

2 - 6
March
2022

Week 23

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.

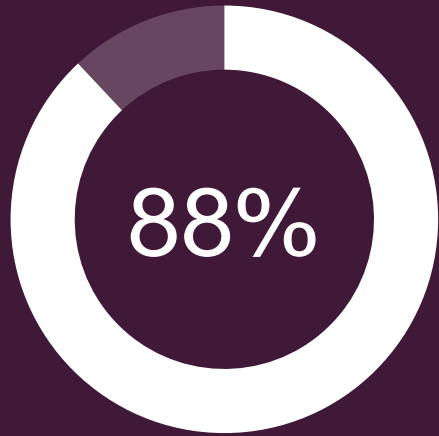
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results will be reported each week. This report covers online interviews between 2 and 6 March 2022.

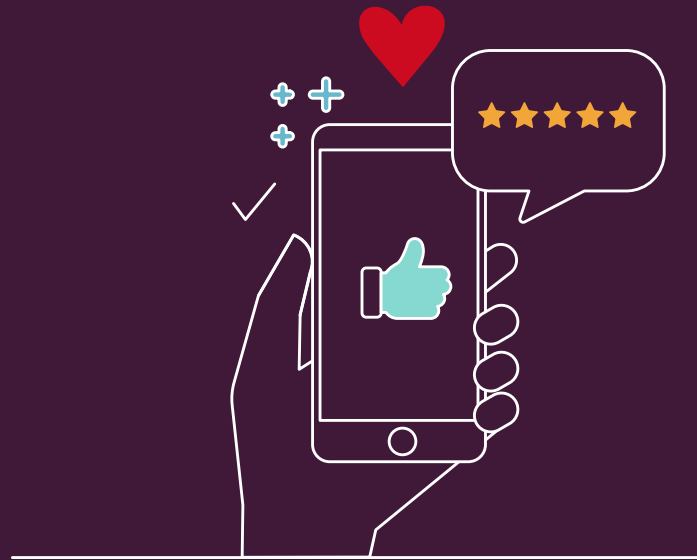
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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 the frequency of trains had been relatively stable at between 70% and 72% since mid-January. In the last two weeks this has seen a slight increase, at 75% last week and 74% this week.



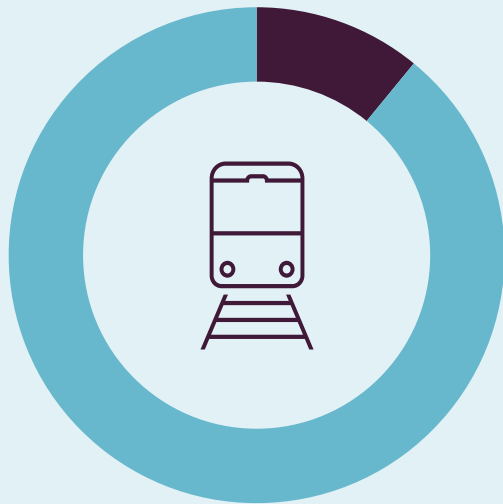
Satisfaction with value for money has fallen to 57% this week, the lowest seen since this survey began in September.

Rail usage levels



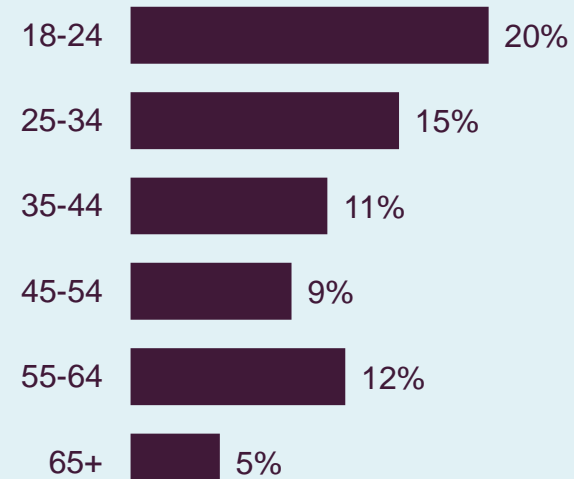
One in nine used rail in the last seven days

Proportion using rail in the last seven days



11%
of people in
Great Britain used
rail this week

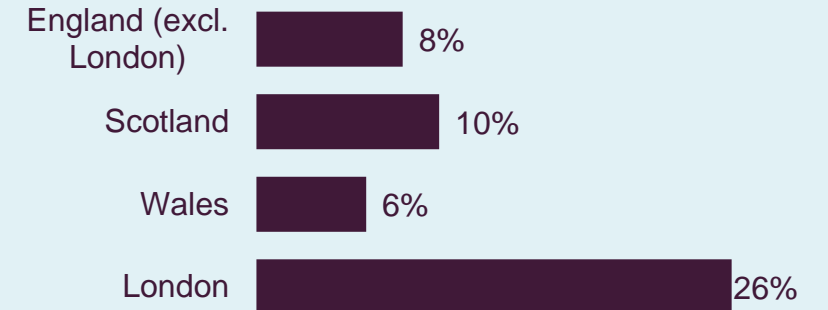
Age



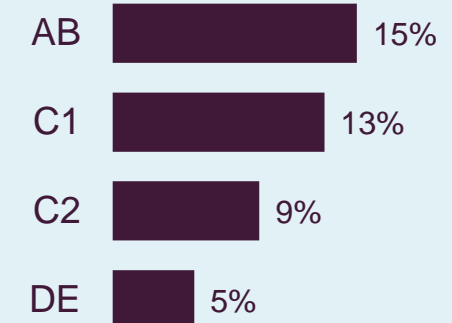
Sex



Region

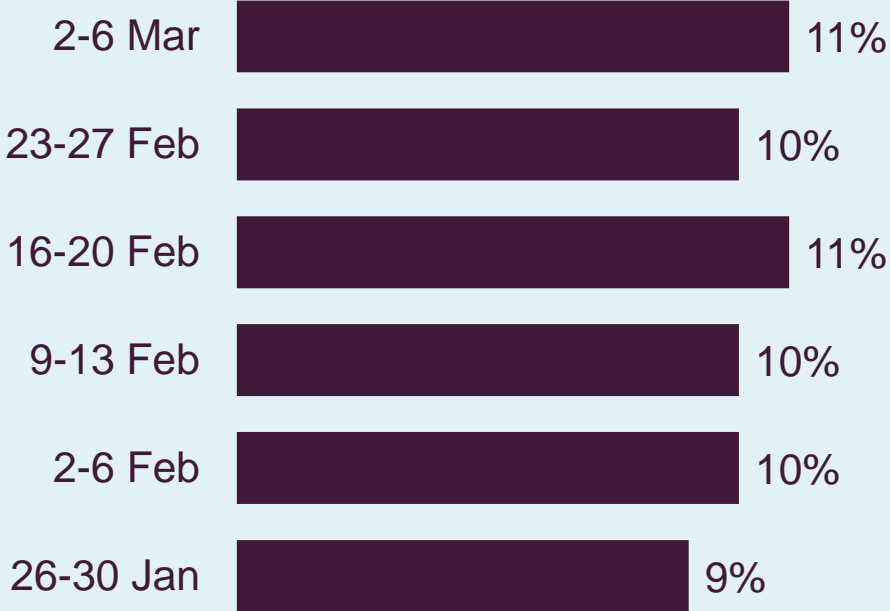


Social grade



Rail use over the last six weeks is stable

Proportion using rail within the last seven days



2-6 March 2022 report. Base size all respondents: approx. 4000 per week.

Commuting most common single reason for rail travel this week

Main purpose of last rail journey



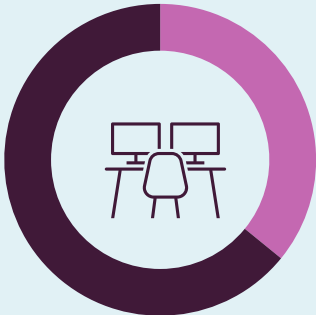
Leisure/eating out/non-essential shopping
26%



Friends/family
18%



Essential shopping
2%



Commuting
36%



Work travel
9%

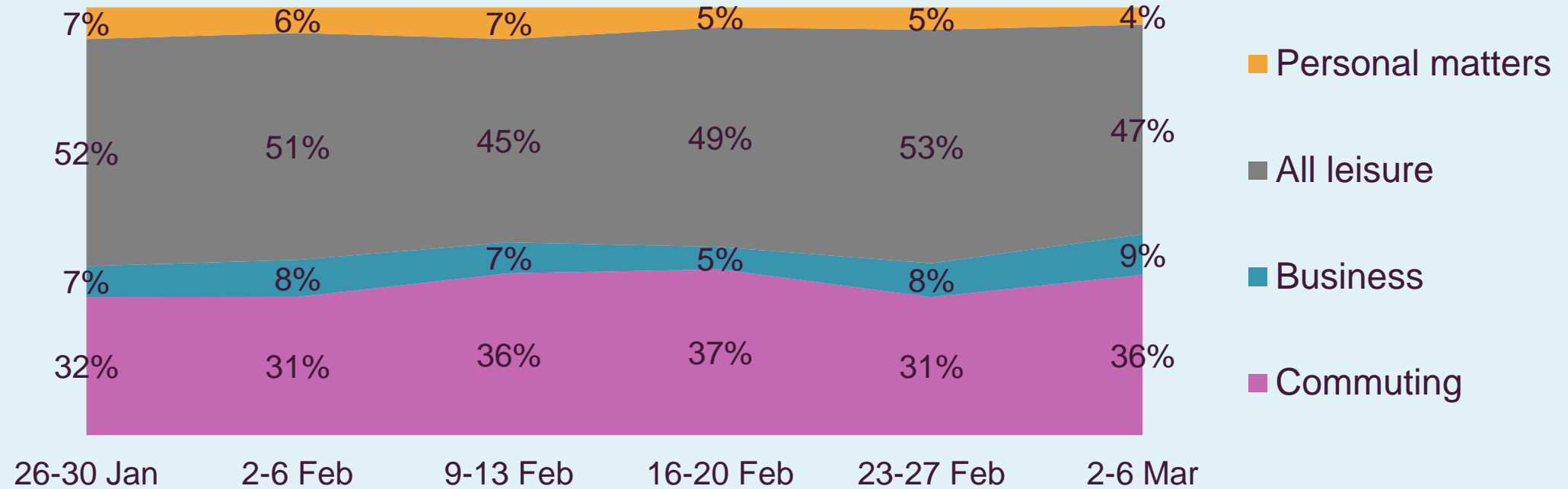


Personal matters
4%

2-6 March 2022 report. Base size 434. Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

Just under half of the last rail journeys made were for leisure

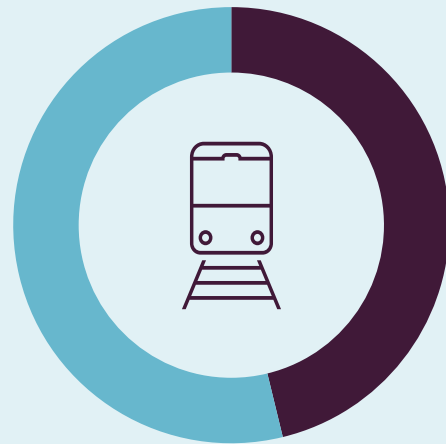
Main purpose of last rail journey



2-6 March 2022 report. Base size weekly average 407, 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

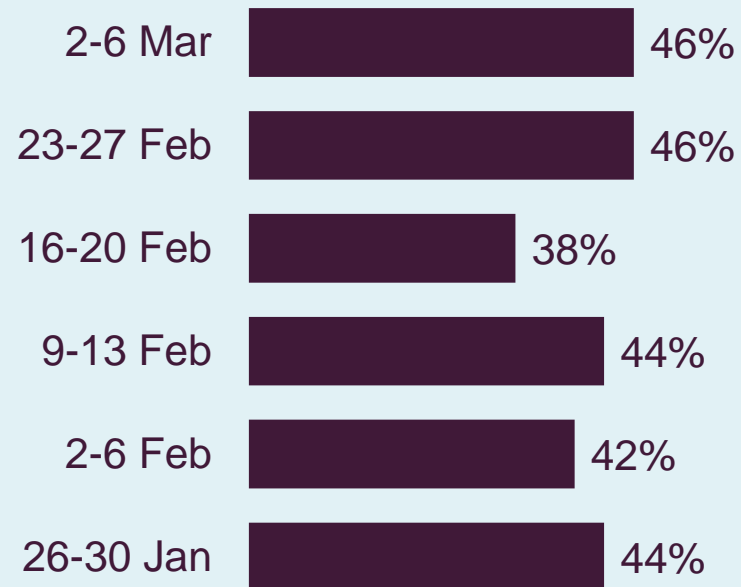
Just under half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



46%

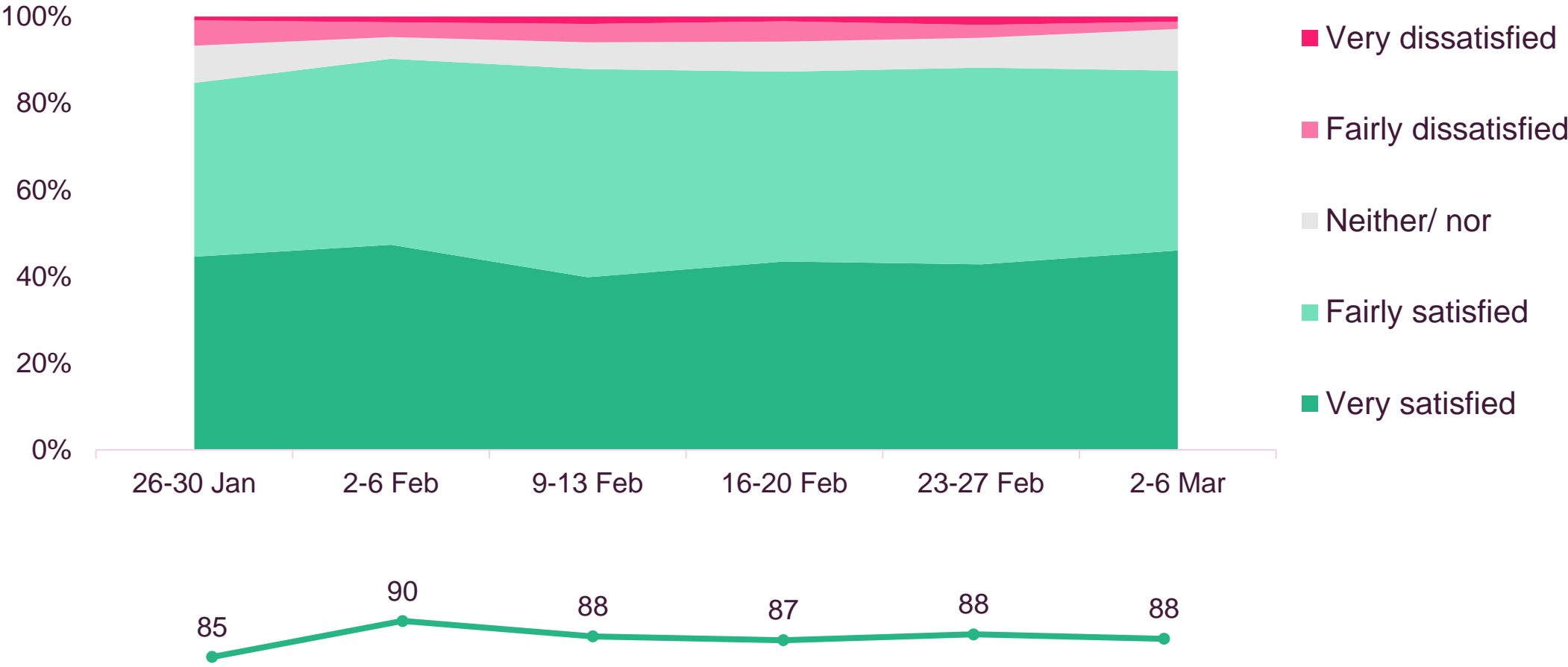
54% said the train was the only realistic option for that journey



Rail satisfaction



Overall satisfaction with rail journey – over time

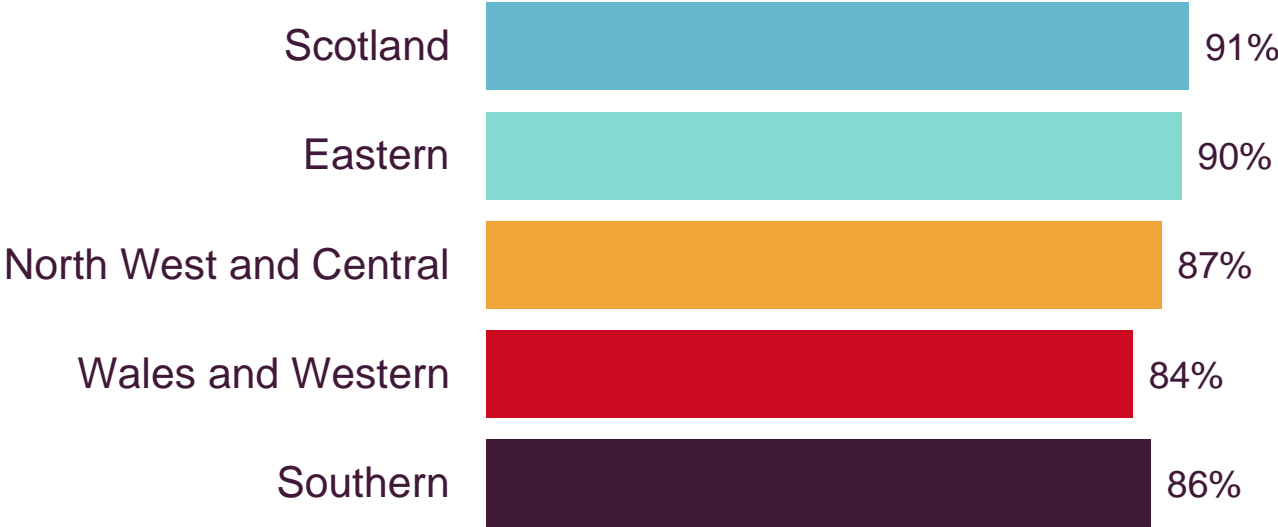


2-6 March 2022 report. Base size: all who used rail in last seven days – average 407 per week.

Overall satisfaction by Network Rail region

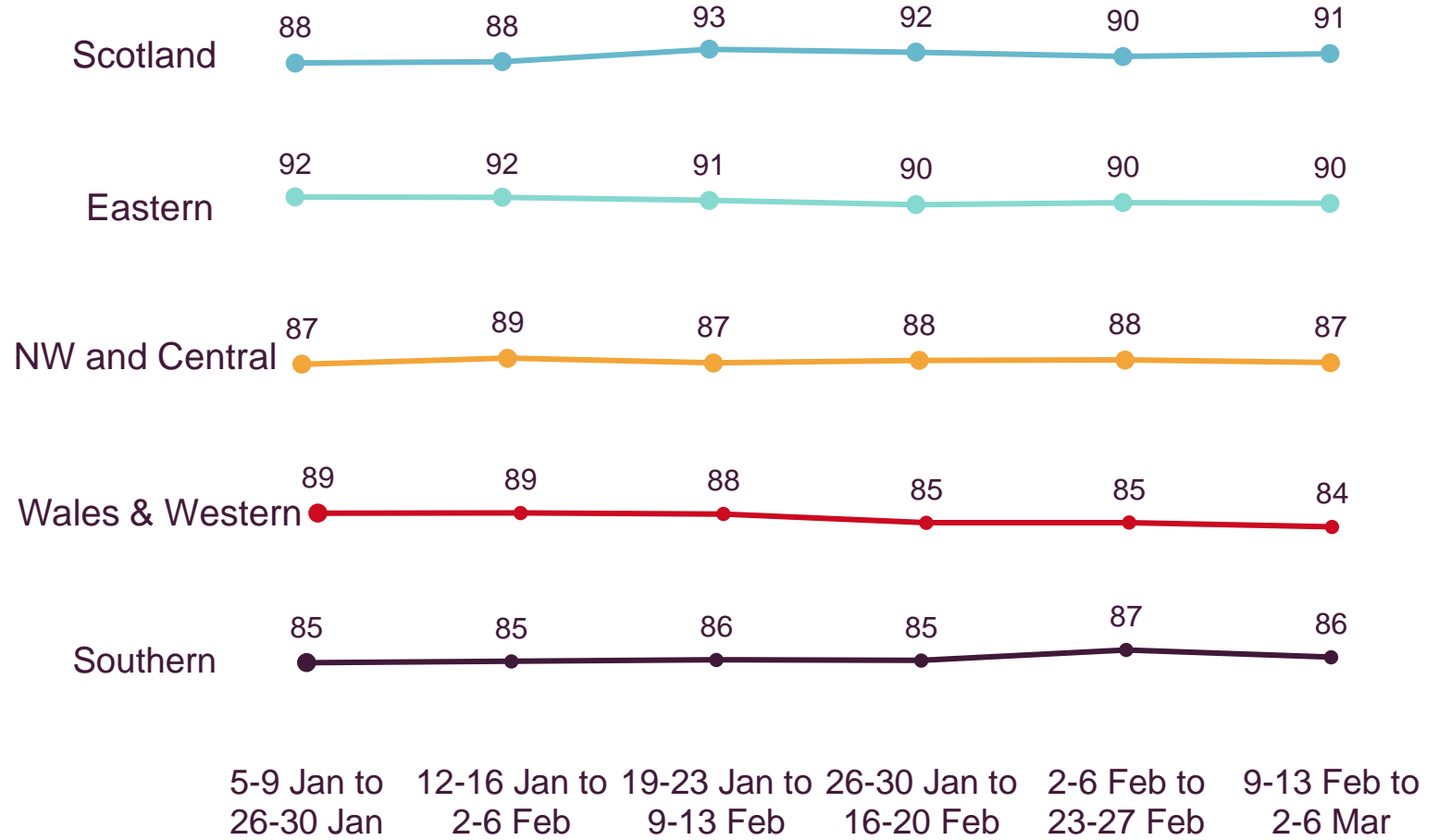


By region over last 4 weeks



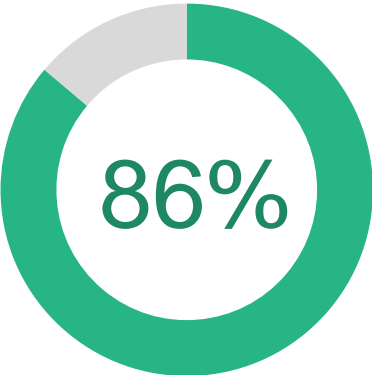
2-6 March 2022 report. Base size by region: Scotland to Southern: 127, 469; 352, 149, 523.

Overall satisfaction by Network Rail region – four week rolling averages

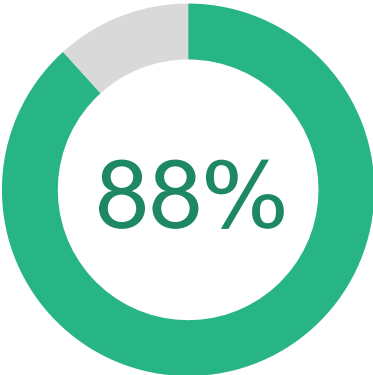


2-6 March 2022 report. Base size by region: Scotland to Southern average four weekly numbers: 113; 425; 324; 140; 503.

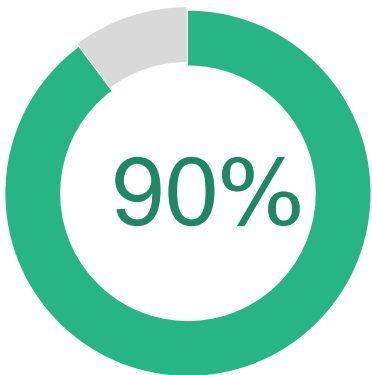
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



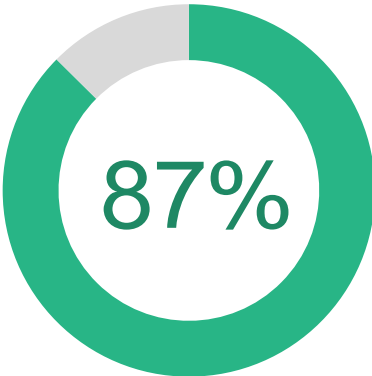
Age 18-34



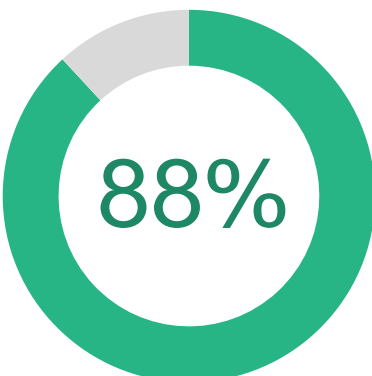
Age 35-54



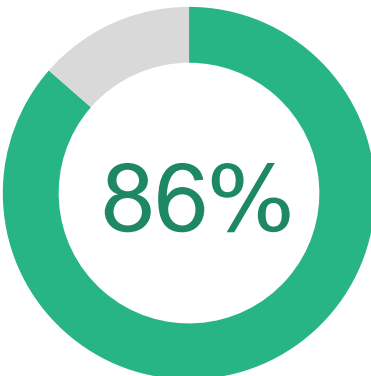
Age 55 and over



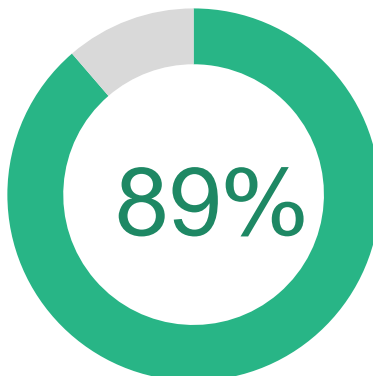
Men



Women



Commute



All leisure

2-6 March 2022 report. Base sizes: age 18-34 723; age 35-54 536; age 55+ 403; male 944; female 708; commute; 570; all leisure 824. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

What rail passengers are saying...



Train arrived on time, enough empty seats, smooth travels, no delays and reached destination on time.

Fairly satisfied, Great Northern passenger

Small trains, cramped conditions, no fresh air, can't open windows, seats over heating so you burn your legs.

Fairly dissatisfied, Greater Anglia passenger



The train was on time and the train was clean. The guard was polite and the train had adequate seating.

Very satisfied, Northern passenger

Standard journey. On time, very expensive, dirty train. Nothing remarkable.

Neither satisfied nor dissatisfied, ScotRail passenger

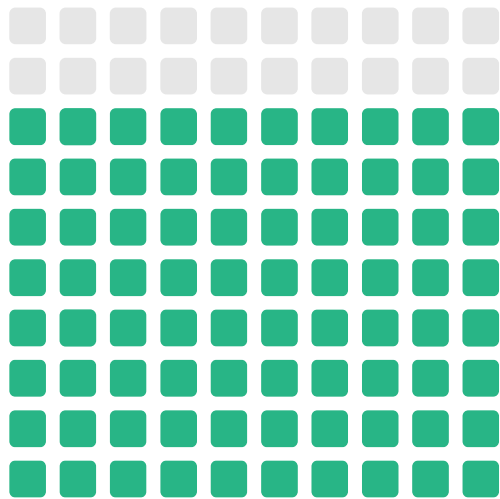
The journey was ok, but would be better if the train had more carriages.

Fairly satisfied, Southeastern passenger

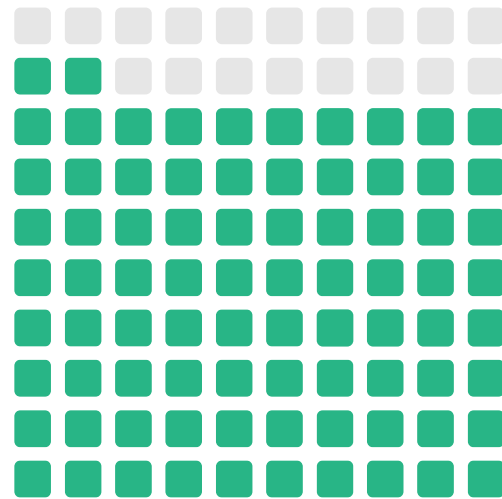
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall



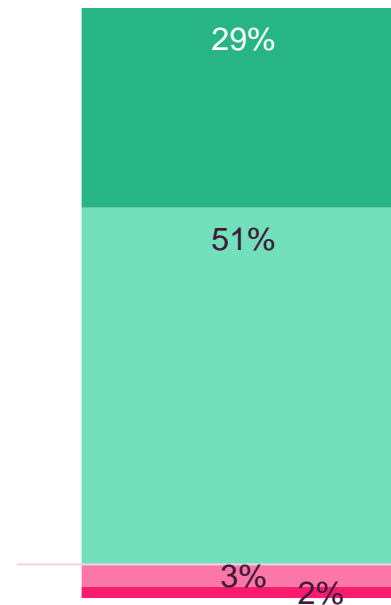
Station - overall satisfaction
80%



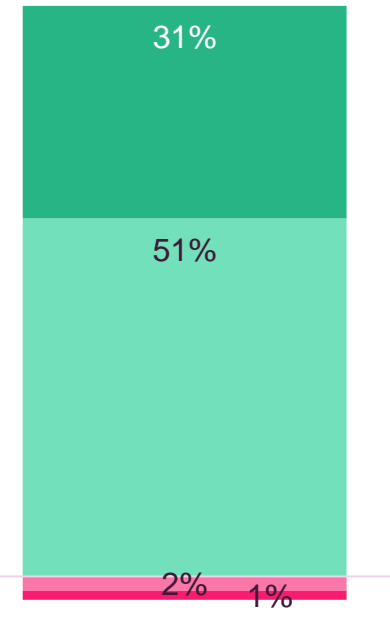
Train - overall satisfaction
82%



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



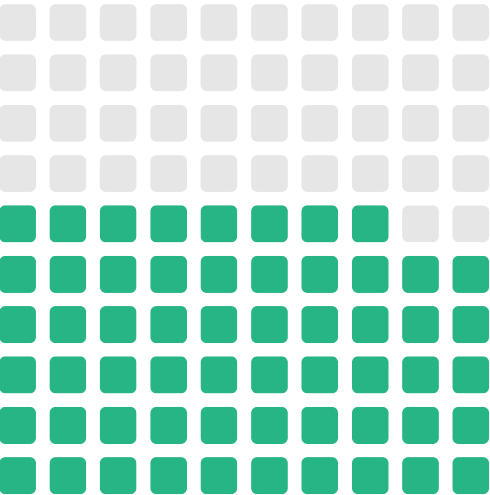
Station - overall satisfaction



Train - overall satisfaction

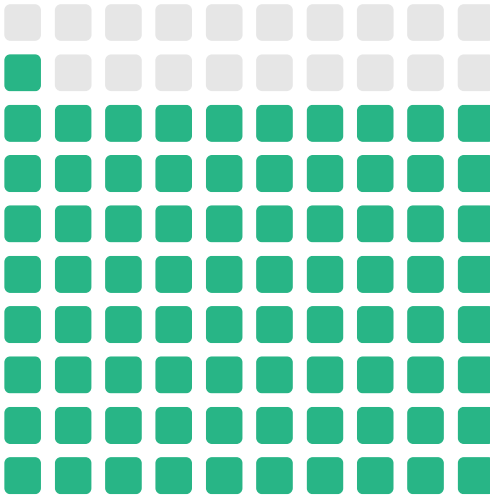
2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 437; train chart 436. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and Covid-related measures



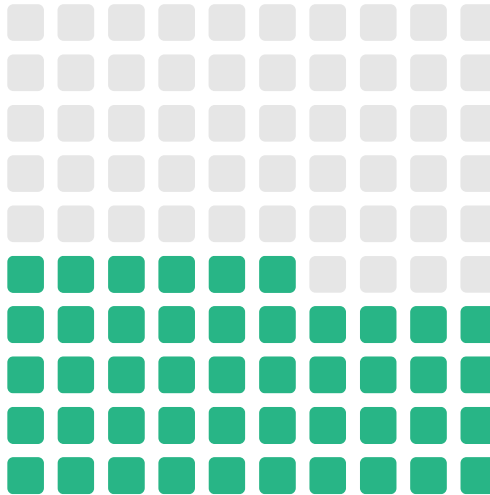
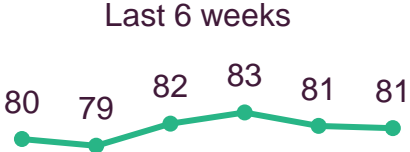
Information on how busy train would be before travelling

58%



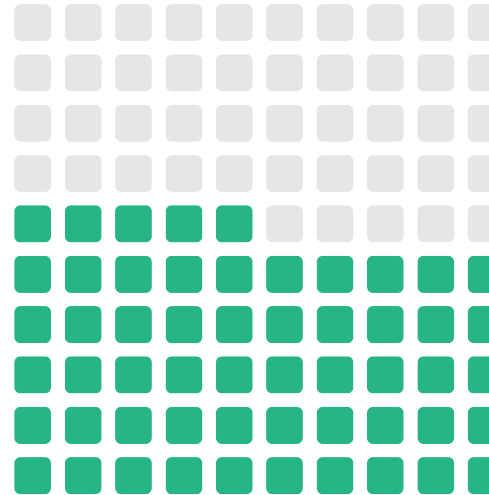
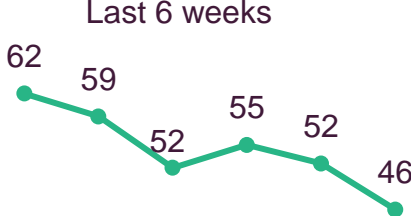
Cleanliness of the inside of the train

81%



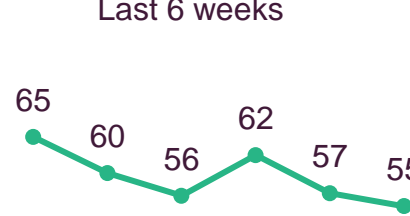
Number of people wearing face coverings

46%



Covid measures on train and at station

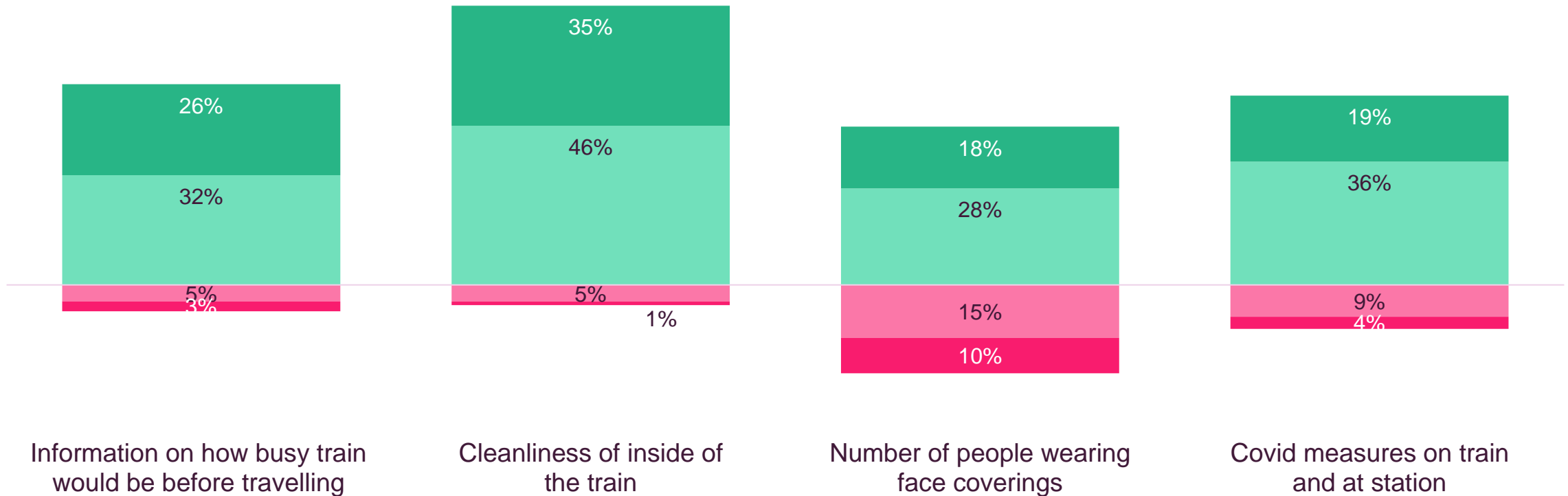
55%



2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 344; 437; 415; 406.

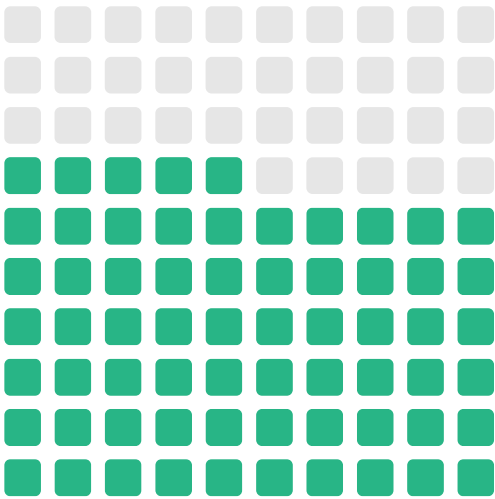
Satisfaction with information, cleanliness and Covid-related measures

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



2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 344; 437; 415; 406. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

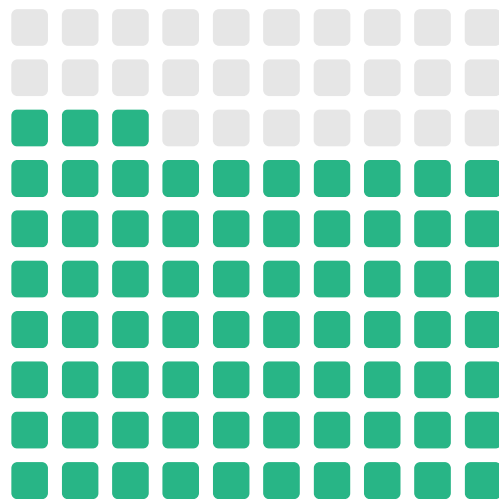
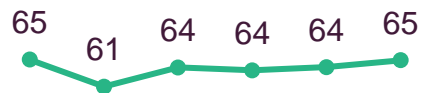
Satisfaction with ventilation, crowding, other passenger behaviour and staff



Ventilation on the train

65%

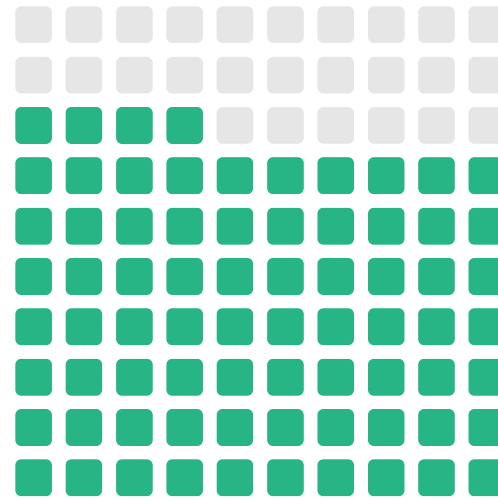
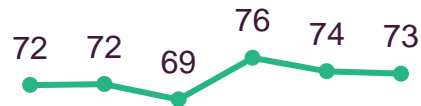
Last 6 weeks



Level of crowding on the train

73%

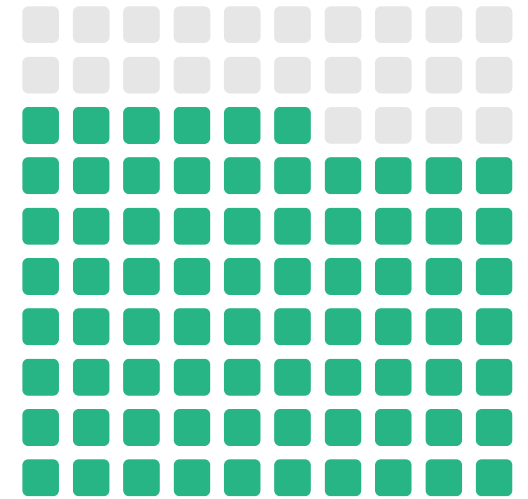
Last 6 weeks



Behaviour of other passengers

74%

Last 6 weeks



Helpfulness & attitude of staff

76%

Last 6 weeks



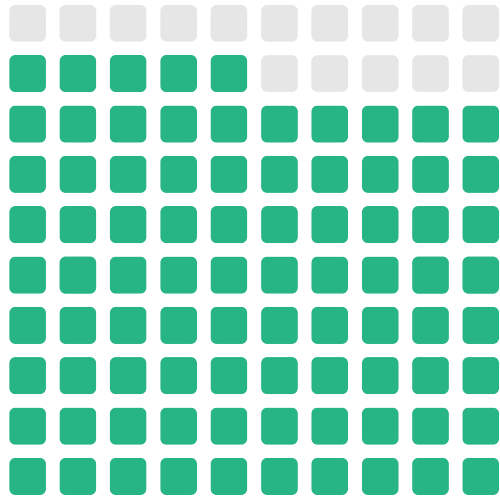
Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



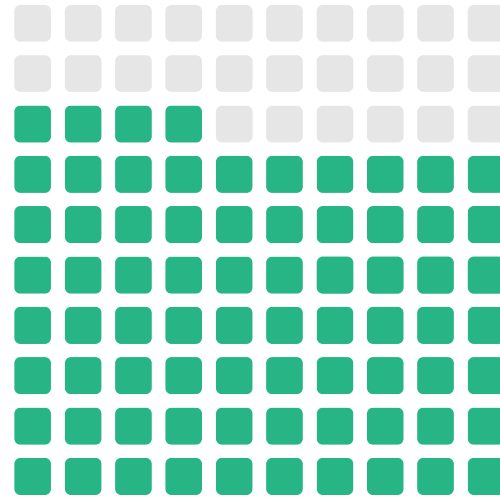
2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 428; 434; 436; 324.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



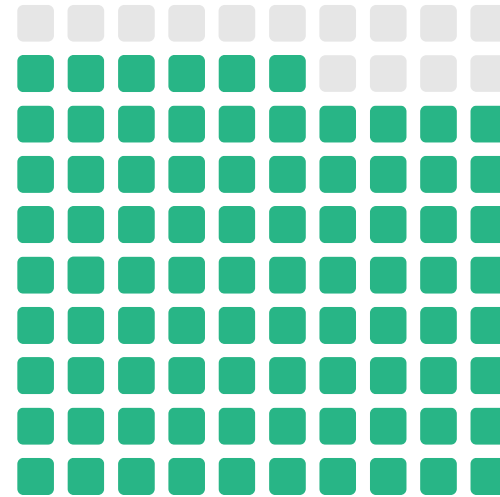
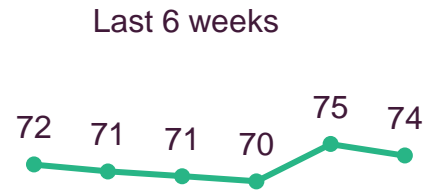
Punctuality/reliability

85%



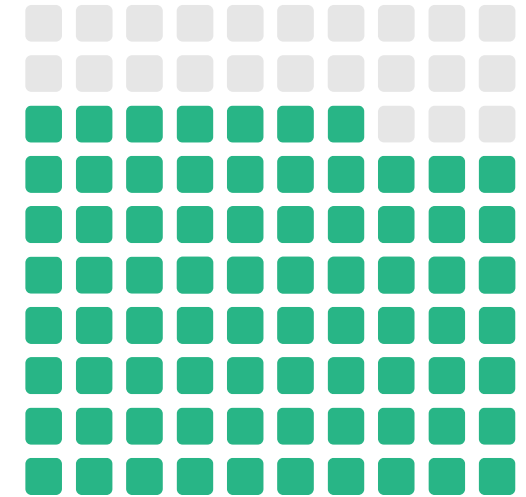
Frequency of trains on that route

74%



Length of time journey scheduled to take

86%



Provision of information during journey

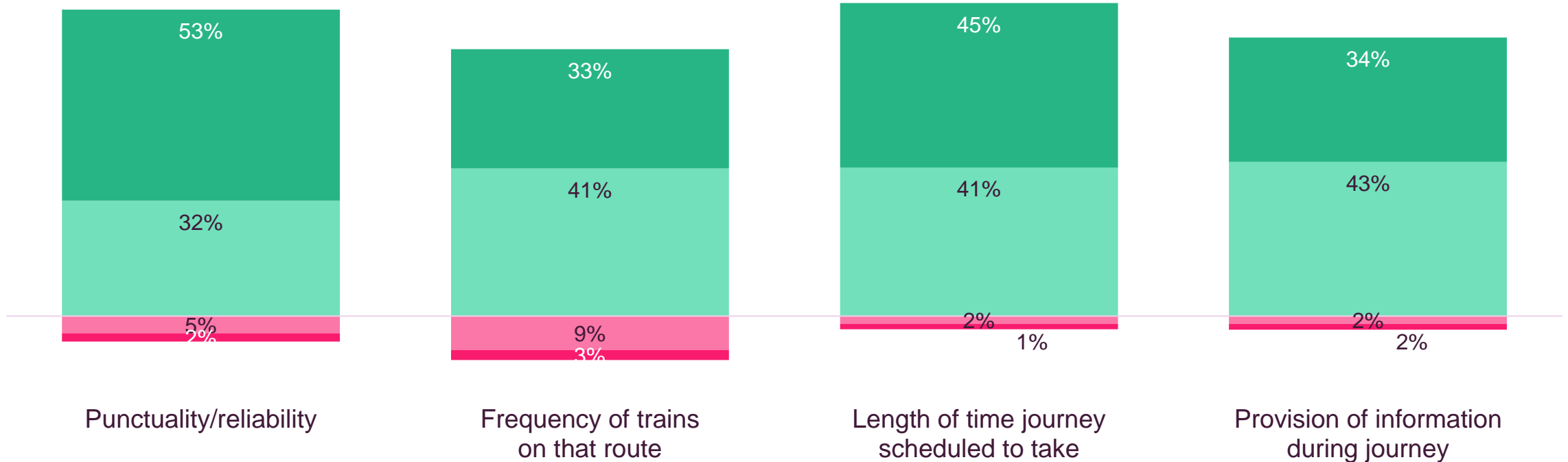
77%



2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 437; 435; 437; 415.

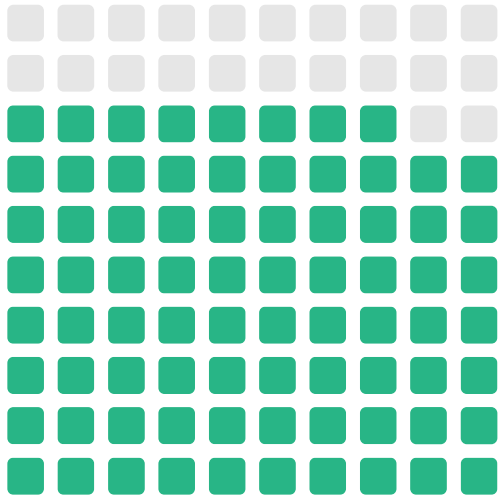
Satisfaction with punctuality, frequency, journey time and on-train information

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

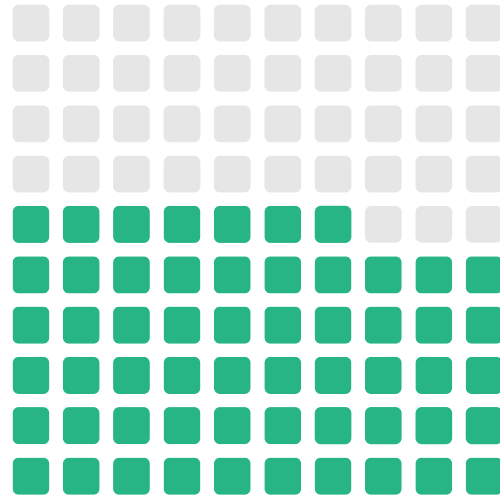


2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 437; 435; 437; 415.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

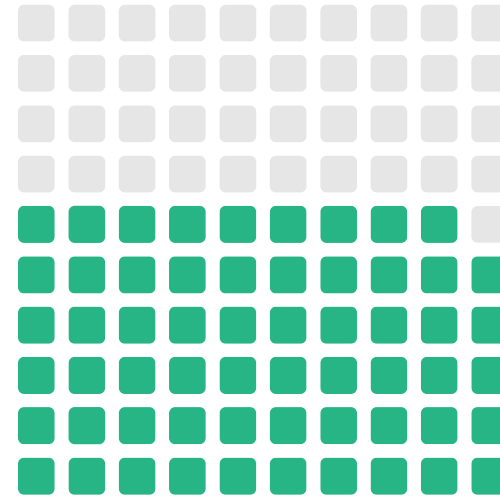
Satisfaction with seats, value for money, internet reliability and personal security



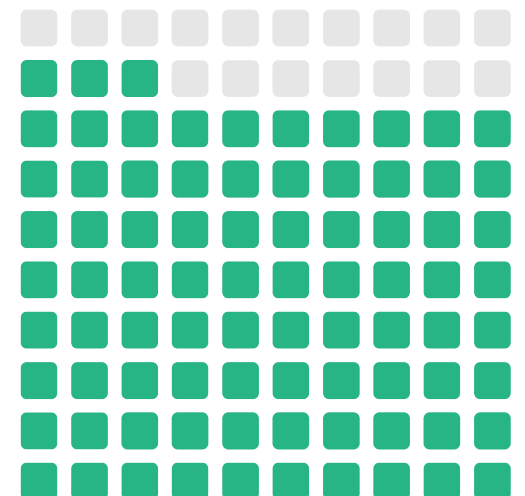
Comfort of the seats
78%



Value for money
57%

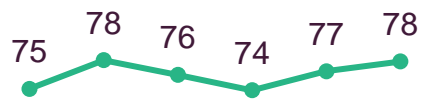


Reliability of internet connection
59%

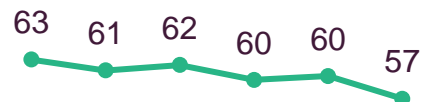


Personal security during journey
83%

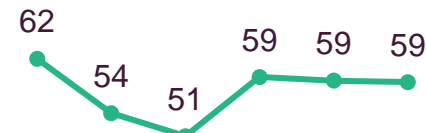
Last 6 weeks



Last 6 weeks



Last 6 weeks



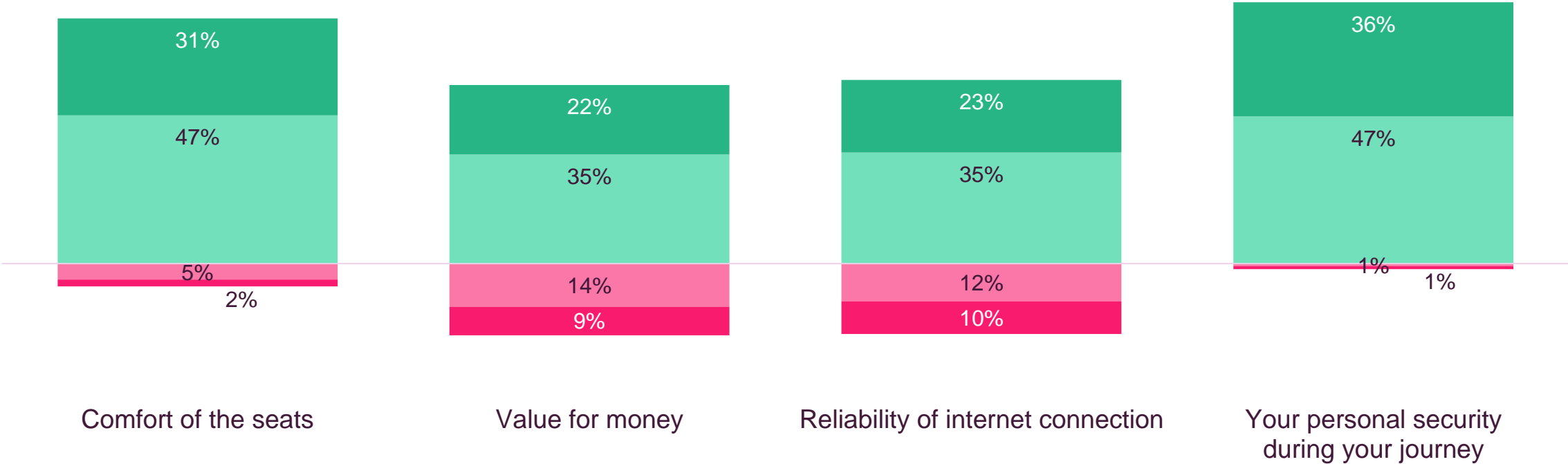
Last 6 weeks



2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 427, 426; 295; 436.

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

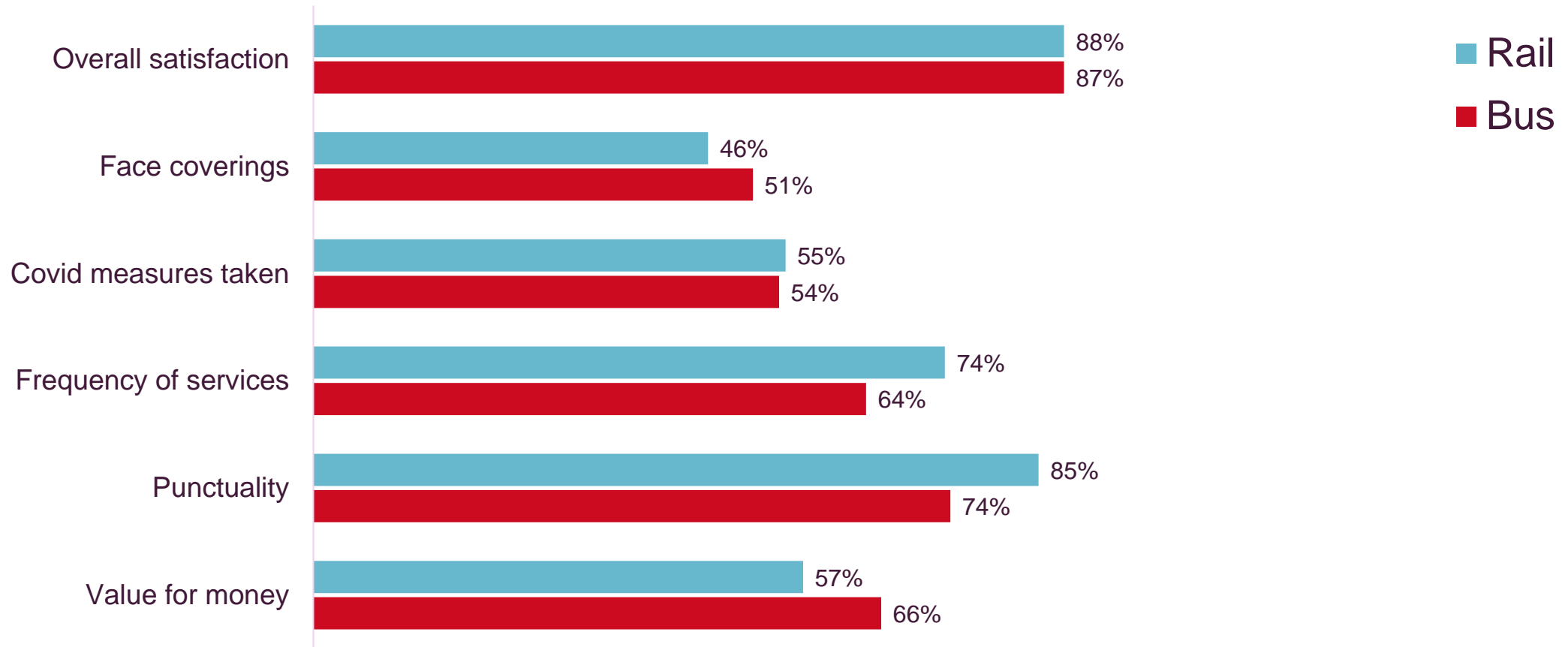
■ Very satisfied
 ■ Fairly satisfied
 ■ Fairly dissatisfied
 ■ Very dissatisfied



2-6 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 427, 426; 295; 436.
 * 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: 26 - 30 January	Fieldwork: 2 - 6 February	Fieldwork: 9 - 13 February	Fieldwork: 16 - 20 February	Fieldwork: 23 - 27 February	Fieldwork: 2 - 6 March
Week 18	Week 19	Week 20	Week 21	Week 22	Week 23
377	403	413	409	404	437

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

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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