

23 - 27
March
2022

Week 26

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.

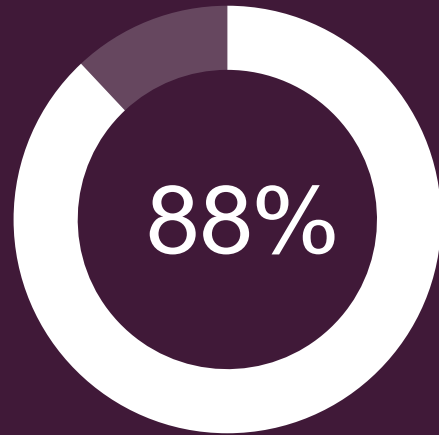
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

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

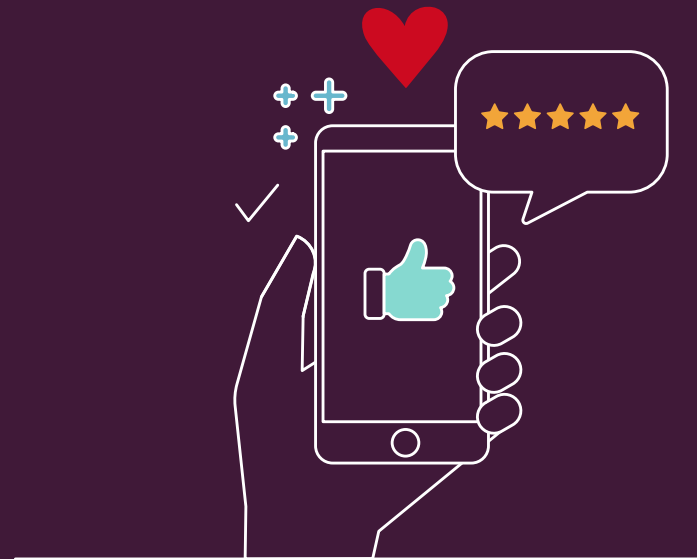
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

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 punctuality/reliability is 86%, the highest it has been since October.



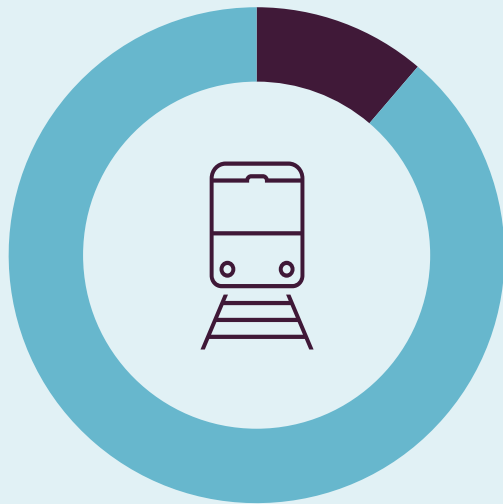
27% are dissatisfied with the number of people wearing face coverings.

Rail usage levels



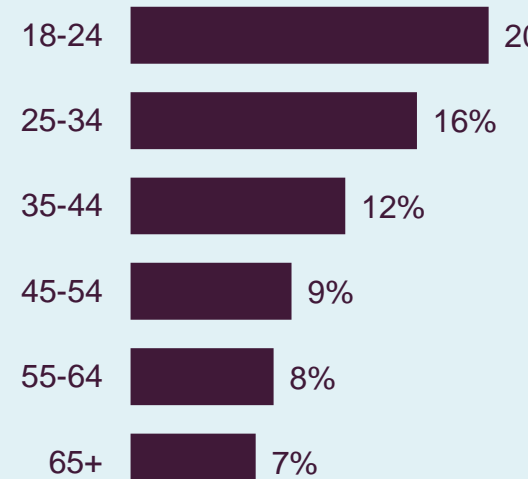
One in nine used rail in the last seven days

Proportion using rail in the last seven days



11%
of people in
Great Britain used
rail this week

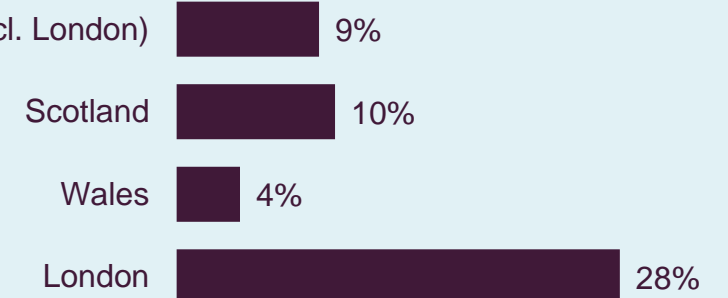
Age



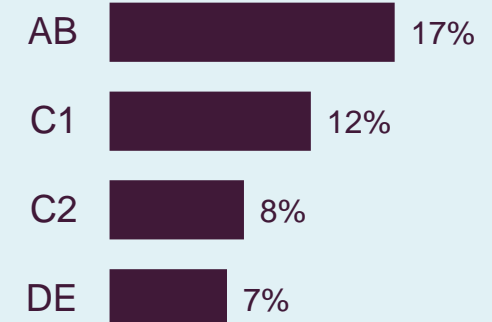
Sex



Region

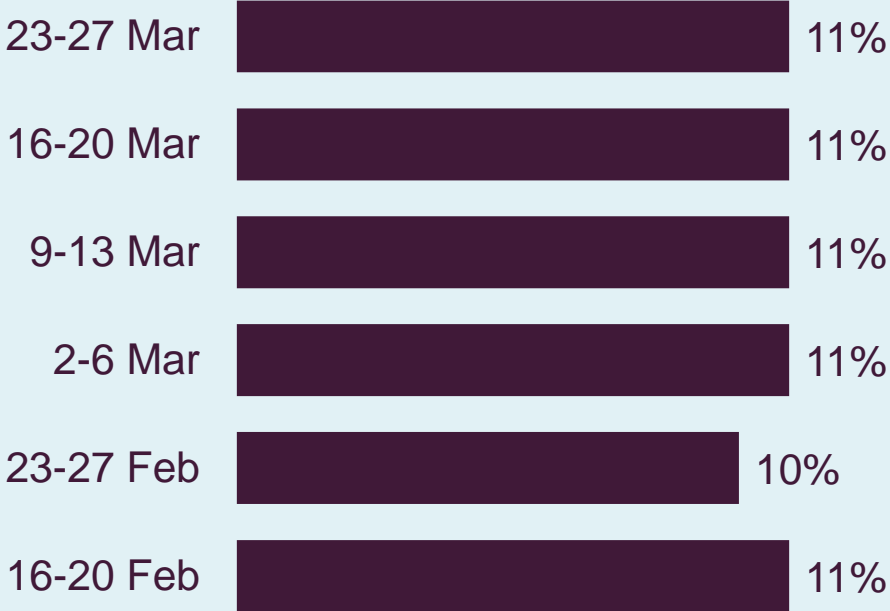


Social grade



Rail use over the last six weeks is stable

Proportion using rail within the last seven days



23-27 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



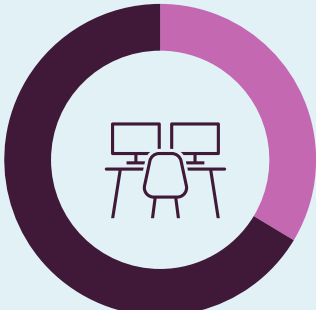
Leisure/eating out/non-essential shopping
30%



Friends/family
18%



Essential shopping
4%



Commuting
34%



Work travel
8%

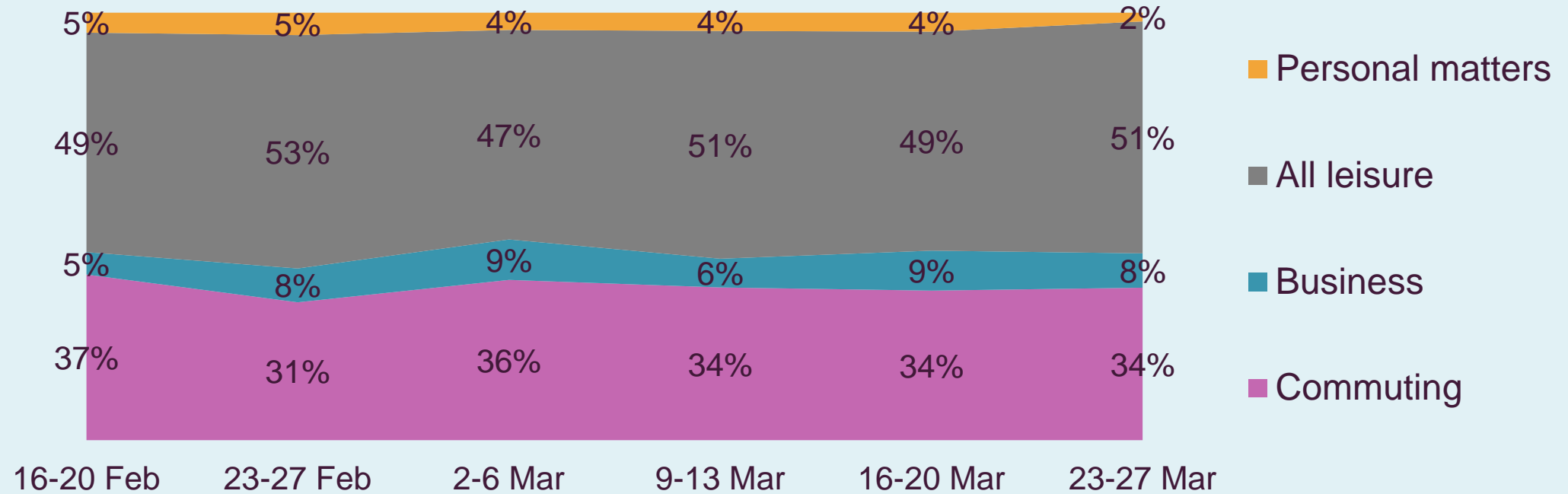


Personal matters
2%

23-27 March 2022 report. Base size 455 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 were for leisure

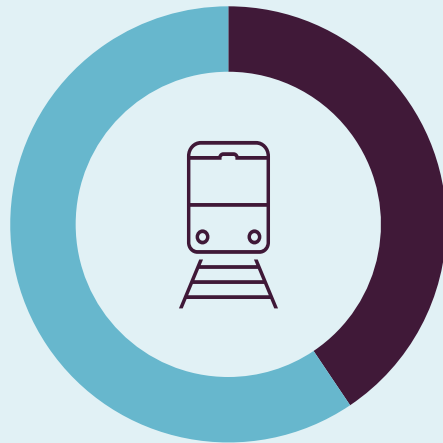
Main purpose of last rail journey



23-27 March 2022 report. Base size weekly average 429, 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

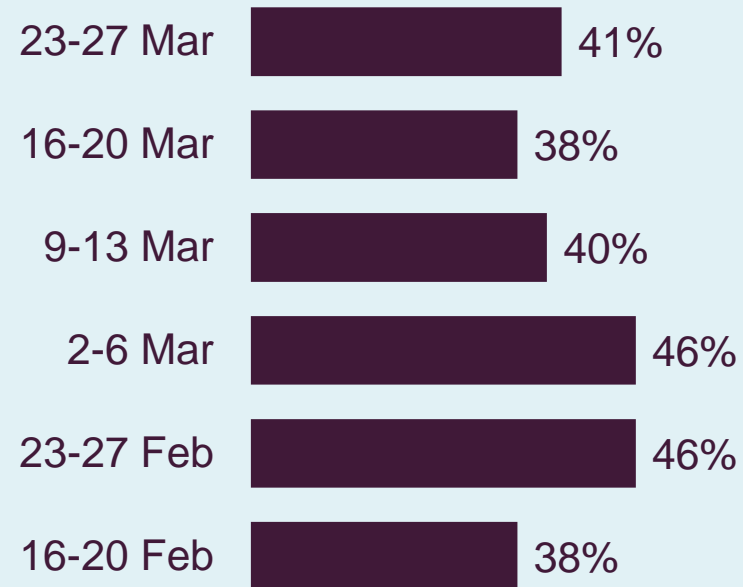
Two fifths had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



41%

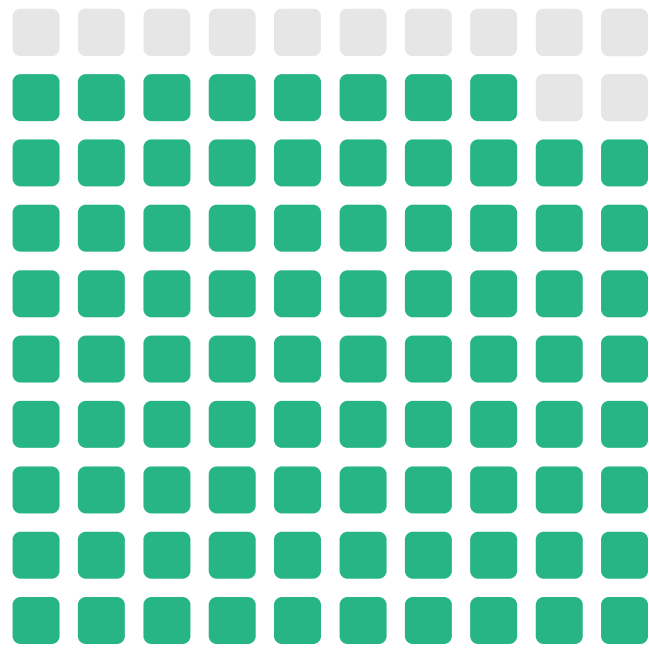
59% said the train was the only realistic option for that journey



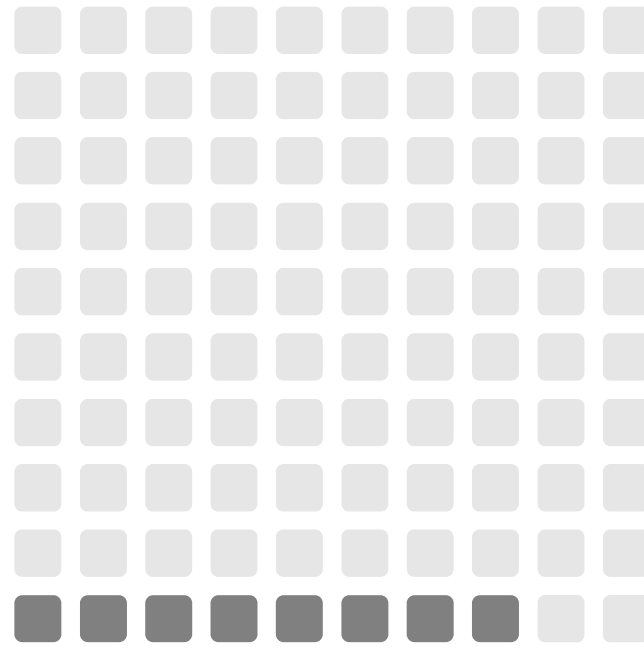
Rail satisfaction



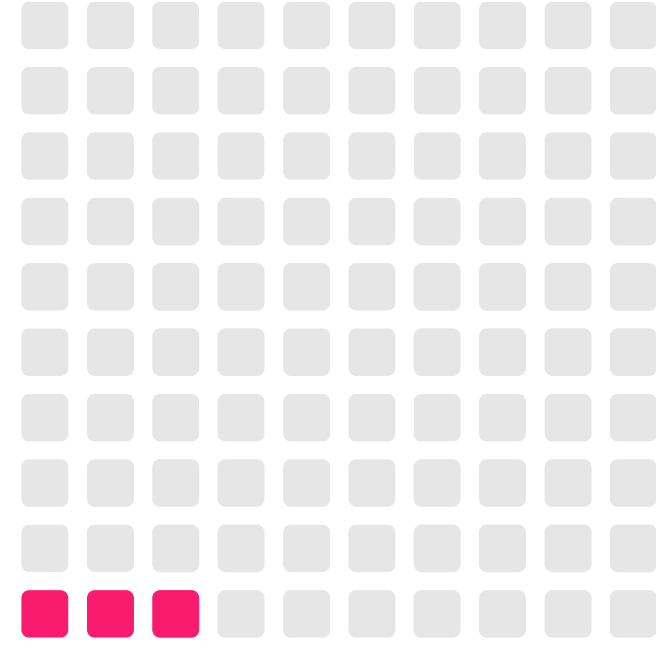
Overall satisfaction with last rail journey



88%
satisfied

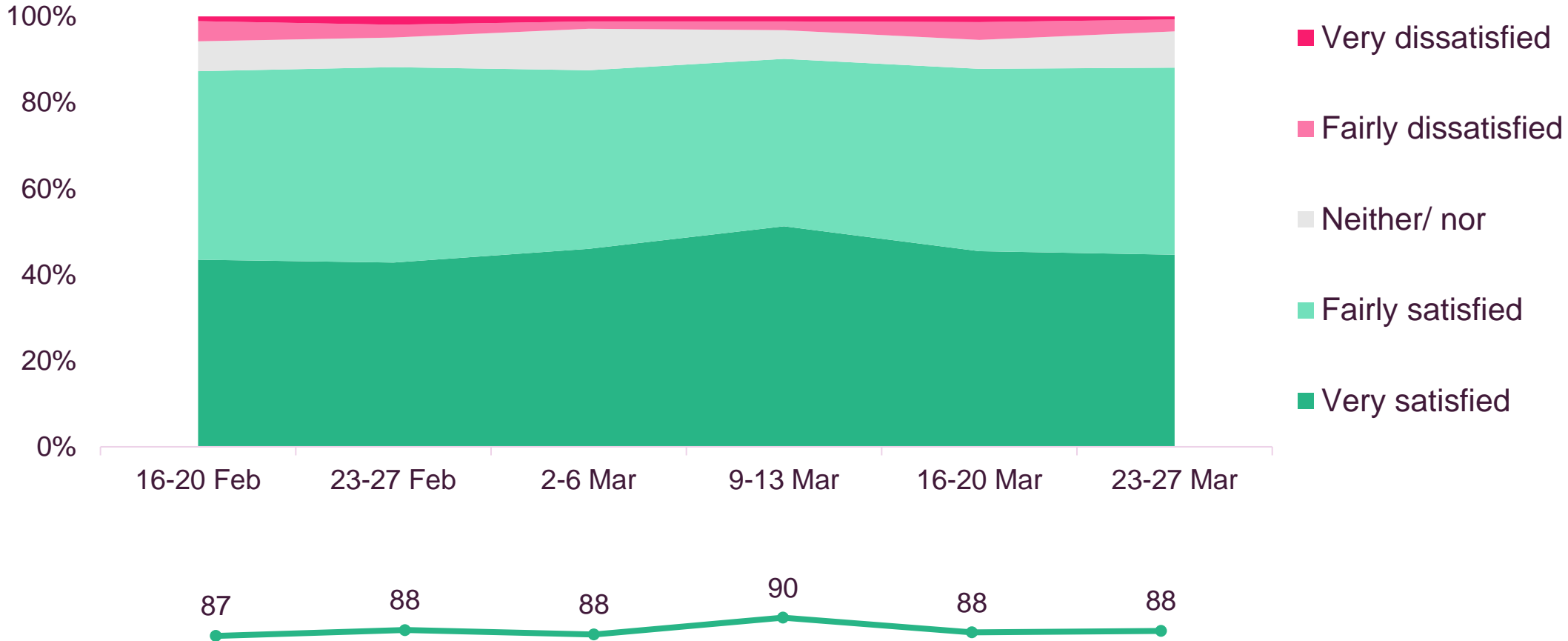


8%
neither/nor



3%
dissatisfied

Overall satisfaction with rail journey – over time

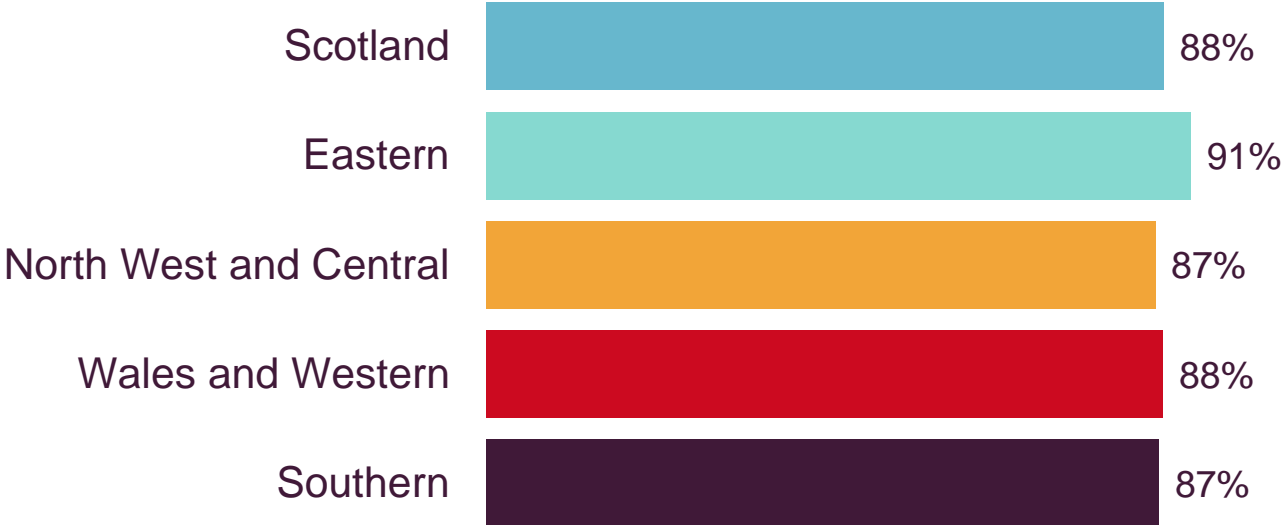


23-27 March 2022 report. Base size: all who used rail in last seven days – average 430 per week.

Overall satisfaction by Network Rail region

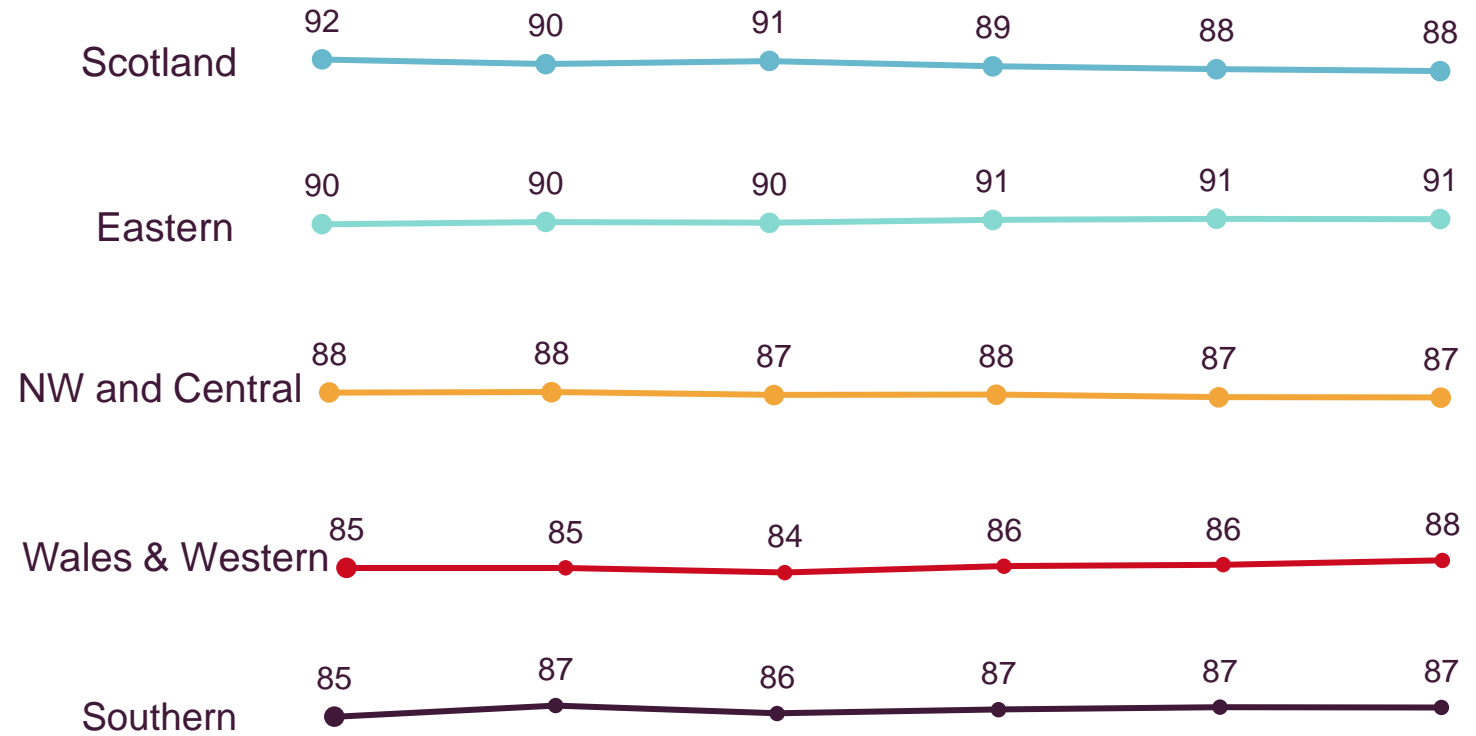


By region over last 4 weeks



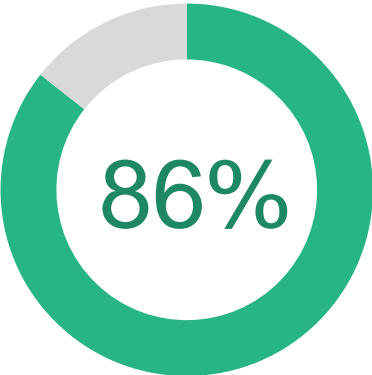
23-27 March 2022 report. Base size by region: Scotland to Southern: 116, 468; 372, 183, 580.

Overall satisfaction by Network Rail region – four week rolling averages

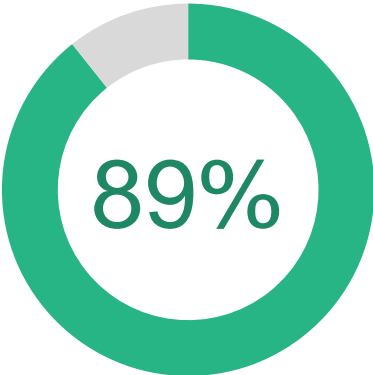


26-30 Jan to 16-20 Feb 2-6 Feb to 23-27 Feb 9-13 Feb to 2-6 Mar 16-20 Feb to 9-13 Mar 23-27 Feb to 16-20 Mar 2-6 Mar to 23-27 Mar

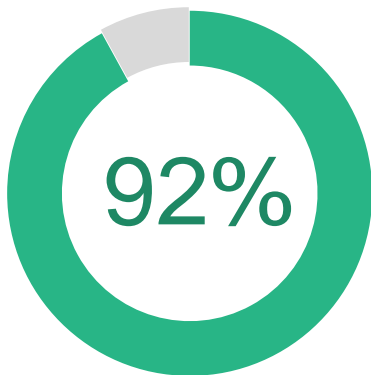
Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



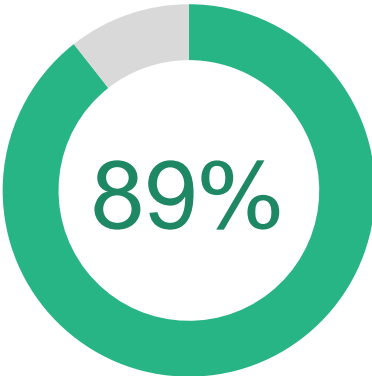
Age 18-34



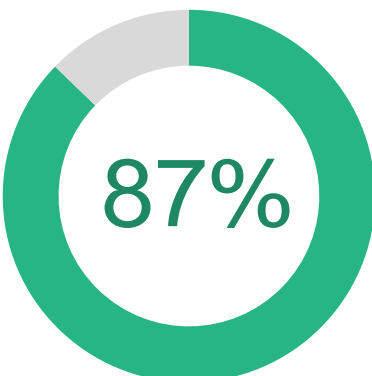
Age 35-54



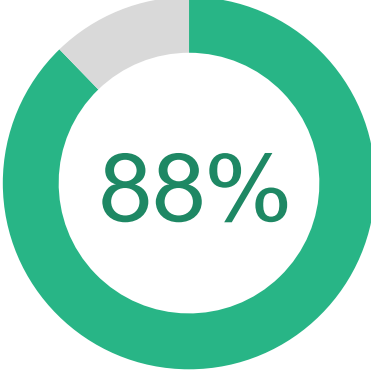
Age 55 and over



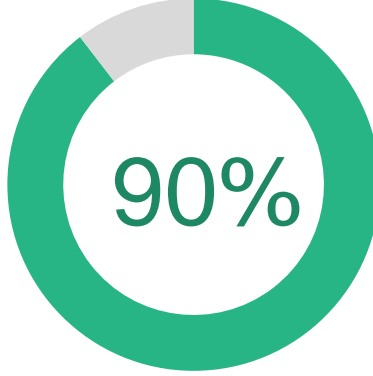
Men



Women



Commute



All leisure

23-27 March 2022 report. Base sizes: age 18-34 760; age 35-54 566; age 55+ 443; male 977; female 782; commute; 580; all leisure 893. '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 hideously overcrowded, it was supposed to be 8 coaches but ended up being 4, some people had booked seats in the missing carriages, people were standing in the aisles for the entirety of the 4hr journey, some people couldn't even board at a handful of stations, it was unpleasant and totally unfit for purpose, the luggage rack was full and so had to have my suitcase between my legs which left me very cramped.

Very dissatisfied, Southeastern passenger



This was among one of the best journeys I've ever had in my entire life. It was amazing.

Very satisfied, Avanti West Coast passenger

The journey itself was fine but there was a very long wait between services. It was also very expensive for the length of the journey.

Neither satisfied nor dissatisfied, c2c passenger

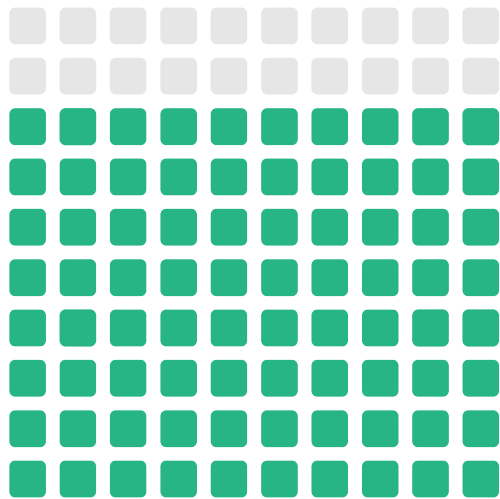
Platform change. Dirty train. Overcrowded.

Fairly dissatisfied, Northern passenger

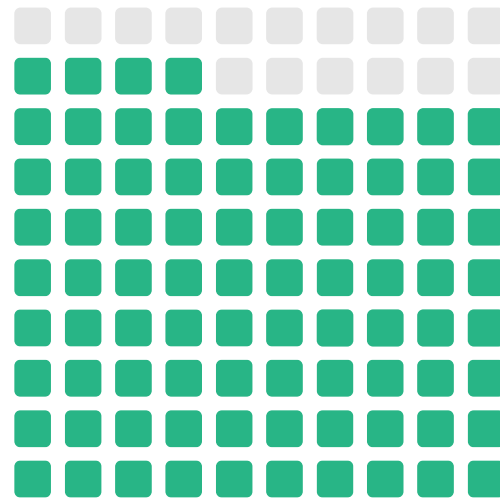
Satisfaction with aspects of rail journey



Satisfaction with the station and the train overall



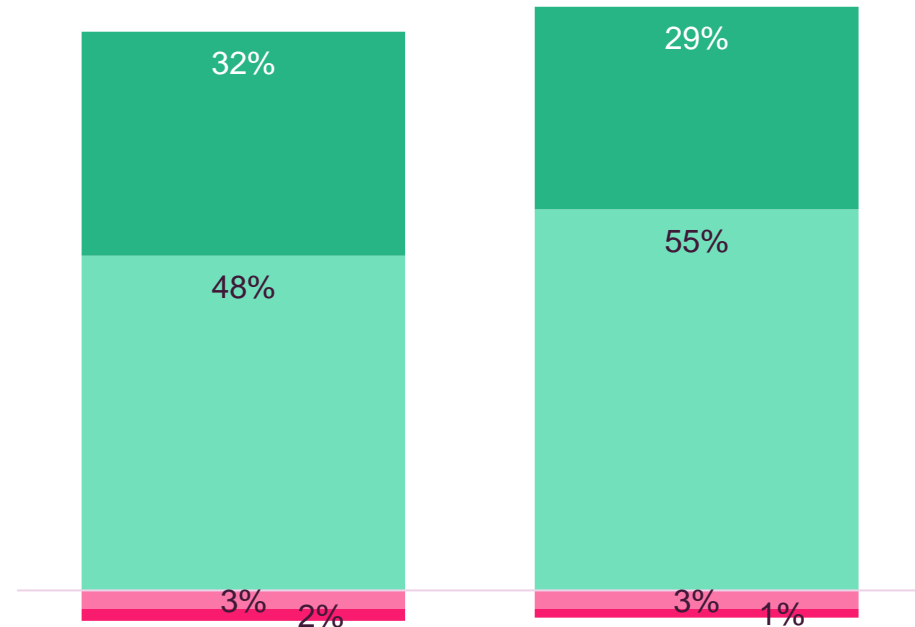
Station - overall satisfaction
80%



Train - overall satisfaction
84%



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

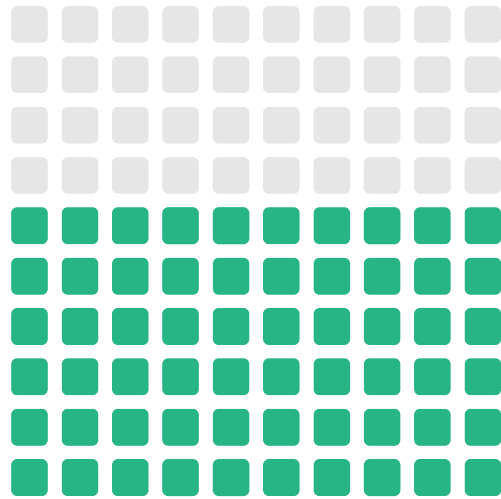


Station - overall satisfaction

Train - overall satisfaction

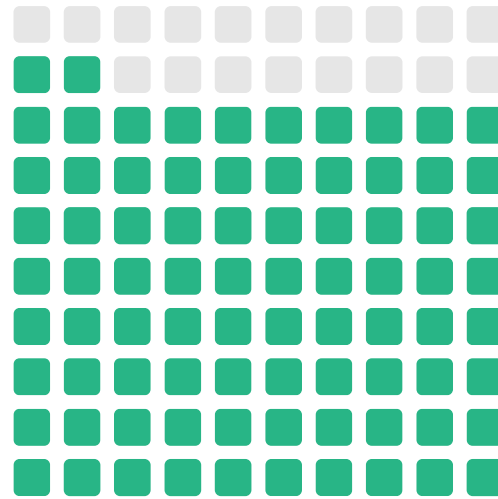
23-27 March 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 454; train chart 454. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with information, cleanliness and number wearing face masks



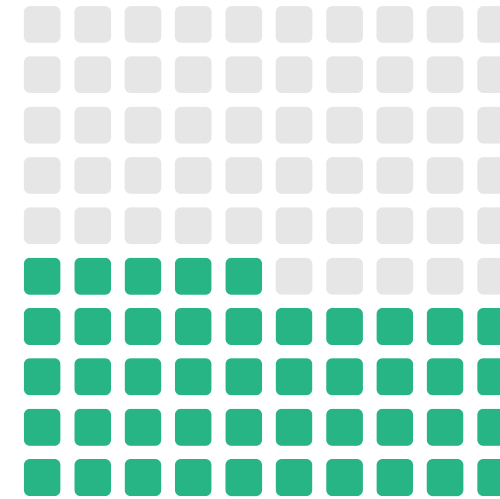
Information on how busy train would be before travelling

60%



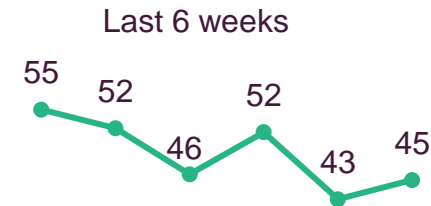
Cleanliness of the inside of the train

82%



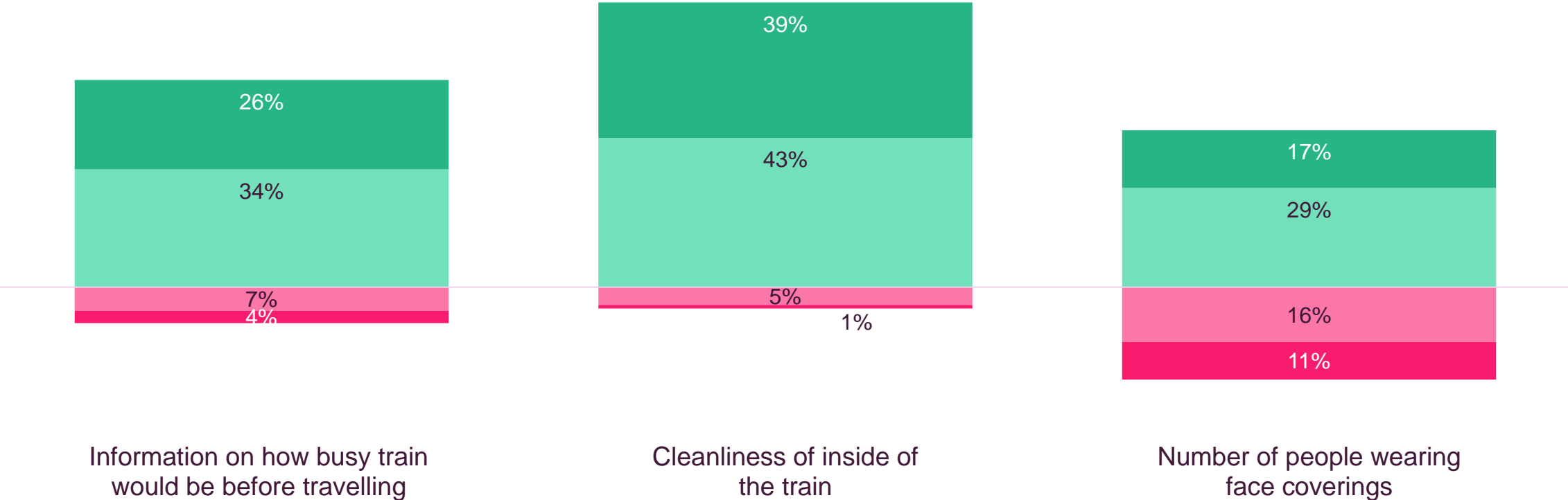
Number of people wearing face coverings

45%



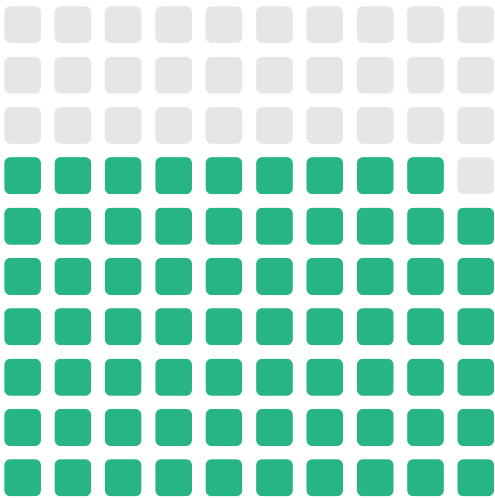
Satisfaction with information, cleanliness and number wearing face masks

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



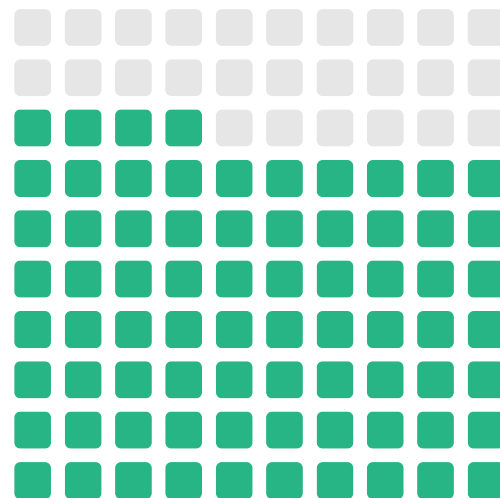
23-27 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 347; 455; 424.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Satisfaction with ventilation, crowding, other passenger behaviour and staff



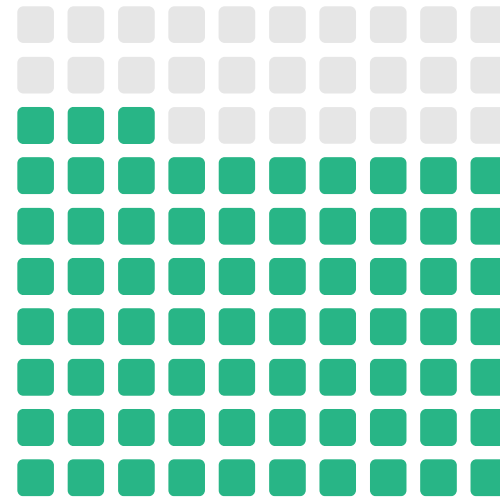
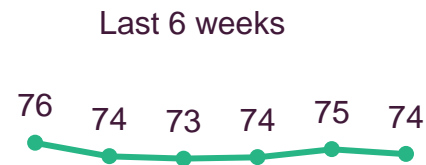
Ventilation on the train

69%



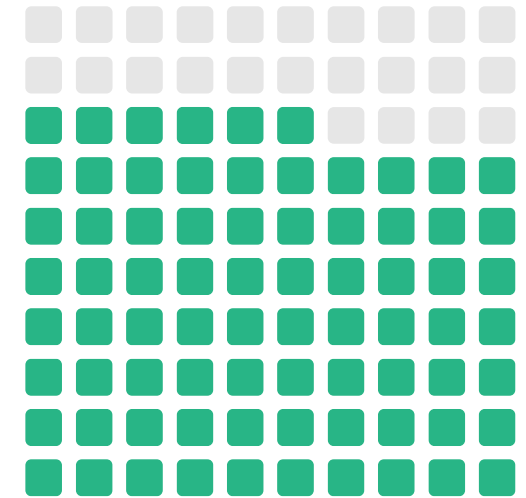
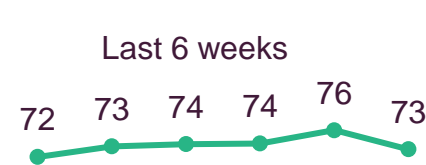
Level of crowding on the train

74%



Behaviour of other passengers

73%



Helpfulness & attitude of staff

76%



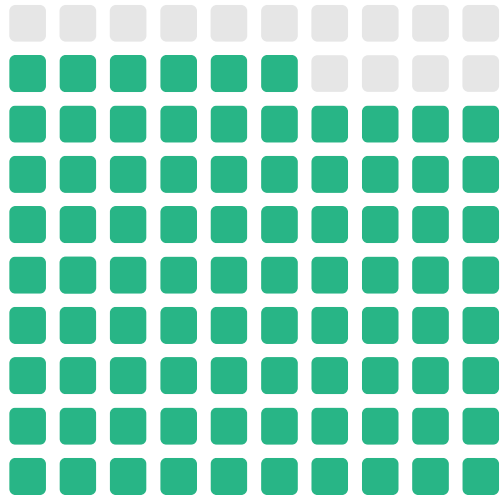
Satisfaction with ventilation, crowding, other passengers' behaviour and staff

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



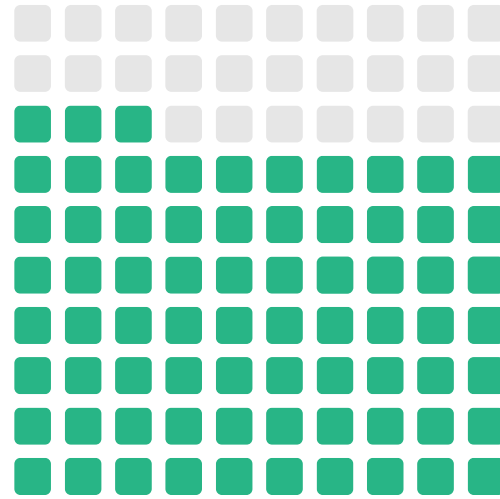
23-27 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 449; 453; 452; 339.
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



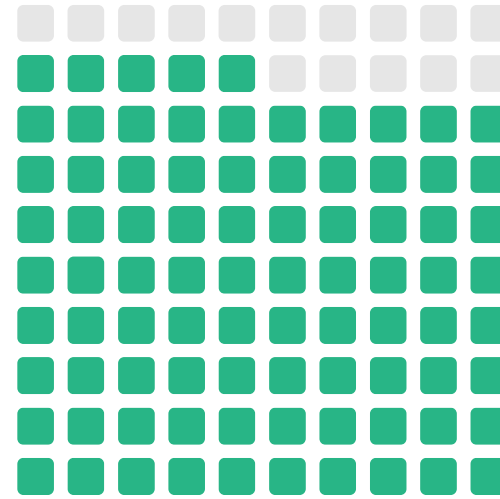
Punctuality/reliability

86%



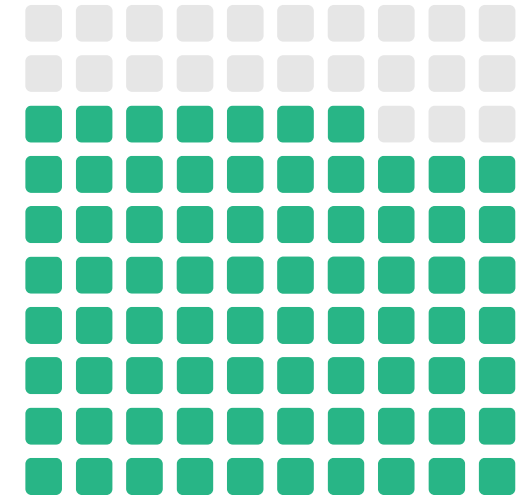
Frequency of trains on that route

73%



Length of time journey scheduled to take

85%



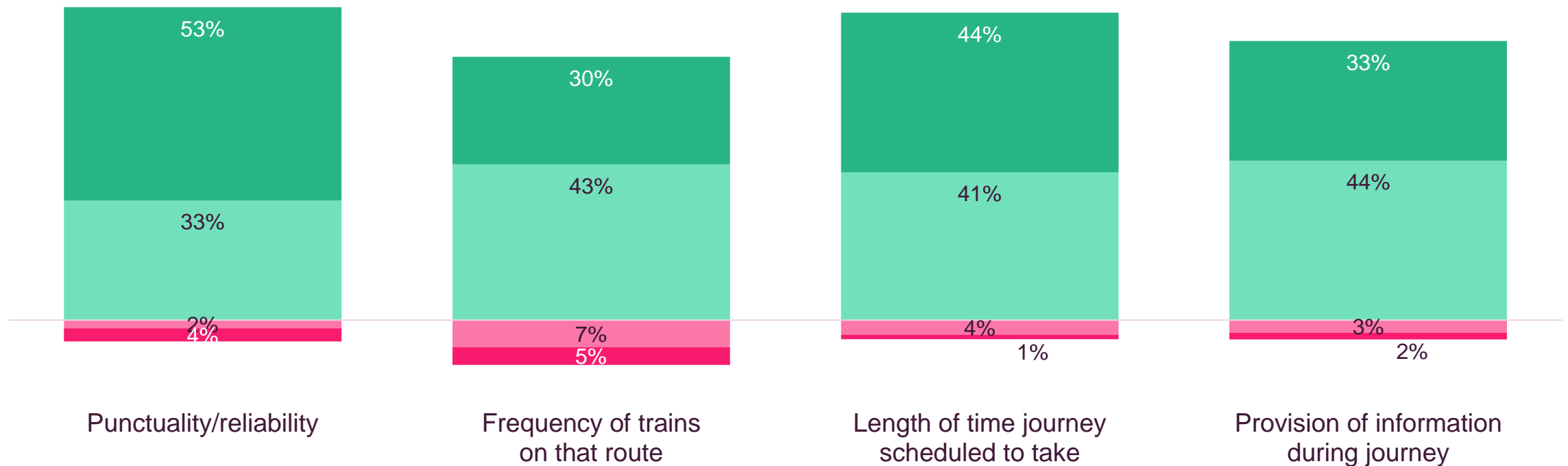
Provision of information during journey

77%



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

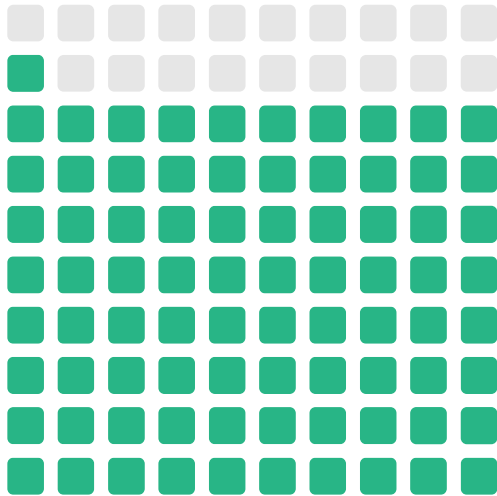
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



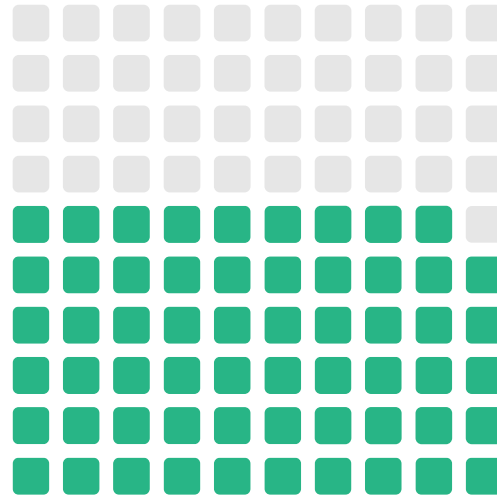
23-27 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 456; 457; 456; 430.

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

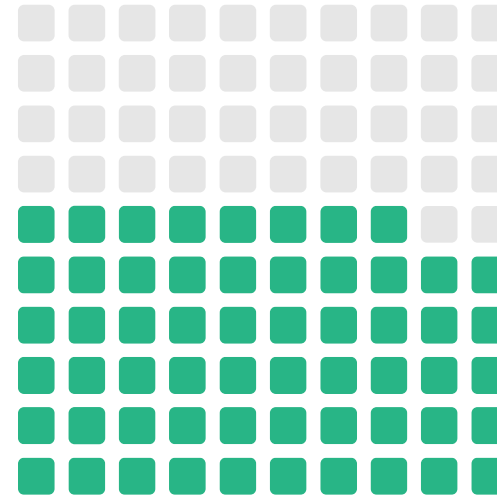
Satisfaction with seats, value for money, internet reliability and personal security



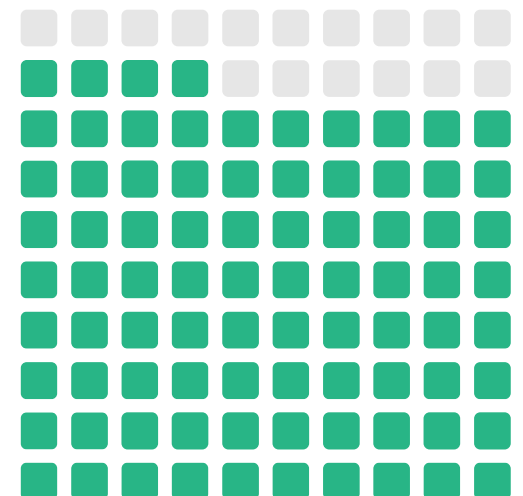
Comfort of the seats
81%



Value for money
59%

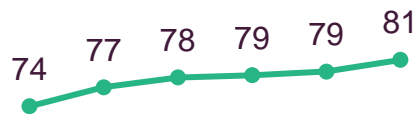


Reliability of internet connection
58%

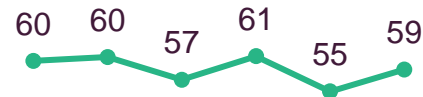


Personal security during journey
84%

Last 6 weeks



Last 6 weeks



Last 6 weeks

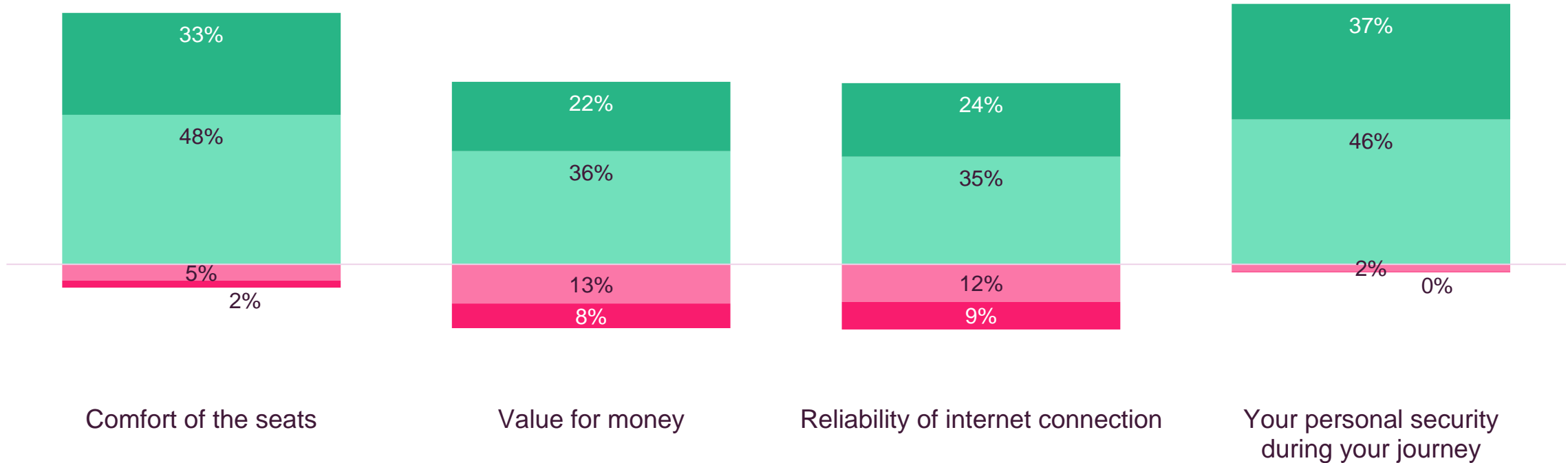


Last 6 weeks



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

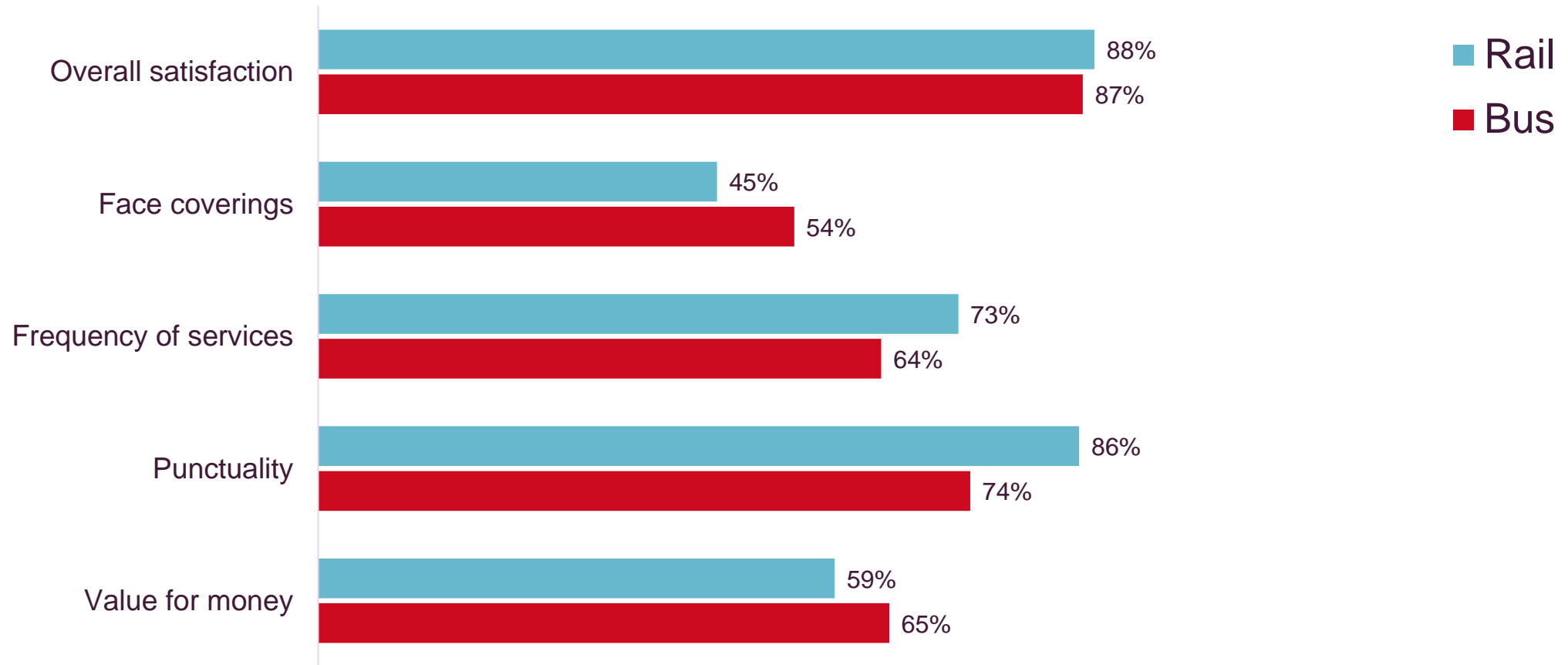
■ Very satisfied ■ Fairly satisfied ■ Fairly dissatisfied ■ Very dissatisfied



23-27 March 2022 report. Base size (used rail in last seven days and not applicable excluded): 447, 433; 315; 453.
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

Rail to bus comparison – current week

Rail passenger satisfaction higher punctuality and frequency of services but lower on 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: 16 - 20 February	Fieldwork: 23 - 27 February	Fieldwork: 2 - 6 March	Fieldwork: 9 - 13 March	Fieldwork: 16 - 20 March	Fieldwork: 23 - 27 March
Week 21	Week 22	Week 23	Week 24	Week 25	Week 26
409	404	437	442	433	457

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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