

2 May 2025

Edition 39

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.

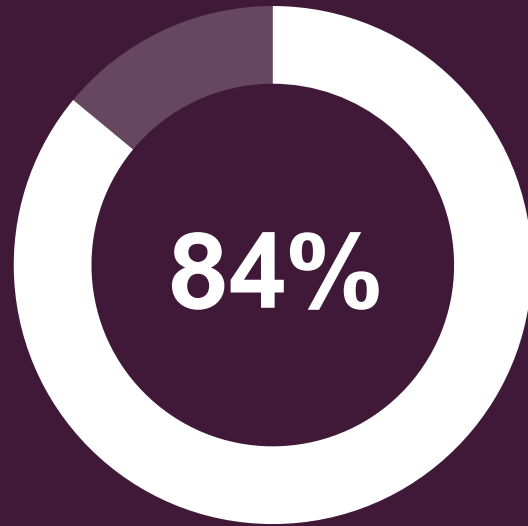
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

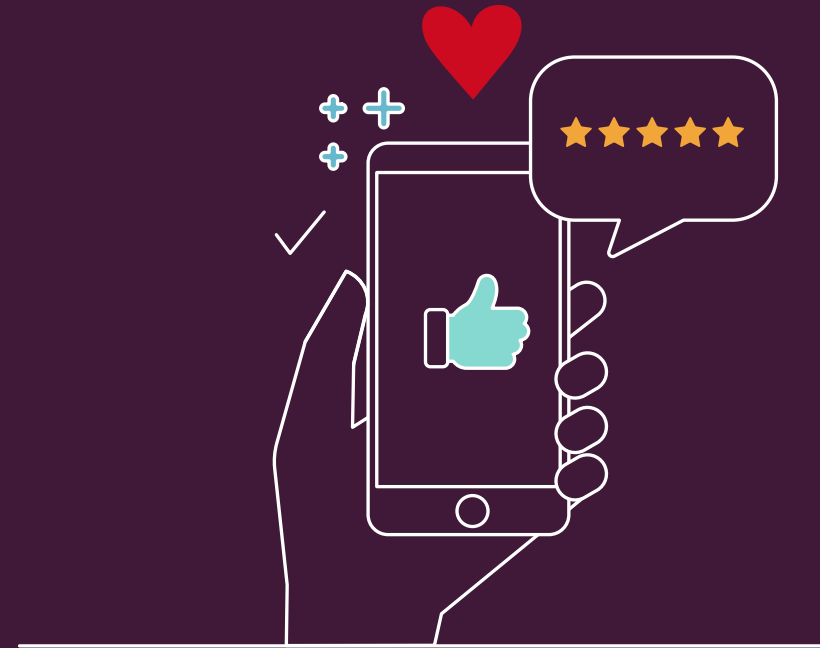
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 32.

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

Headlines



84% of passengers are satisfied with the train journey overall. This marks a three percentage point reduction in the level of overall satisfaction compared with the last report.

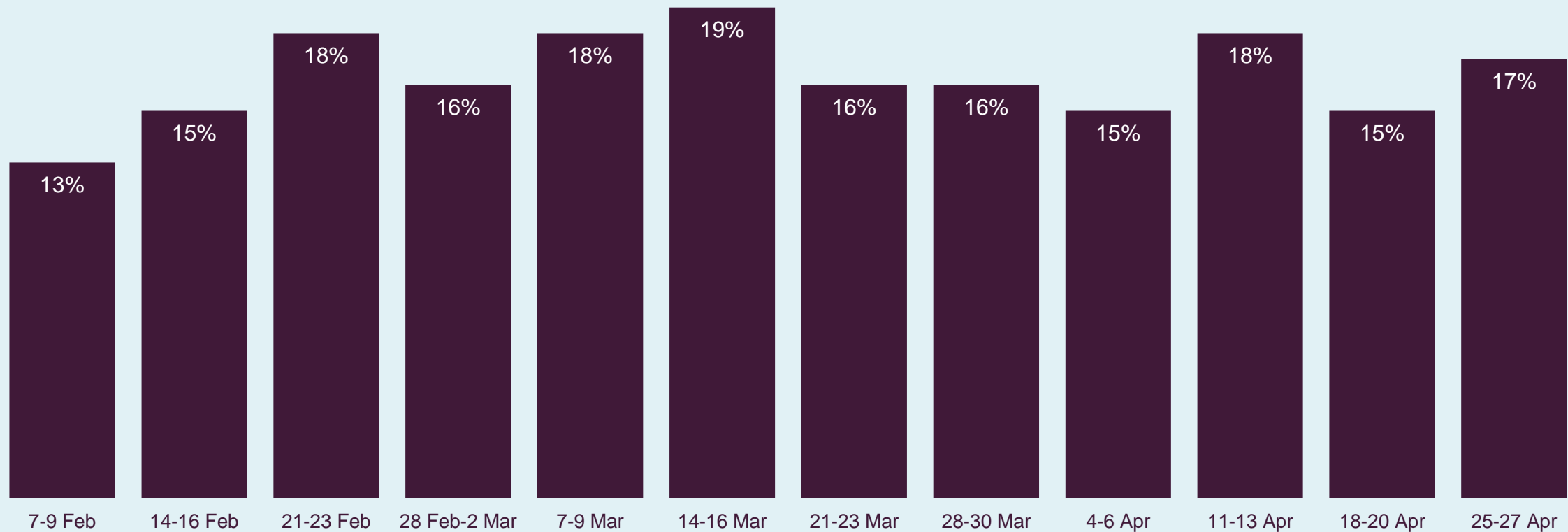


Satisfaction with different aspects of the train journey remain similar to those reported last time.

Rail usage levels



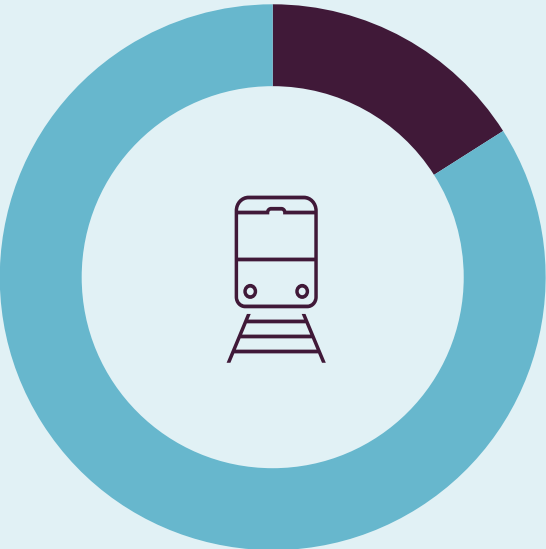
Proportion using rail in the last seven days over time



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

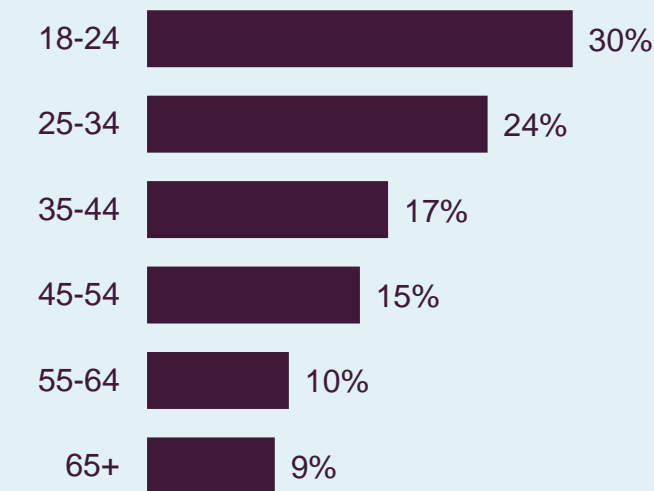
Proportion using rail in the last seven days

All Great Britain



16%

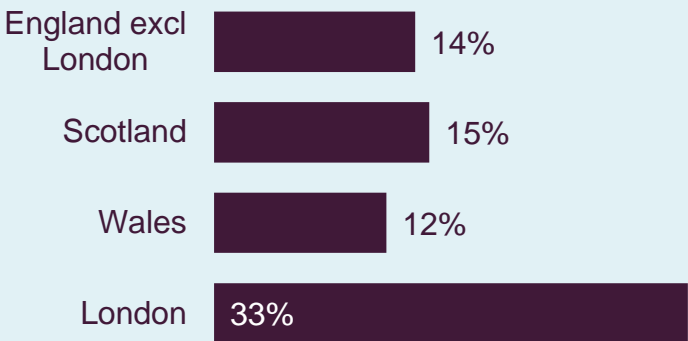
Age



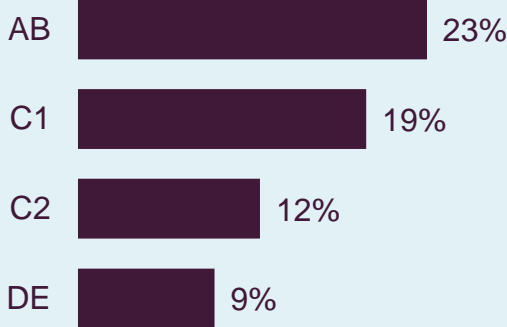
Gender



Region



Social grade



2 May 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: 1290

Main purpose of rail journey



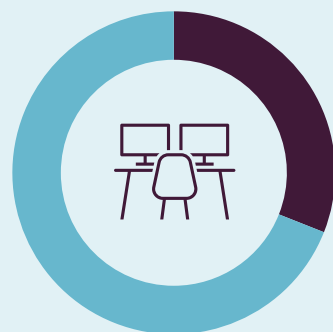
Leisure/eating out/non-essential shopping
30%



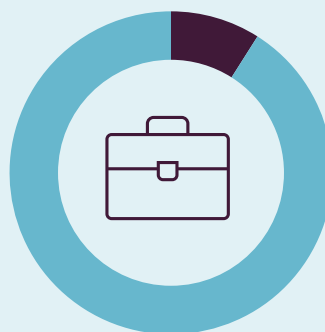
Friends/family
21%



Essential shopping
3%



Commuting
31%



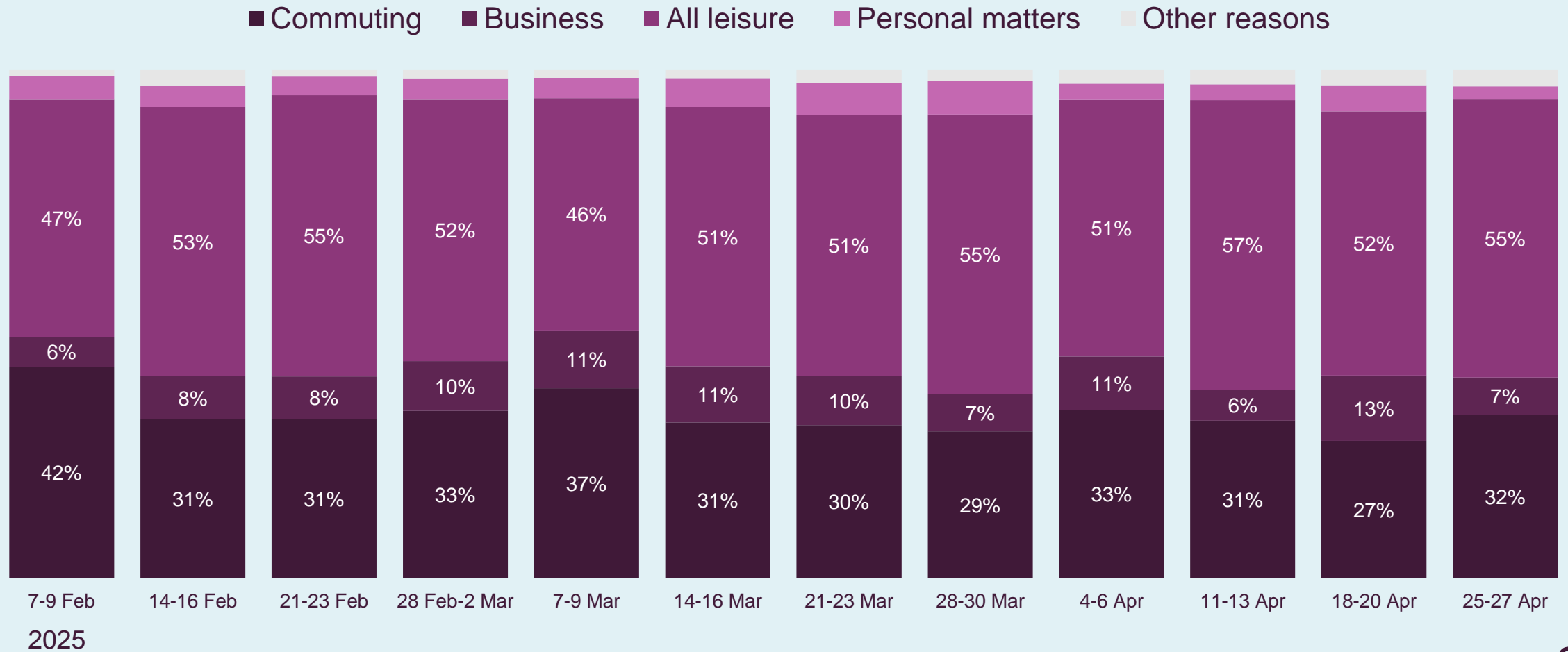
Work travel
9%



Personal matters
3%

2 May 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 – 1285. 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

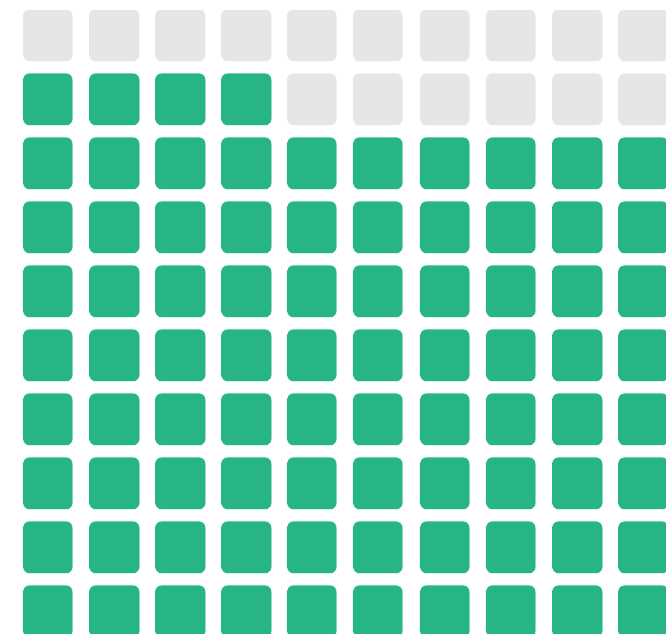


2 May 2025 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 323 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

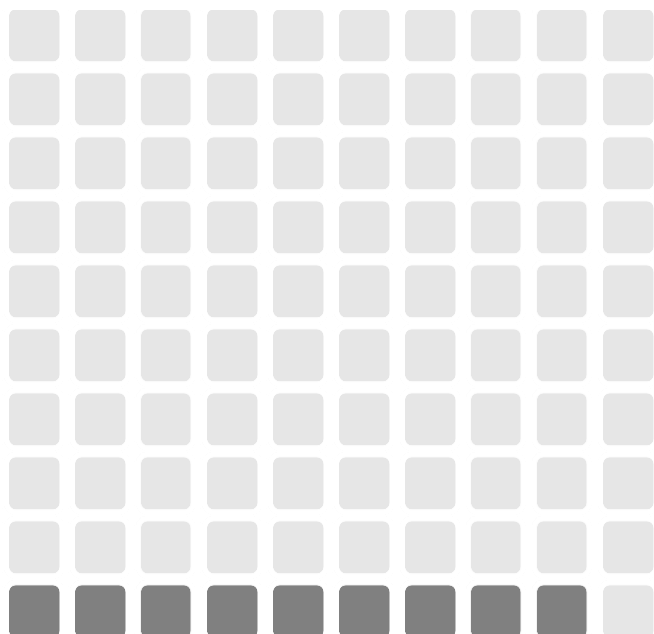
A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up/down icons, a location pin, and a clock. To its right is a train on tracks with trees below. Arrows and a cloud are also present.

Rail satisfaction

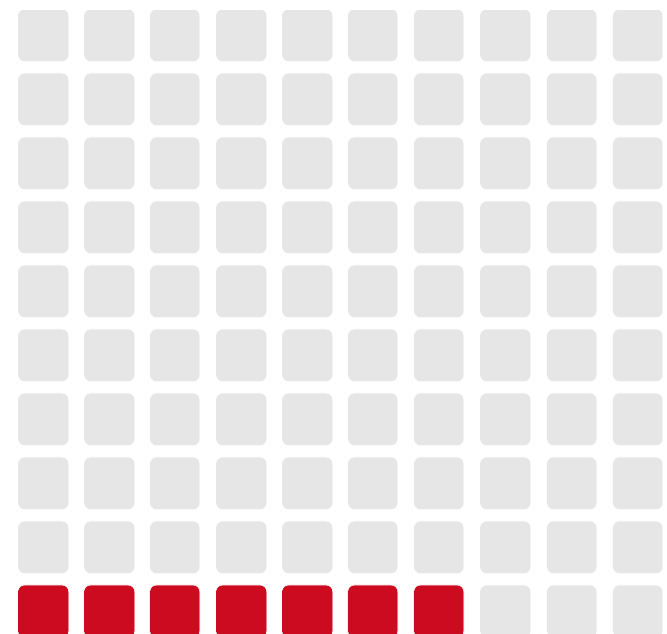
Overall satisfaction with rail journey



84%
satisfied



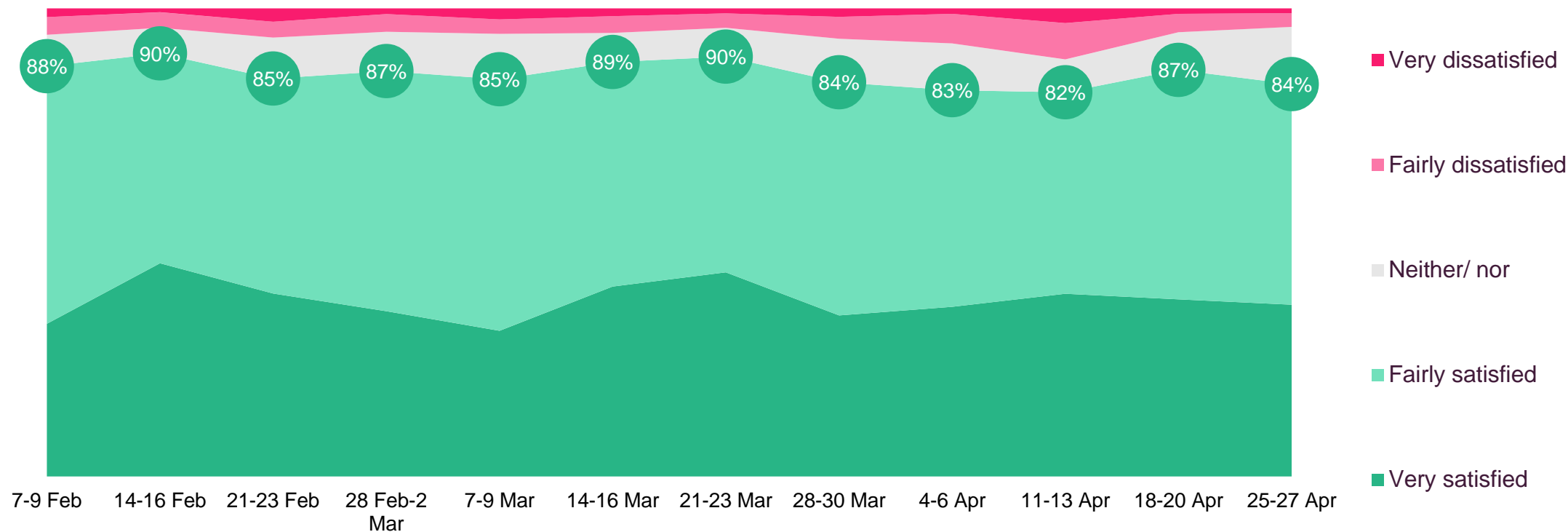
9%
neither/nor



7%
dissatisfied

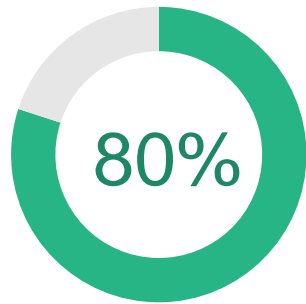
2 May 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1290.

Overall satisfaction with rail journey

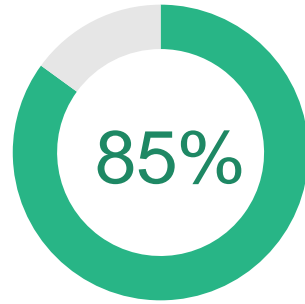


2 May 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Base sizes range from 253 to 369

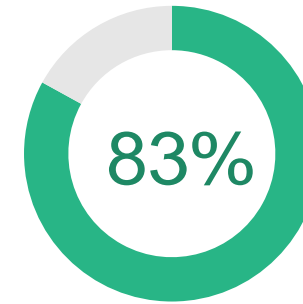
Overall satisfaction by journey purpose, gender and age



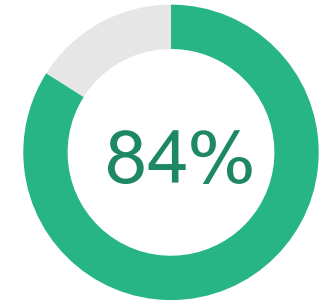
Commute



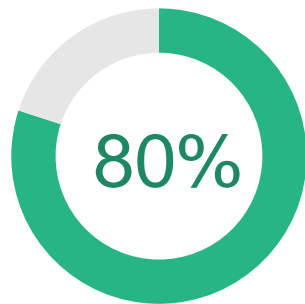
All leisure



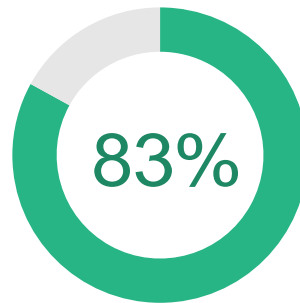
Men



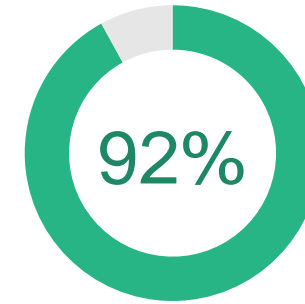
Women



Aged 18-34



Aged 35-54



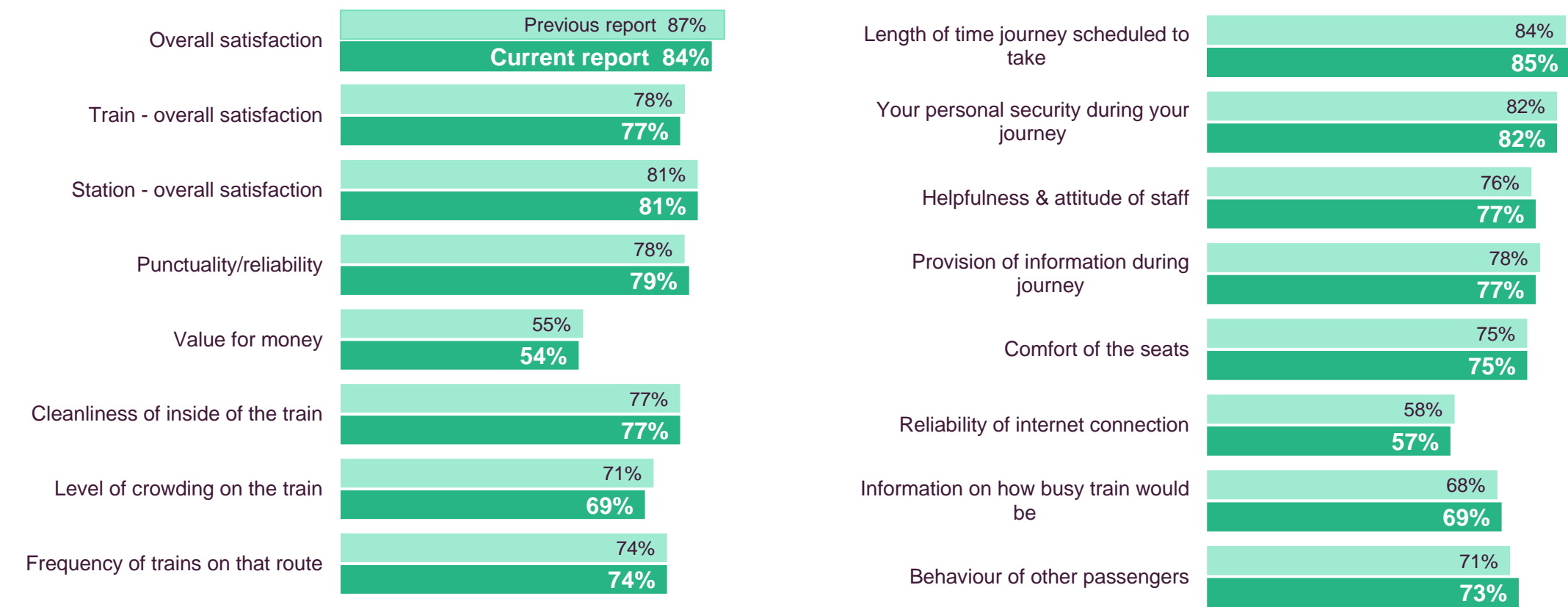
Aged 55 and over

2 May 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 316 and 688. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



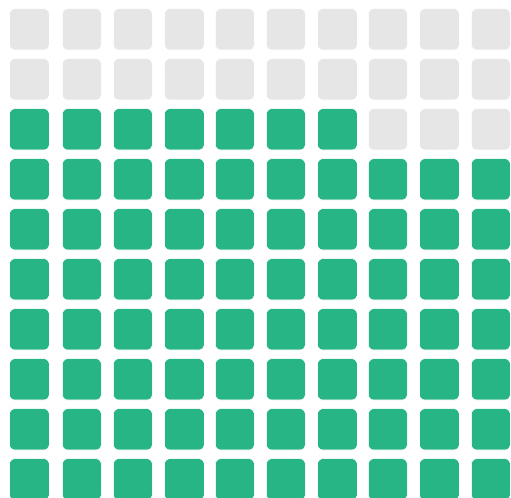
Satisfaction with aspects of rail journey

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

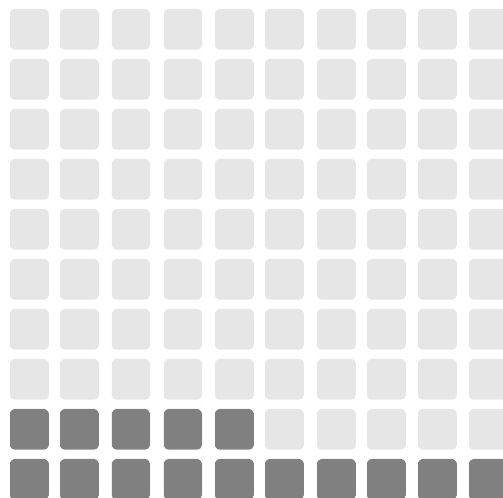


2 May 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 965-1290, and previous report from 1046-1372.

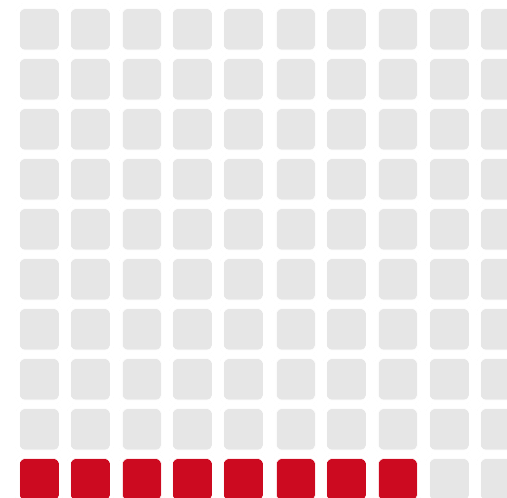
Overall satisfaction with the train



77%
satisfied



15%
neither/nor

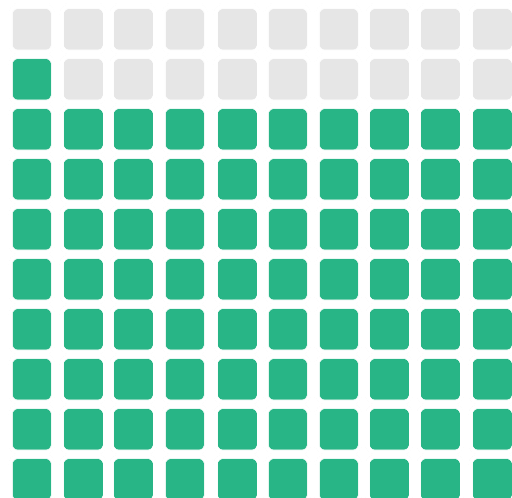


8%
dissatisfied

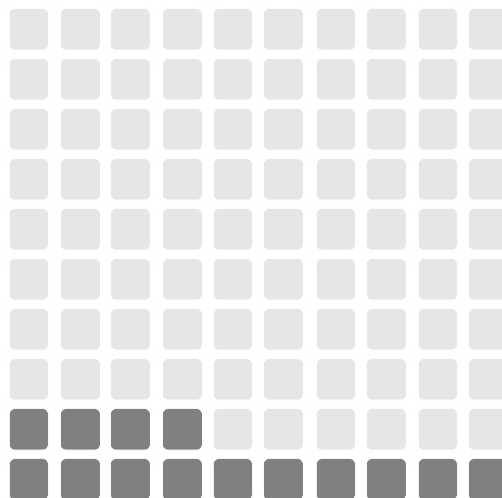


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1288; trend chart range from 253 to 369 per survey.

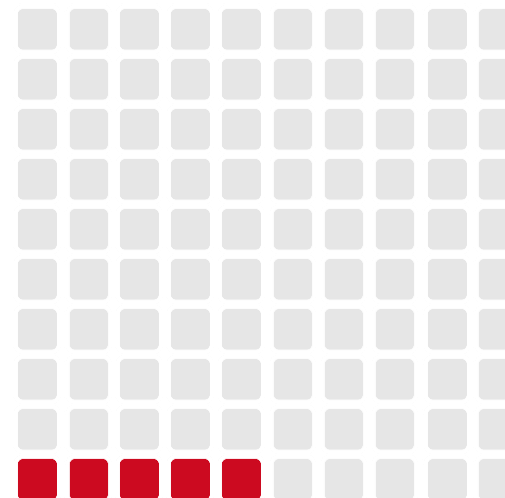
Overall satisfaction with the station



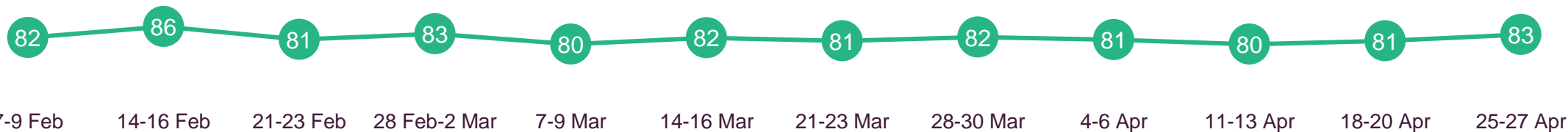
81%
satisfied



14%
neither/nor

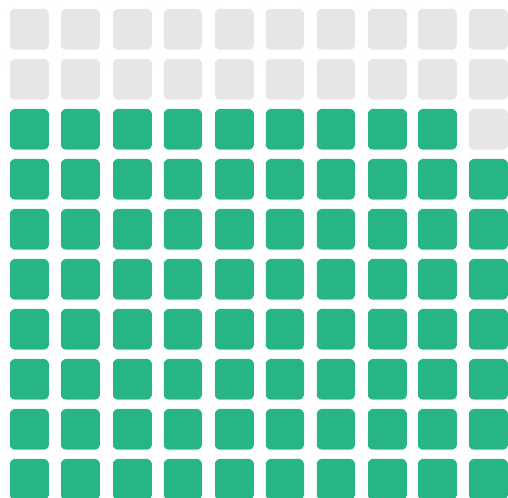


5%
dissatisfied

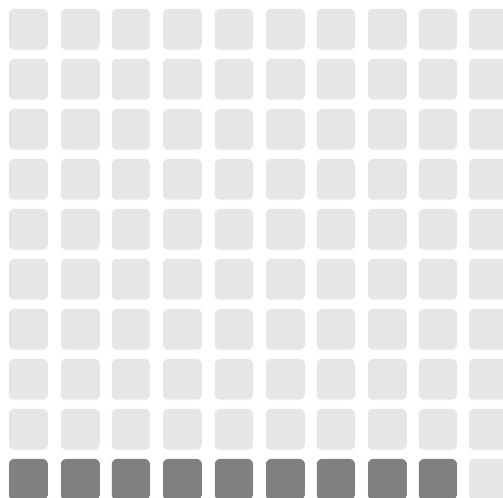


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1285; trend chart range from 252 to 368 per survey.

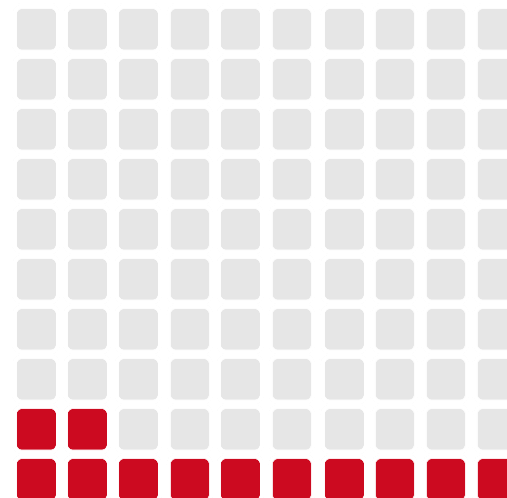
Satisfaction with punctuality/reliability



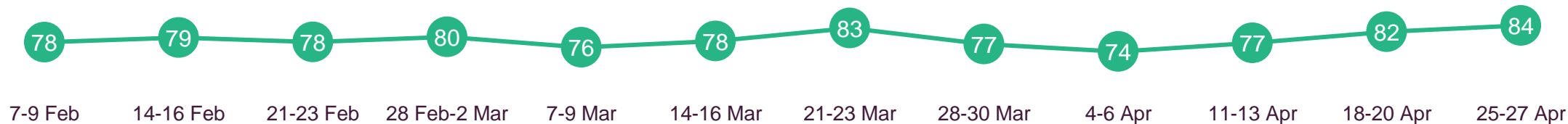
79%
satisfied



9%
neither/nor

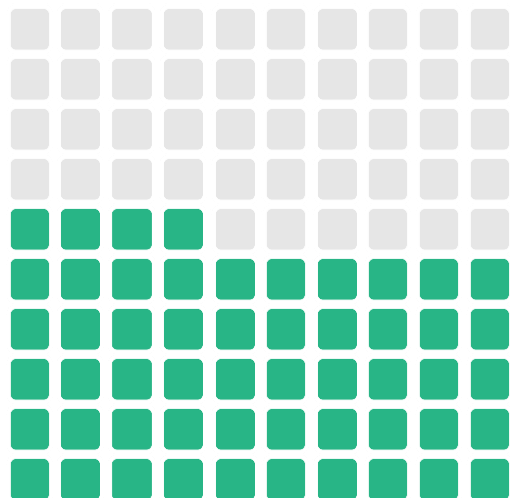


12%
dissatisfied

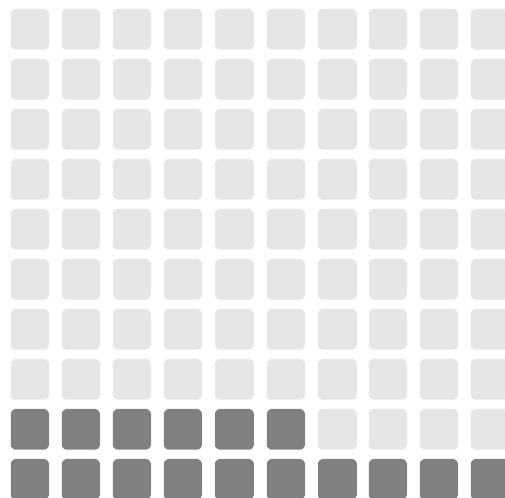


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 253 to 369 per survey.

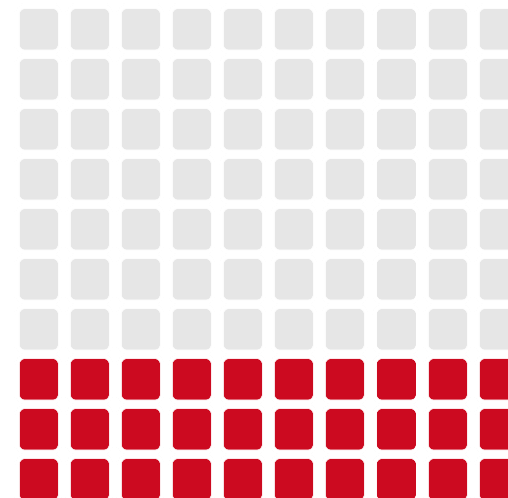
Satisfaction with value for money



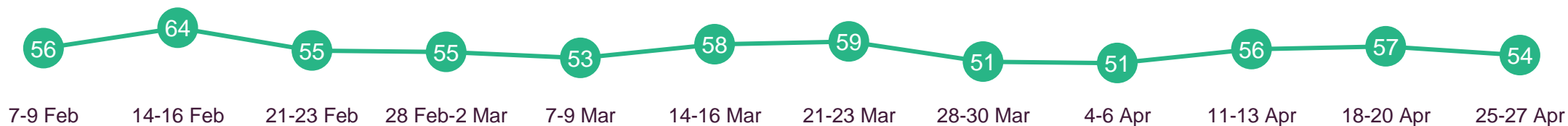
54%
satisfied



16%
neither/nor

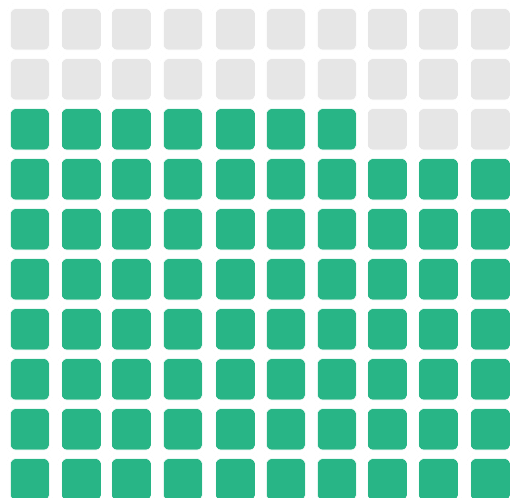


30%
dissatisfied

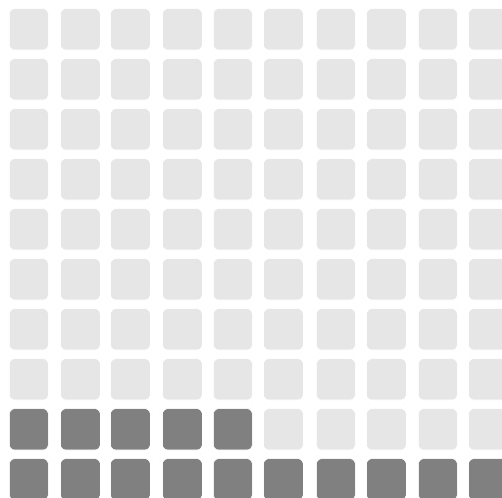


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1244; trend chart range from 245 to 359 per survey.

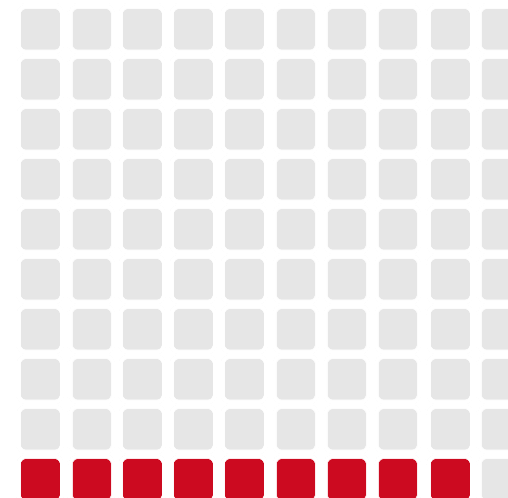
Satisfaction with cleanliness of the inside of the train



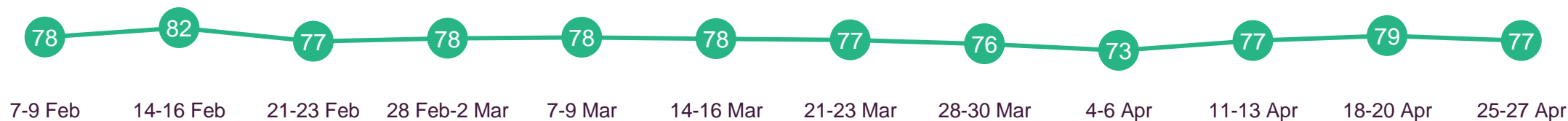
77%
satisfied



15%
neither/nor

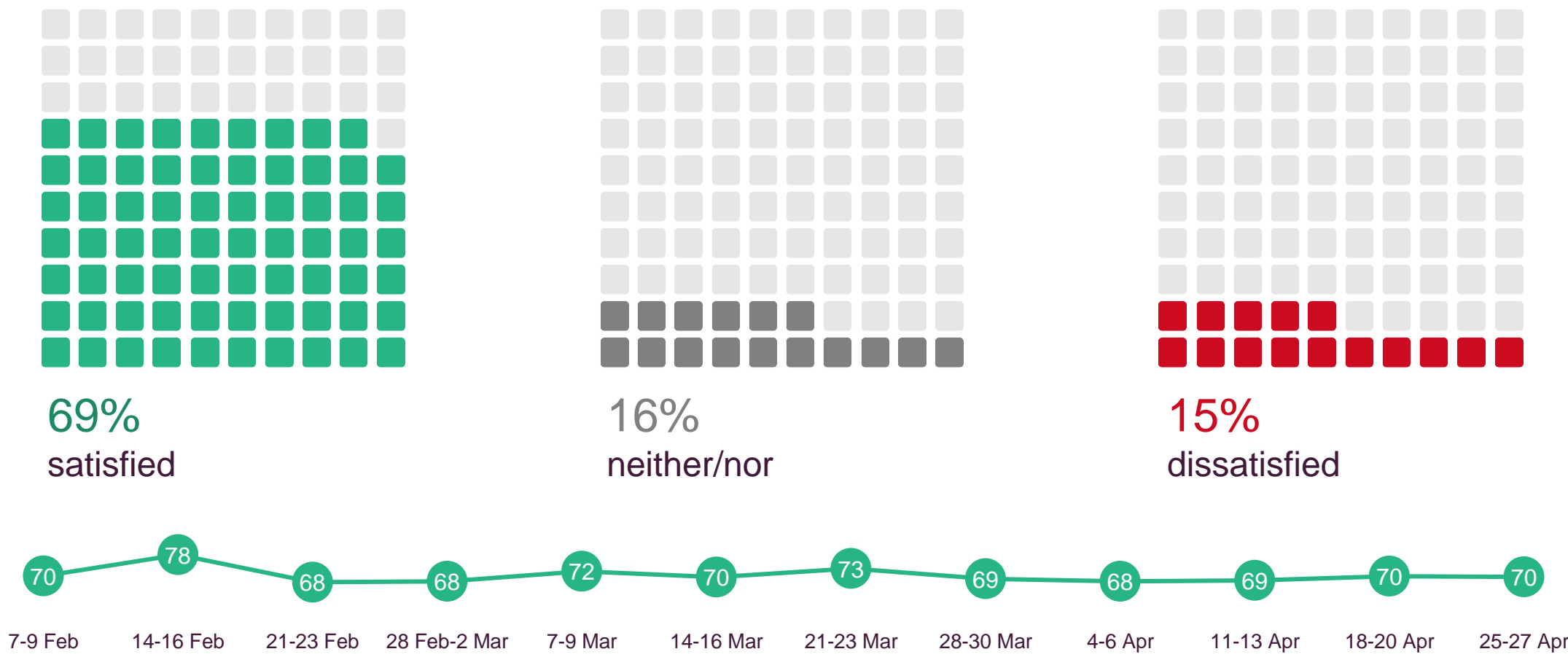


9%
dissatisfied



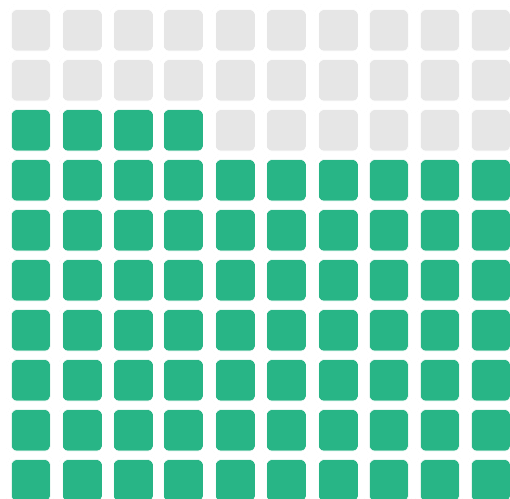
2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1288; trend chart range from 252 to 369 per survey.

Satisfaction with level of crowding

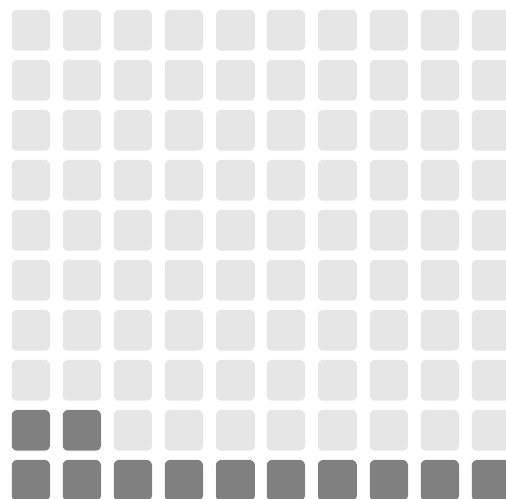


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1288; trend chart range from 253 to 368 per survey.

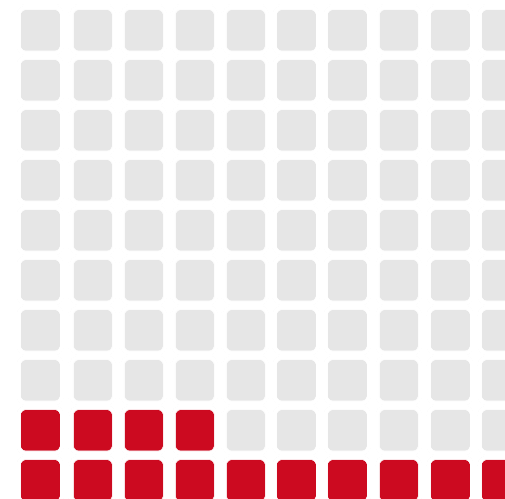
Satisfaction with frequency of trains on that route



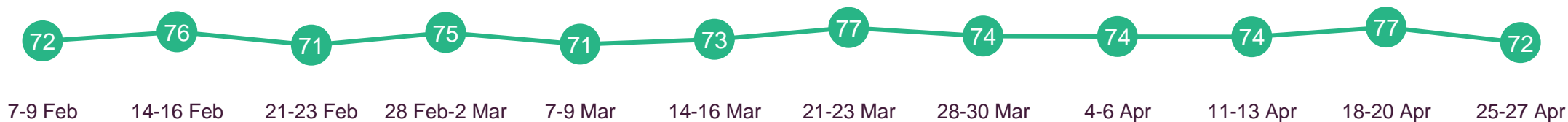
74%
satisfied



12%
neither/nor

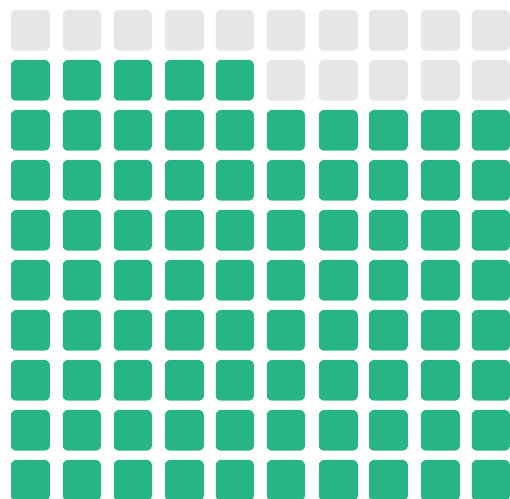


14%
dissatisfied

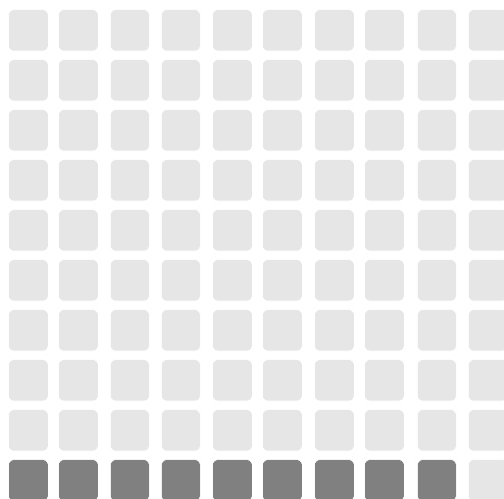


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1282; trend chart range from 251 to 369 per survey.

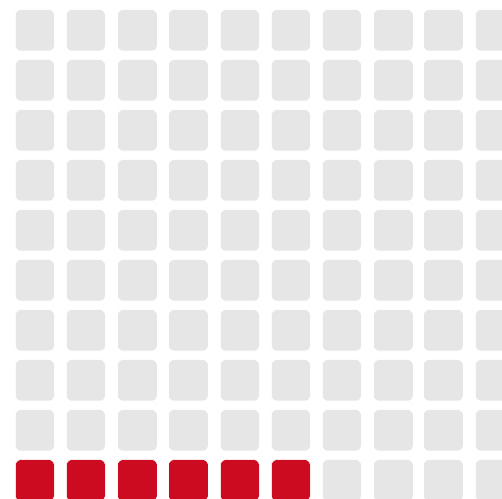
Satisfaction with scheduled journey time



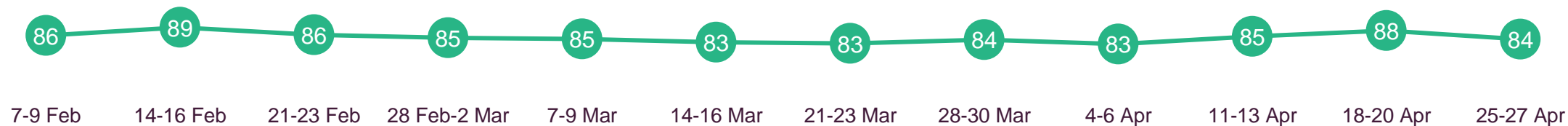
85%
satisfied



9%
neither/nor

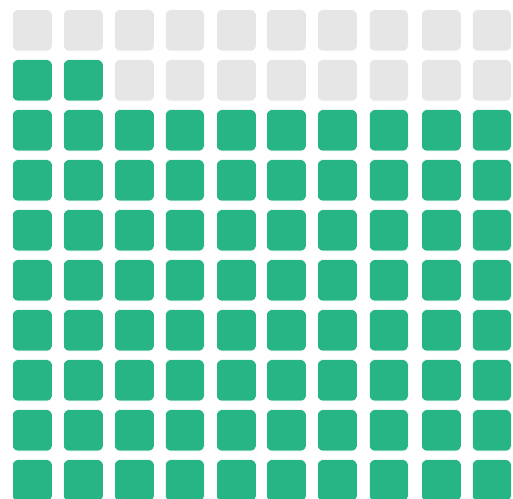


6%
dissatisfied

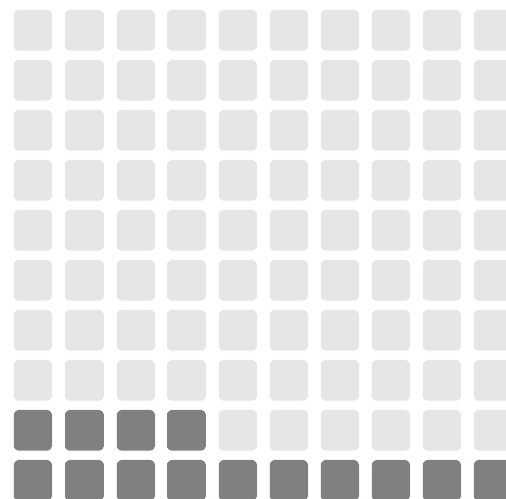


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 253 to 369 per survey.

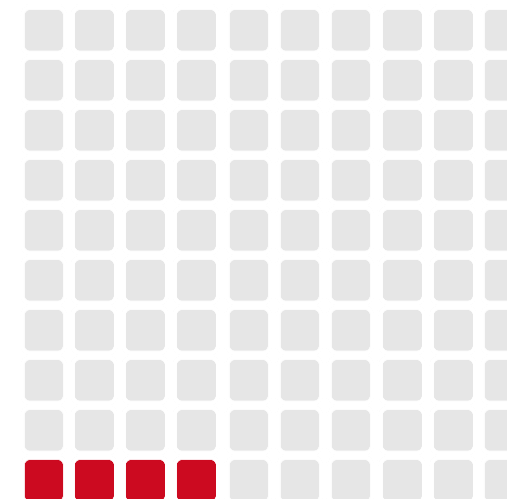
Satisfaction with personal security



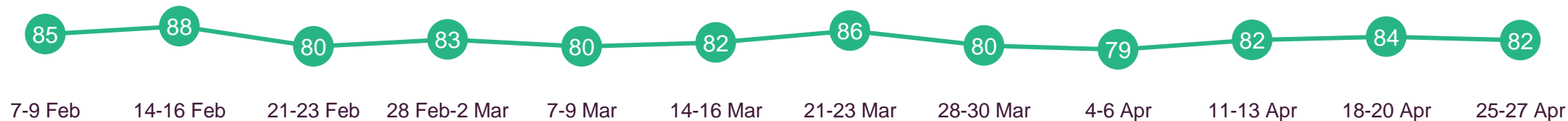
82%
satisfied



14%
neither/nor

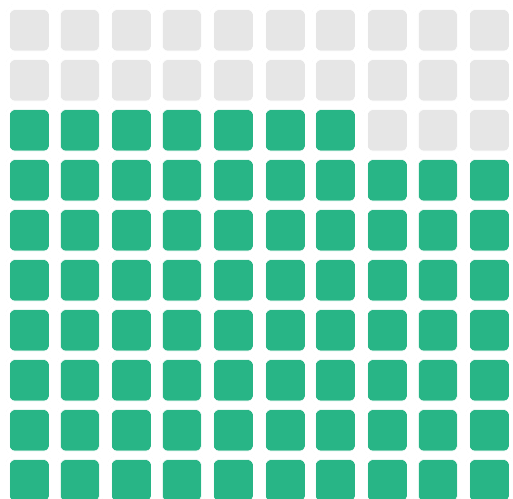


4%
dissatisfied

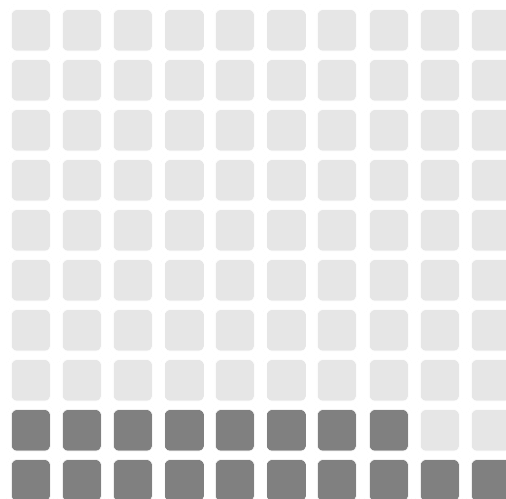


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1280; trend chart range from 252 to 364 per survey.

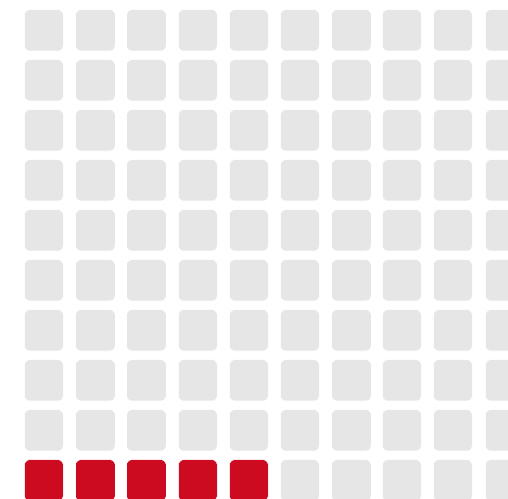
Satisfaction with helpfulness and attitude of staff



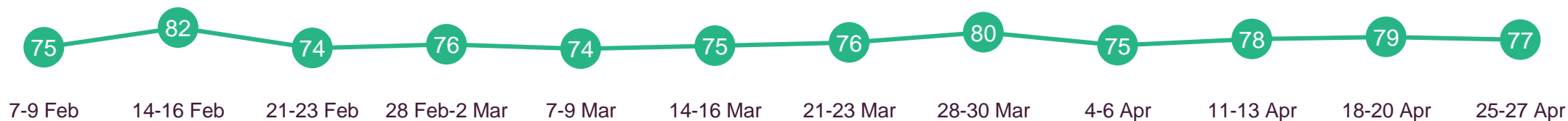
77%
satisfied



18%
neither/nor

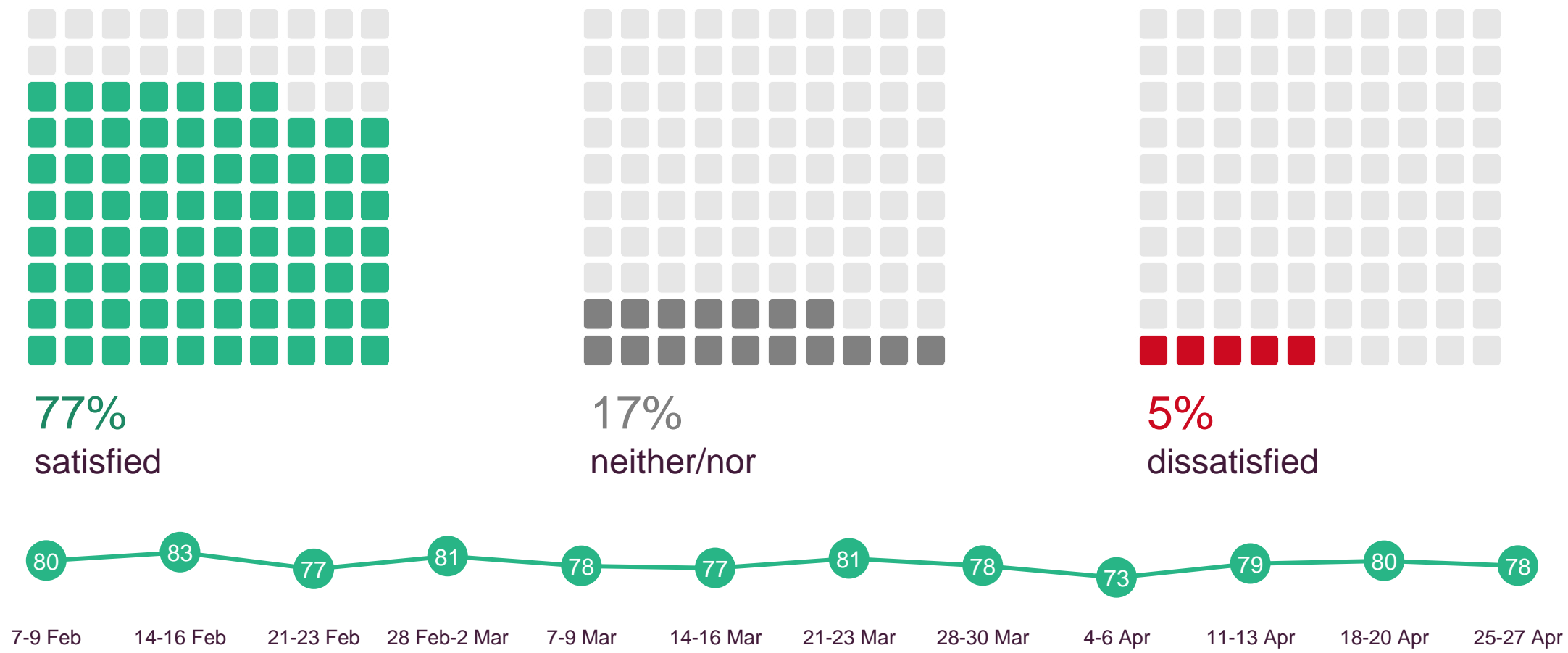


5%
dissatisfied



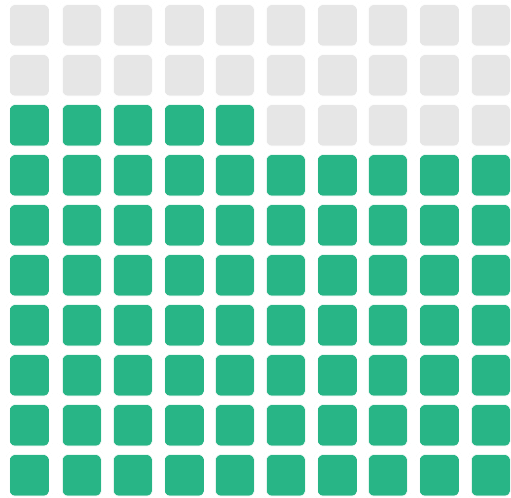
2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1041; trend chart range from 205 to 301 per survey.

Satisfaction with information provided during the journey

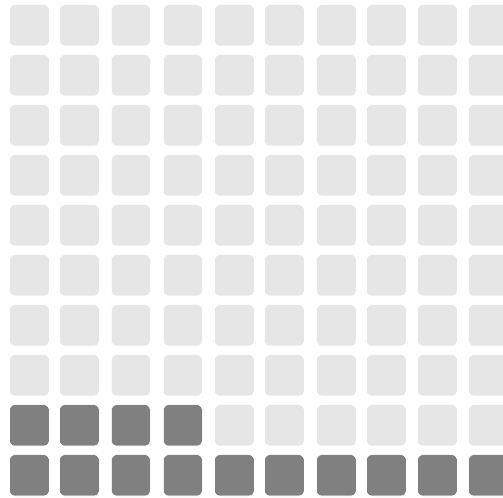


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1243; trend chart range from 244 to 360 per survey.

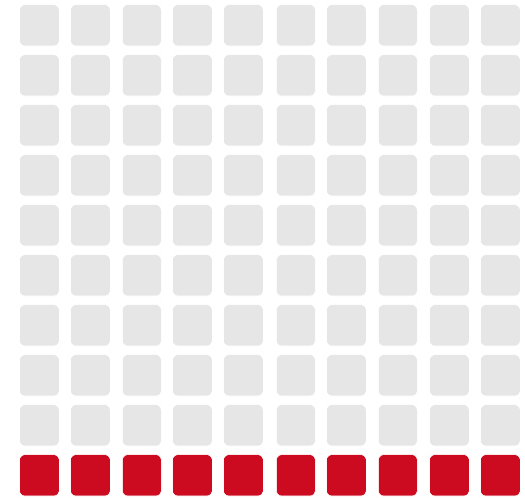
Satisfaction with comfort of the seats



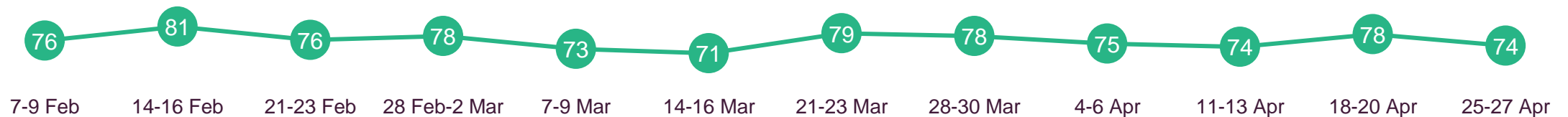
75%
satisfied



14%
neither/nor

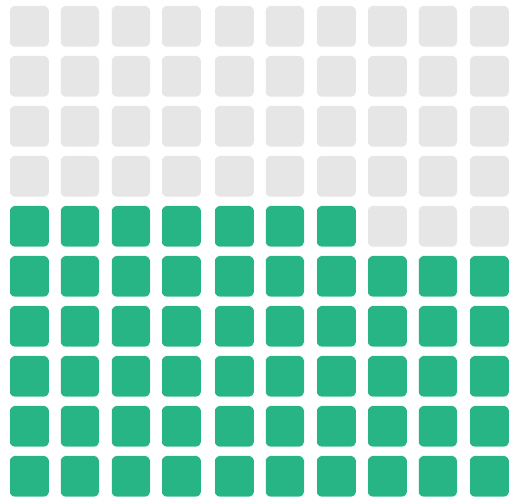


10%
dissatisfied

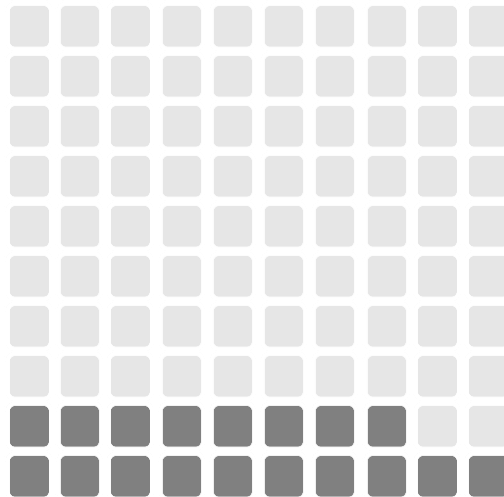


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1264; trend chart range from 245 to 363 per survey.

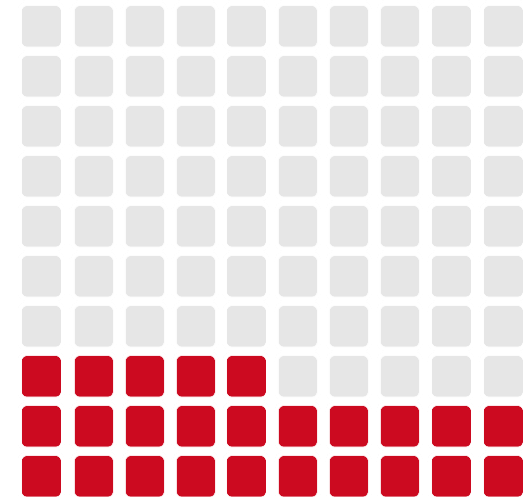
Satisfaction with reliability of the internet



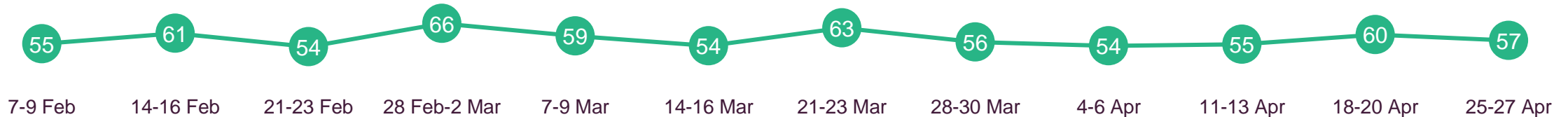
57%
satisfied



18%
neither/nor

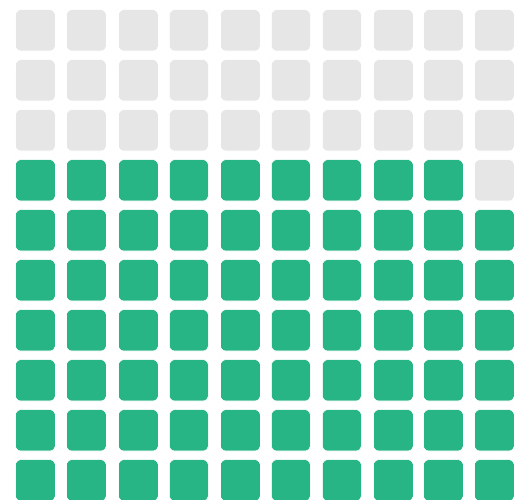


25%
dissatisfied

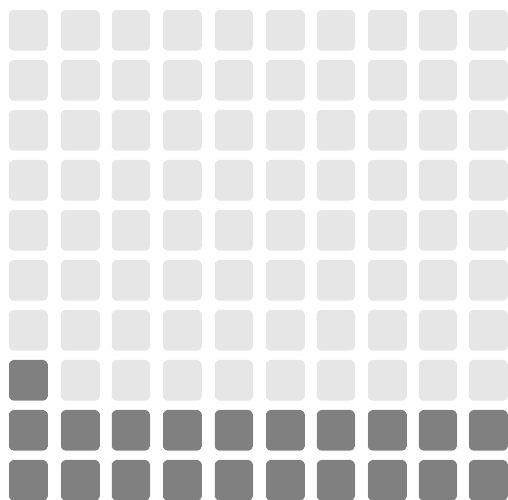


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 965; trend chart range from 184 to 291 per survey.

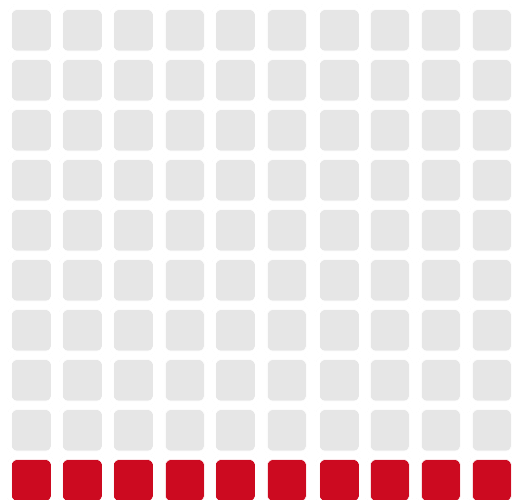
Satisfaction with information on how busy the train was before travelling



69%
satisfied



21%
neither/nor

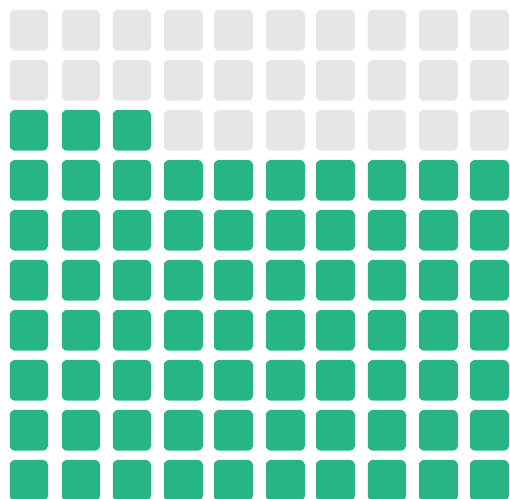


10%
dissatisfied

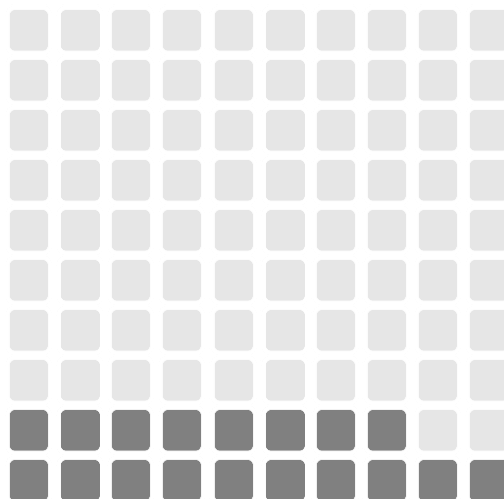


2 May 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1084; trend chart range from 206 to 327 per survey.

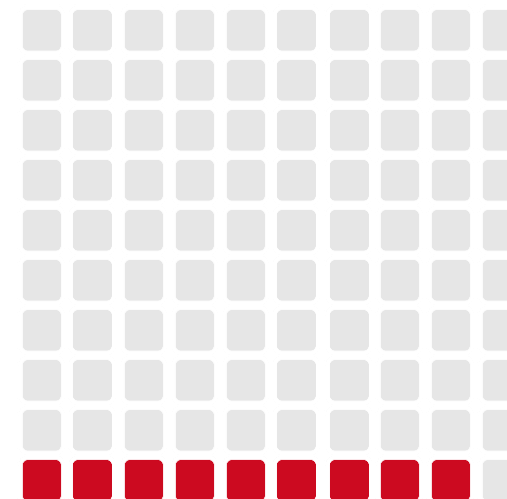
Satisfaction with other passengers' behaviour



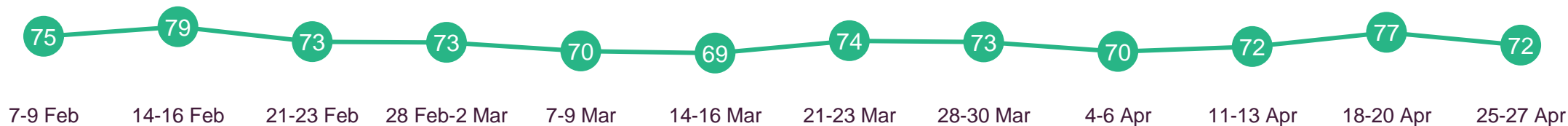
73%
satisfied



18%
neither/nor



9%
dissatisfied



2 May 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 1280; trend chart range from 251 to 367 per survey.

What rail passengers are saying...



My train was cancelled and had to wait 30 minutes for the next one, which was then very busy with no seats available.

Fairly dissatisfied, Great Western Railway passenger

The train was on time and reached destination on time. No issues.

Fairly satisfied, West Midlands Railway passenger

We travelled from London Kings Cross to Harrogate on Saturday morning. The train was punctual and comfortable, and the staff were friendly. We then travelled back on Monday and experienced the same thing.
Very satisfied, London North Eastern Railway passenger

Dirty late and overpriced.
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.

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 143 7-9 Feb	253
Wave 144 14-16 Feb	287
Wave 145 21-23 Feb	369
Wave 146 28 Feb-2 Mar	311
Wave 147 7-9 Mar	369
Wave 148 14-16 Mar	355
Wave 149 21-23 Mar	317
Wave 150 28-30 Mar	331
Wave 151 4-6 Apr	294
Wave 152 11-13 Apr	354
Wave 153 18-20 Apr	310
Wave 154 25-27 Apr	332

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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