Department for Transport

# Exploring connections between rail ticket type and journey purpose

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# Executive summary

## Background, objectives and methodology

The Department for Transport (DfT) commissioned independent research agency, Savanta, to undertake quantitative primary research to explore ticket types used for different journey purposes across DfT contracted rail passenger services.

The ways in which passengers use rail, as well as people's wider travel behaviour, have changed significantly over the last decade, influenced by factors such as the COVID-19 pandemic and new technologies such as split ticketing and the roll-out of Pay As You Go ticketing systems. For example, whereas previously most rail commuters used traditional season tickets, the emergence of widespread flexible commuting has meant that these no longer offer the same value to many passengers. Instead, many passengers now use flexible season tickets (launched in 2021), as well as other products not traditionally intended for commuter travel, such as Advance tickets, Anytime tickets and Off-Peak tickets. However, the prevalence of this behaviour and exactly which types of rail tickets people are using for different journey purposes is not well understood.

Accurate data on rail passenger behaviour, and specifically on the ticket types that are being used for different journey purposes in the post-pandemic environment, is needed to inform rail demand and revenue forecasting and appraisal, for example forecasting the impact of changes to fares or understanding the impacts of changes to rail services.

The core objectives of this research were therefore to:

1. Quantify the proportion of Commuting, Business and Leisure journeys for each rail ticket type
2. Explore the connections between journey purpose and ticket type (e.g., to what extent does journey purpose influence the decision of which ticket type to use?)

For the purpose of this research, ticket types needed to be accurately allocated into the following categories:

- Full
- Reduced
- Advance
- Season
- Combination (where a mix of the above are used for one journey – e.g. split ticketing)

Furthermore, the journey purpose needed to be categorised as:

- Commuting (including for work and education)
- Business
- Leisure

The research needed to provide coverage across Government Regions (England only) and provide robust data within specific Geographical Segments (these segments have been identified by DfT and are discussed in detail later in this report).

To enhance understanding, secondary objectives for the research were identified:

1. Deepen understanding of how passengers commute (e.g., frequency and pattern over time, peak vs. off-peak, route, and future travel plans), what ticket types they are using, and why (e.g., are commuters planning ahead and choosing commute days based on the available ticket options?)

2. Gather information around railcard ownership and use, particularly in relation to how this differs by journey purpose (i.e., are passengers using railcards for different journey purposes?)

The research covered DfT contracted Train Operating Companies (TOCs), including those that run into/out of Scotland and Wales. To ensure the research was inclusive and representative of rail passengers travelling on relevant services, an on-train self-completion methodology was used. This is a well-established approach used within rail research to provide robust and representative samples of rail passengers. Before determining the optimal leading data collection method to be used on trains (online or paper-led survey), a pilot was undertaken. The aim of the pilot was to compare the two completion methods against a series of performance factors to determine the best data collection method to lead with during the main fieldwork period.

Pilot results indicated that, while paper-led surveys achieved higher immediate response rates, the QR-led approach offered significant advantages in efficiency, broader sample representation, data integrity, and accuracy in ticket allocation. By refining the online survey design and incorporating paper alternatives where necessary, the QR-led approach ultimately provided robust, accurate, and future-ready data collection for this research.

The online QR-led approach was supplemented with paper-based surveys and reply-paid envelopes for postal returns for passengers who could not complete the survey during their journey or who expressed a preference for responding via a paper survey. Rail passengers were also offered the opportunity to complete the survey over the telephone.

Fieldwork took place over a period of 6 weeks, from 9th September to 23rd October 2024 inclusive. During this period, 159 fieldwork shifts were undertaken across all DfT contracted TOCs, with each shift lasting approximately 6 hours. This included 150 initial shifts and a further 9 boost shifts. To ensure a broad range of journey types (i.e., Commuter, Business and Leisure), fieldwork was conducted across different days of the week and times of day, with a mix of morning, evening, and weekend shifts.

Sampling was based on LENNON journey data, which allowed an element of randomisation to remove bias and help achieve representativeness (see Sampling

Approach section for further details). As with any research, there are some limitations which should be noted (further detail can be found in the Limitations section).

A total of 6,151 questionnaires were completed during the fieldwork period.

**Note:**

The data from this survey will be used by DfT for modelling and forecasting. Depending on the nature and purpose of the analysis, the data may be transformed or recalibrated. For example, some models use absolute number of journeys, whereas others use distance of journeys. Before using the figures presented in this report for any analytical purpose, it is important to carefully consider the survey's sampling approach (Section 1.4) and weighting approach (Section 1.6), as well as limitations (Section 1.8).

Appendix C presents the figures that will most commonly be used by DfT for modelling and forecasting: journey purpose by ticket type broken down by Geographical Segment. These percentages have been recalibrated so that each column sums to 100%, excluding any missing or unspecified values. The percentages presented in the main body of the report have not been recalibrated to exclude missing or unspecified values.

# Key Findings

### Profile of rail journeys

Over half of the respondents (54%) indicated that their primary reason for travel was Leisure, followed by 30% Commuting for work or educational purposes, and 15% travelling for Business. Among Leisure travellers, the most common reason was visiting friends and family (21% of all reasons given), followed by holiday or Leisure breaks (12% of all reasons given). For Commuters, the majority (23% of all reasons given) were travelling to or from their regular place of work, while 7% of total were Commuting for educational purposes.

Commuters were the most frequent travellers, with 41% of respondents taking rail journeys for this purpose at least once a week. In comparison, only 23% of said they travelled weekly for Leisure and 21% travelled weekly for Business.

### Variation by Geographical Segment

**Note:**

This report refers to 'Geographical Segments'. Seven Geographical Segments were defined by the DfT and were used as the basis for sampling. The Geographical Segments and their relative sizes are shown in Table 2 in Section 1.4. The segments are as follows: Within Travelcard Area, Within South East & London region, Outside

South East to/from London, To/From Core City, To/From Major City, To/From Airport, and Other (for any remaining journeys not assigned to the other segments). Further definitions of the Geographical Segments can be found in the Glossary of Terms.

The analysis of journey purposes by Geographical Segment reveals that in the Within Travelcard Area, Commuter journeys dominate at 51% due to the high concentration of daily commuters, while Leisure journeys account for 40% as people use these routes for recreational activities. Business travel is minimal at 7%, likely because the region focuses more on local Commuting.

In the Within South East & London region, Leisure travel is the most common journey purpose at 54%, followed by Commuter travel at 35% and Business travel at 9%. In the Outside South East to/from London region, Leisure travel is predominant at 59%, likely due to people traveling from suburban and rural areas to London for Leisure activities, while Business travel is notable at 25% and Commuter travel is less common at 14%.

For journeys in the To/From Core City, Leisure journeys are most frequent at 50%, with Commuter travel at 33% and Business travel at 15%. For journeys in the To/From Major City segment, Leisure travel leads at 53%, followed by Commuter journeys at 35% and Business travel at 10%. Travel in the To/From Airport segment is overwhelmingly dominated by Leisure travel at 83%, with Business travel at 12% and minimal Commuter travel at 5%.

Overall, Leisure travel emerges as the most common journey purpose across most Geographical Segments, especially the To/From Airport and Outside South East to/from London segments, driven by tourism and recreational activities. Commuter travel is highly prominent in the Travelcard Area and significant in the Within South East & London region and To/From Major City segments, while Business travel is most notable in the Outside South East to/from London and To/From Core City segments, highlighting the importance of these areas as business hubs.

### Connections between journey purpose and ticket type

Just under a third of survey respondents (30%) were travelling on a Full ticket, one quarter (25%) on an Advance ticket, 22% on a Reduced ticket, 17% on a Combination ticket and just 5% on a Season ticket (see Table 1).

Ticket type[1] varied significantly by journey purpose. Over two fifths (43%) of Commuters used a Full ticket, significantly higher than Business (25%) and Leisure (23%). Three in ten (30%) of Business travellers used Advance tickets, significantly higher than Commuters (16%). Leisure travellers had a balanced preference for Reduced (26%) and Advance tickets (28%). Season tickets were primarily used by Commuters (14%), significantly higher than Business and Leisure travellers both at 1% each. Combination tickets were

[1] Ticket Types are defined in the Glossary of Terms.

utilised by all groups but saw significantly higher usage among Business (21%) and Leisure travellers (19%), compared to 12% for Commuters.

It is important to note that, for the purpose of this research all contactless tickets are defined as ‘Full’, even though this may not always be the case, as it was not possible to determine the precise ticket type for contactless travel.

Table 1 illustrates the proportion of each ticket type used by journey purpose. For example, 43% of Commuters used a Full ticket.

**Table 1. Ticket types used by journey purpose.**

| Ticket types | Total | Commuting | Business | Leisure |
|---|---|---|---|---|
| Full | 30% | 43% | 25% | 23% |
| Reduced | 22% | 13% | 21% | 26% |
| Advance | 25% | 16% | 30% | 28% |
| Season | 5% | 14% | 1% | 1% |
| Combination | 17% | 12% | 21% | 19% |
| *Base* | *6,151* | *1,752* | *952* | *3,340* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Base: All Respondents (6,151). ‘Don’t know’, ‘No answer’ and ‘Other, not specified’ responses have not been charted.**

Respondents were asked why they had chosen a particular ticket type for their journey. Full tickets were favoured for their convenience, especially by Commuters, whereas Reduced, Advance, and Combination tickets were chosen for cost savings by Leisure and Business travellers. Travel frequency, gender, age, and income further influenced these preferences. Frequent travellers leaned towards Full tickets and less frequent travellers opted for Reduced and Advance tickets.

## Commuting by rail

Half of survey respondents (54%) who commute by rail at least once a month have the ability to split their time between working remotely and commuting. The majority usually commute by rail at least one day a week with one or two days being the most common choices. Tuesday, Wednesday and Thursday are the typical commute pattern with nearly half of respondents travelling by rail on each of these days. Only one quarter (25%) always commute by rail on the same days every week. A similar proportion (26%) have fixed working days set by their company. Half of respondents (51%) said they do not plan or choose commuting days based on the available rail ticket options, while just under one in three (28%) slightly or strongly agreed that this was the case. Work-related events are the most influential factor on commute plans.

## Railcard ownership and usage

Over half of the respondents (53%) own at least one Railcard, with younger and older age groups being the most likely to have Railcards. Additionally, individuals on lower income bands, and those with health conditions are more likely to own Railcards. Railcard ownership is also significantly higher among frequent rail users. The 16-25 Railcard, 26-30 Railcard and Senior Railcard are the most commonly used Railcards for all types of journeys. For most respondents, owning a Railcard results in more frequent rail journeys and influences other travel decisions, such as ticket type purchases and journey times.

# 1. Background, objectives, and methodology

## 1.1 Background

The Department for Transport (DfT) commissioned independent research agency, Savanta, to undertake quantitative primary research to explore ticket types used for different journey purposes across DfT contracted rail passenger services.

The ways in which passengers use rail, as well as people's wider travel behaviour, have changed significantly over the last decade, influenced by factors such as the COVID-19 pandemic and new technologies such as split ticketing and the roll-out of Pay As You Go ticketing systems. For example, whereas previously most rail commuters used traditional season tickets, the emergence of widespread flexible commuting has meant that these no longer offer the same value to many passengers. Instead, many passengers now use flexible season tickets (launched in 2021), as well as other products not traditionally intended for commuter travel, such as Advance tickets, Anytime tickets and Off-Peak tickets. However, the prevalence of this behaviour and exactly which types of rail tickets people are using for different journey purposes is not well understood.

Accurate data on rail passenger behaviour, and specifically on the ticket types that are being used for different journey purposes in the post-pandemic environment, is needed to inform rail demand and revenue forecasting and appraisal. For example, forecasting the impact of changes to fares or understanding the impacts of changes to rail services.

## 1.2 Objectives

The primary aim of the research is to provide reliable ticket type to journey purpose factors (i.e., the proportion of each journey purpose – Commuting, Business or Leisure - given to each ticket type). The core objectives were to:

1. Quantify the proportion of Commuting, Business and Leisure journeys for each rail ticket type

2. Explore the connections between journey purpose and ticket type (e.g., to what extent does journey purpose influence the decision of which ticket type to use?)

For the purposes of this research, ticket types needed to be accurately allocated into one of five categories. Respondents' answers to a series of questions were used to identify the ticket they used as one of five 'core' ticket types, defined below:

- **Full**: a ticket with no restrictions on the time it could be used e.g. Anytime single or Anytime return tickets[2]. It is important to note that, for the purpose of this research all contactless tickets are defined as 'Full', even though this may not always be the case, as it was not possible to determine the precise ticket type for contactless travel.
- **Reduced**: a ticket with some restrictions on the time it could be used e.g. Off-Peak or Super Off-Peak single or return tickets
- **Advance**: a ticket that was only valid on one specific service at the time it was booked for e.g. Advance single
- **Season**: a Season ticket e.g. Weekly, Monthly, Annual, Flexible or Custom Length Season Tickets
- **Combination**: where two or more tickets cover one leg of the journey

These ticket types are based on those that are currently in use[3], with the addition of Advance and Combination to reflect changing travel patterns and the increased availability and use of split ticketing.

Furthermore, the journey purpose needed to be categorised as:

- Commuting (including for work and education)
- Business
- Leisure

These categories align with those that are frequently used to define journey purpose and align overall with definitions used across the industry. Definitions differ slightly in the TAG data book, which groups commuting for education and leisure travel under 'Other'.

Secondary objectives for the research were identified to:

1. Deepen understanding of how passengers commute (e.g., frequency and pattern over time, peak vs. off-peak, route, and future travel plans), what ticket types they are using, and why (e.g., are commuters planning ahead and choosing commute days based on the available ticket options?)

2. Gather information around railcard ownership and use, particularly in relation to how this differs by journey purpose (i.e., are passengers using railcards for different journey purposes?)

The research needed to provide robust samples within specific Geographical Segments (see Glossary of Terms). The segments are designed to cover rail journeys in England (rather than Great Britain more widely), but the research included journeys to/from Scotland and Wales if they contributed to the collection of a robust, randomised sample for

[2] For the purposes of this research, all contactless tickets are defined as 'Full', even though this may not always be the case, as it was not possible to determine the precise ticket type for contactless travel.
[3] TAG data book, Table A5.3.2 (TAG data book - GOV.UK)

a) Geographical Segment and b) Government Region across England, to ensure responses were geographically varied.

Additionally, the research aimed to collect information on the following socio-demographic characteristics:

- age
- gender
- ethnicity
- disability (split by types of impairments)
- household income
- employment status
- local area (e.g. inner-city, village etc.)
- region lived in

## 1.3 Methodology

The research covered DfT-contracted TOCs, including those running into/out of Scotland and Wales, using an on-train self-completion methodology to ensure inclusivity and representativeness of rail passengers. A pilot study tested the effectiveness of an online survey accessed via QR code versus a traditional paper-based questionnaire. The pilot aimed to determine the optimal data collection method based on response rates, sample profiles, data accuracy, and ticket allocation accuracy. The key findings showed that while paper-based surveys achieved higher immediate response rates, the QR code-led approach offered significant advantages in efficiency (e.g., completion is faster as respondent is routed through relevant questions, postage and manual data entry/survey scanning is not necessary), broader sample representation (as fieldworker can approach more passengers than would be possible with paper-based method), and data integrity (e.g., ability to route respondents through questions that verify their answers and check understanding).

The final approach incorporated both QR code-led and paper-based surveys to ensure inclusivity, allowing passengers to complete the survey online, via postal returns, or over the phone. This methodology enabled broad geographic coverage, an element of random stratified sampling, and the identification and rectification of non-response bias, ensuring robust and accurate data collection and reporting. The QR code-led approach was ultimately chosen for its efficiency and supplemented by paper alternatives where necessary.

For a more detailed explanation of the pilot study and methodological approach adopted, please refer to the Technical Appendix.

## 1.4 Sampling approach

The goals of the sampling approach were to:

- obtain a representative sample of passengers across DfT-contracted TOCs

- collect a sample of sufficient size for robust analysis across Geographical Segment, ticket type, and journey purpose (where possible, the sample should also be large enough to allow for comparisons by age, disability, and employment status)
- collect a sample across different days of the week and times of day, with a mix of morning, afternoon, evening, and weekend shifts.

Seven Geographical Segments were defined by the DfT and were used as the basis for sampling. Data from industry sources was first utilised to establish market share by Geographical Segment based on passenger kilometres (Pass KM). The Geographical Segments and their relative sizes in terms of Pass KM are shown in Table 2 below. This was used to determine the number of journeys sampled for each Geographical Segment.

**Table 2. Geographical segments and their relative market share sizes based on passenger kilometres (Pass KM)**

| Geographical Segment | Market Share % (based on Pass KM) |
|---|---|
| Within Travelcard Area | 10% |
| Within South East and London region | 28% |
| Outside South East to/from London | 26% |
| To/From Core City | 19% |
| To/From Major City | 7% |
| Other | 6% |
| To/From Airport | 3% |

Definitions for each Geographical Segment are provided in the Glossary of Terms.

The Core and Major Cities are listed below:

**Core Cities:** Birmingham, Bristol, Cardiff, Edinburgh, Glasgow, Leeds, Liverpool, Manchester, Newcastle, Nottingham, Sheffield

**Major Cities:** Aberdeen, Bolton, Blackburn, Blackpool, Bournemouth, Bradford, Cambridge, Carlisle, Chester, Colchester, Coventry, Crewe, Darlington, Derby, Doncaster, Dundee, Durham, Exeter, Huddersfield, Hull, Inverness, Ipswich, Leicester, Middlesborough, Norwich, Peterborough, Plymouth, Preston, Stockport, Stoke-on-Trent, Sunderland, Swansea, Swindon, Wakefield, Watford, Wigan, Wolverhampton, York

Based on the assumption that a six-hour on-train fieldwork shift would yield circa 40 completed questionnaires, it was agreed that a total of 150 shifts would be needed to achieve a minimum of 6,000 completes. This sample size was selected as an overall target to allow robust sub-group analysis and to provide acceptable indicative confidence intervals (typically no more than ±4) at a 95% confidence level (see section 1.7.1).

The following steps were then taken to develop the sampling plan:

**Step 1:** The number of shifts allocated to each Geographical Segment were calculated based on the size of the segment in Pass KM, derived from LENNON[4] data. For example, 'Within Travelcard Area' accounts for 10% of Pass KM and so 10% of the shifts (15/150) were allocated to that segment.

**Step 2:** For each of the seven Geographical Segments, data from industry sources was used to identify the 100 most 'important' stations in terms of Pass KM, i.e., those which have the highest numbers of passenger journeys originating from them. This provided a list of starting stations for each segment from which to sample journeys from.

**Step 3:** To introduce an element of randomisation, a random station was chosen to determine which of the 100 stations were to be used as starting points, and then every nth station until the required number were selected. For example, 'Within Travelcard Area' required 15 shifts, so 15 of this segment's 100 most important stations were selected.

**Note:**

For some Geographical Segments, the number of 'most important' stations was far lower than 100, and Pass KM dropped off considerably after the first few. Rather than start shifts at stations where passenger numbers would be low (and therefore the anticipated number of survey responses would be low), it was agreed to only use the top n stations in these cases. For instance, for the 'Outside South East to/from London' segment, 39 shifts were required; however, passenger numbers from the 40$^{th}$ station downwards dropped below 200,000 Pass KM per year. Therefore, the top 39 stations were selected.

**Step 4:** Fieldwork shifts were scheduled from each of the selected starting stations for each Geographical Segment, proportionate to their market share (as described in Step 1). The service(s) on which fieldwork was conducted was chosen to best reflect the segment in question. For example, for stations selected for the 'Outside South East to/from London' segment, fieldwork shifts were based around services that travelled to/from London. For instance, if one of the selected origin stations was Bristol Temple Meads, then services between Bristol Temple Meads and London were selected for fieldwork, as opposed to services from Bristol Temple Meads to another destination.

**Note:**

Although fieldwork shifts were designed to be as representative as possible of the defined Geographical Segments, the segments are purely determined by origin and destination stations. It was therefore not possible to say for certain that every individual surveyed on a specific train belonged to the segment allocated to that shift. For example, a shift allocated to the 'To/From Core City' segment would have involved a

[4] The LENNON (Latest Earnings Networked Nationally Over Night) ticketing and revenue system holds information on the vast majority of train tickets purchased in Great Britain and allocates journeys from those ticket sales to TOCs using the mathematical model ORCATS (Operational Research Computerised Allocation of Tickets to Services). A summary of passenger journeys allocated to routes operated by each DfT-contracted TOC averaged over a series of baseline periods between June and October 2022 was used to estimate passenger flows from each station in a typical week.

train starting and finishing at a core city; however, survey respondents only travelling between non-core stations along the route would not actually belong to the ‘To/From Core City’ segment. To counteract this, at the end of the fieldwork, all journeys were allocated to the correct Geographical Segment based on the origin and destination stations that respondents recorded in the survey.

### 1.4.1 Limitations of the sampling approach

The challenge with conducting research on the railways is that there isn’t an effective sample frame for passengers (i.e., there is no robust, up-to-date information on the profile of the entire rail passenger population to inform research samples). When reliable information on a target population is not available, random probability sampling can help achieve a representative view of the target population. This creates a sample which is randomly selected and gives all members of the population an equal chance of being included. The approach has the highest likelihood of achieving a representative sample, thereby minimising bias and supporting statistical generalisability.

However, a completely random sample using random stratified sampling was not deemed optimal as this would have resulted in low response rates on some shifts. As described in Step 3 in Section 1.4, the approach taken balanced the benefits of randomisation with the need to ensure robust sample sizes to enable reliable estimates. Therefore, there may be greater representation of passengers travelling on busy routes than on quieter ones.

In addition, whilst random sampling aims to give all members of the population an equal chance of being included, the likelihood of frequent and infrequent rail travellers being included in this research is in line with their usage of rail services. As frequent users make more journeys, and infrequent users make fewer journeys, frequent users will inevitably be over-represented in this study. Because this research aims to understand and measure passenger journeys rather than the entire passenger population, this is not a limitation of the research as such, but it does need to be borne in mind when interpreting the results. See further discussion of the implications of this in Section 1.8 Limitations.

### 1.4.2 Boost Shifts

After conducting an initial 115 shifts out of the planned 150, any segments that were under-represented were identified and boost shifts organised.

Shifts were originally designed to be proportionate to Pass KM (see Table 2). However, the 'To/From Major City’ segment was returning low responses for the Commuting and Business journey purposes, so additional shifts were organised to boost the sample in this segment. Eleven boost shifts were organised for this segment, resulting in an additional 313 completes.

Two of the eleven boost shifts could not be fulfilled due to service issues and insufficient time available to reschedule within the fieldwork period. This resulted in a total of 159 shifts.

## 1.5 Fieldwork overview

Fieldwork took place over a period of 6 weeks, from 9th September to 23rd October 2024 inclusive. During this period, 159 fieldwork shifts were undertaken, each lasting approximately 6 hours, resulting in 6,151 completed questionnaires (5,737 online via QR code and 414 paper questionnaires).

During each shift, fieldworkers were responsible for the distribution of QR codes to respondents on specific train services determined during the sampling process.

All respondents on sampled train services were asked if they were willing to participate in the research. Respondents were asked to participate in an online survey using a link provided as a QR code. Where online completion was not possible or not preferred, respondents were offered the alternative of a paper self-completion questionnaire that could be completed and handed back to the fieldworker (or returned in a pre-paid envelope).

An option for telephone completion was also provided, though there were no requests for a telephone interview during the fieldwork period.

### 1.5.1 Ensuring coverage of vulnerable groups

The chosen methodology allowed for the most accurate measurement of ticket type and journey purpose within each of the Geographical Segments, whilst ensuring the research was inclusive of vulnerable groups. The offer of an on-train, non-digital alternative methodology helped ensure a robust sample of all respondents, including those with limited online access, disabled passengers, and older passengers (aged 65+) who are typically less likely to be online.[5]

## 1.6 Weighting

The weighting of the final survey data was done in two stages. The first stage factored in rail passenger demographic profiles based on count sheet data, and the second stage weighted the data based on Geographical Segments relative to their market share.

### 1.6.1 Stage 1 – weighting age and gender to the count sheet profiles

The first stage of the weighting process was the application of weights based on count sheet data. The aim of this stage was to reduce non-response bias, e.g., if substantially fewer people from a particular age bracket responded to the survey than were observed on the train, responses from this under-represented age bracket would be up-weighted.

[5] ONS (2019) Exploring the UK's digital divide - Office for National Statistics

Fieldworkers used count sheets to record data for respondents who took QR codes, paper questionnaires and those who refused to participate. Observed age bracket (16-30, 31-59, 60 or over) and observed gender (male, female) were recorded and used as a basis for weighting the data.

There is the potential for statistical bias to be introduced through human error when applying this count method, and these counts do not give us a perfect indication of the population. However, there is currently no other available data that would give as accurate a profile of rail passengers for each Geographical Segment, split by age and gender. Therefore, this is the most reliable available method to account for non-response bias.

**Table 3. Count sheet data collected by fieldworkers when conducting on-train shifts to enable weighting of survey responses**

| Category (observed) | Total | Percentage |
|---|---|---|
| 16-30 | 16,724 | 39% |
| 31-59 | 20,109 | 47% |
| 60 or over | 6,017 | 14% |
| *Total* | *42,850* | *100%* |
| | | |
| Male | 22,016 | 51% |
| Female | 20,834 | 49% |
| *Total* | *42,850* | *100%* |

The following table shows the gender and age splits (obtained from the count sheet data) by Geographical Segment, which were used to inform the weighting.

**Table 4. Gender and age splits by geographical segment**

| Geographical segment | Gender | | Age | | |
|---|---|---|---|---|---|
| | Male | Female | 16-30 | 31-59 | 60 or over |
| Within Travelcard Area | 53% | 47% | 37% | 51% | 12% |
| Within South East and London region | 51% | 49% | 40% | 46% | 14% |
| Outside South East to/from London | 52% | 48% | 33% | 51% | 16% |
| To/From Core City | 50% | 50% | 43% | 44% | 12% |
| To/From Major City | 53% | 47% | 44% | 40% | 16% |
| Other | 50% | 50% | 42% | 44% | 14% |
| To/From Airports | 51% | 49% | 40% | 50% | 10% |

### 1.6.2 Stage 2 – weighting the Geographical Segments to their market share

The second stage of the weighting process was to weight survey responses from their achieved share of the relevant Geographical Segment to the actual market share of that segment.

Fieldwork shifts were designed to be as representative as possible of the Geographical Segments; however, as described in section 1.4.1, it was necessary to re-allocate survey

responses based on respondents' reported origin and destination stations. Weighting was therefore required to reflect the actual market share per segment, shown in Table 5 below.

**Table 5. Proportions of survey responses achieved by Geographical Segment (before weighting)**

| Geographical Segment | Achieved Share % (before weighting) | Market Share % (based on Pass KM) |
|---|---|---|
| Within Travelcard Area | 5% | 10% |
| Within South East and London region | 26% | 28% |
| Outside South East to/from London | 26% | 26% |
| To/From Core City | 21% | 19% |
| To/From Major City | 11% | 7% |
| Other | 8% | 6% |
| To/From Airport | 3% | 3% |

## 1.7 Interpretation of results

### 1.7.1 It Confidence intervals

As the sampling approach means the result is not a simple random sample, which could only be achieved with a sample frame of every individual who intended to travel by rail during the fieldwork period, it is not possible to calculate precise confidence intervals.

To provide a rough indication of confidence intervals for reported results, including how they vary according to sub-groups and proportions, Table 6 below shows the confidence intervals that would apply for a random sample. Due to the non-random sample design, the intervals for this sample would be consistently a little larger than those shown here.

Indicative confidence intervals are provided at a 95% confidence level and based on 10/90%, 30/70% and 50% of respondents giving a specific response. When comparing results, if the sample size is large (e.g., All respondents, with a base of 6,151), the confidence intervals are narrower, meaning the estimates are more precise. For smaller sample sizes (e.g., To/from Airport, with a base of with 176), the confidence intervals are wider, indicating less precision in the estimates.

Example:

- for "All respondents" with a sample size of 6,151:
    - The confidence interval is narrower: +/- 1.3% for a 50% response. This implies higher precision due to the larger sample size.
- for the Geographical Segment “To/From Airport" with a sample size of 176:
    - The confidence interval is much wider: +/- 7.4% for a 50% response. This indicates lower precision due to the smaller sample size.

**Table 6. Indicative confidence intervals by geographical segment**

| Geographical segment | Sample size | Indicative confidence interval (to one decimal place) | | |
|---|---|---|---|---|
| | | 10%/90% | 30%/70% | 50% |
| All respondents | 6,151 | +/- 0.8% | +/- 1.2% | +/- 1.3% |
| Within Travelcard Area | 292 | +/- 3.4% | +/- 5.3% | +/- 5.7% |
| Within South East & London region | 1,591 | +/- 1.5% | +/- 2.3% | +/- 2.5% |
| Outside South East to/from London | 1,608 | +/- 1.5% | +/- 2.2% | +/- 2.4% |
| To/From Core City | 1,310 | +/- 1.6% | +/- 2.5% | +/- 2.7% |
| To/From Major City | 652 | +/- 2.3% | +/- 3.5% | +/- 3.8% |
| Other | 522 | +/- 2.6% | +/- 3.9% | +/- 4.3% |
| To/From Airport | 176 | +/- 4.4% | +/- 6.8% | +/- 7.4% |

### 1.7.2 Statistical significance

Where differences between proportions are reported to be statistically significant in this report, this is also an indication based on an assumption of randomness in the sample. For this reason, care should be taken in interpreting statistically significant differences since the assumption of randomness is not met.

### 1.7.3 Base sizes and percentages

Unless stated otherwise, base counts shown in this report are based on unweighted figures (and are, therefore, indicative of the actual number of individuals answering a specific question), while the reported percentages are based on weighted data throughout.

The paper-and-pen survey was unable to guide respondents through the questions in the same way that the online version of the survey could. For example, respondents could skip questions in the paper version that they could not in the online version. This results in base sizes differing on a question-by-question basis throughout the report. In addition, those completing the paper survey could mistakenly enter more than one response for a single response question. This means totals may sometimes sum to more than 100%.

Rounding and multiple response questions may also result in totals of more than 100%. Conversely, totals may sum to less than 100% if not all response options are charted. In these instances, any exclusions will be listed in the information below the Figure.

### 1.7.4 Data recalibration

The data from this survey will be used by DfT for modelling and forecasting. Depending on the nature and purpose of the analysis, the data may be transformed or recalibrated. For example, some models use absolute number of journeys, whereas others use distance of

journeys. Before using the figures presented in this report for any analytical purpose, it is important to carefully consider the survey's sampling approach (Section 1.4) and weighting approach (Section 1.6), as well as limitations (Section 1.8).

Appendix C presents the figures that will most commonly be used by DfT for modelling and forecasting: journey purpose by ticket type broken down by Geographical Segment. These percentages have been recalibrated so that each column sums to 100%, excluding any missing or unspecified values. The percentages presented in the main body of the report have not been recalibrated to exclude missing or unspecified values.

## 1.8 Limitations

**Time-specific results:** Findings presented in this report represent a snapshot of rail passenger behaviour at the time of fieldwork from 9th September to 23rd October 2024 inclusive. The findings relate to this time period and care should be taken when applying these to different time periods (e.g., in forecasting). During this time period, there were no significant disruptions (e.g., weather-related disruptions, industrial action etc.) to train services.

**Non-response bias:** The chosen methodology aimed to minimise non-response bias by providing a range of methods for completing the survey (online, paper and pen, and telephone). In this way, most rail passengers on the rail services within the sample plan would have had the opportunity to participate in the research and could do so in a way that was most suitable for them. Additionally, weighting was applied to help correct for non-response bias. However, there may be residual bias in terms of who is most likely to agree to participate in a questionnaire which it is not possible to correct for, for example, those who are particularly positive or negative due to past experiences related to rail travel.

**Connectivity issues:** As this survey was conducted primarily online within an on-train environment, where internet connection can be unstable, some participants lost their connection whilst completing the survey. It is not possible to distinguish between people who stopped the survey midway due to connection issues, and those who stopped the survey intentionally and may therefore not be expecting their data to be used, as the privacy notice stated that 'completion' of the survey indicated consent for data to be used. The final data used in this report is therefore only from survey responses where people completed the entire survey, not those who dropped out of the survey midway through. This is not expected to have introduced bias into the results, though it is not possible to fully understand this as the reasons for dropping out of the survey are not known.

**Representation:** The sampling approach used in this research was designed to be representative of passenger journeys, rather than the rail passenger population. This is because the primary purpose of this research is to understand the tickets used for individual rail journeys, rather than people's behaviours in general. Whilst this is a strength of the research in that rail modelling and forecasting is based upon passenger journeys rather than the entire passenger population, it does mean that the findings need to be interpreted with this in mind. For example, frequent and infrequent travellers will be included in the research in line with their usage of rail services. As frequent users make more journeys, and infrequent users make fewer journeys, the achieved sample will not be

representative of users at a population level because frequent users will inevitably be over-represented. For this reason, when reporting findings, this report refers to respondents rather than all rail passengers. Where the report refers to 10% of respondents, it can be assumed this is representative of 10% of passenger journeys undertaken during the fieldwork period (see Section 1.4.1 for details of Limitations of the sampling approach).

# Glossary of terms

| Term | Definition |
|---|---|
| Geographic Segment | Segments defined by the DfT to define geographic areas. These segments broadly correspond with those that are currently in use for appraisal and modelling purposes. Descriptions of the seven segments are provided in the following rows. |
| Segment - Within Travelcard Area | Any journey that starts and ends within the London Travelcard Area (i.e., London Travelcard Zones 1-6), but excluding journeys classified as To/From Airport |
| Segment - Within South East & London region | Any journey that starts and ends within the South East and London, but excluding journeys classified as To/From Airport or Within Travelcard Area |
| Segment - Outside South East to/from London | Any journey to/from London that either starts or ends outside of the South East, but excluding journeys classified as To/From Airport |
| Segment - To/From Core City | Any journey to/from a core city (listed on page 16), but excluding journeys classified as To/From Airport or Outside South East to/from London |
| Segment - To/From Major City | Any journey to/from a major city (listed on page 16), but excluding journeys classified as To/From Airport or Outside South East to/from London |
| Segment - Other | Any remaining journeys not assigned to the other segments. |
| Segment - To/From Airport | Any journey to/from a rail station that principally caters for an airport. |
| Government Region | A geographic area within England used for statistical purposes. England is divided into nine regions; London, North East, North West, Yorkshire, East Midlands, West Midlands, South East, East of England and South West. |
| Ticket type - Full | A ticket that allows passengers to travel on any train to get between two stations, regardless of the times of those trains. This can be a single or a return ticket. |
| Ticket type - Reduced | A ticket that allows passengers to travel on a number of trains but with some restrictions on the times of travel (usually meaning passengers cannot travel during the morning and/or evening peak). This can be a single or a return ticket. |

| | |
|---|---|
| Ticket type - Advance | A ticket that is only valid on one specific train (e.g. only on a train leaving at a specific time and date). It is a single ticket and passengers will have another ticket for any return journey. |
| Ticket type - Season | Allows passengers to take a number of journeys using this ticket over a number of different days – it may have a week or a month or a year's validity etc. This includes flexi-Season tickets where passengers can use their ticket on a fixed number of days within a given period (e.g. 8 days within a 28-day period) or it may be unlimited in terms of the number of days passengers can use it during that period. |
| Ticket type - Combination | Passengers travelling using a number of different tickets for the journey they are making. For example, passengers may have what is called a 'split-ticket', where they have a Full ticket covering a part of their journey and a Reduced ticket covering the rest. |
| Journey purpose - Commuting | Travelling to/from their regular place(s) of work or for education (to/from college/school/university) |
| Journey purpose - Business | Travelling for company Business (or own if self-employed) |
| Journey purpose - Leisure | Those travelling for a personal appointment, to/from holiday or Leisure break, to ticketed events, shopping or visiting friends or relatives. |
| Ticket purchase - Digital | Those who purchase tickets online from the train company's website, another website, a mobile app from the train company or another mobile app |
| Ticket purchase – Tap in/tap out | Those who tap in/tap out to purchase tickets using a contactless smartcard (e.g., Oyster) or a bank card |
| Ticket purchase – TVM | Those who purchase tickets at a TVM (Ticket Vending Machine) or at a TVM with assistance |
| Split-ticketing | A term used to describe when a passenger buys more than 1 ticket to make a journey. The journey is broken into sections, with a separate ticket for each part. For instance, a passenger may buy a ticket from Station A to Station B and a ticket for Station B to Station C. Station A is their origin and their ultimate destination is Station C but they are using two tickets with an intermediary station to get there. |
| Railcard ownership | Those who currently own any railcard, regardless of type. |
| Contactless payment | Purchase made using a contactless bank card, apple pay, google pay or a specific tap in/tap out rail product such as Oyster card or the Key etc. |
| Disabled / Any disability | Those self-reporting any health condition or illness - this includes vision, hearing, mobility, dexterity, learning/understanding/concentration, memory, mental health, stamina/breathing, social/behavioural conditions or illnesses. Respondents were not asked about the effect of their health condition or illness on their day-to-day activities, therefore some people may not be legally defined as disabled under the Equality Act 2010. |

# 2. Profile of rail journeys

## 2.1 Chapter Overview

This chapter explores the profile of respondent rail journeys in terms of the main purpose for their journey, how frequently they undertake such a journey, how they planned for their journey and how these are distributed across the Geographical Segments. The ticket purchasing behaviour and preferences associated with the journey purpose are covered in Chapter 3.

In summary, over half of the respondents (54%) indicated that their primary reason for travel was Leisure, followed by 30% Commuting for work or educational purposes, and 15% travelling for Business. Among Leisure travellers, the most common reason was visiting friends and family (21% of total reasons), followed by holiday or Leisure breaks (12% of total reasons). For Commuters, the majority (23% of total reasons) were travelling to or from their regular place of work, while 7% of total were Commuting for educational purposes.

Commuters were the most frequent travellers, with 41% taking rail journeys at least once a week. In comparison, only 23% of Leisure travellers and 21% of Business travellers reported travelling weekly.

In terms of ticket purchasing behaviour, two fifths of respondents (42%) purchased their tickets on the day of travel. This figure was significantly higher for Commuters (54%) and lower for Business travellers (23%). Those buying tickets on the day of travel were significantly more likely travelling Within Travelcard Area (77%) or Within South East & London Region (61%). Conversely, respondents travelling Outside South East To/Trom London were more likely to purchase tickets in advance (88%), indicating a need for more planning for longer journeys.

The distribution of journey purpose varies across different Geographical Segments. Within Travelcard Area, Commuter journeys dominate at 51%, followed by Leisure at 40%, and Business at 7%. In the South East & London Region, Leisure travel is most common at 54%, with Commuter travel at 35% and Business at 9%. The Outside South East To/From London segment sees Leisure travel as dominant at 59%, Business travel at 25%, and Commuter travel at 14%. In the To/From Core City segment, half of the journeys are for Leisure at 50%, with Commuter travel at 33% and Business at 15%. Similarly, the To/From Major City segment has 53% Leisure travel, 35% Commuter travel, and 10% Business

travel. The To/From Airport segment is overwhelmingly dominated by Leisure travel at 83%, with Business travel at 12% and minimal Commuter travel at 5%.

This data highlights the prevalence of Leisure travel in most regions, except for the Travelcard Area where Commuter travel leads, and shows that Business travel is generally less significant across all segments except for Outside South East To/From London.

Consistent with the higher frequency of Commuter travel, 34% of respondents Within South East & London Region travelled weekly, compared to 24% who travelled monthly. In contrast, a higher proportion of those travelling Outside South East To/From London travelled on a monthly basis (32%) compared to those who travelled weekly (17%).

## 2.2 Journey purpose

### What was the main purpose of rail passenger journeys?

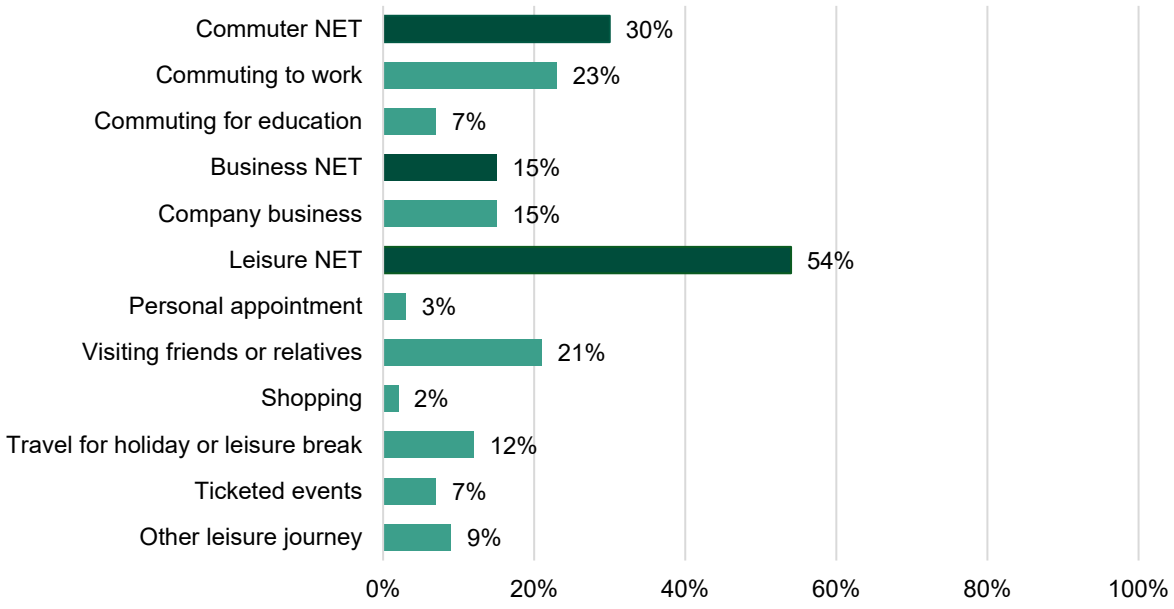
Over half of the respondents (54%) indicated that their primary reason for travel was Leisure. This was followed by three in ten respondents (30%) who were Commuting for either educational or work purposes, and just over one in seven respondents (15%) who were travelling for Business purposes.

A detailed breakdown of the journey purpose can be found in Figure 1 below.

Among those travelling for Leisure, the most common reason was visiting friends and family, accounting for 21% of the total. Around one in eight (12%) were travelling to or from a holiday or leisure break.

For the Commuter group, the majority (23% of total) were commuting to or from their regular place of work, while 7% of the total were commuting for educational purposes, such as attending school, college, or university.

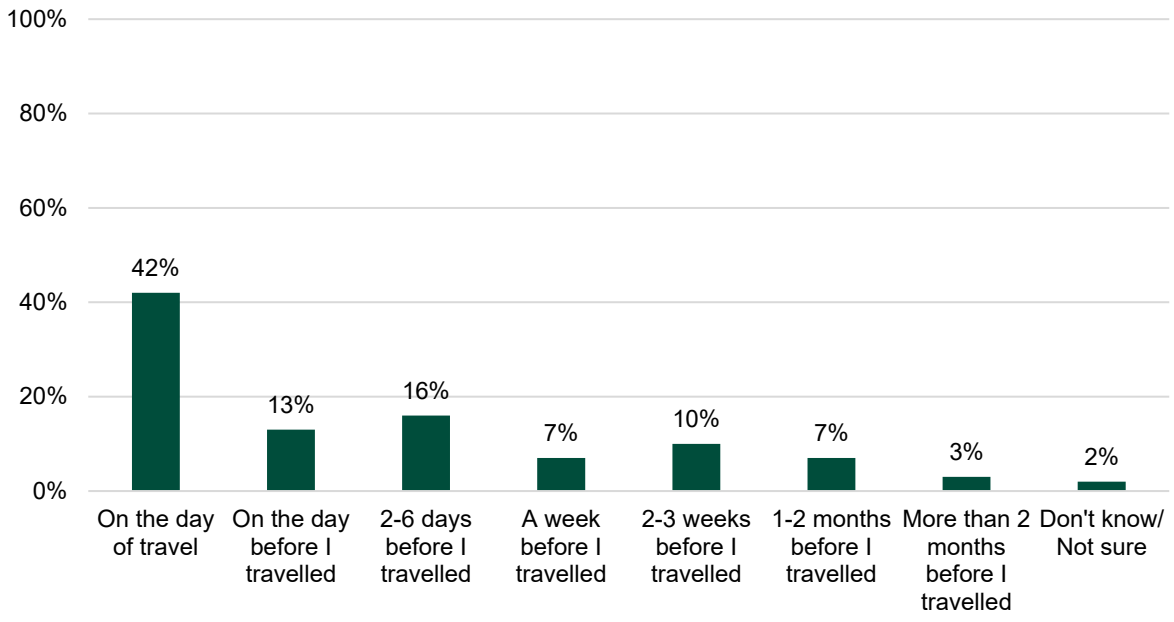
**Figure 1. Journey Purpose**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q1. Firstly, what is the main purpose of your journey? Please select one option. Base: All Respondents (6,151). 'Don't know', 'No answer' and 'Other, not specified' responses have not been charted.**

The majority of respondents (42%) purchased their tickets on the day of travel. One in ten (10%) purchased their ticket at least a month in advance.

**Figure 2. When ticket was purchased**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q13. How far in advance of your journey did you buy your ticket? Please select one option. Base: All Respondents (6,151). ' Don't know' and 'No answer' responses have not been charted.**

Journey purpose influenced how far in advance a respondent had purchased their ticket. The percentage who bought their ticket on the day of travel was significantly higher among those who were Commuting when surveyed (54%), and significantly lower among those travelling for Business (23%).

Those who bought their tickets on the day of travel were also more likely to be travelling Within Travelcard Area (77%) or Within South East & London Region (61%).

In contrast, respondents travelling Outside South East To/From London were more likely to purchase their tickets in advance, with only 12% of this segment buying on the day of travel.

## 2.3 Journey frequency

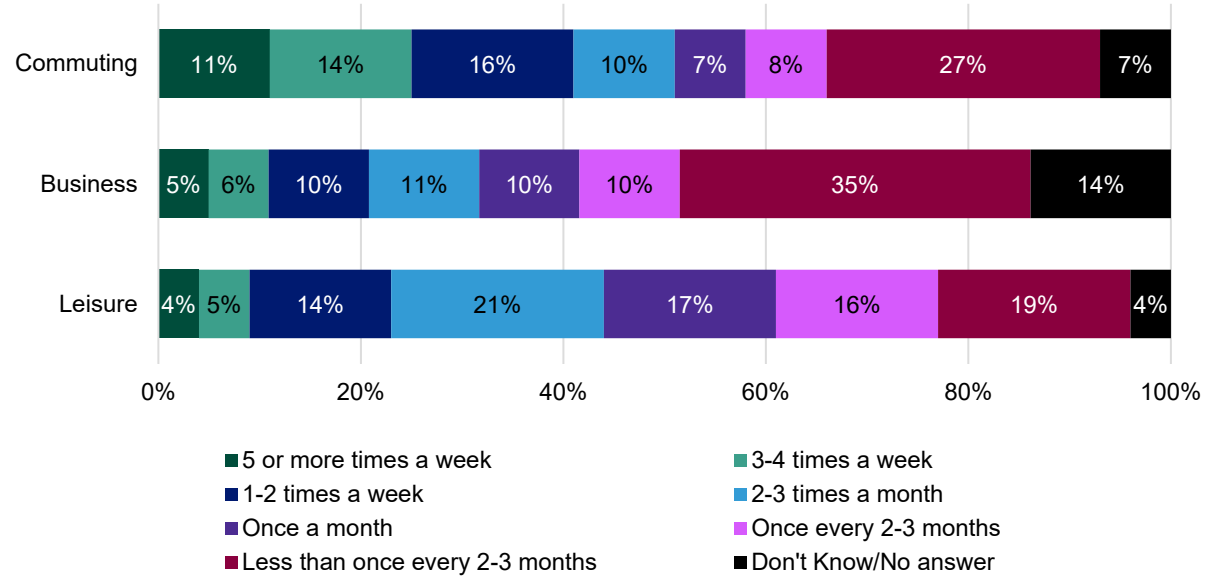
### 2.3.1 How often do rail passengers travel for each journey purpose?

Respondents were asked how often, on average, they had travelled on train services in the last 6 months for each of the following journey purposes, as defined below:

- Commuting (Trips to/from a usual place of work or education)
- Business (Trips in the course of work that are not part of your commute, and which are paid for by your employer)
- Leisure (Any trips not done in the course of work or as part of your commute)

Two-fifths (41%) of respondents reported that, in the last 6 months, they had travelled by train at least once a week for Commuting, compared to 23% who said they had travelled for Leisure and 21% who had travelled for Business.

**Figure 3. Frequency of travel by train for Commuting, Business and Leisure**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q14. Please select how often, on average, you have travelled on train services in the last 6 months (not including tram/light rail or underground services) for each of the three journey purposes below? Please select one option. Base: All Respondents (6,151).**

## 2.4 Geographical coverage

### 2.4.1 Variation in journey purpose across geographical segments

The following section shows the distribution of journey purposes within each Geographical Segment. This data is summarised below the text, in Figure 4.

In the Within Travelcard Area segment, Commuter journeys dominate, accounting for 51% of respondent journeys, likely due to the high concentration of daily Commuters traveling to and from work in urban areas. Leisure journeys make up 40% of respondent journeys, as people also use these routes for recreational activities and visiting friends or family, while Business travel is minimal at 7% of respondent journeys.

Within the South East & London region segment, Leisure travel is the most common journey purpose, representing 54% of respondent journeys. Commuter travel follows at 35% of respondent journeys, reflecting the significant number of residents commuting to work in London. Business travel accounts for 9% of respondent journeys, indicating the presence of Business activities but not as predominant as Leisure.

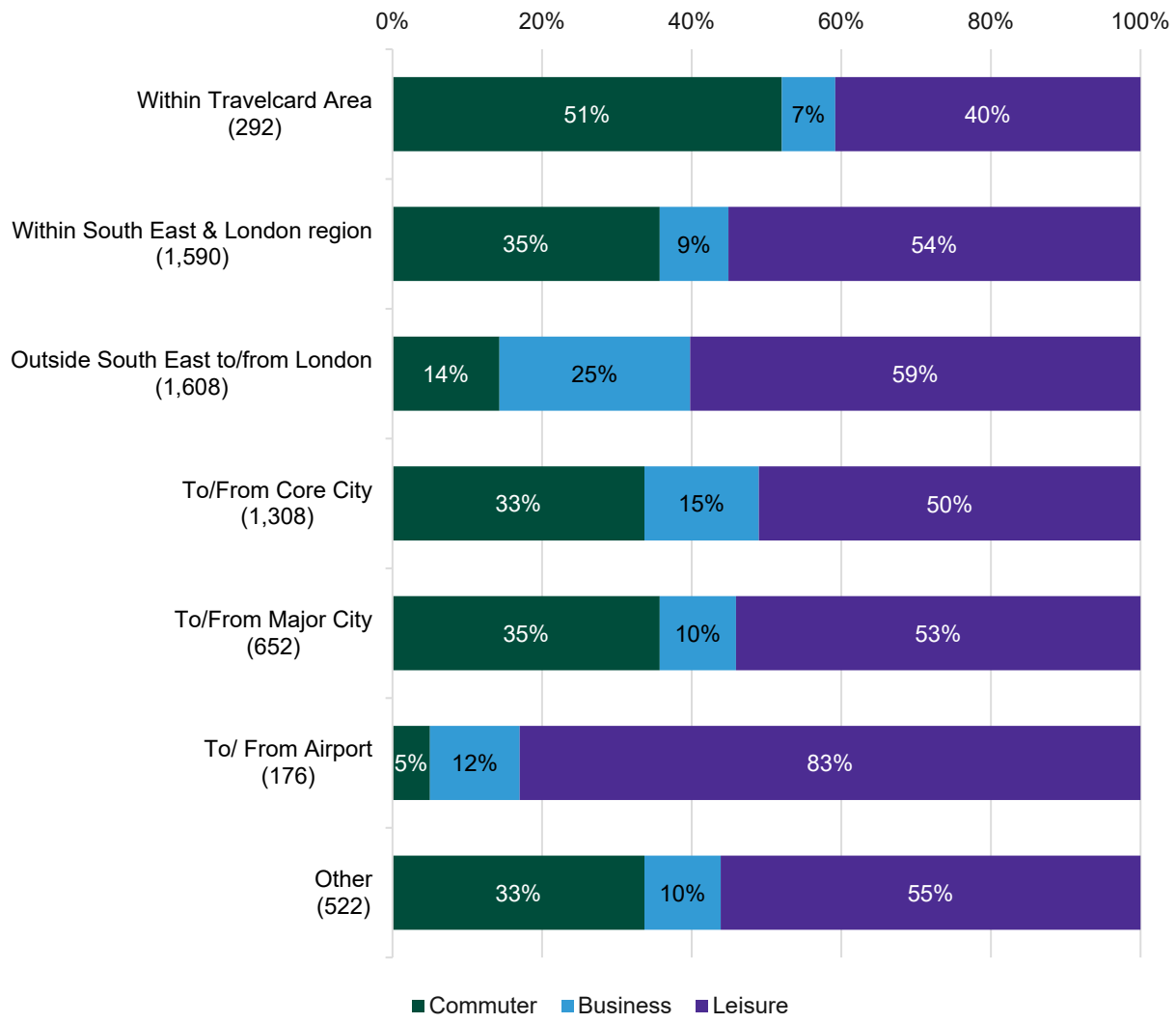
In the Outside South East to/from London segment, Leisure travel is predominant at 59% of respondent journeys. Business travel is notable at 25% of respondent journeys. Commuter travel is less common at 14% of respondent journeys, suggesting fewer daily Commuters compared to other regions.

In the To/From Core City segment, half of respondents (50%) reported that they were travelling for Leisure. Commuter travel is noteworthy at 33% of respondent journeys, as many people reside in suburban areas and commute to these cities for work. Business travel comprises 15% of respondent journeys.

The To/From Major City segment sees 53% of respondents travelling for Leisure purposes. Commuter journeys make up 35% of respondent journeys, reflecting a substantial number of residents commuting to work in these urban centres. Business travel accounts for 10% of respondent journeys, showing that while Business activities are present, they are not the primary travel purpose.

The To/From Airport segment is overwhelmingly dominated by Leisure travel at 83% of respondent journeys, as airports primarily serve tourists and travellers going on holiday. Business travel is at 12% of respondent journeys, indicating a substantial number of Business trips, but Commuter travel is minimal at 5% of respondent journeys.

**Figure 4. Journey purpose by geographical segment**



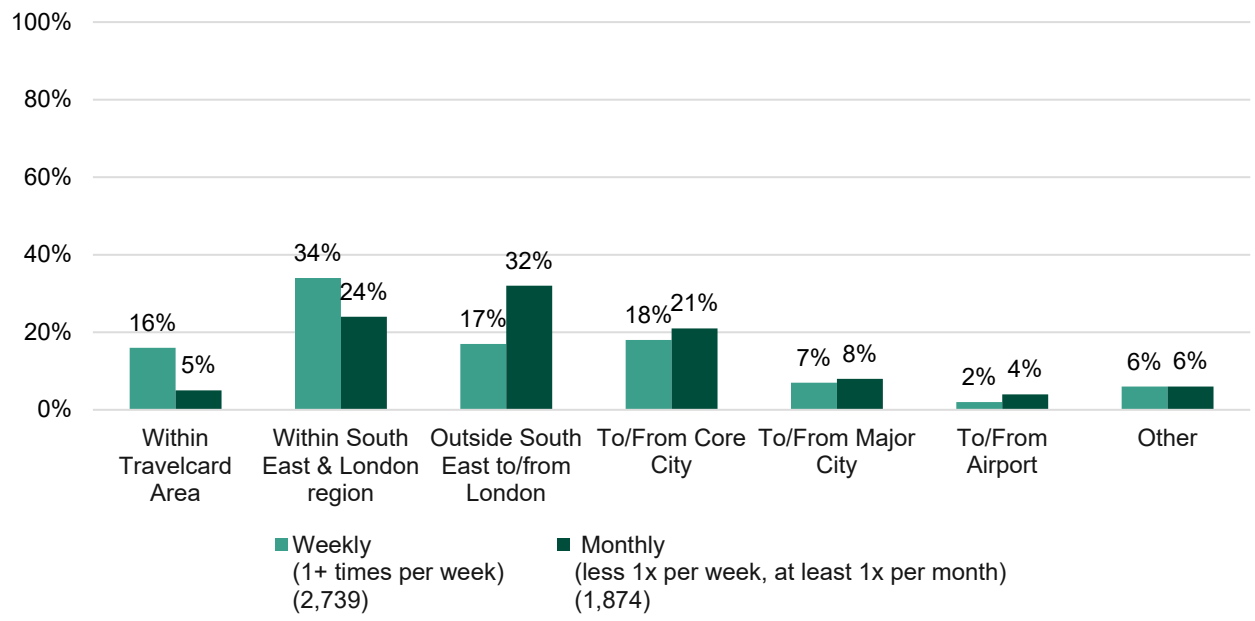

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q1. Firstly, what is the main purpose of your journey? Base: All Respondents (6,151). 'Don't know' and 'No answer' responses have not been charted.**

Overall, Leisure travel emerges as the most common journey purpose across most Geographical Segments, particularly in segments such as To/From Airport and Outside South East to/from London, driven by tourism and recreational activities. Commuter travel is highly prominent in the Within Travelcard Area and significant in the Within South East & London and To/From Major City segments, reflecting the movement of residents to work in urban areas. Business travel is most notable in the Outside South East to/from London and To/From Core City segments, highlighting the importance of these areas as business hubs.

These findings provide a clear understanding of the primary travel purposes in various geographical segments, highlighting the dominance of Leisure travel in most areas and the varying significance of Commuter and Business travel across different regions.

Figure 5 shows reported frequency of travel across the Geographical Segments. Frequency of travel is grouped into Weekly (those who reported having travelled on train services 1-2, 3-4 or 5 or more times per week on average over the last six months) and Monthly (those who reported having travelled once or 2-3 times per month on average over the last six months).

**Figure 5. Geographical Segment by Journey Frequency**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Geographical Segment by journey frequency. Q14. Please select how often, on average, you have travelled on train services in the last 6 months (not including tram/light rail or underground services) for each of the three journey purposes below? Base: All Respondents (6,151), Monthly (1,874), Weekly (2,739). 'Don't know' and 'No answer' responses have not been charted.**

Consistent with the higher frequency of Commuter travel and the greater proportion of Commuters in the Within South East & London region, Figure 5 shows that 34% of weekly travellers were from this region, compared to 24% of monthly travellers.

In contrast, a higher proportion of monthly travellers were travelling Outside South East to/from London at 32%, while 17% of weekly travellers were from this region.

# 3. Understanding connections between journey purpose and ticket type

## 3.1 Chapter overview

This chapter explores the various types of tickets used by rail passengers and the factors influencing their choices. It begins with an examination of different ticket types (Full, Reduced, Advance, Season, Combination) and the reasons respondents select each type. The chapter delves into the factors that impact ticket type selection, considering aspects such as cost, convenience, and travel frequency.

The chapter also explores the connection between ticket type and journey purpose, analysing how different journey purposes (e.g., Commuting, Leisure, Business) are distributed across various ticket types. It examines how the purpose of the journey influences the selection of ticket types, providing insights into the preferences and behaviours of rail passengers based on their travel needs.

It was evident from the pilot study referenced in Chapter 1 that respondents found it difficult to accurately identify the type of ticket they were travelling on for their rail journey. For this reason, a series of qualification questions were introduced in the questionnaire for the main fieldwork period to determine the ticket type with greater accuracy. These were questions 5 to 10 in the questionnaire and can be found in the appendix of this report.

Ticket type preferences varied significantly by journey purpose. Two fifths (43%) of Commuters used a Full ticket, significantly higher than Business (25%) and Leisure (23%). Three in ten (30%) of Business travellers used Advance tickets, significantly higher than Commuters (16%). Leisure travellers had a balanced use of Reduced (26%) and Advance tickets (28%). Season tickets were primarily used by Commuters (14%), significantly higher than Business and Leisure travellers both at 1% each. Combination tickets were utilised by all groups but saw significantly higher use among Business (21%) and Leisure travellers (19%), compared to 12% for Commuters – possibly related to limited availability or lower savings potential on peak travel.

Ticket purchase timing also varied, with the highest proportion (42%) buying tickets on the day of travel. This was significantly higher in the Within Travelcard Area (77%) and Within South East & London region (61%). This correlates with a higher proportion of Full tickets being purchased on the day of travel (among those with a Full ticket, 49% had purchased

it on the day of travel, versus 19% who had purchased their ticket less than a week in advance). Conversely, respondents in the Outside South East To/From London segment planned more, with almost nine in ten (88%) purchasing their ticket before the day of travel.

Geographical coverage impacts ticket type selection, with significantly higher proportions of Commuters Within South East & London region (33%), while Business and Leisure travellers were more common on routes Outside South East To/From London.

The chapter also provides responses to the question of why a respondent chose a particular ticket type, highlighting that Full tickets were favoured for their convenience, especially by Commuters, whereas Reduced, Advance, and Combination tickets were chosen for cost savings by Leisure and Business travellers. Travel frequency, gender, age, and income further influenced these preferences, with frequent travellers leaning towards Full tickets and less frequent travellers opting for Reduced and Advance tickets.

Overall, the chapter provides a comprehensive analysis of how rail passengers' travel needs and behaviours influence their ticket type choices, emphasising the importance of flexibility, cost, and convenience in their decision-making process.

## 3.2 Ticket type used to travel by rail

As outlined in Chapter 1 and the Glossary of terms, tickets used were defined by a series of ticket type qualification questions. These are covered in more detail in this section. The answers to these questions were then used to identify the ticket used as one of five core ticket types defined below:

- **Full**: a ticket with no restrictions on the time it could be used e.g. Anytime single or Anytime return tickets
- **Reduced**: a ticket with some restrictions on the time it could be used e.g. Off-Peak or Super Off-Peak single or return tickets
- **Advance**: a ticket that was only valid on one train e.g. Advance single
- **Season**: a Season ticket e.g. Weekly, Monthly, Annual, Flexible or Custom Length Season Tickets
- **Combination**: where two or more tickets cover one leg of the journey (e.g., split ticketing)

### 3.2.1 Ticket type fulfilment

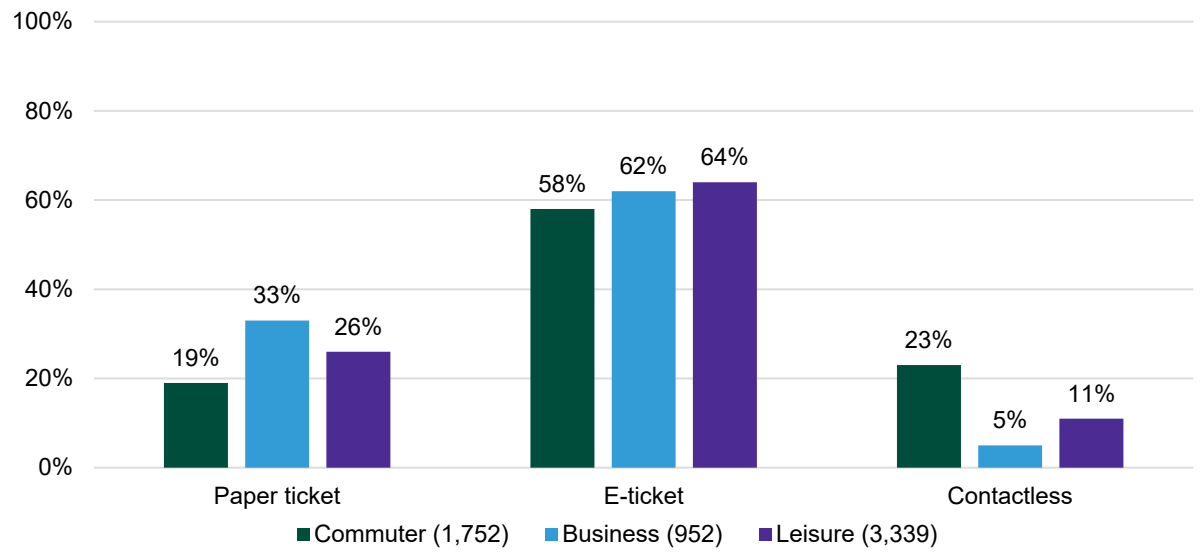
E-tickets were the most popular ticket format, with 62% of total respondents using them for their journeys. In comparison, a quarter (25%) used paper-based tickets, and just over one in ten (13%) used contactless tickets.

For all journey purposes, e-tickets were the most used format, with use being significantly higher among Leisure travellers (64%) than among Commuters (58%).

One third (33%) of respondents travelling for Business were using a paper-based ticket, which is significantly higher than the 26% of Leisure travellers and 19% of Commuters who were using this format.

A significantly higher proportion of Commuters (23%) were using a contactless ticket, compared to just one in ten (11%) among Leisure travellers and 5% among Business travellers.

**Figure 6. Ticket Format**

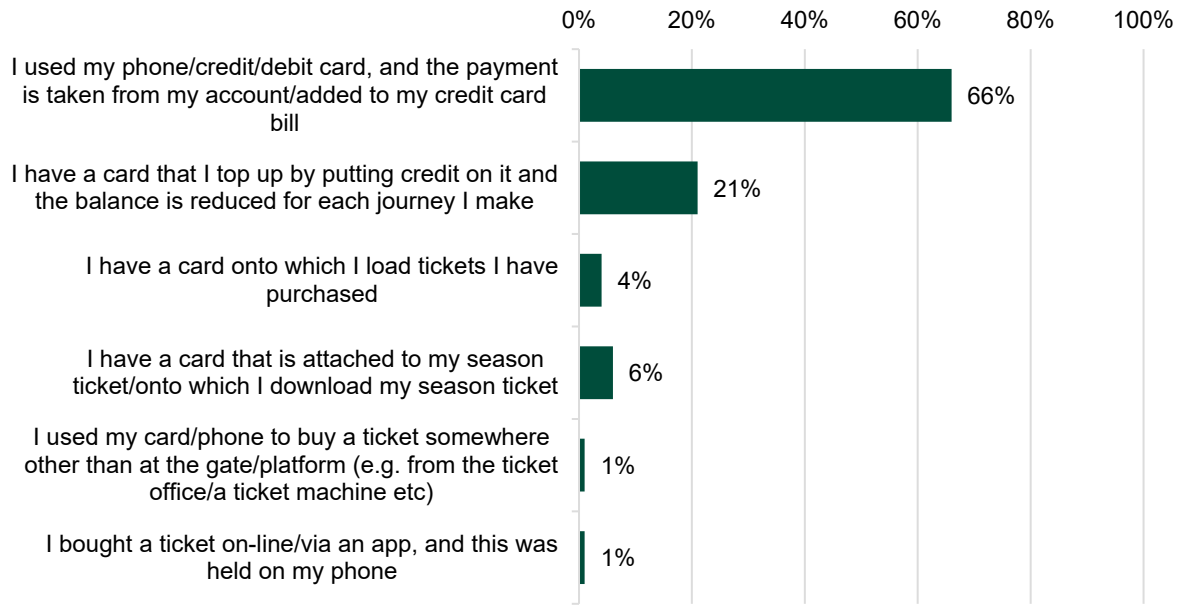



**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5. Which of the following best describes the ticket you are using for your journey from <Origin Station> to <Destination Station>?. Please select one option. Base: All Respondents (6,151). 'Don't know' and 'No answer' responses have not been charted.**

E-tickets were the most commonly used within all segments, except Within Travelcard Area, where their use was significantly lower, at 7%. Contactless tickets were used significantly more by those travelling Within Travelcard Area (86%), where this format is more accessible, and where there are a significantly higher proportion of Commuters (51%), compared to Within South East and London Region and To/From Major Cities (both at 35%) where there are the next highest proportions of Commuters.

For respondents who used a contactless ticket format, the majority (66%) used their phone, credit or debit card, and the payment was taken from their account/added to their credit card bill, while a fifth of respondents (21%) had a card that they top up by putting credit on it and the balance is reduced for each journey they make. A further breakdown can be seen in Figure 7 below.

**Figure 7. Types of Contactless Payment**



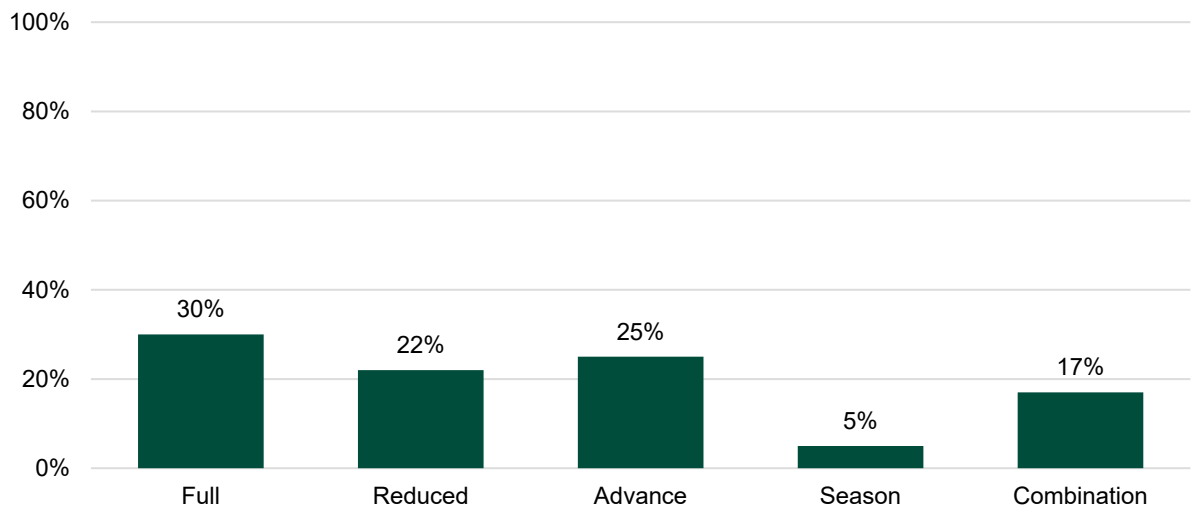

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b. Which of the following best describes the contactless payment you used at the gates/ on the platform? Base: Those who used contactless payment at the gates/ on the platform (534). 'No answer' responses have not been charted.**

### 3.2.2 Ticket types across segments

Figure 8 below shows that, at a total level, three in ten survey respondents (30%) were travelling on a Full ticket, one quarter (25%) on an Advance ticket, 22% on a Reduced ticket, 17% on a Combination ticket and just 5% on a Season ticket.

Throughout this section, however, results show a greater diversity of ticket preferences among respondents, influenced by their travel routes, journey purpose, and the need for flexibility, cost savings, and convenience.

**Figure 8. Ticket Types**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: All respondents (6,151). 'Other' responses have not been charted.**

Table 7 reveals significant variations in ticket type use across the Geographical Segments. A significantly higher proportion of respondents (89%) in the Within Travelcard Area segment used Full tickets.

**Table 7. Geographical Segment vs. Ticket Type**

| Segment | Within Travelcard Area | Within South East & London region | Outside South East to London | To/From Core City | To/From Major City | To/From Airport | Other |
|---|---|---|---|---|---|---|---|
| Full | 89% | 34% | 9% | 21% | 26% | 34% | 29% |
| Advanced | 2% | 14% | 44% | 31% | 23% | 14% | 16% |
| Reduced | 2% | 31% | 21% | 19% | 22% | 21% | 24% |
| Season | 5% | 7% | 1% | 6% | 7% | 1% | 7% |
| Combination | 2% | 11% | 23% | 22% | 19% | 25% | 21% |
| *Base Count* | *292* | *1,591* | *1,608* | *1,310* | *652* | *176* | *522* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: All Respondents (6,151). 'Other' responses have not been charted.**

For those travelling Within South East & London region, there was a more diverse use of ticket types, with Full tickets at 34%, Reduced tickets at 31%, and Advance tickets at 14%.

Respondents travelling in the Outside South East to/from London segment used a significantly higher proportion of Advance tickets (44%) and Combination tickets (23%), with only a small proportion using Full tickets (9%).

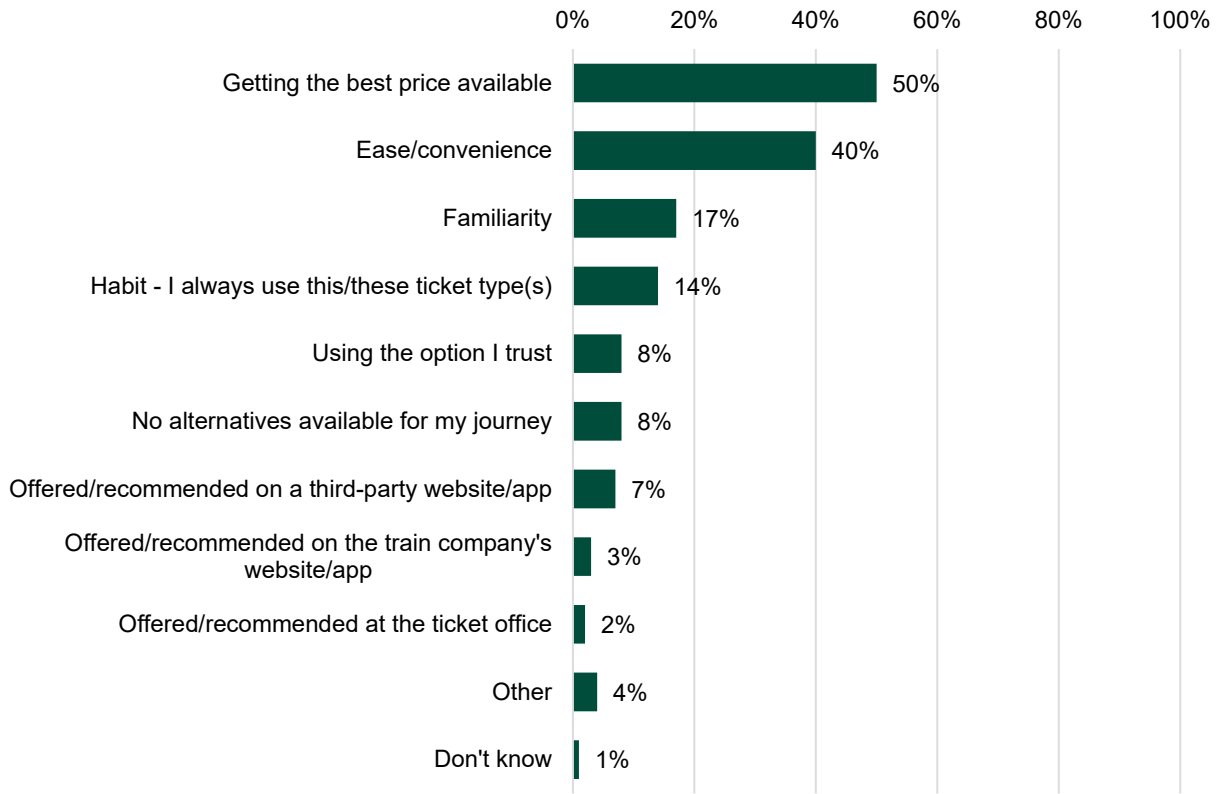
In the To/From Core City segment, Advance tickets were most used (31%), followed by Combination tickets (22%) and Full tickets (21%). A similar trend was observed in the To/From Major City segment, where Full tickets were most commonly used (26%), but there was also a balanced distribution among other ticket types (except Season). This balance reflects the mixed travel purposes – across Commuting, Business and Leisure.

Additionally, in the To/From Airport segment, Full tickets (34%) and Combination tickets (25%) were most commonly used.

### 3.2.3 Reasons for using selected ticket type

Respondents were asked why they chose the ticket type they were using for the journey they were taking when asked to participate in the research and shown a list of possible reasons. At a total level, the most selected reason for choosing a particular ticket type was to achieve the best price – selected by half of respondents (50%), followed by ease/convenience (40%) and familiarity (17%).

**Figure 9. Reason for Choosing Ticket Type**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q12. Why did you choose to use this/these ticket type(s) for your journey? Please indicate all that apply. Base: All Respondents (6,151). 'No answer' responses have not been charted.**

Table 8 below shows that familiarity is a more significant factor for Full ticket users (22%), compared to those using other ticket types. Getting the best price available is a primary reason for choosing Season Tickets (67%), Combination (64%), Advance (61%), and Reduced (54%) tickets. Ease/convenience is particularly important for Full (56%) and Season (53%) ticket users, significantly more so that for Combination and Advance both at 28%. Trust in the ticket option is rarely selected as a reason across all types, with just 9% for Full and 5% for Season tickets. The lack of alternatives influences some choices, particularly Full tickets (11%). Recommendations at the ticket office or on third-party websites/apps are generally not reasons for ticket type choice, with the highest being for Combination tickets on third-party websites/apps (15%). Habitual use is more common for Full (19%) and Reduced (15%) tickets.

The variety in reasons suggests that Full and Season tickets are often chosen for their convenience and familiarity, whereas Reduced, Advance, and Combination tickets are selected for their cost-effectiveness. Specific travel needs and purchasing behaviours significantly influence the choice of ticket type.

**Table 8. Reason for using Ticket Type**

| Reasons for using ticket type | Full | Reduced | Advance | Season | Combination |
|---|---|---|---|---|---|
| Getting the best price available | 28% | 54% | 61% | 67% | 64% |
| Ease/convenience | 56% | 38% | 28% | 53% | 28% |
| Familiarity | 22% | 17% | 14% | 9% | 13% |
| Habit - I always use this/these ticket type(s) | 19% | 15% | 9% | 12% | 9% |
| Using the option I trust | 9% | 9% | 6% | 5% | 6% |
| No alternatives available for my journey | 11% | 9% | 7% | 4% | 6% |
| Offered/recommended at the ticket office | 2% | 3% | 1% | 3% | 1% |
| Offered/recommended on a third-party website/app | 3% | 7% | 8% | 1% | 15% |
| Offered/recommended on the train company's website/app | 2% | 4% | 6% | 1% | 3% |
| Other | 4% | 4% | 3% | 8% | 3% |
| Don't know | 1% | 1% | 2% | 0% | 1% |
| *Base Count* | *1,597* | *1,388* | *1,603* | *304* | *1,106* |

**Between rail ticket type and journey purpose research study, 2024. Q12. Why did you choose to use this/these ticket type(s) for your journey? Please indicate all that apply. Base: All Respondents, (6,151), Full (1,597), Reduced (1,388), Advance (1,603), Advance (1,603), Season (304), Combination (1,106). 'No answer' responses have not been charted.**

## 3.3 Ticket type used by journey purpose

Figure 10 shows the distribution of ticket types by journey purpose: Commuting, Business, and Leisure.

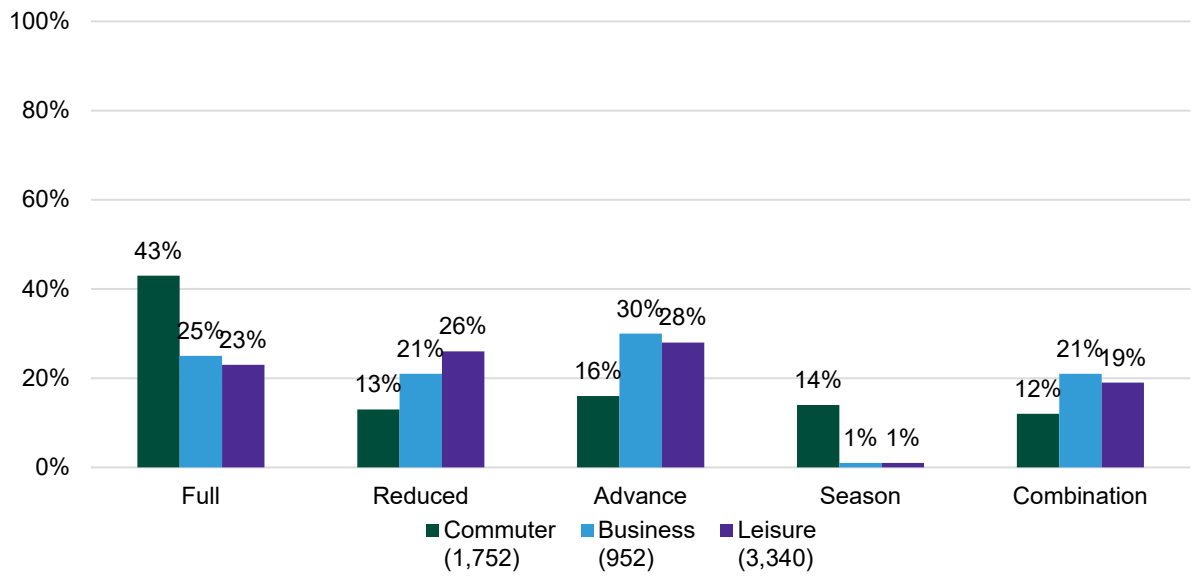
Commuters were significantly more likely to use Full tickets (43%), while Business respondents were significantly more likely to use Advance tickets (30%) than Commuters (20%). Leisure travellers had a balanced use of Reduced (26%) and Advance tickets

(28%) and Season tickets were significantly more likely to be used by Commuters (14%), aligning with their more regular, frequent travel.

It is important to note that, for the purpose of this research all contactless tickets are defined as 'Full', even though this may not always be the case, as it was not possible to determine the precise ticket type for contactless travel.

Combination tickets are utilised by all groups but see significantly higher use among Business (21%) and Leisure travellers (19%) versus Commuters (12%). These patterns suggest that ticket type preferences are influenced by the purpose of the journey, with considerations for cost, convenience, and travel frequency shaping rail passenger choices.

**Figure 10. Ticket type vs. Journey Purpose**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: All Respondents (6,151), Commuter (1,752), Business (952), Leisure (3,340). 'Other' responses have not been charted.**

### 3.3.1 Ticket types used by journey purpose, across Geographical Segments

Table 9 illustrates the distribution of ticket types used by Commuters across the Geographical Segments. Full tickets were most commonly used Within Travelcard Area (89%) and in the Within South East & London region (42%). Outside South East to/from London, Commuters preferred Advance tickets (37%).

Season tickets were more often used in the Within South East & London region (18%) and in the To/From Core City (17%) and To/From Major City (17%) segments, aligning with regular, frequent travel patterns. Combination tickets had notable use in the Outside South East to/from London segment (24%).

**Table 9. Ticket Type vs. Geographical Segment - Commuters**

| Ticket Type | Total | Within Travelcard Area | Within South East & London region | Outside South East To/From London | To/From Core City | To/From Major City | Other | To/From Airport |
|---|---|---|---|---|---|---|---|---|
| Full | 43% | 89% | 42% | 15% | 31% | 34% | 35% | 32% |
| Reduced | 13% | 1% | 17% | 19% | 12% | 17% | 13% | 38% |
| Advance | 16% | 1% | 12% | 37% | 22% | 16% | 12% | 20% |
| Season | 14% | 8% | 18% | 4% | 17% | 17% | 19% | 0% |
| Combination | 12% | 1% | 10% | 24% | 16% | 13% | 16% | 10% |
| *Base Count* | *1,752* | *153* | *556* | *219* | *428* | *221* | *166* | *9** |

*Note low base

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: Commuters (1,752), Within Travelcard Area (153), Within South East & London region (556), Outside South East to/from London (219), To/From Core City (428), To/From Major City (221), Other (124), To/From Airport (9*). 'Other' ticket type responses have not been charted.**

Table 10 demonstrates the distribution of ticket types used by Business passengers across the Geographical Segments.

Full tickets were predominantly used Within Travelcard Area (83%) and Within South East & London region (39%), though the low base must be noted for Business travellers in the Travelcard Area.

For the Outside South East to/from London segment, Advance tickets were the most popular (40%). Reduced tickets saw significant use Within South East & London region (34%) and To/From Major Cities (25%). Combination tickets were notably used Outside South East to/from London (26%).

**Table 10. Ticket Type vs Geographical Segment - Business**

| Ticket Type | Total | Within Travelcard Area | Within South East & London region | Outside South East To/From London | To/From Core City | To/From Major City | Other | To/From Airport |
|---|---|---|---|---|---|---|---|---|
| Full | 25% | 83% | 39% | 15% | 22% | 23% | 35% | 29% |
| Reduced | 21% | 4% | 34% | 18% | 18% | 25% | 22% | 21% |
| Advance | 30% | 4% | 14% | 40% | 36% | 23% | 18% | 4% |
| Season | 1% | 0% | 1% | 0% | 0% | 4% | 0% | 0% |
| Combination | 21% | 5% | 9% | 26% | 20% | 20% | 22% | 41% |
| *Base Count* | *952* | *22** | *153* | *423* | *206* | *67* | *58* | *23** |

*Note low base

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: Business Travellers (952), Within Travelcard Area (22), Within South East & London region (153), outside South East to/from London (423), To/From Core City (206), To/From Major City (67), Other (58), To/From Airport (23*). Other' ticket type responses have not been charted**

Table 11 illustrates the distribution of ticket types used by Leisure travellers across the Geographical Segments.

Full tickets accounted for a significant proportion of journeys Within Travelcard Area (90%) and within South East & London Region (29%). Reduced tickets were highly favoured within the South East & London Region (40%). Advance tickets were the most popular ticket type for routes Outside South East To/From London (49%) and To/From Core Cities (35%). Combination tickets saw higher use To/From Core Cities (25%) and within the To/From Airports segment (24%).

**Table 11. Ticket Type vs Geographical Segment - Leisure**

| Ticket Type | Total | Within Travelcard Area | Within South East & London region | Outside South East To/From London | To/From Core City | To/From Major City | Other | To/From Airport |
|---|---|---|---|---|---|---|---|---|
| Full | 23% | 90% | 29% | 5% | 13% | 22% | 24% | 35% |
| Reduced | 26% | 2% | 40% | 22% | 23% | 24% | 30% | 20% |
| Advance | 28% | 3% | 15% | 49% | 35% | 28% | 18% | 16% |
| Season | 1% | 1% | 2% | 0% | 1% | 1% | 1% | 2% |
| Combination | 19% | 3% | 13% | 22% | 25% | 22% | 23% | 24% |
| *Base Count* | *3,340* | *113* | *852* | *937* | *655* | *349* | *290* | *144* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q5b-Q10. Ticket type groups. Base: Leisure Travellers (3,40), Within Travelcard Area (113), Within South East & London region (852), Outside South East to/from London (937), To/From Core City (655), To/From Major City (349), Other (290), To/From Airport (144). Other' ticket type responses have not been charted.**

All these patterns indicate that ticket type preferences among respondents were influenced by the specific travel route, with considerations for cost, convenience, travel frequency, and distance shaping their choices.

# 4. Understanding Commuting by rail

## 4.1 Chapter overview

This chapter outlines Commuting behaviours of rail passengers, specifically their flexibility to work from home, days they choose and plan to commute, as well as factors influencing their choices. This chapter addresses the secondary objective of understanding how passengers commute and how this influences the ticket types they are using.

In summary, half of survey respondents who commute by rail at least once a month have the ability to split their time between working remotely and commuting. This contrasts with the pre-pandemic years when a regular five-day commute was more common. The majority who commute by rail do so at least one day a week with one or two days being the most common.

Tuesday, Wednesday and Thursday are the most common days on which respondents commute, with nearly half travelling by rail on each of these days. Only a third commute by rail on the same days every week and a similar proportion have fixed working days set by their employers. Just over half do not plan or choose commuting days based on the available rail ticket options, while work-related events are the most influential factor on commute plans.

## 4.2 Work arrangements

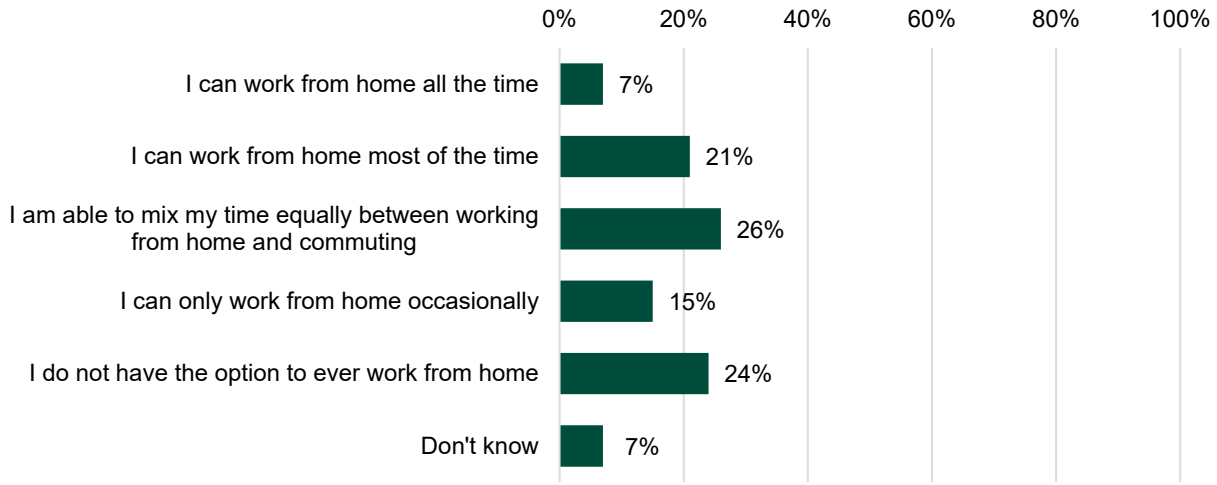
Survey respondents who reported Commuting by rail at least once a month were asked a series of questions about these journeys to help better understand how their work arrangements and typical working week influences their travel behaviour and ticket purchasing decisions.

### 4.2.1 Ability to work from home

In general, survey respondents fall into two distinct groups regarding the ability to work from home - those with hybrid working arrangements (e.g., ability to split time between their workplace and home) and those with less flexibility to work remotely (as seen in Figure 11). One in five Commuters (21%) reported being able to work from home most of time and a quarter (26%) can split their time between working remotely and Commuting.

Conversely, nearly two in five (39%) respondents either have no option of working from home or do so occasionally. Fewer than one in ten (7%) stated that they can work from home all the time.

**Figure 11. Ability to work from home – all who commute at least once a month**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16a: Which of the following best describes your ability to work from home? Please select one option. Base: All who commute by rail at least once a month (3,414). 'No answer' responses have not been charted.**

Across age and income bands, those aged between 31 and 59 and those with a household income of over £30,000 (often in full-time employment) were significantly more likely to have flexible working arrangements (as seen in Table 12. and Table 13). In each group (31-59 year olds and those with a household income of over £30,000), nearly two thirds reported being able to work from home either all or most of the time, or splitting their time equally between working remotely and Commuting (64% and 65% respectively). Conversely, younger respondents (under 30 years old) and those on incomes below £30,000 were much more likely to have no option of remote work at all (34% and 43% and respectively).

**Table 12. Ability to work from home by age**

| Statements | Aged under 30 | Aged 31 to 59 |
|---|---|---|
| I can work from home all the time | 6% | 8% |
| I can work from home most of the time | 14% | 27% |
| I am able to mix my time equally between working from home and Commuting | 22% | 30% |
| I can only work from home occasionally | 16% | 16% |
| I do not have the option to ever work from home | 34% | 16% |
| Don't know | 9% | 3% |
| *Base Count* | *1,274* | *1,853* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16a: Which of the following best describes your ability to work from home? Please select one option. Base: Those who commute by rail at least once a month and are aged under 30 (1,274) or aged between 31 and 59 (1,853). 'No answer' responses have not been charted.**

**Table 13. Ability to work from home by gross annual household income**

| Statements | Income: £30,000 or under | Income: over £30,000 |
|---|---|---|
| I can work from home all the time | 5% | 7% |
| I can work from home most of the time | 12% | 27% |
| I am able to mix my time equally between working from home and Commuting | 16% | 30% |
| I can only work from home occasionally | 15% | 17% |
| I do not have the option to ever work from home | 43% | 16% |
| Don't know/ Prefer not to say | 10% | 3% |
| *Base Count* | *701* | *2,142* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16a: Which of the following best describes your ability to work from home? Please select one option. Base: All who commute by rail at least once a month (3,414); with annual household income of £30,000 or under (701), with annual household income over £30,000 (2,142). 'No answer' responses have not been charted.**

In terms of ethnicity, there are no significant variations among ethnic groups except for Black respondents. Individuals from Black ethnic backgrounds were the least likely to have flexible working arrangements, with two in five (41%) reporting having no option of remote work at all (as seen in Table 14).

**Table 14. Ability to work from home by an ethnic group**

| Statement | White | Asian | Mixed | Black |
|---|---|---|---|---|
| I can work from home all the time | 7% | 8% | 8% | 7% |
| I can work from home most of the time | 23% | 20% | 19% | 14% |
| I am able to mix my time equally between working from home and Commuting | 26% | 24% | 24% | 20% |
| I can only work from home occasionally | 16% | 14% | 16% | 12% |
| I do not have the option to ever work from home | 22% | 25% | 23% | 41% |
| Don't know | 6% | 9% | 10% | 7% |
| *Base Count* | *2,748* | *311* | *119* | *159* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16a: Which of the following best describes your ability to work from home? Please select one option. Base: All who commute by rail at least once a month (3,414); White (2,748), Asian (311), Mixed (119), Black (159), Due to the low base size (27), responses from other ethnic backgrounds are not shown in this table. 'No answer' responses have not been charted.**

A similar trend is observed among respondents with health conditions or illnesses, with one in three (33%) lacking the option of working from home compared to one in five (22%) respondents without health conditions (as seen in Table 15). A detailed breakdown of reported health conditions is included Appendix A.

**Table 15. Ability to work from home by health conditions or illness**

| Statement | Have no health condition or illness | Have one or more health conditions or illnesses |
|---|---|---|
| I can work from home all the time | 7% | 6% |
| I can work from home most of the time | 22% | 18% |
| I am able to mix my time equally between working from home and Commuting | 27% | 20% |
| I can only work from home occasionally | 16% | 14% |
| I do not have the option to ever work from home | 22% | 32% |
| Don't know | 6% | 10% |
| *Base Count* | *2,670* | *603* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16a: Which of the following best describes your ability to work from home? Please select one option. Base: All who commute by rail at least once a month (3,414); have no health condition or illness (2,670), have one or more health condition or illness (603). 'No answer' responses have not been charted.**

### 4.2.2 Typical working week

Respondents who commute by rail at least once a month were asked how their typical seven-day week splits between Commuting (to work or for education), working remotely, and not working.

Table 16 shows the average number of days spent Commuting, working from home and non-working days in a typical week across the Geographical segments. The highest average number of days Commuting by rail was three days, reported by those based in the Within Travelcard Area. Those who travel to/from Airport have 1.9 days as their average number of days Commuting by transport other than rail. The highest number of days spent working from home was just over two days, reported by Commuters outside the South East to/from London region.

**Table 16. An average number of days spent Commuting, working from home and not-working in a seven-day week among all Commuters in Geographical Segments**

| Average number of days in a seven-day week | All respondents | Within Travelcard Area | Within South East & London region | Outside South East to/from London | To/from Core City | To/from Major City | Other | To/from Airport |
|---|---|---|---|---|---|---|---|---|
| Days Commuting using any rail service for all or part of the journey | 2.3 | 3 | 2.5 | 1.6 | 2.2 | 2.5 | 2.6 | 1.5 |
| Days Commuting but not using any rail service | 1.1 | 1 | 1 | 1.2 | 1.2 | 1.2 | 1.3 | 1.9 |
| Days working from home | 1.6 | 1.3 | 1.6 | 2.3 | 1.7 | 1.2 | 1.1 | 1.2 |
| Non-working days | 1.9 | 1.7 | 2 | 2 | 1.9 | 2.2 | 2 | 2.3 |
| *Base Count* | *3,414* | *243* | *1,021* | *697* | *713* | *377* | *293* | *70* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16b: What does a typical working week look like for you? Please enter a number 0-7. Base: All who commute by rail at least once a month (3,414), Within Travelcard Area (243), Within South East & London region (1,021), Outside South East to/from London (697), To/From Core City (713), To/From Major City (377), Other (293), To/From Airport (70).**

Table 17 shows the average number of days Commuters commute, work remotely and don't work in a typical week, by work status. Those who are studying have the highest average number of days Commuting by train (2.7 days) and by other means of transport (1.4 days). The highest average number days of remote working was two, reported by respondents who are self-employed or business owners. Those who have retired had the highest average of non-working days (4.6 days).

**Table 17. Average number of days spent Commuting/working from home/not-working in a seven-day week among all Commuters, by work status**

| Average number of days in a seven-day week | All respondents | Employed excl. Self-Employed | Employed incl. Self-Employed | Self Employed/ Owns Business | Unemployed/ Not Working | Retired | Studying |
|---|---|---|---|---|---|---|---|
| Days Commuting using any rail service for all or part of the journey | 2.3 | 2.4 | 2.3 | 2.0 | 2.3 | 0.7 | 2.7 |
| Days Commuting but not using any rail service | 1.1 | 1.1 | 1.1 | 1.2 | 1.0 | 0.5 | 1.4 |
| Days Working from home | 1.6 | 1.7 | 1.8 | 2.1 | 0.9 | 1.2 | 0.9 |
| Non-working days | 1.9 | 1.8 | 1.8 | 1.7 | 2.7 | 4.6 | 2.0 |
| *Base Count* | *3,414* | *2,670* | *2,915* | *328* | *102* | *111* | *437* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16b: What does a typical working week look like for you? Please enter a number 0-7. Base: All who commute by rail at least once a month (3,414), Employed (2670), Employed inc. Self-employed (2915), Self-employed/ Owns Business (328), Unemployed/ Not working (102), Retired (111), Studying (437). Due to the low base size, responses from those who reported being on maternity/looking after home (22) and full-time carers (8) are not shown in this table.**

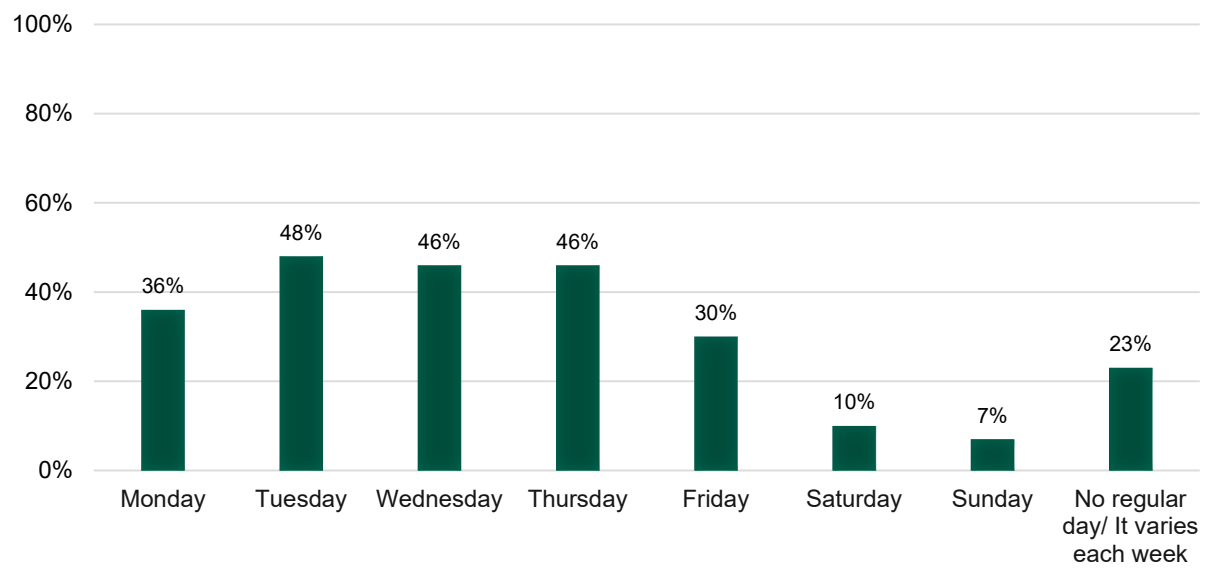
## 4.3 Commuting by rail

Survey respondents who commute by rail at least once a month were also asked about their weekly commute, specifically which days they choose to travel and what factors impact their decisions and plans. This section outlines their answers to these questions.

### 4.3.1 Typical days for weekly Commuter journeys by rail

The most common days for Commuting by rail are Tuesday, Wednesday and Thursday with nearly half of respondents travelling most often on each of these days (as seen in Figure 12). Smaller proportions of respondents reported most often Commuting on Mondays and Fridays (36% and 30% respectively), and one in four (23%) have no regular commute weekdays.

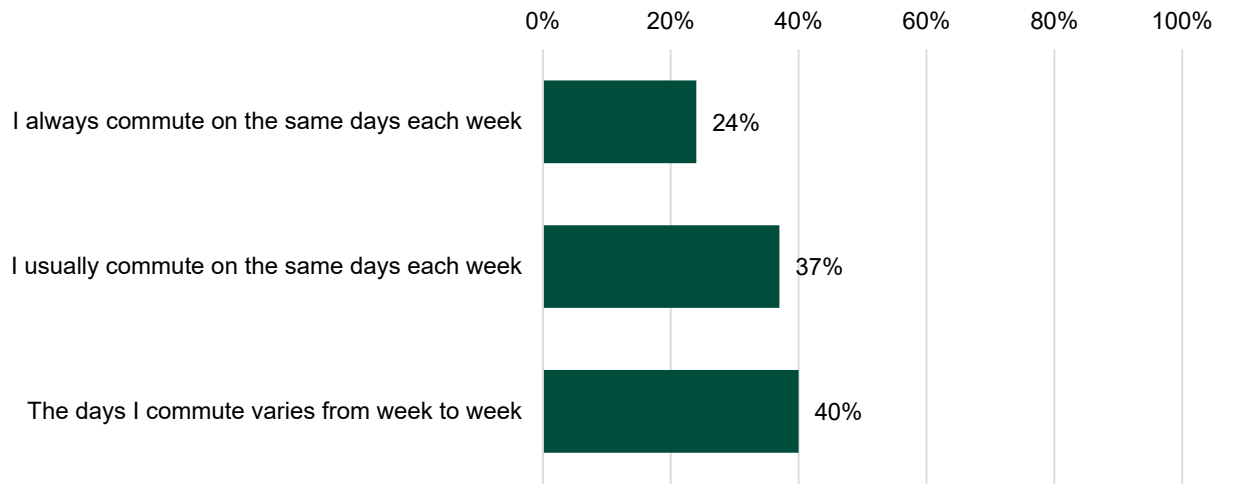
**Figure 12. Most common days for weekly Commuter journeys by rail**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q18: Which days of the week do you commute by rail most often? Please indicate all that apply. Base: All who commute by rail at least once a month (3,414). 'No answer' responses have not been charted.**

As shown in Figure 13, this trend is also reflected in respondents' travel behaviours, with two in five (40%) reporting that they commute by rail on different days each week, while a slightly smaller proportion (37%) usually commute on the same days each week. Only a quarter (24%) always commute by train on the same days.

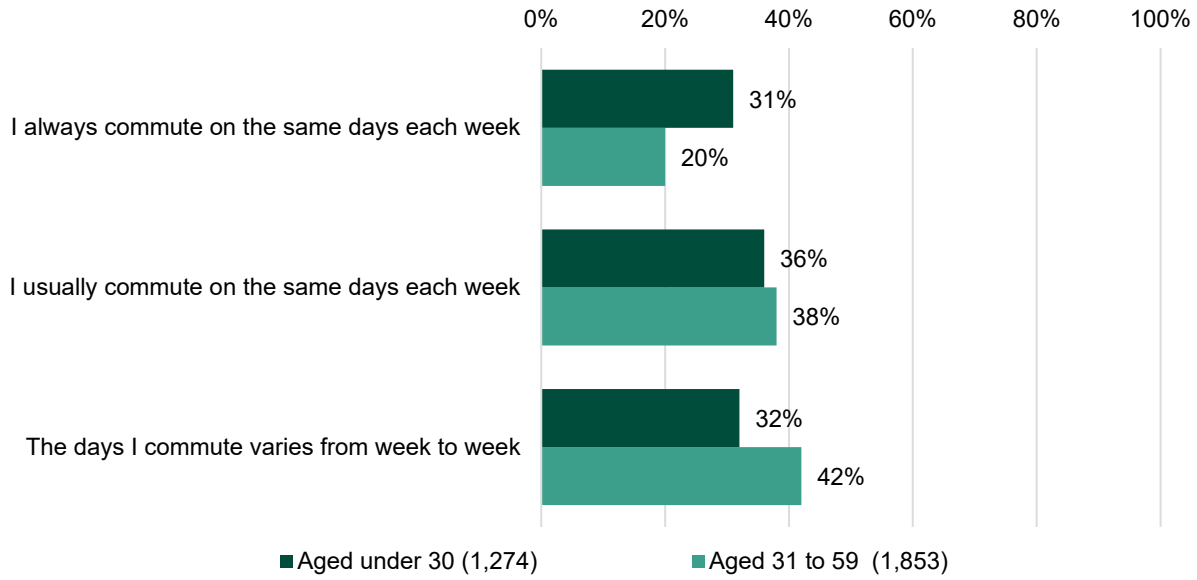
**Figure 13. Pattern of weekly Commuter journeys by rail**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q19: Which of the following days is most true about the days you commute by rail? Please select one answer. Base: All who commute at least once a month, (3,414). 'No answer' responses have not been charted.**

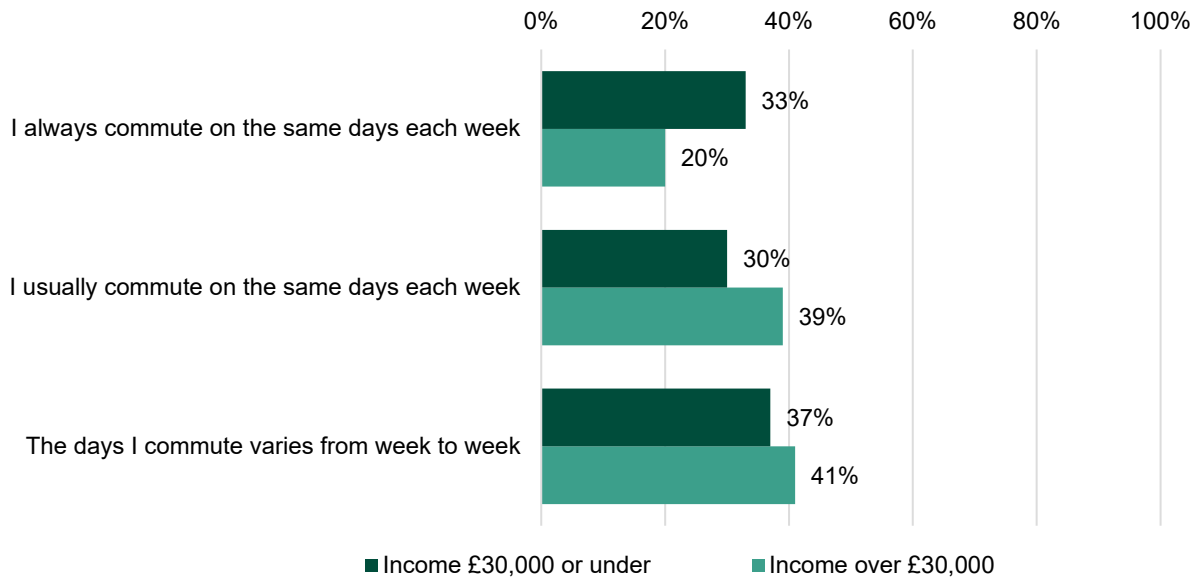
There are notable differences in terms of age and income, as shown in Figure 14 and Figure 15. Younger respondents (under 30 years old) and those on lower incomes (below £30,000) were significantly more likely to have fixed commute days each week (31% and 33% respectively). Conversely, those aged 31-59 and respondents on incomes above £30,000 were much more likely to commute on different days each week (42% and 41% respectively).

**Figure 14. Pattern of weekly Commuter journeys by rail by age**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q19: Which of the following days is most true about the days you commute by rail? Please select one answer. Base: Those who commute by rail at least once a month and are aged under 30 (1,274) or aged between 31 and 59 (1,853). ''No answer' responses have not been charted.**

**Figure 15. Pattern of weekly Commuter journeys by rail by gross annual household income**

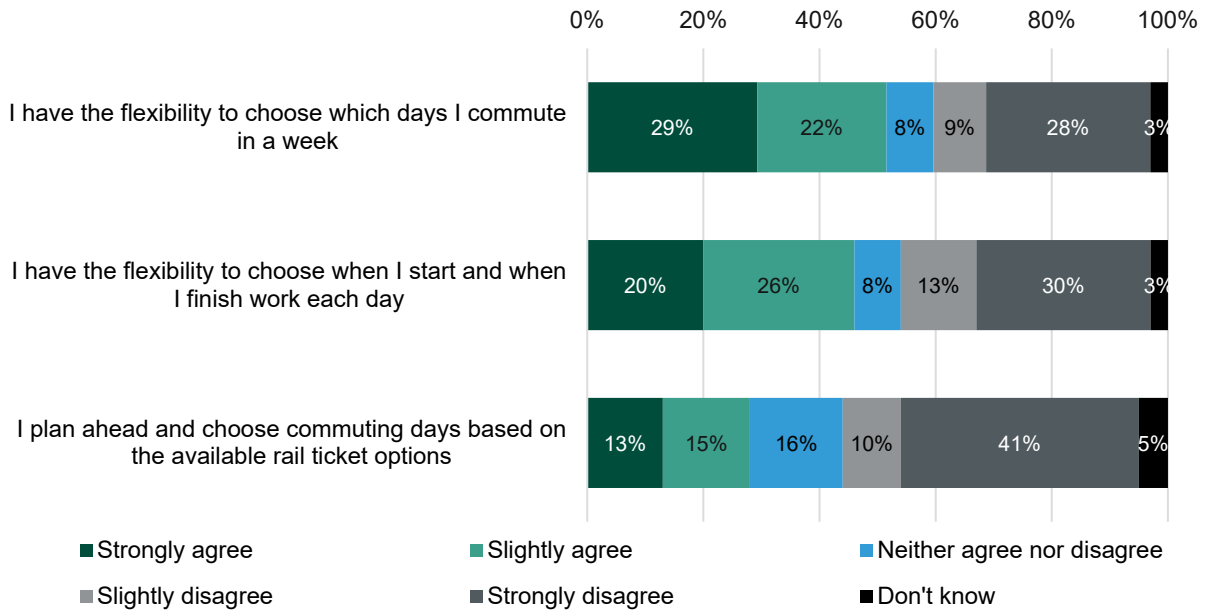



**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q19: Which of the following days is most true about the days you commute by rail? Please select one answer. Base: Those who commute by rail at least once a month and are on income £30,000 or under (701), or are on income over £30,000 (2,142) 'No answer' responses have not been charted.**

### 4.3.2 How respondents decide and plan when to commute by rail

In general, half of respondents (51%) do not plan ahead or choose Commuting days based on the available rail ticket options. A slightly higher proportion of respondents have the flexibility to choose which days they commute than which hours they work (50% and 46% respectively), as seen in Figure 16.

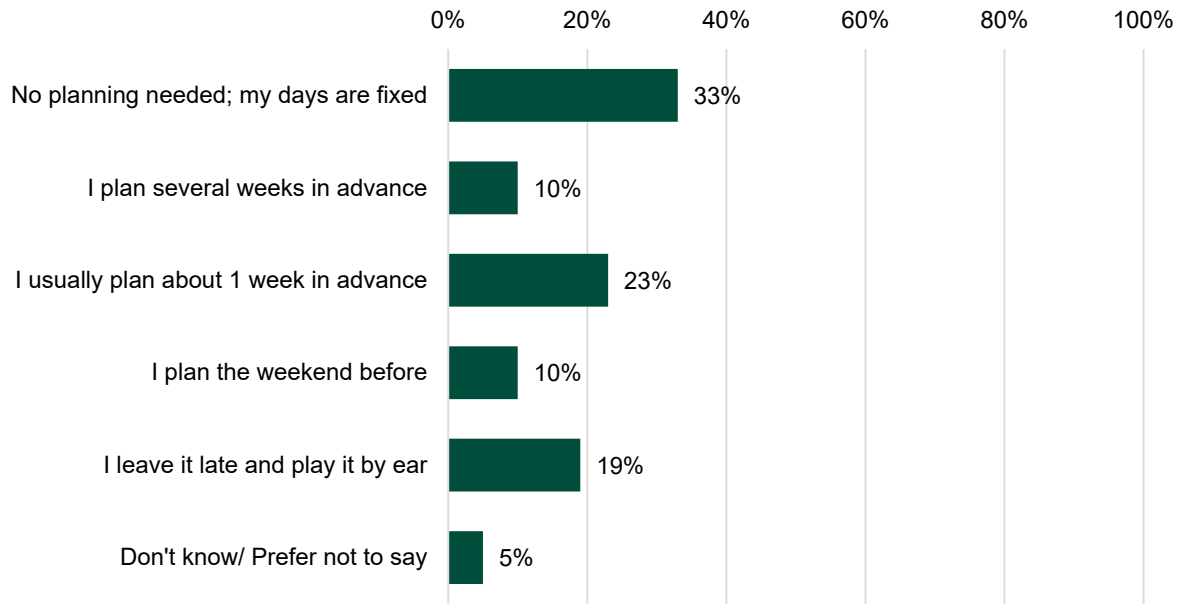
**Figure 16. Agreement statements about the flexibility of choosing and planning commute days**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q16c: Please select how much you agree or disagree with the following statements. Please select one option. Base: All who commute by rail at least once a month (3,414). 'No answer' responses have not been charted.**

Nearly a quarter of respondents (23%) said they typically plan which days they will commute about one week in advance, while one in five (19%) leave it late and play it by ear. A third (33%) of respondents have fixed days for Commuting. This is most commonly reported by students (42%). A full breakdown of these findings is shown in Figure 17.

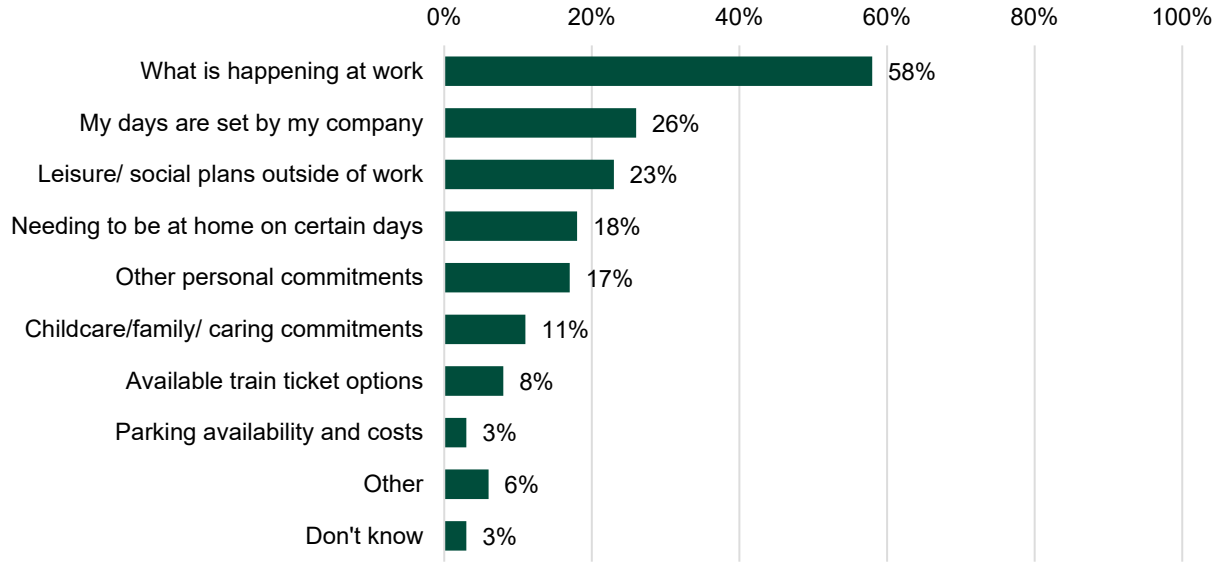
**Figure 17. How far in advance commuters plan which days to commute by rail**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q17: How far in advance do you plan which days you are going to commute by train? Please select all that apply. Base: All who commute by rail at least once a month (3.414). 'No answer' responses have not been charted.**

As shown in Figure 18, work-related events are the most selected reason (58%) influence on they days that respondents commute. Social or Leisure activities outside of work influence 23% of respondents, while a quarter (26%) reported that their Commuting days are set by their employer.

**Figure 18. What influences which days commuters commute by rail**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q20: What influences the days that commute you commute by train? Please select all that apply. Base: All who commute by rail at least once a month (3,414). 'No answer' responses have not been charted.**

# 5. Railcard ownership and usage

## 5.1 Chapter overview

This section outlines the different types of Railcards owned by various demographic groups, their usage for Commuting, Business and Leisure trips, and how Railcard ownership influences overall rail travel behaviour.

**Note:**

Please note that figures presented in this report are exclusively based on this research study data and as such should not be considered as official figures on Railcards.

In summary, over half of the respondents (53%) owned at least one Railcard, with ownership being highest among the younger and older age groups. Additionally, individuals on lower income bands, and those with health conditions were more likely to own Railcards. Railcard ownership was also significantly higher among frequent rail users. The 16-25 Railcard, Senior Railcard and 26-30 Railcard were the most used Railcards for all types of journeys. For most respondents, owning a Railcard resulted in more frequent rail journeys and influenced other travel decisions, such as ticket purchases and journey times.

## 5.2 Railcard ownership

Over half (53%) of respondents said that they own at least one type of Railcard, with the 16-25 Railcard (16%), 26-30 Railcard and Senior Railcard (10% each) being the most popular. A smaller percentage (6%) of respondents reported owning Two Together and 5% said they had a Network Railcard (as shown in Table 18).

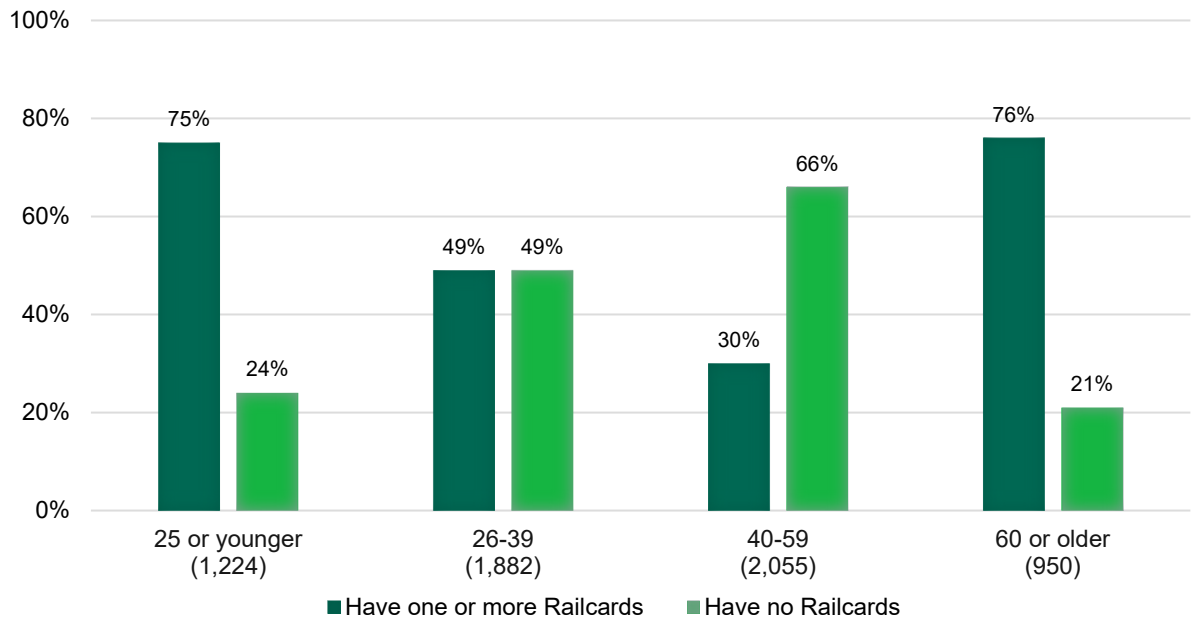
**Table 18. Type of railcards owned**

| Type of railcards | All respondents |
|---|---|
| NET: Have one or more railcards | 53% |
| 16-17 Saver | 2% |
| 16-25 Railcard | 16% |
| 26-30 Railcard | 10% |
| Senior Railcard | 10% |
| Disabled Persons Railcard | 1% |
| Veterans Railcard | 1% |
| HM Forces Railcard | 0% |
| Network Railcard | 5% |
| Two Together Railcard | 6% |
| Family & Friends Railcard | 3% |
| Other railcards | 1% |
| Don't know/No answer | 3% |
| No – do not own a railcard | 44% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents(6,151). 'No answer' responses have not been charted.**

Three quarters (75%) of under 26-year-olds and the same proportion of over 60-year-olds (76%) said they own a Railcard, as shown in Figure 19. Among respondents aged 26 to 39, reported Railcard ownership was evenly split between those who had a Railcard and those who did not (each at 49%). Those aged 40 to 59 years were the least likely to report owning a Railcard (30%).Those who did reported a range of different Railcards, such as Network Railcard, Two Together Railcard, or Family & Friends Railcard (as seen in Table 19).

**Figure 19. Railcard ownership by age**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents (6,151); 25 or younger (1,224), 26-39 (1,882), 40-59 (2,055), 60 or older (950). 'Don't know' and 'No answer' responses have not been charted.**

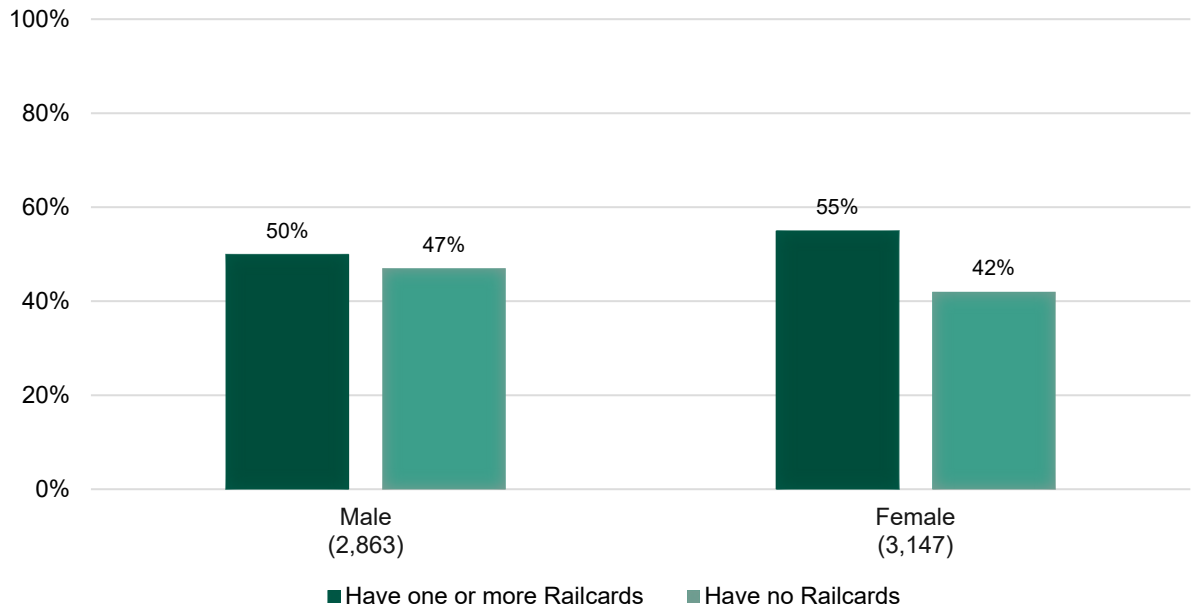
**Table 19. Type of railcards owned by age**

| Type of Railcard | 16-25 | 26-39 | 40-59 | 60+ |
|---|---|---|---|---|
| 16-17 Saver | 7% | 0% | 0% | 0% |
| 16-25 Railcard | 64% | 4% | 0% | 0% |
| 26-30 Railcard | 0% | 31% | 0% | 0% |
| Senior Railcard | 0% | 0% | 0% | 66% |
| Disabled Persons Railcard | 1% | 1% | 1% | 2% |
| Veterans Railcard | 0% | 0% | 2% | 1% |
| HM Forces Railcard | 1% | 0% | 0% | 0% |
| Network Railcard | 0% | 4% | 9% | 1% |
| Two Together Railcard | 1% | 8% | 9% | 5% |
| Family & Friends Railcard | 1% | 1% | 8% | 1% |
| Other railcards | 1% | 1% | 2% | 2% |
| Don’t know | 1% | 2% | 4% | 3% |
| Base count | 1,224 | 1,882 | 2,055 | 950 |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents (6,151); 25 or younger (1,224), 26-39 (1,882), 40-59 (2,055), 60 or older (950). ‘No answer’ responses have not been charted. Table shows percentage of each age group that own each type of railcard.**

Female respondents were significantly more likely to own Railcards than male respondents. As seen in Figure 20, railcard ownership among males is fairly evenly split between those who own Railcards and those who do not (50% and 47% respectively).

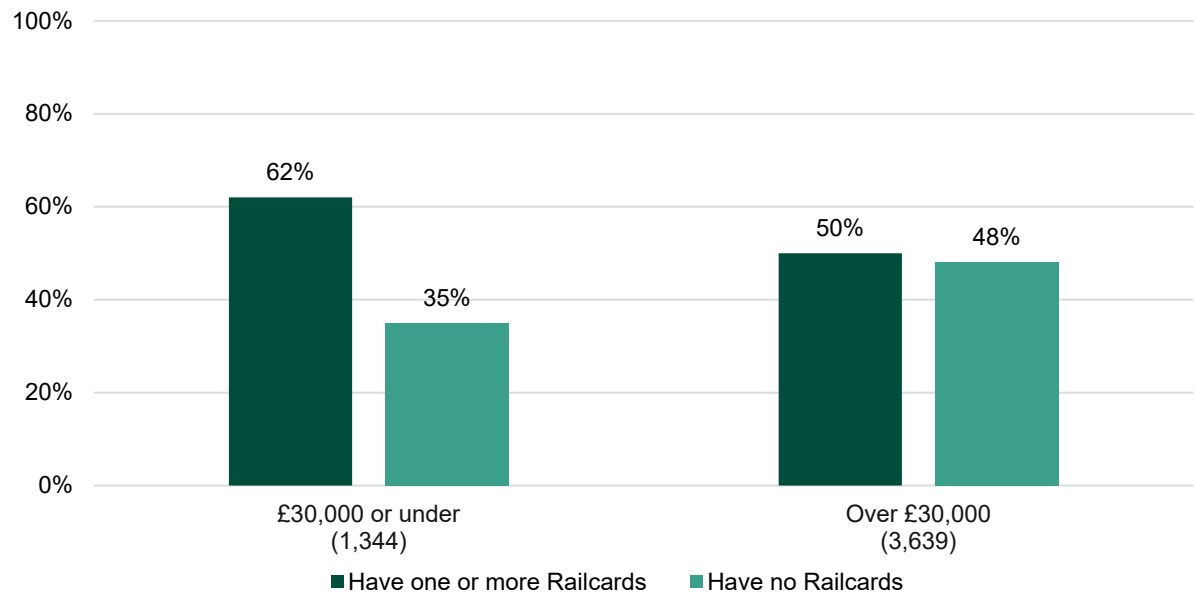
**Figure 20. Railcard ownership by gender***




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents (6,151); Male (2,863), Female (3,147). Due to the comparatively low base size (65), responses from the group who identify in another way are not shown in this chart. 'Don't know' and 'No answer' responses have not been charted.**

As shown in Figure 21 those in the income band of £30,000 or under were more likely to report owning a Railcard, compared to those with an income of over £30,000 (62% vs. 50% respectively).

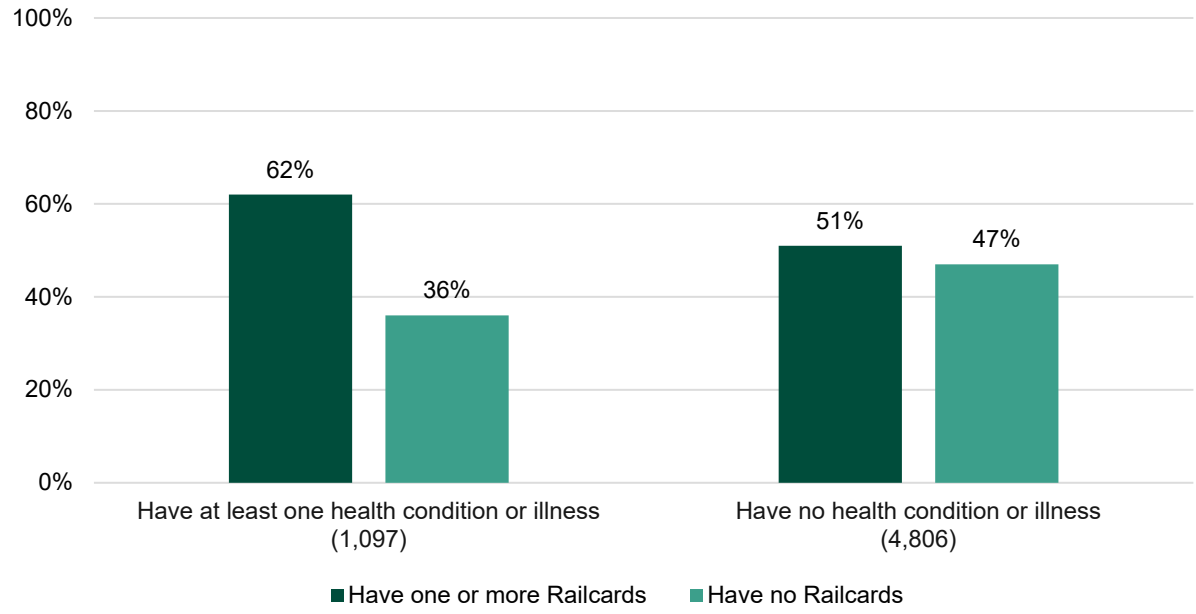
**Figure 21 Railcard ownership by household income**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents(6,151), those on household incomes of £30,000 or lower (1,344), those on incomes over £30,000 (3,639). 'Don't know' and 'No answer' responses have not been charted.**

Similarly, those with a health condition were more likely to own a Railcard than those without a health condition (62% vs. 50% respectively), as shown in Figure 22.

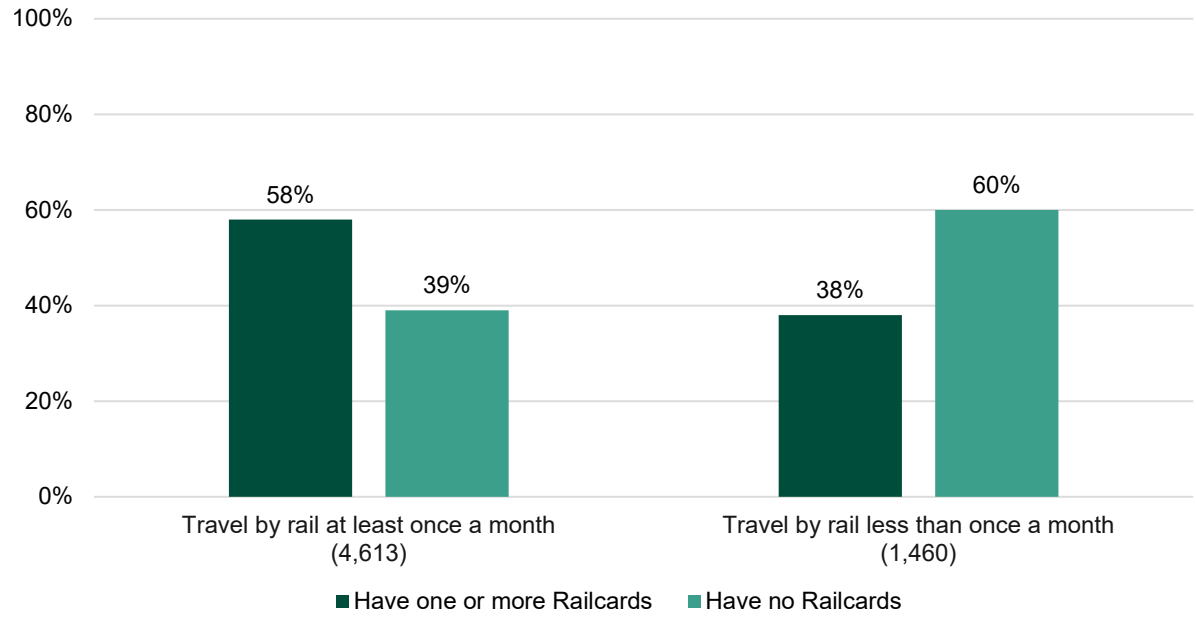
**Figure 22. Railcard ownership by health condition**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents (6,151); those with one or more health condition or illness (1,097); those with no health condition or illness (4,806). 'Don't know' and 'No answer' responses have not been charted.**

As shown in Figure 23, those who use rail services at least once a month are more likely to have a Railcard than those who travel less often (58% vs. 38%). Frequent train users were most likely to say they owned the 16-25 Railcard (19%), 26-30 Railcard (12%) or the Senior Railcard (8%).

**Figure 23. Railcard ownership by frequency of travel by rail (for any journey purpose)**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q21: Do you own any of the following railcards? Please select all that apply. Base: All respondents (6,151), those who travel by rail at least once a month (4,613), those who travel by rail less than once a month (1,460). 'Don't know' and 'No answer' responses have not been charted.**

## 5.3 Railcards used for different journey purposes

Survey respondents who said they own a Railcard were then asked whether they had used their Railcard when purchasing a ticket for the journey taken when recruited to participate in this research study. Their answers are summarised in Table 20. Please note that the information included in the table does not represent official figures on Railcard usage, as this was not the intent of this research study.

The vast majority (77%) of Railcard owners had used their Railcards when purchasing 'today's' train ticket(s). This proportion was particularly high (84%) among Railcard owners travelling for Leisure. Seven in ten (69%) Commuters and just over half (56%) of Business travellers said that they had used their Railcard when buying their ticket.

In general, the 16-25 Railcard, 26-30 Railcard and the Senior Railcard were the most popular Railcards across all journey purposes. A third of Commuters travelling to work or for education with a railcard (34%) and a quarter of Leisure travellers with a railcard (25%) said they had used the 16-25 Railcard when purchasing 'today's' train ticket(s). One fifth of respondents travelling for Leisure and a similar proportion who were travelling for Business had used the Senior Railcard (20% and 21% respectively). Smaller but similar proportions of Commuters, Leisure and Business travellers had used the 26-30 Railcard (16%, 16% and 15% respectively).

**Table 20. Railcards used for journey purposes**

| Type of Railcard | All respondents | Commuters | Business travellers | Leisure travellers |
|---|---|---|---|---|
| Used any Railcard | 77% | 69% | 56% | 84% |
| 16-17 Saver | 3% | 7% | 0% | 1% |
| 16-25 Railcard | 26% | 34% | 10% | 25% |
| 26-30 Railcard | 15% | 16% | 16% | 15% |
| Senior Railcard | 16% | 3% | 20% | 21% |
| Disabled Persons Railcard | 2% | 2% | 2% | 2% |
| Veterans Railcard | 1% | 1% | 2% | 1% |
| HM Forces Railcard | 0% | 0% | 0% | 1% |
| Network Railcard | 5% | 4% | 6% | 5% |
| Two Together Railcard | 5% | 0% | 0% | 8% |
| Family & Friends Railcard | 1% | 0% | 0% | 2% |
| Other Railcard | 2% | 3% | 1% | 2% |
| Don't know/ Not sure | 1% | 1% | 0% | 0% |
| *Base Count* | *3,190* | *877* | *335* | *1,912* |

**Please note that the information included in the table does not represent official figures on Railcard usage, as this was not the intent of this research study. Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q22: Did you use a Railcard when purchasing your ticket for your journey today? Please select one option. Base: Those who own a Railcard (3,190). Travelled for Commuting (877), Business (335) or Leisure (1,912). 'No answer' responses have not been charted. Table shows percentage of each journey purpose group that own each type of railcard.**

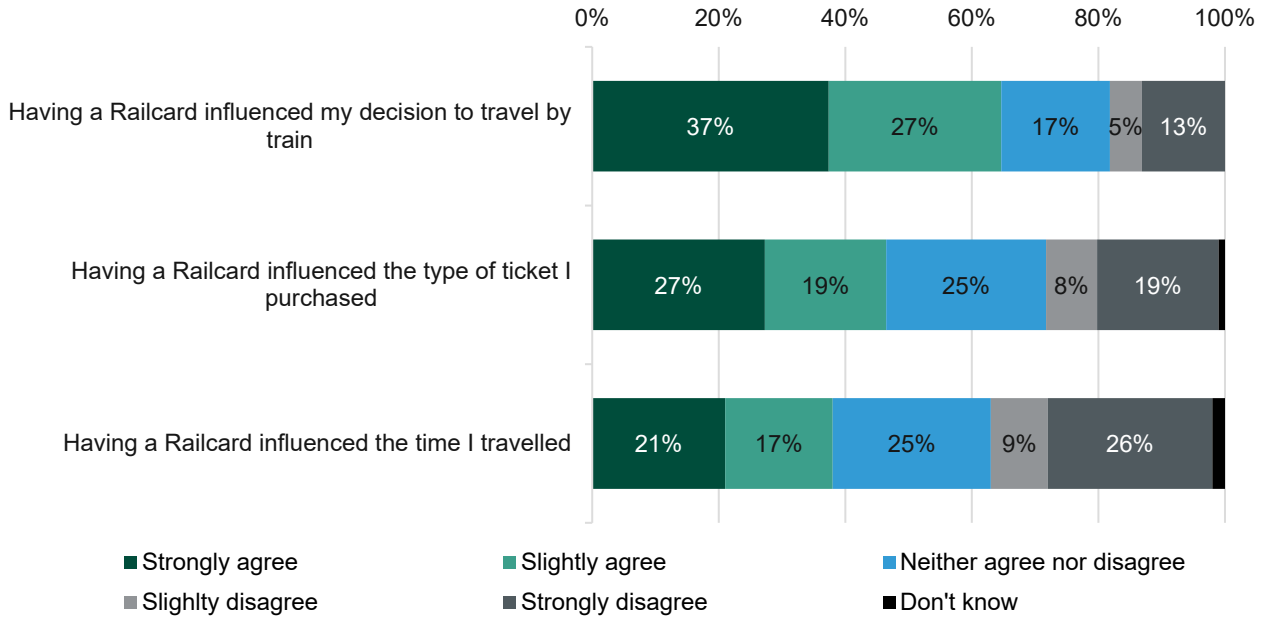
## 5.4 Impact of Railcard ownership on rail travel

Survey respondents who reported owning a Railcard were then asked a series of statements about the impact that having a Railcard had on their travel decisions for the journey they were taking when recruited to participate in this research study. Figure 24 shows their answers.

Overall, almost two thirds (64%) of Railcard owners agreed (slightly or strongly) that having a Railcard influenced their decision to travel by train. Nearly half (46%) agreed that

owning a Railcard influenced the type of ticket they purchased, while similar proportions of Railcard owners agreed and disagreed that owing a Railcard had influenced the time that they travelled (38% and 35% respectively).

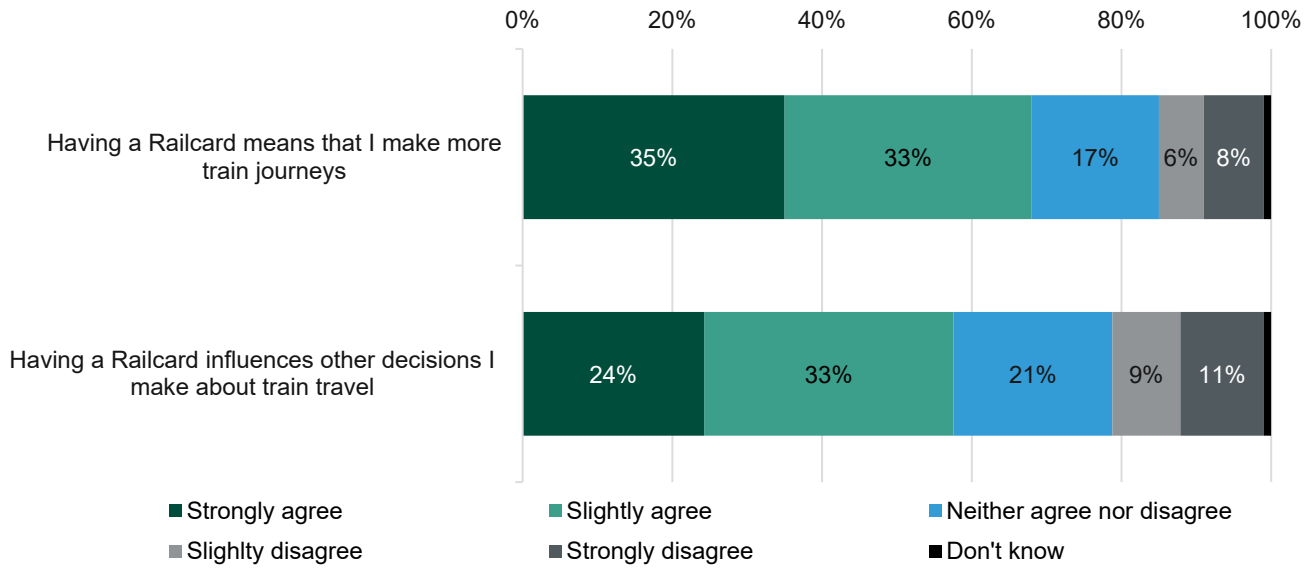
**Figure 24. Impact of Railcard ownership on today's journey**




**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q23 Thinking about today's journey, please select how much you agree or disagree with the following statements. Please select one option. Base: Those used a Railcard for today's journey (2,466). 'No answer' responses have not been charted.**

Railcard owners were then asked a set of statements to gauge if having a Railcard had influenced other decisions, they make around train travel in general. As shown in Figure 25, two thirds (67%) of Railcard owners agreed that having a Railcard means that they make more train journeys, while over half (57%) agreed that having a Railcard influences other decisions they make about train travel.

**Figure 25. Impact of Railcard ownership on rail travel**




**Source: DfT, Ticket Type by Journey Purpose research study, 2024. Q24 Thinking more generally, please select how much you agree or disagree with the following statements. Please select one option. Base: Those who own a Railcard (3,190). 'No answer' responses have not been charted.**

# Appendices

## Appendix A – Demographics of survey respondents

The on-train recruitment method adopted for this survey was expected to provide results that are representative of rail journeys covered by this research. The tables below show the demographic profile of respondents. It should be noted that sub-group analysis in this report focuses on groups consisting of 100 respondents or more.

A large proportion of respondents were in the younger and working-age categories, with a slightly higher proportion of male than female respondents (see weighted base count).

**Table 21. Age vs. Gender**

| Age/Gender* | Total | Male | Female |
|---|---|---|---|
| 16-17 | 3% | 3% | 3% |
| 18-25 | 20% | 17% | 22% |
| 26-30 | 15% | 15% | 16% |
| 31-39 | 17% | 18% | 16% |
| 40-49 | 16% | 17% | 16% |
| 50-59 | 15% | 15% | 14% |
| 60-69 | 10% | 10% | 9% |
| 70+ | 4% | 4% | 5% |
| *Base Count* | *6,143* | *2,863* | *3,147* |
| *Base Count (weighted)*<br>*All respondents, excl. no response* | *6,144* | *3,103* | *2,915* |
| *Base % (weighted)*<br>*All respondents, excl. no response* | *100%* | *50%* | *47%* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q25. How old are you? Q26. Please indicate your gender. Base: All respondents (6,144), Male (3,103), Female (2,915). * In response to the question on gender, 1% of respondents said 'I identify another way' and 1% answered 'Prefer not to say'. Due to low base sizes, these groups are not shown in the table.**

One sixth (17%) of respondents who answered the question described themselves as having some form of health condition or illness. Conditions affecting learning, understanding and concentration, mental health, and social or behavioural aspects were more often reported by those aged under 26. Conversely, those aged 60+ were more likely than others to report having a condition affecting their hearing, or mobility.

**Table 22. Disability vs. age**

| Disability/Age | Total | Under 18-25 | 26-39 | 40-59 | 60+ |
|---|---|---|---|---|---|
| Mental Health | 6% | 12% | 7% | 4% | 1% |
| Social or behavioural | 6% | 13% | 6% | 2% | 0% |
| Stamina, breathing or fatigue | 4% | 5% | 3% | 3% | 5% |
| Learning, understanding, or concentrating | 2% | 3% | 2% | 1% | 0% |
| Vision | 2% | 3% | 1% | 1% | 2% |
| Memory | 1% | 1% | 1% | 1% | 2% |
| Mobility | 3% | 2% | 2% | 3% | 7% |
| Hearing | 2% | 1% | 1% | 2% | 7% |
| Dexterity | 1% | 1% | 0% | 0% | 1% |
| Other | 1% | 1% | 1% | 1% | 1% |
| Prefer not to answer | 4% | 4% | 3% | 4% | 4% |
| None | 79% | 71% | 81% | 84% | 76% |
| Any | 17% | 25% | 17% | 12% | 18% |
| *Base Count* | *6,151* | *1,224* | *1,882* | *2,055* | *950* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q31. Do you have a health condition or illness which affects you in any of the following areas? Please indicate all that apply. Base: All respondents (6,151), under 18-25 (1,224), 26-39 (1,882), 40-59 (2,055), 60+ (950).**

**Table 23. Ethnicity**

| Ethnicity | Total |
|---|---|
| White (incl. White minorities) | 82% |
| Asian | 8% |
| Mixed | 3% |
| Black | 4% |
| Other | 1% |
| Prefer not to answer | 1% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q27. What is your ethnic group? Choose one option that best describes your ethnic group or background. Please select one option. Base: All respondents (6,151).**

It is expected that the distribution of rail passengers differs to that of the general population. Indeed, the employment rate among survey respondents is much higher than observed in the general population of adults in England. Almost eight in ten (78%) stated that they were employed, and three fifths (60%) were in full time employment.

**Table 24. Employment status**

| Employment status (net values) | Total |
|---|---|
| Employed (incl. self-employed) | 78% |
| Employed (excl. self-employed) | 71% |
| Unemployed/not working | 4% |
| Retired | 9% |
| Studying | 12% |
| Maternity/Looking after home | 1% |
| Full-time carer | 0% |
| None of these/prefer not to answer | 1% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q33. Are you? Please indicate all that apply. Base: All respondents (6,151).**

**Table 25. Gross annual household income**

| Income | Total |
|---|---|
| Under £5,000 | 4% |
| £5,001-£10,000 | 2% |
| £10,001-£20,000 | 5% |
| £20,001-£30,000 | 11% |
| £30,001-£40,000 | 11% |
| £40,001-£50,000 | 9% |
| £50,001-£75,000 | 15% |
| £75,001-£100,000 | 10% |
| Over £100,000 | 16% |
| Prefer not to answer | 18% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q34. Please indicate your GROSS annual household income (income before deductions: Tax etc) Please select one option. Base: All respondents (6,151).**

**Table 26. Region where respondent lives**

| Region | Total |
|---|---|
| East Midlands | 7% |
| East of England | 9% |
| London | 21% |
| North East | 4% |
| North West | 6% |
| Northen Ireland | 0% |
| Scotland | 2% |
| South East | 17% |
| South West | 10% |
| Wales | 2% |
| West Midlands | 9% |
| Yorkshire and Humberside | 7% |
| Outside the UK | 4% |
| Other | 0% |
| Prefer not to answer | 2% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q28. Which region do you live in? Please select one option. Base: All respondents (6,151).**

The survey captured passengers on DfT-contracted rail passenger services. The region where a respondent lives may not necessarily reflect the region in which the fieldwork took place.

**Table 27. Local area**

| Region | Total |
|---|---|
| Inner city | 17% |
| Urban outskirts of city (Suburb) | 27% |
| In the centre of a town | 14% |
| In the urban outskirts of a town | 18% |
| Large village | 10% |
| Small village | 11% |
| Hamlet/isolated dwellings | 2% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q29. How would you describe the local area where you live? Please select one option. Base: All respondents (6,151).**

**Table 28. Distance from home to nearest railway station**

| Region | Total |
|---|---|
| Less than 1 mile | 41% |
| 1-5 miles | 44% |
| 6-10 miles | 8% |
| 11-15 miles | 3% |
| More than 15 miles | 2% |
| I don’t know where my nearest station is | 1% |
| *Base Count* | *6,151* |

**Source: DfT, Exploring connections between rail ticket type and journey purpose research study, 2024. Q30. How far away from your home is the nearest railway station (not including tram / light rail / metro or underground stations)? Please estimate if you don't know for sure. Please select one option. Base: All respondents (6,151).**

# Appendix B – Survey data validation

To validate the survey findings and understand if there may be issues or any unexpected results, the data collected in this survey has been compared against data collected in other recent surveys. The following section presents comparisons against DfT's 'National Travel Survey: 2023[6]', DfT's 'Rail passenger ticket purchasing behaviour and preferences[7]', and Transport Focus' 'Rail User Survey[8]'.

The National Travel Survey (NTS) is a regular household survey commissioned by DfT of personal travel by residents of England travelling within Great Britain. Data is collected via computer assisted personal interviews and a 7-day self-completed travel diary, enabling analysis of patterns and trends. Fieldwork for the most recent survey wave took place throughout 2023, covering all age groups, including children, resulting in a total of 14,102 individual participants. This differs from the survey presented in this report in that it covers a period time, rather than a specific journey, and it includes children as well as adults. Given this, and the different way in which respondents are sampled to participate in the survey, comparisons should be treated as indicative only.

DfT's 'Rail passenger ticket purchasing behaviour and preferences' research explores how rail passengers make ticket buying choices and how a shift towards digital ticketing might impact behaviour, with a particular focus on barriers faced by vulnerable groups. Fieldwork for this research took place between 20th February and 26th March 2023, resulting in 8,132 responses. In line with the research presented in this report, sampling was informed by LENNON data and fieldwork adopted an on-train self-completion methodology. However, the lead completion method was paper-and-pen, rather than online, and the sampling design was informed by absolute number of journeys rather than passenger KMs. The two surveys are therefore broadly similar but, again, are not directly comparable.

Transport Focus' ongoing 'Rail User Survey' aims to understand passenger experiences of travelling by rail and measure levels of satisfaction with their most recent journey. This is a weekly online survey of people who have made a rail journey in the preceding seven days. The survey is hosted on Yonder Consulting's omnibus, through which respondents are screened. Each survey wave achieves approximately 300 responses. As with the NTS, given the difference in the way participants are sampled, comparisons are indicative only.

Table 29 presents journey purpose data for rail journeys from the 'Exploring connections between rail ticket type and journey purpose' survey, the NTS, DfT's 'Rail passenger ticket purchasing behaviour and preferences' survey and Transport Focus' Rail User Survey. For the Rail User Survey, combined data is presented from the six survey waves that correspond with the fieldwork period for the 'Exploring connections between rail ticket type and journey purpose' research (13-15 Sep'24, 20-22 Sep'24, 27-29 Sep'24, 4-6 Oct'24, 11-13 Oct'24, 18-20 Oct'24). This was done via the Transport Focus data hub[9].

[6] National Travel Survey: 2023 - GOV.UK
[7] Rail passenger ticket purchasing behaviour and preferences - GOV.UK
[8] Rail User Survey - Transport Focus
[9] Transport Focus data hub

**Table 29. Journey purpose comparison**

| Journey purpose | Exploring connections between rail ticket type and journey purpose (2024 fieldwork) | National Travel Survey* (2023 fieldwork) | | Rail passenger ticket purchasing behaviour and preferences (2023 fieldwork) | Rail User Survey (2024 fieldwork) |
|---|---|---|---|---|---|
| | | % trips | % distance | | |
| Commuting | 30% | 50% | 32% | 40% | 33% |
| Business | 15% | 5% | 12% | 9% | 9% |
| Leisure | 54% | 45% | 56% | 50% | 58% |
| Total responses | 6,151 | 14,102 | | 8,072 | 1,981 |

**Source: DfT, * To enable comparison with the current survey data, the NTS categories 'Commuting' and 'Education or escort education' have been grouped into 'Commuting' and the NTS categories 'Shopping', Other escort', 'Personal business', and 'Leisure' have been grouped in 'Leisure'.**

The most notable differences are those observed between the 'Exploring connections between rail ticket type and journey purpose' and the 2023 NTS data for percentage of trips taken. However, because the 'Exploring connections between rail ticket type and journey purpose' research used passenger KM for sampling (i.e. distance), the more direct comparison is with the NTS percentage of distance travelled. This comparison indicates similar proportions for each journey purpose, giving confidence in the results in this report.

There is a 10-percentage point difference (30% vs. 40%) in Commuting journeys between the 'Exploring connections between rail ticket type and journey purpose' and the 'Rail passenger ticket purchasing behaviour and preferences' research. This may be explained by differences in sampling approach. Although both surveys drew on LENNON data, the 'Exploring connections between rail ticket type and journey purpose' research used passenger KMs to inform the sampling plan, while the 'Rail passenger ticket purchasing behaviour and preferences' research used absolute number of journeys. The use of passenger KMs in this research (in order to obtain a representative view of passenger flows across the network) resulted in lower representation of shorter journeys such as Commuting, and higher representation of longer journeys, which tend to be for Business or Leisure. This helps to explain why a lower proportion of Commuting and a higher proportion of Business and Leisure journeys are identified in this research.

The Rail User Survey did not take place on-train and may therefore have included more infrequent travellers, compared to the on-train methodology. This could account for the higher percentage of Leisure travel and lower percentage of Business travel observed in this survey.

Aside from these observed differences, the journey purpose breakdown is broadly similar across the four surveys, providing confidence that the survey data presented in this report is broadly representative of the rail passenger population (as far as can be known without comprehensive data on the whole population).

# Appendix C – Journey purpose proportions by ticket type and geographical segments

The tables presented below detail journey purpose responses as proportions of each ticket type, split out across the various Geographical Segments defined earlier in the report.[10] Ticket types are split out by Full, Reduced, Advance and Season for all Geographical Segments, except for Within Travelcard Area where responses are grouped by Non-Season and Season.

**Table 30. Within Travelcard Area (weighted base count: 603)**

| Purpose | Non-Season | Season |
|---|---|---|
| Commute | 51.2% | 89.3% |
| Business | 7.3% | 0.0% |
| Leisure | 41.5% | 10.7% |
| Total | 100.0% | 100.0% |

**Table 31. Within South East & London region (weighted base count 1,502)**

| Purpose | Full | Reduced | Advance | Season |
|---|---|---|---|---|
| Commute | 43.9% | 19.8% | 32.2% | 86.4% |
| Business | 10.6% | 10.4% | 9.4% | 1.6% |
| Leisure | 45.5% | 69.8% | 58.4% | 12.0% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |

**Table 32. Outside South East to/from London (weighted base count 1,205)**

| Purpose | Full | Reduced | Advance | Season |
|---|---|---|---|---|
| Commute | 22.9% | 13.5% | 11.9% | 14.9% |
| Business | 41.7% | 22.8% | 23.1% | 29.1% |
| Leisure | 35.4% | 63.7% | 65.0% | 56.0% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |

[10] The 'To/from Airport' geographical segment is not reported in this appendix due to the low base count (<200 responses).

**Table 33. To/from Core City (weighted base count 794)**

| Purpose | Full | Reduced | Advance | Season |
|---|---|---|---|---|
| Commute | 51.4% | 22.2% | 24.3% | 93.7% |
| Business | 16.7% | 14.9% | 17.7% | 0.0% |
| Leisure | 31.9% | 62.9% | 58.0% | 6.3% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |

**Table 34. To/from Major City (weighted base count 413)**

| Purpose | Full | Reduced | Advance | Season |
|---|---|---|---|---|
| Commute | 46.3% | 28.8% | 25.2% | 83.8% |
| Business | 8.8% | 11.7% | 10.1% | 5.4% |
| Leisure | 44.9% | 59.5% | 64.7% | 10.8% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |

**Table 35. Other (weighted base count 311)**

| Purpose | Full | Reduced | Advance | Season |
|---|---|---|---|---|
| Commute | 41.5% | 18.6% | 25.8% | 92.9% |
| Business | 12.7% | 9.3% | 12.1% | 0.0% |
| Leisure | 45.8% | 72.1% | 62.1% | 7.1% |
| Total | 100.0% | 100.0% | 100.0% | 100.0% |

# Technical Appendix (TA)

## TA 1. Key considerations for research design

A primary concern during the design of the research was the accuracy with which passengers recorded their ticket types. Previous research from organisations such as Transport Focus has shown that passengers often struggle to differentiate between similar ticket types, such as Advance tickets (specific to one train) and tickets bought in advance (which could be any type). This study therefore carefully considered the issues recall and ticket type accuracy, which informed the decision to use an on-train survey methodology.

Conducting research within the rail environment improves recall compared to post-journey surveys, for example people can refer to their tickets whilst still on their journey. This method is therefore useful when journey detail accuracy is a priority, making this method suitable for the study's objectives. However other factors needed to be incorporated into the research design to mitigate inaccuracies in recording of ticket types as far as possible.

Informed by the pilot study (see section TA2), to ensure passengers were recording their ticket information accurately, a series of validating questions were introduced, including:

- when and where the ticket was purchased
- validity of the ticket and any restrictions (e.g., off-peak, specific train)
- whether multiple tickets were used for the journey
- departure and arrival times
- payment channel (online/via an app or using card or phone)

This approach helped to ensure that people were providing logical and consistent information about their tickets to help reduce the misreporting of ticket type usage.

## TA 2. Pilot study

Before determining the optimal leading data collection method to be used on trains (online or paper-based survey), a pilot was undertaken to compare the two completion methods against a series of performance factors including: response rates, sample profile, data accuracy and accuracy of ticket allocation. The aim of the pilot was to determine the best data collection method to lead with during the main fieldwork period.

A pilot study was conducted during week commencing 13th May 2024, comprising 10 x 6-hour shifts, and resulting in 684 survey completes. The purpose of the pilot was to test the effectiveness of an online survey accessed via a QR code versus a traditional paper-based questionnaire handed out to rail passengers. For both approaches, alternative methods of completion were offered but these were secondary to the leading approach.

A reduced version of the final questionnaire was used for the purposes of the pilot to capture key information on ticket type, journey purpose and respondent demographics. An equal number of shifts were allocated to both completion methods, covering the same pattern of weekdays/weekend and morning/afternoon shifts by region to ensure comparability.

The key aim of this pilot stage was to determine the optimal lead data collection methodology for the main study that would provide the most robust and accurate data. Key measures that were used to determine this included:

- response rates based on the number of completed surveys per shift
- how well the respondent samples generated by the two methodology types matched the passenger count sheet profiles (i.e. the wider passenger population of the train)
- the consistency of questionnaire completion across the two methodologies, for example the proportion of respondents selecting “don’t know” answer options to specific questions
- the accuracy of recording the ticket allocation

The findings from the pilot highlighted some key differences between QR code-led and paper-led survey methodologies in terms of response rates, sample profiles, questionnaire completion, and ticket allocation accuracy, which informed the ongoing research design. These are differences are summarised below.

**1. Completed surveys per shift**

Overall, paper-led shifts achieved approximately double the number of completed surveys compared to QR code-led shifts. This is consistent with previous research undertaken.

- total 684 completes achieved during the pilot phase
- paper-led shifts achieved an average of 88 interviews per shift
- QR code-led shifts achieved an average of 47 interviews per shift

**2. Sample Profile**

Fieldworkers used count sheets during their on-train shifts to record data for respondents who took paper questionnaires, QR codes and those who declined to participate. Categories recorded were journey purpose (Commuter, Business, Leisure), observed age bracket (16-30, 31-59, 60 or over), and observed gender (male, female). These count sheets were used to build a profile of the rail passenger population on the train to allow for a comparison with the profile of survey respondents. The following findings were derived from the pilot.

Count Differences:

- more passengers were counted on QR code-led shifts (1316) compared to paper-led shifts (736), likely due to the fieldworker having more time to complete the counts as administering the QR-led approach was quicker than the paper-led approach.
- paper-led response rate: 60% (439/736).
- QR code-led response rate: 19% (245/1316).

Profile Disparities:

- Business users: differences were noted in count and response rates across both methodologies
- gender and age: minor variations with a slightly higher representation of older respondents in paper surveys

**3. Questionnaire Completion**

Valid response rates were similar for both online and paper versions.

- key ticket type question had 100% response in the online version and 92% response in the paper version
- online respondents had higher 'don't know' responses for ticket price (26% vs. 11% for paper)

**4. Ticket Allocation Accuracy**

The main difference noted was a higher proportion of respondents selecting ‘Full’ tickets online (35%) versus paper (25%).

Particular issues were identified around contactless ticketing and split-ticketing.

**Conclusions and recommendations from the pilot study:**

Pilot results indicated that, while paper-based surveys achieved higher immediate response rates, the QR code led approach offered significant advantages in efficiency, broader sample representation, data integrity, and the application of automated routing within the questionnaire which assisted respondents with different ticket types to be navigated through the survey in an appropriate way and for the relevant validation checks to be conducted.

Some key findings from the pilot study included:

- classification of contactless ticketing and split-ticketing was problematic
- routing is needed to guide respondents through the questionnaire and address the issues of contactless and split ticketing (only possible through an online approach)
- shorter journeys in London Travelcard Area need to be QR-led (there is not enough time for the paper survey)

The following recommendations were made as a result of the pilot study to inform the design of the main research.

Questionnaire design:

- use routing to guide people through the relevant questions to them in the survey
- introduce validation questions to ensure logical and consistent ticket information
- avoid including a 'don't know' option to ensure higher completion rates for critical questions
- simplify complex questions or consider removing them to reduce drop-out rates

By refining the online survey design and incorporating paper alternatives where necessary, the QR code-led approach ultimately provided robust, accurate, and future-ready data collection for this research.

## TA 3. Final methodology

The final approach to the research took on board the findings and recommendations from the pilot stage. An overview of the final approach is outlined below.

- an on-train self-completion methodology was chosen because it is a well-established approach used within rail research to provide robust and representative samples of rail users
- a QR code-led approach was used to promote efficiency, broader sample representation, data integrity, and accuracy in ticket allocation
- the online QR code-led approach was supplemented with paper-based surveys and reply-paid envelopes for postal returns, and respondents were also offered the opportunity to complete the survey over the telephone
- by offering alternative methods of completion to the primary QR code-led approach, the methodology was inclusive and not biased towards/against certain types of respondents (e.g., those without access to the internet, or those with a visual impairment)
- the on-train approach allowed for a representative sampling plan to be created that had broad geographic and TOC coverage
- the on-train approach also allowed for a degree of random stratified sampling to ensure coverage of a random sample of train services covering different times of day, stopping patterns and user types
- the on-train approach also ensured that passengers invited to complete the survey were boarding at a wide range of stations, to ensure all possible ticket types and journey purposes were covered
- given the lack of robust, up-to-date passenger profiling data, the on-train approach allowed for an element of on-board counts to be used to identify (and through weighting, rectify) any non-response bias within the data

## TA 4. Fieldwork

This section provides some additional detail in support of section 1.5 of this report.

Table TA1 shows the number of fieldwork shifts by Geographical Segment (defined by origin and destination station), and the average number of completes achieved per shift within each Geographical Segment.

**Table TA1. Number of shifts and survey completes per Geographical Segment**

| Geographical segment | Completes | Number of shifts | Average completes per shift |
|---|---|---|---|
| Total | 6151 | 159 | 38.7 |
| Within Travelcard Area | 292 | 15 | 26.4 |
| Within South East & London | 1591 | 42 | 35.3 |
| Outside South East to/from London | 1608 | 39 | 47.8 |
| To/From Core City | 1310 | 29 | 41.9 |
| To/From Major City | 652 | 20 | 34.3 |
| Other | 522 | 9 | 39.1 |
| To/From Airport | 176 | 5 | 30.4 |

Table TA2 shows the number of completes by Geographical Segment (defined by origin/destination station):

**Table TA2. Completes by Geographical Segment and completion method**

| | Total | Online | Paper |
|---|---|---|---|
| Total | 6151 | 5737 | 414 |
| Within Travelcard Area | 292 | 288 | 4 |
| Within South East & London | 1591 | 1509 | 82 |
| Outside South East To/From London | 1608 | 1492 | 116 |
| To/From Core City | 1310 | 1209 | 101 |
| To/From Major City | 652 | 600 | 52 |
| Other | 522 | 470 | 52 |
| Airport | 176 | 169 | 7 |

Research was conducted on rail services operated by DfT-contracted TOCs across 159 shifts. TOCs were contacted prior to fieldwork to obtain permission for interviewing on trains, and to request passes for travel and/or letters of authority to allow this work to take place.

Each of the 159 shifts lasted around six hours and included coverage of a number of trains on the same route: typically, four to six train services were covered in each shift, although some shifts had as few as two trains and some as many as eight depending on the length and frequency of the services.

Table TA3 below shows an example of trains travelled on in a single shift.

**Table TA3. Example fieldwork shift**

| Day | TOC | Station board | Time | Station alight | Time | Sample |
|---|---|---|---|---|---|---|
| Saturday | Southeastern | London Cannon Street | 13.02 | Slade Green | 13.47 | Within Travelcard |
| | | Slade Green | 14.01 | London Cannon Street | 14.44 | |
| | | London Cannon Street | 15.02 | Slade Green | 15.47 | |
| | | Slade Green | 16.01 | London Cannon Street | 16.44 | |
| | | London Cannon Street | 17.02 | Slade Green | 17.47 | |
| | | Slade Green | 18.01 | London Cannon Street | 18.44 | |

Shifts were designed to allow fieldworkers the opportunity to cover a number of trains within a six-hour shift and to end the shift at the station they started. For this reason, trains covered within shifts did not always cover the entirety of a route (i.e., they did not all start and finish at the initial origin and final destination stations of particular routes, but often made up a sub-part of a route).

Throughout each shift, researchers walked the length of the train (or changed carriages at station stops) and approached all rail passengers they encountered on the train during each shift. Each passenger was asked the reason for their journey (Commuting, Business or Leisure travel) and this information, plus their observable age and gender, was recorded on “Count Sheets”. This information was used for a non-response bias adjustment.

Rail passengers were then asked if they were willing to participate in the research and, if so, were given the primary option of taking a QR code to access the survey online. If unable to undertake an online survey, a secondary option of filling out a self-completion paper-based questionnaire (to be handed back to the researcher) was offered.

Where rail passengers were on very short journeys but did not want to complete the survey online, a pre-paid envelope was provided so they could return the questionnaire by post.

In exceptional cases, there was also the facility for researchers to assist rail passengers to complete the survey on the train.

It was also possible to complete the survey via a telephone interview; however, no passengers requested this option.

## TA 5. Weighting

This section provides some additional detail in support of section 1.6 of this report.

### Random Iterative Method weighting

The final dataset was weighted to reflect the count sheet passenger profiles (age and gender) within Geographical Segments. A combination of the two adjustments (scaling for

Geographical Segment market share, and non-response bias adjustment) was achieved using a Random Iterative Method (RIM) weighting algorithm.

RIM weighting is a frequently used quantitative market research technique. It is used when sample data needs to be matched to a known profile amongst a number of characteristics, where there is no known relationship between these characteristics. The technique utilises an algorithm that allows for each characteristic to be weighted to the desired profile at the same time, whilst distorting each variable as little as possible. The RIM weighting algorithm proceeds through a number of iterations in order to match the set target values for all included variables.

RIM weighting works by what is known as an iterative target weighting process. Weights are iteratively adjusted for each case until the sample distribution matches the desired population for the variables that the data are being weighted on. For example, if we want to achieve a 40% female and 60% male weighted sample based on our count-sheet profiles, then weights for each observation are adjusted such that the weighted counts from our observations are 40% female and 60% male. Then, the algorithm adjusts the weights so that the weighed counts of our observations are in the right proportion for our age distribution. This will likely mean that the gender proportions are knocked out of balance with our desired (target) proportions, so the algorithm adjusts the weights again, iteratively. This process continues until all proportions of combinations of the characteristics that are being weighting to match our target "population" proportions.

### Size of weighting factors applied

A general rule of thumb in survey analysis is to keep weighting factors between 0.5 and 2 (unless there is strong justification for using more extreme weights), so that no individual response is treated as too important or reduced to the point of not contributing. The majority (>95%) of the individual weighting factors applied to this data were within this range.

Overall, individual respondents within the sample received weighting factors of between 0.49 and 3.25. Whilst this does create some high levels of upweighted data this impacted very few respondents, with only 203 out of the 6,151 respondents receiving a weight factor of 2 or higher.

### Impact of weighting (effective sample size)

Weighting has an overall impact on the effective sample size at a total level and within individual sub-groups.

**Table TA4. Effective sample sizes after weighting**

| Category | Unweighted sample size | Effective sample size, after weighting | Weighting Efficiency |
|---|---|---|---|
| All respondents | 6151 | 5525 | 89.8% |
| 16-30 | 1987 | 1810 | 91.1% |
| 31-59 | 3174 | 2909 | 91.7% |
| 60 or over | 950 | 855 | 90.0% |

| | | | |
|---|---|---|---|
| Male | 2863 | 2599 | 90.8% |
| Female | 3147 | 2826 | 89.8% |
| | | | |
| Within Travelcard | 292 | 286 | 97.9% |
| Within South East and London | 1591 | 1543 | 97.0% |
| Outside South East to/from London | 1608 | 1534 | 95.4% |
| To/From Core City | 1310 | 1284 | 98.0% |
| To/From Major City | 652 | 633 | 97.1% |
| Other | 522 | 510 | 97.7% |
| Airport | 176 | 167 | 94.9% |

# TA 6. Questionnaire questions

The following section provides an overview of questions that respondents were asked. This is not a direct copy of the questionnaire. The question wording and response options are identical to what respondents would have seen. However, some of the routing and additional instructions have been removed, and formatting simplified, to enable inclusion in this document and facilitate readability.

### Your journey and ticket

Please answer all questions in relation to the train journey you are currently making.

If you are no longer on the train, please ensure your answers are about the train journey that you were making when you were invited to participate in this survey.

**Q1. Firstly, what is the main purpose of your journey?** Please only select one option

01. Commuting to/ from your regular place(s) of work
02. Commuting for education (to/from college/school/university)
03. Company business (or own if self-employed)
04. Personal appointment (health appointment, job interview, etc.)
05. Visiting friends or relatives
06. Shopping
07. Travel to/ from holiday or leisure break
08. Ticketed events (e.g. football matches, concerts, shows, etc.)
09. Other leisure journey
10. Other (Please specify): _____

**Q2. Is your rail journey a single (one way only) or part of a return rail journey?**

01. Single (I will not return by train for this journey)
02. It is the outward leg/part of the outward leg of a return rail journey [class as Outward]

03. It is the return leg/part of the return leg of a return rail journey [class as Return]
04. Other

**Q3. Thinking about this leg of your rail journey, at which station did your journey start?**

**Q4. And which station is your ultimate destination for this leg of your journey?**

**Q4b. What was the scheduled departure time of the first train you boarded at [ORIGIN STATION]?**

**Q5. Which of the following best describes the ticket you are using for your journey from [ORIGIN STATION] to [DESTINATION STATION]?**

01. I am travelling on a purchased ticket (a paper or cardboard ticket)
02. I am travelling on a purchased ticket (an e-ticket, mobile ticket or QR code)
03. I used contactless payment at the gates/on the platform (e.g. contactless bank card, apple pay, google pay or a specific tap in/tap out rail product such as Oyster card or the Key etc.) [Go to Q5b]
04. I am travelling without a ticket/not paying for my journey/on a staff/ freedom pass etc. [Close]
05. Don't know/ not sure [Close]

**Q5b. Which of the following best describes the contactless payment you used at the gates/ on the platform?**

01. I used my phone/credit/debit card, and the payment is taken from my account/added to my credit card bill [Go to Q11]
02. I have a card that I top up by putting credit on it and the balance is reduced for each journey I make [Go to Q11]
03. I have a card onto which I load tickets I have purchased [Go to Q6]
04. I have a card that is attached to my season ticket/onto which I download my season ticket [Go to Q11]
05. I used my card/phone to buy a ticket somewhere other than at the gate/platform (e.g. from the ticket office/a ticket machine etc) [Go to Q6]
06. I bought a ticket on-line/via an app, and this was held on my phone [Go to Q6]

**Q6. Thinking about this leg of your rail journey from [ORIGIN STATIION] to [DESTINATION STATION], did you purchase one ticket covering the whole journey, or a number of different tickets?**

01. I purchased one ticket covering the whole of this leg of my journey
02. I purchased two or more different tickets to cover this leg of my journey (split ticketing) [Go to Q11]
03. Don't know/ not sure

**Split ticketing** is when you buy more than 1 ticket to make a journey. The journey is broken into sections, with a separate ticket for each part. For instance, you buy a ticket from Station A to Station B and a ticket for Station B to Station C. Station A is your origin

and your ultimate destination is Station C but you are using two tickets with an intermediary station to get there.

**Q7. Still thinking about this leg of the journey, are you travelling on a Season ticket?**

01. No I am not using a season ticket
02. Yes I am travelling on a season ticket [Go to Q11]
03. Don't know/ not sure

**Q8. Is your ticket valid only on one train (e.g., at a specified time on a set date)?**

01. No, my ticket is not only valid on one specified train
02. Yes, my ticket is only valid on one train (time and date) [Go to Q11]
03. Don't know/ not sure

**Q9. Is your ticket restricted in terms of the times that it can be used (e.g., cannot be used during morning or evening peak times). For example, it may say something like 'Off-peak' or 'Super Off-peak' on it? This can be a single or return ticket.**

01. No my ticket is valid on any time train
02. Yes my ticket does have some restrictions on the times it can be used [Go to Q11]
03. Don't know/ not sure

**Q10. Just to check, the ticket you are travelling on does not have any restrictions in terms of the times it can be used? It might say 'Anytime' on it. It can be a single or return ticket.**

01. Correct, my ticket does not have any restrictions [Go to Q11]
02. Correct, my ticket does have some route restrictions (e.g. only valid via/not valid via etc) but other than this, does not have any restrictions on time [Go to Q11]
03. No, there are some time restrictions [Go to Q11]
04. Don't know/ not sure [Go to Q11]

**Q11. Following on, can you be more specific about the type of ticket/tickets you are using for this rail journey? Again, please select all tickets being used for the total journey from [ORIGIN STATIION] to [DESTINATION STATION].**

**Anytime:**

01. Anytime Single
02. Anytime Day Single
03. Anytime Return
04. Anytime Day Return
05. Anytime Short Return
06. Anytime Open Return

**Off-Peak/Super Off-Peak:**

07. Off-Peak Single
08. Off-Peak Day Single
09. Off-Peak Return
10. Off-Peak Day Return
11. Super Off-Peak Single
12. Super Off-Peak Day Single
13. Super Off-Peak Return

14. Super Off-Peak Day Return

**Travelcard:**
15. Anytime Day Travelcard
16. Off-Peak Day Travelcard
17. Super Off-Peak Day Travelcard
18. Travelcard Season Ticket

**Season Ticket:**
19. Weekly Season Ticket
20. Monthly Season Ticket
21. Annual Season Ticket
22. Flexible Season Ticket
23. Custom Length Season Ticket

**Other Ticket Types:**
24. Advance Ticket
25. Ranger Ticket
26. Rover Ticket
27. Freedom Pass
28. Travelled without a ticket
29. Pay As You Go (e.g., Oyster or contactless bank card, tap in tap out)
30. Other (Please specify): _____
31. Don't know/ not sure

**Q12. Why did you choose to use this/these ticket type(s) for your journey?** Please indicate all that apply.
01. Familiarity
02. Getting the best price available
03. Ease/convenience
04. Using the option I trust
05. No alternatives available for my journey
06. Offered/recommended at the ticket office
07. Offered/recommended on a third-party website/app
08. Offered/recommended on the train company's website/app
09. Habit – I always use this/these ticket type(s)
10. Other (Please specify): _____

**Q13. How far in advance of your journey did you buy your ticket?** Please only select one option.
01. On the day of travel
02. On the day before I travelled
03. 2-6 days before I travelled
04. A week before I travelled
05. 2-3 weeks before I travelled
06. 1-2 months before I travelled
07. More than 2 months before I travelled
08. Don't know/ Not sure

**Q14. Please select how often, on average, you have travelled on train services in the last 6 months (not including tram/light rail or underground services) for each of the three journey purposes below?**

A. Commuting (Trips to/from a usual place of work or education)
B. Business (Trips in the course of work that are not part of your commute, and which are paid for by your employer)
C. Leisure/Other (Any trips not done in the course of work or as part of your commute)

01. 5 or more times a week
02. 3-4 times a week
03. 1-2 times a week
04. 2-3 times a month
05. Once a month
06. Once every 2-3 months
07. Less than once every 2-3 months
08. Don't know

### Commuting by rail

You have told us you commute by rail at least once a month. We just have a few more questions about your commute.

**Q16a. Which of the following best describes your ability to work from home?** Please only select one option.

01. I can work from home all the time
02. I can work from home most of the time
03. I am able to mix my time equally between working from home and commuting
04. I can work from home occasionally
05. I do not have the option to ever work from home
06. Don't know/ Prefer not to say

**Q16b. What does a typical working week look like for you?** Please enter a number 0-7 in each box.

A. Days commuting using any rail service for all or part of the journey _____
B. Days commuting but not using any rail service _____
C. Days working from home _____
D. Non-working days _____

**Q16c. Please select how much you agree or disagree with the following statements.**

A. I have the flexibility to choose which days I commute in a week
B. I have the flexibility to choose when I start and when I finish work each day
C. I plan ahead and choose commuting days based on the available rail ticket options

01. Strongly agree
02. Slightly agree
03. Neither agree nor disagree
04. Slightly disagree
05. Strongly disagree
06. Don't know

**Q17. How far in advance do you plan which days you are going to commute by train?** Please only select one option.

01. No planning needed, my days are fixed
02. I plan several weeks in advance
03. I usually plan about 1 week in advance
04. I plan the weekend before
05. I leave it late and play it by ear
06. Don't know/ Prefer not to say

**Q18. Which days of the week do you commute by rail most often?** Please indicate all that apply.

01. Monday
02. Tuesday
03. Wednesday
04. Thursday
05. Friday
06. Saturday
07. Sunday
08. No regular day/ It varies each week

**Q19. Which of the following is most true about the days you commute by rail?** Please only select one option.

01. I always commute on the same days each week
02. I usually commute on the same days each week
03. The days I commute varies from week to week

**Q20. What influences the days that you commute by train?** Please indicate all that apply.

01. What is happening at work
02. Available train ticket options
03. My days are set by my company
04. Childcare/family/caring commitments
05. Needing to be at home on certain days
06. Parking availability and costs
07. Leisure/social plans outside of work
08. Other personal commitments
09. Other (Please specify): _____
10. Don't know

### Railcards

**Q21. Do you own any of the below Railcards?** Please indicate all that apply.

01. No
02. Yes, 16-17 Saver
03. Yes, 16-25 Railcard
04. Yes, 26-30 Railcard
05. Yes, Senior Railcard

06. Yes, Disabled Persons Railcard
07. Yes, Veterans Railcard
08. Yes, HM Forces Railcard
09. Yes, Network Railcard
10. Yes, Two Together Railcard
11. Yes, Family & Friends Railcard
12. Yes, other Railcard (please specify): _____
13. Don't know/ Not sure

**Q22. Did you use a Railcard when purchasing your ticket for your journey today?**
Please only select one option.

01. No
02. Yes, 16-17 Saver
03. Yes, 16-25 Railcard
04. Yes, 26-30 Railcard
05. Yes, Senior Railcard
06. Yes, Disabled Persons Railcard
07. Yes, Veterans Railcard
08. Yes, HM Forces Railcard
09. Yes, Network Railcard
10. Yes, Two Together Railcard
11. Yes, Family & Friends Railcard
12. Yes, other Railcard (please specify): _____
13. Don't know/ Not sure

**Q23. Thinking about today's journey, please select how much you agree or disagree with the following statements.** Please only select one option for each row.

A. Having a Railcard influenced my decision to travel by train
B. Having a Railcard influenced the time I travelled
C. Having a Railcard influenced the type of ticket I purchased

01. Strongly agree
02. Slightly agree
03. Neither agree nor disagree
04. Slightly disagree
05. Strongly disagree
06. Don't know

**Q24. Thinking more generally, please select how much you agree or disagree with the following statements.** Please only select one option for each row.

A. Having a Railcard means that I make more train journeys
B. Having a Railcard influences other decisions I make about train travel (e.g., time of travel, type of ticket purchased)

01. Strongly agree
02. Slightly agree
03. Neither agree nor disagree
04. Slightly disagree
05. Strongly disagree
06. Don't know

## About you

**Q25. How old are you?** Please only select one option.

01. Under 18
02. 18-25
03. 26-30
04. 31-39
05. 40-49
06. 50-59
07. 60-69
08. 70+
09. Prefer not to say

**Q26. Please indicate your gender.** Please only select one option.

01. Male
02. Female
03. I identify in another way
04. Prefer not to say

**Q27. What is your ethnic group? Choose one option that best describes your ethnic group or background.**

**White**

01. English / Welsh / Scottish / Northern Irish / British
02. Irish
03. Gypsy/ Irish Traveller
04. Any other White background

**Asian/ Asian British:**

05. Indian
06. Pakistani
07. Bangladeshi
08. Chinese
09. Any other Asian background

**Mixed/ Multiple ethnic groups:**

10. White and Black Caribbean
11. White and Black African
12. White and Asian
13. Any other mixed / multiple ethnic group

**Black / African / Caribbean / Black British:**

14. African
15. Caribbean
16. Any other Black/ African/ Caribbean background

**Other ethnic group:**

17. Arab
18. Any other ethnic group
19. Prefer not to say

**Q28. Which region do you live in?** Please only select one option.

01. East Midlands
02. East of England
03. London
04. North East
05. North West
06. Northern Ireland
07. Scotland
08. South East
09. South West
10. Wales
11. West Midlands
12. Yorkshire and Humberside
13. Outside the UK
14. Prefer not to say

**Q29. How would you describe the local area where you live?** Please only select one option.

01. Inner-city
02. Urban outskirts of city (Suburb)
03. In the centre of a town
04. In the urban outskirts of a town
05. Large village
06. Small village
07. Hamlet/isolated dwellings

**Q30. How far away from your home is the nearest railway station (not including tram / light rail / metro or underground stations)? Please estimate if you don't know for sure.** Please only select one option.

01. Less than 1 mile
02. 1-5 miles
03. 6-10 miles
04. 11-15 miles
05. More than 15 miles
06. I don't know where my nearest station is

**Q31. Do you have a health condition or illness which affects you in any of the following areas?** Please indicate all that apply.

01. No: None
02. Yes: Vision (e.g. blindness or partial sight)
03. Yes: Hearing (e.g. deafness or partial hearing)
04. Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)
05. Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)
06. Yes: Learning, understanding or concentrating
07. Yes: Memory
08. Yes: Mental health
09. Yes: Stamina, breathing or fatigue (e.g. asthma)

10. Yes: Social or behavioural (e.g. Autism, ADHD)
11. Other (please specify below): _____
12. Prefer not to say

**Q32. Do you ever use the Passenger Assist Service?** Please only select one option. (Passenger Assist is a service available for older and disabled passengers travelling on the rail network)

01. Yes
02. No
03. Don't know

**Q33. Are you?** Please indicate all that apply.

01. Employed full-time (30+ hrs/week)
02. Employed part-time (15-29 hrs/week)
03. Employed part-time (<15 hrs/week)
04. Self-employed
05. Not currently working
06. Own business manager/employer
07. Unemployed and looking for a job
08. Unemployed and not looking for a job / long term
09. On maternity leave
10. Looking after a home or family
11. Retired (receiving a state pension only)
12. Retired (receiving a private pension)
13. Retired (not receiving a pension)
14. Full-time carer
15. Part-time student/pupil
16. Full-time student/pupil
17. None of these/ prefer not to say

**Q34. Please indicate your GROSS annual household income (income before deductions: Tax etc):** Please only select one option.

01. Under £5,000
02. £5,001 - £10,000
03. £10,001 - £20,000
04. £20,001 - £30,000
05. £30,001 - £40,000
06. £40,001 - £50,000
07. £50,001 - £75,000
08. £75,001 - £100,000
09. Over £100,000
10. Prefer not to say