



Public Attitudes towards train services 2018

About this summary

This is a summary of research on people's attitudes towards train services from a module in the Office for National Statistics' (ONS) February 2018 Opinions and Lifestyle Survey. The survey was of adults aged 16 and over in private households in Great Britain.

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

The Department sponsored question modules on the survey in 2015, 2012, 2009 and 2006.

The full research report can be found at:

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

Key Facts



- In February 2018, 64% of adults in Great Britain had used a train at least once in the past 12 months.
- Those who never travel by car, were aged 75 and over or worked in routine or manual occupations were less likely to have used rail.
- Those in higher household income groups were more likely to have used rail in the last 12 months.

Short-distance services



- 54% of adults made a short-distance rail trip in the last 12 months.
- 65% of users and 55% of non-users rated the quality of short-distance rail services positively.
- The main reason infrequent users gave for not using short-distance rail more often was that it was easier to use a car.

Long-distance services



- It is estimated that 34% of adults made a long-distance rail trip in the last 12 months.
- 69% of users and 49% of non-users rated the quality of long-distance rail services positively.
- The main reason infrequent users gave for not using long-distance rail more often was that it was easier to use an alternative mode.

Rail tickets



- 29% of rail users and 27% of non-users thought there were too many ticket types available.
- Just over two in five who normally buy rail tickets, normally do so at a ticket office.
- 16% of adults had used smart tickets to make a journey by rail.