

# 2024 0719 TS Peak Fares Survey Analysis Both Waves

[View in Power BI](#) ↗

**Last data refresh:**  
25/07/2024 09:27:44 UTC

**Downloaded at:**  
31/07/2024 09:01:48 UTC

Select all

Wave 1

Wave 2

## Control Page

Any slicers applied on this page will instantaneously filter the results across all dashboard pages.

The primary buttons, which determine whether to display a single wave of results or both, are located on the **top left corner**.

In case you need to make multiple selections in each control box, you can either opt for *'select all'* or **press and hold** the *'ctrl'* button while choosing the appropriate boxes.

To deselect options, you can either click on the 'deselect all' button associated with

Group	Select all	Group 1	Group 2	Age	Select all	16 to 21
	Group 3	Group 4	22 to 25		26 to 30	

Gender	Select all	Female	Age	31 to 40	41 to 50
	Male	Non-Binary		51 to 65	66 or older
	Prefer not to say				

Local Authority	Select all	Aberdeen City	Aberdeenshire
	Angus	Argyll and Bute	City of Edinburgh
	Clackmannanshire	Comhairle nan Eilean Siar	Dumfries and Galloway
	Dundee City	East Ayrshire	East Dunbartonshire
	East Lothian	East Renfrewshire	Falkirk
	Fife	Glasgow	Inverclyde
	Midlothian	Moray	North Ayrshire
	North Lanarkshire	Orkney Islands	Other, UK
	Perth and Kinross	Renfrewshire	Scottish Borders
	South Ayrshire	South Lanarkshire	Stirling
	The Highlands Council	West Dunbartonshire	West Lothian

Car Ownership	Select all	I do not hold a UK driving licence
	I do not use a car	I have access to a car for my own personal use
	I have shared access to a car with other members of my household	I use a car club (Zipcar, Enterprise, CoWheels etc)

Employment Status	Select all	In education
	Looking after home/family	Other
	Prefer not to say	Retired
	Unable to work	Unemployed
	Working full-time	Working part-time

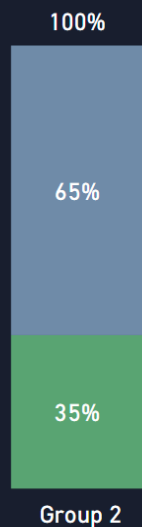
Income Status	Select all	£10,000 - £19,999
	£100,000 or more	£20,000 - £34,999
	£35,000 - £49,999	£50,000 - £74,999
	£75,000 - £99,999	Less than £10,000
	Prefer not to say	

Are you aware that ScotRail is currently undertaking an "off-Peak All Day Long" trial?

Select all	No	Yes
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### Total per User Group

● Wave 1 ● Wave 2



### User Group Definitions

**User Group 1:** Rail users, who do not change their behaviours.

**User Group 2:** Rail users, who do change their behaviours.

**User Group 3:** Non Rail users, who do change their behaviours.

**User Group 4:** Non Rail users, who do not change their behaviours.

### Number of Responses

1,282

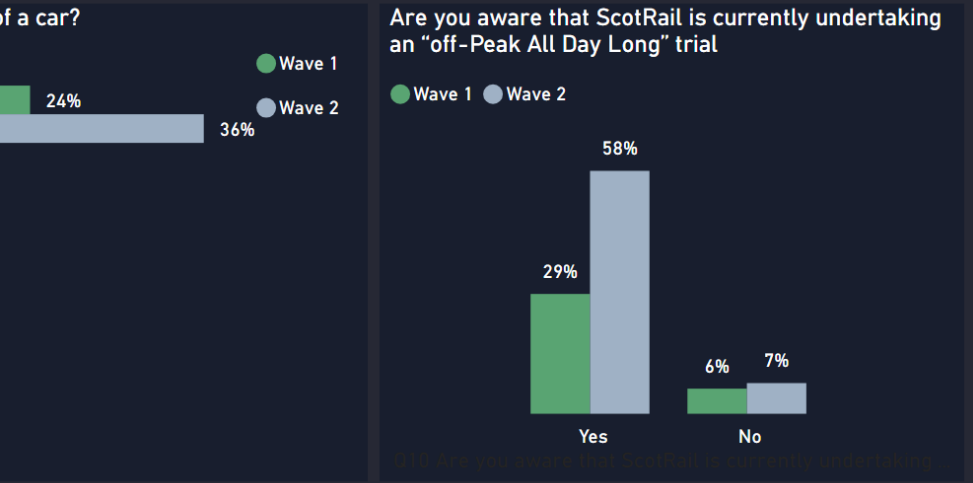
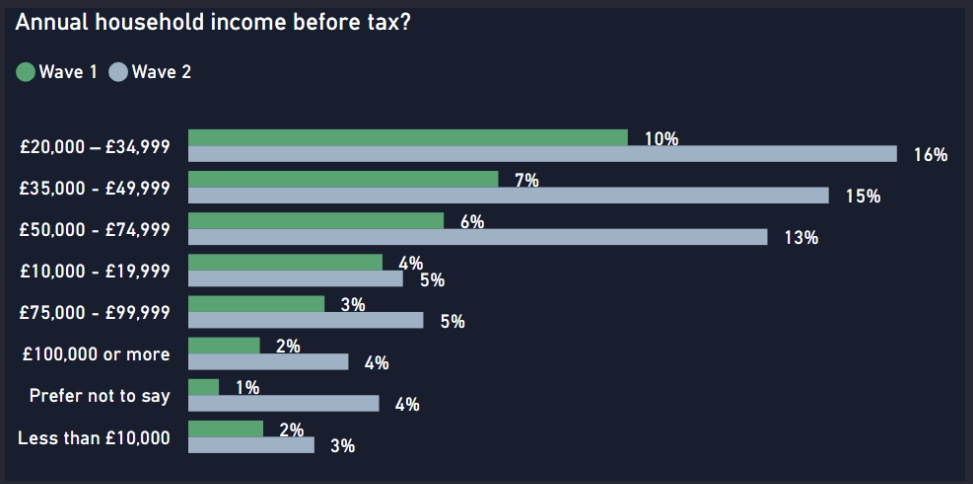
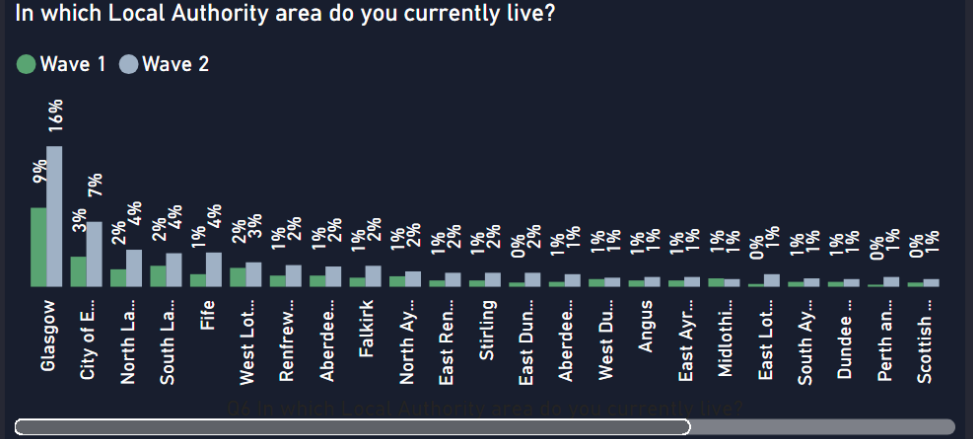
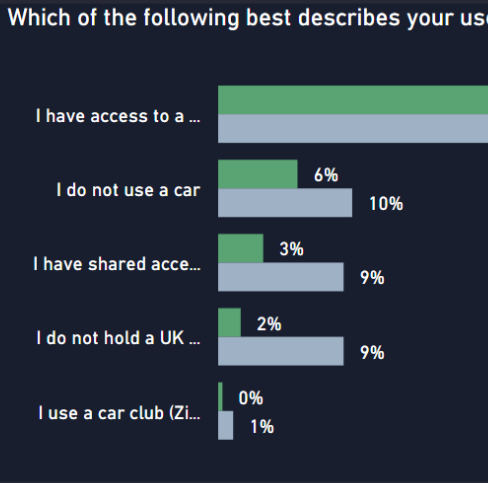
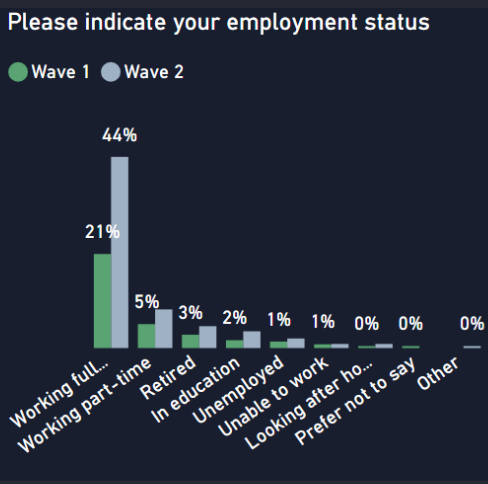
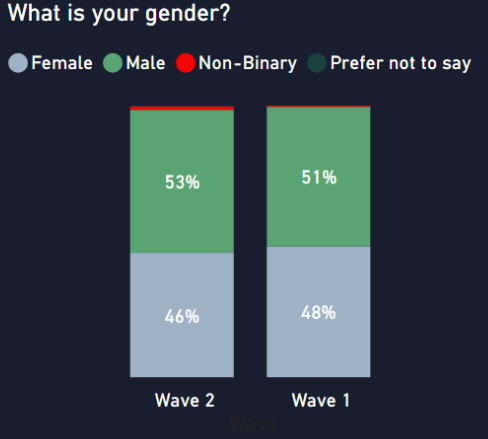
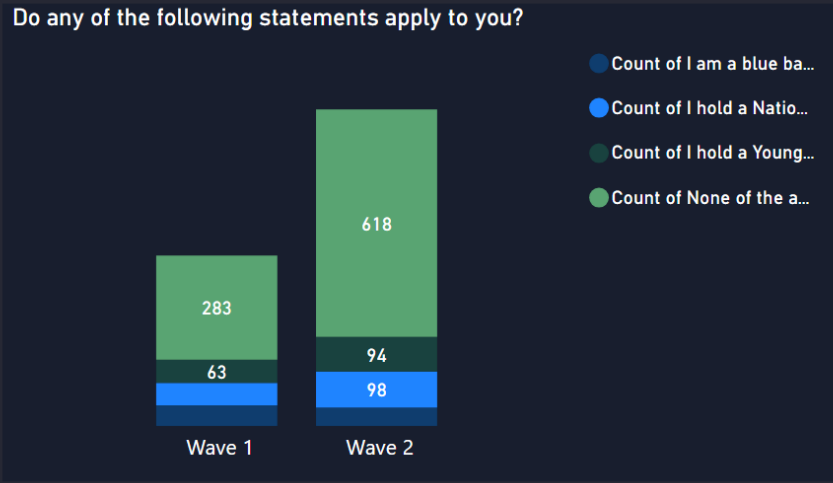
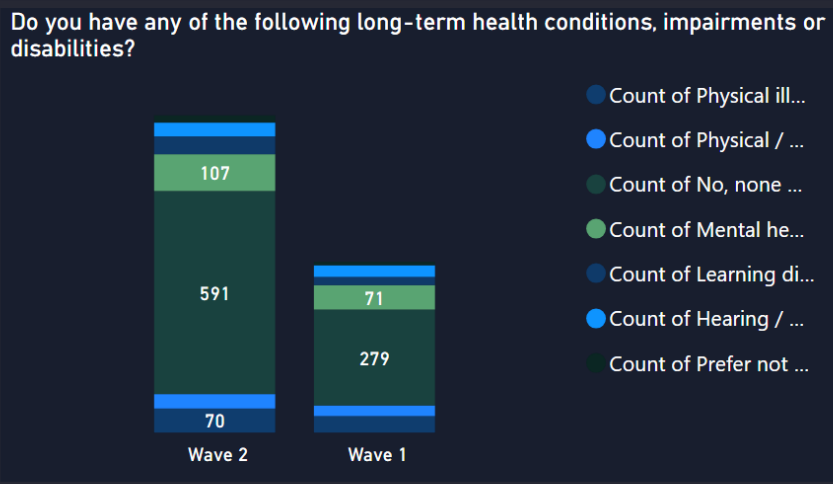
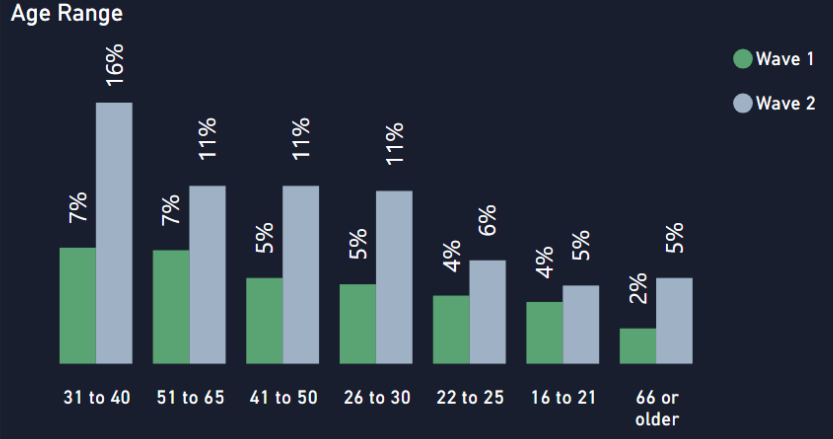
Clear all filters



- Select all
- Wave 1
- Wave 2

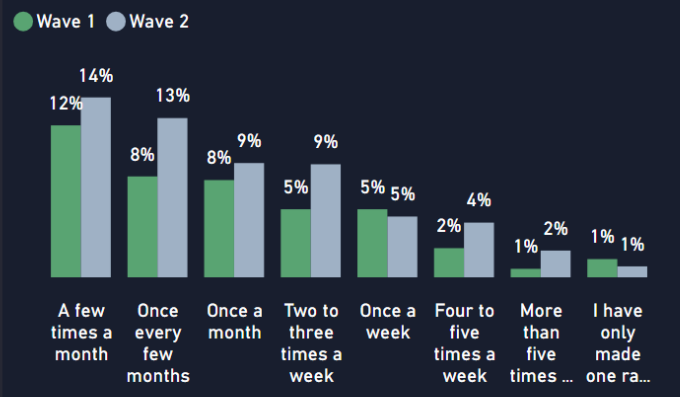
Number of Responses  
1,282

- User Group 1: --
- User Group 2: 1,282
- User Group 3: --
- User Group 4: --

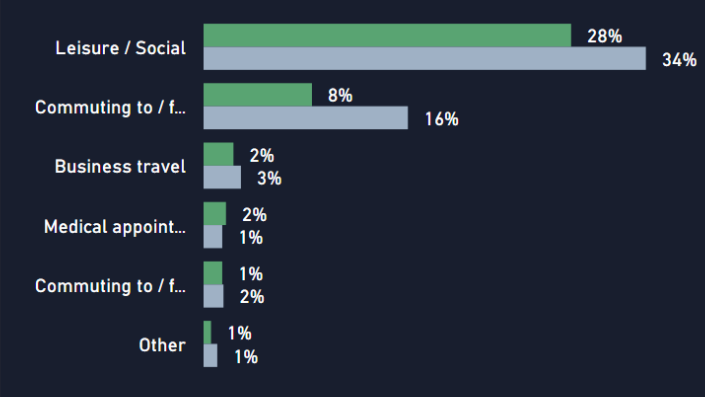


- Select all
- Wave 1
- Wave 2

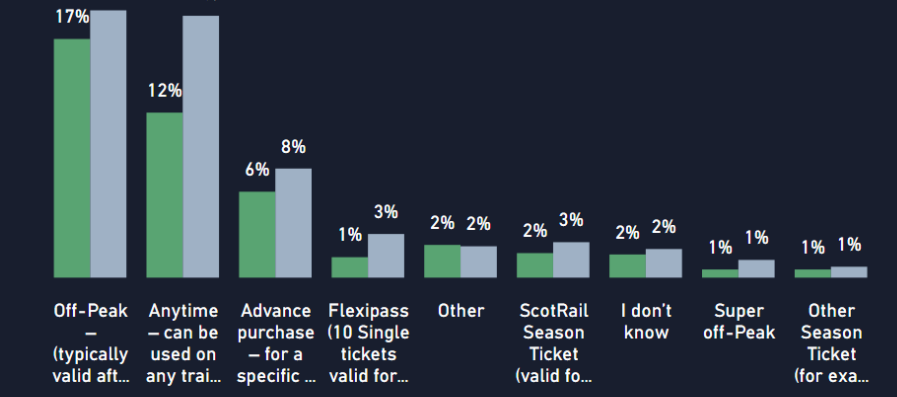
Q14. How often do you typically travel by rail in Scotland using ScotRail services?



Q15. What was the main purpose of your most frequent trips using rail?



Q16. What type of ticket did you typically purchase before 1st October 2023?

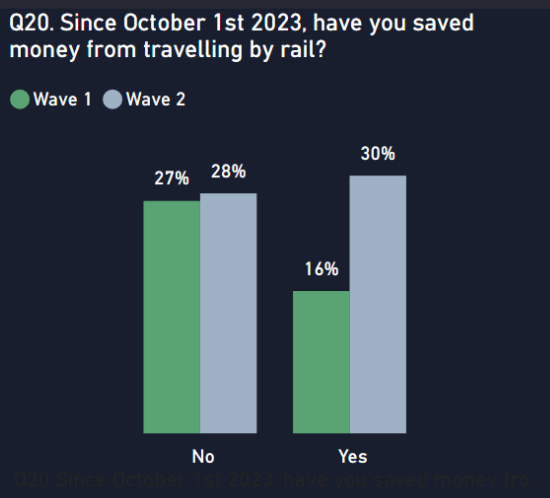
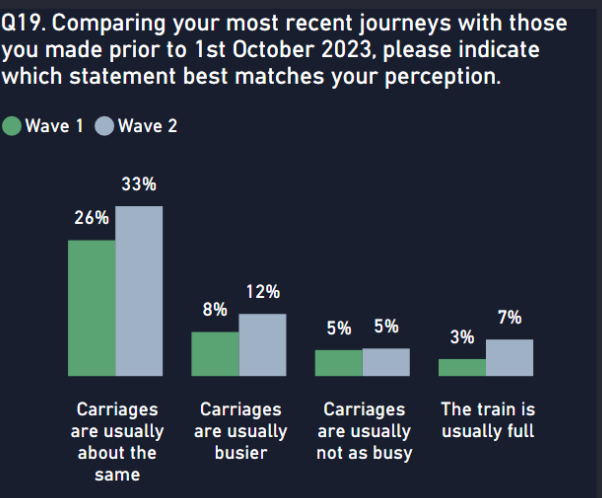
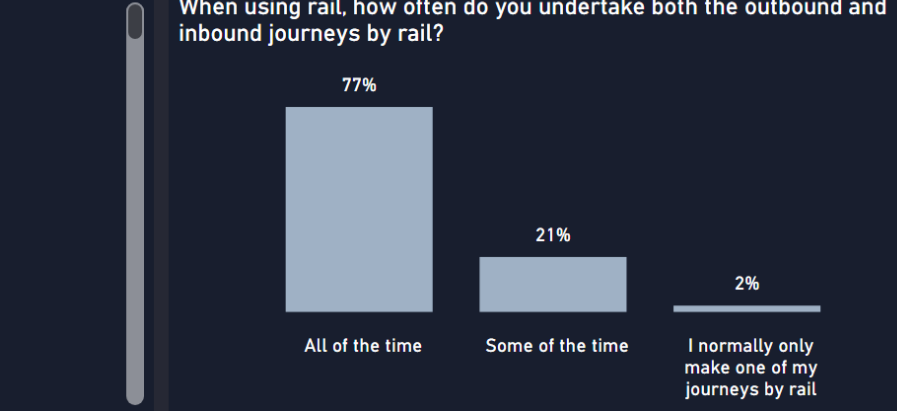


Q17 For the outbound trip you make most frequently by rail, at what station do you get on the train?

Station	Wave 1	Wave 2	Total
ABER		1	1
Aberdeen	16	18	34
Aberdeen City		1	1
Aberdeen station		1	1
Addiewell	1		1
airbles	1	1	2
Airdrie	3	8	11
Alexandra Parade	1		1
<b>Total</b>	<b>444</b>	<b>586</b>	<b>1030</b>

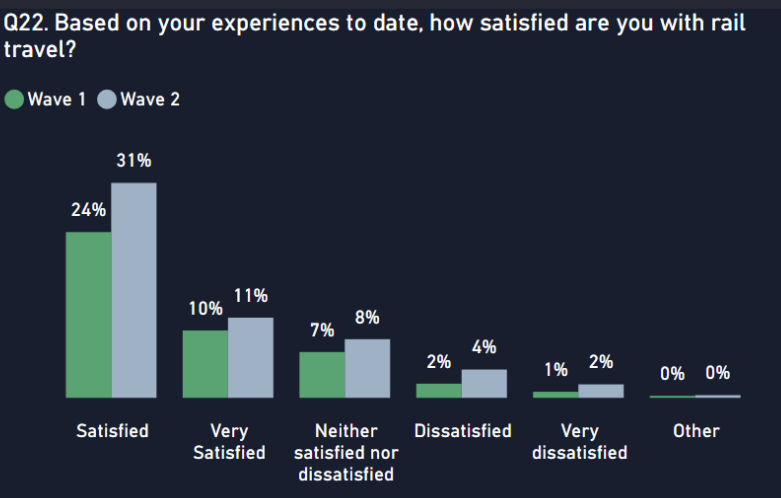
Q18 And, at what station do you get off the train?

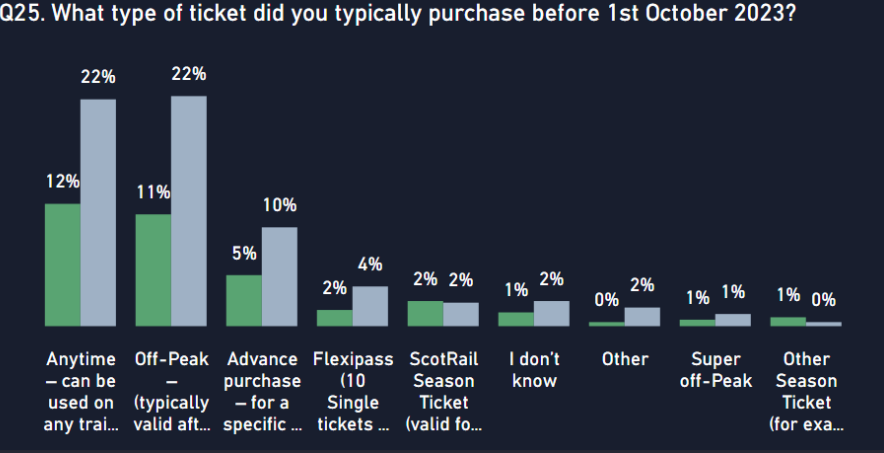
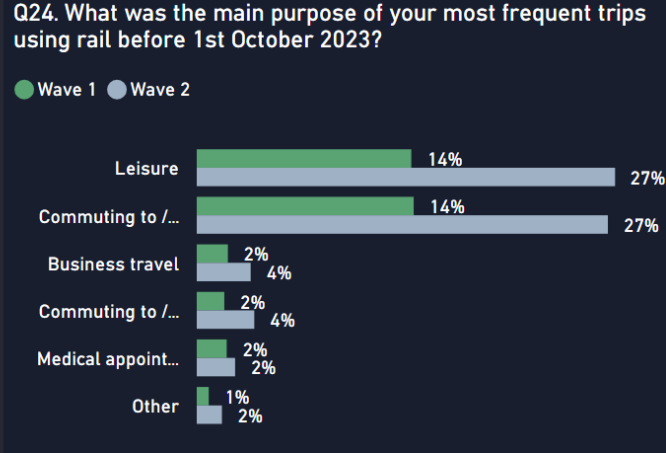
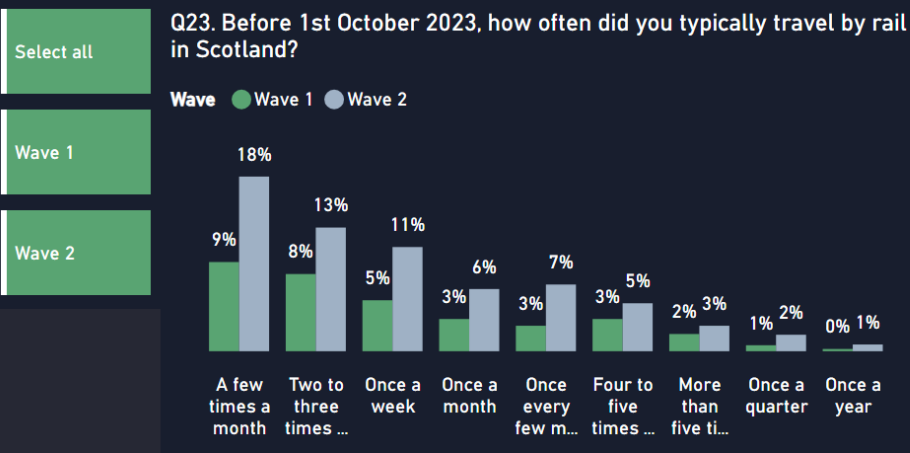
Station	Wave 1	Wave 2	Total
a particular station		1	1
Aberdeen	10	19	29
Aberdeen or Glasgow		1	1
aberdour	2		2
Aberystwyth		2	2
Abrouth	1		1
Air	1		1
Alloa	1	1	2
Anderston		1	1
Annbank		1	1
<b>Total</b>	<b>444</b>	<b>586</b>	<b>1030</b>



Q21. Approximately how much money do you think you have saved per week?

**44**  
Average Saving (£)



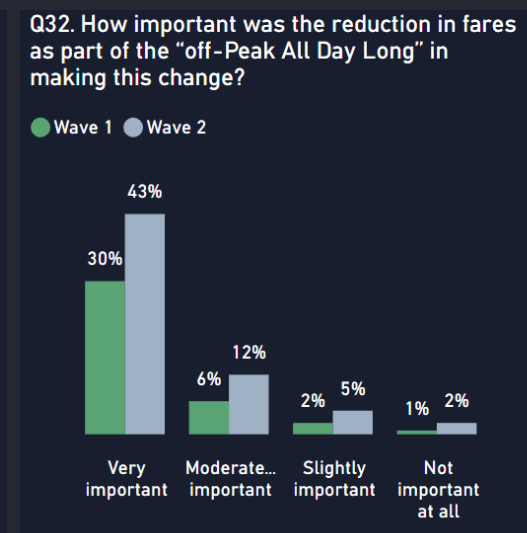
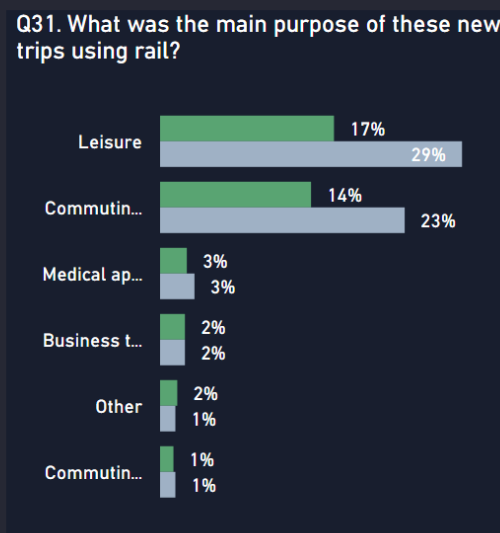
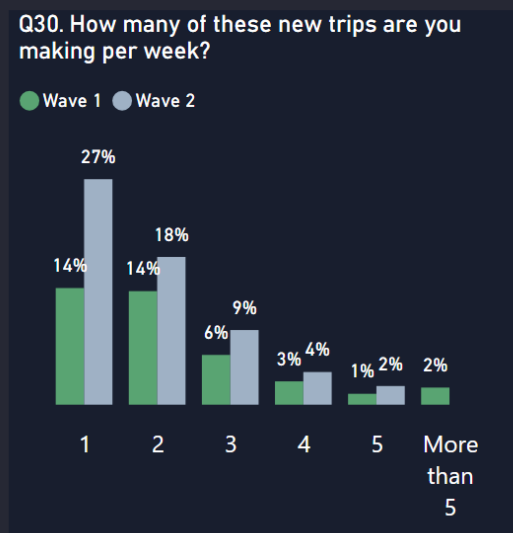
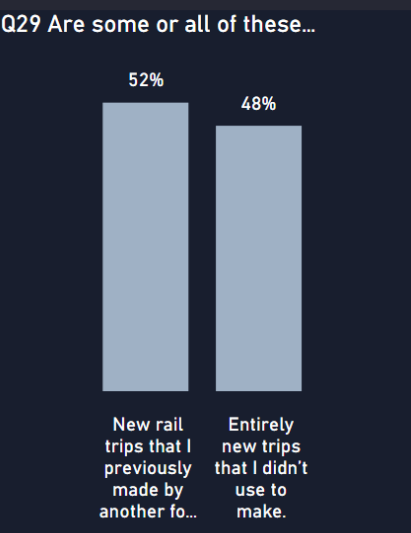
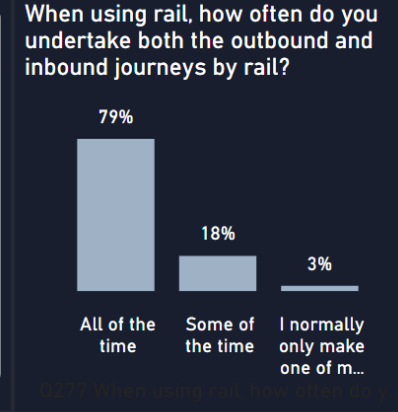


### Q26. For the outbound trip you make most frequently by rail, at what station do you get on the train?

Station	Wave 1	Wave 2	Total
Aberdeen	12	24	36
Glasgow Queen street	9	24	33
Edinburgh Waverley	8	23	31
Edinburgh	9	21	30
Glasgow central	11	16	27
Haymarket	7	20	27
Dundee	8	14	22
glasgow	11	11	22
stirling	8	14	22
Croy	7	13	20
Bathgate	9	8	17
<b>Total</b>	<b>443</b>	<b>836</b>	<b>1279</b>

### Q27. And, at what station do you get off the train?

Station	Wave 1	Wave 2
aberdeen	12	24
aberdeen central	1	1
Abergive	1	1
airblee	1	1
Airbles	1	1
Airdrie	1	1
alexandra parade	1	1
Alexandria	1	1
Alloa	1	1
Anderson	1	1
Anderston	1	1
Annan	1	1
Annie'sland	1	1
Arbroath	1	1
<b>Total</b>	<b>442</b>	<b>836</b>



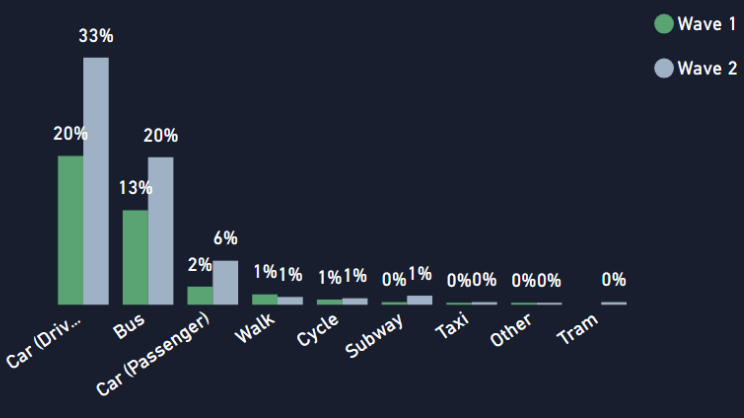
- ### Q33. What did influence your decision to use rail?
- Train fare was cheaper than parking
  - To visit friends
  - New job where employer arranges travel
  - More environmentally sustainable also cities I had to travel to have/ are introducing LEz
  - Job location
  - It's quicker
  - It's convenient
  - It is the quickest and closest form of public transport to my home
  - I love rail travel above all other forms.
  - I have to travel to taken my son to his rugby club and there is no other viable option
  - I don't know if you can get a hold of me because I have a meeting at four but I can call you later if you want to call
  - how often trains were running
  - Faster and efficient way to travel
  - Fast and comfortable.
  - Cheap

Select all

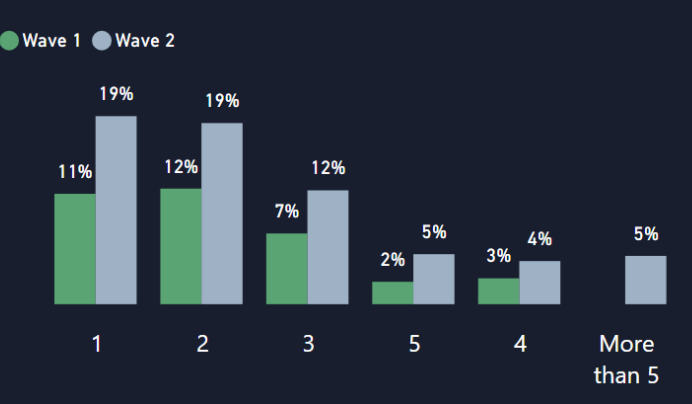
Wave 1

Wave 2

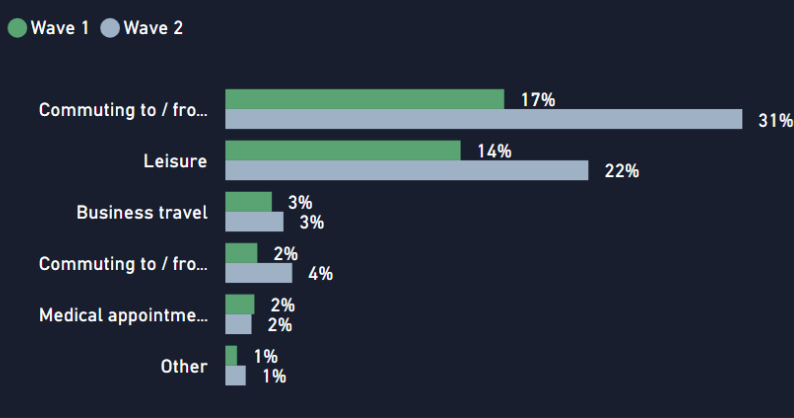
Q35. What mode of transport did you use most often for these trips?



Q36. How many of these trips were you making per week by this mode?



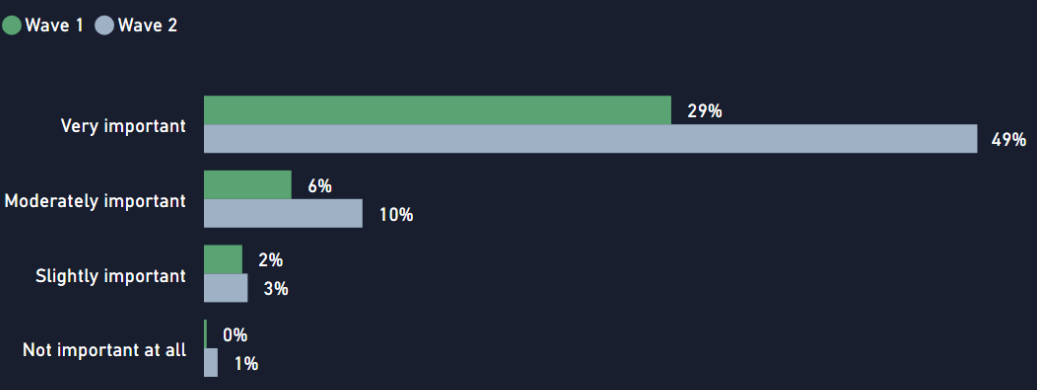
Q37. What was the main purpose of these trips?



Q40 How do you think you have benefited from making these trips now by rail?

- A less stressful trip and saving money
- A lot
- A lot less stressful
- A lot less stressful than driving.
- A lot quicker
- Ability to relax on the train and enjoy the scenery whilst enjoying the cheaper ticket prices
- Able to be better off financially from commuting to the office by train
- Able to travel before 9am, whereas before I'd opt for a later train to purchase a cheaper ticket. So, I enjoy the greater flexibility in when I travel. I am also more physically active in taking the train rather than car, so my health benefits.
- Amazing
- Amazing loved them didn't use petrol

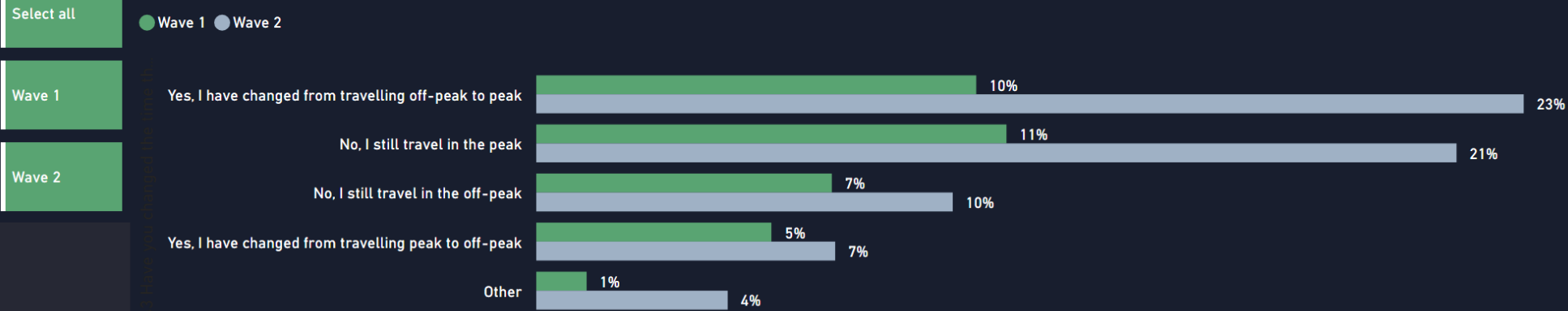
Q41. How important was the reduction in fares as part of the "off-Peak All Day Long" in making this change?



Q42 What did influence your decision to use rail?

- Getting there faster and more efficient trains.
- It is quicker and more reliable than the bus
- My senior railcard
- Not having to find parking
- Safer and less stress.
- Visit family

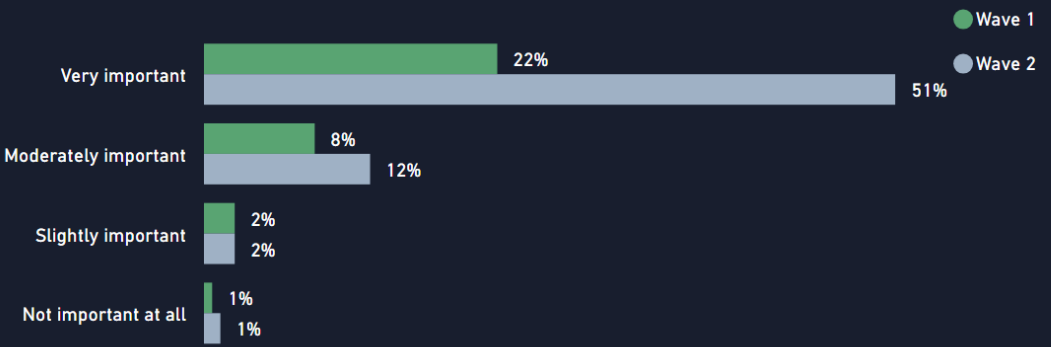
Q43. Have you changed the time that you typically travel by rail?



Q44 How do you think you have benefited from changing the time that you typically travel by rail?

- .
- ?
- 3 times a week
- A better deal
- A great deal as it's good value
- A lot as i get up earlier
- Able to arrive at destinations at earlier times
- Able to board any train instead of having to wait till peak times are over
- Able to find a seat. The train is usually busier on a Saturday so I tend to go very early or mid morning to avoid the chaos.
- Able to get leave home later and/or get home more quickly after work and have more time with family, including a young baby. As a freelance musician with a portfolio career able to be more flexible around work which doesn't follow traditional office hours and match up with peak/off-peak times.
- Able to get to meetings in good time in the morning
- Able to go to Edinburgh earlier instead of having to wait to for off peak and leave earlier instead of having to wait until 6pm to come back
- able to go to glasgow more often using off peak at peak not restricted or worrying about the time so more relaxed

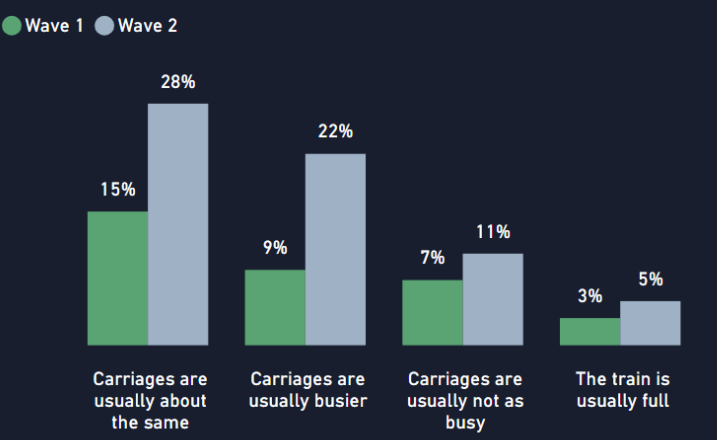
Q45. How important was the reduction in fares as part of the "Off-Peak All Day Long" in making this change?



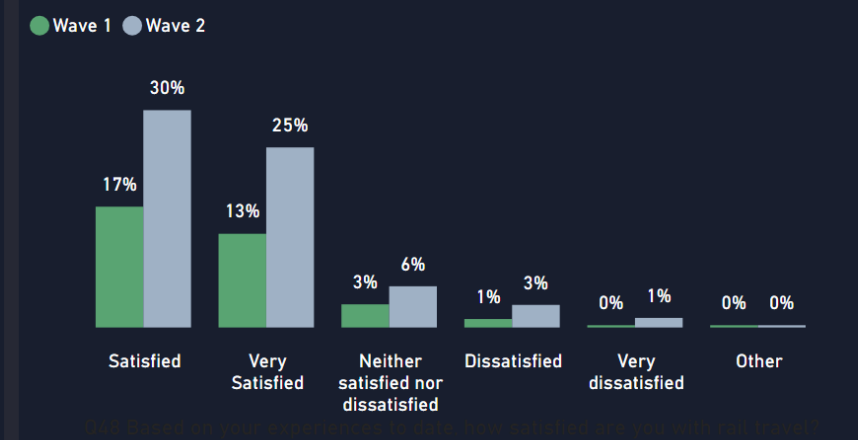
Q46 What did influence your decision to use rail?

- .
- Convenience and time savings
- idk
- Its convenient and worth it compared to taxi costs at the current fares
- It's quick and easy for me to use.
- Na
- People
- Remote working
- Speed and comfort.
- The only way to get to Glasgow by public transport
- To get places quicker

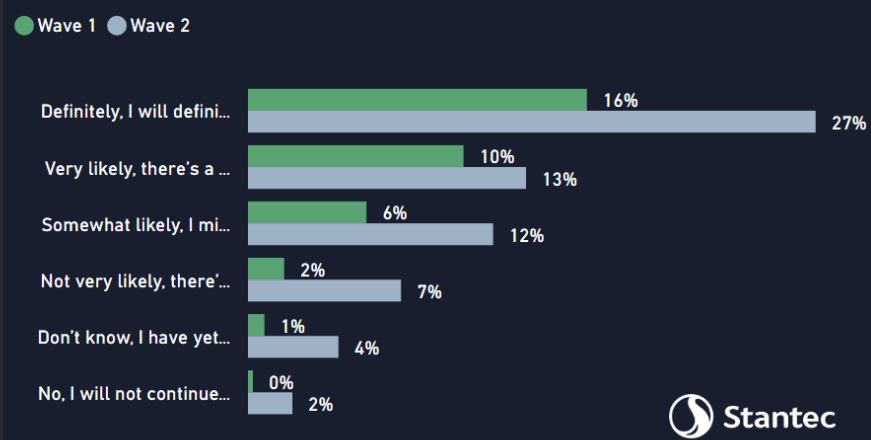
Q47. please indicate which statement best matches your perception.



Q48. Based on your experiences to date, how satisfied are you with rail travel?

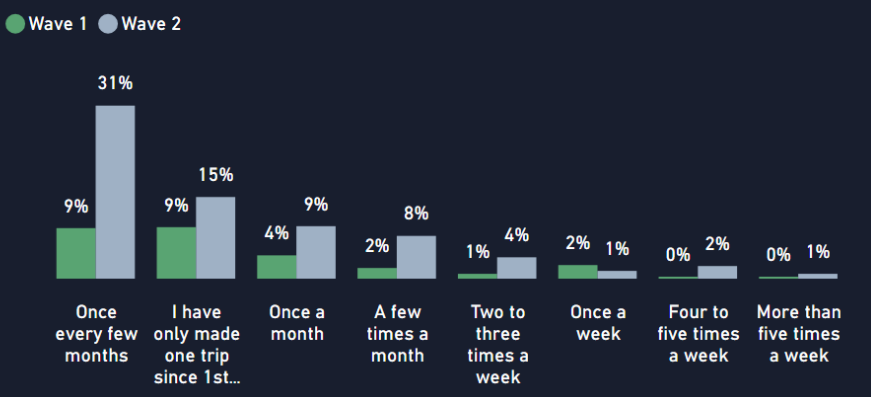


Q49. How likely are you to continue using rail after the end of the trial?

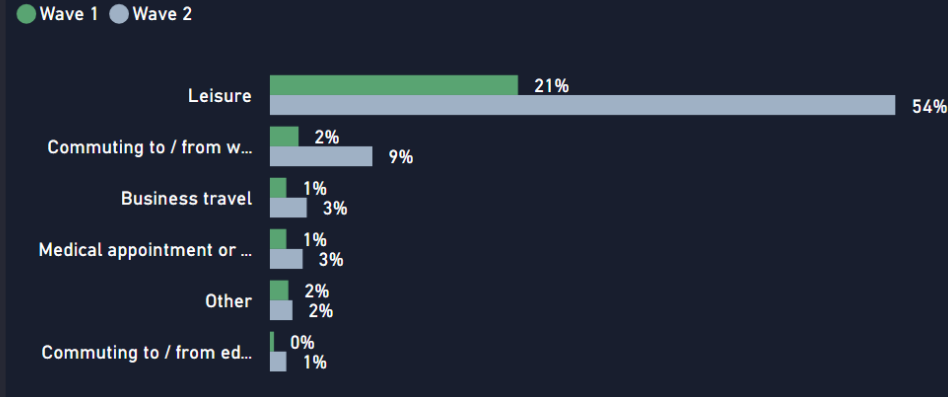


- Select all
- Wave 1
- Wave 2

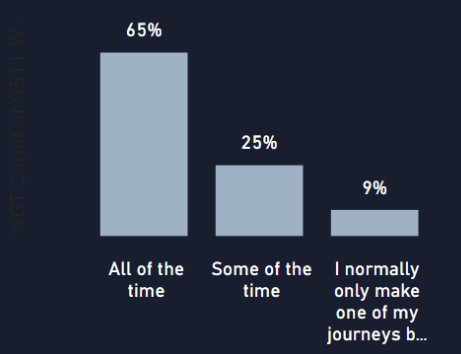
Q50. Since 1st October 2023, how often do you typically travel by rail in Scotland?



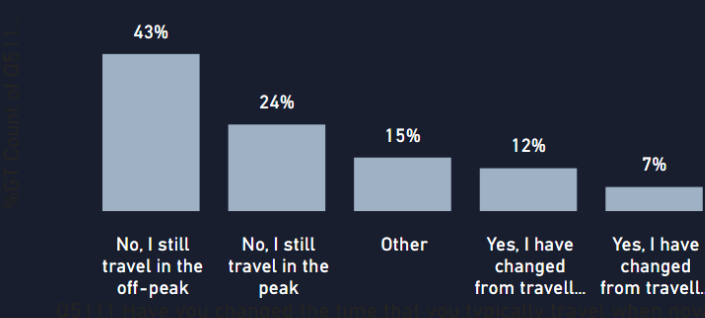
Q51. What was the main purpose of your most frequent trips using rail?



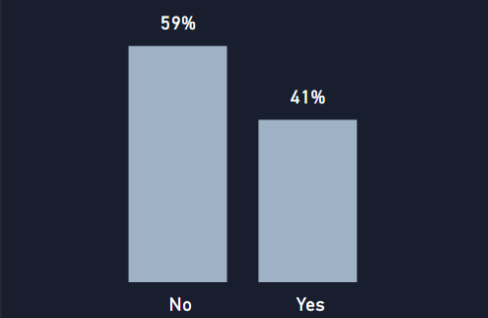
When using rail, how often do you undertake both the outbound and inbound journeys by rail?



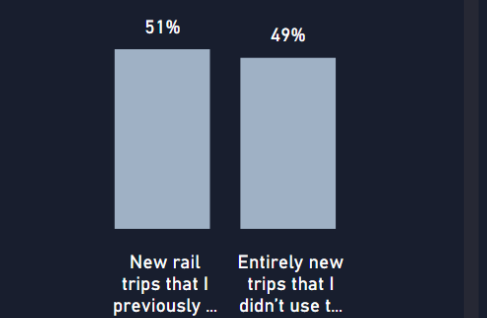
Have you changed the time that you typically travel when now travelling by rail?



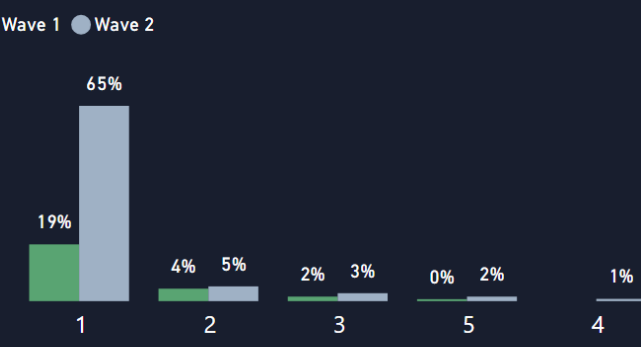
Q52. Are some or all of these, entirely new trips which you did not previously make?



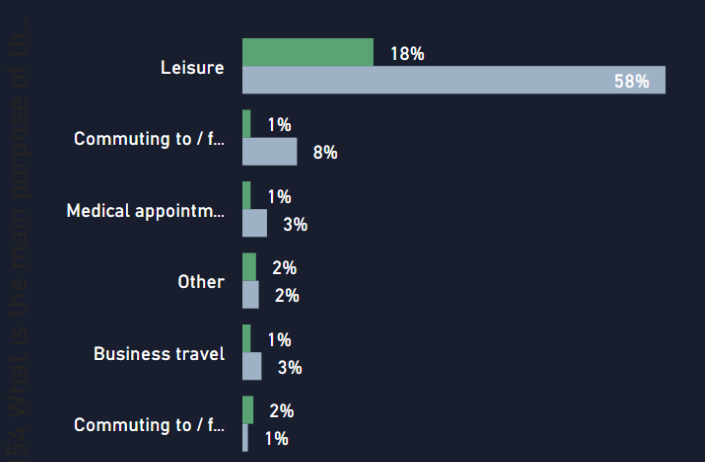
Q52. Are some or all of these, entirely new trips which you did not previously make?



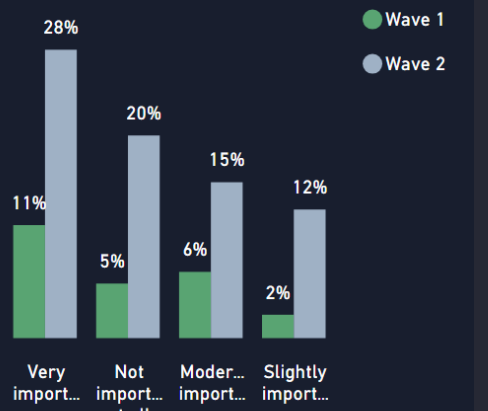
Q53. How many of these new trips are you making per week?



Q54. What is the main purpose of these new trips using rail?



Q55. How important was the reduction in fares as part of the "off-Peak All Day Long" in making this change?

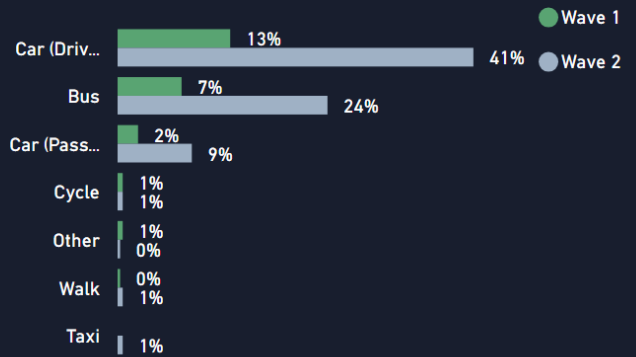


Q56 What did influence your decision to use rail?

- Annual Christmas break
- Availability nad frequency of train service to destination, and it was cost effective for a return journey. Meaning I did not travel in a car alone nor have to consider parking payment etc at my destination.
- change of job means I now have to travel, whereas before the pilot I didn't need to. I have to travel for work, and the time of day I travel depends on work. the fare makes no difference.
- Climate change
- Convenience
- Convenience of timing
- Convenient mode of transport
- Convenient station stops from near my home address to near my work location
- Couldn't drive because I would be drinking
- Didn't have to do a long bus journey first
- Didn't want to drive into Edinburgh

Select all

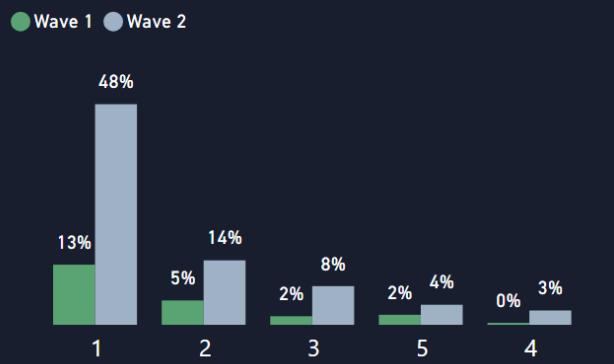
Q58. What mode of transport did you use most often for these trips?



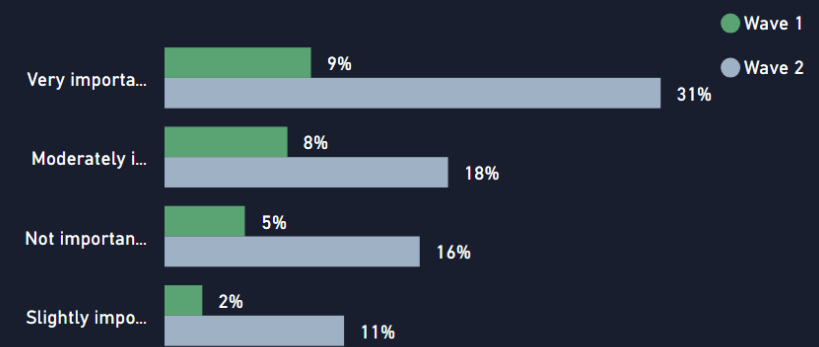
Wave 1

Wave 2

Q59. How many of these trips were you making per week by this mode?



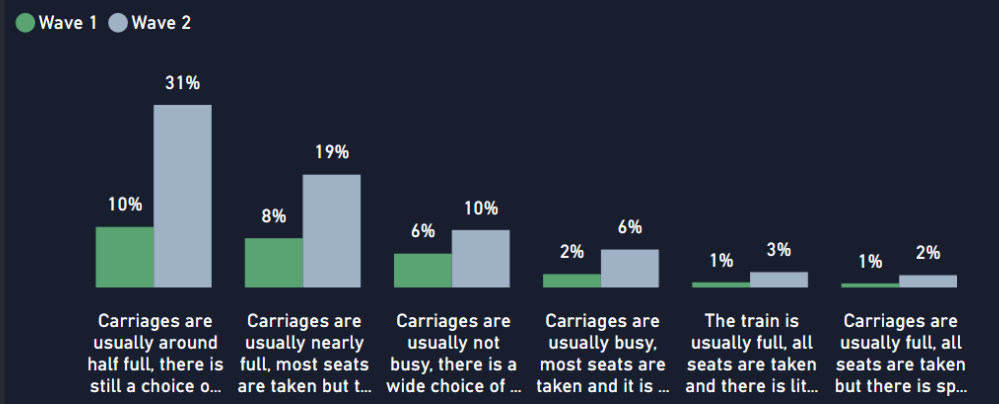
Q62. How important was the reduction in fares as part of the "off-Peak All Day Long" in making this change?



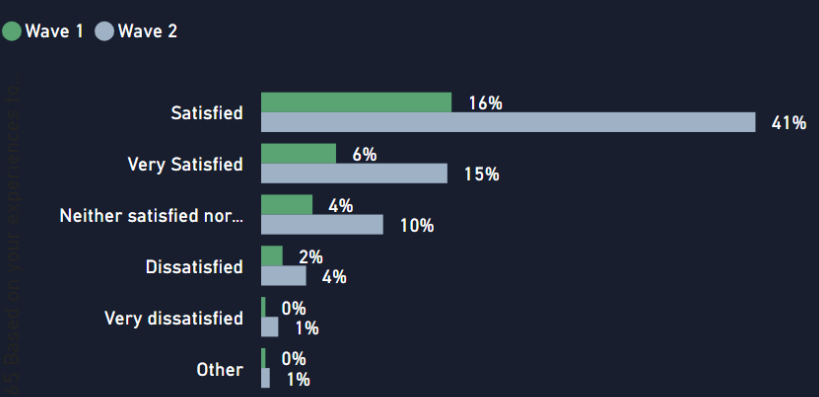
Q63 What did influence your decision to use rail?

- Alcohol consumption
- As previous question
- Better time
- Bus times are terrible
- Buses letting us down
- Car broke down and had to return home
- Car was broken
- Car was undergoing maintenance
- City centre parking
- Closeness of station to my house, comfort of using a train rather than bus

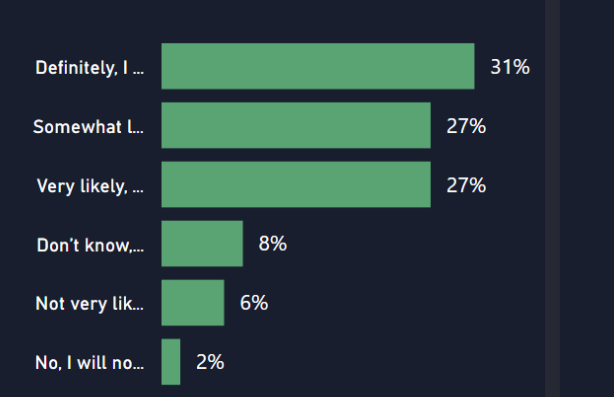
Q64. Please indicate which statement best matches your perception of onboard conditions



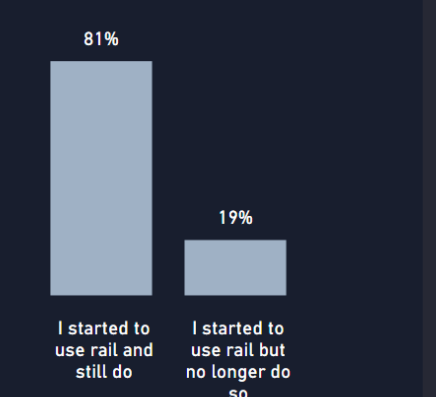
Q65. Based on your experiences to date, how satisfied are you with rail travel?



Q66. How likely are you to continue using rail after the end of the trial?



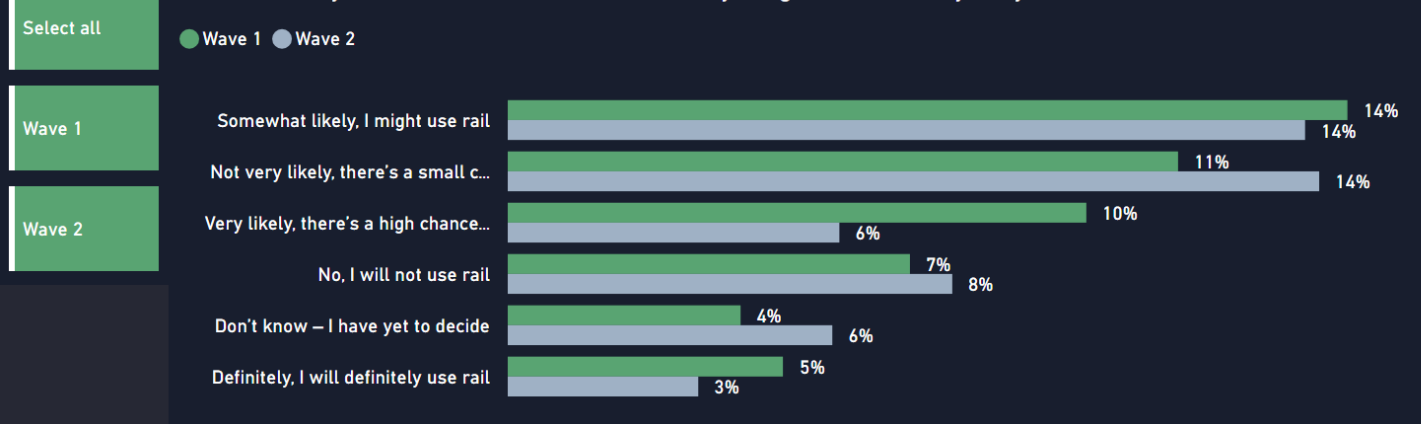
Q66 Since the beginning of the trial, has your use of rail changed?



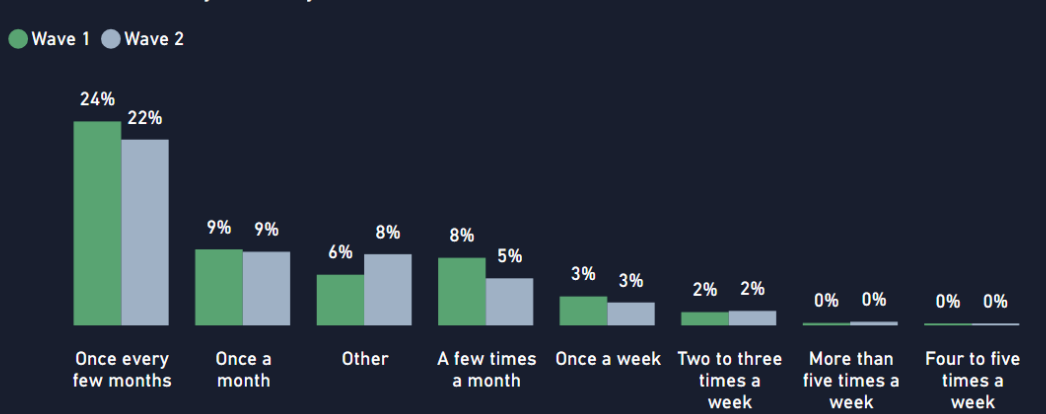
Q67 How do you think you have benefited from travelling by rail?

- 30 years a life
- A lot quicker
- A more relaxed journey, my husband not getting stressed out by driving leading to a much more pleasant day out
- A small reduction in the price of my ticket on the odd occasion when I take the train to work
- Able to have a drink- otherwise i will drive everywhere
- Able to quickly & easily visit friends and family.
- Able to travel more

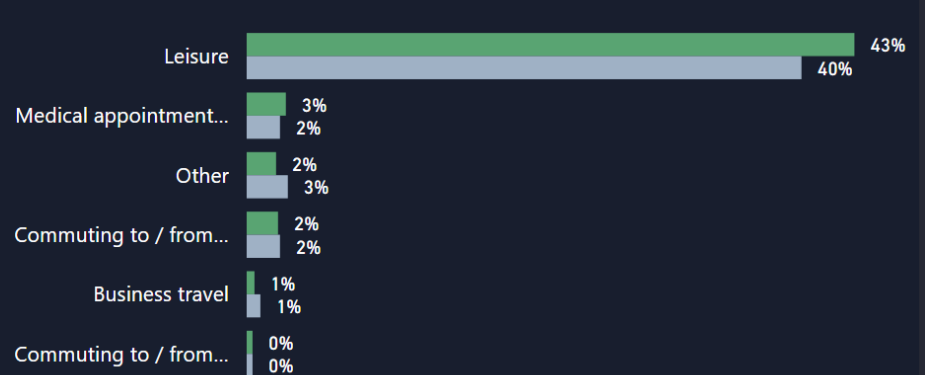
Q68. Now that you are aware of the "off-Peak All Day Long" trial, how likely are you to use rail services in Scotland?



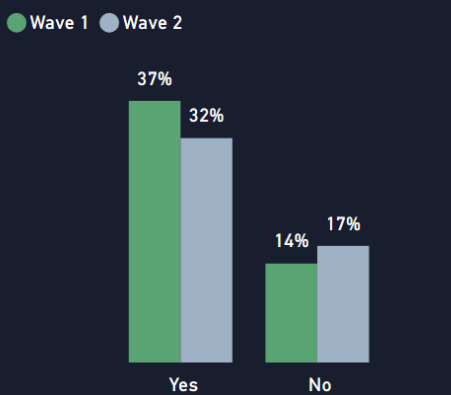
Q69. How often do you think you would use rail?



Q70. And for what purpose?



Q71. Would you like to use rail more often?



Q72. What would encourage you to use rail (more)?



Q73. Why do you not currently use rail services?

