

29 July 2025

Edition 42

Rail User Survey



Introduction



Since 15 September 2023 the Rail User Survey has asked a representative sample of people in Great Britain about their experience of travelling by rail in the last seven days.

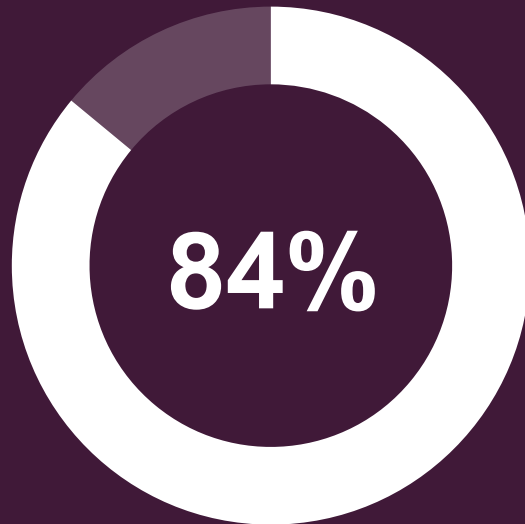
For those who have used rail, the survey asks their journey purpose and how satisfied they were with the overall journey and with aspects such as value for money, punctuality and cleanliness.

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

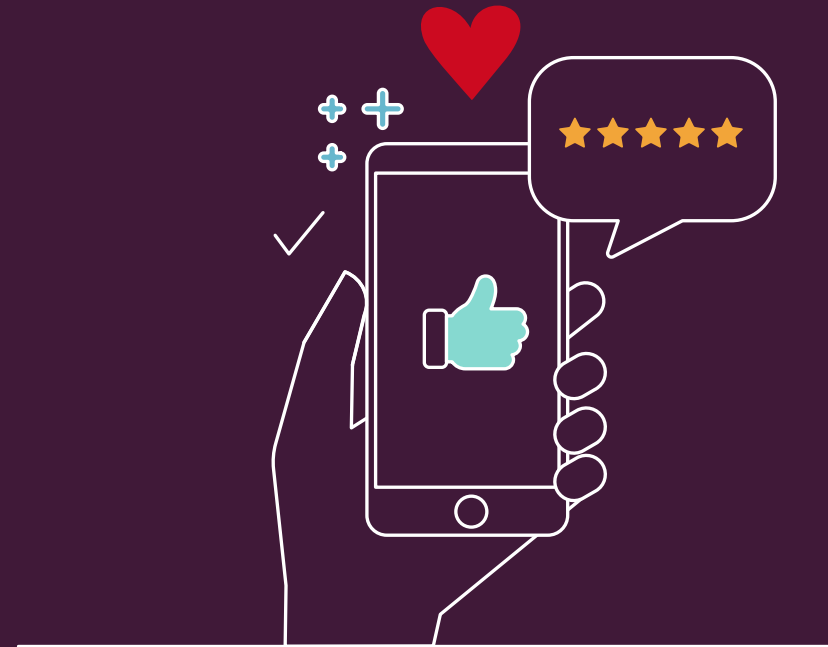
We survey passengers every weekend and report results every four weeks, combining the most recent four survey waves.

This is the final four weekly report as fieldwork concluded on the weekend of the 18 - 20 July 2025, to coincide with the start of the Rail Customer Experience Survey. Further details on how we carried out this survey are available on page 32.

Headlines



84% of passengers are satisfied with the train journey overall. This is slightly lower than in the last report.

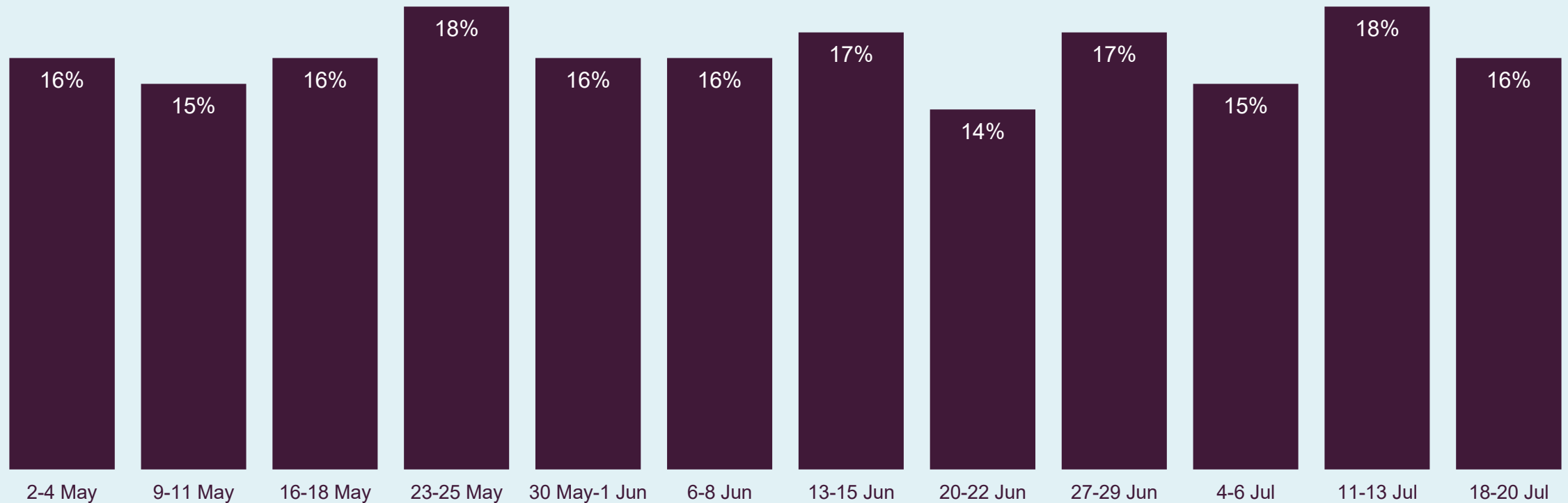


Satisfaction with most aspects of the train journey has remained the same compared with those reported last time.

Rail usage levels

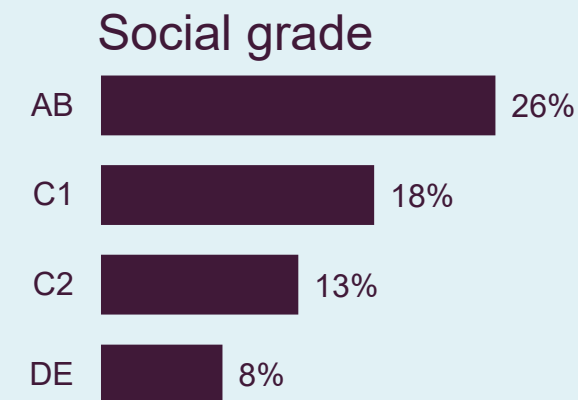
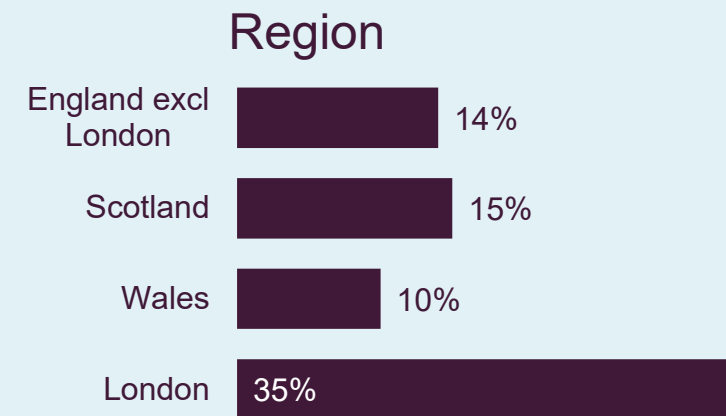
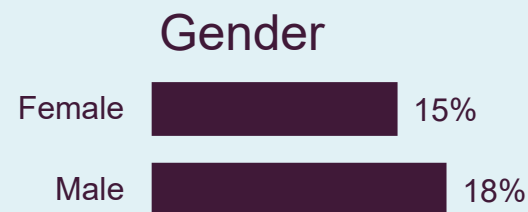
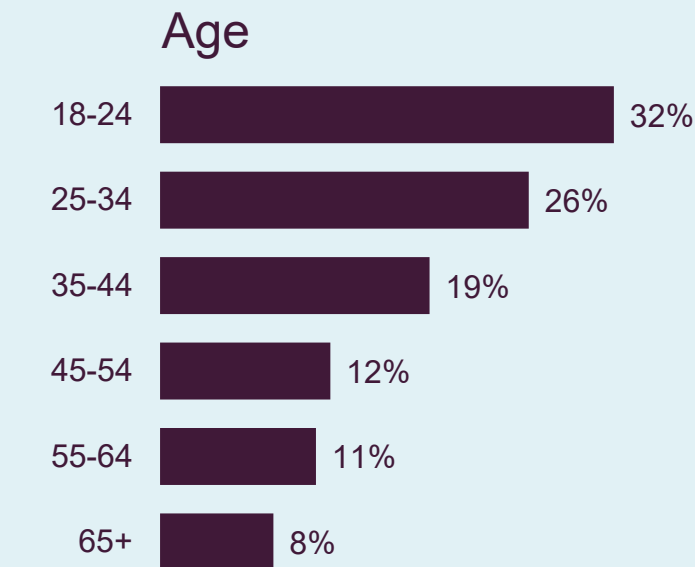
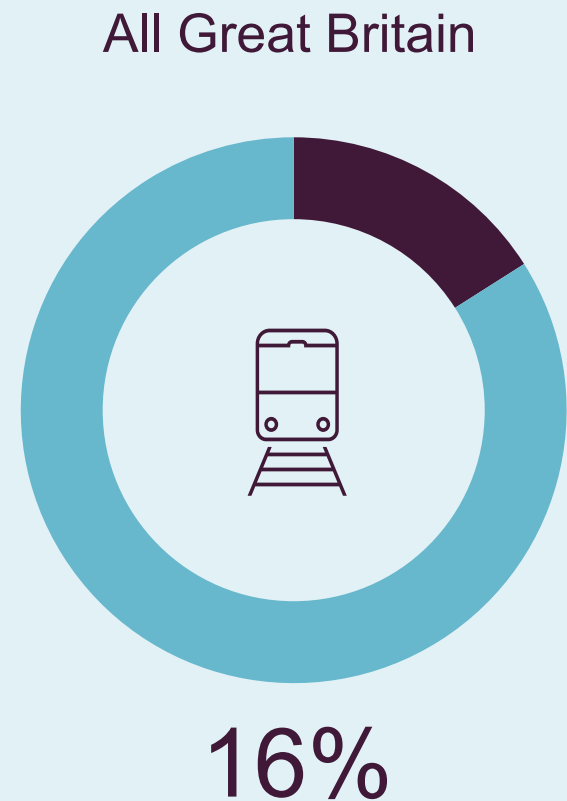


Proportion using rail in the last seven days over time



29 July 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



Main purpose of rail journey



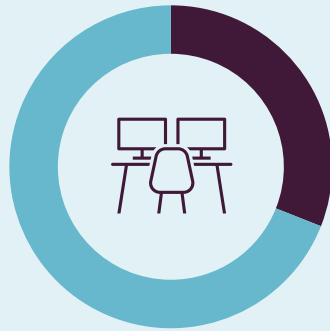
Leisure/eating out/non-essential shopping
27%



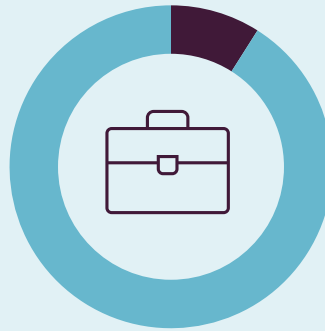
Friends/family
23%



Essential shopping
3%



Commuting
31%



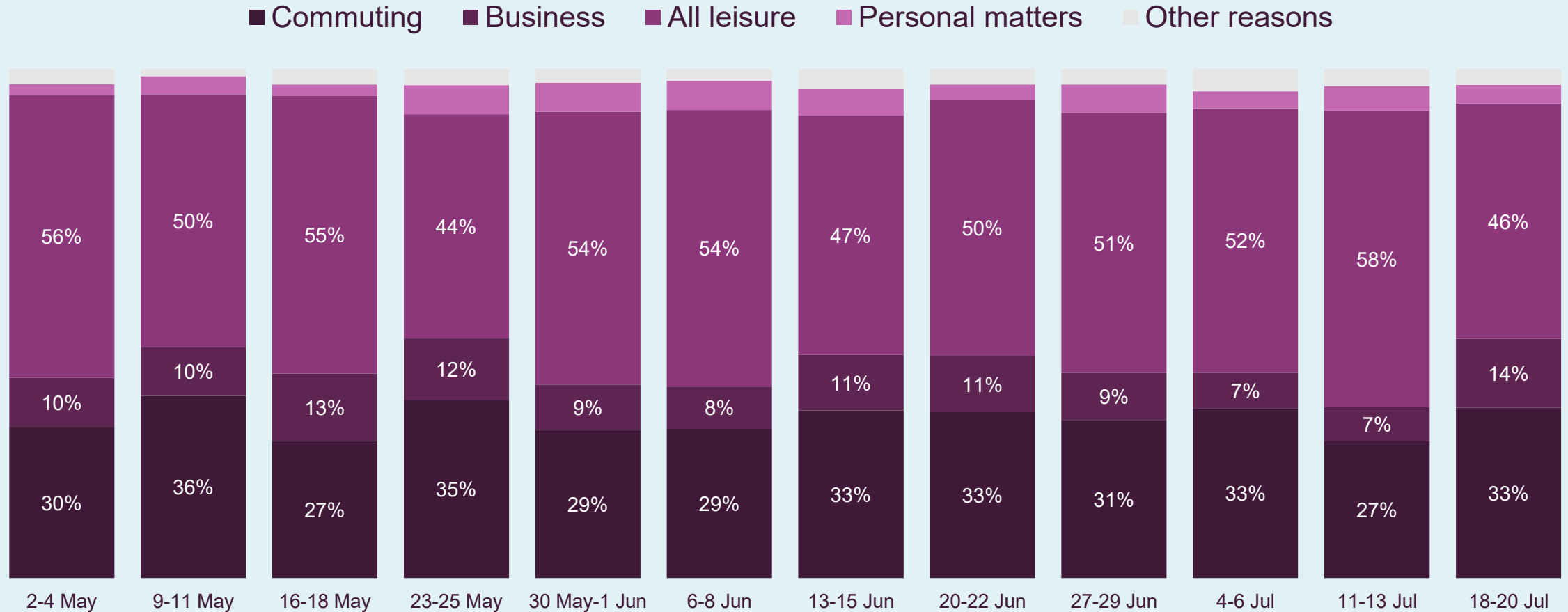
Work travel
9%



Personal matters
4%

29 July 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 – 1313. 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

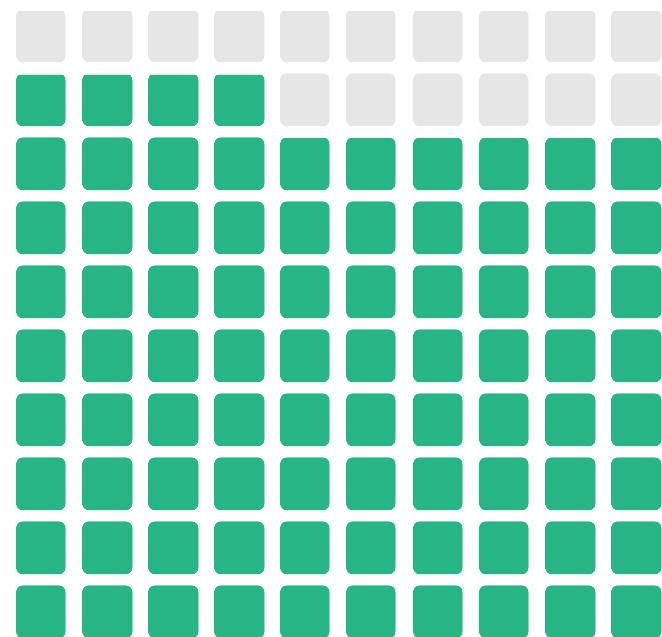


29 July 2025 report. Chart is based on the most recent train journey made within seven days of being surveyed. Base size: all rail users, average of 324 per survey. All leisure includes: leisure/eating out/non-essential shopping; essential shopping; and friends/family.

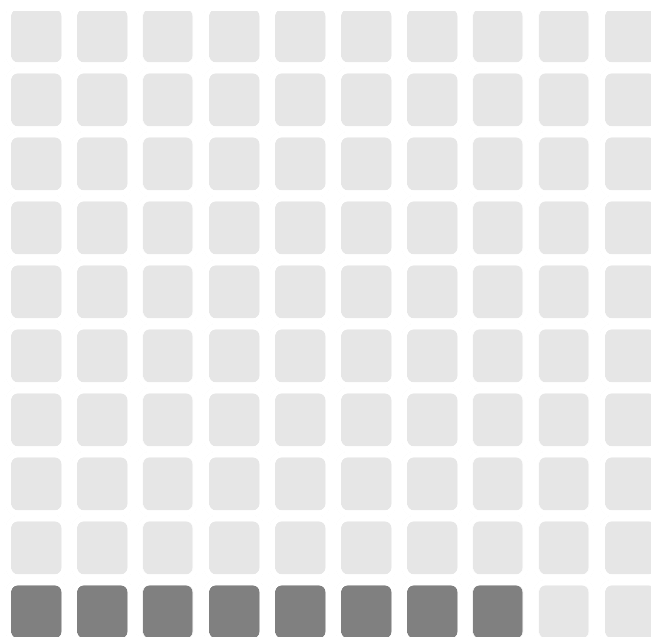
A central white rounded rectangle contains the text "Rail satisfaction". To its left is a hand holding a smartphone with thumbs up/down icons, a location pin, and a clock. To its right is a train on tracks with trees below. Arrows and a cloud are also present.

Rail satisfaction

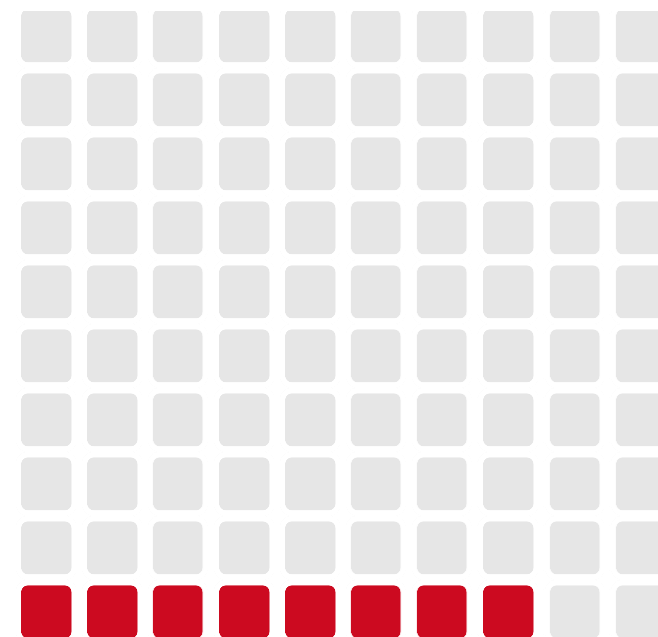
Overall satisfaction with rail journey



84%
satisfied



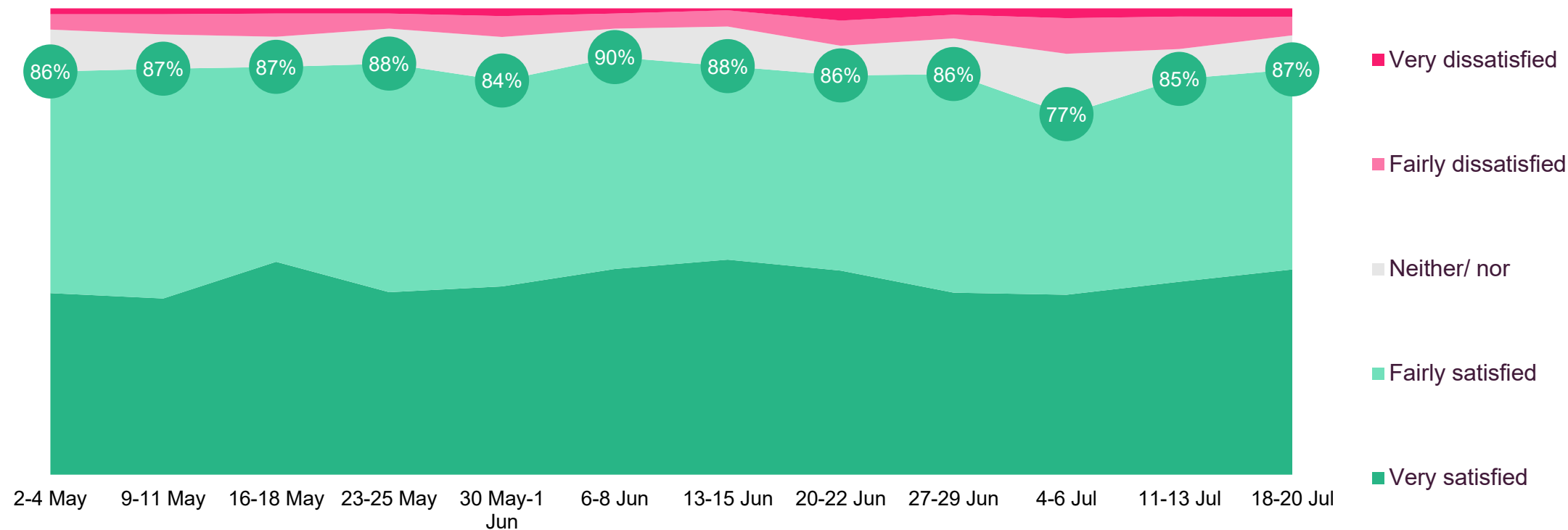
8%
neither/nor



8%
dissatisfied

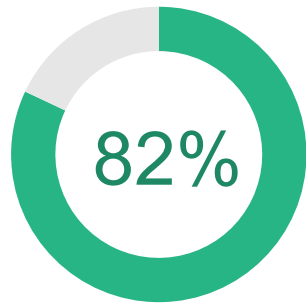
29 July 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. Charts show combined results from the last four surveys. Base size: 1319.

Overall satisfaction with rail journey

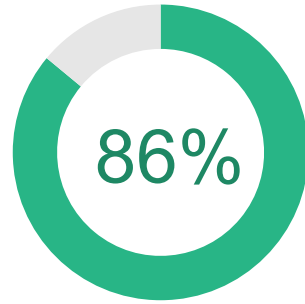


29 July 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed.
Base sizes range from 285 to 379

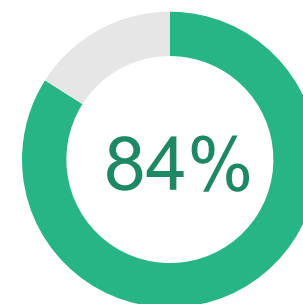
Overall satisfaction by journey purpose, gender and age



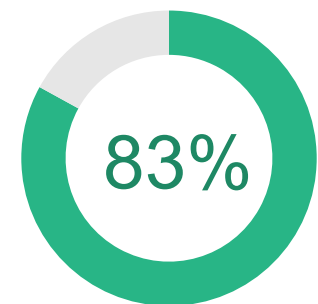
Commute



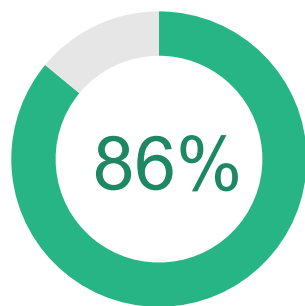
All leisure



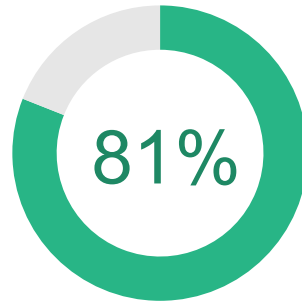
Men



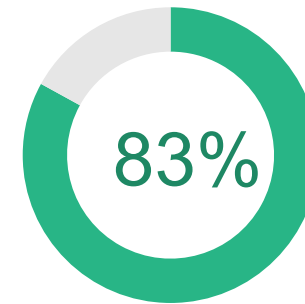
Women



Aged 18-34



Aged 35-54



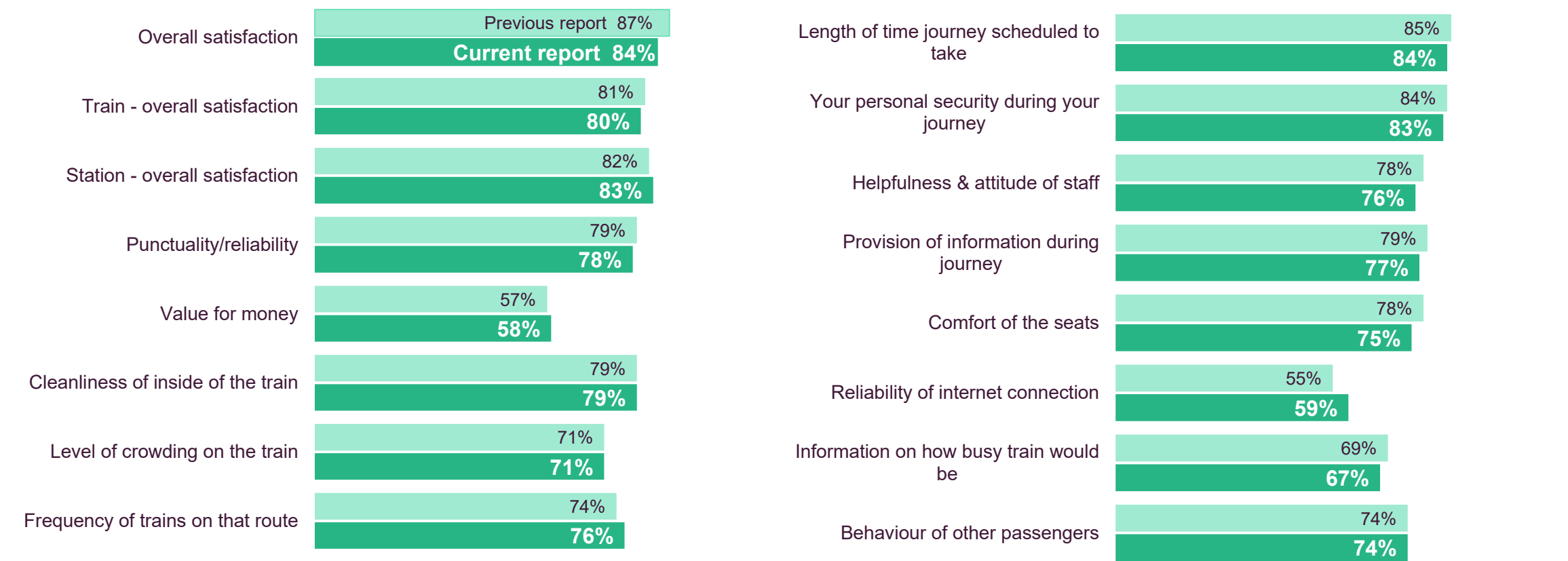
Aged 55 and over

29 July 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 326 and 694. 'All leisure' combines answers from 'Leisure/eating out/non-essential shopping', 'Visiting friends/family' and 'Essential shopping'.



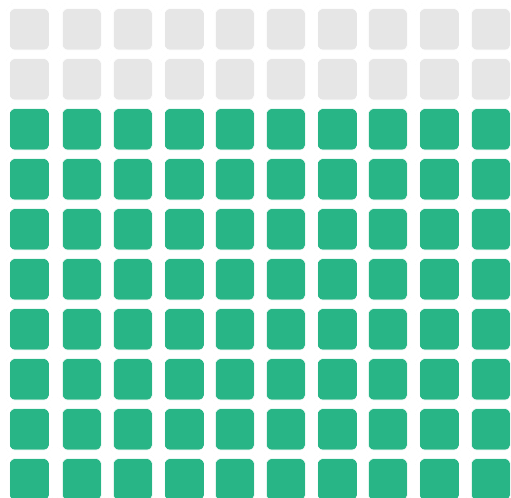
Satisfaction with aspects of rail journey

Satisfaction with aspects of the train journey compared with previous report

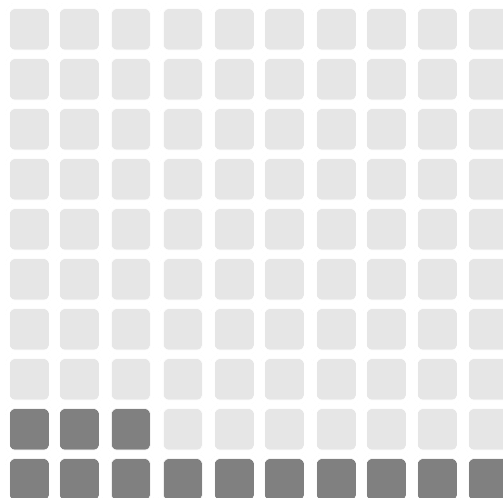


29 July 2025 report. Satisfaction questions are based on the most recent train journey made within seven days of being surveyed. The 'current report' satisfaction values are the combined results from the last four surveys; the 'previous report' values are the combined results from prior four surveys. Base sizes per aspect vary; current report from 1021-1319, and previous report from 970-1294.

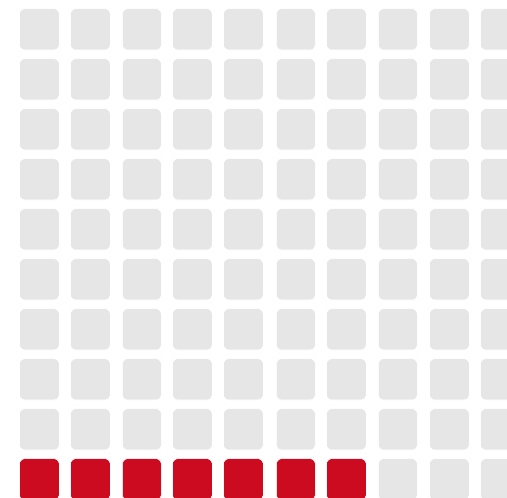
Overall satisfaction with the train



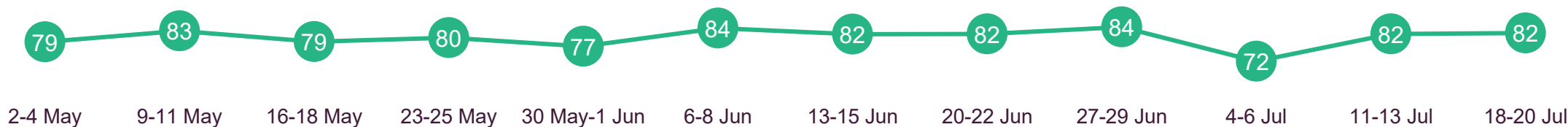
80%
satisfied



13%
neither/nor

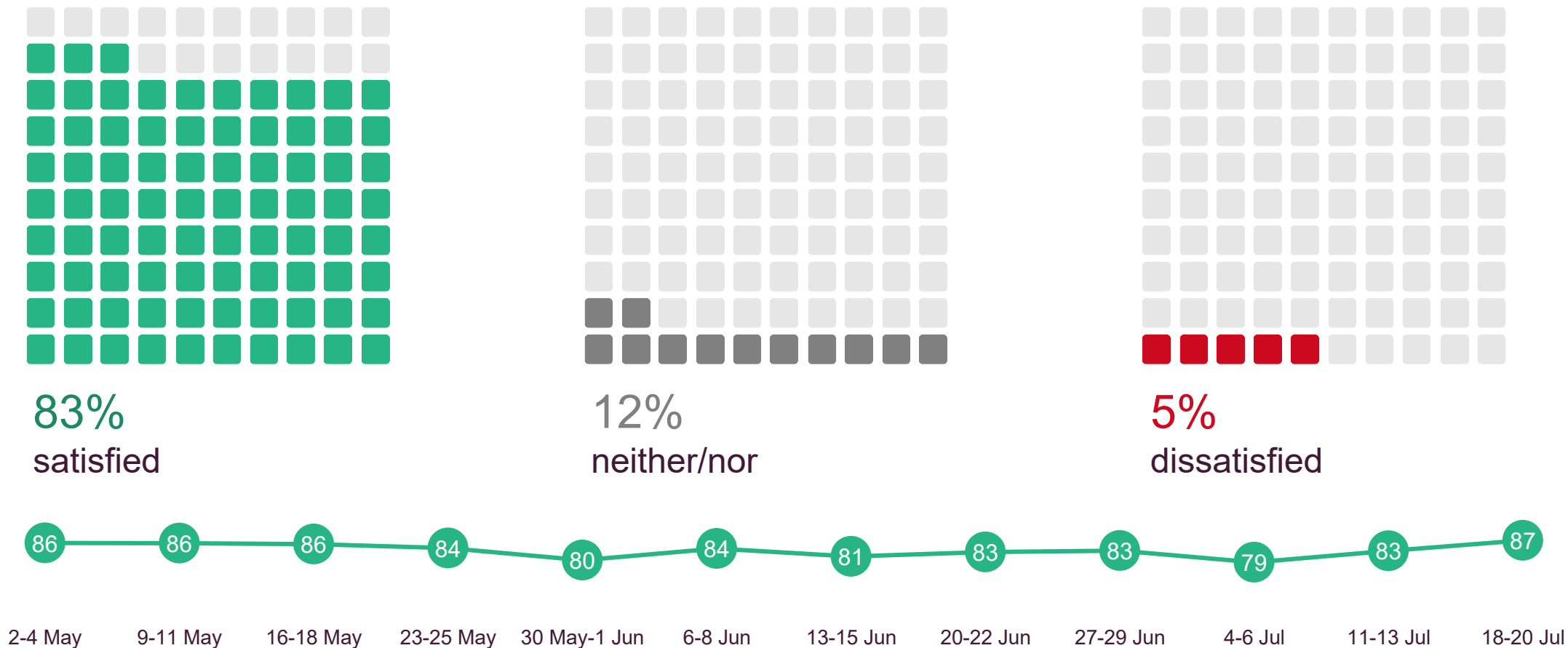


7%
dissatisfied



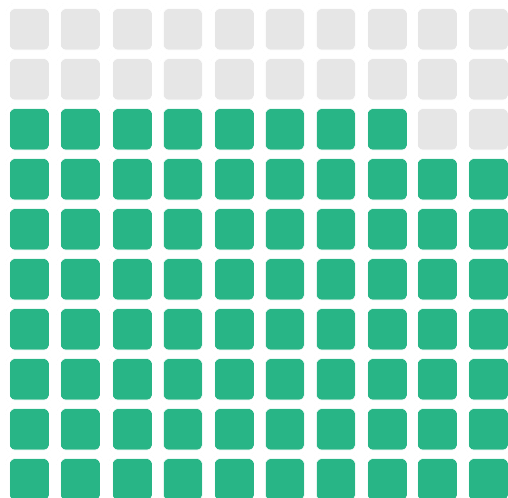
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1319; trend chart range from 285 to 378 per survey.

Overall satisfaction with the station

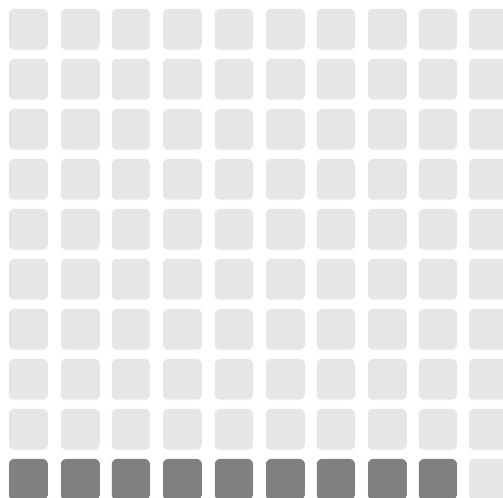


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1314; trend chart range from 285 to 379 per survey.

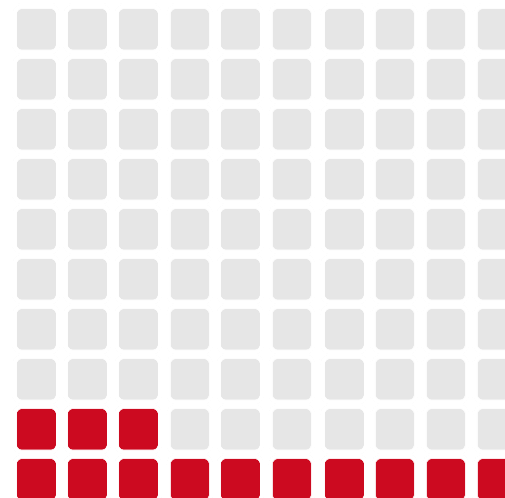
Satisfaction with punctuality/reliability



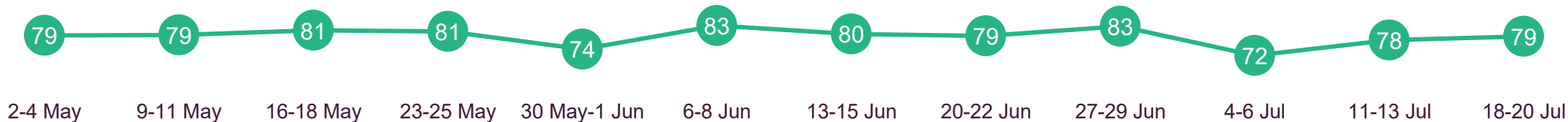
78%
satisfied



9%
neither/nor

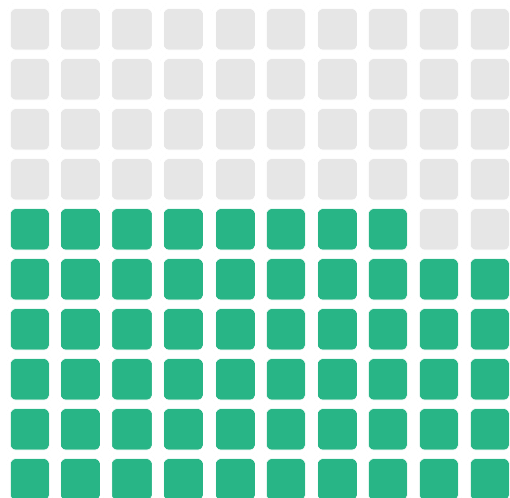


13%
dissatisfied

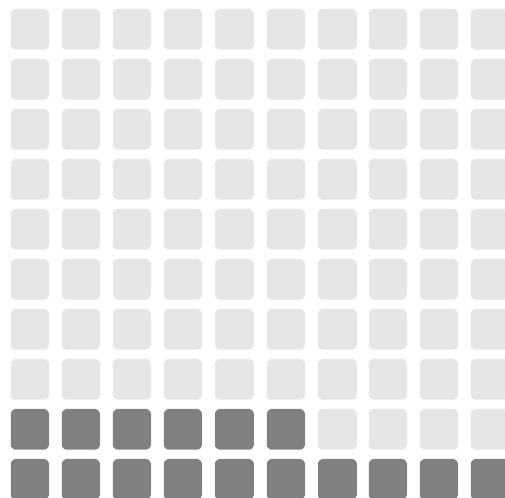


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1319; trend chart range from 285 to 377 per survey.

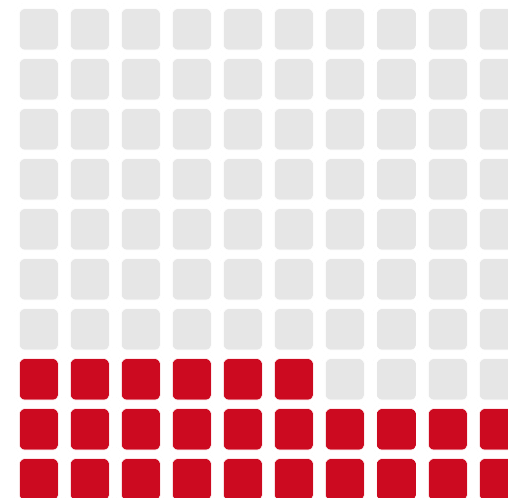
Satisfaction with value for money



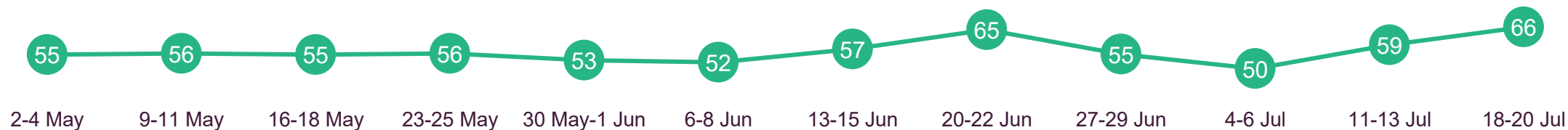
58%
satisfied



16%
neither/nor

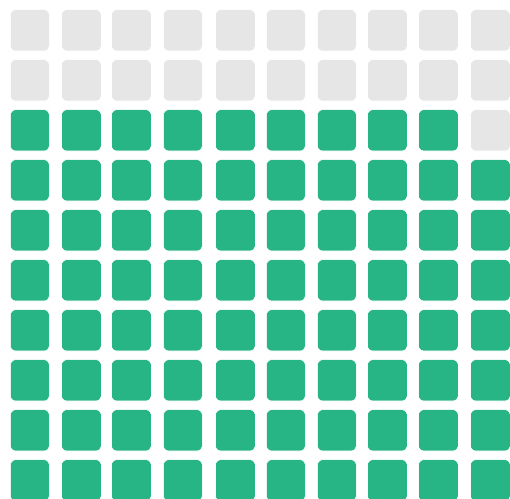


26%
dissatisfied

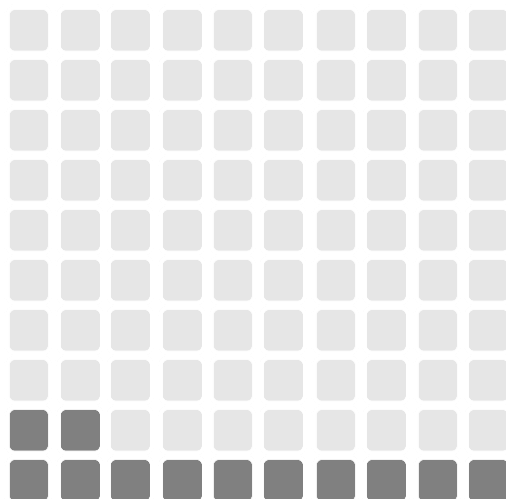


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1282; trend chart range from 276 to 371 per survey.

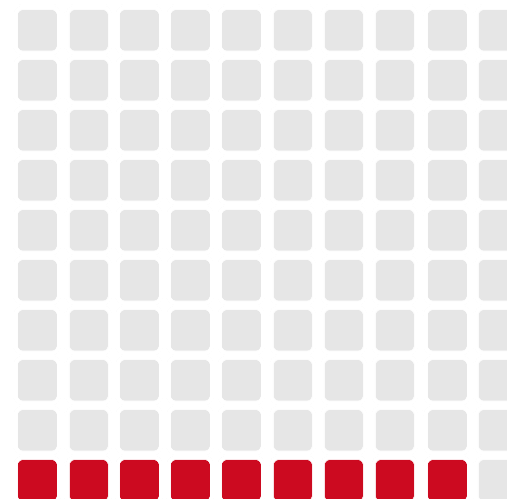
Satisfaction with cleanliness of the inside of the train



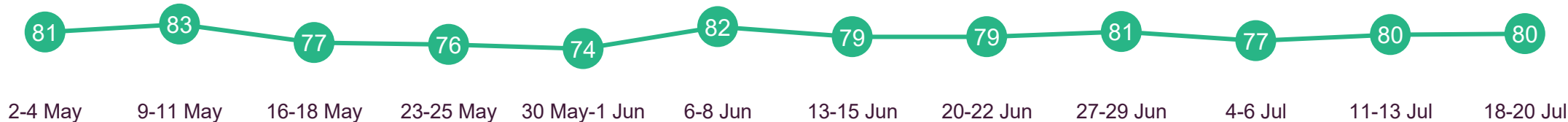
79%
satisfied



12%
neither/nor

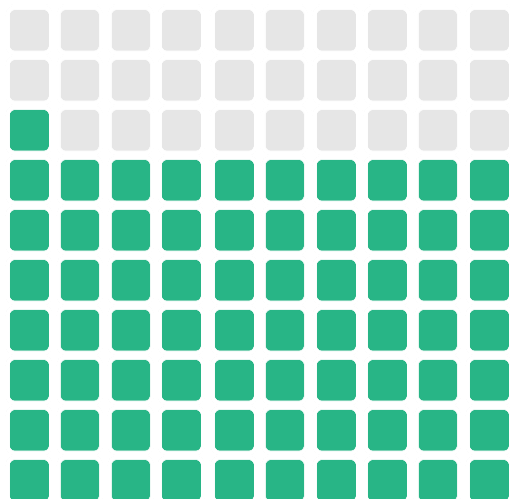


9%
dissatisfied

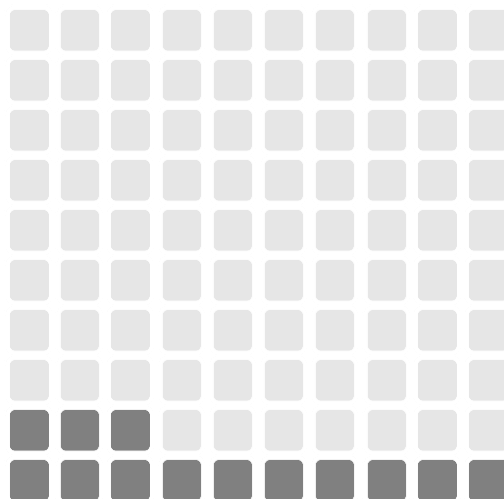


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1318; trend chart range from 285 to 378 per survey.

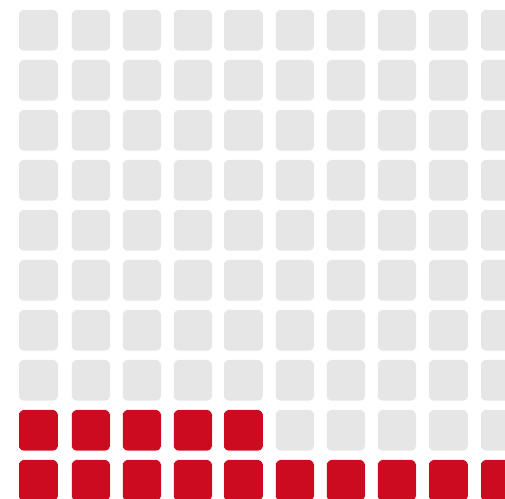
Satisfaction with level of crowding



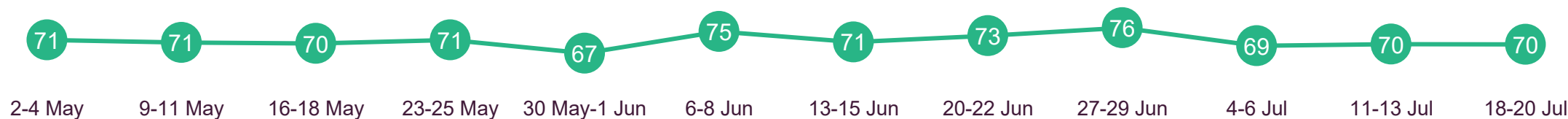
71%
satisfied



13%
neither/nor

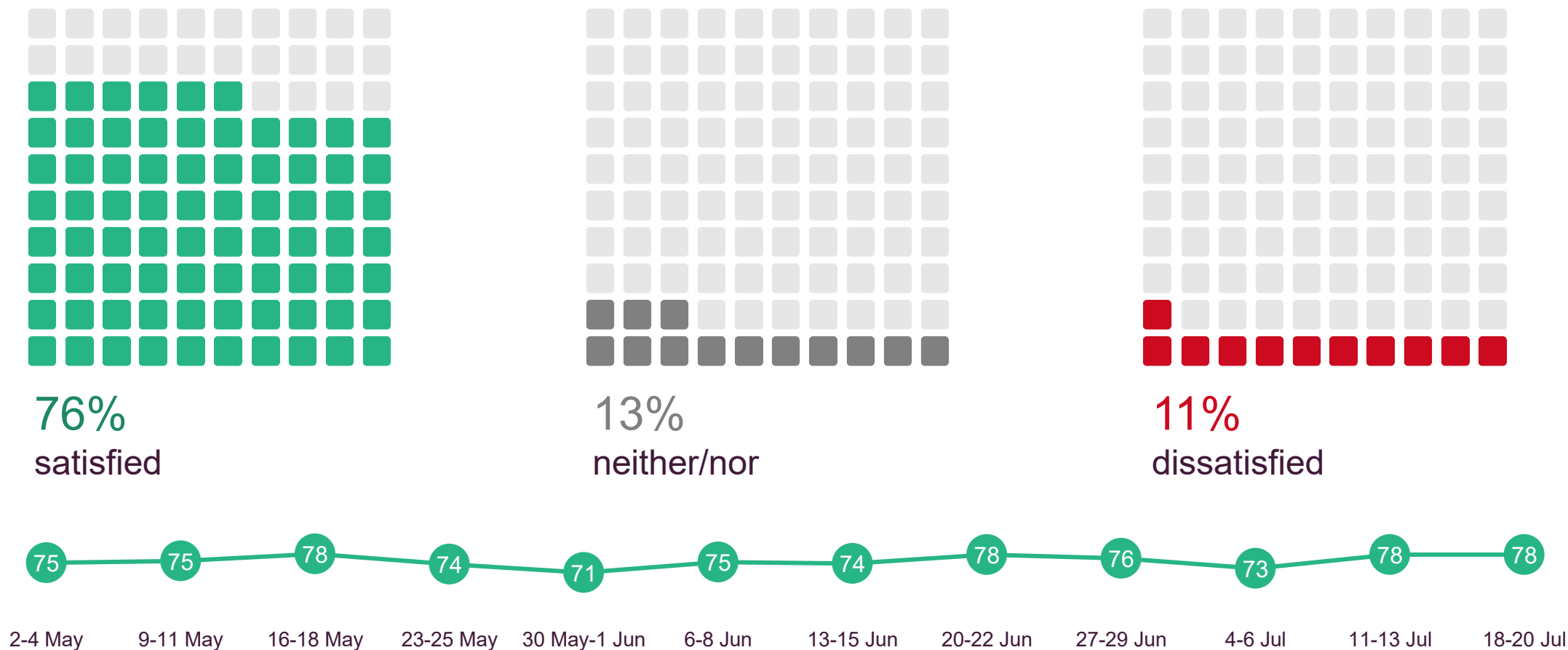


15%
dissatisfied



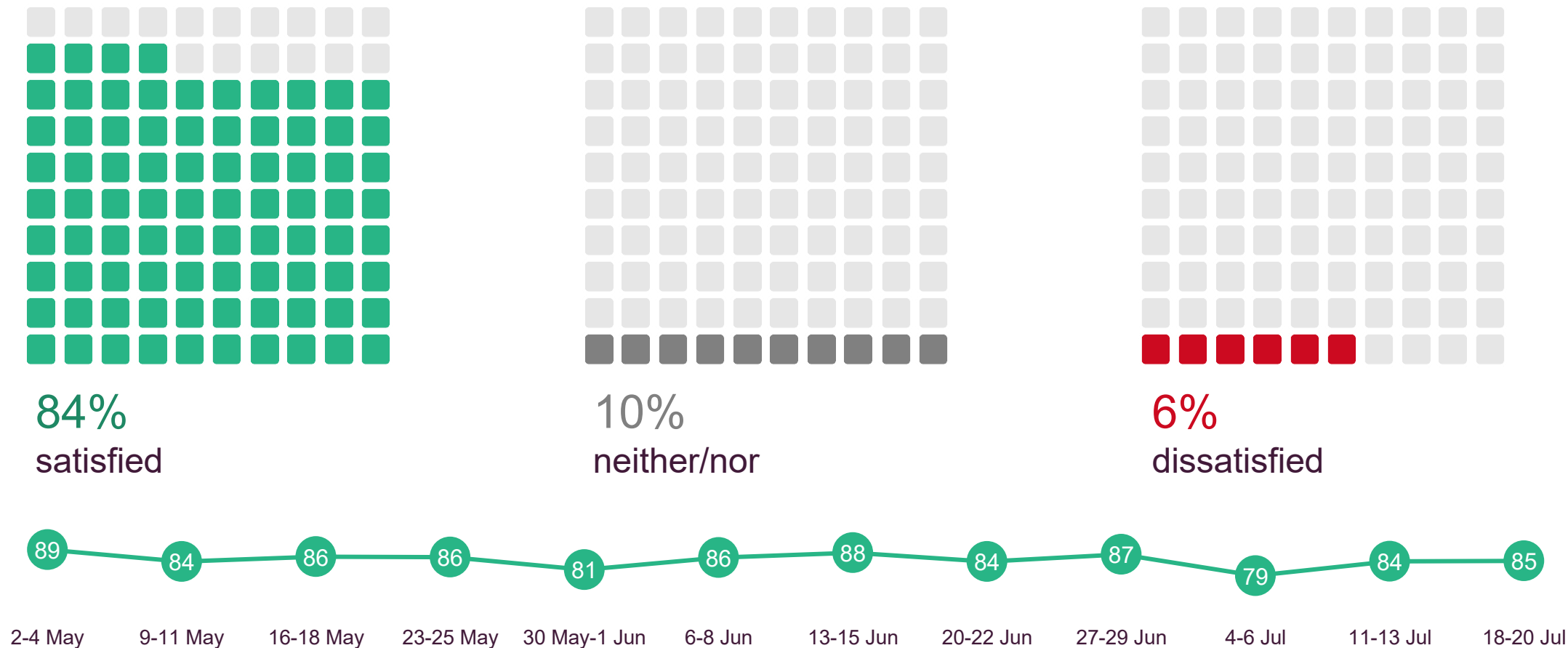
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1311; trend chart range from 284 to 377 per survey.

Satisfaction with frequency of trains on that route



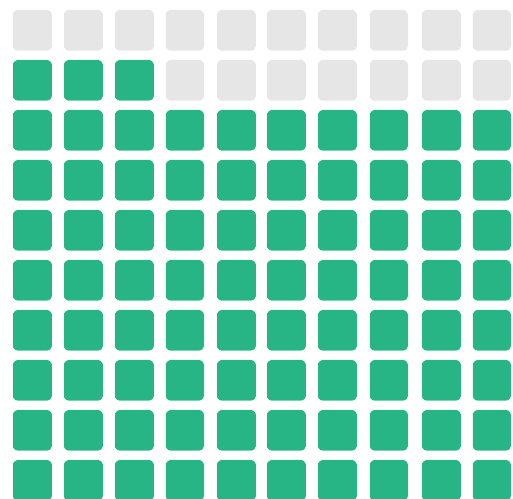
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1307; trend chart range from 282 to 377 per survey.

Satisfaction with scheduled journey time

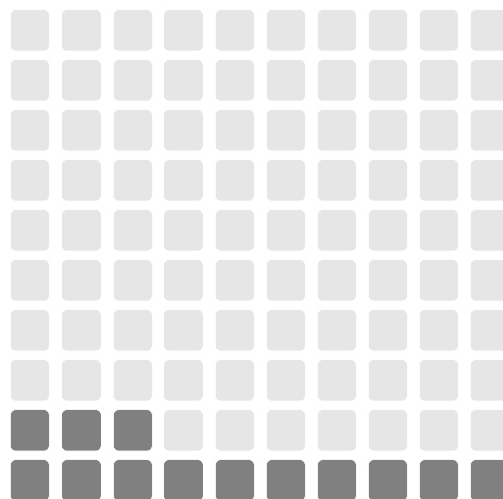


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1317; trend chart range from 284 to 379 per survey.

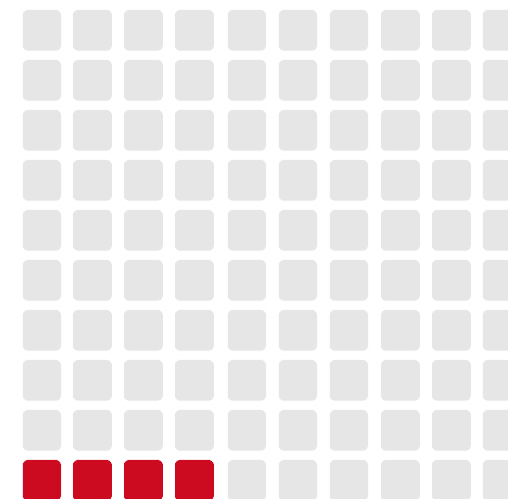
Satisfaction with personal security



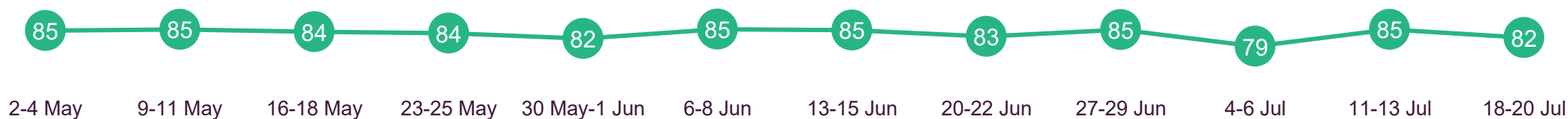
83%
satisfied



13%
neither/nor

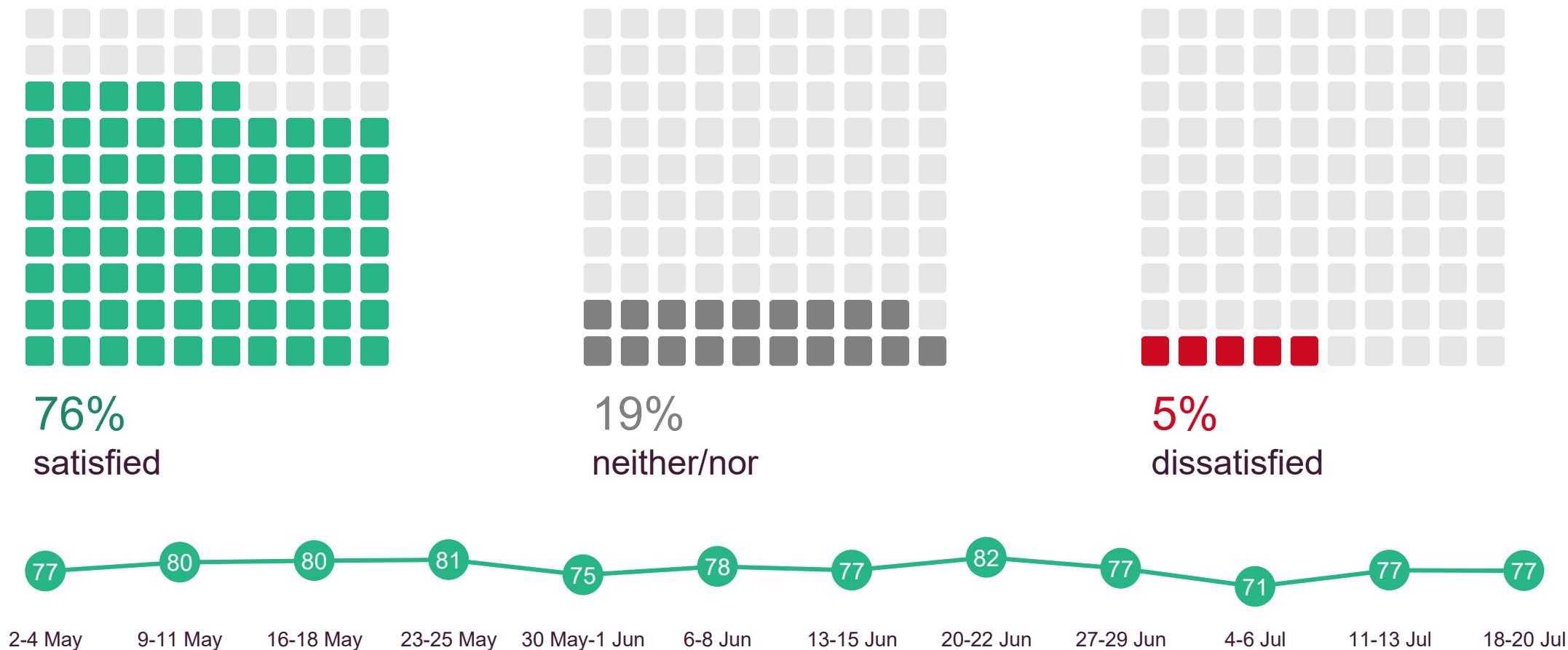


4%
dissatisfied



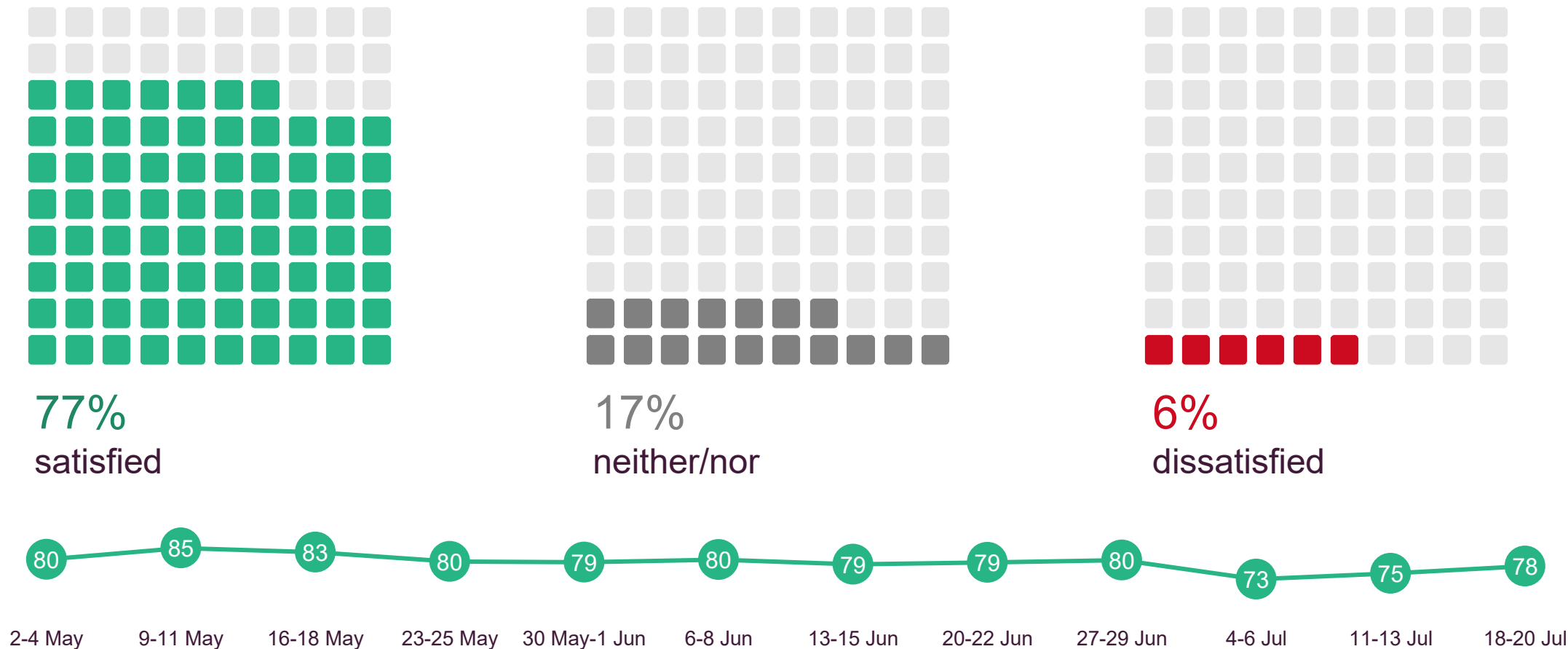
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1310; trend chart range from 283 to 375 per survey.

Satisfaction with helpfulness and attitude of staff



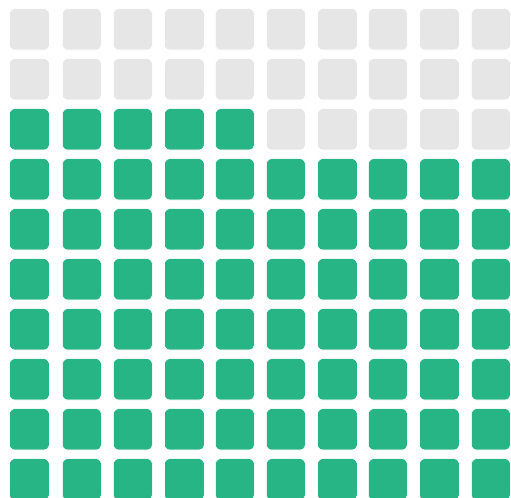
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1082; trend chart range from 236 to 307 per survey.

Satisfaction with information provided during the journey

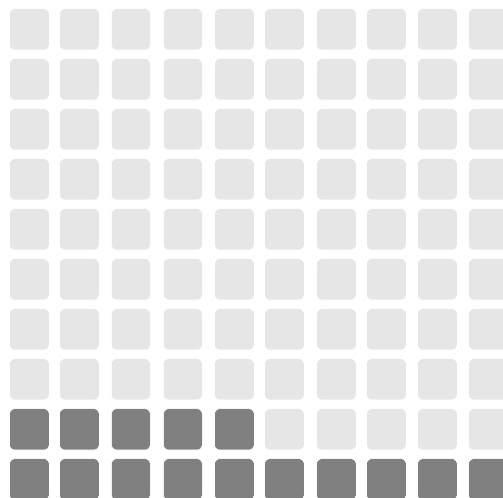


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1273; trend chart range from 269 to 367 per survey.

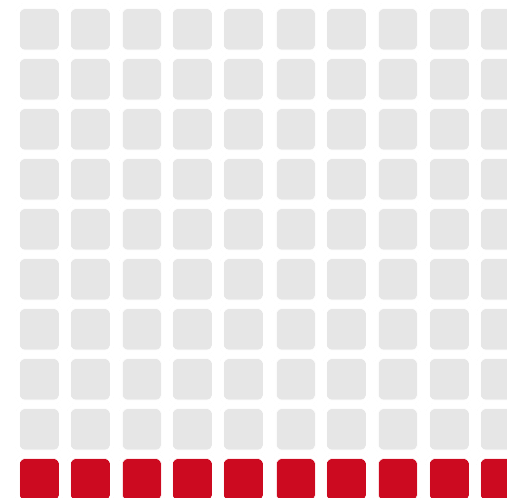
Satisfaction with comfort of the seats



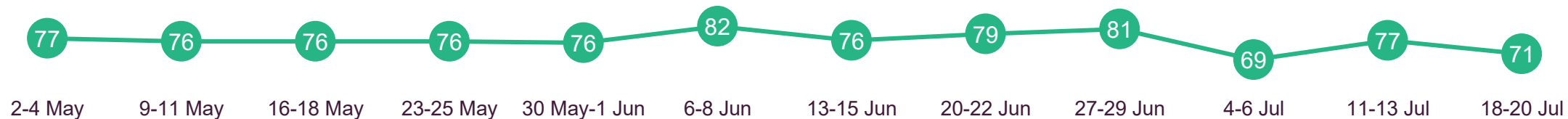
75%
satisfied



15%
neither/nor

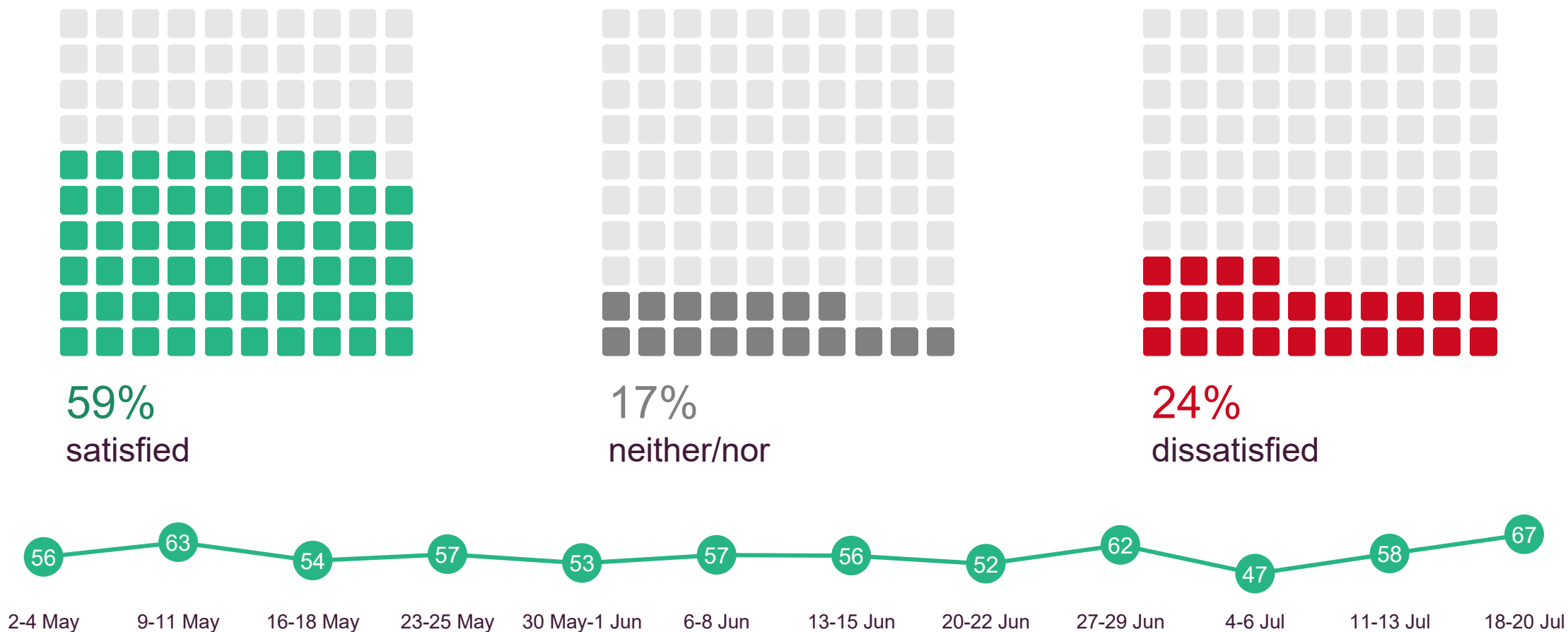


10%
dissatisfied



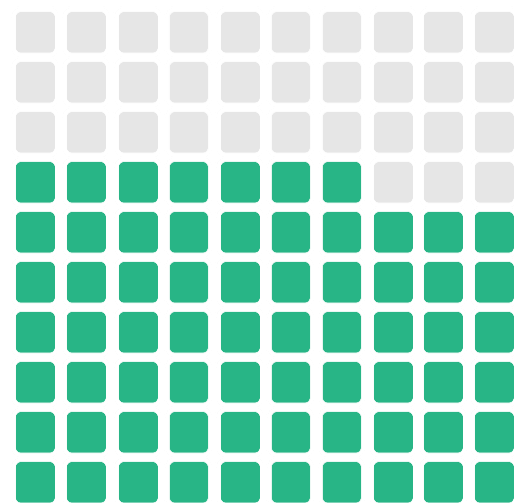
29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1289; trend chart range from 280 to 373 per survey.

Satisfaction with reliability of the internet

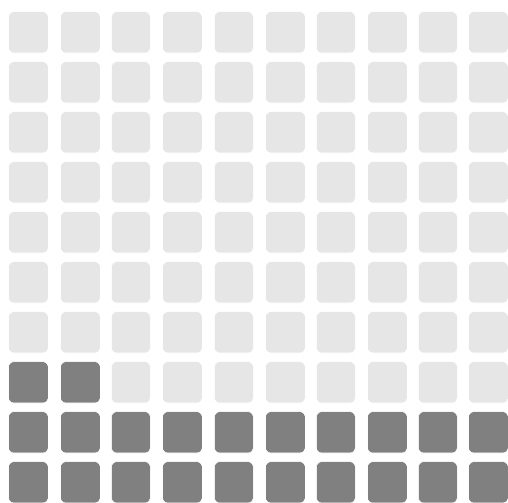


29 July 2025 report. Satisfaction questions are based on the most recent rail journey made within seven days of being surveyed. Square charts show combined results from the last four surveys. Base sizes: square charts 1021; trend chart range from 219 to 300 per survey.

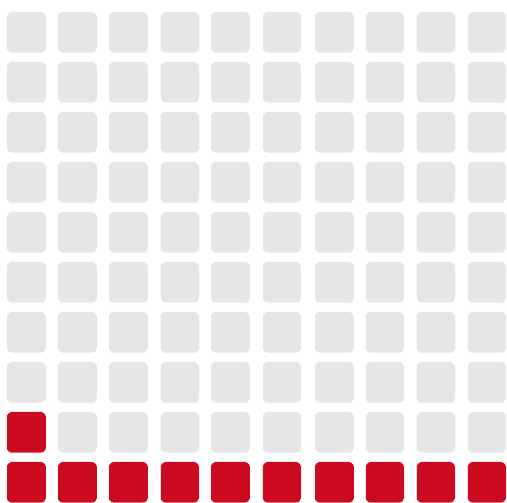
Satisfaction with information on how busy the train was before travelling



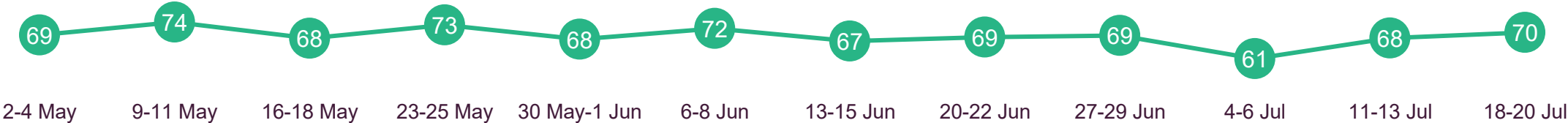
67%
satisfied



22%
neither/nor

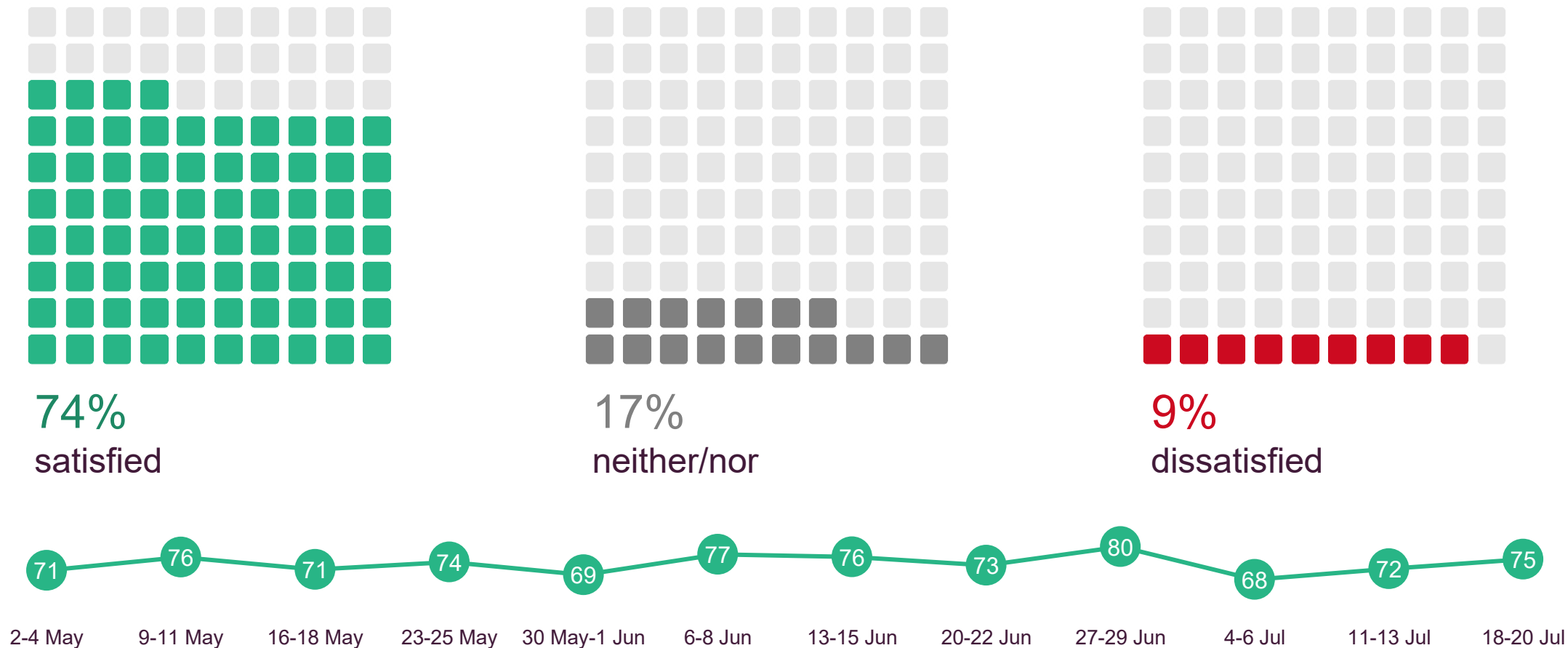


11%
dissatisfied



29 July 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 1126; trend chart range from 225 to 319 per survey.

Satisfaction with other passengers' behaviour



29 July 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 1308; trend chart range from 285 to 376 per survey.

What rail passengers are saying...



The travel was delayed, and the service was overcrowded. The value for money is not worth it I couldn't even sit down.

Fairly dissatisfied, Great Western Railway passenger

The good thing was I actually had somewhere to sit down the whole journey from Southend to Fenchurch.

Fairly satisfied, c2c passenger

It was really good, just hopped on the train and went nicely to my destination, a lovely cool train.

Very satisfied, Greater Anglia passenger

Ticket purchased awaited arrival of train from Linlithgow to Glasgow to which was cancelled 10 mins before arrival and the next train was also cancels thus I failed to make my appointment.

Very dissatisfied, Scotrail passenger





Methodology and appendix

Methodology

Transport Focus’s Rail User Survey has run every weekend in Yonder Consulting’s omnibus up to the weekend of the 18-20 July 2025. In total, approximately 2000 people per survey have been 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 report results combining four weekly waves of data.

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 155 2-4 May	300
Wave 156 9-11 May	288
Wave 157 16-18 May	319
Wave 158 23-25 May	379
Wave 159 30 May-1 Jun	314
Wave 160 6-8 Jun	343
Wave 161 13-15 Jun	352
Wave 162 20-22 Jun	285
Wave 163 27-29 Jun	340
Wave 164 4-6 Jul	297
Wave 165 11-13 Jul	363
Wave 166 18-20 Jul	319

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

The voice of Britain's transport users

We listen to the public and find out their experience of using, or trying to use, Britain's railways and England's buses, coaches, trams and motorways and major 'A' roads.

We protect the interests and champion the needs of all transport users today and ensure they're at the centre of tomorrow's policy decisions and future investment.

© 2025 Transport Focus