

9 February
2022

Rail User Weekly Survey

Train operator
results



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.

This report shows weekly satisfaction with these

aspects (for the week to 30 January) and identifies the key drivers of overall satisfaction. It then shows results by train operating company on overall satisfaction and the top two drivers of satisfaction with results aggregated over 12 weeks to maximise the sample size.

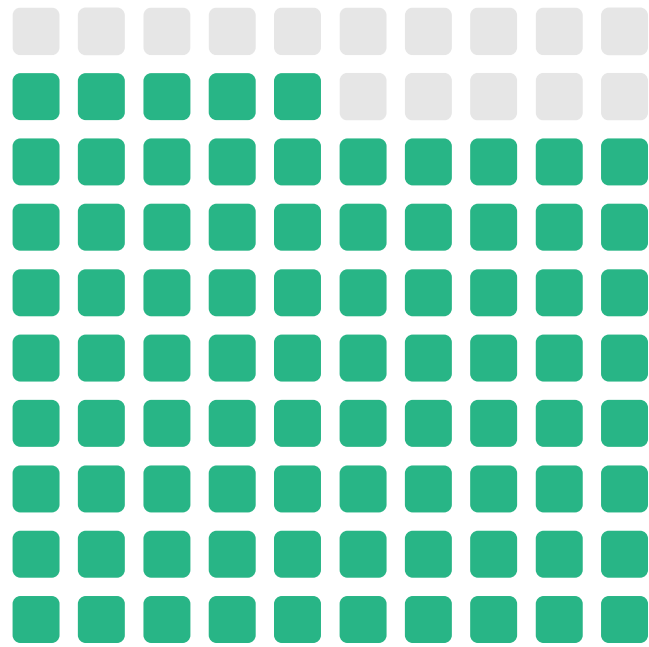
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 17.

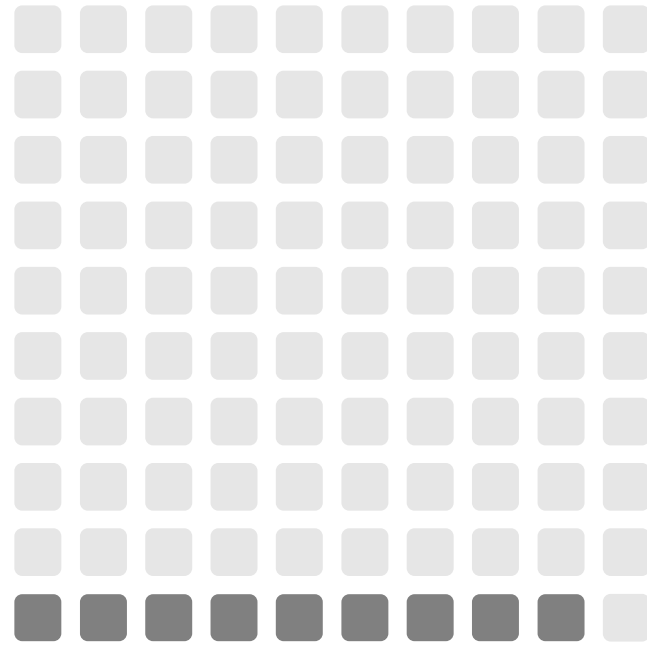
Rail satisfaction



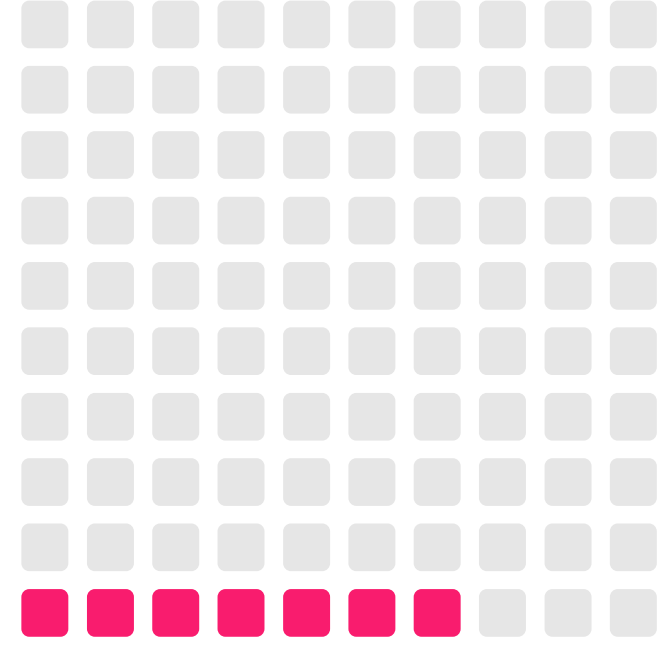
Overall satisfaction with last rail journey in last week



85%
satisfied



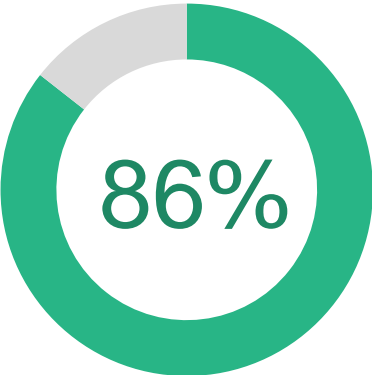
9%
neither/nor



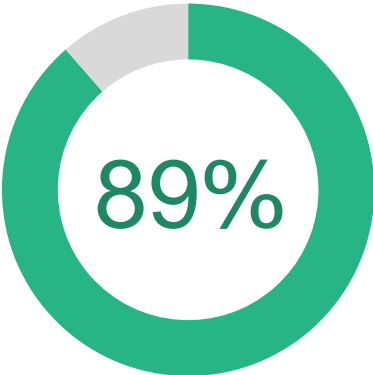
7%
dissatisfied

Base size: 377 - all who used rail in last seven days

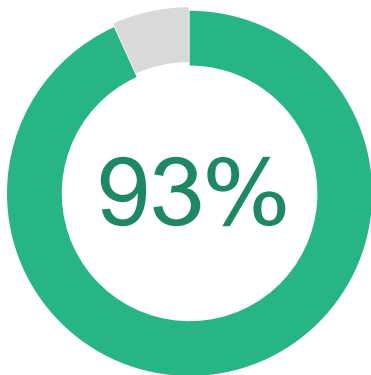
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



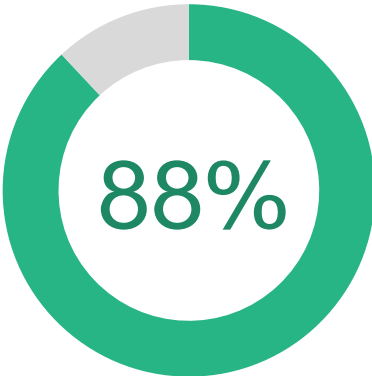
Age 18-34



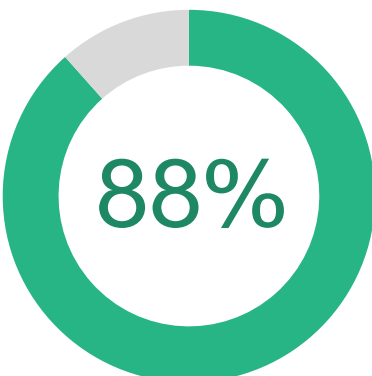
Age 35-54



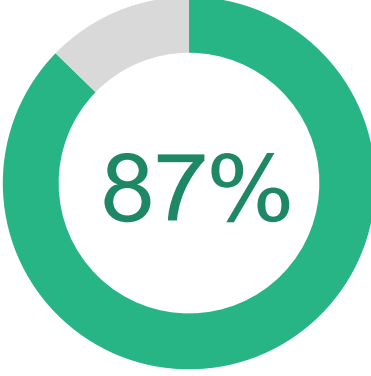
Age 55 and over



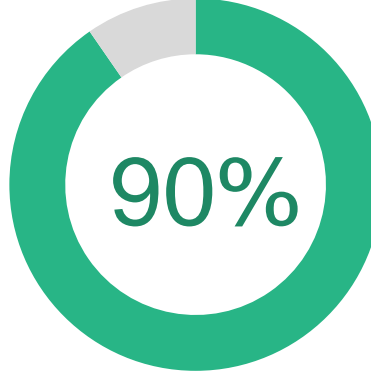
Men



Women



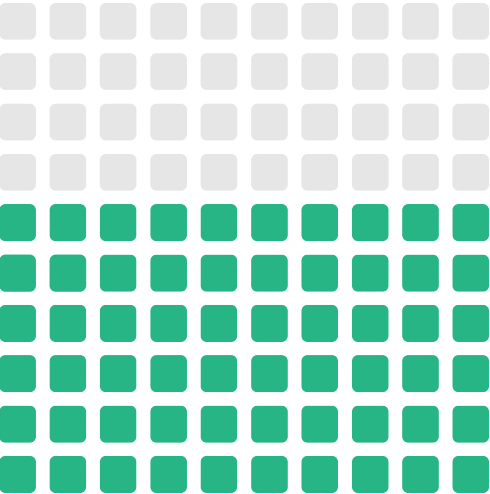
Commute



All leisure

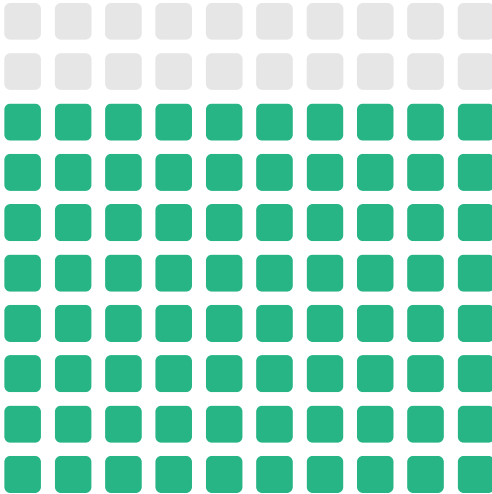
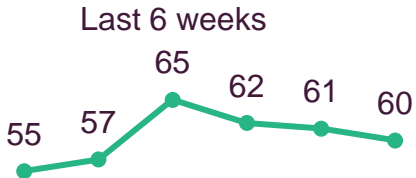
Base sizes: age 18-34 667; age 35-54 448; age 55+ 312; male 834; female 588; commute; 448; all leisure 774. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

Satisfaction with information, cleanliness and Covid-related measures



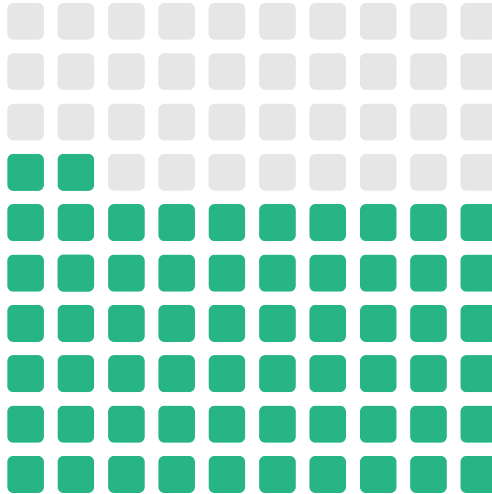
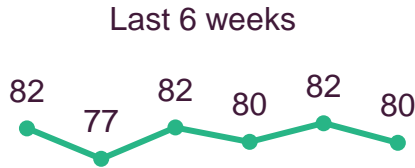
Information on how busy train would be before travelling

60%



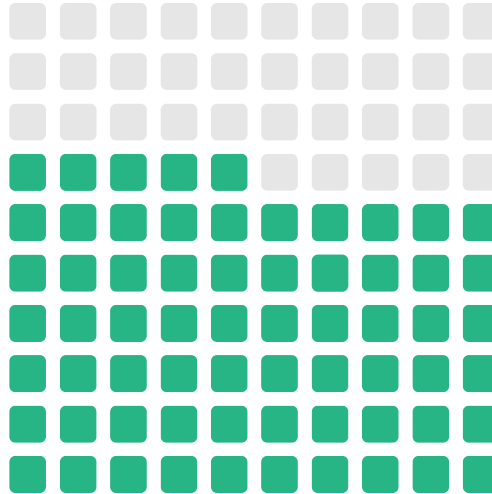
Cleanliness of the inside of the train

80%



Number of people wearing face coverings

62%



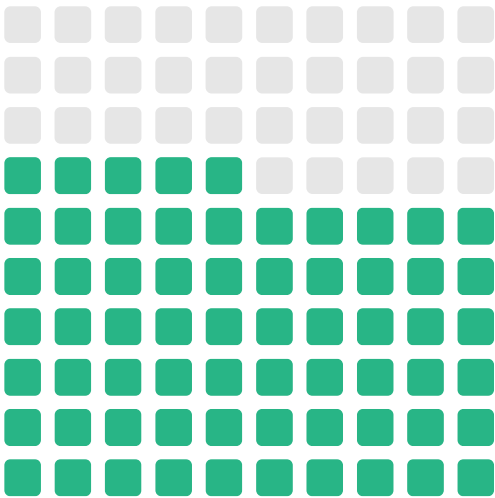
Covid measures on train and at station

65%



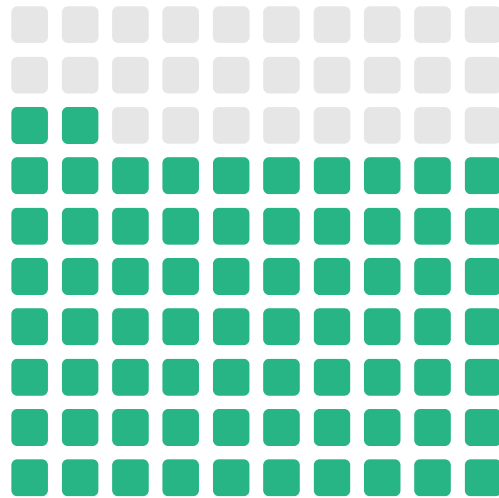
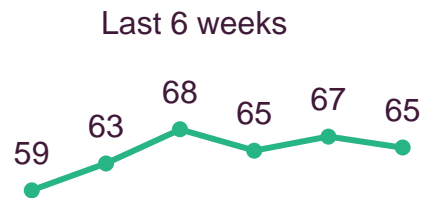
Base size (used rail in last seven days and not applicable excluded): 300; 377; 371; 366.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



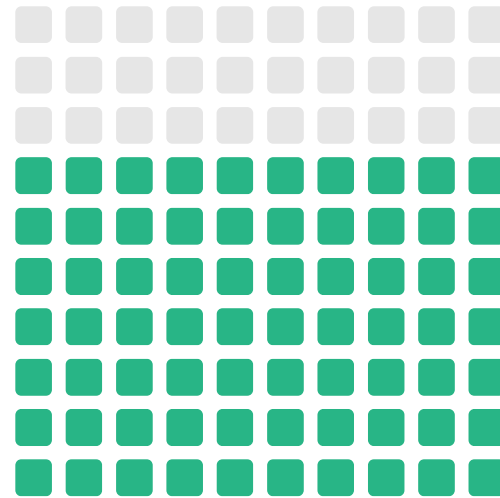
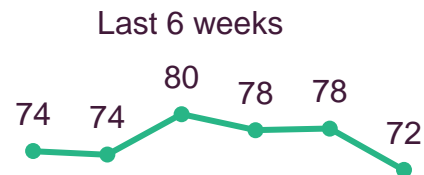
Ventilation on the train

65%



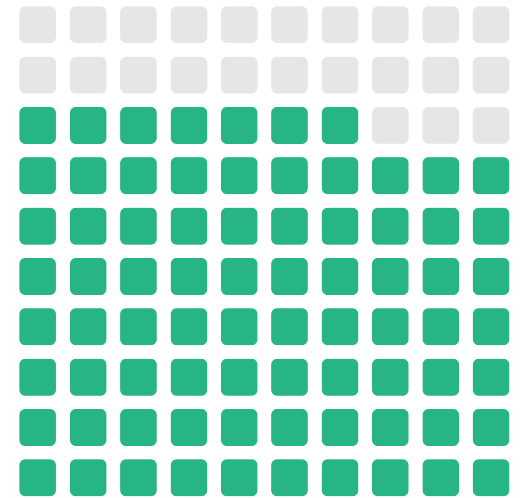
Level of crowding on the train

72%



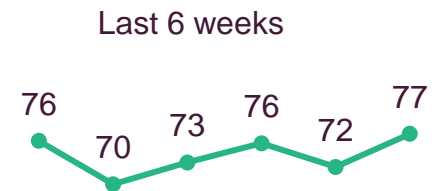
Behaviour of other passengers

70%



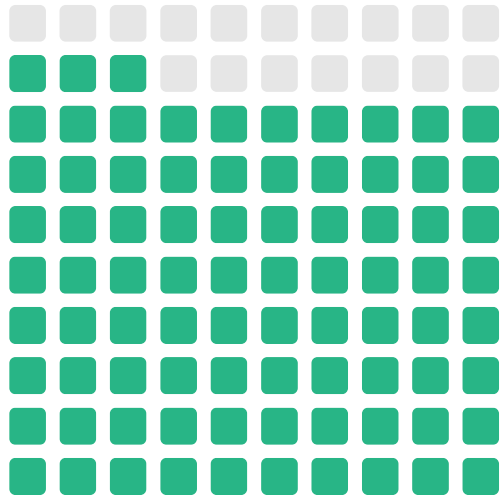
Helpfulness & attitude of staff

77%



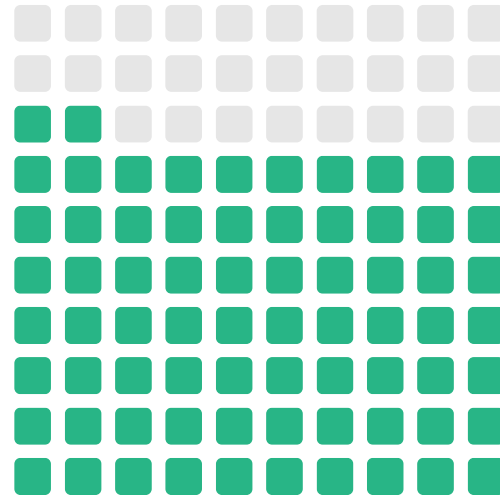
Base size (used rail in last seven days and not applicable excluded): 370; 375; 373; 285.

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



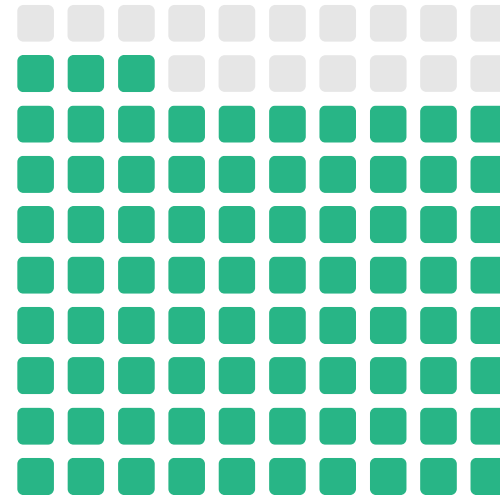
Punctuality/reliability

83%



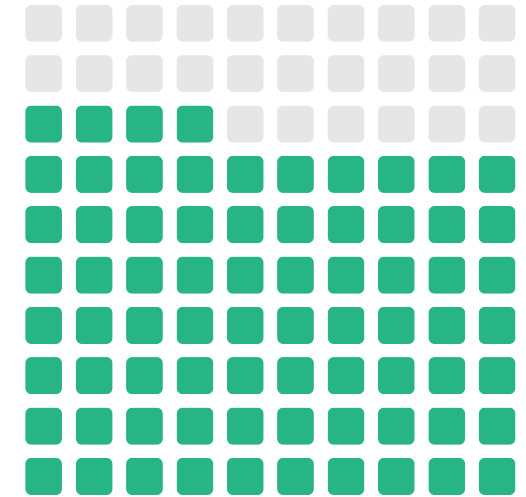
Frequency of trains on that route

72%



Length of time journey scheduled to take

83%



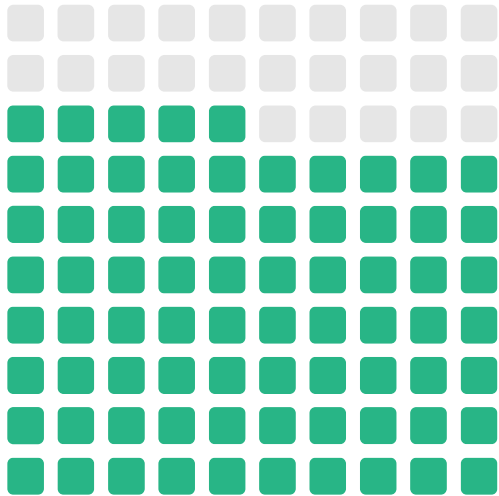
Provision of information during journey

74%

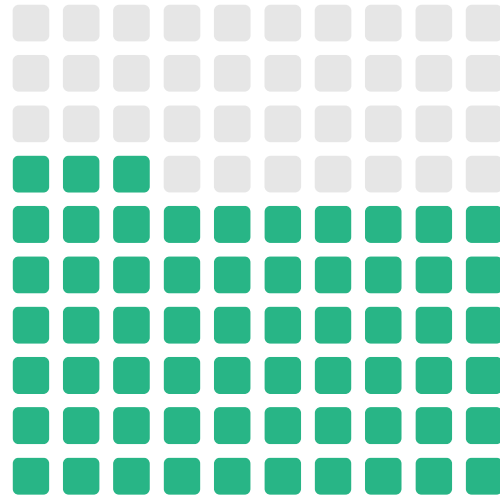
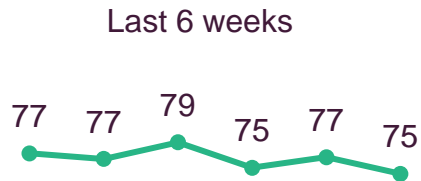


Base size (used rail in last seven days and not applicable excluded): 376; 374; 376; 352.

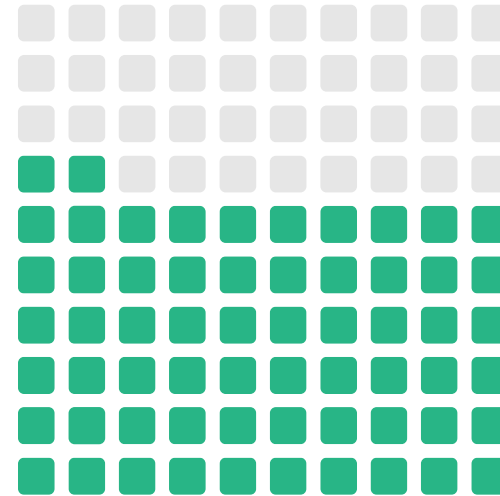
Satisfaction with seats, value for money, internet reliability and personal security



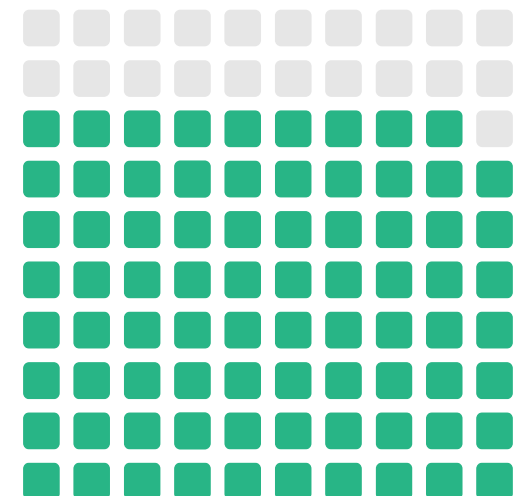
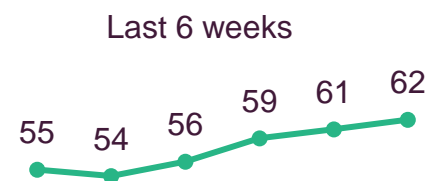
Comfort of the seats
75%



Value for money
63%



Reliability of internet connection
62%

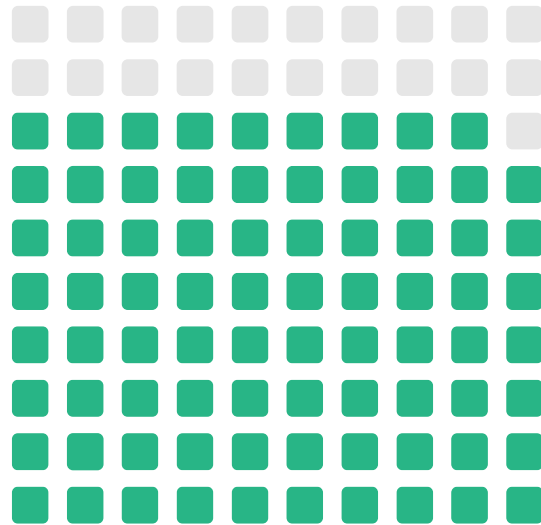


Personal security during journey
79%

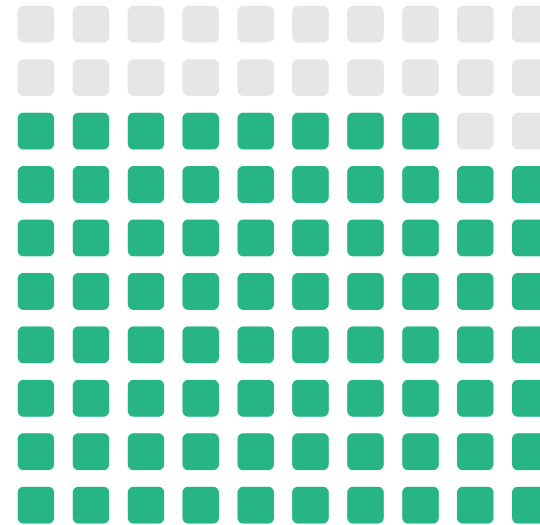


Base size (used rail in last seven days and not applicable excluded): 370; 359; 254; 370.

Satisfaction with the station and the train overall



Station - overall satisfaction
79%



Train - overall satisfaction
78%



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.

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

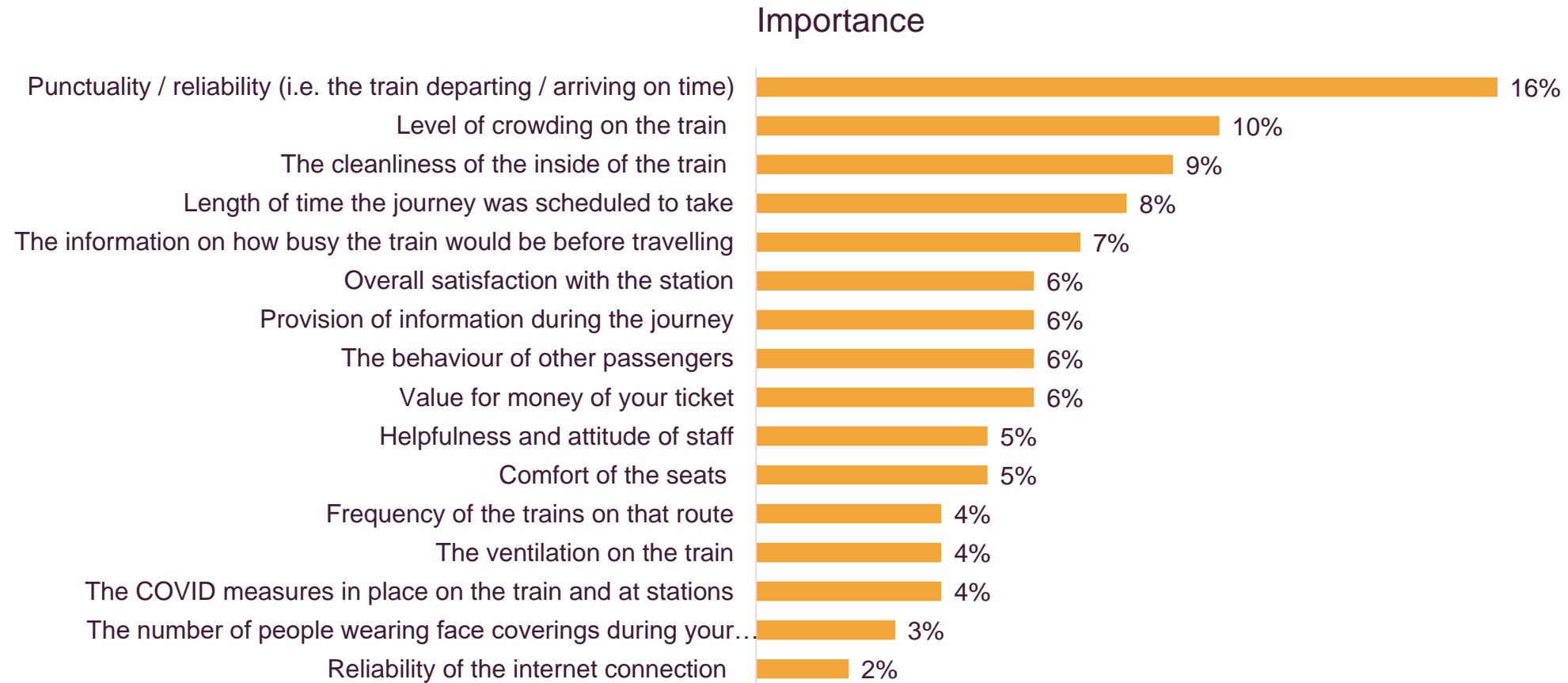
It was absolutely cram full of people, not everyone had a seat, and there was no chance to social distance.

Neither satisfied nor dissatisfied, CrossCountry passenger

**Key drivers
of overall journey
satisfaction and train
operator ratings**

Importance of all sixteen aspects asked in the survey

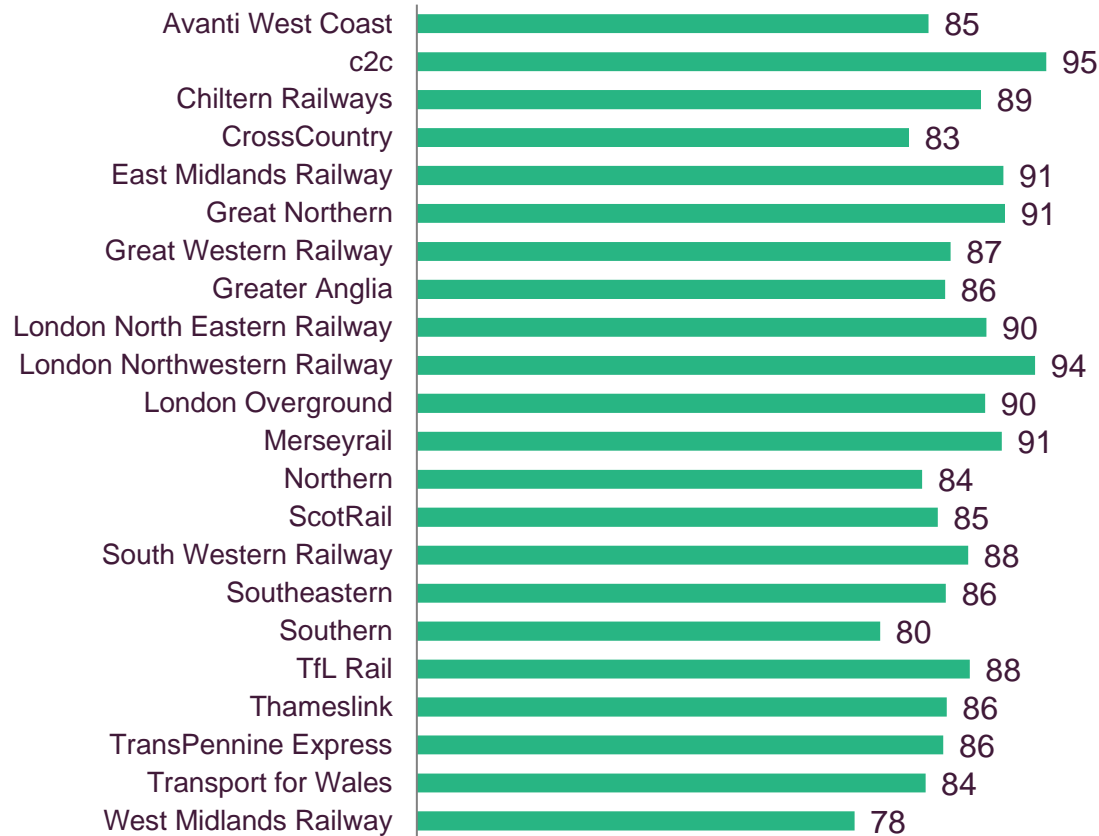
Punctuality/reliability has the most impact on overall satisfaction, followed by level of crowding and cleanliness inside the train.



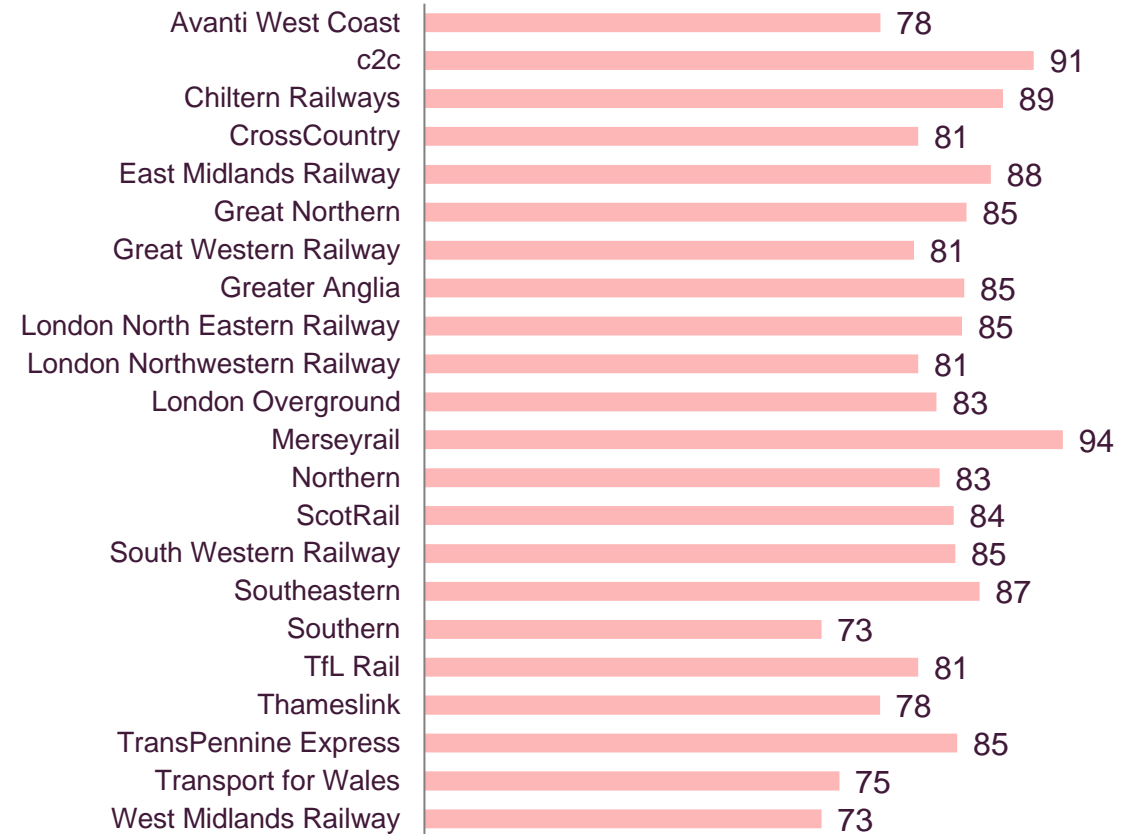
Key drivers of overall journey satisfaction. Base size: n = 1932. See methodology page for more detail.

Overall journey satisfaction and punctuality (over last 12 weeks)

Overall satisfaction %



Satisfaction with punctuality/reliability %

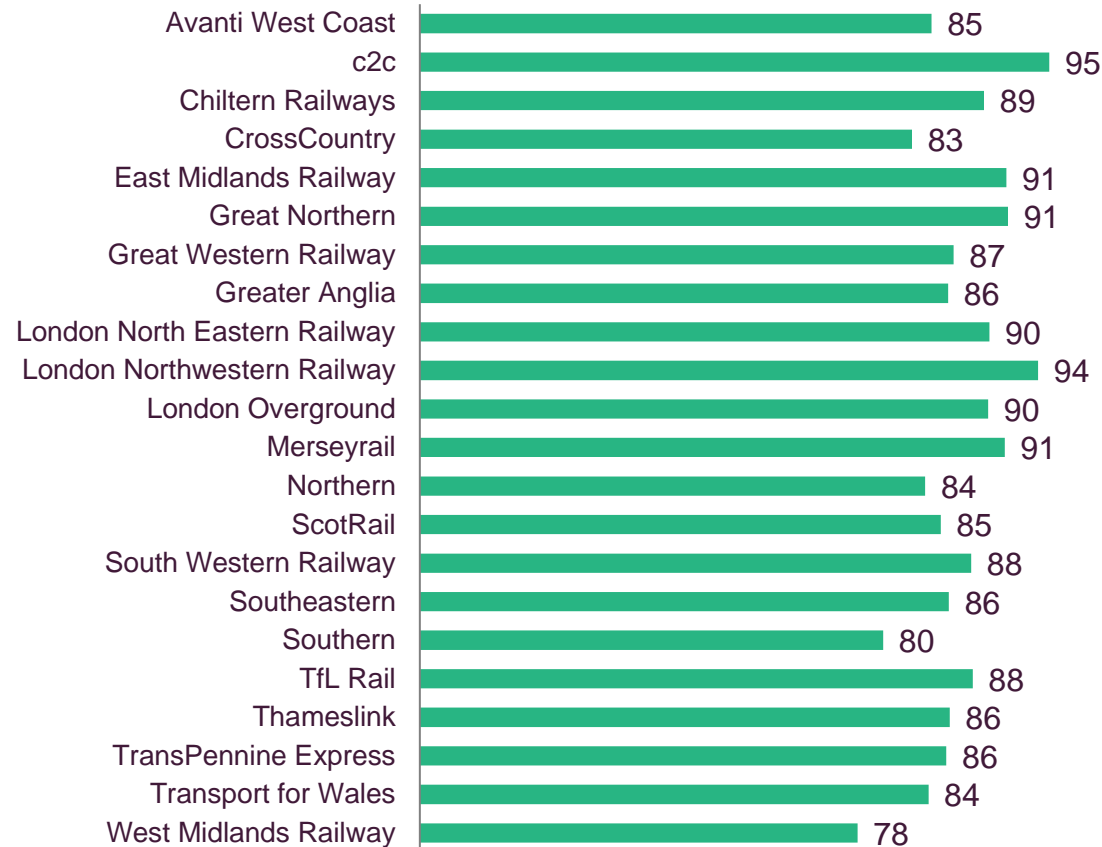


Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 303; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 346; ScotRail 323; South Western Railway 424; Southeastern 394; Southern 310; TfL Rail 231; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

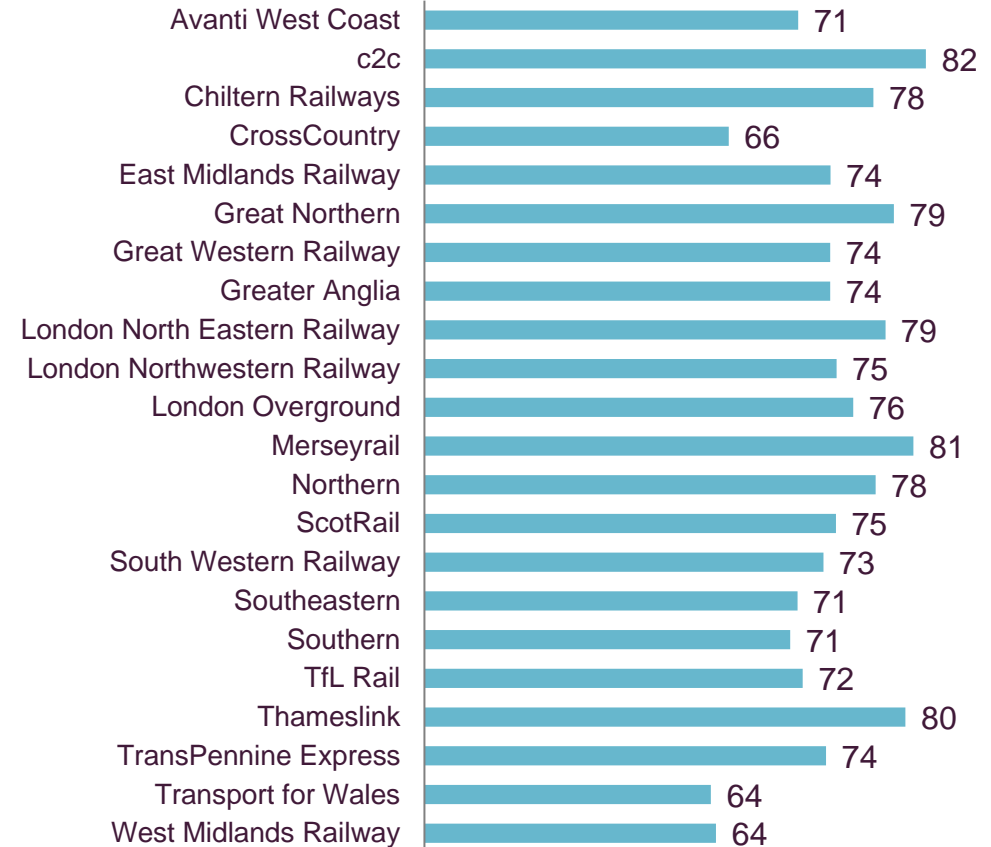
Note: Caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis

Overall satisfaction and level of crowding (over last 12 weeks)

Overall satisfaction %



Satisfaction with level of crowding %



Base size: Avanti West Coast 155; c2c 68*; Chiltern Railways 67*; CrossCountry 131; East Midlands Railway 137; Great Northern 101; Great Western Railway 303; Greater Anglia 220; London North Eastern Railway 221; London Northwestern Railway 86*; London Overground 187; Merseyrail 116; Northern 346; ScotRail 323; South Western Railway 424; Southeastern 394; Southern 310; TfL Rail 231; Thameslink 219; TransPennine Express 134; Transport for Wales 96*; West Midlands Railway 160.

Note: Caution, some base sizes (marked *) are below 100, which would be the ideal minimum for analysis

Further information



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 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.

Care should be taken in drawing comparisons given the low sample sizes in some cases. For instance, differences in satisfaction ratings between TOCs may not be statistically significant.

The key drivers of overall satisfaction analysis was produced by Yonder Consulting based on four weeks of data (between 20 October and 14 November). The statistical approach taken was Johnson's Relative Weights which is a regression method that

quantifies the importance of predictor variables. The predictive value of 16 attributes of journey experience were assessed. The attribute 'overall satisfaction with the train' was excluded as the component measures while on the train are separately asked. The model's R squared value is 0.58.

One of the most common issues in datasets is multicollinearity and Johnson's Relative Weights tackles this issue well. Compared to different approaches, JRW has better underpinnings and often produces clear results even in circumstances when the predictors are highly correlated.

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

Transport Focus Data Hub

You can analyse the results of this survey and see more information about all Transport Focus's surveys at: www.transportfocus.org.uk/data-hub

The screenshot shows the homepage of the Transport Focus Data Hub. At the top, there is a navigation menu with links to various surveys: Transport Focus data hub, Bus User Weekly Survey, Rail User Weekly Survey, Covid-19 Travel Survey, Passenger confidence barometer, Strategic Roads User Survey, Logistics and Coach Survey, Strategic Roads, Motorway Services User Survey, Bus Passenger Survey, National Rail Passenger Survey, Tram Passenger Survey, Contact us, and Help. Below the menu is a banner image showing various transport modes: a highway with cars and trucks, a tram, a train, and people at a station. The main content area is titled 'Welcome' and contains three paragraphs of text. To the right of the text is a grid of icons representing different surveys: Bus User Weekly Survey, Rail User Weekly Survey, Covid-19 Travel Survey, Strategic Roads User Survey, Logistics and Coach Survey: Strategic Roads, Bus Passenger Survey, National Rail Passenger Survey, Passenger confidence barometer, Motorway Services User Survey, and Tram Passenger Survey.

Welcome

We are the independent transport user watchdog. Our mission is to get the best deal for passengers and road users.

From this page you can find the results of Transport Focus 'tracker' surveys (repeating surveys where we track user satisfaction over time).

Transport Focus has taken care to ensure that the information contained in the data hub is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the data hub is fit for any particular purpose.

Please note, we are aware that there can be some limitations in functionality of the data hub when using Internet Explorer as your browser. We therefore recommend using another browser, such as Chrome, Firefox or Edge.

The screenshot shows a detailed view of the 'Overall satisfaction with rail journey - over time' chart. The chart is a stacked area chart showing the percentage of users who are 'Very dissatisfied', 'Fairly dissatisfied', 'Neither/nor', 'Fairly satisfied', and 'Very satisfied' from November 2021 to January 2022. The y-axis represents the percentage of satisfied users, ranging from 0% to 100%. The x-axis shows weekly intervals. A line graph at the bottom of the chart shows the overall percentage of satisfied users, which fluctuates between 83% and 90%. A legend on the right side of the chart provides a breakdown for the period 26 to 30 Jan 22: 1% Very dissatisfied, 6% Fairly dissatisfied, 9% Neither/nor, 40% Fairly satisfied, and 45% Very satisfied. The Transport Focus logo is visible in the bottom right corner of the chart area.

Overall satisfaction with rail journey - over time

Breakdown for 26 to 30 Jan 22

- 1% Very dissatisfied
- 6% Fairly dissatisfied
- 9% Neither/nor
- 40% Fairly satisfied
- 45% Very satisfied

% satisfied

Week 24 to 28 Nov 21, 1 to 5 Dec 21, 8 to 12 Dec 21, 15 to 19 Dec 21, 5 to 9 Jan 22, 12 to 16 Jan 22, 19 to 23 Jan 22, 26 to 30 Jan 22

85%, 83%, 88%, 85%, 89%, 89%, 90%, 85%

transportfocus

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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