

23 - 27  
February  
2022

Week 22

# 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.

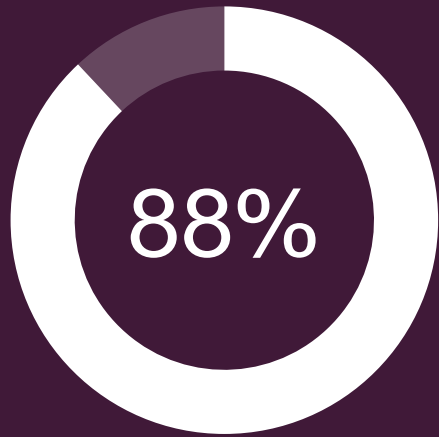
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 23 and 27 February 2022.

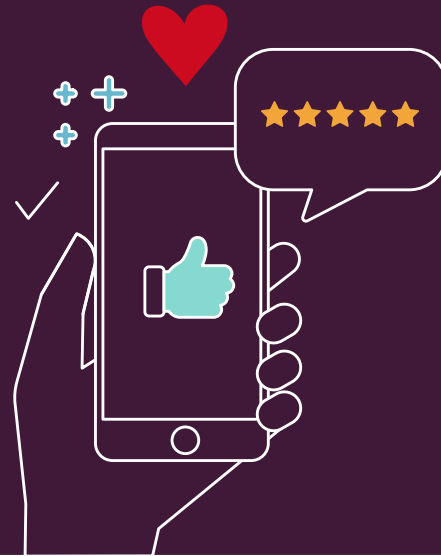
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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

# Rail headlines



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



Satisfaction with scheduled journey time is gradually increasing and is now at 89%.



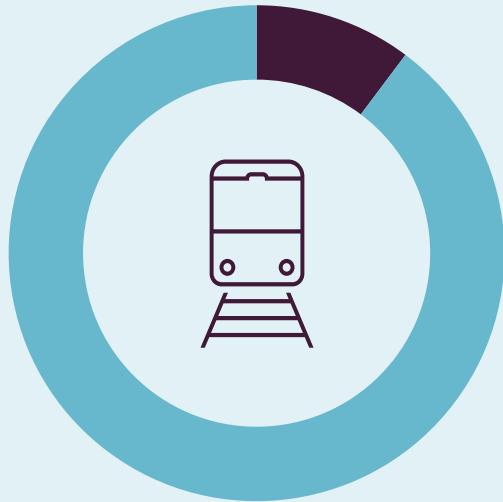
Satisfaction with value for money remains at 60%, the lowest score in the last 6 weeks.

# Rail usage levels



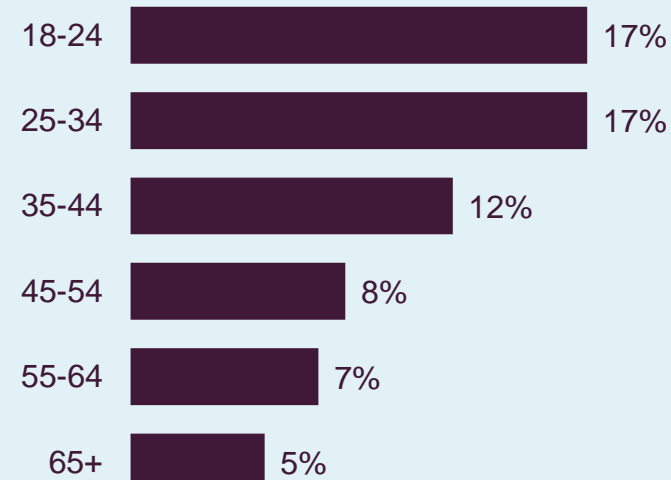
# One in ten used rail in the last seven days

Proportion using rail in the last seven days



**10%**  
of people in  
Great Britain used  
rail this week

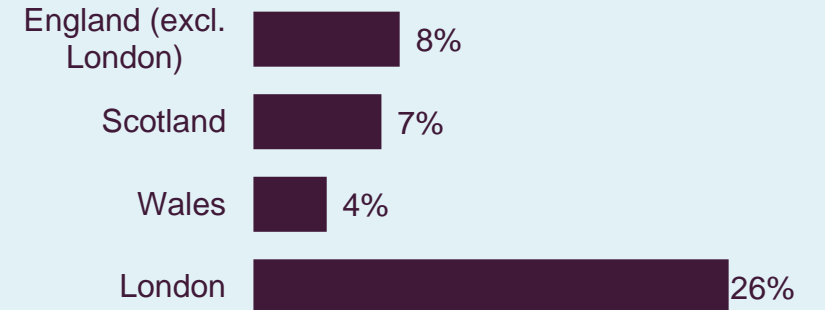
## Age



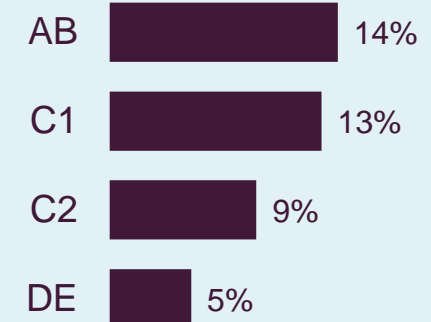
## Sex



## Region

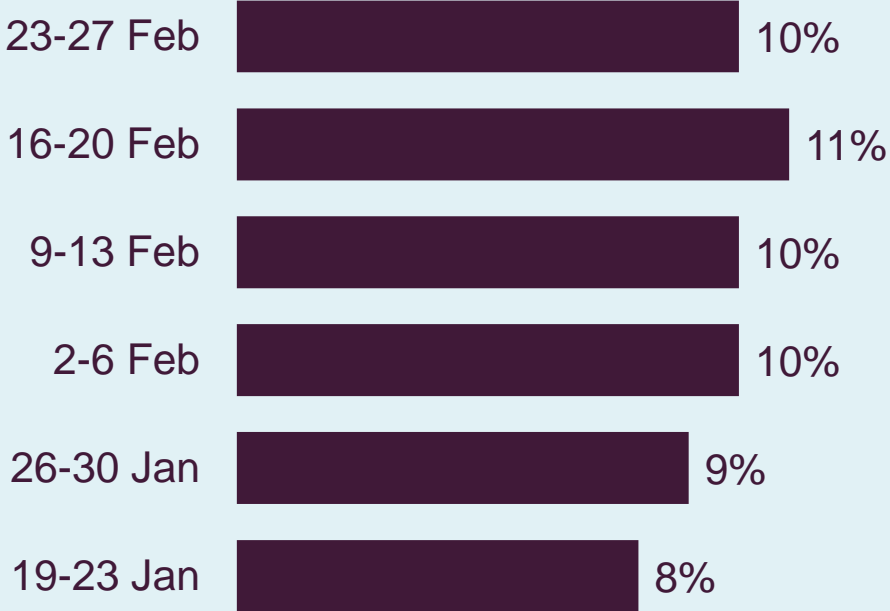


## Social grade



# Rail use over the last six weeks

Proportion using rail within the last seven days



23-27 February 2022 report. Base size all respondents: approx. 4000 per week.

# Commuting and leisure most common reasons for rail travel this week

Main purpose of last rail journey



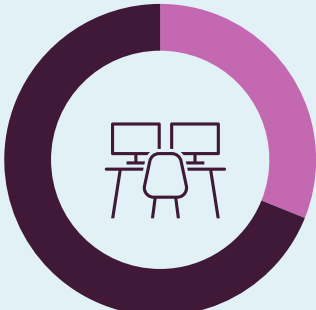
Leisure/eating out/non-essential shopping  
31%



Friends/family  
19%



Essential shopping  
3%



Commuting  
31%



Work travel  
8%

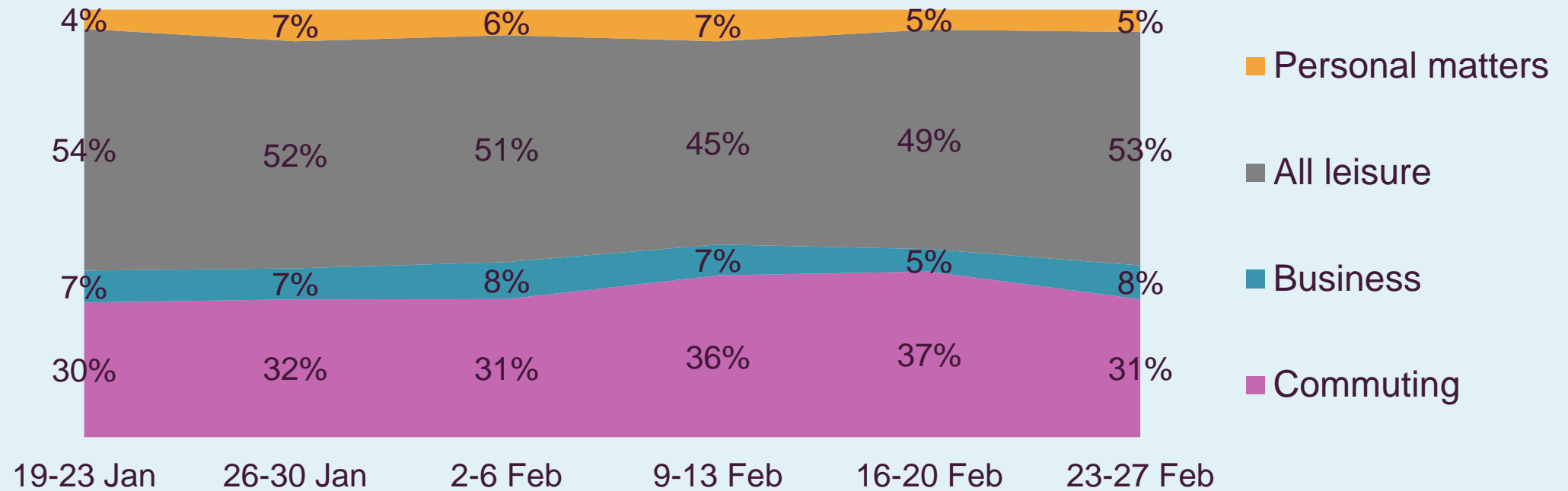


Personal matters  
5%

23-27 February 2022 report. Base size 404. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

# Just over half of the last rail journeys made were for leisure

Main purpose of last rail journey

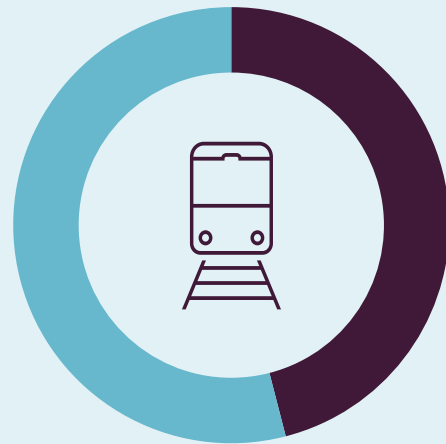


23-27 February 2022 report. Base size weekly average 386, 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



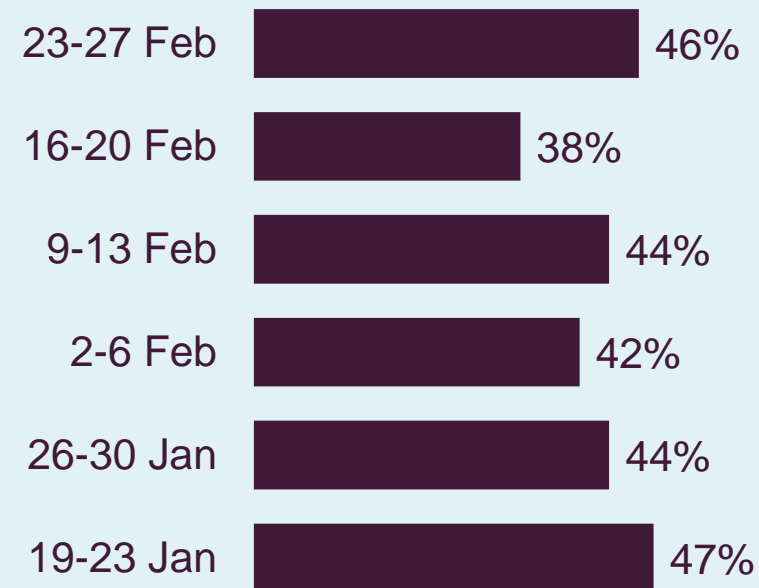
# Just under half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



46%

54% said the train was the only realistic option for that journey

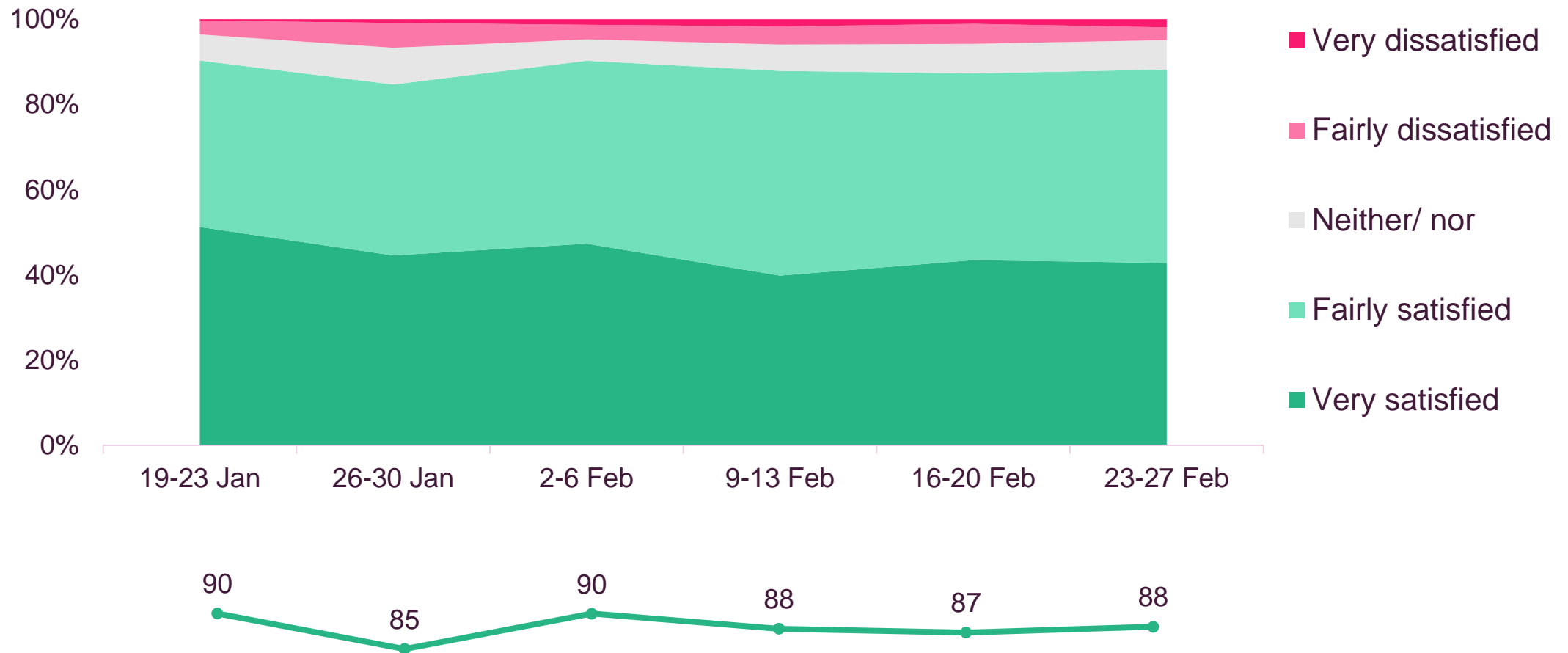


# Rail satisfaction





# Overall satisfaction with rail journey – over time



23-27 February 2022 report. Base size: all who used rail in last seven days – average 386 per week.

# Overall satisfaction by Network Rail region

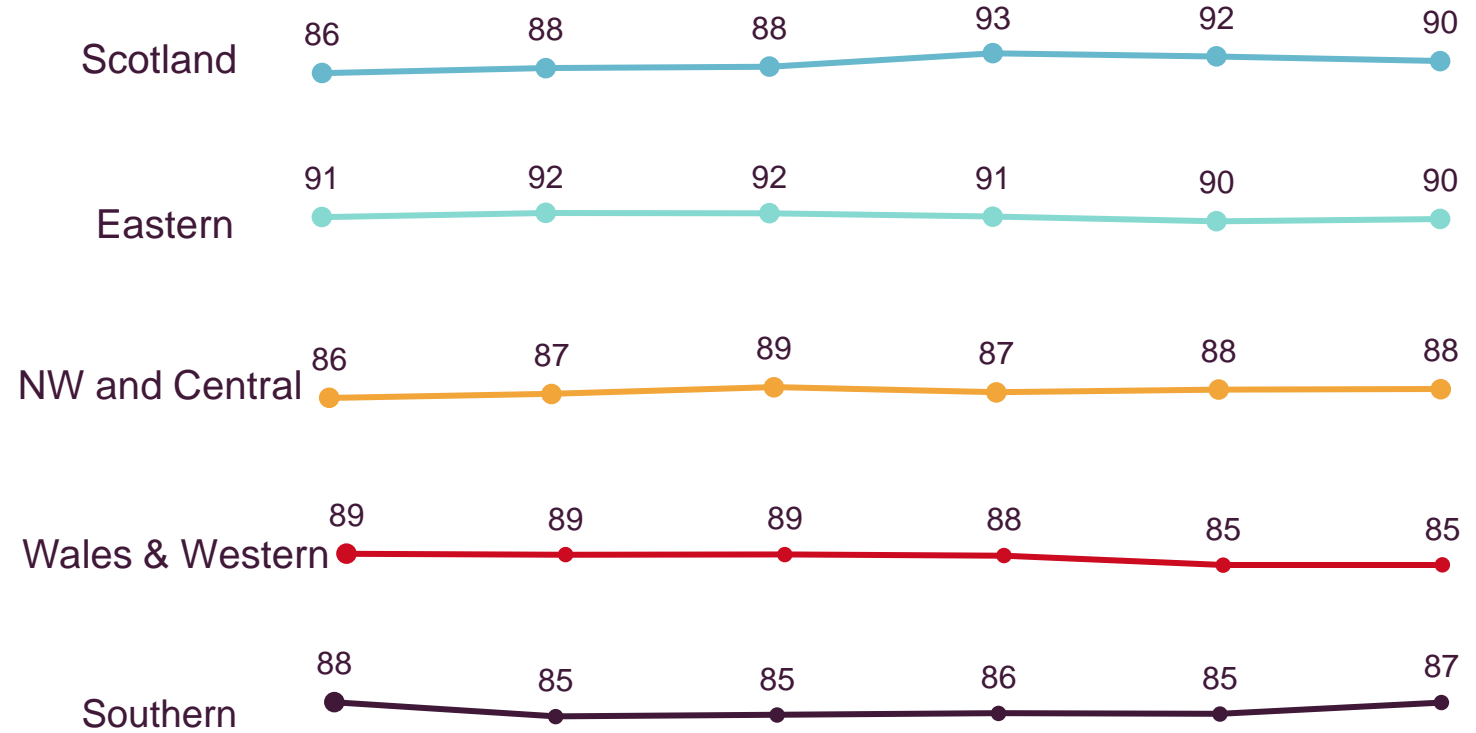


By region over last 4 weeks



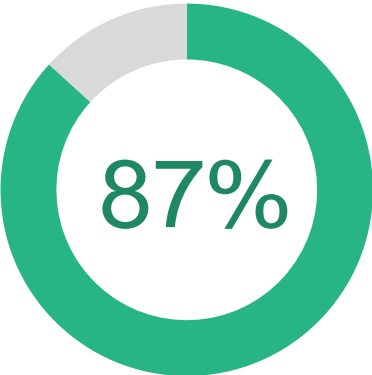
23-27 February 2022 report. Base size by region: Scotland to Southern: 112, 457; 331, 144, 535.

# Overall satisfaction by Network Rail region – four week rolling averages

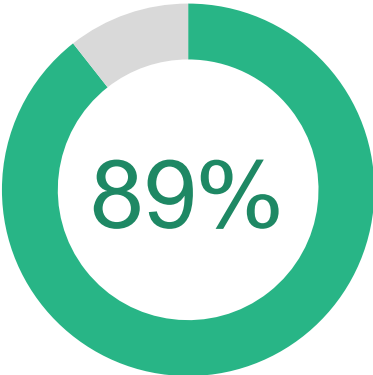


15-19 Dec to 19-23 Jan    5-9 Jan to 26-30 Jan    12-16 Jan to 2-6 Feb    19-23 Jan to 9-13 Feb    26-30 Jan to 16-20 Feb    2-6 Feb to 23-27 Feb

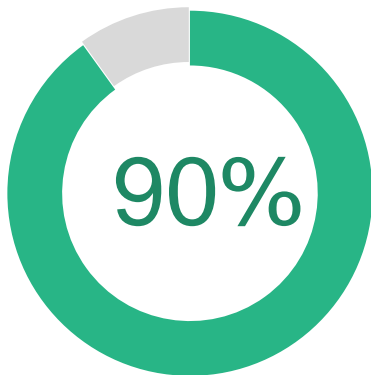
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



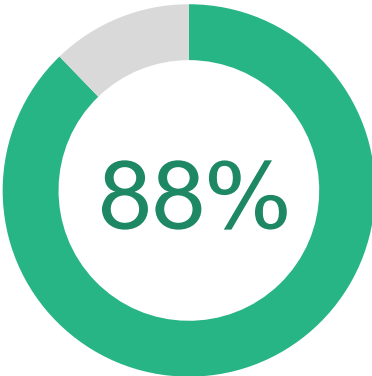
Age 18-34



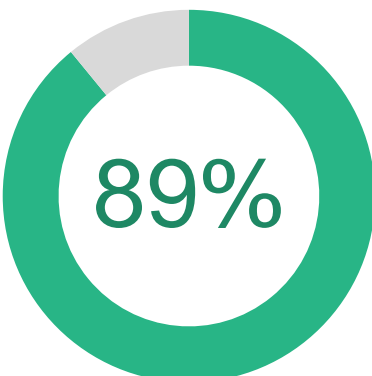
Age 35-54



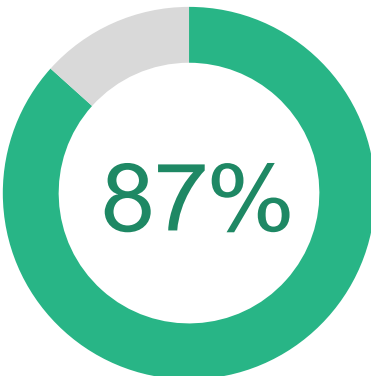
Age 55 and over



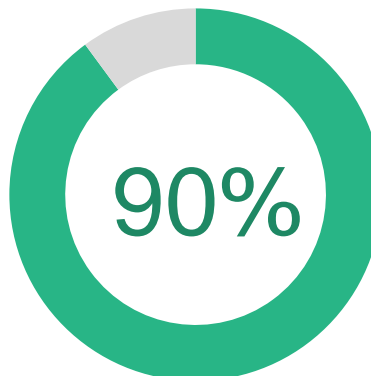
Men



Women



Commute



All leisure

23-27 February 2022 report. Base sizes: age 18-34 721; age 35-54 517; age 55+ 390; male 921; female 699; commute; 541; all leisure 826. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

# What rail passengers are saying...



The train was new and very modern and luxurious.

Very satisfied, South Western Railway passenger

It got me to where I wanted to go but the fares are outrageous.

Neither satisfied nor dissatisfied, Greater Anglia passenger

No mandatory masks. Poor quality seats. Crowded.

Fairly dissatisfied, Southern passenger



We had to stand in a corridor for the whole journey.

Very dissatisfied, London North Eastern Railway passenger

It smelled of vomit and was very hot and busy.

Neither satisfied nor dissatisfied, Southeastern passenger

The attention by the ticket collectors was absolutely spot on. On the final journey he even rang Barrow station to check that we would make the connection as after that all trains were cancelled.

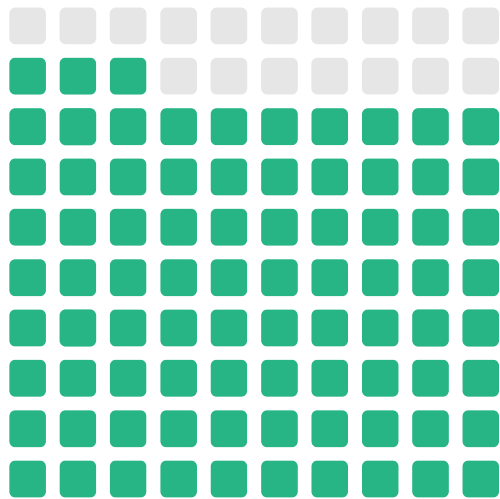
Very satisfied, Northern passenger



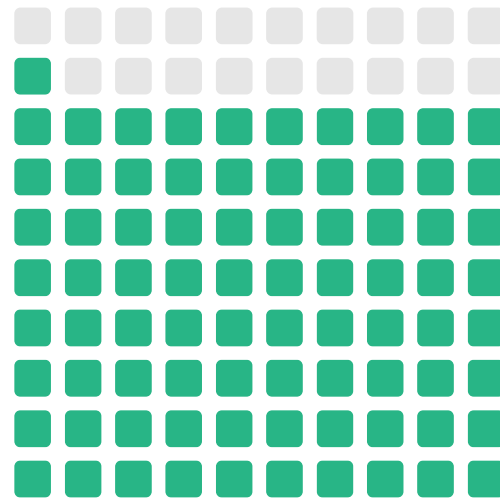
# Satisfaction with aspects of rail journey



# Satisfaction with the station and the train overall



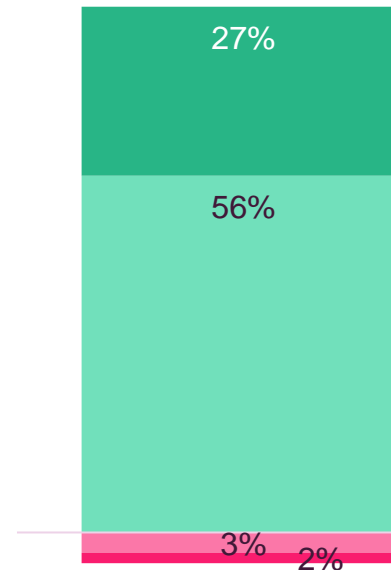
Station - overall satisfaction  
**83%**



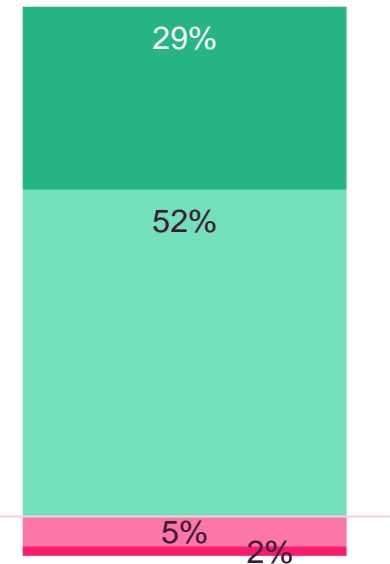
Train - overall satisfaction  
**81%**



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



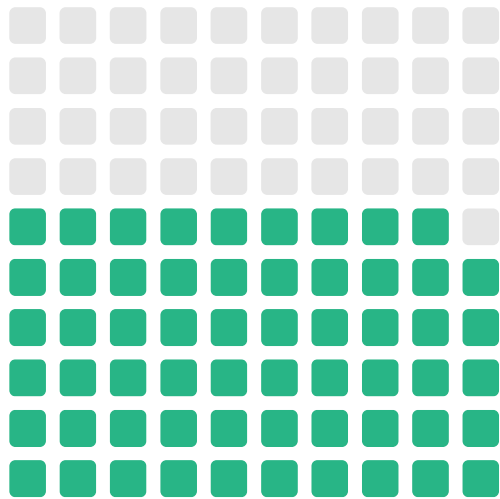
Station - overall satisfaction



Train - overall satisfaction

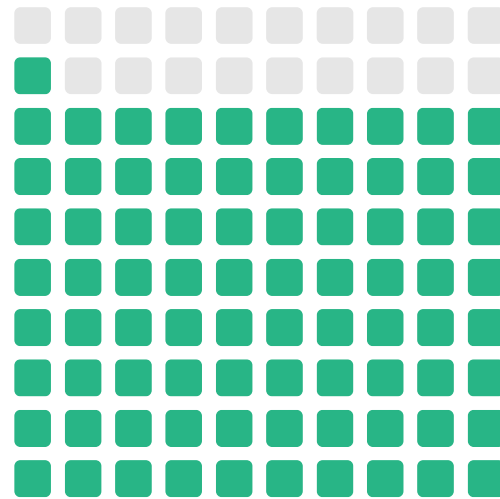
23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 404; train chart 404. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and Covid-related measures



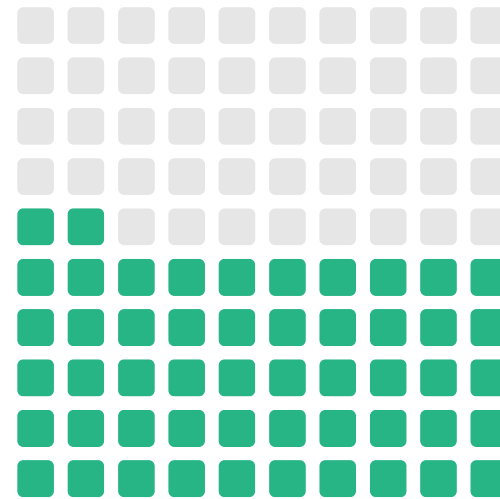
Information on how busy train would be before travelling

59%



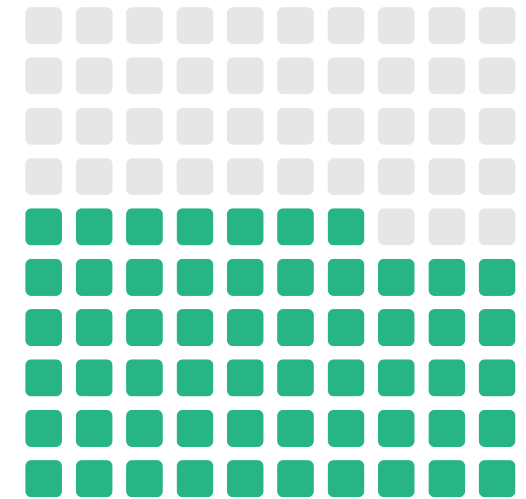
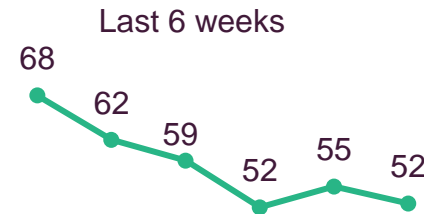
Cleanliness of the inside of the train

81%



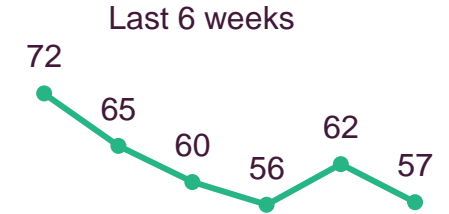
Number of people wearing face coverings

52%



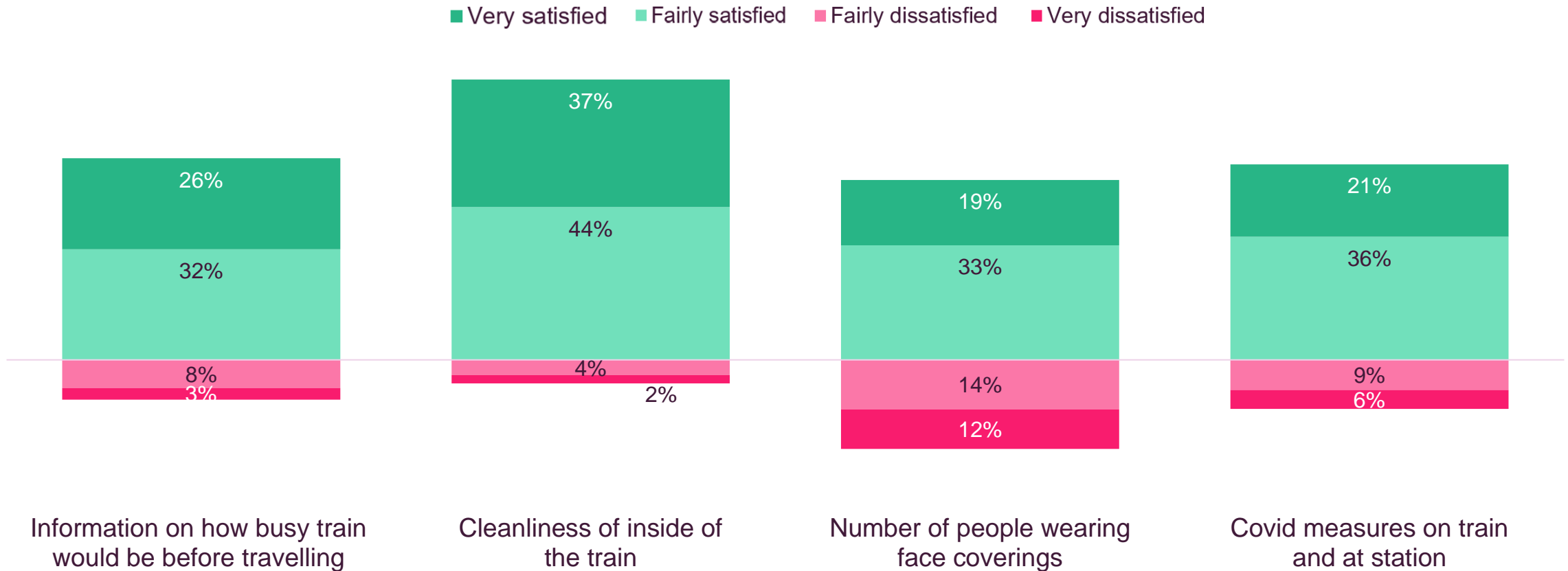
Covid measures on train and at station

57%



23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 312; 404; 386; 385.

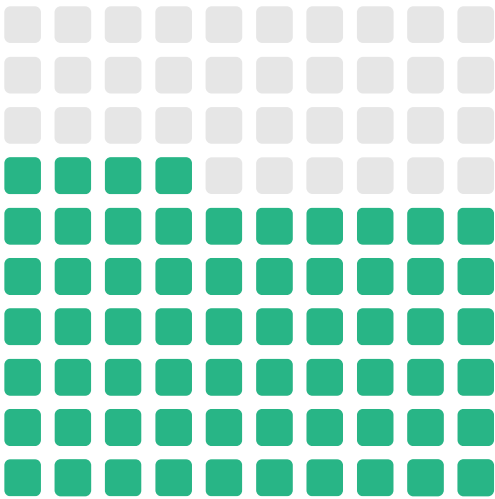
# Satisfaction with information, cleanliness and Covid-related measures



23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 312; 404; 386; 385.

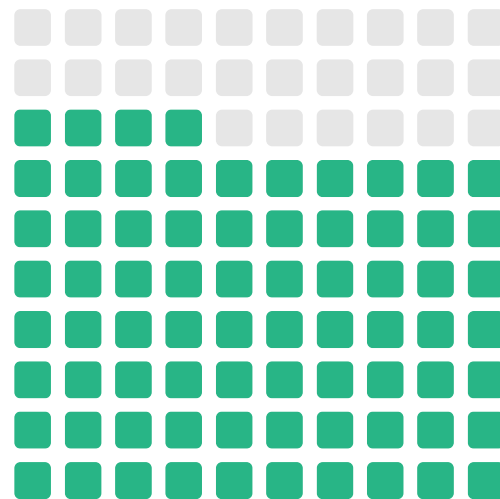
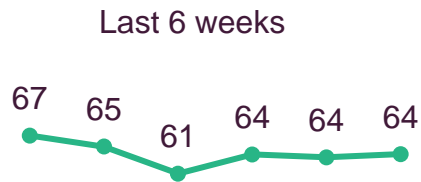
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with ventilation, crowding, other passenger behaviour and staff



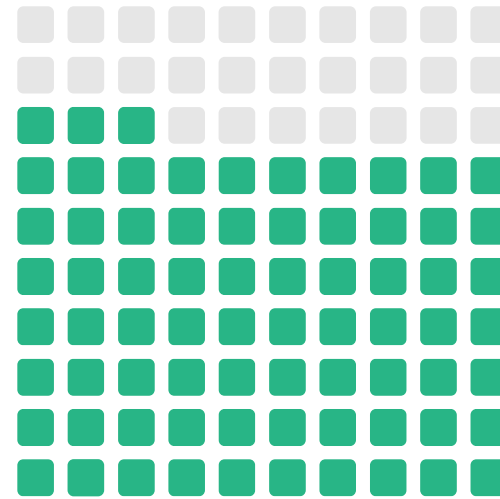
Ventilation on the train

64%



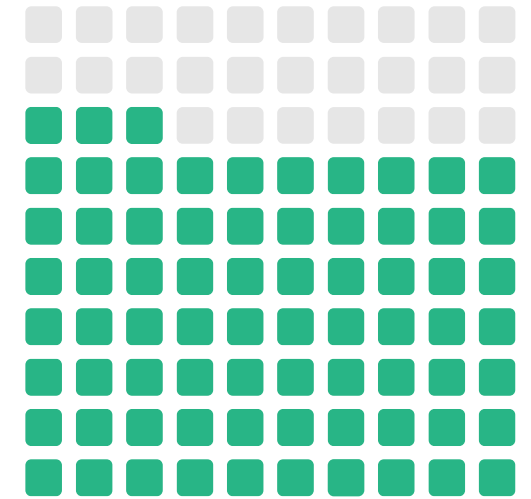
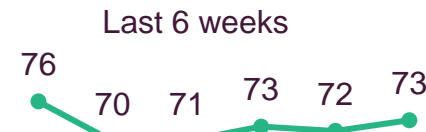
Level of crowding on the train

74%



Behaviour of other passengers

73%



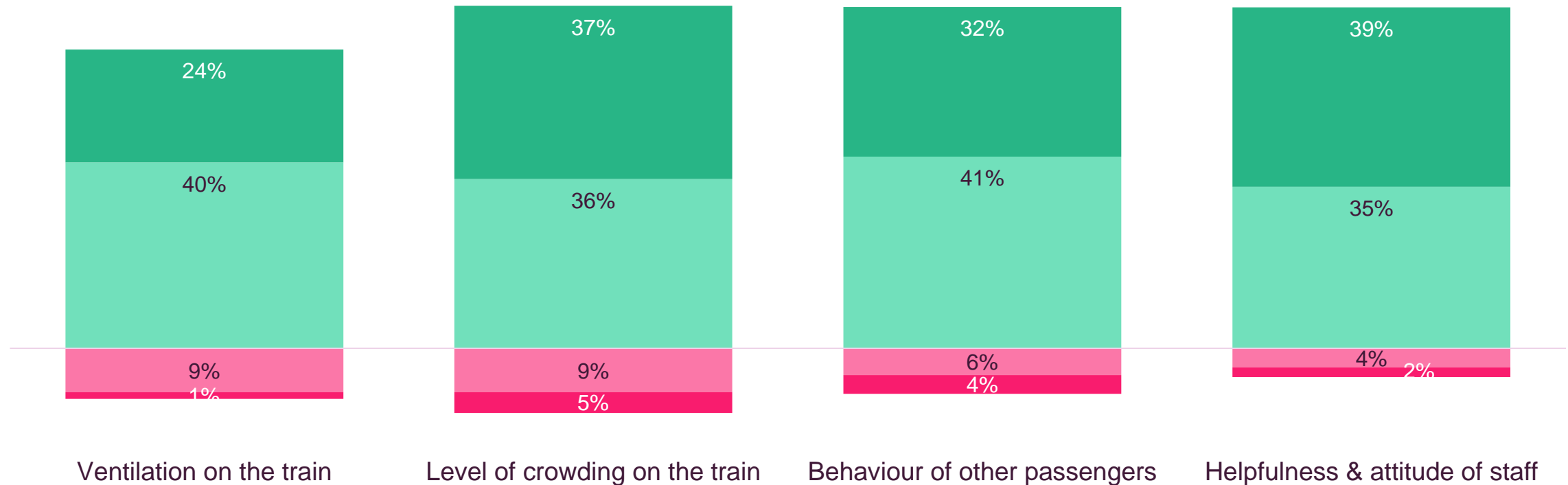
Helpfulness & attitude of staff

73%



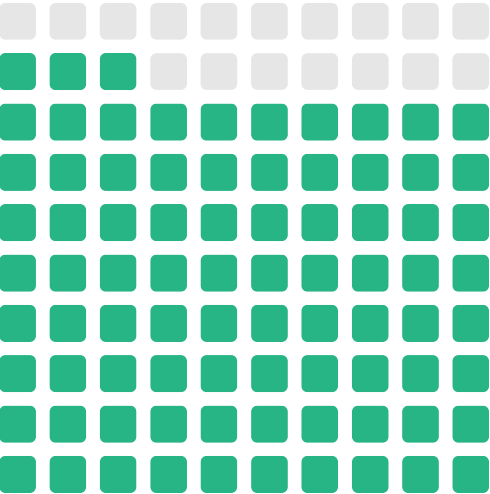
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

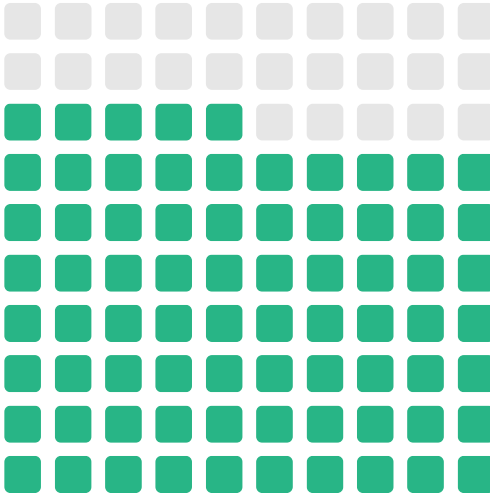


23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 393; 403; 400; 307.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

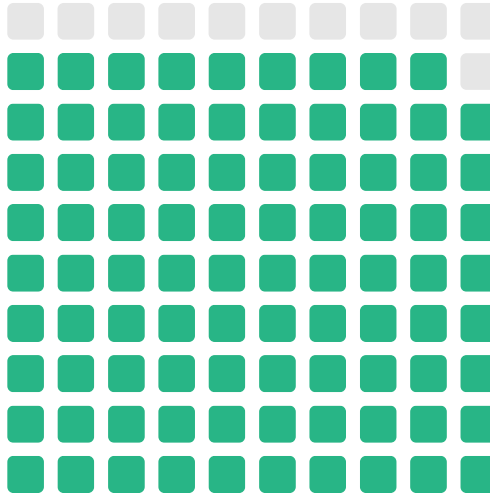
# Satisfaction with punctuality, frequency, journey time and on-train information



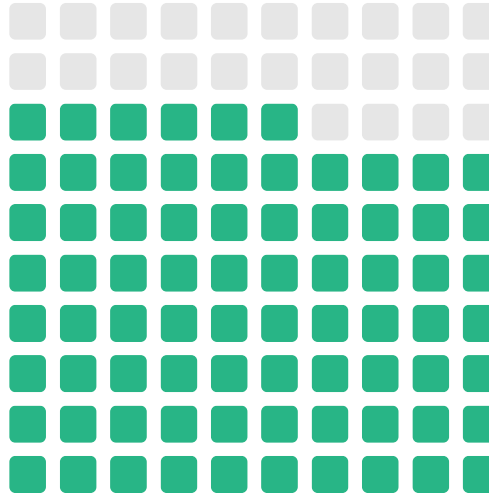
Punctuality/reliability  
83%



Frequency of trains on that route  
75%



Length of time journey scheduled to take  
89%



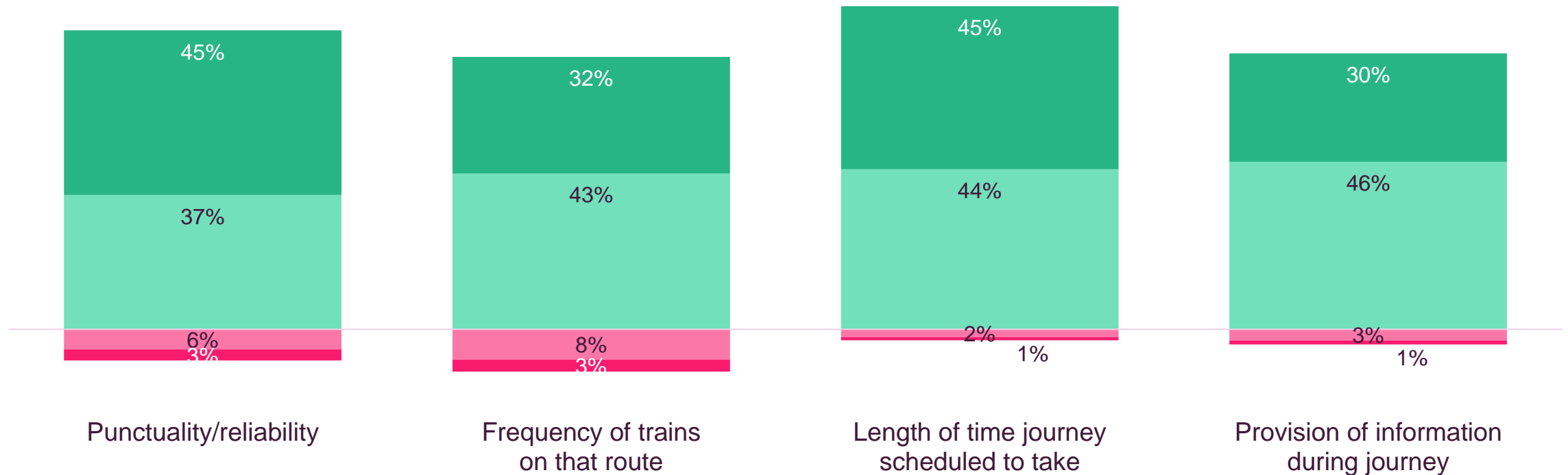
Provision of information during journey  
76%



23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 404; 402; 403; 387.

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

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

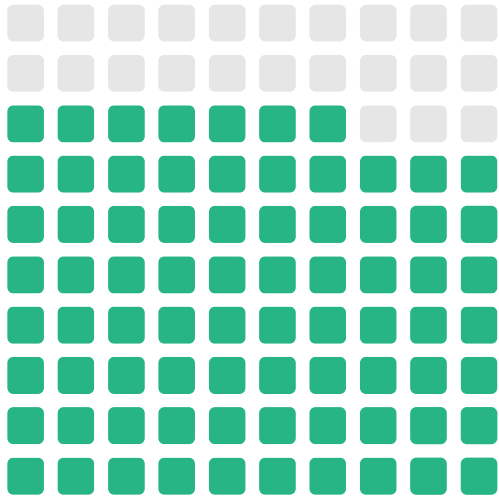


23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 404; 402; 403; 387.

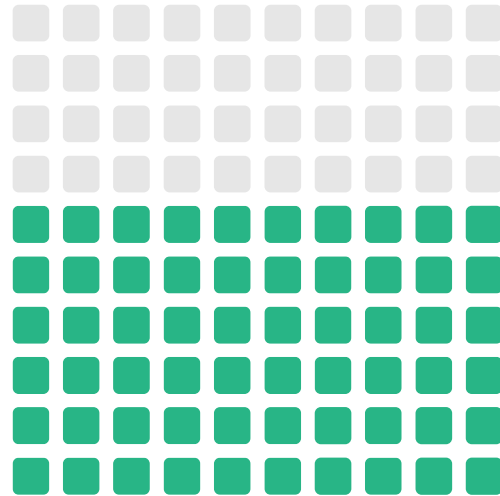
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.



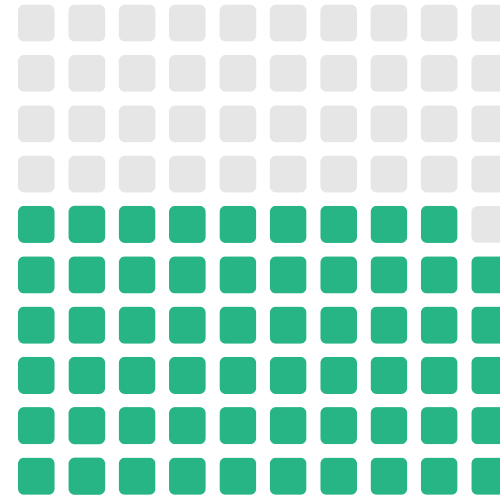
# Satisfaction with seats, value for money, internet reliability and personal security



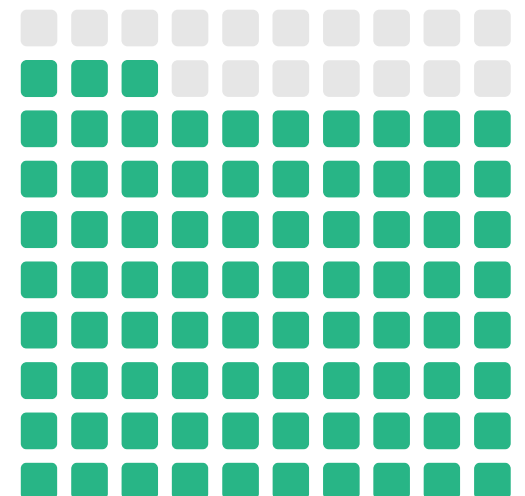
Comfort of the seats  
77%



Value for money  
60%

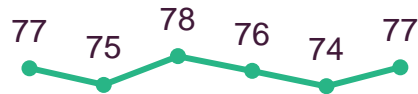


Reliability of internet connection  
59%

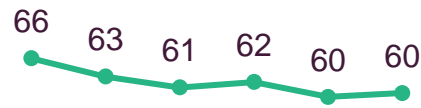


Personal security during journey  
83%

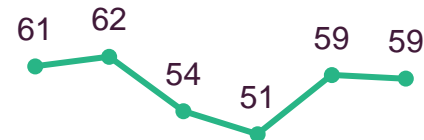
Last 6 weeks



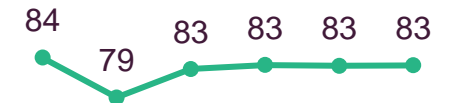
Last 6 weeks



Last 6 weeks



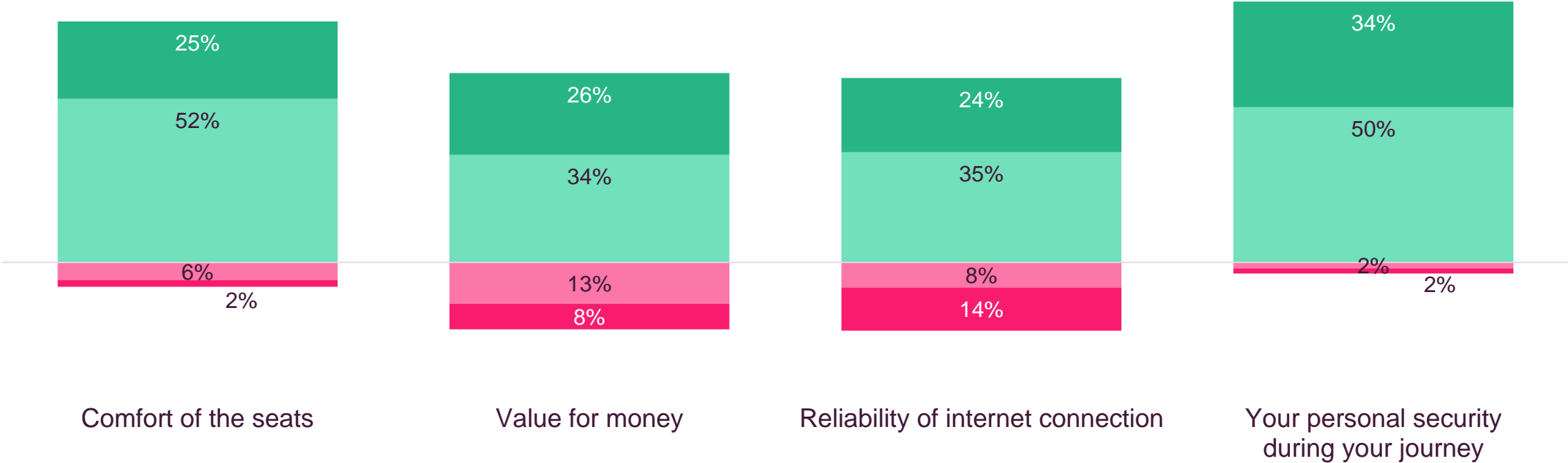
Last 6 weeks



23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 396, 390; 280; 400.

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

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

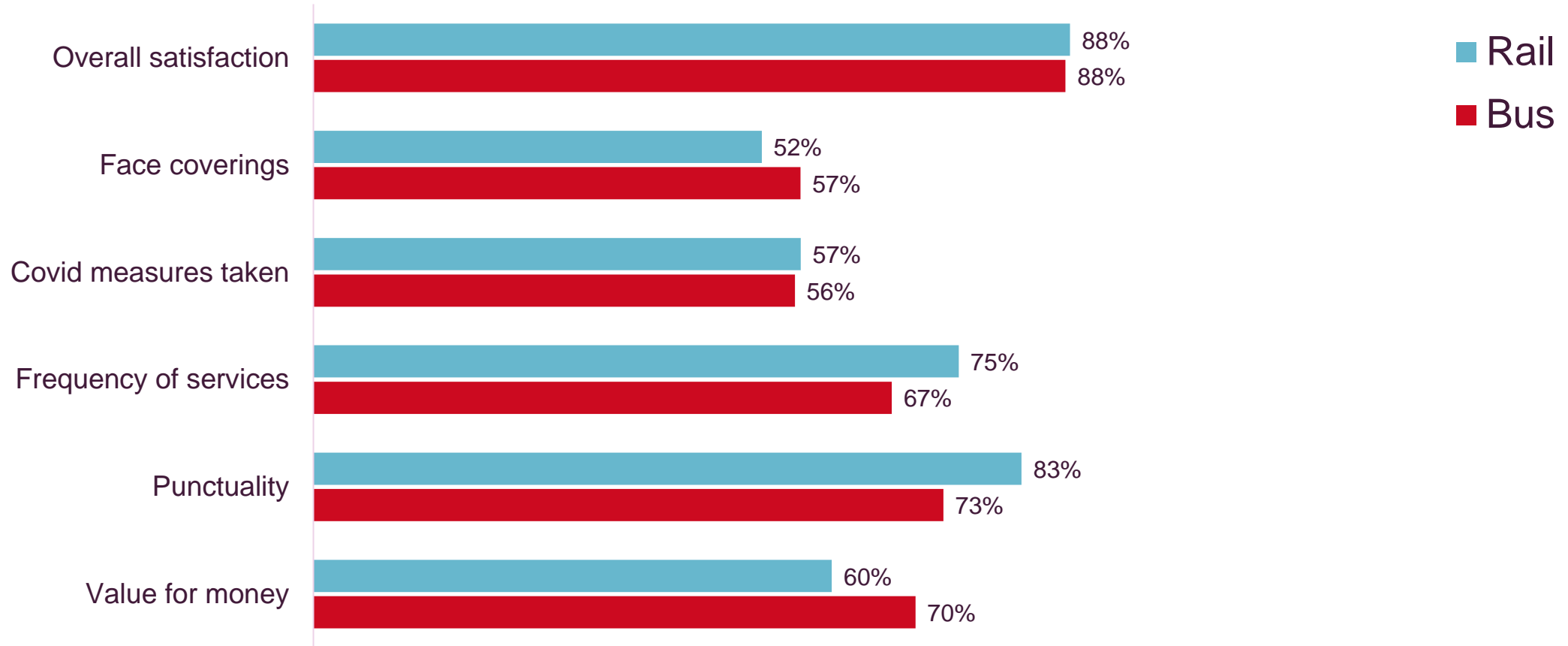


23-27 February 2022 report. Base size (used rail in last seven days and not applicable excluded): 396, 390; 280; 400.

\* 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 and frequency of services 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: 19 - 23 January	Fieldwork: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16-20 February	Fieldwork: 23-27 February
Week 17	Week 18	Week 19	Week 20	Week 21	Week 22
313	377	403	413	409	404

# 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](http://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.

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