

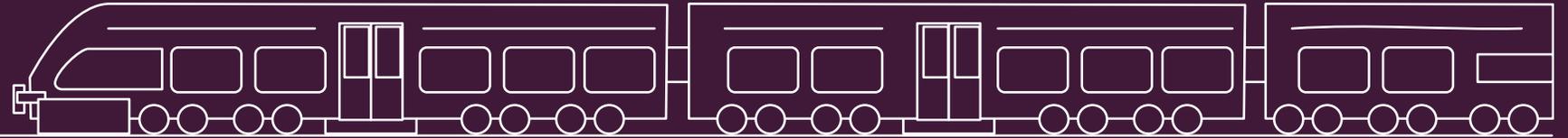
19 - 23  
January  
2022

Week 17

# 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.

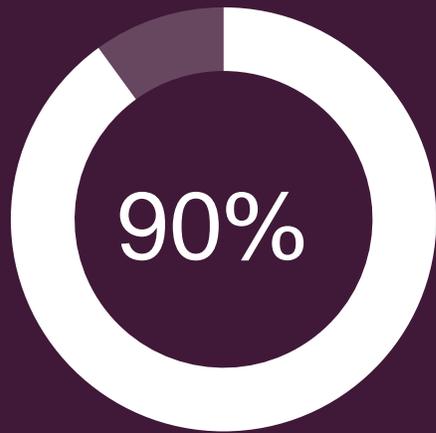
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 19 and 23 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



90% of rail passengers were satisfied with their journey overall.



Satisfaction with value for money is up to 66% this week from 62% last week.



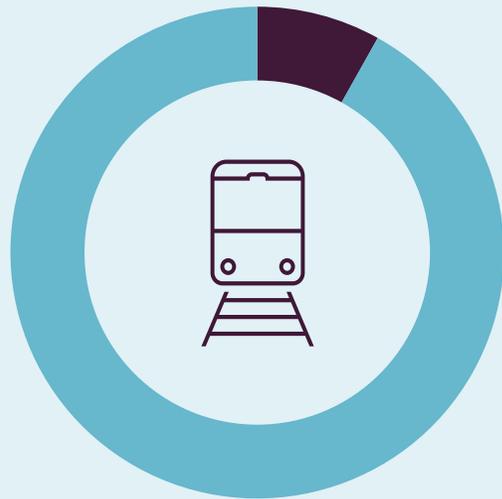
Satisfaction with helpfulness/ attitude of staff is down to 72% this week from 76% last week.

# Rail usage levels



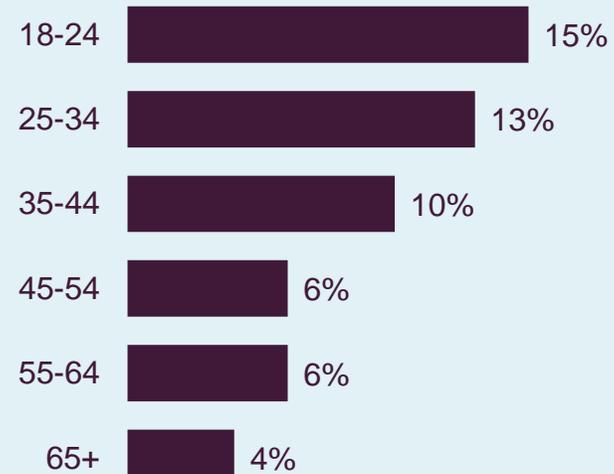
# Around one in twelve used rail in the last seven days

Proportion using rail in the last seven days

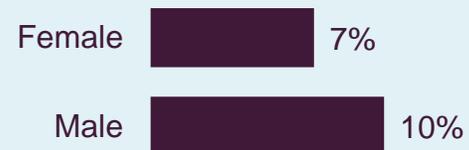


of people in Great Britain used rail this week

## Age



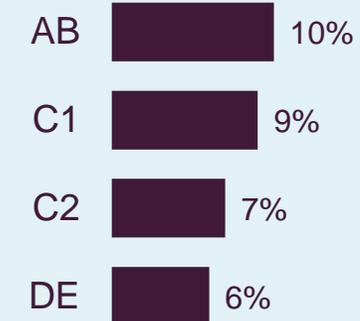
## Sex



## Region



## Social grade



# Rail use remains below 10 per cent for three consecutive weeks

Proportion using rail within the last seven days



19-23 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  
28%



Friends/family  
24%



Essential shopping  
2%



Commuting  
30%



Work travel  
7%

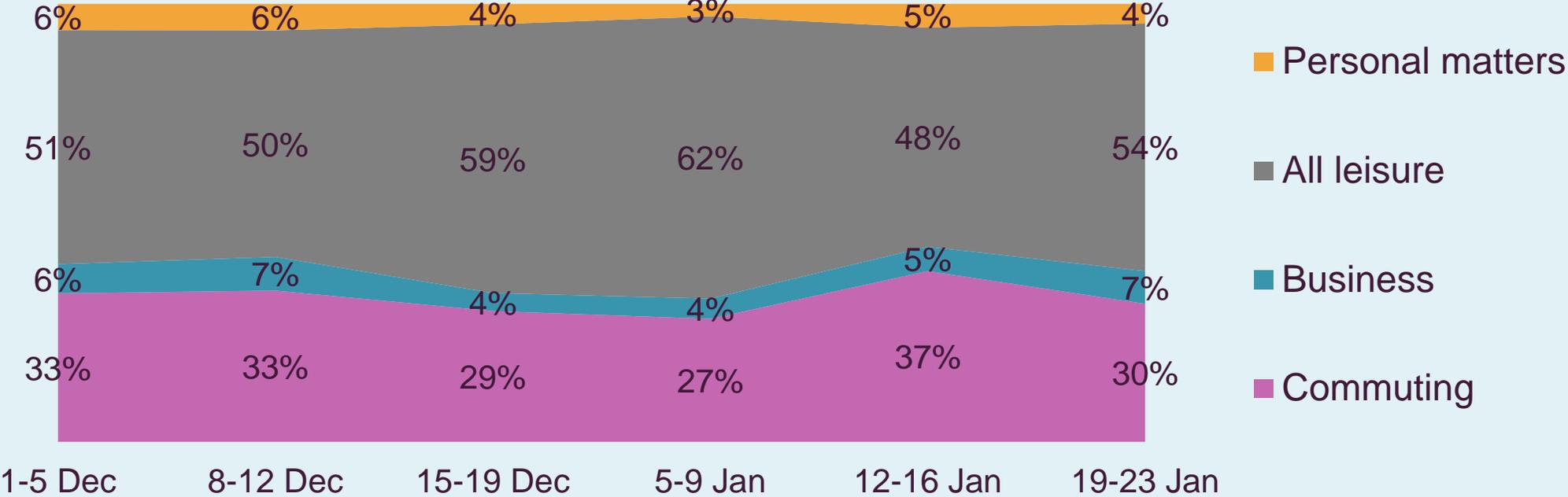


Personal matters  
4%

19-23 January 2022 report. Base size 312. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

# The proportion commuting has dropped to under a third

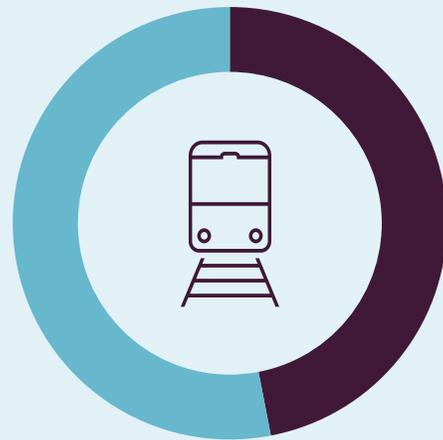
Main purpose of last rail journey



19-23 January 2022 report. Base size weekly average 395. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

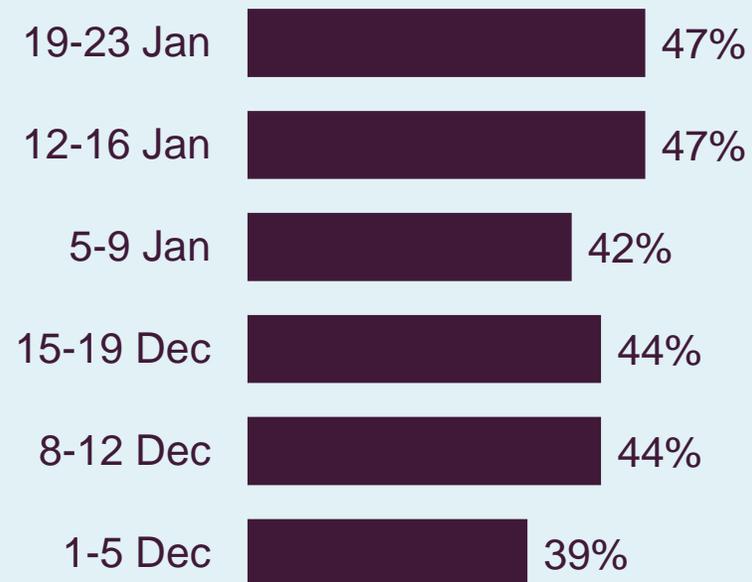
# Almost half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



47%

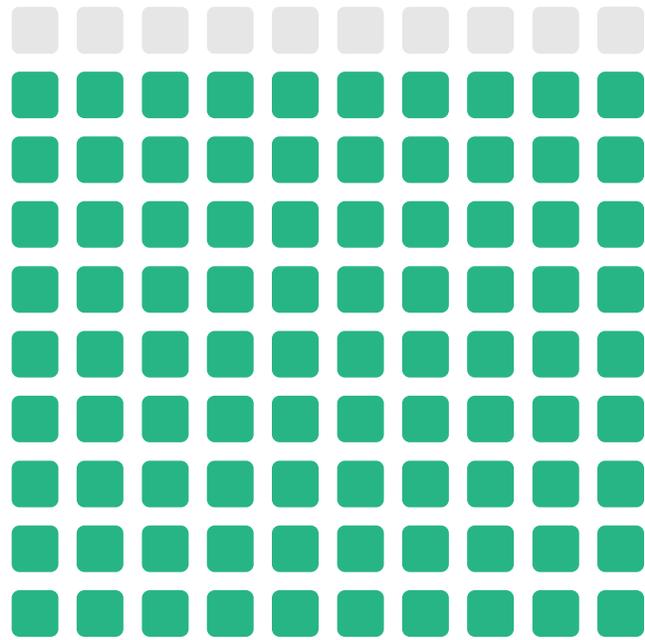
53% said the train was the only realistic option for that journey



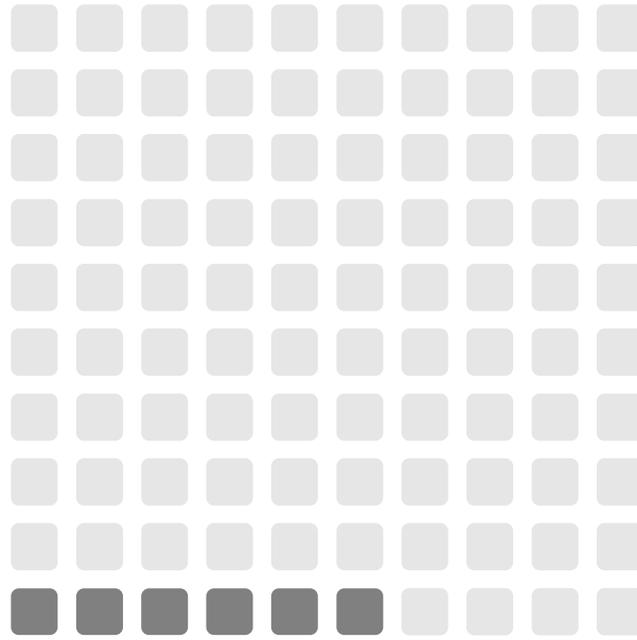
# Rail satisfaction



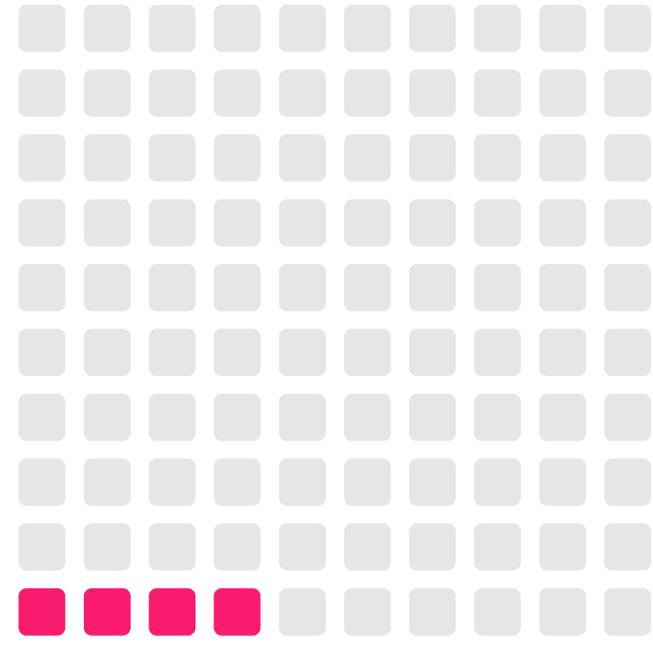
# Overall satisfaction with last rail journey



90%  
satisfied

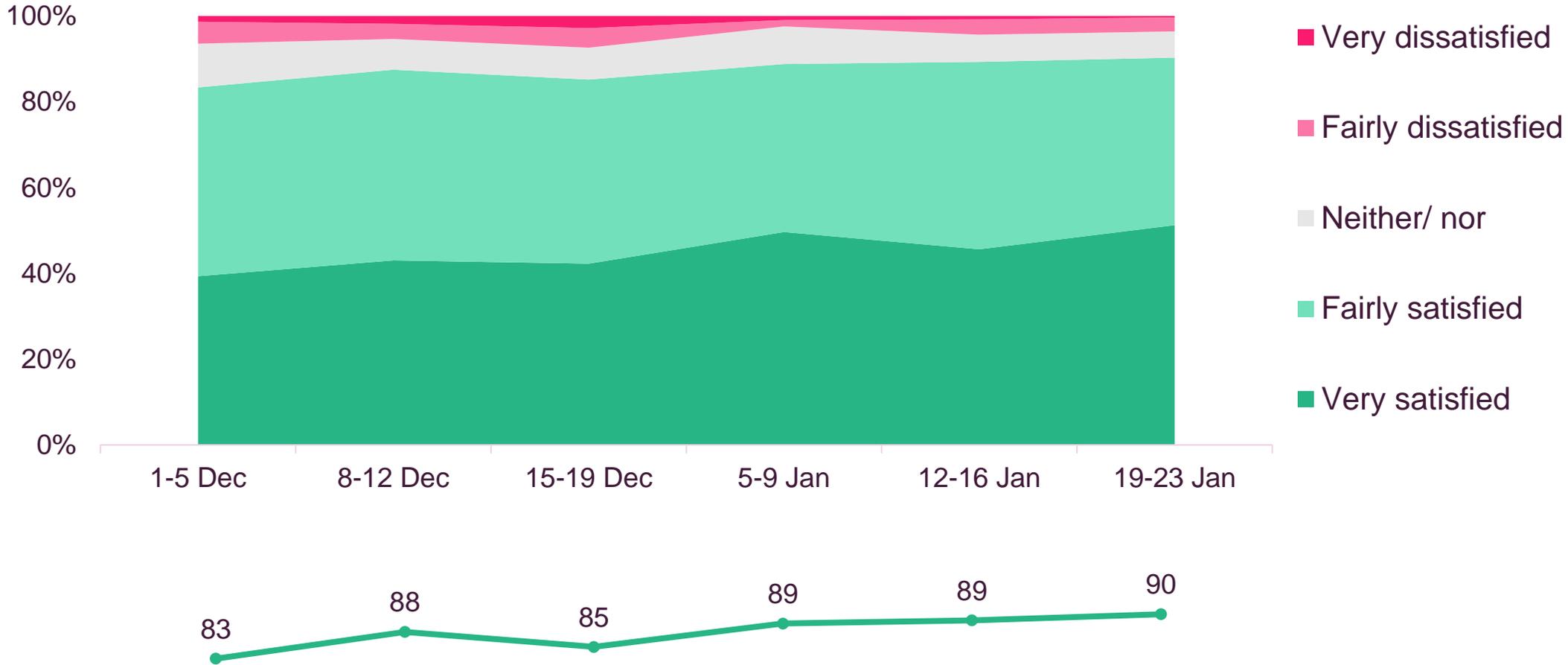


6%  
neither/nor



4%  
dissatisfied

# Overall satisfaction with rail journey – over time

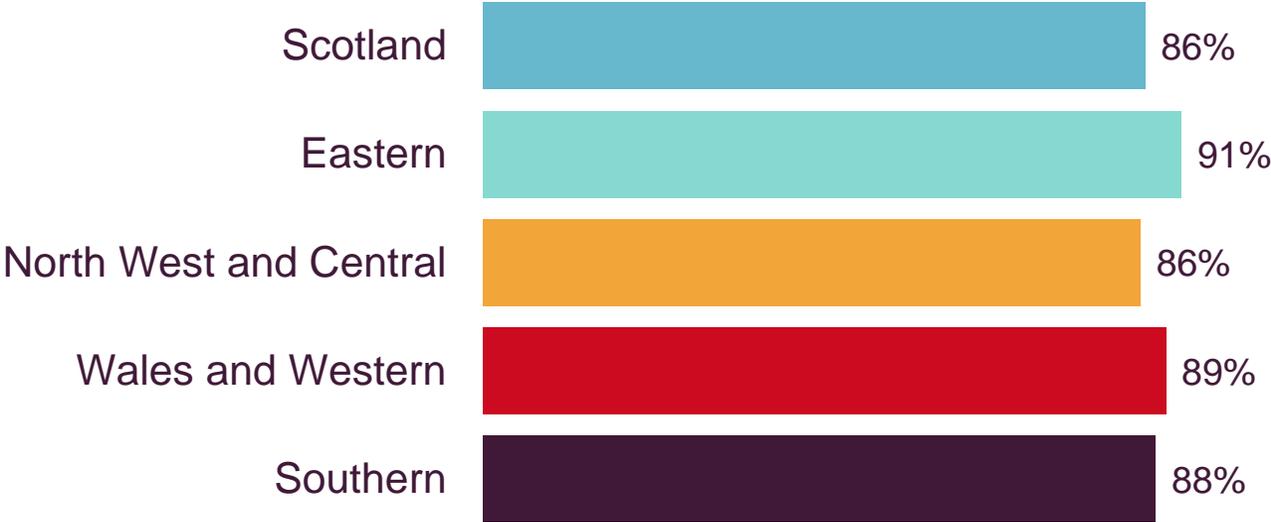


19-23 January 2022 report. Base size: all who used rail in last seven days – average 395 per week

# Overall satisfaction by Network Rail region

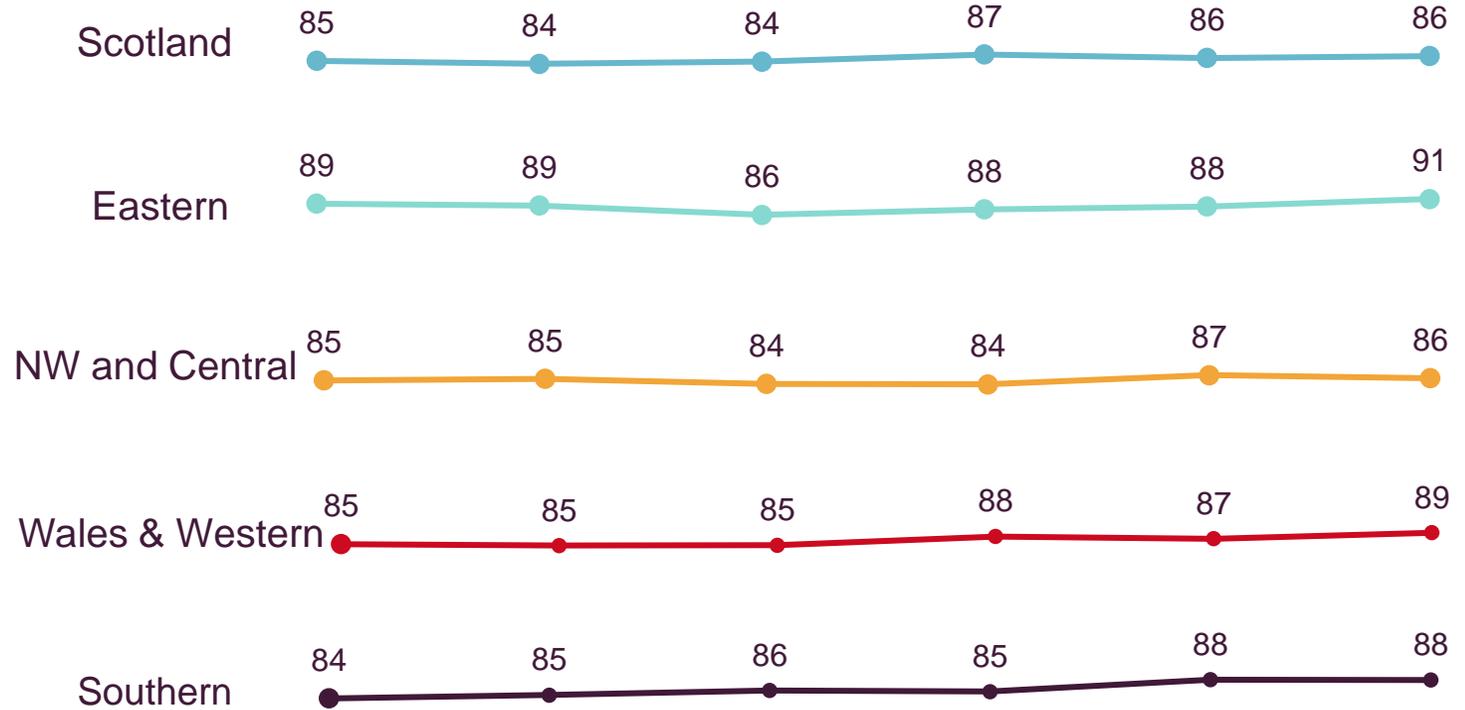


By region over last 4 weeks



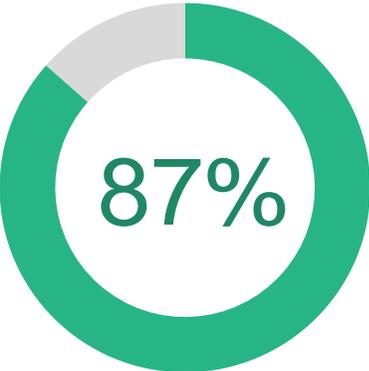
19-23 January 2022 report. Base size by region: Scotland to Southern: 104, 395, 305, 130, 487.

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

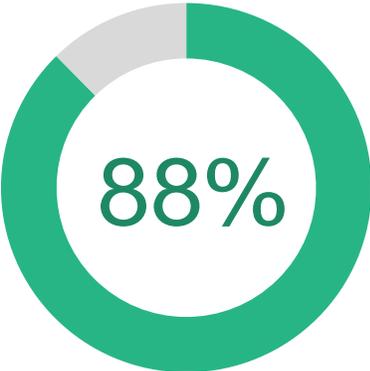


10-14 Nov to 1-5 Dec    17-21 Nov to 8-12 Dec    24-28 Nov to 15-19 Dec    1-5 Dec to 9 Jan    5-8-12 Dec to 12-16 Jan    15-19 Dec to 19-23 Jan

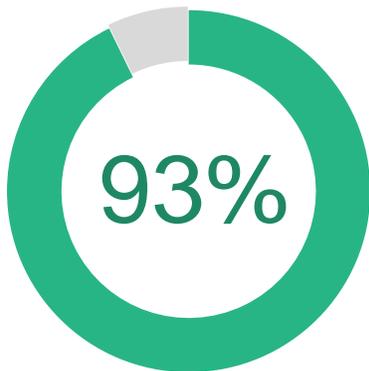
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



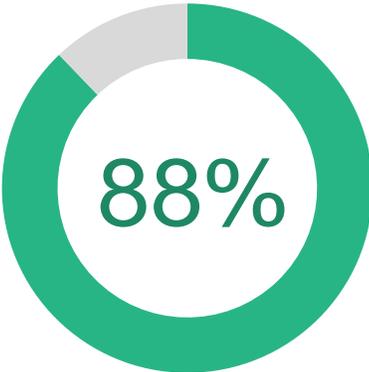
Age 18-34



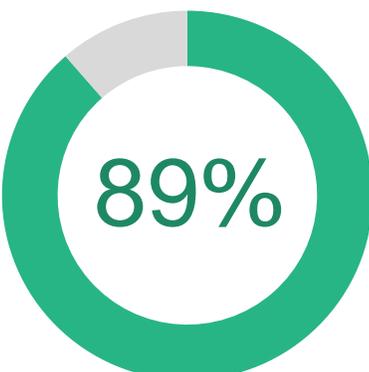
Age 35-54



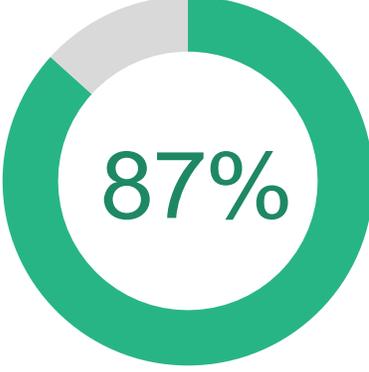
Age 55 and over



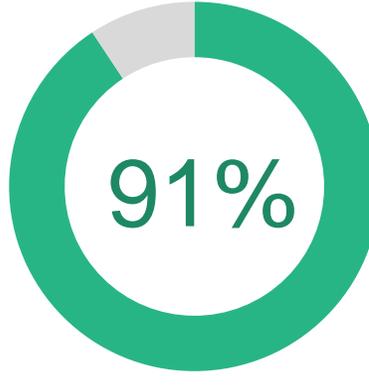
Men



Women



Commute



All leisure

19-23 January 2022 report. Base sizes: age 18-34 680; age 35-54 466; age 55+ 325; male 809; female 657; commute; 449; all leisure 819. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

# What rail passengers are saying...



On time, clean carriages and available seats.

Very satisfied, South Western Railway passenger

Train was busy, only 50% of people wearing masks.

Neither satisfied nor dissatisfied, Southeastern passenger

The train was on time, it was quite empty. The train was very clean. I like it when the train is empty as it means I'll get a seat.

Very satisfied, c2c passenger



The train was in time but too crowded with too many not wearing masks.

Neither satisfied nor dissatisfied, Southeastern passenger

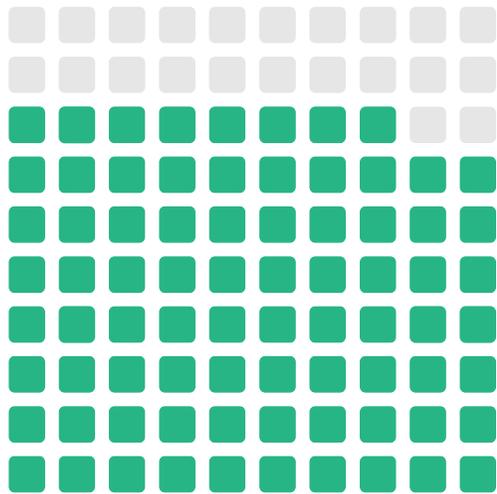
Train was delayed and lack of information.

Fairly dissatisfied, West Midlands Railway passenger

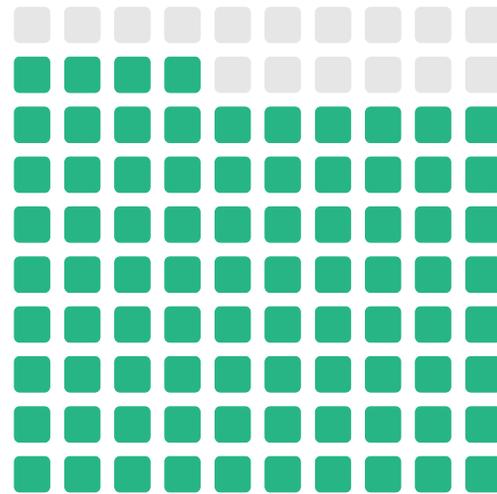
# Satisfaction with aspects of rail journey



# Satisfaction with the station and the train overall



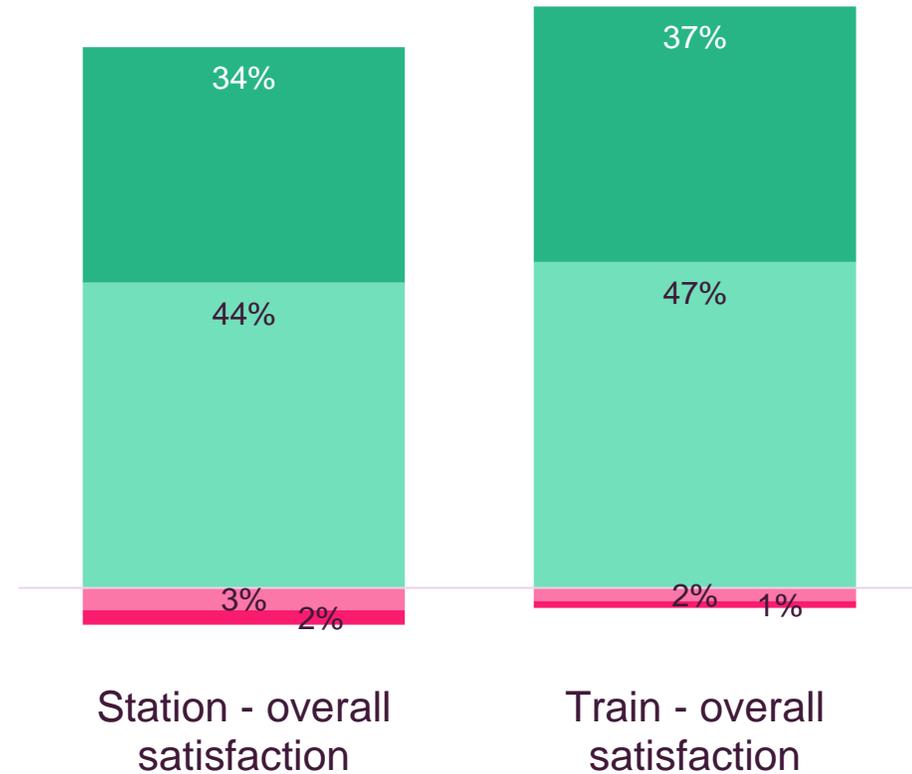
Station - overall satisfaction  
**78%**



Train - overall satisfaction  
**84%**

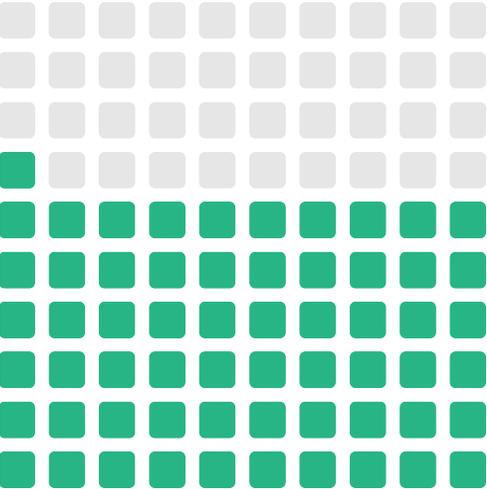


■ Very satisfied  
 ■ Fairly satisfied  
 ■ Fairly dissatisfied  
 ■ Very dissatisfied



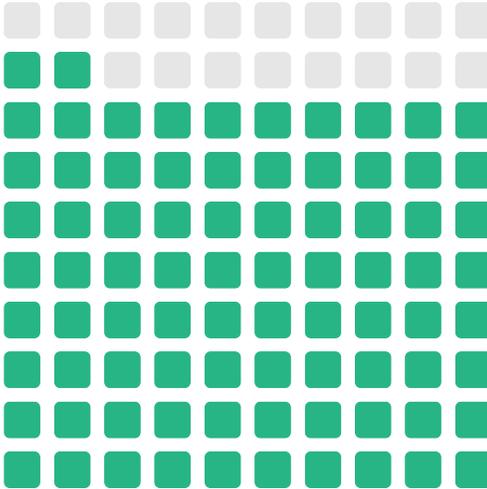
19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 313; train chart 313. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and Covid-related measures



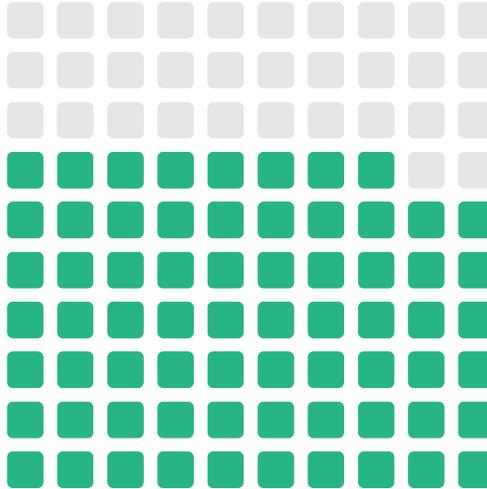
Information on how busy train would be before travelling

61%



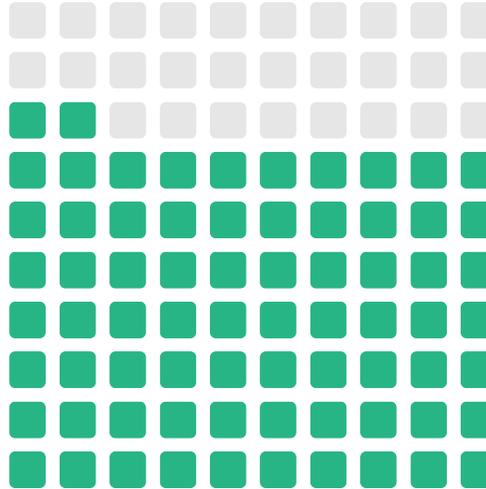
Cleanliness of the inside of the train

82%



Number of people wearing face coverings

68%



Covid measures on train and at station

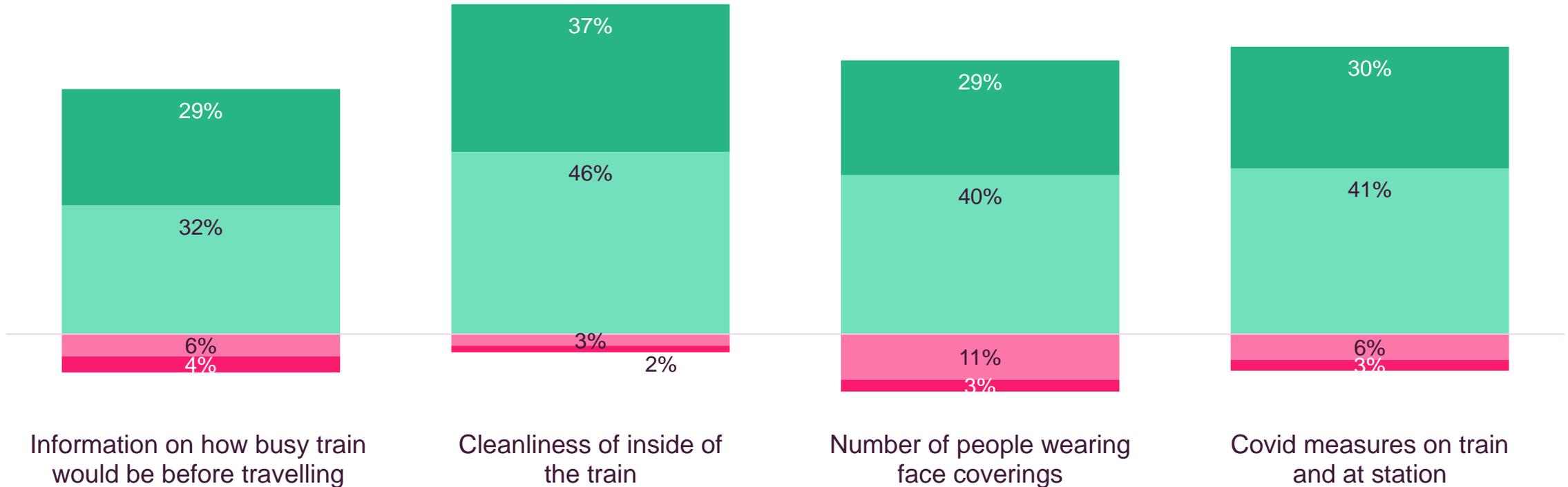
72%



19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 250; 313; 309; 307.

# Satisfaction with information, cleanliness and Covid-related measures

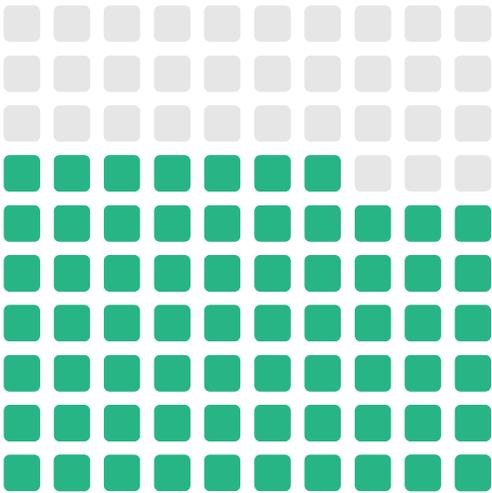
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 250; 313; 309; 307.

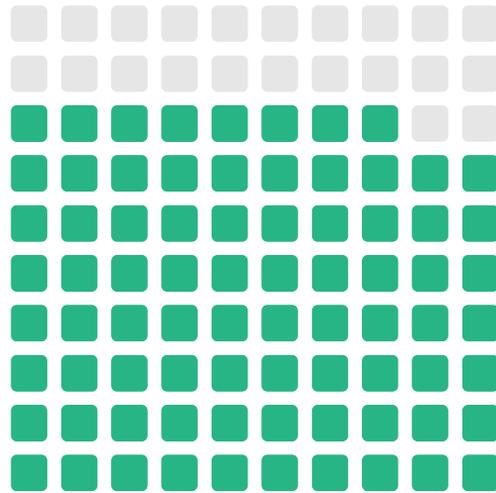
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



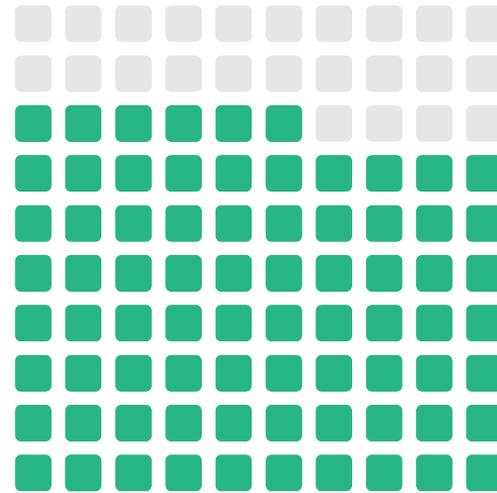
Ventilation on the train

67%



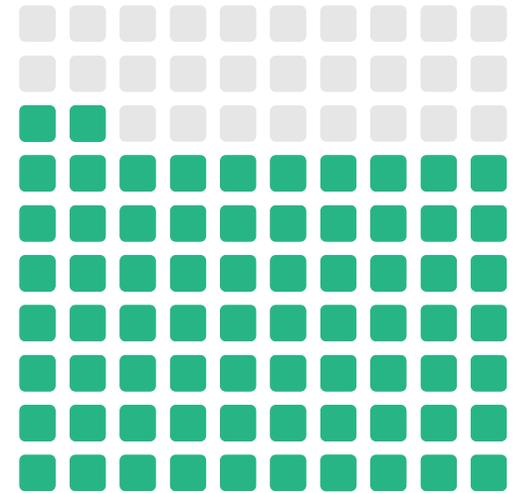
Level of crowding on the train

78%



Behaviour of other passengers

76%



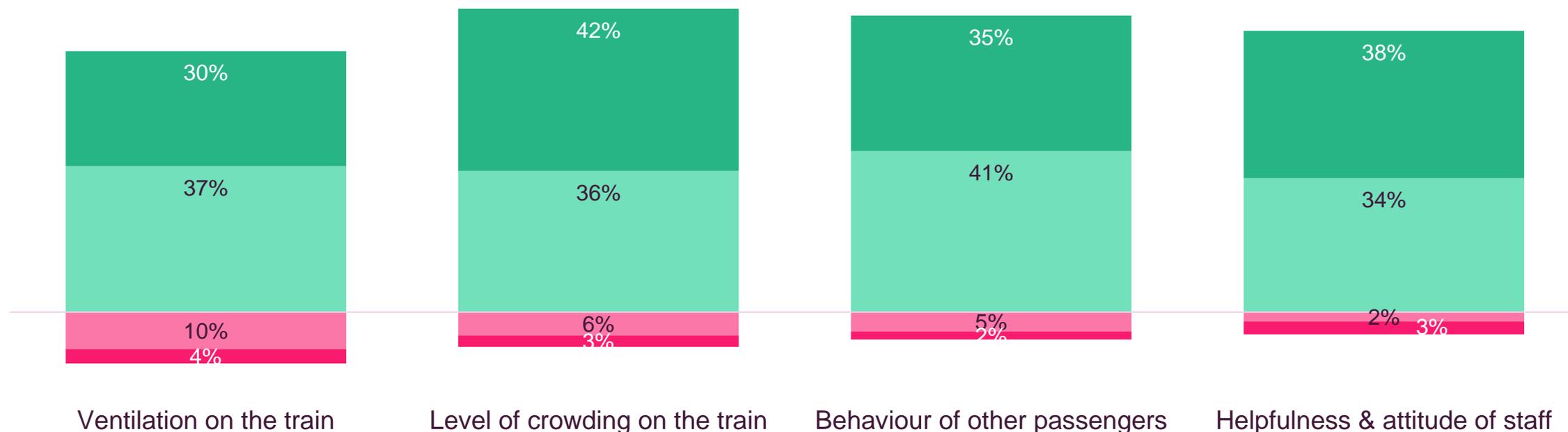
Helpfulness & attitude of staff

72%



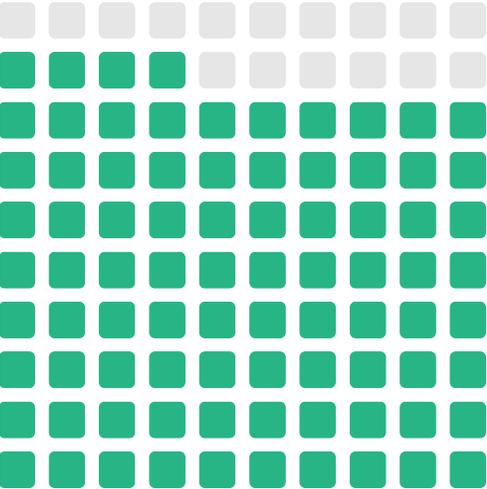
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

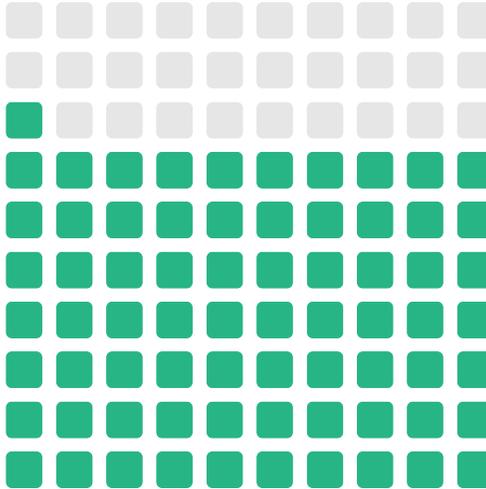


19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 309; 310; 310; 249.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

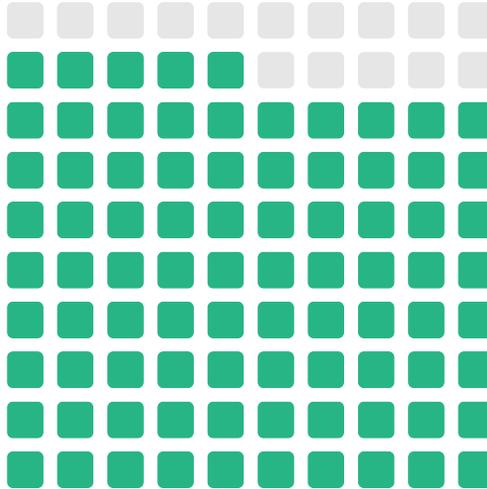
# Satisfaction with punctuality, frequency, journey time and on-train information



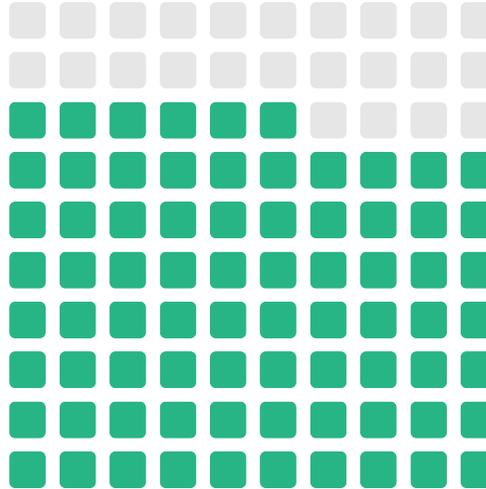
Punctuality/reliability  
84%



Frequency of trains on that route  
71%



Length of time journey scheduled to take  
85%



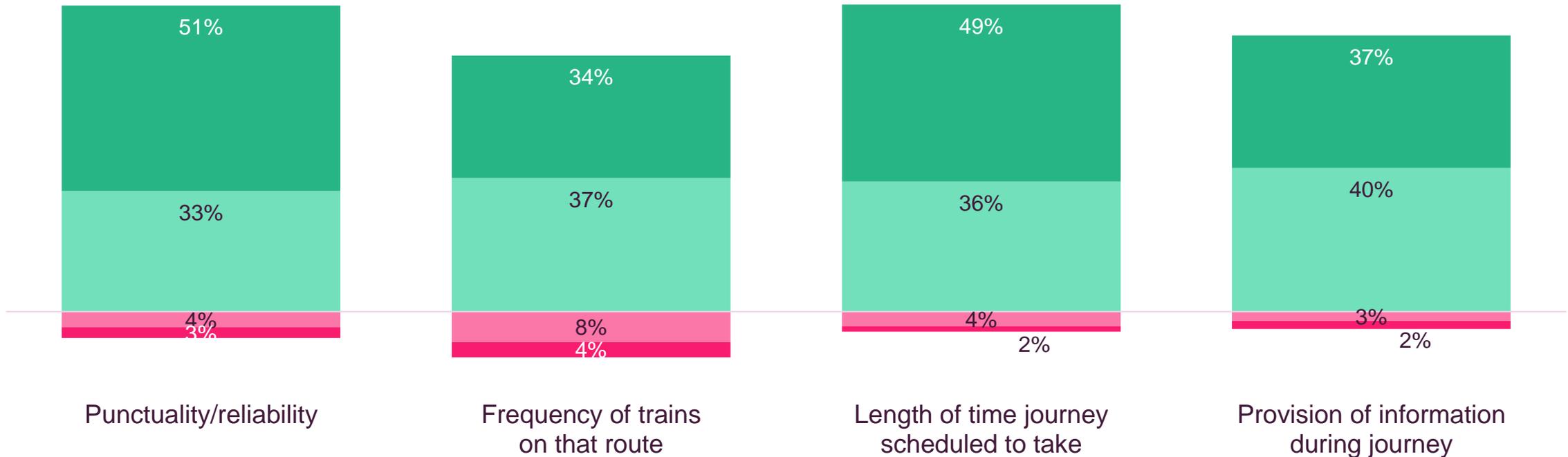
Provision of information during journey  
76%



19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 312; 313; 313; 299.

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

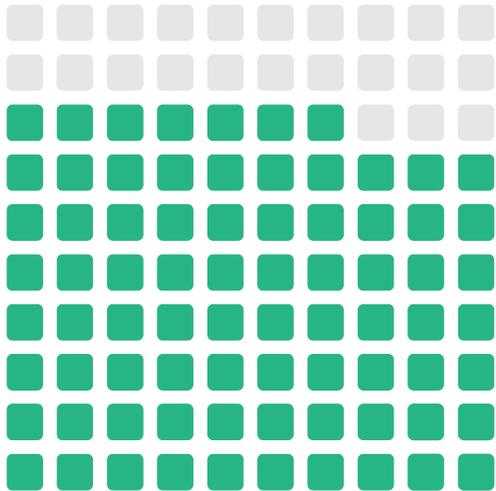
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



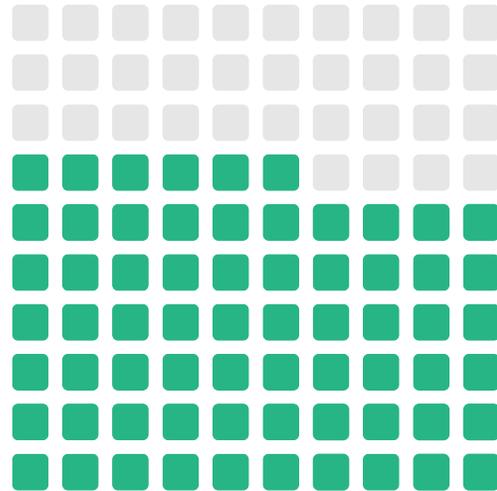
19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 312; 313; 313; 299.

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

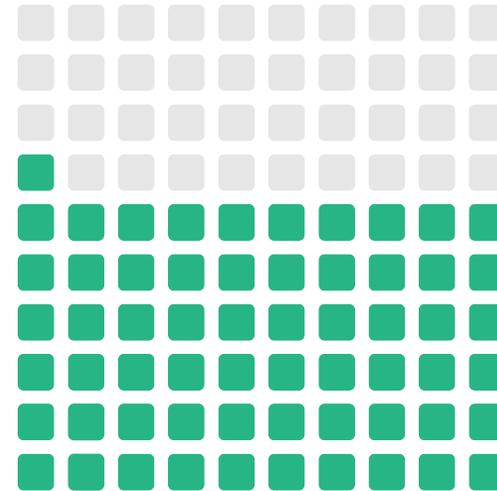
# Satisfaction with seats, value for money, internet reliability and personal security



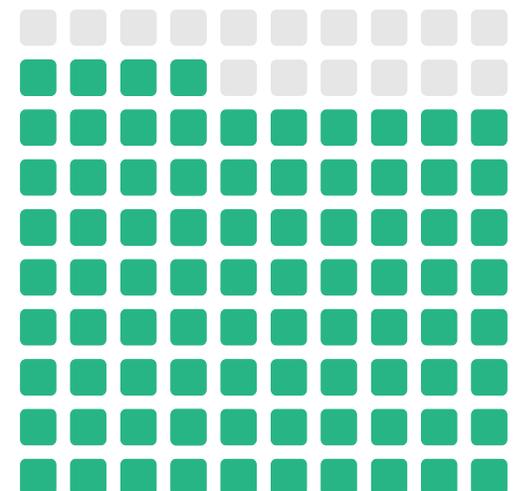
Comfort of the seats  
77%



Value for money  
66%



Reliability of internet connection  
61%



Personal security during journey  
84%

Last 6 weeks



Last 6 weeks



Last 6 weeks

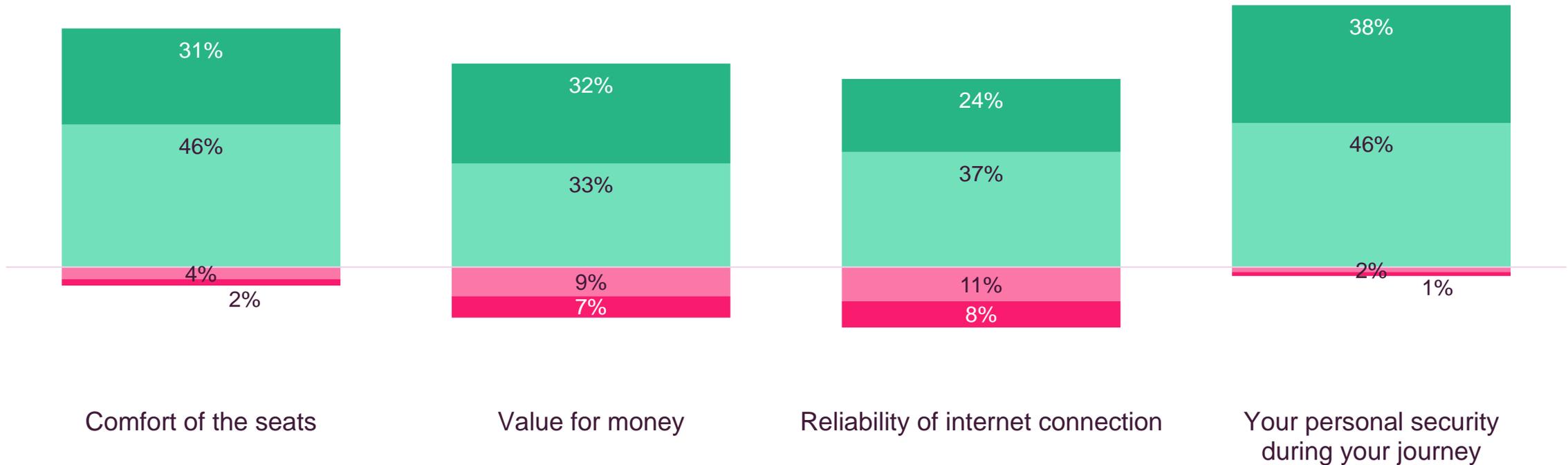


Last 6 weeks



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

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

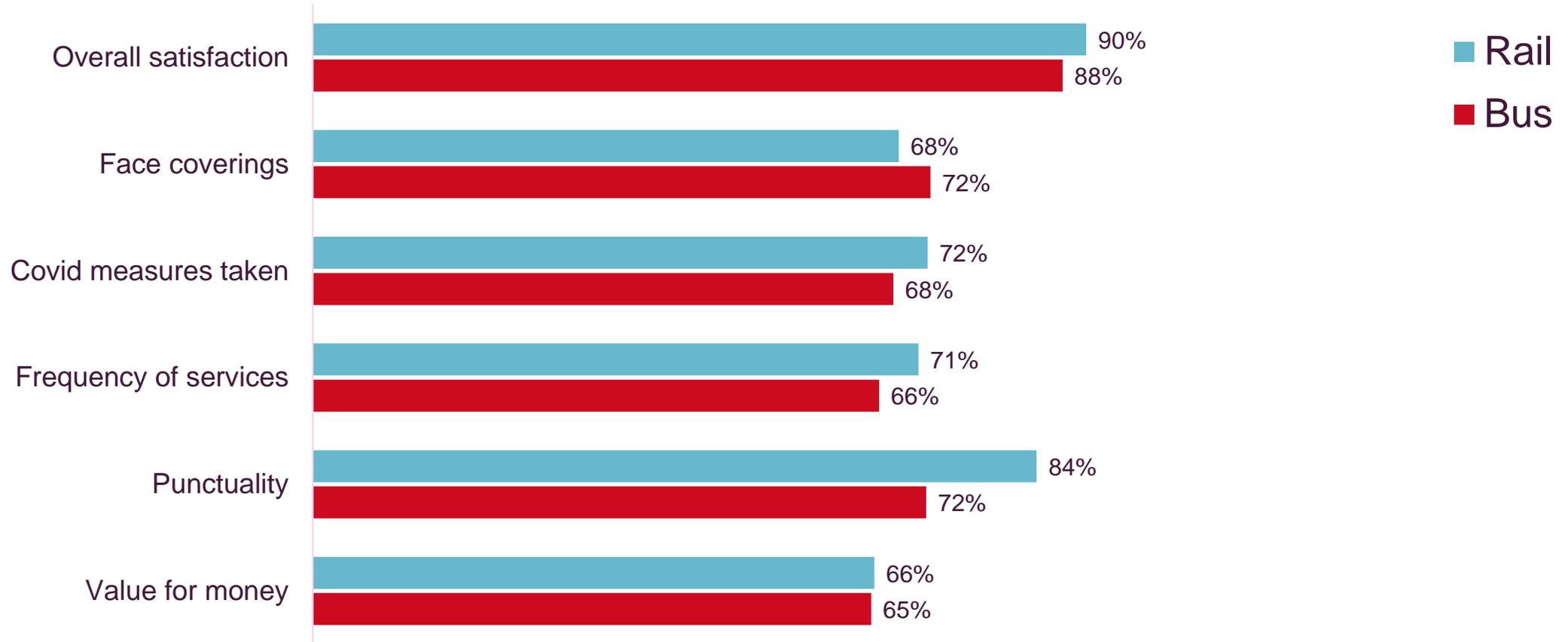


19-23 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 309; 297; 215; 313.

\* 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



# 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: 1 - 5 December	Fieldwork: 8 - 12 December	Fieldwork: 15 - 19 December	Fieldwork: 5 - 9 January	Fieldwork: 12 - 16 January	Fieldwork: 19 - 23 January
Week 12	Week 13	Week 14	Week 15	Week 16	Week 17
445	456	421	368	369	313

# 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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[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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