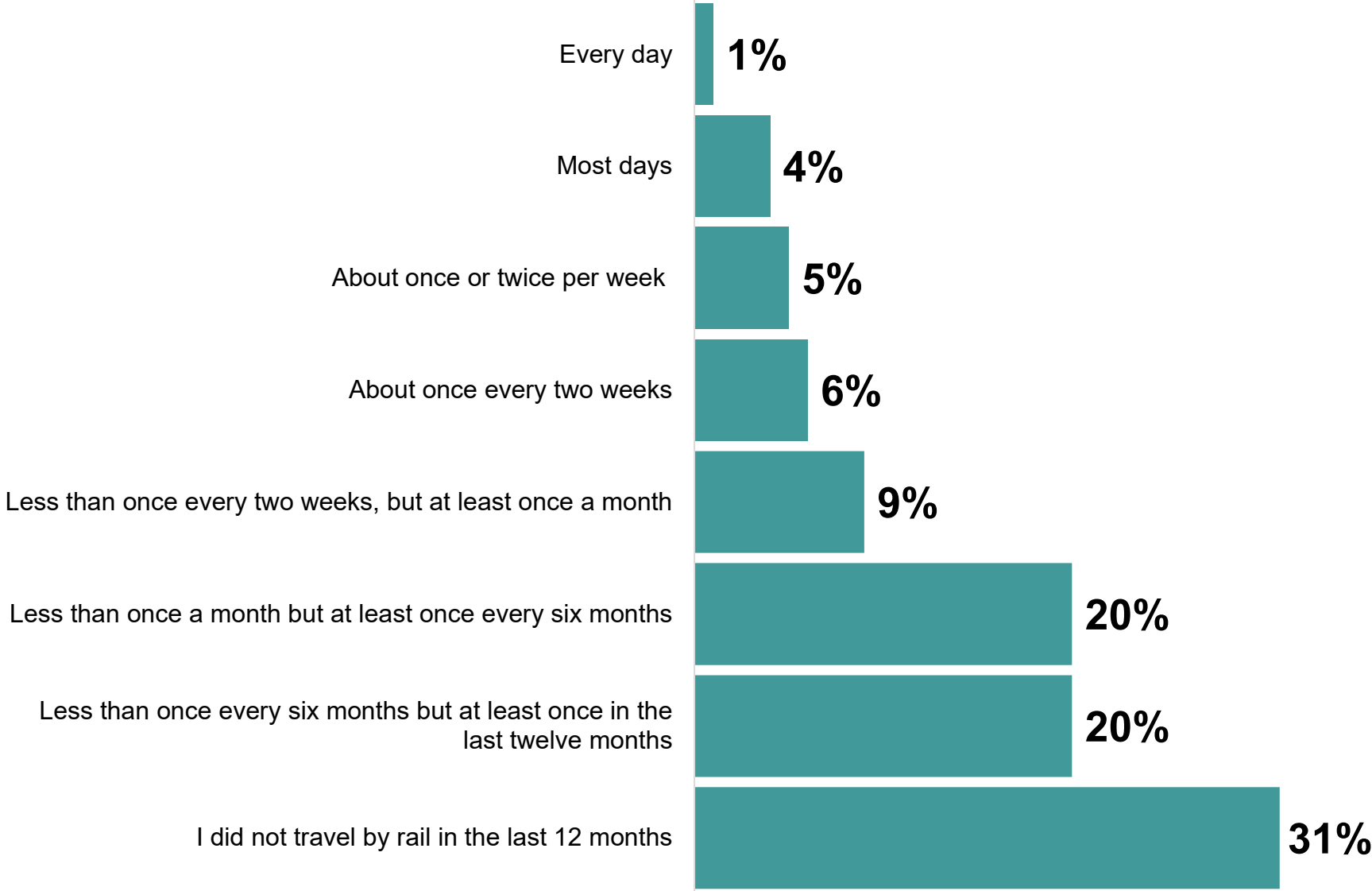


State of Britain's Rail Transport

February 2024

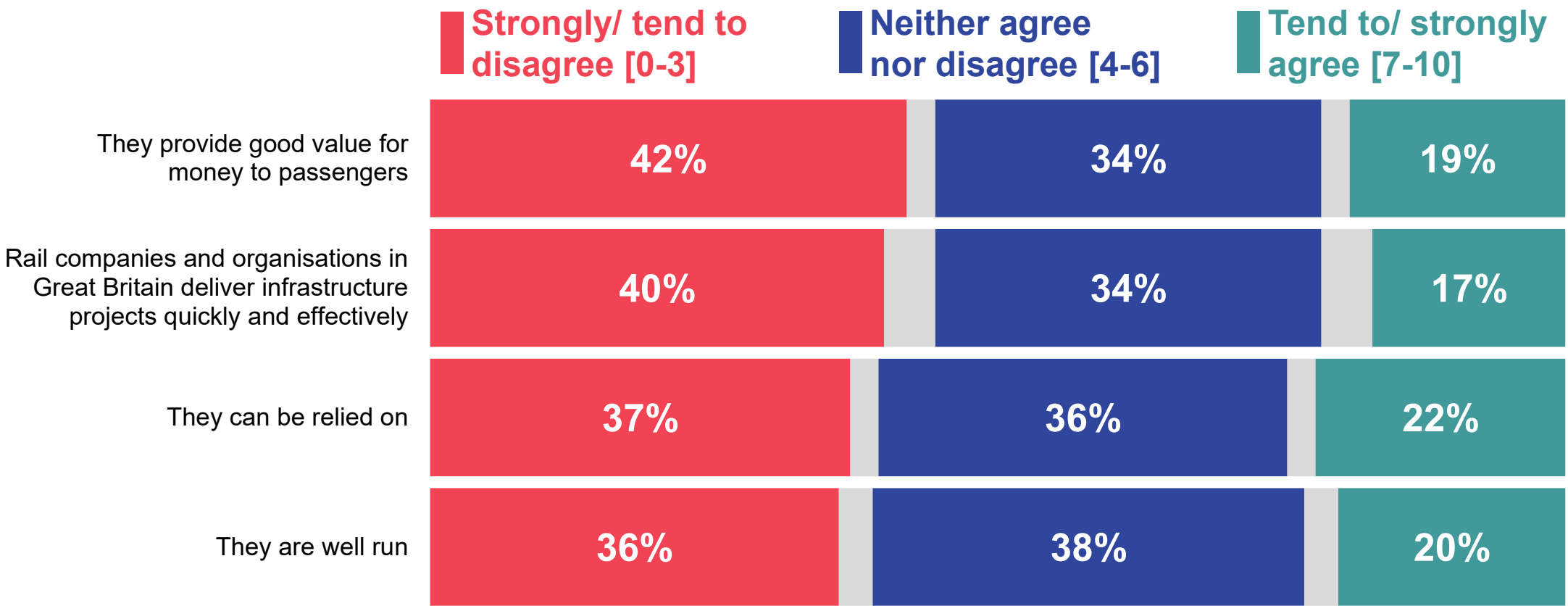
Almost 1 in 3 Brits did not travel by rail in Britain in the last twelve months

Thinking about the last 12 months, how often, if at all, did you personally travel by rail in Britain?



Two in five Brits do not think that the railways in Britain provide good value for money for passengers

On a scale of 0-10, where 0 means you strongly disagree and 10 means you strongly agree, to what extent do you agree or disagree with these statements about the railways in Great Britain?



Base: 2,174 Online British Adults 16-75, 2-6 February 2024.



People who by travel by train at least once a week are slightly more likely to say that they experience disruptions when making train journeys

How often, if at all, do you tend to experience a disruption or alteration to your train journey(s)?

■ Among all

■ Among people who travel by train at least once or twice per week

Most or all of the times I travel by rail

13%

21%

Sometimes when I travel by rail

42%

50%

Hardly ever when I travel by rail

32%

23%

Never when I travel by rail

10%

3%

Don't know

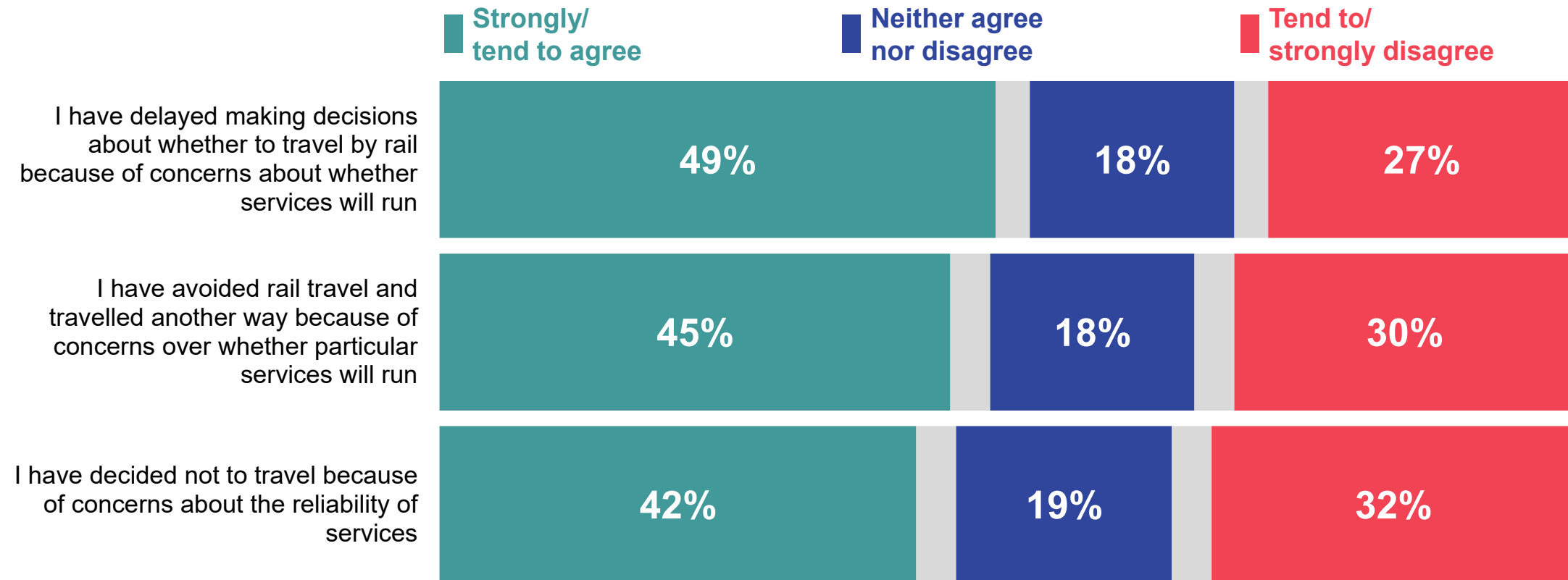
3%

2%

Base: 1,441 Online British Adults 16-75 who travelled by train at least once in the past year, 2-6 February 2024. including (231) who travel by train at least once or twice a week

Almost half who have travelled by train in the last year, say that they have delayed making decisions about whether to travel due to concerns at whether services will run

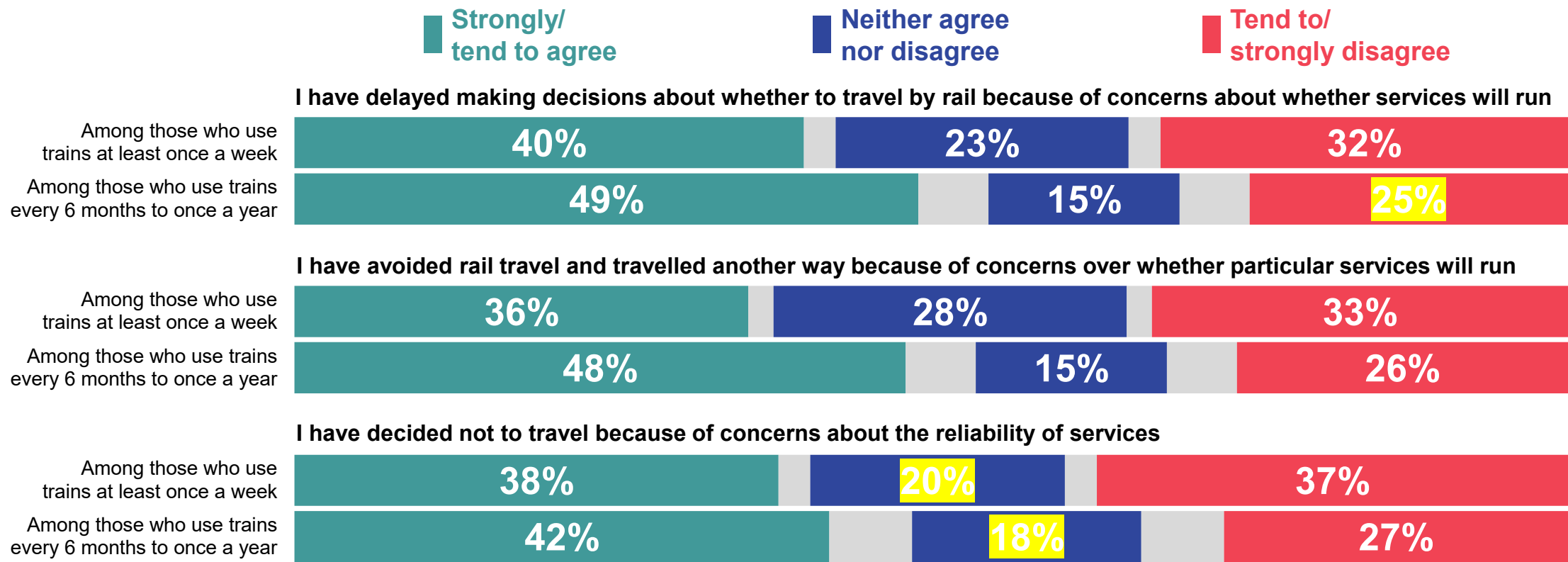
Thinking about the last 12 months and any journeys you have made by rail in Britain (not including metro, tram, underground or other Transport for London services), to what extent do you agree or disagree with each of the following?



Base: 1,441 Online British Adults 16-75 who travelled by train at least once in the past year, 2-6 February 2024.

Although rail users of different frequencies have avoided rail travel due to concerns over whether services will run, less frequent users are slightly more likely than frequent users, to have done this

Thinking about the last 12 months and any journeys you have made by rail in Britain (not including metro, tram, underground or other Transport for London services), to what extent do you agree or disagree with each of the following?

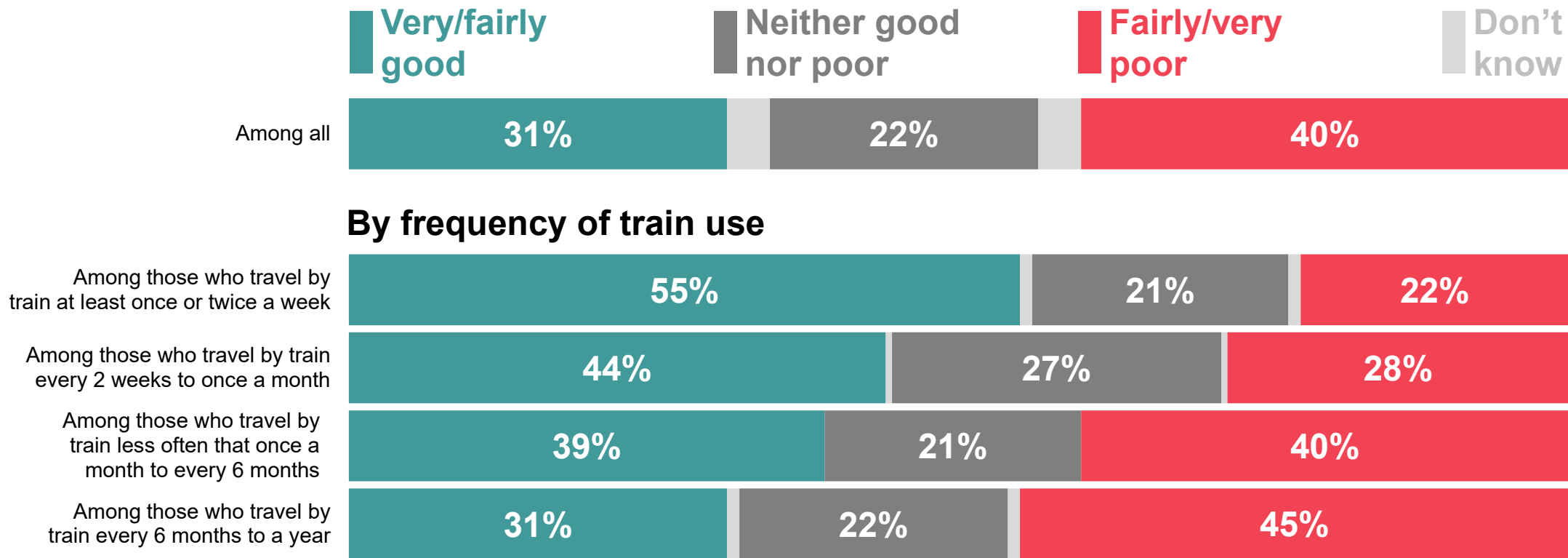


Base: 1,441 Online British Adults 16-75 who travelled by train at least once in the past year, including (231) who travelled at least once or twice a week, and (441) who travelled every 6 months to once a year, 2-6 February 2024.



The public are slightly more likely to rate the quality of rail services as poor. However, over half of those who travel by train at least once a week rate the quality of rail services as good

Overall, how would you rate the quality of rail services in Britain today?

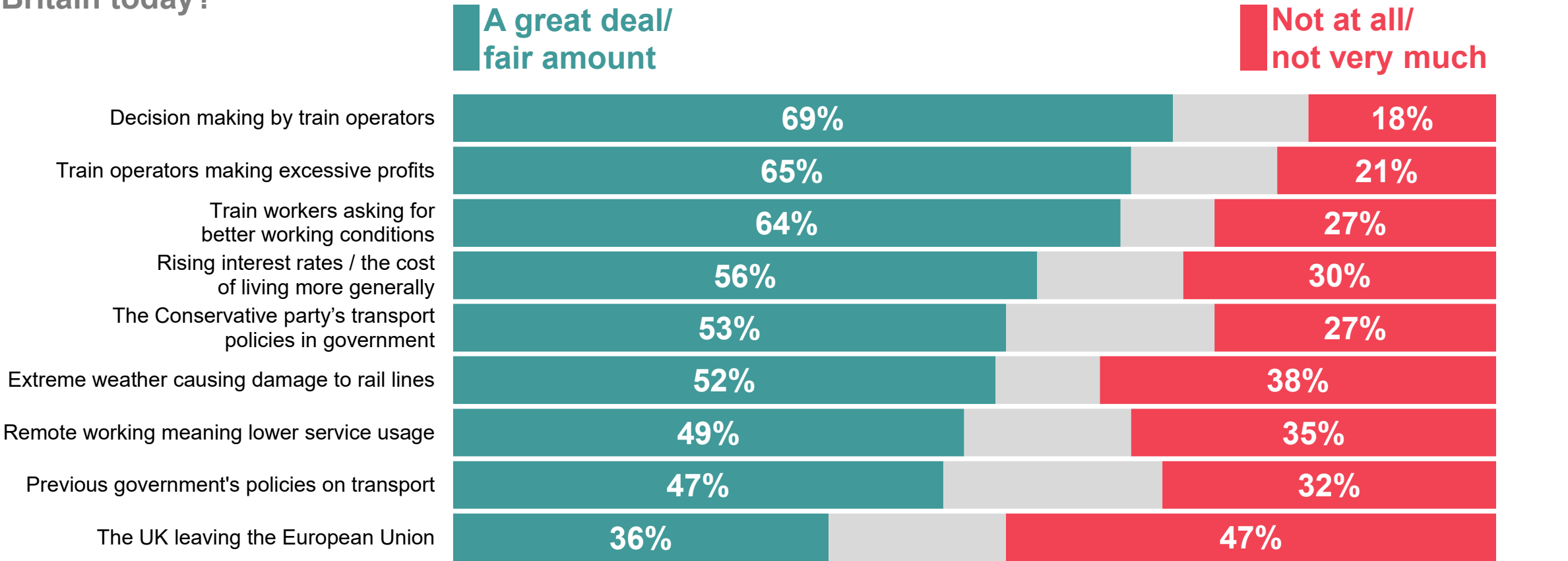


Base: 2,174 Online British Adults 16-75, including (231) who travel at least once or twice a week, (322) who travel every 2 weeks to once a month, (447) who travel less often than once a month to every 6 months, and (441) who travel every 6 months to once a year, 2-6 February 2024.



Britons are most likely to say that decision making by train operators is contributing to the quality of rail services in Britain

How much, if at all, do you think each of the following are contributing to the quality of rail services in Britain today?

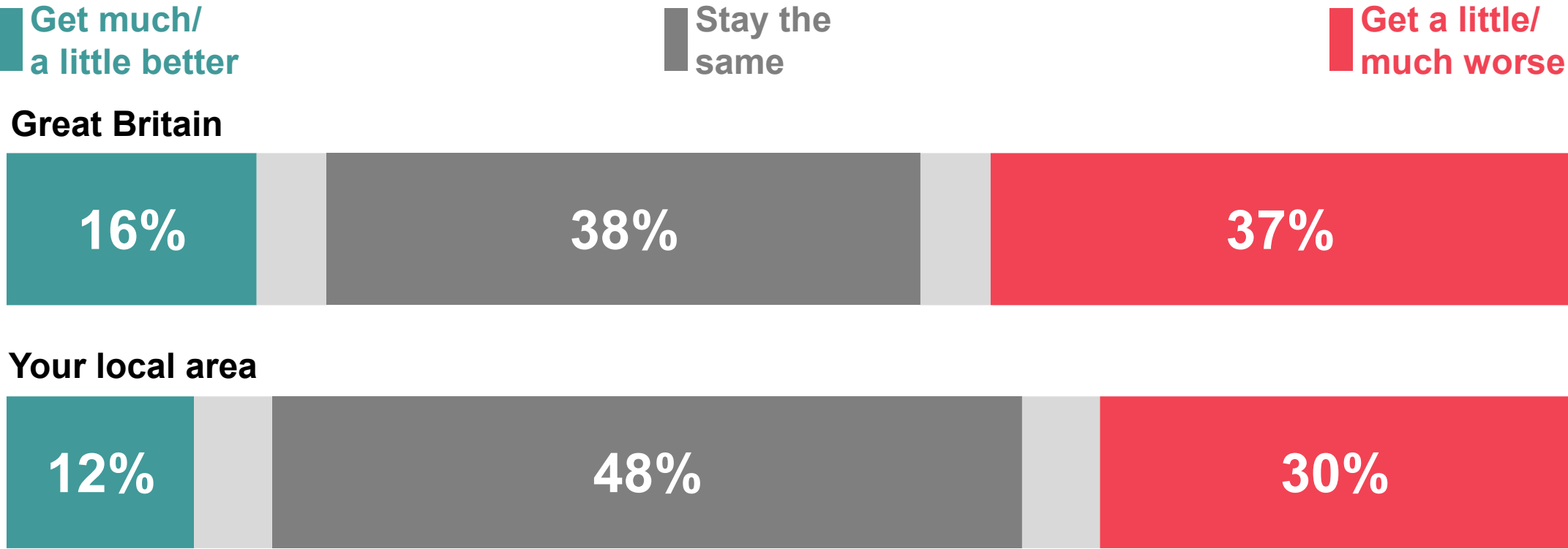


Base: 2,174 Online British Adults 16-75, 2-6 February 2024.



Only a minority expect the quality of rail services to get better in the next 12 months, with most saying they expect them to stay the same or get worse

Over the next 12 months, do you expect the quality of rail services to get better, worse, or stay the same in...?



Base: 2,174 Online British Adults 16-75, 2-6 February 2024.





For more information

Elizabeth Copp
Research Director
Elizabeth.copp@ipsos.com

Jordana Moser
Associate Research Director
Jordana.Moser@ipsos.com

Ben Roff
Research Executive
Ben.Roff@ipsos.com

