

Research Findings

This is a summary of findings from research on people's attitudes towards train services, containing the results from a survey module included in the Office for National Statistics' (ONS) February 2015 Opinions and Lifestyle Survey (formerly the Opinions omnibus survey).

The questions in the module were commissioned and designed by the Department for Transport.

The survey covered adults aged 16 and over living in private households in Great Britain and included both users and non-users of rail services.

The Department previously sponsored questions on the survey in 2012, 2009 and 2006, so some comparisons can be made over time.

The full research report can be found at:

<https://www.gov.uk/government/collections/rail-statistics>

Key Facts

- In February 2015, just over half (55%) of adults in Great Britain had used a train at least once in the previous 12 months.
- Older age groups and those working in manual occupations were less likely to have used rail, while those living in the South East and on higher incomes were more likely to have made a train journey.



Short-distance rail services



- 44% of adults in GB **had made a short-distance rail trip** in the last 12 months.
- Most adults (63%) thought the **quality of service** is the same as 2 years ago, while around a quarter (26%) thought it has improved.
- Positive ratings on **rail fares** have improved from 3 years ago (from 22% to 34%).
- Almost three-quarters (74%) of users and 61% of non-users rated services positively.
- The main reason infrequent users gave for not using the train more often was that it's easier to use a car.



Long-distance rail services



- 30% of adults **had made a long-distance trip** in the last 12 months.
- 78% of users and 63% of non-users **rated the overall quality of services positively**.
- 57% of users and 58% of non-users thought services **had stayed the same** over the last two years.
- The most common reason infrequent users gave for not using trains more often was that it is easier to use an alternative mode of transport.

Train tickets



- 29% of users and 21% of non-users of rail thought that there were **too many ticket types** available.
- Almost half (45%) of passengers normally purchased rail tickets at a **ticket office**, a further 37% said they normally purchased their tickets **online**.