

What matters to rail passengers in Great Britain - the top 10

TICKETS

1 Price of train tickets offers value for money

2 Reliability and punctuality

3 Sufficiently frequent trains

Platform 1
ON TIME
Next Train
5min

4 Accurate and timely information about train times

5 Getting a seat on the train

7 Being kept informed about delays and the options I might have

6 My personal security on the train

8 My personal security at stations

9 Quick journey times

10 Inside of trains being clean and well-maintained

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Research carried out in 2022.
Sample size: 12,565

The larger the ●, the greater importance to passengers

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