

5 January –
6 March
2022

Passenger voices

Comments on cleanliness and staff from
the Rail User Weekly Survey

Comments
analysis



Introduction



The Rail User Weekly Survey ask 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.

The following analysis was carried out using Wordnerds – software that uses machine learning and advanced linguistics to identify themes and sentiment in open text comments. This helps us to understand the reasons behind the satisfaction scores passengers provide, and dig further into any prominent or interesting themes that emerge.

Why passengers were satisfied/dissatisfied with their journey (5 Jan – 6 March 2022)



Satisfied (very/fairly)

88%

(2– 6 March)

Train was on time

Got a seat

Quick journey

Friendly staff

Train was clean

Passengers wearing masks

Dissatisfied (very/fairly)

3%

(2 – 6 March)

Trains cancelled

Passengers not wearing masks

Train was late

Passengers who felt the train was clean were likely to be satisfied with their overall journey

“Trains were spot on time in both outward and return journeys- additionally **coaches were spotlessly clean.**”

ScotRail passenger, Very satisfied

“The journey met with the usual standard. I was able to get a seat and **the train was clean** and tidy. There were no disruptions to the service.”

Northern passenger, Fairly satisfied

Satisfied (very/fairly) with journey

“The train was prompt and **was clean** and spaced out fairly well.”

Greater Anglia passenger, Fairly satisfied

“It was a quick service that didn't have any delays, and the **train was very clean** and quiet.”

Southeastern passenger, Very satisfied

“The interior of the **train was very clean** and there was good ventilation on the train, too.”

Southwestern passenger, Very Satisfied

Cleanliness is often linked to tidiness – both contributing to overall journey satisfaction

“The train had ample seating to sit on. The **train was clean and tidy**. And people were taking precautions with respect to Covid-19 and most of them were wearing a mask.”

Southern passenger, Fairly Satisfied

“The train wasn't busy, it was on time, **it was clean and tidy.**”

Great Western passenger, Very satisfied

“The train left on time. The **train interior was very clean and tidy**. There were seats available and not too crowded.”

Southwestern passenger, Very satisfied

**Satisfied (very/fairly)
with journey**

“It arrived and departed on time - the train had plenty of spare seats **and was clean and tidy.**”

Southeastern passenger, Very satisfied

Perceptions of a **lack of** cleanliness often relate to the age of the train

“The **train was very old and in bad condition**. The interior was dirty and some seats broken. The seats are uncomfortably close together with no leg room. The brakes would not release which meant that the train was delayed- and had been cancelled for this reason the week before. The staff were very nice and excellent at their jobs, however.”

Northern passenger, Fairly dissatisfied

“The train was on time but **it was worn and dirty** with unpleasant strip lighting. Luckily it was just a short journey.”

Southern passenger, Neither satisfied or dissatisfied

Mentions of a **dirty/unclean train**

“Very quick journey, quite cheap - but **train is disgustingly dirty and run down.**”

East Midlands passenger,
Neither satisfied or dissatisfied

“Quick and relatively inexpensive journey **train interior extremely dirty and dilapidated.**”

East Midlands passenger,
Neither satisfied or dissatisfied

Those who mention friendly, helpful staff are likely to have had a positive overall journey, in particular giving a ‘very satisfied’ rating

“On time, clean, **friendly staff**. I booked assistance and they were ready waiting and really helpful.”

London North Eastern passenger, Very satisfied

“My train arrived on time, the train was very clean and the **train member of staff was cheerful and jolly.**”

Northern passenger, Very satisfied

“The train was bang on time, **staff at Bristol Temple Meads were very helpful and friendly** when I had a question, the ticket machine (scanning the ticket on my phone) worked, the train was very clean and there were very few passengers aboard, all of whom wore masks and were quiet.”

Great Western passenger, Very satisfied

“Train was on time. Carriages were clean & well ventilated. **Station staff & ticket staff were very helpful & courteous.**

Prices were competitive.”
ScotRail passenger, Very satisfied

Very satisfied with journey

“Train was on time, arrived early and was clean inside. **Staff on board were friendly and helpful.**”

Greater Anglia passenger, Very satisfied

Examples of staff going ‘above and beyond’ – either by providing extra help or being particularly engaged and friendly



“The train was on time and was clean. I had a nice chat with the guard whilst I bought my new 7-day season ticket, and he also pointed out that ticket fares had gone up on the 1st so the price was likely to be more than I paid the previous week.”

London Northwestern passenger, Very satisfied

“My wife is disabled and the staff of South West Railways were very efficient and kind in helping us board and disembark from the train.”

South Western passenger, Very satisfied

“The staff were always quick and eager to help me find a solution in the most efficient and cost-effective way.”

London Northeastern passenger, Fairly satisfied

“I regularly travel with you from Norfolk to Essex and locally and I have to compliment you on your staff. I travel with a mobility scooter and your staff all go above and beyond to make sure I’m ok and get on and off the train safely. I recently had a bad accident on my scooter at one of your station and the care I received from everyone was second to none...I love travelling on your trains because of your staff. They are excellent. Thank you.”

Greater Anglia passenger, Very satisfied



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.

© 2022 Transport Focus