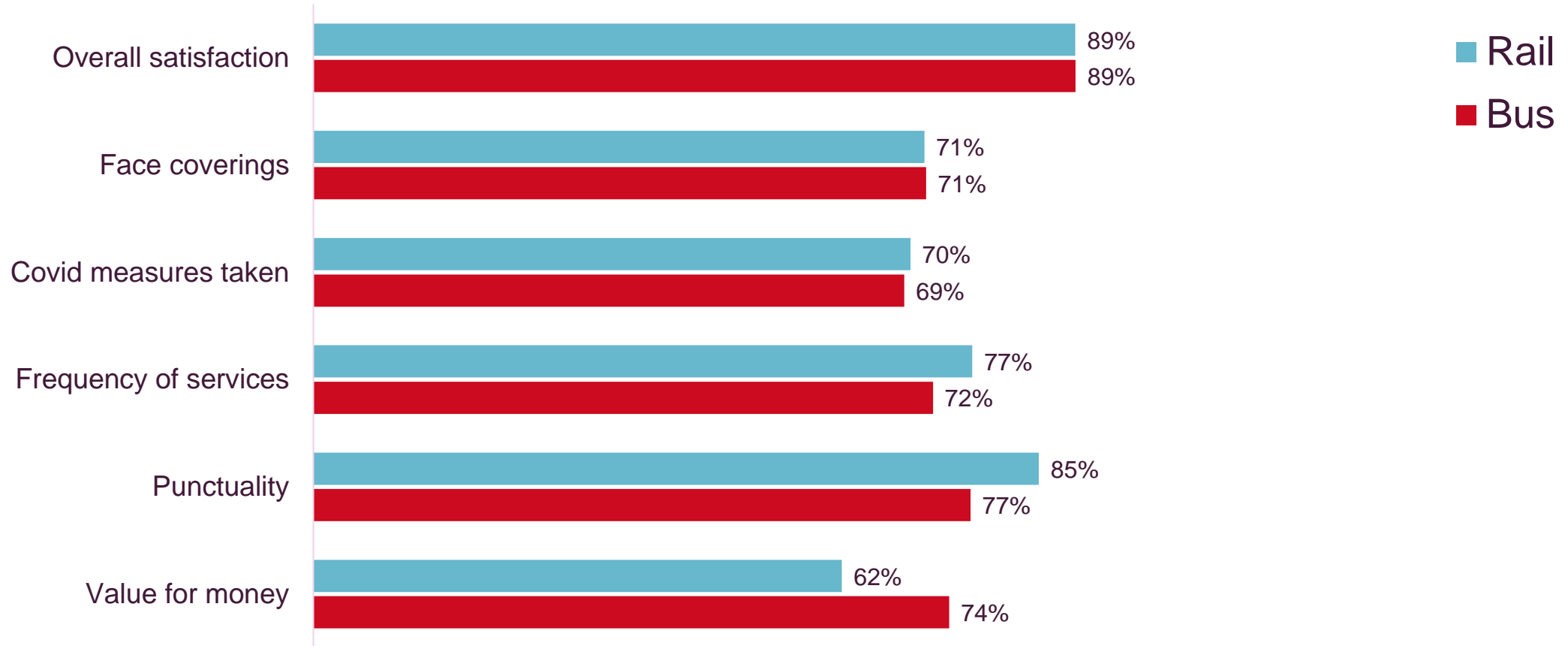
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



5-9 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 366; 357; 253; 364.
 * 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

Rail passenger satisfaction higher for 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.

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

Fieldwork: 17 - 21 November	Fieldwork: 24 - 28 November	Fieldwork: 1 - 5 December	Fieldwork: 8 - 12 December	Fieldwork: 15 - 19 December	Fieldwork: 5 - 9 January
Week 10	Week 11	Week 12	Week 13	Week 14	Week 15
533	397	445	456	421	368

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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