

What matters to rail passengers in Scotland - the top 10



1 Price of train tickets offers value for money



2 Reliability and punctuality



3 Sufficiently frequent trains



4 Getting a seat on the train

5 Accurate and timely information about train times

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

6 My personal security on the train

8 Inside of trains being clean and well-maintained

9 My personal security at stations

10 Quick journey times



Research carried out in 2022.
Sample size: 1,000

The larger the ●, the greater importance to passengers

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