

29 April
2022

Rail User Weekly Survey

Journey day
and time
analysis



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 obtained the views of approximately 500 passengers each week. They rated how satisfied they were with their overall journey and a range of aspects about their journeys.

This report shows analysis of satisfaction scores

(for journeys made between 5 January and 3 April 2022) by journey purpose, day of travel, whether travelling peak or off-peak and the type of train company travelled with.

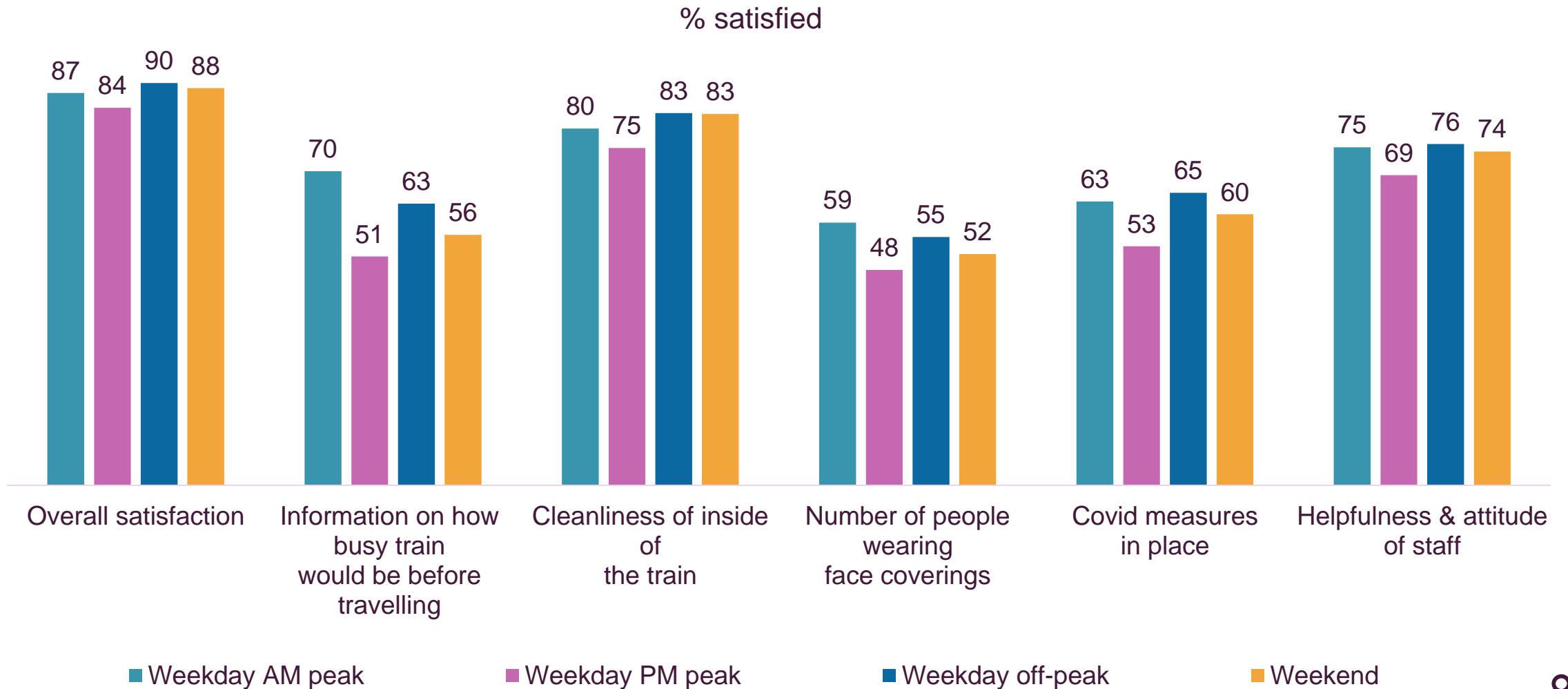
The survey has been developed as an extension to Transport Focus's [Travel during Covid-19 survey](#) and includes many of the core questions from the [National Rail Passenger Survey](#).

Further details on how we carried out this survey are available on page 20.



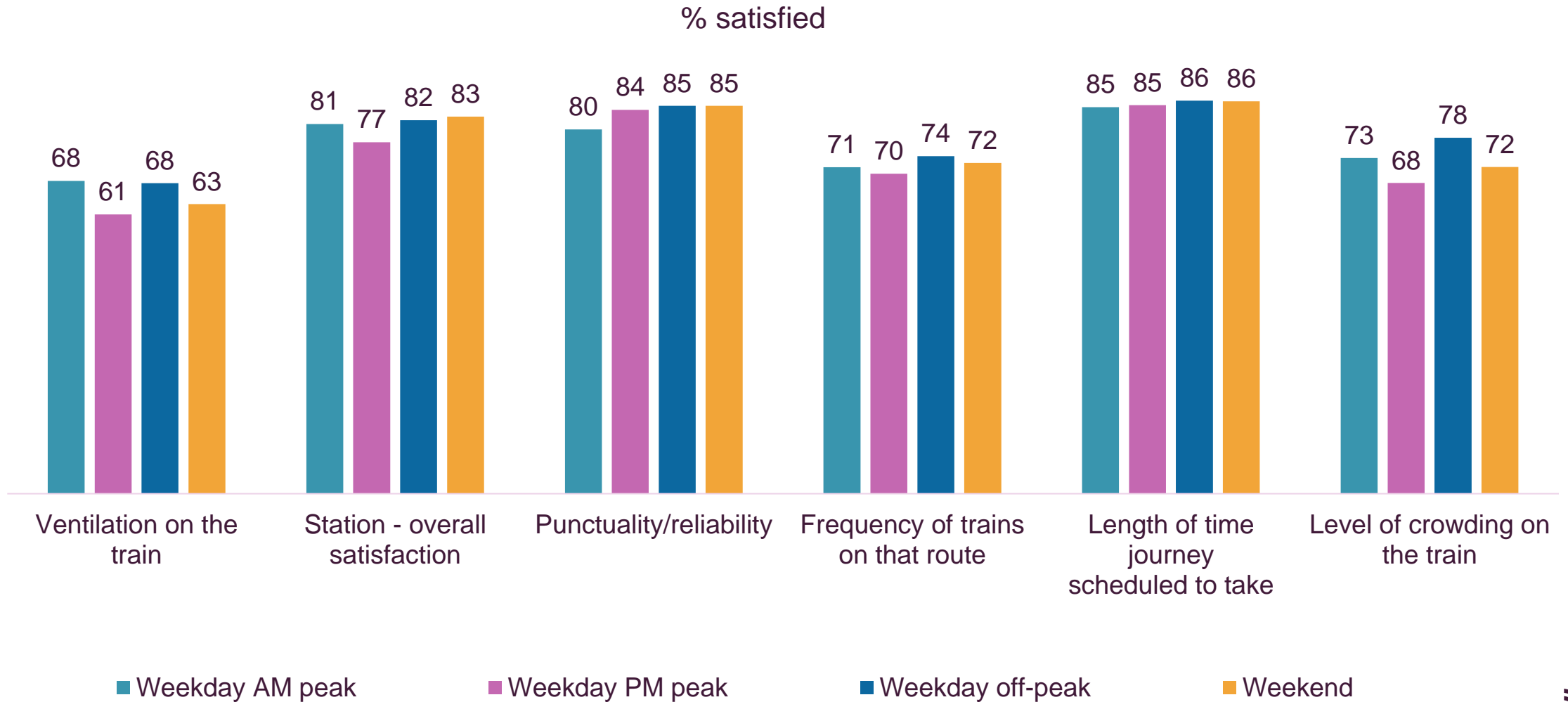
Rail satisfaction by time period of use

Rail satisfaction measures by time period of use (part 1)



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: weekday AM peak 939; weekday PM peak 873; weekday off peak 2314; and weekend 1173. Response numbers to individual satisfaction questions vary; these are available on request.

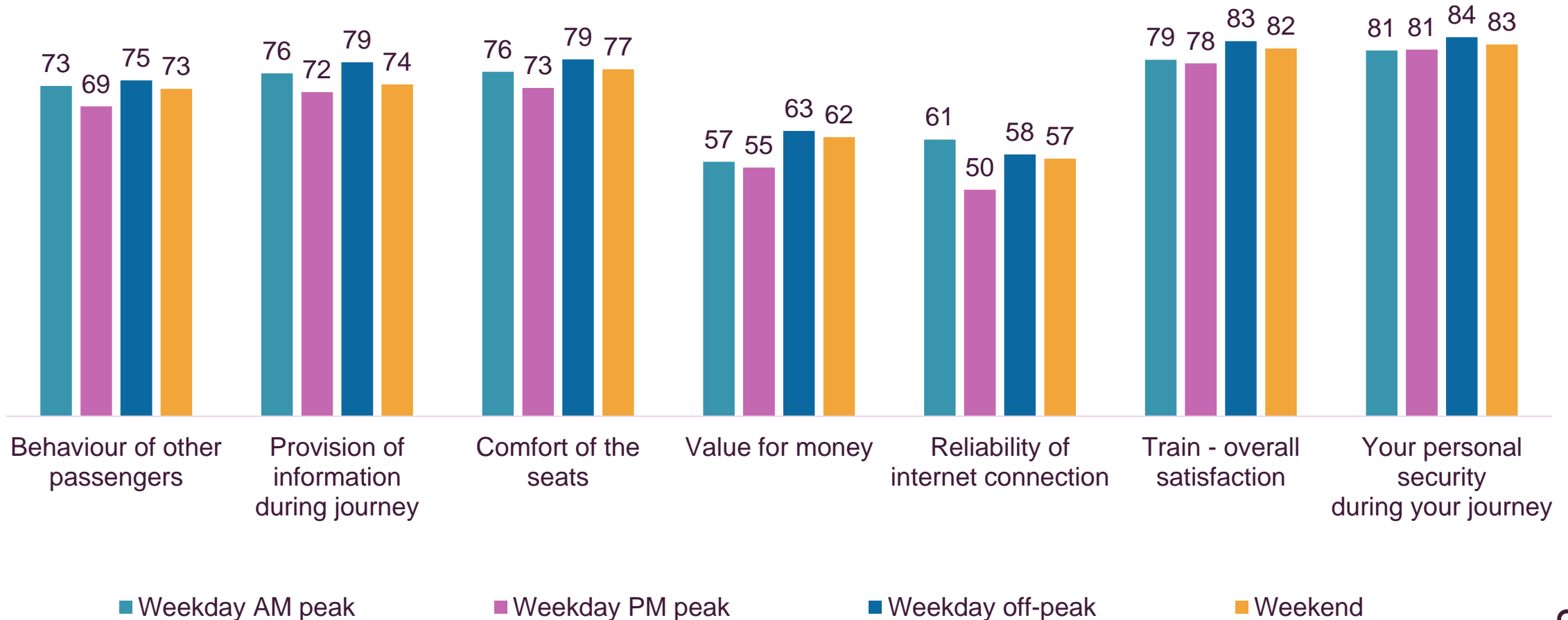
Rail satisfaction measures by time period of use (part 2)



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: weekday AM peak 939; weekday PM peak 873; weekday off peak 2314; and weekend 1173. Response numbers to individual satisfaction questions vary; these are available on request.

Rail satisfaction measures by time period of use (part 3)

% satisfied



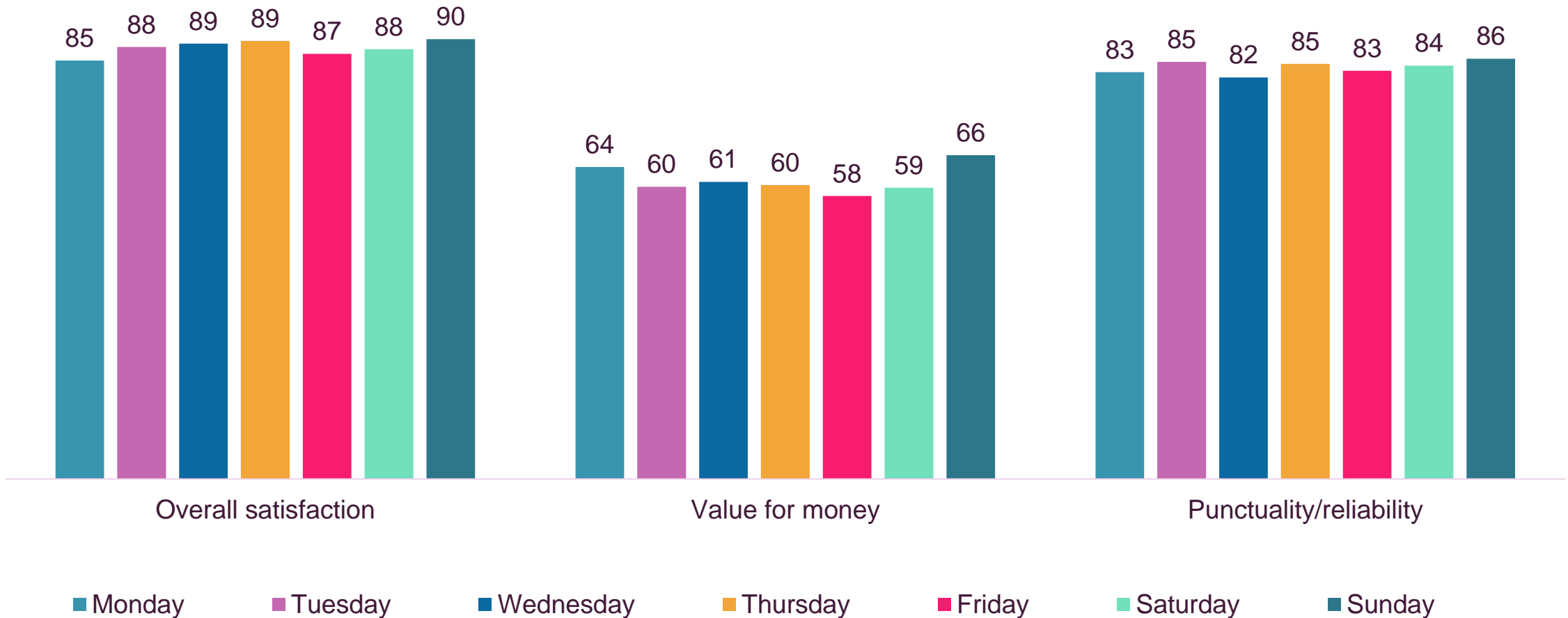
Data from fieldwork 5 January to 3 April 2022. Participants from each category were: weekday AM peak 939; weekday PM peak 873; weekday off peak 2314; and weekend 1173. Response numbers to individual satisfaction questions vary; these are available on request.



Key rail satisfaction measures by day of week

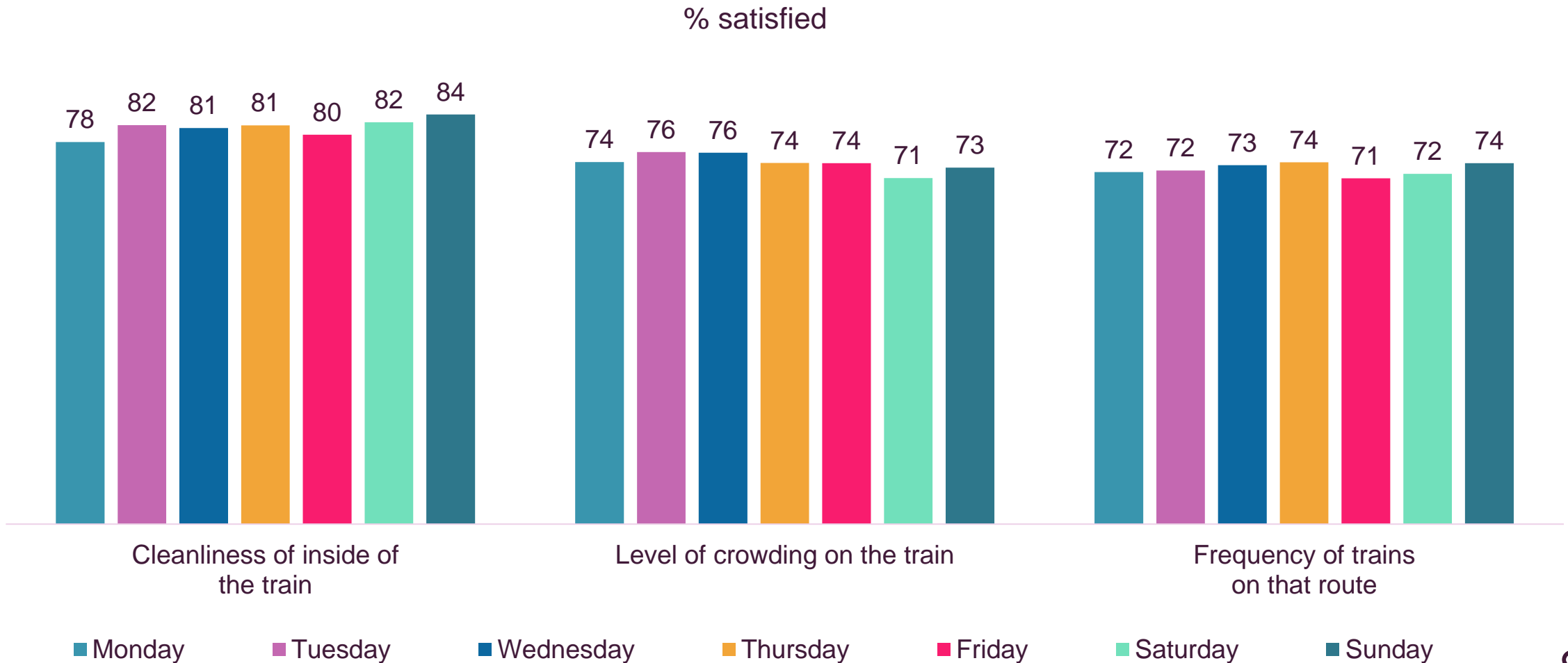
Key rail satisfaction measures by day of week (part 1)

% satisfied




Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Monday 480; Tuesday 739; Wednesday 1137; Thursday 816; Friday 954; Saturday 710; Sunday 463. Response numbers to individual satisfaction questions vary; these are available on request.

Key rail satisfaction measures by day of week (part 2)

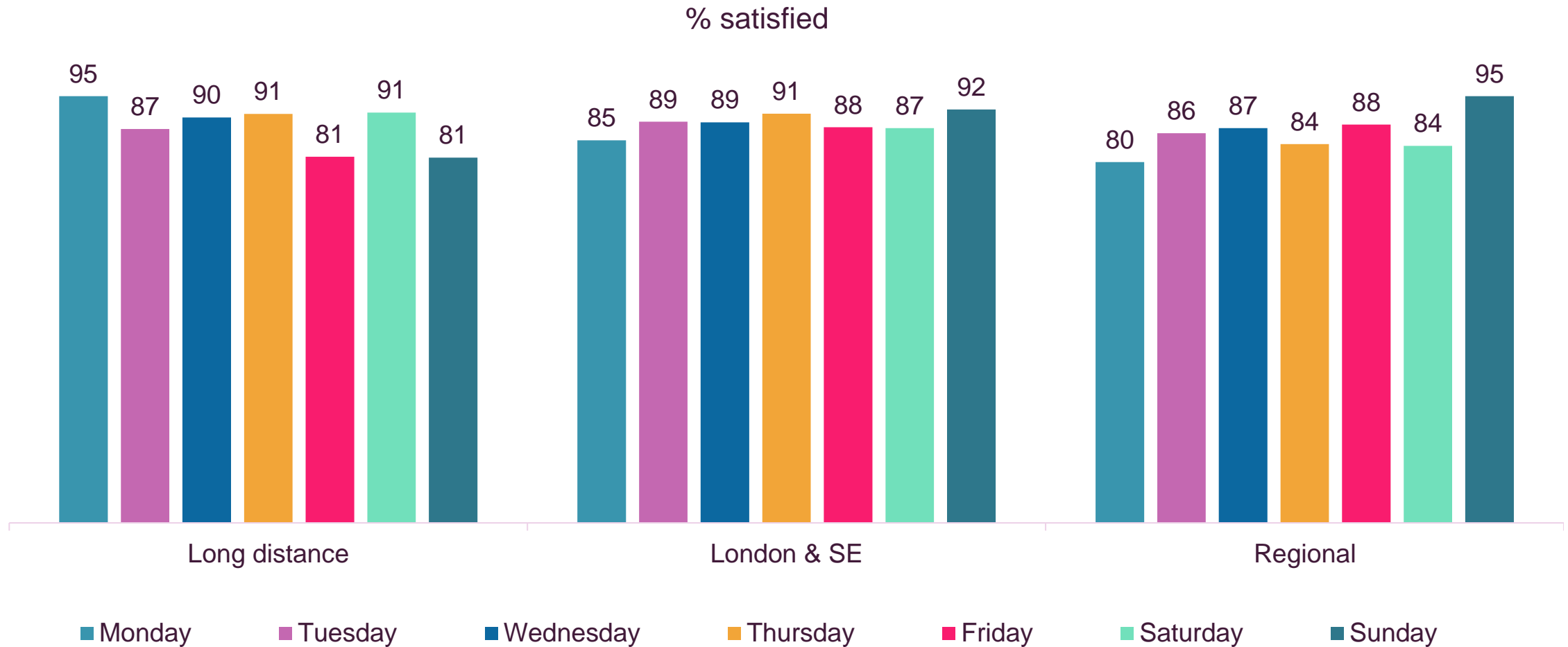


Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Monday 480; Tuesday 739; Wednesday 1137; Thursday 816; Friday 954; Saturday 710; Sunday 463. Response numbers to individual satisfaction questions vary; these are available on request.



**Key rail satisfaction
measures by train
operating company type**

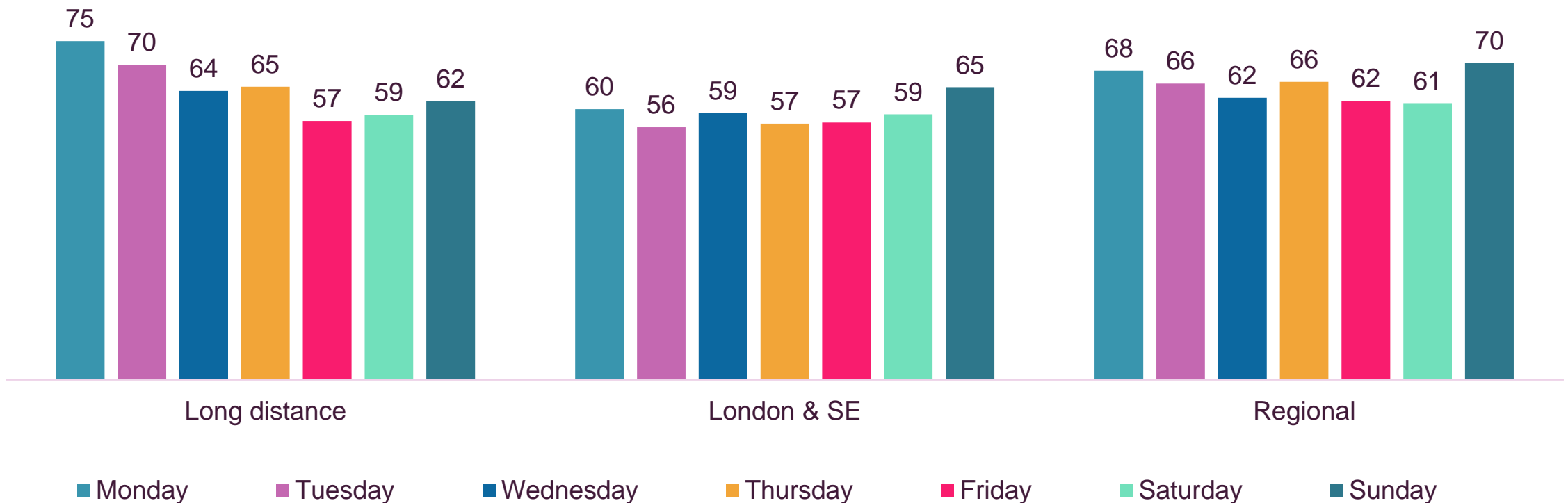
Overall satisfaction by train operating company type and day of week



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.

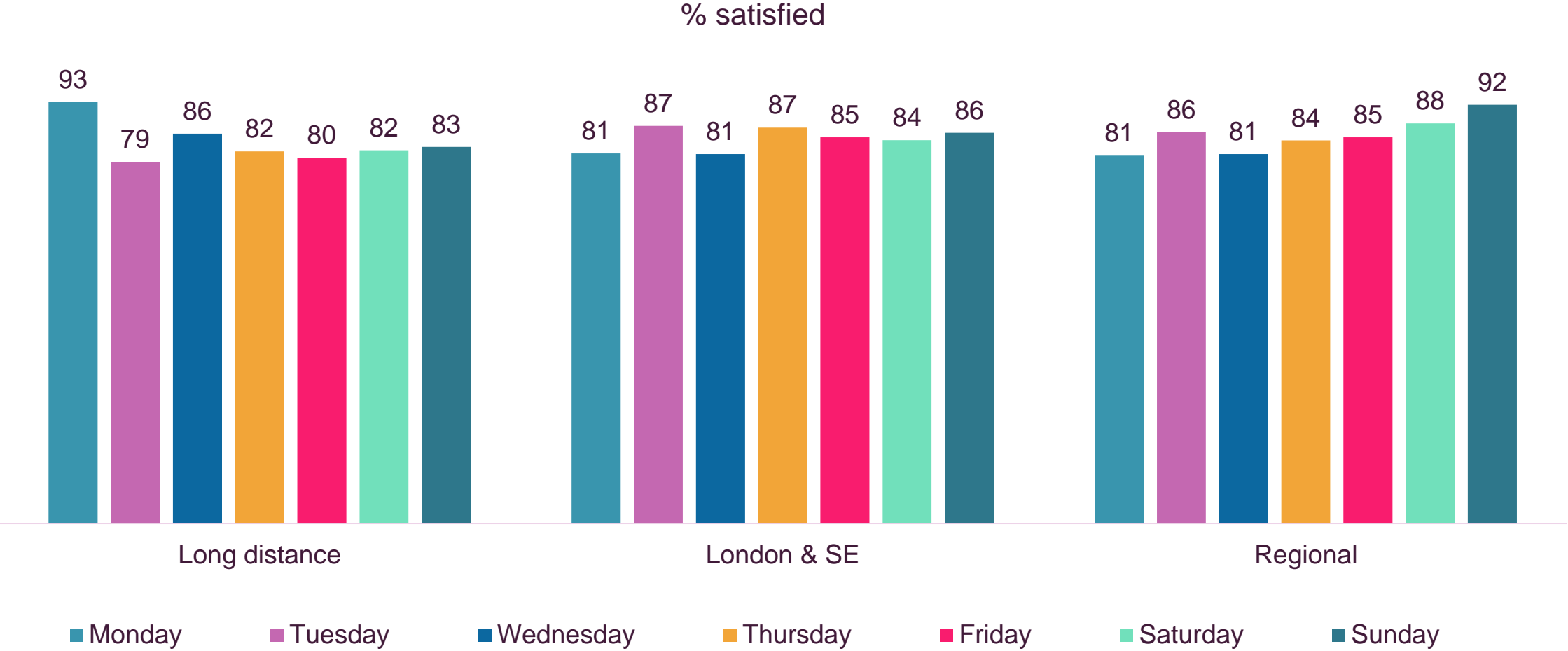
Satisfaction with value for money by train operating company type and day of week

% satisfied



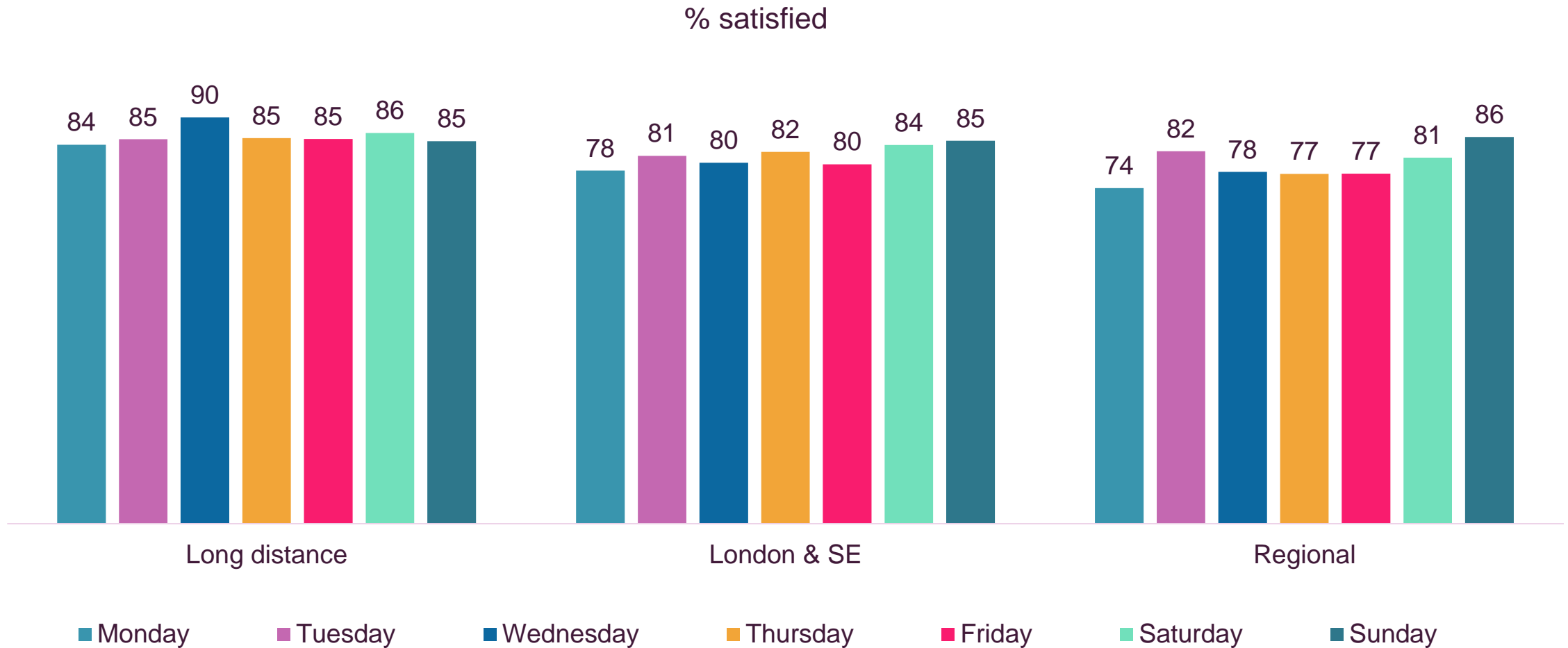
Data from fieldwork 5 January Jan to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.

Satisfaction with punctuality/reliability by train operating company type and day of week



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.

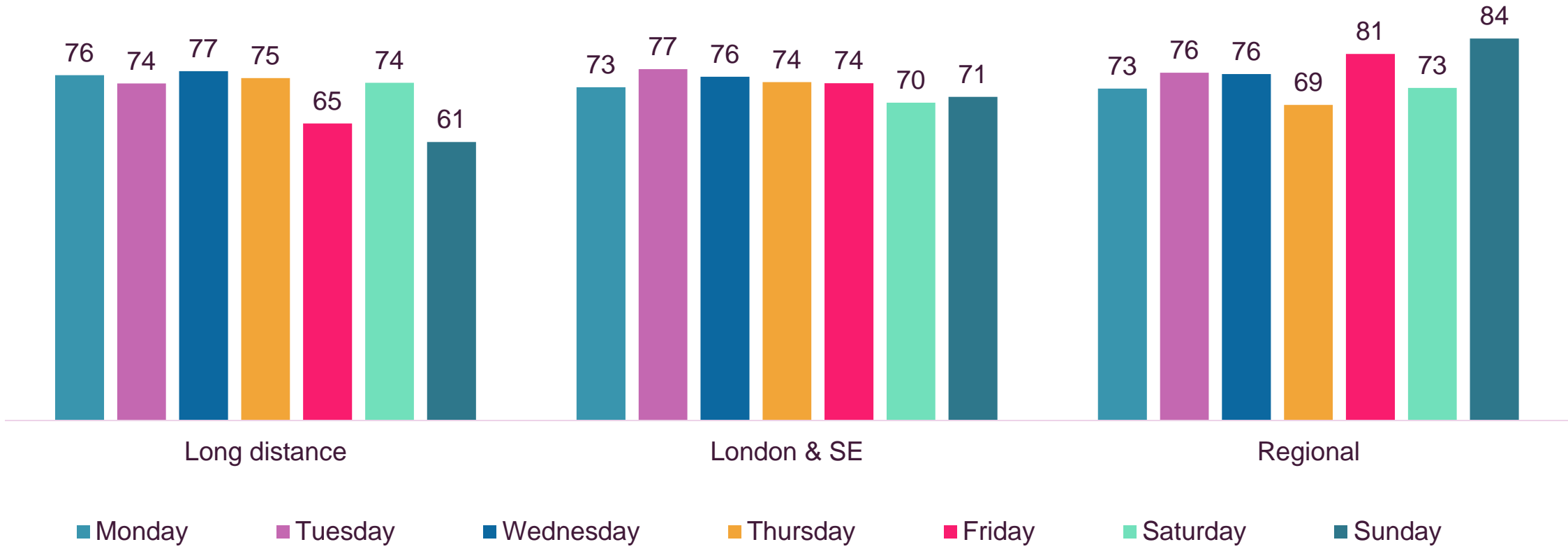
Satisfaction with cleanliness by train operating company type and day of week



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.

Satisfaction with level of crowding by train operating company type and day of week

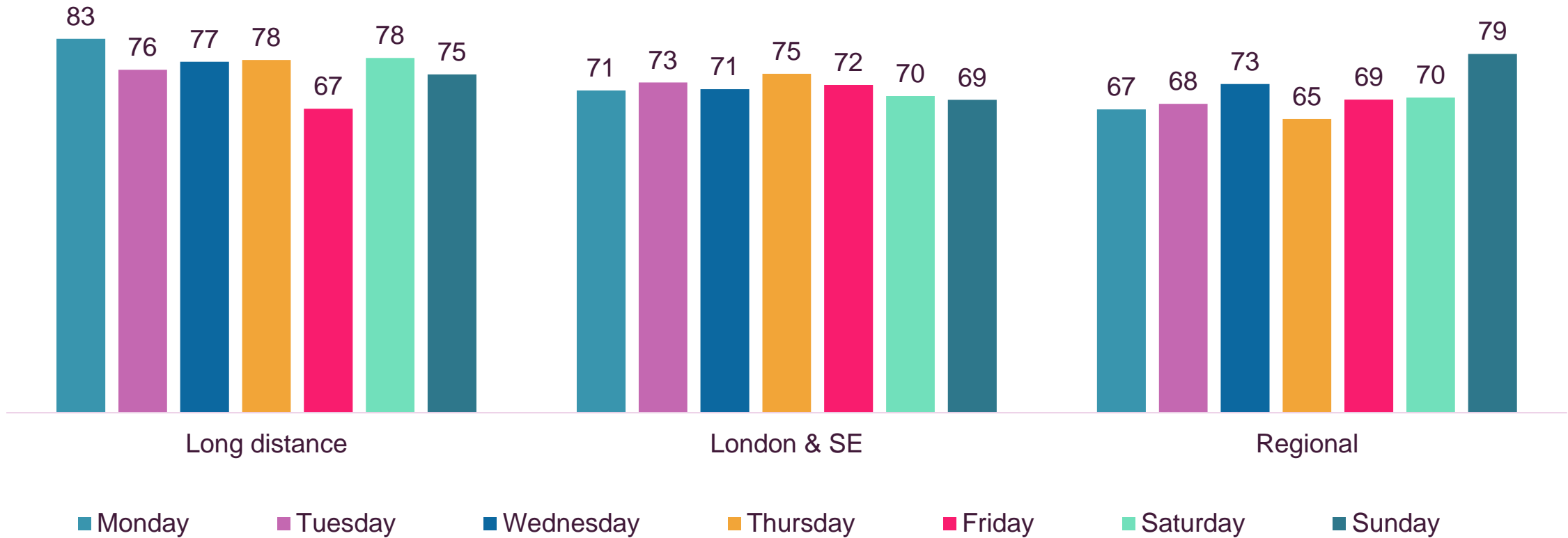
% satisfied



Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.

Satisfaction with frequency of services by train operating company type and day of week

% satisfied



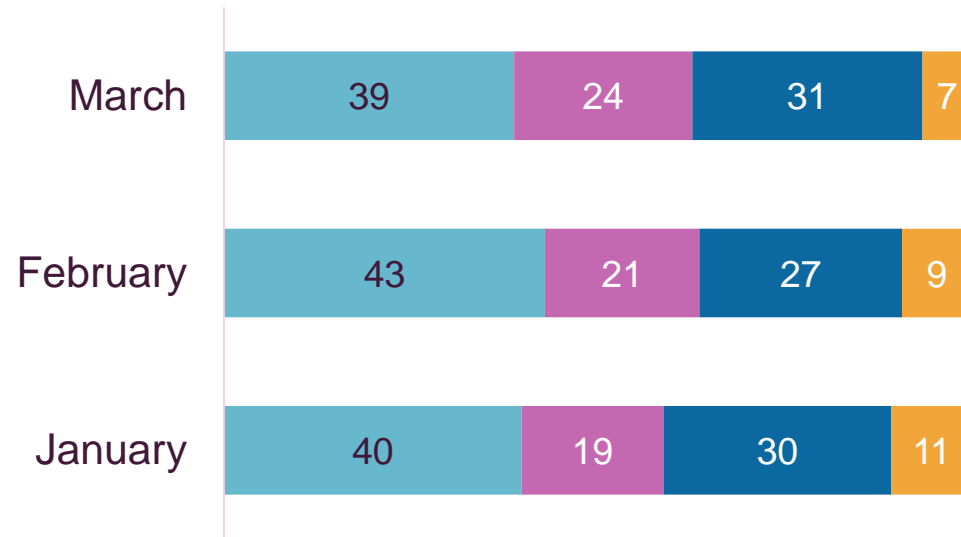
Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Long distance - total 779; Mon 81; Tue 112; Wed 132; Thu 134; Fri 128; Sat 121; and Sun 71; London and South East - total 3013; Mon 262; Tue 415; Wed 687; Thu 469; Fri 565; Sat 376; and Sun 239; and Regional - total 905; Mon 79; Tue 140; Wed 191; Thu 118; Fri 164; Sat 132; and Sun 81. Response numbers to individual satisfaction questions vary; these are available on request.



When journeys are made

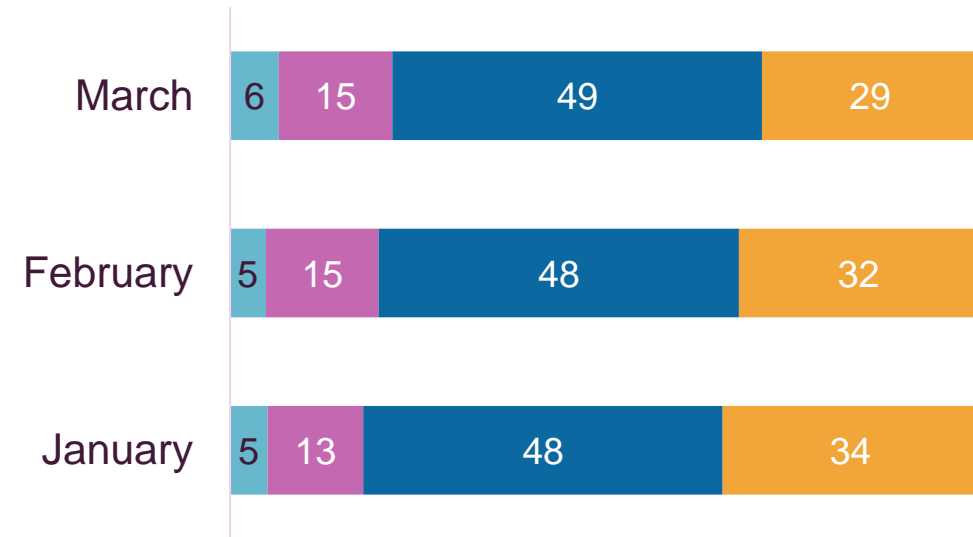
When commuter and leisure journeys were made January to March

% time period of commute journeys



■ Weekday AM peak ■ Weekday PM peak
■ Weekday off-peak ■ Weekend

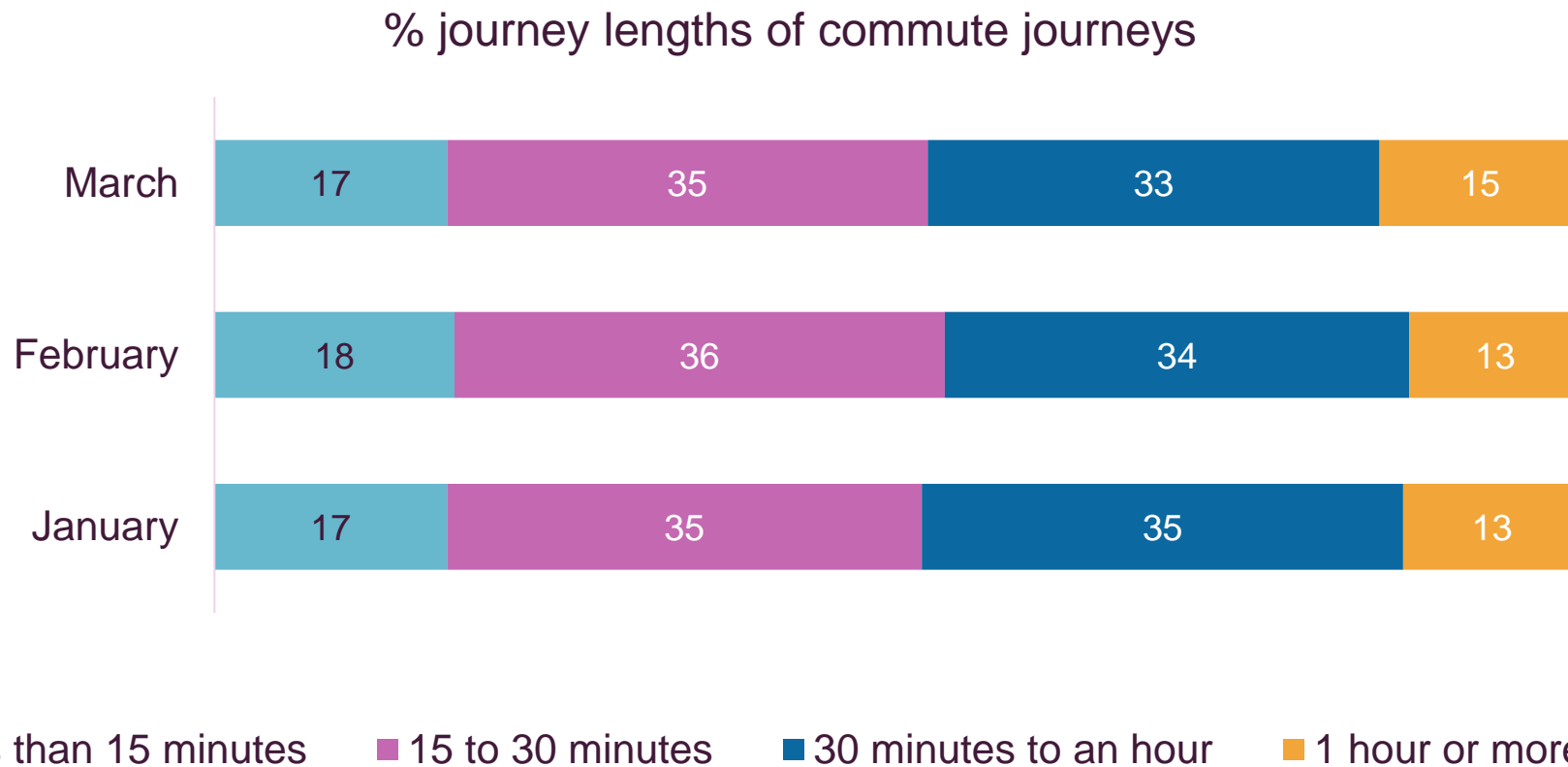
% time period of leisure journeys



■ Weekday AM peak ■ Weekday PM peak
■ Weekday off-peak ■ Weekend

Data from fieldwork 5 January to 3 April 2022. Participants from each category were: Commute - January 470; February 548; and March 653; Leisure - January 854; February 825; and March 1019. Leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

Length of commuting journeys between January to March



Data - weeks 15 to week 27. Fieldwork from 5 January to 3rd April 2022 Data from fieldwork 5 January to 3 April 2022. Participants from each category were:
Commute - January 470; February 548; and March 650.

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 following 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 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.

Time period definitions

- Weekend is Saturday and Sunday.
- Weekday AM peak is Monday to Friday before 9.30 am

- Weekday PM peak is Monday to Friday between 4 pm and 7 pm.
- Weekday off peak is Monday to Friday between 9.30 am and 4 pm and after 7 pm.

Train Operating Company type groups

- Long distance: Avanti West Coast; CrossCountry; East Midlands Railway; London North Eastern Railway; TransPennine Express.
- London and South East: c2c; Chiltern Railways; Great Northern; Great Western Railway; Greater Anglia; London Northwestern Railway; London Overground; South Western Railway; Southeastern; Southern; TfL Rail; Thameslink; and West Midlands Railway.
- Regional: Merseyrail; Northern; ScotRail; and Transport for Wales.

Care should be taken in drawing conclusions from survey results based on low sample sizes. Differences may not be statistically significant particularly when sample sizes are low.

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.

* This question ceased being asked in early March.

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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