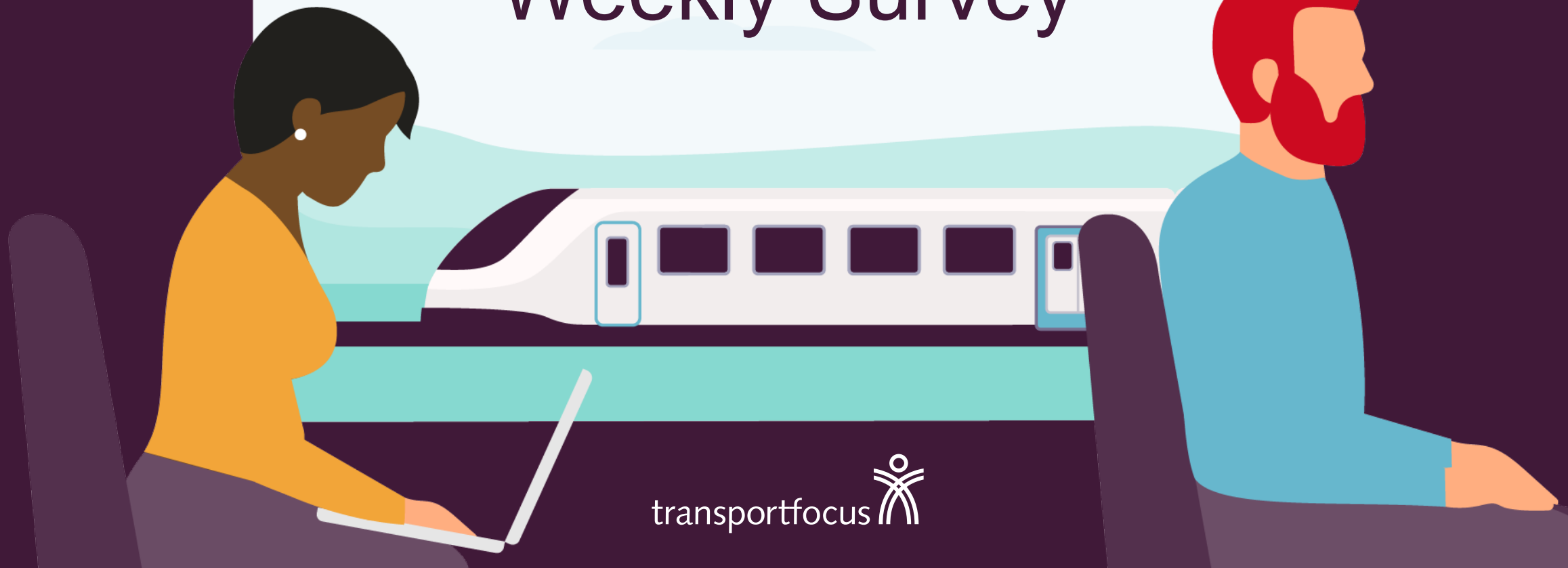


16 - 20
February
2022

Week 21

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 400 rail passengers each week.

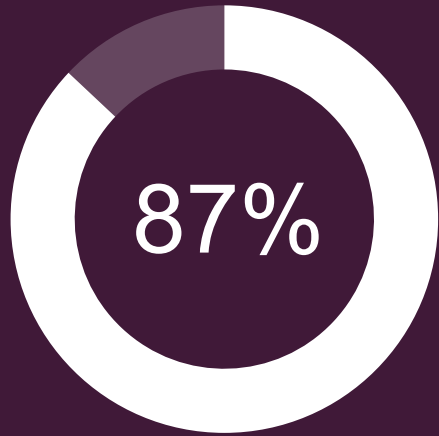
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 16 and 20 February 2022.

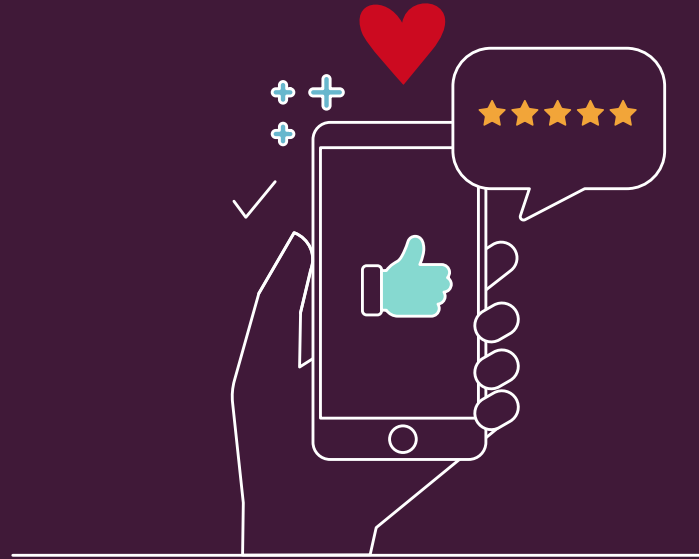
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

Rail headlines



87% of rail passengers were satisfied with their journey overall.



The proportion using rail in the last seven days is 11%. This has increased slowly since January.



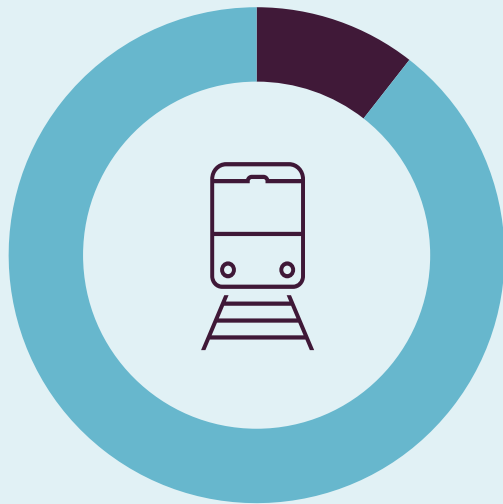
Satisfaction with punctuality/reliability is at 81%, slightly down on last week's 83%, and now at lowest level since the first week of December.

Rail usage levels



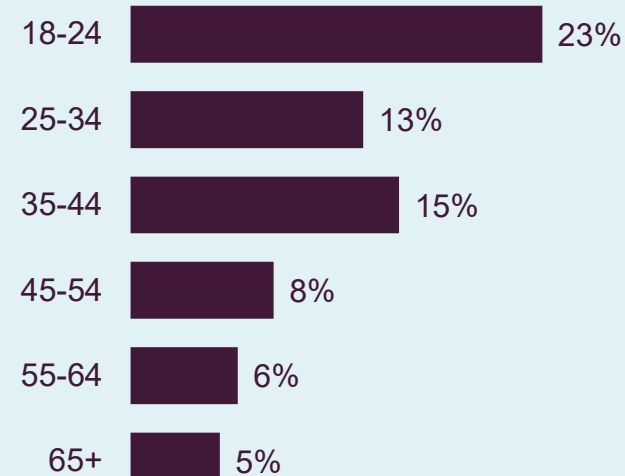
Just under one in nine used rail in the last seven days

Proportion using rail in the last seven days



11%
of people in
Great Britain used
rail this week

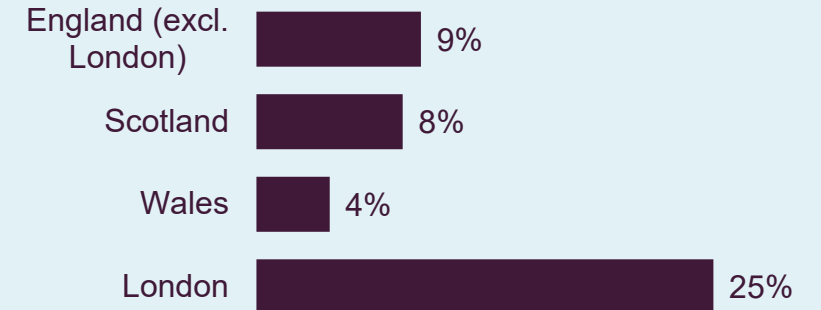
Age



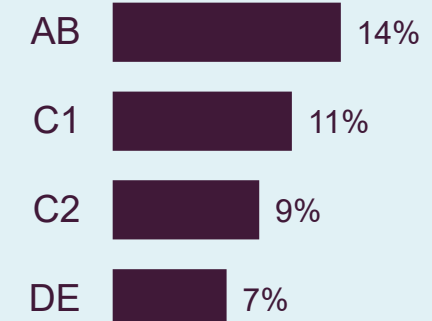
Sex



Region

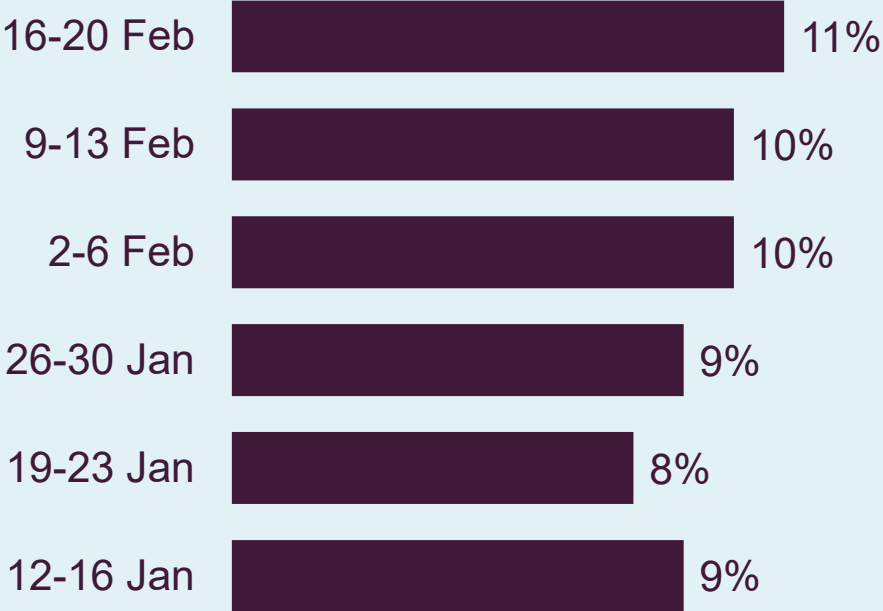


Social grade



Rail use over the last six weeks

Proportion using rail within the last seven days



16-20 February 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



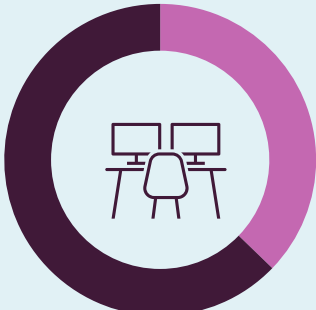
Leisure/eating out/non-essential shopping
29%



Friends/family
18%



Essential shopping
3%



Commuting
37%



Work travel
5%

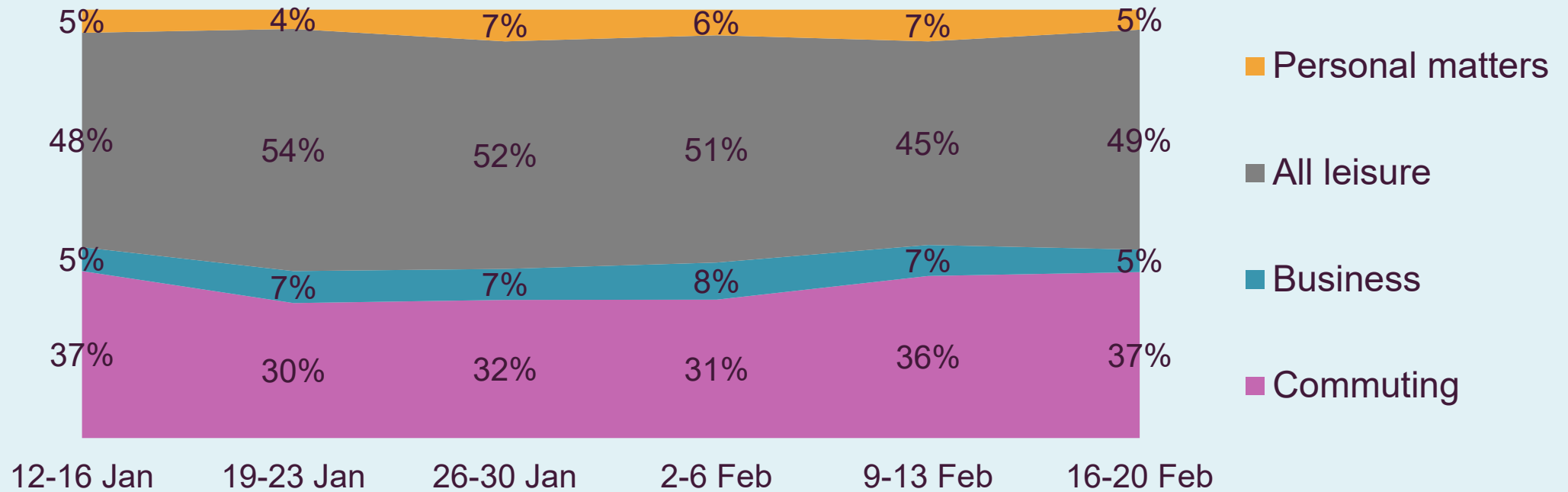


Personal matters
5%

16-20 February 2022 report. Base size 408. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

Around half of the last rail journeys made were for a leisure reason

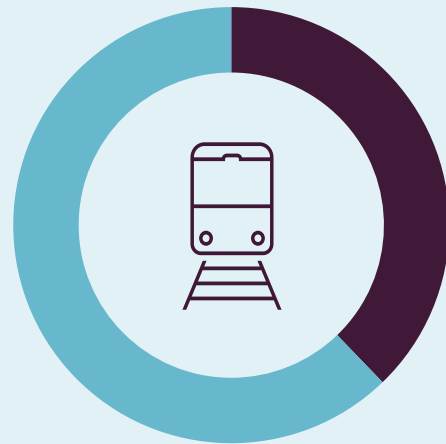
Main purpose of last rail journey



16-20 February 2022 report. Base size weekly average 381, 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

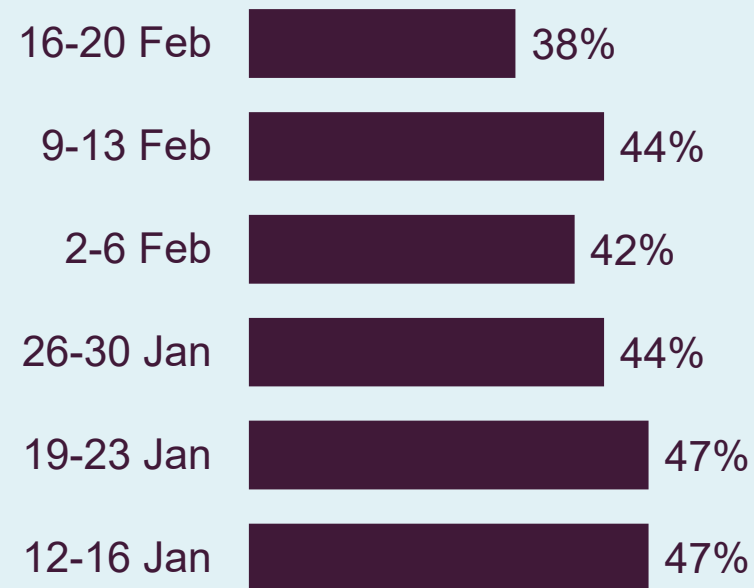
Less than two in five had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



38%

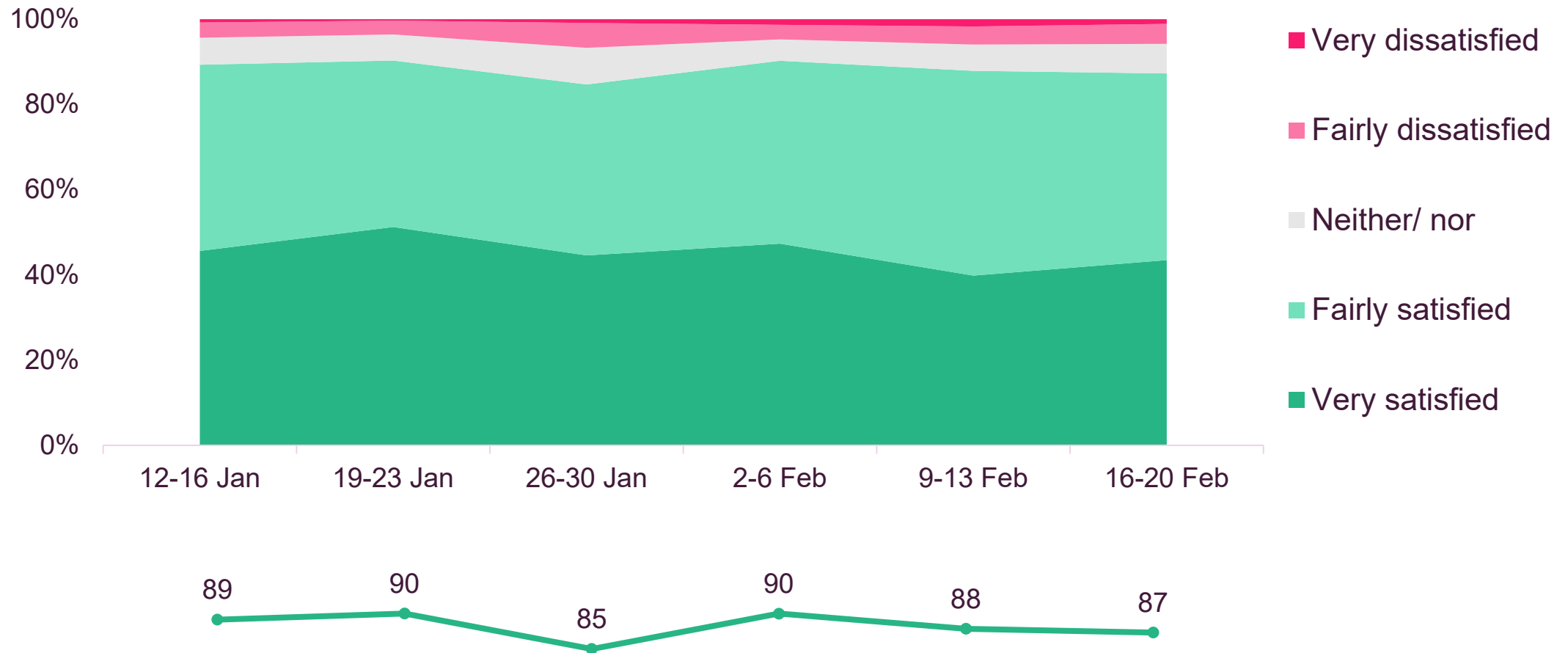
62% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time

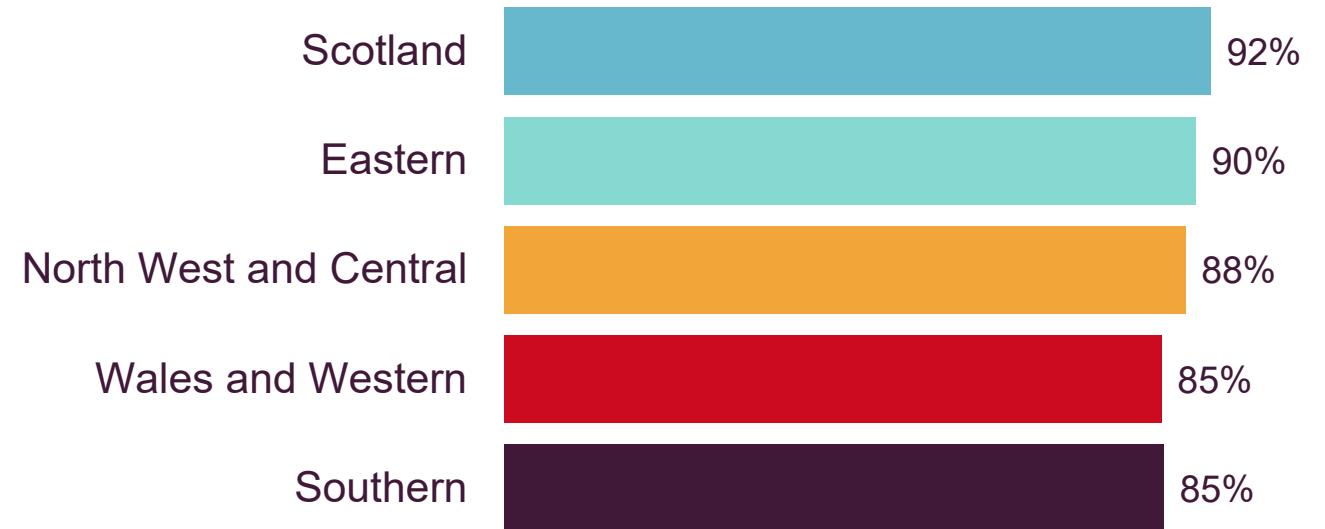


16-20 February 2022 report. Base size: all who used rail in last seven days – average 381 per week.

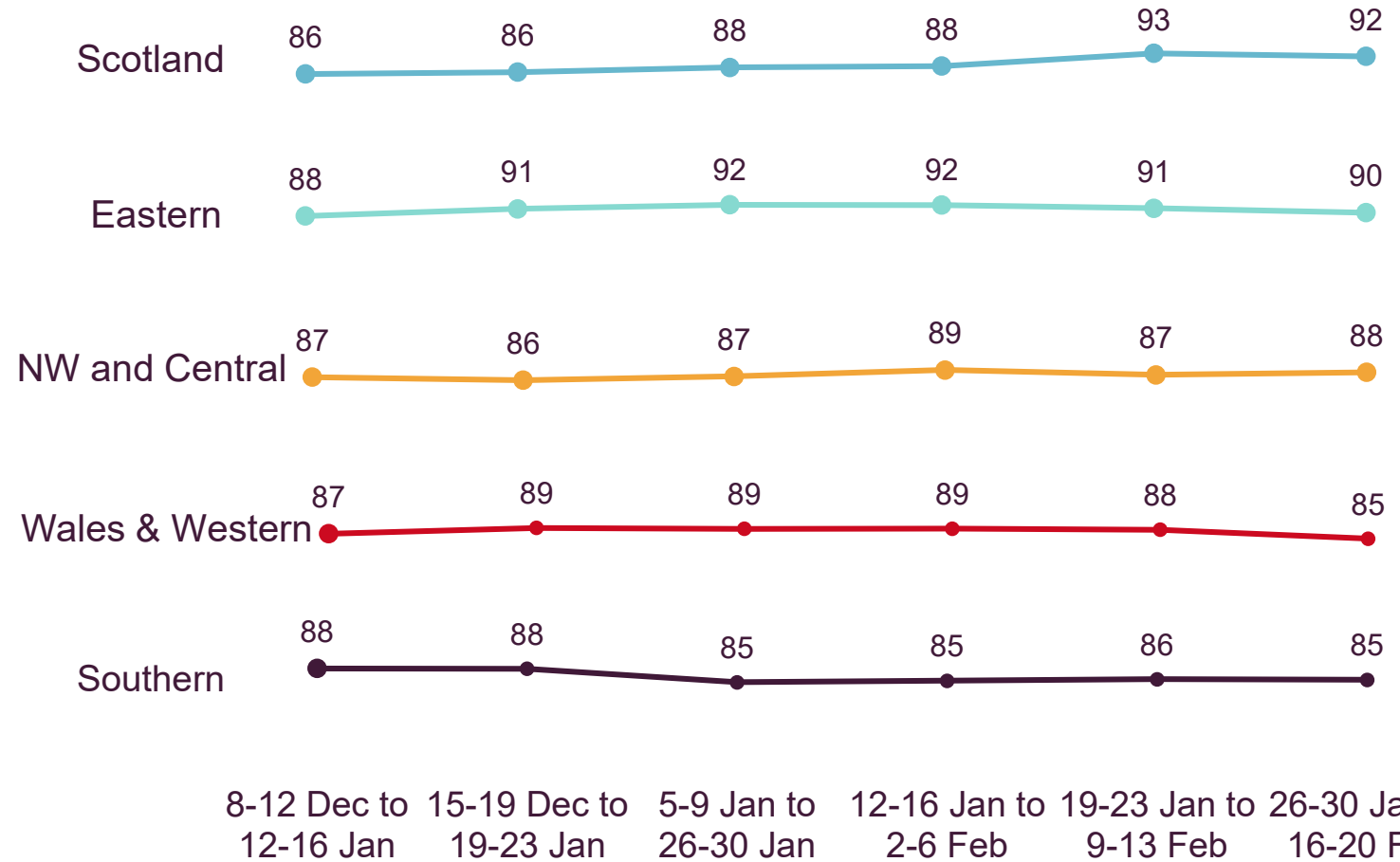
Overall satisfaction by Network Rail region



By region over last 4 weeks

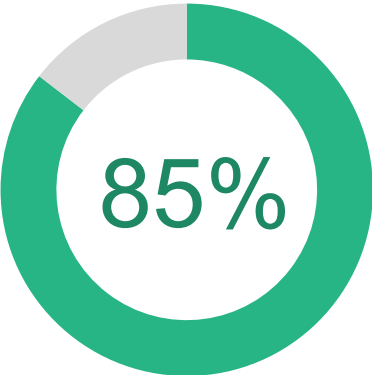


Overall satisfaction by Network Rail region – four week rolling averages

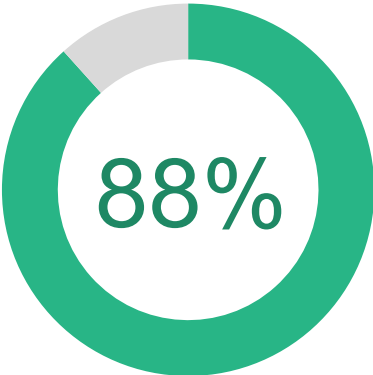


16-20 February 2022 report. Base size by region: Scotland to Southern average four weekly numbers: 112; 424; 320; 146; 519.

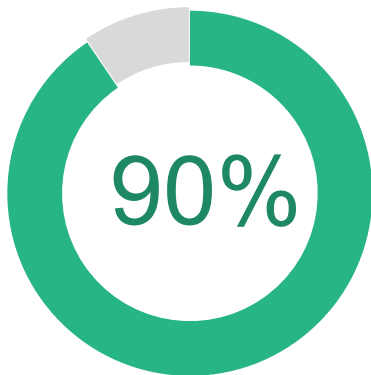
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



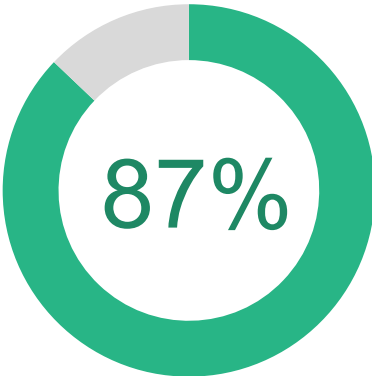
Age 18-34



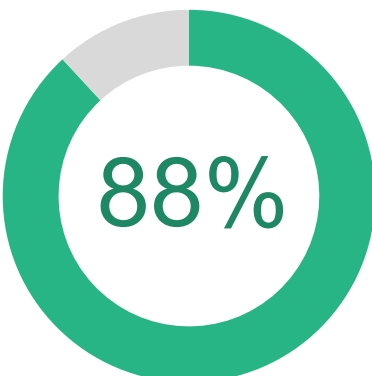
Age 35-54



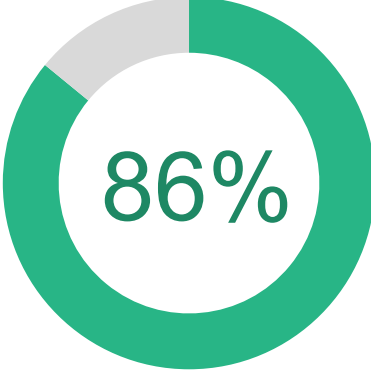
Age 55 and over



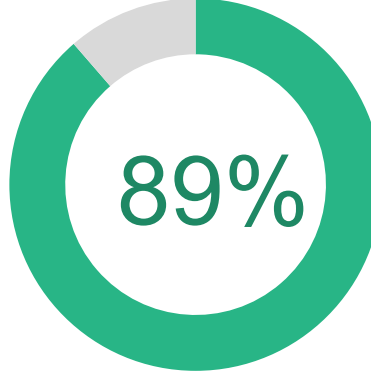
Men



Women



Commute



All leisure

16-20 February 2022 report. Base sizes: age 18-34 718; age 35-54 511; age 55+ 372; male 937; female 657; commute; 535; all leisure 808. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

What rail passengers are saying...



I am disabled, GWR are great at getting me on and off the trains without making me feel like I'm just a nuisance.

Very satisfied, Great Western Railway passenger

Good and secure travelling, better condition, environment friendly travel, good value for money, easy to book and convenient. good interior and cleanliness of trains.

Very satisfied, Great Northern passenger



Delayed train, crowded, nowhere to sit, terrible smell, dirty.

Very dissatisfied, South Western Railway passenger

It was very busy and I struggled to find a seat.

Neither satisfied nor dissatisfied, Great Western Railway passenger

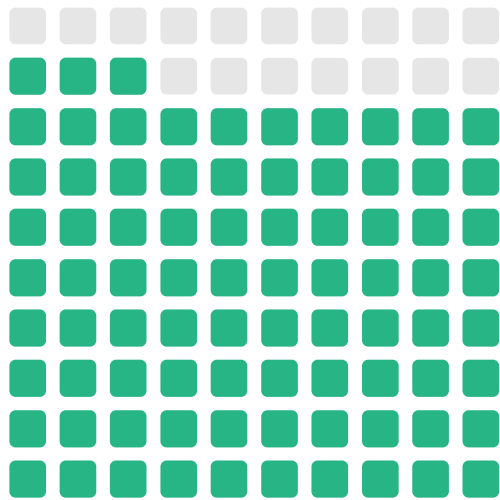
Signal problems; engineering works, strikes and increased fares!!

Very dissatisfied, TransPennine Express passenger

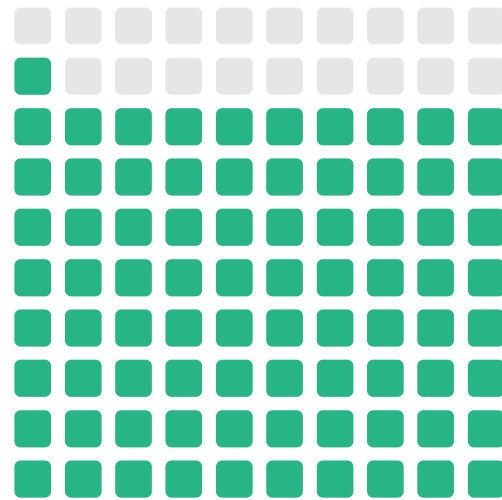
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall



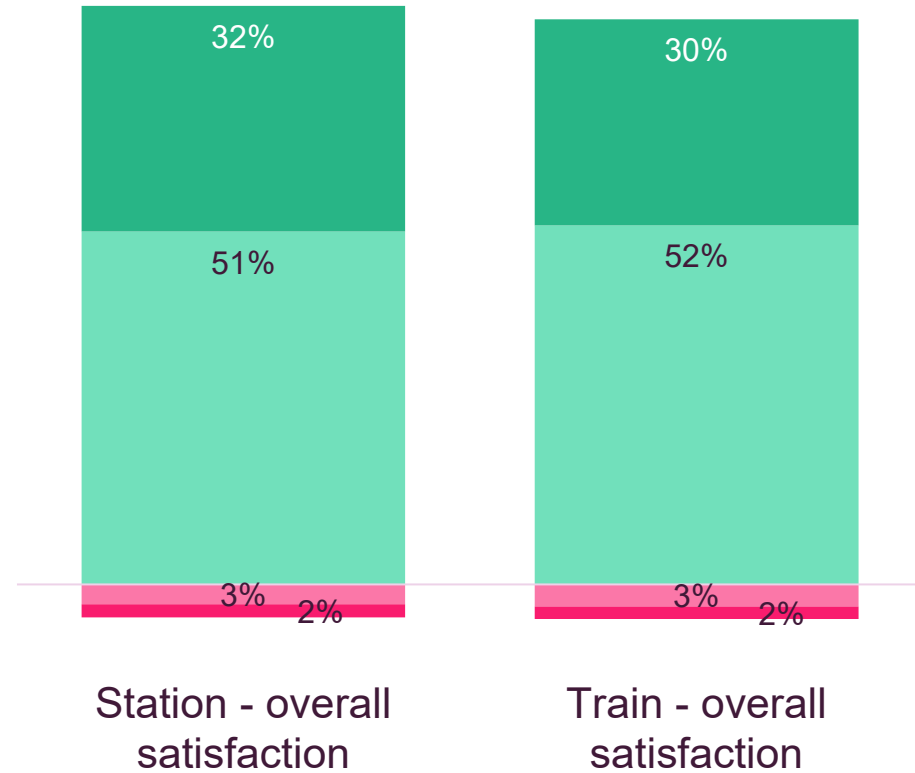
Station - overall satisfaction
83%



Train - overall satisfaction
81%

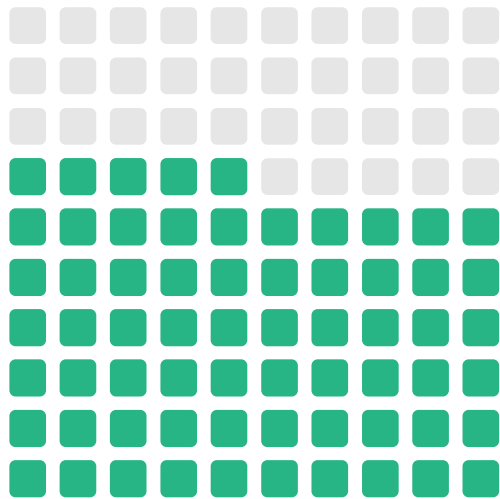


■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



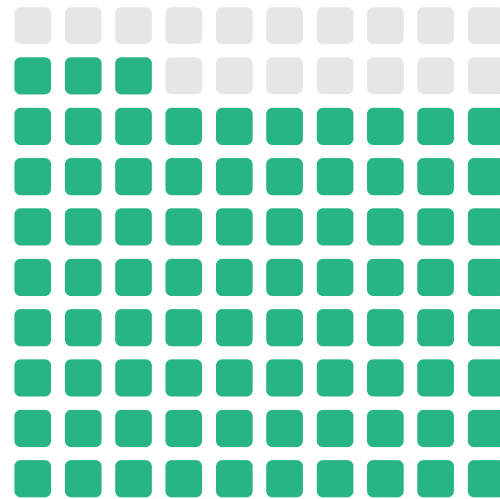
16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 407; train chart 406. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



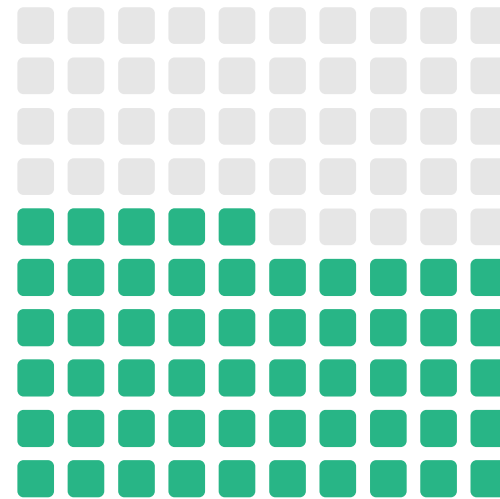
Information on how busy train would be before travelling

65%



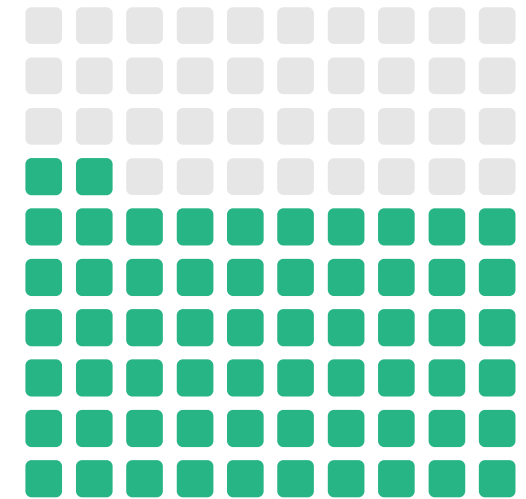
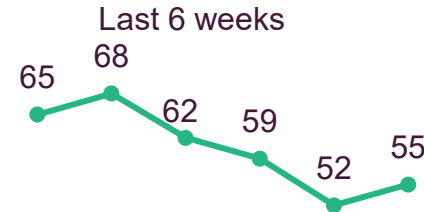
Cleanliness of the inside of the train

83%



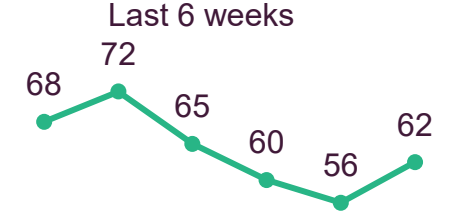
Number of people wearing face coverings

55%



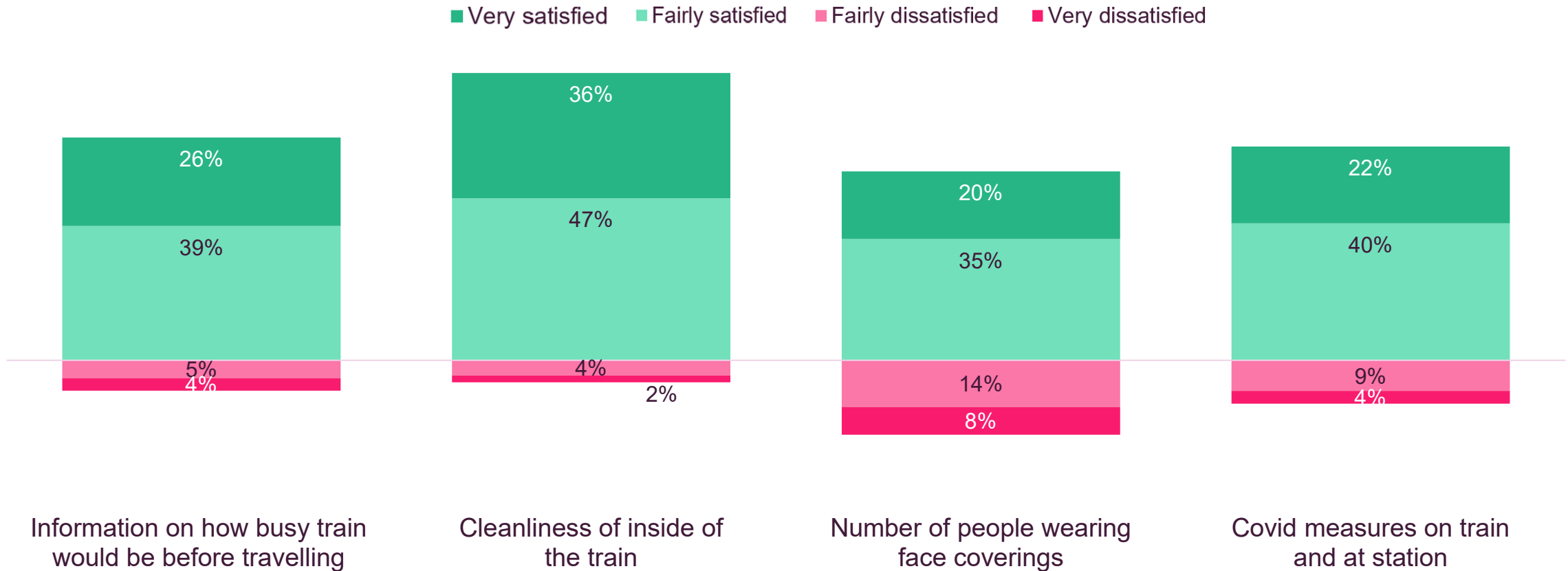
Covid measures on train and at station

62%



16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 309; 407; 393; 389.

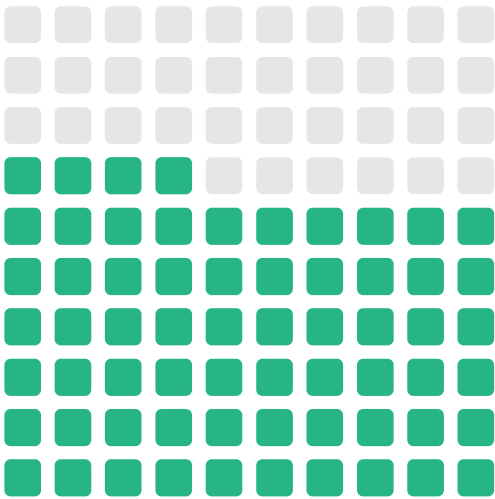
Satisfaction with information, cleanliness and Covid-related measures



16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 309; 407; 393; 389.

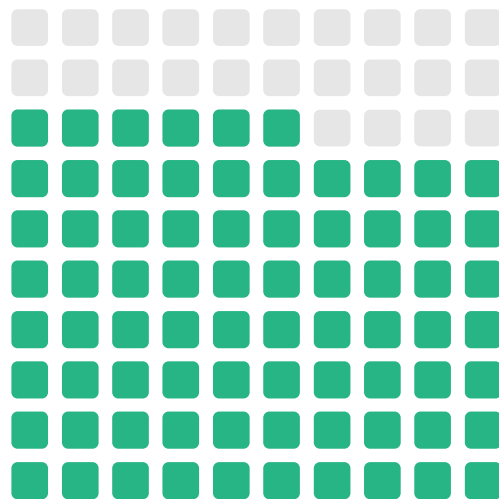
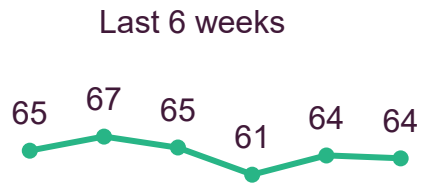
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



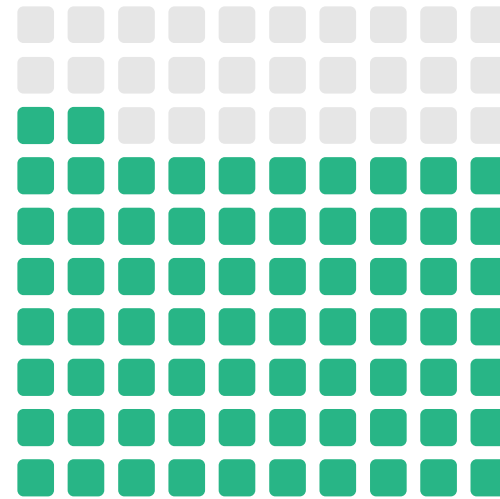
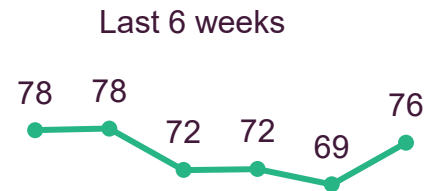
Ventilation on the train

64%



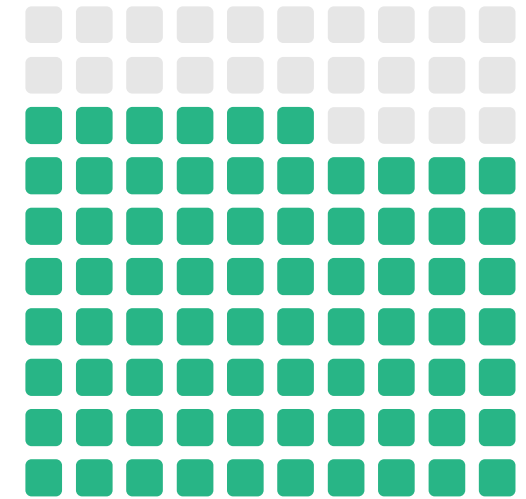
Level of crowding on the train

76%



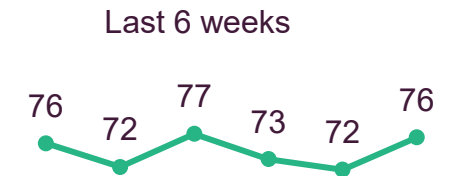
Behaviour of other passengers

72%



Helpfulness & attitude of staff

76%



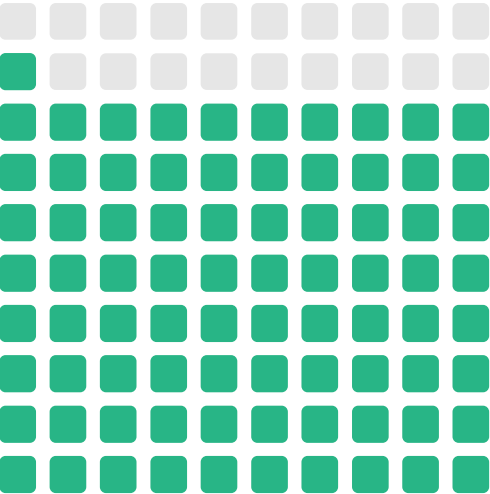
Satisfaction with ventilation, crowding, other passengers' behaviour and staff

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

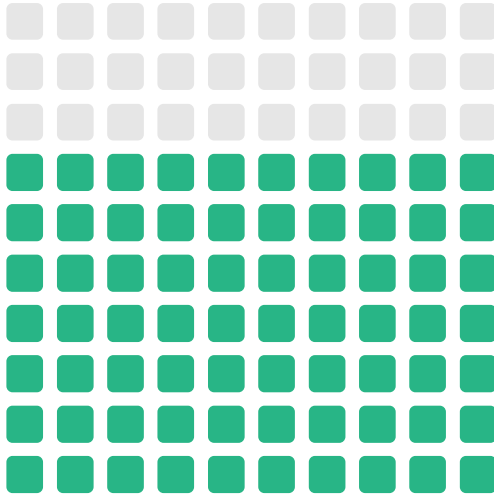


16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 399; 406; 405; 310.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

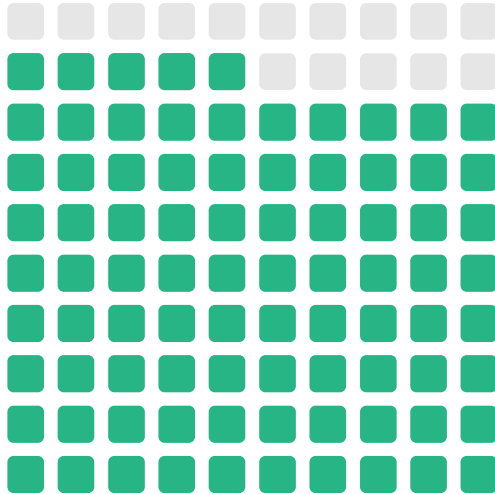
Satisfaction with punctuality, frequency, journey time and on-train information



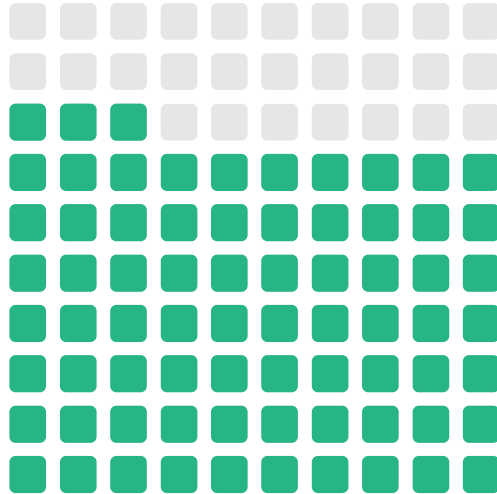
Punctuality/reliability
81%



Frequency of trains on that route
70%



Length of time journey scheduled to take
85%



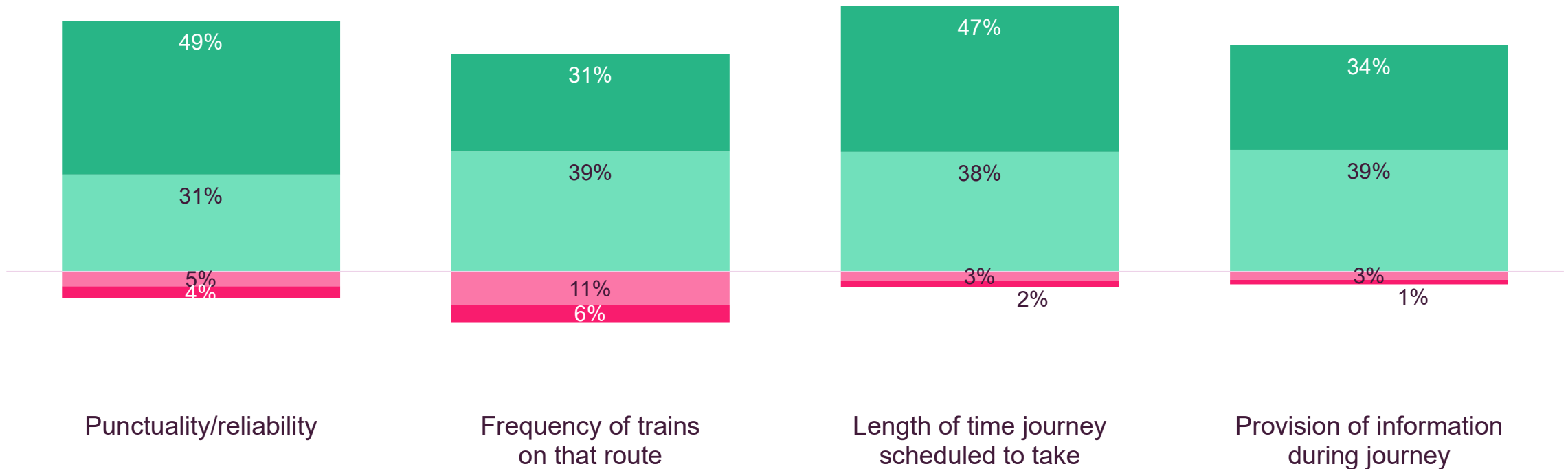
Provision of information during journey
73%



16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 407; 408; 408; 393.

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

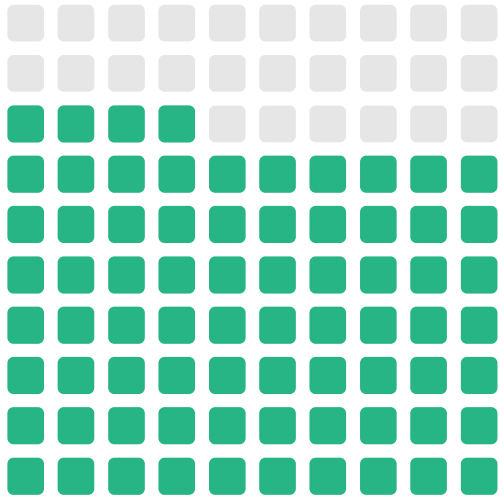
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



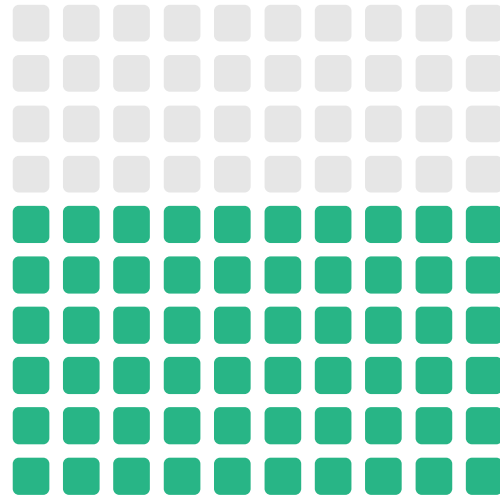
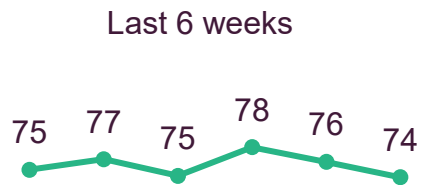
16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 407; 408; 408; 393.

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

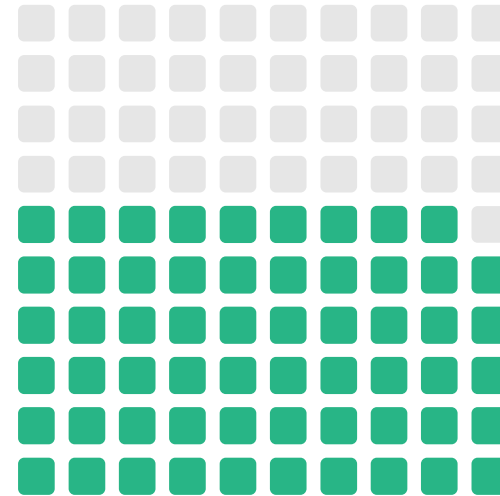
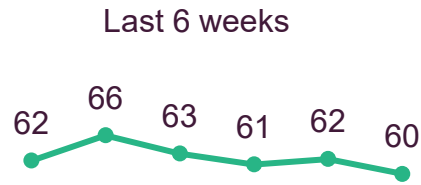
Satisfaction with seats, value for money, internet reliability and personal security



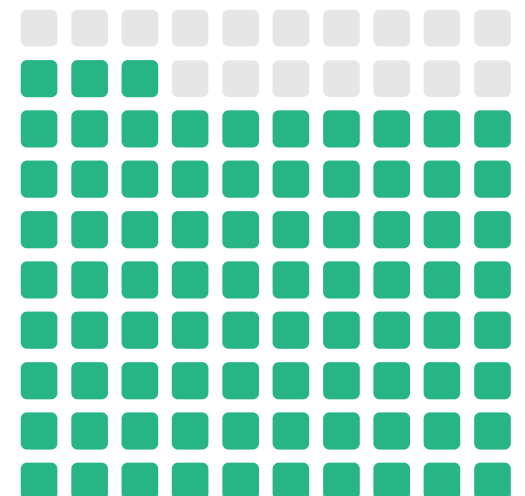
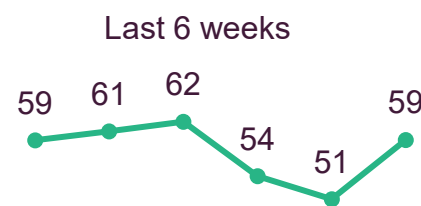
Comfort of the seats
74%



Value for money
60%



Reliability of internet connection
59%



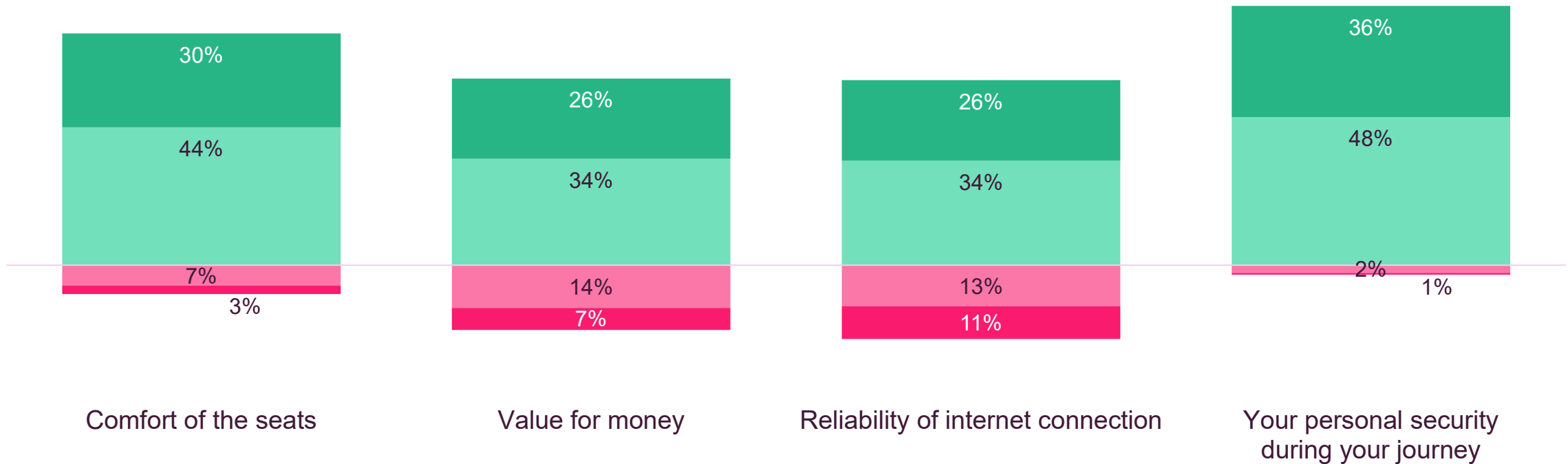
Personal security during journey
83%



16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 399, 393; 279; 405.

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

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

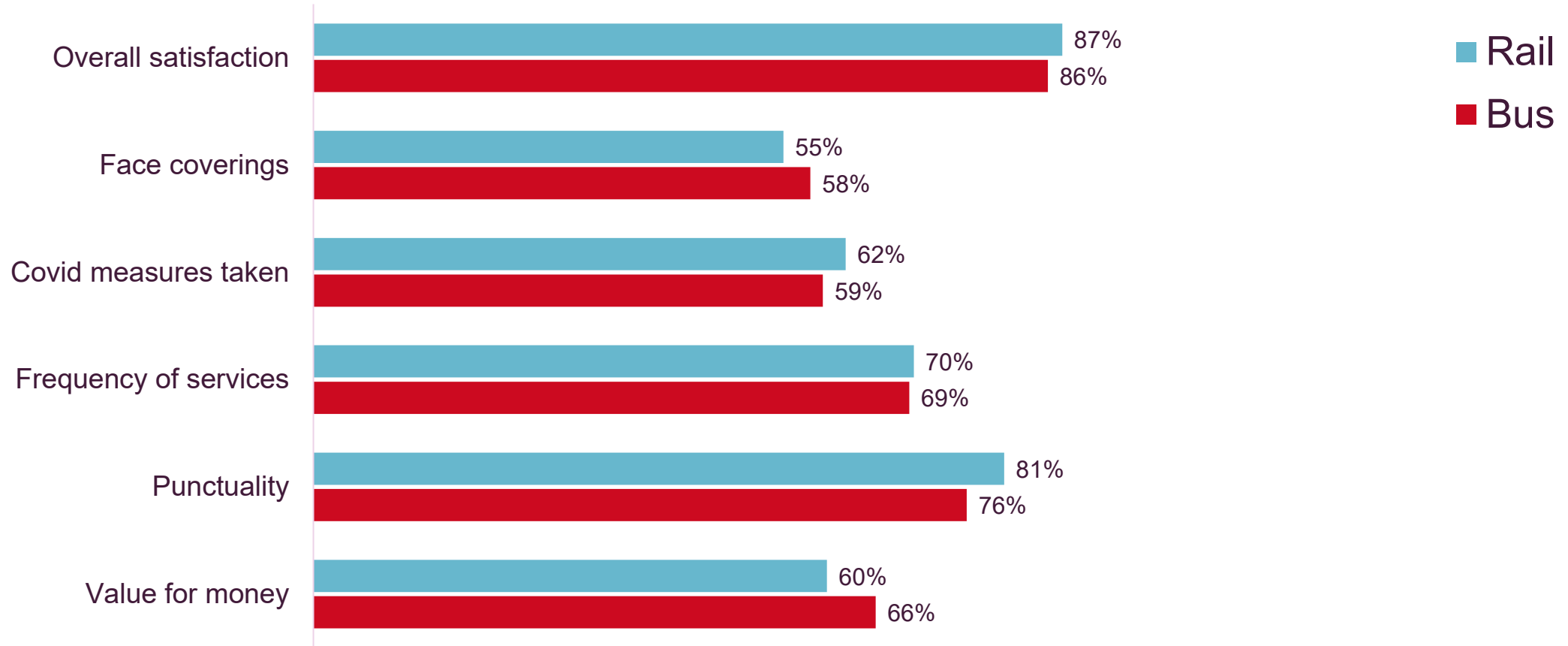


16-20 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 399, 393; 279; 405.

* 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 on 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 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: 12 - 16 January	Fieldwork: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16-20 February
Week 16	Week 17	Week 18	Week 19	Week 20	Week 21
369	313	377	403	413	409

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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