

16 - 20  
March  
2022

Week 25

# 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.

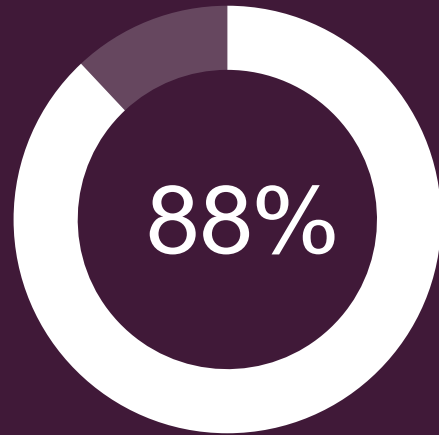
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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



Overall satisfaction with the train journey remains relatively stable.



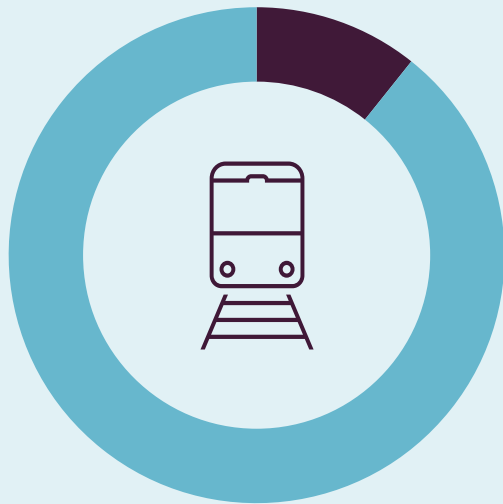
Around a third of journeys rated were for commuting, a proportion that has not changed over the last six months.

# Rail usage levels



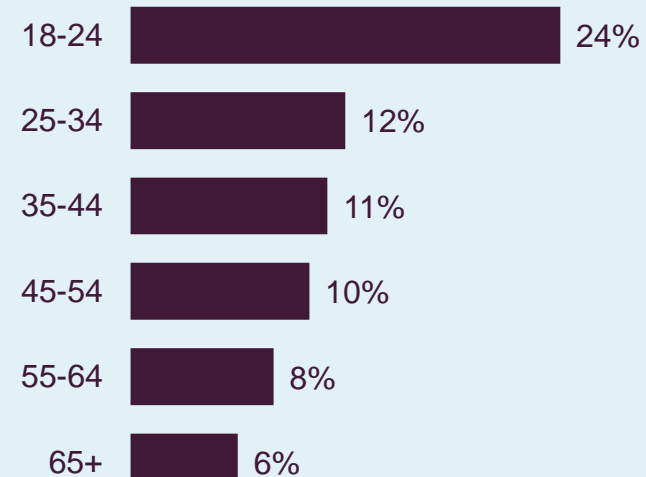
# Just under one in nine used rail in the last seven days

Proportion using rail in the last seven days



**11%**  
of people in  
Great Britain used  
rail this week

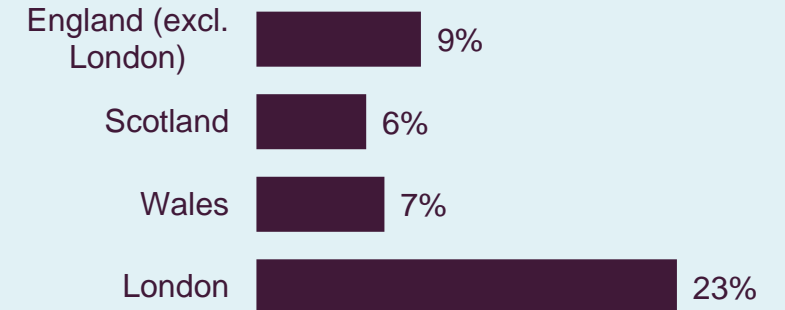
## Age



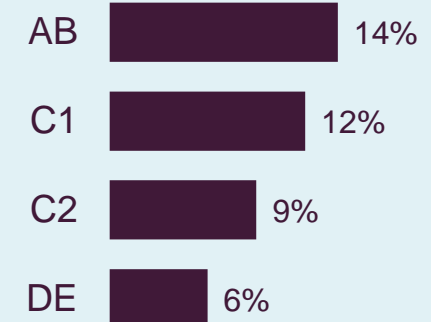
## Sex



## Region

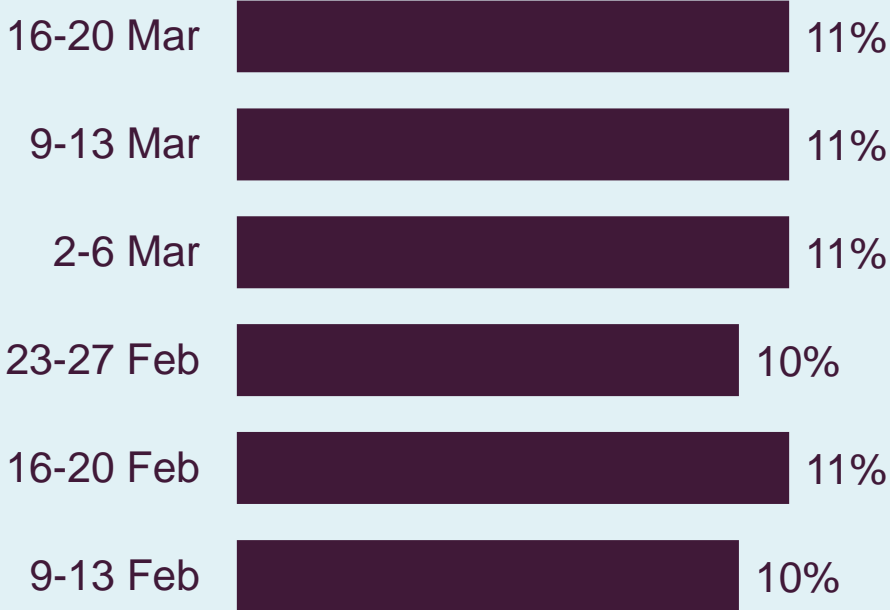


## Social grade



# Rail use over the last six weeks is stable

Proportion using rail within the last seven days



16-20 March 2022 report. Base size all respondents: approx. 4000 per week.

# Commuting is the most common single reason for rail travel

Main purpose of last rail journey



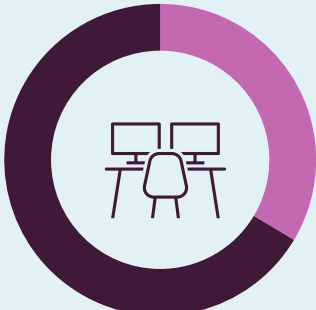
Leisure/eating out/non-essential shopping  
29%



Friends/family  
18%



Essential shopping  
1%



Commuting  
34%



Work travel  
9%

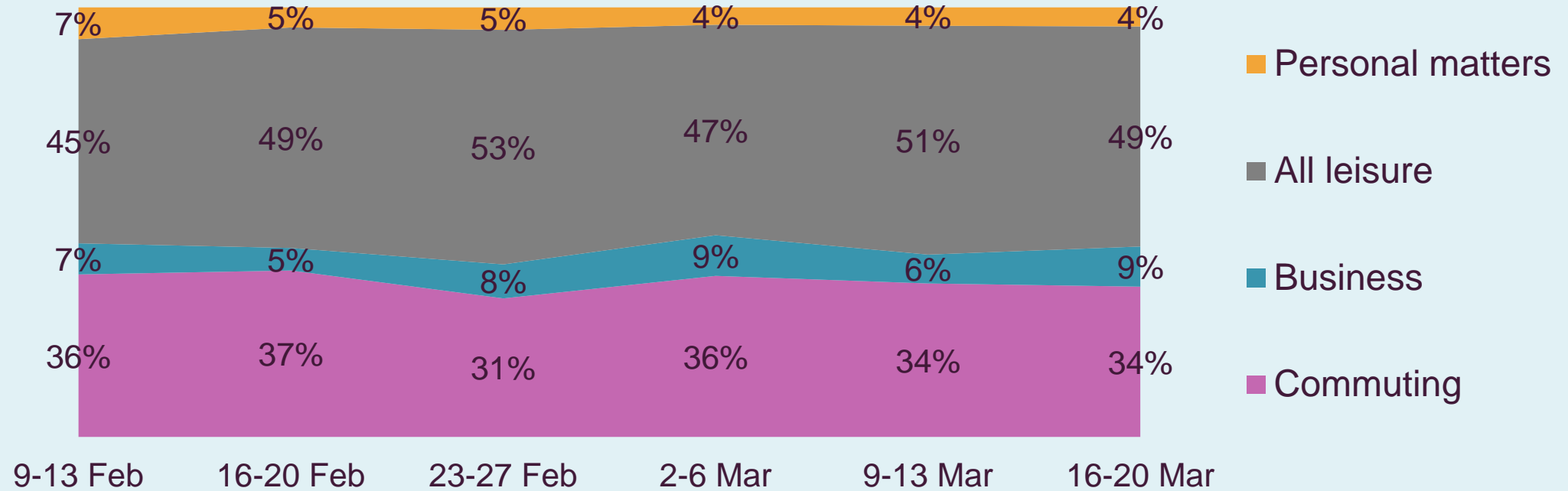


Personal matters  
4%

16-20 March 2022 report. Base size 431. 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 were for leisure

Main purpose of last rail journey

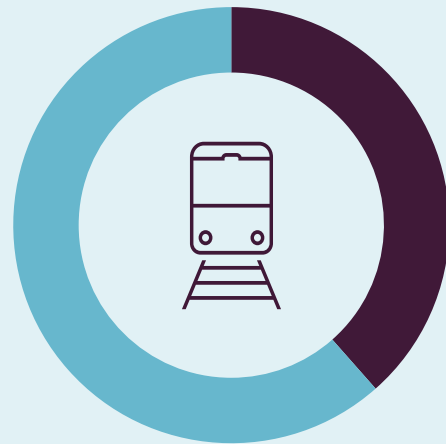


16-20 March 2022 report. Base size weekly average 422, 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



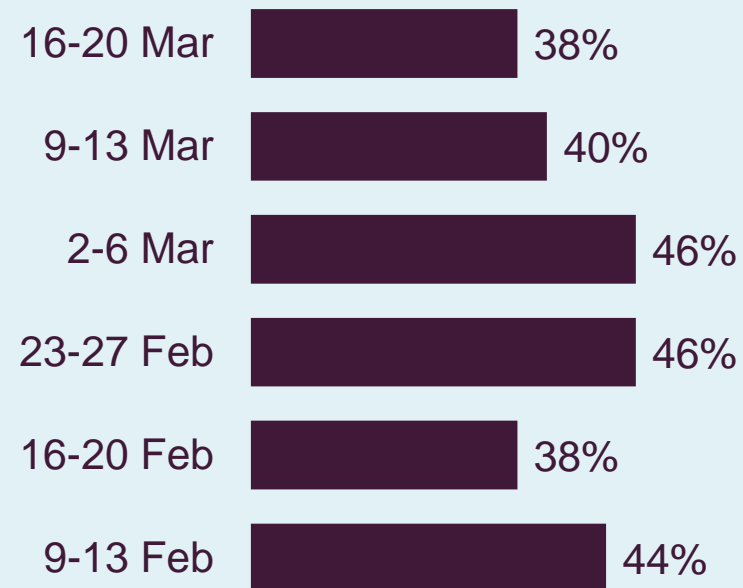
# Just under two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



38%

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

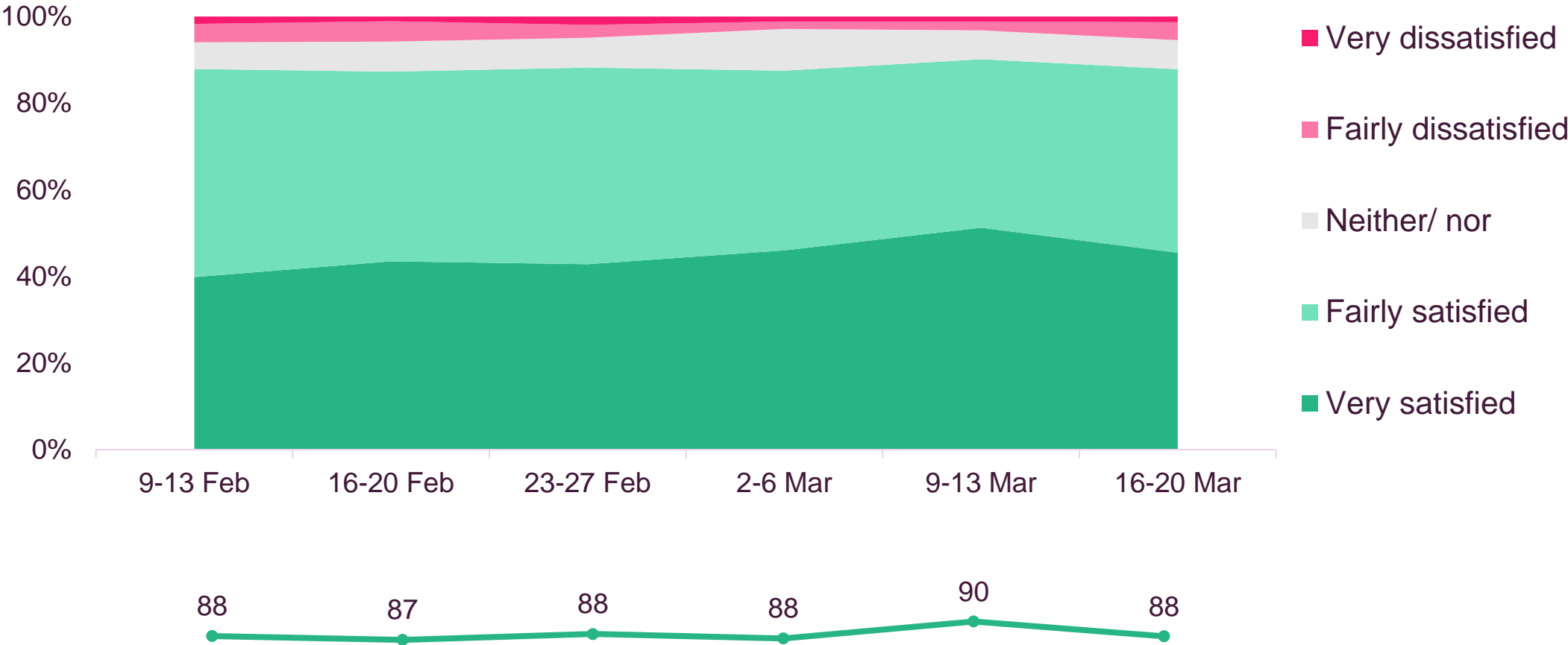


# Rail satisfaction





# Overall satisfaction with rail journey – over time

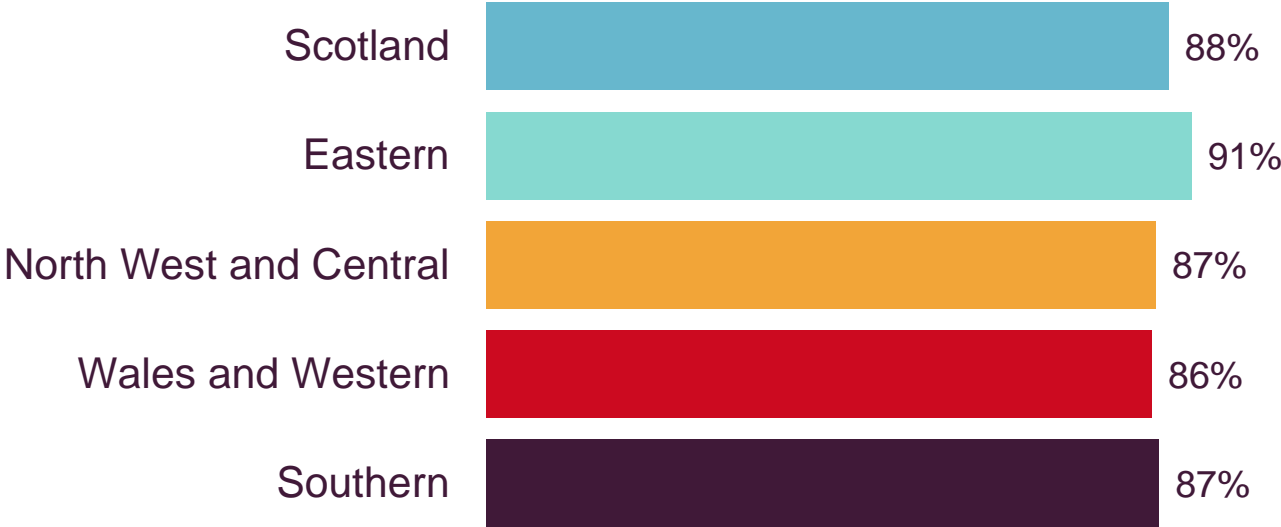


16-20 March 2022 report. Base size: all who used rail in last seven days – average 423 per week.

# Overall satisfaction by Network Rail region

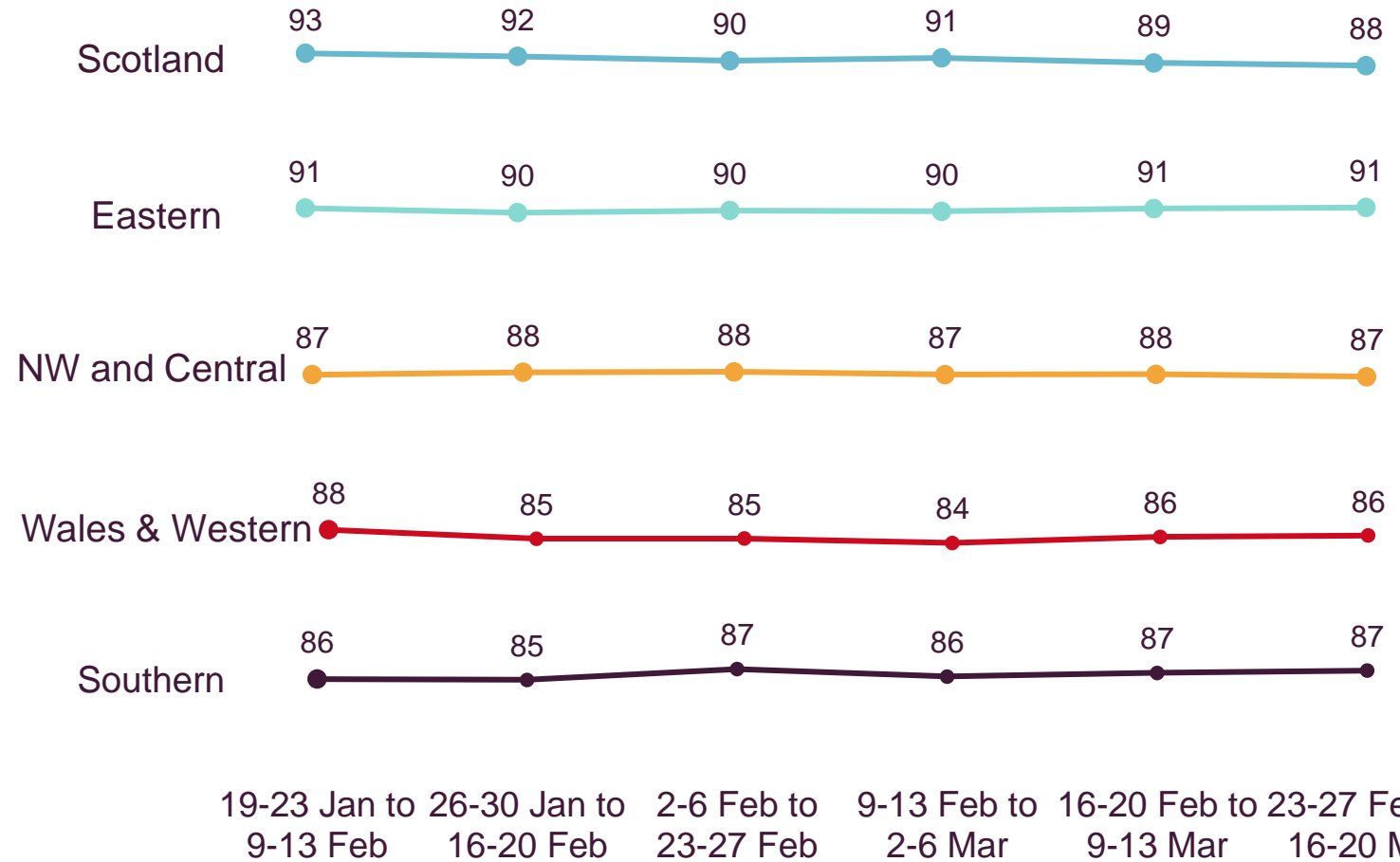


By region over last 4 weeks



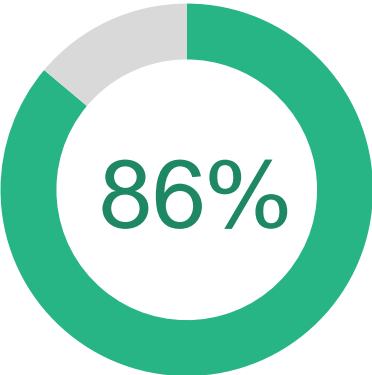
16-20 March 2022 report. Base size by region: Scotland to Southern: 113, 470; 359, 170, 561.

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

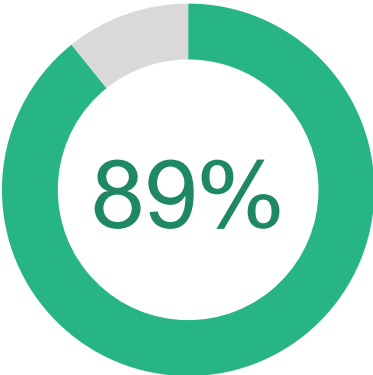


16-20 March 2022 report. Base size by region: Scotland to Southern average four weekly numbers: 111; 440; 334; 149; 535.

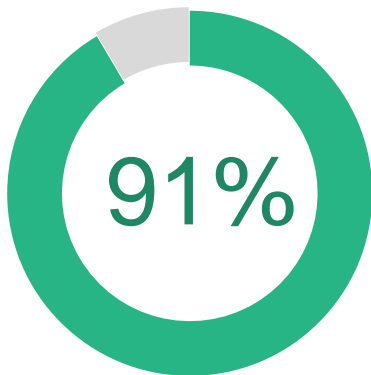
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



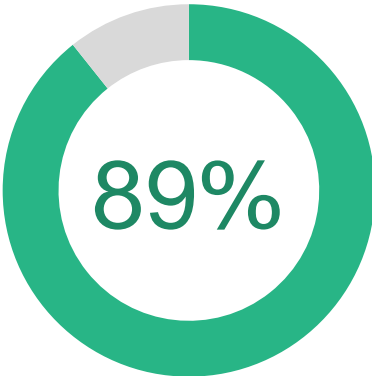
Age 18-34



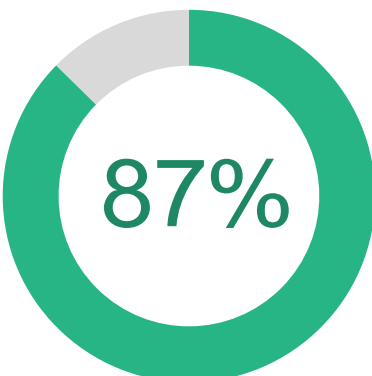
Age 35-54



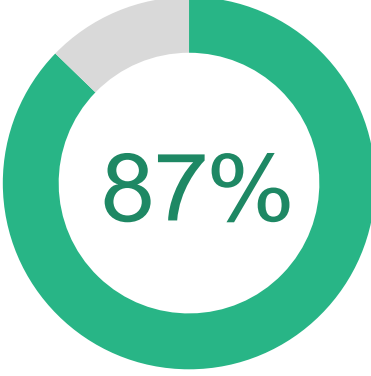
Age 55 and over



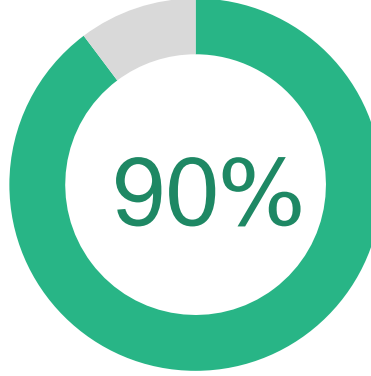
Men



Women



Commute



All leisure

16-20 March 2022 report. Base sizes: age 18-34 742; age 35-54 536; age 55+ 438; male 951; female 756; commute; 558; all leisure 876  
'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

# What rail passengers are saying...



I got to my destination with no delays and the train was nice and quiet.

Very satisfied, West Midlands Railway passenger

It was a Hitachi train. The same model in Japan is made comfortable, stylish and enjoyable by a few extra features. Here it is an incredibly dull experience.

Neither satisfied nor dissatisfied, Great Western Railway passenger

The cost is astronomical and it was overcrowded, dirty and uncomfortable.

Fairly dissatisfied, TfL passenger



No problems with the journey but very few passengers wearing masks.

Fairly satisfied, South Western Railway passenger

Ticket machine has been broken for weeks, wi-fi doesn't work and is very slow, seats are always dirty.

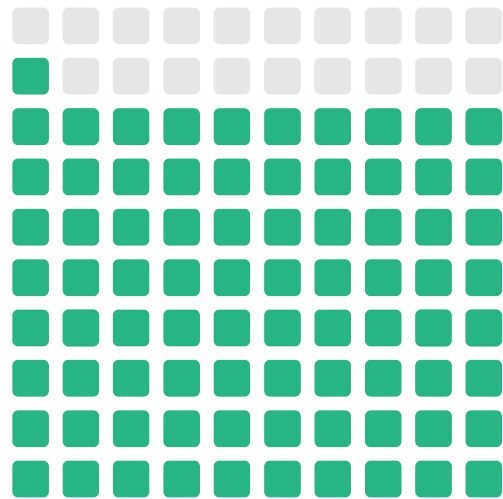
Very dissatisfied, Southeastern passenger



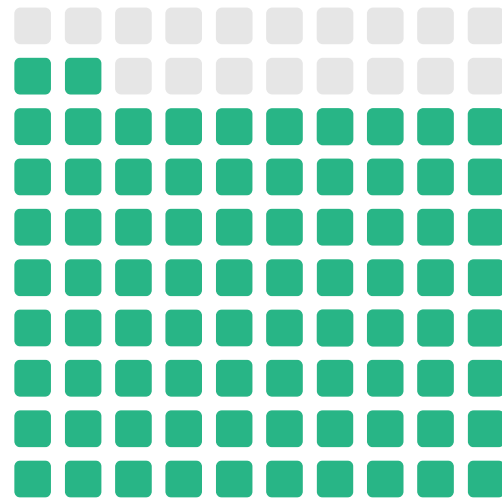
# Satisfaction with aspects of rail journey



# Satisfaction with the station and the train overall

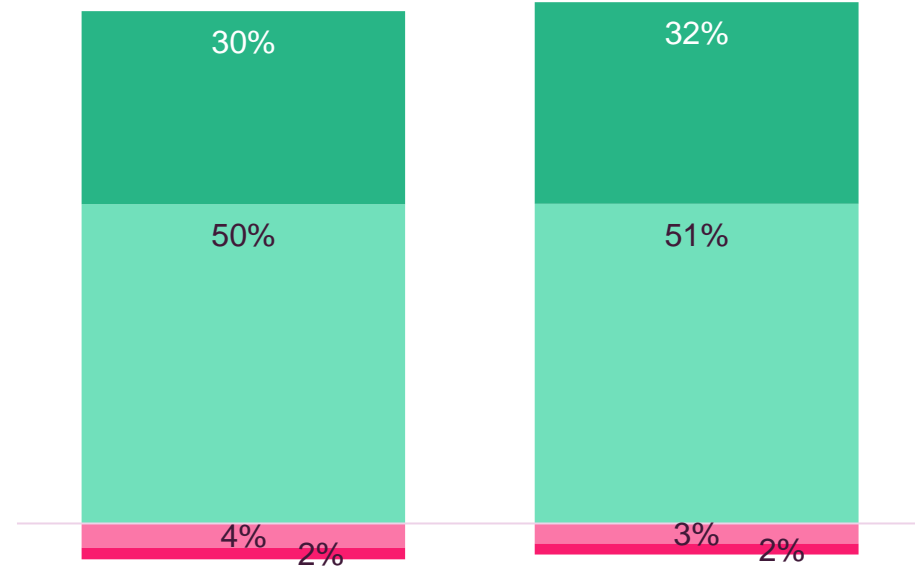


Station - overall satisfaction  
81%



Train - overall satisfaction  
82%

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



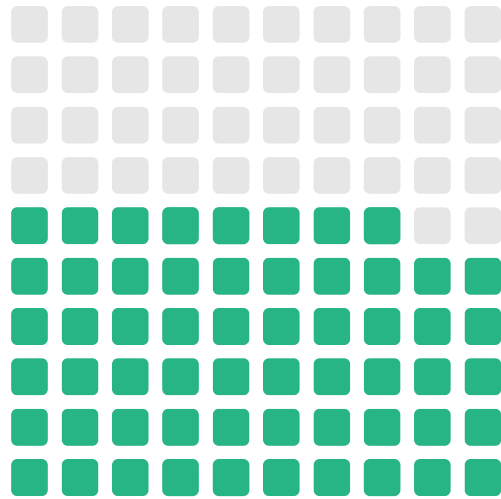
Station - overall satisfaction

Train - overall satisfaction



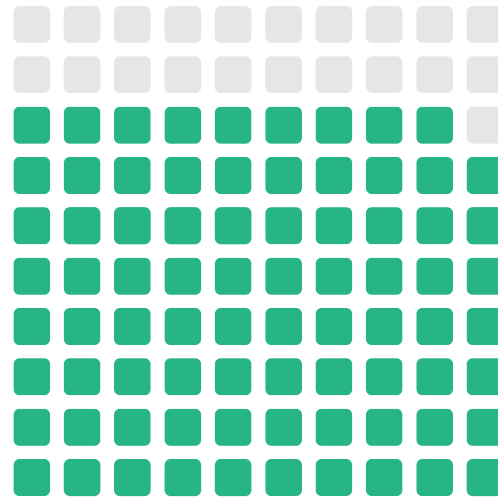
16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 432; train chart 432.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information, cleanliness and number wearing face masks



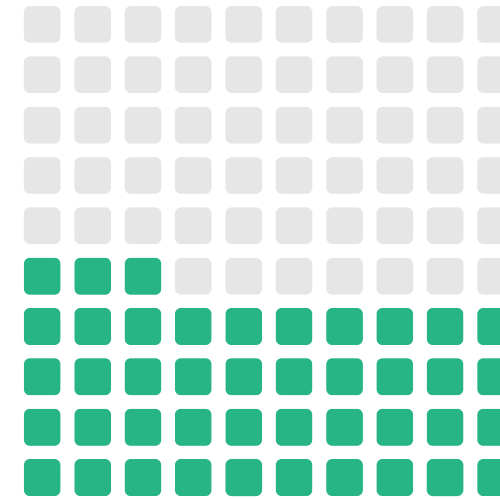
Information on how busy train would be before travelling

58%



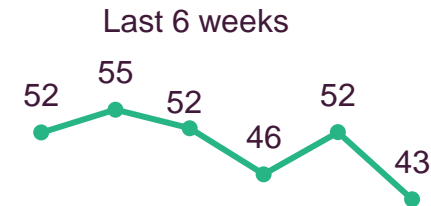
Cleanliness of the inside of the train

79%



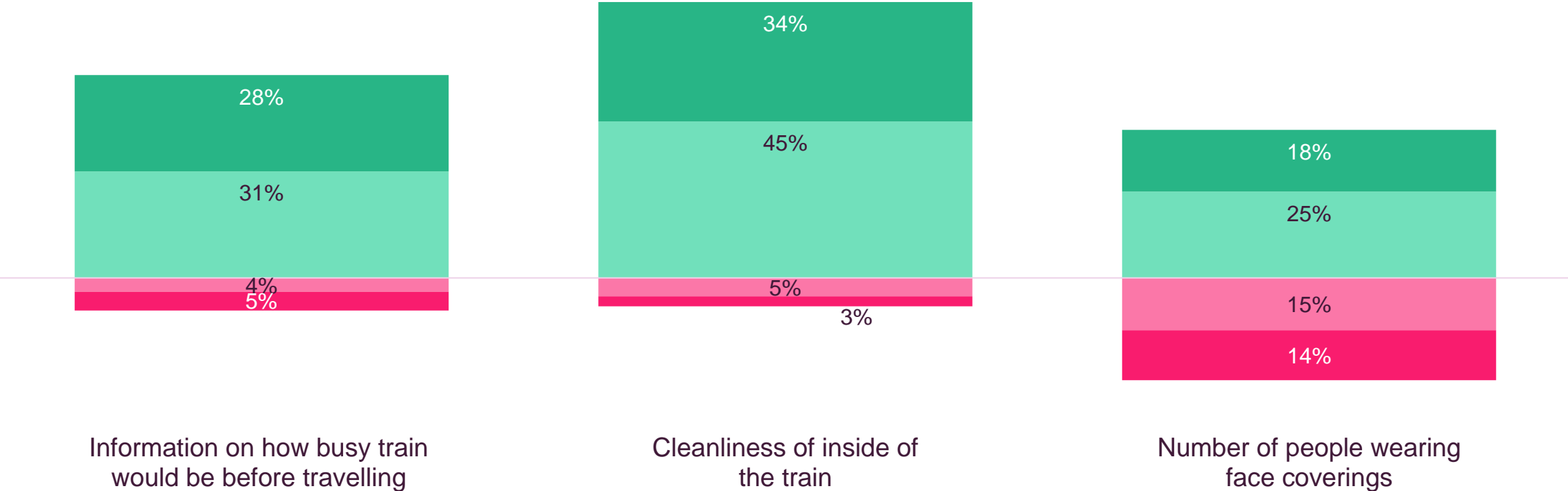
Number of people wearing face coverings

43%



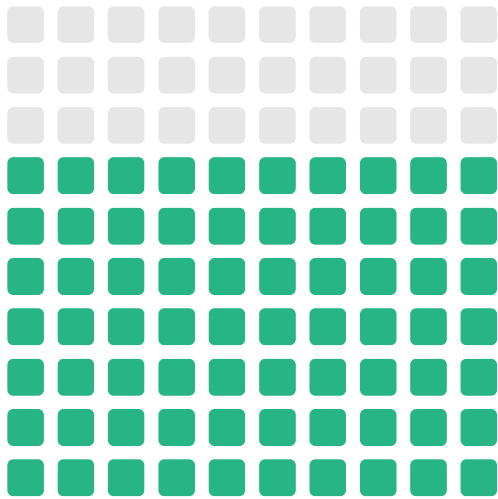
# Satisfaction with information, cleanliness and number wearing face masks

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



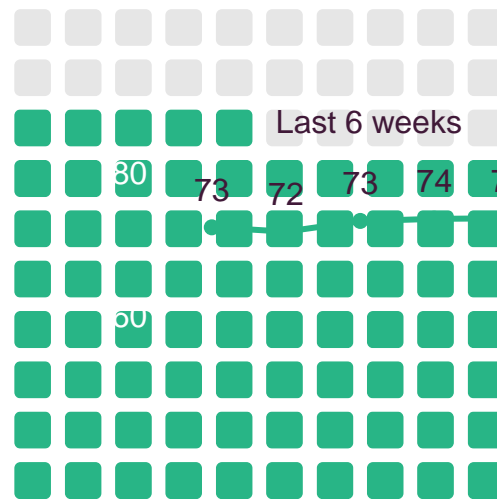
16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 341; 432; 405. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



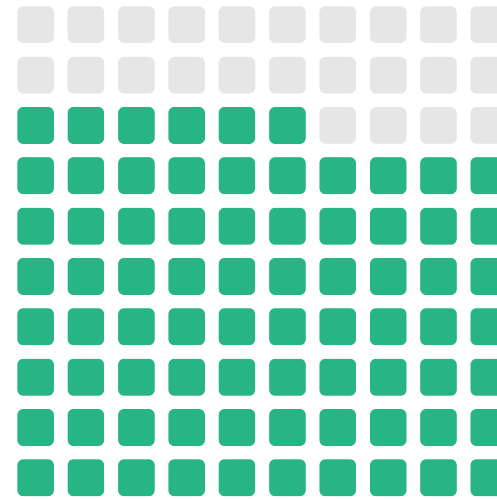
Ventilation on the train

70%



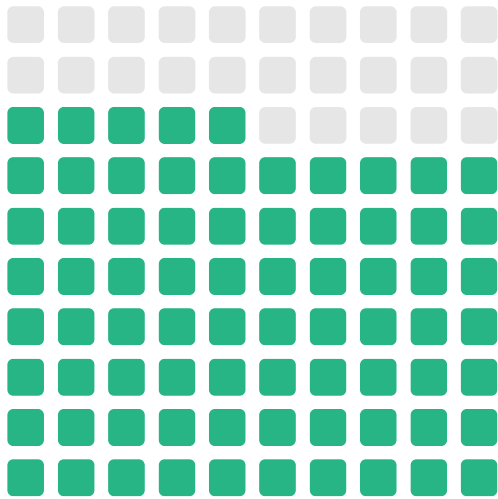
Level of crowding on the train

75%



Behaviour of other passengers

76%



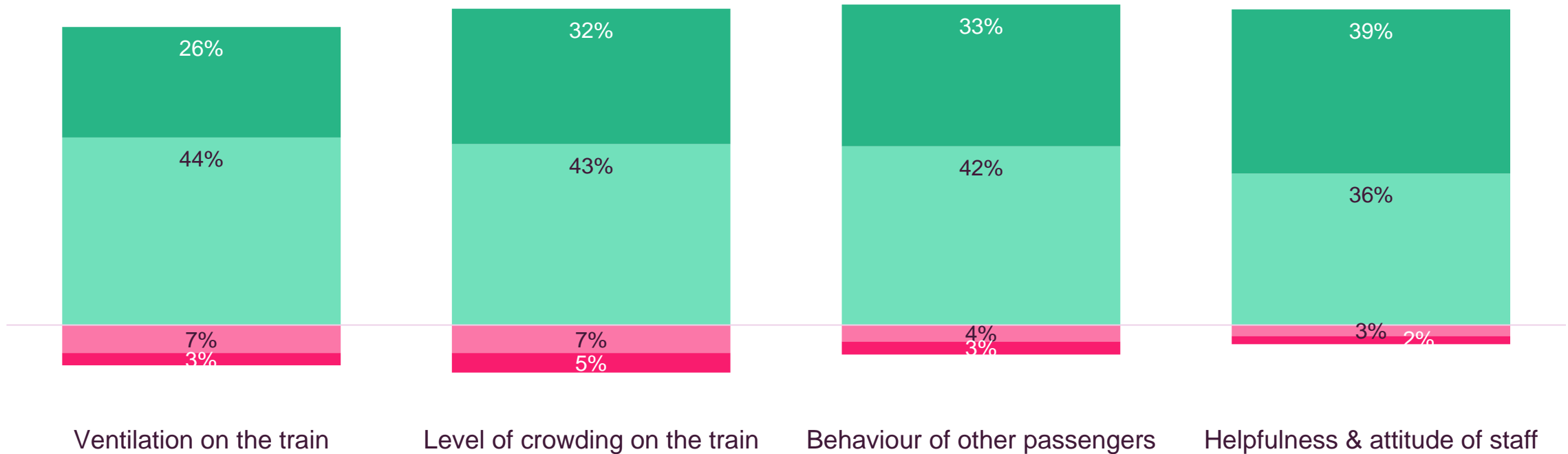
Helpfulness & attitude of staff

75%



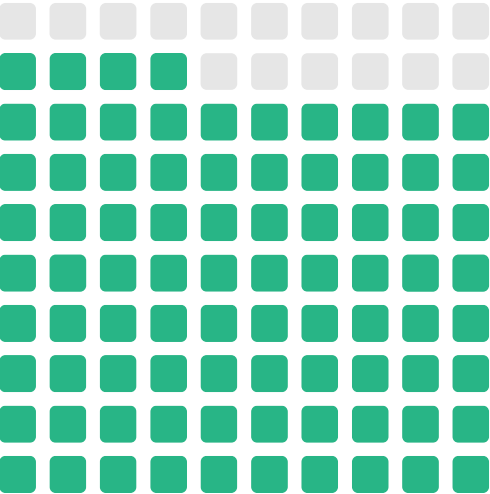
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

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

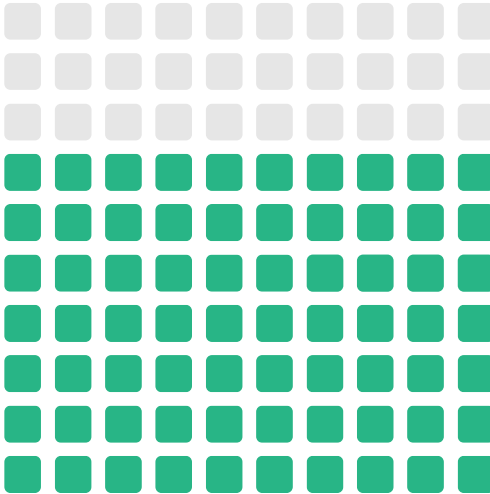


16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 424; 428; 427; 334.  
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

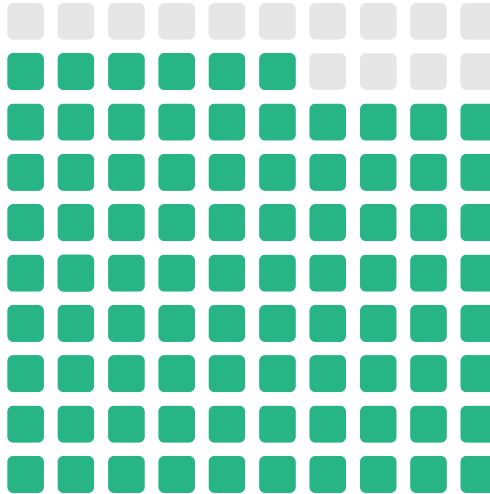
# Satisfaction with punctuality, frequency, journey time and on-train information



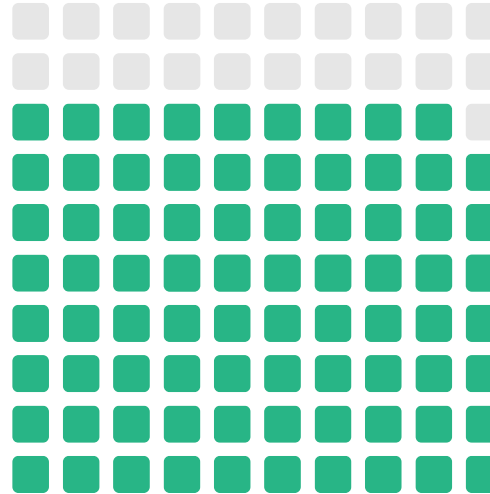
Punctuality/reliability  
84%



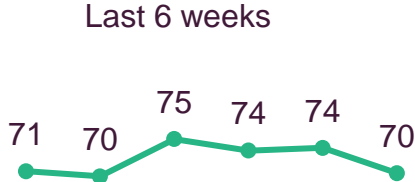
Frequency of trains on that route  
70%



Length of time journey scheduled to take  
86%



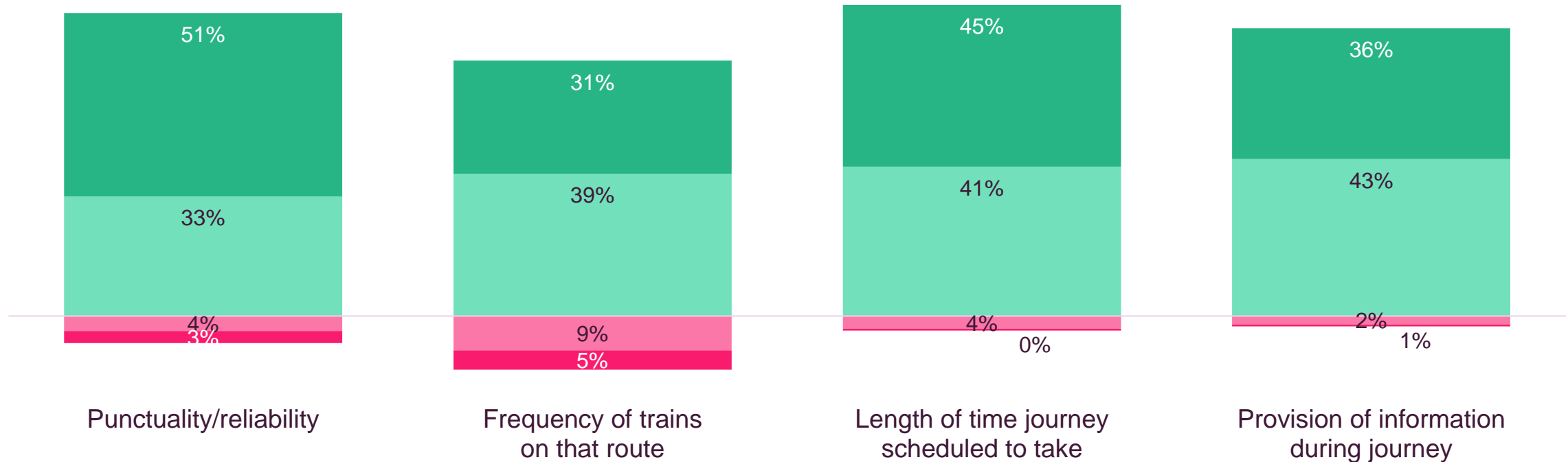
Provision of information during journey  
79%



16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 433; 433; 433; 295.

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

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

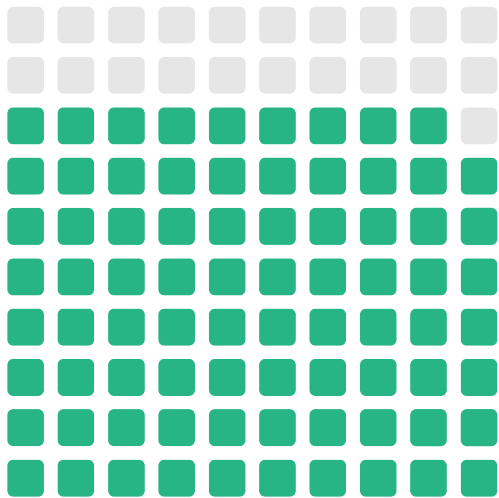


16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 433; 433; 433; 295.

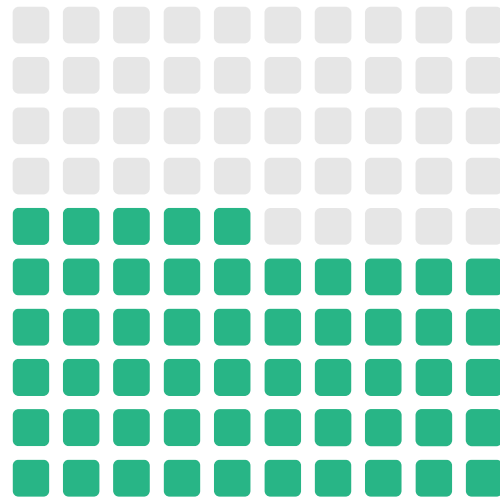
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.



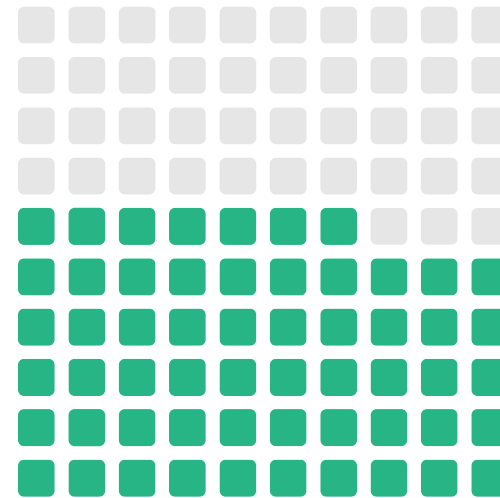
# Satisfaction with seats, value for money, internet reliability and personal security



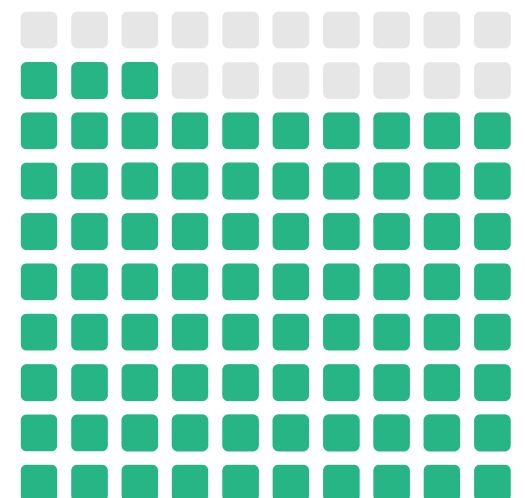
Comfort of the seats  
**79%**



Value for money  
**55%**



Reliability of internet connection  
**57%**

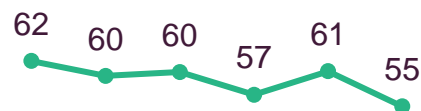


Personal security during journey  
**83%**

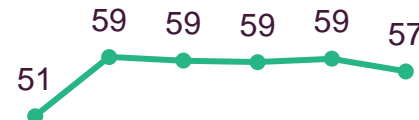
Last 6 weeks



Last 6 weeks



Last 6 weeks

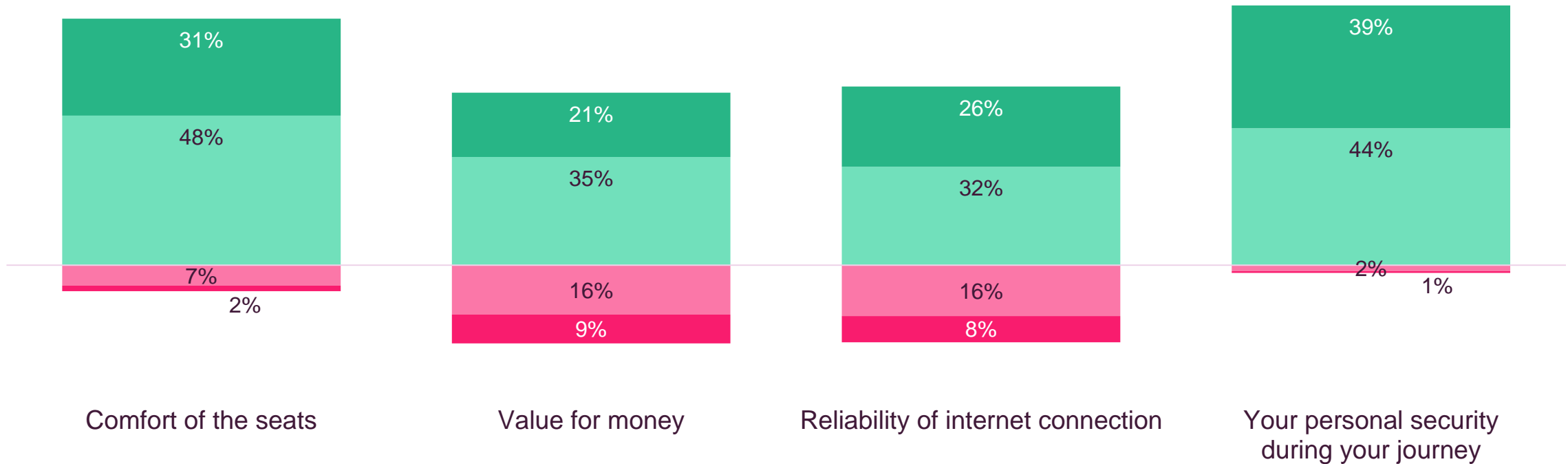


Last 6 weeks



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

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

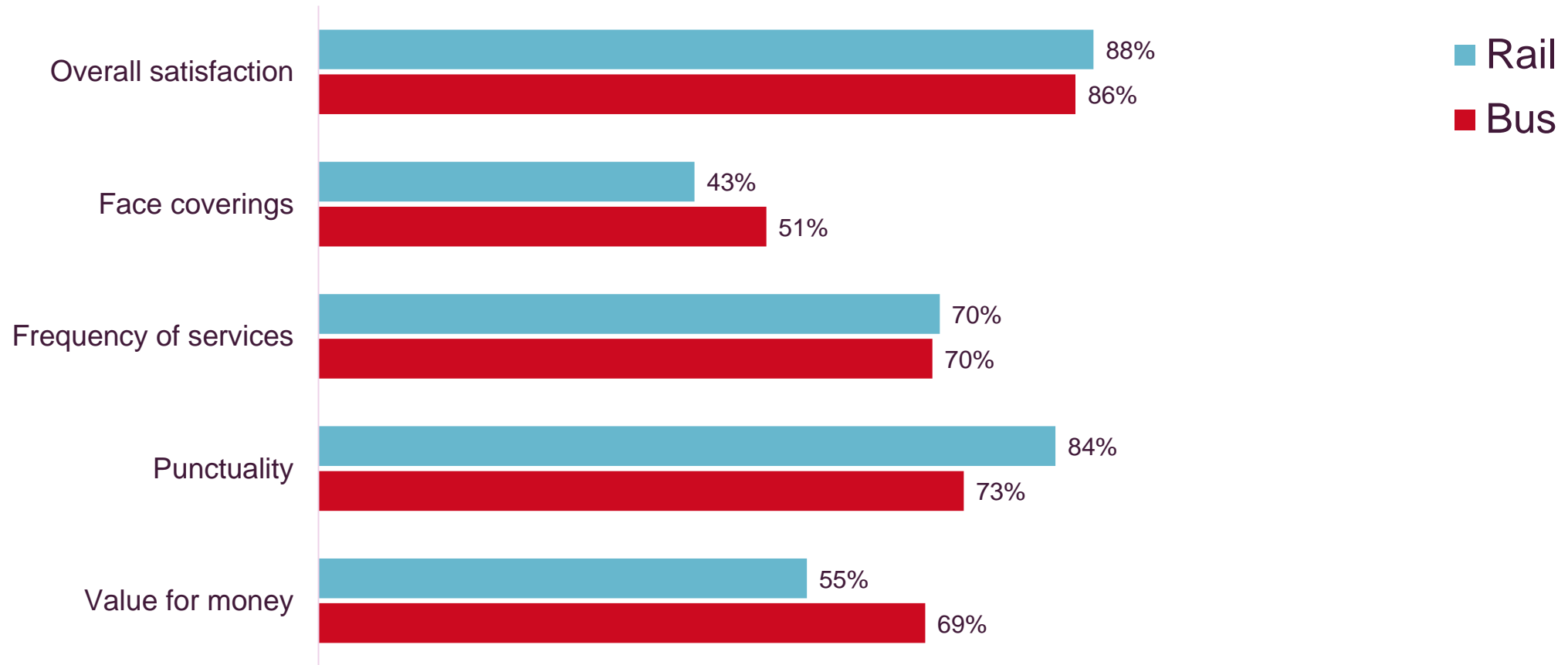


16-20 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 419, 415; 295; 428

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

# Rail to bus comparison – current week

Rail passenger satisfaction higher punctuality but lower on value for money and numbers wearing face coverings



# 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: 9 - 13 February	Fieldwork: 16 - 20 February	Fieldwork: 23 - 27 February	Fieldwork: 2 - 6 March	Fieldwork: 9 - 13 March	Fieldwork: 16 - 20 March
Week 20	Week 21	Week 22	Week 23	Week 24	Week 25
413	409	404	437	442	433

# 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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