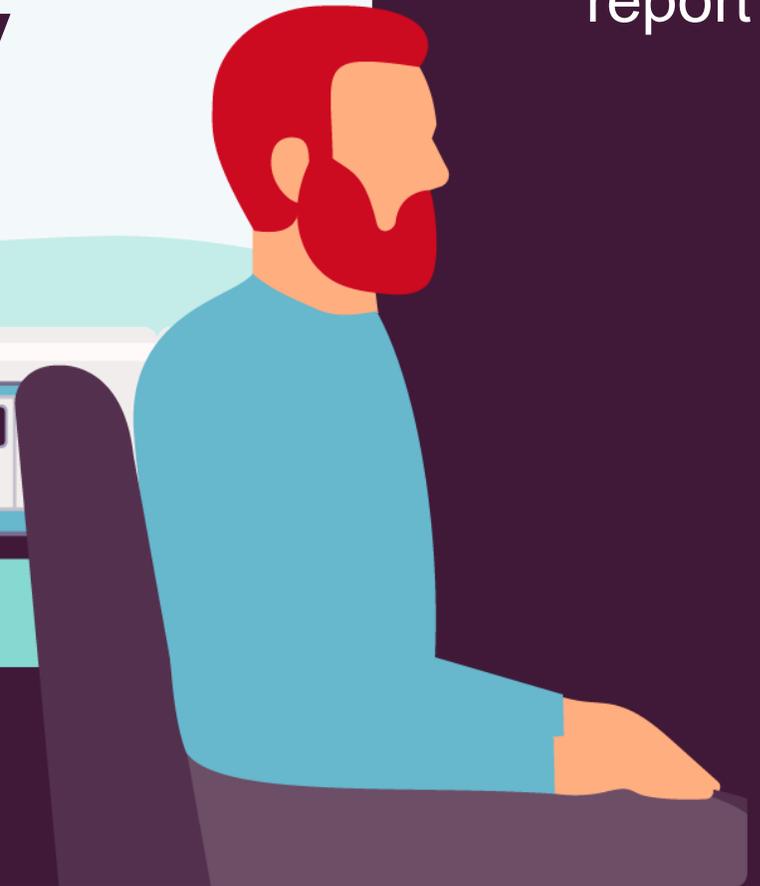


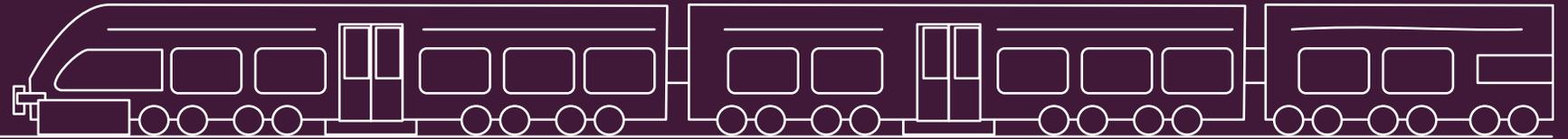
September
- February
2022

Rail User Weekly Survey

Trend
analysis
report



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.

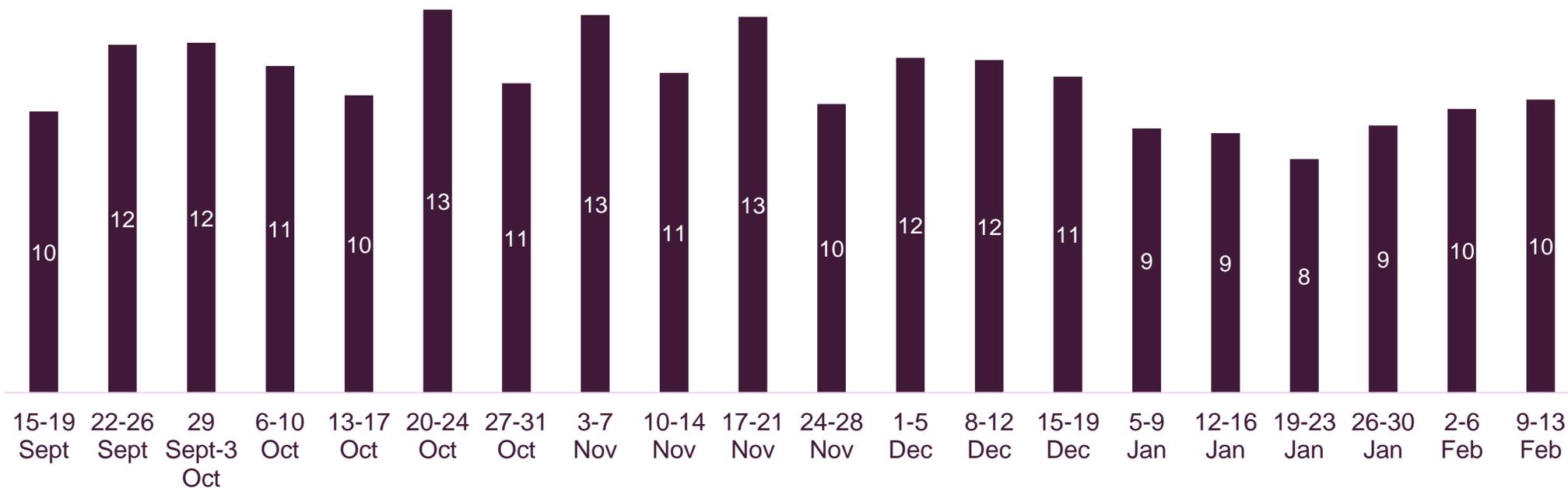
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

This report shows results over the twenty weeks the survey has run so far. It covers fieldwork taking place between 26 and 29 September to this most recent week 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](#).

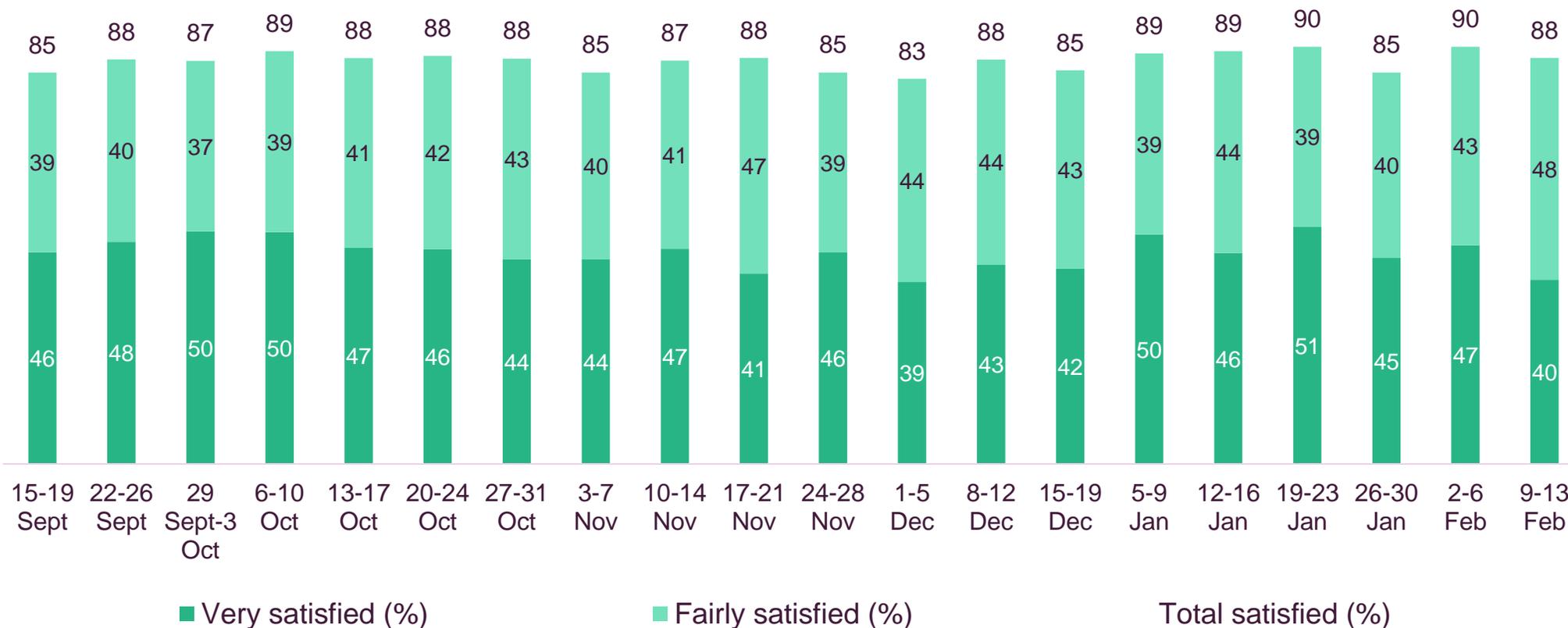
Further details on how we carried out this survey are available on page 23.

Proportion using rail in last seven days



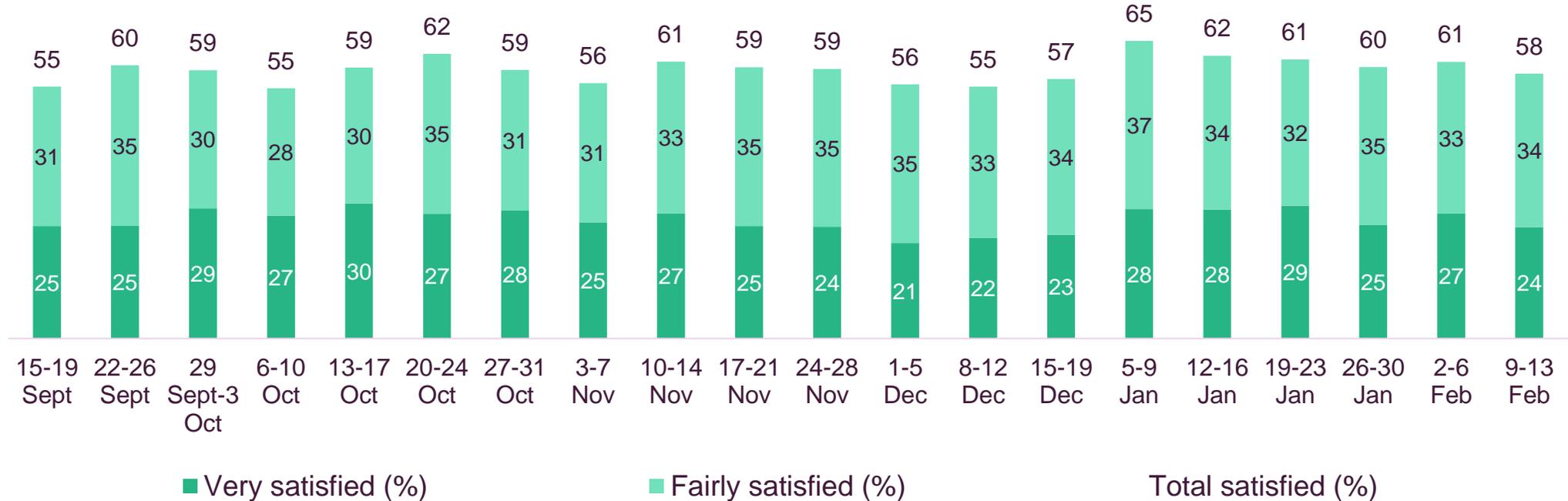
Trend analysis report. Base size average 4029 per week.

Overall satisfaction with rail journey



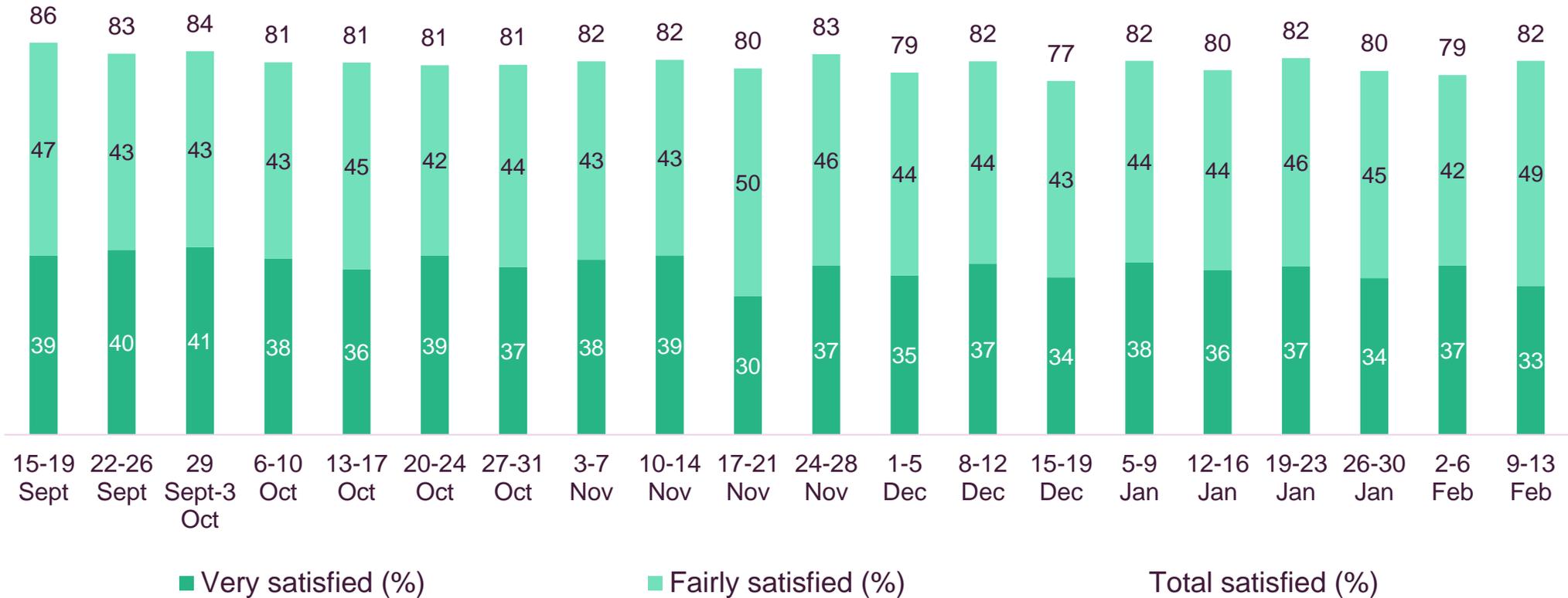
Trend analysis report. Base size average 436 per week.

Information on how busy the train would be before travelling



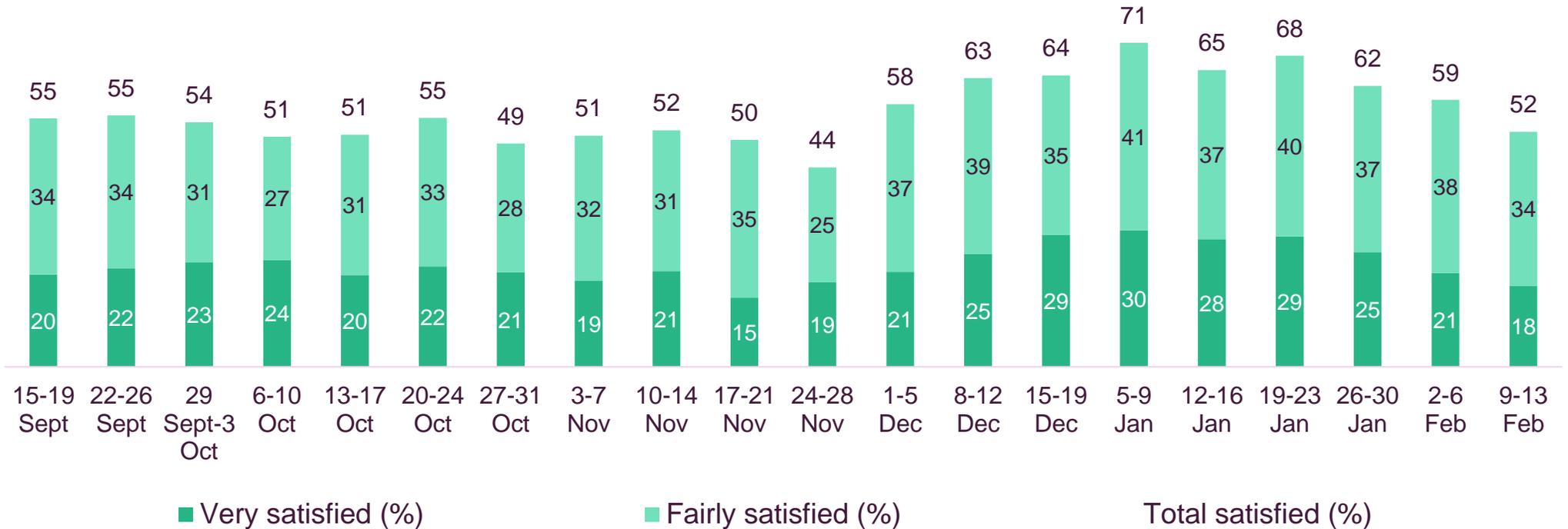
Trend analysis report. Base size average 354 per week.

The cleanliness of the inside of the train



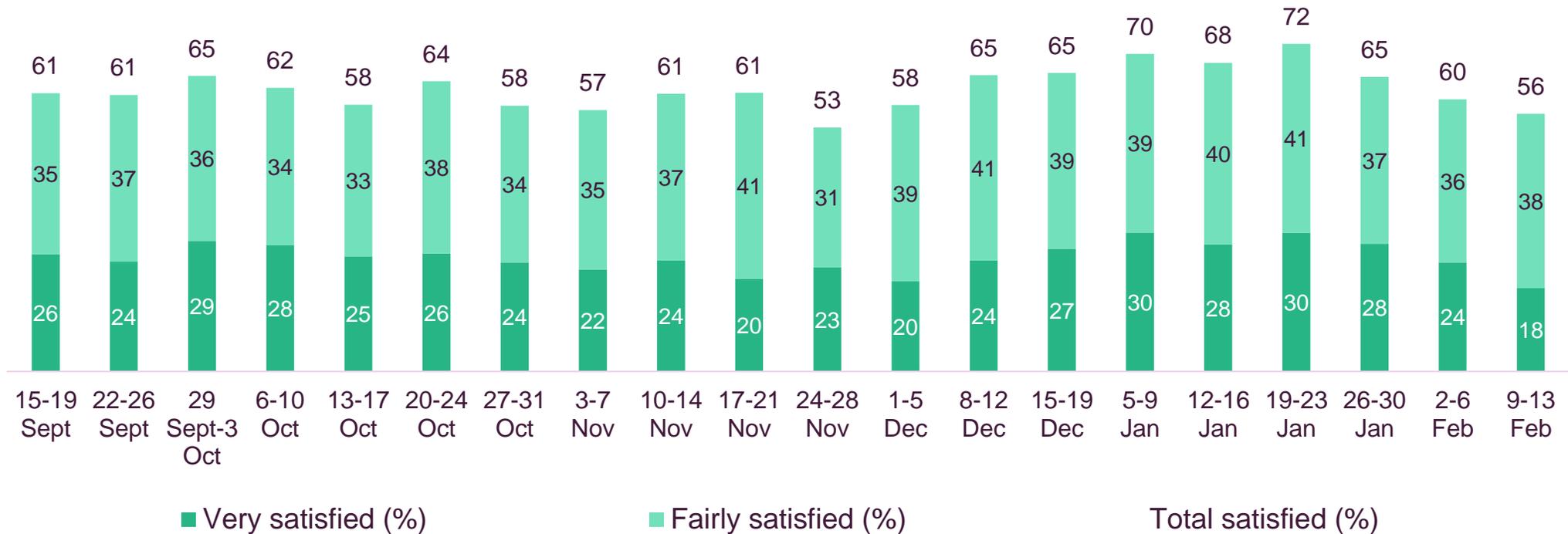
Trend analysis report. Base size average 435 per week.

The number of people wearing face coverings during your rail journey



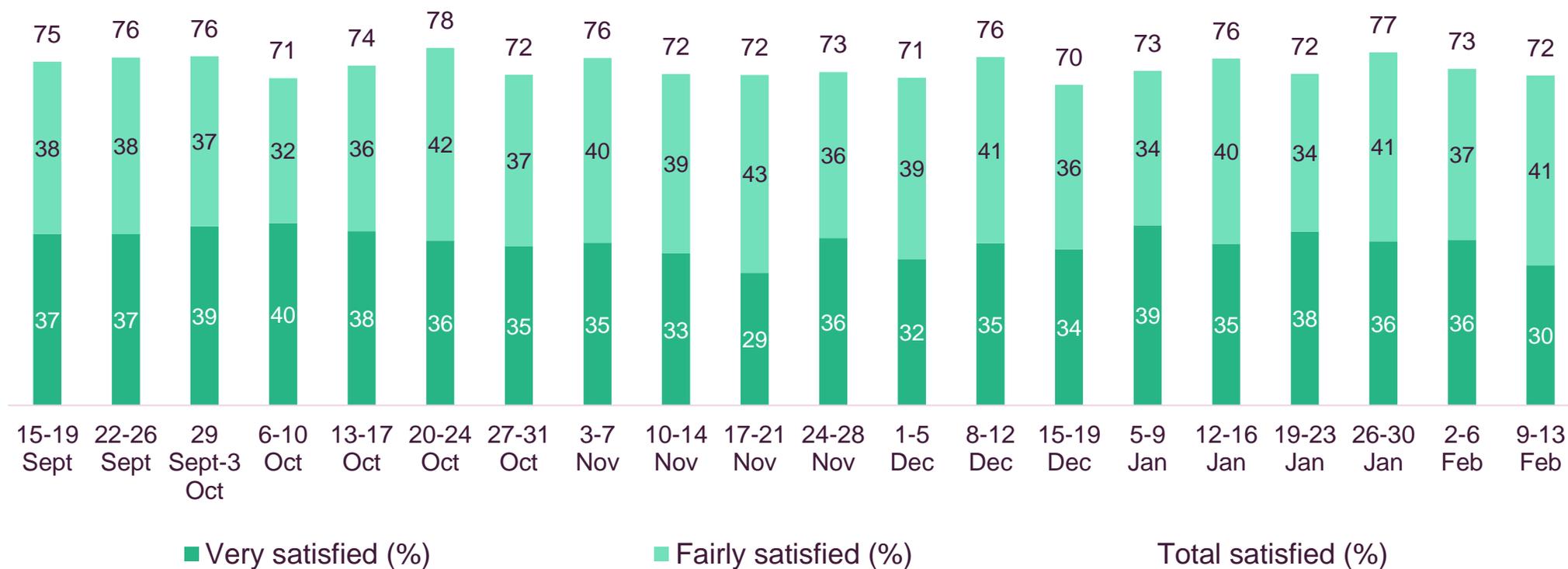
Trend analysis report. Base size average 427 per week.

The Covid measures in place on the train and at stations



Trend analysis report. Base size average 426 per week.

Helpfulness/attitude of staff



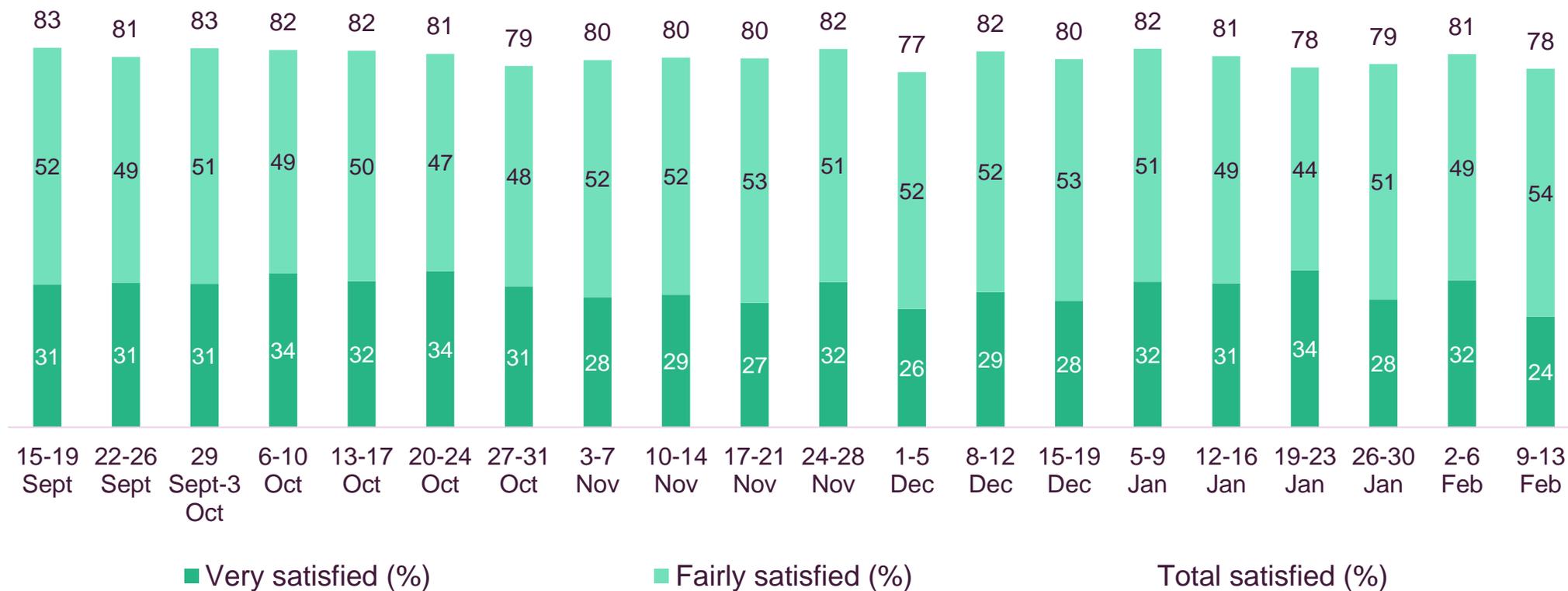
Trend analysis report. Base size average 347 per week.

The ventilation on the train



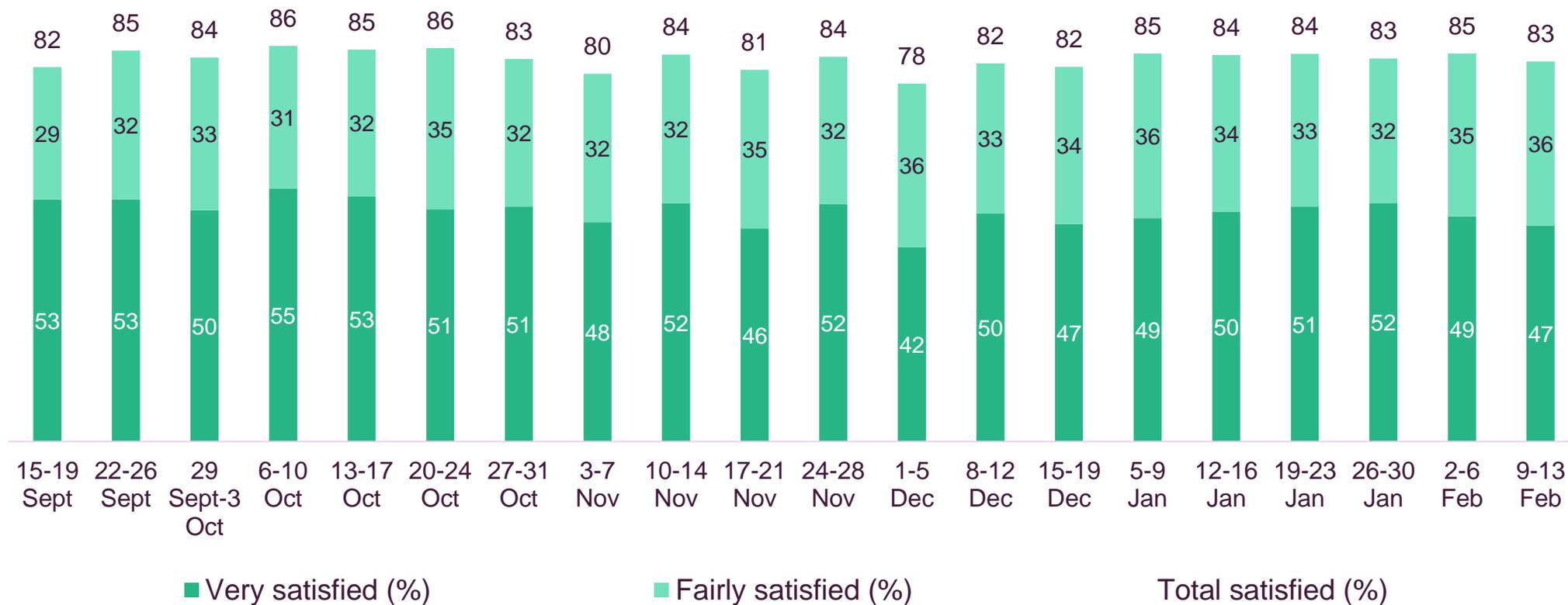
Trend analysis report. Base size average 428 per week.

Overall satisfaction with the train station



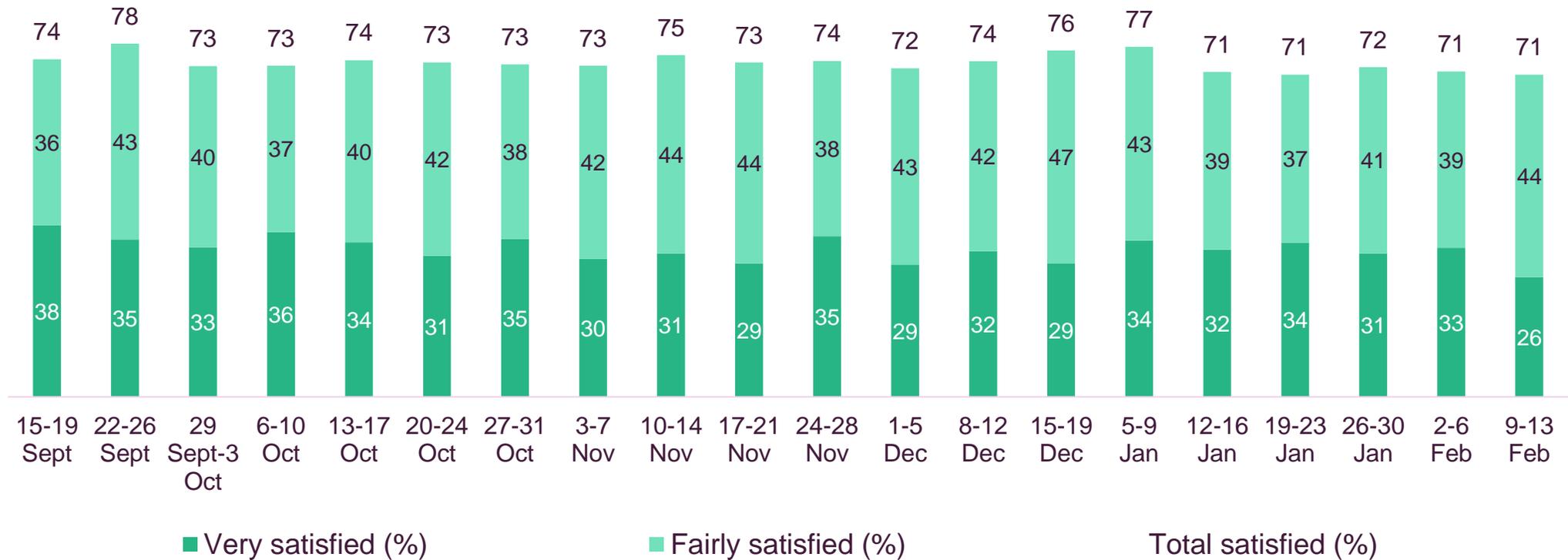
Trend analysis report. Base size average 435 per week.

Punctuality/reliability of the train



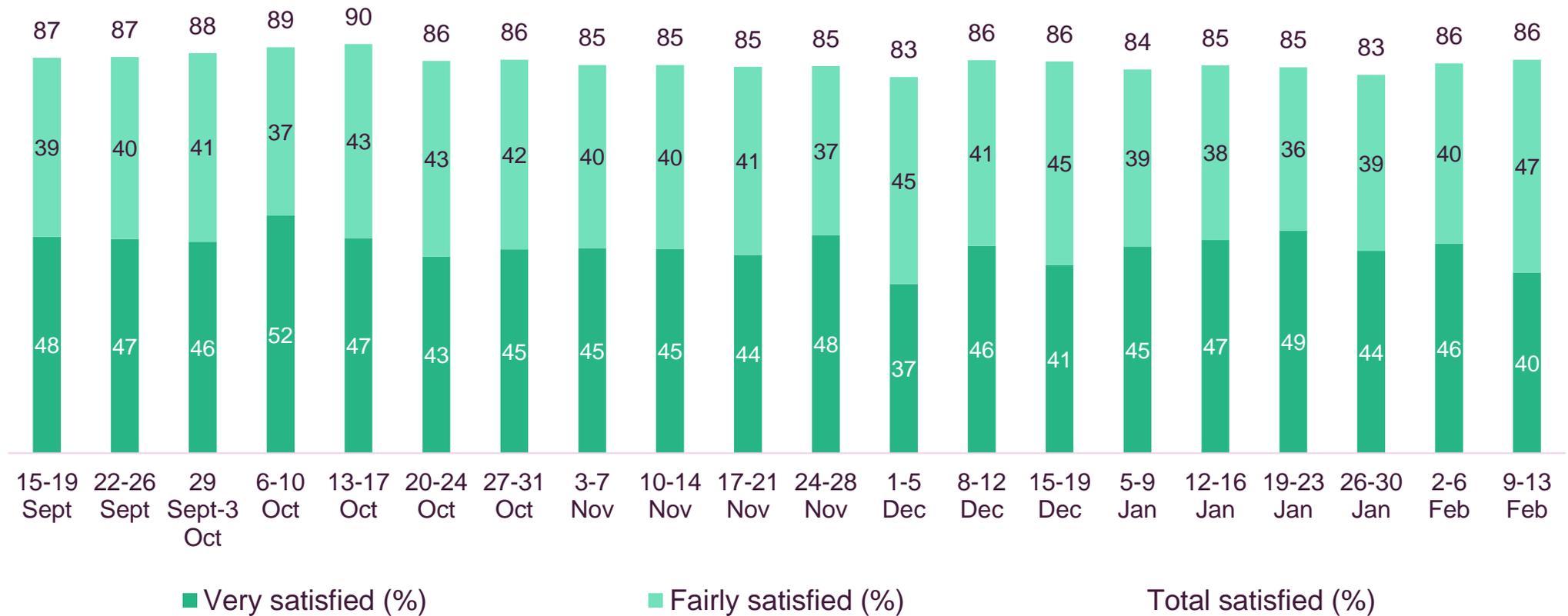
Trend analysis report. Base size average 435 per week.

Frequency of trains on that route

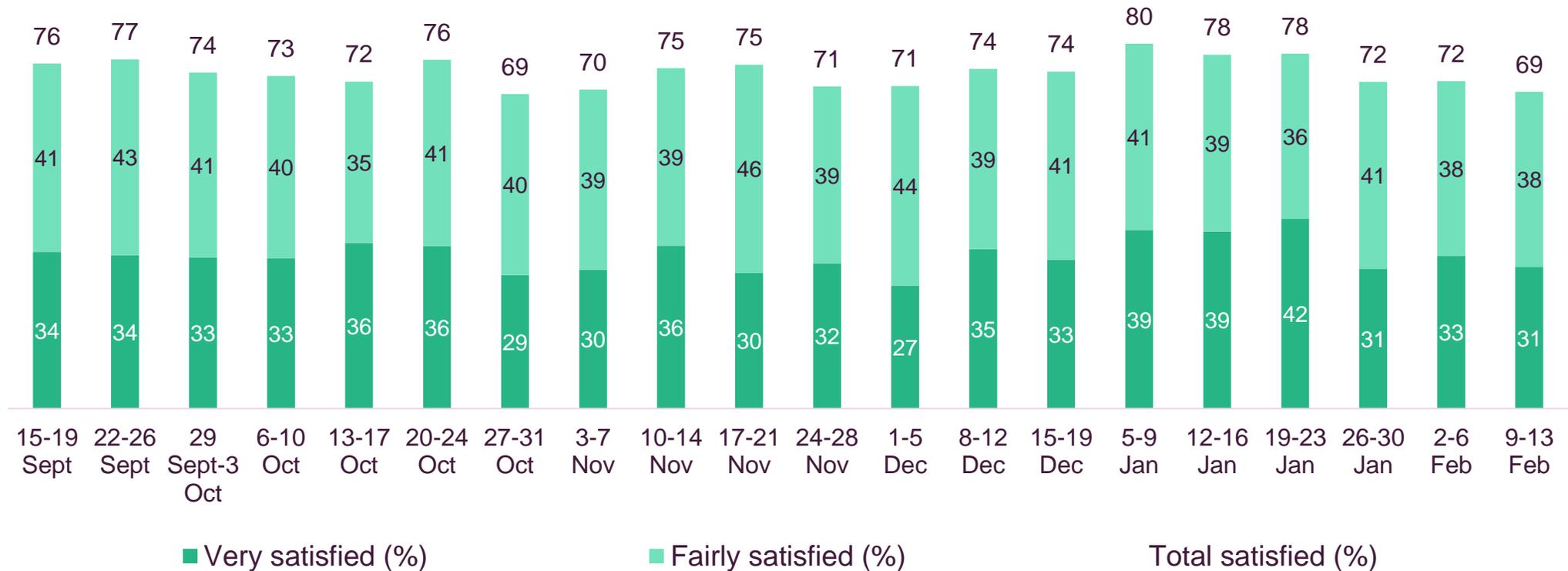


Trend analysis report. Base size average 433 per week.

Length of time the train journey was scheduled to take

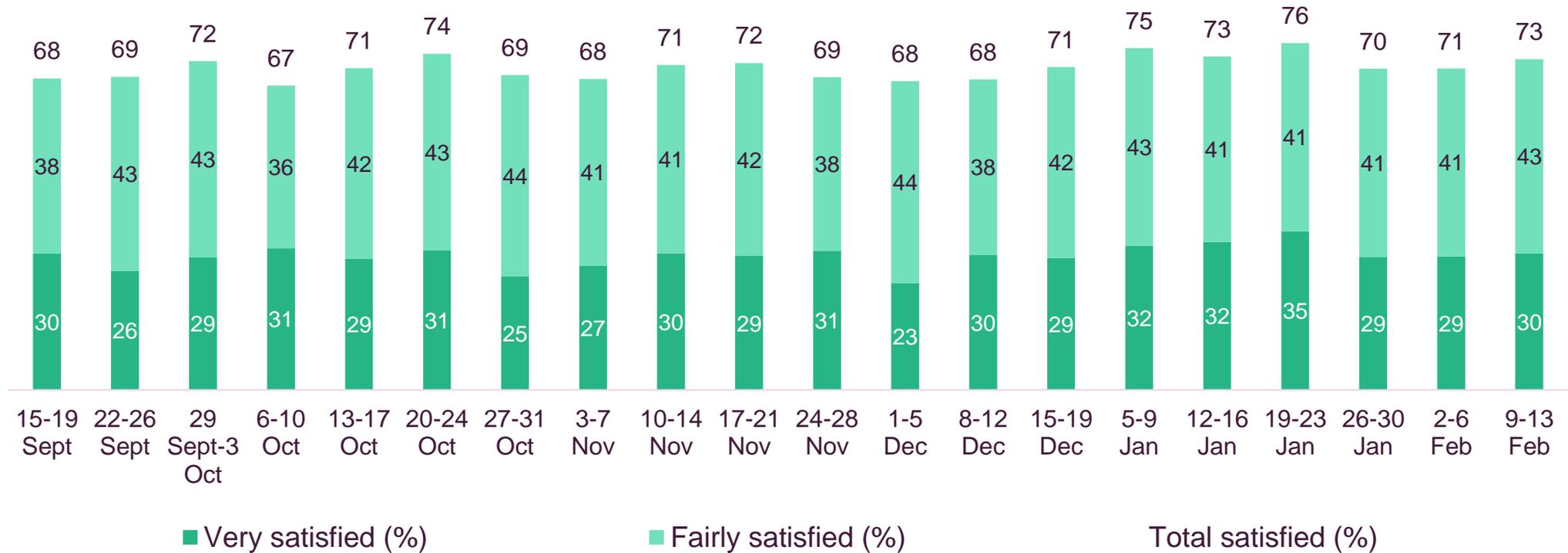


Level of crowding of the train



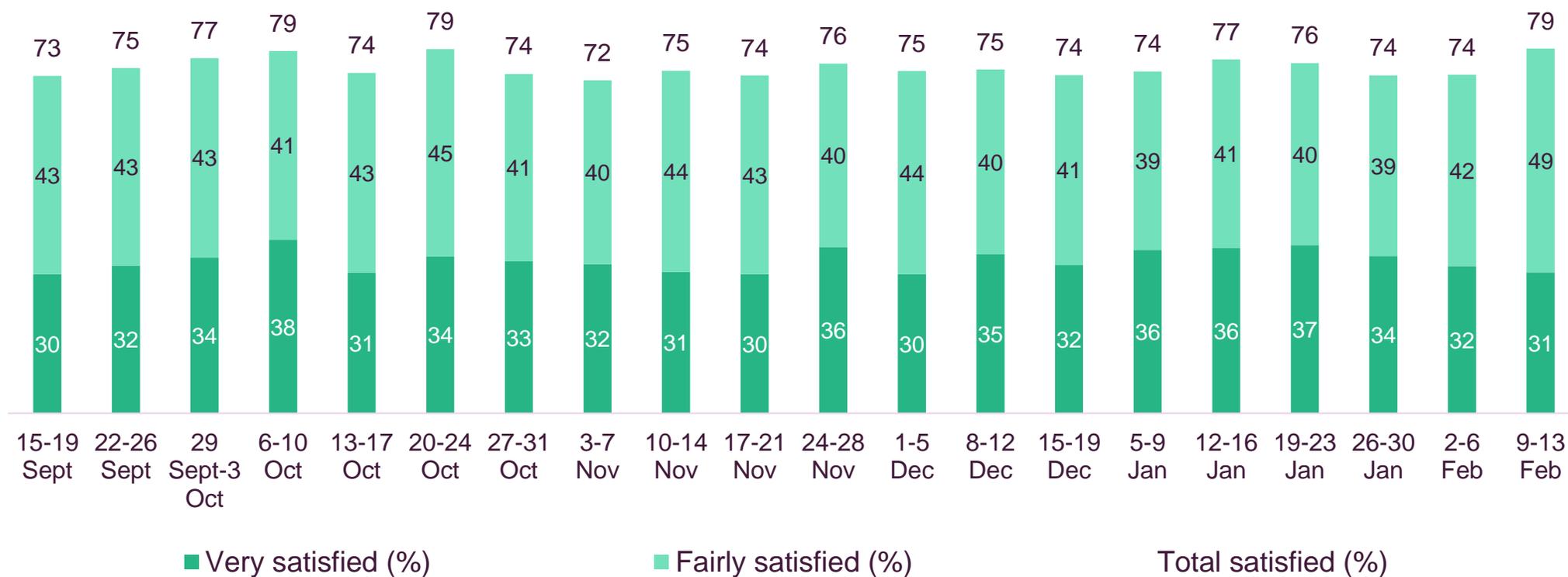
Trend analysis report. Base size average 433 per week.

The behaviour of other rail passengers



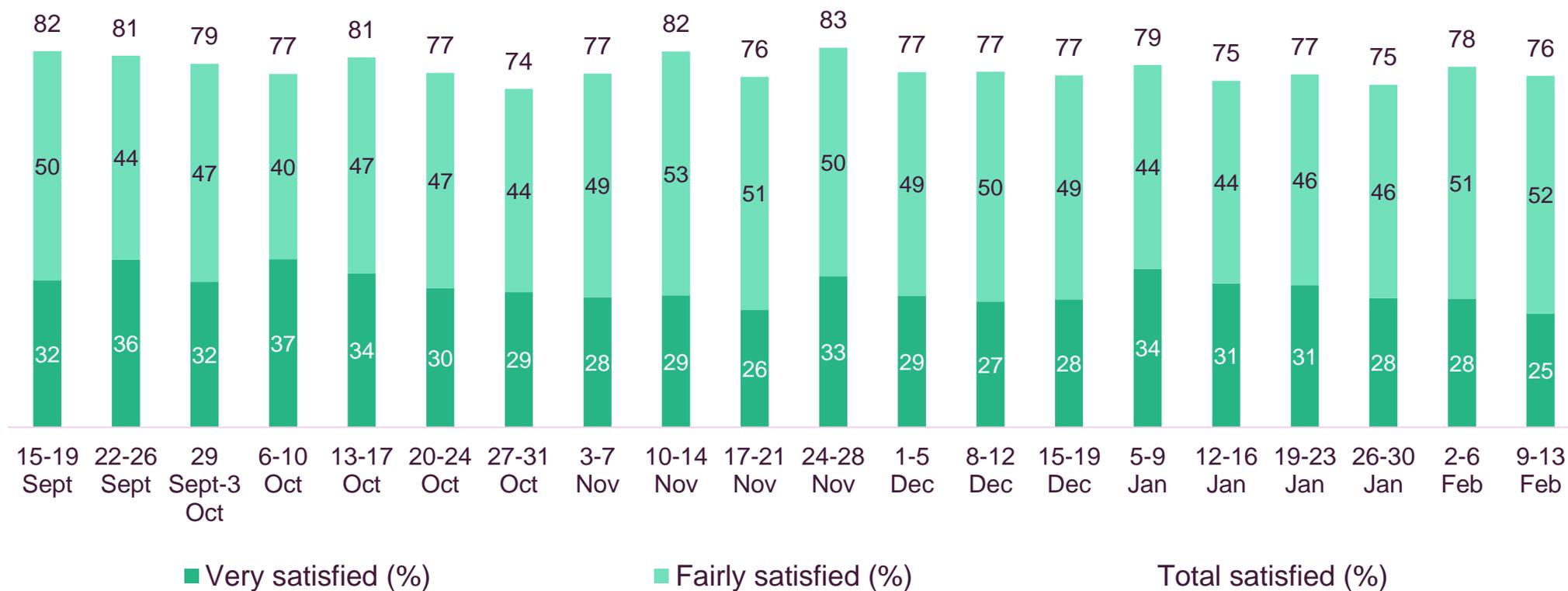
Trend analysis report. Base size average 433 per week.

Provision of information during the rail journey



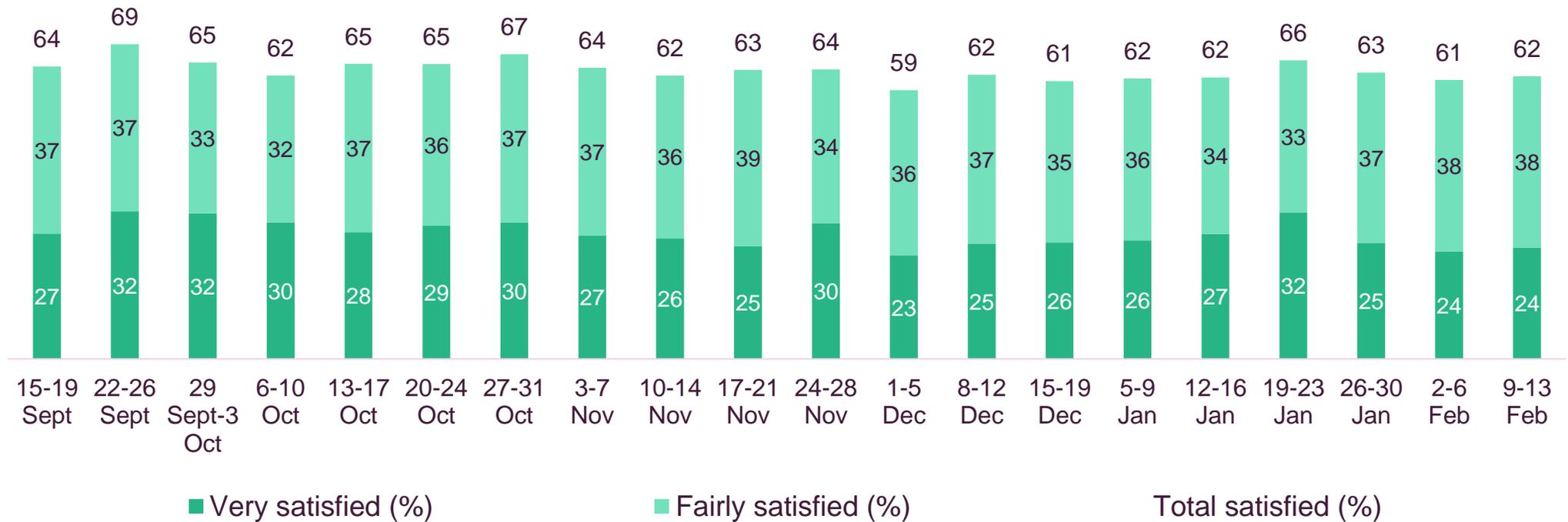
Trend analysis report. Base size average 416 per week.

Comfort of the train seats



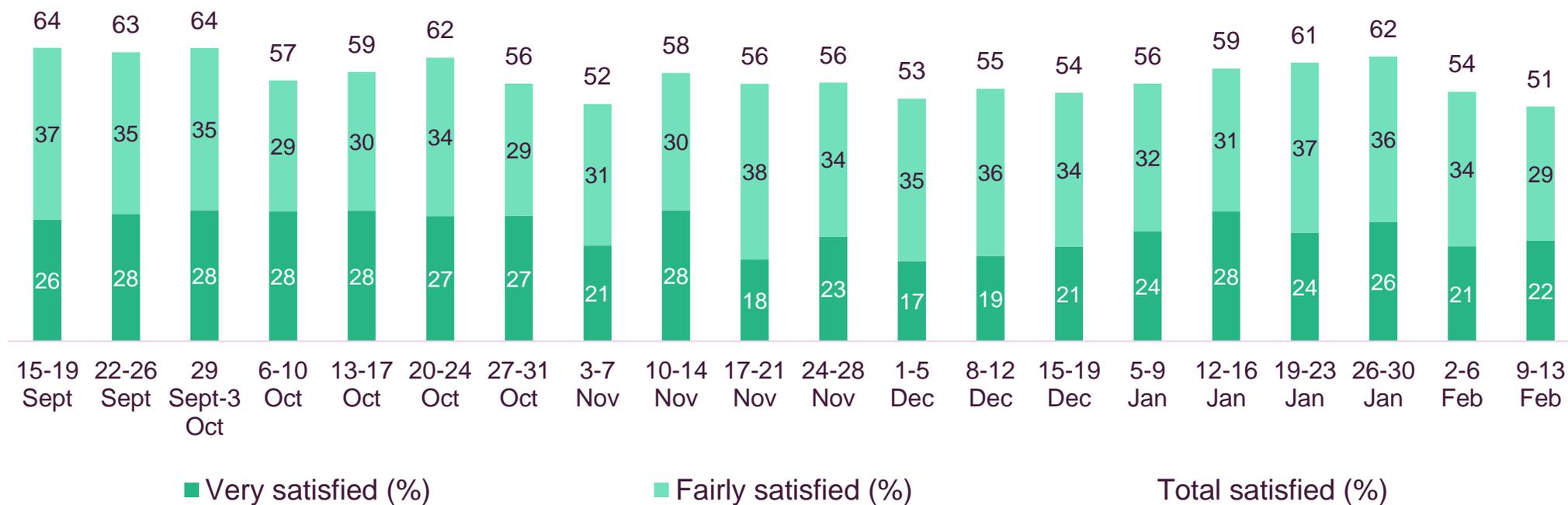
Trend analysis report. Base size average 426 per week.

Value for money of the ticket



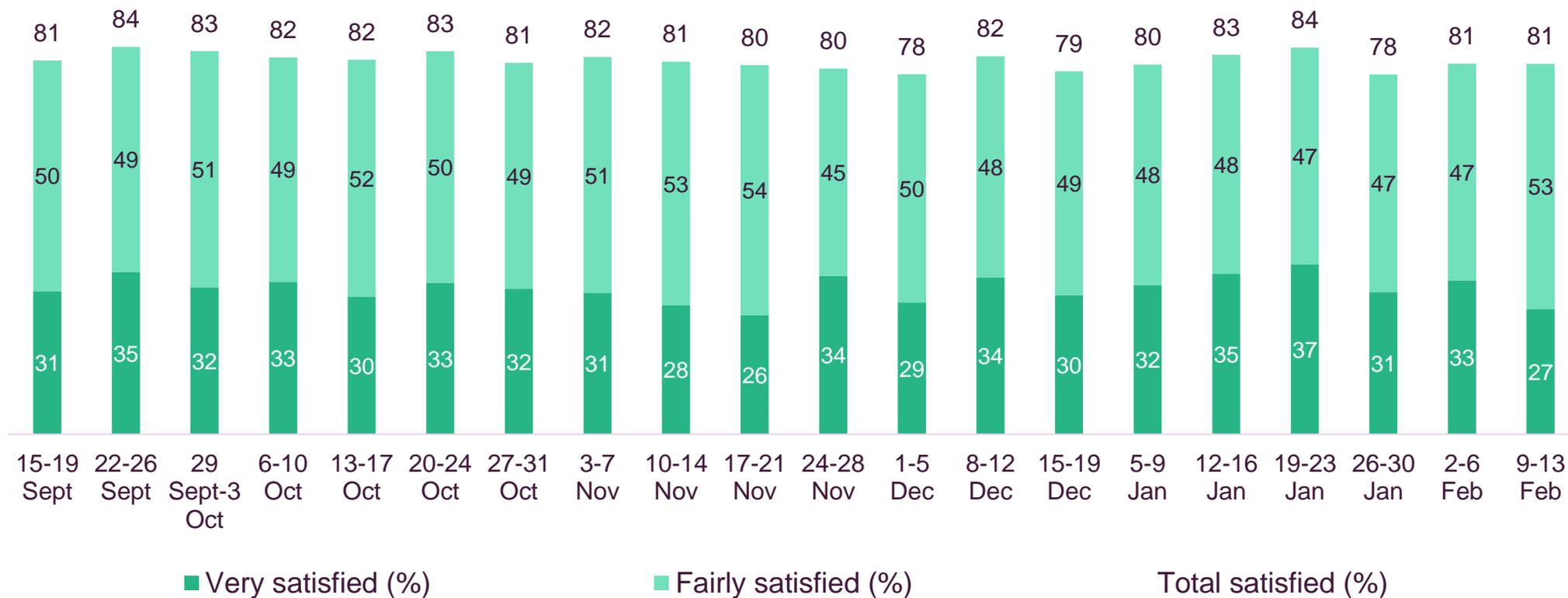
Trend analysis report. Base size average 419 per week.

Reliability of the internet connection



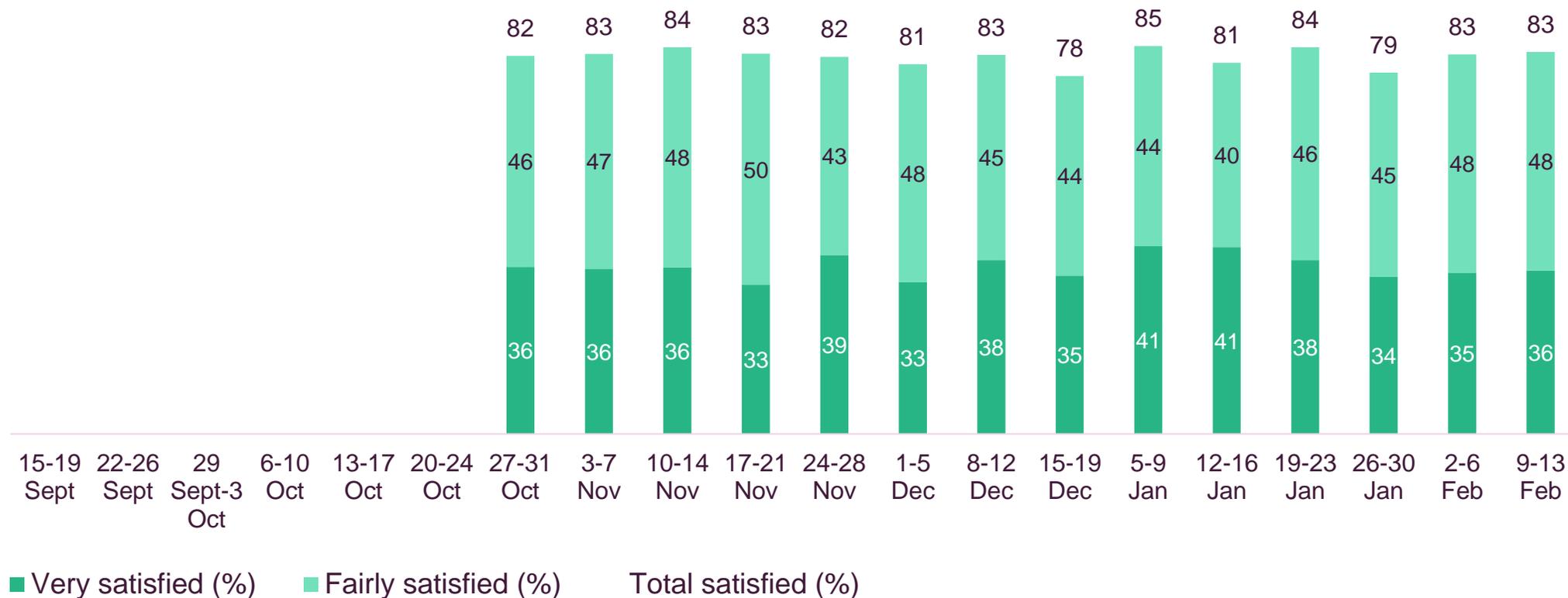
Trend analysis report. Base size average 299 per week.

Overall satisfaction with the train



Trend analysis report. Base size average 435 per week.

Personal security during your rail journey*



Trend analysis report. Base size average 418 per week *This question was introduced 27 October.

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.

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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