



Travel to work survey

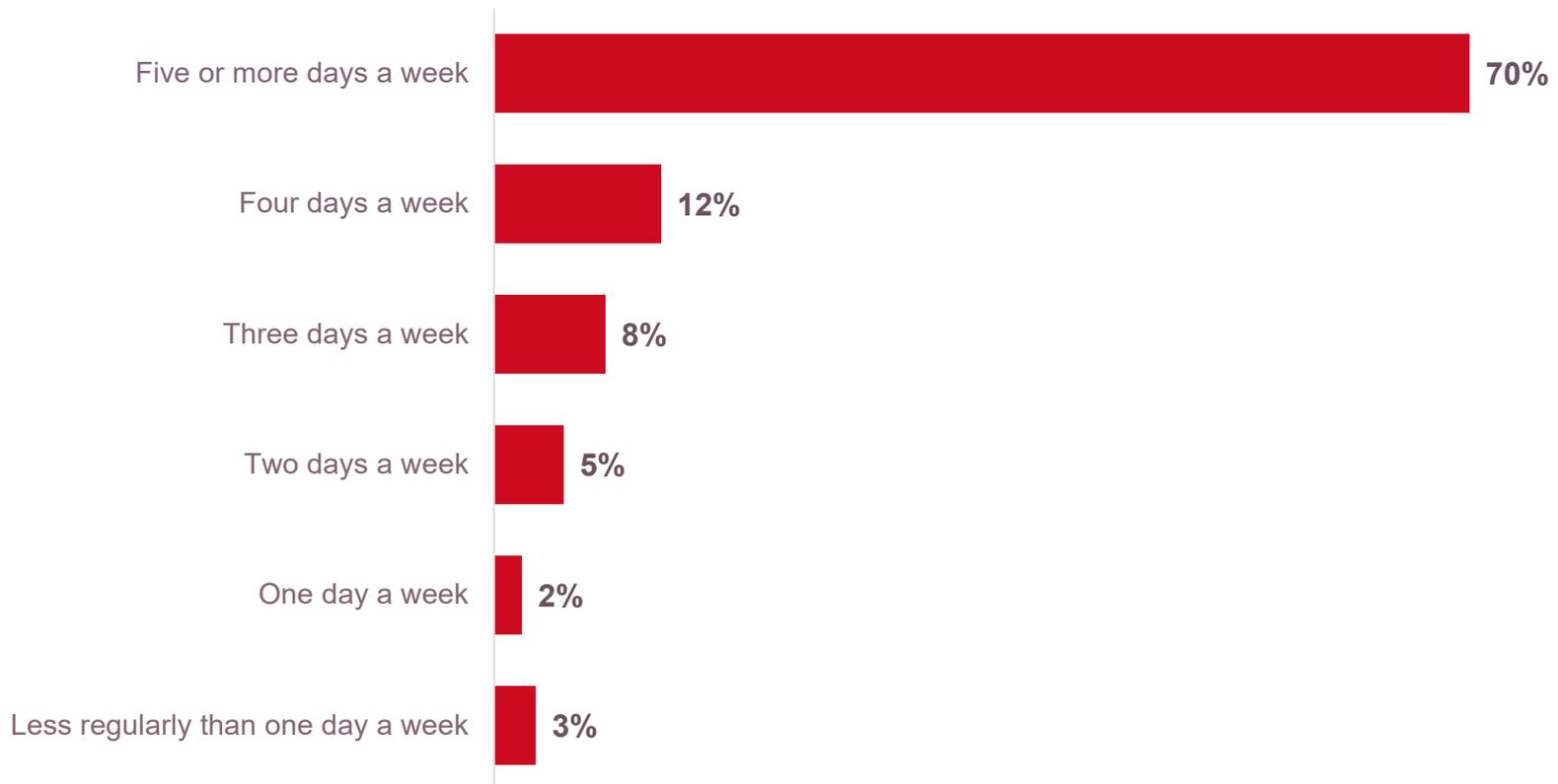
January 2022

Background and summary of key findings

- On 8 December 2021 we sent a survey to our Transport User Panel which concerned the extent to which working panellists, who regularly used rail to travel to or from work before the pandemic, had made similar journeys since March 2020. When the survey closed on 3 January, 866 panellists had submitted a response.
- The survey shows that 70 per cent of those who have travelled to work by rail since March 2020 are working for five days in the average week, but that just 13 per cent of these are travelling to work by rail now for five days or more in the average week. This compares with 53 per cent who did so before March 2020.
- 67 per cent of those who have travelled to work by rail since March 2020 say that they travel in the peak, as they did previously, when they travel to work. 17 per cent say that they now travel off-peak, but that they usually travelled at peak times previously.
- 44 per cent of those who travelled to work by rail in the last two months say that they could not choose the time or day that they travelled, while 44 per cent did not consider the cost of the ticket when they decided on their travel plans.
- 31 per cent of those who have travelled to work by rail since March 2020 used a peak single of return ticket bought on the day when they did so, while just five per cent used an annual season ticket. 57 per cent of those who used a season ticket to travel to work by rail before March 2020, but did not do so on the last occasion that they travelled to work say that they are not travelling regularly enough to justify the purchase of a season ticket.
- In relation to interpretation of the findings in this report, please note that data is unweighted and therefore results should be seen as indicative of those who travel to work by rail rather than statistically representative of this group.

Seven in ten panellists who have travelled to work by rail since the pandemic started are working five or more days a week from any location

On average, how many days per week are you working (from any location) at the moment?

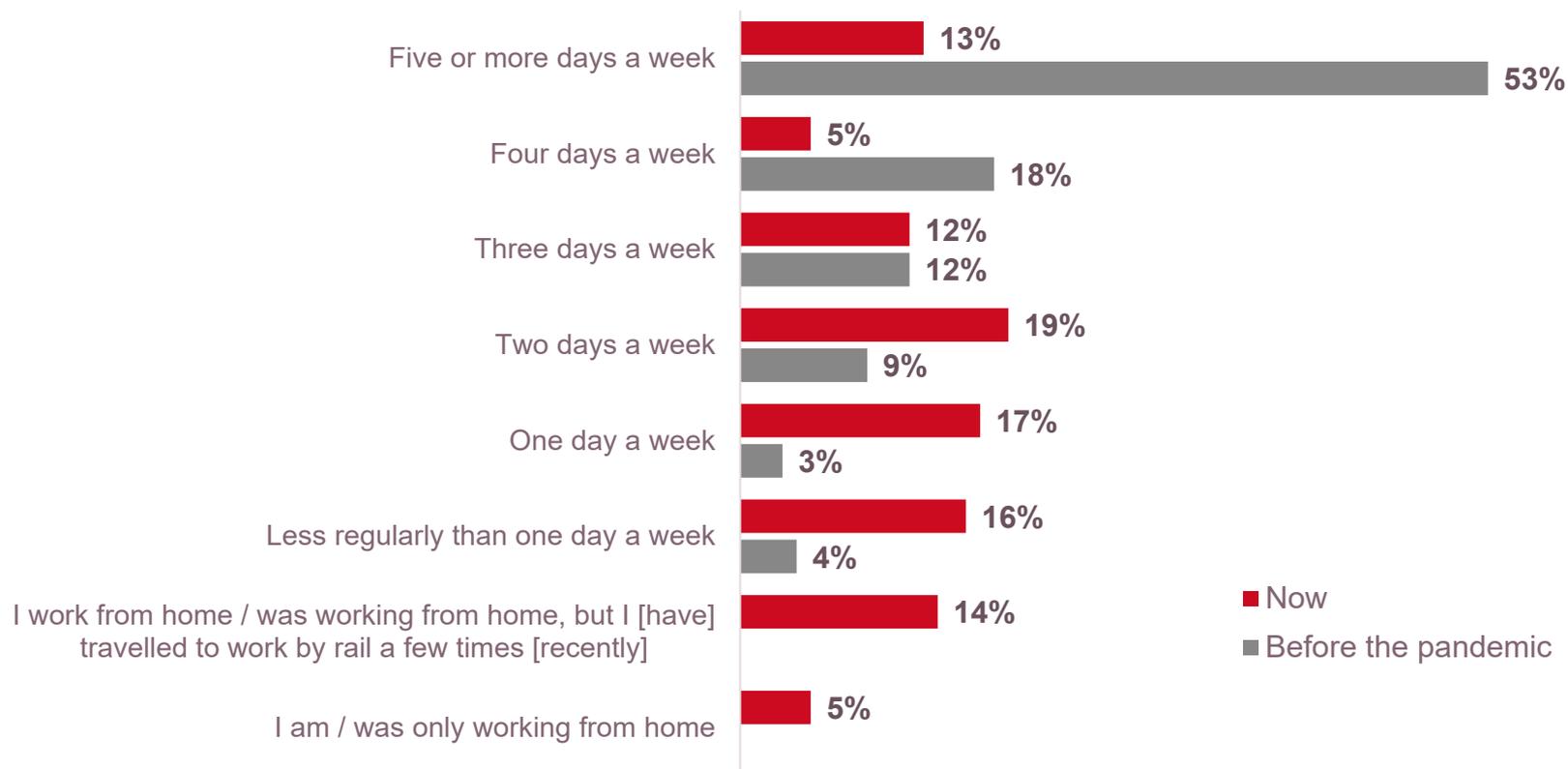


Base: Panellists who have travelled to or from work by rail since March 2020 (866)

More than a half of working panellists were previously using rail to travel to work for five days in the average week before the pandemic, compared with 13 per cent now

Roughly how many days a week are you travelling to work on the moment (on average) by rail?

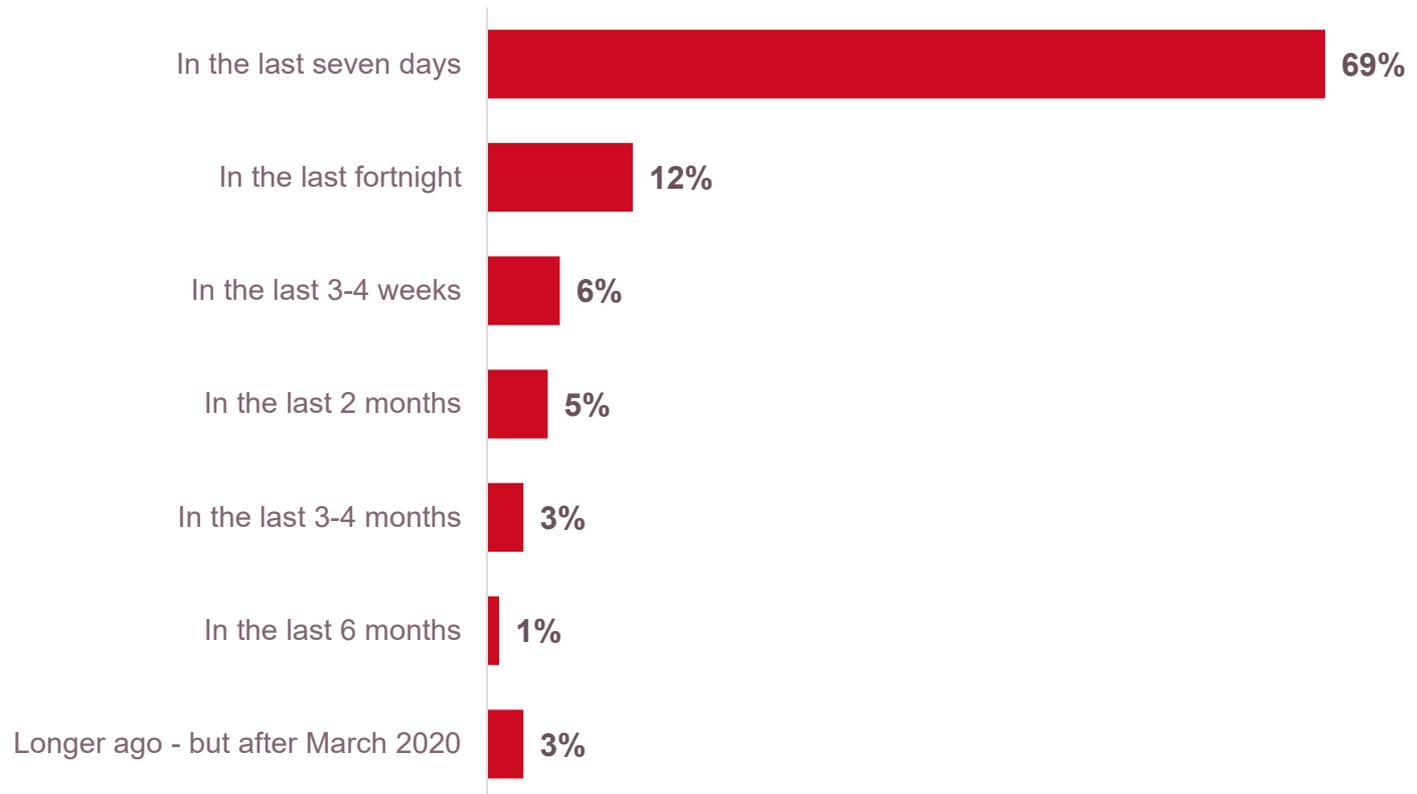
And before the pandemic, roughly how many times a week on average were you travelling to work using rail?



Base: Panellists who have travelled to or from work by rail since March 2020 (866)

Seven in ten had made a journey to work by rail within the seven days prior to responding to the survey

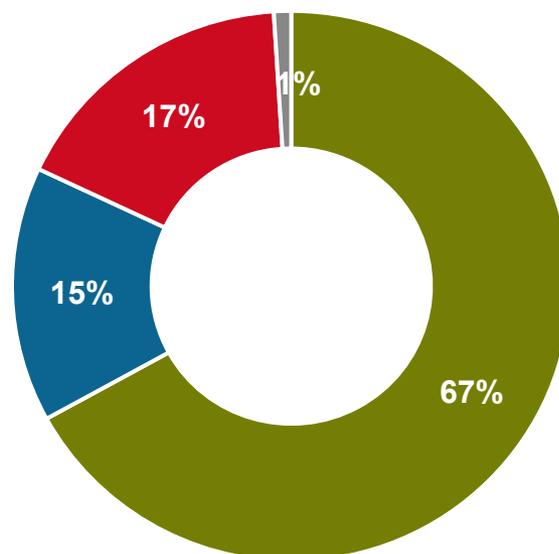
How long ago was your last trip to/from work by rail?



Base: Panellists who have travelled to or from work by rail since March 2020 (866)

Two-thirds previously travelled to work by rail at peak times and continue to do so. Less than one in five previously travelled at peak times, but now travel off-peak

When you travel to work, have you changed the time of day that you travel compared with before the pandemic?

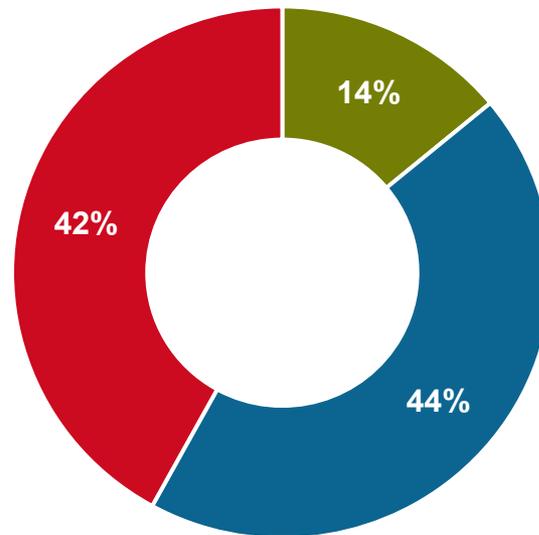


- No - I usually travel in the peak and did before
- No - I usually travel off-peak and did before
- Yes - I now travel off-peak but travelled in the peak before
- Yes - I now travel during peak times, but I travelled off-peak before

Base: Panellists who have travelled to or from work by rail since March 2020 (866)

Among those who travelled to or from work by rail in the last two months, more than two in five were not able to choose the time or day that they travelled on the last occasion that they did so.

To what extent did you have flexibility in terms of the way you could make your journey to/from work by rail on the last occasion that you did so? Which of the following statements best applies



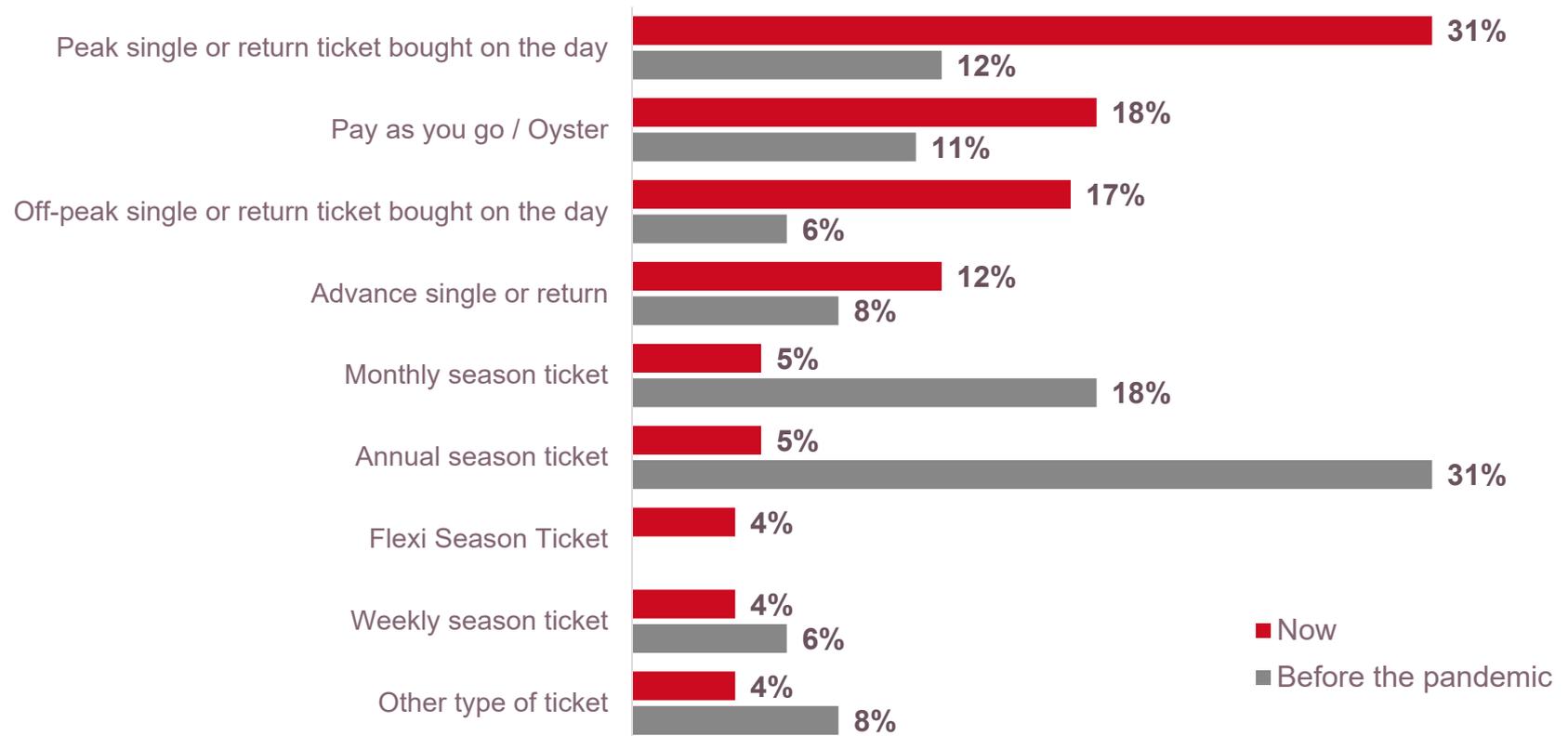
- I chose the time / day I travelled based on cost
- I could not choose the time/day that I travelled
- I did not consider cost in my choice of time/day

Base: Panellists who have travelled to or from work by rail in the last two months (801)

Three in ten used a peak single or return ticket bought on the day to make their last journey to work. Similar proportions used an annual season ticket to make these journeys prior to the pandemic

And what ticket did you use to make this journey?

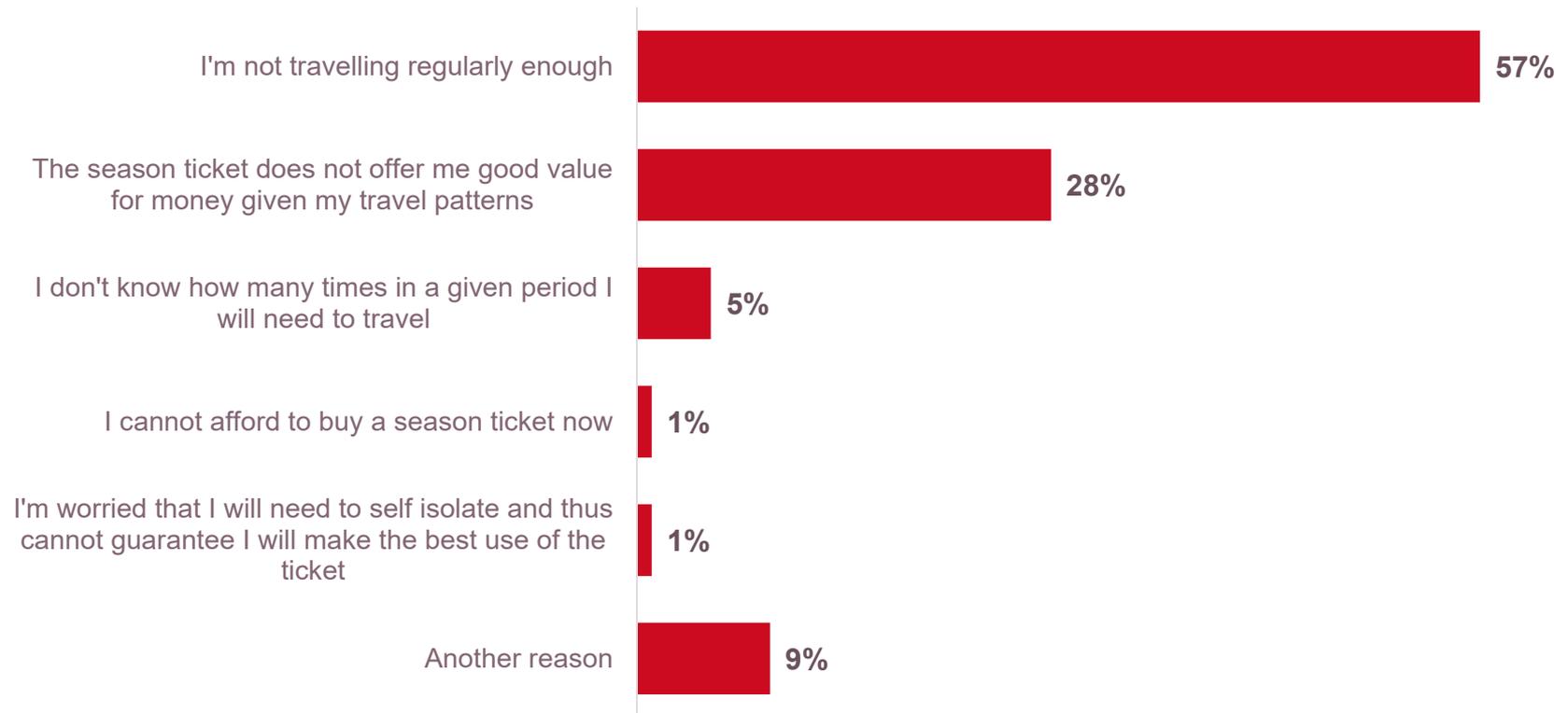
Thinking back to your travel to/from work by rail before the pandemic, what type of ticket did you typically use?



Base: Panellists who have travelled to or from work by rail since March 2020 (866)

Almost three in five of those who previously used a season ticket to travel to work are not travelling regularly enough now to make buying one worthwhile

Which is the main reason that you are not using a season ticket to make journeys to and from work when you did so previously?



Base: Panellists who used a season ticket to travel to work by rail before the pandemic, but who did not use a season ticket on the last occasion that they made this journey (350)