

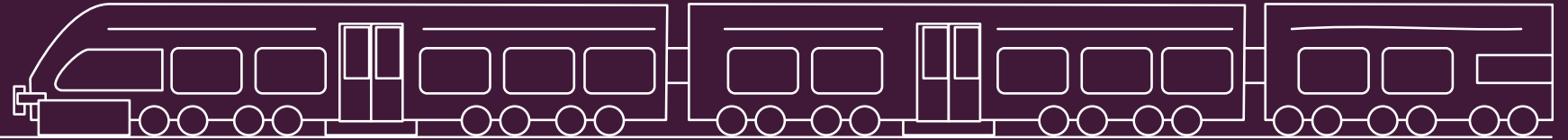
26 - 30
January
2022

Week 18

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.

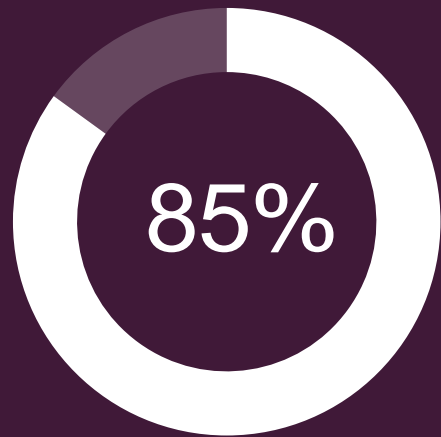
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews that took place between 26 and 30 January 2022.

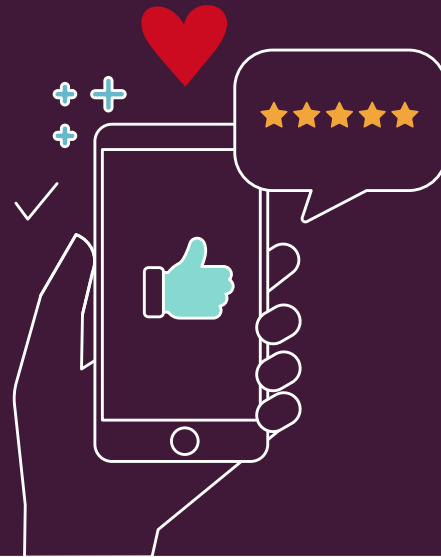
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

Rail headlines



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



Satisfaction with helpfulness/ attitude of staff is up to 77% this week from 72% last week.



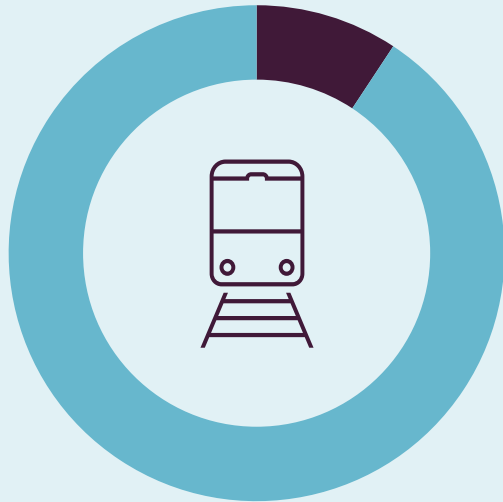
Satisfaction with Covid measures taken at station and on train is down to 65% this week from 72% last week.

Rail usage levels



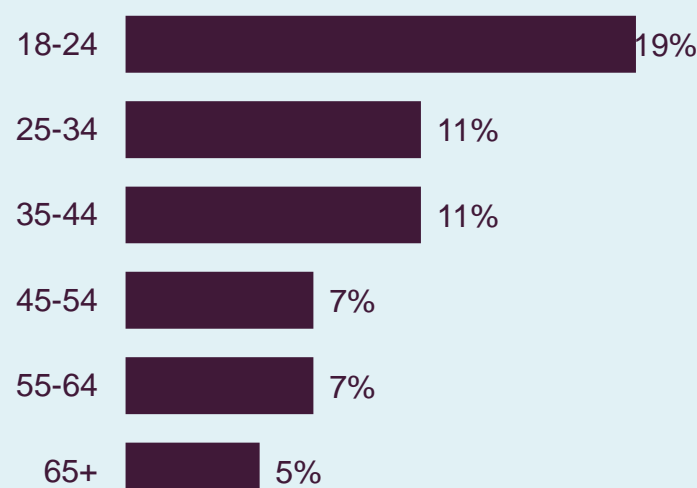
Around one in eleven used rail in the last seven days

Proportion using rail in the last seven days

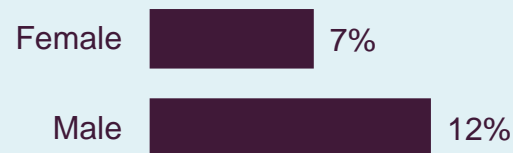


9%
of people in
Great Britain used
rail this week

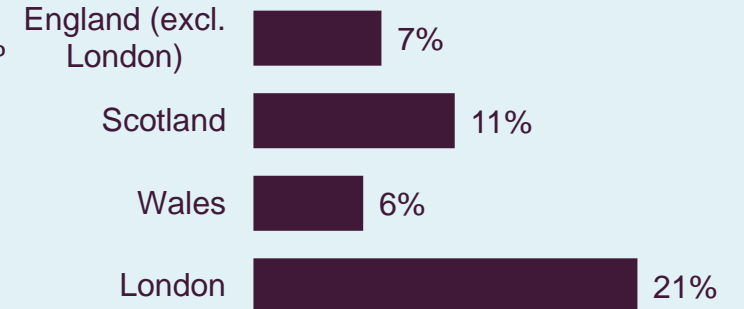
Age



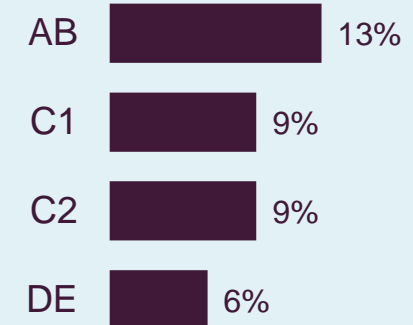
Sex



Region



Social grade



Rail use remains below 10 per cent for the fourth week

Proportion using rail within the last seven days



26-30 January 2022 report. Base size all respondents: approx. 4000 per week.

Commuting is the most common single reason for rail travel this week

Main purpose of last rail journey



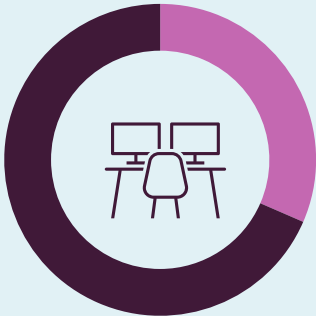
Leisure/eating out/non-essential shopping
25%



Friends/family
23%



Essential shopping
4%



Commuting
32%



Work travel
7%

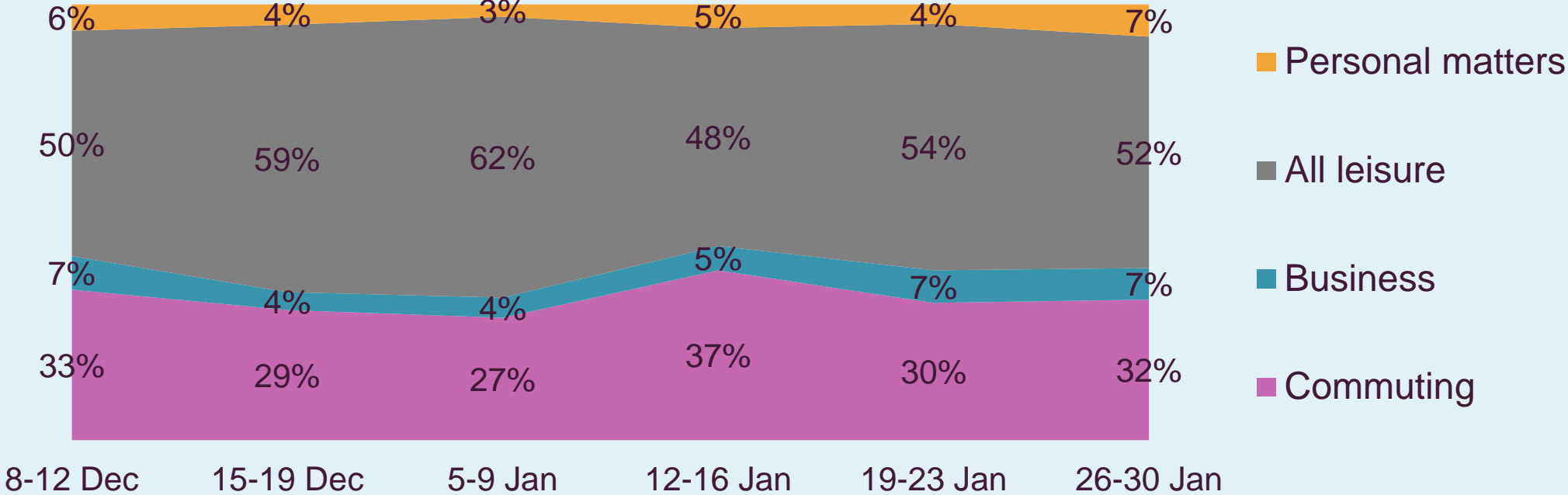


Personal matters
7%

26-30 January 2022 report. Base size 377. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

The proportion of rail users commuting is around one third

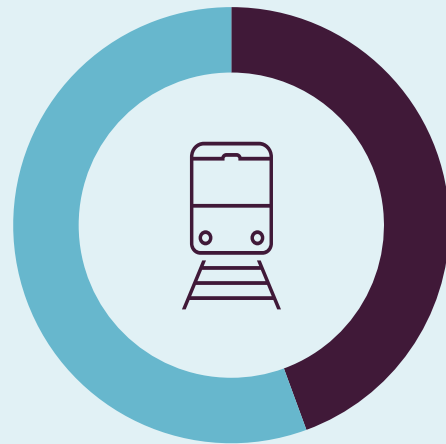
Main purpose of last rail journey



26-30 January 2022 report. Base size weekly average 384. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

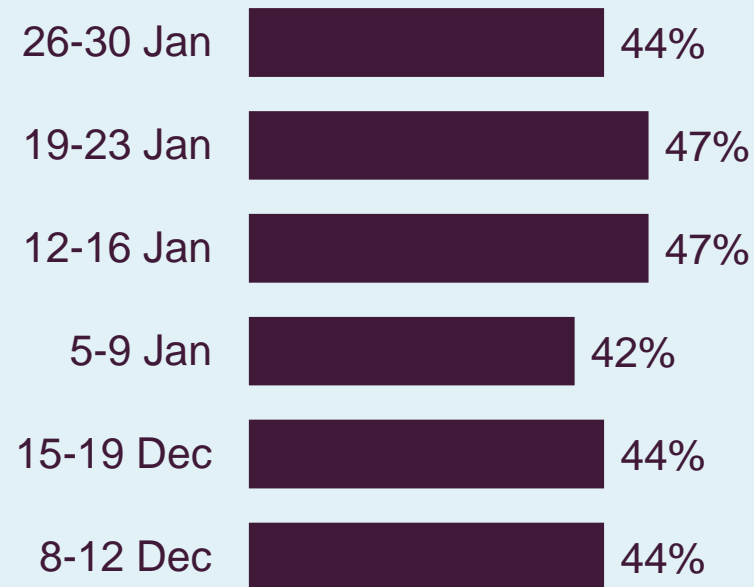
Less than half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



44%

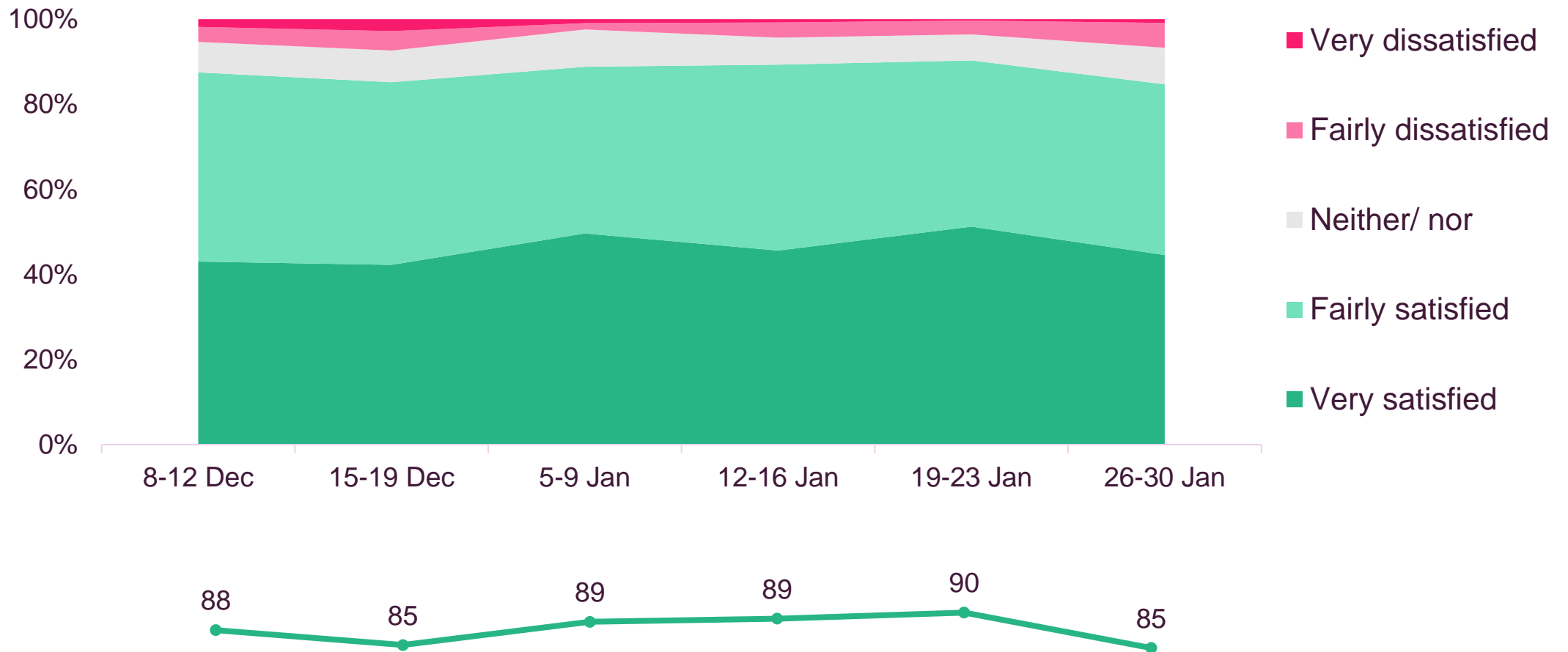
56% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time

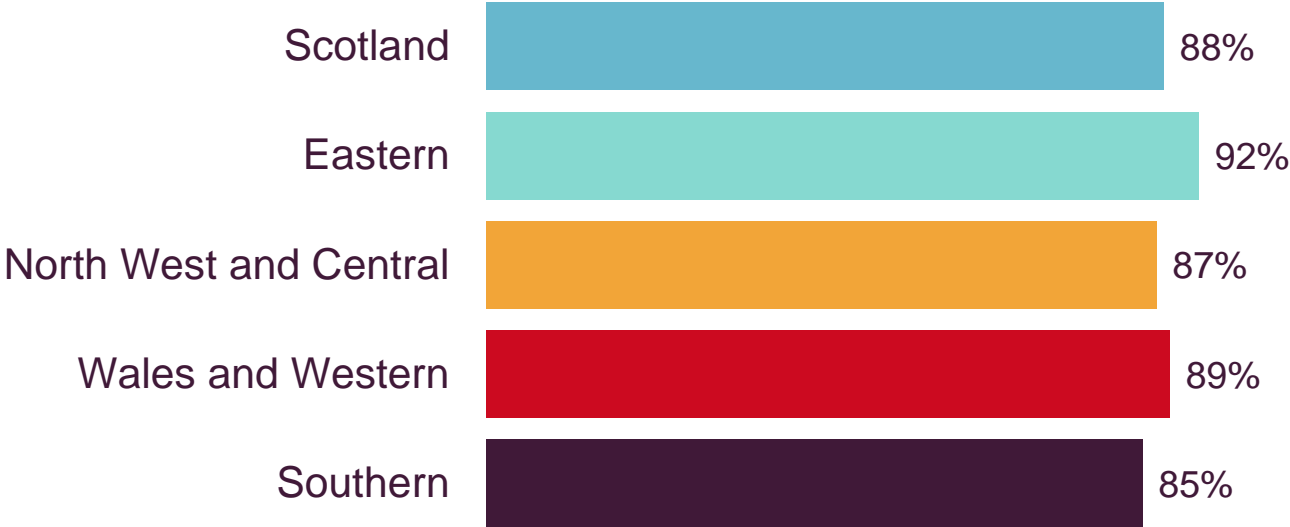


26-30 January 2022 report. Base size: all who used rail in last seven days – average 384 per week

Overall satisfaction by Network Rail region

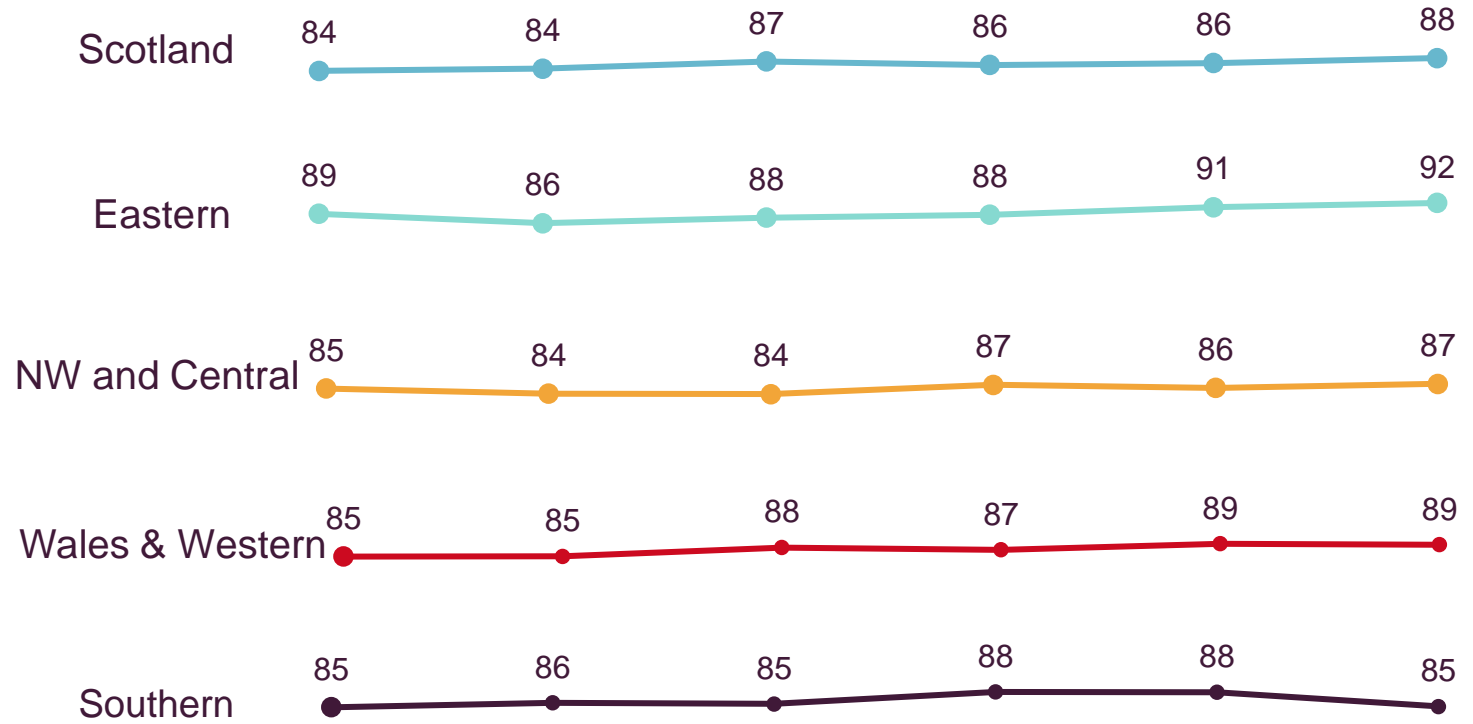


By region over last 4 weeks



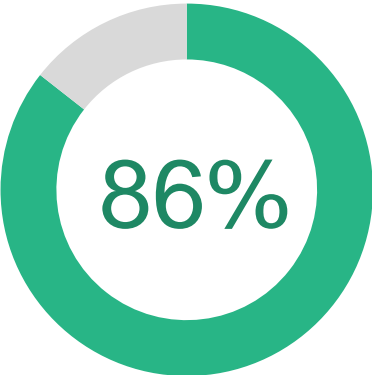
26-30 January 2022 report. Base size by region: Scotland to Southern: 107, 382; 293, 126, 477.

Overall satisfaction by Network Rail region – four week rolling averages

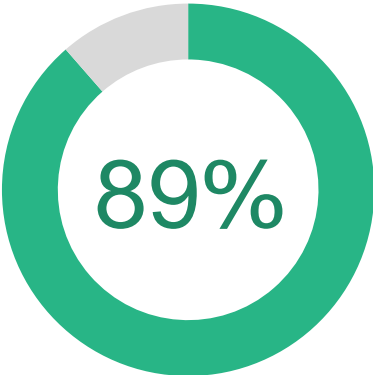


17-21 Nov to 8-12 Dec 24-28 Nov to 15-19 Dec 1-5 Dec to 9 Jan 5-8 Dec to 12-16 Jan 8-12 Dec to 19-23 Jan 15-19 Dec to 5-9 Jan to 26-30 Jan

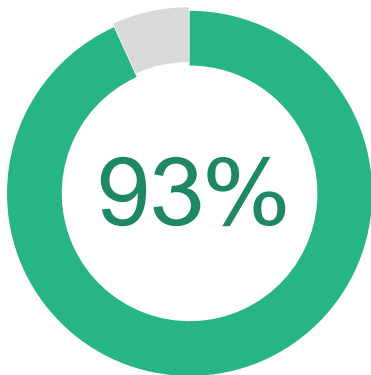
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



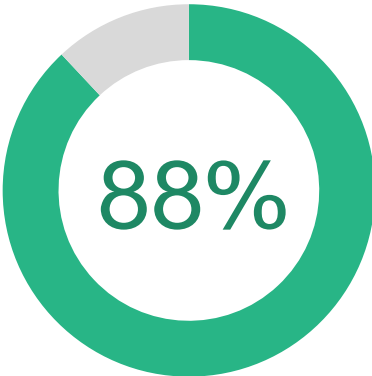
Age 18-34



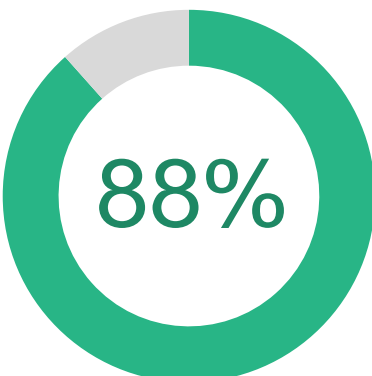
Age 35-54



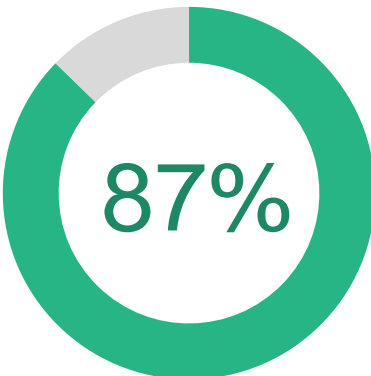
Age 55 and over



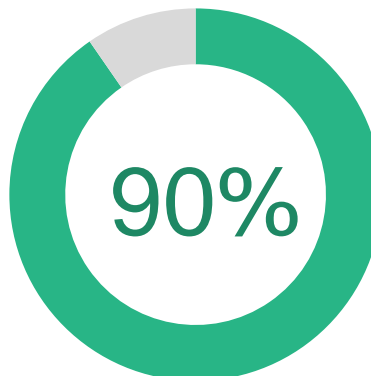
Men



Women



Commute



All leisure

26-30 January 2022 report. Base sizes: age 18-34 667; age 35-54 448; age 55+ 312; male 834; female 588; commute; 448; all leisure 774. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

What rail passengers are saying...



On time and strict hygiene.

Very satisfied, Southern passenger

I don't think I got value for my money.

Fairly dissatisfied, South Western Railway passenger

Arrived on time, clean, safe friendly staff.

Very satisfied, Northern passenger

On time and plenty of room to sit and clean.

Very satisfied, Transport for Wales passenger



Two of the three toilets on the train were out of service.

Fairly dissatisfied, Thameslink passenger

Train was on time, however fares have disproportionately risen this week.

Neither satisfied nor dissatisfied, ScotRail passenger

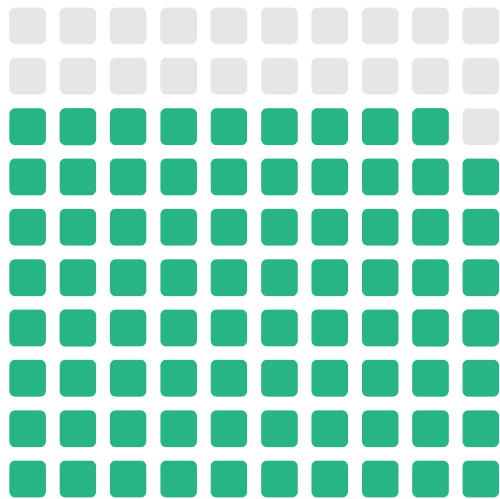
It was absolutely cram full of people, not everyone had a seat, and there was no chance to social distance.

Neither satisfied nor dissatisfied, CrossCountry passenger

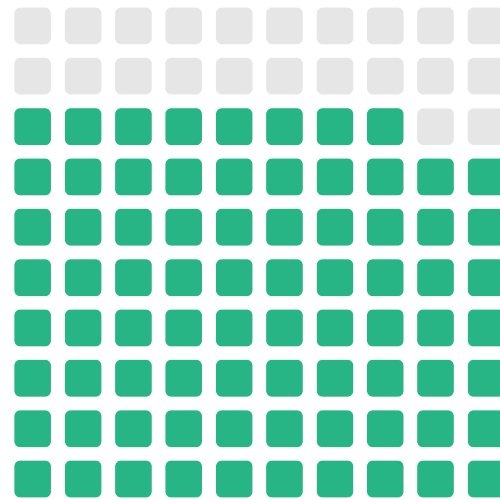
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall

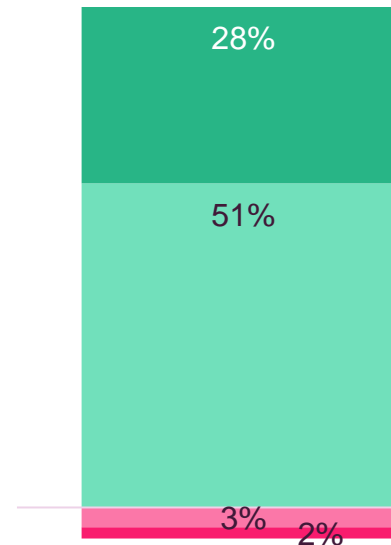


Station - overall satisfaction
79%

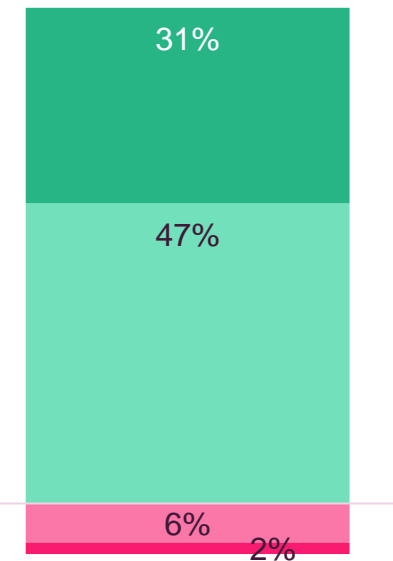


Train - overall satisfaction
78%

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



Station - overall satisfaction

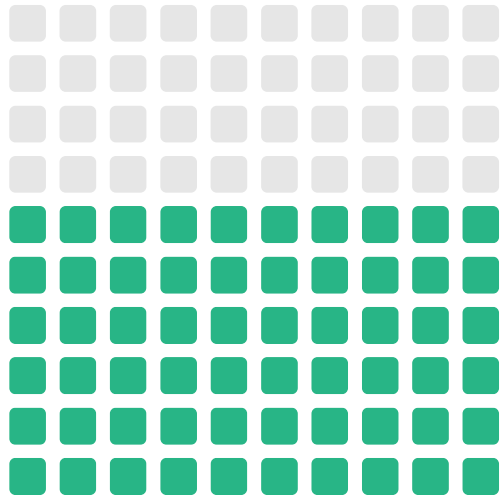


Train - overall satisfaction



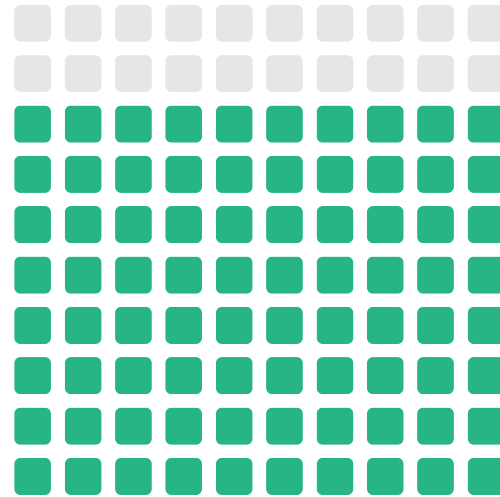
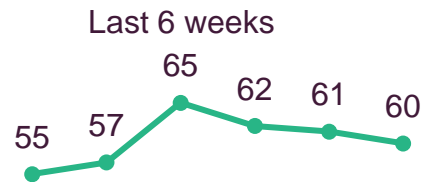
26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 376; train chart 376.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



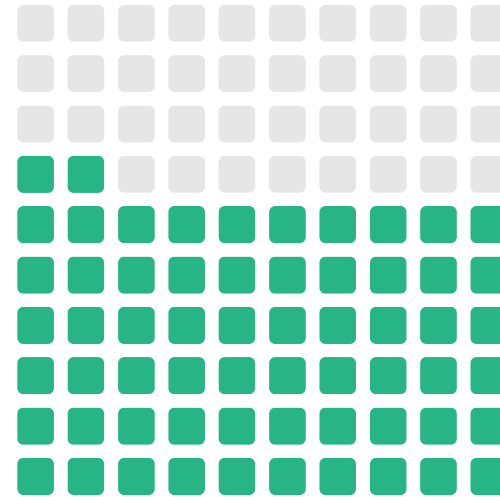
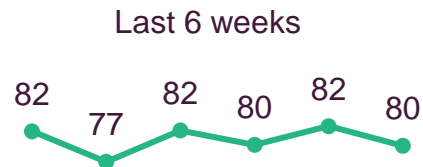
Information on how busy train would be before travelling

60%



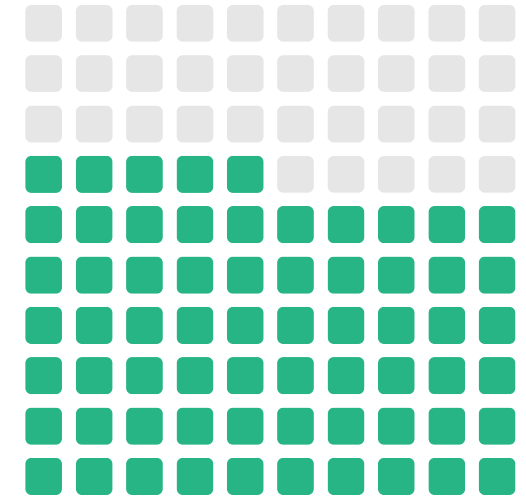
Cleanliness of the inside of the train

80%



Number of people wearing face coverings

62%



Covid measures on train and at station

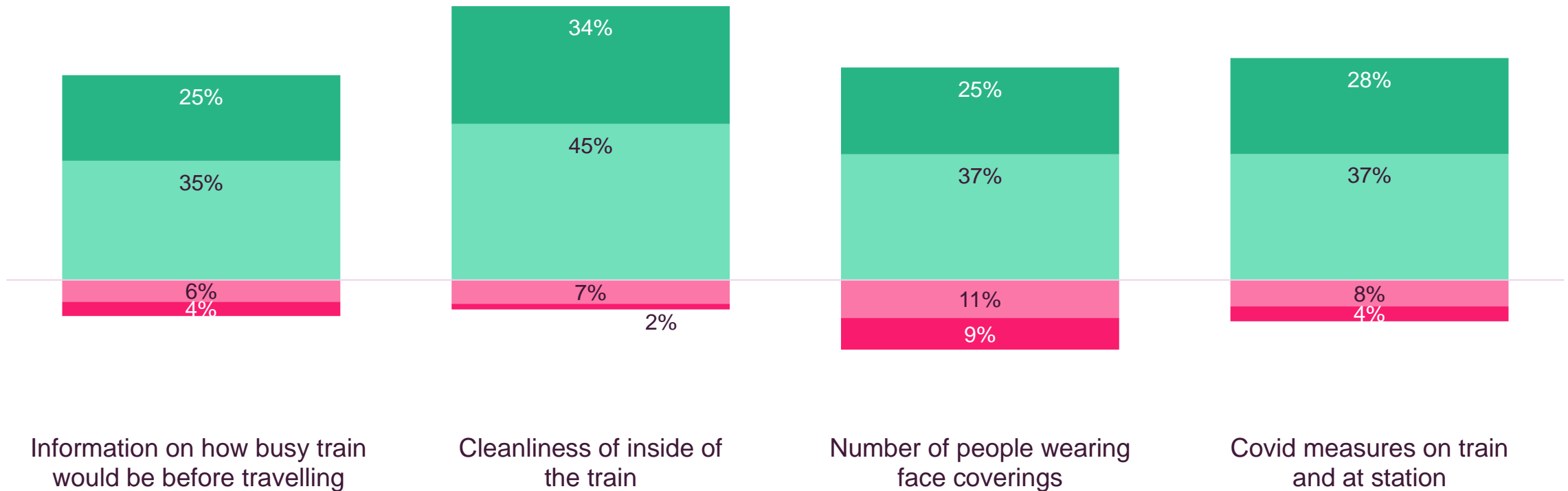
65%



26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 300; 377; 371; 366.

Satisfaction with information, cleanliness and Covid-related measures

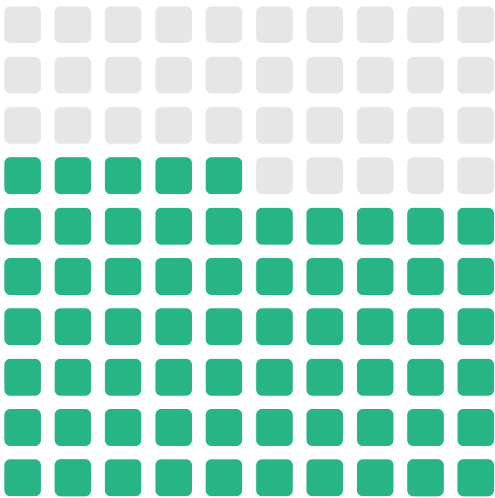
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 300; 377; 371; 366.

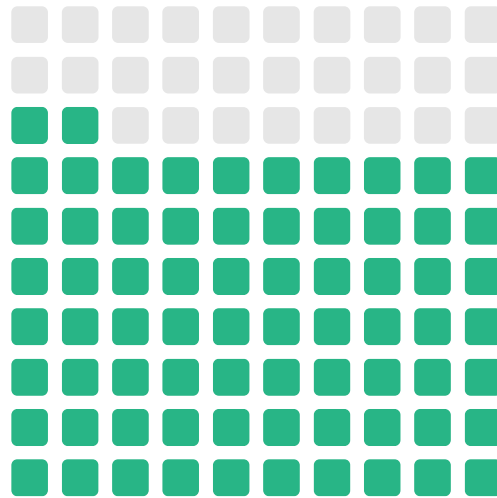
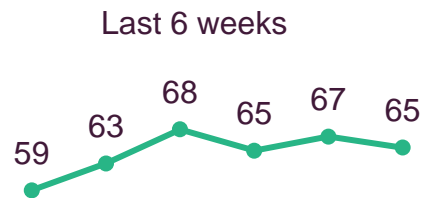
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



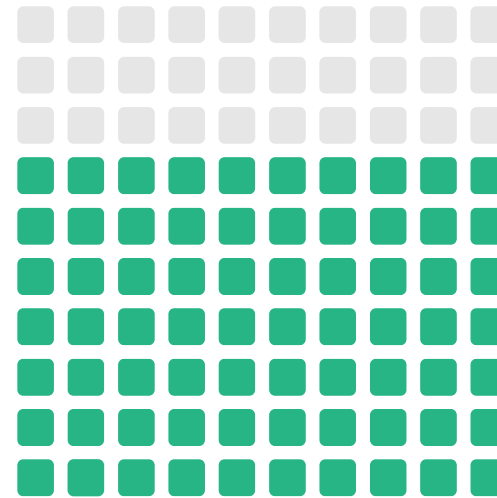
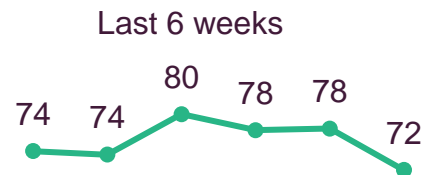
Ventilation on the train

65%



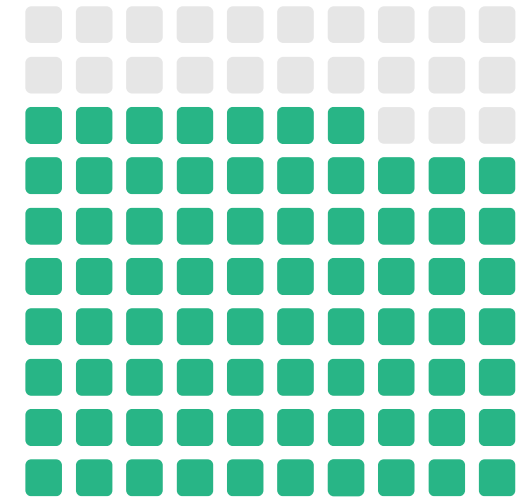
Level of crowding on the train

72%



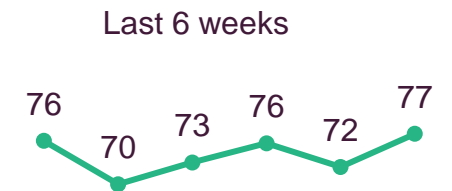
Behaviour of other passengers

70%



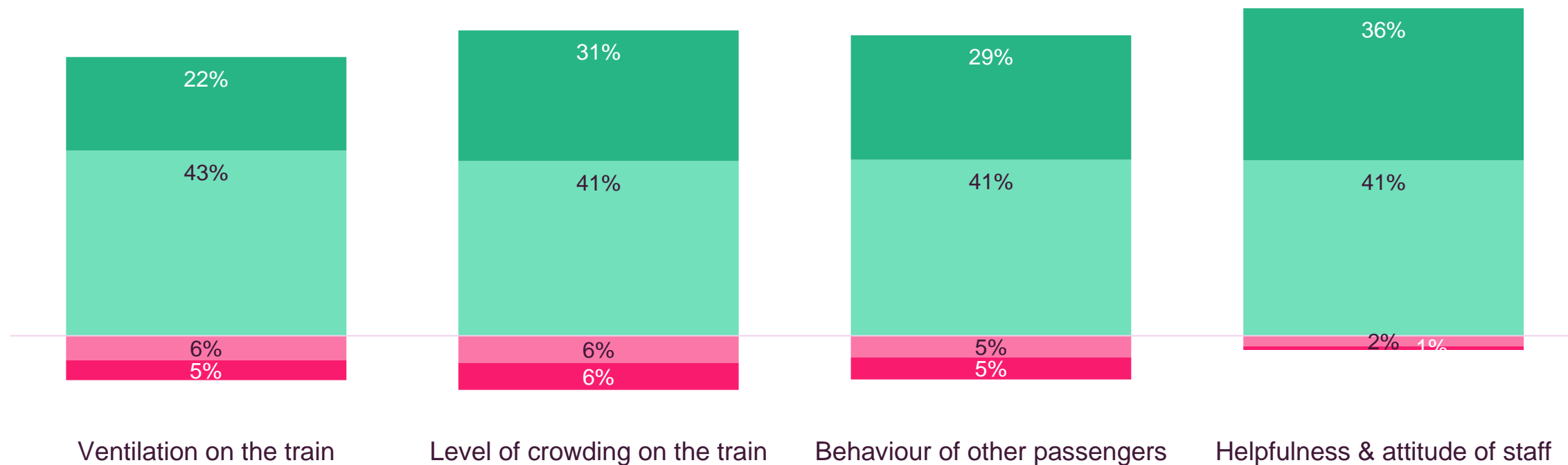
Helpfulness & attitude of staff

77%



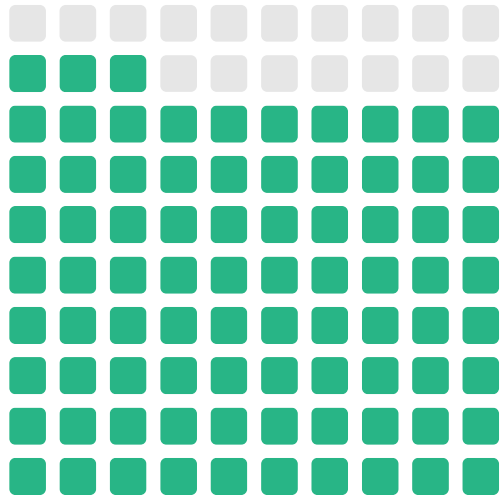
Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



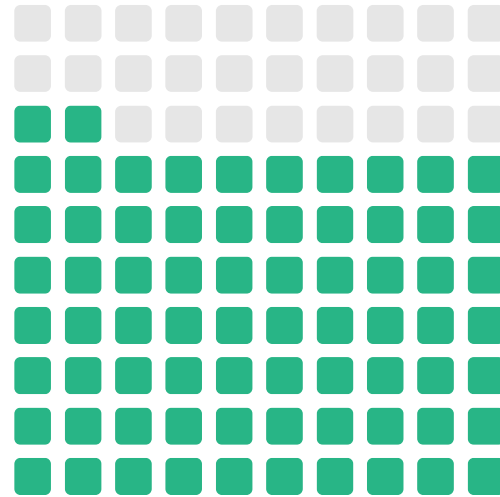
26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 370; 375; 373; 285.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



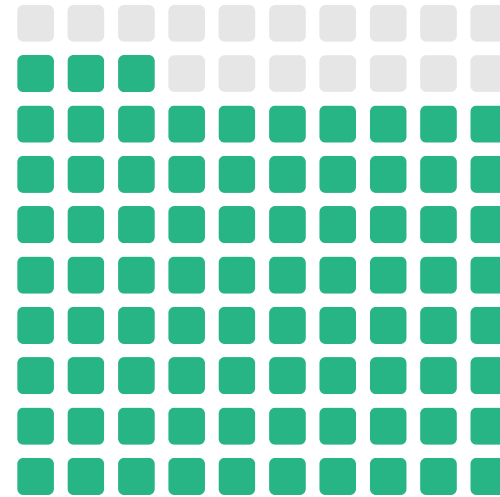
Punctuality/reliability

83%



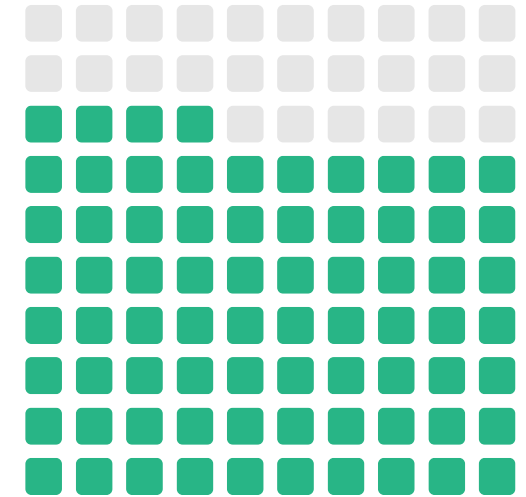
Frequency of trains on that route

72%



Length of time journey scheduled to take

83%



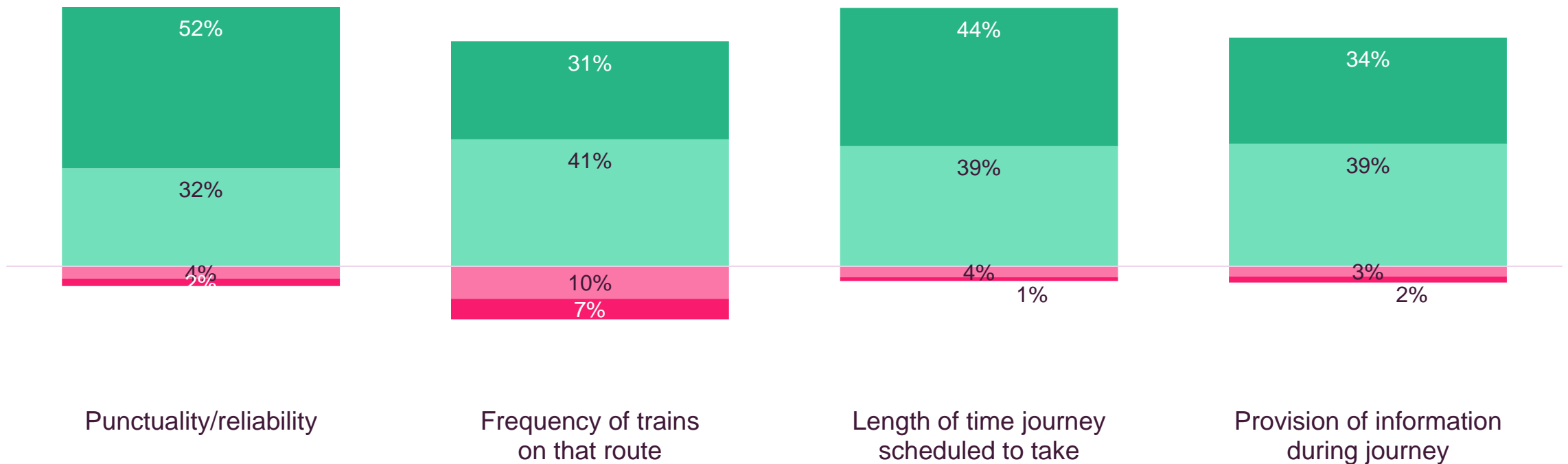
Provision of information during journey

74%



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

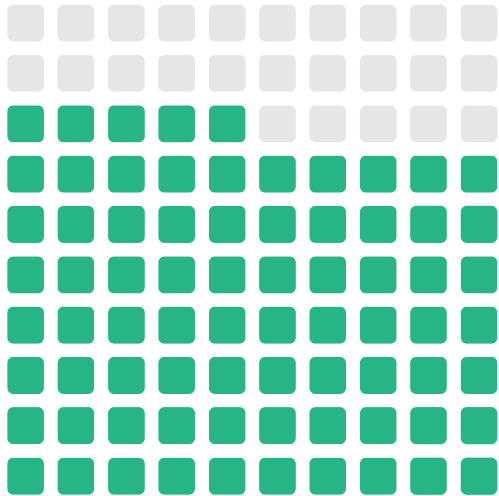
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



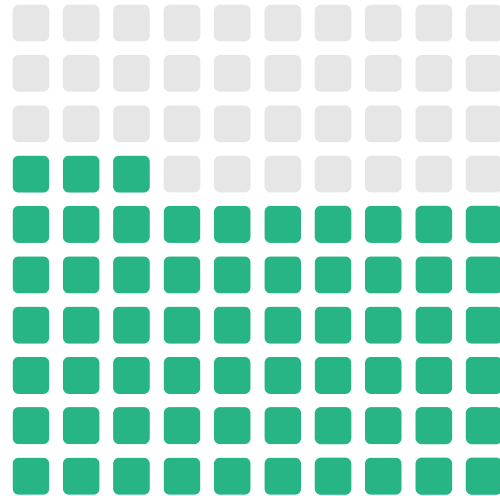
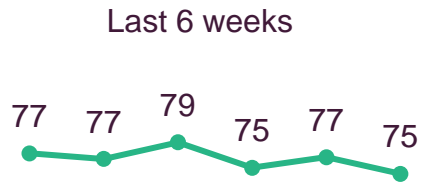
26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 376; 374; 376; 352.

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

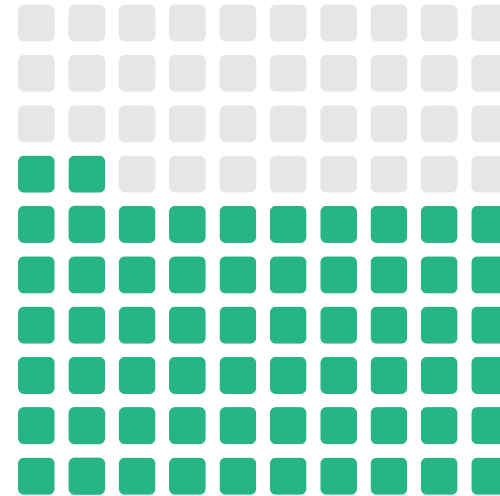
Satisfaction with seats, value for money, internet reliability and personal security



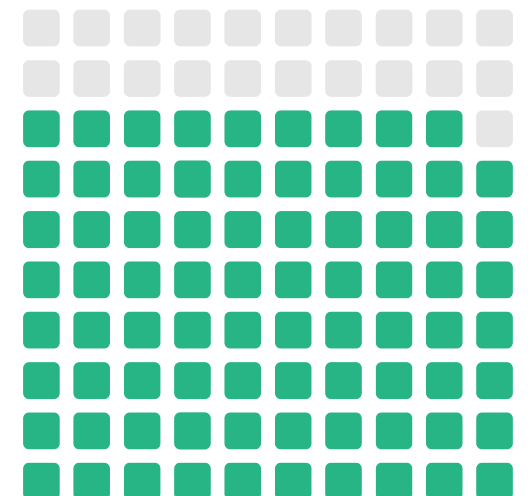
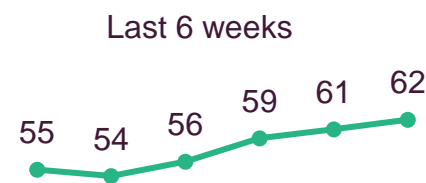
Comfort of the seats
75%



Value for money
63%



Reliability of internet connection
62%

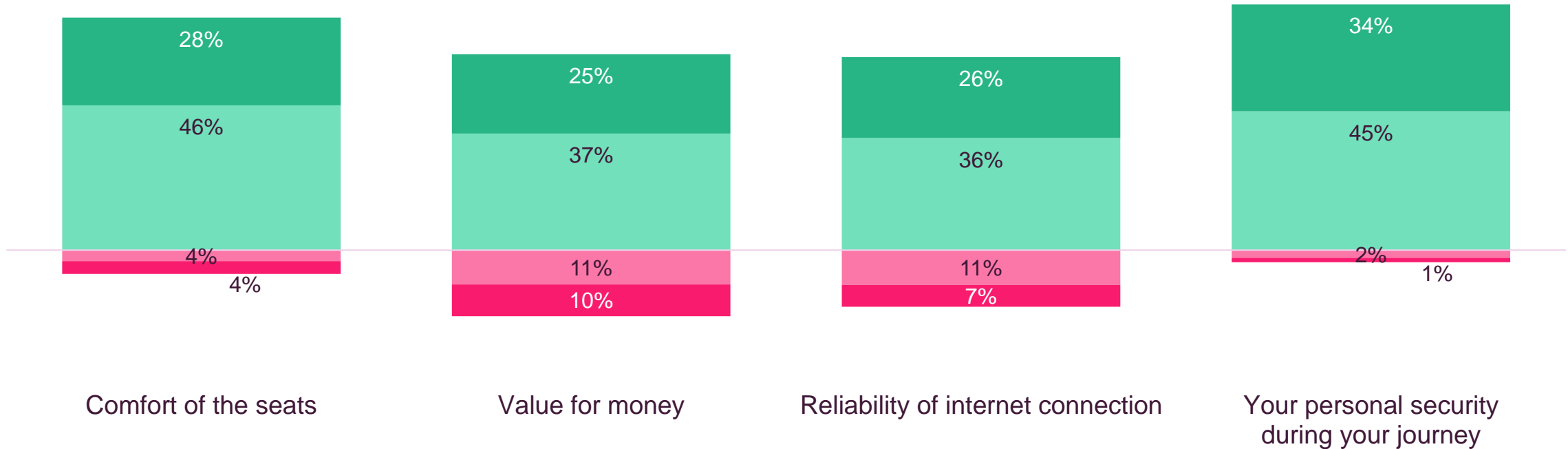


Personal security during journey
79%



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

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

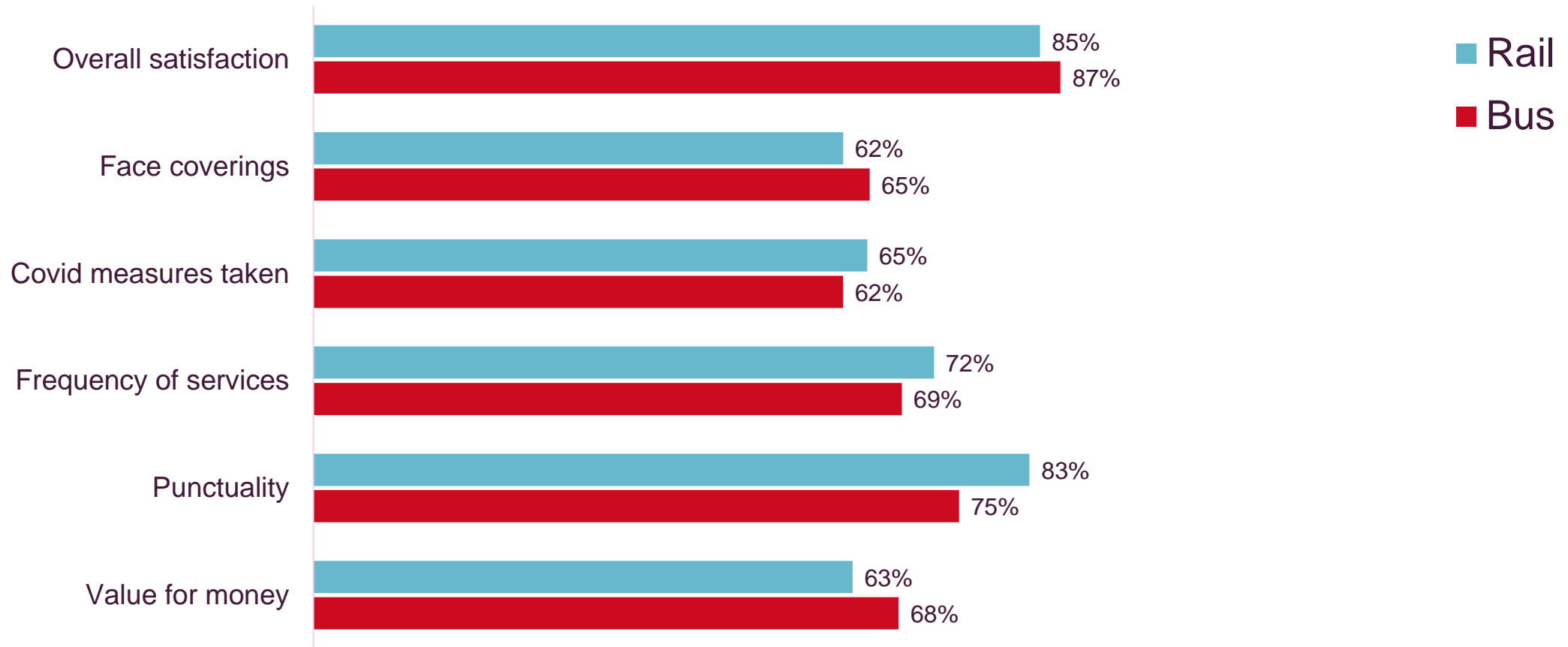


26-30 January 2022 report. Base size (used rail in last seven days and not applicable excluded): 370; 359; 254; 370.

* 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 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: 8 - 12 December	Fieldwork: 15 - 19 December	Fieldwork: 5 - 9 January	Fieldwork: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January
Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
456	421	368	369	313	377

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:

Murray Leader

Senior insight adviser

Murray.Leader@transportfocus.org.uk

Transport Focus

Albany House

86 Petty France

London

SW1H 9EA

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.

© 2022 Transport Focus