

10 June 2025

Edition 40

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.

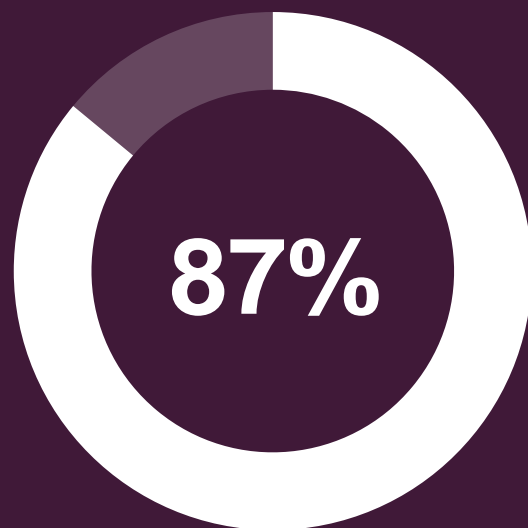
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

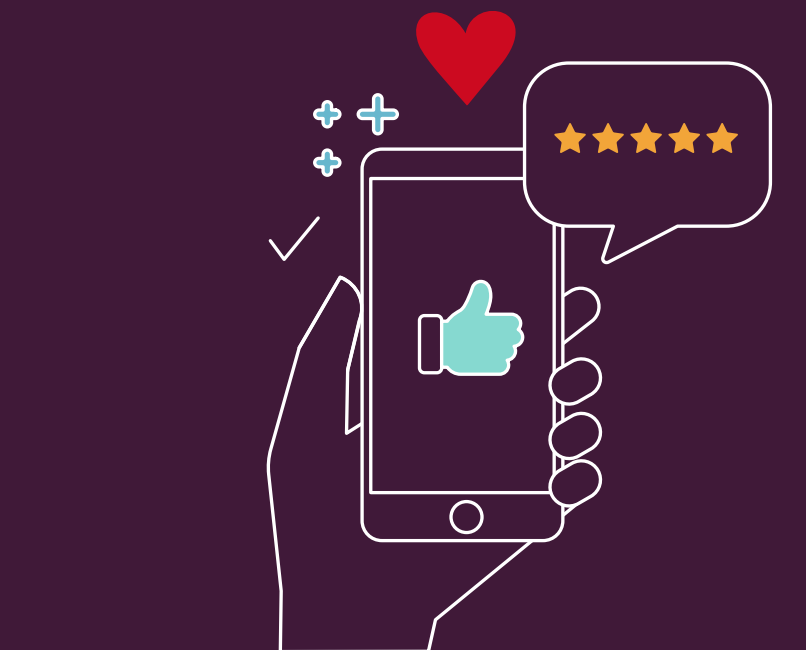
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves. Further details on how we carried out this survey are available on page 32.

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 marks a three percentage point increase in the level of overall satisfaction compared with the last report.

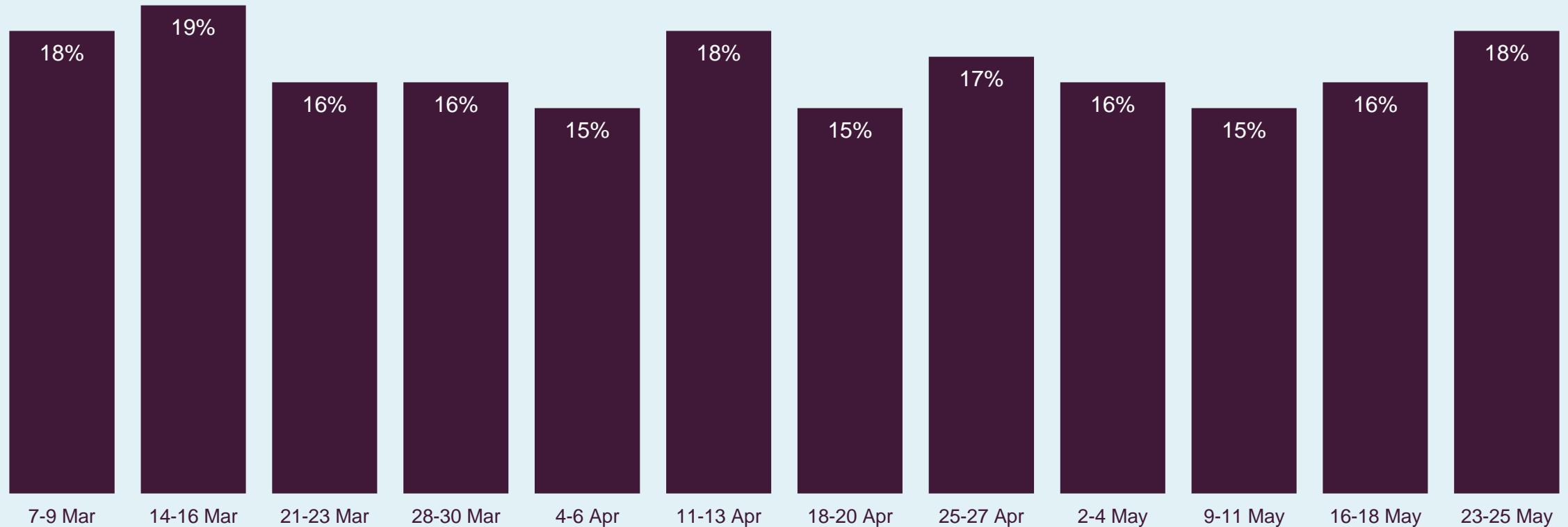


Satisfaction with many different aspects of the train journey have improved compared with those reported last time in line with the overall satisfaction score.

Rail usage levels



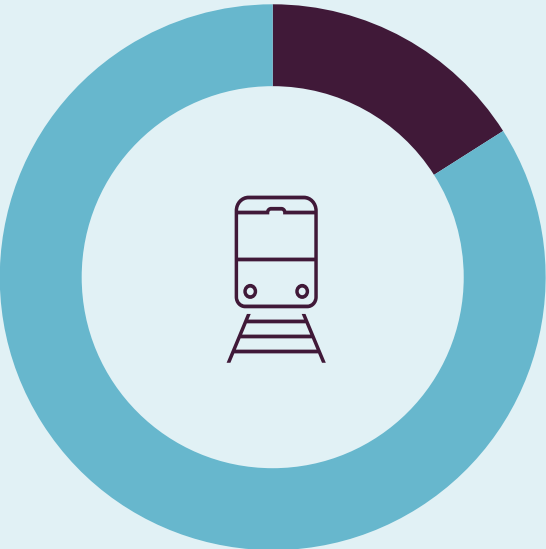
Proportion using rail in the last seven days over time



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

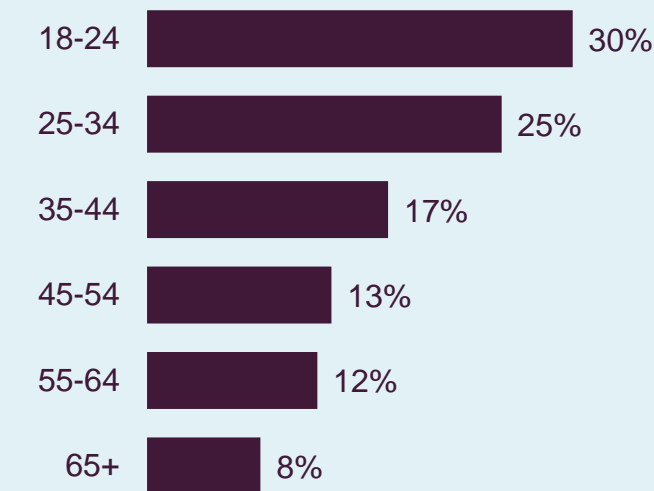
Proportion using rail in the last seven days

All Great Britain



16%

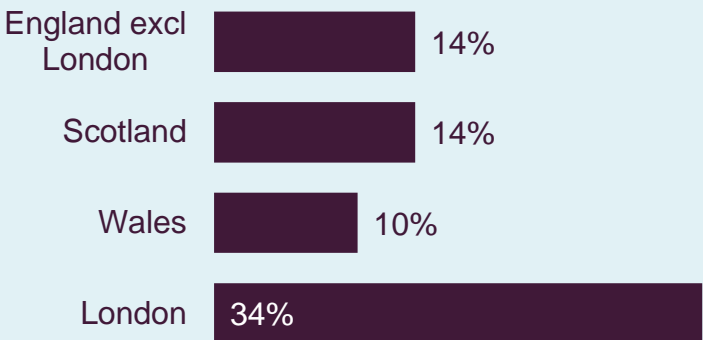
Age



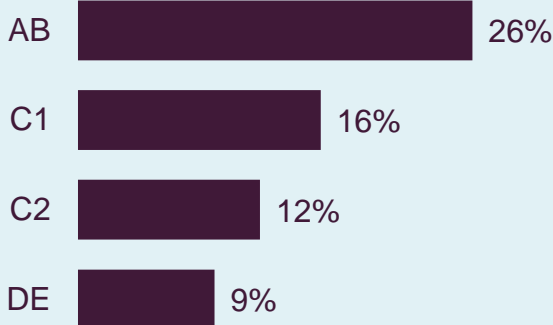
Gender



Region



Social grade



6 June 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: 1286

Main purpose of rail journey



Leisure/eating out/non-essential shopping

27%



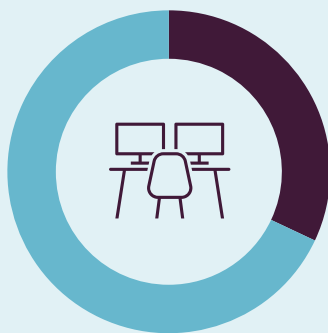
Friends/family

21%



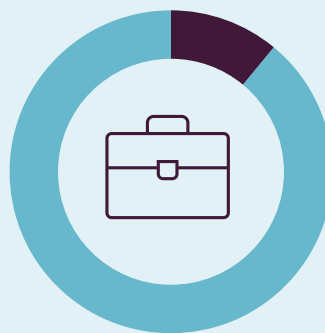
Essential shopping

2%



Commuting

32%



Work travel

11%

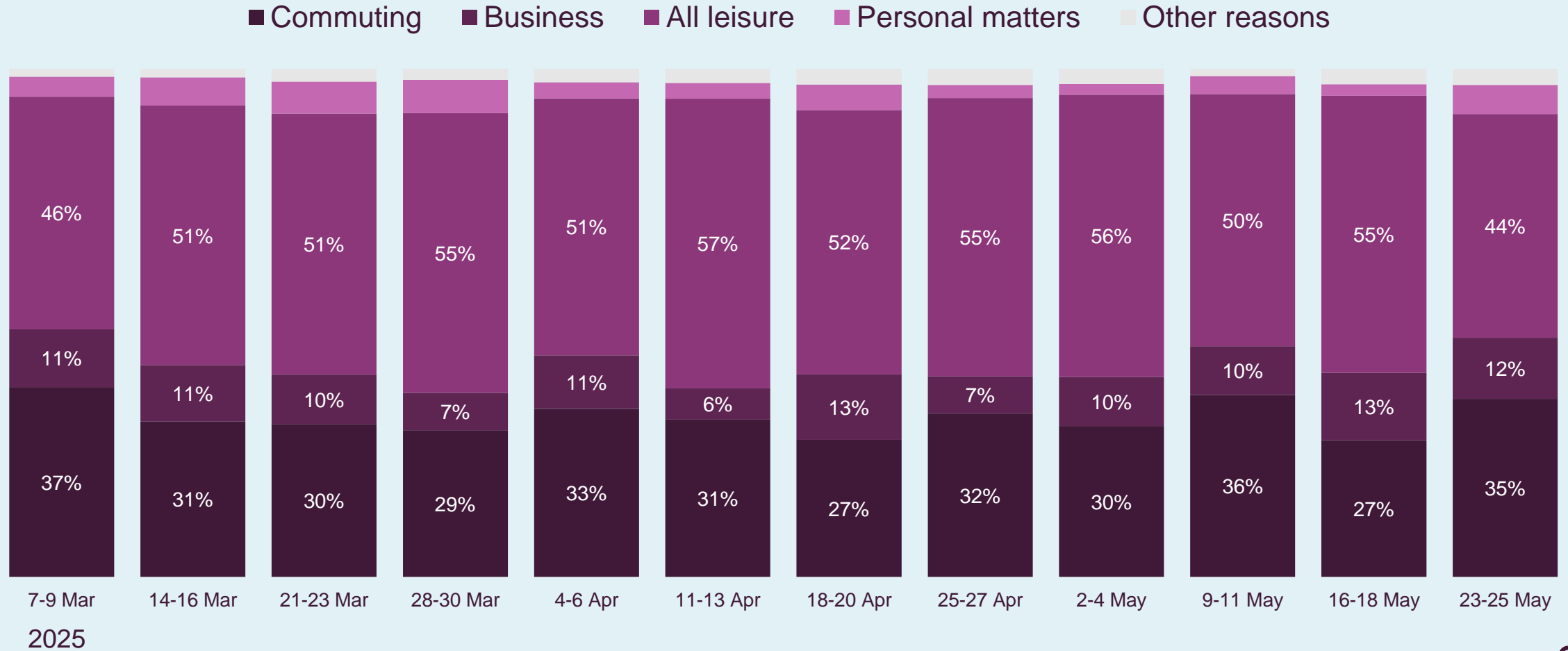


Personal matters

4%

10 June 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 – 1283. 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

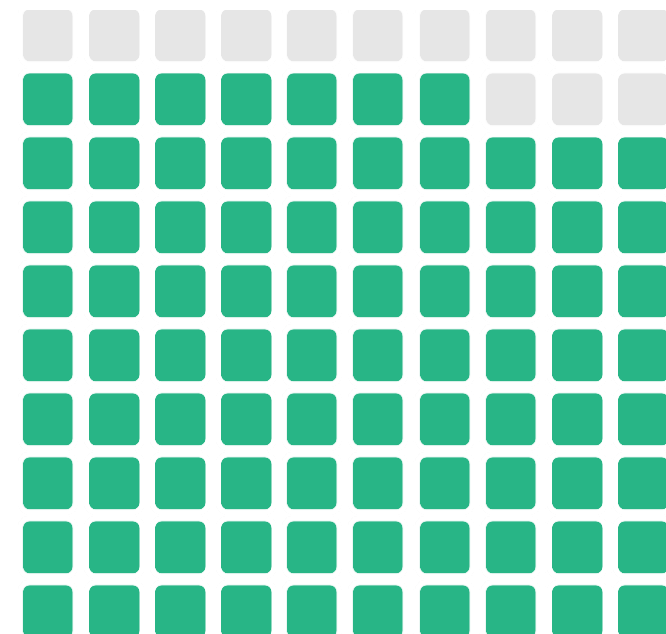


10 June 2025 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 328 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

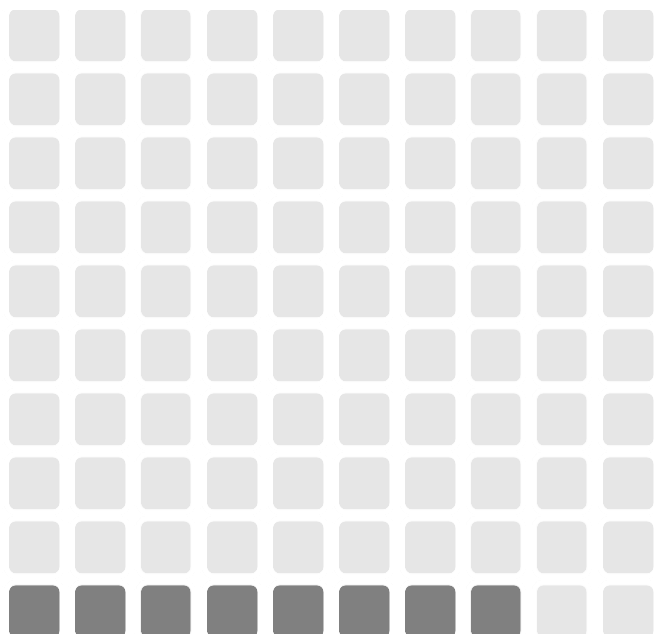
A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up/down icons, a location pin, and a clock. To its right is a train on tracks with trees below. Arrows and a cloud are also present.

Rail satisfaction

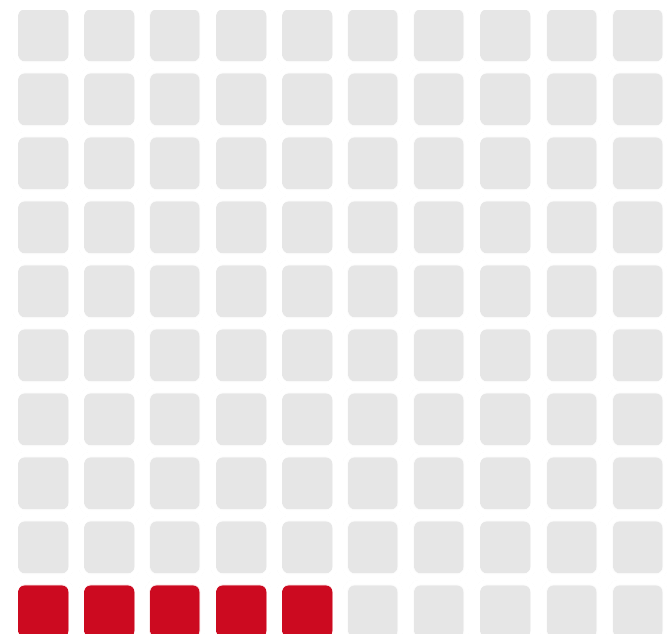
Overall satisfaction with rail journey



87%
satisfied



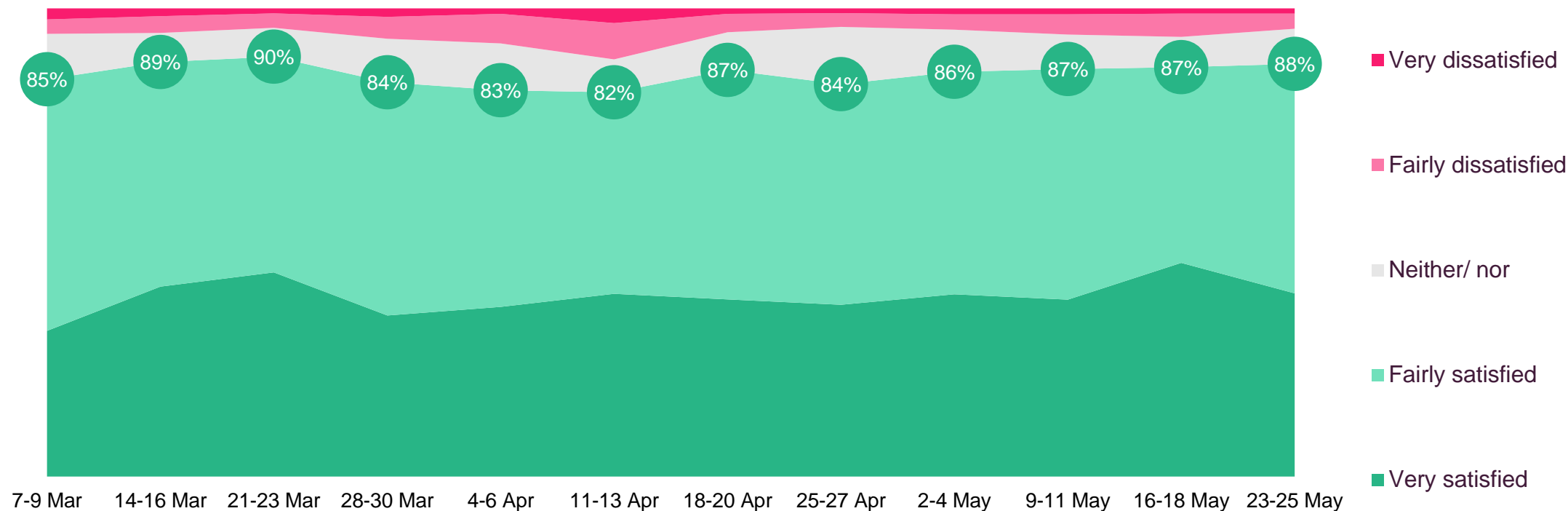
8%
neither/nor



5%
dissatisfied

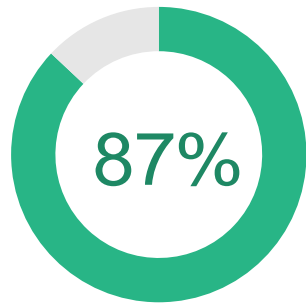
10 June 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1286.

Overall satisfaction with rail journey

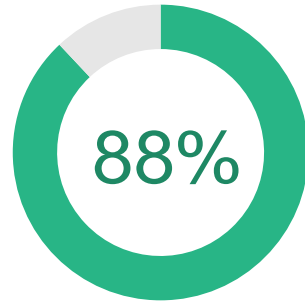


10 June 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.
Base sizes range from 288 to 379

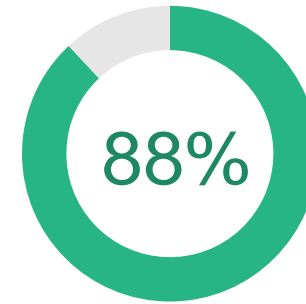
Overall satisfaction by journey purpose, gender and age



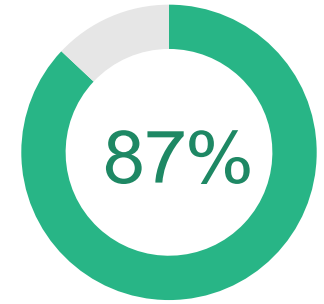
Commute



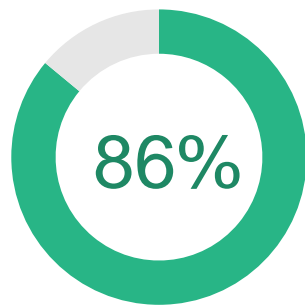
All leisure



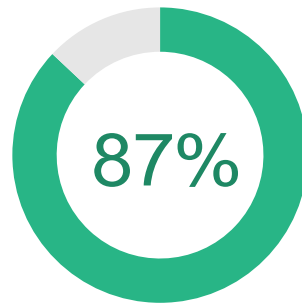
Men



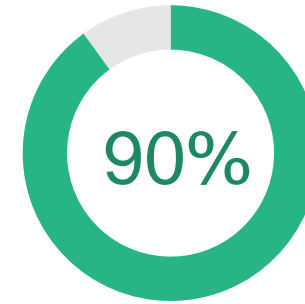
Women



Aged 18-34



Aged 35-54



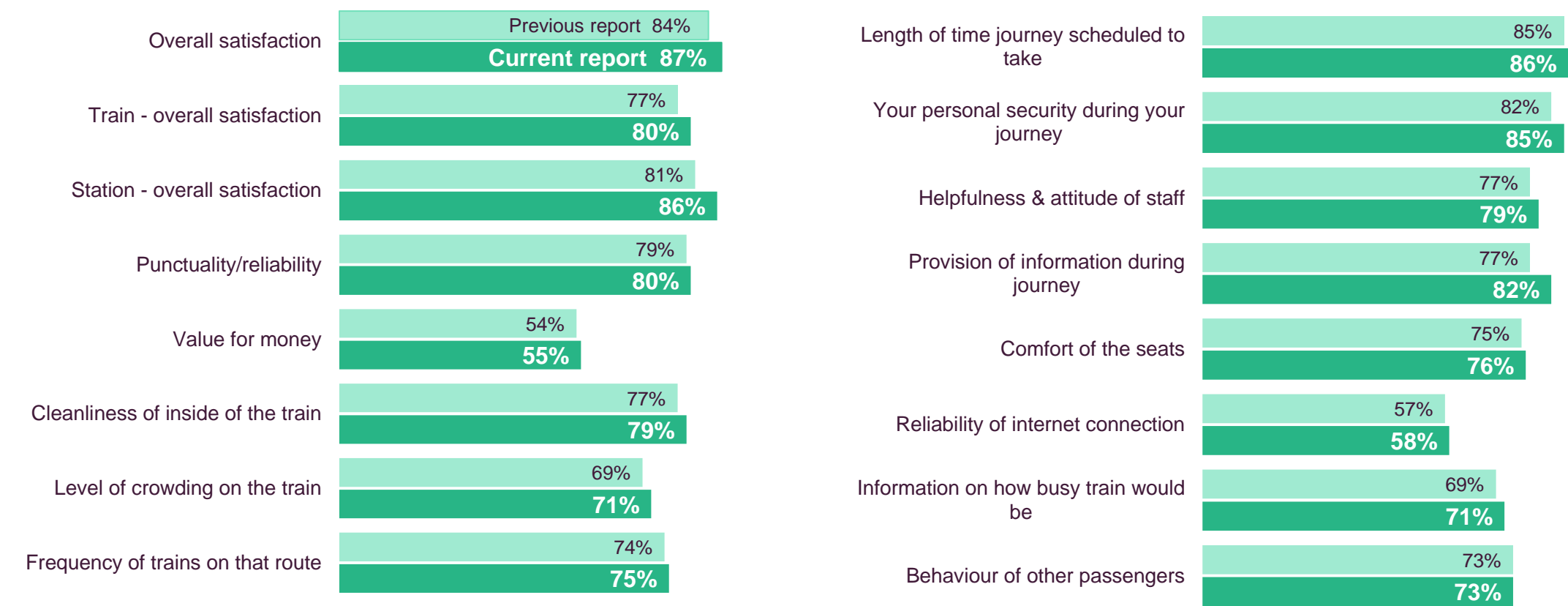
Aged 55 and over

6 June 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 336 and 713. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



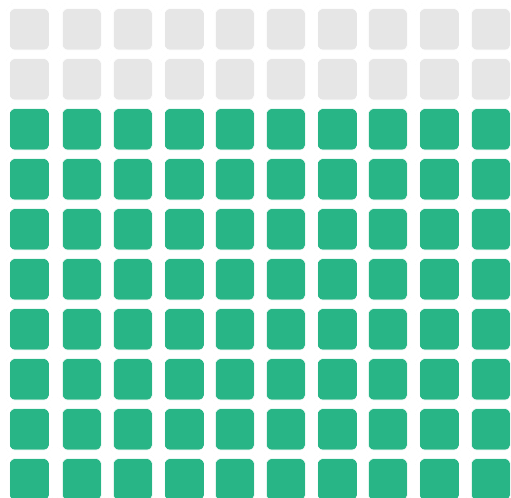
Satisfaction with aspects of rail journey

Satisfaction with the various aspects of the train journey have increased compared with those reported last time

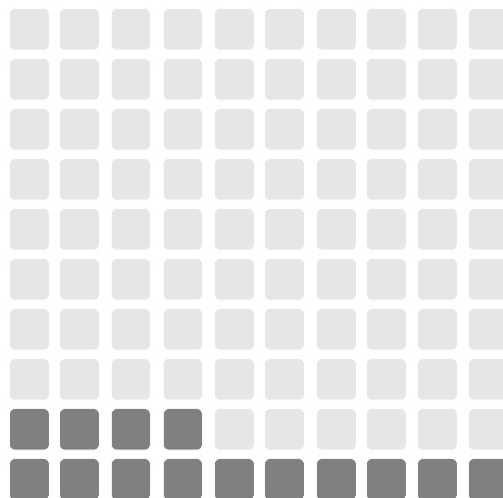


10 June 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 997-1286, and previous report from 965-1290.

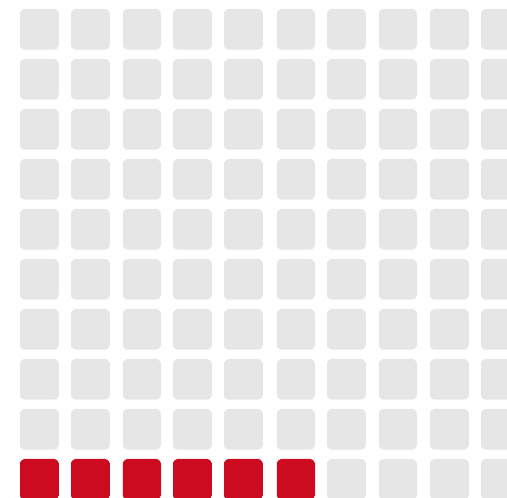
Overall satisfaction with the train



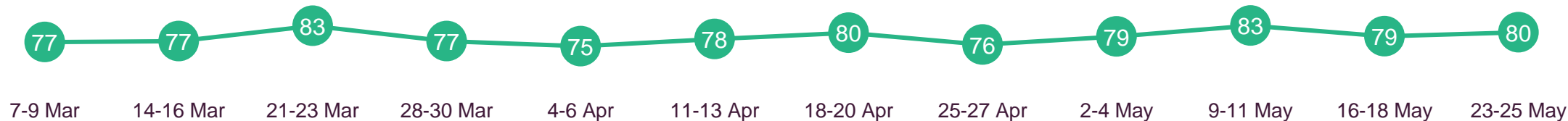
80%
satisfied



14%
neither/nor

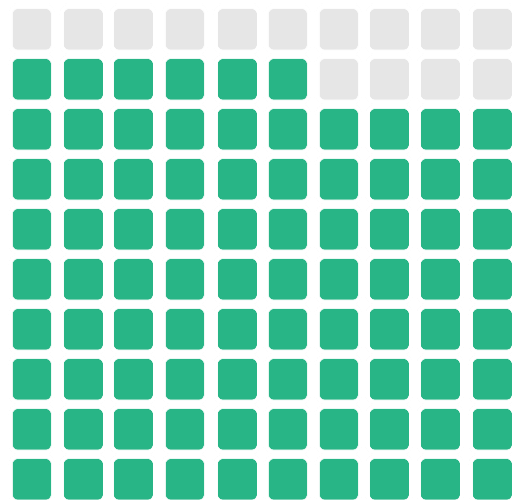


6%
dissatisfied

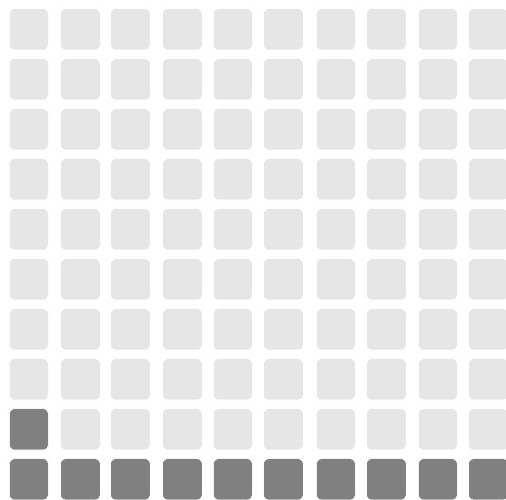


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1282; trend chart range from 287 to 378 per survey.

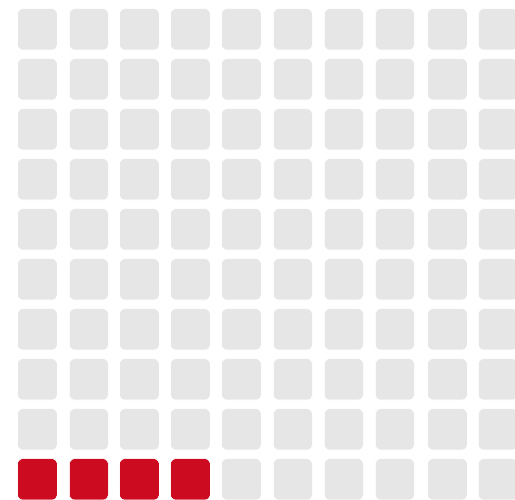
Overall satisfaction with the station



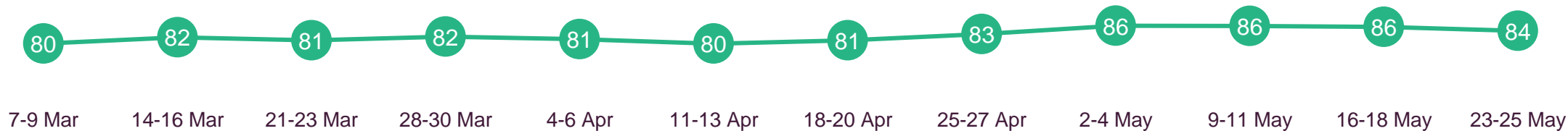
86%
satisfied



11%
neither/nor

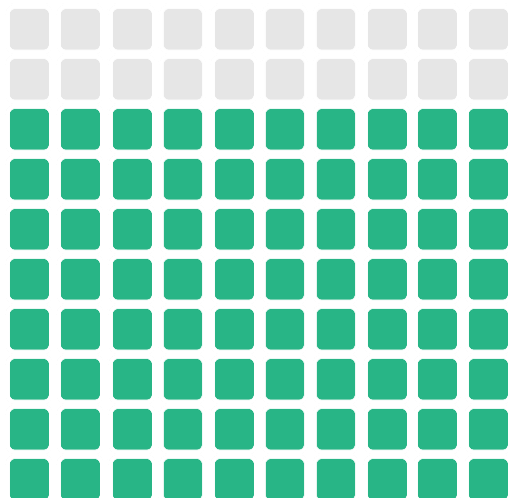


4%
dissatisfied

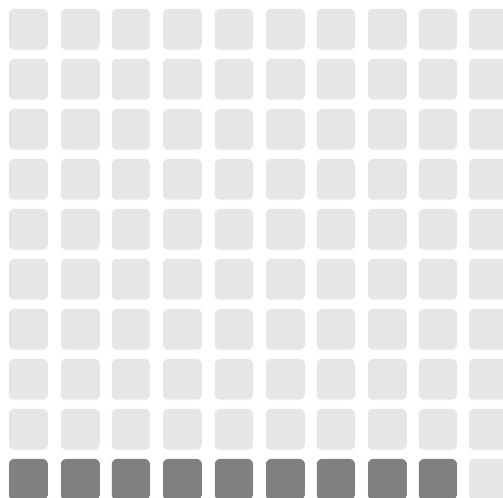


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1283; trend chart range from 287 to 379 per survey.

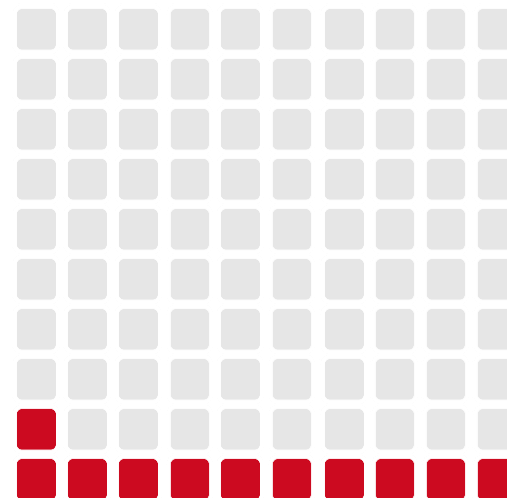
Satisfaction with punctuality/reliability



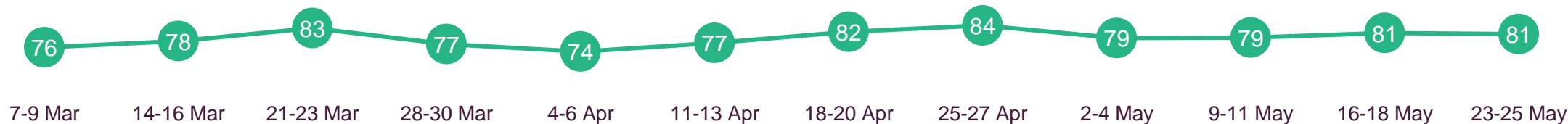
80%
satisfied



9%
neither/nor

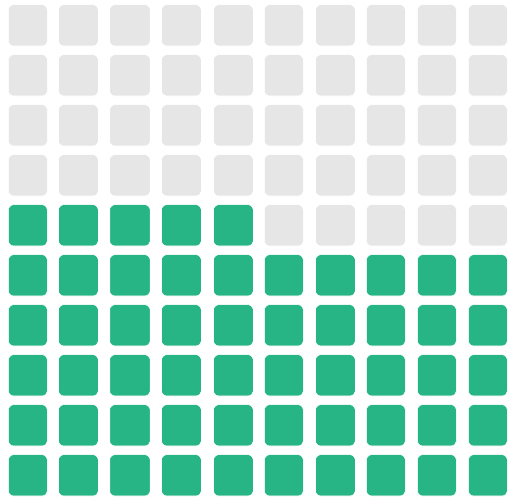


11%
dissatisfied

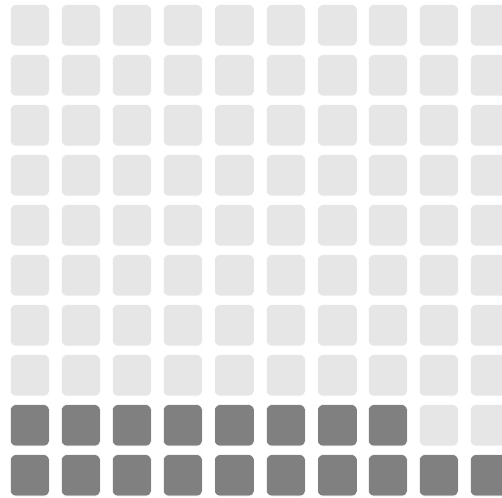


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1283; trend chart range from 288 to 377 per survey.

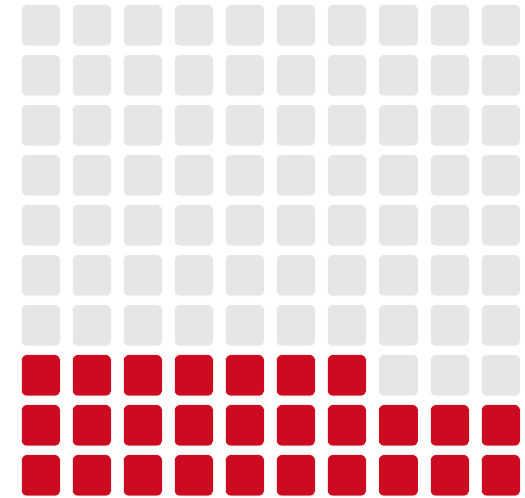
Satisfaction with value for money



55%
satisfied



18%
neither/nor

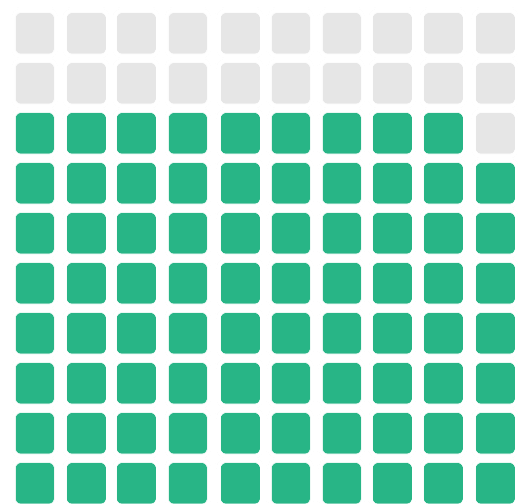


27%
dissatisfied

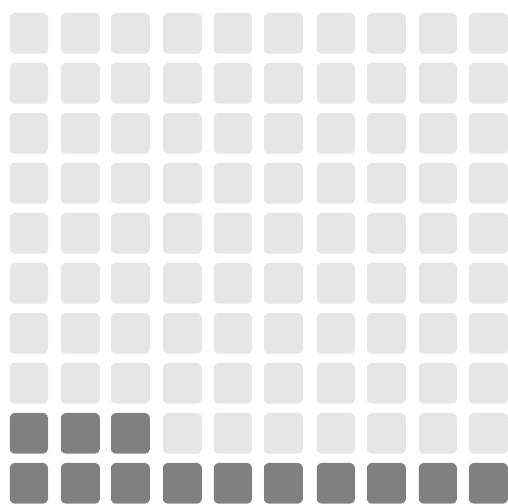


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1252; trend chart range from 276 to 371 per survey.

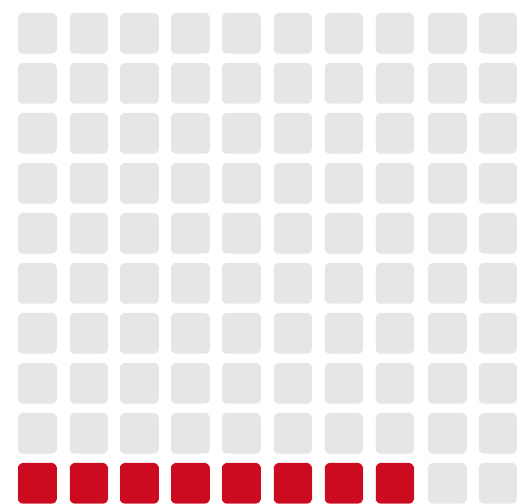
Satisfaction with cleanliness of the inside of the train



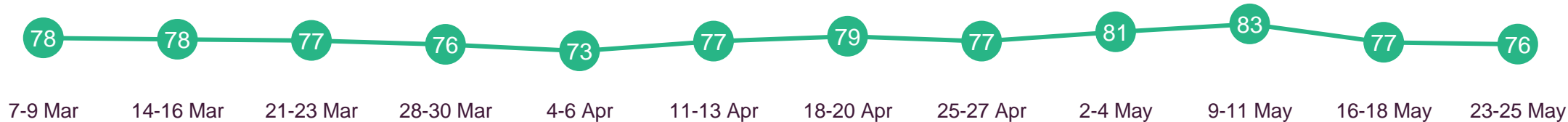
79%
satisfied



13%
neither/nor

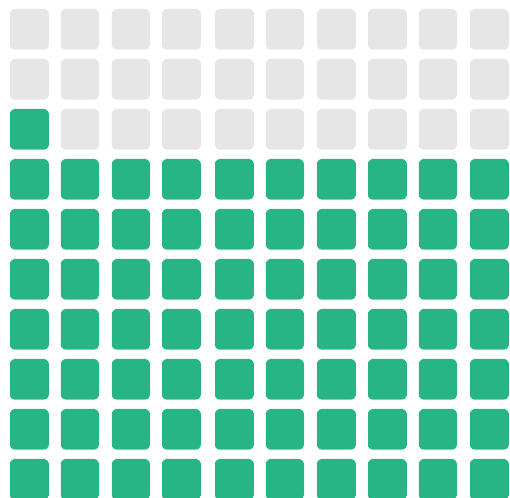


8%
dissatisfied

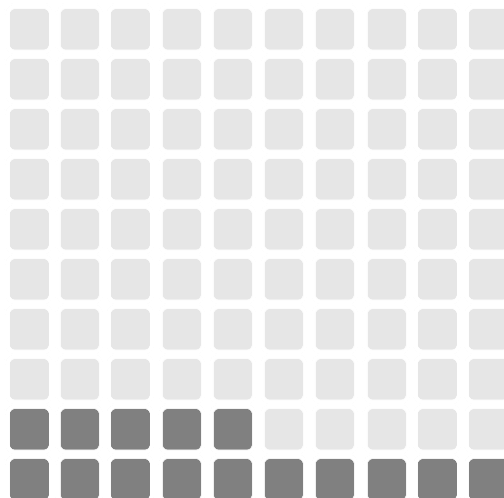


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1284; trend chart range from 288 to 378 per survey.

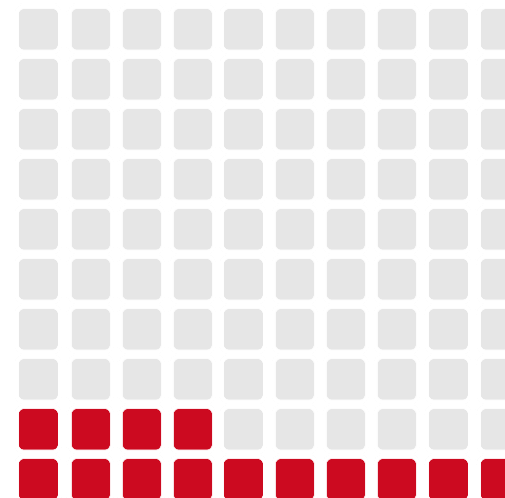
Satisfaction with level of crowding



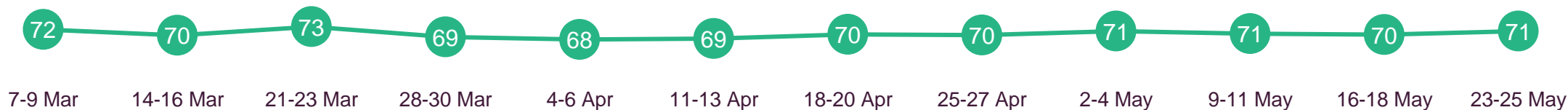
71%
satisfied



15%
neither/nor

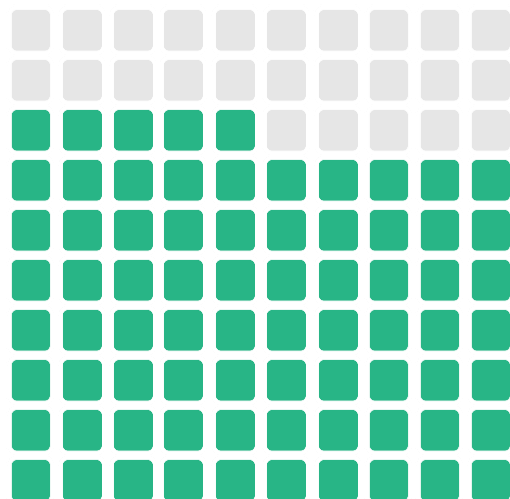


14%
dissatisfied

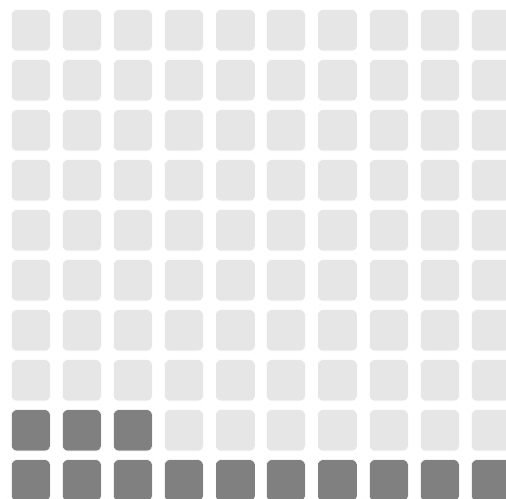


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1275; trend chart range from 284 to 377 per survey.

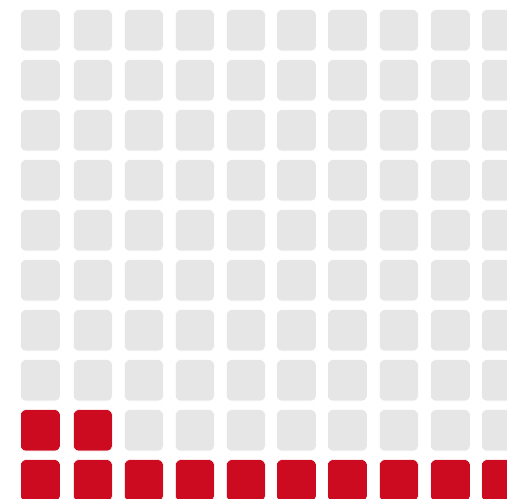
Satisfaction with frequency of trains on that route



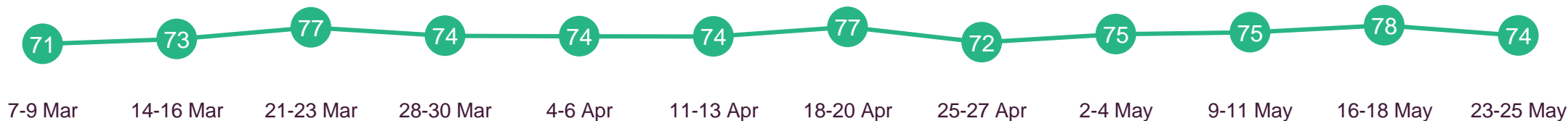
75%
satisfied



13%
neither/nor

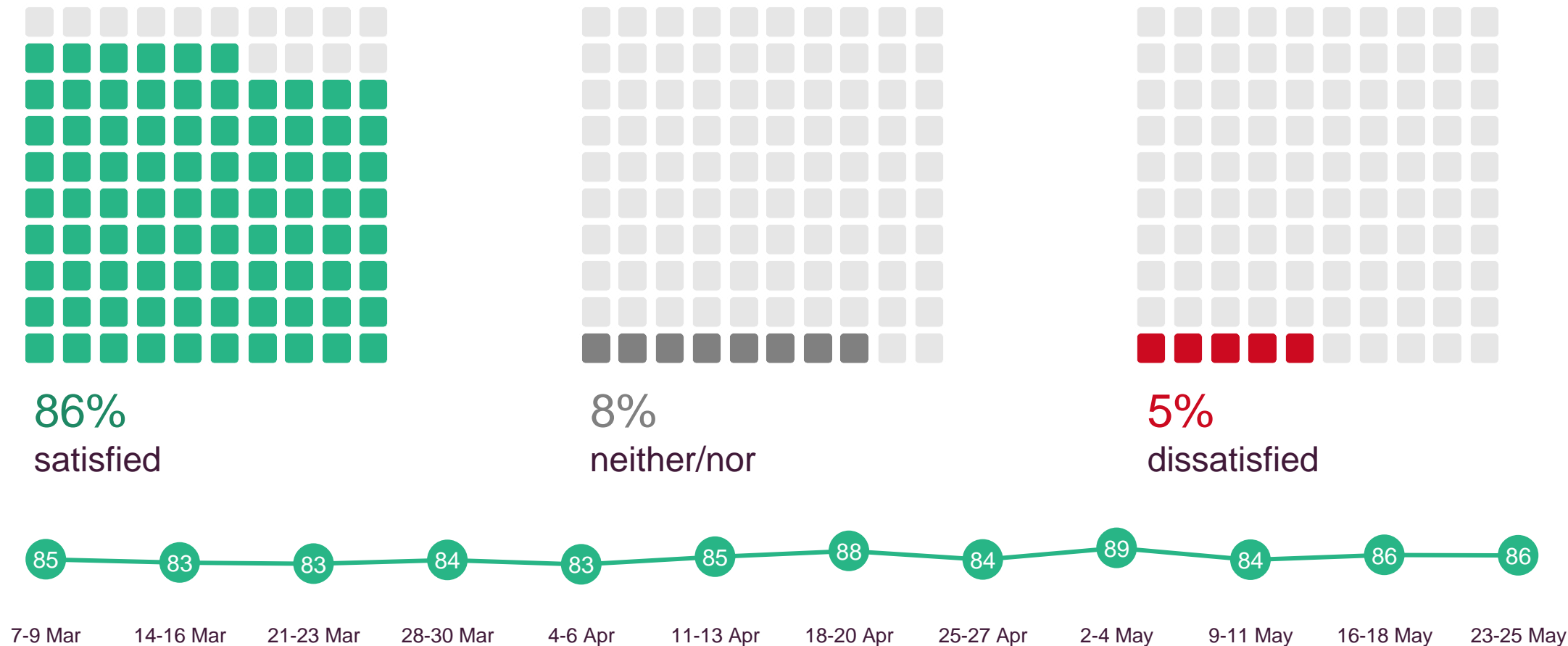


12%
dissatisfied



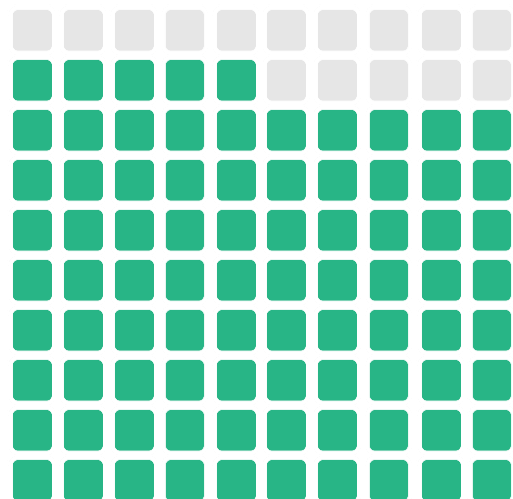
10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1275; trend chart range from 287 to 377 per survey.

Satisfaction with scheduled journey time

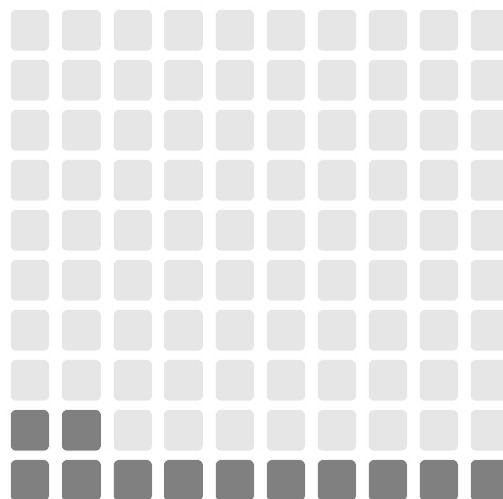


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1284; trend chart range from 288 to 379 per survey.

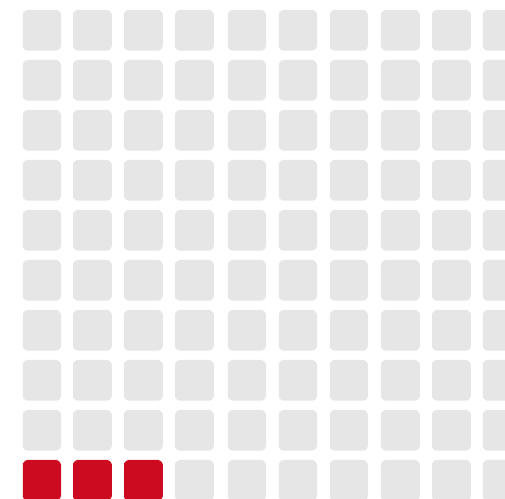
Satisfaction with personal security



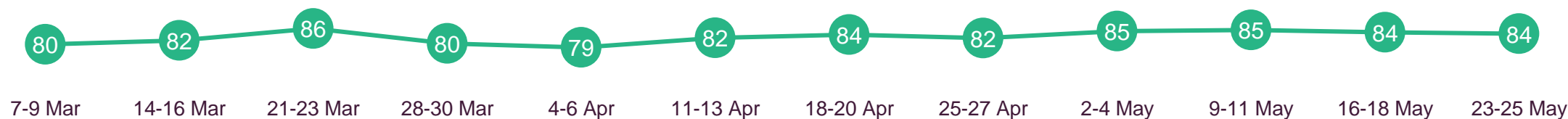
85%
satisfied



12%
neither/nor

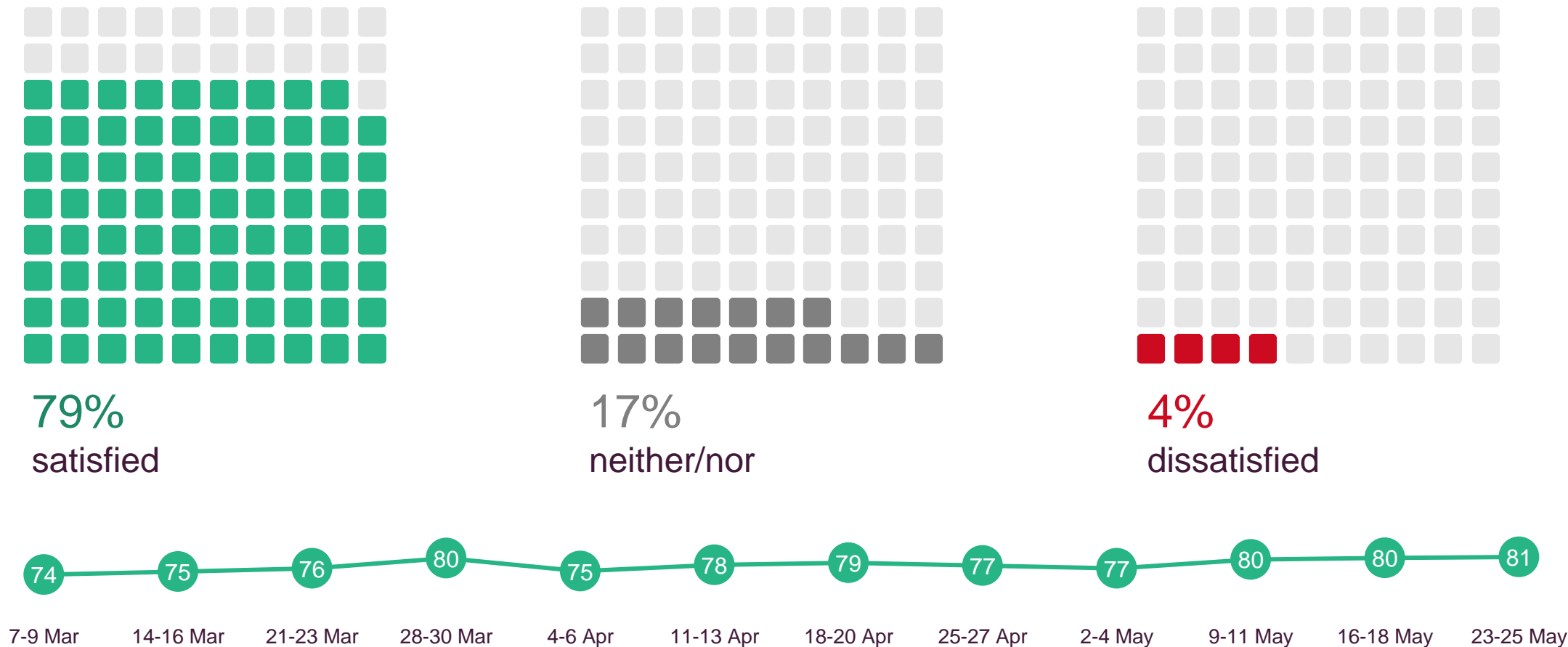


3%
dissatisfied



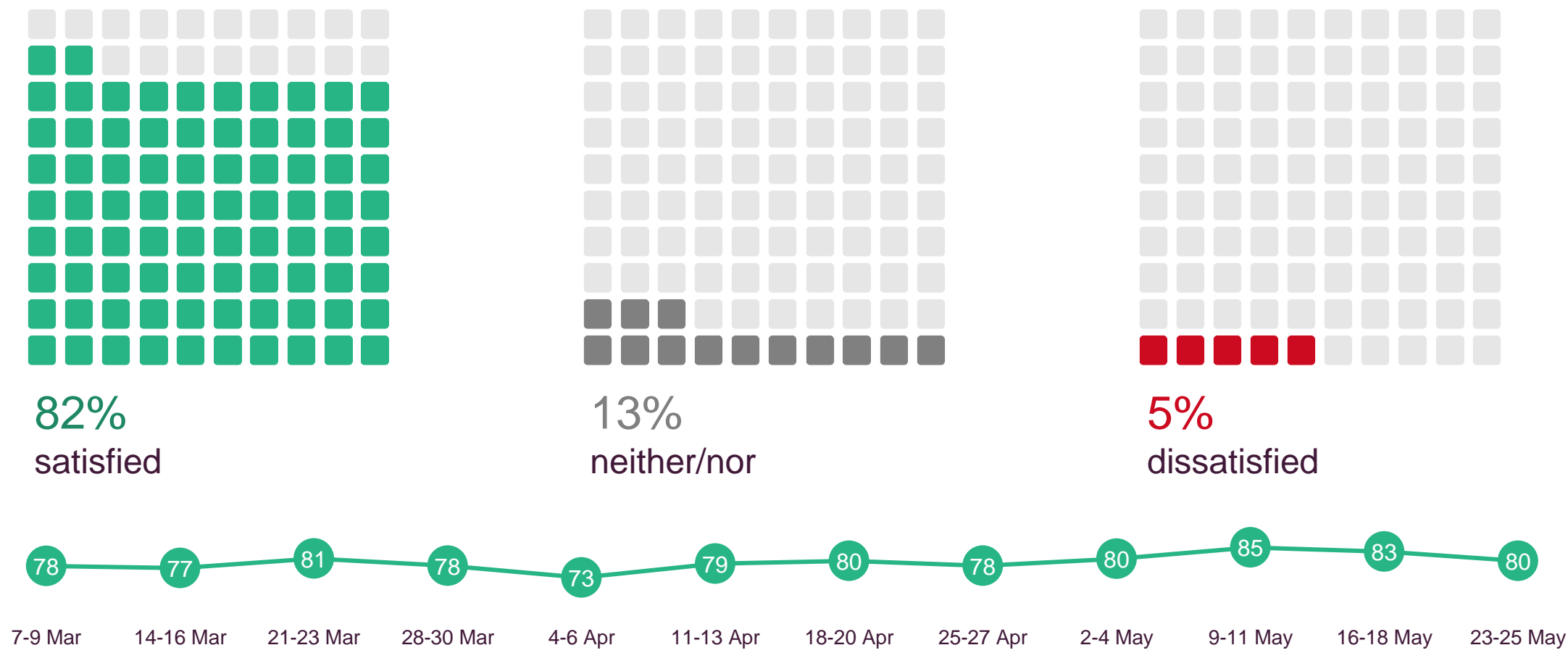
10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1273; trend chart range from 283 to 375 per survey.

Satisfaction with helpfulness and attitude of staff



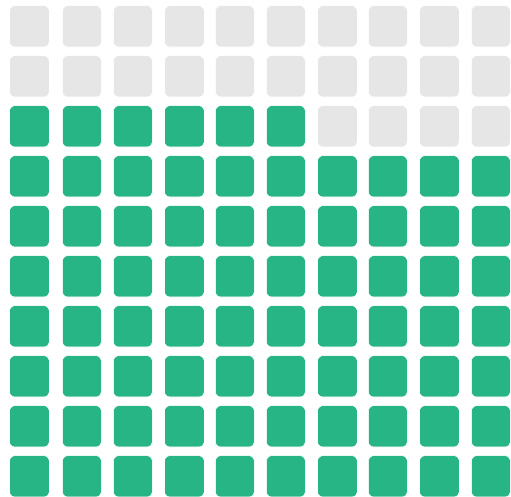
10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1066; trend chart range from 237 to 307 per survey.

Satisfaction with information provided during the journey

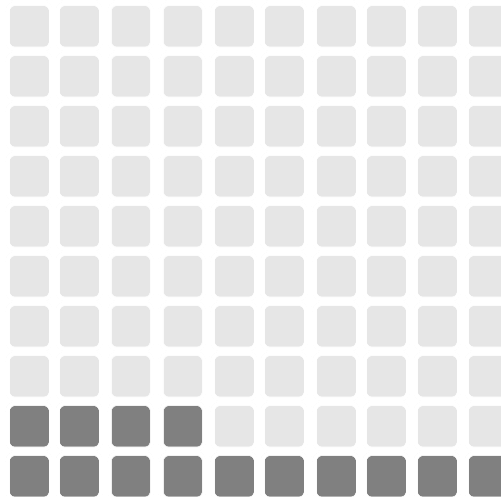


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1231; trend chart range from 274 to 367 per survey.

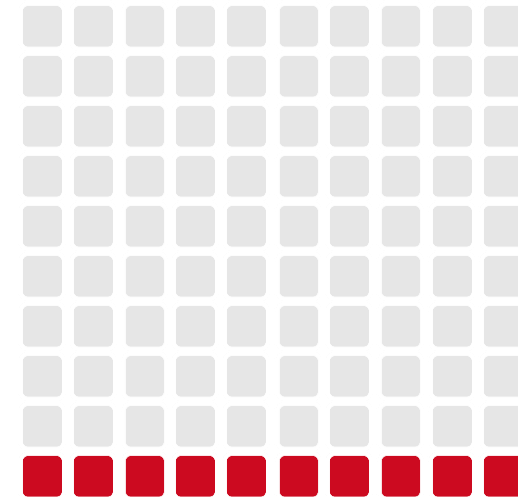
Satisfaction with comfort of the seats



76%
satisfied



14%
neither/nor

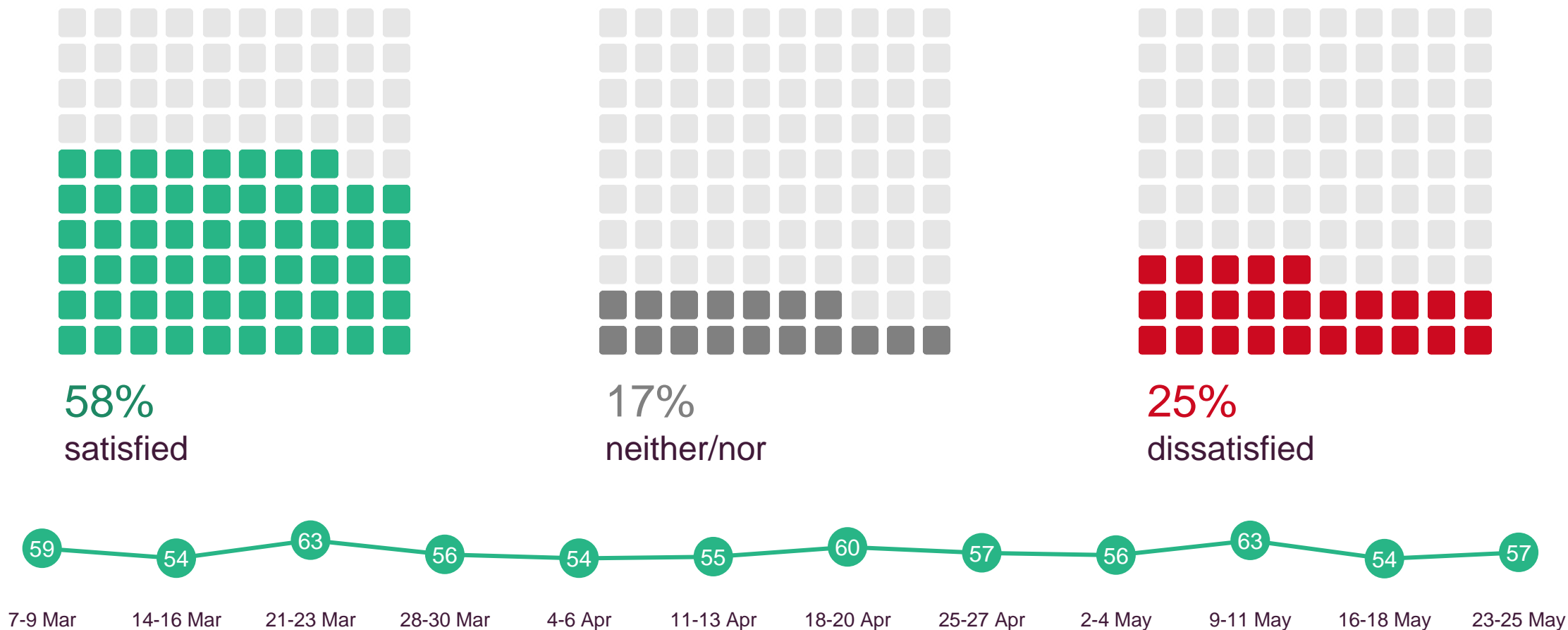


10%
dissatisfied



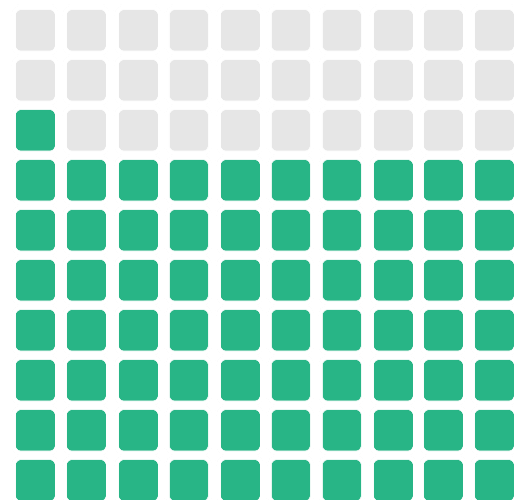
10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1262; trend chart range from 281 to 373 per survey.

Satisfaction with reliability of the internet

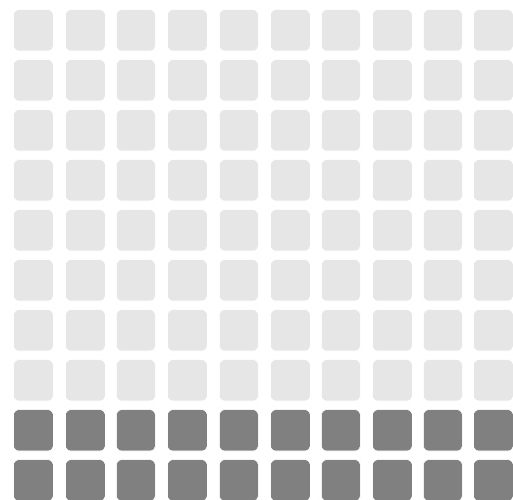


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 997; trend chart range from 216 to 300 per survey.

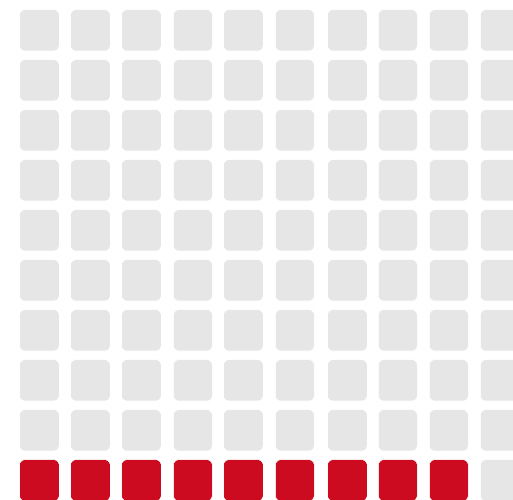
Satisfaction with information on how busy the train was before travelling



71%
satisfied



20%
neither/nor

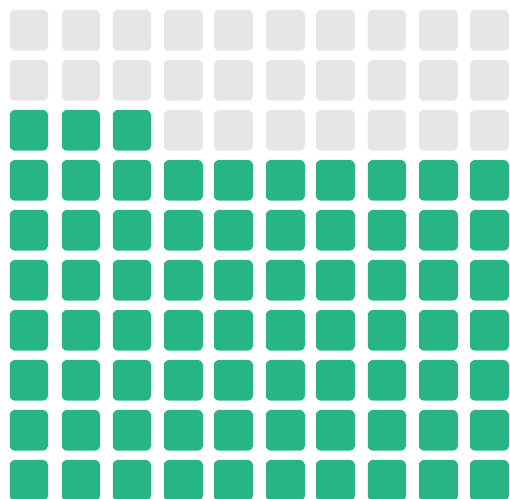


9%
dissatisfied

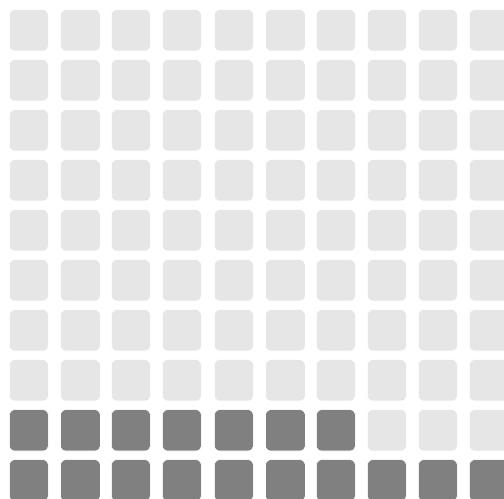


10 June 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1069; trend chart range from 241 to 322 per survey.

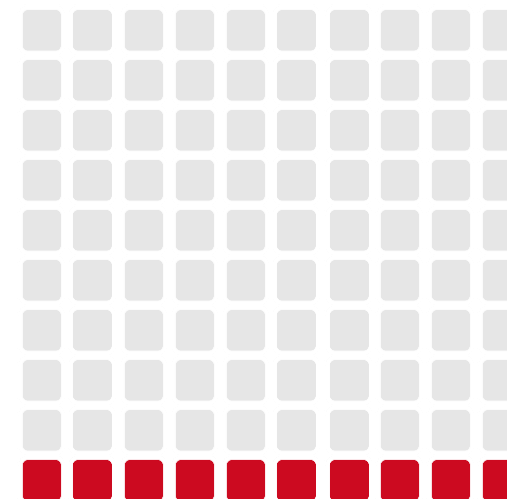
Satisfaction with other passengers' behaviour



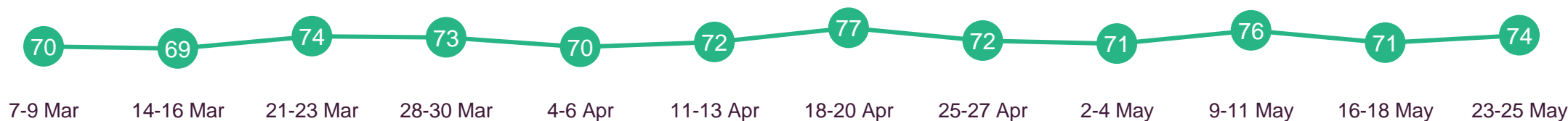
73%
satisfied



17%
neither/nor



10%
dissatisfied



10 June 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 1275; trend chart range from 285 to 376 per survey.

What rail passengers are saying...



So crowded. Just don't get why you don't put on more trains on days when it is so obvious they'll be busy.

Fairly dissatisfied, Avanti West Coast passenger

It wasn't as full as usual, was on time with seats available. Basically, it ticked all the boxes for the basic expected service.

Fairly satisfied, Transport for Wales passenger



There were no problems everything ran smoothly. Great service on time and very clean. Friendly staff.

Very satisfied, Northern passenger

Dirty train, nowhere to sit, train was very late, no toilet paper in toilet. Seats are too small and uncomfy, had man sat too close next to me. I hate trains with a passion, awful service.

Very dissatisfied, London Northwestern Railway 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 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
Wave 155 2-4 May	300
Wave 156 9-11 May	288
Wave 157 16-18 May	319
Wave 158 23-25 May	379

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

Any enquiries about this report should be addressed to:

Toby Cotton
Insight and Evidence Manager
Toby.Cotton@transportfocus.org.uk

Transport Focus
25 Cabot Square
London
E14 4QZ

www.transportfocus.org.uk

Transport Focus is the operating name
of the Passengers' Council

Transport Focus is the independent
consumer organisation representing the
interests of:

- rail passengers in Great Britain
- bus, coach and tram users across
England outside London
- all users of England's motorways and
major 'A' roads (the Strategic Road
Network).

We work to make a difference for all
transport users.

© 2025 Transport Focus