

12 - 16  
January  
2022

Week 16

# 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.

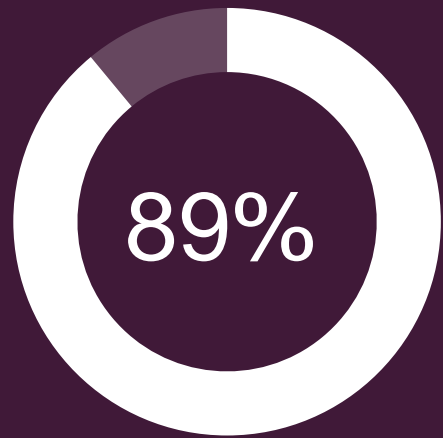
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 12 and 16 January 2022.

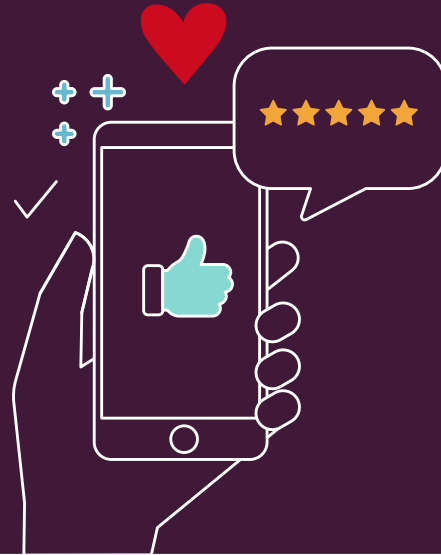
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 31.

# Rail headlines



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



Satisfaction with the train overall is up to 83% from 80% last week.



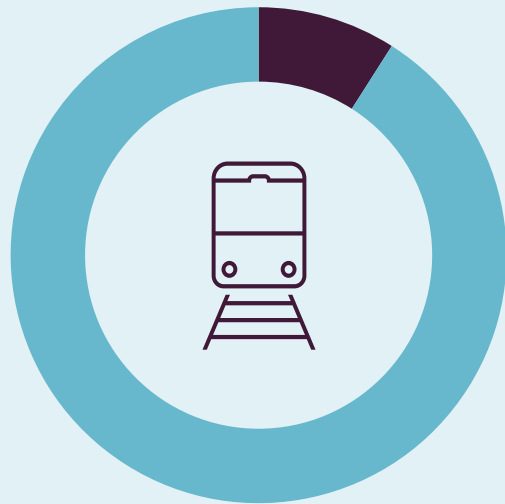
Satisfaction with numbers wearing face coverings is down from 71% to 65% this week and frequency of trains on that route from 77% to 71%.

# Rail usage levels



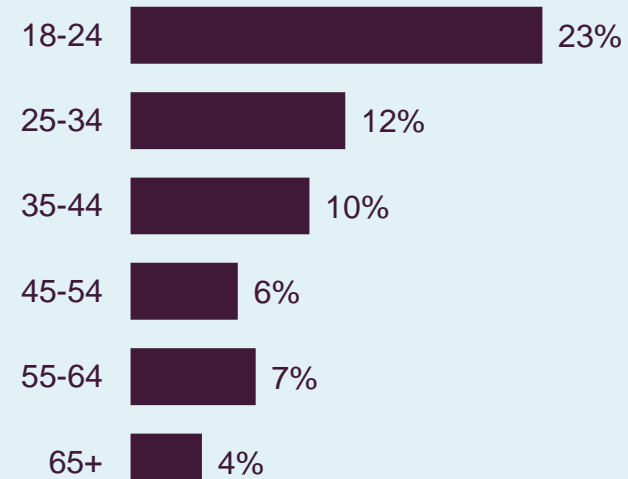
# Around one in eleven used rail in the last seven days

Proportion using rail in the last seven days



9%  
of people in Great Britain used rail this week

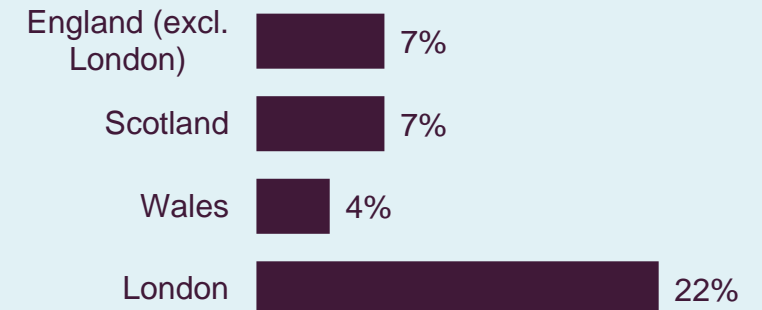
## Age



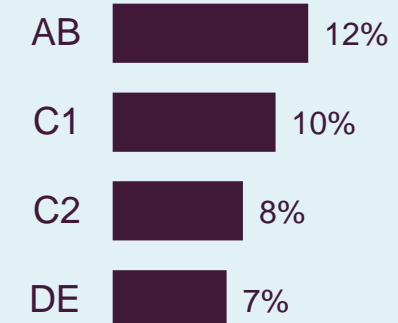
## Sex



## Region

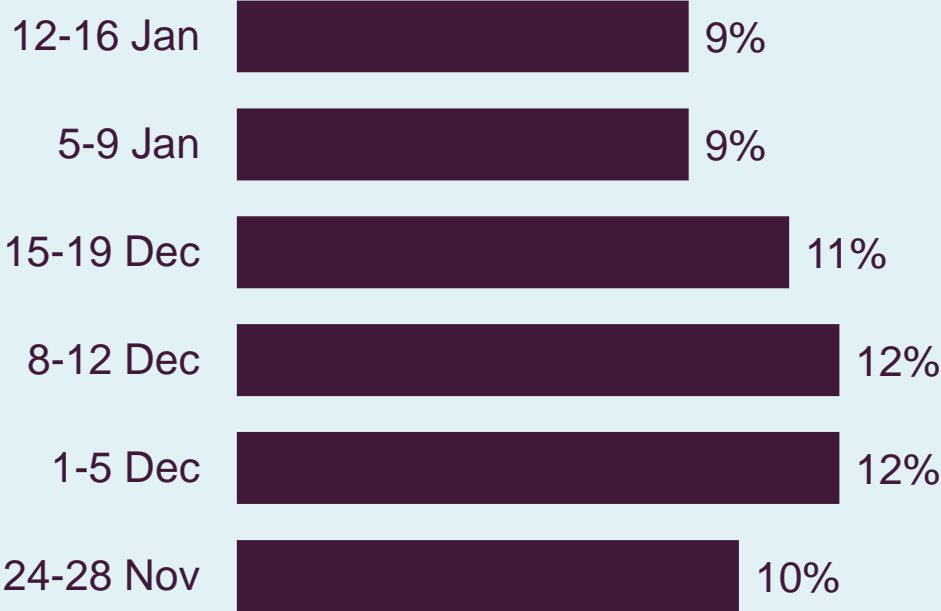


## Social grade



# Rail use remains below 10 per cent for a consecutive week

Proportion using rail within the last seven days



12-16 January 2022 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



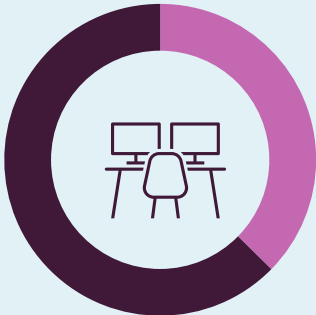
Leisure/eating out/non-essential shopping  
25%



Friends/family  
20%



Essential shopping  
2%



Commuting  
37%



Work travel  
5%

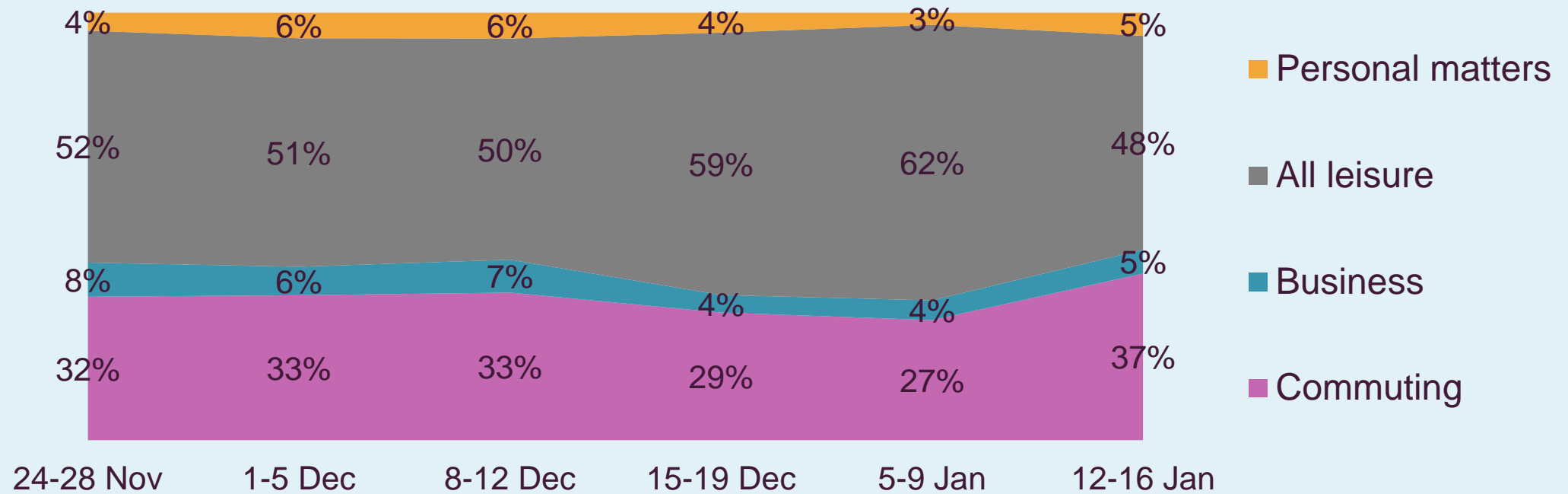


Personal matters  
5%

12-16 January 2022 report. Base size 369. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

# The proportion commuting has risen sharply to over a third

Main purpose of last rail journey

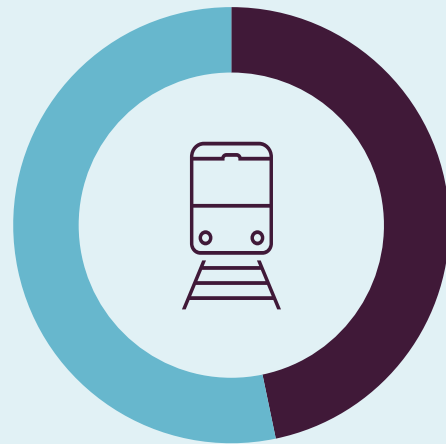


12-16 January 2022 report. Base size weekly around 410. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.



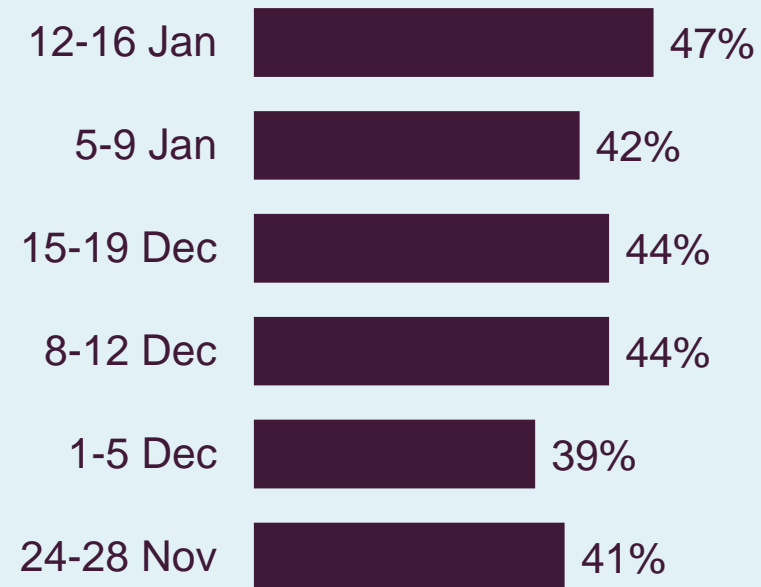
# Almost half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



47%

53% said the train was the only realistic option for that journey

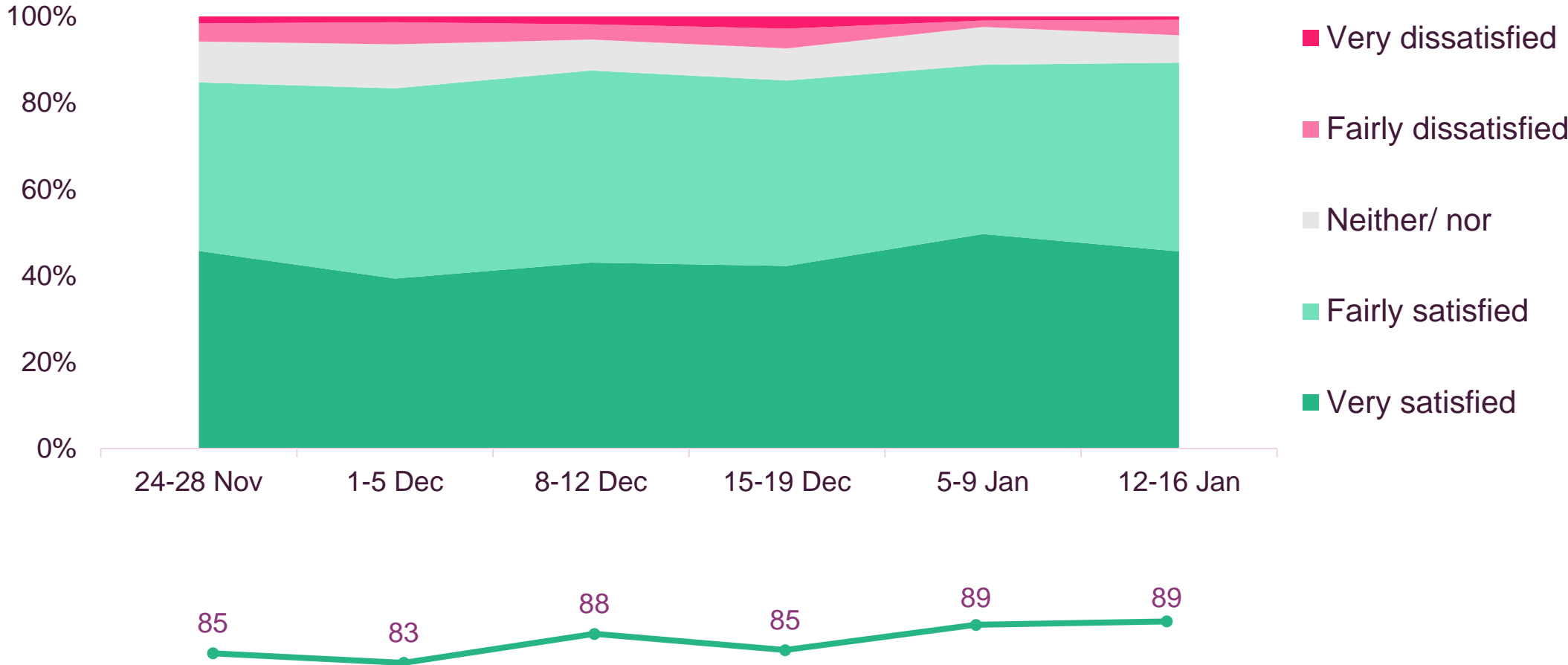


# Rail satisfaction





# Overall satisfaction with rail journey – over time

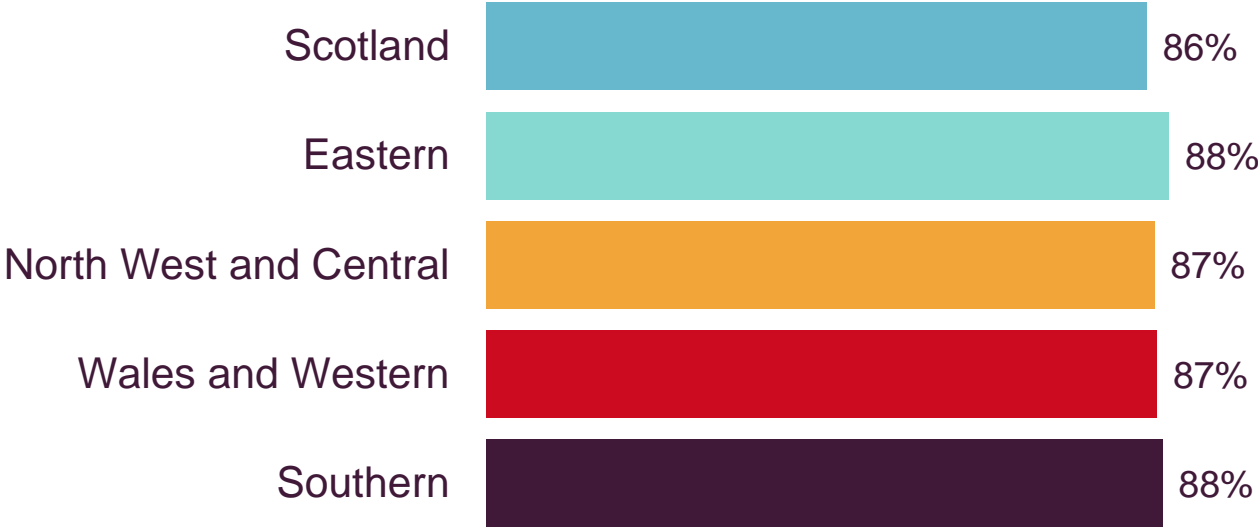


12-16 January 2022 report. Base size: all who used rail in last seven days - around 410 per week

# Overall satisfaction by Network Rail region

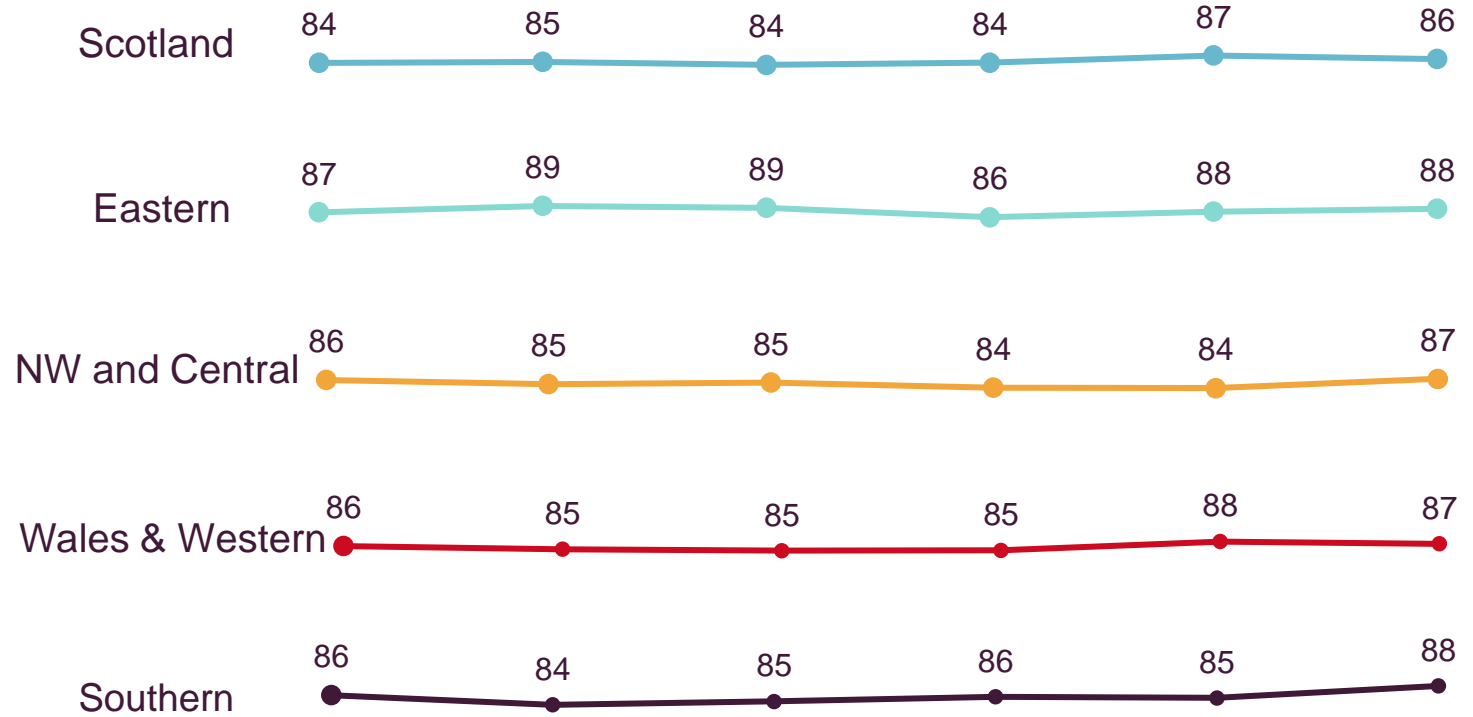


By region over last 4 weeks



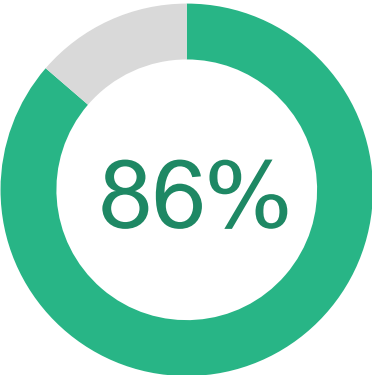
12-16 January 2022 report. Base size by region: Scotland to Southern: 116, 434, 327, 163, 526.

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

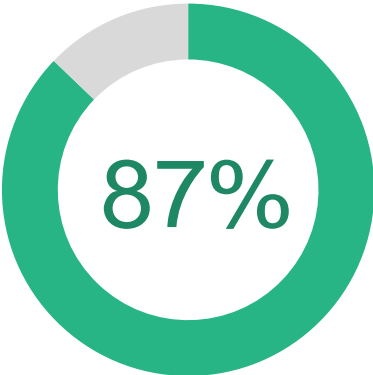


3-7 Nov to 24-28 Nov    10-14 Nov to 1-5 Dec    17-21 Nov to 8-12 Dec    24-28 Nov to 15-19 Dec    1-5 Dec to 9 Jan    8-12 Dec to 12-16 Jan

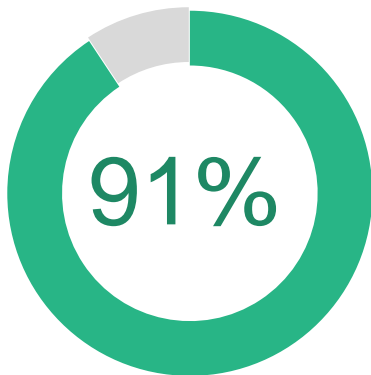
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



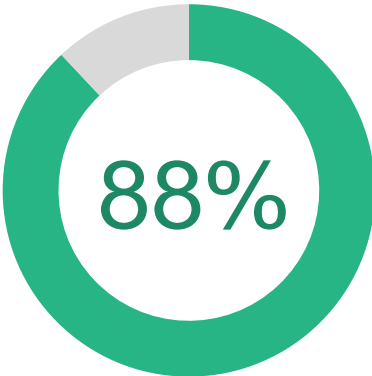
Age 18-34



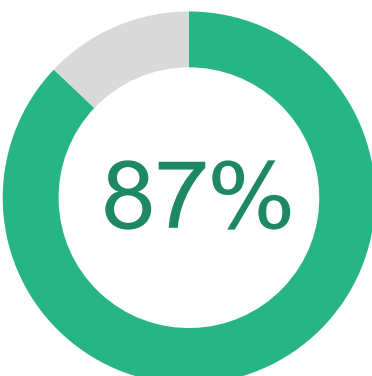
Age 35-54



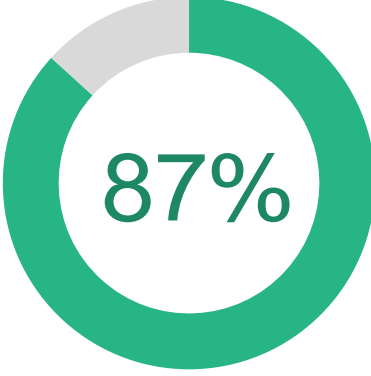
Age 55 and over



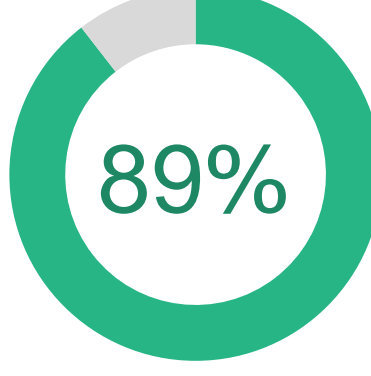
Men



Women



Commute



All leisure

12-16 January 2022 report. Base sizes: age 18-34 725; age 35-54 505; age 55+ 384; male 877; female 733; commute; 494; all leisure 883. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

# What rail passengers are saying...



Grubby train, tired looking and expensive.

Fairly dissatisfied, West Midlands Railway passenger

The carriages were clean and tidy, train was in time.

Fairly satisfied, Greater Anglia passenger

I had to stand for 65 minutes (of a 90-minute journey) with four people standing next to me, none of whom wore masks and all having conversations with each other. Lots of other unmasked people on the train, too.

Fairly dissatisfied, Southeastern passenger



New trains, clean, socially distanced, most wearing masks, train on time.

Very satisfied, Northern passenger

Far too many people not wearing masks.

Neither satisfied nor dissatisfied, ScotRail passenger

There were no delays, it was enforced that people wore masks. Also very friendly staff.

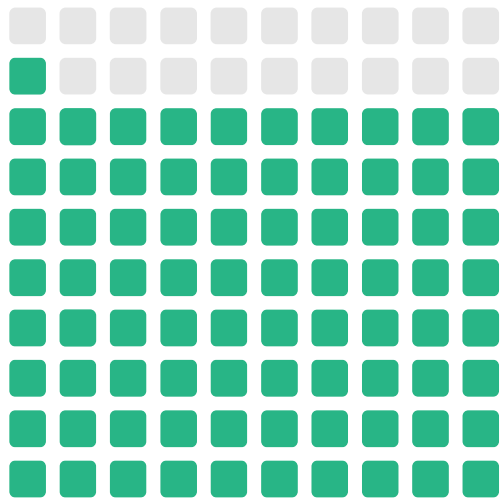
Very satisfied, Great Western Railway passenger



# Satisfaction with aspects of rail journey

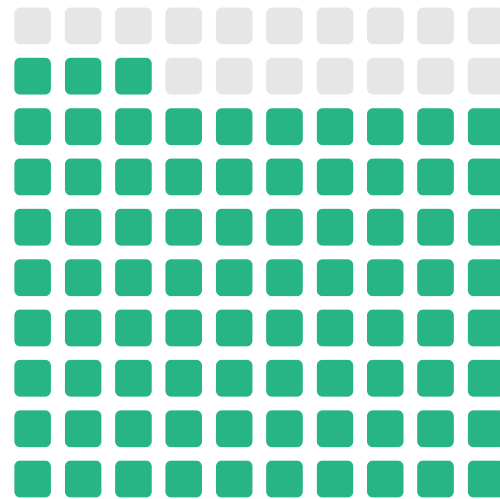
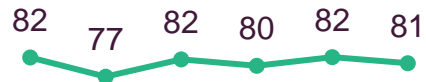


# Satisfaction with the station and the train overall



Station - overall satisfaction  
**81%**

Last 6 weeks

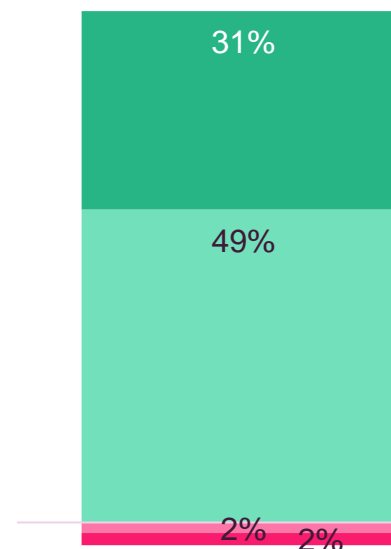


Train - overall satisfaction  
**83%**

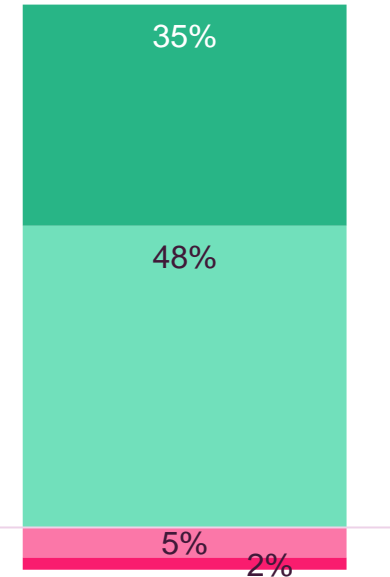
Last 6 weeks



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



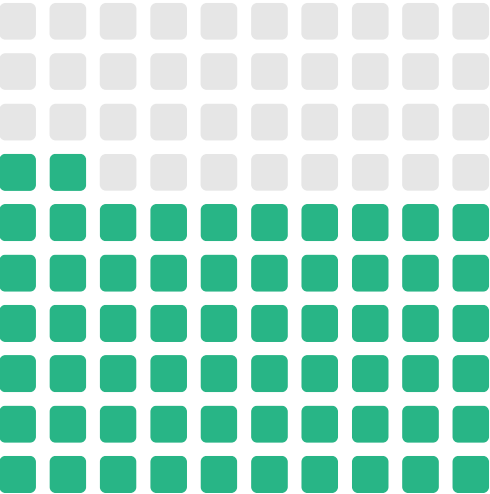
Station - overall satisfaction



Train - overall satisfaction

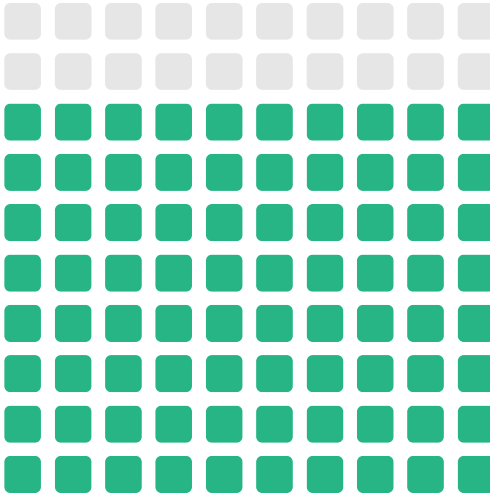
12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 367; train chart 365.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and Covid-related measures



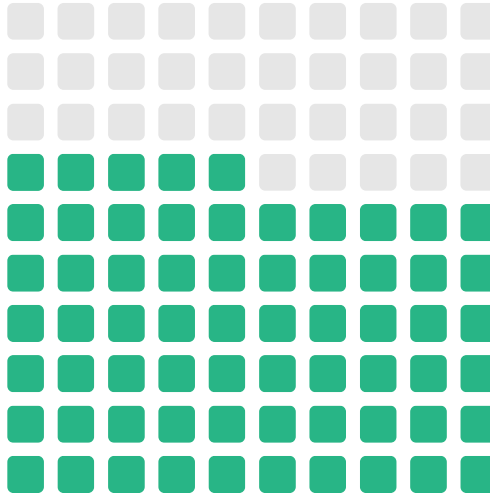
Information on how busy train would be before travelling

62%



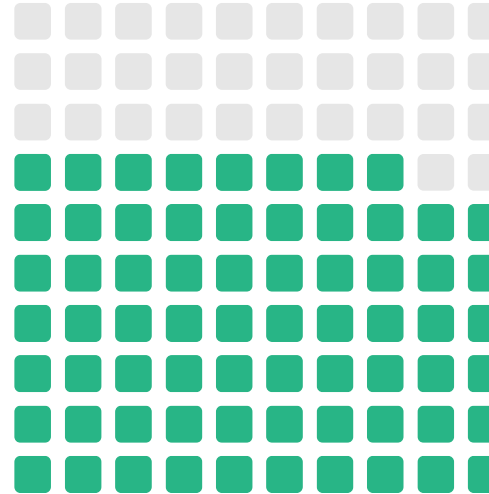
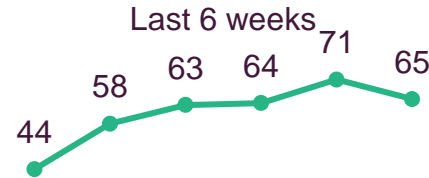
Cleanliness of the inside of the train

80%



Number of people wearing face coverings

65%



Covid measures on train and at station

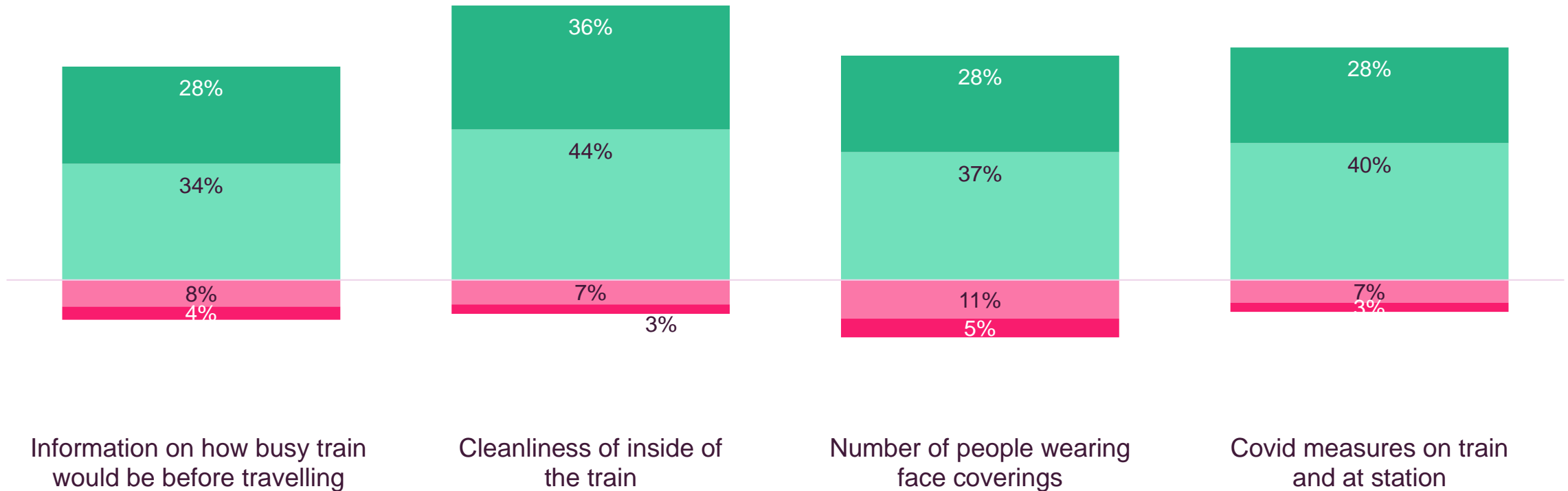
68%



12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 291; 367; 364; 359.

# Satisfaction with information, cleanliness and Covid-related measures

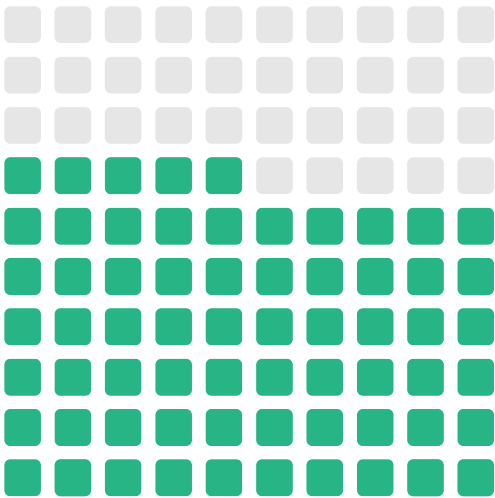
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 291; 367; 364; 359.

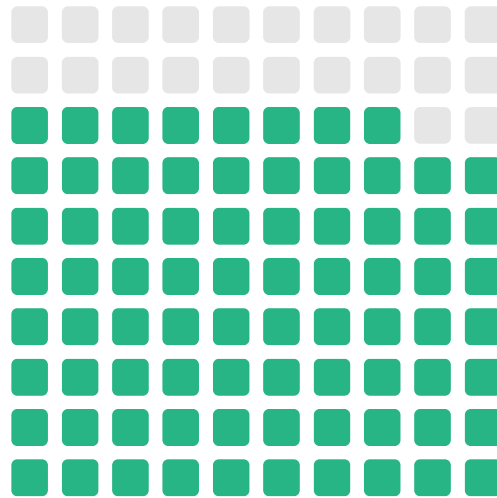
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



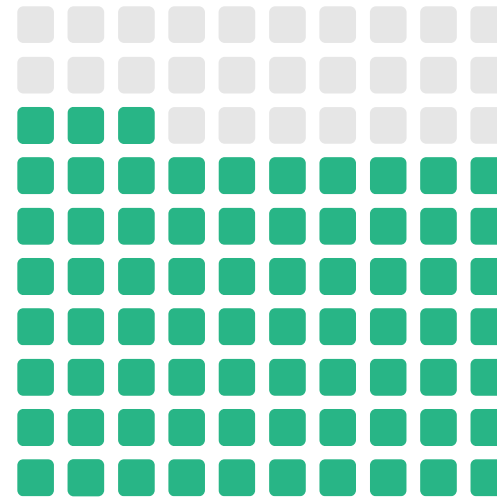
Ventilation on the train

65%



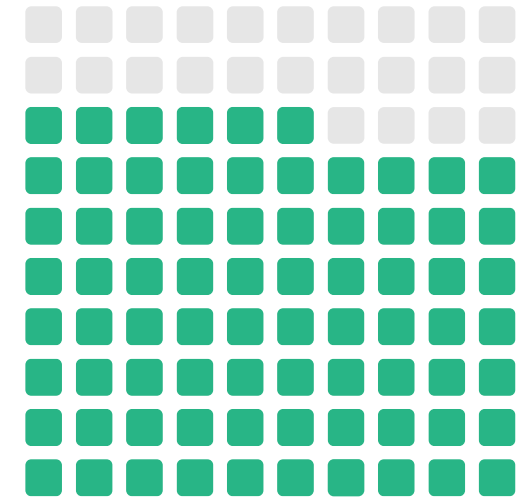
Level of crowding on the train

78%



Behaviour of other passengers

73%



Helpfulness & attitude of staff

76%



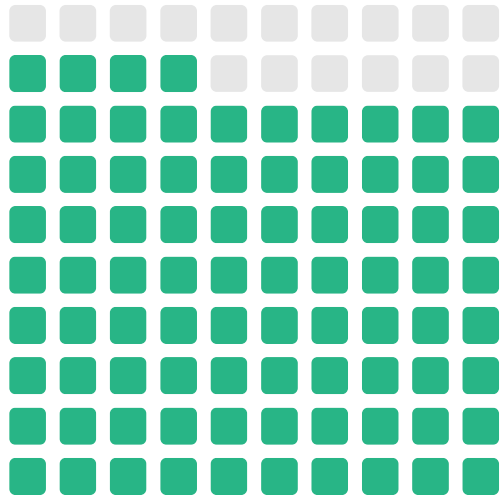
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied   Fairly satisfied   Fairly dissatisfied   Very dissatisfied



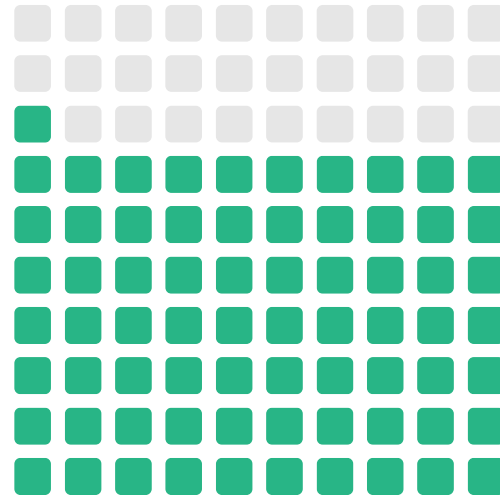
12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 354; 363; 362; 288.  
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



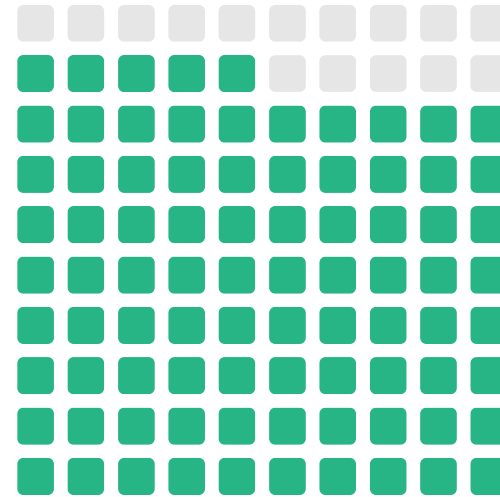
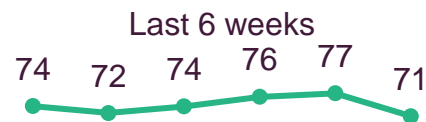
Punctuality/reliability

84%



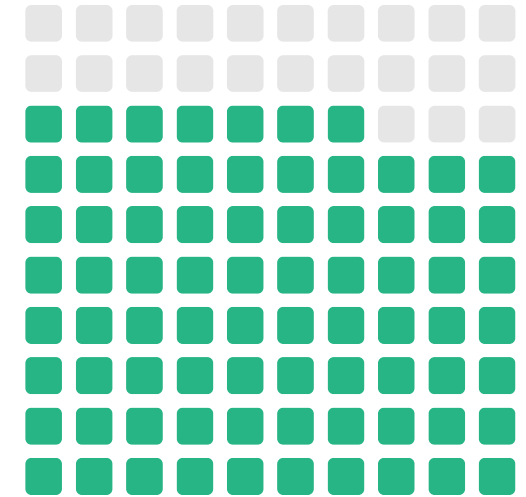
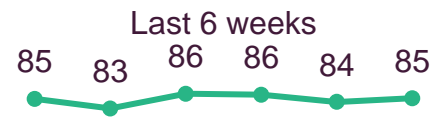
Frequency of trains on that route

71%



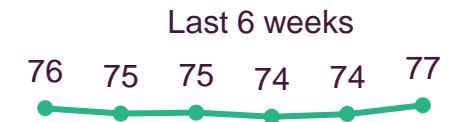
Length of time journey scheduled to take

85%



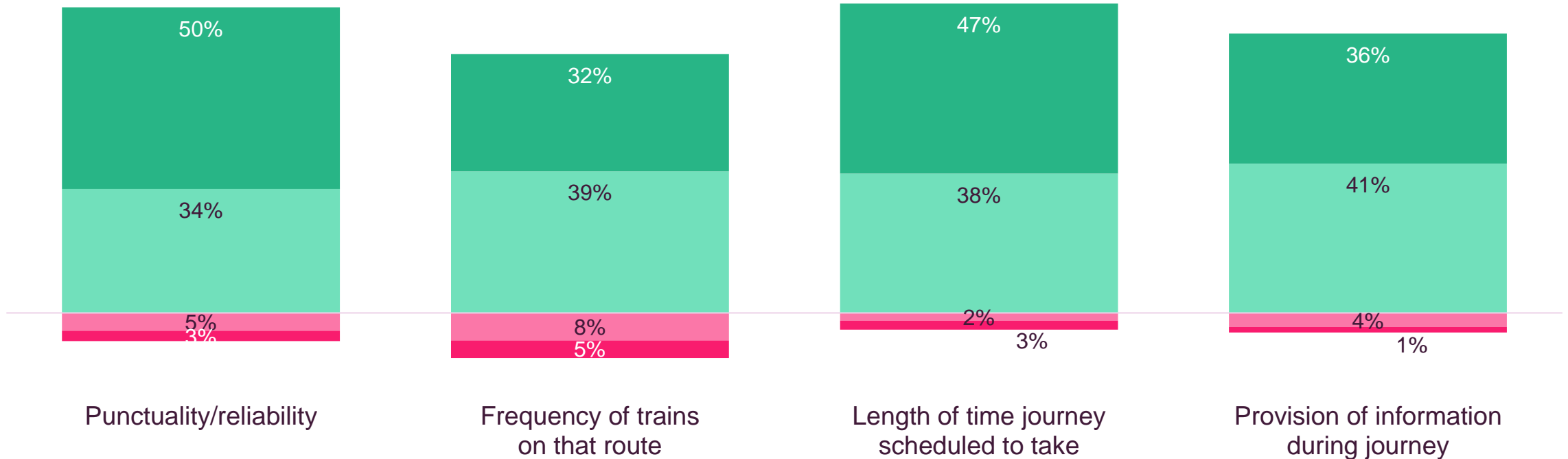
Provision of information during journey

77%



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

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

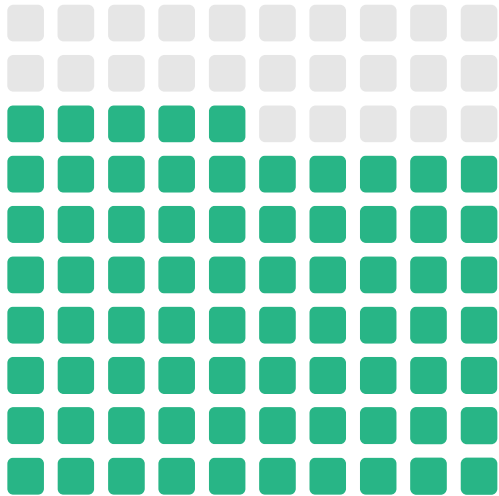


12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 366; 366; 368; 353.

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

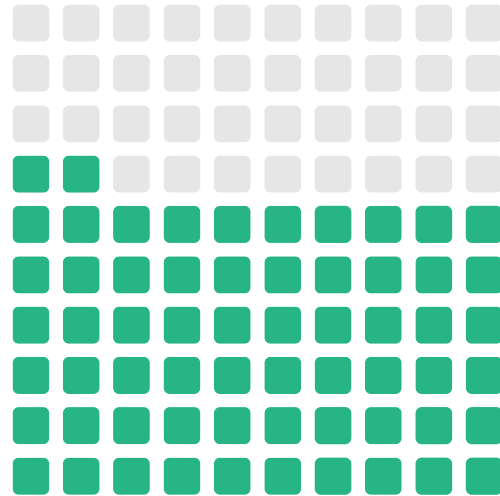


# Satisfaction with seats, value for money, internet reliability and personal security



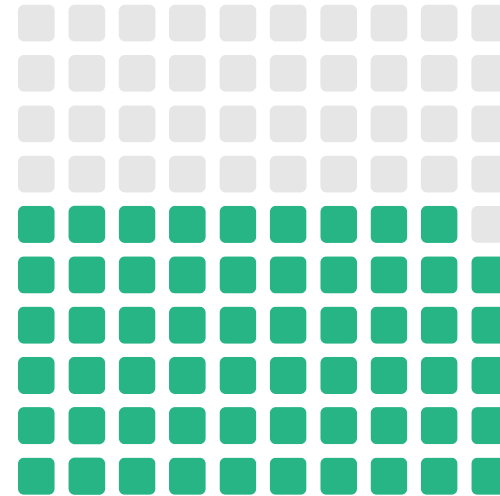
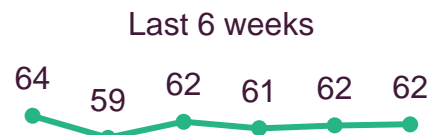
Comfort of the seats

75%



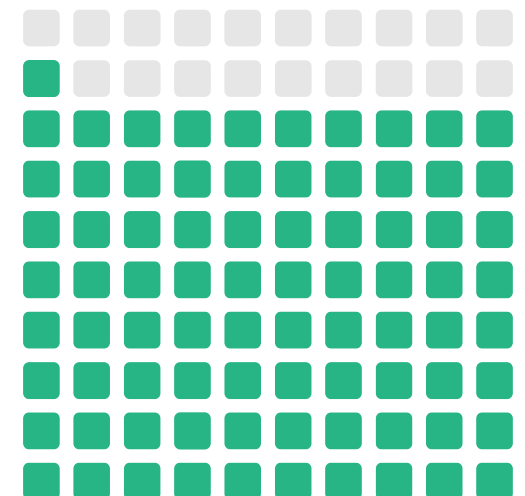
Value for money

62%



Reliability of internet connection

59%



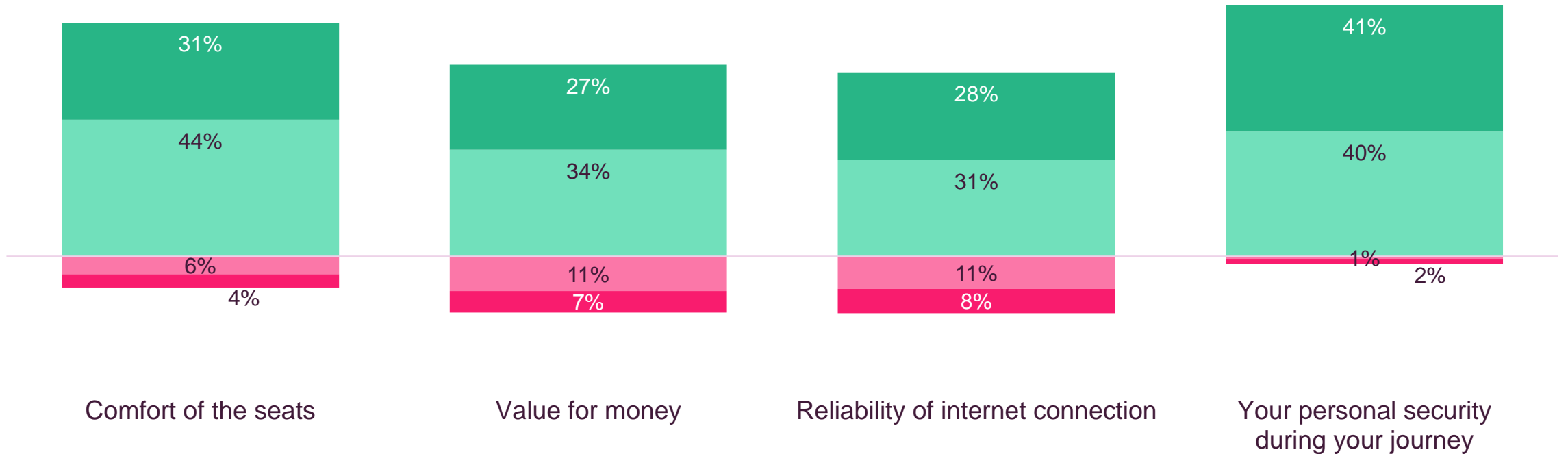
Personal security during journey

81%



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

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

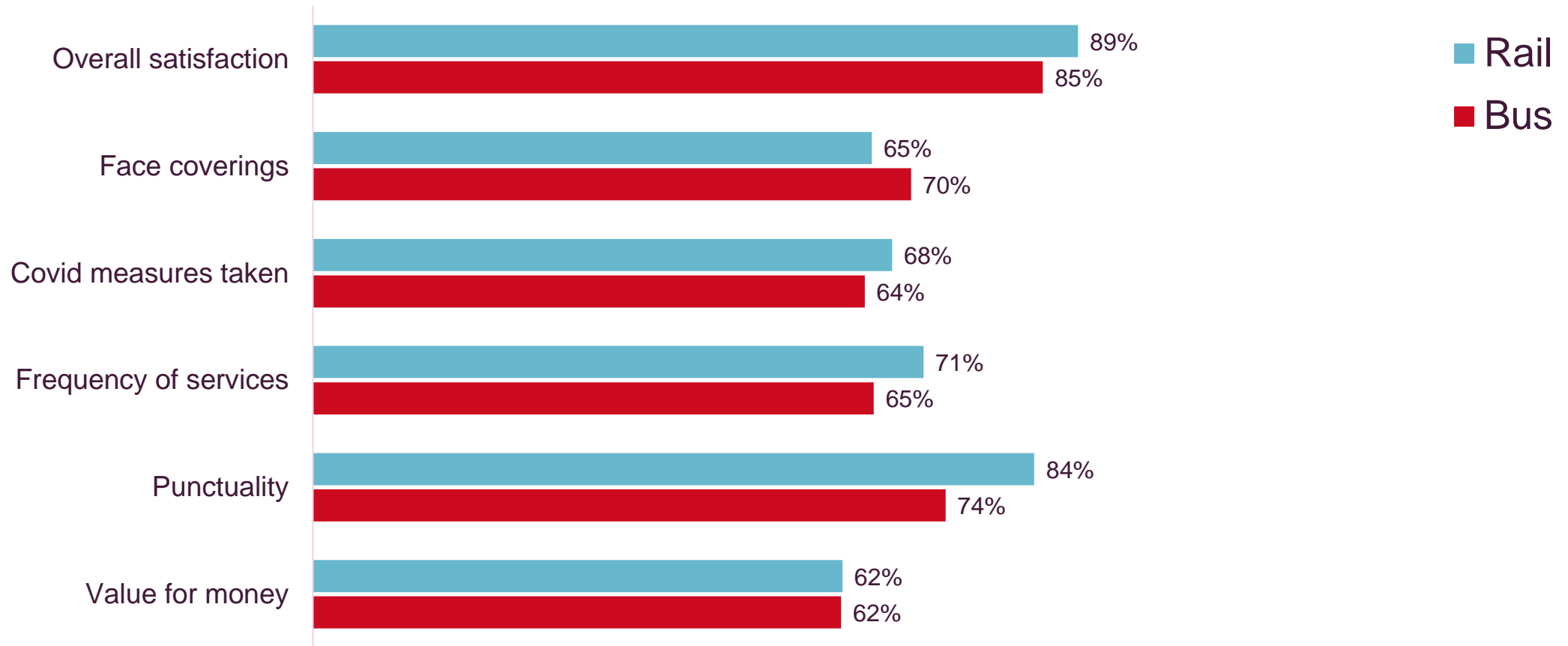


12-16 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 362; 349; 259; 362.

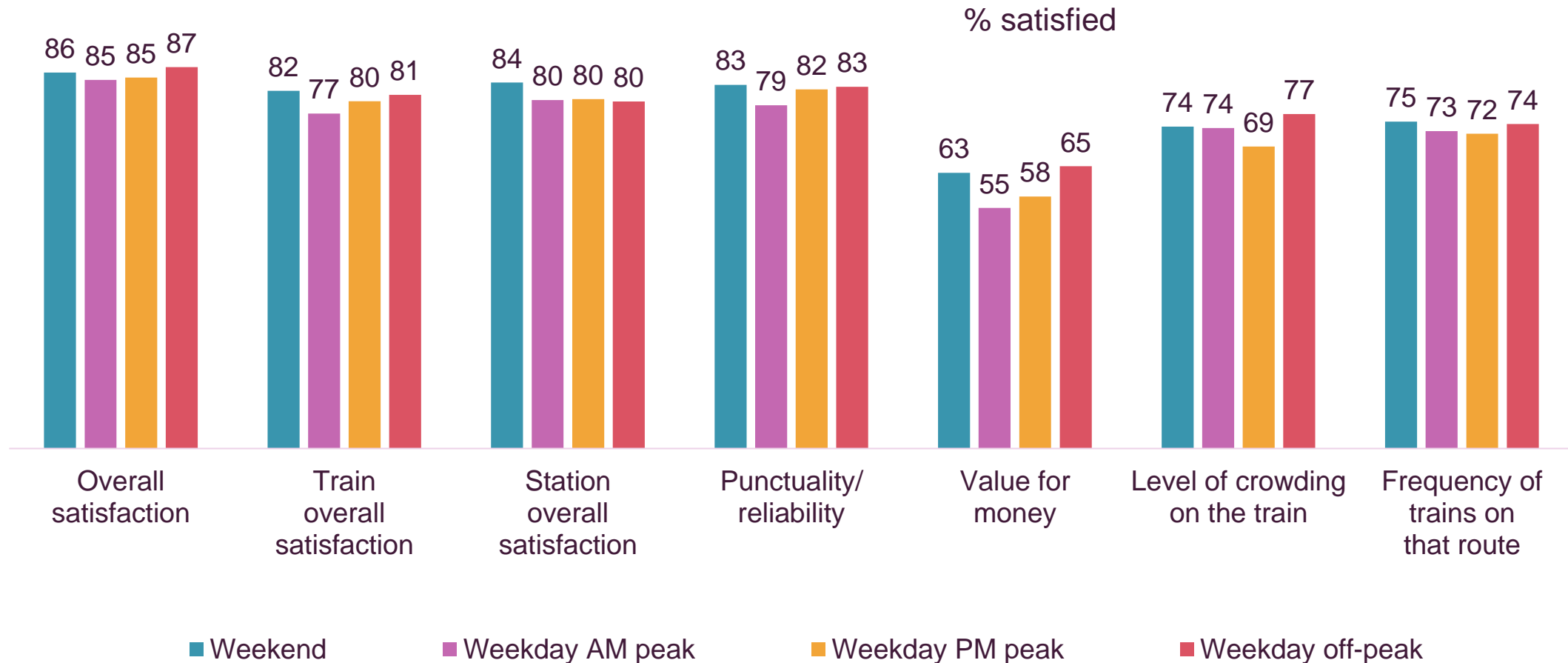
\* Introduced in week 27-31 October. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Rail to bus comparison – current week

Rail passenger satisfaction higher for punctuality and frequency of services but lower on face coverings



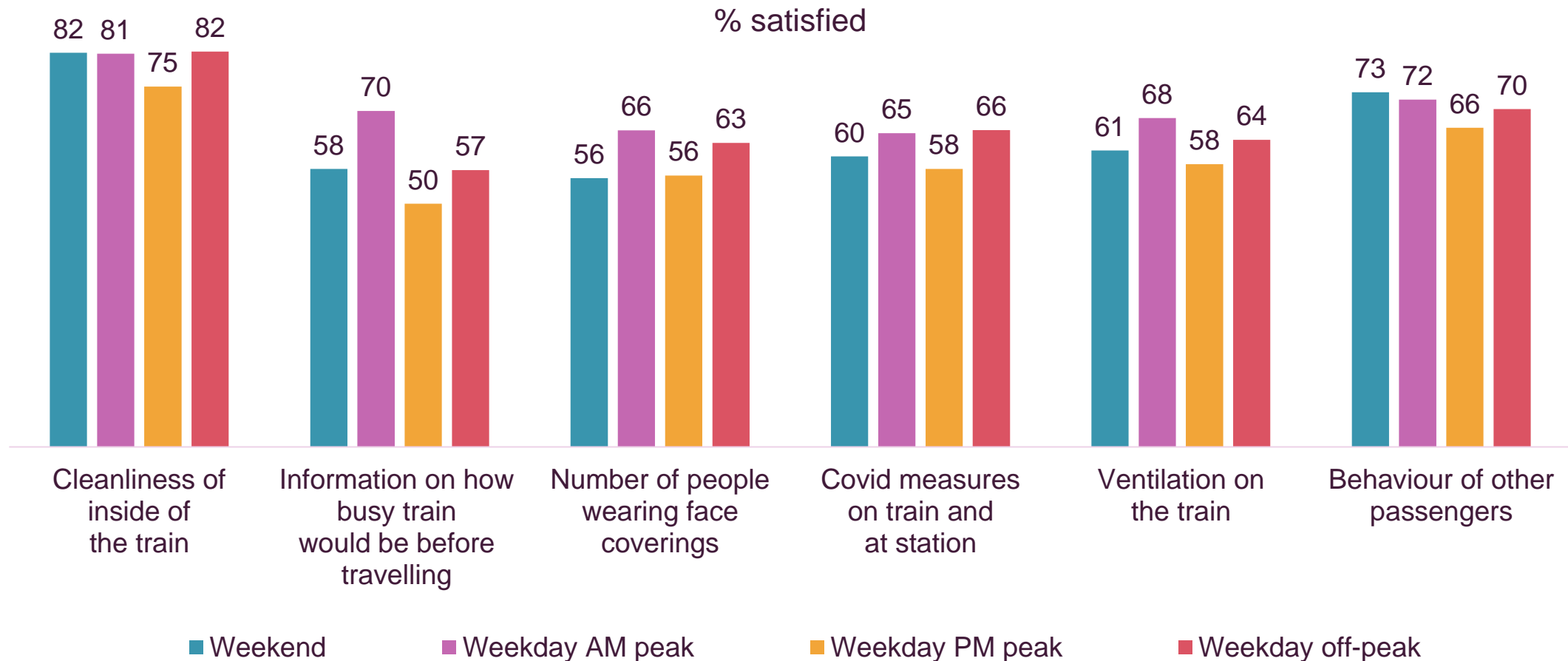
# Satisfaction is lower for journeys during weekday peak times across most key measures (over last six weeks)



12-16 January 2022 report. Base size: weekend circa 530; weekday AM peak circa 420; Weekday PM peak circa 410; weekday off-peak circa 1000.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7 pm; off-peak all other times. Weekend: any time Saturday or Sunday.

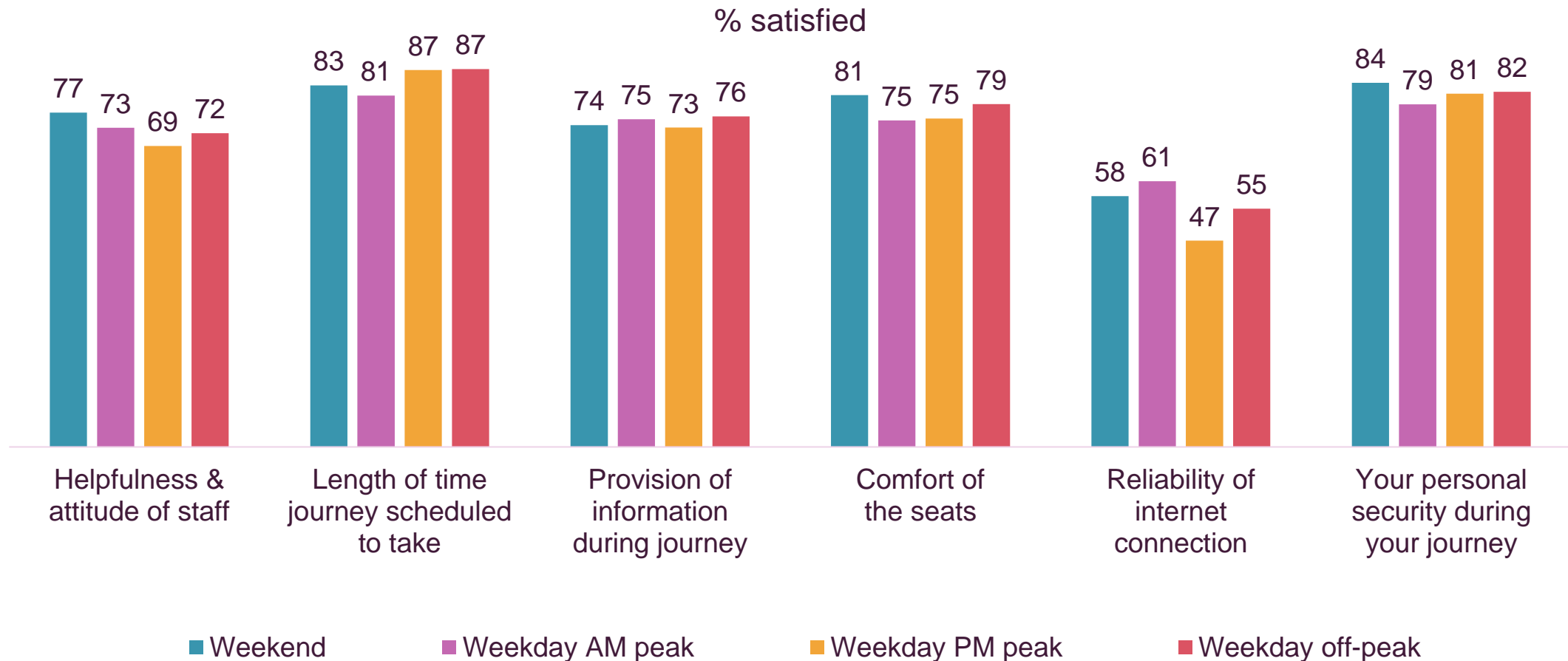
# Satisfaction with most Covid-related measures is lower during the weekday PM peak (over last six weeks)



12-16 January 2022 report. Base size: weekend circa 530; weekday AM peak circa 420; Weekday PM peak circa 410; weekday off-peak circa 1000.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7pm; off-peak all other times. Weekend: any time Saturday or Sunday.

# Satisfaction with the helpfulness and attitude of staff is higher at the weekend (over last six weeks)



12-16 January 2022 report. Base size: Weekend circa 530; weekday AM peak circa 420; Weekday PM peak circa 410; weekday off-peak circa 1000.

Weekday (Mon. to Fri.): AM peak before 9.30; PM peak 4-7pm; off-peak all other times. Weekend: any time Saturday or Sunday.

# 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:<br>24 - 28<br>November | Fieldwork:<br>1 - 5<br>December | Fieldwork:<br>8 - 12<br>December | Fieldwork:<br>15 - 19<br>December | Fieldwork:<br>5 - 9<br>January | Fieldwork:<br>12 - 16<br>January |
|-----------------------------------|---------------------------------|----------------------------------|-----------------------------------|--------------------------------|----------------------------------|
| Week 11                           | Week 12                         | Week 13                          | Week 14                           | Week 15                        | Week 16                          |
| 397                               | 445                             | 456                              | 421                               | 368                            | 369                              |

# 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

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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