

30 March  
– 3 April  
2022

# Rail User Weekly Survey

Week 27



# 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.

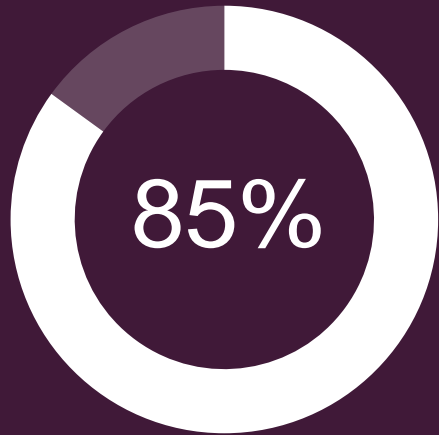
Passengers rated how satisfied they were with their overall journey and a range of aspects including the punctuality of their service, the value for money of their ticket and a number of Covid-related measures.

Results have been reported each week. This report covers online interviews between 30 March and 3 April 2022. Following this results will be reported every four weeks.

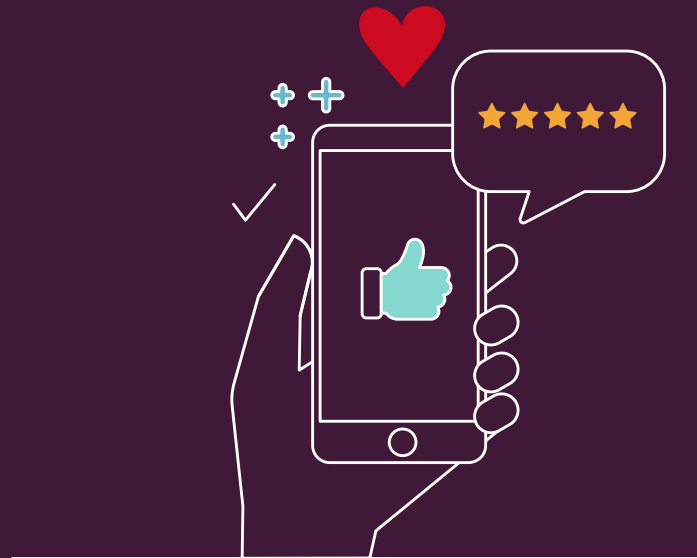
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 29.

# Rail headlines



85% of rail passengers were satisfied with their journey overall.



The proportion using rail in the last seven days has increased slightly to 12%, having been stable at 11% for four weeks.



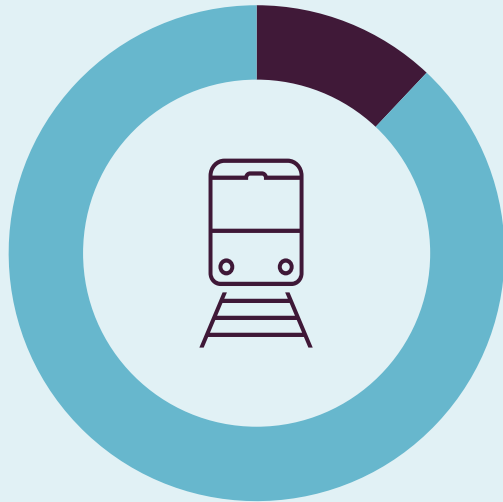
Overall satisfaction with the rail journey is 85% this week, down from 88% last week.

# Rail usage levels



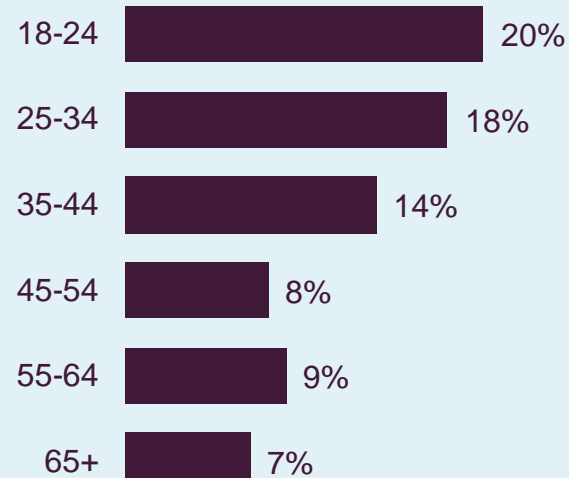
# Close to one in eight used rail in the last seven days

Proportion using rail in the last seven days



**12%**  
of people in  
Great Britain used  
rail this week

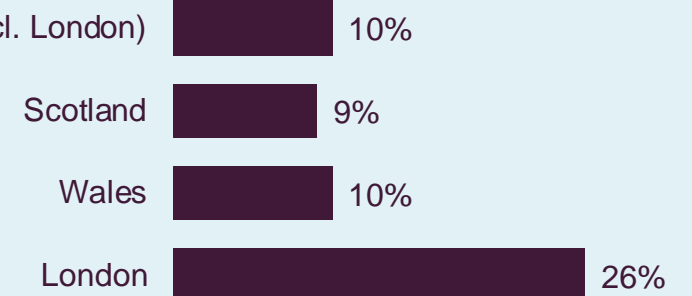
## Age



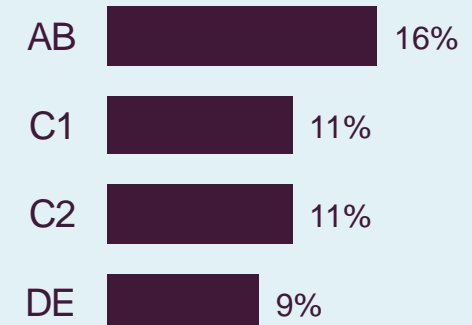
## Sex



## Region

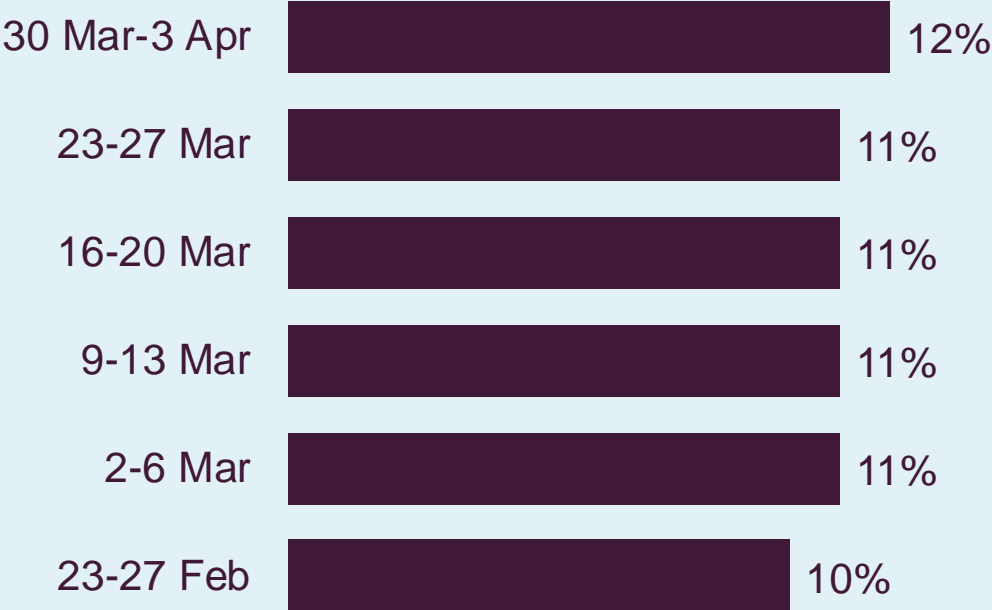


## Social grade



# Rail use over the last six weeks is stable

Proportion using rail within the last seven days



30 March to 03 April 2022 report. Base size all respondents: approx. 4000 per week.

# Leisure is the most common single reason for rail travel

Main purpose of last rail journey



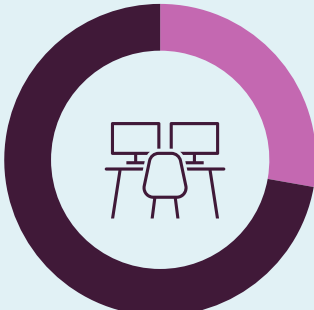
Leisure/eating out/non-essential shopping  
34%



Friends/family  
20%



Essential shopping  
3%



Commuting  
28%



Work travel  
7%

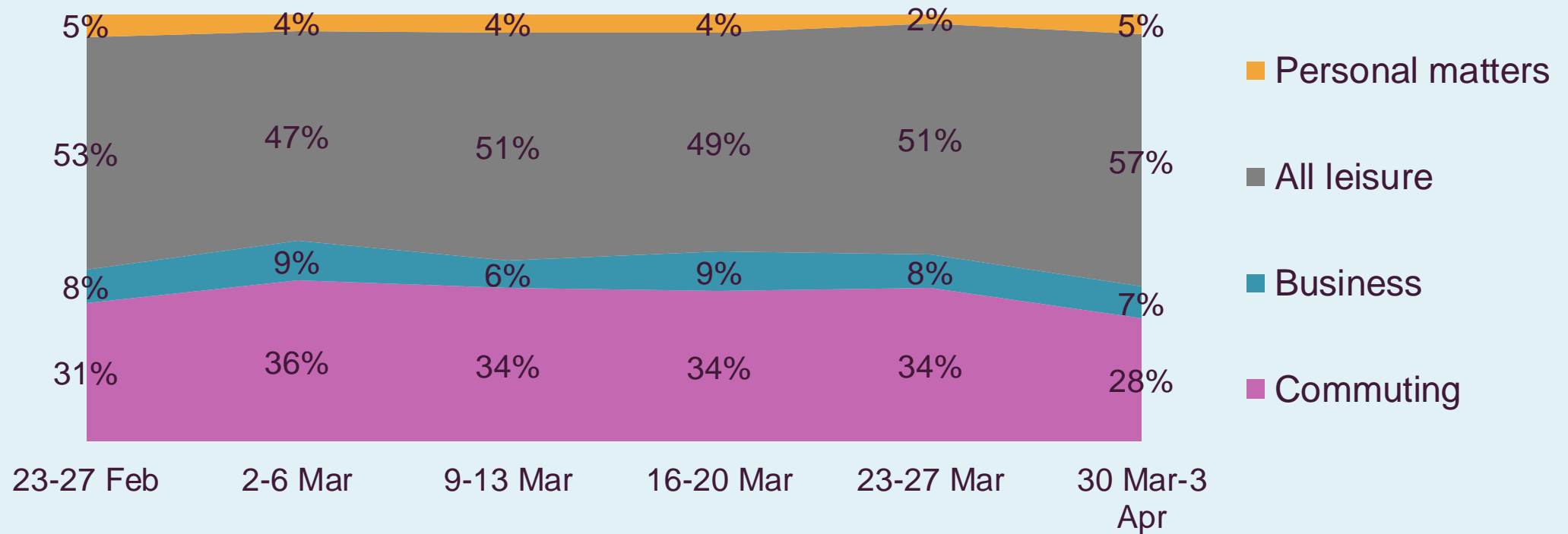


Personal matters  
5%

30 March to 03 April 2022 report. Base size 475 Note that sum of journey purpose may not add to 100 per cent as some had 'other reason'.

# Almost two thirds of the last rail journeys were for leisure

Main purpose of last rail journey

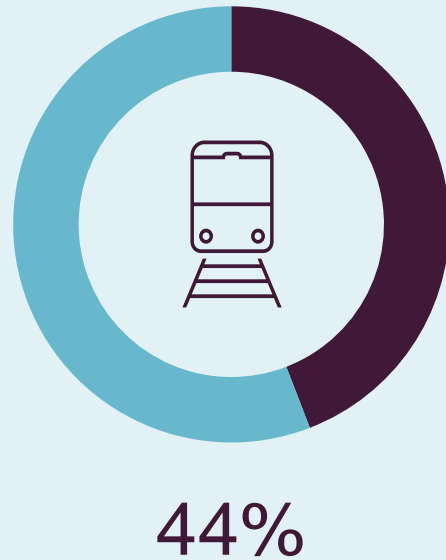


30 March to 03 April 2022 report. Base size weekly average 440. All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

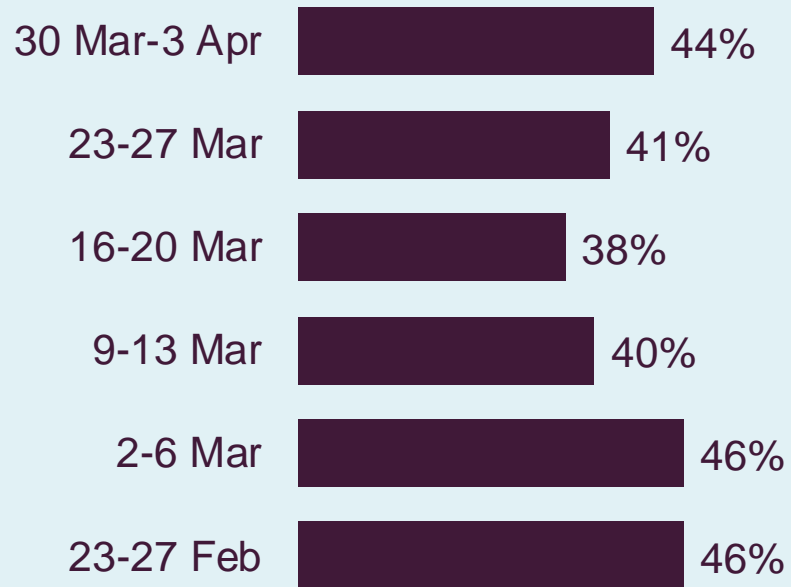


# Less than half had other options to make their journey but chose the train

Proportion who had options to make journey but chose the train



56% said the train was the only realistic option for that journey

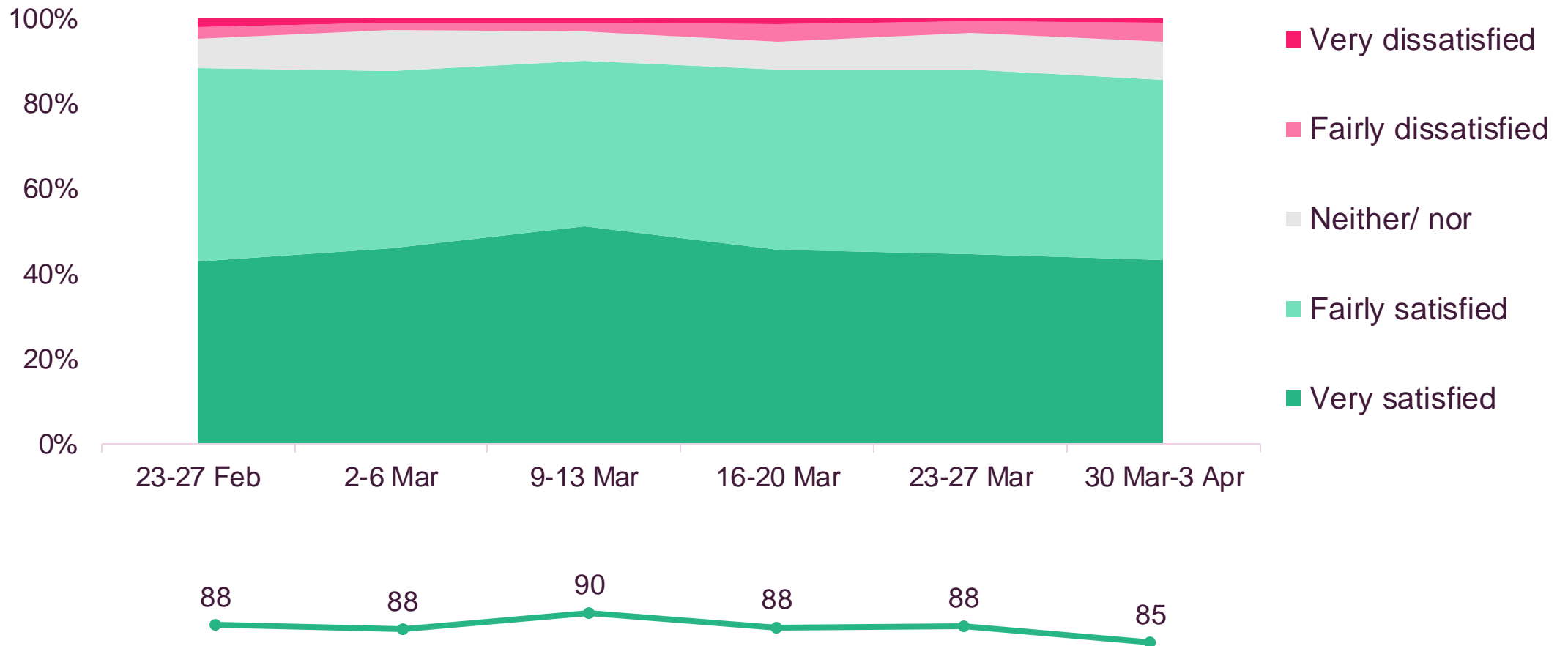


# Rail satisfaction





# Overall satisfaction with rail journey – over time



30 March to 03 April 2022 report. Base size: all who used rail in last seven days – average 441 per week.

# Overall satisfaction by Network Rail region

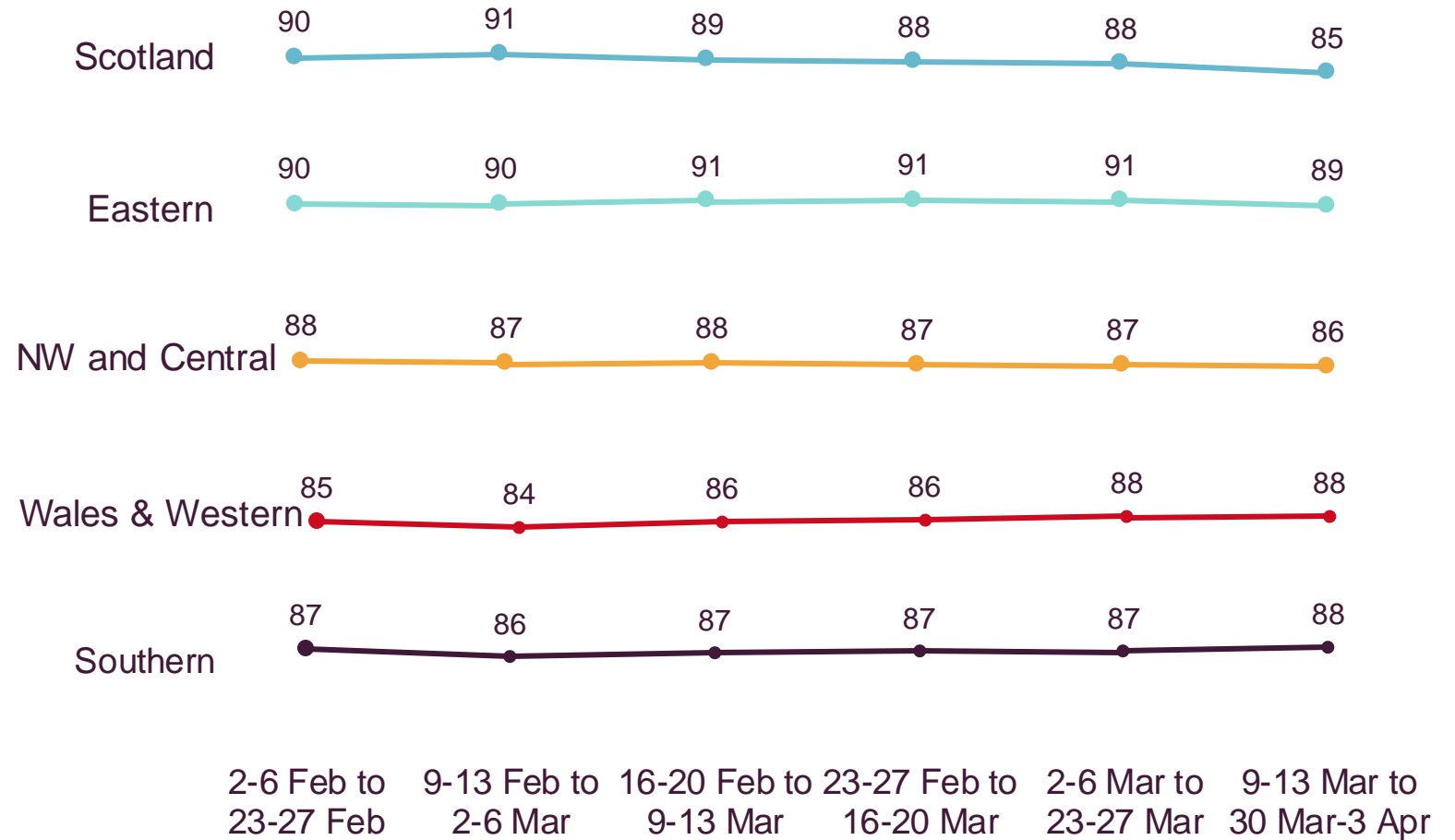


By region over last 4 weeks



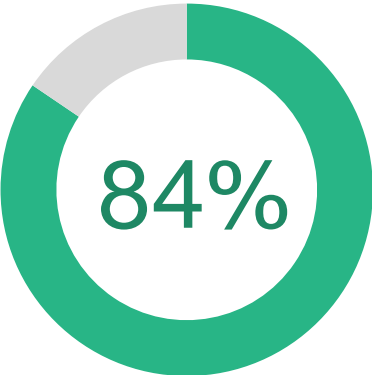
30 March to 03 April 2022 report. Base size by region: Scotland to Southern: 110, 491, 362, 197, 593.

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

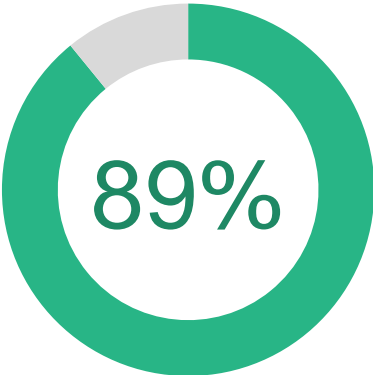


30 March to 03 April 2022 report. Base size by region: Scotland to Southern average four weekly numbers: 115; 473; 355; 171; 557.

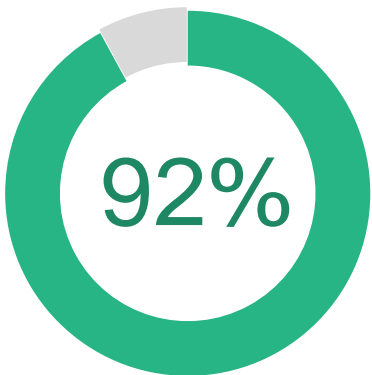
# Overall satisfaction with last rail journey by age, sex and journey purpose over last four weeks



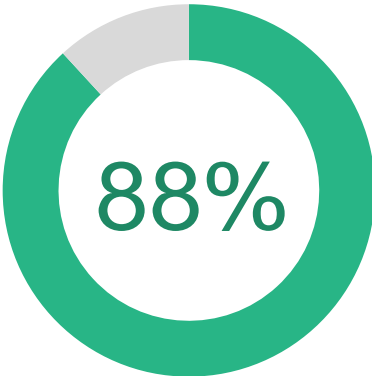
Age 18-34



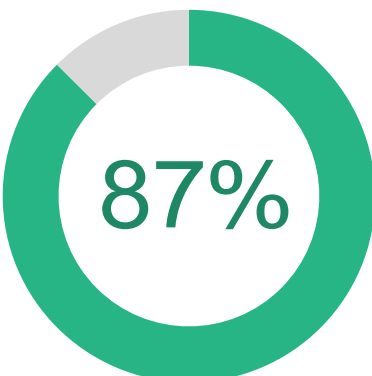
Age 35-54



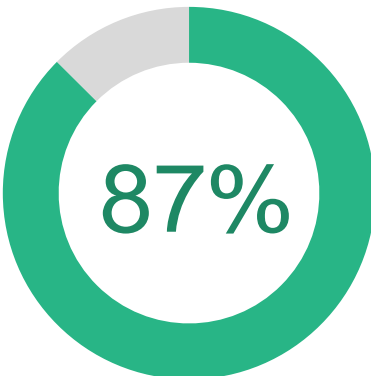
Age 55 and over



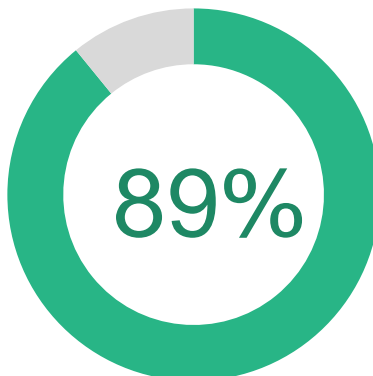
Men



Women



Commute



All leisure

30 March to 03 April 2022 report. Base sizes: age 18-34 764; age 35-54 575; age 55+ 468; male 984; female 814; commute; 554; all leisure 960. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

# What rail passengers are saying...



Train ran on time. Tickets were checked. On-board shop was open.

Very satisfied, Avanti West Coast passenger

People were not wearing masks and it was way too packed.

Neither satisfied nor dissatisfied, London Overground passenger

Cost, unruly passengers, trains always late.

Fairly dissatisfied, West Midlands Railway passenger



Train was on time and the carriage was clean. Smooth journey.

Very satisfied, Greater Anglia passenger

All direct trains that evening were cancelled.

Very dissatisfied, Thameslink passenger

Drunken aggressive passenger let on the train.

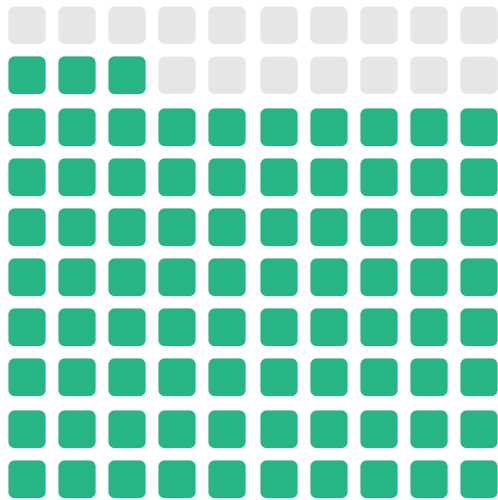
Fairly dissatisfied, Northern passenger



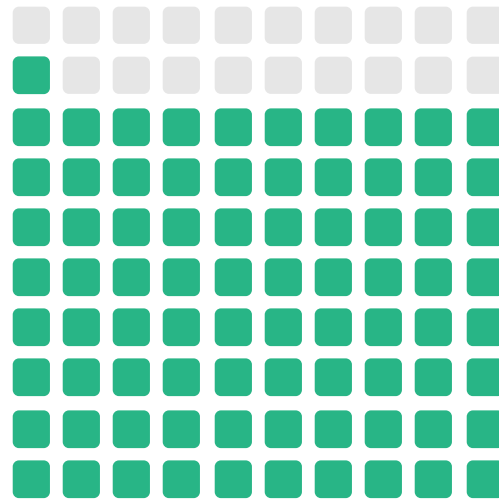
# Satisfaction with aspects of rail journey



# Satisfaction with the station and the train overall



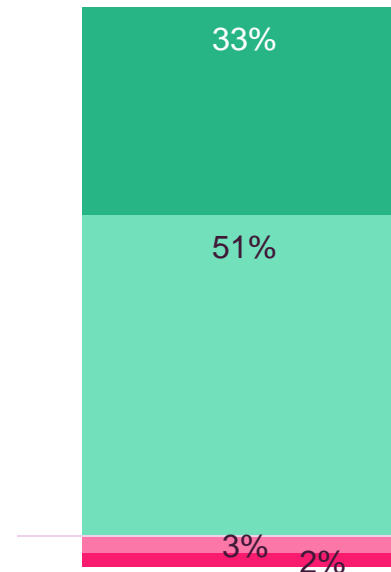
Station - overall satisfaction  
83%



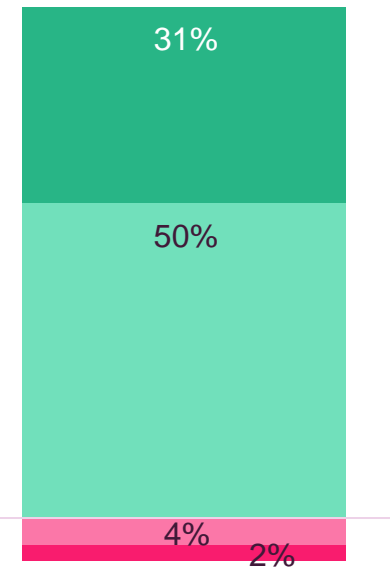
Train - overall satisfaction  
81%



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



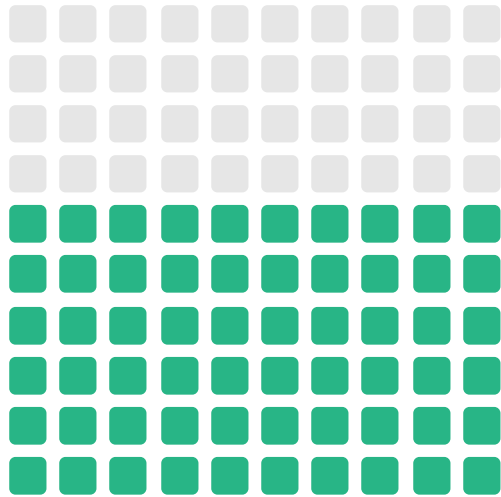
Station - overall satisfaction



Train - overall satisfaction

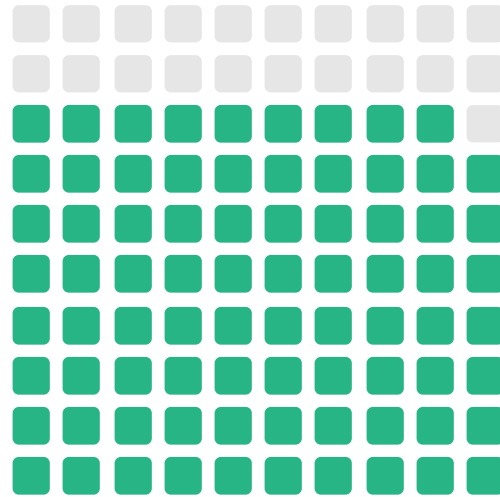
30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): station chart 472; train chart 473. Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# Satisfaction with information on busyness, cleanliness and number wearing face coverings



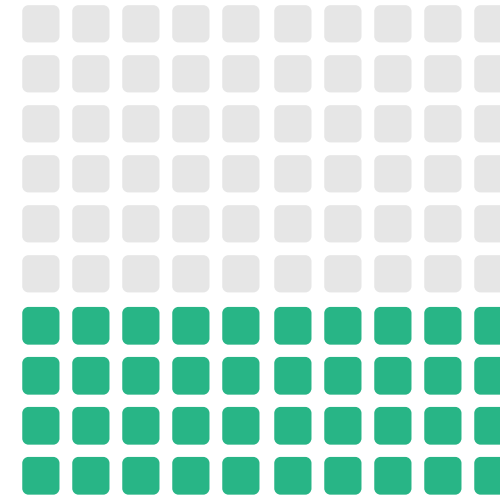
Information on how busy train would be before travelling

60%



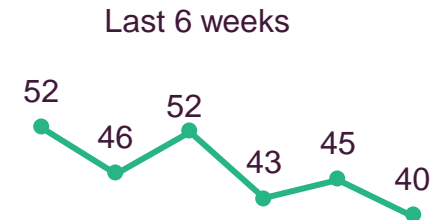
Cleanliness of the inside of the train

79%



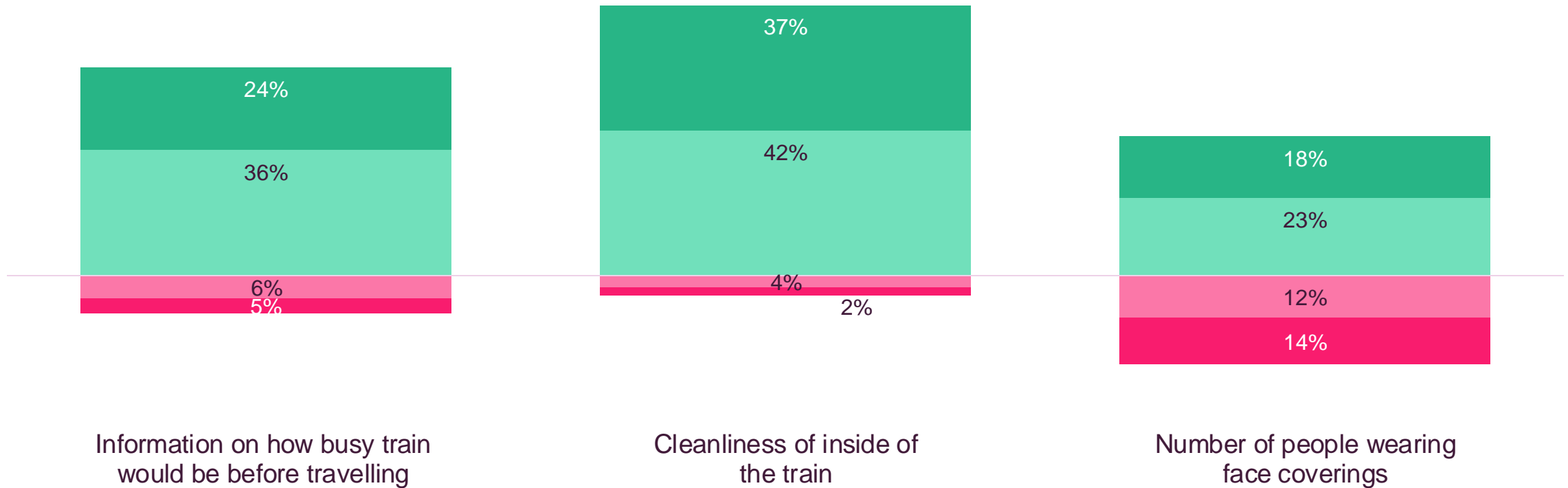
Number of people wearing face coverings

40%



# Satisfaction with information on busyness, cleanliness and number wearing face coverings

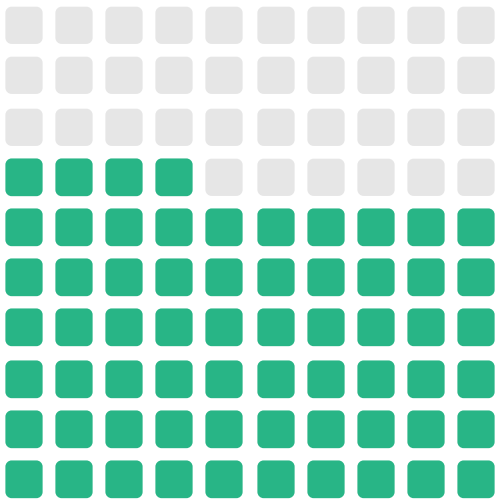
Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied



30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): 367; 473; 450.

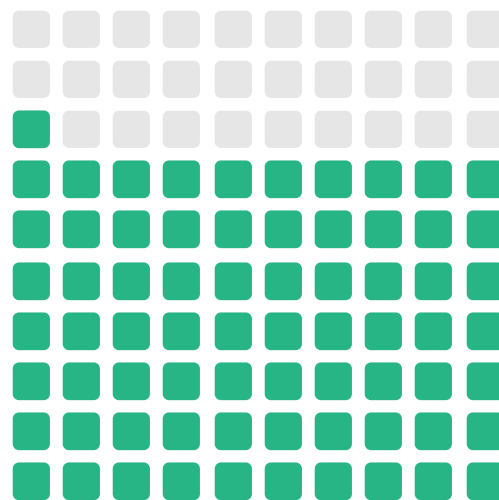
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

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



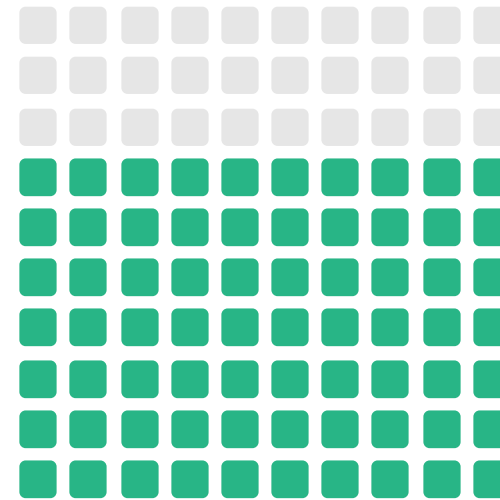
Ventilation on the train

64%



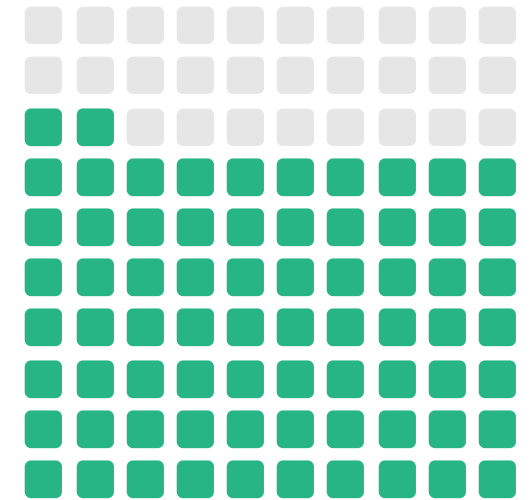
Level of crowding on the train

71%



Behaviour of other passengers

70%



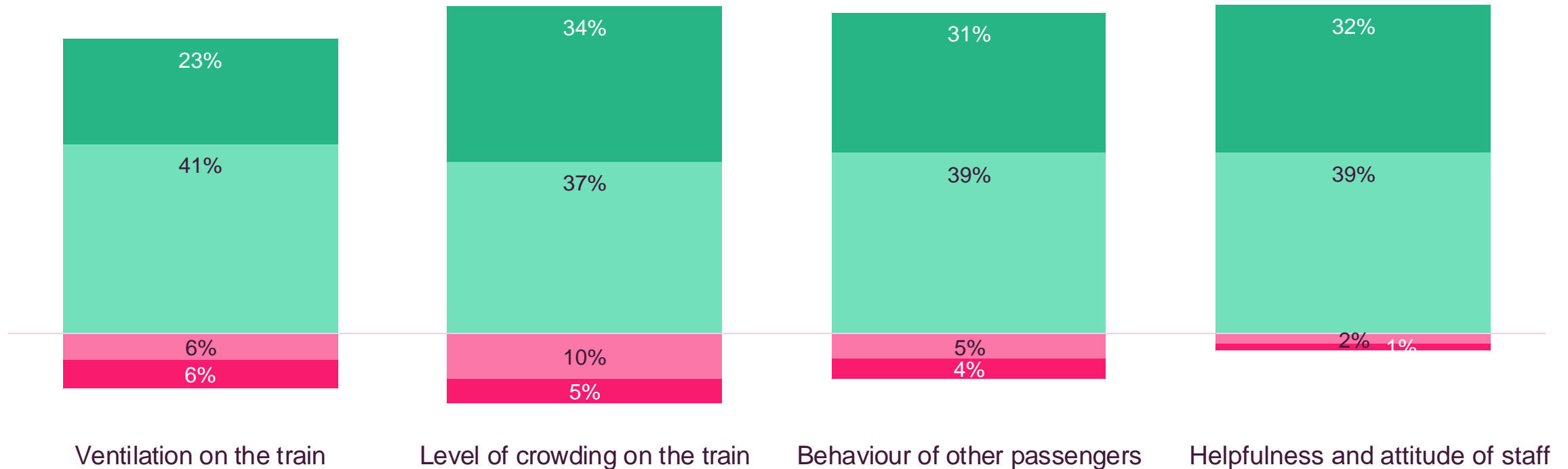
Helpfulness and attitude of staff

72%



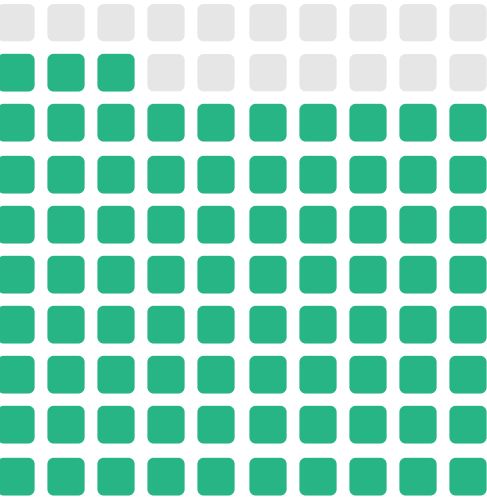
# Satisfaction with ventilation, crowding, other passengers' behaviour and staff

Very satisfied Fairly satisfied Fairly dissatisfied Very dissatisfied

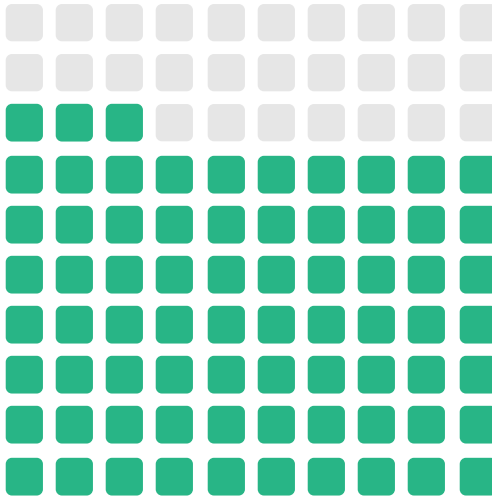


30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): 469; 472; 471; 374.  
Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

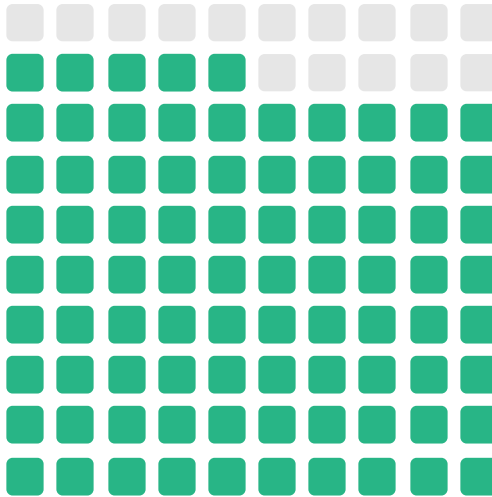
# Satisfaction with punctuality, frequency, journey time and on-train information



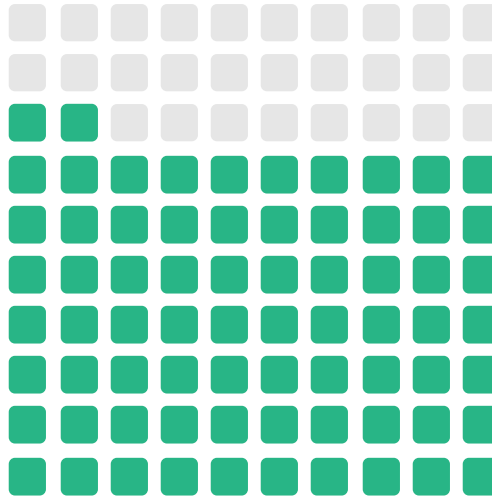
Punctuality/reliability  
83%



Frequency of trains on that route  
73%



Length of time journey scheduled to take  
85%



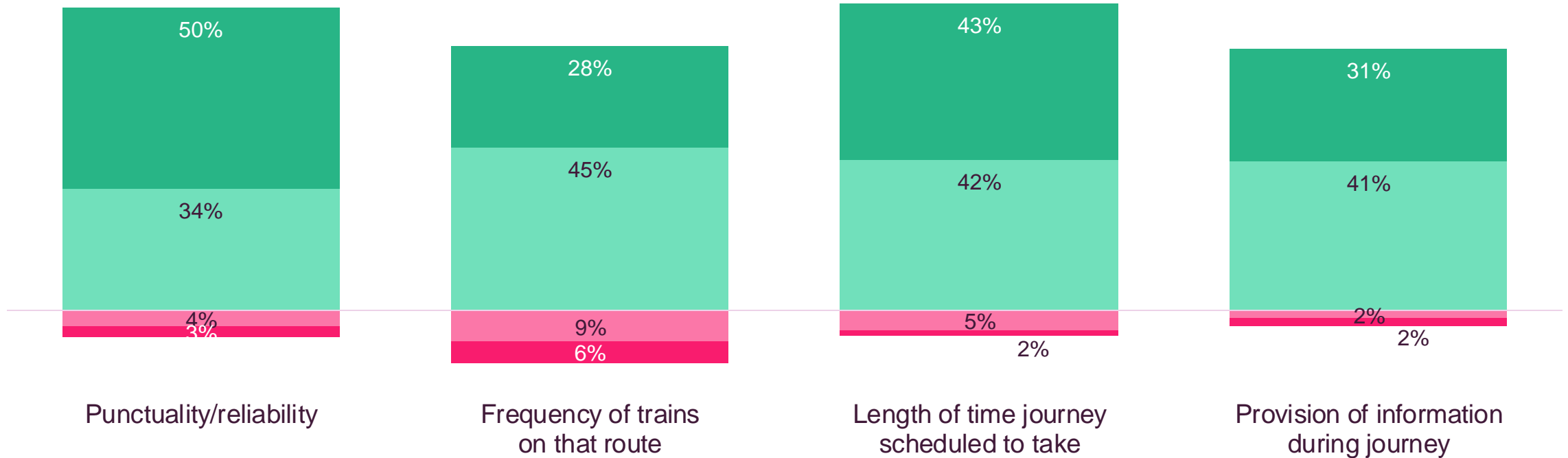
Provision of information during journey  
72%



30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): 474; 470; 474; 452.

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

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

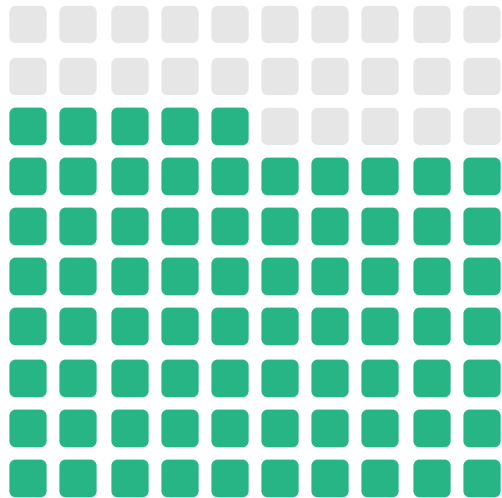


30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): 474; 470; 474; 452.

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



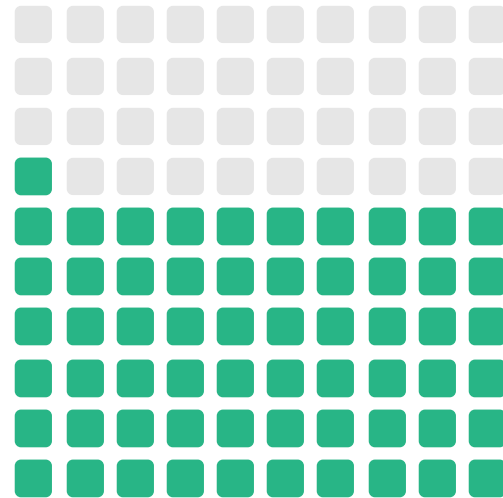
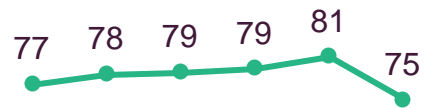
# Satisfaction with seats, value for money, internet reliability and personal security



Comfort of the seats

75%

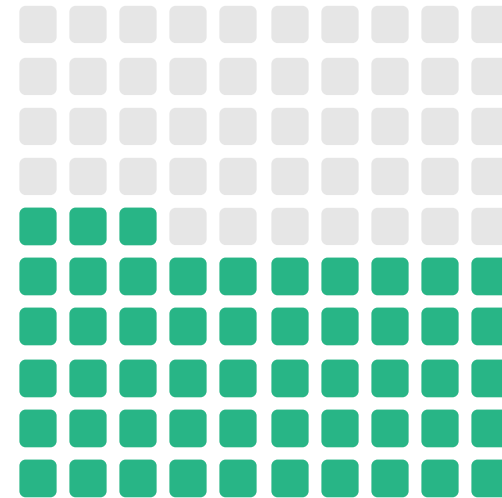
Last 6 weeks



Value for money

61%

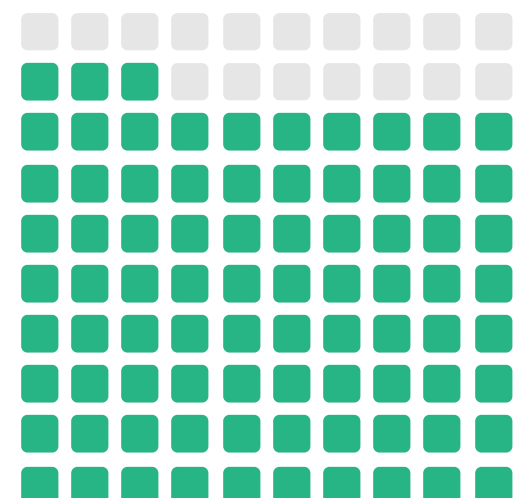
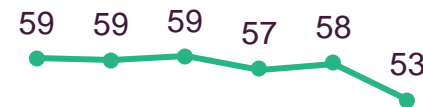
Last 6 weeks



Reliability of internet connection

53%

Last 6 weeks



Personal security during journey

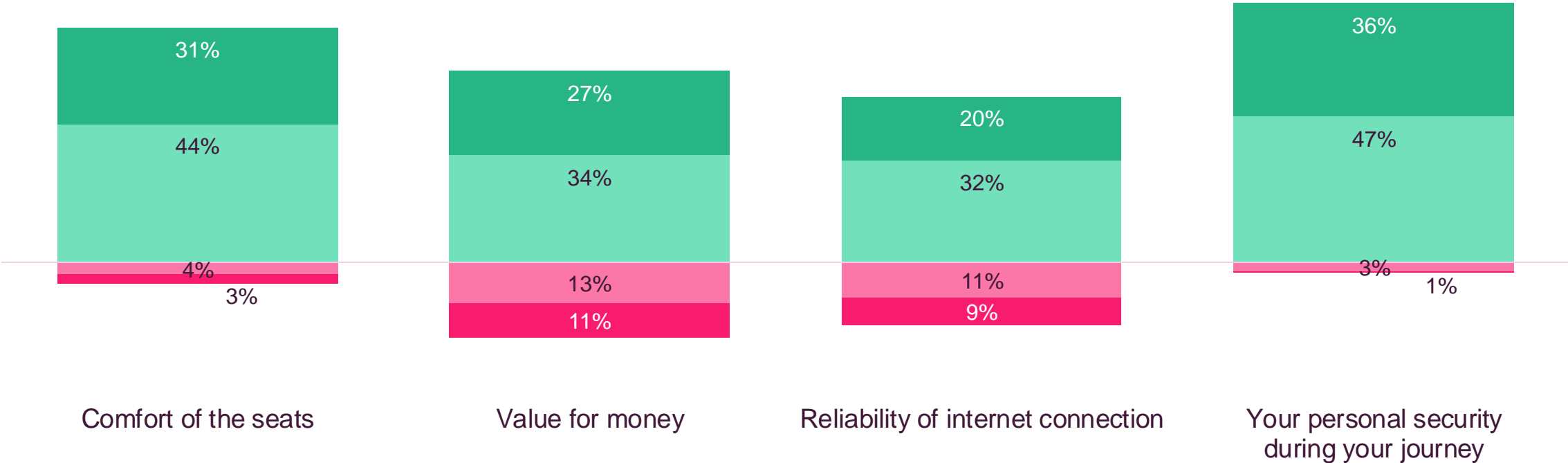
83%

Last 6 weeks



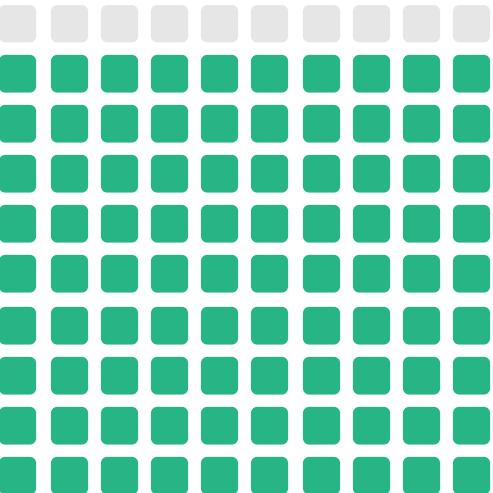
# Satisfaction with seats, value for money, internet reliability and personal security

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

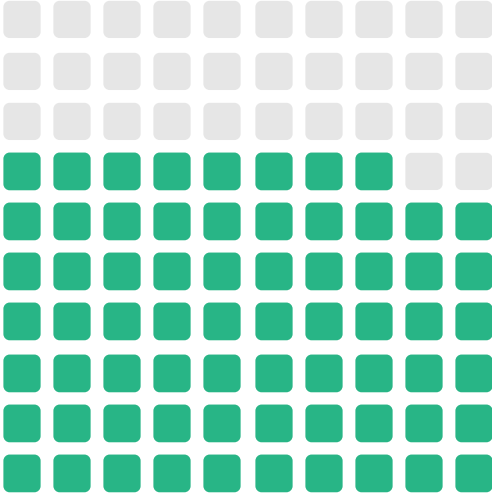


30 March to 03 April 2022 report. Base size (used rail in last seven days and not applicable excluded): 463, 457; 330; 471.  
 Note: the values of 'neither satisfied nor dissatisfied' are omitted from the charts.

# How Covid-safe train travel is felt to be this week

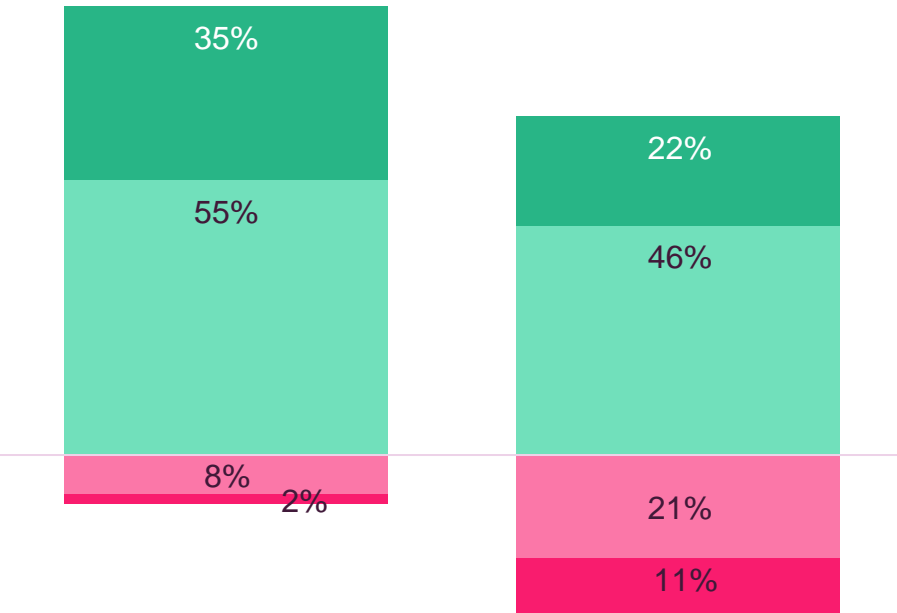


Users of trains in last 7 days  
**90%**



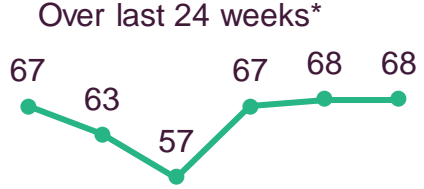
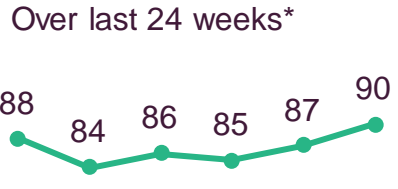
Non-users of trains in last 7 days  
**68%**

Fairly safe   Very safe   Fairly unsafe   Very unsafe



Used train in last 7 days

Not used train in last 7 days

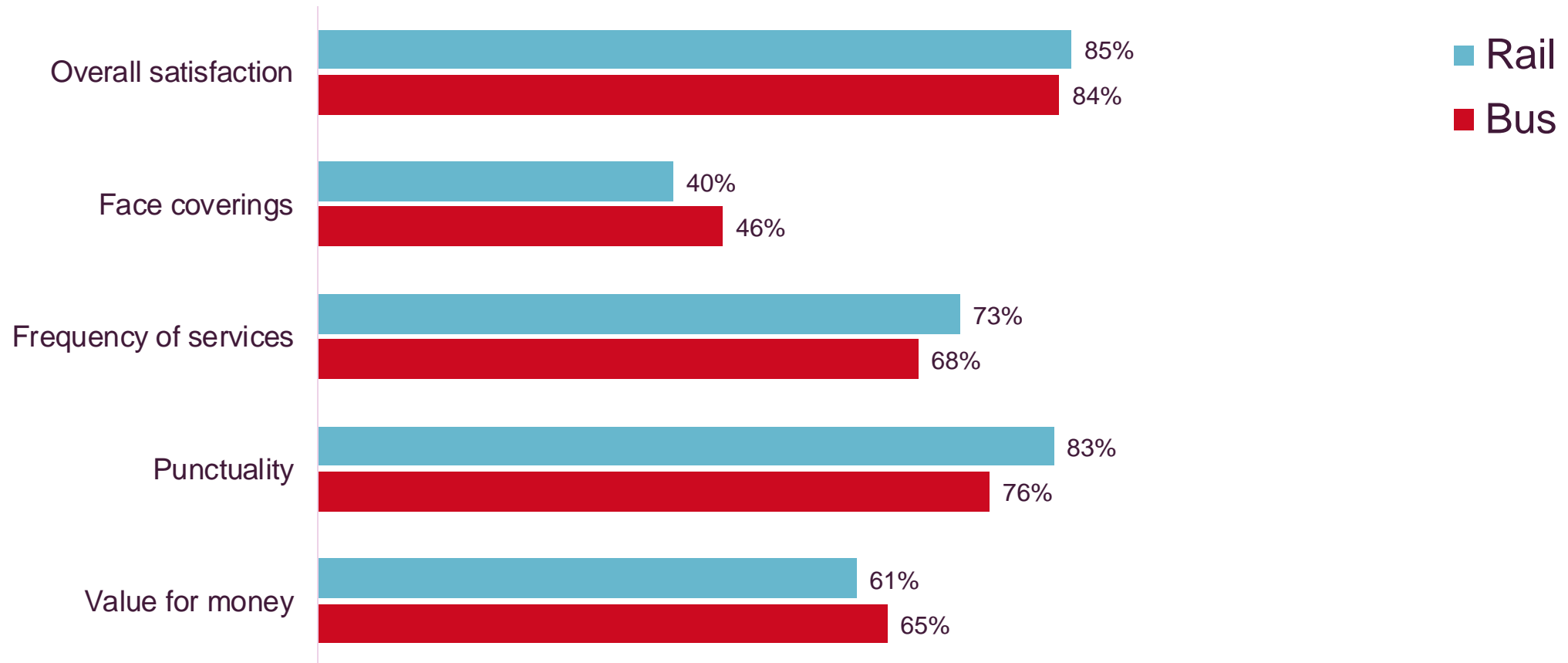


23-27 March 2022 report. Base sizes: used train in last 7 days 457; not used train in last 7 days 1761

\* Six data points plotted at four-week intervals. Fieldwork dates for each point are (left to right) 8-10 Oct; 26-28 Nov, 7-9 Jan; 4-6 Feb; 4-6 March; 1-3 April.

# Rail to bus comparison – current week

Rail passengers have higher satisfaction with punctuality but lower satisfaction 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: 23 - 27 February	Fieldwork: 2 - 6 March	Fieldwork: 9 - 13 March	Fieldwork: 16 - 20 March	Fieldwork: 23 - 27 March	Fieldwork: 30 March - 3 April
Week 22	Week 23	Week 24	Week 25	Week 26	Week 27
404	437	442	433	457	475

# 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: a) The only realistic option available to you to get there; b) You had other options available, but chose to use the train.

4. Safety questions when asked a) train users in last 7 days: Specifically in relation to coronavirus, how safe do you feel at the moment when using trains; b) non-users in last 7 days: Specifically in relation to coronavirus, if you had to make a journey at the moment, how safe would you feel when making a journey by train.

# Contact Transport Focus

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[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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