

June 2025

Rail User Survey

Train operator
results



Introduction



Our Rail User Survey regularly asks a representative sample of 2000 people across Great Britain about their public transport use. Those who used rail in the last seven days are asked about their overall satisfaction with their most recent rail journey and with aspects such as value for money, punctuality and cleanliness.

This report shows:

- The results for the main 22 train companies on overall satisfaction and satisfaction with six key aspects of the journey. The results are for 24 waves of the survey (6 December to 25 May 2025).

- Trends in overall satisfaction and satisfaction with the same six key aspects for 15 train companies with sufficient response numbers. These trends are shown for consecutive 12 waves of the survey.

Our Rail User Survey is also used to produce the reports we publish every four weeks showing how satisfied passengers in Great Britain were with their most recent train journey.

Further details about the methodology and the sample sizes for each train operating company are at the end of the report.



Train operator satisfaction

24 combined waves from
6 December – 25 May 2025

Summary of satisfaction by train company

Over 24 survey waves from 6 December to 25 May 2025

	Overall satisfaction	Punctuality / reliability	Frequency of trains on route	Level of crowding	Cleanliness	Information during journey	Value for money
Merseyrail	93	89	86	81	93	88	65
TfL Rail/Elizabeth Line	92	82	83	69	86	86	73
London North Eastern Railway	91	83	81	76	87	82	67
London Overground	91	86	83	73	82	85	71
ScotRail	91	87	77	82	80	80	61
c2c	89	83	81	74	76	81	64
Greater Anglia	89	86	74	76	83	83	50
West Midlands Railway	87	78	71	69	77	80	55
Southeastern	86	77	70	68	75	78	46
TransPennine Express	86	78	75	72	79	81	62
Avanti West Coast	86	76	74	69	85	81	63
Chiltern Railways*	86	86	81	66	77	78	52
London Northwestern Railway	86	78	68	66	77	78	54
East Midlands Railway	86	81	75	65	76	79	58
Great Northern	85	72	69	73	76	76	58
Thameslink	84	72	76	71	77	80	44
Great Western Railway	84	74	74	70	81	77	54
South Western Railway	84	74	68	70	73	76	44
Transport for Wales	84	71	60	70	79	80	50
Northern	83	72	67	72	73	75	56
Southern	80	74	64	69	70	75	41
CrossCountry	75	73	62	48	66	70	47

Score relatively high compared with other TOCS

Score relatively average compared with other TOCS

Score relatively low compared with other TOCS

* Some base sizes are below 100, which would be the ideal minimum for analysis.

Overall journey satisfaction by train company

Over 24 survey waves from 6 December to 25 May 2025



Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with punctuality/reliability by train company

Over 24 survey waves from 6 December to 25 May 2025

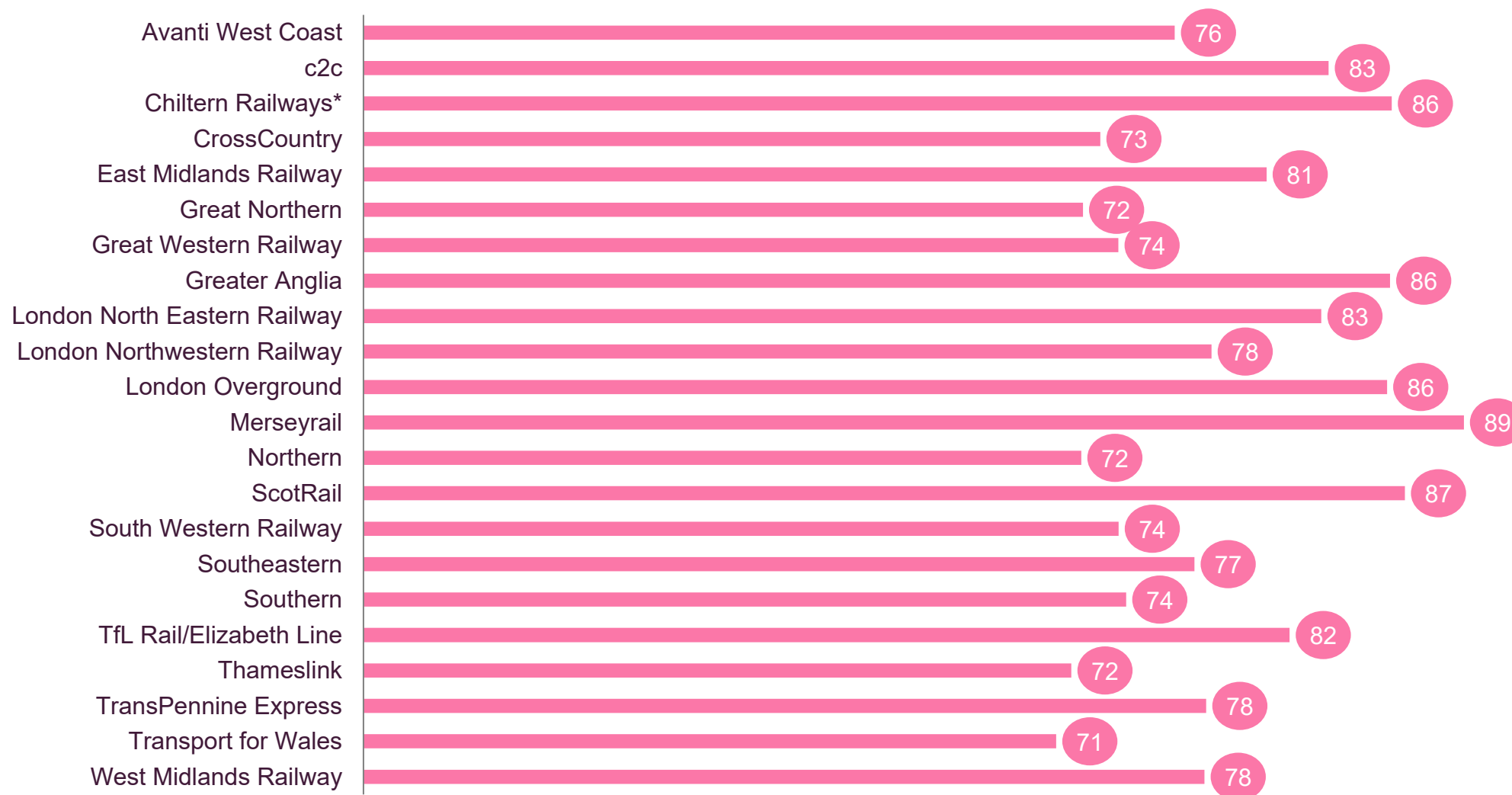


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with frequency of trains on route by train company

Over 24 survey waves from 6 December to 25 May 2025

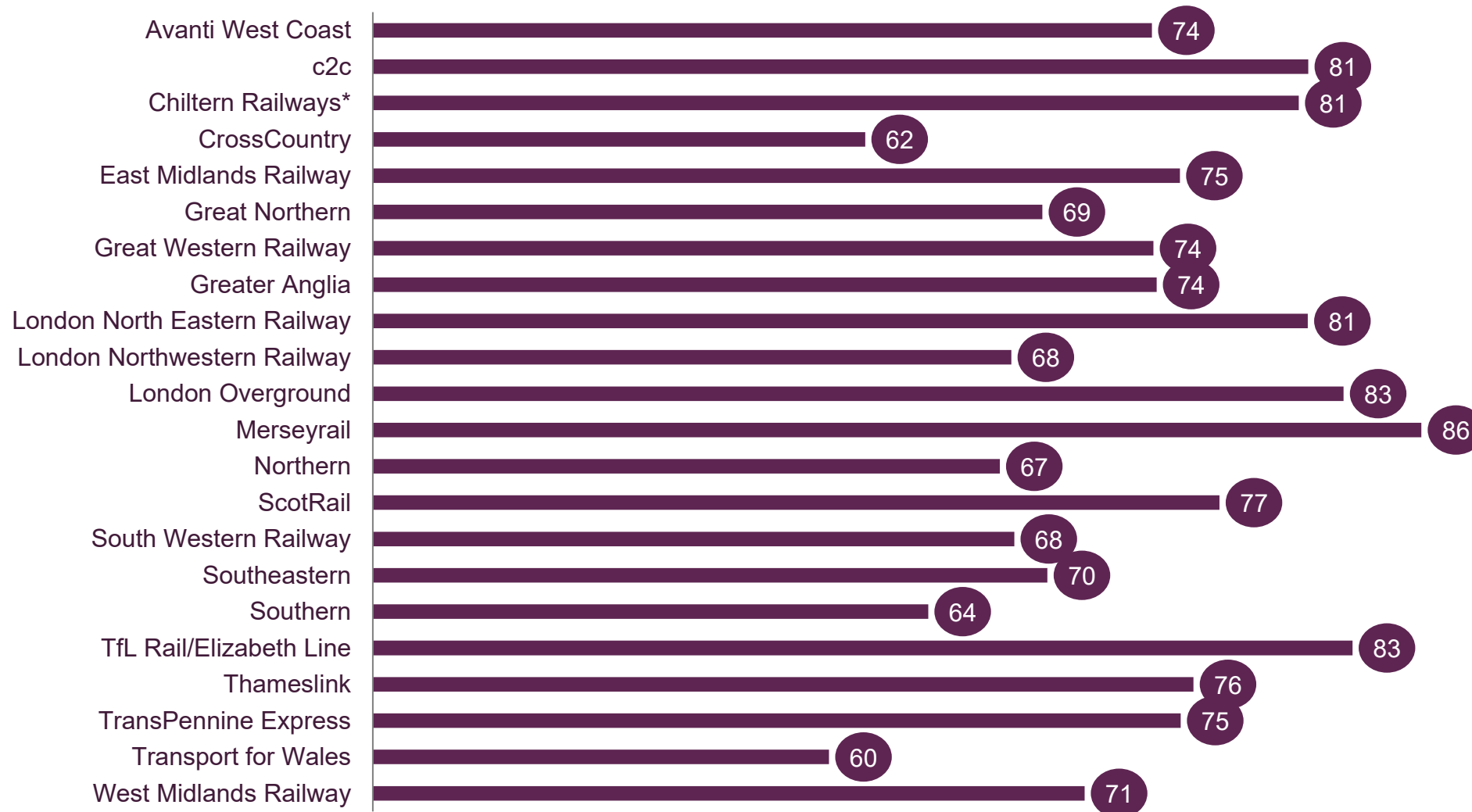


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.
Base sizes shown in appendix

Satisfaction with level of crowding by train company

Over 24 survey waves from 6 December to 25 May 2025



Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with cleanliness by train company

Over 24 survey waves from 6 December to 25 May 2025

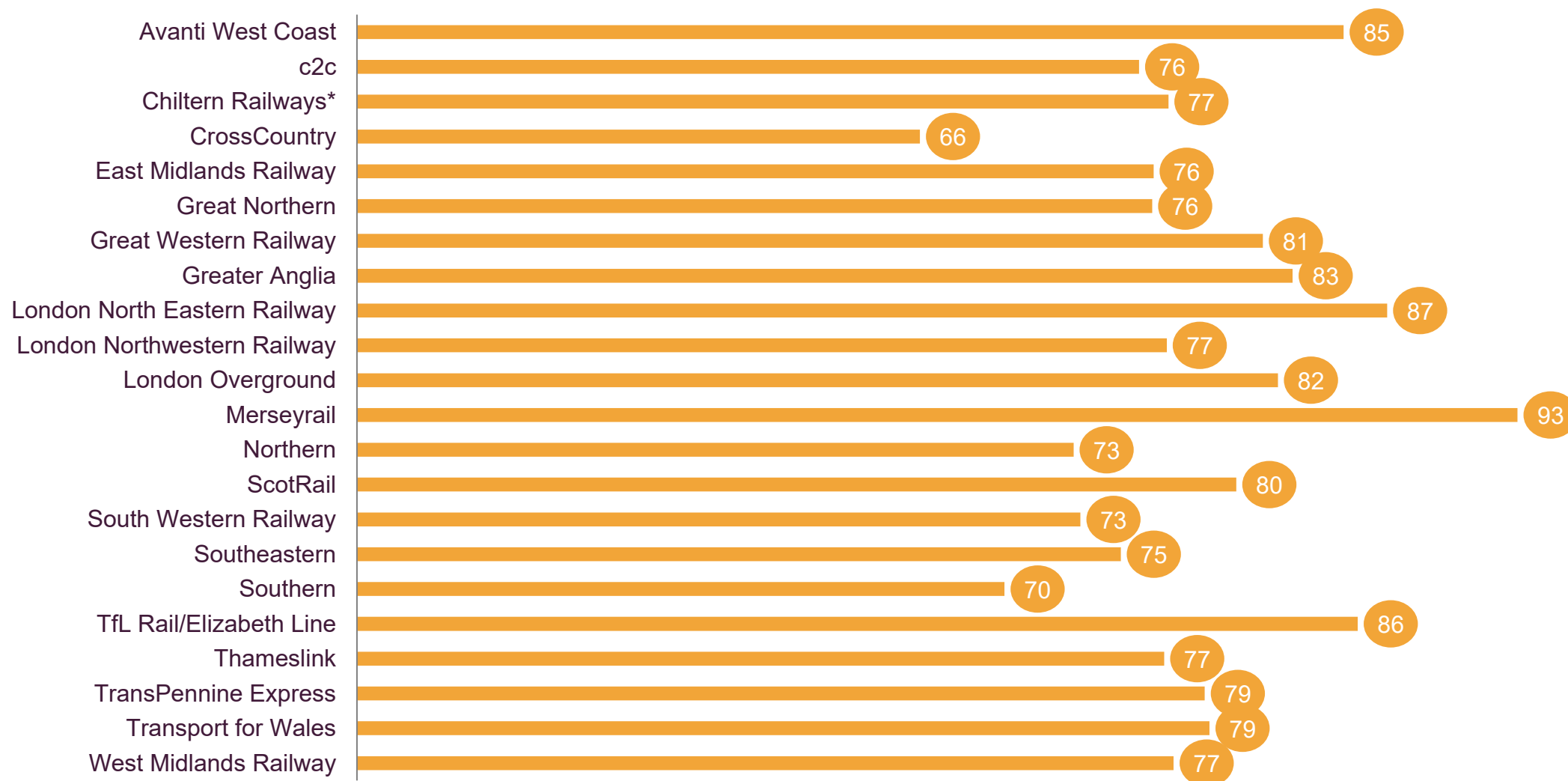


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with information during the journey by train company

Over 24 survey waves from 6 December to 25 May 2025

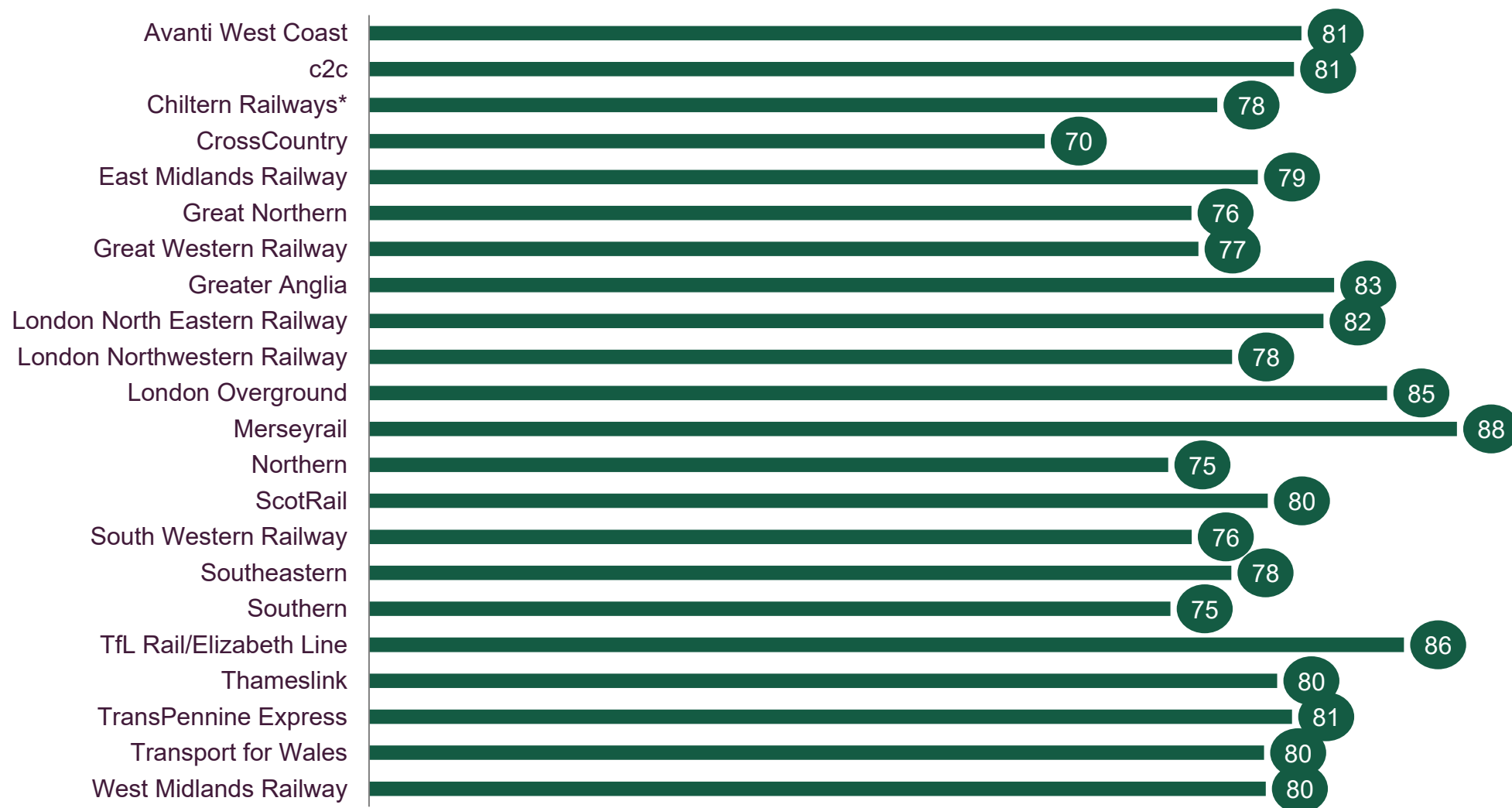


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix

Satisfaction with value for money by train company

Over 24 survey waves from 6 December to 25 May 2025

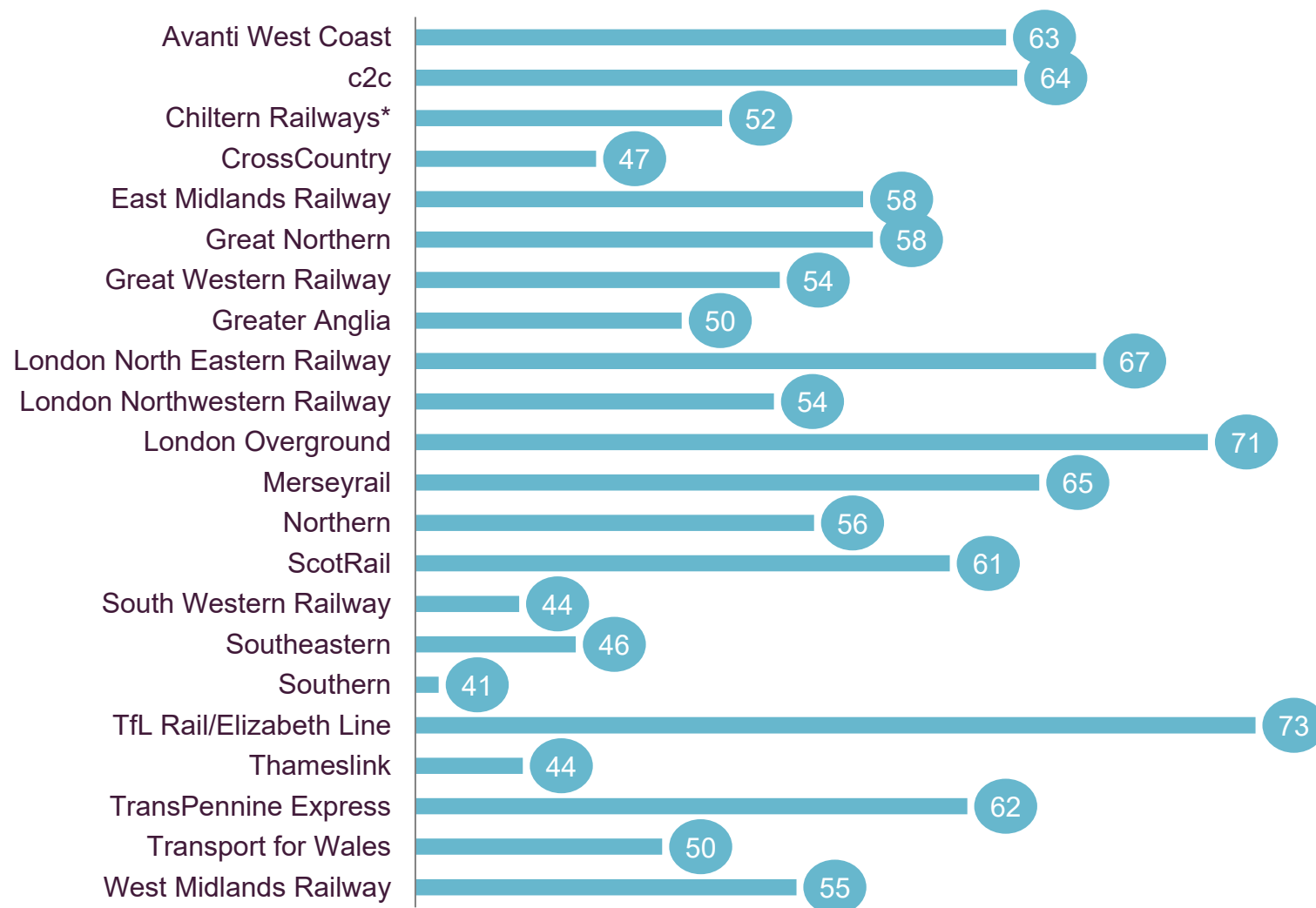


Chart axes range from 40% to 100% to better show the differences in values between train operating companies.

Base sizes shown in appendix



Satisfaction over time



Satisfaction over time by train company

Transport Focus's Rail User Survey has been running around two and a half years. This allows us to see the trends in passenger satisfaction over time.

The charts in this section show overall satisfaction and satisfaction with six journey aspects for 15 train companies where we have sufficient sample sizes (where generally more than 75 per data point) over eight distinct 12-survey-wave periods:

- 16 December 2022 -19 March 2023
- 24 March – 20 August 2023
- 1 September 2023 to 4 February 2024
- 16 February – 23 June 2024
- 28 June – 15 September 2024
- 20 September – 8 December 2024
- 13 December 2024 – 9 March 2025
- 14 March – 25 May 2025

Overall satisfaction by 12-wave periods

16 Dec 2022 – 19 Mar 2023, 26 Mar – 20 Aug 2023, 1 Sep 2023 – 4 Feb 2024, 16 Feb – 23 Jun 2024, 28 Jun – 15 Sep 2024, 20 Sep – 8 Dec 2024, 13 Dec 2024 – 9 Mar 2025, 14 Mar – 25 May 2025



Sample sizes: Avanti West Coast 105, 133, 178, 181, 175, 211, 179, 186; East Midlands Railway 106, 114, 127, 143, 126, 135, 149, 139; Great Western Railway 259, 265, 278, 275, 281, 314, 278, 261; Greater Anglia 142, 173, 151, 179, 198, 193, 192, 161; London North Eastern Railway 121, 152, 145, 129, 173, 163, 156, 154; London Overground 94, 147, 154, 149, 149, 160, 165, 146; Northern 259, 289, 306, 281, 307, 342, 332, 313; ScotRail 190, 224, 234, 249, 259, 272, 229, 230; South Western Railway 220, 270, 281, 304, 355, 318, 317, 276; Southeastern 191, 223, 246, 262, 256, 279, 264, 261; Southern 170, 192, 184, 192, 220, 219, 204, 190; TfL Rail/Elizabeth Line 125, 76, 96, 90, 84, 99, 118, 101; Thameslink 142, 149, 181, 169, 210, 177, 150, 165; Transport for Wales 83, 81, 95, 114, 106, 117, 89, 96; West Midlands Railway 103, 122, 132, 126, 115, 146, 131, 153.

Avanti West Coast

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

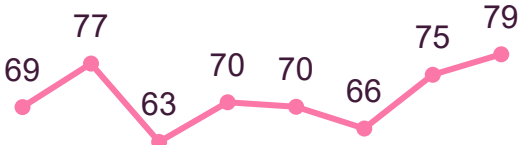
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

Overall satisfaction



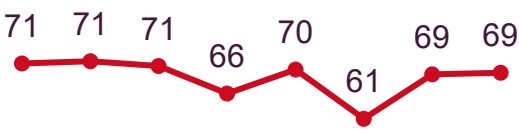
Punctuality / reliability



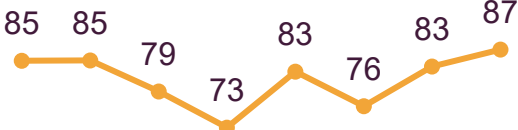
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: Avanti West Coast: overall satisfaction; 105, 133, 178, 175, 211, 181, 179, and 186; punctuality/reliability; 105, 132, 178, 175, 211, 179, 179, and 186; value for money; 104, 129, 176, 174, 204, 179, 175, and 182; level of crowding; 104, 132, 178, 175, 209, 180, 179, and 185; cleanliness; 105, 132, 178, 175, 211, 181, 179, and 186; frequency of services; 104, 132, 175, 174, 211, 181, 179, and 183; information during journey 104, 130, 174, 173, 210, 178, 175, and 181.

East Midlands Railway

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

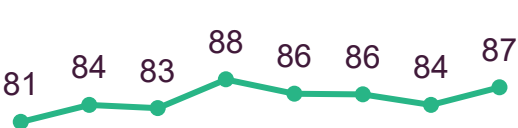
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

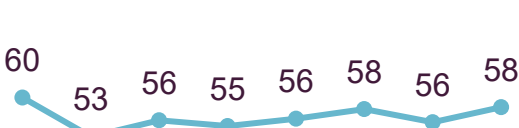
Overall satisfaction



Punctuality / reliability



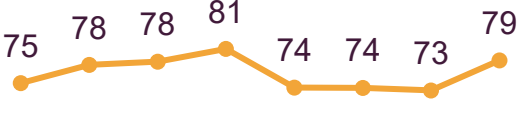
Value for money



Level of crowding



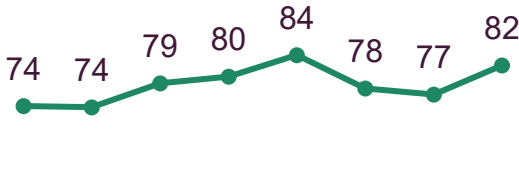
Cleanliness



Frequency of services



Information during journey



Sample sizes: East Midlands Railway: overall satisfaction 106, 114, 127, 126, 135, 143, 149, and 139; punctuality/reliability 106, 113, 126, 126, 135, 143, 149, and 138; value for money 106, 113, 126, 126, 134, 143, 147, and 135; level of crowding 105, 113, 126, 126, 134, 143, 149, and 138; cleanliness 106, 113, 127, 126, 135, 142, 149, and 137; frequency of services 106, 111, 127, 126, 135, 143, 148, and 138; information during journey 105, 110, 124, 123, 129, 141, 148, and 134.

Great Western Railway

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

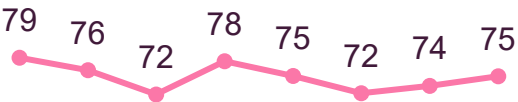
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

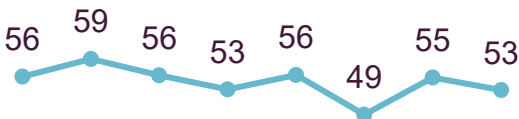
Overall satisfaction



Punctuality / reliability



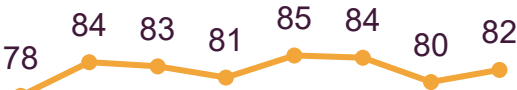
Value for money



Level of crowding



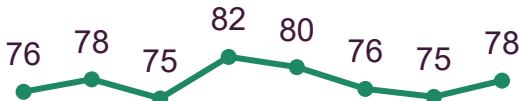
Cleanliness



Frequency of services



Information during journey



Sample sizes: Great Western Railway: overall satisfaction 259, 265, 278, 281, 314, 275, 278, and 261; punctuality/reliability 258, 265, 278, 281, 314, 274, 278, and 261; value for money 259, 262, 275, 279, 311, 274, 275, and 258; level of crowding 259, 263, 278, 279, 314, 274, 278, and 261; cleanliness 258, 265, 278, 281, 314, 274, 278, and 261; frequency of services 256, 263, 276, 277, 314, 274, 276, and 260; information during journey 250, 258, 267, 276, 307, 268, 274, and 254.

Greater Anglia

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

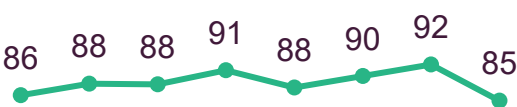
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

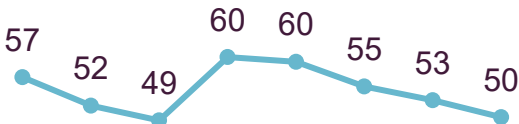
Overall satisfaction



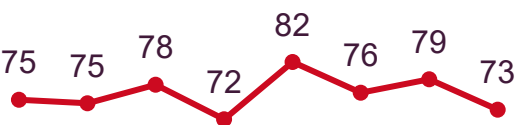
Punctuality / reliability



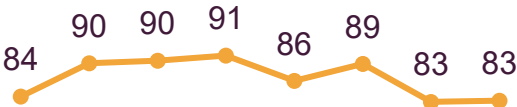
Value for money



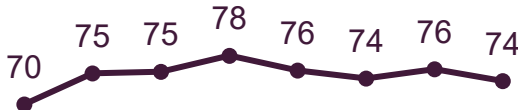
Level of crowding



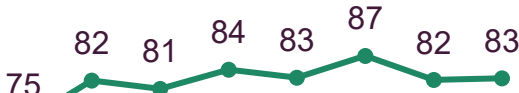
Cleanliness



Frequency of services



Information during journey



Sample sizes: Greater Anglia: overall satisfaction 142, 173, 151, 198, 193, 179, 192, and 161; punctuality/reliability 142, 173, 151, 198, 193, 179, 192, and 161; value for money 140, 169, 151, 198, 190, 177, 190, and 158; level of crowding 142, 173, 150, 198, 191, 179, 192, and 161; cleanliness 142, 173, 151, 198, 193, 179, 192, and 161; frequency of services141, 173, 151, 198, 193, 179, 192, and 160; information during journey 138, 169, 147, 192, 191, 176, 190, and 156.

London North Eastern Railway

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

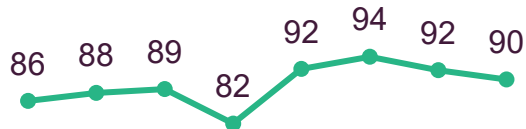
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

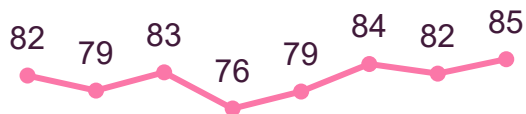
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

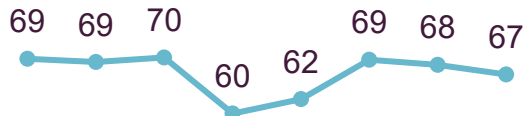
Overall satisfaction



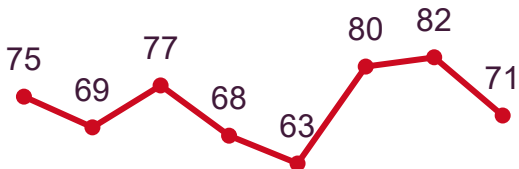
Punctuality / reliability



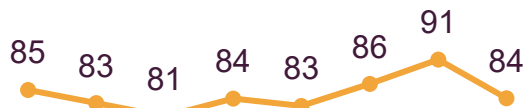
Value for money



Level of crowding



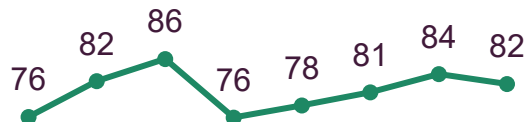
Cleanliness



Frequency of services



Information during journey



Sample sizes: London North Eastern Railway: overall satisfaction 121, 152, 145, 173, 163, 129, 156, and 154; punctuality/reliability 121, 152, 145, 172, 163, 129, 155, and 154; value for money 120, 148, 144, 170, 162, 129, 155, and 154; level of crowding 121, 152, 145, 172, 162, 129, 153, and 154; cleanliness 121, 152, 145, 172, 163, 129, 156, and 154; frequency of services 119, 152, 142, 170, 162, 128, 153, and 153; information during journey 121, 148, 143, 168, 161, 128, 151, and 152.

London Overground Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

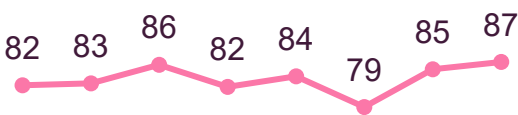
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

Overall satisfaction



Punctuality / reliability



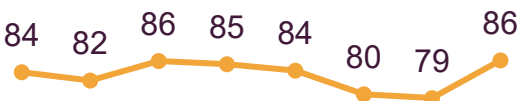
Value for money



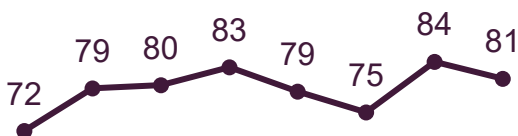
Level of crowding



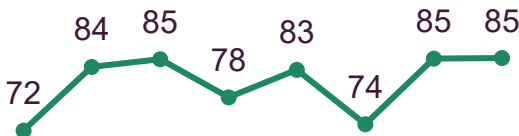
Cleanliness



Frequency of services



Information during journey



Sample sizes: London Overground: overall satisfaction 94, 147, 154, 149, 160, 149, 165, and 146; punctuality/reliability 94, 147, 153, 149, 160, 145, 165, and 146; value for money 89, 139, 150, 139, 152, 138, 160, and 141; level of crowding 94, 147, 154, 148, 160, 145, 165, and 146; cleanliness 93, 146, 153, 149, 158, 148, 164, and 146; frequency of services 94, 147, 153, 149, 159, 148, 165, and 145; information during journey 82, 138, 151, 142, 150, 141, 158, and 139.

Northern

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

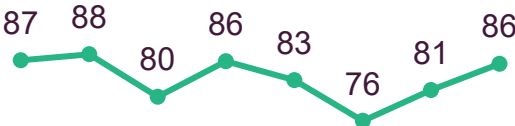
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

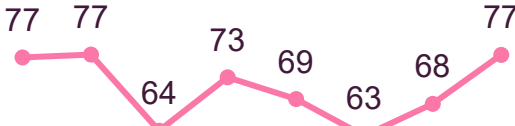
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

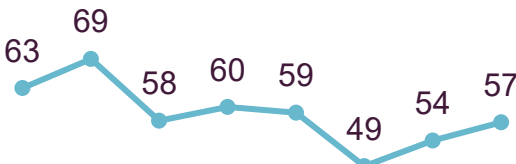
Overall satisfaction



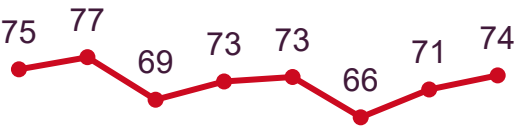
Punctuality / reliability



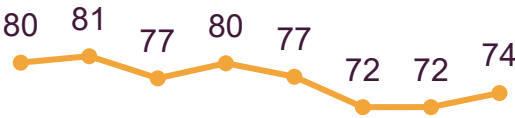
Value for money



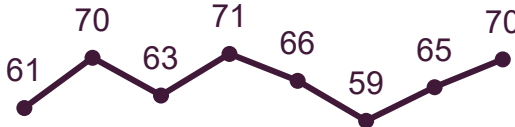
Level of crowding



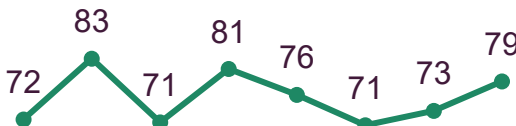
Cleanliness



Frequency of services



Information during journey



Sample sizes: Northern: overall satisfaction 259, 289, 306, 307, 342, 281, 332, and 313; punctuality/reliability 259, 289, 306, 307, 342, 281, 331, and 313; value for money 253, 285, 302, 298, 331, 274, 321, and 305; level of crowding 257, 286, 301, 305, 337, 278, 328, and 310; cleanliness 258, 288, 306, 307, 342, 280, 332, and 312; frequency of services 256, 288, 303, 304, 340, 280, 330, and 313; information during journey 246, 275, 297, 296, 322, 272, 315, and 295.

ScotRail

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

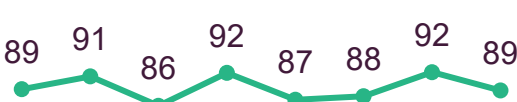
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

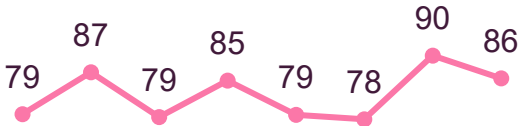
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

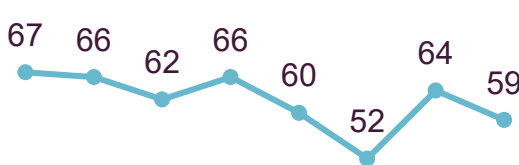
Overall satisfaction



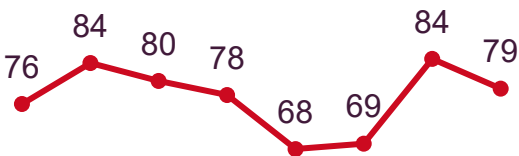
Punctuality / reliability



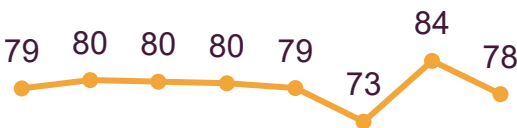
Value for money



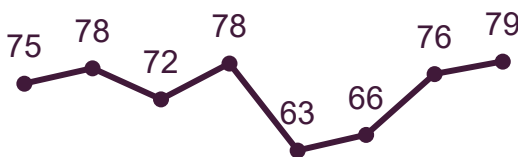
Level of crowding



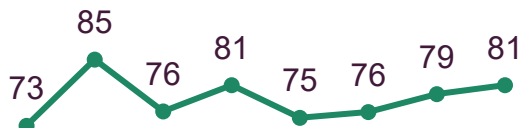
Cleanliness



Frequency of services



Information during journey



Sample sizes: ScotRail: overall satisfaction 190, 224, 234, 259, 272, 249, 229, and 230; punctuality/reliability 189, 224, 232, 259, 272, 249, 228, and 229; value for money 189, 224, 233, 258, 270, 249, 229, and 228; level of crowding 189, 224, 230, 255, 269, 245, 224, and 226; cleanliness 190, 224, 233, 259, 272, 249, 229, and 230; frequency of services 189, 224, 234, 258, 271, 248, 226, and 228; information during journey 177, 209, 222, 244, 258, 236, 214, and 216.

South Western Railway

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

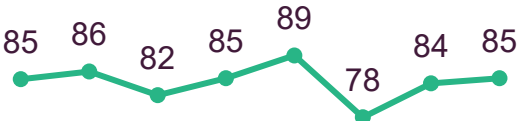
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

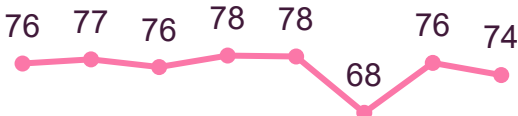
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

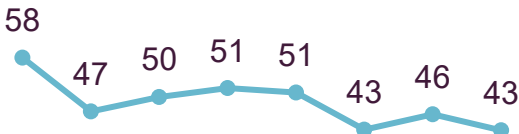
Overall satisfaction



Punctuality / reliability



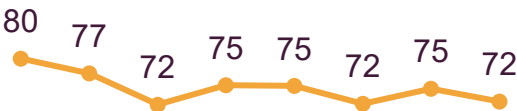
Value for money



Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: South Western Railway: overall satisfaction 220, 270, 281, 355, 318, 304, 317, and 276; punctuality/reliability 220, 270, 281, 354, 318, 304, 317, and 276; value for money 214, 259, 271, 338, 305, 291, 300, and 263; level of crowding 220, 267, 281, 354, 317, 301, 316, and 275; cleanliness 220, 269, 280, 354, 318, 303, 317, and 276; frequency of services 220, 269, 280, 354, 318, 304, 317, and 273; information during journey 210, 264, 271, 344, 308, 294, 310, and 267.

Southeastern Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

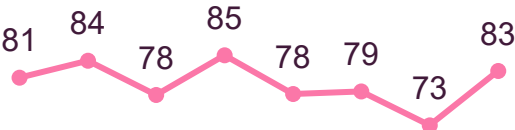
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

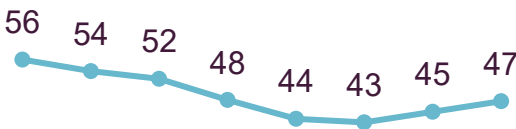
Overall satisfaction



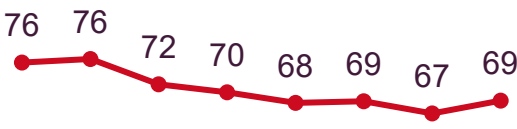
Punctuality / reliability



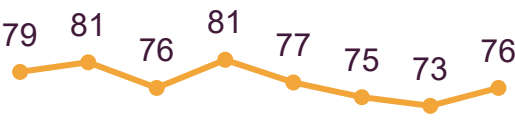
Value for money



Level of crowding



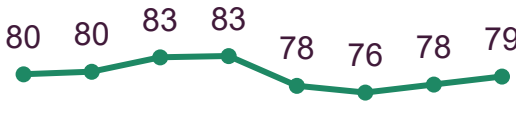
Cleanliness



Frequency of services



Information during journey



Sample sizes: Southeastern: overall satisfaction 191, 223, 246, 256, 279, 262, 264, and 261; punctuality/reliability 191, 223, 246, 256, 278, 262, 264, and 261; value for money 171, 203, 231, 239, 252, 240, 249, and 238; level of crowding 190, 221, 246, 256, 279, 257, 263, and 261; cleanliness 191, 221, 246, 256, 279, 262, 264, and 261; frequency of services 191, 221, 245, 255, 279, 262, 263, and 261; information during journey 181, 207, 238, 240, 261, 257, 252, and 247.

Southern

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

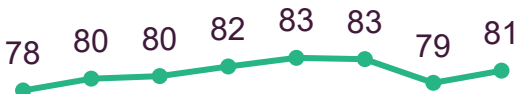
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

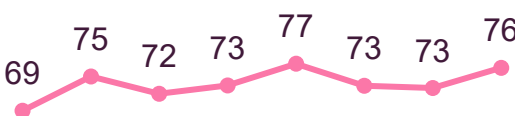
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

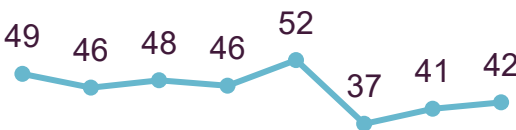
Overall satisfaction



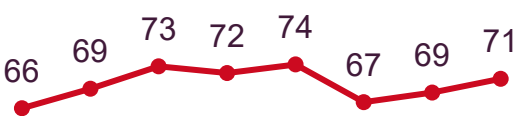
Punctuality / reliability



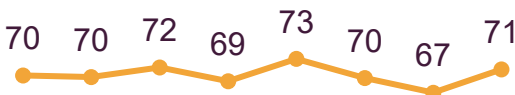
Value for money



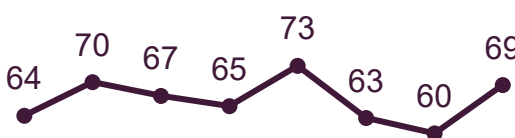
Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: Southern: overall satisfaction 170, 192, 184, 220, 219, 192, 204, and 190; punctuality/reliability 169, 191, 184, 220, 219, 191, 204, and 190; value for money 155, 180, 174, 209, 209, 179, 188, and 184; level of crowding 167, 192, 183, 219, 218, 191, 203, and 190; cleanliness 168, 192, 184, 219, 218, 190, 204, and 190; frequency of services 168, 192, 183, 218, 219, 192, 202, and 189; information during journey 153, 180, 170, 206, 209, 183, 196, and 186.

Elizabeth line/TfL Rail

Satisfaction by 12-wave time periods*

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

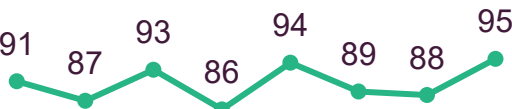
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

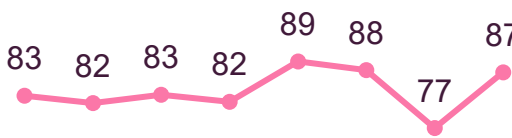
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

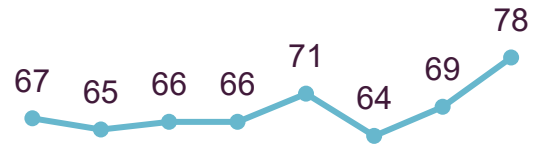
Overall satisfaction



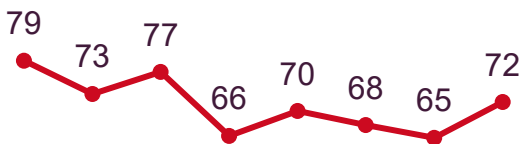
Punctuality / reliability



Value for money



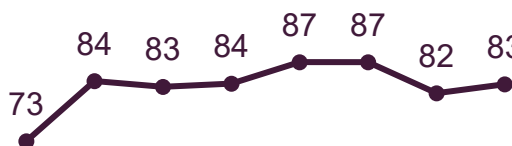
Level of crowding



Cleanliness



Frequency of services



Information during journey



Sample sizes: TfL Rail/Elizabeth Line: overall satisfaction 125, 76, 96, 84, 99, 90, 118, and 101; punctuality/reliability 123, 75, 96, 84, 98, 90, 118, and 101; value for money 114, 63, 79, 78, 89, 82, 106, and 94; level of crowding 125, 76, 96, 84, 96, 89, 118, and 101; cleanliness 125, 76, 96, 84, 98, 90, 118, and 100; frequency of services 125, 76, 96, 84, 98, 90, 118, and 101; information during journey 116, 75, 95, 81, 91, 88, 107, and 98.

* Some base sizes are below 100, which would be the ideal minimum for analysis.

Thameslink

Satisfaction by 12-wave time periods

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

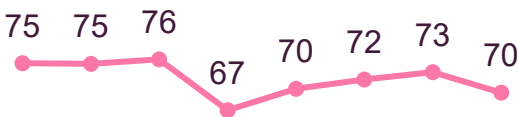
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

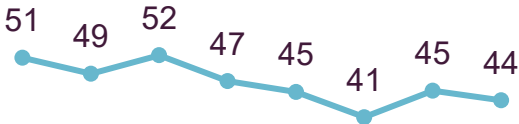
Overall satisfaction



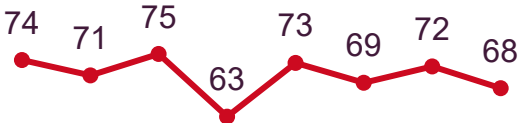
Punctuality / reliability



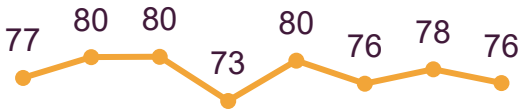
Value for money



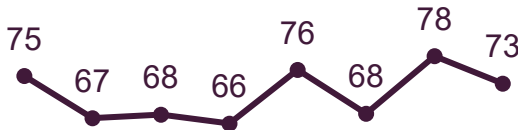
Level of crowding



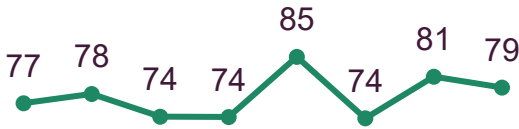
Cleanliness



Frequency of services



Information during journey



Sample sizes: Thameslink: overall satisfaction 142, 149, 181, 210, 177, 169, 150, and 165; punctuality/reliability 142, 148, 180, 210, 177, 168, 150, and 165; value for money 136, 144, 172, 199, 167, 161, 141, and 155; level of crowding 141, 148, 180, 210, 177, 169, 150, and 165; cleanliness 141, 149, 180, 210, 177, 168, 150, and 165; frequency of services 140, 149, 181, 209, 177, 167, 149, and 165; information during journey 133, 145, 176, 204, 176, 159, 149, and 159.

Transport for Wales

Satisfaction by 12-wave time periods*

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

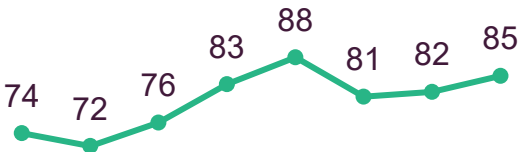
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

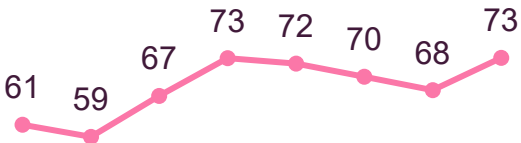
13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

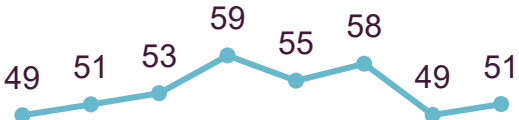
Overall satisfaction



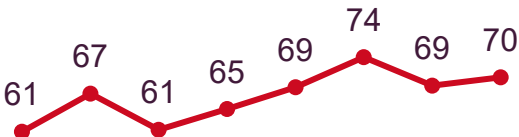
Punctuality / reliability



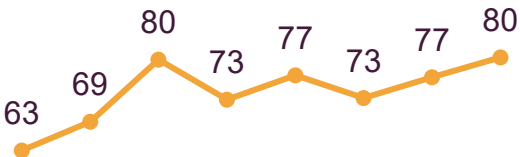
Value for money



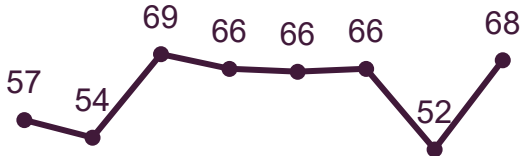
Level of crowding



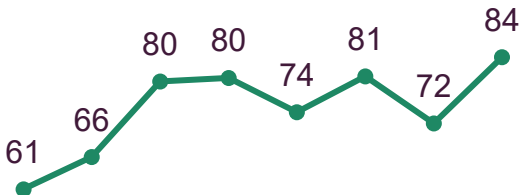
Cleanliness



Frequency of services



Information during journey



Sample sizes: Transport for Wales: overall satisfaction 83, 81, 95, 106, 117, 114, 89, and 96; punctuality/reliability 82, 81, 95, 106, 117, 114, 89, and 96; value for money 80, 79, 94, 105, 117, 113, 87, and 96; level of crowding 81, 81, 94, 106, 117, 114, 88, and 94; cleanliness 82, 80, 95, 106, 117, 114, 89, and 96; frequency of services 82, 81, 95, 105, 116, 113, 88, and 96; information during journey 77, 75, 91, 101, 111, 112, 87, and 94.

* Some base sizes are below 100, which would be the ideal minimum for analysis.

West Midlands Railway

Satisfaction by 12-wave time periods*

Time period dates (left to right)

16 Dec 2022 -19 Mar 2023

24 Mar – 20 Aug 2023

1 Sep 2023 to 4 Feb 2024

16 Feb – 23 Jun 2024

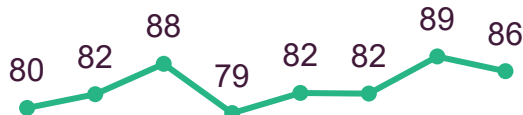
28 Jun – 15 Sep 2024

20 Sep – 8 Dec 2024

13 Dec 2024 – 9 Mar 2025

14 Mar – 25 May 2025

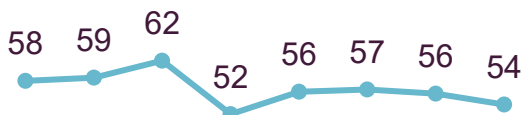
Overall satisfaction



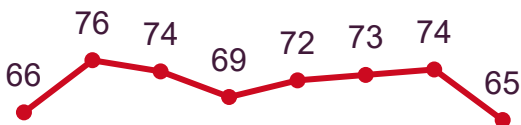
Punctuality / reliability



Value for money



Level of crowding



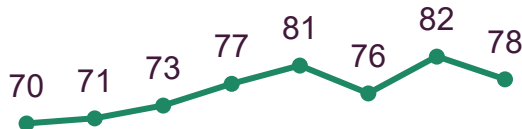
Cleanliness



Frequency of services



Information during journey



Sample sizes: West Midlands Railway: overall satisfaction 103, 122, 132, 115, 146, 126, 131, and 153; punctuality/reliability 103, 122, 132, 115, 145, 126, 131, and 152; value for money 101, 120, 126, 110, 141, 125, 123, and 151; level of crowding 103, 122, 132, 115, 145, 125, 131, and 153; cleanliness 103, 122, 131, 115, 144, 126, 130, and 153; frequency of services 103, 122, 132, 114, 144, 125, 129, and 152; information during journey 97, 115, 127, 110, 139, 122, 126, and 149.

* Some base sizes are below 100, which would be the ideal minimum for analysis.



Further information

Methodology

Transport Focus's Rail User Survey is run within Yonder Consulting's omnibus. Approximately 2000 people per omnibus are screened to identify those who have made a rail journey in the last seven days and the purpose of the journey (excluding London Underground). Those that have then answer questions about satisfaction with their journey.

The survey has been run:

- weekly from 24 May 2024;
- every other week between 14 April 2023 and 12 May 2024; and
- twice weekly between September 2021 and 2 April 2023.

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 that are asked are on the next slide.

Numbers may not add up to 100 per cent, due to rounding.

Questionnaire wording

(Questions included in this report in bold)

Q Thinking about this most recent journey you made by train, how satisfied or dissatisfied were you with?

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


Answer options: Very satisfied, Fairly satisfied, Neither satisfied nor dissatisfied, Fairly dissatisfied, Very dissatisfied, Not applicable, except for 'This train journey overall' which does not have 'not applicable'

Base sizes for 24-wave period: 6 December 2024 – 25 May 2025

Train operating company sample sizes	Overall satisfaction	Punctuality/reliability	Frequency of services on that route	Level of crowding	Cleanliness inside the train	Information during the journey	Value for money
Avanti West Coast	383	383	380	382	383	374	375
c2c	141	141	140	140	141	134	141
Chiltern Railways	96	96	96	96	96	93	92
CrossCountry	194	194	190	194	194	190	193
East Midlands Railway	295	294	293	294	293	289	289
Great Northern	152	152	152	152	152	143	149
Great Western Railway	558	558	555	558	558	544	552
Greater Anglia	365	365	364	365	365	358	360
London North Eastern Railway	318	317	314	315	318	311	317
London Northwestern Railway	148	148	147	148	148	144	146
London Overground	324	324	322	324	323	309	314
Merseyrail	166	166	166	165	166	158	147
Northern	674	673	672	667	673	639	653
ScotRail	481	479	476	472	481	452	479
South Western Railway	624	624	621	622	624	606	594
Southeastern	545	545	544	544	545	517	503
Southern	410	410	407	409	410	397	388
TfL Rail	224	224	224	224	223	210	205
Thameslink	321	321	320	321	321	314	302
TransPennine Express	179	179	178	178	179	169	177
Transport for Wales	194	194	193	191	194	190	192
West Midlands Railway	291	290	288	291	290	281	281

Transport Focus Data Hub

You can analyse the results of this survey and see more information about all Transport Focus's surveys at: www.transportfocus.org.uk/data-hub




Transport Focus data hub

Transport Focus data hub Your Bus Journey Rail User Survey Motorway Services User Survey Strategic Roads User Survey Logistics and Coach Survey

Electric Vehicle Charging Survey Contact us Help

Transport Focus data hub



Welcome


We are the independent transport user watchdog. Our mission is to get the best deal for passengers and road users.

From this page you can find the results of Transport Focus 'tracker' surveys (repeating surveys where we track user satisfaction over time).


Transport Focus has taken care to ensure that the information contained in the data hub is correct. However, no warranty, express or implied, is given as to its accuracy and Transport Focus does not accept any liability for error or omission.

Transport Focus is not responsible for how the information is used, how it is interpreted or what reliance is placed on it. Transport Focus does not guarantee that the information contained in the data hub is fit for any particular purpose.

Please note, we are aware that there can be some limitations in functionality of the data hub when using Internet Explorer as your browser. We therefore recommend using another browser, such as Chrome, Firefox or Edge.




Your Bus Journey
(2023 onwards)




Strategic Roads User Survey
(2018 onwards)

Coming Soon

Lorry Driver Facilities Survey




Rail User Survey
(2021 onwards)




Logistics and Coach Survey
(2020 onwards)

Coming Soon

Dartford Crossing User Experience Survey



Motorway Services User Survey
(2017 onwards)



Electric Vehicle Charging Survey
(2023 onwards)

Historic Transport Focus surveys



Contact Transport Focus

Any enquiries about this report should be addressed to:

Toby Cotton

Senior insight advisor

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