9 - 13 February 2022

Week 20

Rail User Weekly Survey

transportfocus

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 400 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 between 9 and 13 February 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.

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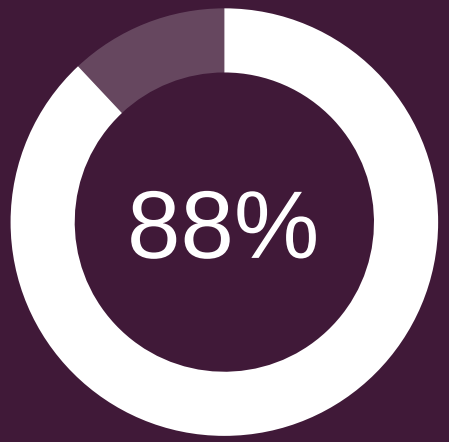
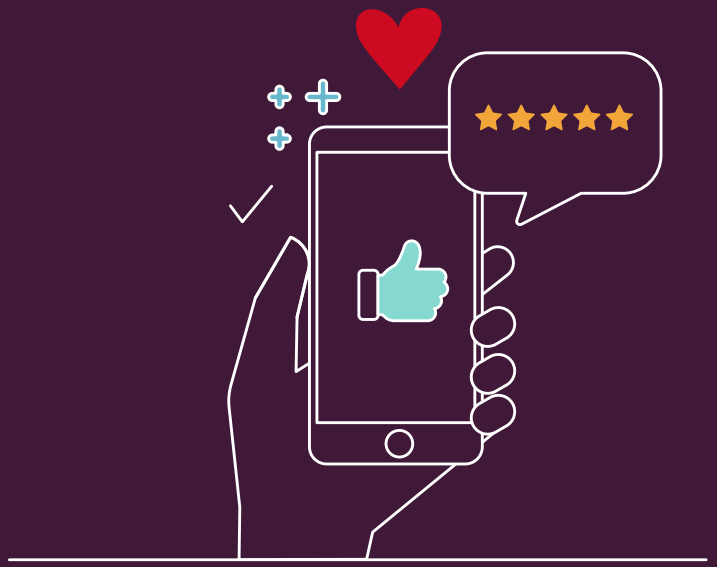
Rail headlines



88% of rail passengers were satisfied with their journey overall.



The proportion using rail is 10 per cent. This is the same as last week and shows little change since the beginning of the year.

Satisfaction has fallen for the third week in a row with the Covid-related measures on train and at station (down from 60% last week to 56% this week) and the number of people wearing face coverings (down from 59% to 52%).

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Rail usage levels

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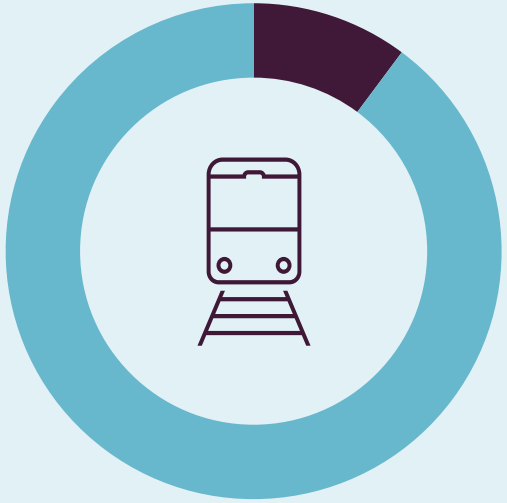
Around one in ten used rail in the last seven days

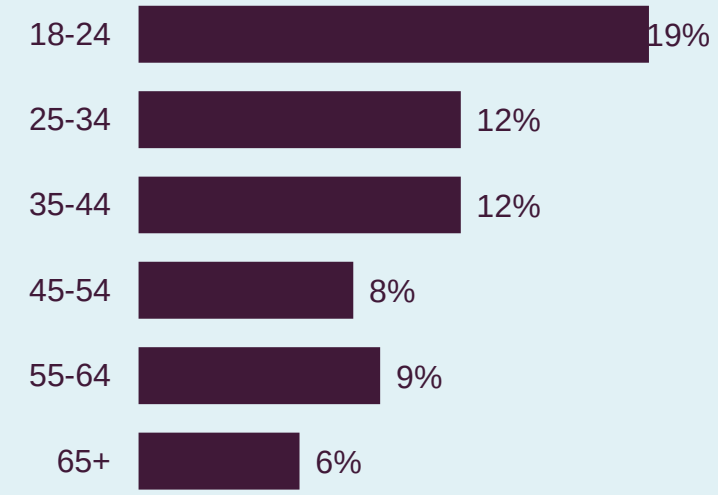
Proportion using rail in the last seven days



10%

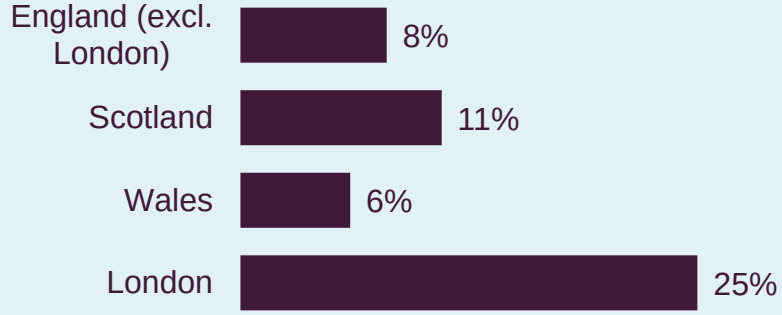
of people in Great Britain used rail this week

Age

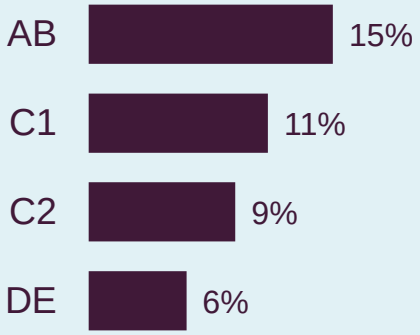


Sex

Region



Social grade



9 - 13 February 2022 report. Base size all respondents: 4003

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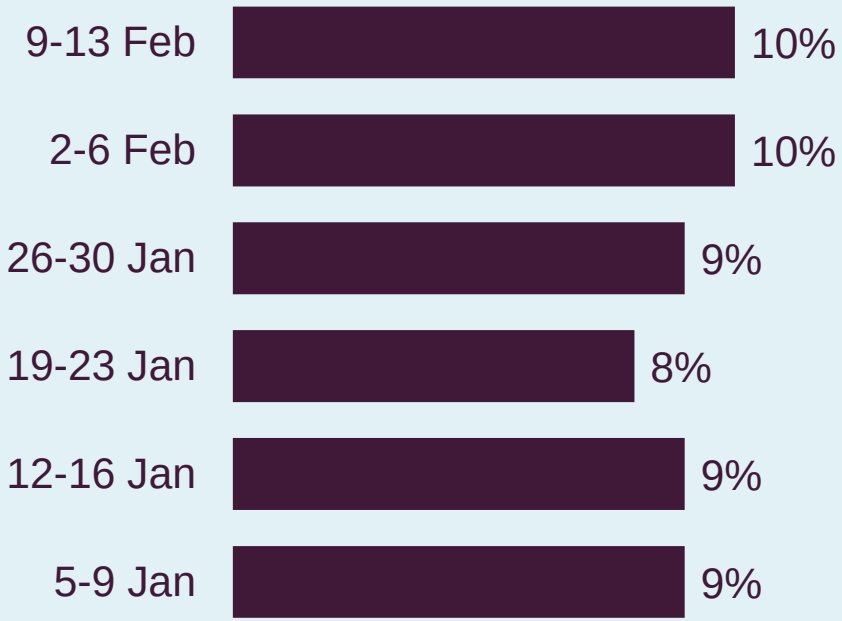
Rail use stable over the last six weeks

Proportion using rail within the last seven days



9 - 13 February 2022 report. Base size all respondents: approx. 4000 per week.

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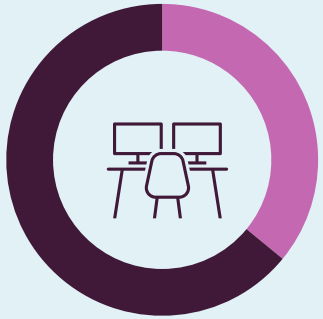
Commuting is the most common single reason for rail travel this week

Main purpose of last rail journey

Leisure/eating out/non-essential shopping
26%

Friends/family
17%

Essential shopping
3%



Commuting
36%

Work travel
7%

Personal matters
7%

9 - 13 February 2022 report. Base size 403. Note that sum of journey purpose may not add to 100 per cent as some had ‘other reason’.

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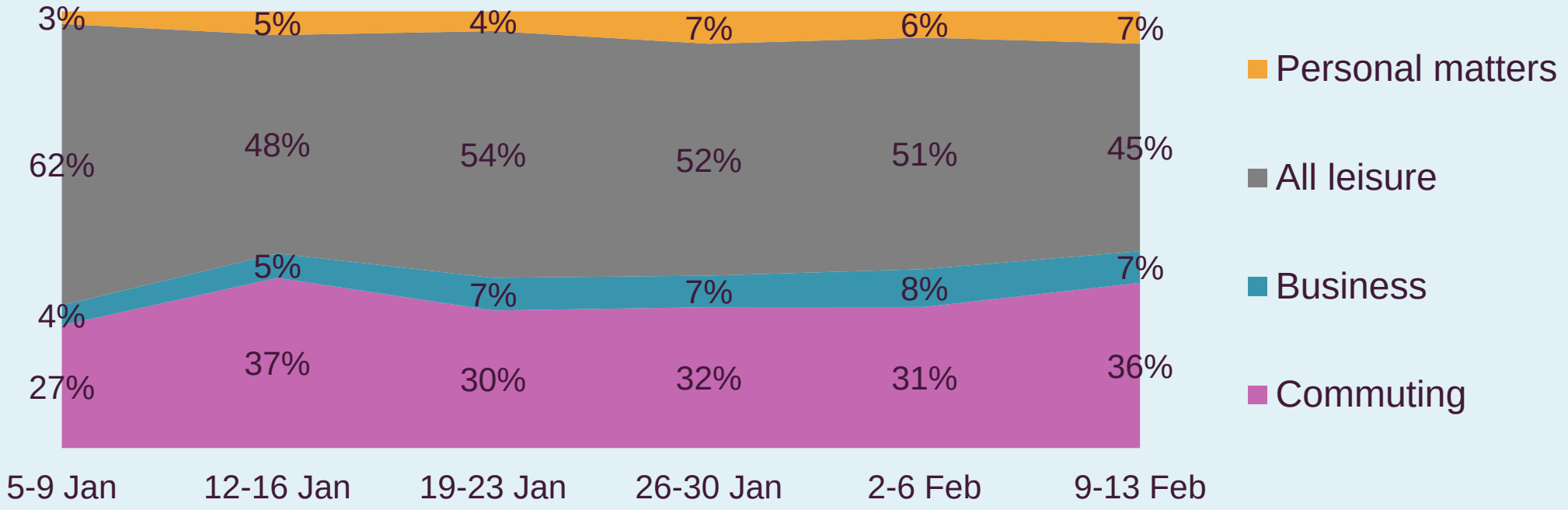
The proportion of rail users commuting is around one third

Main purpose of last rail journey



9 - 13 February 2022 report. Base size weekly average 375. ‘All leisure’ combines answers from ‘Leisure/eating out/non-essential shopping’, ‘Visiting friends/family, and ‘Essential shopping’.

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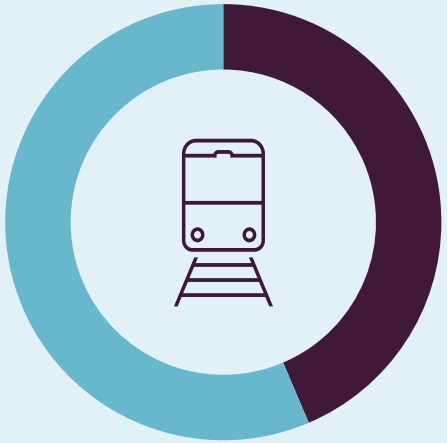
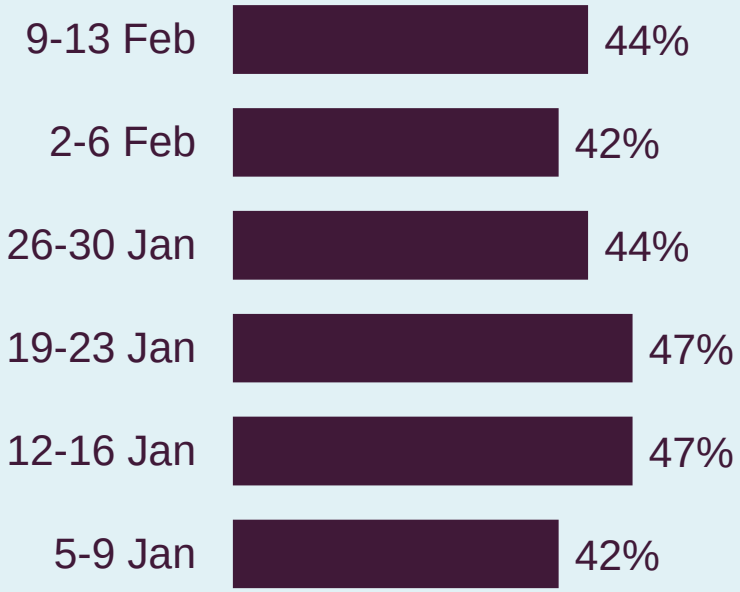
Less than half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



44%

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



9 - 13 February 2022 report. Base size: all who used rail in last seven days, average 375 per week.

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Rail satisfaction

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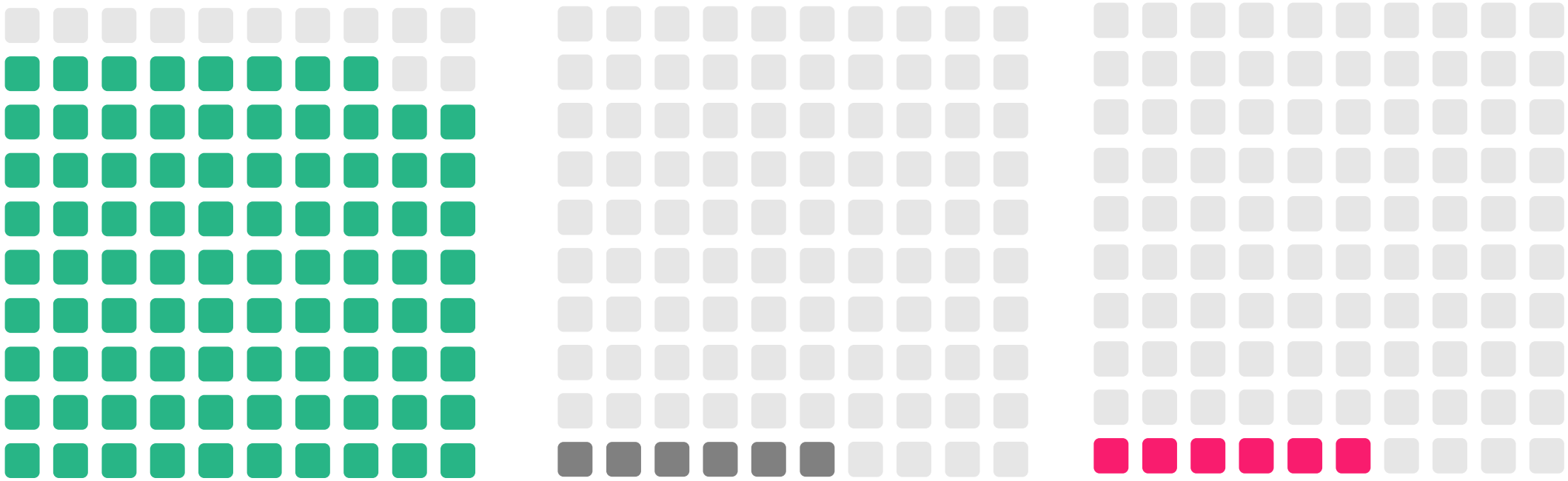
Overall satisfaction with last rail journey



88%
satisfied

6%
neither/nor

6%
dissatisfied

9 - 13 February 2022 report. Base size: 413 - all who used rail in last seven days

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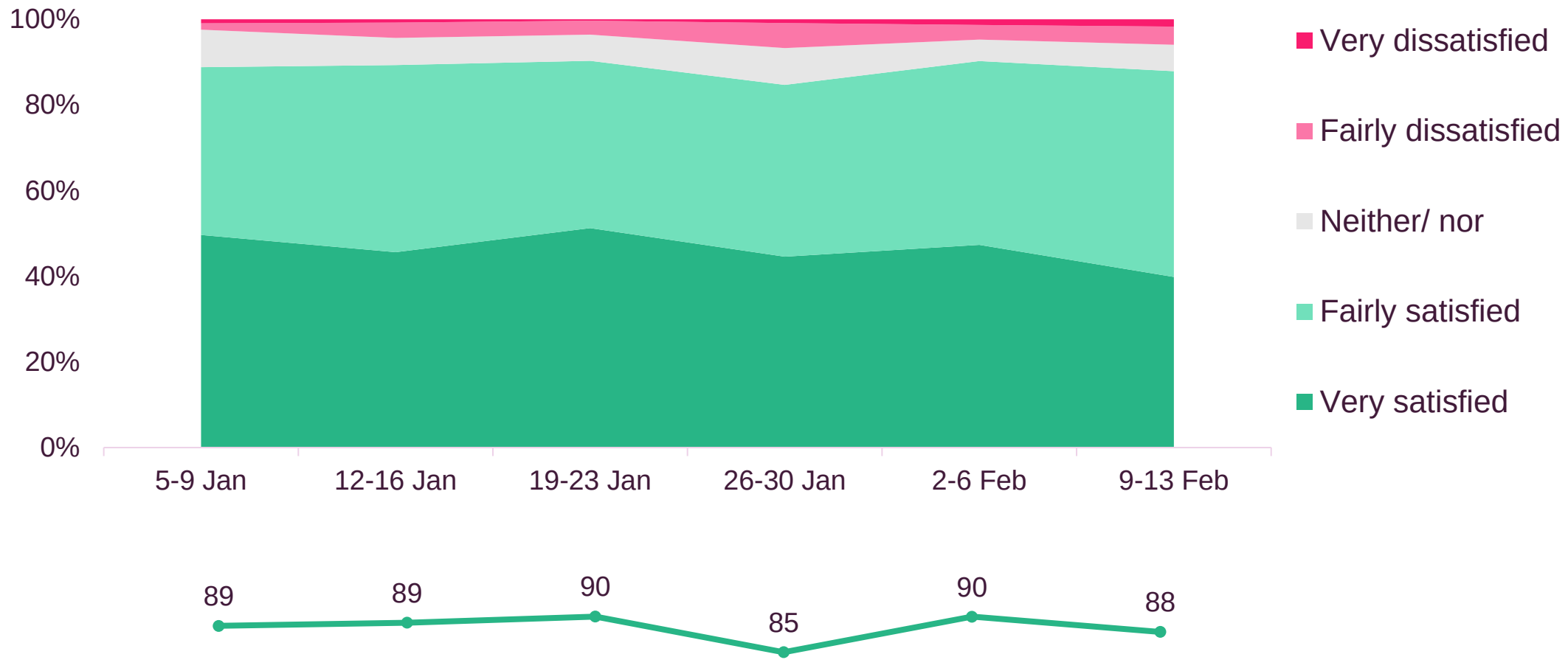
Overall satisfaction with rail journey – over time



9 - 13 February 2022 report. Base size: all who used rail in last seven days – average 374 per week

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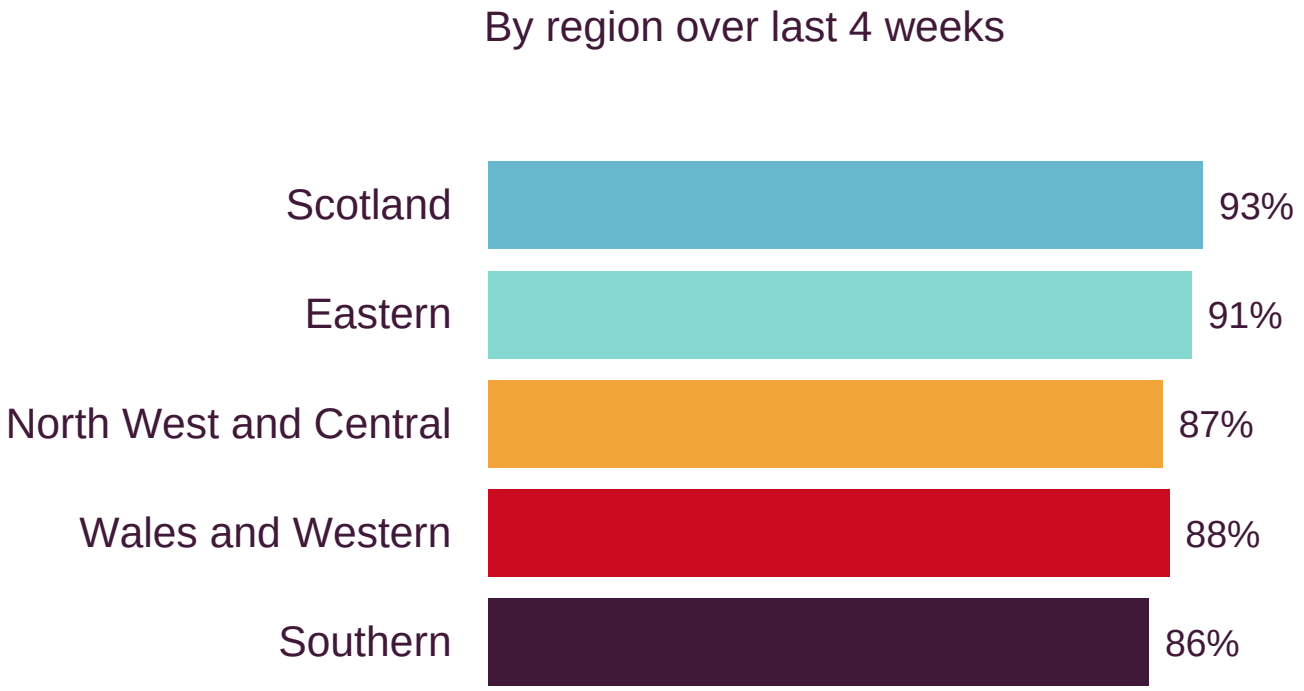
Overall satisfaction by Network Rail region



9 - 13 February 2022 report. Base size by region: Scotland to Southern: 108, 398; 305, 132, 517.

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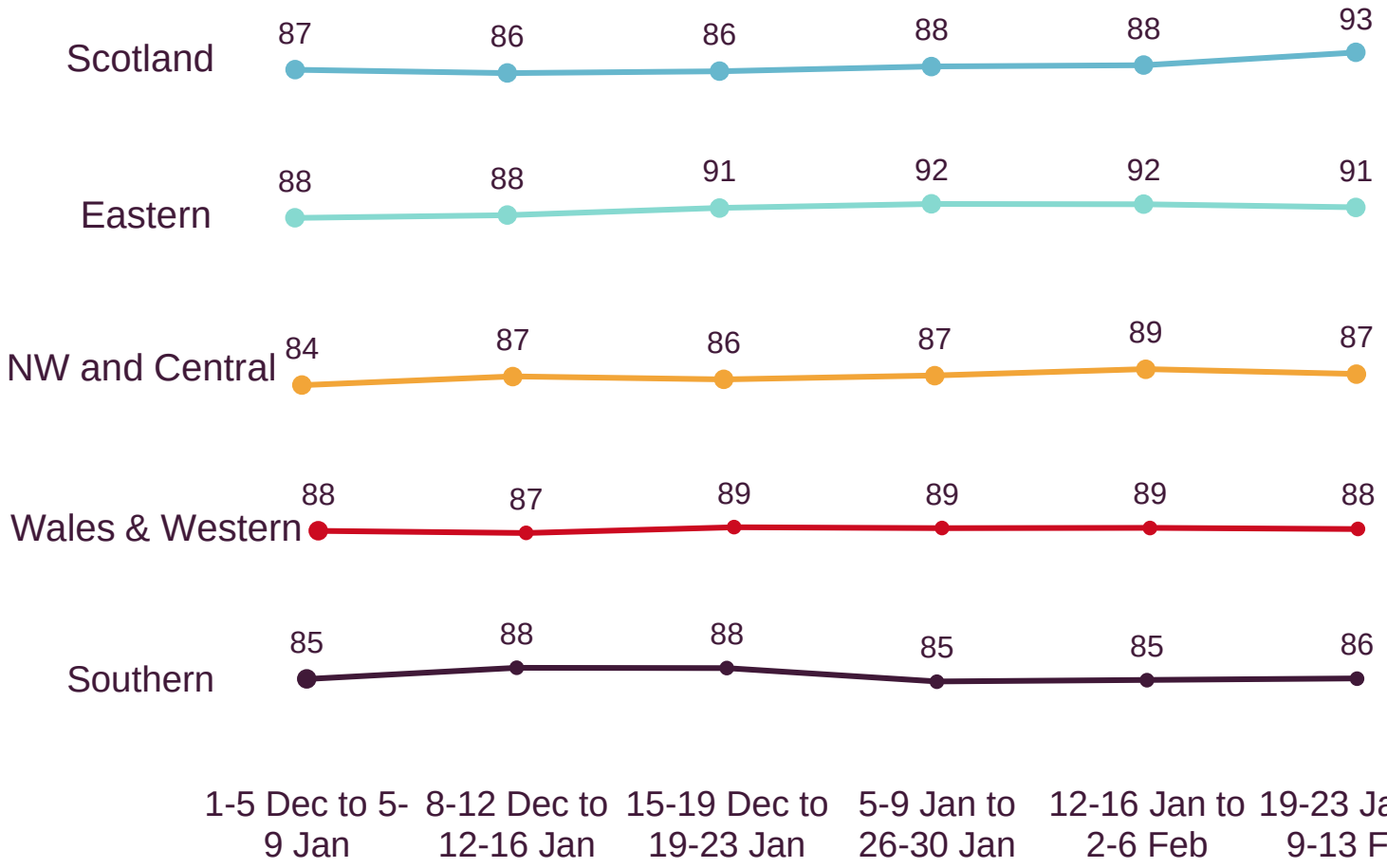
Overall satisfaction by Network Rail region – four week rolling averages



9 - 13 February 2022 report. Base size by region: Scotland to Southern average four weekly numbers: 115; 422; 317; 151; 527

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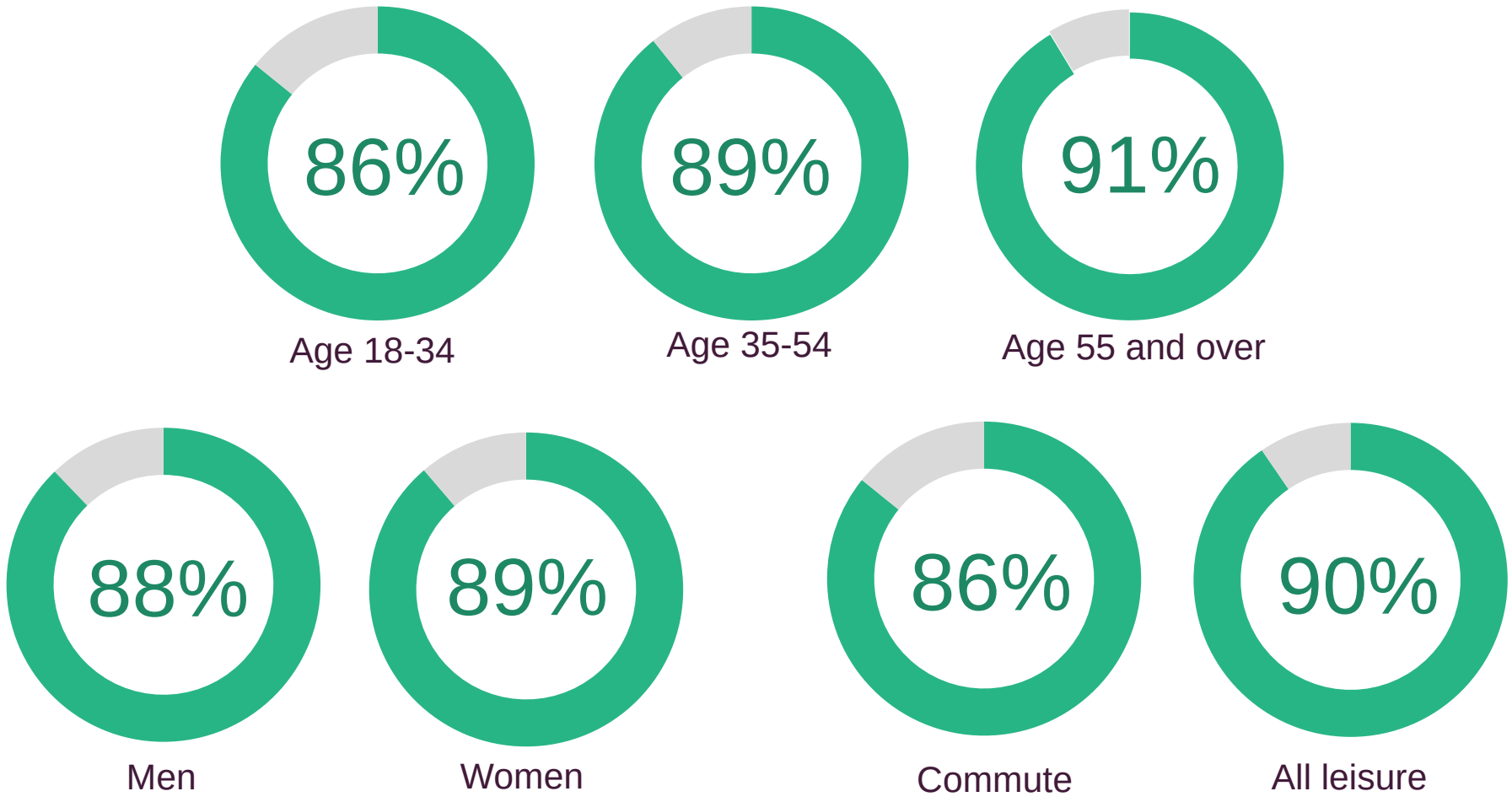
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



9 - 13 February 2022 report. Base sizes: age 18-34 666; age 35-54 476; age 55+ 364; male 897; female 602; commute; 479; all leisure 770.
'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family, and 'Essential shopping'.

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What rail passengers are saying…

There were no delays and covid rules were appropriate.

Very satisfied, c2c passenger

Train was 45 minutes late due to signal failure. Uncomfortable seats.

Neither satisfied nor dissatisfied, Avanti West Coast passenger

Train dreadfully overcrowded due to timetable cutbacks by an out of touch Greater Anglia.

Very dissatisfied, Greater Anglia passenger

Train was cancelled and staff were clueless.

Fairly dissatisfied, ScotRail passenger

Train was clean, plenty of seats and on time.

Very satisfied, Northern passenger

Appalling delays caused by equipment failure.

Very dissatisfied, Great Western Railway passenger

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Satisfaction with aspects of rail journey

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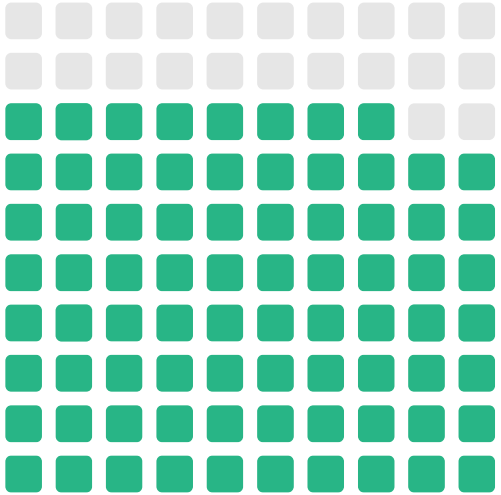
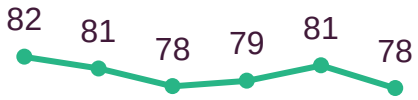
Satisfaction with the station and the train overall

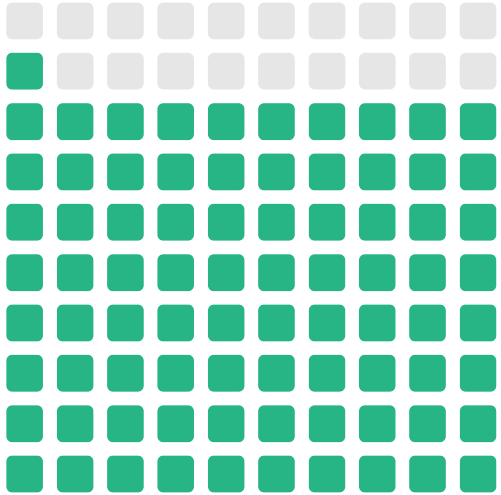


Station - overall satisfaction

78%

Last 6 weeks

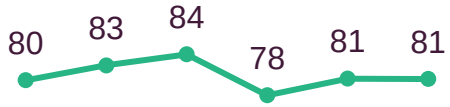




Train - overall satisfaction

81%

Last 6 weeks



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 412; train chart 412. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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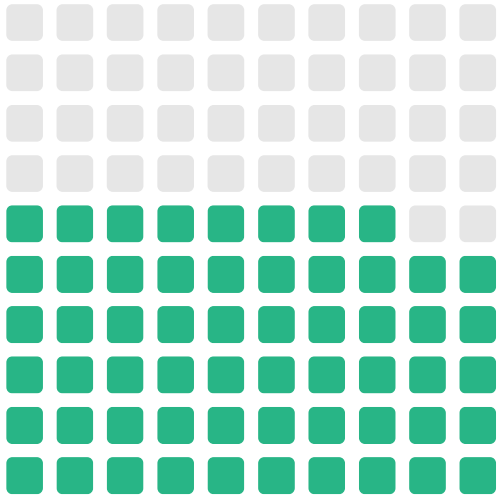
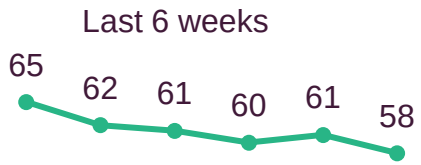
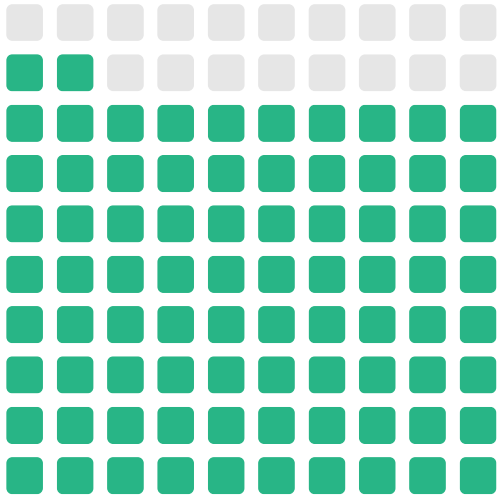
Satisfaction with information, cleanliness and Covid-related measures



Information on how busy train would be before travelling

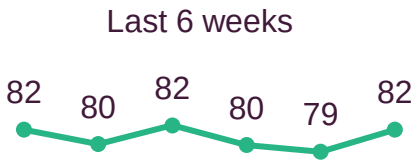
58%

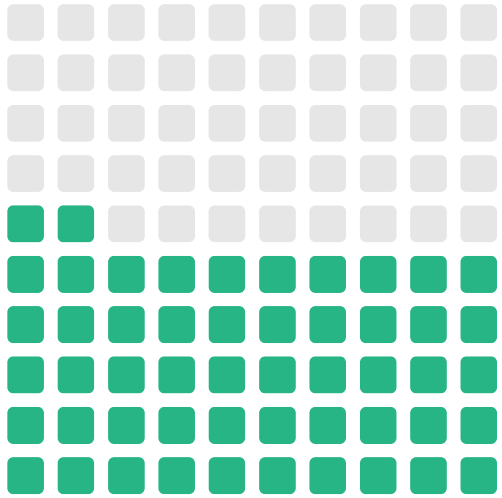




Cleanliness of the inside of the train

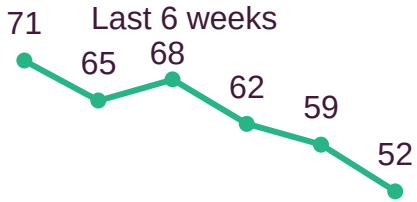
82%

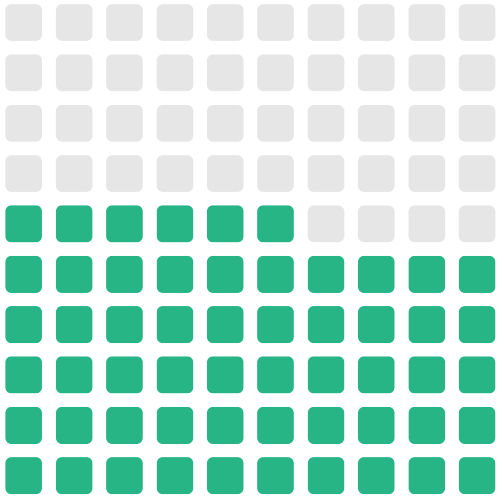




Number of people wearing face coverings

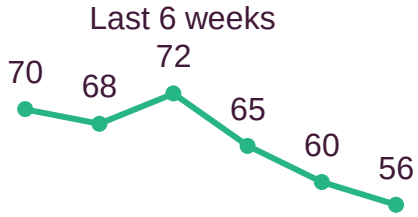
52%





Covid measures on train and at station

56%



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 316; 410; 405; 406.

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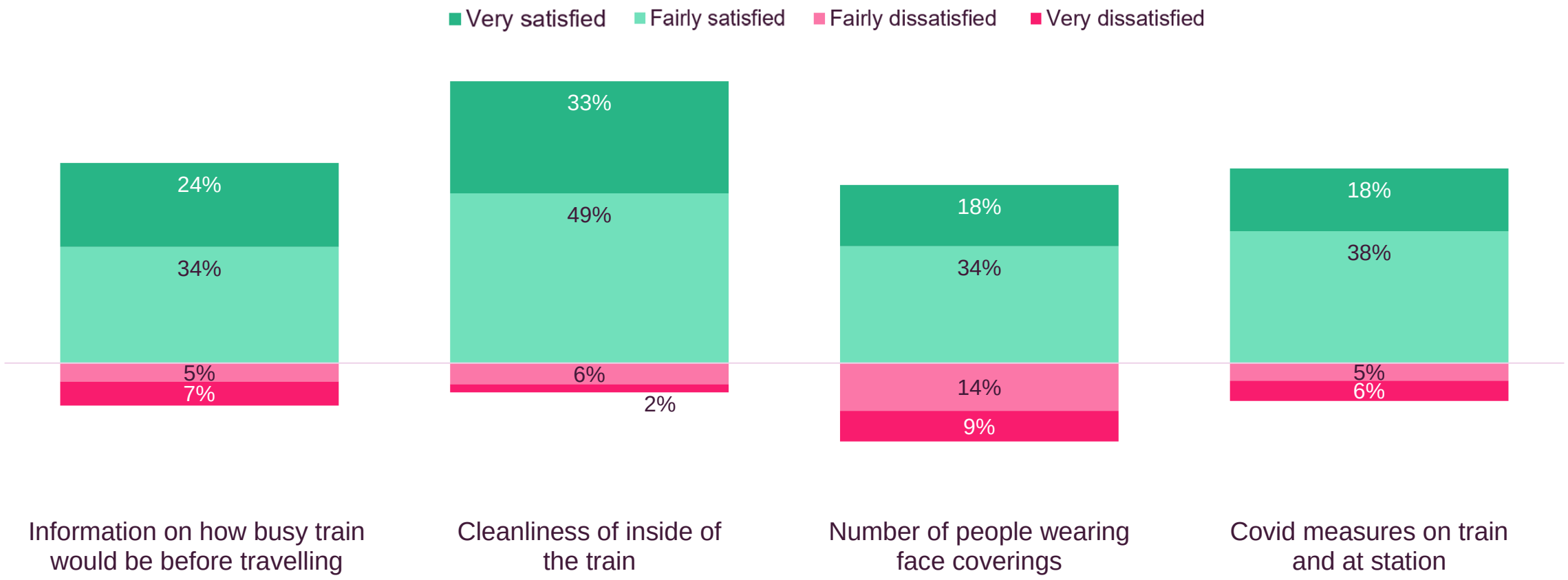
Satisfaction with information, cleanliness and Covid-related measures



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 316; 410; 405; 406. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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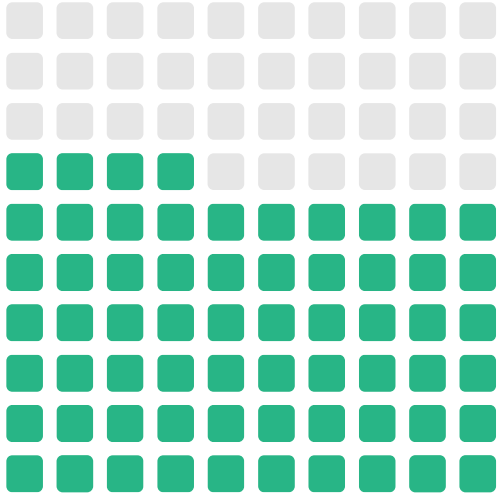
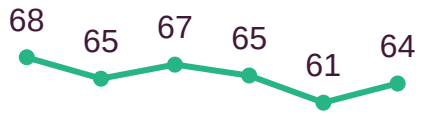
Satisfaction with ventilation, crowding, other passenger behaviour and staff

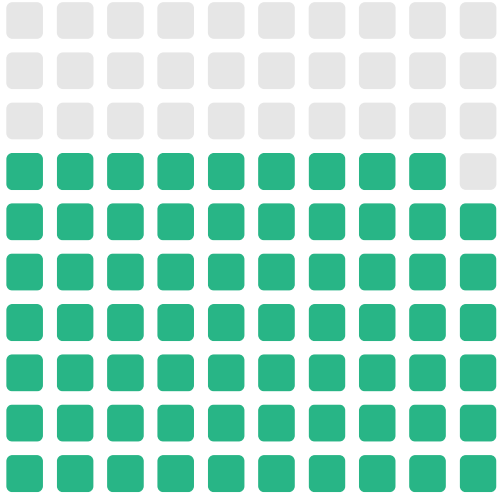


Ventilation on the train

64%

Last 6 weeks

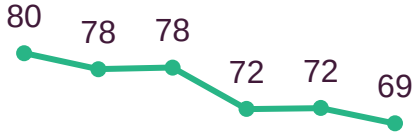


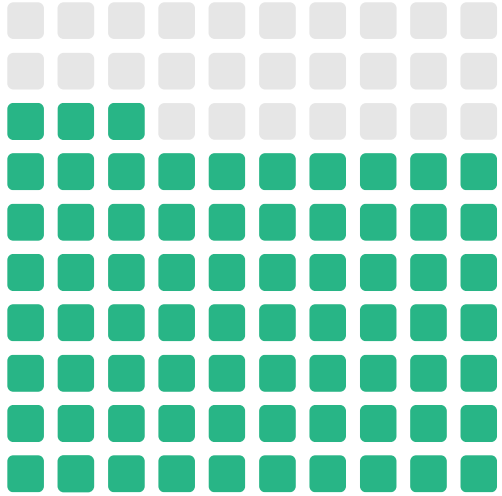


Level of crowding on the train

69%

Last 6 weeks

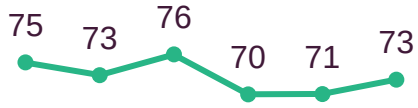


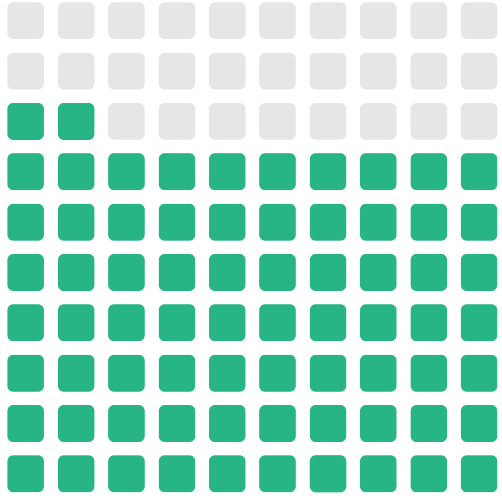


Behaviour of other passengers

73%

Last 6 weeks





Helpfulness & attitude of staff

72%

Last 6 weeks

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9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 410; 410; 410; 321.

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

9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 410; 410; 410; 321.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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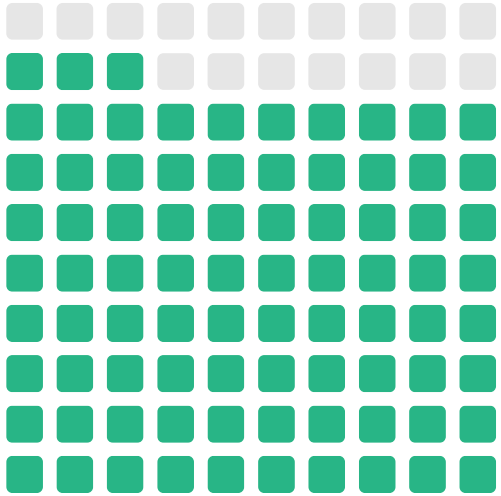
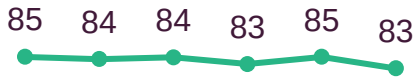
Satisfaction with punctuality, frequency, journey time and on-train information

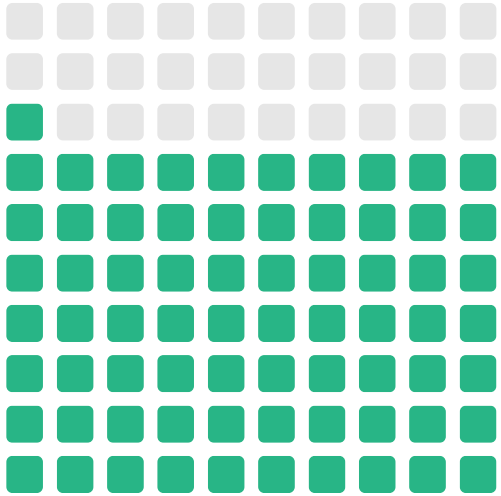


Punctuality/reliability

83%

Last 6 weeks

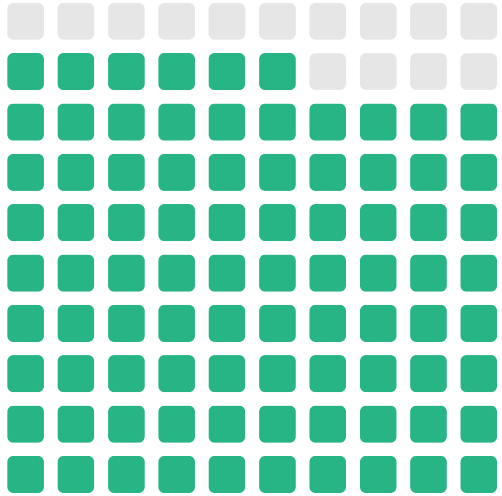




Frequency of trains on that route

71%

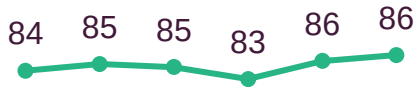
Last 6 weeks

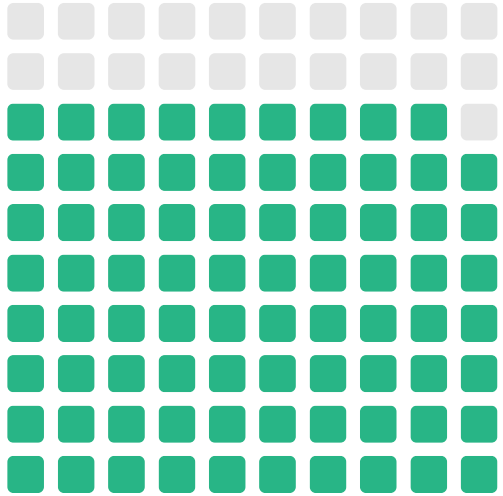


Length of time journey scheduled to take

86%

Last 6 weeks





Provision of information during journey

79%

Last 6 weeks

9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 413; 412; 413; 399.

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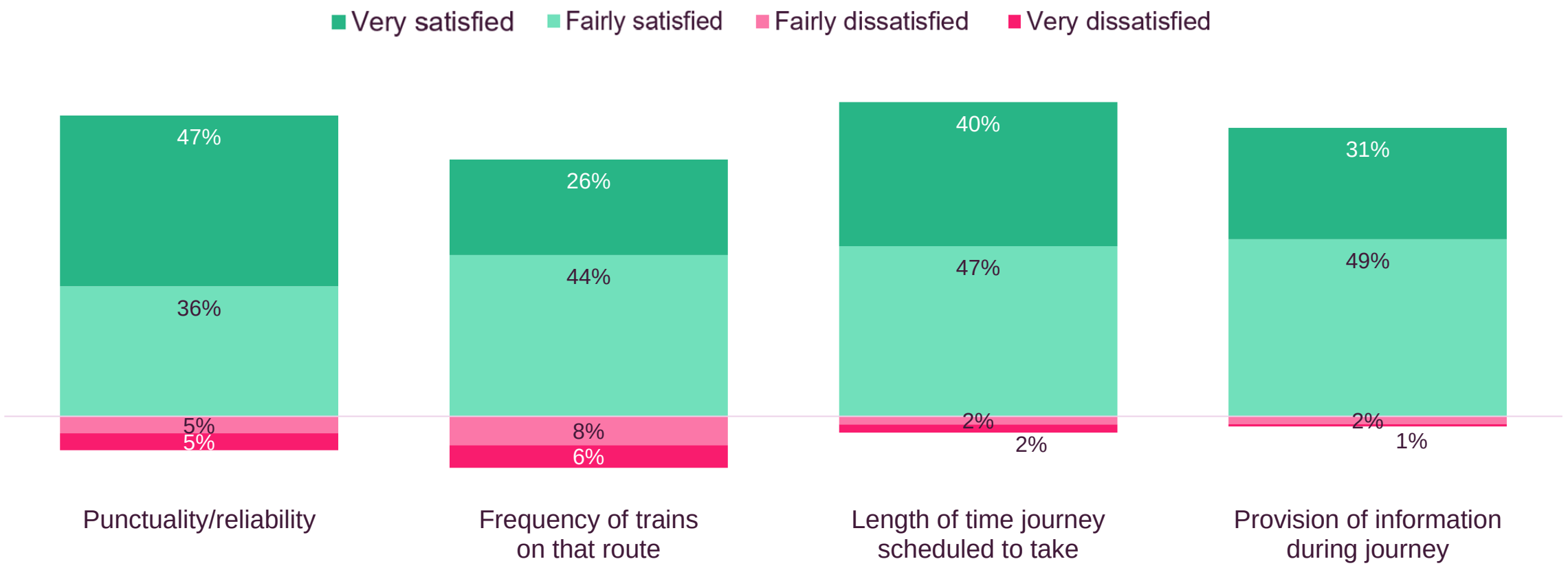
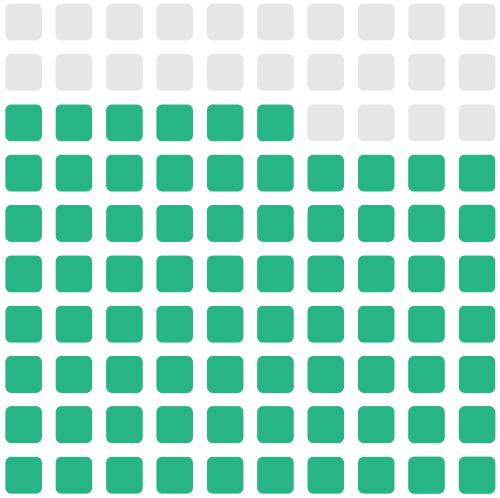
Satisfaction with punctuality, frequency, journey time and on-train information



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 413; 412; 413; 399. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

transportfocus

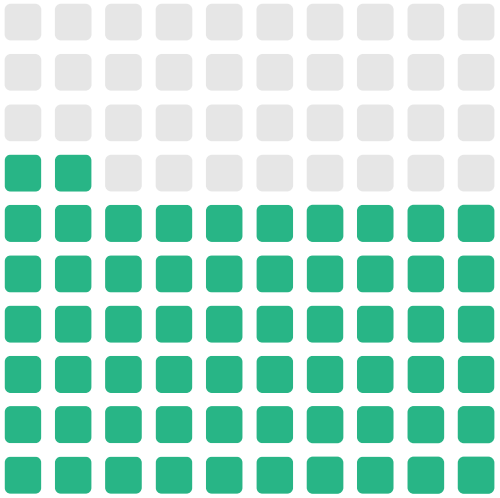
Satisfaction with seats, value for money, internet reliability and personal security



Comfort of the seats

76%

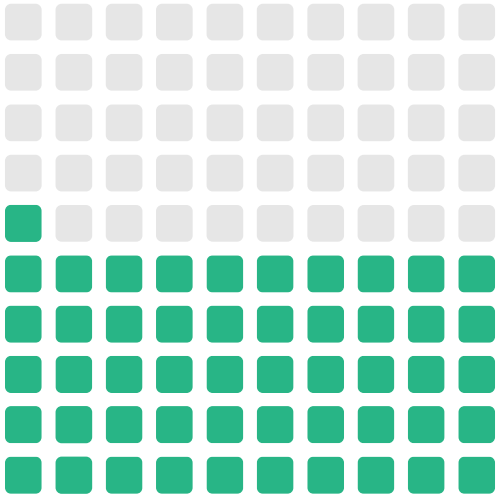
Last 6 weeks



Value for money

62%

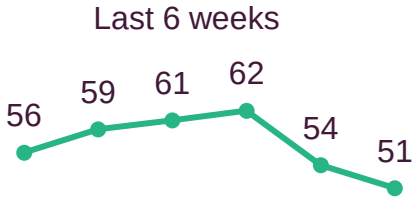
Last 6 weeks

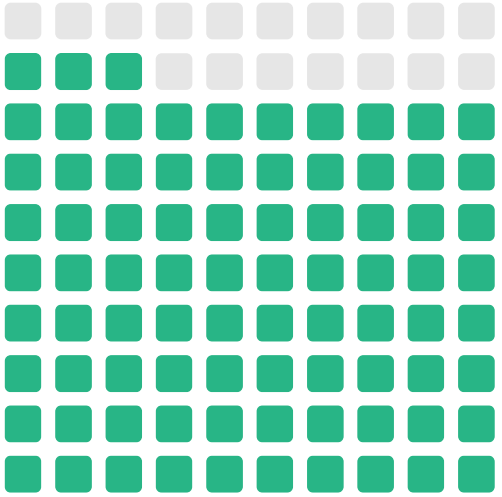


Reliability of internet connection

51%

Last 6 weeks

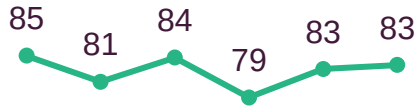




Personal security during journey

83%

Last 6 weeks



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 401, 395; 279; 411.

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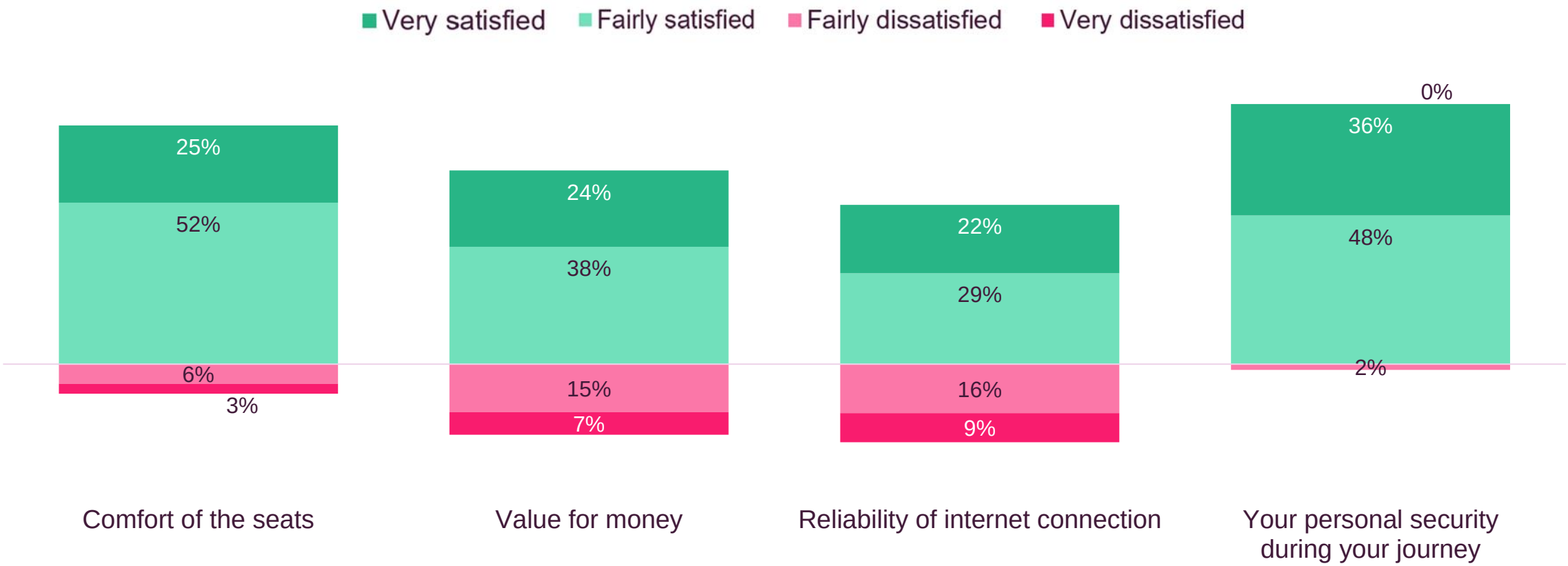
Satisfaction with seats, value for money, internet reliability and personal security



9 - 13 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 401, 395; 279; 411.
* Introduced in week 27-31 October. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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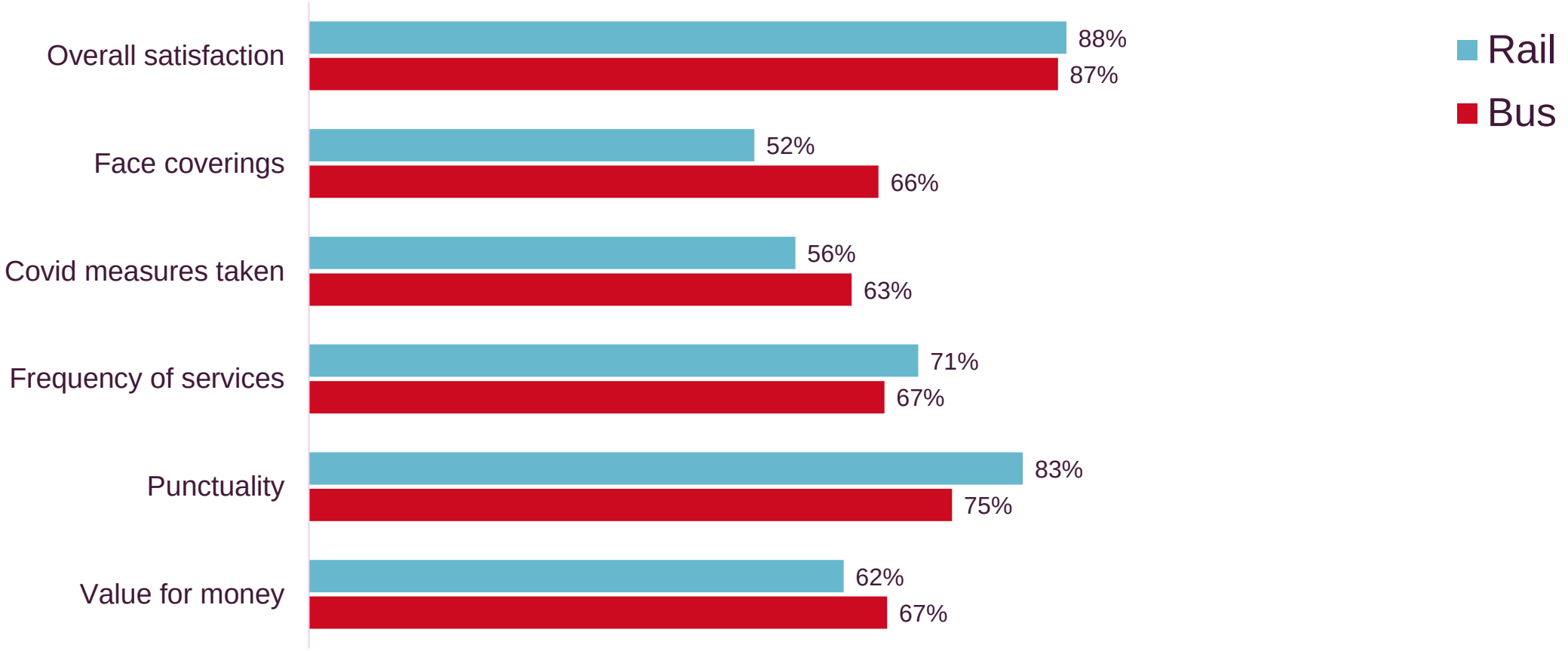
Rail to bus comparison – current week

Rail passenger satisfaction higher on punctuality but lower on Covid aspects and value for money



9-13 February 2022 report. Base size: rail 413; bus 497

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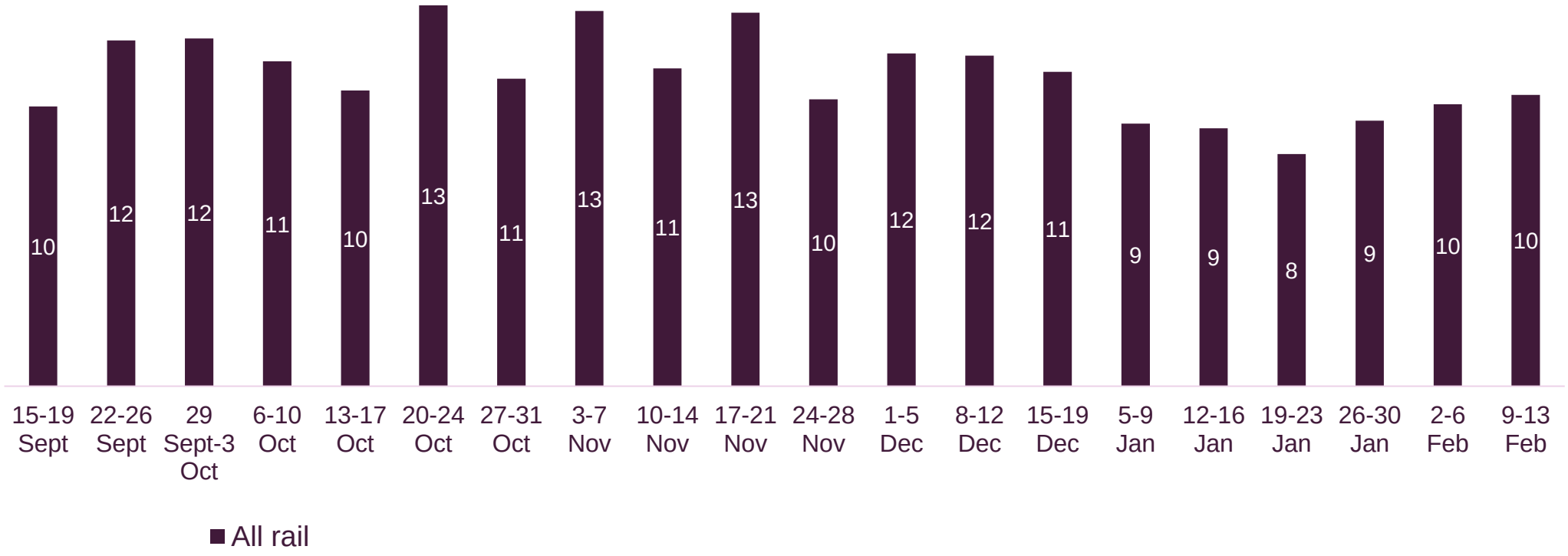
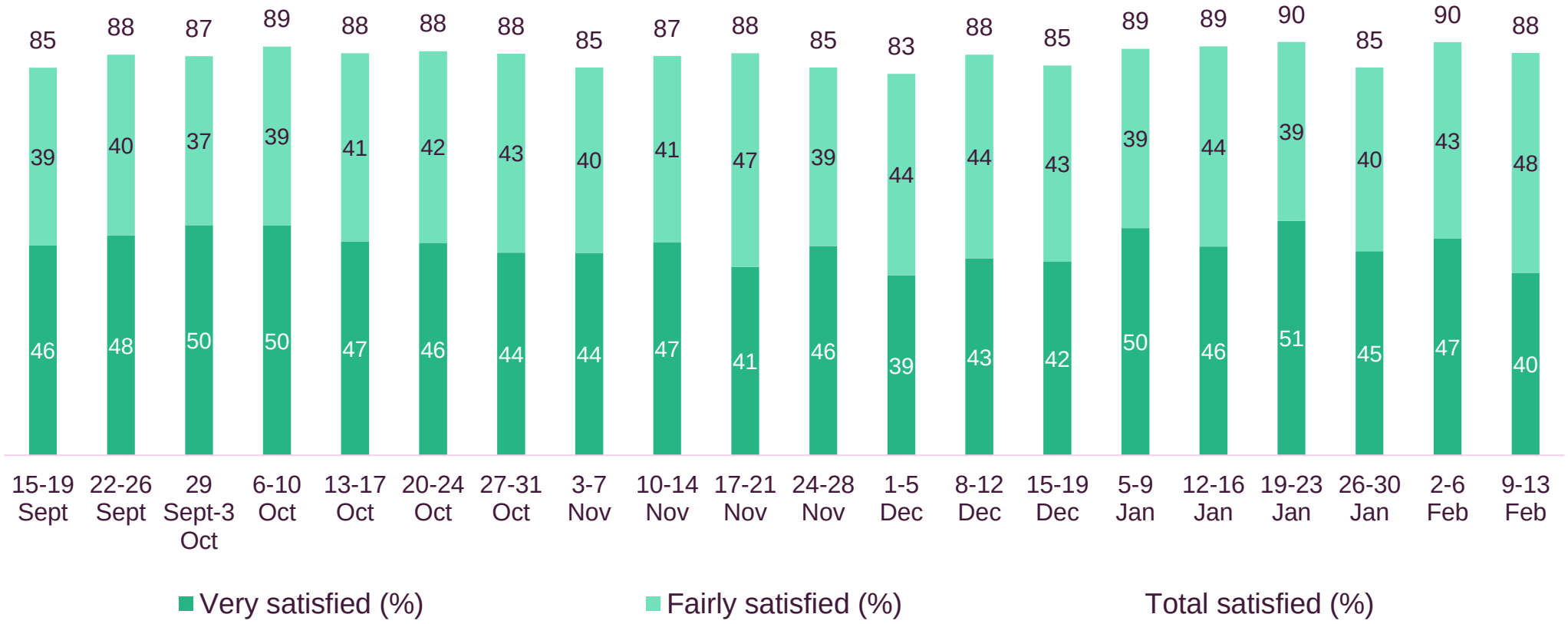
Proportion using rail in last seven days since September 2021



9 - 13 February 2022 report. Rail base size approx. 4029 per week.

Overall satisfaction with rail journey since September 2021



9 - 13 February 2022 report. Rail base size approx. 436 per week.

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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 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: 5 - 9 January	Fieldwork: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February
Week 15	Week 16	Week 17	Week 18	Week 19	Week 20
368	369	313	377	403	413

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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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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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