

13 March 2025

Edition 37

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.

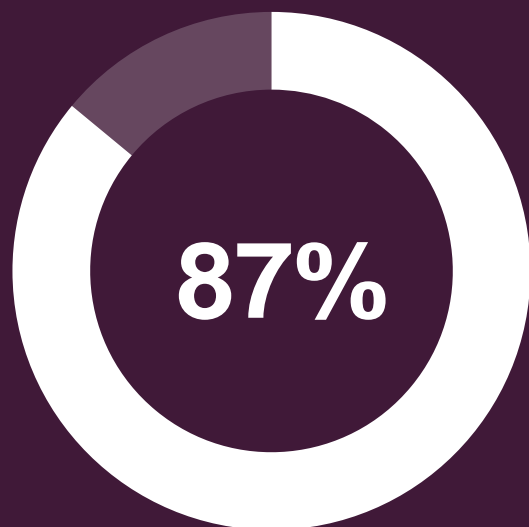
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

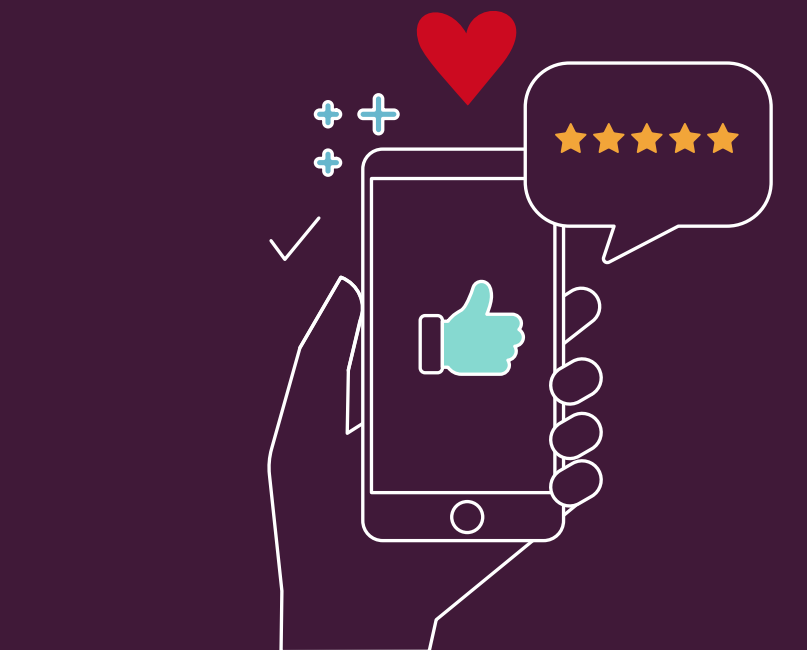
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 32.

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

Headlines



87% of passengers are satisfied with the train journey overall. This level of overall satisfaction is the same as that from the previous report.

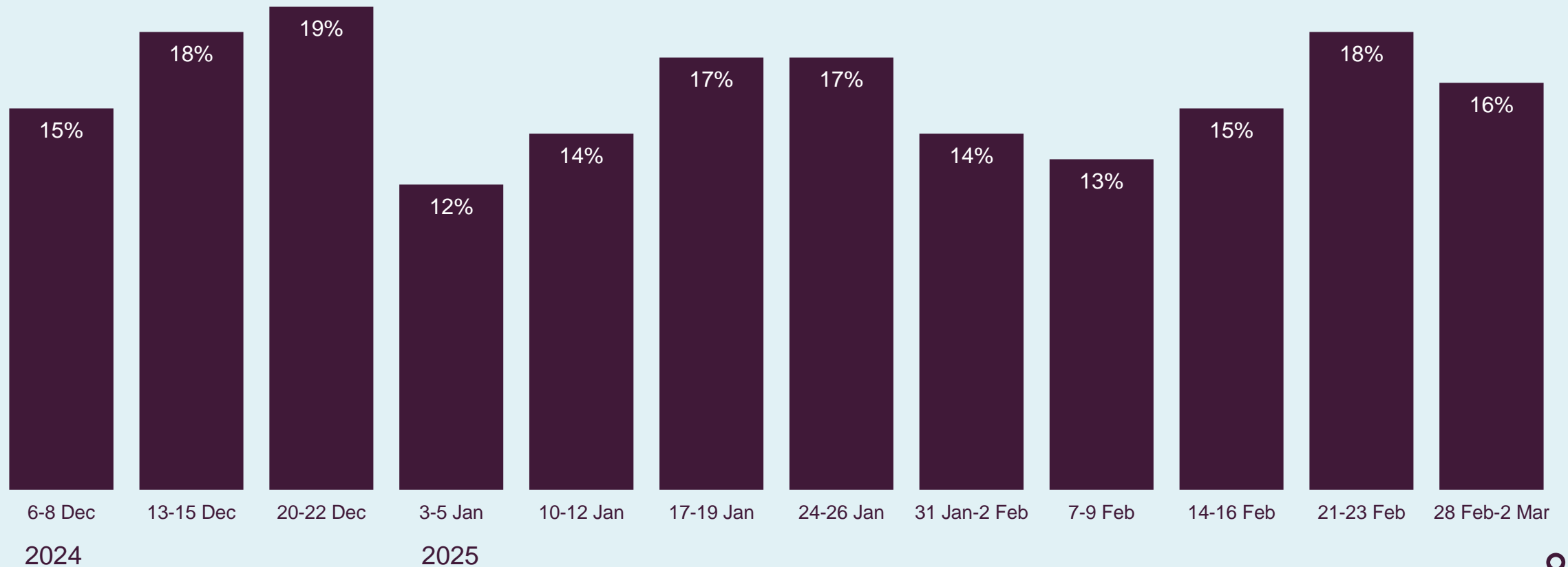


Satisfaction with the various aspects of the train journey has remained largely consistent with the previous report, though satisfaction with the level of crowding on the train has decreased, marginally, by three percentage points.

Rail usage levels

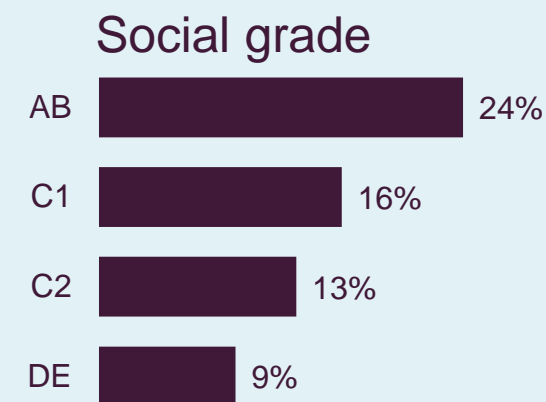
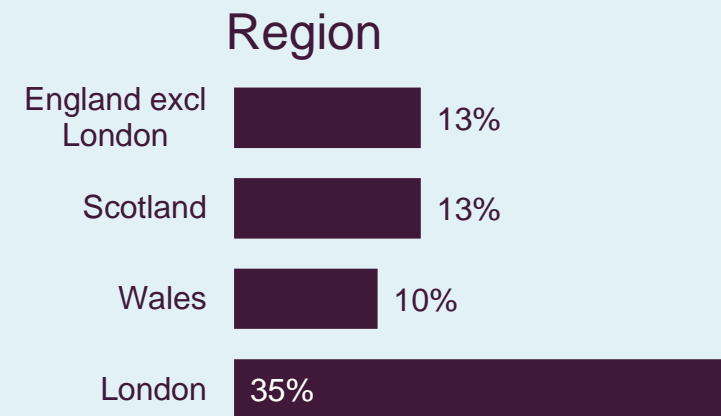
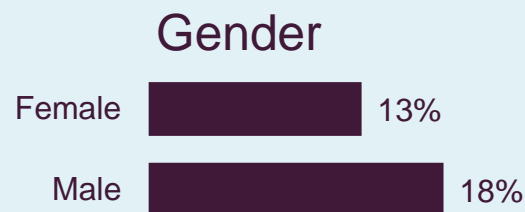
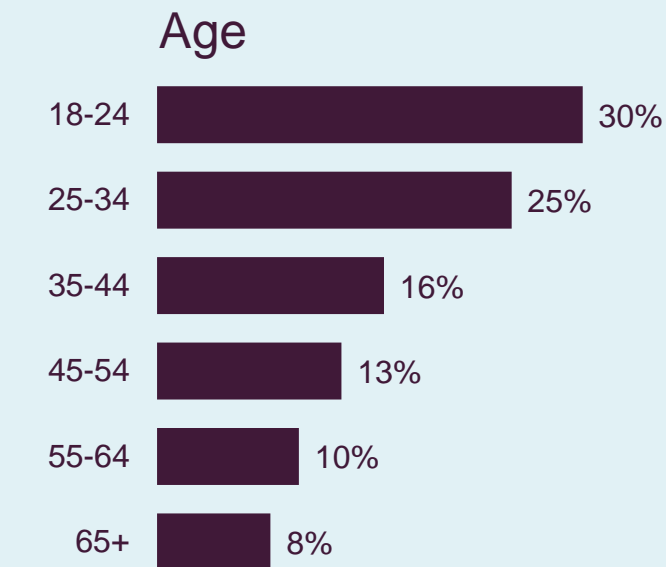
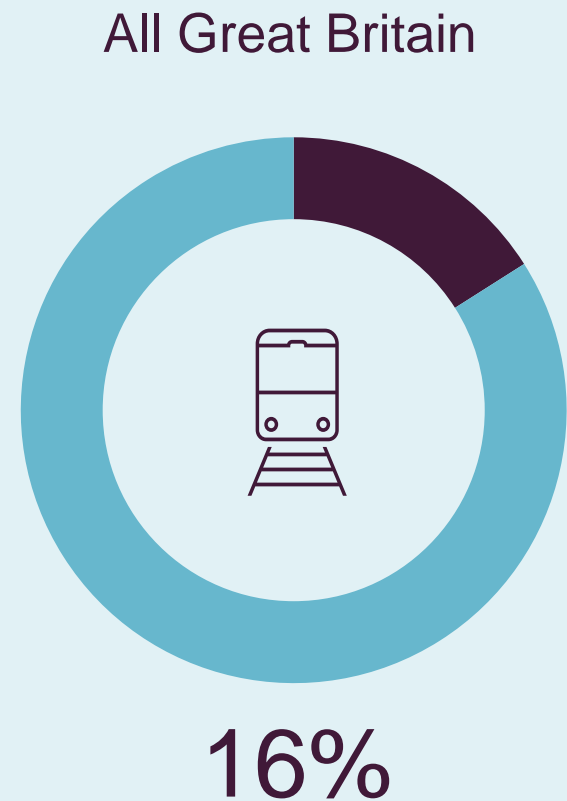


Proportion using rail in the last seven days over time



13 March 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



13 March 2025 report. Rail use is defined as having travelled by rail within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1220

Main purpose of rail journey



Leisure/eating out/non-essential shopping

26%



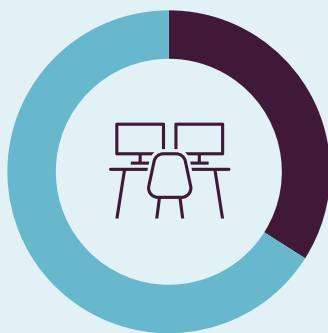
Friends/family

22%



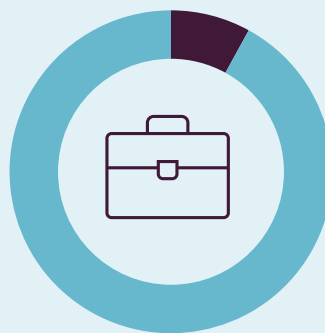
Essential shopping

3%



Commuting

34%



Work travel

8%

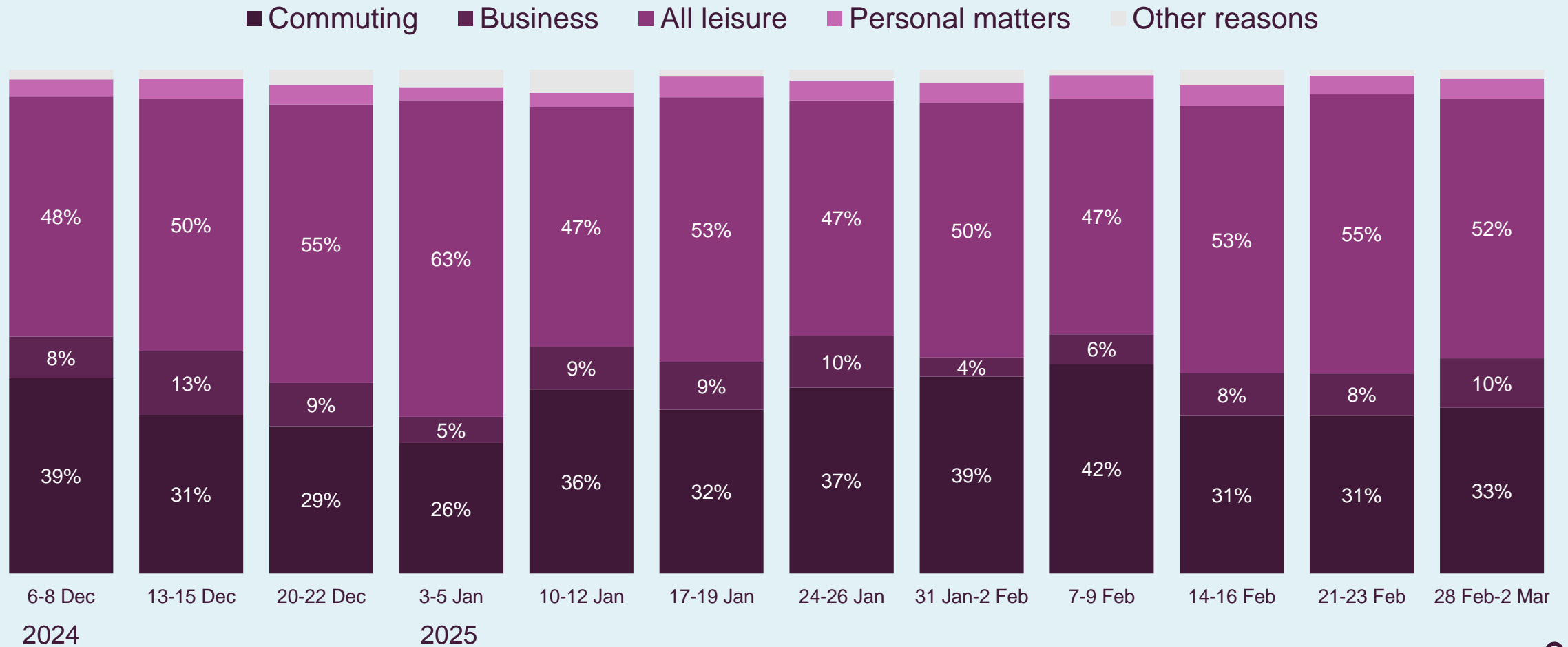


Personal matters

4%

13 March 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 – 1219. 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

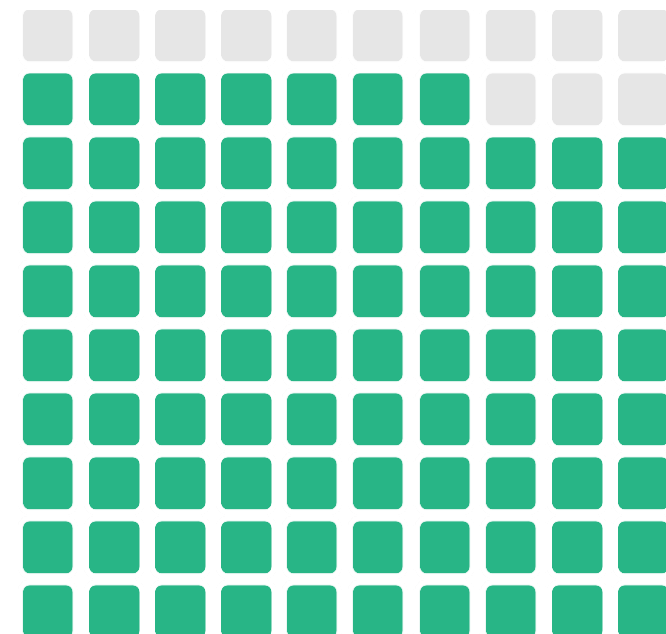


13 March 2025 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 304 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

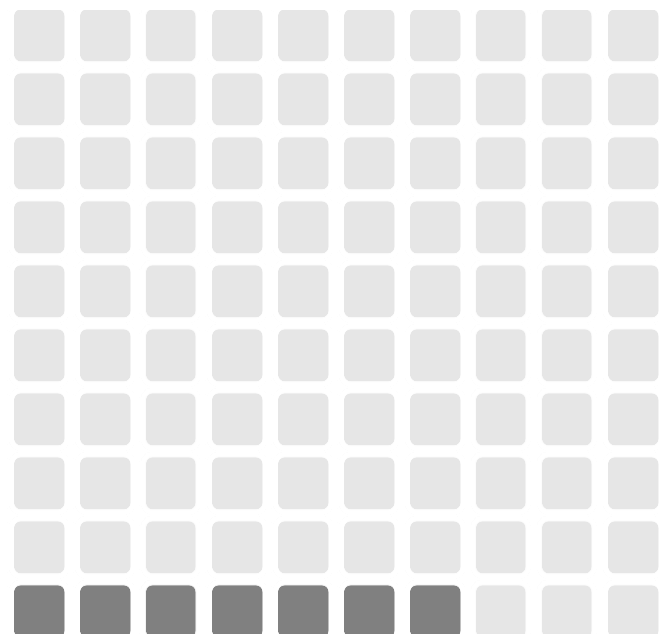
A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up and down icons, with a location pin and a clock above it. To its right is a train on tracks with trees below. White lines and arrows are scattered around the central box.

Rail satisfaction

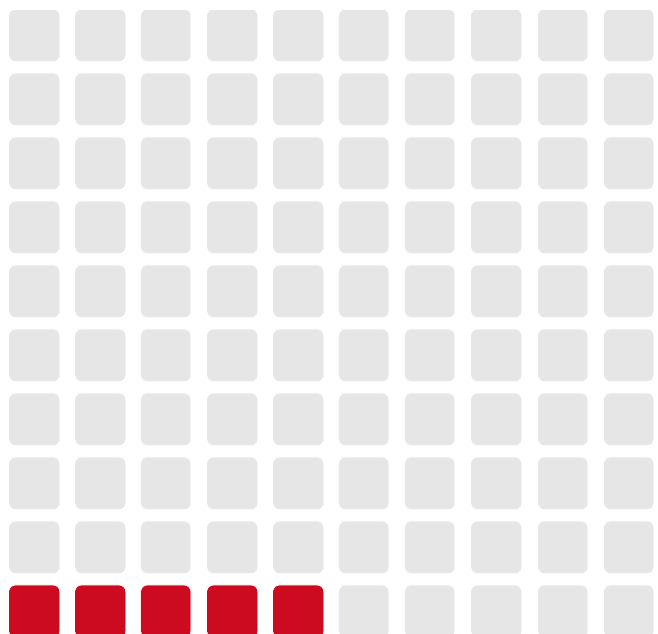
Overall satisfaction with rail journey



87%
satisfied



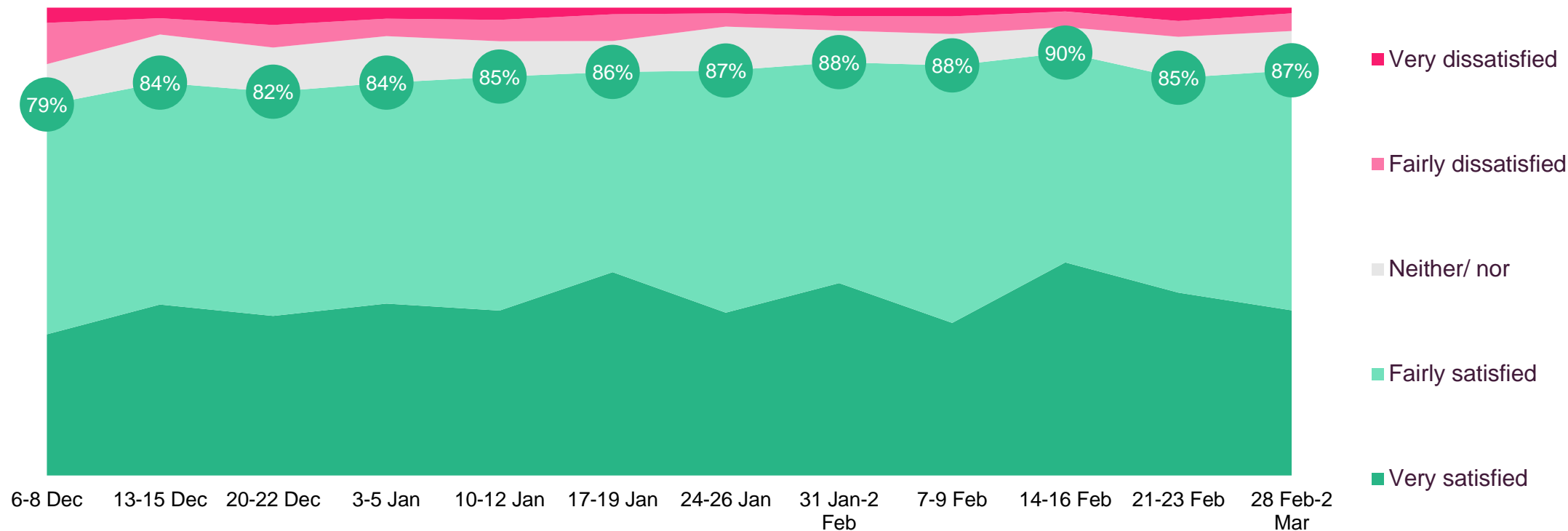
7%
neither/nor



5%
dissatisfied

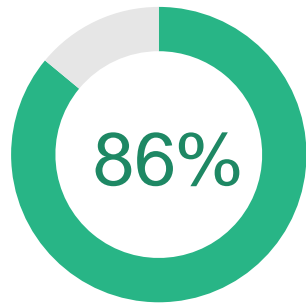
13 March 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1220.

Overall satisfaction with rail journey

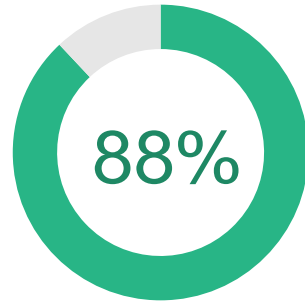


13 March 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.
Base sizes range from 234 to 375

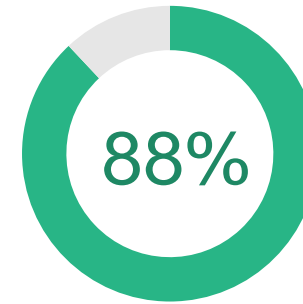
Overall satisfaction by journey purpose, gender and age



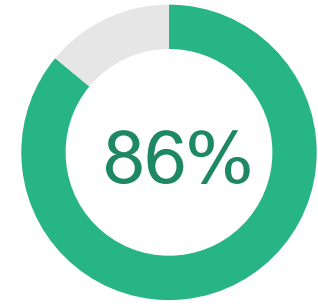
Commute



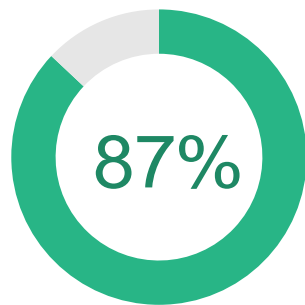
All leisure



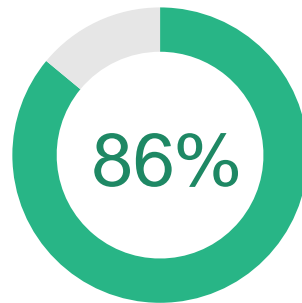
Men



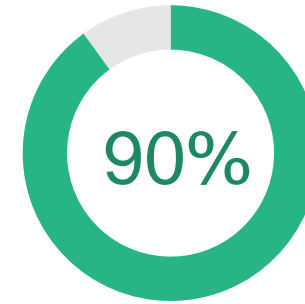
Women



Aged 18-34



Aged 35-54



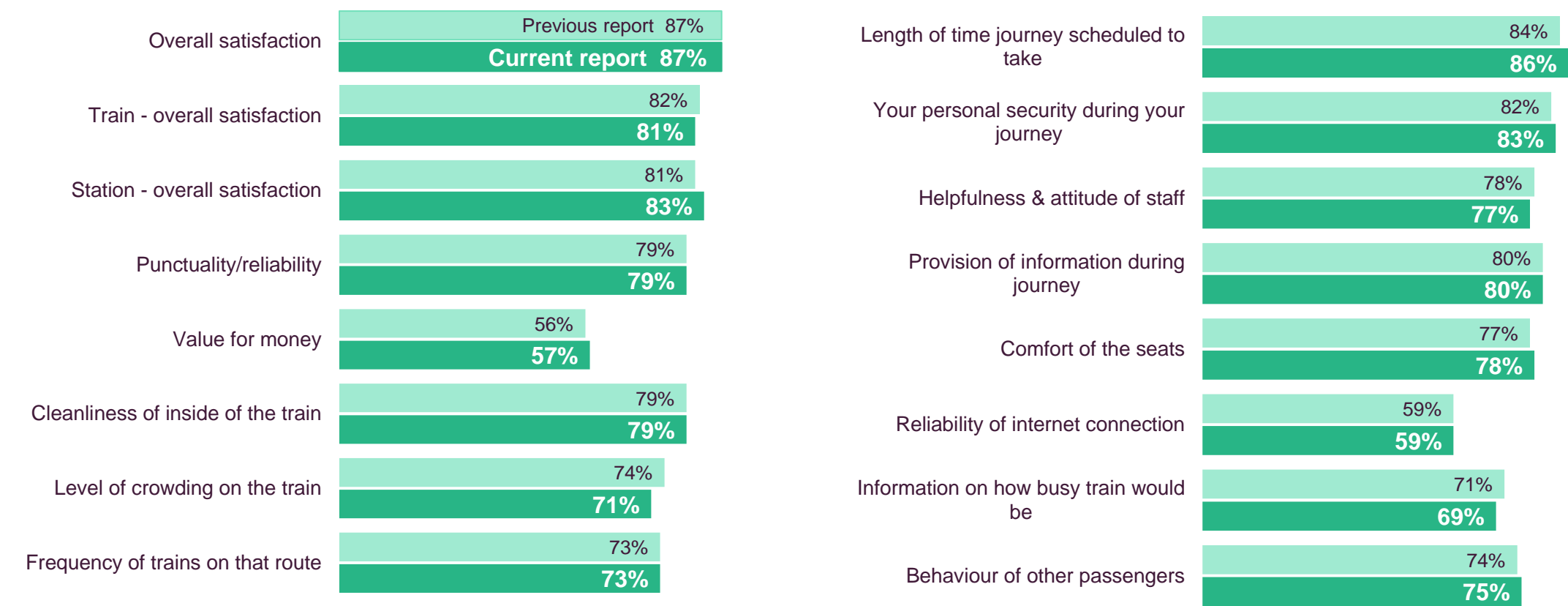
Aged 55 and over

13 March 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 285 and 638. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



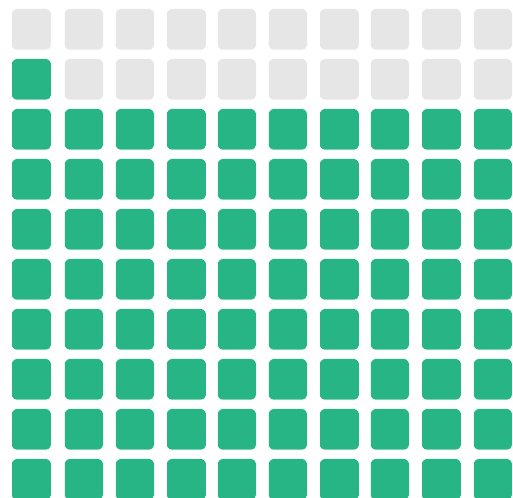
Satisfaction with aspects of rail journey

Satisfaction with the various aspects of the train journey have improved since the last report

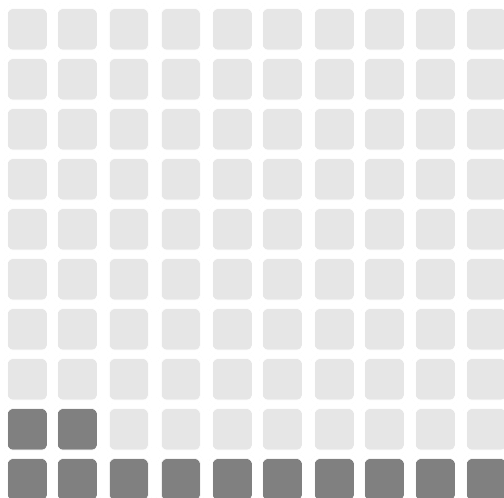


13 March 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 916-1220, and previous report from 923-1210.

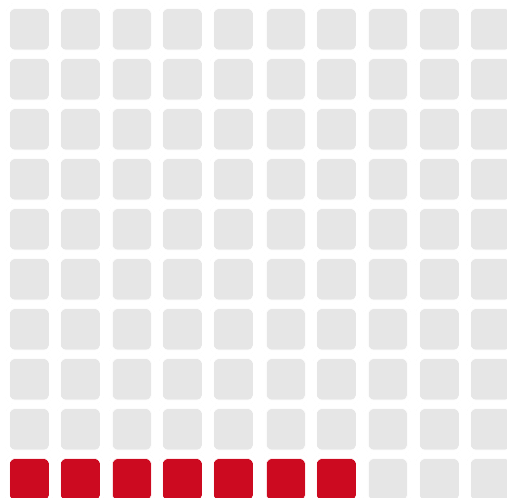
Overall satisfaction with the train



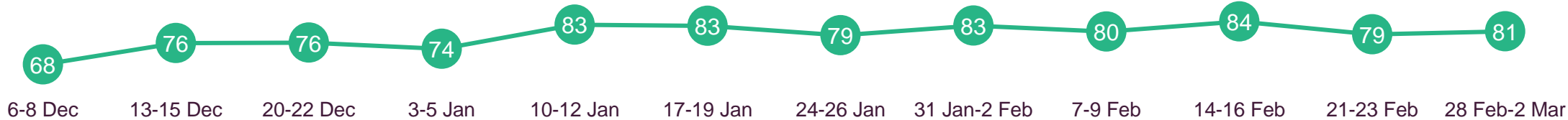
81%
satisfied



12%
neither/nor

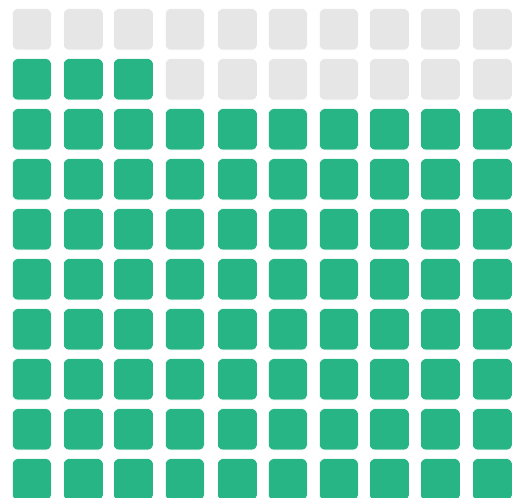


7%
dissatisfied

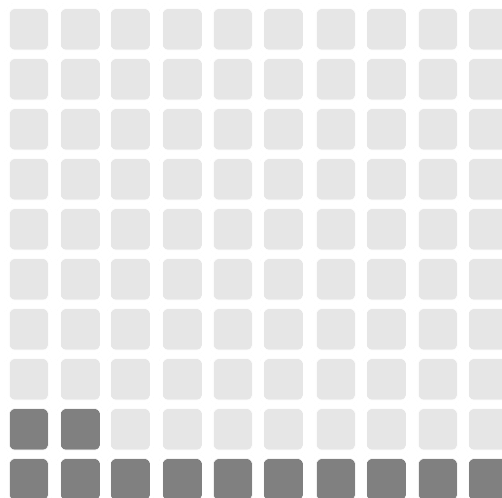


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1218; trend chart range from 234 to 374 per survey.

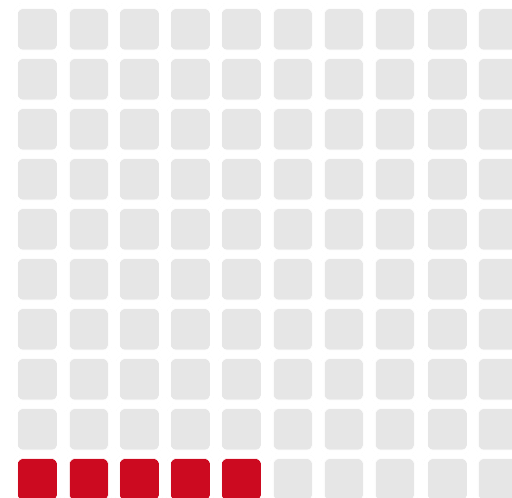
Overall satisfaction with the station



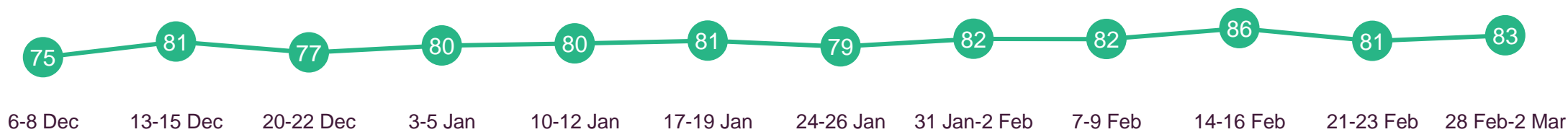
83%
satisfied



12%
neither/nor

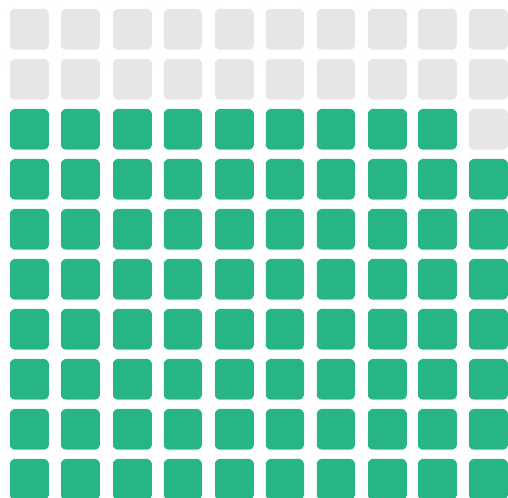


5%
dissatisfied

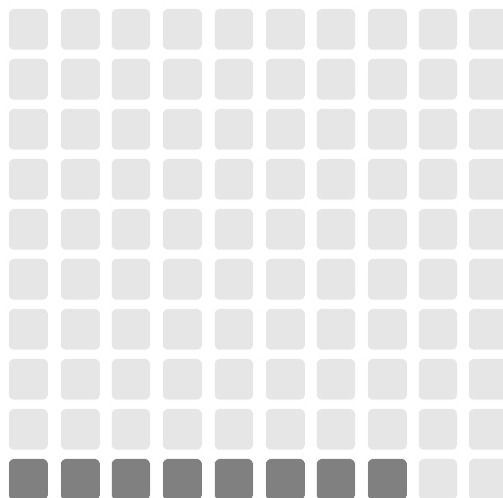


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1215; trend chart range from 234 to 375 per survey.

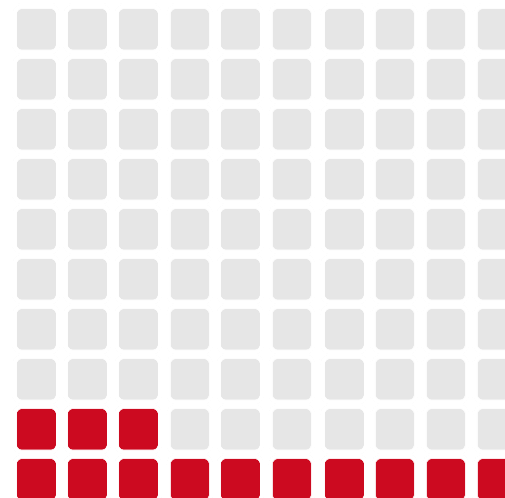
Satisfaction with punctuality/reliability



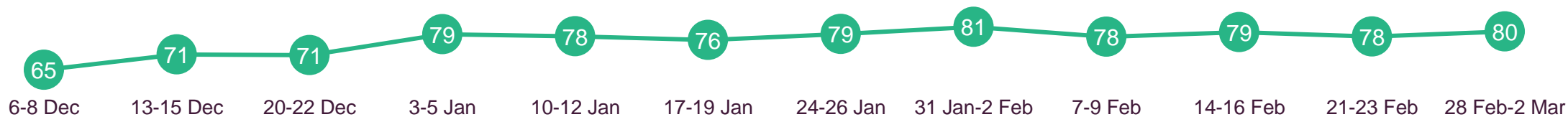
79%
satisfied



8%
neither/nor

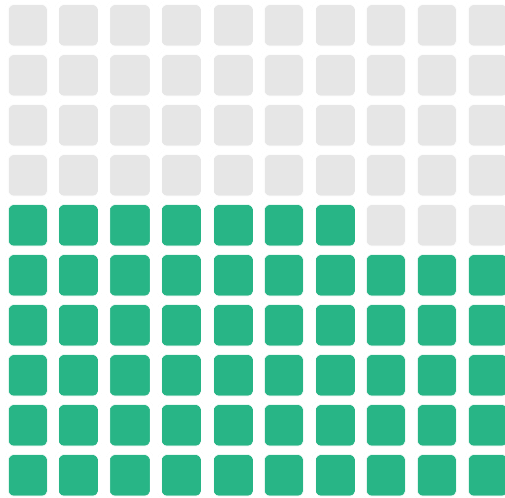


13%
dissatisfied

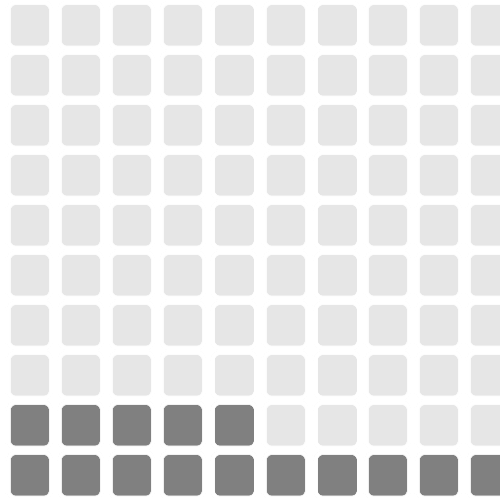


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1218; trend chart range from 234 to 375 per survey.

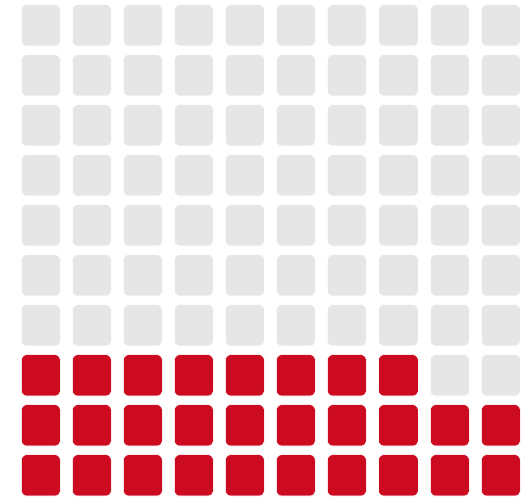
Satisfaction with value for money



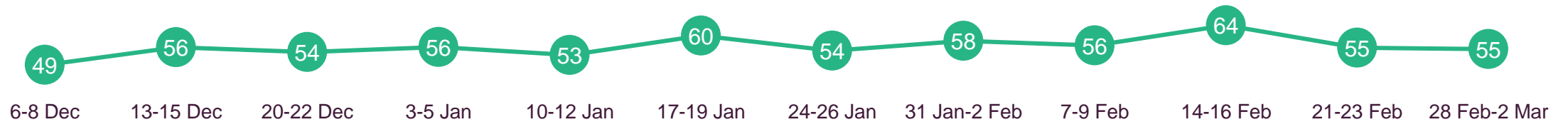
57%
satisfied



15%
neither/nor

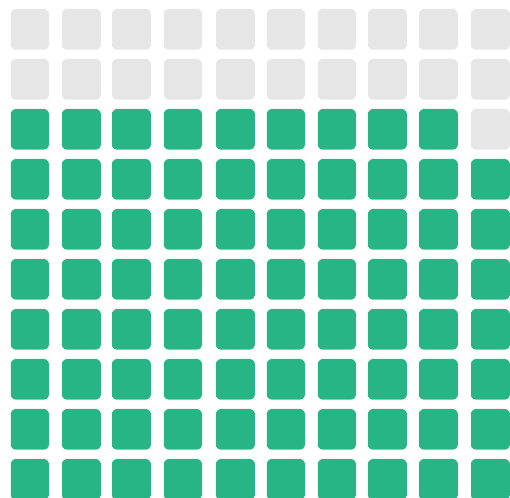


28%
dissatisfied

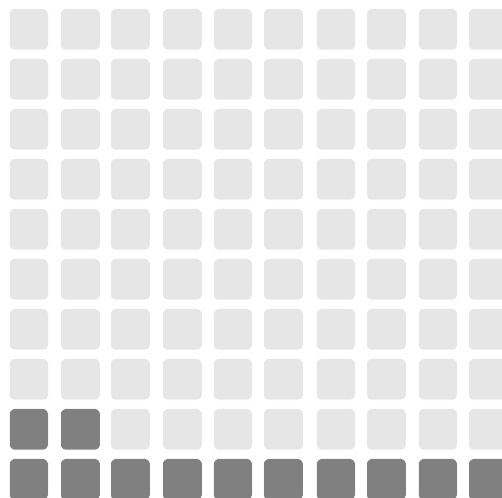


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1183; trend chart range from 226 to 364 per survey.

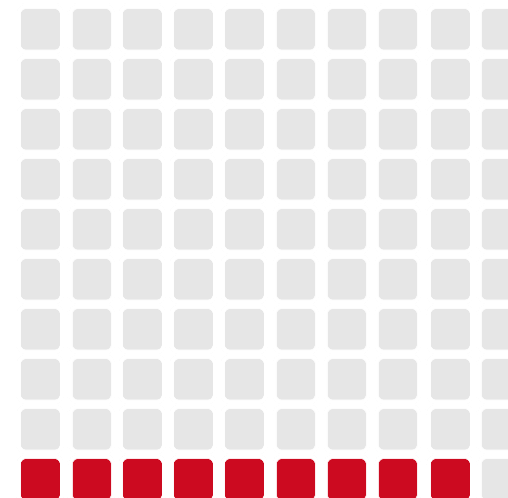
Satisfaction with cleanliness of the inside of the train



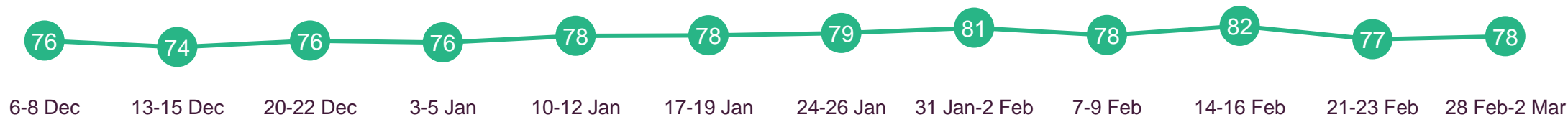
79%
satisfied



12%
neither/nor

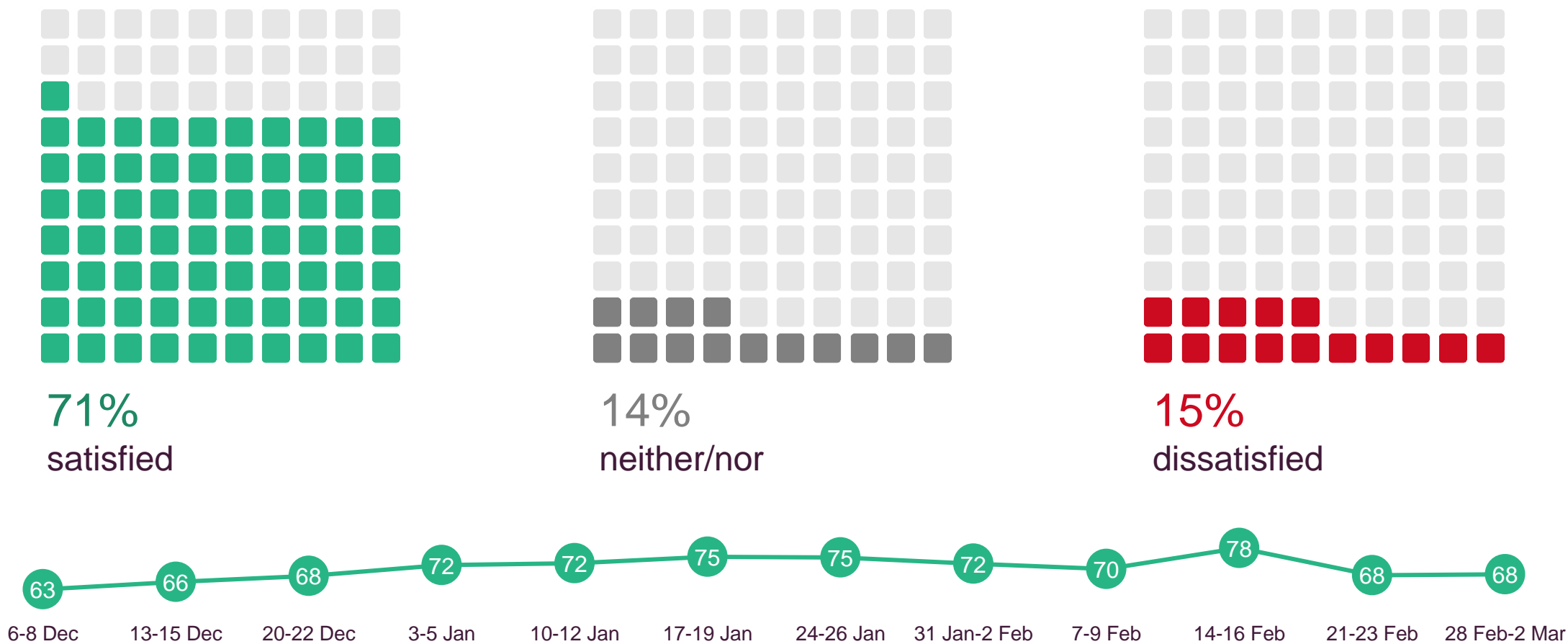


9%
dissatisfied



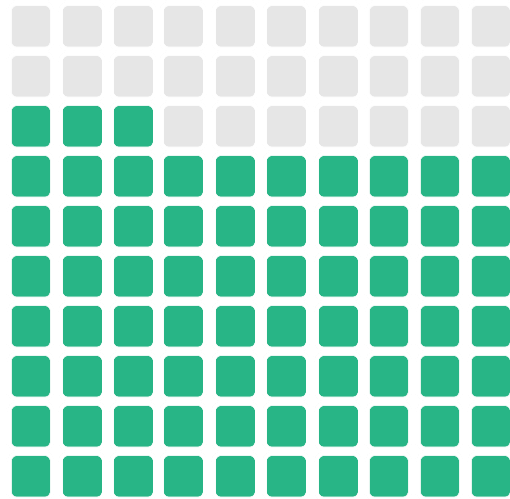
13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1219; trend chart range from 234 to 375 per survey.

Satisfaction with level of crowding

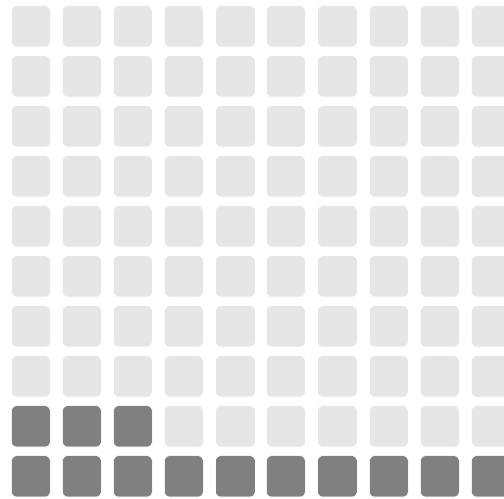


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1213; trend chart range from 231 to 374 per survey.

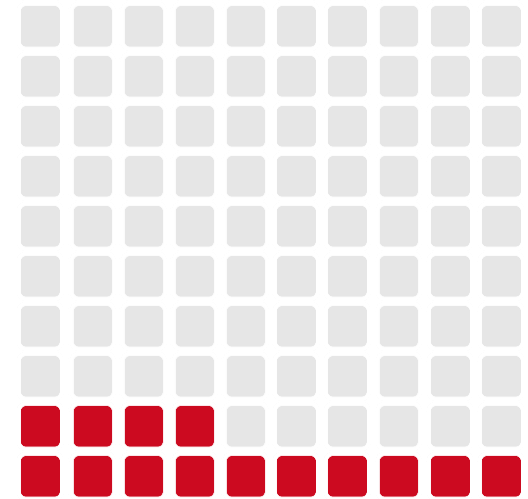
Satisfaction with frequency of trains on that route



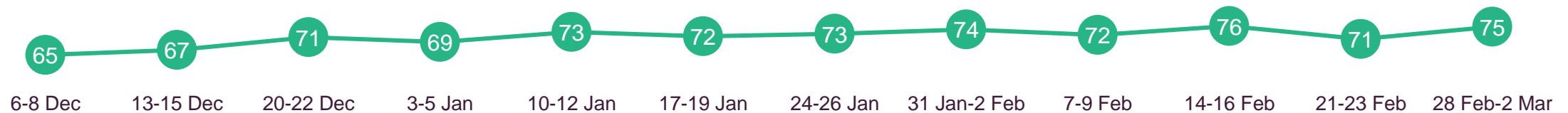
73%
satisfied



13%
neither/nor

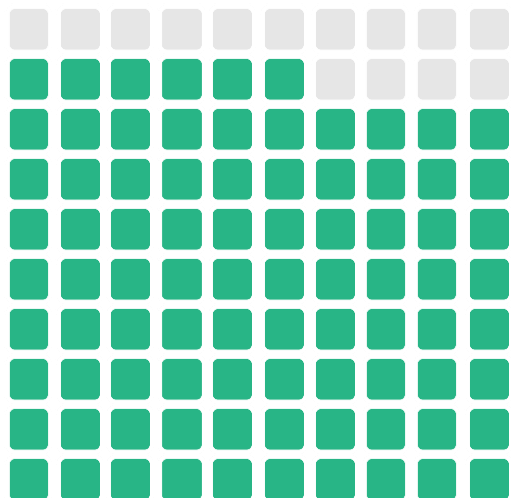


14%
dissatisfied

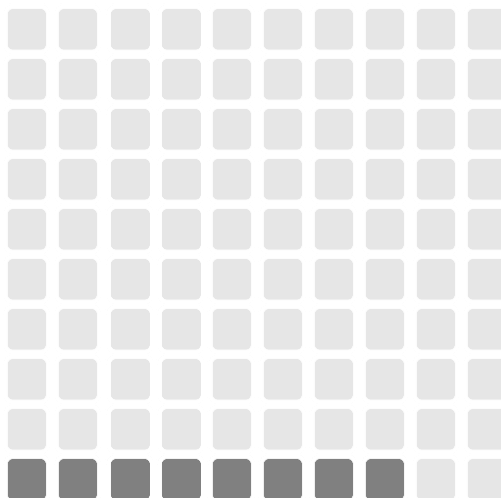


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1211; trend chart range from 228 to 375 per survey.

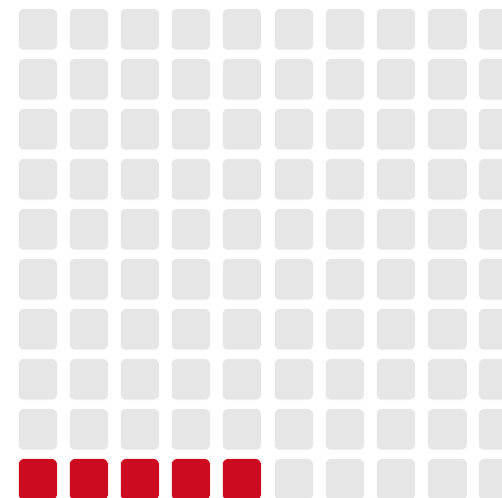
Satisfaction with scheduled journey time



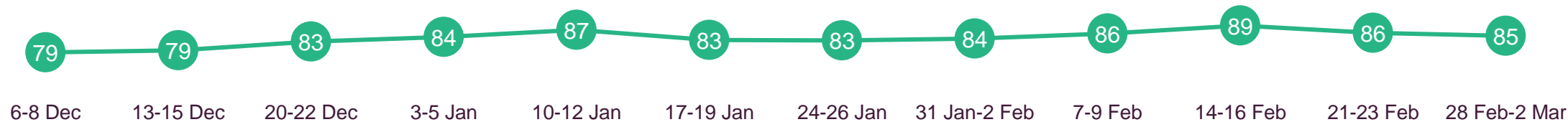
86%
satisfied



8%
neither/nor

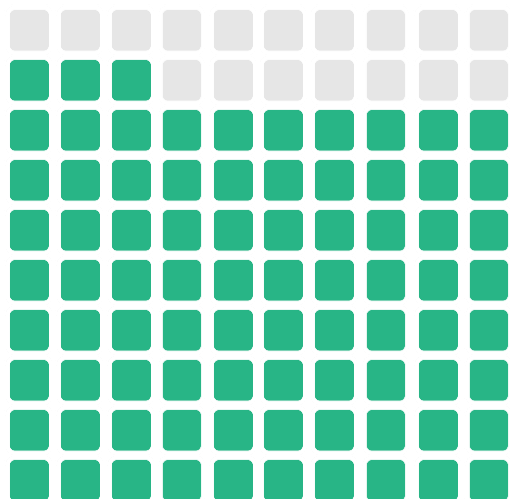


5%
dissatisfied

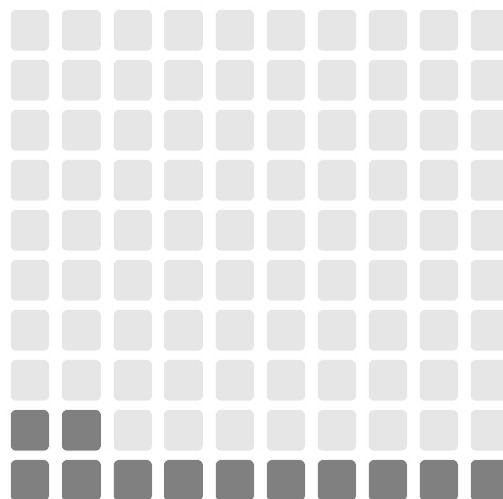


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1219; trend chart range from 234 to 375 per survey.

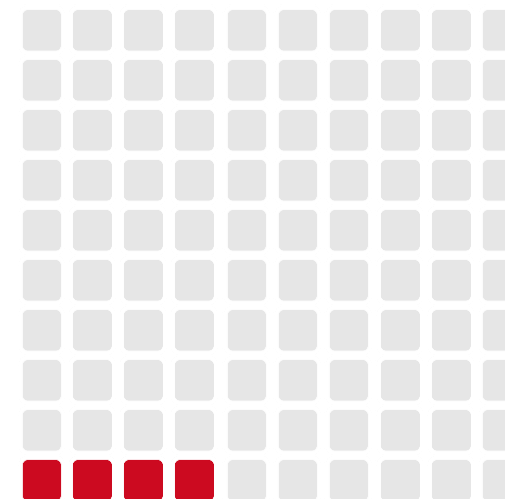
Satisfaction with personal security



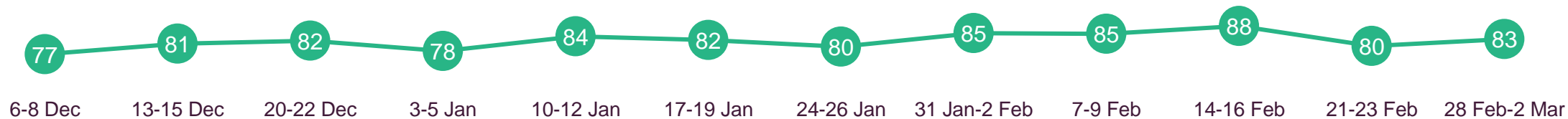
83%
satisfied



12%
neither/nor

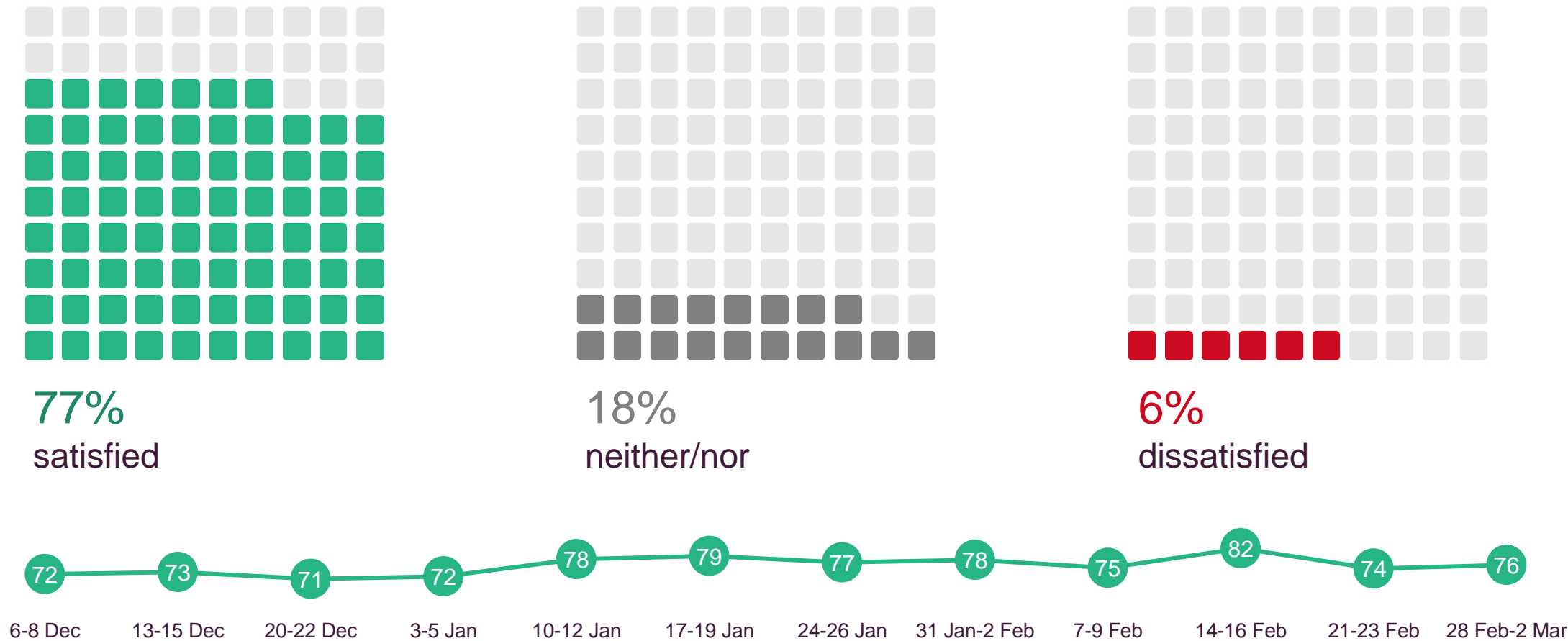


4%
dissatisfied



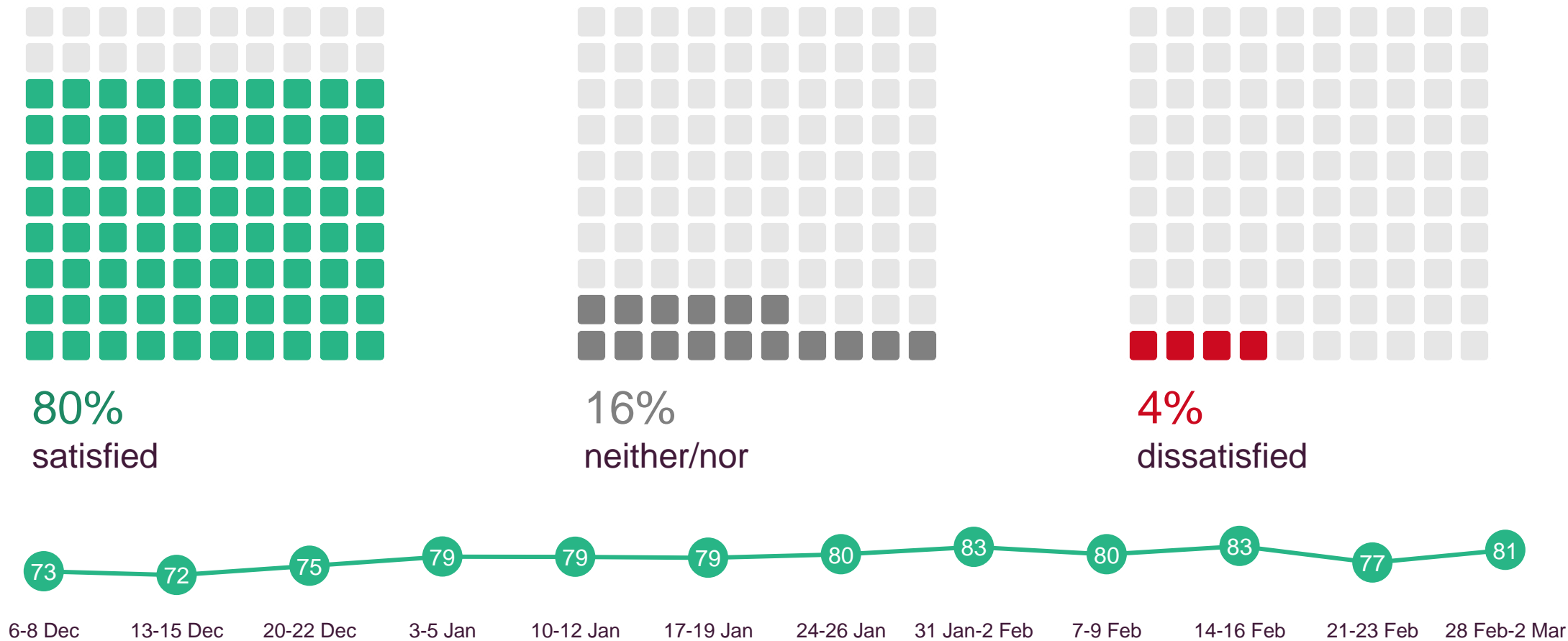
13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1206; trend chart range from 232 to 368 per survey.

Satisfaction with helpfulness and attitude of staff



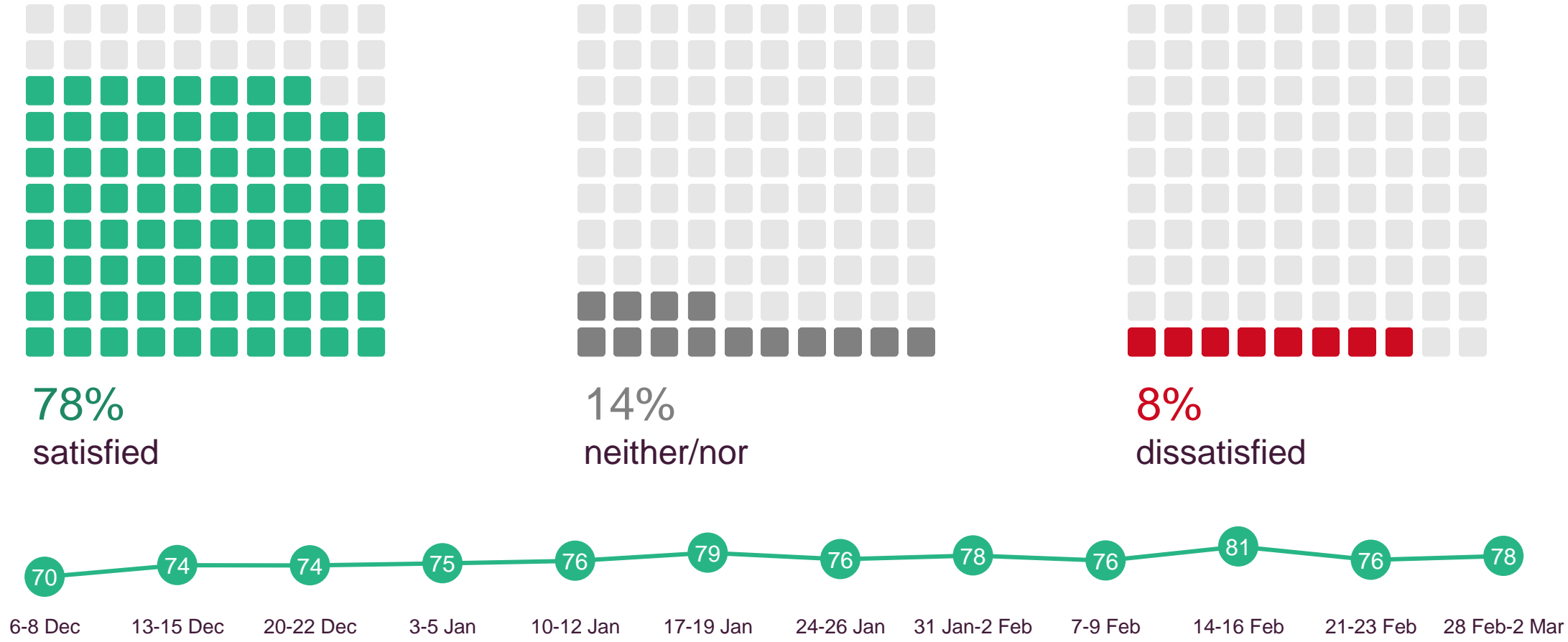
13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1000; trend chart range from 190 to 300 per survey.

Satisfaction with information provided during the journey



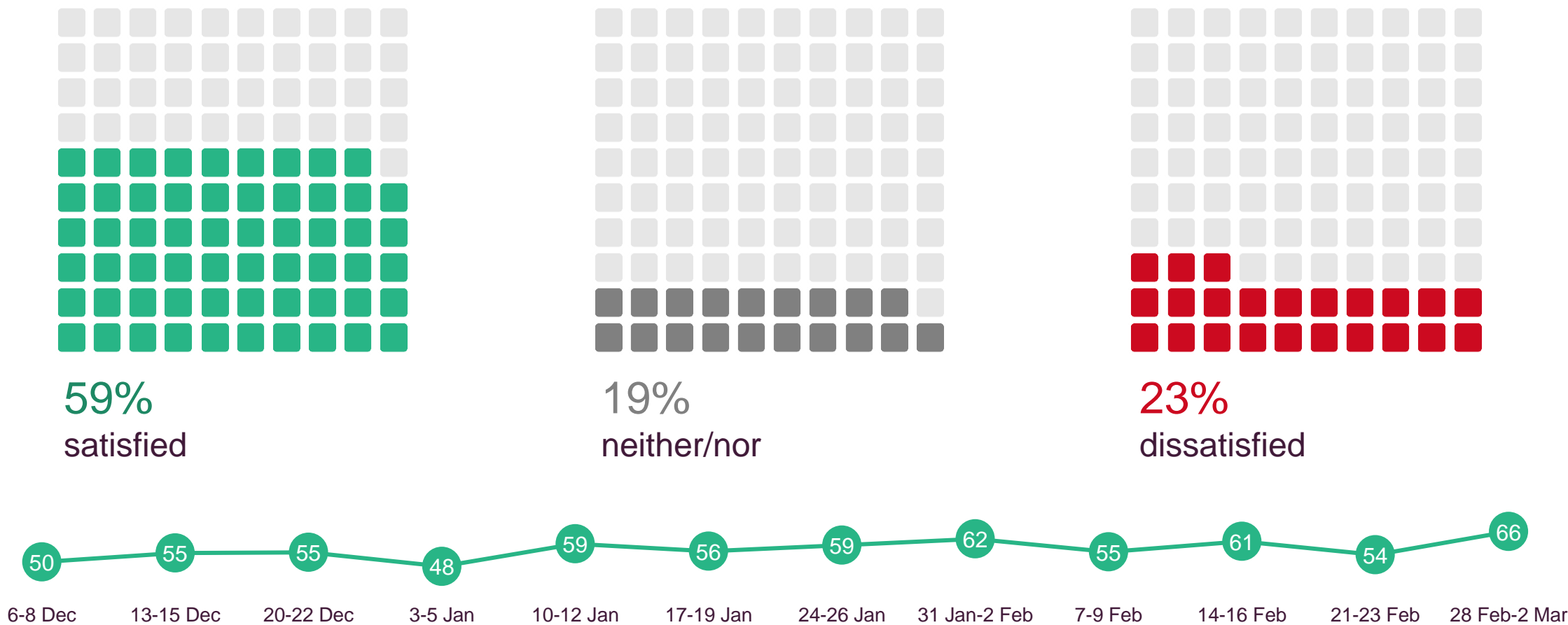
13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1170; trend chart range from 227 to 361 per survey.

Satisfaction with comfort of the seats



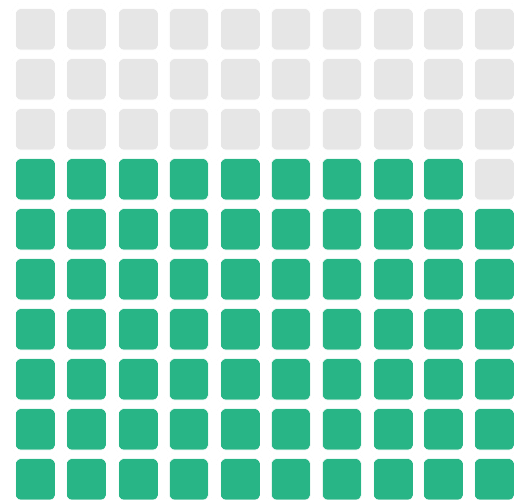
13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1197; trend chart range from 229 to 363 per survey.

Satisfaction with reliability of the internet

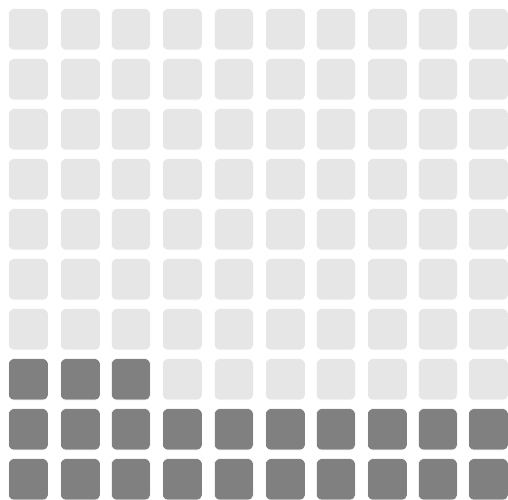


13 March 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 916; trend chart range from 171 to 287 per survey.

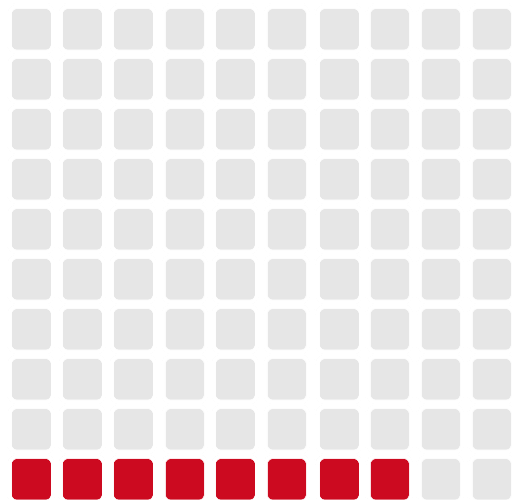
Satisfaction with information on how busy the train was before travelling



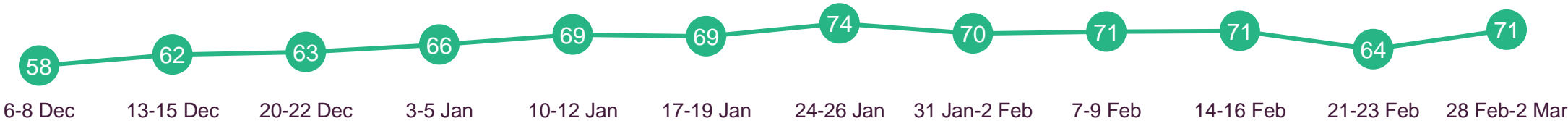
69%
satisfied



23%
neither/nor

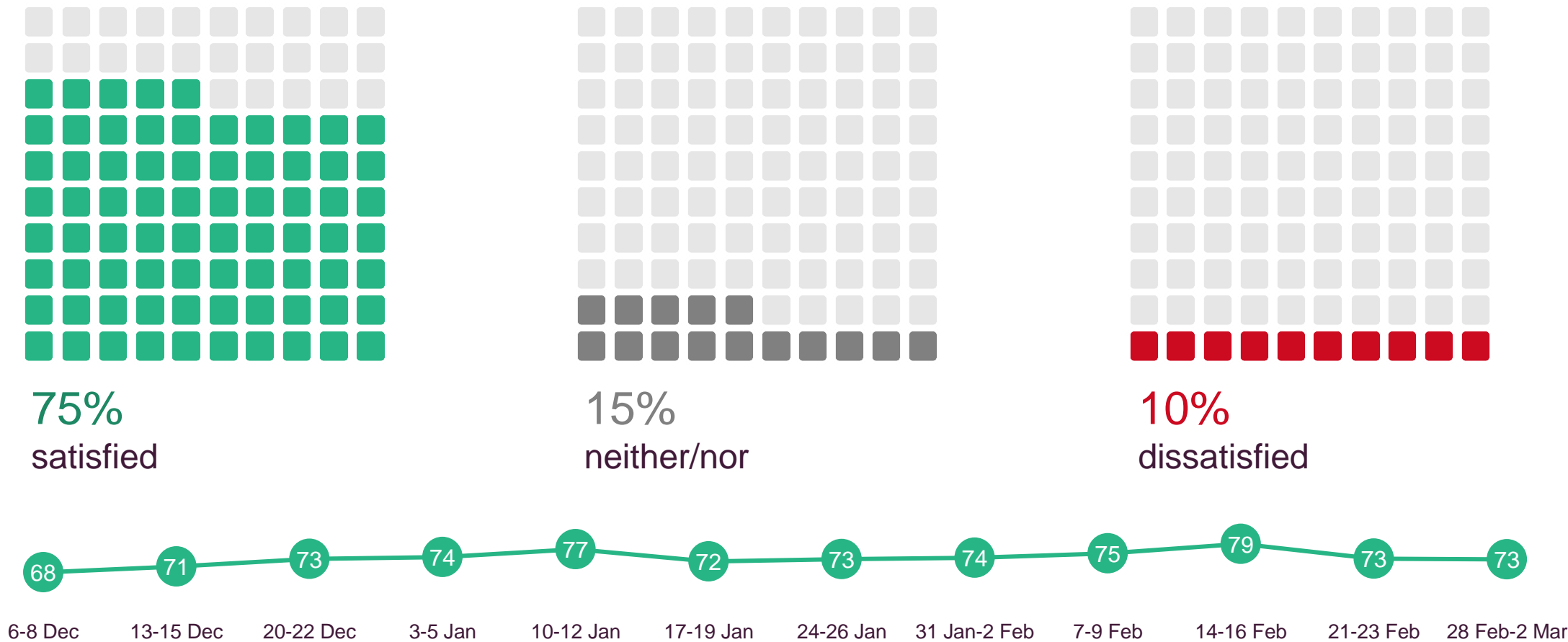


8%
dissatisfied



13 March 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 1033; trend chart range from 198 to 327 per survey.

Satisfaction with other passengers' behaviour



13 March 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 1200; trend chart range from 232 to 373 per survey.

What rail passengers are saying...



As is common with this train line, the train was late, but at least it turned up this time.

Fairly dissatisfied, Northern passenger

Good points were that the train arrived on time in both departure and arrival stations. Bad point was the lack of a working wifi point on the return journey.

Fairly satisfied, Avanti passenger



It was a really good experience on the train it was clean the staff were friendly the train was on time and there was no issues at all.

Very satisfied, South Western Railway passenger

No faith in train's reliability, always cancelled and ridiculous prices.

Very dissatisfied, Southern 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.

13 March 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 135 6-8 Dec	287
Wave 136 13-15 Dec	331
Wave 137 20-22 Dec	375
Wave 138 3-5 Jan	234
Wave 139 10-12 Jan	267
Wave 140 17-19 Jan	328
Wave 141 24-26 Jan	329
Wave 142 31 Jan-2 Feb	286
Wave 143 7-9 Feb	253
Wave 144 14-16 Feb	287
Wave 145 21-23 Feb	369
Wave 146 28 Feb-2 Mar	311

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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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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