

10 January  
2025

Edition 35

# Rail User Survey



# Introduction



The Rail User Survey asks a representative sample of people in Great Britain about their experience of travelling by rail in the last seven days.

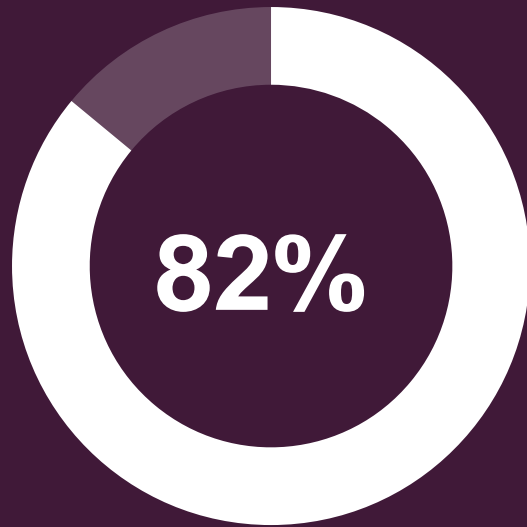
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

In a typical survey we get this satisfaction information from around 300 people.

We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 31.

This survey is also used to produce a report every six months showing satisfaction for each train operating company (where sample size allows).

# Headlines



82% of passengers were satisfied with the train journey overall. This is a similar level of overall satisfaction compared with the previous report.

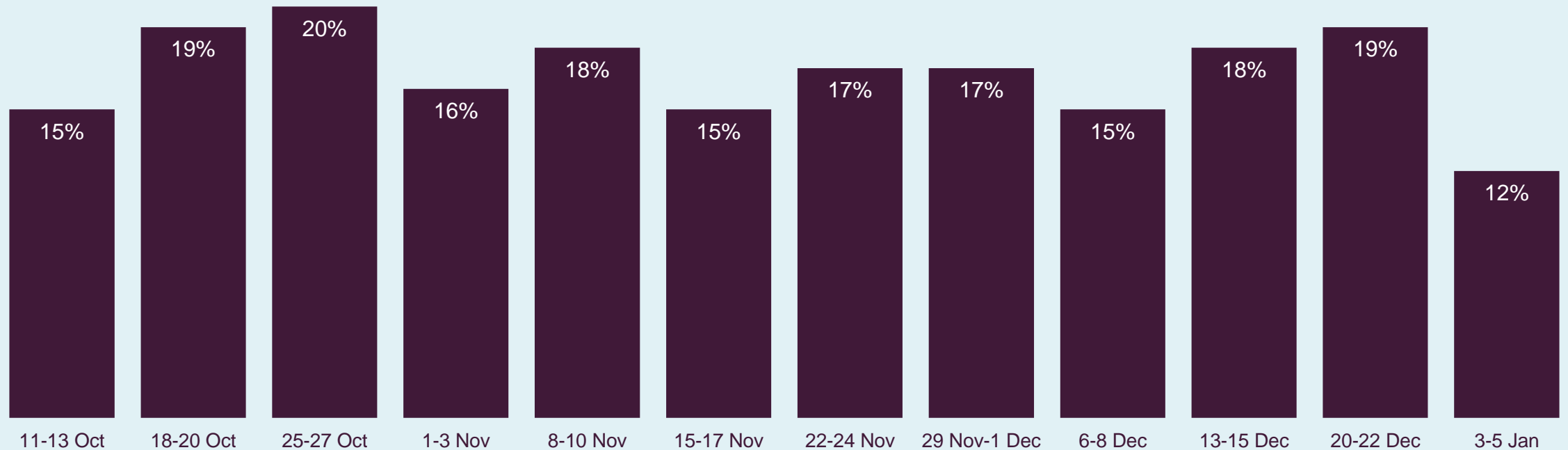


Levels of satisfaction with most measures have not changed significantly compared with the previous report.

# Rail usage levels



# Proportion using rail in the last seven days over time



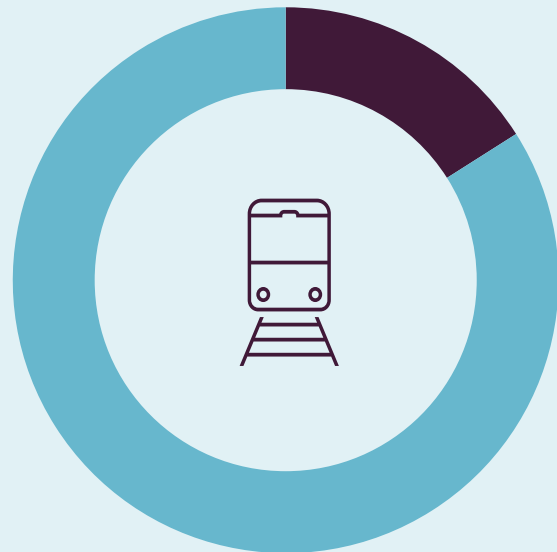
2024

2025

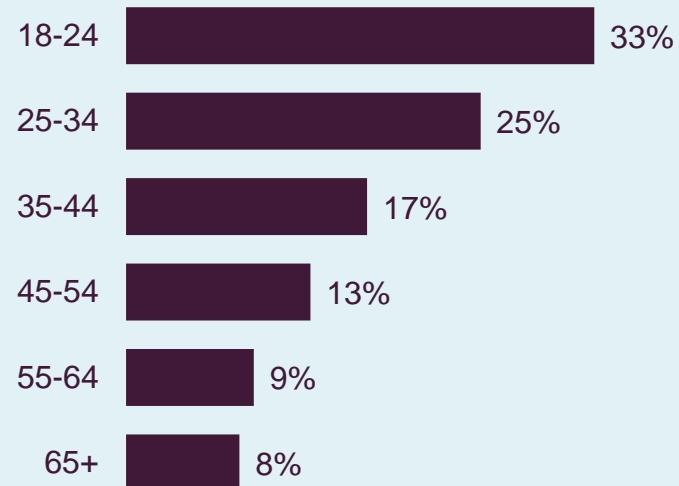
10 January 2025 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Base size around 2000 per survey.

# Proportion using rail in the last seven days

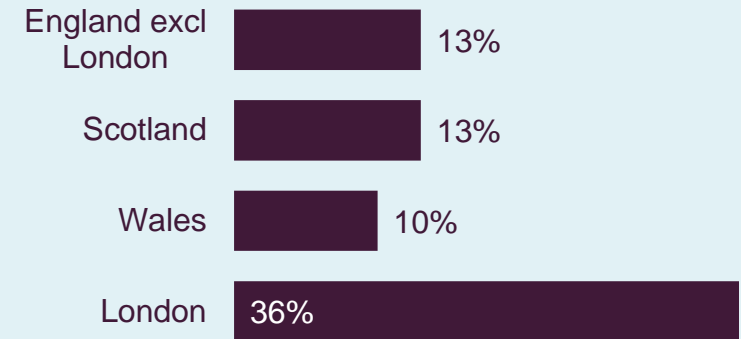
## All Great Britain



## Age



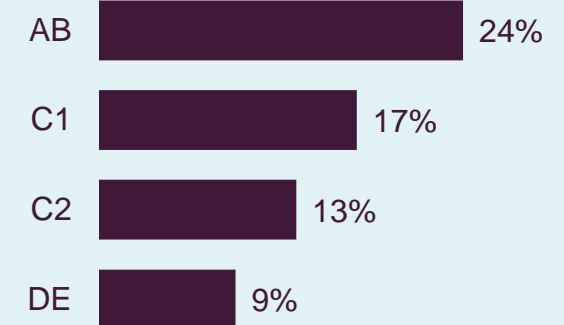
## Region



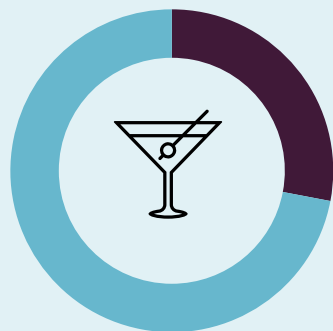
## Gender



## Social grade



# Main purpose of rail journey



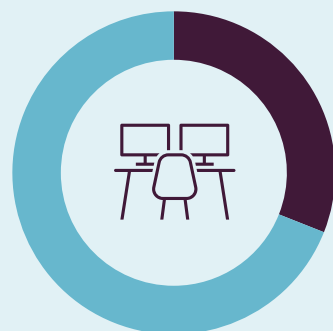
Leisure/eating out/non-essential shopping  
**28%**



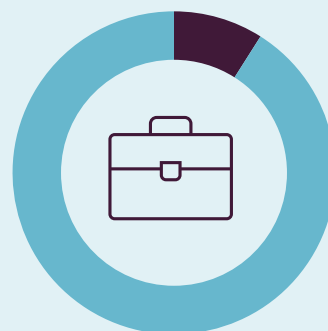
Friends/family  
**23%**



Essential shopping  
**3%**



Commuting  
**31%**



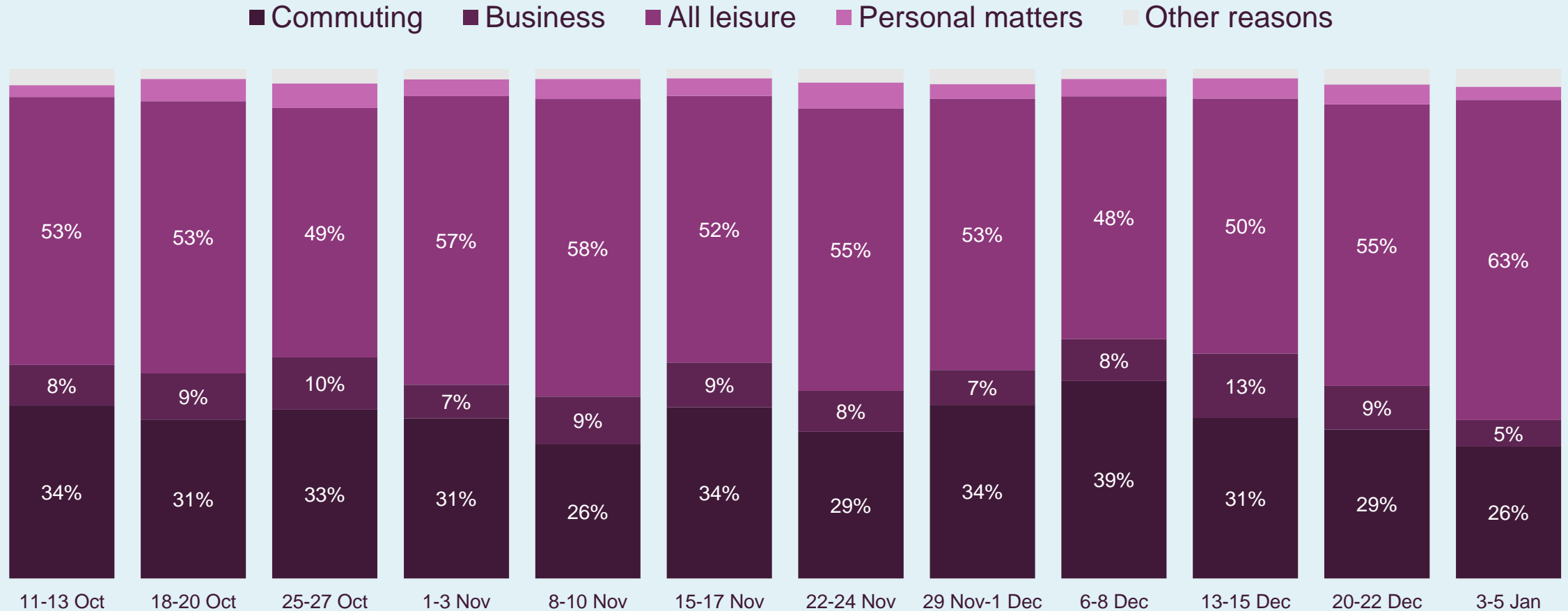
Work travel  
**9%**



Personal matters  
**4%**

10 January 2025 report. Charts are based on the most recent train journey made within seven days of being surveyed and show combined results from the last four surveys. Base size: all rail users – 1226. Note that sum of the journey purposes may not add to 100 per cent as some have listed 'other reason'.

# Main purpose of journey over time



2024

2025

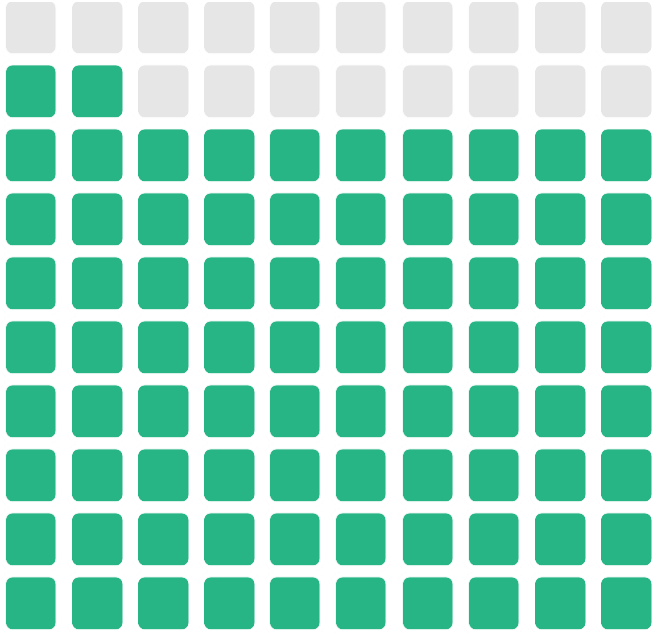
10 January 2025 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 322 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.



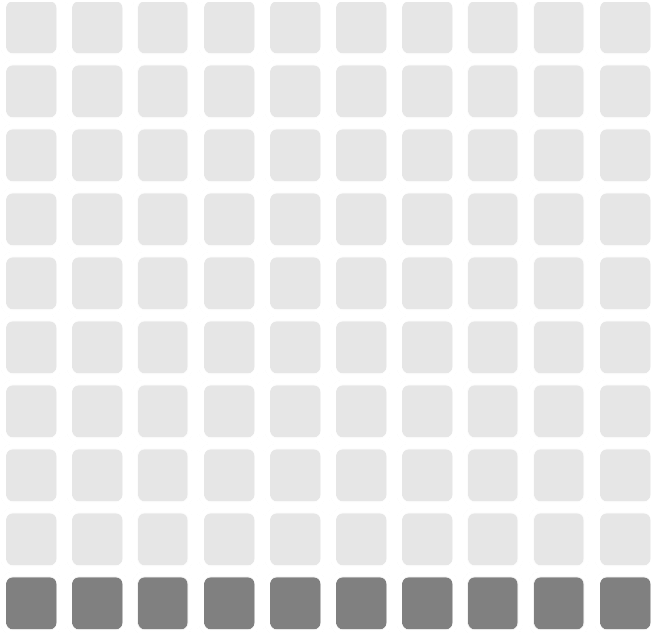
# Rail satisfaction



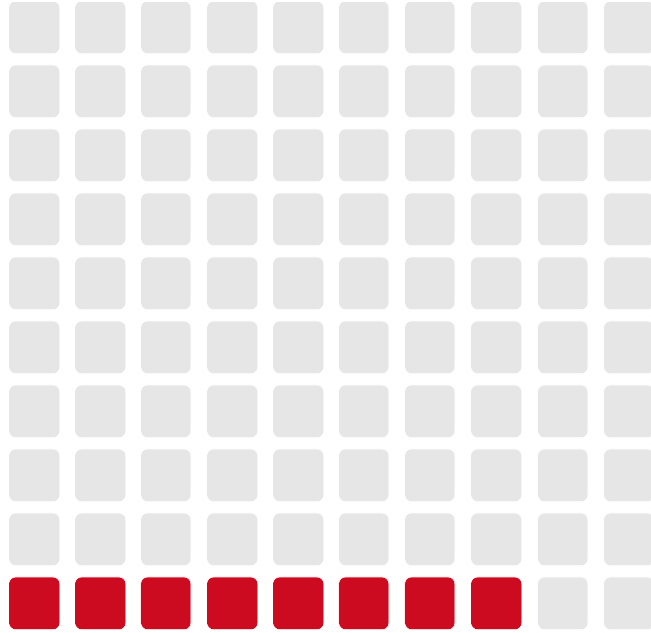
# Overall satisfaction with rail journey



82%  
satisfied



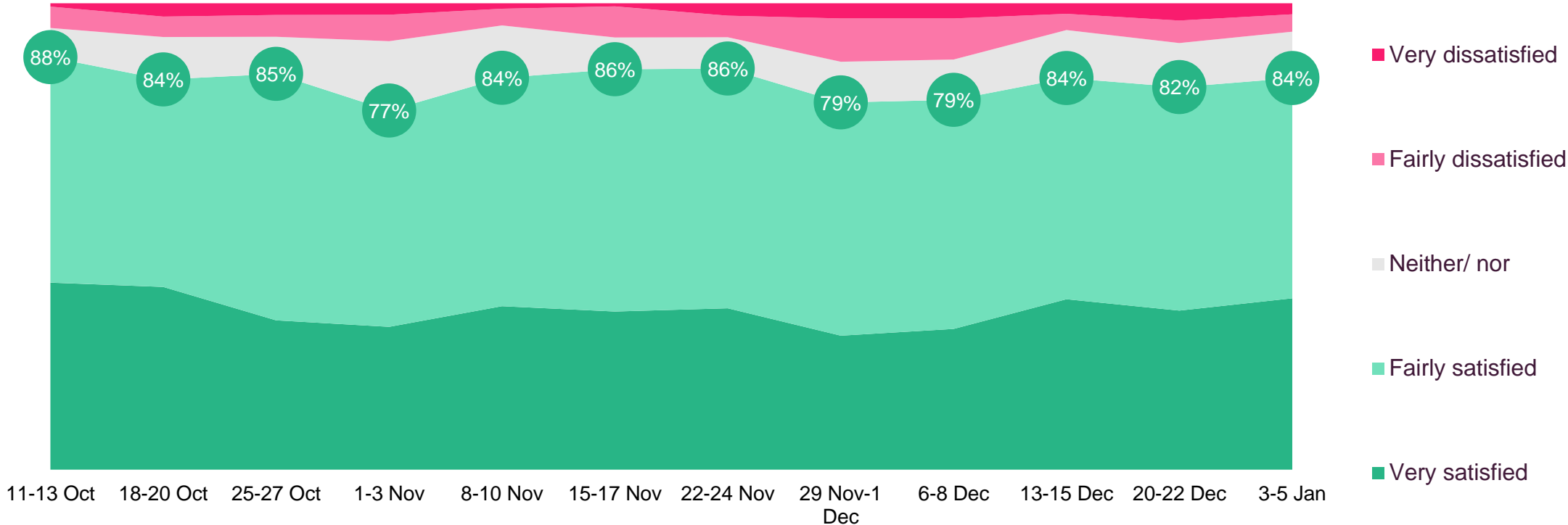
10%  
neither/nor



8%  
dissatisfied

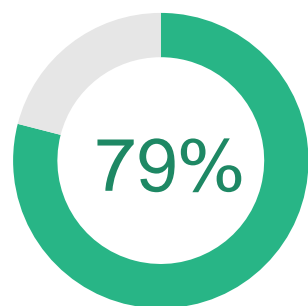
10 January 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1227.

# Overall satisfaction with rail journey

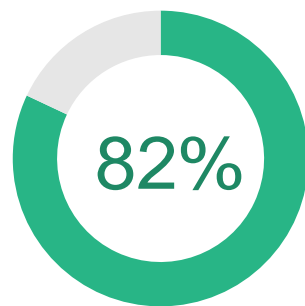


10 January 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 234 to 385

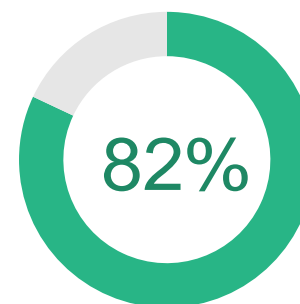
# Overall satisfaction by journey purpose, gender and age



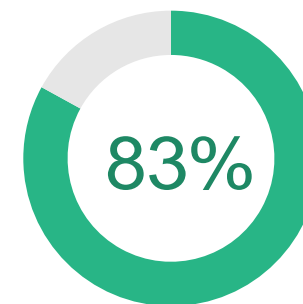
Commute



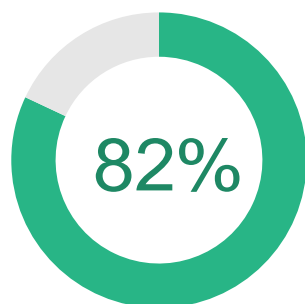
All leisure



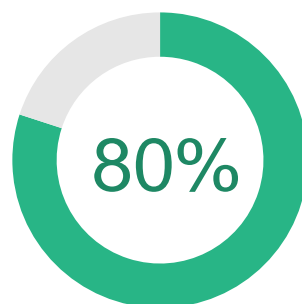
Men



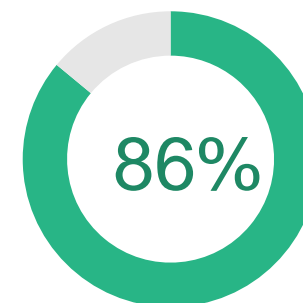
Women



Aged 18-34



Aged 35-54

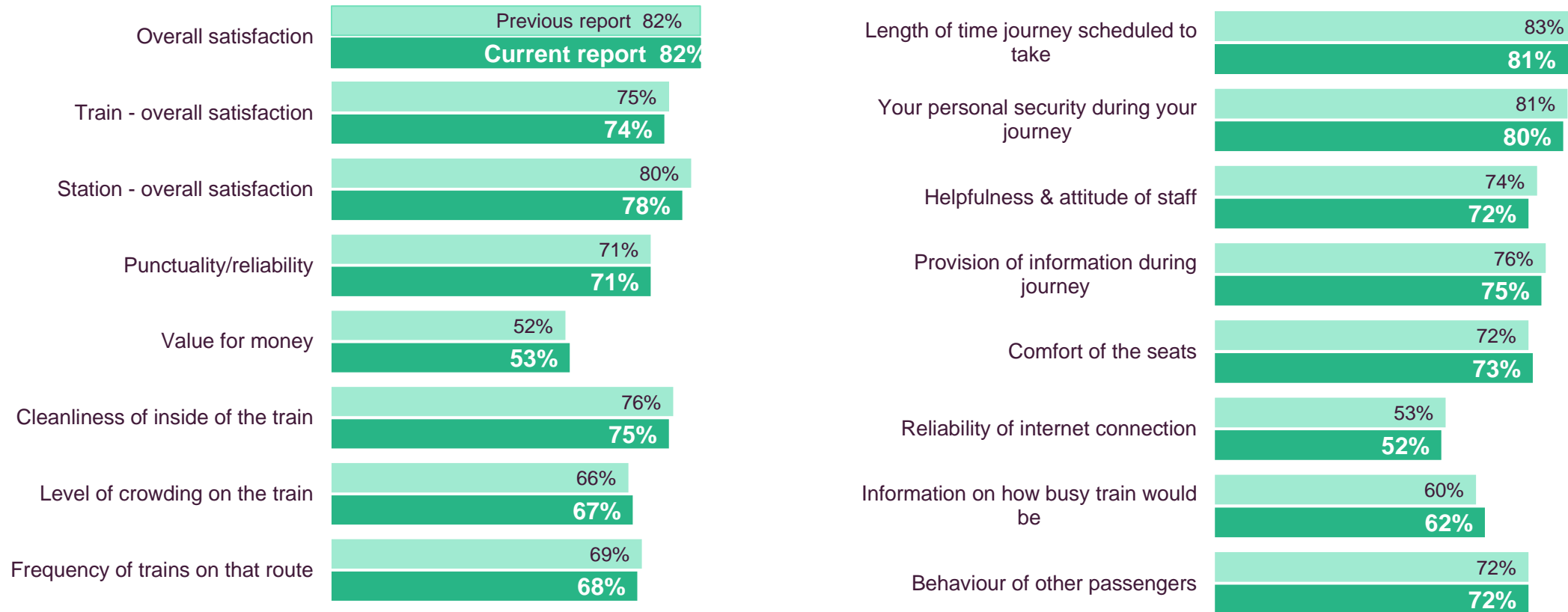


Aged 55 and over

10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base sizes vary by chart ranging between 376 and 670. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.

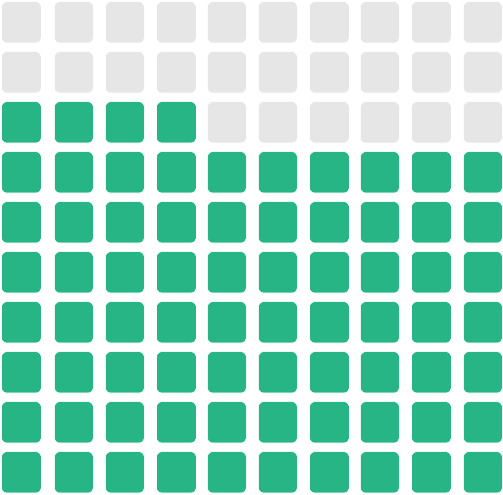
# Satisfaction with aspects of rail journey

In general, the level of satisfaction with the various aspects of the train journey have not changed significantly since the last report.

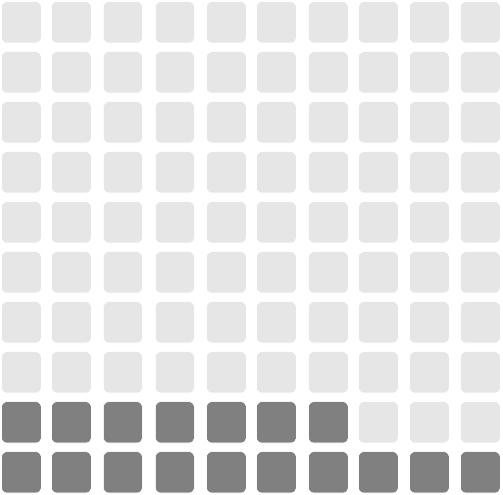


10 January 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 918-1227, and previous report from 906-1235.

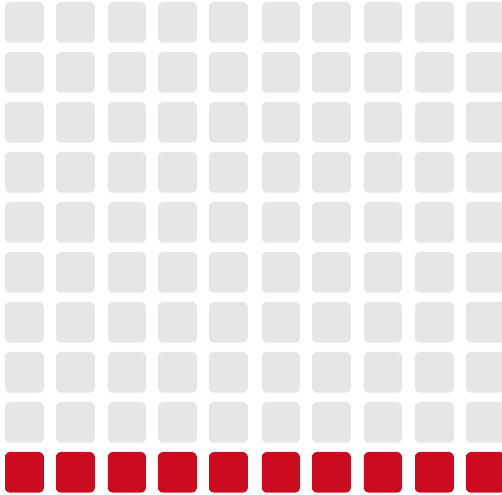
# Overall satisfaction with the train



74%  
satisfied



17%  
neither/nor

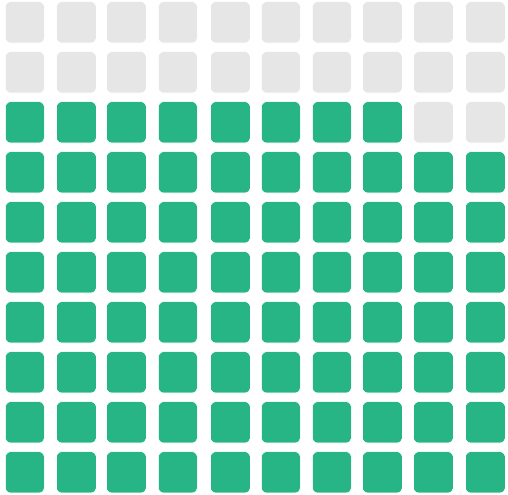


10%  
dissatisfied

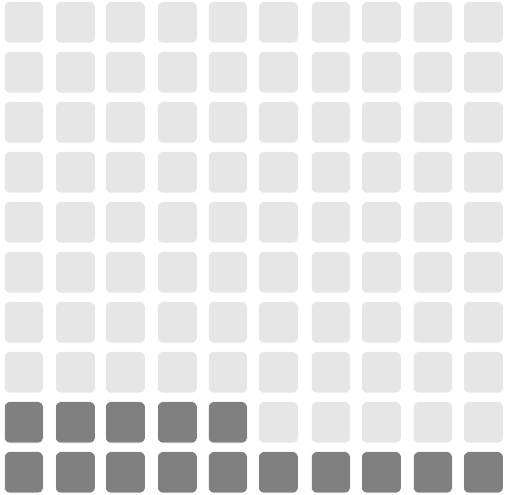


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1223; trend chart range from 234 to 385 per survey.

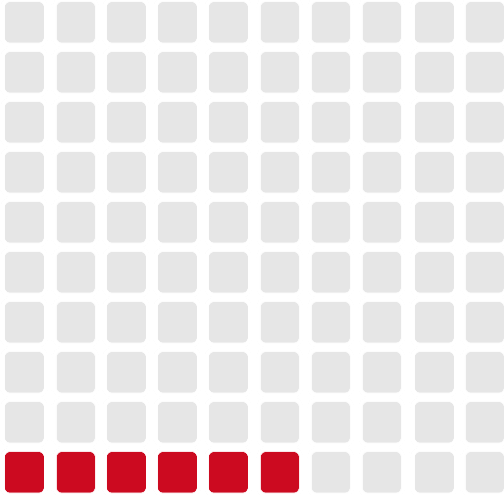
# Overall satisfaction with the station



78%  
satisfied



15%  
neither/nor



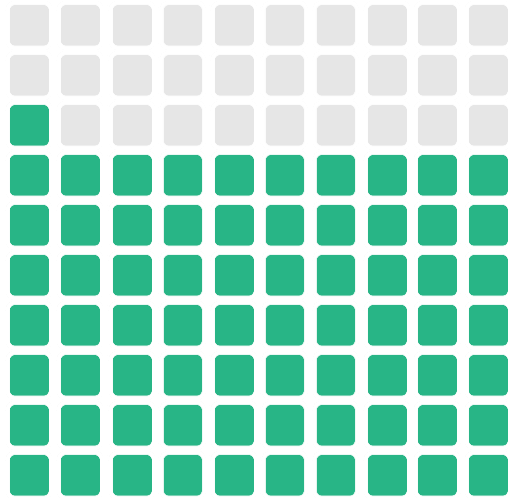
6%  
dissatisfied



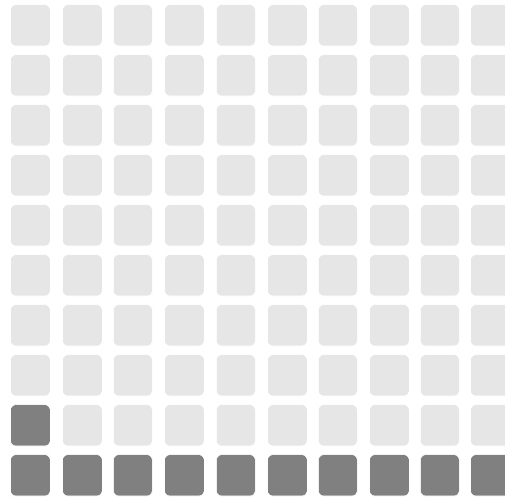
10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1227; trend chart range from 234 to 385 per survey.



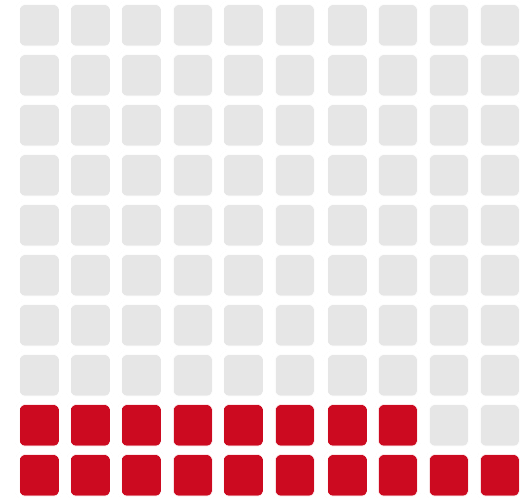
# Satisfaction with punctuality/reliability



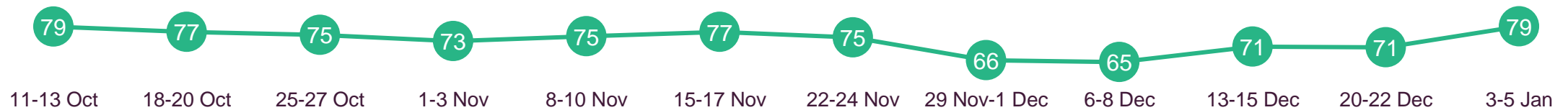
71%  
satisfied



11%  
neither/nor

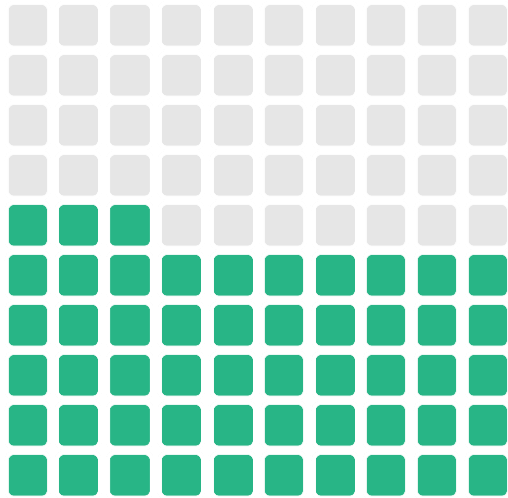


18%  
dissatisfied

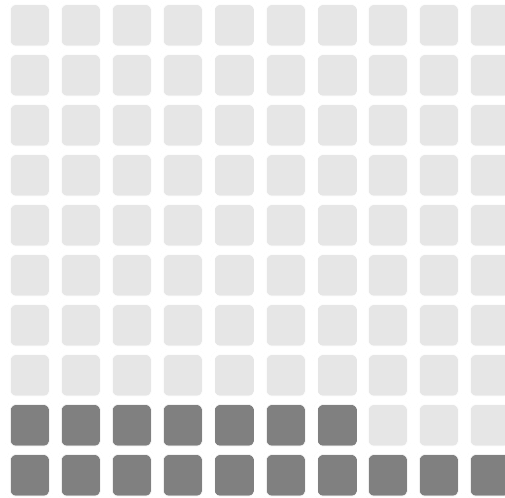


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1227; trend chart range from 234 to 385 per survey.

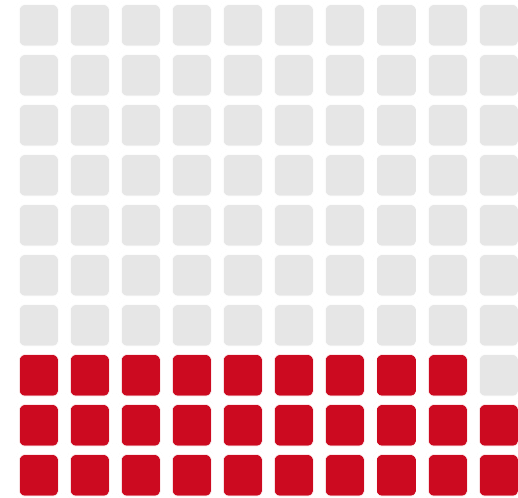
# Satisfaction with value for money



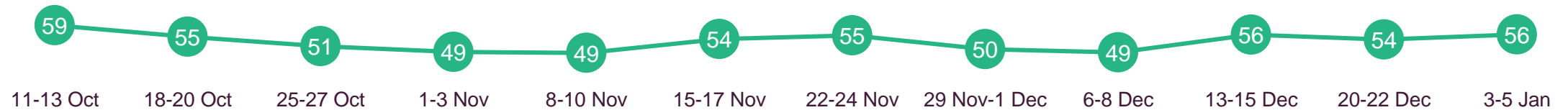
53%  
satisfied



17%  
neither/nor

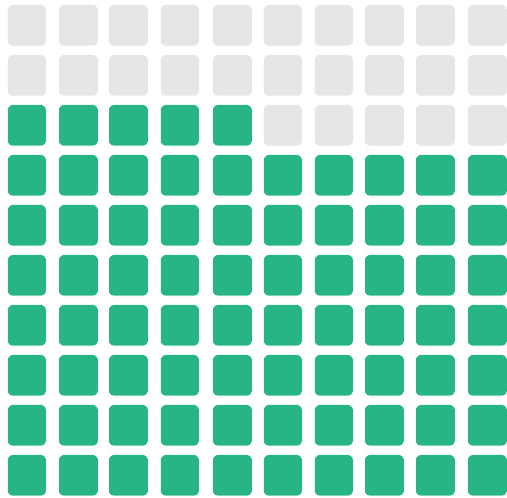


29%  
dissatisfied

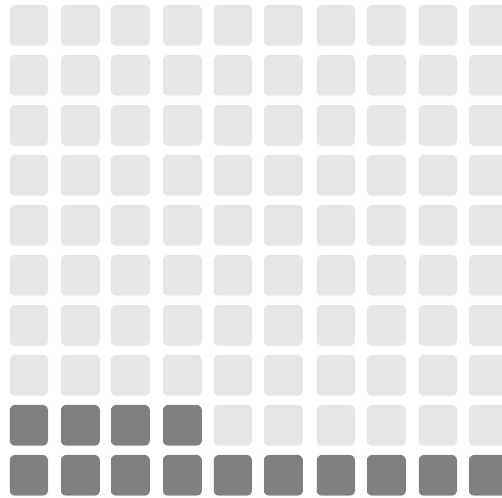


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1190; trend chart range from 226 to 374 per survey.

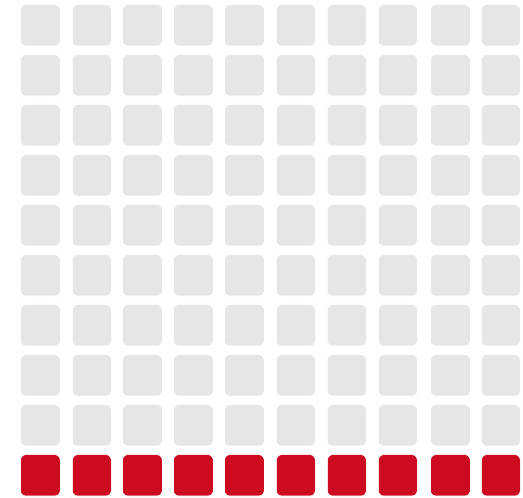
# Satisfaction with cleanliness of the inside of the train



75%  
satisfied



14%  
neither/nor

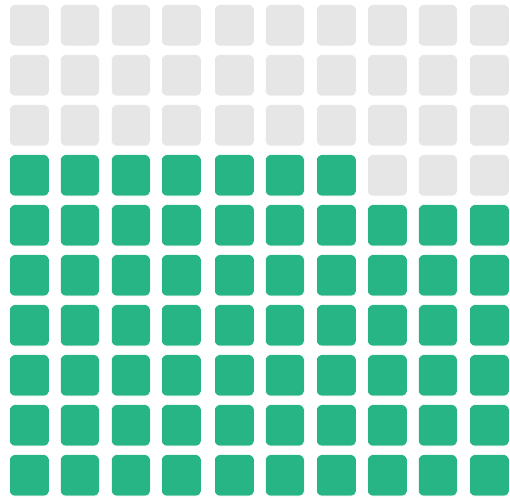


10%  
dissatisfied

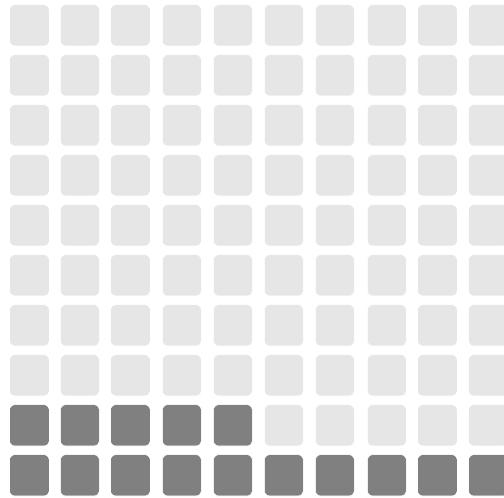


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1226; trend chart range from 234 to 385 per survey.

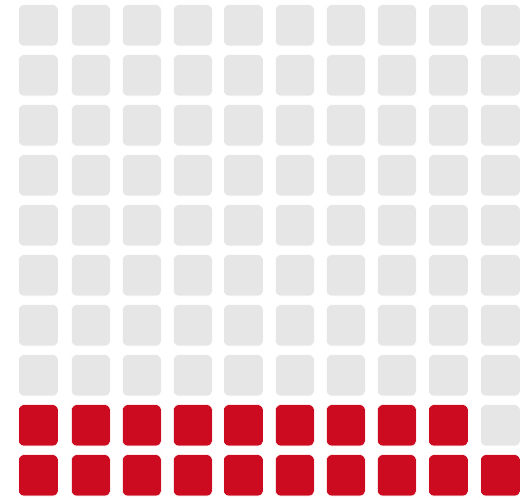
# Satisfaction with level of crowding



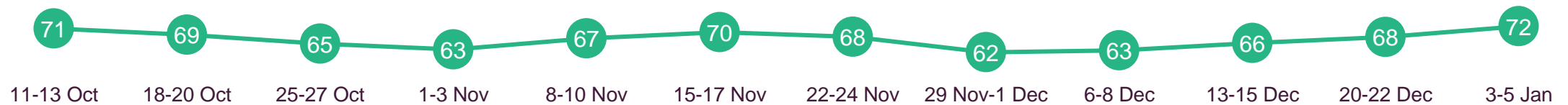
67%  
satisfied



15%  
neither/nor

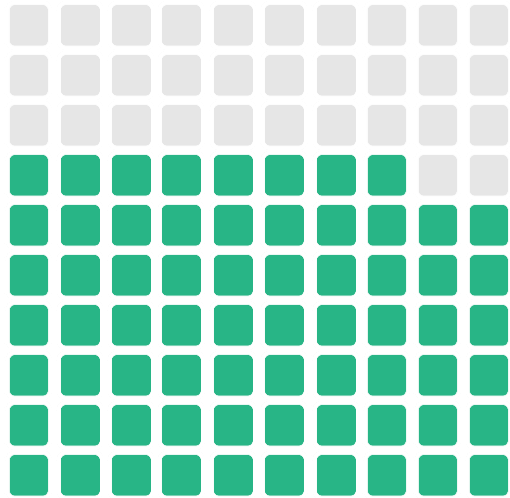


19%  
dissatisfied

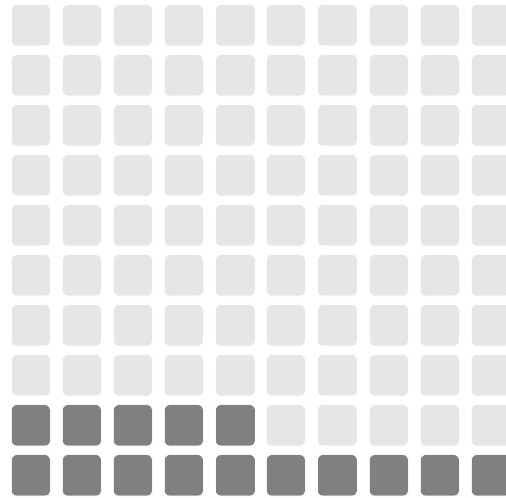


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1222; trend chart range from 231 to 380 per survey.

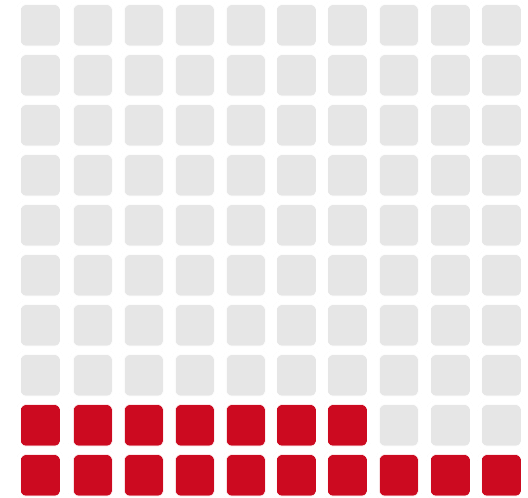
# Satisfaction with frequency of trains on that route



68%  
satisfied



15%  
neither/nor

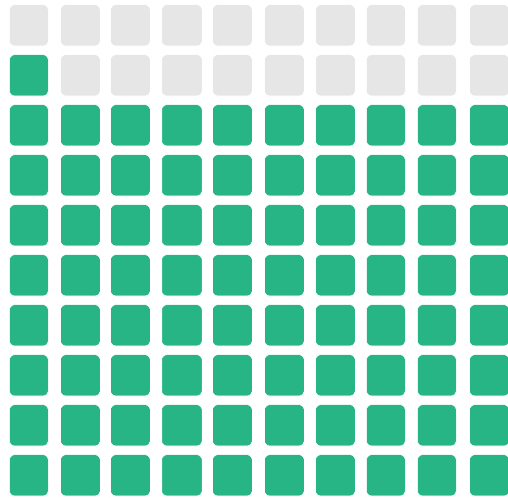


17%  
dissatisfied

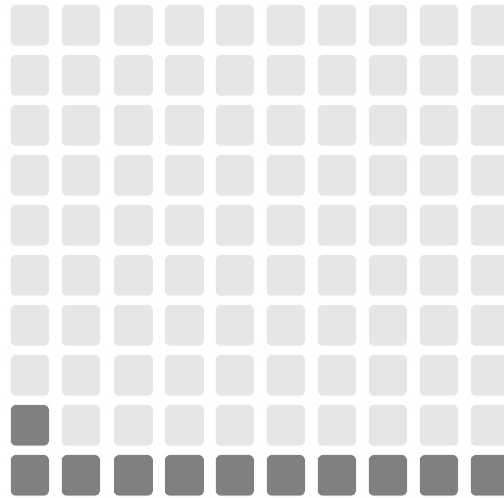


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1218; trend chart range from 228 to 385 per survey.

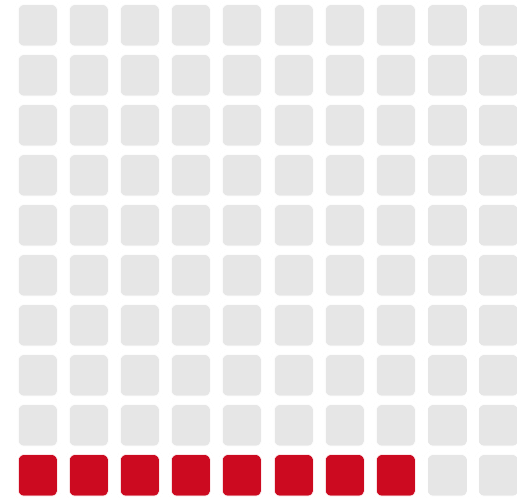
# Satisfaction with scheduled journey time



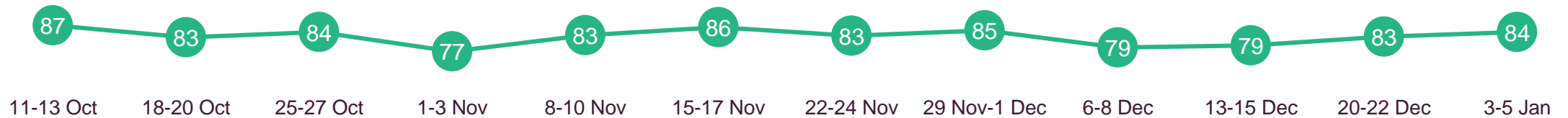
81%  
satisfied



11%  
neither/nor

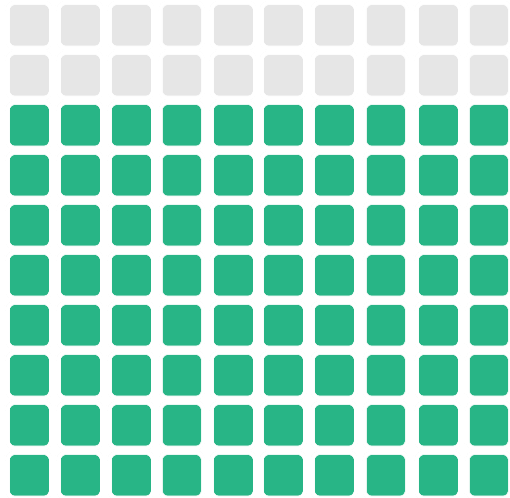


8%  
dissatisfied

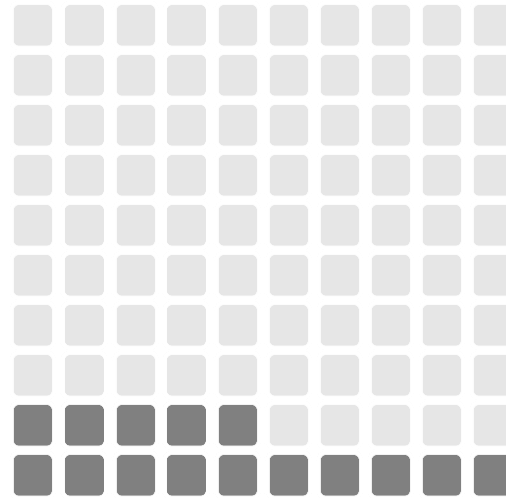


10 January 2025 report. Satisfaction questions are based on the most recent rail journey mad1 within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1226; trend chart range from 234 to 385 per survey.

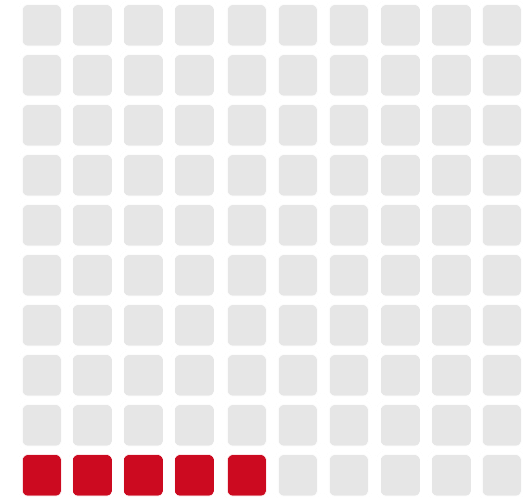
# Satisfaction with personal security



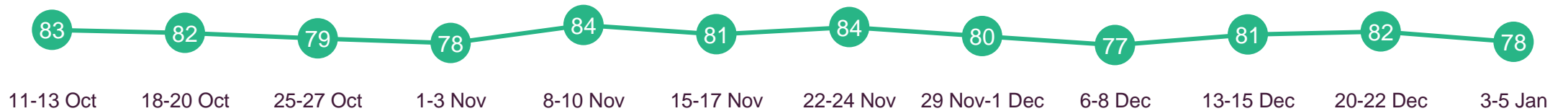
80%  
satisfied



15%  
neither/nor

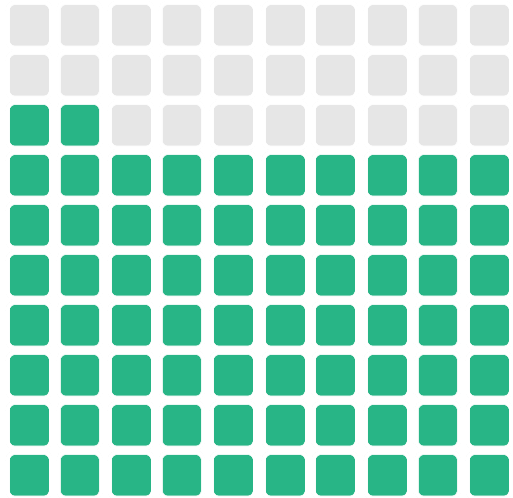


5%  
dissatisfied

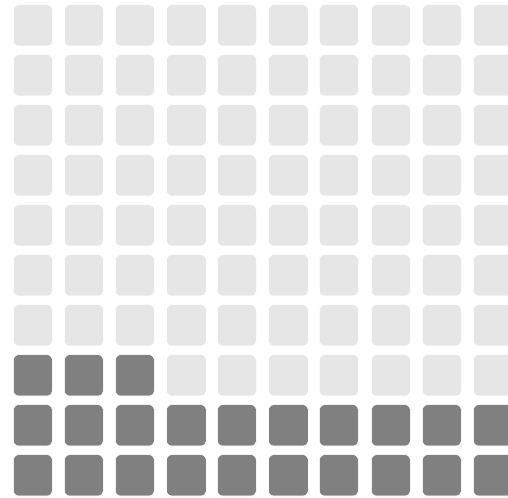


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1212; trend chart range from 232 to 384 per survey.

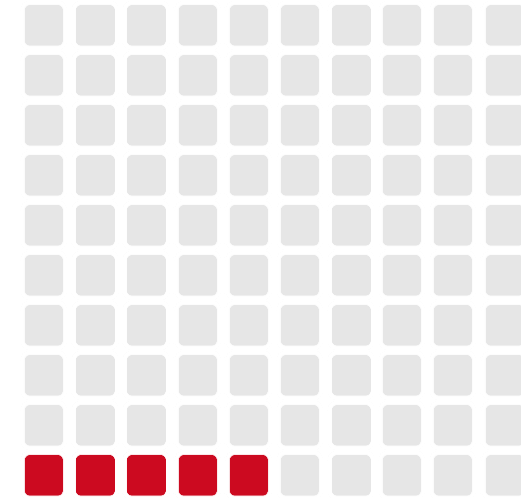
# Satisfaction with helpfulness and attitude of staff



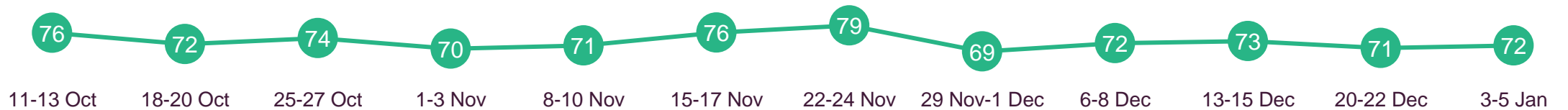
72%  
satisfied



23%  
neither/nor



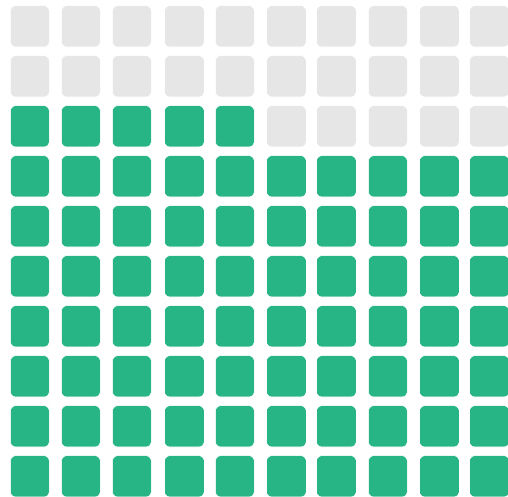
5%  
dissatisfied



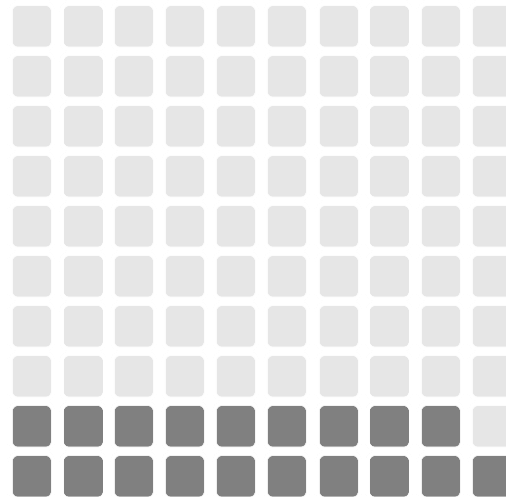
10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1002; trend chart range from 190 to 306 per survey.



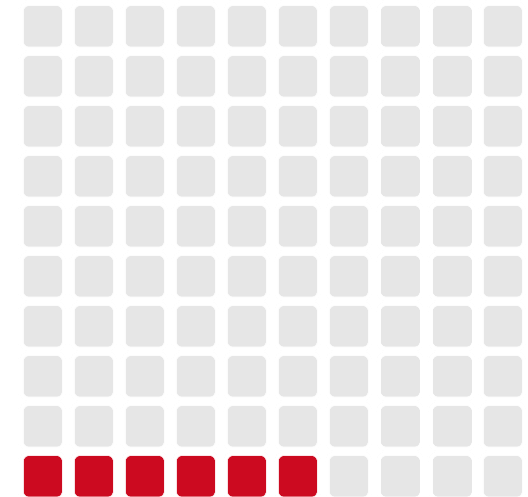
# Satisfaction with information provided during the journey



75%  
satisfied



19%  
neither/nor

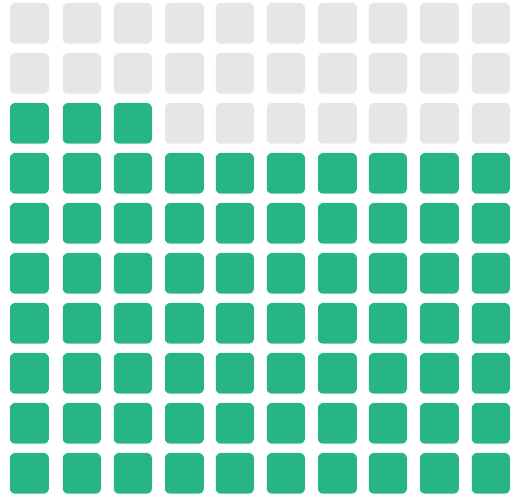


6%  
dissatisfied

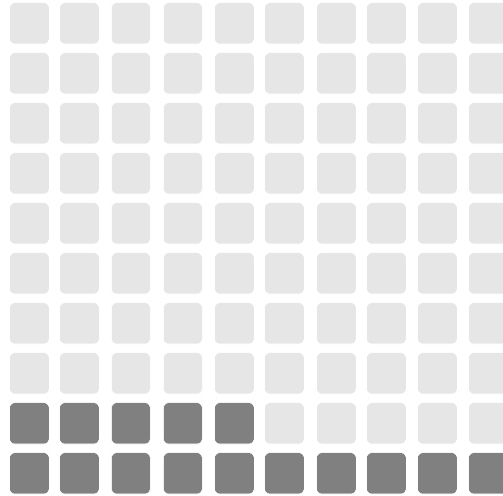


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1181; trend chart range from 227 to 372 per survey.

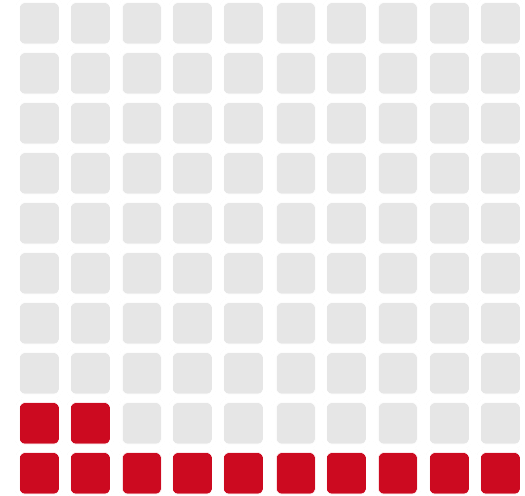
# Satisfaction with comfort of the seats



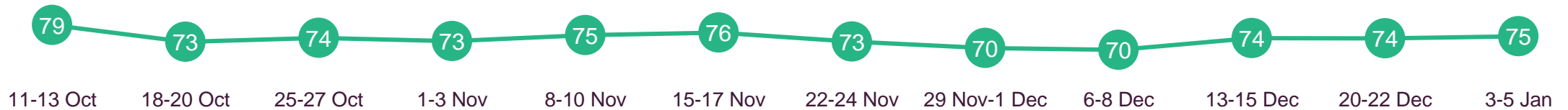
73%  
satisfied



15%  
neither/nor

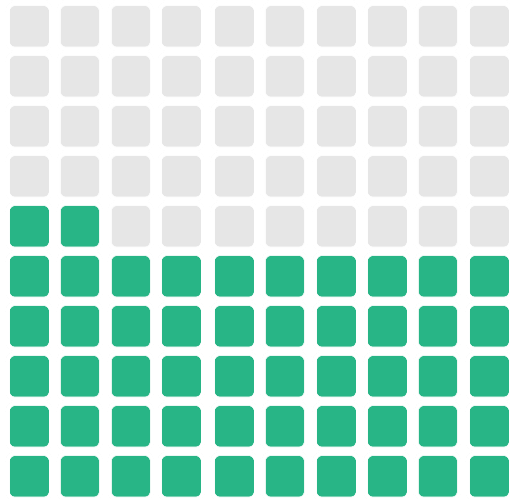


12%  
dissatisfied

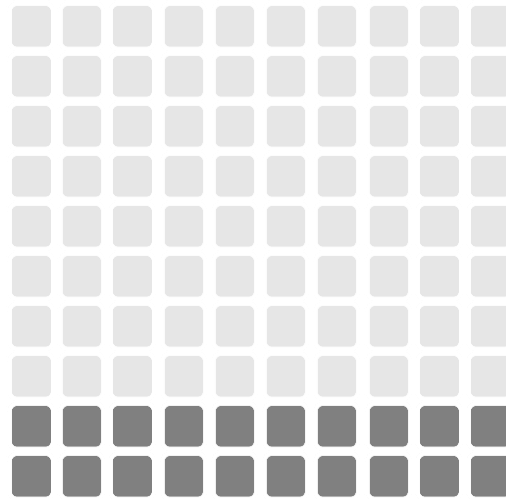


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1196; trend chart range from 229 to 380 per survey.

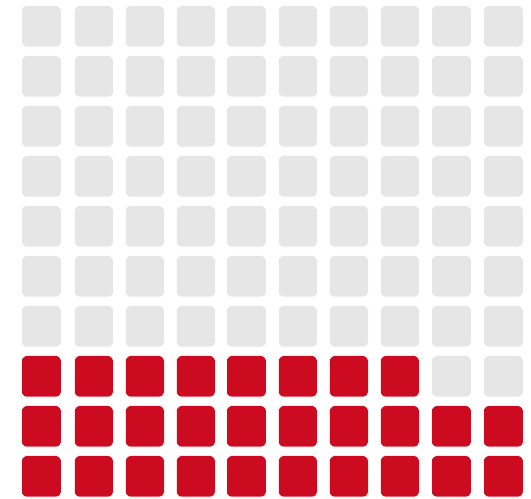
# Satisfaction with reliability of the internet



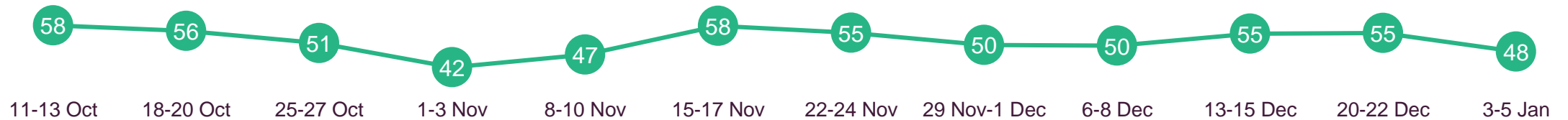
52%  
satisfied



20%  
neither/nor

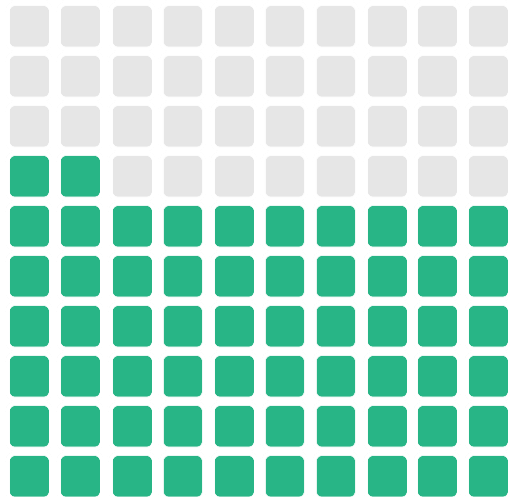


28%  
dissatisfied

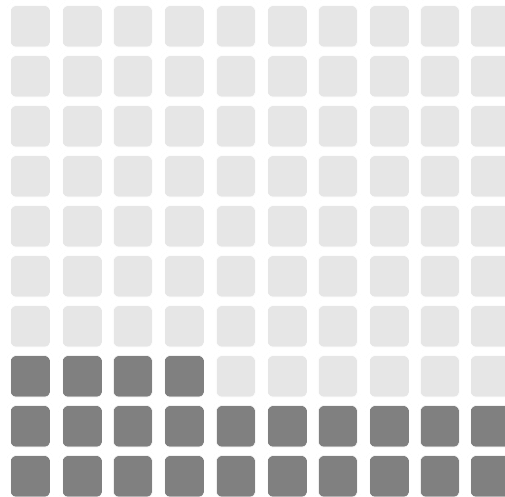


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 918; trend chart range from 171 to 290 per survey.

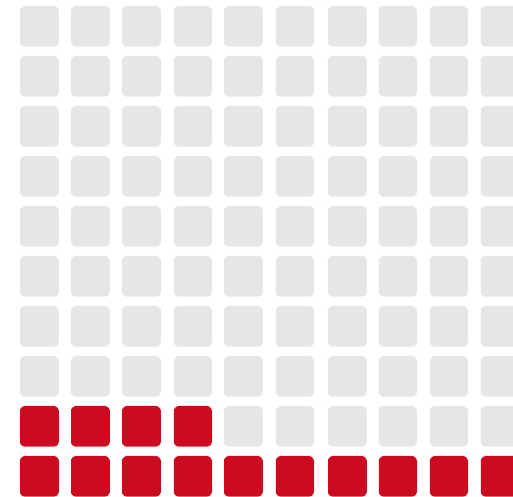
# Satisfaction with information on how busy the train was before travelling



62%  
satisfied



24%  
neither/nor

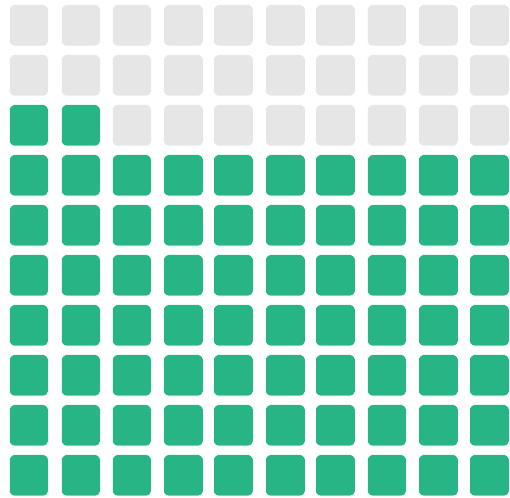


14%  
dissatisfied

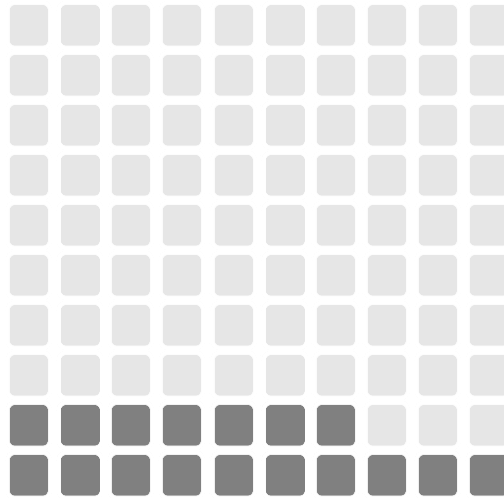


10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1047; trend chart range from 198 to 329 per survey.

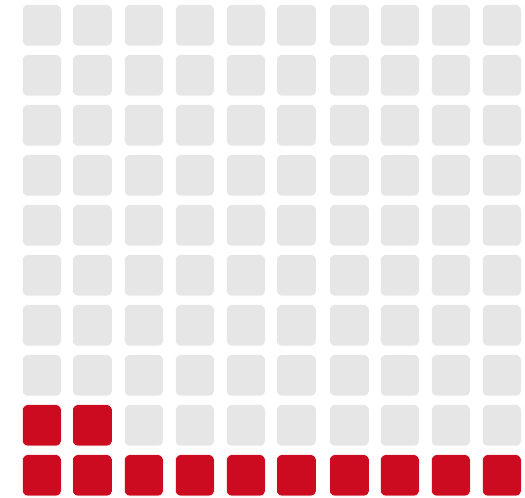
# Satisfaction with other passengers' behaviour



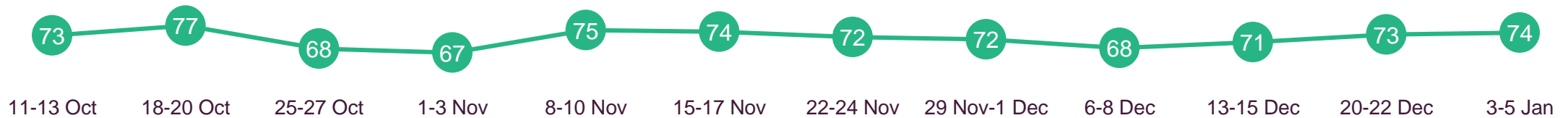
72%  
satisfied



17%  
neither/nor



12%  
dissatisfied



10 January 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1216; trend chart range from 232 to 381 per survey.

# What rail passengers are saying...



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We travelled from Edinburgh to Stoke but there was a problem with the signals at Preston, so we were delayed for an hour and a half.

Fairly dissatisfied, Avanti West Coast passenger

I travelled from Warwick to Leamington Spa and back again. The train was slightly delayed but still got me where I needed to be on time. They could have done with a bit of a clean.

Fairly satisfied, Chiltern passenger

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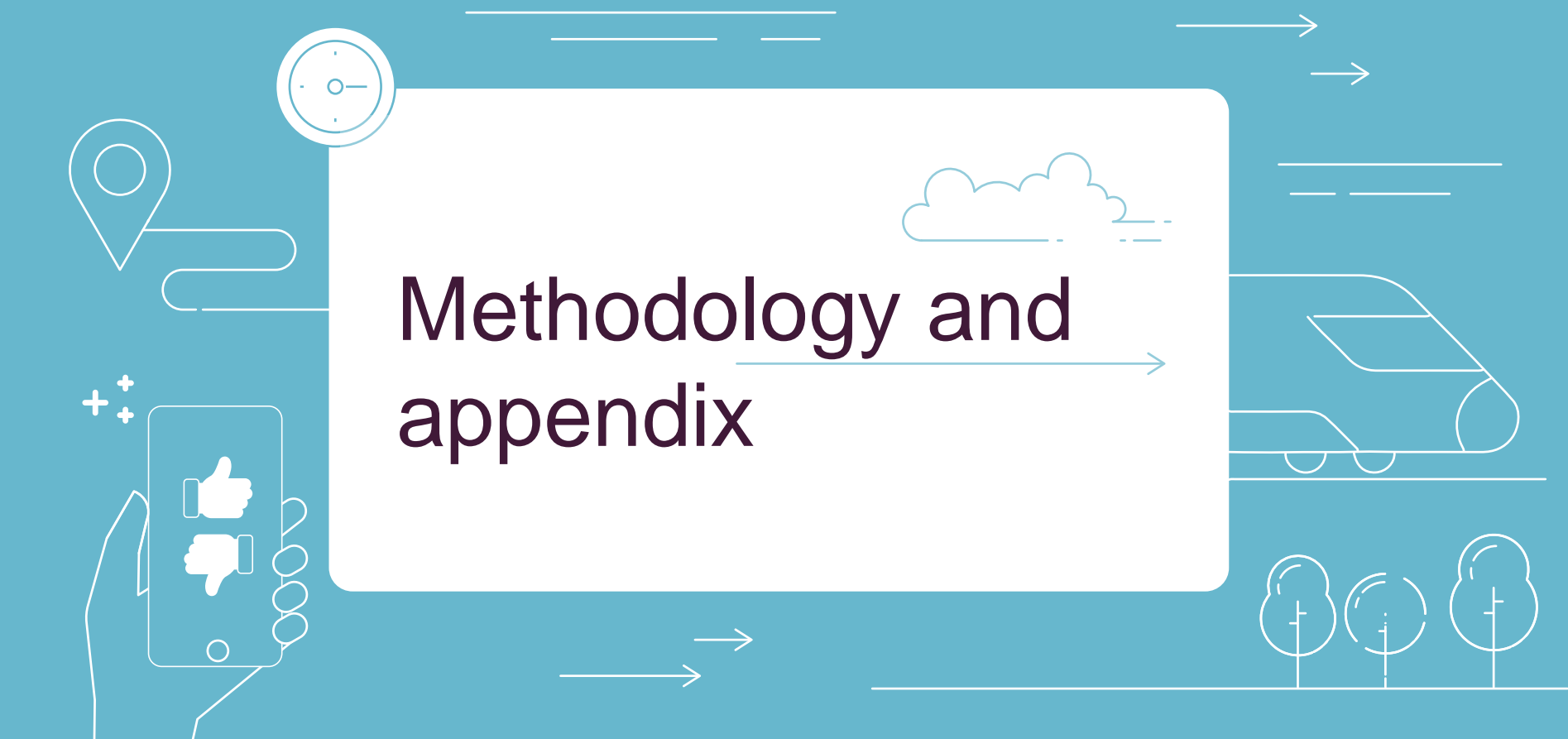


The train was on time, not crowded and comfortable. There was information about the route and the next station throughout the journey. A very polite conductor checked my ticket on the outbound journey, so all was very satisfactory.

Very satisfied, Southern passenger

It was awful, the train was late, very busy and staff were not helpful. It was also extremely expensive, and I absolutely do not recommend.

Very dissatisfied, Transport for Wales passenger



# Methodology and appendix

# Methodology

Transport Focus's Rail User Survey runs every weekend in Yonder Consulting's omnibus. In total, approximately 2000 people per survey are screened to identify those who have made a rail journey (excluding London Underground) in the last seven days and the purpose of that journey. Users then answer questions about satisfaction with their most recent journey. The total number of rail users each week is shown in the table with the dates of fieldwork.

We now report results every four weeks. Prior to 26 May, the survey ran every other weekend.

10 January 2025 report.

Yonder Consulting's omnibus is weighted to be nationally representative of the population of Great Britain. The analysis of satisfaction questions excludes those who say that the question is not applicable. The questions asked are on the next slide.

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 dates	Response numbers
Wave 127	11-13 Oct	307
Wave 128	18-20 Oct	371
Wave 129	25-27 Oct	385
Wave 130	1-3 Nov	287
Wave 131	8-10 Nov	345
Wave 132	15-17 Nov	279
Wave 133	22-24 Nov	345
Wave 134	29 Nov – 1 Dec	324
Wave 135	6-8 Dec	287
Wave 136	13-15 Dec	331
Wave 137	20-22 Dec	375
Wave 138	3-5 Jan	234



# Appendix: survey question text

Q. 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 (not applicable is an option on all measures except overall satisfaction).

- a. This train journey overall
- b. The information on how busy the train would be before travelling
- c. The cleanliness of the inside of the train
- d. Helpfulness and attitude of staff
- e. Overall satisfaction with the station
- f. Punctuality/reliability (i.e. the train departing/arriving on time)
- g. Frequency of the trains on that route
- h. Length of time the journey was scheduled to take
- i. Level of crowding on the train
- j. The behaviour of other passengers
- k. Provision of information during the journey
- l. Comfort of the seats
- m. Value for money of your ticket
- n. Reliability of the internet connection
- o. Overall satisfaction with the train
- p. Your personal security during your journey.

# 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  
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We work to make a difference for all  
transport users.

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