

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 1

Q.1 Departure time of this train at the station boarded

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 356 | 132 | 162 | 62 | 167 | 20 | 167 | 226 | 117 | 109 | 130 | 320 | 36 | 220 | 116 | 18 | 138 | 124 | 47 | 34 | 135 | 198 | 39 | 282 |
| 05:00-05:59 | 1 * | - | - | 1 | 1 | - | - | - | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | - | 1 | - | - | 1 |
| | | - | - | 2% | 1% | - | - | - | - | - | 1% | * | - | - | 1% | - | 1% | - | - | - | 1% | - | - | * |
| 06:00-06:59 | 5 1% | - | 4 | 1 | 5 | - | - | - | - | - | 5 | 5 | - | 1 | 4 | - | 1 | 4 | - | - | 2 | 2 | 1 | 3 |
| | | - | 2% | 2% | 3% | - | - | - | - | - | 4% | 2% | - | * | 3% | - | 1% | 3% | - | - | 1% | 1% | 3% | 1% |
| 07:00-07:59 | 61 17% | 28 | 22 | 11 | 35 | 2 | 23 | 61 | 61 | - | - | 33 | 28 | 32 | 25 | 3 | 19 | 32 | 7 | 1 | 24 | 33 | 8 | 48 |
| | | 21% | 14% | 18% | 21% | 10% | 14% | 27% | 52% | - | - | 10% | 78% | 15% | 22% | 17% | 14% | 26% | 15% | 3% | 18% | 17% | 21% | 17% |
| 08:00-08:59 | 28 8% | 7 | 10 | 11 | 17 | 1 | 10 | 28 | 28 | - | - | 21 | 7 | 12 | 14 | 2 | 12 | 13 | - | 2 | 13 | 13 | 4 | 23 |
| | | 5% | 6% | 18% | 10% | 5% | 6% | 12% | 24% | - | - | 7% | 19% | 5% | 12% | 11% | 9% | 10% | - | 6% | 10% | 7% | 10% | 8% |
| 09:00-09:59 | 28 8% | 1 | 22 | 5 | 12 | 1 | 14 | 28 | 28 | - | - | 27 | 1 | 15 | 9 | 3 | 9 | 7 | 5 | 6 | 10 | 17 | 2 | 20 |
| | | 1% | 14% | 8% | 7% | 5% | 8% | 12% | 24% | - | - | 8% | 3% | 7% | 8% | 17% | 7% | 6% | 11% | 18% | 7% | 9% | 5% | 7% |
| 10:00-10:59 | 4 1% | - | 3 | 1 | 1 | - | 3 | - | - | - | 4 | 4 | - | 3 | 1 | - | 1 | 3 | - | - | - | 4 | - | 4 |
| | | - | 2% | 2% | 1% | - | 2% | - | - | - | 3% | 1% | - | 1% | 1% | - | 1% | 2% | - | - | - | 2% | - | 1% |
| 11:00-11:59 | 26 7% | - | 22 | 4 | 8 | 3 | 15 | - | - | - | 26 | 26 | - | 19 | 6 | 1 | 9 | 7 | 5 | 5 | 13 | 12 | 2 | 22 |
| | | - | 14% | 6% | 5% | 15% | 9% | - | - | - | 20% | 8% | - | 9% | 5% | 6% | 7% | 6% | 11% | 15% | 10% | 6% | 5% | 8% |
| 12:00-12:59 | 17 5% | - | 15 | 2 | 4 | - | 13 | - | - | - | 17 | 17 | - | 15 | 1 | 1 | 8 | 2 | 2 | 5 | 6 | 11 | 2 | 15 |
| | | - | 9% | 3% | 2% | - | 8% | - | - | - | 13% | 5% | - | 7% | 1% | 6% | 6% | 2% | 4% | 15% | 4% | 6% | 5% | 5% |
| 13:00-13:59 | 10 3% | 1 | 6 | 3 | 4 | - | 6 | - | - | - | 10 | 10 | - | 7 | 3 | - | 7 | 3 | - | - | 4 | 5 | - | 9 |
| | | 1% | 4% | 5% | 2% | - | 4% | - | - | - | 8% | 3% | - | 3% | 3% | - | 5% | 2% | - | - | 3% | 3% | - | 3% |
| 14:00-14:59 | 18 5% | 15 | 2 | 1 | 5 | - | 13 | - | - | - | 18 | 18 | - | 15 | 3 | - | 6 | 2 | 8 | 2 | 5 | 13 | 1 | 17 |
| | | 11% | 1% | 2% | 3% | - | 8% | - | - | - | 14% | 6% | - | 7% | 3% | - | 4% | 2% | 17% | 6% | 4% | 7% | 3% | 6% |
| 15:00-15:59 | 49 14% | 47 | - | 2 | 11 | 6 | 32 | - | - | - | 49 | 49 | - | 39 | 7 | 3 | 15 | 14 | 8 | 10 | 14 | 33 | 8 | 37 |
| | | 36% | - | 3% | 7% | 30% | 19% | - | - | - | 38% | 15% | - | 18% | 6% | 17% | 11% | 11% | 17% | 29% | 10% | 17% | 21% | 13% |
| 16:00-16:59 | 33 9% | 3 | 22 | 8 | 23 | 1 | 9 | 33 | - | 33 | - | 33 | - | 19 | 13 | 1 | 12 | 15 | 2 | 1 | 10 | 19 | 4 | 25 |
| | | 2% | 14% | 13% | 14% | 5% | 5% | 15% | - | 30% | - | 10% | - | 9% | 11% | 6% | 9% | 12% | 4% | 3% | 7% | 10% | 10% | 9% |
| 17:00-17:59 | 63 18% | 28 | 26 | 9 | 37 | 6 | 20 | 63 | - | 63 | - | 63 | - | 34 | 26 | 3 | 30 | 19 | 9 | 2 | 25 | 32 | 5 | 49 |
| | | 21% | 16% | 15% | 22% | 30% | 12% | 28% | - | 58% | - | 20% | - | 15% | 22% | 17% | 22% | 15% | 19% | 6% | 19% | 16% | 13% | 17% |
| 18:00-18:59 | 13 4% | 2 | 8 | 3 | 4 | - | 9 | 13 | - | 13 | - | 13 | - | 9 | 3 | 1 | 8 | 3 | 1 | - | 8 | 4 | 2 | 9 |
| | | 2% | 5% | 5% | 2% | - | 5% | 6% | - | 12% | - | 4% | - | 4% | 3% | 6% | 6% | 2% | 2% | - | 6% | 2% | 5% | 3% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 2

Q.2 Station where this train was BOARDED

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 356 | 132 | 162 | 62 | 167 | 20 | 167 | 226 | 117 | 109 | 130 | 320 | 36 | 220 | 116 | 18 | 138 | 124 | 47 | 34 | 135 | 198 | 39 | 282 |
| Exeter Central | 76 | 32 | 44 | - | 34 | 3 | 39 | 25 | 2 | 23 | 51 | 76 | - | 48 | 20 | 8 | 29 | 27 | 12 | 6 | 29 | 44 | 9 | 61 |
| | 21% | 24% | 27% | - | 20% | 15% | 23% | 11% | 2% | 21% | 39% | 24% | - | 22% | 17% | 44% | 21% | 22% | 26% | 18% | 21% | 22% | 23% | 22% |
| Exmouth | 69 | 2 | 67 | - | 38 | 2 | 29 | 49 | 33 | 16 | 20 | 69 | - | 36 | 27 | 6 | 36 | 17 | 6 | 5 | 30 | 33 | 7 | 52 |
| | 19% | 2% | 41% | - | 23% | 10% | 17% | 22% | 28% | 15% | 15% | 22% | - | 16% | 23% | 33% | 26% | 14% | 13% | 15% | 22% | 17% | 18% | 18% |
| Barnstaple | 57 | 57 | - | - | 21 | 9 | 27 | 48 | 24 | 24 | 9 | 33 | 24 | 43 | 13 | 1 | 25 | 16 | 9 | 4 | 22 | 31 | 9 | 44 |
| | 16% | 43% | - | - | 13% | 45% | 16% | 21% | 21% | 22% | 7% | 10% | 67% | 20% | 11% | 6% | 18% | 13% | 19% | 12% | 16% | 16% | 23% | 16% |
| Exeter St Davids | 47 | 28 | 19 | - | 17 | 5 | 25 | 25 | 14 | 11 | 22 | 42 | 5 | 39 | 8 | - | 15 | 16 | 9 | 6 | 16 | 28 | 6 | 34 |
| | 13% | 21% | 12% | - | 10% | 25% | 15% | 11% | 12% | 10% | 17% | 13% | 14% | 18% | 7% | - | 11% | 13% | 19% | 18% | 12% | 14% | 15% | 12% |
| Truro | 28 | - | - | 28 | 19 | - | 8 | 21 | 10 | 11 | 7 | 28 | - | 10 | 16 | 1 | 8 | 15 | 1 | 3 | 10 | 17 | 3 | 23 |
| | 8% | - | - | 45% | 11% | - | 5% | 9% | 9% | 10% | 5% | 9% | - | 5% | 14% | 6% | 6% | 12% | 2% | 9% | 7% | 9% | 8% | 8% |
| Falmouth Town | 13 | - | - | 13 | 4 | - | 9 | 9 | 5 | 4 | 4 | 13 | - | 11 | 2 | - | 7 | 4 | - | 2 | 7 | 6 | 1 | 11 |
| | 4% | - | - | 21% | 2% | - | 5% | 4% | 4% | 4% | 3% | 4% | - | 5% | 2% | - | 5% | 3% | - | 6% | 5% | 3% | 3% | 4% |
| Lympstone Village | 9 | - | 9 | - | 3 | - | 5 | 8 | 5 | 3 | 1 | 9 | - | 5 | 3 | - | 3 | 2 | 1 | 3 | 3 | 6 | - | 7 |
| | 3% | - | 6% | - | 2% | - | 3% | 4% | 4% | 3% | 1% | 3% | - | 2% | 3% | - | 2% | 2% | 2% | 9% | 2% | 3% | - | 2% |
| Penryn (Cornwall) | 7 | - | - | 7 | 6 | - | 1 | 6 | 4 | 2 | 1 | 7 | - | 2 | 5 | - | 4 | 3 | - | - | 2 | 4 | - | 7 |
| | 2% | - | - | 11% | 4% | - | 1% | 3% | 3% | 2% | 1% | 2% | - | 1% | 4% | - | 3% | 2% | - | - | 1% | 2% | - | 2% |
| Penmere | 7 | - | - | 7 | 5 | - | 2 | 7 | 6 | 1 | - | 7 | - | 2 | 4 | 1 | 1 | 4 | 2 | - | 2 | 5 | 1 | 6 |
| | 2% | - | - | 11% | 3% | - | 1% | 3% | 5% | 1% | - | 2% | - | 1% | 3% | 6% | 1% | 3% | 4% | - | 1% | 3% | 3% | 2% |
| Other | 43 | 13 | 23 | 7 | 20 | 1 | 22 | 28 | 14 | 14 | 15 | 36 | 7 | 24 | 18 | 1 | 10 | 20 | 7 | 5 | 14 | 24 | 3 | 37 |
| | 12% | 10% | 14% | 11% | 12% | 5% | 13% | 12% | 12% | 13% | 12% | 11% | 19% | 11% | 16% | 6% | 7% | 16% | 15% | 15% | 10% | 12% | 8% | 13% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 3

Q.3 Station you are TRAVELLING TO on this train

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------|-------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 356 | 132 | 162 | 62 | 167 | 20 | 167 | 226 | 117 | 109 | 130 | 320 | 36 | 220 | 116 | 18 | 138 | 124 | 47 | 34 | 135 | 198 | 39 | 282 |
| Exeter Central | 68 19% | 19 14% | 49 30% | - | 30 18% | 4 20% | 34 20% | 48 21% | 32 27% | 16 15% | 20 15% | 60 19% | 8 22% | 40 18% | 25 22% | 3 17% | 27 20% | 27 22% | 4 9% | 5 15% | 23 17% | 39 20% | 7 18% | 53 19% |
| Barnstaple | 58 16% | 57 43% | 1 1% | - | 7 4% | 5 25% | 46 28% | 13 6% | 9 8% | 4 4% | 45 35% | 50 16% | 8 22% | 51 23% | 5 4% | 2 11% | 13 9% | 20 16% | 13 28% | 11 32% | 20 15% | 35 18% | 7 18% | 46 16% |
| Exmouth | 57 16% | - | 57 35% | - | 32 19% | 3 15% | 21 13% | 33 15% | 10 9% | 23 21% | 24 18% | 57 18% | - | 33 15% | 18 16% | 5 28% | 26 19% | 21 17% | 4 9% | 6 18% | 21 16% | 33 17% | 6 15% | 42 15% |
| Exeter St Davids | 52 15% | 35 27% | 16 10% | 1 2% | 18 11% | 7 35% | 27 16% | 43 19% | 23 20% | 20 18% | 9 7% | 35 11% | 17 47% | 44 20% | 7 6% | 1 6% | 24 17% | 11 9% | 10 21% | 5 15% | 26 19% | 23 12% | 5 13% | 41 15% |
| Truro | 27 8% | - | - | 27 44% | 14 8% | - | 13 8% | 22 10% | 14 12% | 8 7% | 5 4% | 27 8% | - | 15 7% | 11 9% | 1 6% | 12 9% | 10 8% | 3 6% | 2 6% | 10 7% | 16 8% | 2 5% | 24 9% |
| Digby And Sowton | 17 5% | 1 1% | 16 10% | - | 14 8% | - | 3 2% | 15 7% | 10 9% | 5 5% | 2 2% | 16 5% | 1 3% | 6 3% | 9 8% | 2 11% | 4 3% | 10 8% | 2 4% | - | 9 7% | 7 4% | 3 8% | 13 5% |
| Penryn (Cornwall) | 12 3% | - | - | 12 19% | 10 6% | - | 2 1% | 10 4% | 7 6% | 3 3% | 2 2% | 12 4% | - | 3 1% | 9 8% | - | 5 4% | 6 5% | - | 1 3% | 5 4% | 6 3% | 2 5% | 9 3% |
| Topsham | 9 3% | - | 9 6% | - | 4 2% | 1 5% | 4 2% | 6 3% | 1 1% | 5 5% | 3 2% | 9 3% | - | 6 3% | 3 3% | - | 3 2% | 2 2% | 3 6% | - | 4 3% | 4 2% | 1 3% | 7 2% |
| Penmere | 8 2% | - | - | 8 13% | 5 3% | - | 3 2% | 6 3% | 2 2% | 4 4% | 2 2% | 8 3% | - | 3 1% | 5 4% | - | 1 1% | 5 4% | 1 2% | 1 3% | 4 3% | 3 2% | - | 8 3% |
| Lympstone Village | 8 2% | - | 8 5% | - | 5 3% | - | 3 2% | 7 3% | 1 1% | 6 6% | 1 1% | 8 3% | - | 3 1% | 3 3% | 2 11% | 4 3% | 1 1% | 3 6% | - | 3 2% | 5 3% | - | 8 3% |
| Falmouth Town | 7 2% | - | - | 7 11% | 3 2% | - | 3 2% | 5 2% | 3 3% | 2 2% | 2 2% | 7 2% | - | 2 1% | 3 3% | 1 6% | 2 1% | 2 2% | - | 2 6% | 1 1% | 6 3% | 1 3% | 6 2% |
| Eggesford | 7 2% | 7 5% | - | - | 7 4% | - | - | 4 2% | - | 4 4% | 3 2% | 7 2% | - | 1 * | 6 5% | - | 4 3% | 1 1% | 2 4% | - | 2 1% | 5 3% | - | 7 2% |
| Other | 26 7% | 13 10% | 6 4% | 7 11% | 18 11% | - | 8 5% | 14 6% | 5 4% | 9 8% | 12 9% | 24 8% | 2 6% | 13 6% | 12 10% | 1 6% | 13 9% | 8 6% | 2 4% | 1 3% | 7 5% | 16 8% | 5 13% | 18 6% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 4

Q.4A Does any part of the journey you are making today require a change or changes of train?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 331 | 121 | 150 | 60 | 160 | 20 | 149 | 214 | 111 | 103 | 117 | 296 | 34 | 198 | 114 | 17 | 131 | 115 | 45 | 28 | 128 | 185 | 35 | 263 |
| None | 259 | 83 | 126 | 50 | 140 | 6 | 111 | 162 | 87 | 75 | 97 | 234 | 24 | 137 | 104 | 16 | 98 | 100 | 33 | 18 | 96 | 149 | 28 | 206 |
| | 78% | 69% | 84% | 83% | 88% | 30% | 74% | 76% | 78% | 73% | 83% | 79% | 71% | 69% | 91% | 94% | 75% | 87% | 73% | 64% | 75% | 81% | 80% | 78% |
| 1 | 50 | 23 | 18 | 9 | 16 | 7 | 27 | 37 | 18 | 19 | 13 | 43 | 7 | 40 | 10 | - | 25 | 9 | 8 | 6 | 20 | 26 | 4 | 40 |
| | 15% | 19% | 12% | 15% | 10% | 35% | 18% | 17% | 16% | 18% | 11% | 15% | 21% | 20% | 9% | - | 19% | 8% | 18% | 21% | 16% | 14% | 11% | 15% |
| 2 | 6 | 3 | 3 | - | 2 | 1 | 3 | 5 | 2 | 3 | 1 | 5 | 1 | 6 | - | - | 3 | 2 | 1 | - | 5 | 1 | 1 | 4 |
| | 2% | 2% | 2% | - | 1% | 5% | 2% | 2% | 2% | 3% | 1% | 2% | 3% | 3% | - | - | 2% | 2% | 2% | - | 4% | 1% | 3% | 2% |
| 3 | 11 | 9 | 1 | 1 | - | 3 | 8 | 6 | 4 | 2 | 5 | 9 | 2 | 11 | - | - | 3 | 2 | 2 | 4 | 5 | 6 | 1 | 10 |
| | 3% | 7% | 1% | 2% | - | 15% | 5% | 3% | 4% | 2% | 4% | 3% | 6% | 6% | - | - | 2% | 2% | 4% | 14% | 4% | 3% | 3% | 4% |
| 4 | 4 | 3 | 1 | - | 1 | 3 | - | 3 | - | 3 | 1 | 4 | - | 4 | - | - | 1 | 2 | 1 | - | 2 | 2 | - | 3 |
| | 1% | 2% | 1% | - | 1% | 15% | - | 1% | - | 3% | 1% | 1% | - | 2% | - | - | 1% | 2% | 2% | - | 2% | 1% | - | 1% |
| 5 | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | 1 | - | - | - | 1 | 1 | - | - | - | - | 1 | 1 | - |
| | * | - | 1% | - | 1% | - | - | * | - | 1% | - | * | - | - | - | 6% | 1% | - | - | - | - | 1% | 3% | - |
| Mean | * | 1 | * | * | * | 2 | * | * | * | * | * | * | * | 1 | * | * | * | * | * | 1 | * | * | * | * |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 5

Q.4B Final destination station

Base:All who changed at Q.4A and answered this question

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 45 | 22 | 16 | 7 | 13 | 9 | 23 | 41 | 17 | 24 | 4 | 37 | 8 | 41 | 4 | - | 21 | 8 | 9 | 6 | 21 | 21 | 3 | 37 |
| London Paddington | 7 | 4 | 1 | 2 | 1 | 1 | 5 | 7 | 4 | 3 | - | 5 | 2 | 7 | - | - | 5 | - | 2 | - | 3 | 3 | - | 6 |
| | 16% | 18% | 6% | 29% | 8% | 11% | 22% | 17% | 24% | 13% | - | 14% | 25% | 17% | - | - | 24% | - | 22% | - | 14% | 14% | - | 16% |
| Plymouth | 7 | 2 | 3 | 2 | 6 | - | 1 | 7 | 2 | 5 | - | 7 | - | 5 | 2 | - | 4 | 2 | 1 | - | 5 | 2 | 1 | 6 |
| | 16% | 9% | 19% | 29% | 46% | - | 4% | 17% | 12% | 21% | - | 19% | - | 12% | 50% | - | 19% | 25% | 11% | - | 24% | 10% | 33% | 16% |
| Birmingham New Street | 4 | 2 | 2 | - | - | - | 4 | 2 | 2 | - | 2 | 3 | 1 | 4 | - | - | 1 | - | 1 | 2 | 1 | 3 | - | 4 |
| | 9% | 9% | 13% | - | - | - | 17% | 5% | 12% | - | 50% | 8% | 13% | 10% | - | - | 5% | - | 11% | 33% | 5% | 14% | - | 11% |
| Exeter St Davids | 2 | - | - | 2 | 1 | - | 1 | 2 | - | 2 | - | 2 | - | 2 | - | - | 2 | - | - | - | - | 1 | - | 2 |
| | 4% | - | - | 29% | 8% | - | 4% | 5% | - | 8% | - | 5% | - | 5% | - | - | 10% | - | - | - | - | 5% | - | 5% |
| Bristol Temple Meads | 2 | 1 | 1 | - | - | 1 | 1 | 2 | - | 2 | - | 2 | - | 2 | - | - | 1 | 1 | - | - | 1 | 1 | - | 1 |
| | 4% | 5% | 6% | - | - | 11% | 4% | 5% | - | 8% | - | 5% | - | 5% | - | - | 5% | 13% | - | - | 5% | 5% | - | 3% |
| East Grinstead | 2 | - | 2 | - | - | 1 | 1 | 2 | 1 | 1 | - | 2 | - | 2 | - | - | 1 | 1 | - | - | 1 | 1 | - | 1 |
| | 4% | - | 13% | - | - | 11% | 4% | 5% | 6% | 4% | - | 5% | - | 5% | - | - | 5% | 13% | - | - | 5% | 5% | - | 3% |
| Cheltenham Spa | 1 | - | 1 | - | - | - | 1 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | 2% | - | 6% | - | - | - | 4% | 2% | - | 4% | - | 3% | - | 2% | - | - | 5% | - | - | - | - | 5% | - | 33% |
| Andover | 1 | - | 1 | - | - | - | 1 | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | 2% | - | 6% | - | - | - | 4% | 2% | 6% | - | - | 3% | - | 2% | - | - | 5% | - | - | - | - | 5% | - | 3% |
| Brighton | 1 | 1 | - | - | - | - | 1 | 1 | 1 | - | - | - | 1 | 1 | - | - | - | - | 1 | - | - | 1 | - | 1 |
| | 2% | 5% | - | - | - | - | 4% | 2% | 6% | - | - | - | 13% | 2% | - | - | - | - | 11% | - | - | 5% | - | 3% |
| Honiton | 1 | - | 1 | - | - | - | 1 | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | 2% | - | 6% | - | - | - | 4% | 2% | - | 4% | - | 3% | - | 2% | - | - | 5% | - | - | - | - | 5% | - | 3% |
| Bristol Parkway | 1 | 1 | - | - | - | 1 | - | - | - | - | 1 | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | 2% | 5% | - | - | - | 11% | - | - | - | - | 25% | 3% | - | 2% | - | - | 5% | - | - | - | - | 5% | - | 3% |
| Bath Spa | 1 | - | 1 | - | - | - | 1 | 1 | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | - | 1 | - | 1 |
| | 2% | - | 6% | - | - | - | 4% | 2% | 6% | - | - | 3% | - | - | 25% | - | - | 13% | - | - | - | 5% | - | 3% |
| Taunton | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | - | - | 1 | - | - | - |
| | 2% | - | 6% | - | 8% | - | - | 2% | - | 4% | - | 3% | - | - | 25% | - | 5% | - | - | - | 5% | - | - | - |
| Torquay | 1 | 1 | - | - | - | - | 1 | 1 | 1 | - | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - |
| | 2% | 5% | - | - | - | - | 4% | 2% | 6% | - | - | - | 13% | 2% | - | - | - | - | - | - | - | - | - | - |
| Twickenham | 1 | 1 | - | - | - | - | 1 | 1 | 1 | - | - | - | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | 1 |
| | 2% | 5% | - | - | - | - | 4% | 2% | 6% | - | - | - | 13% | 2% | - | - | - | 13% | - | - | 5% | - | - | 3% |
| Winchester | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | 1 | - | 1 | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | 2% | - | 6% | - | 8% | - | - | 2% | - | 4% | - | 3% | - | 2% | - | - | 5% | - | - | - | - | 5% | - | 3% |
| Other | 11 | 9 | 1 | 1 | 3 | 5 | 3 | 10 | 3 | 7 | 1 | 9 | 2 | 11 | - | - | 1 | 2 | 4 | 4 | 8 | 3 | 1 | 10 |
| | 24% | 41% | 6% | 14% | 23% | 56% | 13% | 24% | 18% | 29% | 25% | 24% | 25% | 27% | - | - | 5% | 25% | 44% | 67% | 38% | 14% | 33% | 27% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 6
 Q.5 If on this journey there were no direct trains and you had to change trains, how likely would you be to still travel by train on this route?
 Base:All not requiring change(s) at Q.4A and answered this question

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 208 | 71 | 95 | 42 | 114 | 3 | 90 | 131 | 70 | 61 | 77 | 187 | 20 | 108 | 84 | 15 | 80 | 77 | 30 | 13 | 74 | 123 | 26 | 167 |
| Very likely | 64 31% | 27 38% | 25 26% | 12 29% | 34 30% | 1 33% | 28 31% | 42 32% | 22 31% | 20 33% | 22 29% | 56 30% | 8 40% | 35 32% | 25 30% | 3 20% | 22 28% | 27 35% | 13 43% | 1 8% | 27 36% | 35 28% | 8 31% | 54 32% |
| Fairly likely | 50 24% | 10 14% | 30 32% | 10 24% | 30 26% | 1 33% | 19 21% | 33 25% | 20 29% | 13 21% | 17 22% | 47 25% | 3 15% | 20 19% | 27 32% | 3 20% | 20 25% | 21 27% | 5 17% | 3 23% | 19 26% | 29 24% | 10 38% | 37 22% |
| Fairly unlikely | 31 15% | 13 18% | 11 12% | 7 17% | 11 10% | - - | 20 22% | 16 12% | 9 13% | 7 11% | 15 19% | 28 15% | 3 15% | 21 19% | 9 11% | 1 7% | 13 16% | 11 14% | 5 17% | 2 15% | 5 7% | 24 20% | 4 15% | 25 15% |
| Very unlikely | 48 23% | 17 24% | 22 23% | 9 21% | 30 26% | 1 33% | 17 19% | 30 23% | 12 17% | 18 30% | 18 23% | 43 23% | 4 20% | 25 23% | 20 24% | 3 20% | 19 24% | 15 19% | 4 13% | 7 54% | 19 26% | 26 21% | 3 12% | 40 24% |
| Not sure | 15 7% | 4 6% | 7 7% | 4 10% | 9 8% | - - | 6 7% | 10 8% | 7 10% | 3 5% | 5 6% | 13 7% | 2 10% | 7 6% | 3 4% | 5 33% | 6 8% | 3 4% | 3 10% | - - | 4 5% | 9 7% | 1 4% | 11 7% |
| Likely (net) | 114 55% | 37 52% | 55 58% | 22 52% | 64 56% | 2 67% | 47 52% | 75 57% | 42 60% | 33 54% | 39 51% | 103 55% | 11 55% | 55 51% | 52 62% | 6 40% | 42 53% | 48 62% | 18 60% | 4 31% | 46 62% | 64 52% | 18 69% | 91 54% |
| Unlikely (net) | 79 38% | 30 42% | 33 35% | 16 38% | 41 36% | 1 33% | 37 41% | 46 35% | 21 30% | 25 41% | 33 43% | 71 38% | 7 35% | 46 43% | 29 35% | 4 27% | 32 40% | 26 34% | 9 30% | 9 69% | 24 32% | 50 41% | 7 27% | 65 39% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 7

Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you?

Base:All not requiring change(s) at Q.4A and answered this question

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 202 | 70 | 95 | 37 | 111 | 4 | 87 | 126 | 65 | 61 | 76 | 182 | 19 | 105 | 81 | 16 | 76 | 77 | 28 | 13 | 70 | 123 | 24 | 161 |
| Making the connection on time | 169 84% | 59 84% | 77 81% | 33 89% | 93 84% | 2 50% | 74 85% | 112 89% | 59 91% | 53 87% | 57 75% | 149 82% | 19 100% | 89 85% | 67 83% | 13 81% | 58 76% | 71 92% | 24 86% | 10 77% | 58 83% | 104 85% | 20 83% | 137 85% |
| Having to wait and adding too much time to the journey | 158 78% | 53 76% | 79 83% | 26 70% | 98 88% | 3 75% | 57 66% | 103 82% | 56 86% | 47 77% | 55 72% | 140 77% | 17 89% | 81 77% | 63 78% | 14 88% | 63 83% | 62 81% | 18 64% | 8 62% | 52 74% | 98 80% | 17 71% | 127 79% |
| Journey information at the interchange station | 77 38% | 28 40% | 34 36% | 15 41% | 40 36% | 1 25% | 36 41% | 47 37% | 25 38% | 22 36% | 30 39% | 68 37% | 8 42% | 42 40% | 28 35% | 7 44% | 22 29% | 36 47% | 13 46% | 5 38% | 25 36% | 50 41% | 9 38% | 63 39% |
| Availability of station facilities at the interchange | 39 19% | 20 29% | 13 14% | 6 16% | 17 15% | 1 25% | 21 24% | 19 15% | 5 8% | 14 23% | 20 26% | 36 20% | 2 11% | 24 23% | 14 17% | 1 6% | 7 9% | 18 23% | 8 29% | 4 31% | 11 16% | 25 20% | 6 25% | 30 19% |
| Personal security when making the interchange | 30 15% | 14 20% | 11 12% | 5 14% | 13 12% | - - | 17 20% | 19 15% | 11 17% | 8 13% | 11 14% | 25 14% | 5 26% | 22 21% | 6 7% | 2 13% | 7 9% | 18 23% | 2 7% | 1 8% | 7 10% | 20 16% | 3 13% | 23 14% |
| Mobility assistance moving luggage | 22 11% | 8 11% | 8 8% | 6 16% | 11 10% | - - | 11 13% | 11 9% | 7 11% | 4 7% | 11 14% | 19 10% | 3 16% | 14 13% | 7 9% | 1 6% | 4 5% | 13 17% | 2 7% | 3 23% | 2 3% | 20 16% | 5 21% | 16 10% |
| Other | 16 8% | 4 6% | 9 9% | 3 8% | 10 9% | 1 25% | 5 6% | 7 6% | 5 8% | 2 3% | 9 12% | 16 9% | - - | 7 7% | 7 9% | 2 13% | 7 9% | 4 5% | 4 14% | 1 8% | 5 7% | 11 9% | - - | 14 9% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 8

Q.7 What is the main purpose of your rail journey today?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--------------------------------------|--------------------------|-----------|-----------|-----------------|-------------|------------|-------------|------------|-----------|-----------|-----------|------------|-----------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 355 | 132 | 161 | 62 | 168 | 20 | 167 | 224 | 115 | 109 | 131 | 318 | 36 | 220 | 117 | 18 | 138 | 123 | 48 | 33 | 135 | 197 | 40 | 281 |
| Daily commuting to from work | 95 27% | 11 8% | 57 35% | 27 44% | 95 57% | - | - | 79 35% | 41 36% | 38 35% | 16 12% | 91 29% | 3 8% | 16 7% | 70 60% | 9 50% | 41 30% | 43 35% | 7 15% | - | 39 29% | 51 26% | 12 30% | 75 27% |
| Shopping trip | 62 17% | 33 25% | 18 11% | 11 18% | - | - | 62 37% | 28 13% | 20 17% | 8 7% | 34 26% | 48 15% | 14 39% | 57 26% | 5 4% | - | 8 6% | 26 21% | 16 33% | 11 33% | 18 13% | 41 21% | 8 20% | 51 18% |
| Visiting friends or relatives | 60 17% | 31 23% | 21 13% | 8 13% | - | - | 60 36% | 33 15% | 15 13% | 18 17% | 27 21% | 51 16% | 9 25% | 55 25% | 4 3% | 1 6% | 28 20% | 9 7% | 9 19% | 12 36% | 20 15% | 37 19% | 9 23% | 47 17% |
| Daily commuting for education | 33 9% | 13 10% | 16 10% | 4 6% | 33 20% | - | - | 21 9% | 13 11% | 8 7% | 12 9% | 31 10% | 2 6% | 3 1% | 24 21% | 6 33% | 27 20% | 4 3% | - | - | 11 8% | 20 10% | 4 10% | 26 9% |
| Less regular commuting to from work | 32 9% | 12 9% | 16 10% | 4 6% | 32 19% | - | - | 24 11% | 8 7% | 16 15% | 8 6% | 31 10% | 1 3% | 25 11% | 7 6% | - | 11 8% | 10 8% | 7 15% | 2 6% | 12 9% | 15 8% | - | 26 9% |
| On company business | 20 6% | 14 11% | 6 4% | - | - | 20 100% | - | 11 5% | 4 3% | 7 6% | 9 7% | 18 6% | 2 6% | 18 8% | 1 1% | 1 6% | 4 3% | 10 8% | 5 10% | 1 3% | 11 8% | 9 5% | 1 3% | 15 5% |
| A day out | 17 5% | 8 6% | 7 4% | 2 3% | - | - | 17 10% | 9 4% | 6 5% | 3 3% | 8 6% | 14 4% | 3 8% | 17 8% | - | - | 3 2% | 7 6% | 2 4% | 4 12% | 4 3% | 10 5% | 4 10% | 11 4% |
| On personal business | 17 5% | 7 5% | 5 3% | 5 8% | - | - | 17 10% | 7 3% | 3 3% | 4 4% | 10 8% | 15 5% | 2 6% | 15 7% | 2 2% | - | 6 4% | 7 6% | 2 4% | 1 3% | 6 4% | 10 5% | 2 5% | 14 5% |
| Less regular commuting for education | 12 3% | 3 2% | 7 4% | 2 3% | 12 7% | - | - | 7 3% | 3 3% | 4 4% | 5 4% | 12 4% | - | 8 4% | 4 3% | - | 7 5% | 4 3% | - | 1 3% | 6 4% | 6 3% | 1 3% | 9 3% |
| Sport entertainment | 11 3% | 5 4% | 5 3% | 1 2% | - | - | 11 7% | 8 4% | 2 2% | 6 6% | 3 2% | 9 3% | 2 6% | 9 4% | 2 2% | - | 3 2% | 5 4% | 1 2% | 1 3% | 6 4% | 4 2% | - | 10 4% |
| Travel to/from holiday | 2 1% | 1 1% | 1 1% | - | - | - | 2 1% | - | - | - | 2 2% | 2 1% | - | 2 1% | - | - | 1 1% | 1 1% | - | - | 1 1% | 1 1% | - | 2 1% |
| Other | 10 3% | 1 1% | 8 5% | 1 2% | - | - | 10 6% | 5 2% | 4 3% | 1 1% | 5 4% | 10 3% | - | 8 4% | 1 1% | 1 6% | 4 3% | 3 2% | 1 2% | 2 6% | 3 2% | 5 3% | 1 3% | 8 3% |
| Commuter (net) | 168 47% | 37 28% | 94 58% | 37 60% | 168 100% | - | - | 128 57% | 64 56% | 64 59% | 40 31% | 162 51% | 5 14% | 51 23% | 102 87% | 15 83% | 82 59% | 61 50% | 14 29% | 3 9% | 67 50% | 89 45% | 17 43% | 132 47% |
| Business (net) | 20 6% | 14 11% | 6 4% | - | - | 20 100% | - | 11 5% | 4 3% | 7 6% | 9 7% | 18 6% | 2 6% | 18 8% | 1 1% | 1 6% | 4 3% | 10 8% | 5 10% | 1 3% | 11 8% | 9 5% | 1 3% | 15 5% |
| Leisure (net) | 167 47% | 81 61% | 61 38% | 25 40% | - | - | 167 100% | 85 38% | 47 41% | 38 35% | 82 63% | 138 43% | 29 81% | 151 69% | 14 12% | 2 11% | 52 38% | 52 42% | 29 60% | 29 88% | 57 42% | 99 50% | 22 55% | 134 48% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 9

Q.8 How many times have you made this journey in the last two weeks?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 355 | 132 | 161 | 62 | 168 | 20 | 167 | 224 | 115 | 109 | 131 | 318 | 36 | 220 | 117 | 18 | 138 | 123 | 48 | 33 | 135 | 197 | 40 | 281 |
| This is my first journey | 114 | 68 | 32 | 14 | 13 | 9 | 92 | 58 | 36 | 22 | 56 | 93 | 21 | 114 | - | - | 40 | 34 | 19 | 18 | 36 | 72 | 15 | 90 |
| | 32% | 52% | 20% | 23% | 8% | 45% | 55% | 26% | 31% | 20% | 43% | 29% | 58% | 52% | - | - | 29% | 28% | 40% | 55% | 27% | 37% | 38% | 32% |
| 2-5 | 106 | 38 | 53 | 15 | 38 | 9 | 59 | 63 | 23 | 40 | 43 | 96 | 10 | 106 | - | - | 35 | 36 | 18 | 12 | 40 | 56 | 7 | 87 |
| | 30% | 29% | 33% | 24% | 23% | 45% | 35% | 28% | 20% | 37% | 33% | 30% | 28% | 48% | - | - | 25% | 29% | 38% | 36% | 30% | 28% | 18% | 31% |
| 6-10 | 59 | 12 | 36 | 11 | 47 | - | 12 | 45 | 23 | 22 | 14 | 57 | 2 | - | 59 | - | 24 | 24 | 6 | 2 | 25 | 31 | 8 | 43 |
| | 17% | 9% | 22% | 18% | 28% | - | 7% | 20% | 20% | 20% | 11% | 18% | 6% | - | 50% | - | 17% | 20% | 13% | 6% | 19% | 16% | 20% | 15% |
| 11-20 | 58 | 10 | 28 | 20 | 55 | 1 | 2 | 45 | 25 | 20 | 13 | 55 | 2 | - | 58 | - | 26 | 26 | 4 | 1 | 25 | 29 | 6 | 48 |
| | 16% | 8% | 17% | 32% | 33% | 5% | 1% | 20% | 22% | 18% | 10% | 17% | 6% | - | 50% | - | 19% | 21% | 8% | 3% | 19% | 15% | 15% | 17% |
| 21+ | 18 | 4 | 12 | 2 | 15 | 1 | 2 | 13 | 8 | 5 | 5 | 17 | 1 | - | - | 18 | 13 | 3 | 1 | - | 9 | 9 | 4 | 13 |
| | 5% | 3% | 7% | 3% | 9% | 5% | 1% | 6% | 7% | 5% | 4% | 5% | 3% | - | - | 100% | 9% | 2% | 2% | - | 7% | 5% | 10% | 5% |
| Occasional (net) | 117 | 22 | 64 | 31 | 102 | 1 | 14 | 90 | 48 | 42 | 27 | 112 | 4 | - | 117 | - | 50 | 50 | 10 | 3 | 50 | 60 | 14 | 91 |
| | 33% | 17% | 40% | 50% | 61% | 5% | 8% | 40% | 42% | 39% | 21% | 35% | 11% | - | 100% | - | 36% | 41% | 21% | 9% | 37% | 30% | 35% | 32% |
| Infrequent (net) | 220 | 106 | 85 | 29 | 51 | 18 | 151 | 121 | 59 | 62 | 99 | 189 | 31 | 220 | - | - | 75 | 70 | 37 | 30 | 76 | 128 | 22 | 177 |
| | 62% | 80% | 53% | 47% | 30% | 90% | 90% | 54% | 51% | 57% | 76% | 59% | 86% | 100% | - | - | 54% | 57% | 77% | 91% | 56% | 65% | 55% | 63% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 10

Q.9 Are you:

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 353 | 132 | 159 | 62 | 166 | 20 | 167 | 222 | 113 | 109 | 131 | 316 | 36 | 219 | 116 | 18 | 137 | 123 | 47 | 33 | 135 | 195 | 40 | 279 |
| Travelling alone | 282 | 96 | 132 | 54 | 154 | 17 | 111 | 183 | 94 | 89 | 99 | 258 | 23 | 157 | 109 | 16 | 114 | 99 | 38 | 21 | 108 | 155 | 29 | 226 |
| | 80% | 73% | 83% | 87% | 93% | 85% | 66% | 82% | 83% | 82% | 76% | 82% | 64% | 72% | 94% | 89% | 83% | 80% | 81% | 64% | 80% | 79% | 73% | 81% |
| Travelling with children aged 0-4 | 2 | - | 2 | - | - | - | 2 | - | - | - | 2 | 2 | - | 2 | - | - | 2 | - | - | - | - | 2 | 1 | 1 |
| | 1% | - | 1% | - | - | - | 1% | - | - | - | 2% | 1% | - | 1% | - | - | 1% | - | - | - | - | 1% | 3% | * |
| Travelling with children aged 5-10 | 2 | 1 | - | 1 | - | - | 2 | - | - | - | 2 | 2 | - | 2 | - | - | - | 2 | - | - | - | 2 | - | 2 |
| | 1% | 1% | - | 2% | - | - | 1% | - | - | - | 2% | 1% | - | 1% | - | - | - | 2% | - | - | - | 1% | - | 1% |
| Travelling with children aged 11-15 | 4 | 1 | 2 | 1 | 1 | - | 3 | 4 | 2 | 2 | - | 3 | 1 | 2 | 2 | - | - | 4 | - | - | 1 | 3 | - | 4 |
| | 1% | 1% | 1% | 2% | 1% | - | 2% | 2% | 2% | 2% | - | 1% | 3% | 1% | 2% | - | - | 3% | - | - | 1% | 2% | - | 1% |
| Travelling with other adults 16+ | 67 | 35 | 26 | 6 | 13 | 3 | 51 | 36 | 18 | 18 | 31 | 54 | 13 | 58 | 7 | 2 | 24 | 19 | 9 | 12 | 28 | 35 | 11 | 49 |
| | 19% | 27% | 16% | 10% | 8% | 15% | 31% | 16% | 16% | 17% | 24% | 17% | 36% | 26% | 6% | 11% | 18% | 15% | 19% | 36% | 21% | 18% | 28% | 18% |
| With children aged 0-15 (net) | 8 | 2 | 4 | 2 | 1 | - | 7 | 4 | 2 | 2 | 4 | 7 | 1 | 6 | 2 | - | 2 | 6 | - | - | 1 | 7 | 1 | 7 |
| | 2% | 2% | 3% | 3% | 1% | - | 4% | 2% | 2% | 2% | 3% | 2% | 3% | 3% | 2% | - | 1% | 5% | - | - | 1% | 4% | 3% | 3% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 11

Q.10 If you were not using the train to make this journey, how else would you make the journey?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 306 | 114 | 141 | 51 | 146 | 13 | 147 | 195 | 98 | 97 | 111 | 273 | 32 | 191 | 101 | 14 | 118 | 109 | 39 | 28 | 117 | 170 | 33 | 242 |
| By car | 198 | 90 | 74 | 34 | 80 | 10 | 108 | 129 | 68 | 61 | 69 | 167 | 30 | 137 | 54 | 7 | 66 | 73 | 28 | 22 | 73 | 113 | 14 | 162 |
| | 65% | 79% | 52% | 67% | 55% | 77% | 73% | 66% | 69% | 63% | 62% | 61% | 94% | 72% | 53% | 50% | 56% | 67% | 72% | 79% | 62% | 66% | 42% | 67% |
| By bus | 111 | 20 | 69 | 22 | 64 | 1 | 46 | 67 | 35 | 32 | 44 | 106 | 5 | 56 | 50 | 5 | 55 | 34 | 11 | 7 | 42 | 62 | 18 | 82 |
| | 36% | 18% | 49% | 43% | 44% | 8% | 31% | 34% | 36% | 33% | 40% | 39% | 16% | 29% | 50% | 36% | 47% | 31% | 28% | 25% | 36% | 36% | 55% | 34% |
| Bicycle | 10 | - | 8 | 2 | 7 | - | 3 | 8 | 6 | 2 | 2 | 10 | - | 4 | 5 | 1 | 4 | 5 | 1 | - | 7 | 3 | 1 | 9 |
| | 3% | - | 6% | 4% | 5% | - | 2% | 4% | 6% | 2% | 2% | 4% | - | 2% | 5% | 7% | 3% | 5% | 3% | - | 6% | 2% | 3% | 4% |
| On foot | 8 | 1 | 6 | 1 | 4 | - | 4 | 7 | 4 | 3 | 1 | 8 | - | 4 | 3 | 1 | 3 | 3 | 2 | - | 4 | 4 | - | 7 |
| | 3% | 1% | 4% | 2% | 3% | - | 3% | 4% | 4% | 3% | 1% | 3% | - | 2% | 3% | 7% | 3% | 3% | 5% | - | 3% | 2% | - | 3% |
| By coach | 6 | 3 | 2 | 1 | 3 | - | 3 | 3 | - | 3 | 3 | 6 | - | 4 | 1 | 1 | 4 | - | 2 | - | - | 6 | 1 | 5 |
| | 2% | 3% | 1% | 2% | 2% | - | 2% | 2% | - | 3% | 3% | 2% | - | 2% | 1% | 7% | 3% | - | 5% | - | - | 4% | 3% | 2% |
| By taxi | 4 | 4 | - | - | 1 | 2 | 1 | 3 | - | 3 | 1 | 4 | - | 3 | 1 | - | - | 4 | - | - | 3 | 1 | - | 4 |
| | 1% | 4% | - | - | 1% | 15% | 1% | 2% | - | 3% | 1% | 1% | - | 2% | 1% | - | - | 4% | - | - | 3% | 1% | - | 2% |
| I would not make this journey except by train | 2 | 1 | 1 | - | 2 | - | - | 2 | 2 | - | - | 1 | 1 | 1 | 1 | - | 2 | - | - | - | - | 2 | - | 2 |
| | 1% | 1% | 1% | - | 1% | - | - | 1% | 2% | - | - | * | 3% | 1% | 1% | - | 2% | - | - | - | - | 1% | - | 1% |
| By minicab | 1 | 1 | - | - | - | - | 1 | - | - | - | 1 | 1 | - | 1 | - | - | 1 | - | - | - | 1 | - | - | 1 |
| | * | 1% | - | - | - | - | 1% | - | - | - | 1% | * | - | 1% | - | - | 1% | - | - | - | 1% | - | - | * |
| On other public transport | 2 | 1 | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | 2 | - | 2 | - | - | - | 1 | 1 | - | - | 2 | 1 | 1 |
| | 1% | 1% | 1% | - | 1% | - | 1% | 1% | - | 1% | 1% | 1% | - | 1% | - | - | - | 1% | 3% | - | - | 1% | 3% | * |
| Don't know | 11 | 4 | 5 | 2 | 7 | - | 4 | 7 | 2 | 5 | 4 | 11 | - | 5 | 3 | 3 | 7 | 2 | - | 1 | 7 | 3 | 2 | 8 |
| | 4% | 4% | 4% | 4% | 5% | - | 3% | 4% | 2% | 5% | 4% | 4% | - | 3% | 3% | 21% | 6% | 2% | - | 4% | 6% | 2% | 6% | 3% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 12
 Q.11A Do you use the station nearest to your home?
 Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------------|--------------------------|------------|------------|-----------------|------------|-----------|-------------|------------|------------|-----------|------------|------------|-----------|------------|------------|------------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 349 | 128 | 159 | 62 | 165 | 19 | 165 | 220 | 115 | 105 | 129 | 312 | 36 | 216 | 115 | 18 | 135 | 123 | 46 | 32 | 131 | 195 | 39 | 277 |
| Yes, for most train journeys | 313 90% | 107 84% | 145 91% | 61 98% | 155 94% | 15 79% | 143 87% | 204 93% | 106 92% | 98 93% | 109 84% | 282 90% | 30 83% | 186 86% | 109 95% | 18 100% | 118 87% | 113 92% | 44 96% | 26 81% | 115 88% | 176 90% | 36 92% | 247 89% |
| Yes, only for some train journeys | 32 9% | 19 15% | 12 8% | 1 2% | 10 6% | 2 11% | 20 12% | 13 6% | 9 8% | 4 4% | 19 15% | 26 8% | 6 17% | 26 12% | 6 5% | - | 15 11% | 8 7% | 2 4% | 6 19% | 14 11% | 17 9% | 3 8% | 27 10% |
| No, never use it | 3 1% | 1 1% | 2 1% | - | - | 1 5% | 2 1% | 3 1% | - | 3 3% | - | 3 1% | - | 3 1% | - | - | 2 1% | 1 1% | - | - | 2 2% | 1 1% | - | 2 1% |
| Not sure | 1 * | 1 1% | - | - | - | 1 5% | - | - | - | - | 1 1% | 1 * | - | 1 * | - | - | - | 1 1% | - | - | - | 1 1% | - | 1 * |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 13

Q.11B If you do not use your nearest station for most train journeys. Why is this?

Base: All not using the station nearest to home for most journeys at Q.11A and answered this question

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|-------------------------|----------|----------|-----------------|----------|----------|-------------|------------|----------|----------|----------|-----------|-----------|-----------|----------|------|----------|----------|-----------|----------|----------|------------|----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 34 | 20 | 13 | 1 | 10 | 4 | 20 | 15 | 9 | 6 | 19 | 28 | 6 | 28 | 6 | - | 15 | 10 | 2 | 6 | 15 | 18 | 3 | 28 |
| I get a direct train to my destination from the alternative station | 14 41% | 9 45% | 5 38% | - | 2 20% | 1 25% | 11 55% | 5 33% | 5 56% | - | 9 47% | 10 36% | 4 67% | 13 46% | 1 17% | - | 6 40% | 4 40% | 2 100% | 2 33% | 7 47% | 7 39% | 1 33% | 12 43% |
| Better frequency of trains at other stations | 11 32% | 7 35% | 4 31% | - | 2 20% | 3 75% | 6 30% | 6 40% | 4 44% | 2 33% | 5 26% | 7 25% | 4 67% | 9 32% | 2 33% | - | 5 33% | 5 50% | 1 50% | - | 4 27% | 7 39% | - | 11 39% |
| Easy to get to alternative station(s) | 7 21% | 4 20% | 3 23% | - | 1 10% | 2 50% | 4 20% | 4 27% | 3 33% | 1 17% | 3 16% | 5 18% | 2 33% | 5 18% | 2 33% | - | 3 20% | 2 20% | - | 2 33% | 5 33% | 2 11% | - | 7 25% |
| Length of journey too long from my nearest station | 7 21% | 6 30% | 1 8% | - | 2 20% | 1 25% | 4 20% | 3 20% | 3 33% | - | 4 21% | 4 14% | 3 50% | 6 21% | 1 17% | - | 2 13% | 3 30% | 2 100% | - | 4 27% | 3 17% | - | 7 25% |
| Trains too overcrowded from my nearest station | 6 18% | 6 30% | - | - | 1 10% | 1 25% | 4 20% | 4 27% | 3 33% | 1 17% | 2 11% | 3 11% | 3 50% | 4 14% | 2 33% | - | 2 13% | 3 30% | - | - | 3 20% | 2 11% | 1 33% | 3 11% |
| The car parking is too expensive | 4 12% | 2 10% | 2 15% | - | - | - | 4 20% | 3 20% | 2 22% | 1 17% | 1 5% | 3 11% | 1 17% | 4 14% | - | - | 2 13% | 1 10% | - | 1 17% | 1 7% | 3 17% | 1 33% | 3 11% |
| Provision of train information better at alternative station | 3 9% | - | 3 23% | - | 3 30% | - | - | 2 13% | 1 11% | 1 17% | 1 5% | 3 11% | - | 1 4% | 2 33% | - | 1 7% | 2 20% | - | - | 1 7% | 2 11% | - | 3 11% |
| Cheaper fares available from other stations | 1 3% | - | 1 8% | - | 1 10% | - | - | 1 7% | - | 1 17% | - | 1 4% | - | - | 1 17% | - | 1 7% | - | - | - | - | 1 6% | - | 1 4% |
| Personal security at my nearest station | 1 3% | 1 5% | - | - | 1 10% | - | - | - | - | - | 1 5% | 1 4% | - | - | 1 17% | - | - | - | - | - | - | - | - | - |
| No booking office at my nearest station | 1 3% | - | - | 1 100% | - | - | 1 5% | - | - | - | 1 5% | 1 4% | - | 1 4% | - | - | - | - | - | 1 17% | 1 7% | - | 1 33% | - |
| There are usually no parking spaces at nearest station | 1 3% | 1 5% | - | - | - | - | 1 5% | - | - | - | 1 5% | 1 4% | - | 1 4% | - | - | - | - | 1 17% | 1 7% | - | - | - | 1 4% |
| Other reason | 8 24% | 4 20% | 3 23% | 1 100% | 4 40% | - | 4 20% | 4 27% | 1 11% | 3 50% | 4 21% | 7 25% | 1 17% | 5 18% | 3 50% | - | 7 47% | - | - | 1 17% | 4 27% | 4 22% | 1 33% | 7 25% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 14

Q.12 How did you travel to the station where you boarded this train today?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 355 | 132 | 161 | 62 | 168 | 20 | 167 | 224 | 115 | 109 | 131 | 318 | 36 | 220 | 117 | 18 | 138 | 123 | 48 | 33 | 135 | 197 | 40 | 281 |
| On foot walking | 201 | 40 | 114 | 47 | 120 | 5 | 76 | 137 | 68 | 69 | 64 | 189 | 11 | 101 | 89 | 11 | 84 | 72 | 26 | 12 | 77 | 112 | 18 | 164 |
| | 57% | 30% | 71% | 76% | 71% | 25% | 46% | 61% | 59% | 63% | 49% | 59% | 31% | 46% | 76% | 61% | 61% | 59% | 54% | 36% | 57% | 57% | 45% | 58% |
| Car - dropped off | 54 | 37 | 12 | 5 | 19 | 6 | 29 | 39 | 21 | 18 | 15 | 42 | 12 | 41 | 12 | 1 | 24 | 18 | 5 | 4 | 18 | 33 | 7 | 44 |
| | 15% | 28% | 7% | 8% | 11% | 30% | 17% | 17% | 18% | 17% | 11% | 13% | 33% | 19% | 10% | 6% | 17% | 15% | 10% | 12% | 13% | 17% | 18% | 16% |
| Car parked at or near station | 43 | 25 | 13 | 5 | 13 | 1 | 29 | 22 | 11 | 11 | 21 | 36 | 7 | 34 | 8 | 1 | 10 | 21 | 6 | 5 | 12 | 27 | 4 | 34 |
| | 12% | 19% | 8% | 8% | 8% | 5% | 17% | 10% | 10% | 10% | 16% | 11% | 19% | 15% | 7% | 6% | 7% | 17% | 13% | 15% | 9% | 14% | 10% | 12% |
| Bus | 24 | 13 | 8 | 3 | 7 | 1 | 16 | 10 | 1 | 9 | 14 | 24 | - | 18 | 3 | 3 | 7 | 4 | 8 | 4 | 9 | 13 | 7 | 15 |
| | 7% | 10% | 5% | 5% | 4% | 5% | 10% | 4% | 1% | 8% | 11% | 8% | - | 8% | 3% | 17% | 5% | 3% | 17% | 12% | 7% | 7% | 18% | 5% |
| Train | 21 | 12 | 6 | 3 | 5 | 4 | 12 | 8 | 3 | 5 | 13 | 20 | 1 | 18 | 3 | - | 7 | 5 | 2 | 6 | 11 | 9 | 2 | 15 |
| | 6% | 9% | 4% | 5% | 3% | 20% | 7% | 4% | 3% | 5% | 10% | 6% | 3% | 8% | 3% | - | 5% | 4% | 4% | 18% | 8% | 5% | 5% | 5% |
| Taxi | 13 | 7 | 5 | 1 | 5 | 3 | 5 | 9 | 5 | 4 | 4 | 10 | 3 | 10 | 2 | 1 | 5 | 4 | 1 | 2 | 3 | 9 | 3 | 8 |
| | 4% | 5% | 3% | 2% | 3% | 15% | 3% | 4% | 4% | 4% | 3% | 3% | 8% | 5% | 2% | 6% | 4% | 3% | 2% | 6% | 2% | 5% | 8% | 3% |
| Bicycle (taken on train) | 11 | 1 | 7 | 3 | 7 | - | 4 | 9 | 7 | 2 | 2 | 10 | 1 | 5 | 4 | 2 | 8 | 2 | 1 | - | 7 | 4 | - | 11 |
| | 3% | 1% | 4% | 5% | 4% | - | 2% | 4% | 6% | 2% | 2% | 3% | 3% | 2% | 3% | 11% | 6% | 2% | 2% | - | 5% | 2% | - | 4% |
| Bicycle (parked at or near station) | 7 | 1 | 5 | 1 | 5 | - | 2 | 5 | 4 | 1 | 2 | 6 | 1 | 2 | 4 | 1 | 4 | 2 | 1 | - | 4 | 3 | 1 | 6 |
| | 2% | 1% | 3% | 2% | 3% | - | 1% | 2% | 3% | 1% | 2% | 2% | 3% | 1% | 3% | 6% | 3% | 2% | 2% | - | 3% | 2% | 3% | 2% |
| Car share car pool | 2 | 2 | - | - | 1 | - | 1 | - | - | - | 2 | 2 | - | 1 | - | 1 | 1 | 1 | - | - | - | 2 | 1 | 1 |
| | 1% | 2% | - | - | 1% | - | 1% | - | - | - | 2% | 1% | - | * | - | 6% | 1% | 1% | - | - | - | 1% | 3% | * |
| Motorbike | 2 | 1 | 1 | - | 1 | - | 1 | - | - | - | 2 | 2 | - | - | 1 | 1 | 2 | - | - | - | 1 | 1 | 1 | 1 |
| | 1% | 1% | 1% | - | 1% | - | 1% | - | - | - | 2% | 1% | - | - | 1% | 6% | 1% | - | - | - | 1% | 1% | 3% | * |
| Coach | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Tram Light Rail | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Air | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other | 3 | 3 | - | - | 1 | 1 | 1 | 1 | - | 1 | 2 | 3 | - | 3 | - | - | - | 1 | 2 | - | - | 3 | - | 3 |
| | 1% | 2% | - | - | 1% | 5% | 1% | * | - | 1% | 2% | 1% | - | 1% | - | - | - | 1% | 4% | - | - | 2% | - | 1% |
| Bicycle (net) | 18 | 2 | 12 | 4 | 12 | - | 6 | 14 | 11 | 3 | 4 | 16 | 2 | 7 | 8 | 3 | 12 | 4 | 2 | - | 11 | 7 | 1 | 17 |
| | 5% | 2% | 7% | 6% | 7% | - | 4% | 6% | 10% | 3% | 3% | 5% | 6% | 3% | 7% | 17% | 9% | 3% | 4% | - | 8% | 4% | 3% | 6% |
| Car (net) | 97 | 62 | 25 | 10 | 31 | 7 | 59 | 60 | 32 | 28 | 37 | 78 | 19 | 76 | 19 | 2 | 33 | 40 | 11 | 9 | 30 | 60 | 11 | 78 |
| | 27% | 47% | 16% | 16% | 18% | 35% | 35% | 27% | 28% | 26% | 28% | 25% | 53% | 35% | 16% | 11% | 24% | 33% | 23% | 27% | 22% | 30% | 28% | 28% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 15

Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 338 | 128 | 151 | 59 | 162 | 18 | 158 | 217 | 112 | 105 | 121 | 301 | 36 | 208 | 113 | 17 | 132 | 117 | 45 | 31 | 129 | 186 | 38 | 268 |
| Yes | 52 | 27 | 21 | 4 | 13 | 3 | 36 | 31 | 18 | 13 | 21 | 41 | 11 | 43 | 7 | 2 | 7 | 25 | 8 | 9 | 14 | 34 | 7 | 37 |
| | 15% | 21% | 14% | 7% | 8% | 17% | 23% | 14% | 16% | 12% | 17% | 14% | 31% | 21% | 6% | 12% | 5% | 21% | 18% | 29% | 11% | 18% | 18% | 14% |
| No | 286 | 101 | 130 | 55 | 149 | 15 | 122 | 186 | 94 | 92 | 100 | 260 | 25 | 165 | 106 | 15 | 125 | 92 | 37 | 22 | 115 | 152 | 31 | 231 |
| | 85% | 79% | 86% | 93% | 92% | 83% | 77% | 86% | 84% | 88% | 83% | 86% | 69% | 79% | 94% | 88% | 95% | 79% | 82% | 71% | 89% | 82% | 82% | 86% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 17

Q.15 If you have not used the bus to travel to the station today, what was the reason for this?

Base:All not using the bus at Q.12 and answered this question

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 311 | 110 | 144 | 57 | 153 | 17 | 141 | 205 | 110 | 95 | 106 | 276 | 34 | 188 | 108 | 15 | 126 | 114 | 35 | 25 | 118 | 173 | 33 | 248 |
| I live within walking distance of the station | 143 46% | 20 18% | 86 60% | 37 65% | 86 56% | 4 24% | 53 38% | 104 51% | 61 55% | 43 45% | 39 37% | 135 49% | 8 24% | 65 35% | 69 64% | 9 60% | 61 48% | 58 51% | 13 37% | 9 36% | 66 56% | 70 40% | 14 42% | 119 48% |
| Car more convenient | 60 19% | 40 36% | 17 12% | 3 5% | 16 10% | 6 35% | 38 27% | 37 18% | 16 15% | 21 22% | 23 22% | 49 18% | 11 32% | 53 28% | 5 5% | 2 13% | 27 21% | 21 18% | 3 9% | 7 28% | 19 16% | 36 21% | 12 36% | 41 17% |
| No bus service from where I live | 48 15% | 34 31% | 6 4% | 8 14% | 20 13% | 1 6% | 27 19% | 34 17% | 26 24% | 8 8% | 14 13% | 30 11% | 18 53% | 30 16% | 17 16% | 1 7% | 20 16% | 16 14% | 7 20% | 4 16% | 16 14% | 28 16% | 6 18% | 38 15% |
| Too slow | 43 14% | 10 9% | 24 17% | 9 16% | 30 20% | 1 6% | 12 9% | 29 14% | 9 8% | 20 21% | 14 13% | 41 15% | 2 6% | 22 12% | 17 16% | 4 27% | 22 17% | 9 8% | 5 14% | 2 8% | 11 9% | 27 16% | 3 9% | 34 14% |
| Too expensive | 42 14% | 12 11% | 23 16% | 7 12% | 22 14% | 1 6% | 19 13% | 24 12% | 9 8% | 15 16% | 18 17% | 37 13% | 4 12% | 23 12% | 16 15% | 3 20% | 24 19% | 12 11% | 3 9% | - - | 14 12% | 25 14% | 4 12% | 31 13% |
| Too unreliable | 35 11% | 14 13% | 14 10% | 7 12% | 22 14% | 1 6% | 12 9% | 23 11% | 10 9% | 13 14% | 12 11% | 29 11% | 5 15% | 20 11% | 11 10% | 4 27% | 23 18% | 6 5% | 4 11% | - - | 11 9% | 21 12% | 7 21% | 23 9% |
| Prefer other method of transport to get to station | 22 7% | 7 6% | 11 8% | 4 7% | 12 8% | 2 12% | 8 6% | 11 5% | 8 7% | 3 3% | 11 10% | 22 8% | - - | 9 5% | 9 8% | 4 27% | 12 10% | 7 6% | 2 6% | 1 4% | 14 12% | 8 5% | 2 6% | 18 7% |
| Too complicated as would involve changing buses | 18 6% | 11 10% | 6 4% | 1 2% | 9 6% | 2 12% | 7 5% | 9 4% | 2 2% | 7 7% | 9 8% | 18 7% | - - | 12 6% | 5 5% | 1 7% | 9 7% | 5 4% | 3 9% | 1 4% | 4 3% | 13 8% | 3 9% | 14 6% |
| Bus unrealistic as I live too far away | 17 5% | 12 11% | 4 3% | 1 2% | 8 5% | 1 6% | 8 6% | 8 4% | 4 4% | 4 4% | 9 8% | 15 5% | 2 6% | 12 6% | 5 5% | - - | 10 8% | 3 3% | 2 6% | 1 4% | 3 3% | 13 8% | 1 3% | 13 5% |
| Not familiar with bus service | 17 5% | 7 6% | 9 6% | 1 2% | 8 5% | 1 6% | 8 6% | 11 5% | 3 3% | 8 8% | 6 6% | 15 5% | 2 6% | 10 5% | 6 6% | 1 7% | 9 7% | 5 4% | 2 6% | 1 4% | 4 3% | 13 8% | 4 12% | 12 5% |
| Other reason | 27 9% | 15 14% | 6 4% | 6 11% | 12 8% | 4 24% | 11 8% | 18 9% | 7 6% | 11 12% | 9 8% | 23 8% | 4 12% | 20 11% | 7 6% | - - | 10 8% | 7 6% | 3 9% | 3 12% | 10 8% | 13 8% | 2 6% | 20 8% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 18

Q.16 How will you travel to your final destination once you have left the train?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 354 | 132 | 161 | 61 | 167 | 20 | 167 | 223 | 115 | 108 | 131 | 317 | 36 | 220 | 116 | 18 | 138 | 122 | 48 | 33 | 134 | 197 | 40 | 280 |
| On foot walking | 239 | 55 | 133 | 51 | 138 | 10 | 91 | 168 | 93 | 75 | 71 | 213 | 25 | 125 | 101 | 13 | 100 | 91 | 25 | 13 | 97 | 124 | 25 | 190 |
| | 68% | 42% | 83% | 84% | 83% | 50% | 54% | 75% | 81% | 69% | 54% | 67% | 69% | 57% | 87% | 72% | 72% | 75% | 52% | 39% | 72% | 63% | 63% | 68% |
| Car - picked up | 49 | 33 | 13 | 3 | 13 | 2 | 34 | 29 | 9 | 20 | 20 | 44 | 5 | 38 | 8 | 3 | 22 | 8 | 9 | 8 | 14 | 34 | 8 | 37 |
| | 14% | 25% | 8% | 5% | 8% | 10% | 20% | 13% | 8% | 19% | 15% | 14% | 14% | 17% | 7% | 17% | 16% | 7% | 19% | 24% | 10% | 17% | 20% | 13% |
| Car parked at or near station | 30 | 22 | 6 | 2 | 8 | 2 | 20 | 8 | - | 8 | 22 | 30 | - | 27 | 3 | - | 4 | 12 | 9 | 4 | 7 | 22 | 1 | 26 |
| | 8% | 17% | 4% | 3% | 5% | 10% | 12% | 4% | - | 7% | 17% | 9% | - | 12% | 3% | - | 3% | 10% | 19% | 12% | 5% | 11% | 3% | 9% |
| Bus | 27 | 20 | 2 | 5 | 7 | 1 | 19 | 12 | 6 | 6 | 15 | 24 | 3 | 20 | 4 | 3 | 5 | 8 | 7 | 6 | 8 | 16 | 6 | 19 |
| | 8% | 15% | 1% | 8% | 4% | 5% | 11% | 5% | 5% | 6% | 11% | 8% | 8% | 9% | 3% | 17% | 4% | 7% | 15% | 18% | 6% | 8% | 15% | 7% |
| Taxi | 16 | 9 | 4 | 3 | 6 | 6 | 4 | 10 | 6 | 4 | 6 | 13 | 3 | 13 | 1 | 2 | 5 | 7 | - | 3 | 6 | 9 | 3 | 11 |
| | 5% | 7% | 2% | 5% | 4% | 30% | 2% | 4% | 5% | 4% | 5% | 4% | 8% | 6% | 1% | 11% | 4% | 6% | - | 9% | 4% | 5% | 8% | 4% |
| Bicycle (taken on train) | 9 | 2 | 5 | 2 | 5 | - | 4 | 7 | 7 | - | 2 | 7 | 2 | 3 | 5 | 1 | 5 | 2 | 1 | 1 | 6 | 2 | - | 9 |
| | 3% | 2% | 3% | 3% | 3% | - | 2% | 3% | 6% | - | 2% | 2% | 6% | 1% | 4% | 6% | 4% | 2% | 2% | 3% | 4% | 1% | - | 3% |
| Tram Light Rail | 4 | 1 | 1 | 2 | - | 2 | 2 | 4 | 3 | 1 | - | 3 | 1 | 4 | - | - | 2 | 1 | 1 | - | 3 | 1 | - | 4 |
| | 1% | 1% | 1% | 3% | - | 10% | 1% | 2% | 3% | 1% | - | 1% | 3% | 2% | - | - | 1% | 1% | 2% | - | 2% | 1% | - | 1% |
| Car share car pool | 3 | 2 | 1 | - | - | - | 3 | 1 | 1 | - | 2 | 2 | 1 | 3 | - | - | 1 | 2 | - | - | - | 3 | - | 3 |
| | 1% | 2% | 1% | - | - | - | 2% | * | 1% | - | 2% | 1% | 3% | 1% | - | - | 1% | 2% | - | - | - | 2% | - | 1% |
| Coach | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Motorbike | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Bicycle (parked at or near station) | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Air | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other | 6 | 5 | 1 | - | - | 1 | 5 | 5 | 4 | 1 | 1 | 2 | 4 | 6 | - | - | 4 | 1 | - | - | 2 | 3 | - | 5 |
| | 2% | 4% | 1% | - | - | 5% | 3% | 2% | 3% | 1% | 1% | 1% | 11% | 3% | - | - | 3% | 1% | - | - | 1% | 2% | - | 2% |
| Bicycle (net) | 9 | 2 | 5 | 2 | 5 | - | 4 | 7 | 7 | - | 2 | 7 | 2 | 3 | 5 | 1 | 5 | 2 | 1 | 1 | 6 | 2 | - | 9 |
| | 3% | 2% | 3% | 3% | 3% | - | 2% | 3% | 6% | - | 2% | 2% | 6% | 1% | 4% | 6% | 4% | 2% | 2% | 3% | 4% | 1% | - | 3% |
| Car (net) | 82 | 57 | 20 | 5 | 21 | 4 | 57 | 38 | 10 | 28 | 44 | 76 | 6 | 68 | 11 | 3 | 27 | 22 | 18 | 12 | 21 | 59 | 9 | 66 |
| | 23% | 43% | 12% | 8% | 13% | 20% | 34% | 17% | 9% | 26% | 34% | 24% | 17% | 31% | 9% | 17% | 20% | 18% | 38% | 36% | 16% | 30% | 23% | 24% |

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Absolutes/col percents

Table 19

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(Monday to Thursday - before 1900)

Base: All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|------------|-----------------|------------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 316 | 110 | 147 | 59 | 160 | 18 | 138 | 200 | 104 | 96 | 116 | 288 | 27 | 186 | 114 | 16 | 122 | 114 | 45 | 26 | 119 | 178 | 34 | 252 |
| Very satisfied | 131 41% | 23 21% | 70 48% | 38 64% | 65 41% | 4 22% | 62 45% | 89 45% | 47 45% | 42 44% | 42 36% | 124 43% | 6 22% | 72 39% | 50 44% | 9 56% | 44 36% | 56 49% | 16 36% | 12 46% | 49 41% | 75 42% | 13 38% | 106 42% |
| Fairly satisfied | 124 39% | 55 50% | 56 38% | 13 22% | 63 39% | 7 39% | 54 39% | 74 37% | 37 36% | 37 39% | 50 43% | 110 38% | 14 52% | 77 41% | 42 37% | 5 31% | 52 43% | 36 32% | 23 51% | 10 38% | 48 40% | 70 39% | 18 53% | 99 39% |
| Neither satisfied nor dissatisfied | 34 11% | 17 15% | 14 10% | 3 5% | 17 11% | 1 6% | 16 12% | 21 11% | 11 11% | 10 10% | 13 11% | 30 10% | 4 15% | 20 11% | 13 11% | 1 6% | 18 15% | 8 7% | 3 7% | 3 12% | 15 13% | 15 8% | 2 6% | 27 11% |
| Fairly dissatisfied | 19 6% | 12 11% | 4 3% | 3 5% | 9 6% | 4 22% | 6 4% | 10 5% | 5 5% | 5 5% | 9 8% | 16 6% | 3 11% | 13 7% | 5 4% | 1 6% | 6 5% | 9 8% | 3 7% | 1 4% | 4 3% | 15 8% | 1 3% | 16 6% |
| Very dissatisfied | 8 3% | 3 3% | 3 2% | 2 3% | 6 4% | 2 11% | - - | 6 3% | 4 4% | 2 2% | 2 2% | 8 3% | - - | 4 2% | 4 4% | - - | 2 2% | 5 4% | - - | - - | 3 3% | 3 2% | - - | 4 2% |
| Satisfied (net) | 255 81% | 78 71% | 126 86% | 51 86% | 128 80% | 11 61% | 116 84% | 163 82% | 84 81% | 79 82% | 92 79% | 234 81% | 20 74% | 149 80% | 92 81% | 14 88% | 96 79% | 92 81% | 39 87% | 22 85% | 97 82% | 145 81% | 31 91% | 205 81% |
| Dissatisfied (net) | 27 9% | 15 14% | 7 5% | 5 8% | 15 9% | 6 33% | 6 4% | 16 8% | 9 9% | 7 7% | 11 9% | 24 8% | 3 11% | 17 9% | 9 8% | 1 6% | 8 7% | 14 12% | 3 7% | 1 4% | 7 6% | 18 10% | 1 3% | 20 8% |

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Absolutes/col percents

Table 20

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(Friday - before 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|------------|-----------------|------------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 265 | 84 | 125 | 56 | 149 | 12 | 104 | 179 | 92 | 87 | 86 | 239 | 25 | 142 | 109 | 14 | 109 | 100 | 32 | 15 | 107 | 140 | 26 | 213 |
| Very satisfied | 115 43% | 19 23% | 60 48% | 36 64% | 63 42% | 3 25% | 49 47% | 81 45% | 41 45% | 40 46% | 34 40% | 108 45% | 6 24% | 59 42% | 49 45% | 7 50% | 43 39% | 50 50% | 14 44% | 6 40% | 46 43% | 64 46% | 10 38% | 94 44% |
| Fairly satisfied | 96 36% | 42 50% | 41 33% | 13 23% | 54 36% | 6 50% | 36 35% | 63 35% | 31 34% | 32 37% | 33 38% | 84 35% | 12 48% | 53 37% | 40 37% | 3 21% | 40 37% | 32 32% | 14 44% | 6 40% | 40 37% | 49 35% | 11 42% | 79 37% |
| Neither satisfied nor dissatisfied | 33 12% | 13 15% | 17 14% | 3 5% | 20 13% | - - | 13 13% | 21 12% | 12 13% | 9 10% | 12 14% | 29 12% | 4 16% | 16 11% | 14 13% | 3 21% | 18 17% | 8 8% | 3 9% | 2 13% | 14 13% | 15 11% | 2 8% | 26 12% |
| Fairly dissatisfied | 14 5% | 7 8% | 4 3% | 3 5% | 7 5% | 2 17% | 5 5% | 9 5% | 5 5% | 4 5% | 5 6% | 11 5% | 3 12% | 10 7% | 3 3% | 1 7% | 5 5% | 7 7% | 1 3% | 1 7% | 4 4% | 10 7% | 2 8% | 11 5% |
| Very dissatisfied | 7 3% | 3 4% | 3 2% | 1 2% | 5 3% | 1 8% | 1 1% | 5 3% | 3 3% | 2 2% | 2 2% | 7 3% | - - | 4 3% | 3 3% | - - | 3 3% | 3 3% | - - | - - | 3 3% | 2 1% | 1 4% | 3 1% |
| Satisfied (net) | 211 80% | 61 73% | 101 81% | 49 88% | 117 79% | 9 75% | 85 82% | 144 80% | 72 78% | 72 83% | 67 78% | 192 80% | 18 72% | 112 79% | 89 82% | 10 71% | 83 76% | 82 82% | 28 88% | 12 80% | 86 80% | 113 81% | 21 81% | 173 81% |
| Dissatisfied (net) | 21 8% | 10 12% | 7 6% | 4 7% | 12 8% | 3 25% | 6 6% | 14 8% | 8 9% | 6 7% | 7 8% | 18 8% | 3 12% | 14 10% | 6 6% | 1 7% | 8 7% | 10 10% | 1 3% | 1 7% | 7 7% | 12 9% | 3 12% | 14 7% |

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Absolutes/col percents

Table 21

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(On Saturdays - before 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 229 | 74 | 115 | 40 | 115 | 8 | 106 | 149 | 81 | 68 | 80 | 196 | 32 | 132 | 83 | 14 | 95 | 83 | 26 | 17 | 89 | 126 | 22 | 183 |
| Very satisfied | 97 42% | 19 26% | 53 46% | 25 63% | 43 37% | 3 38% | 51 48% | 69 46% | 36 44% | 33 49% | 28 35% | 85 43% | 11 34% | 56 42% | 36 43% | 5 36% | 30 32% | 45 54% | 11 42% | 9 53% | 36 40% | 56 44% | 10 45% | 77 42% |
| Fairly satisfied | 81 35% | 32 43% | 41 36% | 8 20% | 42 37% | 2 25% | 37 35% | 52 35% | 27 33% | 25 37% | 29 36% | 68 35% | 13 41% | 46 35% | 30 36% | 5 36% | 40 42% | 23 28% | 10 38% | 4 24% | 33 37% | 43 34% | 9 41% | 66 36% |
| Neither satisfied nor dissatisfied | 33 14% | 12 16% | 16 14% | 5 13% | 20 17% | 1 13% | 12 11% | 19 13% | 11 14% | 8 12% | 14 18% | 29 15% | 4 13% | 18 14% | 12 14% | 3 21% | 17 18% | 8 10% | 5 19% | 2 12% | 14 16% | 17 13% | 1 5% | 29 16% |
| Fairly dissatisfied | 13 6% | 9 12% | 3 3% | 1 3% | 6 5% | 2 25% | 5 5% | 6 4% | 5 6% | 1 1% | 7 9% | 9 5% | 4 13% | 9 7% | 3 4% | 1 7% | 5 5% | 6 7% | - - | 2 12% | 4 4% | 8 6% | 1 5% | 9 5% |
| Very dissatisfied | 5 2% | 2 3% | 2 2% | 1 3% | 4 3% | - - | 1 1% | 3 2% | 2 2% | 1 1% | 2 3% | 5 3% | - - | 3 2% | 2 2% | - - | 3 3% | 1 1% | - - | - - | 2 2% | 2 2% | 1 5% | 2 1% |
| Satisfied (net) | 178 78% | 51 69% | 94 82% | 33 83% | 85 74% | 5 63% | 88 83% | 121 81% | 63 78% | 58 85% | 57 71% | 153 78% | 24 75% | 102 77% | 66 80% | 10 71% | 70 74% | 68 82% | 21 81% | 13 76% | 69 78% | 99 79% | 19 86% | 143 78% |
| Dissatisfied (net) | 18 8% | 11 15% | 5 4% | 2 5% | 10 9% | 2 25% | 6 6% | 9 6% | 7 9% | 2 3% | 9 11% | 14 7% | 4 13% | 12 9% | 5 6% | 1 7% | 8 8% | 7 8% | - - | 2 12% | 6 7% | 10 8% | 2 9% | 11 6% |

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Absolutes/col percents

Table 22

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(On Sundays - before 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 205 | 65 | 105 | 35 | 109 | 8 | 88 | 133 | 71 | 62 | 72 | 180 | 24 | 112 | 78 | 15 | 91 | 73 | 23 | 10 | 79 | 113 | 15 | 166 |
| Very satisfied | 54 26% | 10 15% | 32 30% | 12 34% | 23 21% | 3 38% | 28 32% | 38 29% | 21 30% | 17 27% | 16 22% | 48 27% | 5 21% | 30 27% | 19 24% | 5 33% | 21 23% | 24 33% | 6 26% | 1 10% | 21 27% | 31 27% | 5 33% | 42 25% |
| Fairly satisfied | 58 28% | 20 31% | 30 29% | 8 23% | 27 25% | 1 13% | 30 34% | 37 28% | 18 25% | 19 31% | 21 29% | 51 28% | 7 29% | 34 30% | 23 29% | 1 7% | 28 31% | 18 25% | 6 26% | 3 30% | 24 30% | 29 26% | 3 20% | 50 30% |
| Neither satisfied nor dissatisfied | 43 21% | 19 29% | 19 18% | 5 14% | 25 23% | - - | 18 20% | 26 20% | 15 21% | 11 18% | 17 24% | 37 21% | 6 25% | 24 21% | 15 19% | 4 27% | 17 19% | 15 21% | 7 30% | 3 30% | 19 24% | 21 19% | 1 7% | 38 23% |
| Fairly dissatisfied | 28 14% | 10 15% | 14 13% | 4 11% | 18 17% | 2 25% | 8 9% | 18 14% | 9 13% | 9 15% | 10 14% | 25 14% | 3 13% | 15 13% | 11 14% | 2 13% | 14 15% | 8 11% | 3 13% | 2 20% | 9 11% | 17 15% | 2 13% | 22 13% |
| Very dissatisfied | 22 11% | 6 9% | 10 10% | 6 17% | 16 15% | 2 25% | 4 5% | 14 11% | 8 11% | 6 10% | 8 11% | 19 11% | 3 13% | 9 8% | 10 13% | 3 20% | 11 12% | 8 11% | 1 4% | 1 10% | 6 8% | 15 13% | 4 27% | 14 8% |
| Satisfied (net) | 112 55% | 30 46% | 62 59% | 20 57% | 50 46% | 4 50% | 58 66% | 75 56% | 39 55% | 36 58% | 37 51% | 99 55% | 12 50% | 64 57% | 42 54% | 6 40% | 49 54% | 42 58% | 12 52% | 4 40% | 45 57% | 60 53% | 8 53% | 92 55% |
| Dissatisfied (net) | 50 24% | 16 25% | 24 23% | 10 29% | 34 31% | 4 50% | 12 14% | 32 24% | 17 24% | 15 24% | 18 25% | 44 24% | 6 25% | 24 21% | 21 27% | 5 33% | 25 27% | 16 22% | 4 17% | 3 30% | 15 19% | 32 28% | 6 40% | 36 22% |

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Absolutes/col percents

Table 23

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(Monday to Thursday - after 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 208 | 63 | 110 | 35 | 107 | 8 | 93 | 137 | 75 | 62 | 71 | 184 | 23 | 114 | 81 | 13 | 92 | 74 | 23 | 11 | 83 | 111 | 21 | 166 |
| Very satisfied | 49 24% | 10 16% | 30 27% | 9 26% | 17 16% | 4 50% | 28 30% | 34 25% | 23 31% | 11 18% | 15 21% | 42 23% | 7 30% | 32 28% | 13 16% | 4 31% | 16 17% | 23 31% | 4 17% | 4 36% | 19 23% | 29 26% | 6 29% | 38 23% |
| Fairly satisfied | 74 36% | 21 33% | 43 39% | 10 29% | 42 39% | 1 13% | 31 33% | 50 36% | 24 32% | 26 42% | 24 34% | 68 37% | 6 26% | 40 35% | 30 37% | 4 31% | 36 39% | 26 35% | 7 30% | 3 27% | 31 37% | 38 34% | 7 33% | 62 37% |
| Neither satisfied nor dissatisfied | 37 18% | 17 27% | 14 13% | 6 17% | 19 18% | - - | 18 19% | 23 17% | 13 17% | 10 16% | 14 20% | 31 17% | 6 26% | 20 18% | 15 19% | 2 15% | 17 18% | 12 16% | 4 17% | 2 18% | 16 19% | 16 14% | 5 24% | 28 17% |
| Fairly dissatisfied | 32 15% | 9 14% | 16 15% | 7 20% | 18 17% | 1 13% | 13 14% | 20 15% | 8 11% | 12 19% | 12 17% | 30 16% | 2 9% | 15 13% | 15 19% | 2 15% | 16 17% | 10 14% | 4 17% | 1 9% | 10 12% | 20 18% | 2 10% | 26 16% |
| Very dissatisfied | 16 8% | 6 10% | 7 6% | 3 9% | 11 10% | 2 25% | 3 3% | 10 7% | 7 9% | 3 5% | 6 8% | 13 7% | 2 9% | 7 6% | 8 10% | 1 8% | 7 8% | 3 4% | 4 17% | 1 9% | 7 8% | 8 7% | 1 5% | 12 7% |
| Satisfied (net) | 123 59% | 31 49% | 73 66% | 19 54% | 59 55% | 5 63% | 59 63% | 84 61% | 47 63% | 37 60% | 39 55% | 110 60% | 13 57% | 72 63% | 43 53% | 8 62% | 52 57% | 49 66% | 11 48% | 7 64% | 50 60% | 67 60% | 13 62% | 100 60% |
| Dissatisfied (net) | 48 23% | 15 24% | 23 21% | 10 29% | 29 27% | 3 38% | 16 17% | 30 22% | 15 20% | 15 24% | 18 25% | 43 23% | 4 17% | 22 19% | 23 28% | 3 23% | 23 25% | 13 18% | 8 35% | 2 18% | 17 20% | 28 25% | 3 14% | 38 23% |

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Absolutes/col percents

Table 24

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(Friday - after 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 205 | 60 | 110 | 35 | 107 | 8 | 90 | 136 | 74 | 62 | 69 | 182 | 22 | 110 | 82 | 13 | 92 | 71 | 25 | 8 | 79 | 111 | 18 | 166 |
| Very satisfied | 45 22% | 9 15% | 29 26% | 7 20% | 15 14% | 4 50% | 26 29% | 33 24% | 23 31% | 10 16% | 12 17% | 38 21% | 7 32% | 30 27% | 11 13% | 4 31% | 14 15% | 22 31% | 4 16% | 2 25% | 16 20% | 26 23% | 5 28% | 33 20% |
| Fairly satisfied | 66 32% | 19 32% | 37 34% | 10 29% | 36 34% | 2 25% | 28 31% | 43 32% | 21 28% | 22 35% | 23 33% | 60 33% | 6 27% | 36 33% | 26 32% | 4 31% | 34 37% | 21 30% | 7 28% | 2 25% | 26 33% | 36 32% | 5 28% | 58 35% |
| Neither satisfied nor dissatisfied | 36 18% | 16 27% | 15 14% | 5 14% | 19 18% | - - | 17 19% | 24 18% | 13 18% | 11 18% | 12 17% | 29 16% | 7 32% | 19 17% | 15 18% | 2 15% | 17 18% | 10 14% | 5 20% | 2 25% | 15 19% | 16 14% | 4 22% | 29 17% |
| Fairly dissatisfied | 36 18% | 12 20% | 17 15% | 7 20% | 21 20% | 1 13% | 14 16% | 22 16% | 9 12% | 13 21% | 14 20% | 34 19% | 2 9% | 18 16% | 17 21% | 1 8% | 14 15% | 13 18% | 7 28% | 1 13% | 10 13% | 24 22% | 1 6% | 30 18% |
| Very dissatisfied | 22 11% | 4 7% | 12 11% | 6 17% | 16 15% | 1 13% | 5 6% | 14 10% | 8 11% | 6 10% | 8 12% | 21 12% | - - | 7 6% | 13 16% | 2 15% | 13 14% | 5 7% | 2 8% | 1 13% | 12 15% | 9 8% | 3 17% | 16 10% |
| Satisfied (net) | 111 54% | 28 47% | 66 60% | 17 49% | 51 48% | 6 75% | 54 60% | 76 56% | 44 59% | 32 52% | 35 51% | 98 54% | 13 59% | 66 60% | 37 45% | 8 62% | 48 52% | 43 61% | 11 44% | 4 50% | 42 53% | 62 56% | 10 56% | 91 55% |
| Dissatisfied (net) | 58 28% | 16 27% | 29 26% | 13 37% | 37 35% | 2 25% | 19 21% | 36 26% | 17 23% | 19 31% | 22 32% | 55 30% | 2 9% | 25 23% | 30 37% | 3 23% | 27 29% | 18 25% | 9 36% | 2 25% | 22 28% | 33 30% | 4 22% | 46 28% |

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Absolutes/col percents

Table 25

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(On Saturdays - after 1900)

Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 195 | 63 | 101 | 31 | 99 | 7 | 89 | 127 | 72 | 55 | 68 | 168 | 26 | 107 | 75 | 13 | 90 | 69 | 22 | 7 | 80 | 105 | 16 | 161 |
| Very satisfied | 44 23% | 11 17% | 24 24% | 9 29% | 15 15% | 3 43% | 26 29% | 33 26% | 25 35% | 8 15% | 11 16% | 35 21% | 9 35% | 27 25% | 13 17% | 4 31% | 15 17% | 21 30% | 4 18% | 2 29% | 16 20% | 27 26% | 4 25% | 36 22% |
| Fairly satisfied | 59 30% | 18 29% | 34 34% | 7 23% | 35 35% | 1 14% | 23 26% | 38 30% | 21 29% | 17 31% | 21 31% | 52 31% | 7 27% | 32 30% | 23 31% | 4 31% | 30 33% | 21 30% | 5 23% | 1 14% | 27 34% | 29 28% | 6 38% | 50 31% |
| Neither satisfied nor dissatisfied | 33 17% | 13 21% | 14 14% | 6 19% | 17 17% | - - | 16 18% | 21 17% | 12 17% | 9 16% | 12 19% | 28 17% | 5 19% | 17 16% | 14 19% | 2 15% | 17 19% | 9 13% | 4 18% | 2 29% | 15 19% | 16 15% | 2 13% | 29 18% |
| Fairly dissatisfied | 33 17% | 13 21% | 16 16% | 4 13% | 16 16% | 1 14% | 16 18% | 18 14% | 5 7% | 13 24% | 15 22% | 30 18% | 3 12% | 18 17% | 13 17% | 2 15% | 14 16% | 12 17% | 5 23% | 1 14% | 10 13% | 20 19% | 2 13% | 26 16% |
| Very dissatisfied | 26 13% | 8 13% | 13 13% | 5 16% | 16 16% | 2 29% | 8 9% | 17 13% | 9 13% | 8 15% | 9 13% | 23 14% | 2 8% | 13 12% | 12 16% | 1 8% | 14 16% | 6 9% | 4 18% | 1 14% | 12 15% | 13 12% | 2 13% | 20 12% |
| Satisfied (net) | 103 53% | 29 46% | 58 57% | 16 52% | 50 51% | 4 57% | 49 55% | 71 56% | 46 64% | 25 45% | 32 47% | 87 52% | 16 62% | 59 55% | 36 48% | 8 62% | 45 50% | 42 61% | 9 41% | 3 43% | 43 54% | 56 53% | 10 63% | 86 53% |
| Dissatisfied (net) | 59 30% | 21 33% | 29 29% | 9 29% | 32 32% | 3 43% | 24 27% | 35 28% | 14 19% | 21 38% | 24 35% | 53 32% | 5 19% | 31 29% | 25 33% | 3 23% | 28 31% | 18 26% | 9 41% | 2 29% | 22 28% | 33 31% | 4 25% | 46 29% |

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Absolutes/col percents

Table 26

Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train?
(On Sundays - after 1900)

Base: All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|-------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|-----------|------------|----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 184 | 59 | 95 | 30 | 93 | 7 | 84 | 119 | 69 | 50 | 65 | 160 | 23 | 100 | 73 | 11 | 83 | 68 | 21 | 6 | 76 | 98 | 14 | 151 |
| Very satisfied | 36 20% | 8 14% | 22 23% | 6 20% | 13 14% | 4 57% | 19 23% | 27 23% | 19 28% | 8 16% | 9 14% | 30 19% | 6 26% | 22 22% | 9 12% | 5 45% | 14 17% | 16 24% | 3 14% | 1 17% | 14 18% | 21 21% | 4 29% | 26 17% |
| Fairly satisfied | 55 30% | 15 25% | 31 33% | 9 30% | 32 34% | 1 14% | 22 26% | 36 30% | 20 29% | 16 32% | 19 29% | 50 31% | 5 22% | 26 26% | 26 36% | 3 27% | 29 35% | 20 29% | 4 19% | 1 17% | 25 33% | 28 29% | 4 29% | 49 32% |
| Neither satisfied nor dissatisfied | 38 21% | 15 25% | 17 18% | 6 20% | 18 19% | - - | 20 24% | 25 21% | 16 23% | 9 18% | 13 20% | 31 19% | 7 30% | 21 21% | 15 21% | 2 18% | 17 20% | 13 19% | 5 24% | 2 33% | 18 24% | 16 16% | 1 7% | 34 23% |
| Fairly dissatisfied | 30 16% | 12 20% | 14 15% | 4 13% | 15 16% | 1 14% | 14 17% | 15 13% | 5 7% | 10 20% | 15 23% | 28 18% | 2 9% | 18 18% | 12 16% | - - | 11 13% | 12 18% | 5 24% | 1 17% | 10 13% | 18 18% | - - | 26 17% |
| Very dissatisfied | 25 14% | 9 15% | 11 12% | 5 17% | 15 16% | 1 14% | 9 11% | 16 13% | 9 13% | 7 14% | 9 14% | 21 13% | 3 13% | 13 13% | 11 15% | 1 9% | 12 14% | 7 10% | 4 19% | 1 17% | 9 12% | 15 15% | 5 36% | 16 11% |
| Satisfied (net) | 91 49% | 23 39% | 53 56% | 15 50% | 45 48% | 5 71% | 41 49% | 63 53% | 39 57% | 24 48% | 28 43% | 80 50% | 11 48% | 48 48% | 35 48% | 8 73% | 43 52% | 36 53% | 7 33% | 2 33% | 39 51% | 49 50% | 8 57% | 75 50% |
| Dissatisfied (net) | 55 30% | 21 36% | 25 26% | 9 30% | 30 32% | 2 29% | 23 27% | 31 26% | 14 20% | 17 34% | 24 37% | 49 31% | 5 22% | 31 31% | 23 32% | 1 9% | 23 28% | 19 28% | 9 43% | 2 33% | 19 25% | 33 34% | 5 36% | 42 28% |

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Absolutes/col percents

Table 27

Q.18 If you travel at peak times (Mon-Fri 07:00-10:00 and 16:00 to 19:00), how frequent should trains be on this route at peak times to meet your needs?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---------------------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 341 | 121 | 157 | 63 | 164 | 18 | 157 | 219 | 115 | 104 | 122 | 305 | 35 | 207 | 114 | 18 | 136 | 121 | 43 | 30 | 130 | 190 | 39 | 271 |
| Every 10 minutes | 10 3% | 1 1% | 6 4% | 3 5% | 7 4% | - - | 3 2% | 7 3% | 5 4% | 2 2% | 3 2% | 9 3% | 1 3% | 3 1% | 5 4% | 2 11% | 7 5% | 3 2% | - - | - - | 6 5% | 3 2% | 3 8% | 6 2% |
| Every 15 minutes | 53 16% | 4 3% | 39 25% | 10 16% | 31 19% | 2 11% | 19 12% | 31 14% | 18 16% | 13 13% | 22 18% | 50 16% | 2 6% | 31 15% | 19 17% | 2 11% | 23 17% | 19 16% | 5 12% | 3 10% | 18 14% | 33 17% | 5 13% | 42 15% |
| Every 20 minutes | 58 17% | 4 3% | 40 25% | 14 22% | 46 28% | 1 6% | 10 6% | 49 22% | 26 23% | 23 22% | 9 7% | 56 18% | 2 6% | 18 9% | 32 28% | 7 39% | 25 18% | 22 18% | 7 16% | 3 10% | 25 19% | 31 16% | 7 18% | 45 17% |
| Every 30 minutes | 111 33% | 48 40% | 41 26% | 22 35% | 61 37% | 4 22% | 46 29% | 75 34% | 37 32% | 38 37% | 36 30% | 98 32% | 13 37% | 60 29% | 45 39% | 6 33% | 45 33% | 44 36% | 13 30% | 7 23% | 42 32% | 64 34% | 11 28% | 91 34% |
| Not sure | 32 9% | 23 19% | 6 4% | 3 5% | 9 5% | 6 33% | 17 11% | 21 10% | 14 12% | 7 7% | 11 9% | 24 8% | 8 23% | 24 12% | 7 6% | 1 6% | 10 7% | 11 9% | 6 14% | 2 7% | 13 10% | 16 8% | 3 8% | 27 10% |
| Not relevant do not use at peak times | 77 23% | 41 34% | 25 16% | 11 17% | 10 6% | 5 28% | 62 39% | 36 16% | 15 13% | 21 20% | 41 34% | 68 22% | 9 26% | 71 34% | 6 5% | - - | 26 19% | 22 18% | 12 28% | 15 50% | 26 20% | 43 23% | 10 26% | 60 22% |
| Mean (minutes) | 23.2 | 27.9 | 21.2 | 22.9 | 22.7 | 24.3 | 24.3 | 23.2 | 22.7 | 23.9 | 23.1 | 23.0 | 26.1 | 23.7 | 23.0 | 21.8 | 22.6 | 23.6 | 24.2 | 24.2 | 23.0 | 23.4 | 22.1 | 23.5 |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 28
 Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains?
 (Monday to Thursday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 326 | 118 | 146 | 62 | 160 | 18 | 146 | 211 | 111 | 100 | 115 | 293 | 32 | 194 | 113 | 17 | 132 | 114 | 45 | 25 | 128 | 179 | 39 | 257 |
| Yes | 64 | 24 | 33 | 7 | 29 | 6 | 28 | 37 | 25 | 12 | 27 | 50 | 14 | 39 | 19 | 5 | 28 | 24 | 6 | 3 | 32 | 28 | 11 | 46 |
| | 20% | 20% | 23% | 11% | 18% | 33% | 19% | 18% | 23% | 12% | 23% | 17% | 44% | 20% | 17% | 29% | 21% | 21% | 13% | 12% | 25% | 16% | 28% | 18% |
| No | 124 | 43 | 51 | 30 | 73 | 2 | 49 | 87 | 48 | 39 | 37 | 113 | 10 | 62 | 54 | 8 | 34 | 54 | 21 | 12 | 42 | 77 | 13 | 101 |
| | 38% | 36% | 35% | 48% | 46% | 11% | 34% | 41% | 43% | 39% | 32% | 39% | 31% | 32% | 48% | 47% | 26% | 47% | 47% | 48% | 33% | 43% | 33% | 39% |
| Don't know if I would use an earlier train | 71 | 17 | 38 | 16 | 36 | 2 | 32 | 48 | 21 | 27 | 23 | 69 | 2 | 37 | 29 | 4 | 38 | 20 | 8 | 4 | 33 | 33 | 9 | 56 |
| | 22% | 14% | 26% | 26% | 23% | 11% | 22% | 23% | 19% | 27% | 20% | 24% | 6% | 19% | 26% | 24% | 29% | 18% | 18% | 16% | 26% | 18% | 23% | 22% |
| Don't know time of earliest train | 67 | 34 | 24 | 9 | 22 | 8 | 37 | 39 | 17 | 22 | 28 | 61 | 6 | 56 | 11 | - | 32 | 16 | 10 | 6 | 21 | 41 | 6 | 54 |
| | 21% | 29% | 16% | 15% | 14% | 44% | 25% | 18% | 15% | 22% | 24% | 21% | 19% | 29% | 10% | - | 24% | 14% | 22% | 24% | 16% | 23% | 15% | 21% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 29
 Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains?
 (Friday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 291 | 105 | 128 | 58 | 146 | 16 | 128 | 192 | 101 | 91 | 99 | 259 | 31 | 169 | 104 | 17 | 126 | 98 | 39 | 18 | 117 | 158 | 34 | 235 |
| Yes | 52 18% | 19 18% | 26 20% | 7 12% | 22 15% | 5 31% | 24 19% | 31 16% | 21 21% | 10 11% | 21 21% | 40 15% | 12 39% | 33 20% | 14 13% | 4 24% | 21 17% | 20 20% | 6 15% | 2 11% | 27 23% | 21 13% | 9 26% | 37 16% |
| No | 114 39% | 37 35% | 48 38% | 29 50% | 70 48% | 2 13% | 42 33% | 80 42% | 46 46% | 34 37% | 34 34% | 102 39% | 11 35% | 52 31% | 53 51% | 9 53% | 37 29% | 45 46% | 18 46% | 11 61% | 40 34% | 70 44% | 12 35% | 96 41% |
| Don't know if I would use an earlier train | 65 22% | 17 16% | 32 25% | 16 28% | 34 23% | 2 13% | 29 23% | 46 24% | 20 20% | 26 29% | 19 19% | 63 24% | 2 6% | 34 20% | 27 26% | 4 24% | 37 29% | 18 18% | 7 18% | 2 11% | 30 26% | 31 20% | 7 21% | 55 23% |
| Don't know time of earliest train | 60 21% | 32 30% | 22 17% | 6 10% | 20 14% | 7 44% | 33 26% | 35 18% | 14 14% | 21 23% | 25 25% | 54 21% | 6 19% | 50 30% | 10 10% | - | 31 25% | 15 15% | 8 21% | 3 17% | 20 17% | 36 23% | 6 18% | 47 20% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 30
 Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains?
 (Saturday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 289 | 109 | 128 | 52 | 140 | 16 | 132 | 189 | 101 | 88 | 100 | 253 | 35 | 172 | 99 | 17 | 127 | 96 | 38 | 18 | 115 | 158 | 33 | 233 |
| Yes | 47 | 22 | 21 | 4 | 13 | 4 | 30 | 28 | 21 | 7 | 19 | 31 | 16 | 36 | 7 | 4 | 20 | 15 | 6 | 3 | 21 | 22 | 8 | 31 |
| | 16% | 20% | 16% | 8% | 9% | 25% | 23% | 15% | 21% | 8% | 19% | 12% | 46% | 21% | 7% | 24% | 16% | 16% | 16% | 17% | 18% | 14% | 24% | 13% |
| No | 117 | 37 | 55 | 25 | 72 | 3 | 41 | 82 | 47 | 35 | 35 | 105 | 11 | 51 | 55 | 10 | 43 | 46 | 17 | 9 | 46 | 68 | 12 | 100 |
| | 40% | 34% | 43% | 48% | 51% | 19% | 31% | 43% | 47% | 40% | 35% | 42% | 31% | 30% | 56% | 59% | 34% | 48% | 45% | 50% | 40% | 43% | 36% | 43% |
| Don't know if I would use an earlier train | 71 | 20 | 31 | 20 | 37 | 2 | 32 | 51 | 22 | 29 | 20 | 66 | 5 | 39 | 29 | 3 | 37 | 22 | 7 | 2 | 29 | 35 | 8 | 58 |
| | 25% | 18% | 24% | 38% | 26% | 13% | 24% | 27% | 22% | 33% | 20% | 26% | 14% | 23% | 29% | 18% | 29% | 23% | 18% | 11% | 25% | 22% | 24% | 25% |
| Don't know time of earliest train | 54 | 30 | 21 | 3 | 18 | 7 | 29 | 28 | 11 | 17 | 26 | 51 | 3 | 46 | 8 | - | 27 | 13 | 8 | 4 | 19 | 33 | 5 | 44 |
| | 19% | 28% | 16% | 6% | 13% | 44% | 22% | 15% | 11% | 19% | 26% | 20% | 9% | 27% | 8% | - | 21% | 14% | 21% | 22% | 17% | 21% | 15% | 19% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 31
 Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains?
 (Sundays)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 288 | 106 | 131 | 51 | 142 | 16 | 129 | 190 | 100 | 90 | 98 | 253 | 34 | 170 | 100 | 17 | 127 | 97 | 37 | 18 | 115 | 157 | 33 | 231 |
| Yes | 65 | 24 | 33 | 8 | 35 | 4 | 26 | 45 | 29 | 16 | 20 | 49 | 16 | 36 | 23 | 6 | 30 | 24 | 5 | 3 | 27 | 33 | 6 | 49 |
| | 23% | 23% | 25% | 16% | 25% | 25% | 20% | 24% | 29% | 18% | 20% | 19% | 47% | 21% | 23% | 35% | 24% | 25% | 14% | 17% | 23% | 21% | 18% | 21% |
| No | 102 | 33 | 46 | 23 | 57 | 3 | 41 | 71 | 39 | 32 | 31 | 92 | 9 | 49 | 45 | 7 | 36 | 40 | 17 | 8 | 42 | 59 | 14 | 85 |
| | 35% | 31% | 35% | 45% | 40% | 19% | 32% | 37% | 39% | 36% | 32% | 36% | 26% | 29% | 45% | 41% | 28% | 41% | 46% | 44% | 37% | 38% | 42% | 37% |
| Don't know if I would use an earlier train | 64 | 18 | 30 | 16 | 32 | 2 | 30 | 42 | 19 | 23 | 22 | 60 | 4 | 37 | 23 | 4 | 32 | 20 | 7 | 3 | 28 | 30 | 8 | 52 |
| | 22% | 17% | 23% | 31% | 23% | 13% | 23% | 22% | 19% | 26% | 22% | 24% | 12% | 22% | 23% | 24% | 25% | 21% | 19% | 17% | 24% | 19% | 24% | 23% |
| Don't know time of earliest train | 57 | 31 | 22 | 4 | 18 | 7 | 32 | 32 | 13 | 19 | 25 | 52 | 5 | 48 | 9 | - | 29 | 13 | 8 | 4 | 18 | 35 | 5 | 45 |
| | 20% | 29% | 17% | 8% | 13% | 44% | 25% | 17% | 13% | 21% | 26% | 21% | 15% | 28% | 9% | - | 23% | 13% | 22% | 22% | 16% | 22% | 15% | 19% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 32
 Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains?
 (Monday to Thursday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 317 | 118 | 139 | 60 | 153 | 18 | 144 | 202 | 106 | 96 | 115 | 286 | 30 | 191 | 106 | 18 | 132 | 106 | 43 | 26 | 122 | 178 | 39 | 251 |
| Yes | 77 | 30 | 32 | 15 | 33 | 3 | 41 | 49 | 23 | 26 | 28 | 67 | 10 | 47 | 25 | 5 | 37 | 23 | 11 | 3 | 31 | 42 | 10 | 60 |
| | 24% | 25% | 23% | 25% | 22% | 17% | 28% | 24% | 22% | 27% | 24% | 23% | 33% | 25% | 24% | 28% | 28% | 22% | 26% | 12% | 25% | 24% | 26% | 24% |
| No | 122 | 37 | 61 | 24 | 74 | 4 | 43 | 78 | 46 | 32 | 44 | 111 | 10 | 61 | 50 | 10 | 44 | 43 | 18 | 13 | 44 | 72 | 17 | 93 |
| | 38% | 31% | 44% | 40% | 48% | 22% | 30% | 39% | 43% | 33% | 38% | 39% | 33% | 32% | 47% | 56% | 33% | 41% | 42% | 50% | 36% | 40% | 44% | 37% |
| Don't know if I would use a later train | 66 | 23 | 30 | 13 | 29 | 4 | 33 | 44 | 22 | 22 | 22 | 61 | 5 | 40 | 23 | 3 | 29 | 22 | 8 | 6 | 31 | 32 | 6 | 56 |
| | 21% | 19% | 22% | 22% | 19% | 22% | 23% | 22% | 21% | 23% | 19% | 21% | 17% | 21% | 22% | 17% | 22% | 21% | 19% | 23% | 25% | 18% | 15% | 22% |
| Don't know time of latest train | 52 | 28 | 16 | 8 | 17 | 7 | 27 | 31 | 15 | 16 | 21 | 47 | 5 | 43 | 8 | - | 22 | 18 | 6 | 4 | 16 | 32 | 6 | 42 |
| | 16% | 24% | 12% | 13% | 11% | 39% | 19% | 15% | 14% | 17% | 18% | 16% | 17% | 23% | 8% | - | 17% | 17% | 14% | 15% | 13% | 18% | 15% | 17% |

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Absolutes/col percents

Table 33
 Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains?
 (Friday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 302 | 107 | 137 | 58 | 154 | 17 | 129 | 201 | 107 | 94 | 101 | 271 | 30 | 177 | 105 | 18 | 131 | 103 | 38 | 20 | 117 | 168 | 35 | 241 |
| Yes | 110 | 32 | 55 | 23 | 58 | 2 | 50 | 72 | 35 | 37 | 38 | 97 | 12 | 62 | 38 | 10 | 58 | 35 | 11 | 3 | 41 | 64 | 10 | 91 |
| | 36% | 30% | 40% | 40% | 38% | 12% | 39% | 36% | 33% | 39% | 38% | 36% | 40% | 35% | 36% | 56% | 44% | 34% | 29% | 15% | 35% | 38% | 29% | 38% |
| No | 94 | 29 | 46 | 19 | 55 | 5 | 33 | 65 | 40 | 25 | 29 | 85 | 9 | 48 | 40 | 5 | 30 | 34 | 13 | 13 | 34 | 54 | 14 | 70 |
| | 31% | 27% | 34% | 33% | 36% | 29% | 26% | 32% | 37% | 27% | 29% | 31% | 30% | 27% | 38% | 28% | 23% | 33% | 34% | 65% | 29% | 32% | 40% | 29% |
| Don't know if I would use a later train | 52 | 19 | 23 | 10 | 24 | 4 | 24 | 37 | 19 | 18 | 15 | 48 | 4 | 30 | 19 | 3 | 22 | 18 | 9 | 2 | 27 | 22 | 5 | 44 |
| | 17% | 18% | 17% | 17% | 16% | 24% | 19% | 18% | 18% | 19% | 15% | 18% | 13% | 17% | 18% | 17% | 17% | 17% | 24% | 10% | 23% | 13% | 14% | 18% |
| Don't know time of latest train | 46 | 27 | 13 | 6 | 17 | 6 | 22 | 27 | 13 | 14 | 19 | 41 | 5 | 37 | 8 | - | 21 | 16 | 5 | 2 | 15 | 28 | 6 | 36 |
| | 15% | 25% | 9% | 10% | 11% | 35% | 17% | 13% | 12% | 15% | 19% | 15% | 17% | 21% | 8% | - | 16% | 16% | 13% | 10% | 13% | 17% | 17% | 15% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 34
 Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains?
 (Saturday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 299 | 110 | 134 | 55 | 149 | 16 | 132 | 199 | 104 | 95 | 100 | 264 | 34 | 176 | 103 | 18 | 131 | 100 | 39 | 19 | 116 | 166 | 34 | 238 |
| Yes | 124 | 40 | 60 | 24 | 64 | 3 | 57 | 85 | 41 | 44 | 39 | 107 | 16 | 70 | 44 | 10 | 66 | 39 | 12 | 4 | 50 | 69 | 10 | 105 |
| | 41% | 36% | 45% | 44% | 43% | 19% | 43% | 43% | 39% | 46% | 39% | 41% | 47% | 40% | 43% | 56% | 50% | 39% | 31% | 21% | 43% | 42% | 29% | 44% |
| No | 81 | 27 | 38 | 16 | 47 | 3 | 30 | 54 | 35 | 19 | 27 | 72 | 9 | 43 | 33 | 4 | 26 | 29 | 11 | 11 | 27 | 49 | 11 | 59 |
| | 27% | 25% | 28% | 29% | 32% | 19% | 23% | 27% | 34% | 20% | 27% | 27% | 26% | 24% | 32% | 22% | 20% | 29% | 28% | 58% | 23% | 30% | 32% | 25% |
| Don't know if I would use a later train | 52 | 20 | 22 | 10 | 22 | 4 | 26 | 36 | 18 | 18 | 16 | 46 | 6 | 30 | 18 | 4 | 21 | 18 | 10 | 2 | 25 | 23 | 8 | 41 |
| | 17% | 18% | 16% | 18% | 15% | 25% | 20% | 18% | 17% | 19% | 16% | 17% | 18% | 17% | 17% | 22% | 16% | 18% | 26% | 11% | 22% | 14% | 24% | 17% |
| Don't know time of latest train | 42 | 23 | 14 | 5 | 16 | 6 | 19 | 24 | 10 | 14 | 18 | 39 | 3 | 33 | 8 | - | 18 | 14 | 6 | 2 | 14 | 25 | 5 | 33 |
| | 14% | 21% | 10% | 9% | 11% | 38% | 14% | 12% | 10% | 15% | 18% | 15% | 9% | 19% | 8% | - | 14% | 14% | 15% | 11% | 12% | 15% | 15% | 14% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 35
 Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains?
 (Sunday)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 284 | 107 | 125 | 52 | 142 | 14 | 127 | 185 | 96 | 89 | 99 | 251 | 32 | 170 | 97 | 16 | 126 | 92 | 37 | 19 | 110 | 158 | 33 | 229 |
| Yes | 76 | 30 | 31 | 15 | 32 | 2 | 42 | 51 | 25 | 26 | 25 | 62 | 13 | 48 | 22 | 6 | 42 | 19 | 9 | 3 | 31 | 41 | 9 | 61 |
| | 27% | 28% | 25% | 29% | 23% | 14% | 33% | 28% | 26% | 29% | 25% | 25% | 41% | 28% | 23% | 38% | 33% | 21% | 24% | 16% | 28% | 26% | 27% | 27% |
| No | 94 | 29 | 47 | 18 | 59 | 2 | 33 | 63 | 40 | 23 | 31 | 85 | 9 | 48 | 40 | 6 | 35 | 33 | 12 | 10 | 33 | 56 | 12 | 73 |
| | 33% | 27% | 38% | 35% | 42% | 14% | 26% | 34% | 42% | 26% | 31% | 34% | 28% | 28% | 41% | 38% | 28% | 36% | 32% | 53% | 30% | 35% | 36% | 32% |
| Don't know if I would use a later train | 69 | 26 | 30 | 13 | 32 | 5 | 32 | 45 | 20 | 25 | 24 | 63 | 6 | 39 | 26 | 4 | 30 | 23 | 11 | 4 | 30 | 35 | 8 | 58 |
| | 24% | 24% | 24% | 25% | 23% | 36% | 25% | 24% | 21% | 28% | 24% | 25% | 19% | 23% | 27% | 25% | 24% | 25% | 30% | 21% | 27% | 22% | 24% | 25% |
| Don't know time of latest train | 45 | 22 | 17 | 6 | 19 | 5 | 20 | 26 | 11 | 15 | 19 | 41 | 4 | 35 | 9 | - | 19 | 17 | 5 | 2 | 16 | 26 | 4 | 37 |
| | 16% | 21% | 14% | 12% | 13% | 36% | 16% | 14% | 11% | 17% | 19% | 16% | 13% | 21% | 9% | - | 15% | 18% | 14% | 11% | 15% | 16% | 12% | 16% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 36

Q.20 What type of ticket did you use for your journey today?
Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------------------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 315 | 110 | 145 | 60 | 152 | 18 | 144 | 202 | 104 | 98 | 113 | 284 | 30 | 192 | 105 | 17 | 129 | 109 | 40 | 29 | 120 | 177 | 33 | 254 |
| Anytime Single Return | 81 | 25 | 48 | 8 | 38 | 6 | 37 | 56 | 21 | 35 | 25 | 76 | 5 | 64 | 16 | 1 | 35 | 34 | 7 | 2 | 31 | 46 | 10 | 58 |
| | 26% | 23% | 33% | 13% | 25% | 33% | 26% | 28% | 20% | 36% | 22% | 27% | 17% | 33% | 15% | 6% | 27% | 31% | 18% | 7% | 26% | 26% | 30% | 23% |
| Anytime Day Single Return | 58 | 21 | 21 | 16 | 24 | 2 | 32 | 38 | 21 | 17 | 20 | 47 | 11 | 38 | 19 | 1 | 25 | 19 | 7 | 6 | 25 | 30 | 3 | 50 |
| | 18% | 19% | 14% | 27% | 16% | 11% | 22% | 19% | 20% | 17% | 18% | 17% | 37% | 20% | 18% | 6% | 19% | 17% | 18% | 21% | 21% | 17% | 9% | 20% |
| Off-Peak Super Off-Peak | 44 | 19 | 23 | 2 | 8 | 3 | 33 | 22 | 11 | 11 | 22 | 40 | 4 | 38 | 4 | 2 | 16 | 14 | 8 | 5 | 15 | 26 | 6 | 35 |
| | 14% | 17% | 16% | 3% | 5% | 17% | 23% | 11% | 11% | 11% | 19% | 14% | 13% | 20% | 4% | 12% | 12% | 13% | 20% | 17% | 13% | 15% | 18% | 14% |
| Off-Peak Day Super Off-Peak Day | 18 | 9 | 8 | 1 | 5 | - | 13 | 9 | 4 | 5 | 9 | 16 | 2 | 11 | 7 | - | 5 | 4 | 4 | 4 | 7 | 9 | 1 | 15 |
| | 6% | 8% | 6% | 2% | 3% | - | 9% | 4% | 4% | 5% | 8% | 6% | 7% | 6% | 7% | - | 4% | 4% | 10% | 14% | 6% | 5% | 3% | 6% |
| Advance | 25 | 16 | 6 | 3 | 5 | 7 | 13 | 15 | 9 | 6 | 10 | 20 | 5 | 24 | 1 | - | 10 | 6 | 6 | 3 | 7 | 16 | 3 | 21 |
| | 8% | 15% | 4% | 5% | 3% | 39% | 9% | 7% | 9% | 6% | 9% | 7% | 17% | 13% | 1% | - | 8% | 6% | 15% | 10% | 6% | 9% | 9% | 8% |
| Day Travelcard | 4 | 2 | 2 | - | 2 | - | 2 | 1 | - | 1 | 3 | 4 | - | 2 | 2 | - | - | 1 | 1 | 1 | - | 3 | 1 | 2 |
| | 1% | 2% | 1% | - | 1% | - | 1% | * | - | 1% | 3% | 1% | - | 1% | 2% | - | - | 1% | 3% | 3% | - | 2% | 3% | 1% |
| Weekly or monthly Season Ticket | 59 | 6 | 24 | 29 | 57 | - | 1 | 45 | 30 | 15 | 14 | 56 | 2 | 4 | 48 | 6 | 23 | 29 | 5 | - | 25 | 32 | 5 | 50 |
| | 19% | 5% | 17% | 48% | 38% | - | 1% | 22% | 29% | 15% | 12% | 20% | 7% | 2% | 46% | 35% | 18% | 27% | 13% | - | 21% | 18% | 15% | 20% |
| Special promotion ticket | 3 | 2 | 1 | - | 1 | - | 2 | 1 | - | 1 | 2 | 3 | - | 2 | - | 1 | 1 | 2 | - | - | - | 3 | 1 | 2 |
| | 1% | 2% | 1% | - | 1% | - | 1% | * | - | 1% | 2% | 1% | - | 1% | - | 6% | 1% | 2% | - | - | - | 2% | 3% | 1% |
| Holiday package tour ticket | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Rail Staff Pass | 7 | 2 | 4 | 1 | 3 | - | 4 | 4 | 2 | 2 | 3 | 6 | 1 | 4 | 2 | 1 | 2 | 1 | 2 | 2 | 3 | 4 | - | 7 |
| Privilege Ticket Police Concession | 2% | 2% | 3% | 2% | 2% | - | 3% | 2% | 2% | 2% | 3% | 2% | 3% | 2% | 2% | 6% | 2% | 1% | 5% | 7% | 3% | 2% | - | 3% |
| Freedom pass | 3 | 2 | 1 | - | 1 | - | 2 | - | - | - | 3 | 3 | - | 1 | 1 | 1 | 2 | - | - | 1 | 1 | 2 | - | 3 |
| | 1% | 2% | 1% | - | 1% | - | 1% | - | - | - | 3% | 1% | - | 1% | 1% | 6% | 2% | - | - | 3% | 1% | 1% | - | 1% |
| Other | 24 | 9 | 14 | 1 | 12 | - | 12 | 18 | 10 | 8 | 6 | 22 | 2 | 11 | 9 | 4 | 11 | 6 | 1 | 5 | 9 | 11 | 4 | 17 |
| | 8% | 8% | 10% | 2% | 8% | - | 8% | 9% | 10% | 8% | 5% | 8% | 7% | 6% | 9% | 24% | 9% | 6% | 3% | 17% | 8% | 6% | 12% | 7% |
| Anytime (net) | 138 | 46 | 68 | 24 | 61 | 8 | 69 | 94 | 42 | 52 | 44 | 122 | 16 | 101 | 35 | 2 | 60 | 52 | 14 | 8 | 56 | 75 | 13 | 107 |
| | 44% | 42% | 47% | 40% | 40% | 44% | 48% | 47% | 40% | 53% | 39% | 43% | 53% | 53% | 33% | 12% | 47% | 48% | 35% | 28% | 47% | 42% | 39% | 42% |
| Off peak (net) | 62 | 28 | 31 | 3 | 13 | 3 | 46 | 31 | 15 | 16 | 31 | 56 | 6 | 49 | 11 | 2 | 21 | 18 | 12 | 9 | 22 | 35 | 7 | 50 |
| | 20% | 25% | 21% | 5% | 9% | 17% | 32% | 15% | 14% | 16% | 27% | 20% | 20% | 26% | 10% | 12% | 16% | 17% | 30% | 31% | 18% | 20% | 21% | 20% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 38

Q.22 How likely would you be to make use of the following ways of receiving your ticket?
(By post)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 312 | 122 | 133 | 57 | 152 | 15 | 143 | 200 | 108 | 92 | 112 | 276 | 35 | 188 | 108 | 14 | 123 | 108 | 46 | 26 | 119 | 177 | 37 | 249 |
| Very likely | 56 18% | 23 19% | 20 15% | 13 23% | 24 16% | 4 27% | 28 20% | 38 19% | 20 19% | 18 20% | 18 16% | 48 17% | 8 23% | 41 22% | 10 9% | 5 36% | 31 25% | 13 12% | 6 13% | 5 19% | 21 18% | 32 18% | 4 11% | 48 19% |
| Fairly likely | 42 13% | 16 13% | 22 17% | 4 7% | 15 10% | 2 13% | 25 17% | 26 13% | 15 14% | 11 12% | 16 14% | 39 14% | 3 9% | 27 14% | 13 12% | 2 14% | 16 13% | 14 13% | 8 17% | 2 8% | 15 13% | 26 15% | 5 14% | 32 13% |
| Neither likely nor unlikely | 35 11% | 16 13% | 14 11% | 5 9% | 18 12% | 1 7% | 16 11% | 26 13% | 15 14% | 11 12% | 9 8% | 27 10% | 8 23% | 20 11% | 12 11% | 3 21% | 15 12% | 14 13% | 3 7% | 3 12% | 16 13% | 19 11% | 5 14% | 27 11% |
| Not very likely | 60 19% | 22 18% | 23 17% | 15 26% | 36 24% | 2 13% | 22 15% | 38 19% | 20 19% | 18 20% | 22 20% | 54 20% | 6 17% | 32 17% | 26 24% | 2 14% | 27 22% | 19 18% | 7 15% | 3 12% | 22 18% | 32 18% | 6 16% | 48 19% |
| Not at all likely | 107 34% | 38 31% | 49 37% | 20 35% | 54 36% | 6 40% | 45 31% | 64 32% | 36 33% | 28 30% | 43 38% | 97 35% | 9 26% | 61 32% | 43 40% | 1 7% | 28 23% | 44 41% | 22 48% | 12 46% | 43 36% | 60 34% | 15 41% | 85 34% |
| Likely (net) | 98 31% | 39 32% | 42 32% | 17 30% | 39 26% | 6 40% | 53 37% | 64 32% | 35 32% | 29 32% | 34 30% | 87 32% | 11 31% | 68 36% | 23 21% | 7 50% | 47 38% | 27 25% | 14 30% | 7 27% | 36 30% | 58 33% | 9 24% | 80 32% |
| Not likely (net) | 167 54% | 60 49% | 72 54% | 35 61% | 90 59% | 8 53% | 67 47% | 102 51% | 56 52% | 46 50% | 65 58% | 151 55% | 15 43% | 93 49% | 69 64% | 3 21% | 55 45% | 63 58% | 29 63% | 15 58% | 65 55% | 92 52% | 21 57% | 133 53% |
| Don't know/no opinion | 12 4% | 7 6% | 5 4% | - - | 5 3% | - - | 7 5% | 8 4% | 2 2% | 6 7% | 4 4% | 11 4% | 1 3% | 7 4% | 4 4% | 1 7% | 6 5% | 4 4% | - - | 1 4% | 2 2% | 8 5% | 2 5% | 9 4% |

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Absolutes/col percents

Table 39

Q.22 How likely would you be to make use of the following ways of receiving your ticket?
(Printing out from a computer at home work)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 317 | 118 | 140 | 59 | 158 | 18 | 139 | 203 | 108 | 95 | 114 | 282 | 34 | 188 | 112 | 15 | 126 | 115 | 45 | 22 | 121 | 179 | 36 | 253 |
| Very likely | 94 30% | 34 | 41 | 19 | 35 | 10 | 49 | 61 | 33 | 28 | 33 | 80 | 14 | 70 | 18 | 6 | 40 | 32 | 14 | 6 | 36 | 55 | 7 | 79 |
| Fairly likely | 61 19% | 26 | 27 | 8 | 32 | 6 | 23 | 41 | 16 | 25 | 20 | 58 | 3 | 37 | 20 | 4 | 27 | 18 | 12 | 2 | 24 | 35 | 4 | 52 |
| Neither likely nor unlikely | 30 9% | 8 | 17 | 5 | 16 | - | 14 | 17 | 9 | 8 | 13 | 27 | 3 | 16 | 13 | 1 | 12 | 12 | 3 | 2 | 10 | 18 | 3 | 20 |
| Not very likely | 46 15% | 14 | 23 | 9 | 30 | 1 | 15 | 30 | 19 | 11 | 16 | 40 | 6 | 21 | 23 | 2 | 22 | 16 | 3 | 2 | 21 | 20 | 4 | 37 |
| Not at all likely | 73 23% | 29 | 26 | 18 | 38 | 1 | 32 | 46 | 28 | 18 | 27 | 65 | 7 | 37 | 33 | 1 | 18 | 32 | 13 | 9 | 27 | 43 | 15 | 55 |
| Likely (net) | 155 49% | 60 | 68 | 27 | 67 | 16 | 72 | 102 | 49 | 53 | 53 | 138 | 17 | 107 | 38 | 10 | 67 | 50 | 26 | 8 | 60 | 90 | 11 | 131 |
| Not likely (net) | 119 38% | 43 | 49 | 27 | 68 | 2 | 47 | 76 | 47 | 29 | 43 | 105 | 13 | 58 | 56 | 3 | 40 | 48 | 16 | 11 | 48 | 63 | 19 | 92 |
| Don't know/no opinion | 13 4% | 7 | 6 | - | 7 | - | 6 | 8 | 3 | 5 | 5 | 12 | 1 | 7 | 5 | 1 | 7 | 5 | - | 1 | 3 | 8 | 3 | 10 |
| | | 6% | 4% | - | 4% | - | 4% | 4% | 3% | 5% | 4% | 4% | 3% | 4% | 4% | 7% | 6% | 4% | - | 5% | 2% | 4% | 8% | 4% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 40

Q.22 How likely would you be to make use of the following ways of receiving your ticket?
 (Sent to your mobile -you would show the message as proof of purchase)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|-----------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 290 | 109 | 125 | 56 | 141 | 17 | 130 | 189 | 97 | 92 | 101 | 258 | 32 | 173 | 100 | 15 | 120 | 104 | 41 | 17 | 116 | 158 | 32 | 232 |
| Very likely | 100 34% | 39 36% | 44 35% | 17 30% | 44 31% | 10 59% | 46 35% | 65 34% | 26 27% | 39 42% | 35 35% | 89 34% | 11 34% | 66 38% | 24 24% | 10 67% | 63 53% | 29 28% | 4 10% | 1 6% | 34 29% | 60 38% | 11 34% | 81 35% |
| Fairly likely | 44 15% | 13 12% | 23 18% | 8 14% | 30 21% | 2 12% | 12 9% | 32 17% | 17 18% | 15 16% | 12 12% | 39 15% | 5 16% | 23 13% | 17 17% | 4 27% | 28 23% | 12 12% | 3 7% | - - | 22 19% | 21 13% | 3 9% | 38 16% |
| Neither likely nor unlikely | 26 9% | 11 10% | 12 10% | 3 5% | 11 8% | 1 6% | 14 11% | 16 8% | 9 9% | 7 8% | 10 10% | 21 8% | 5 16% | 15 9% | 11 11% | - - | 8 7% | 14 13% | 3 7% | 1 6% | 12 10% | 12 8% | 6 19% | 18 8% |
| Not very likely | 34 12% | 11 10% | 14 11% | 9 16% | 21 15% | 1 6% | 12 9% | 22 12% | 11 11% | 11 12% | 12 12% | 31 12% | 3 9% | 18 10% | 16 16% | - - | 9 8% | 15 14% | 8 20% | - - | 11 9% | 20 13% | 2 6% | 26 11% |
| Not at all likely | 86 30% | 35 32% | 32 26% | 19 34% | 35 25% | 3 18% | 46 35% | 54 29% | 34 35% | 20 22% | 32 32% | 78 30% | 8 25% | 51 29% | 32 32% | 1 7% | 12 10% | 34 33% | 23 56% | 15 88% | 37 32% | 45 28% | 10 31% | 69 30% |
| Likely (net) | 144 50% | 52 48% | 67 54% | 25 45% | 74 52% | 12 71% | 58 45% | 97 51% | 43 44% | 54 59% | 47 47% | 128 50% | 16 50% | 89 51% | 41 41% | 14 93% | 91 76% | 41 39% | 7 17% | 1 6% | 56 48% | 81 51% | 14 44% | 119 51% |
| Not likely (net) | 120 41% | 46 42% | 46 37% | 28 50% | 56 40% | 4 24% | 58 45% | 76 40% | 45 46% | 31 34% | 44 44% | 109 42% | 11 34% | 69 40% | 48 48% | 1 7% | 21 18% | 49 47% | 31 76% | 15 88% | 48 41% | 65 41% | 12 38% | 95 41% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 41

Q.22 How likely would you be to make use of the following ways of receiving your ticket?
(Sent to your mobile - you would scan a barcode at the ticket gate)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 298 | 115 | 128 | 55 | 148 | 16 | 132 | 191 | 102 | 89 | 107 | 265 | 32 | 176 | 107 | 13 | 122 | 109 | 41 | 17 | 116 | 164 | 36 | 237 |
| Very likely | 80 27% | 34 | 37 | 9 | 37 | 9 | 34 | 54 | 23 | 31 | 26 | 73 | 7 | 51 | 22 | 7 | 49 | 25 | 3 | - | 28 | 46 | 12 | 61 |
| Fairly likely | 47 16% | 15 | 22 | 10 | 26 | 2 | 19 | 30 | 19 | 11 | 17 | 41 | 6 | 28 | 15 | 4 | 31 | 9 | 5 | - | 21 | 25 | 2 | 41 |
| Neither likely nor unlikely | 25 8% | 10 | 13 | 2 | 10 | 1 | 14 | 14 | 8 | 6 | 11 | 20 | 5 | 15 | 10 | - | 11 | 12 | 1 | 1 | 9 | 14 | 5 | 19 |
| Not very likely | 33 11% | 11 | 15 | 7 | 19 | 1 | 13 | 21 | 9 | 12 | 12 | 30 | 3 | 19 | 14 | - | 8 | 15 | 8 | - | 13 | 17 | 2 | 26 |
| Not at all likely | 95 32% | 39 | 32 | 24 | 44 | 3 | 46 | 61 | 39 | 22 | 34 | 85 | 10 | 54 | 38 | 1 | 15 | 41 | 23 | 15 | 41 | 51 | 11 | 77 |
| Likely (net) | 127 43% | 49 | 59 | 19 | 63 | 11 | 53 | 84 | 42 | 42 | 43 | 114 | 13 | 79 | 37 | 11 | 80 | 34 | 8 | - | 49 | 71 | 14 | 102 |
| Not likely (net) | 128 43% | 50 | 47 | 31 | 63 | 4 | 59 | 82 | 48 | 34 | 46 | 115 | 13 | 73 | 52 | 1 | 23 | 56 | 31 | 15 | 54 | 68 | 13 | 103 |
| Don't know/no opinion | 18 6% | 6 | 9 | 3 | 12 | - | 6 | 11 | 4 | 7 | 7 | 16 | 1 | 9 | 8 | 1 | 8 | 7 | 1 | 1 | 4 | 11 | 4 | 13 |
| | | 5% | 7% | 5% | 8% | - | 5% | 6% | 4% | 8% | 7% | 6% | 3% | 5% | 7% | 8% | 7% | 6% | 2% | 6% | 3% | 7% | 11% | 5% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 42

Q.22 How likely would you be to make use of the following ways of receiving your ticket?
(Smartcard)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 290 | 113 | 122 | 55 | 147 | 15 | 126 | 188 | 99 | 89 | 102 | 257 | 32 | 168 | 107 | 13 | 120 | 103 | 42 | 17 | 117 | 156 | 35 | 230 |
| Very likely | 45 16% | 13 12% | 23 19% | 9 16% | 25 17% | 4 27% | 16 13% | 32 17% | 16 16% | 16 18% | 13 13% | 40 16% | 4 13% | 20 12% | 20 19% | 5 38% | 26 22% | 12 12% | 6 14% | - | 22 19% | 21 13% | 9 26% | 31 13% |
| Fairly likely | 35 12% | 12 11% | 18 15% | 5 9% | 20 14% | 4 27% | 11 9% | 25 13% | 11 11% | 14 16% | 10 10% | 32 12% | 3 9% | 20 12% | 10 9% | 5 38% | 23 19% | 7 7% | 2 5% | 1 6% | 17 15% | 17 11% | 2 6% | 30 13% |
| Neither likely nor unlikely | 38 13% | 16 14% | 15 12% | 7 13% | 17 12% | 2 13% | 19 15% | 22 12% | 11 11% | 11 12% | 16 16% | 33 13% | 5 16% | 26 15% | 11 10% | 1 8% | 22 18% | 13 13% | 2 5% | 1 6% | 12 10% | 24 15% | 5 14% | 31 13% |
| Not very likely | 33 11% | 14 12% | 12 10% | 7 13% | 16 11% | 1 7% | 16 13% | 19 10% | 7 7% | 12 13% | 14 14% | 31 12% | 2 6% | 21 13% | 11 10% | 1 8% | 9 8% | 12 12% | 8 19% | 1 6% | 12 10% | 17 11% | 1 3% | 25 11% |
| Not at all likely | 88 30% | 40 35% | 27 22% | 21 38% | 38 26% | 4 27% | 44 35% | 55 29% | 36 36% | 19 21% | 33 32% | 75 29% | 13 41% | 52 31% | 34 32% | - | 15 13% | 40 39% | 20 48% | 12 71% | 39 33% | 45 29% | 10 29% | 73 32% |
| Likely (net) | 80 28% | 25 22% | 41 34% | 14 25% | 45 31% | 8 53% | 27 21% | 57 30% | 27 27% | 30 34% | 23 23% | 72 28% | 7 22% | 40 24% | 30 28% | 10 77% | 49 41% | 19 18% | 8 19% | 1 6% | 39 33% | 38 24% | 11 31% | 61 27% |
| Not likely (net) | 121 42% | 54 48% | 39 32% | 28 51% | 54 37% | 5 33% | 60 48% | 74 39% | 43 43% | 31 35% | 47 46% | 106 41% | 15 47% | 73 43% | 45 42% | 1 8% | 24 20% | 52 50% | 28 67% | 13 76% | 51 44% | 62 40% | 11 31% | 98 43% |
| Don't know/no opinion | 51 18% | 18 16% | 27 22% | 6 11% | 31 21% | - | 20 16% | 35 19% | 18 18% | 17 19% | 16 16% | 46 18% | 5 16% | 29 17% | 21 20% | 1 8% | 25 21% | 19 18% | 4 10% | 2 12% | 15 13% | 32 21% | 8 23% | 40 17% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 43

Q.23 Did you use a railcard to buy your ticket? If so which one?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---------------------------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 325 | 119 | 146 | 60 | 155 | 17 | 151 | 204 | 108 | 96 | 121 | 291 | 33 | 199 | 108 | 16 | 124 | 114 | 47 | 31 | 121 | 187 | 38 | 263 |
| Did not use a railcard | 203 | 74 | 93 | 36 | 107 | 12 | 84 | 131 | 77 | 54 | 72 | 182 | 21 | 121 | 72 | 10 | 83 | 88 | 22 | 6 | 83 | 112 | 19 | 171 |
| | 62% | 62% | 64% | 60% | 69% | 71% | 56% | 64% | 71% | 56% | 60% | 63% | 64% | 61% | 67% | 63% | 67% | 77% | 47% | 19% | 69% | 60% | 50% | 65% |
| Disabled Persons Railcard | 7 | 3 | 2 | 2 | 3 | 1 | 3 | 2 | 2 | - | 5 | 5 | 2 | 4 | 3 | - | 4 | 2 | - | 1 | 1 | 5 | 6 | 1 |
| | 2% | 3% | 1% | 3% | 2% | 6% | 2% | 1% | 2% | - | 4% | 2% | 6% | 2% | 3% | - | 3% | 2% | - | 3% | 1% | 3% | 16% | * |
| 16-25 Railcard | 28 | 4 | 18 | 6 | 16 | - | 12 | 19 | 5 | 14 | 9 | 27 | 1 | 19 | 7 | 2 | 25 | 3 | - | - | 11 | 17 | 3 | 23 |
| | 9% | 3% | 12% | 10% | 10% | - | 8% | 9% | 5% | 15% | 7% | 9% | 3% | 10% | 6% | 13% | 20% | 3% | - | - | 9% | 9% | 8% | 9% |
| Network Railcard | 13 | 6 | 3 | 4 | 4 | 1 | 7 | 9 | 3 | 6 | 4 | 12 | 1 | 7 | 4 | 1 | 1 | 8 | 1 | 1 | 4 | 7 | 3 | 9 |
| | 4% | 5% | 2% | 7% | 3% | 6% | 5% | 4% | 3% | 6% | 3% | 4% | 3% | 4% | 4% | 6% | 1% | 7% | 2% | 3% | 3% | 4% | 8% | 3% |
| Senior Railcard | 36 | 19 | 13 | 4 | 5 | 3 | 27 | 14 | 8 | 6 | 22 | 33 | 3 | 30 | 5 | - | - | - | 14 | 22 | 8 | 26 | 3 | 31 |
| | 11% | 16% | 9% | 7% | 3% | 18% | 18% | 7% | 7% | 6% | 18% | 11% | 9% | 15% | 5% | - | - | - | 30% | 71% | 7% | 14% | 8% | 12% |
| Forces Railcard | 4 | - | 4 | - | 2 | - | 2 | 3 | - | 3 | 1 | 4 | - | 2 | 1 | 1 | 3 | 1 | - | - | 2 | 1 | - | 3 |
| | 1% | - | 3% | - | 1% | - | 1% | 1% | - | 3% | 1% | 1% | - | 1% | 1% | 6% | 2% | 1% | - | - | 2% | 1% | - | 1% |
| Family & Friends Railcard | 2 | - | 2 | - | 1 | - | 1 | 1 | - | 1 | 1 | 2 | - | 1 | 1 | - | 1 | 1 | - | - | 1 | 1 | - | 2 |
| | 1% | - | 1% | - | 1% | - | 1% | * | - | 1% | 1% | 1% | - | 1% | 1% | - | 1% | 1% | - | - | 1% | 1% | - | 1% |
| GroupSave discount | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other railcard | 39 | 15 | 16 | 8 | 21 | 1 | 17 | 29 | 15 | 14 | 10 | 32 | 6 | 18 | 19 | 2 | 9 | 14 | 12 | 1 | 12 | 24 | 4 | 30 |
| | 12% | 13% | 11% | 13% | 14% | 6% | 11% | 14% | 14% | 15% | 8% | 11% | 18% | 9% | 18% | 13% | 7% | 12% | 26% | 3% | 10% | 13% | 11% | 11% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 44

Q.24 How would you rate the STATION where you boarded this train for:
(Provision of information about train times/platforms)

Base: All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 341 | 121 | 158 | 62 | 163 | 19 | 157 | 217 | 115 | 102 | 124 | 306 | 34 | 206 | 115 | 18 | 133 | 122 | 46 | 31 | 130 | 193 | 38 | 273 |
| Very good | 124 36% | 48 | 46 | 30 | 52 | 8 | 63 | 72 | 43 | 29 | 52 | 107 | 16 | 80 | 37 | 6 | 41 | 45 | 27 | 11 | 45 | 73 | 11 | 106 |
| | | 40% | 29% | 48% | 32% | 42% | 40% | 33% | 37% | 28% | 42% | 35% | 47% | 39% | 32% | 33% | 31% | 37% | 59% | 35% | 35% | 38% | 29% | 39% |
| Fairly good | 161 47% | 57 | 76 | 28 | 84 | 6 | 70 | 110 | 55 | 55 | 51 | 148 | 13 | 91 | 59 | 10 | 67 | 57 | 10 | 20 | 56 | 98 | 19 | 127 |
| | | 47% | 48% | 45% | 52% | 32% | 45% | 51% | 48% | 54% | 41% | 48% | 38% | 44% | 51% | 56% | 50% | 47% | 22% | 65% | 43% | 51% | 50% | 47% |
| Neither good nor poor | 30 9% | 8 | 19 | 3 | 16 | 1 | 13 | 19 | 9 | 10 | 11 | 28 | 2 | 18 | 11 | 1 | 15 | 8 | 5 | - | 12 | 14 | 3 | 21 |
| | | 7% | 12% | 5% | 10% | 5% | 8% | 9% | 8% | 10% | 9% | 9% | 6% | 9% | 10% | 6% | 11% | 7% | 11% | - | 9% | 7% | 8% | 8% |
| Fairly poor | 15 4% | 4 | 10 | 1 | 7 | 2 | 6 | 10 | 6 | 4 | 5 | 14 | 1 | 8 | 7 | - | 6 | 6 | 3 | - | 9 | 5 | 4 | 10 |
| | | 3% | 6% | 2% | 4% | 11% | 4% | 5% | 5% | 4% | 4% | 5% | 3% | 4% | 6% | - | 5% | 5% | 7% | - | 7% | 3% | 11% | 4% |
| Very poor | 11 3% | 4 | 7 | - | 4 | 2 | 5 | 6 | 2 | 4 | 5 | 9 | 2 | 9 | 1 | 1 | 4 | 6 | 1 | - | 8 | 3 | 1 | 9 |
| | | 3% | 4% | - | 2% | 11% | 3% | 3% | 2% | 4% | 4% | 3% | 6% | 4% | 1% | 6% | 3% | 5% | 2% | - | 6% | 2% | 3% | 3% |
| Good (net) | 285 84% | 105 | 122 | 58 | 136 | 14 | 133 | 182 | 98 | 84 | 103 | 255 | 29 | 171 | 96 | 16 | 108 | 102 | 37 | 31 | 101 | 171 | 30 | 233 |
| | | 87% | 77% | 94% | 83% | 74% | 85% | 84% | 85% | 82% | 83% | 83% | 85% | 83% | 83% | 89% | 81% | 84% | 80% | 100% | 78% | 89% | 79% | 85% |
| Poor (net) | 26 8% | 8 | 17 | 1 | 11 | 4 | 11 | 16 | 8 | 8 | 10 | 23 | 3 | 17 | 8 | 1 | 10 | 12 | 4 | - | 17 | 8 | 5 | 19 |
| | | 7% | 11% | 2% | 7% | 21% | 7% | 7% | 7% | 8% | 8% | 8% | 9% | 8% | 7% | 6% | 8% | 10% | 9% | - | 13% | 4% | 13% | 7% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 45

Q.24 How would you rate the STATION where you boarded this train for:
(The upkeep repair of the station buildings platforms)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 336 | 123 | 152 | 61 | 161 | 18 | 156 | 215 | 113 | 102 | 121 | 300 | 35 | 203 | 114 | 18 | 132 | 121 | 46 | 28 | 129 | 189 | 38 | 269 |
| Very good | 85 25% | 33 | 26 | 26 | 41 | 5 | 39 | 54 | 32 | 22 | 31 | 70 | 14 | 51 | 30 | 4 | 31 | 28 | 17 | 8 | 32 | 51 | 9 | 72 |
| | | 27% | 17% | 43% | 25% | 28% | 25% | 25% | 28% | 22% | 26% | 23% | 40% | 25% | 26% | 22% | 23% | 23% | 37% | 29% | 25% | 27% | 24% | 27% |
| Fairly good | 160 48% | 60 | 77 | 23 | 73 | 8 | 78 | 101 | 50 | 51 | 59 | 148 | 12 | 100 | 48 | 11 | 65 | 54 | 21 | 14 | 59 | 91 | 22 | 125 |
| | | 49% | 51% | 38% | 45% | 44% | 50% | 47% | 44% | 50% | 49% | 49% | 34% | 49% | 42% | 61% | 49% | 45% | 46% | 50% | 46% | 48% | 58% | 46% |
| Neither good nor poor | 65 19% | 22 | 32 | 11 | 33 | 3 | 29 | 46 | 24 | 22 | 19 | 57 | 8 | 35 | 29 | 1 | 26 | 27 | 5 | 5 | 28 | 32 | 6 | 49 |
| | | 18% | 21% | 18% | 20% | 17% | 19% | 21% | 21% | 22% | 16% | 19% | 23% | 17% | 25% | 6% | 20% | 22% | 11% | 18% | 22% | 17% | 16% | 18% |
| Fairly poor | 18 5% | 5 | 12 | 1 | 8 | 1 | 9 | 10 | 6 | 4 | 8 | 18 | - | 11 | 7 | - | 6 | 9 | 3 | - | 5 | 12 | - | 17 |
| | | 4% | 8% | 2% | 5% | 6% | 6% | 5% | 5% | 4% | 7% | 6% | - | 5% | 6% | - | 5% | 7% | 7% | - | 4% | 6% | - | 6% |
| Very poor | 8 2% | 3 | 5 | - | 6 | 1 | 1 | 4 | 1 | 3 | 4 | 7 | 1 | 6 | - | 2 | 4 | 3 | - | 1 | 5 | 3 | 1 | 6 |
| | | 2% | 3% | - | 4% | 6% | 1% | 2% | 1% | 3% | 3% | 2% | 3% | 3% | - | 11% | 3% | 2% | - | 4% | 4% | 2% | 3% | 2% |
| Good (net) | 245 73% | 93 | 103 | 49 | 114 | 13 | 117 | 155 | 82 | 73 | 90 | 218 | 26 | 151 | 78 | 15 | 96 | 82 | 38 | 22 | 91 | 142 | 31 | 197 |
| | | 76% | 68% | 80% | 71% | 72% | 75% | 72% | 73% | 72% | 74% | 73% | 74% | 74% | 68% | 83% | 73% | 68% | 83% | 79% | 71% | 75% | 82% | 73% |
| Poor (net) | 26 8% | 8 | 17 | 1 | 14 | 2 | 10 | 14 | 7 | 7 | 12 | 25 | 1 | 17 | 7 | 2 | 10 | 12 | 3 | 1 | 10 | 15 | 1 | 23 |
| | | 7% | 11% | 2% | 9% | 11% | 6% | 7% | 6% | 7% | 10% | 8% | 3% | 8% | 6% | 11% | 8% | 10% | 7% | 4% | 8% | 8% | 3% | 9% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 46

Q.24 How would you rate the STATION where you boarded this train for:
(Cleanliness of the station)

Base: All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 333 | 122 | 151 | 60 | 160 | 18 | 153 | 213 | 111 | 102 | 120 | 300 | 32 | 202 | 112 | 17 | 131 | 119 | 44 | 31 | 130 | 187 | 37 | 267 |
| Very good | 83 25% | 34 | 22 | 27 | 37 | 5 | 41 | 55 | 29 | 26 | 28 | 69 | 13 | 51 | 29 | 3 | 28 | 28 | 16 | 9 | 33 | 46 | 8 | 69 |
| Fairly good | 159 48% | 56 | 78 | 25 | 78 | 8 | 71 | 108 | 54 | 54 | 51 | 145 | 14 | 94 | 52 | 11 | 63 | 59 | 19 | 14 | 62 | 90 | 19 | 127 |
| Neither good nor poor | 61 18% | 23 | 32 | 6 | 27 | 1 | 33 | 34 | 19 | 15 | 27 | 57 | 4 | 38 | 22 | 1 | 28 | 20 | 6 | 6 | 24 | 34 | 10 | 45 |
| Fairly poor | 23 7% | 6 | 15 | 2 | 12 | 3 | 8 | 12 | 8 | 4 | 11 | 23 | - | 13 | 9 | 1 | 9 | 9 | 3 | 1 | 6 | 15 | - | 20 |
| Very poor | 7 2% | 3 | 4 | - | 6 | 1 | - | 4 | 1 | 3 | 3 | 6 | 1 | 6 | - | 1 | 3 | 3 | - | 1 | 5 | 2 | - | 6 |
| Good (net) | 242 73% | 90 | 100 | 52 | 115 | 13 | 112 | 163 | 83 | 80 | 79 | 214 | 27 | 145 | 81 | 14 | 91 | 87 | 35 | 23 | 95 | 136 | 27 | 196 |
| Poor (net) | 30 9% | 9 | 19 | 2 | 18 | 4 | 8 | 16 | 9 | 7 | 14 | 29 | 1 | 19 | 9 | 2 | 12 | 12 | 3 | 2 | 11 | 17 | - | 26 |
| | | 7% | 13% | 3% | 11% | 22% | 5% | 8% | 8% | 7% | 12% | 10% | 3% | 9% | 8% | 12% | 9% | 10% | 7% | 6% | 8% | 9% | - | 10% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 47

Q.24 How would you rate the STATION where you boarded this train for:
(The facilities and services at the station)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 287 | 105 | 132 | 50 | 145 | 16 | 125 | 181 | 91 | 90 | 106 | 259 | 27 | 170 | 100 | 16 | 120 | 102 | 39 | 18 | 114 | 160 | 34 | 229 |
| Very good | 38 13% | 19 | 9 | 10 | 15 | 4 | 19 | 17 | 11 | 6 | 21 | 32 | 6 | 26 | 11 | 1 | 14 | 12 | 5 | 6 | 20 | 17 | 5 | 31 |
| | | 18% | 7% | 20% | 10% | 25% | 15% | 9% | 12% | 7% | 20% | 12% | 22% | 15% | 11% | 6% | 12% | 12% | 13% | 33% | 18% | 11% | 15% | 14% |
| Fairly good | 83 29% | 37 | 37 | 9 | 42 | 3 | 37 | 57 | 28 | 29 | 26 | 74 | 9 | 51 | 26 | 5 | 37 | 28 | 10 | 5 | 27 | 51 | 11 | 66 |
| | | 35% | 28% | 18% | 29% | 19% | 30% | 31% | 31% | 32% | 25% | 29% | 33% | 30% | 26% | 31% | 31% | 27% | 26% | 28% | 24% | 32% | 32% | 29% |
| Neither good nor poor | 53 18% | 14 | 30 | 9 | 31 | 2 | 20 | 36 | 13 | 23 | 17 | 50 | 3 | 30 | 20 | 3 | 22 | 23 | 4 | 2 | 21 | 27 | 6 | 39 |
| | | 13% | 23% | 18% | 21% | 13% | 16% | 20% | 14% | 26% | 16% | 19% | 11% | 18% | 20% | 19% | 18% | 23% | 10% | 11% | 18% | 17% | 18% | 17% |
| Fairly poor | 57 20% | 20 | 30 | 7 | 26 | 5 | 26 | 34 | 18 | 16 | 23 | 52 | 5 | 32 | 23 | 2 | 27 | 16 | 10 | 3 | 24 | 32 | 3 | 51 |
| | | 19% | 23% | 14% | 18% | 31% | 21% | 19% | 20% | 18% | 22% | 20% | 19% | 19% | 23% | 13% | 23% | 16% | 26% | 17% | 21% | 20% | 9% | 22% |
| Very poor | 56 20% | 15 | 26 | 15 | 31 | 2 | 23 | 37 | 21 | 16 | 19 | 51 | 4 | 31 | 20 | 5 | 20 | 23 | 10 | 2 | 22 | 33 | 9 | 42 |
| | | 14% | 20% | 30% | 21% | 13% | 18% | 20% | 23% | 18% | 18% | 20% | 15% | 18% | 20% | 31% | 17% | 23% | 26% | 11% | 19% | 21% | 26% | 18% |
| Good (net) | 121 42% | 56 | 46 | 19 | 57 | 7 | 56 | 74 | 39 | 35 | 47 | 106 | 15 | 77 | 37 | 6 | 51 | 40 | 15 | 11 | 47 | 68 | 16 | 97 |
| | | 53% | 35% | 38% | 39% | 44% | 45% | 41% | 43% | 39% | 44% | 41% | 56% | 45% | 37% | 38% | 43% | 39% | 38% | 61% | 41% | 43% | 47% | 42% |
| Poor (net) | 113 39% | 35 | 56 | 22 | 57 | 7 | 49 | 71 | 39 | 32 | 42 | 103 | 9 | 63 | 43 | 7 | 47 | 39 | 20 | 5 | 46 | 65 | 12 | 93 |
| | | 33% | 42% | 44% | 39% | 44% | 39% | 39% | 43% | 36% | 40% | 40% | 33% | 37% | 43% | 44% | 39% | 38% | 51% | 28% | 40% | 41% | 35% | 41% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 48

Q.24 How would you rate the STATION where you boarded this train for:
(The availability of staff at the station)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 294 | 105 | 140 | 49 | 147 | 16 | 130 | 187 | 92 | 95 | 107 | 263 | 30 | 176 | 100 | 17 | 124 | 104 | 37 | 21 | 113 | 167 | 35 | 233 |
| Very good | 55 19% | 13 | 29 | 13 | 30 | 2 | 23 | 32 | 21 | 11 | 23 | 51 | 4 | 29 | 20 | 6 | 21 | 19 | 7 | 6 | 20 | 34 | 3 | 47 |
| Fairly good | 103 35% | 42 | 48 | 13 | 48 | 5 | 49 | 61 | 24 | 37 | 42 | 94 | 9 | 64 | 35 | 3 | 44 | 37 | 12 | 9 | 38 | 60 | 16 | 81 |
| Neither good nor poor | 62 21% | 27 | 30 | 5 | 31 | 5 | 26 | 43 | 17 | 26 | 19 | 56 | 6 | 37 | 22 | 3 | 26 | 23 | 6 | 3 | 23 | 32 | 7 | 47 |
| Fairly poor | 24 8% | 9 | 12 | 3 | 13 | 1 | 10 | 15 | 10 | 5 | 9 | 20 | 4 | 17 | 6 | 1 | 12 | 8 | 2 | 2 | 9 | 15 | 3 | 18 |
| Very poor | 50 17% | 14 | 21 | 15 | 25 | 3 | 22 | 36 | 20 | 16 | 14 | 42 | 7 | 29 | 17 | 4 | 21 | 17 | 10 | 1 | 23 | 26 | 6 | 40 |
| Good (net) | 158 54% | 55 | 77 | 26 | 78 | 7 | 72 | 93 | 45 | 48 | 65 | 145 | 13 | 93 | 55 | 9 | 65 | 56 | 19 | 15 | 58 | 94 | 19 | 128 |
| Poor (net) | 74 25% | 23 | 33 | 18 | 38 | 4 | 32 | 51 | 30 | 21 | 23 | 62 | 11 | 46 | 23 | 5 | 33 | 25 | 12 | 3 | 32 | 41 | 9 | 58 |
| | | 22% | 24% | 37% | 26% | 25% | 25% | 27% | 33% | 22% | 21% | 24% | 37% | 26% | 23% | 29% | 27% | 24% | 32% | 14% | 28% | 25% | 26% | 25% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 49

Q.24 How would you rate the STATION where you boarded this train for:
(The attitudes and helpfulness of the staff)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|-----------|-----------|-----------------|-----------|-----------|-------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 267 | 101 | 127 | 39 | 131 | 15 | 120 | 167 | 84 | 83 | 100 | 240 | 27 | 158 | 92 | 16 | 109 | 99 | 29 | 22 | 100 | 153 | 34 | 207 |
| Very good | 89 33% | 28 28% | 44 35% | 17 44% | 40 31% | 4 27% | 45 38% | 55 33% | 30 36% | 25 30% | 34 34% | 81 34% | 8 30% | 52 33% | 31 34% | 6 38% | 33 30% | 31 31% | 13 45% | 10 45% | 32 32% | 53 35% | 7 21% | 75 36% |
| Fairly good | 98 37% | 37 37% | 46 36% | 15 38% | 48 37% | 6 40% | 43 36% | 65 39% | 29 35% | 36 43% | 33 33% | 90 38% | 8 30% | 59 37% | 33 36% | 5 31% | 40 37% | 35 35% | 9 31% | 10 45% | 30 30% | 62 41% | 17 50% | 74 36% |
| Neither good nor poor | 46 17% | 20 20% | 25 20% | 1 3% | 23 18% | 4 27% | 19 16% | 26 16% | 14 17% | 12 14% | 20 20% | 40 17% | 6 22% | 29 18% | 16 17% | 1 6% | 20 18% | 21 21% | 3 10% | 1 5% | 24 24% | 20 13% | 6 18% | 35 17% |
| Fairly poor | 12 4% | 7 7% | 4 3% | 1 3% | 7 5% | - - | 5 4% | 8 5% | 5 6% | 3 4% | 4 4% | 9 4% | 3 11% | 7 4% | 4 4% | 1 6% | 8 7% | 2 2% | 1 3% | 1 5% | 4 4% | 7 5% | 2 6% | 8 4% |
| Very poor | 22 8% | 9 9% | 8 6% | 5 13% | 13 10% | 1 7% | 8 7% | 13 8% | 6 7% | 7 8% | 9 9% | 20 8% | 2 7% | 11 7% | 8 9% | 3 19% | 8 7% | 10 10% | 3 10% | - - | 10 10% | 11 7% | 2 6% | 15 7% |
| Good (net) | 187 70% | 65 64% | 90 71% | 32 82% | 88 67% | 10 67% | 88 73% | 120 72% | 59 70% | 61 73% | 67 67% | 171 71% | 16 59% | 111 70% | 64 70% | 11 69% | 73 67% | 66 67% | 22 76% | 20 91% | 62 62% | 115 75% | 24 71% | 149 72% |
| Poor (net) | 34 13% | 16 16% | 12 9% | 6 15% | 20 15% | 1 7% | 13 11% | 21 13% | 11 13% | 10 12% | 13 13% | 29 12% | 5 19% | 18 11% | 12 13% | 4 25% | 16 15% | 12 12% | 4 14% | 1 5% | 14 14% | 18 12% | 4 12% | 23 11% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 50

Q.24 How would you rate the STATION where you boarded this train for:
(Connections with other forms of public transport)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 253 | 89 | 118 | 46 | 127 | 12 | 114 | 164 | 80 | 84 | 89 | 227 | 25 | 148 | 88 | 17 | 107 | 84 | 29 | 25 | 97 | 142 | 32 | 201 |
| Very good | 51 20% | 13 | 23 | 15 | 24 | 1 | 26 | 31 | 17 | 14 | 20 | 47 | 4 | 25 | 19 | 7 | 22 | 17 | 4 | 6 | 22 | 27 | 6 | 41 |
| | | 15% | 19% | 33% | 19% | 8% | 23% | 19% | 21% | 17% | 22% | 21% | 16% | 17% | 22% | 41% | 21% | 20% | 14% | 24% | 23% | 19% | 19% | 20% |
| Fairly good | 107 42% | 37 | 53 | 17 | 59 | 4 | 44 | 70 | 32 | 38 | 37 | 100 | 7 | 61 | 40 | 6 | 48 | 36 | 11 | 8 | 36 | 65 | 16 | 84 |
| | | 42% | 45% | 37% | 46% | 33% | 39% | 43% | 40% | 45% | 42% | 44% | 28% | 41% | 45% | 35% | 45% | 43% | 38% | 32% | 37% | 46% | 50% | 42% |
| Neither good nor poor | 55 22% | 23 | 26 | 6 | 25 | 4 | 26 | 35 | 15 | 20 | 20 | 50 | 5 | 36 | 18 | 1 | 23 | 18 | 5 | 7 | 24 | 27 | 6 | 43 |
| | | 26% | 22% | 13% | 20% | 33% | 23% | 21% | 19% | 24% | 22% | 22% | 20% | 24% | 20% | 6% | 21% | 21% | 17% | 28% | 25% | 19% | 19% | 21% |
| Fairly poor | 20 8% | 8 | 8 | 4 | 8 | 2 | 10 | 12 | 6 | 6 | 8 | 15 | 4 | 13 | 7 | - | 7 | 7 | 4 | 2 | 6 | 14 | 3 | 16 |
| | | 9% | 7% | 9% | 6% | 17% | 9% | 7% | 8% | 7% | 9% | 7% | 16% | 9% | 8% | - | 7% | 8% | 14% | 8% | 6% | 10% | 9% | 8% |
| Very poor | 20 8% | 8 | 8 | 4 | 11 | 1 | 8 | 16 | 10 | 6 | 4 | 15 | 5 | 13 | 4 | 3 | 7 | 6 | 5 | 2 | 9 | 9 | 1 | 17 |
| | | 9% | 7% | 9% | 9% | 8% | 7% | 10% | 13% | 7% | 4% | 7% | 20% | 9% | 5% | 18% | 7% | 7% | 17% | 8% | 9% | 6% | 3% | 8% |
| Good (net) | 158 62% | 50 | 76 | 32 | 83 | 5 | 70 | 101 | 49 | 52 | 57 | 147 | 11 | 86 | 59 | 13 | 70 | 53 | 15 | 14 | 58 | 92 | 22 | 125 |
| | | 56% | 64% | 70% | 65% | 42% | 61% | 62% | 61% | 62% | 64% | 65% | 44% | 58% | 67% | 76% | 65% | 63% | 52% | 56% | 60% | 65% | 69% | 62% |
| Poor (net) | 40 16% | 16 | 16 | 8 | 19 | 3 | 18 | 28 | 16 | 12 | 12 | 30 | 9 | 26 | 11 | 3 | 14 | 13 | 9 | 4 | 15 | 23 | 4 | 33 |
| | | 18% | 14% | 17% | 15% | 25% | 16% | 17% | 20% | 14% | 13% | 13% | 36% | 18% | 13% | 18% | 13% | 15% | 31% | 16% | 15% | 16% | 13% | 16% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 51

Q.24 How would you rate the STATION where you boarded this train for:
(Ticket buying facilities)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 277 | 97 | 136 | 44 | 141 | 11 | 124 | 180 | 92 | 88 | 97 | 248 | 29 | 160 | 100 | 16 | 119 | 100 | 31 | 19 | 110 | 153 | 36 | 215 |
| Very good | 60 22% | 18 | 25 | 17 | 31 | 1 | 27 | 33 | 18 | 15 | 27 | 57 | 3 | 30 | 23 | 6 | 23 | 23 | 6 | 7 | 25 | 33 | 7 | 51 |
| Fairly good | 114 41% | 43 | 61 | 10 | 58 | 4 | 52 | 72 | 34 | 38 | 42 | 105 | 9 | 68 | 40 | 6 | 51 | 34 | 18 | 7 | 41 | 67 | 16 | 87 |
| Neither good nor poor | 41 15% | 12 | 24 | 5 | 20 | 2 | 19 | 23 | 10 | 13 | 18 | 38 | 3 | 24 | 16 | 1 | 19 | 17 | 1 | 2 | 21 | 16 | 4 | 32 |
| Fairly poor | 19 7% | 8 | 9 | 2 | 13 | 2 | 4 | 17 | 9 | 8 | 2 | 15 | 4 | 11 | 7 | 1 | 7 | 8 | 2 | 1 | 7 | 11 | 2 | 14 |
| Very poor | 43 16% | 16 | 17 | 10 | 19 | 2 | 22 | 35 | 21 | 14 | 8 | 33 | 10 | 27 | 14 | 2 | 19 | 18 | 4 | 2 | 16 | 26 | 7 | 31 |
| Good (net) | 174 63% | 61 | 86 | 27 | 89 | 5 | 79 | 105 | 52 | 53 | 69 | 162 | 12 | 98 | 63 | 12 | 74 | 57 | 24 | 14 | 66 | 100 | 23 | 138 |
| Poor (net) | 62 22% | 24 | 26 | 12 | 32 | 4 | 26 | 52 | 30 | 22 | 10 | 48 | 14 | 38 | 21 | 3 | 26 | 26 | 6 | 3 | 23 | 37 | 9 | 45 |
| | | 25% | 19% | 27% | 23% | 36% | 21% | 29% | 33% | 25% | 10% | 19% | 48% | 24% | 21% | 19% | 22% | 26% | 19% | 16% | 21% | 24% | 25% | 21% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 52

Q.24 How would you rate the STATION where you boarded this train for:
(Facilities for bicycle parking)

Base:All who answered excluding did not use/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|-------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 158 | 44 | 84 | 30 | 90 | 6 | 62 | 100 | 57 | 43 | 58 | 145 | 13 | 75 | 69 | 14 | 71 | 54 | 17 | 9 | 75 | 74 | 17 | 127 |
| Very good | 31 20% | 9 20% | 13 15% | 9 30% | 15 17% | 1 17% | 15 24% | 18 18% | 8 14% | 10 23% | 13 22% | 29 20% | 2 15% | 16 21% | 12 17% | 3 21% | 12 17% | 12 22% | 3 18% | 3 33% | 17 23% | 13 18% | 2 12% | 28 22% |
| Fairly good | 65 41% | 14 32% | 39 46% | 12 40% | 40 44% | 2 33% | 23 37% | 44 44% | 28 49% | 16 37% | 21 36% | 60 41% | 5 38% | 29 39% | 30 43% | 6 43% | 30 42% | 18 33% | 9 53% | 3 33% | 20 27% | 40 54% | 9 53% | 48 38% |
| Neither good nor poor | 30 19% | 9 20% | 15 18% | 6 20% | 20 22% | 1 17% | 9 15% | 19 19% | 9 16% | 10 23% | 11 19% | 29 20% | 1 8% | 14 19% | 16 23% | - - | 11 15% | 14 26% | 3 18% | 1 11% | 19 25% | 9 12% | 3 18% | 24 19% |
| Fairly poor | 14 9% | 4 9% | 8 10% | 2 7% | 6 7% | - - | 8 13% | 6 6% | 4 7% | 2 5% | 8 14% | 13 9% | 1 8% | 6 8% | 6 9% | 2 14% | 10 14% | 2 4% | - - | 2 22% | 8 11% | 5 7% | 2 12% | 12 9% |
| Very poor | 18 11% | 8 18% | 9 11% | 1 3% | 9 10% | 2 33% | 7 11% | 13 13% | 8 14% | 5 12% | 5 9% | 14 10% | 4 31% | 10 13% | 5 7% | 3 21% | 8 11% | 8 15% | 2 12% | - - | 11 15% | 7 9% | 1 6% | 15 12% |
| Good (net) | 96 61% | 23 52% | 52 62% | 21 70% | 55 61% | 3 50% | 38 61% | 62 62% | 36 63% | 26 60% | 34 59% | 89 61% | 7 54% | 45 60% | 42 61% | 9 64% | 42 59% | 30 56% | 12 71% | 6 67% | 37 49% | 53 72% | 11 65% | 76 60% |
| Poor (net) | 32 20% | 12 27% | 17 20% | 3 10% | 15 17% | 2 33% | 15 24% | 19 19% | 12 21% | 7 16% | 13 22% | 27 19% | 5 38% | 16 21% | 11 16% | 5 36% | 18 25% | 10 19% | 2 12% | 2 22% | 19 25% | 12 16% | 3 18% | 27 21% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 53

Q.24 How would you rate the STATION where you boarded this train for:
(Your personal security whilst using that station)

Base: All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 297 | 107 | 138 | 52 | 149 | 16 | 131 | 191 | 97 | 94 | 106 | 265 | 31 | 174 | 105 | 17 | 122 | 104 | 36 | 27 | 117 | 165 | 36 | 236 |
| Very good | 72 24% | 24 | 31 | 17 | 36 | 2 | 34 | 40 | 21 | 19 | 32 | 65 | 7 | 41 | 27 | 4 | 31 | 19 | 12 | 8 | 33 | 35 | 7 | 61 |
| | | 22% | 22% | 33% | 24% | 13% | 26% | 21% | 22% | 20% | 30% | 25% | 23% | 24% | 26% | 24% | 25% | 18% | 33% | 30% | 28% | 21% | 19% | 26% |
| Fairly good | 126 42% | 44 | 59 | 23 | 62 | 8 | 55 | 88 | 45 | 43 | 38 | 114 | 12 | 74 | 46 | 5 | 50 | 48 | 12 | 13 | 42 | 78 | 14 | 103 |
| | | 41% | 43% | 44% | 42% | 50% | 42% | 46% | 46% | 46% | 36% | 43% | 39% | 43% | 44% | 29% | 41% | 46% | 33% | 48% | 36% | 47% | 39% | 44% |
| Neither good nor poor | 70 24% | 30 | 34 | 6 | 38 | 5 | 27 | 44 | 23 | 21 | 26 | 61 | 9 | 43 | 23 | 4 | 28 | 27 | 8 | 5 | 29 | 37 | 11 | 51 |
| | | 28% | 25% | 12% | 26% | 31% | 21% | 23% | 24% | 22% | 25% | 23% | 29% | 25% | 22% | 24% | 23% | 26% | 22% | 19% | 25% | 22% | 31% | 22% |
| Fairly poor | 12 4% | 4 | 6 | 2 | 6 | - | 6 | 7 | 1 | 6 | 5 | 10 | 1 | 6 | 5 | 1 | 5 | 4 | 2 | - | 6 | 5 | 3 | 7 |
| | | 4% | 4% | 4% | 4% | - | 5% | 4% | 1% | 6% | 5% | 4% | 3% | 3% | 5% | 6% | 4% | 4% | 6% | - | 5% | 3% | 8% | 3% |
| Very poor | 17 6% | 5 | 8 | 4 | 7 | 1 | 9 | 12 | 7 | 5 | 5 | 15 | 2 | 10 | 4 | 3 | 8 | 6 | 2 | 1 | 7 | 10 | 1 | 14 |
| | | 5% | 6% | 8% | 5% | 6% | 7% | 6% | 7% | 5% | 5% | 6% | 6% | 6% | 4% | 18% | 7% | 6% | 6% | 4% | 6% | 6% | 3% | 6% |
| Good (net) | 198 67% | 68 | 90 | 40 | 98 | 10 | 89 | 128 | 66 | 62 | 70 | 179 | 19 | 115 | 73 | 9 | 81 | 67 | 24 | 21 | 75 | 113 | 21 | 164 |
| | | 64% | 65% | 77% | 66% | 63% | 68% | 67% | 68% | 66% | 66% | 68% | 61% | 66% | 70% | 53% | 66% | 64% | 67% | 78% | 64% | 68% | 58% | 69% |
| Poor (net) | 29 10% | 9 | 14 | 6 | 13 | 1 | 15 | 19 | 8 | 11 | 10 | 25 | 3 | 16 | 9 | 4 | 13 | 10 | 4 | 1 | 13 | 15 | 4 | 21 |
| | | 8% | 10% | 12% | 9% | 6% | 11% | 10% | 8% | 12% | 9% | 9% | 10% | 9% | 9% | 24% | 11% | 10% | 11% | 4% | 11% | 9% | 11% | 9% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 54

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(The space for luggage)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 306 | 114 | 138 | 54 | 145 | 18 | 143 | 190 | 97 | 93 | 116 | 276 | 29 | 189 | 99 | 18 | 122 | 101 | 43 | 31 | 117 | 172 | 32 | 249 |
| Very good | 49 16% | 13 | 20 | 16 | 21 | 2 | 26 | 33 | 18 | 15 | 16 | 43 | 5 | 28 | 20 | 1 | 21 | 14 | 8 | 5 | 21 | 26 | 3 | 43 |
| Fairly good | 110 36% | 41 | 49 | 20 | 53 | 8 | 49 | 75 | 41 | 34 | 35 | 98 | 12 | 69 | 32 | 9 | 39 | 43 | 13 | 11 | 43 | 62 | 16 | 88 |
| Neither good nor poor | 57 19% | 24 | 26 | 7 | 22 | 3 | 32 | 36 | 14 | 22 | 21 | 50 | 7 | 41 | 14 | 2 | 20 | 19 | 10 | 5 | 25 | 27 | 5 | 47 |
| Fairly poor | 59 19% | 18 | 34 | 7 | 37 | 1 | 21 | 35 | 18 | 17 | 24 | 55 | 4 | 31 | 23 | 5 | 33 | 11 | 8 | 7 | 18 | 39 | 5 | 48 |
| Very poor | 31 10% | 18 | 9 | 4 | 12 | 4 | 15 | 11 | 6 | 5 | 20 | 30 | 1 | 20 | 10 | 1 | 9 | 14 | 4 | 3 | 10 | 18 | 3 | 23 |
| Good (net) | 159 52% | 54 | 69 | 36 | 74 | 10 | 75 | 108 | 59 | 49 | 51 | 141 | 17 | 97 | 52 | 10 | 60 | 57 | 21 | 16 | 64 | 88 | 19 | 131 |
| Poor (net) | 90 29% | 36 | 43 | 11 | 49 | 5 | 36 | 46 | 24 | 22 | 44 | 85 | 5 | 51 | 33 | 6 | 42 | 25 | 12 | 10 | 28 | 57 | 8 | 71 |
| | | 32% | 31% | 20% | 34% | 28% | 25% | 24% | 25% | 24% | 38% | 31% | 17% | 27% | 33% | 33% | 34% | 25% | 28% | 32% | 24% | 33% | 25% | 29% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 55

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(Sufficient room for all the passengers to sit stand)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 337 | 125 | 151 | 61 | 162 | 19 | 155 | 212 | 111 | 101 | 125 | 302 | 34 | 206 | 112 | 18 | 131 | 123 | 45 | 29 | 129 | 190 | 38 | 271 |
| Very good | 90 27% | 27 | 36 | 27 | 41 | 4 | 45 | 64 | 36 | 28 | 26 | 75 | 14 | 50 | 35 | 5 | 33 | 31 | 15 | 9 | 36 | 50 | 7 | 76 |
| | | 22% | 24% | 44% | 25% | 21% | 29% | 30% | 32% | 28% | 21% | 25% | 41% | 24% | 31% | 28% | 25% | 25% | 33% | 31% | 28% | 26% | 18% | 28% |
| Fairly good | 119 35% | 42 | 56 | 21 | 50 | 8 | 60 | 74 | 39 | 35 | 45 | 106 | 13 | 88 | 27 | 3 | 48 | 39 | 16 | 13 | 42 | 71 | 17 | 94 |
| | | 34% | 37% | 34% | 31% | 42% | 39% | 35% | 35% | 35% | 36% | 35% | 38% | 43% | 24% | 17% | 37% | 32% | 36% | 45% | 33% | 37% | 45% | 35% |
| Neither good nor poor | 44 13% | 13 | 26 | 5 | 26 | 2 | 16 | 31 | 13 | 18 | 13 | 40 | 4 | 25 | 16 | 3 | 20 | 18 | 2 | 2 | 21 | 18 | 6 | 32 |
| | | 10% | 17% | 8% | 16% | 11% | 10% | 15% | 12% | 18% | 10% | 13% | 12% | 12% | 14% | 17% | 15% | 15% | 4% | 7% | 16% | 9% | 16% | 12% |
| Fairly poor | 29 9% | 9 | 17 | 3 | 22 | 2 | 5 | 22 | 13 | 9 | 7 | 27 | 2 | 10 | 16 | 3 | 11 | 14 | 3 | - | 13 | 15 | 1 | 26 |
| | | 7% | 11% | 5% | 14% | 11% | 3% | 10% | 12% | 9% | 6% | 9% | 6% | 5% | 14% | 17% | 8% | 11% | 7% | - | 10% | 8% | 3% | 10% |
| Very poor | 55 16% | 34 | 16 | 5 | 23 | 3 | 29 | 21 | 10 | 11 | 34 | 54 | 1 | 33 | 18 | 4 | 19 | 21 | 9 | 5 | 17 | 36 | 7 | 43 |
| | | 27% | 11% | 8% | 14% | 16% | 19% | 10% | 9% | 11% | 27% | 18% | 3% | 16% | 16% | 22% | 15% | 17% | 20% | 17% | 13% | 19% | 18% | 16% |
| Good (net) | 209 62% | 69 | 92 | 48 | 91 | 12 | 105 | 138 | 75 | 63 | 71 | 181 | 27 | 138 | 62 | 8 | 81 | 70 | 31 | 22 | 78 | 121 | 24 | 170 |
| | | 55% | 61% | 79% | 56% | 63% | 68% | 65% | 68% | 62% | 57% | 60% | 79% | 67% | 55% | 44% | 62% | 57% | 69% | 76% | 60% | 64% | 63% | 63% |
| Poor (net) | 84 25% | 43 | 33 | 8 | 45 | 5 | 34 | 43 | 23 | 20 | 41 | 81 | 3 | 43 | 34 | 7 | 30 | 35 | 12 | 5 | 30 | 51 | 8 | 69 |
| | | 34% | 22% | 13% | 28% | 26% | 22% | 20% | 21% | 20% | 33% | 27% | 9% | 21% | 30% | 39% | 23% | 28% | 27% | 17% | 23% | 27% | 21% | 25% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 56

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(The comfort of the seating area)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|-----------|-----------|-----------------|----------|-----------|-------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 337 | 127 | 149 | 61 | 162 | 18 | 156 | 212 | 112 | 100 | 125 | 301 | 35 | 207 | 111 | 18 | 131 | 120 | 47 | 30 | 127 | 193 | 38 | 270 |
| Very good | 52 15% | 10 8% | 25 17% | 17 28% | 29 18% | 2 11% | 21 13% | 36 17% | 18 16% | 18 18% | 16 13% | 47 16% | 4 11% | 26 13% | 22 20% | 4 22% | 19 15% | 20 17% | 6 13% | 5 17% | 19 15% | 31 16% | 5 13% | 42 16% |
| Fairly good | 133 39% | 43 34% | 63 42% | 27 44% | 70 43% | 2 11% | 60 38% | 87 41% | 46 41% | 41 41% | 46 37% | 120 40% | 13 37% | 81 39% | 43 39% | 8 44% | 54 41% | 47 39% | 19 40% | 10 33% | 40 31% | 87 45% | 12 32% | 111 41% |
| Neither good nor poor | 66 20% | 28 22% | 32 21% | 6 10% | 26 16% | 5 28% | 35 22% | 43 20% | 20 18% | 23 23% | 23 18% | 56 19% | 10 29% | 48 23% | 14 13% | 4 22% | 25 19% | 21 18% | 10 21% | 8 27% | 30 24% | 30 16% | 13 34% | 49 18% |
| Fairly poor | 46 14% | 22 17% | 19 13% | 5 8% | 20 12% | 5 28% | 21 13% | 29 14% | 19 17% | 10 10% | 17 14% | 42 14% | 4 11% | 28 14% | 18 16% | - - | 16 12% | 20 17% | 7 15% | 2 7% | 21 17% | 23 12% | 3 8% | 38 14% |
| Very poor | 40 12% | 24 19% | 10 7% | 6 10% | 17 10% | 4 22% | 19 12% | 17 8% | 9 8% | 8 8% | 23 18% | 36 12% | 4 11% | 24 12% | 14 13% | 2 11% | 17 13% | 12 10% | 5 11% | 5 17% | 17 13% | 22 11% | 5 13% | 30 11% |
| Good (net) | 185 55% | 53 42% | 88 59% | 44 72% | 99 61% | 4 22% | 81 52% | 123 58% | 64 57% | 59 59% | 62 50% | 167 55% | 17 49% | 107 52% | 65 59% | 12 67% | 73 56% | 67 56% | 25 53% | 15 50% | 59 46% | 118 61% | 17 45% | 153 57% |
| Poor (net) | 86 26% | 46 36% | 29 19% | 11 18% | 37 23% | 9 50% | 40 26% | 46 22% | 28 25% | 18 18% | 40 32% | 78 26% | 8 23% | 52 25% | 32 29% | 2 11% | 33 25% | 32 27% | 12 26% | 7 23% | 38 30% | 45 23% | 8 21% | 68 25% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 57

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(Space for bicycles)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|-------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 201 | 60 | 98 | 43 | 115 | 7 | 79 | 127 | 66 | 61 | 74 | 185 | 15 | 100 | 85 | 16 | 91 | 68 | 24 | 10 | 88 | 101 | 22 | 162 |
| Very good | 29 14% | 7 | 13 | 9 | 16 | 1 | 12 | 20 | 9 | 11 | 9 | 25 | 3 | 15 | 12 | 2 | 16 | 9 | 2 | 2 | 14 | 14 | 3 | 25 |
| Fairly good | 68 34% | 18 | 34 | 16 | 36 | 2 | 30 | 45 | 25 | 20 | 23 | 63 | 5 | 39 | 25 | 4 | 30 | 20 | 10 | 3 | 23 | 39 | 7 | 54 |
| Neither good nor poor | 27 13% | 10 | 13 | 4 | 14 | 2 | 11 | 15 | 8 | 7 | 12 | 24 | 3 | 17 | 9 | 1 | 9 | 10 | 4 | 3 | 11 | 14 | 4 | 21 |
| Fairly poor | 35 17% | 10 | 19 | 6 | 22 | - | 13 | 27 | 13 | 14 | 8 | 31 | 4 | 16 | 15 | 4 | 19 | 8 | 7 | - | 20 | 14 | 2 | 31 |
| Very poor | 42 21% | 15 | 19 | 8 | 27 | 2 | 13 | 20 | 11 | 9 | 22 | 42 | - | 13 | 24 | 5 | 17 | 21 | 1 | 2 | 20 | 20 | 6 | 31 |
| Good (net) | 97 48% | 25 | 47 | 25 | 52 | 3 | 42 | 65 | 34 | 31 | 32 | 88 | 8 | 54 | 37 | 6 | 46 | 29 | 12 | 5 | 37 | 53 | 10 | 79 |
| Poor (net) | 77 38% | 25 | 38 | 14 | 49 | 2 | 26 | 47 | 24 | 23 | 30 | 73 | 4 | 29 | 39 | 9 | 36 | 29 | 8 | 2 | 40 | 34 | 8 | 62 |
| | | 42% | 39% | 33% | 43% | 29% | 33% | 37% | 36% | 38% | 41% | 39% | 27% | 29% | 46% | 56% | 40% | 43% | 33% | 20% | 45% | 34% | 36% | 38% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 58

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(The toilet facilities)

Base:All who answered excluding did not use/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|-------------------------|---------------------|-----------|-----------|-----------------|----------|-----------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 194 | 71 | 93 | 30 | 102 | 10 | 82 | 121 | 67 | 54 | 73 | 170 | 23 | 106 | 74 | 14 | 85 | 67 | 24 | 11 | 83 | 99 | 28 | 149 |
| Very good | 21 11% | 8 11% | 9 10% | 4 13% | 12 12% | 1 10% | 8 10% | 14 12% | 8 12% | 6 11% | 7 10% | 16 9% | 4 17% | 9 8% | 9 12% | 3 21% | 11 13% | 5 7% | 3 13% | 1 9% | 8 10% | 12 12% | 3 11% | 16 11% |
| Fairly good | 44 23% | 14 20% | 23 25% | 7 23% | 21 21% | 2 20% | 21 26% | 28 23% | 20 30% | 8 15% | 16 22% | 38 22% | 6 26% | 28 26% | 14 19% | 2 14% | 15 18% | 16 24% | 5 21% | 6 55% | 20 24% | 20 20% | 8 29% | 32 21% |
| Neither good nor poor | 55 28% | 19 27% | 26 28% | 10 33% | 34 33% | 2 20% | 19 23% | 41 34% | 22 33% | 19 35% | 14 19% | 47 28% | 8 35% | 23 22% | 28 38% | 4 29% | 22 26% | 23 34% | 6 25% | 1 9% | 26 31% | 23 23% | 7 25% | 44 30% |
| Fairly poor | 33 17% | 11 15% | 18 19% | 4 13% | 16 16% | 2 20% | 15 18% | 18 15% | 8 12% | 10 19% | 15 21% | 31 18% | 2 9% | 18 17% | 13 18% | 2 14% | 18 21% | 10 15% | 5 21% | - | 15 18% | 18 18% | 2 7% | 28 19% |
| Very poor | 41 21% | 19 27% | 17 18% | 5 17% | 19 19% | 3 30% | 19 23% | 20 17% | 9 13% | 11 20% | 21 29% | 38 22% | 3 13% | 28 26% | 10 14% | 3 21% | 19 22% | 13 19% | 5 21% | 3 27% | 14 17% | 26 26% | 8 29% | 29 19% |
| Good (net) | 65 34% | 22 31% | 32 34% | 11 37% | 33 32% | 3 30% | 29 35% | 42 35% | 28 42% | 14 26% | 23 32% | 54 32% | 10 43% | 37 35% | 23 31% | 5 36% | 26 31% | 21 31% | 8 33% | 7 64% | 28 34% | 32 32% | 11 39% | 48 32% |
| Poor (net) | 74 38% | 30 42% | 35 38% | 9 30% | 35 34% | 5 50% | 34 41% | 38 31% | 17 25% | 21 39% | 36 49% | 69 41% | 5 22% | 46 43% | 23 31% | 5 36% | 37 44% | 23 34% | 10 42% | 3 27% | 29 35% | 44 44% | 10 36% | 57 38% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 59

Q.25 How would you rate the TRAIN you boarded for this journey in terms of:
(Catering facilities)

Base:All who answered excluding did not use/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|-------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 135 | 54 | 65 | 16 | 72 | 6 | 57 | 82 | 42 | 40 | 53 | 122 | 13 | 79 | 47 | 9 | 66 | 44 | 16 | 6 | 52 | 75 | 20 | 101 |
| Very good | 7 5% | 1 2% | 6 9% | - - | 2 3% | 1 17% | 4 7% | 2 2% | - - | 2 5% | 5 9% | 7 6% | - - | 5 6% | 1 2% | 1 11% | 5 8% | 2 5% | - - | - - | 4 8% | 3 4% | 2 10% | 4 4% |
| Fairly good | 11 8% | 2 4% | 7 11% | 2 13% | 7 10% | - - | 4 7% | 7 9% | 6 14% | 1 3% | 4 8% | 10 8% | 1 8% | 6 8% | 4 9% | 1 11% | 8 12% | 3 7% | - - | - - | 4 8% | 6 8% | 3 15% | 8 8% |
| Neither good nor poor | 18 13% | 6 11% | 11 17% | 1 6% | 11 15% | 1 17% | 6 11% | 12 15% | 4 10% | 8 20% | 6 11% | 16 13% | 2 15% | 8 10% | 8 17% | 2 22% | 8 12% | 7 16% | 1 6% | 1 17% | 8 15% | 8 11% | 3 15% | 13 13% |
| Fairly poor | 10 7% | 3 6% | 4 6% | 3 19% | 5 7% | - - | 5 9% | 8 10% | 2 5% | 6 15% | 2 4% | 10 8% | - - | 5 6% | 5 11% | - - | 8 12% | 1 2% | - - | - - | - - | 8 11% | 1 5% | 8 8% |
| Very poor | 89 66% | 42 78% | 37 57% | 10 63% | 47 65% | 4 67% | 38 67% | 53 65% | 30 71% | 23 58% | 36 68% | 79 65% | 10 77% | 55 70% | 29 62% | 5 56% | 37 56% | 31 70% | 15 94% | 5 83% | 36 69% | 50 67% | 11 55% | 68 67% |
| Good (net) | 18 13% | 3 6% | 13 20% | 2 13% | 9 13% | 1 17% | 8 14% | 9 11% | 6 14% | 3 8% | 9 17% | 17 14% | 1 8% | 11 14% | 5 11% | 2 22% | 13 20% | 5 11% | - - | - - | 8 15% | 9 12% | 5 25% | 12 12% |
| Poor (net) | 99 73% | 45 83% | 41 63% | 13 81% | 52 72% | 4 67% | 43 75% | 61 74% | 32 76% | 29 73% | 38 72% | 89 73% | 10 77% | 60 76% | 34 72% | 5 56% | 45 68% | 32 73% | 15 94% | 5 83% | 36 69% | 58 77% | 12 60% | 76 75% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 60

Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 338 | 119 | 157 | 62 | 165 | 19 | 152 | 216 | 114 | 102 | 122 | 303 | 34 | 204 | 115 | 17 | 134 | 121 | 45 | 29 | 127 | 192 | 35 | 272 |
| I always get a seat | 105 | 27 | 47 | 31 | 55 | 4 | 44 | 75 | 39 | 36 | 30 | 93 | 11 | 63 | 37 | 3 | 39 | 40 | 12 | 11 | 40 | 58 | 12 | 83 |
| | 31% | 23% | 30% | 50% | 33% | 21% | 29% | 35% | 34% | 35% | 25% | 31% | 32% | 31% | 32% | 18% | 29% | 33% | 27% | 38% | 31% | 30% | 34% | 31% |
| I usually get a seat | 77 | 20 | 48 | 9 | 40 | 3 | 34 | 51 | 28 | 23 | 26 | 71 | 6 | 43 | 30 | 4 | 32 | 26 | 12 | 5 | 30 | 42 | 9 | 60 |
| | 23% | 17% | 31% | 15% | 24% | 16% | 22% | 24% | 25% | 23% | 21% | 23% | 18% | 21% | 26% | 24% | 24% | 21% | 27% | 17% | 24% | 22% | 26% | 22% |
| There are seats available but I prefer to stand | 5 | - | 4 | 1 | 4 | 1 | - | 3 | 1 | 2 | 2 | 5 | - | 1 | 3 | 1 | 3 | 2 | - | - | 4 | - | 1 | 3 |
| | 1% | - | 3% | 2% | 2% | 5% | - | 1% | 1% | 2% | 2% | 2% | - | * | 3% | 6% | 2% | 2% | - | - | 3% | - | 3% | 1% |
| I usually stand and it is very crowded | 48 | 20 | 23 | 5 | 33 | 1 | 14 | 30 | 16 | 14 | 18 | 44 | 4 | 20 | 22 | 6 | 24 | 17 | 5 | 1 | 18 | 27 | 4 | 39 |
| | 14% | 17% | 15% | 8% | 20% | 5% | 9% | 14% | 14% | 14% | 15% | 15% | 12% | 10% | 19% | 35% | 18% | 14% | 11% | 3% | 14% | 14% | 11% | 14% |
| It varies | 36 | 12 | 16 | 8 | 24 | 1 | 11 | 20 | 12 | 8 | 16 | 34 | 2 | 11 | 22 | 3 | 15 | 14 | 4 | 1 | 12 | 23 | 3 | 28 |
| | 11% | 10% | 10% | 13% | 15% | 5% | 7% | 9% | 11% | 8% | 13% | 11% | 6% | 5% | 19% | 18% | 11% | 12% | 9% | 3% | 9% | 12% | 9% | 10% |
| Do not make this journey regularly | 67 | 40 | 19 | 8 | 9 | 9 | 49 | 37 | 18 | 19 | 30 | 56 | 11 | 66 | 1 | - | 21 | 22 | 12 | 11 | 23 | 42 | 6 | 59 |
| | 20% | 34% | 12% | 13% | 5% | 47% | 32% | 17% | 16% | 19% | 25% | 18% | 32% | 32% | 1% | - | 16% | 18% | 27% | 38% | 18% | 22% | 17% | 22% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 61

Q.27 Which of these are important for you to have on this journey?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------------|--------------------------|-----------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 235 | 96 | 101 | 38 | 116 | 16 | 102 | 147 | 76 | 71 | 88 | 209 | 25 | 146 | 75 | 13 | 108 | 80 | 28 | 14 | 98 | 129 | 24 | 193 |
| A Wi-Fi internet connection | 122 52% | 56 58% | 49 49% | 17 45% | 66 57% | 11 69% | 44 43% | 77 52% | 35 46% | 42 59% | 45 51% | 109 52% | 13 | 77 53% | 36 48% | 8 62% | 69 64% | 36 45% | 11 39% | 1 7% | 51 52% | 65 50% | 13 54% | 96 50% |
| At seat power sockets | 107 46% | 46 48% | 41 41% | 20 53% | 57 49% | 11 69% | 38 37% | 66 45% | 30 39% | 36 51% | 41 47% | 97 46% | 10 40% | 66 45% | 32 43% | 8 62% | 65 60% | 32 40% | 3 11% | 3 21% | 48 49% | 52 40% | 10 42% | 86 45% |
| Catering facilities | 78 33% | 45 47% | 25 25% | 8 21% | 28 24% | 3 19% | 47 46% | 42 29% | 22 29% | 20 28% | 36 41% | 66 32% | 11 44% | 57 39% | 19 25% | 2 15% | 21 19% | 30 38% | 17 61% | 9 64% | 22 22% | 53 41% | 10 42% | 63 33% |
| Cycle racks | 58 25% | 13 14% | 30 30% | 15 39% | 31 27% | 1 6% | 26 25% | 36 24% | 23 30% | 13 18% | 22 25% | 53 25% | 5 20% | 29 20% | 24 32% | 5 38% | 21 19% | 26 33% | 7 25% | 3 21% | 24 24% | 32 25% | 7 29% | 47 24% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 62
 Q.28 During the last six months, have you had cause to worry about your personal security whilst making a train journey on this route?
 Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 344 | 123 | 158 | 63 | 163 | 19 | 160 | 219 | 114 | 105 | 125 | 310 | 33 | 210 | 114 | 18 | 134 | 121 | 47 | 33 | 133 | 192 | 39 | 275 |
| Yes | 27 | 10 | 14 | 3 | 13 | 1 | 13 | 18 | 11 | 7 | 9 | 22 | 5 | 14 | 11 | 2 | 7 | 15 | 2 | 1 | 8 | 17 | 3 | 20 |
| | 8% | 8% | 9% | 5% | 8% | 5% | 8% | 8% | 10% | 7% | 7% | 7% | 15% | 7% | 10% | 11% | 5% | 12% | 4% | 3% | 6% | 9% | 8% | 7% |
| No | 317 | 113 | 144 | 60 | 150 | 18 | 147 | 201 | 103 | 98 | 116 | 288 | 28 | 196 | 103 | 16 | 127 | 106 | 45 | 32 | 125 | 175 | 36 | 255 |
| | 92% | 92% | 91% | 95% | 92% | 95% | 92% | 92% | 90% | 93% | 93% | 93% | 85% | 93% | 90% | 89% | 95% | 88% | 96% | 97% | 94% | 91% | 92% | 93% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 63

Q.29 During the past six months, have concerns about your personal security ever prevented you from travelling by train on this route, either forcing you to use another method of transport or not to make the journey at all?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 341 | 125 | 153 | 63 | 160 | 18 | 161 | 215 | 114 | 101 | 126 | 306 | 34 | 210 | 111 | 18 | 132 | 119 | 48 | 33 | 131 | 191 | 38 | 273 |
| No | 329 | 120 | 148 | 61 | 155 | 17 | 155 | 207 | 110 | 97 | 122 | 296 | 32 | 203 | 106 | 18 | 129 | 111 | 48 | 32 | 126 | 184 | 37 | 265 |
| | 96% | 96% | 97% | 97% | 97% | 94% | 96% | 96% | 96% | 96% | 97% | 97% | 94% | 97% | 95% | 100% | 98% | 93% | 100% | 97% | 96% | 96% | 97% | 97% |
| Yes - I have travelled by another mode of transport | 8 | 4 | 2 | 2 | 2 | 1 | 5 | 5 | 2 | 3 | 3 | 6 | 2 | 6 | 2 | - | 2 | 5 | - | 1 | 2 | 6 | - | 5 |
| | 2% | 3% | 1% | 3% | 1% | 6% | 3% | 2% | 2% | 3% | 2% | 2% | 6% | 3% | 2% | - | 2% | 4% | - | 3% | 2% | 3% | - | 2% |
| Yes - I have not made the journey I wanted to | 4 | 1 | 3 | - | 3 | - | 1 | 3 | 2 | 1 | 1 | 4 | - | 1 | 3 | - | 1 | 3 | - | - | 3 | 1 | 1 | 3 |
| | 1% | 1% | 2% | - | 2% | - | 1% | 1% | 2% | 1% | 1% | 1% | - | * | 3% | - | 1% | 3% | - | - | 2% | 1% | 3% | 1% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 64
 Q.30 What would be the best way(s) to let you know about engineering work that might affect your journey on this route in the future?
 Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--|--------------------------|-----------|------------|-----------------|------------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 344 | 126 | 156 | 62 | 162 | 20 | 160 | 219 | 114 | 105 | 125 | 309 | 34 | 210 | 114 | 18 | 132 | 121 | 48 | 33 | 129 | 195 | 39 | 273 |
| Posters at the station in the weeks leading up to the disruption | 229 67% | 61 48% | 119 76% | 49 79% | 125 77% | 7 35% | 95 59% | 160 73% | 87 76% | 73 70% | 69 55% | 209 68% | 19 56% | 121 58% | 92 81% | 14 78% | 84 64% | 87 72% | 29 60% | 24 73% | 86 67% | 131 67% | 25 64% | 186 68% |
| A timetable on the internet | 122 35% | 58 46% | 46 29% | 18 29% | 39 24% | 10 50% | 73 46% | 70 32% | 38 33% | 32 30% | 52 42% | 107 35% | 15 44% | 92 44% | 24 21% | 6 33% | 52 39% | 40 33% | 18 38% | 9 27% | 45 35% | 73 37% | 7 18% | 103 38% |
| Announcements on trains in the weeks leading up to the disruption | 106 31% | 33 26% | 50 32% | 23 37% | 70 43% | 1 5% | 35 22% | 74 34% | 36 32% | 38 36% | 32 26% | 96 31% | 9 26% | 50 24% | 51 45% | 5 28% | 37 28% | 43 36% | 14 29% | 7 21% | 38 29% | 59 30% | 14 36% | 80 29% |
| Announcements at the station in the weeks leading up to the disruption | 104 30% | 25 20% | 58 37% | 21 34% | 63 39% | 1 5% | 39 24% | 69 32% | 31 27% | 38 36% | 35 28% | 97 31% | 6 18% | 60 29% | 37 32% | 6 33% | 43 33% | 40 33% | 10 21% | 7 21% | 41 32% | 57 29% | 12 31% | 83 30% |
| An email from the train company | 93 27% | 42 33% | 38 24% | 13 21% | 34 21% | 10 50% | 49 31% | 49 22% | 25 22% | 24 23% | 44 35% | 83 27% | 9 26% | 66 31% | 25 22% | 2 11% | 39 30% | 28 23% | 19 40% | 5 15% | 36 28% | 54 28% | 8 21% | 76 28% |
| A text message from the train company | 77 22% | 29 23% | 36 23% | 12 19% | 42 26% | 7 35% | 28 18% | 47 21% | 18 16% | 29 28% | 30 24% | 73 24% | 3 9% | 43 20% | 31 27% | 3 17% | 44 33% | 21 17% | 8 17% | 1 3% | 26 20% | 45 23% | 8 21% | 62 23% |
| Leaflets handed out at the station in the weeks leading up to the disruption | 69 20% | 19 15% | 38 24% | 12 19% | 38 23% | 2 10% | 28 18% | 47 21% | 31 27% | 16 15% | 22 18% | 63 20% | 6 18% | 34 16% | 28 25% | 6 33% | 23 17% | 34 28% | 6 13% | 3 9% | 23 18% | 42 22% | 16 41% | 49 18% |
| TV/Radio | 51 15% | 19 15% | 17 11% | 15 24% | 17 10% | 1 5% | 32 20% | 32 15% | 18 16% | 14 13% | 19 15% | 44 14% | 6 18% | 35 17% | 14 12% | 1 6% | 12 9% | 21 17% | 8 17% | 8 24% | 16 12% | 31 16% | 7 18% | 40 15% |
| A printed timetable booklet or leaflet | 49 14% | 15 12% | 24 15% | 10 16% | 26 16% | 1 5% | 22 14% | 34 16% | 20 18% | 14 13% | 15 12% | 45 15% | 4 12% | 27 13% | 17 15% | 5 28% | 20 15% | 17 14% | 5 10% | 4 12% | 11 9% | 33 17% | 7 18% | 36 13% |
| Other notices found on the train company's website | 38 11% | 17 13% | 16 10% | 5 8% | 10 6% | 3 15% | 25 16% | 22 10% | 12 11% | 10 10% | 16 13% | 32 10% | 6 18% | 27 13% | 8 7% | 3 17% | 19 14% | 10 8% | 5 10% | 3 9% | 18 14% | 19 10% | 3 8% | 31 11% |
| A smartphone application | 25 7% | 7 6% | 15 10% | 3 5% | 14 9% | 3 15% | 8 5% | 16 7% | 7 6% | 9 9% | 9 7% | 22 7% | 3 9% | 13 6% | 9 8% | 3 17% | 16 12% | 9 7% | - - | - - | 13 10% | 12 6% | 3 8% | 20 7% |
| A social media website | 21 6% | 8 6% | 12 8% | 1 2% | 11 7% | - - | 10 6% | 13 6% | 7 6% | 6 6% | 8 6% | 19 6% | 2 6% | 10 5% | 8 7% | 3 17% | 16 12% | 3 2% | 2 4% | - - | 10 8% | 11 6% | 4 10% | 15 5% |
| A letter from the train company | 20 6% | 10 8% | 6 4% | 4 6% | 8 5% | - - | 12 8% | 9 4% | 5 4% | 4 4% | 11 9% | 18 6% | 2 6% | 10 5% | 9 8% | 1 6% | 10 8% | 3 2% | 1 2% | 4 12% | 7 5% | 12 6% | 3 8% | 14 5% |
| Telephone enquiry | 16 5% | 9 7% | 5 3% | 2 3% | 6 4% | - - | 10 6% | 11 5% | 4 4% | 7 7% | 5 4% | 14 5% | 2 6% | 11 5% | 4 4% | 1 6% | 5 4% | 4 3% | 4 8% | 2 6% | 4 3% | 10 5% | 2 5% | 11 4% |
| Other | 1 * | - - | 1 1% | - - | 1 1% | - - | - - | - - | - - | - - | 1 1% | 1 * | - - | - - | 1 1% | - - | 1 1% | - - | - - | - - | - - | 1 1% | - - | 1 * |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 65

Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans?

For each alternative, please select what action you would take:

(Buses replacing trains for sections of the route)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|--------------------------|-----------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 311 | 116 | 141 | 54 | 146 | 19 | 145 | 199 | 102 | 97 | 112 | 279 | 31 | 187 | 106 | 17 | 117 | 114 | 46 | 27 | 122 | 172 | 32 | 255 |
| I would use this alternative | 155 50% | 54 47% | 70 50% | 31 57% | 90 62% | 10 53% | 55 38% | 99 50% | 49 48% | 50 52% | 56 50% | 143 51% | 11 35% | 80 43% | 63 59% | 12 71% | 69 59% | 48 42% | 24 52% | 11 41% | 72 59% | 77 45% | 20 63% | 121 47% |
| I would find another way to make this journey | 106 34% | 36 31% | 51 36% | 19 35% | 42 29% | 5 26% | 58 40% | 75 38% | 38 37% | 37 38% | 31 28% | 94 34% | 12 39% | 68 36% | 35 33% | 2 12% | 36 31% | 44 39% | 17 37% | 7 26% | 38 31% | 59 34% | 4 13% | 94 37% |
| I would not make this journey at all | 50 16% | 26 22% | 20 14% | 4 7% | 14 10% | 4 21% | 32 22% | 25 13% | 15 15% | 10 10% | 25 22% | 42 15% | 8 26% | 39 21% | 8 8% | 3 18% | 12 10% | 22 19% | 5 11% | 9 33% | 12 10% | 36 21% | 8 25% | 40 16% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 66

Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans?

For each alternative, please select what action you would take:

(Buses replacing trains for the whole route)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 296 | 114 | 125 | 57 | 139 | 16 | 139 | 193 | 102 | 91 | 103 | 262 | 33 | 174 | 103 | 17 | 117 | 108 | 44 | 22 | 117 | 166 | 34 | 239 |
| I would use this alternative | 151 51% | 43 38% | 70 56% | 38 67% | 92 66% | 7 44% | 50 36% | 107 55% | 57 56% | 50 55% | 44 43% | 137 52% | 13 39% | 66 38% | 71 69% | 12 71% | 72 62% | 50 46% | 19 43% | 7 32% | 67 57% | 77 46% | 26 76% | 113 47% |
| I would find another way to make this journey | 96 32% | 40 35% | 40 32% | 16 28% | 36 26% | 6 38% | 54 39% | 60 31% | 28 27% | 32 35% | 36 35% | 87 33% | 9 27% | 69 40% | 26 25% | 1 6% | 29 25% | 39 36% | 21 48% | 6 27% | 37 32% | 54 33% | 4 12% | 83 35% |
| I would not make this journey at all | 49 17% | 31 27% | 15 12% | 3 5% | 11 8% | 3 19% | 35 25% | 26 13% | 17 17% | 9 10% | 23 22% | 38 15% | 11 33% | 39 22% | 6 6% | 4 24% | 16 14% | 19 18% | 4 9% | 9 41% | 13 11% | 35 21% | 4 12% | 43 18% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 67

Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans?

For each alternative, please select what action you would take:

(Trains running on a diverted route)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 263 | 98 | 118 | 47 | 132 | 15 | 115 | 180 | 90 | 90 | 83 | 238 | 25 | 149 | 96 | 17 | 108 | 98 | 34 | 16 | 104 | 144 | 27 | 216 |
| I would use this alternative | 122 46% | 48 49% | 49 42% | 25 53% | 66 50% | 8 53% | 47 41% | 87 48% | 41 46% | 46 51% | 35 42% | 111 47% | 11 44% | 71 48% | 41 43% | 9 53% | 64 59% | 34 35% | 12 35% | 7 44% | 54 52% | 59 41% | 12 44% | 96 44% |
| I would find another way to make this journey | 84 32% | 27 28% | 47 40% | 10 21% | 40 30% | 3 20% | 41 36% | 59 33% | 32 36% | 27 30% | 25 30% | 75 32% | 9 36% | 43 29% | 36 38% | 5 29% | 29 27% | 39 40% | 13 38% | 2 13% | 28 27% | 53 37% | 5 19% | 74 34% |
| I would not make this journey at all | 57 22% | 23 23% | 22 19% | 12 26% | 26 20% | 4 27% | 27 23% | 34 19% | 17 19% | 17 19% | 23 28% | 52 22% | 5 20% | 35 23% | 19 20% | 3 18% | 15 14% | 25 26% | 9 26% | 7 44% | 22 21% | 32 22% | 10 37% | 46 21% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 68

Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans?

For each alternative, please select what action you would take:

(Needing to change trains on a route that is usually direct)

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|--------------------------|-----------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 266 | 102 | 118 | 46 | 129 | 16 | 120 | 180 | 92 | 88 | 86 | 239 | 27 | 154 | 95 | 16 | 106 | 99 | 37 | 17 | 106 | 146 | 29 | 216 |
| I would use this alternative | 133 50% | 55 54% | 54 46% | 24 52% | 66 51% | 12 75% | 55 46% | 91 51% | 44 48% | 47 53% | 42 49% | 120 50% | 13 48% | 74 48% | 50 53% | 9 56% | 66 62% | 36 36% | 18 49% | 9 53% | 64 60% | 63 43% | 12 41% | 109 50% |
| I would find another way to make this journey | 80 30% | 27 26% | 41 35% | 12 26% | 40 31% | 1 6% | 38 32% | 56 31% | 28 30% | 28 32% | 24 28% | 73 31% | 7 26% | 46 30% | 30 32% | 3 19% | 25 24% | 39 39% | 11 30% | 3 18% | 25 24% | 49 34% | 5 17% | 68 31% |
| I would not make this journey at all | 53 20% | 20 20% | 23 19% | 10 22% | 23 18% | 3 19% | 27 23% | 33 18% | 20 22% | 13 15% | 20 23% | 46 19% | 7 26% | 34 22% | 15 16% | 4 25% | 15 14% | 24 24% | 8 22% | 5 29% | 17 16% | 34 23% | 12 41% | 39 18% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 69

Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|---|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 327 | 117 | 151 | 59 | 156 | 18 | 151 | 211 | 109 | 102 | 116 | 293 | 33 | 199 | 109 | 17 | 124 | 117 | 46 | 31 | 124 | 184 | 35 | 265 |
| No trains running after 9pm until next morning (Monday to Sunday), over a number of weeks | 130 40% | 50 43% | 55 36% | 25 42% | 59 38% | 6 33% | 64 42% | 87 41% | 48 44% | 39 38% | 43 37% | 113 39% | 17 52% | 86 43% | 37 34% | 6 35% | 55 44% | 48 41% | 14 30% | 11 35% | 42 34% | 81 44% | 10 29% | 108 41% |
| Weekend line closures (no trains running on Saturday/Sunday), over a number of weeks | 80 24% | 21 18% | 45 30% | 14 24% | 51 33% | 4 22% | 25 17% | 49 23% | 32 29% | 17 17% | 31 27% | 74 25% | 5 15% | 40 20% | 35 32% | 5 29% | 19 15% | 34 29% | 16 35% | 10 32% | 31 25% | 46 25% | 9 26% | 67 25% |
| Run a reduced-service (Monday to Sunday), over a number of weeks | 52 16% | 18 15% | 28 19% | 6 10% | 13 8% | 2 11% | 36 24% | 33 16% | 20 18% | 13 13% | 19 16% | 42 14% | 9 27% | 39 20% | 8 7% | 4 24% | 22 18% | 16 14% | 7 15% | 6 19% | 20 16% | 29 16% | 9 26% | 36 14% |
| Weekend line diversions or amended timetables (possibly with limited trains running on Saturday/Sunday, over a number of weeks) | 51 16% | 12 10% | 27 18% | 12 20% | 30 19% | 6 33% | 15 10% | 32 15% | 13 12% | 19 19% | 19 16% | 49 17% | 1 3% | 24 12% | 24 22% | 3 18% | 25 20% | 19 16% | 4 9% | 1 3% | 19 15% | 27 15% | 7 20% | 40 15% |
| Full line closure for one week or a longer period (no trains during that period) | 39 12% | 17 15% | 14 9% | 8 14% | 9 6% | 3 17% | 27 18% | 25 12% | 13 12% | 12 12% | 14 12% | 35 12% | 4 12% | 26 13% | 11 10% | 2 12% | 14 11% | 14 12% | 7 15% | 3 10% | 19 15% | 18 10% | 4 11% | 33 12% |
| Christmas, Easter or August Bank Holiday line closures | 31 9% | 9 8% | 17 11% | 5 8% | 20 13% | 1 6% | 10 7% | 21 10% | 7 6% | 14 14% | 10 9% | 30 10% | - - | 13 7% | 15 14% | 3 18% | 10 8% | 13 11% | 4 9% | 2 6% | 11 9% | 16 9% | 6 17% | 20 8% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 70
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Frequency of trains for this route)

Base:All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 338 | 126 | 152 | 60 | 160 | 18 | 158 | 215 | 114 | 101 | 123 | 302 | 35 | 205 | 114 | 17 | 127 | 120 | 48 | 34 | 128 | 191 | 38 | 270 |
| Very good | 98 29% | 18 | 45 | 35 | 41 | 2 | 55 | 66 | 36 | 30 | 32 | 90 | 8 | 65 | 27 | 6 | 36 | 34 | 11 | 14 | 37 | 54 | 12 | 76 |
| | | 14% | 30% | 58% | 26% | 11% | 35% | 31% | 32% | 30% | 26% | 30% | 23% | 32% | 24% | 35% | 28% | 28% | 23% | 41% | 29% | 28% | 32% | 28% |
| Fairly good | 177 52% | 71 | 85 | 21 | 89 | 7 | 79 | 113 | 63 | 50 | 64 | 156 | 20 | 99 | 69 | 7 | 64 | 65 | 29 | 16 | 69 | 102 | 19 | 147 |
| | | 56% | 56% | 35% | 56% | 39% | 50% | 53% | 55% | 50% | 52% | 52% | 57% | 48% | 61% | 41% | 50% | 54% | 60% | 47% | 54% | 53% | 50% | 54% |
| Neither good nor poor | 35 10% | 19 | 14 | 2 | 18 | 3 | 14 | 21 | 10 | 11 | 14 | 29 | 6 | 23 | 11 | 1 | 15 | 10 | 5 | 4 | 13 | 20 | 3 | 28 |
| | | 15% | 9% | 3% | 11% | 17% | 9% | 10% | 9% | 11% | 11% | 10% | 17% | 11% | 10% | 6% | 12% | 8% | 10% | 12% | 10% | 10% | 8% | 10% |
| Fairly poor | 19 6% | 13 | 5 | 1 | 7 | 4 | 8 | 9 | 3 | 6 | 10 | 18 | 1 | 13 | 4 | 2 | 9 | 7 | 2 | - | 6 | 12 | 4 | 12 |
| | | 10% | 3% | 2% | 4% | 22% | 5% | 4% | 3% | 6% | 8% | 6% | 3% | 6% | 4% | 12% | 7% | 6% | 4% | - | 5% | 6% | 11% | 4% |
| Very poor | 9 3% | 5 | 3 | 1 | 5 | 2 | 2 | 6 | 2 | 4 | 3 | 9 | - | 5 | 3 | 1 | 3 | 4 | 1 | - | 3 | 3 | - | 7 |
| | | 4% | 2% | 2% | 3% | 11% | 1% | 3% | 2% | 4% | 2% | 3% | - | 2% | 3% | 6% | 2% | 3% | 2% | - | 2% | 2% | - | 3% |
| Good (net) | 275 81% | 89 | 130 | 56 | 130 | 9 | 134 | 179 | 99 | 80 | 96 | 246 | 28 | 164 | 96 | 13 | 100 | 99 | 40 | 30 | 106 | 156 | 31 | 223 |
| | | 71% | 86% | 93% | 81% | 50% | 85% | 83% | 87% | 79% | 78% | 81% | 80% | 80% | 84% | 76% | 79% | 83% | 83% | 88% | 83% | 82% | 82% | 83% |
| Poor (net) | 28 8% | 18 | 8 | 2 | 12 | 6 | 10 | 15 | 5 | 10 | 13 | 27 | 1 | 18 | 7 | 3 | 12 | 11 | 3 | - | 9 | 15 | 4 | 19 |
| | | 14% | 5% | 3% | 8% | 33% | 6% | 7% | 4% | 10% | 11% | 9% | 3% | 9% | 6% | 18% | 9% | 9% | 6% | - | 7% | 8% | 11% | 7% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 71
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Punctuality/reliability of the train)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|------------|-----------|-----------------|-----------|------------|-------------|-----------|-----------|------------|------------|-----------|------------|-----------|-----------|------------|------------|-----------|-----------|------------|------------|-----------|------------|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 339 | 127 | 152 | 60 | 160 | 19 | 158 | 215 | 112 | 103 | 124 | 304 | 34 | 207 | 113 | 17 | 129 | 120 | 48 | 33 | 128 | 192 | 38 | 271 |
| Very good | 151 45% | 57 45% | 56 37% | 38 63% | 58 36% | 6 32% | 87 55% | 92 43% | 46 41% | 46 45% | 59 48% | 136 45% | 14 41% | 105 51% | 43 38% | 3 18% | 55 43% | 54 45% | 24 50% | 17 52% | 56 44% | 89 46% | 17 45% | 123 45% |
| Fairly good | 145 43% | 54 43% | 71 47% | 20 33% | 69 43% | 11 58% | 63 40% | 93 43% | 52 46% | 41 40% | 52 42% | 129 42% | 16 47% | 86 42% | 49 43% | 8 47% | 45 35% | 60 50% | 22 46% | 15 45% | 53 41% | 85 44% | 17 45% | 118 44% |
| Neither good nor poor | 24 7% | 11 9% | 11 7% | 2 3% | 16 10% | 1 5% | 7 4% | 15 7% | 7 6% | 8 8% | 9 7% | 22 7% | 2 6% | 12 6% | 9 8% | 3 18% | 16 12% | 4 3% | - - | 1 3% | 10 8% | 11 6% | 2 5% | 18 7% |
| Fairly poor | 10 3% | 4 3% | 6 4% | - - | 9 6% | - - | 1 1% | 7 3% | 4 4% | 3 3% | 3 2% | 8 3% | 2 6% | 3 1% | 6 5% | 1 6% | 7 5% | - - | 2 4% | - - | 3 2% | 6 3% | 1 3% | 8 3% |
| Very poor | 9 3% | 1 1% | 8 5% | - - | 8 5% | 1 5% | - - | 8 4% | 3 3% | 5 5% | 1 1% | 9 3% | - - | 1 * | 6 5% | 2 12% | 6 5% | 2 2% | - - | - - | 6 5% | 1 1% | 1 3% | 4 1% |
| Good (net) | 296 87% | 111 87% | 127 84% | 58 97% | 127 79% | 17 89% | 150 95% | 185 86% | 98 88% | 87 84% | 111 90% | 265 87% | 30 88% | 191 92% | 92 81% | 11 65% | 100 78% | 114 95% | 46 96% | 32 97% | 109 85% | 174 91% | 34 89% | 241 89% |
| Poor (net) | 19 6% | 5 4% | 14 9% | - - | 17 11% | 1 5% | 1 1% | 15 7% | 7 6% | 8 8% | 4 3% | 17 6% | 2 6% | 4 2% | 12 11% | 3 18% | 13 10% | 2 2% | 2 4% | - - | 9 7% | 7 4% | 2 5% | 12 4% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 72

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

(Length of time the journey was scheduled to take - speed)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 333 | 124 | 148 | 61 | 159 | 19 | 154 | 212 | 112 | 100 | 121 | 297 | 35 | 204 | 112 | 16 | 129 | 118 | 47 | 30 | 129 | 186 | 37 | 267 |
| Very good | 125 38% | 32 | 54 | 39 | 55 | 6 | 63 | 80 | 39 | 41 | 45 | 115 | 9 | 71 | 47 | 6 | 39 | 45 | 21 | 17 | 45 | 76 | 14 | 105 |
| | | 26% | 36% | 64% | 35% | 32% | 41% | 38% | 35% | 41% | 37% | 39% | 26% | 35% | 42% | 38% | 30% | 38% | 45% | 57% | 35% | 41% | 38% | 39% |
| Fairly good | 149 45% | 60 | 73 | 16 | 70 | 8 | 71 | 91 | 52 | 39 | 58 | 133 | 16 | 99 | 46 | 4 | 53 | 59 | 22 | 12 | 56 | 87 | 17 | 120 |
| | | 48% | 49% | 26% | 44% | 42% | 46% | 43% | 46% | 39% | 48% | 45% | 46% | 49% | 41% | 25% | 41% | 50% | 47% | 40% | 43% | 47% | 46% | 45% |
| Neither good nor poor | 37 11% | 19 | 15 | 3 | 22 | 1 | 14 | 25 | 15 | 10 | 12 | 30 | 7 | 20 | 12 | 5 | 25 | 9 | 2 | - | 18 | 17 | 5 | 27 |
| | | 15% | 10% | 5% | 14% | 5% | 9% | 12% | 13% | 10% | 10% | 10% | 20% | 10% | 11% | 31% | 19% | 8% | 4% | - | 14% | 9% | 14% | 10% |
| Fairly poor | 15 5% | 8 | 4 | 3 | 8 | 2 | 5 | 11 | 4 | 7 | 4 | 12 | 3 | 11 | 3 | 1 | 9 | 3 | 2 | 1 | 8 | 4 | 1 | 12 |
| | | 6% | 3% | 5% | 5% | 11% | 3% | 5% | 4% | 7% | 3% | 4% | 9% | 5% | 3% | 6% | 7% | 3% | 4% | 3% | 6% | 2% | 3% | 4% |
| Very poor | 7 2% | 5 | 2 | - | 4 | 2 | 1 | 5 | 2 | 3 | 2 | 7 | - | 3 | 4 | - | 3 | 2 | - | - | 2 | 2 | - | 3 |
| | | 4% | 1% | - | 3% | 11% | 1% | 2% | 2% | 3% | 2% | 2% | - | 1% | 4% | - | 2% | 2% | - | - | 2% | 1% | - | 1% |
| Good (net) | 274 82% | 92 | 127 | 55 | 125 | 14 | 134 | 171 | 91 | 80 | 103 | 248 | 25 | 170 | 93 | 10 | 92 | 104 | 43 | 29 | 101 | 163 | 31 | 225 |
| | | 74% | 86% | 90% | 79% | 74% | 87% | 81% | 81% | 80% | 85% | 84% | 71% | 83% | 83% | 63% | 71% | 88% | 91% | 97% | 78% | 88% | 84% | 84% |
| Poor (net) | 22 7% | 13 | 6 | 3 | 12 | 4 | 6 | 16 | 6 | 10 | 6 | 19 | 3 | 14 | 7 | 1 | 12 | 5 | 2 | 1 | 10 | 6 | 1 | 15 |
| | | 10% | 4% | 5% | 8% | 21% | 4% | 8% | 5% | 10% | 5% | 6% | 9% | 7% | 6% | 6% | 9% | 4% | 4% | 3% | 8% | 3% | 3% | 6% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 73

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

(Value for money for price of ticket)

Base:All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 327 | 119 | 149 | 59 | 156 | 18 | 151 | 213 | 112 | 101 | 114 | 293 | 33 | 199 | 111 | 15 | 128 | 117 | 44 | 29 | 127 | 181 | 37 | 261 |
| Very good | 101 31% | 38 | 33 | 30 | 41 | 4 | 56 | 64 | 31 | 33 | 37 | 88 | 12 | 61 | 36 | 4 | 26 | 40 | 23 | 11 | 34 | 64 | 13 | 85 |
| Fairly good | 115 35% | 40 | 61 | 14 | 54 | 6 | 54 | 77 | 46 | 31 | 38 | 104 | 11 | 75 | 33 | 6 | 42 | 41 | 16 | 13 | 38 | 70 | 13 | 93 |
| Neither good nor poor | 47 14% | 17 | 24 | 6 | 24 | 4 | 18 | 30 | 15 | 15 | 17 | 43 | 4 | 30 | 14 | 2 | 19 | 19 | 3 | 5 | 25 | 19 | 4 | 38 |
| Fairly poor | 34 10% | 12 | 16 | 6 | 21 | 2 | 11 | 24 | 10 | 14 | 10 | 30 | 4 | 17 | 16 | 1 | 18 | 14 | 1 | - | 15 | 17 | 3 | 26 |
| Very poor | 30 9% | 12 | 15 | 3 | 16 | 2 | 12 | 18 | 10 | 8 | 12 | 28 | 2 | 16 | 12 | 2 | 23 | 3 | 1 | - | 15 | 11 | 4 | 19 |
| Good (net) | 216 66% | 78 | 94 | 44 | 95 | 10 | 110 | 141 | 77 | 64 | 75 | 192 | 23 | 136 | 69 | 10 | 68 | 81 | 39 | 24 | 72 | 134 | 26 | 178 |
| Poor (net) | 64 20% | 24 | 31 | 9 | 37 | 4 | 23 | 42 | 20 | 22 | 22 | 58 | 6 | 33 | 28 | 3 | 41 | 17 | 2 | - | 30 | 28 | 7 | 45 |
| | | 20% | 21% | 15% | 24% | 22% | 15% | 20% | 18% | 22% | 19% | 20% | 18% | 17% | 25% | 20% | 32% | 15% | 5% | - | 24% | 15% | 19% | 17% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 74
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Provision of information during times of disruption)
 Base:All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 225 | 71 | 124 | 30 | 125 | 9 | 89 | 145 | 76 | 69 | 80 | 204 | 20 | 118 | 90 | 15 | 91 | 83 | 28 | 14 | 89 | 121 | 33 | 169 |
| Very good | 37 16% | 10 14% | 22 18% | 5 17% | 20 16% | 1 11% | 16 18% | 21 14% | 10 13% | 11 16% | 16 20% | 34 17% | 3 15% | 17 14% | 16 18% | 4 27% | 15 16% | 11 13% | 6 21% | 4 29% | 18 20% | 18 15% | 4 12% | 30 18% |
| Fairly good | 90 40% | 29 41% | 52 42% | 9 30% | 43 34% | 4 44% | 43 48% | 59 41% | 28 37% | 31 45% | 31 39% | 81 40% | 9 45% | 53 45% | 33 37% | 4 27% | 32 35% | 38 46% | 11 39% | 5 36% | 35 39% | 48 40% | 14 42% | 69 41% |
| Neither good nor poor | 59 26% | 21 30% | 28 23% | 10 33% | 36 29% | 3 33% | 19 21% | 36 25% | 20 26% | 16 23% | 23 29% | 55 27% | 4 20% | 31 26% | 24 27% | 3 20% | 28 31% | 22 27% | 5 18% | 3 21% | 25 28% | 33 27% | 8 24% | 47 28% |
| Fairly poor | 27 12% | 10 14% | 13 10% | 4 13% | 20 16% | - - | 7 8% | 18 12% | 13 17% | 5 7% | 9 11% | 22 11% | 4 20% | 13 11% | 11 12% | 3 20% | 9 10% | 10 12% | 4 14% | 1 7% | 6 7% | 16 13% | 5 15% | 16 9% |
| Very poor | 12 5% | 1 1% | 9 7% | 2 7% | 6 5% | 1 11% | 4 4% | 11 8% | 5 7% | 6 9% | 1 1% | 12 6% | - - | 4 3% | 6 7% | 1 7% | 7 8% | 2 2% | 2 7% | 1 7% | 5 6% | 6 5% | 2 6% | 7 4% |
| Good (net) | 127 56% | 39 55% | 74 60% | 14 47% | 63 50% | 5 56% | 59 66% | 80 55% | 38 50% | 42 61% | 47 59% | 115 56% | 12 60% | 70 59% | 49 54% | 8 53% | 47 52% | 49 59% | 17 61% | 9 64% | 53 60% | 66 55% | 18 55% | 99 59% |
| Poor (net) | 39 17% | 11 15% | 22 18% | 6 20% | 26 21% | 1 11% | 11 12% | 29 20% | 18 24% | 11 16% | 10 13% | 34 17% | 4 20% | 17 14% | 17 19% | 4 27% | 16 18% | 12 14% | 6 21% | 2 14% | 11 12% | 22 18% | 7 21% | 23 14% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 75
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Being able to get a seat on the train)
 Base:All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 333 | 125 | 150 | 58 | 158 | 19 | 154 | 216 | 113 | 103 | 117 | 297 | 35 | 204 | 110 | 17 | 130 | 117 | 47 | 30 | 128 | 186 | 38 | 266 |
| Very good | 133 40% | 53 | 49 | 31 | 55 | 7 | 70 | 91 | 45 | 46 | 42 | 111 | 21 | 92 | 37 | 3 | 48 | 44 | 25 | 13 | 49 | 77 | 12 | 110 |
| | | 42% | 33% | 53% | 35% | 37% | 45% | 42% | 40% | 45% | 36% | 37% | 60% | 45% | 34% | 18% | 37% | 38% | 53% | 43% | 38% | 41% | 32% | 41% |
| Fairly good | 111 33% | 31 | 60 | 20 | 56 | 6 | 48 | 81 | 50 | 31 | 30 | 99 | 12 | 65 | 39 | 6 | 43 | 41 | 12 | 11 | 43 | 59 | 14 | 86 |
| | | 25% | 40% | 34% | 35% | 32% | 31% | 38% | 44% | 30% | 26% | 33% | 34% | 32% | 35% | 35% | 33% | 35% | 26% | 37% | 34% | 32% | 37% | 32% |
| Neither good nor poor | 31 9% | 12 | 17 | 2 | 16 | 3 | 12 | 19 | 9 | 10 | 12 | 30 | 1 | 20 | 9 | 2 | 16 | 11 | 3 | - | 13 | 17 | 4 | 25 |
| | | 10% | 11% | 3% | 10% | 16% | 8% | 9% | 8% | 10% | 10% | 10% | 3% | 10% | 8% | 12% | 12% | 9% | 6% | - | 10% | 9% | 11% | 9% |
| Fairly poor | 29 9% | 12 | 15 | 2 | 17 | - | 12 | 13 | 4 | 9 | 16 | 28 | 1 | 11 | 16 | 2 | 9 | 12 | 4 | 4 | 12 | 17 | 4 | 23 |
| | | 10% | 10% | 3% | 11% | - | 8% | 6% | 4% | 9% | 14% | 9% | 3% | 5% | 15% | 12% | 7% | 10% | 9% | 13% | 9% | 9% | 11% | 9% |
| Very poor | 29 9% | 17 | 9 | 3 | 14 | 3 | 12 | 12 | 5 | 7 | 17 | 29 | - | 16 | 9 | 4 | 14 | 9 | 3 | 2 | 11 | 16 | 4 | 22 |
| | | 14% | 6% | 5% | 9% | 16% | 8% | 6% | 4% | 7% | 15% | 10% | - | 8% | 8% | 24% | 11% | 8% | 6% | 7% | 9% | 9% | 11% | 8% |
| Good (net) | 244 73% | 84 | 109 | 51 | 111 | 13 | 118 | 172 | 95 | 77 | 72 | 210 | 33 | 157 | 76 | 9 | 91 | 85 | 37 | 24 | 92 | 136 | 26 | 196 |
| | | 67% | 73% | 88% | 70% | 68% | 77% | 80% | 84% | 75% | 62% | 71% | 94% | 77% | 69% | 53% | 70% | 73% | 79% | 80% | 72% | 73% | 68% | 74% |
| Poor (net) | 58 17% | 29 | 24 | 5 | 31 | 3 | 24 | 25 | 9 | 16 | 33 | 57 | 1 | 27 | 25 | 6 | 23 | 21 | 7 | 6 | 23 | 33 | 8 | 45 |
| | | 23% | 16% | 9% | 20% | 16% | 16% | 12% | 8% | 16% | 28% | 19% | 3% | 13% | 23% | 35% | 18% | 18% | 15% | 20% | 18% | 18% | 21% | 17% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 76

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
(Quality of facilities and services at the station)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 287 | 114 | 129 | 44 | 138 | 15 | 133 | 178 | 89 | 89 | 109 | 255 | 31 | 170 | 101 | 15 | 120 | 95 | 42 | 22 | 116 | 155 | 33 | 230 |
| Very good | 46 16% | 16 | 17 | 13 | 24 | 2 | 20 | 28 | 16 | 12 | 18 | 40 | 6 | 27 | 16 | 3 | 21 | 14 | 6 | 5 | 24 | 21 | 7 | 39 |
| | | 14% | 13% | 30% | 17% | 13% | 15% | 16% | 18% | 13% | 17% | 16% | 19% | 16% | 16% | 20% | 18% | 15% | 14% | 23% | 21% | 14% | 21% | 17% |
| Fairly good | 102 36% | 45 | 47 | 10 | 44 | 5 | 52 | 61 | 27 | 34 | 41 | 90 | 12 | 66 | 33 | 2 | 37 | 37 | 13 | 11 | 37 | 58 | 8 | 83 |
| | | 39% | 36% | 23% | 32% | 33% | 39% | 34% | 30% | 38% | 38% | 35% | 39% | 39% | 33% | 13% | 31% | 39% | 31% | 50% | 32% | 37% | 24% | 36% |
| Neither good nor poor | 67 23% | 23 | 33 | 11 | 32 | 2 | 33 | 40 | 20 | 20 | 27 | 62 | 5 | 39 | 24 | 4 | 34 | 21 | 6 | 5 | 29 | 34 | 7 | 55 |
| | | 20% | 26% | 25% | 23% | 13% | 25% | 22% | 22% | 22% | 25% | 24% | 16% | 23% | 24% | 27% | 28% | 22% | 14% | 23% | 25% | 22% | 21% | 24% |
| Fairly poor | 40 14% | 20 | 17 | 3 | 20 | 5 | 15 | 27 | 14 | 13 | 13 | 37 | 3 | 21 | 15 | 4 | 17 | 13 | 8 | 1 | 16 | 23 | 8 | 29 |
| | | 18% | 13% | 7% | 14% | 33% | 11% | 15% | 16% | 15% | 12% | 15% | 10% | 12% | 15% | 27% | 14% | 14% | 19% | 5% | 14% | 15% | 24% | 13% |
| Very poor | 32 11% | 10 | 15 | 7 | 18 | 1 | 13 | 22 | 12 | 10 | 10 | 26 | 5 | 17 | 13 | 2 | 11 | 10 | 9 | - | 10 | 19 | 3 | 24 |
| | | 9% | 12% | 16% | 13% | 7% | 10% | 12% | 13% | 11% | 9% | 10% | 16% | 10% | 13% | 13% | 9% | 11% | 21% | - | 9% | 12% | 9% | 10% |
| Good (net) | 148 52% | 61 | 64 | 23 | 68 | 7 | 72 | 89 | 43 | 46 | 59 | 130 | 18 | 93 | 49 | 5 | 58 | 51 | 19 | 16 | 61 | 79 | 15 | 122 |
| | | 54% | 50% | 52% | 49% | 47% | 54% | 50% | 48% | 52% | 54% | 51% | 58% | 55% | 49% | 33% | 48% | 54% | 45% | 73% | 53% | 51% | 45% | 53% |
| Poor (net) | 72 25% | 30 | 32 | 10 | 38 | 6 | 28 | 49 | 26 | 23 | 23 | 63 | 8 | 38 | 28 | 6 | 28 | 23 | 17 | 1 | 26 | 42 | 11 | 53 |
| | | 26% | 25% | 23% | 28% | 40% | 21% | 28% | 29% | 26% | 21% | 25% | 26% | 22% | 28% | 40% | 23% | 24% | 40% | 5% | 22% | 27% | 33% | 23% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 77

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
(Ease of buying a ticket)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 307 | 117 | 139 | 51 | 141 | 15 | 149 | 193 | 103 | 90 | 114 | 274 | 32 | 186 | 104 | 15 | 121 | 110 | 39 | 28 | 114 | 176 | 37 | 244 |
| Very good | 112 36% | 41 | 45 | 26 | 46 | 4 | 62 | 68 | 35 | 33 | 44 | 99 | 12 | 73 | 33 | 6 | 38 | 40 | 20 | 12 | 41 | 67 | 16 | 94 |
| | | 35% | 32% | 51% | 33% | 27% | 42% | 35% | 34% | 37% | 39% | 36% | 38% | 39% | 32% | 40% | 31% | 36% | 51% | 43% | 36% | 38% | 43% | 39% |
| Fairly good | 126 41% | 54 | 57 | 15 | 59 | 6 | 59 | 73 | 37 | 36 | 53 | 116 | 10 | 76 | 40 | 8 | 50 | 45 | 11 | 15 | 43 | 74 | 9 | 104 |
| | | 46% | 41% | 29% | 42% | 40% | 40% | 38% | 36% | 40% | 46% | 42% | 31% | 41% | 38% | 53% | 41% | 41% | 28% | 54% | 38% | 42% | 24% | 43% |
| Neither good nor poor | 32 10% | 12 | 16 | 4 | 17 | 2 | 13 | 23 | 9 | 14 | 9 | 29 | 3 | 17 | 14 | 1 | 20 | 7 | 3 | 1 | 20 | 10 | 7 | 21 |
| | | 10% | 12% | 8% | 12% | 13% | 9% | 12% | 9% | 16% | 8% | 11% | 9% | 9% | 13% | 7% | 17% | 6% | 8% | 4% | 18% | 6% | 19% | 9% |
| Fairly poor | 14 5% | 4 | 7 | 3 | 7 | 1 | 6 | 12 | 10 | 2 | 2 | 10 | 4 | 9 | 5 | - | 7 | 6 | 1 | - | 3 | 11 | 4 | 8 |
| | | 3% | 5% | 6% | 5% | 7% | 4% | 6% | 10% | 2% | 2% | 4% | 13% | 5% | 5% | - | 6% | 5% | 3% | - | 3% | 6% | 11% | 3% |
| Very poor | 23 7% | 6 | 14 | 3 | 12 | 2 | 9 | 17 | 12 | 5 | 6 | 20 | 3 | 11 | 12 | - | 6 | 12 | 4 | - | 7 | 14 | 1 | 17 |
| | | 5% | 10% | 6% | 9% | 13% | 6% | 9% | 12% | 6% | 5% | 7% | 9% | 6% | 12% | - | 5% | 11% | 10% | - | 6% | 8% | 3% | 7% |
| Good (net) | 238 78% | 95 | 102 | 41 | 105 | 10 | 121 | 141 | 72 | 69 | 97 | 215 | 22 | 149 | 73 | 14 | 88 | 85 | 31 | 27 | 84 | 141 | 25 | 198 |
| | | 81% | 73% | 80% | 74% | 67% | 81% | 73% | 70% | 77% | 85% | 78% | 69% | 80% | 70% | 93% | 73% | 77% | 79% | 96% | 74% | 80% | 68% | 81% |
| Poor (net) | 37 12% | 10 | 21 | 6 | 19 | 3 | 15 | 29 | 22 | 7 | 8 | 30 | 7 | 20 | 17 | - | 13 | 18 | 5 | - | 10 | 25 | 5 | 25 |
| | | 9% | 15% | 12% | 13% | 20% | 10% | 15% | 21% | 8% | 7% | 11% | 22% | 11% | 16% | - | 11% | 16% | 13% | - | 9% | 14% | 14% | 10% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 78

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
(Upkeep repair and cleanliness of the train)

Base:All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 332 | 124 | 149 | 59 | 159 | 18 | 153 | 215 | 113 | 102 | 117 | 296 | 35 | 200 | 113 | 17 | 130 | 120 | 44 | 29 | 128 | 185 | 38 | 266 |
| Very good | 43 13% | 12 | 20 | 11 | 26 | - | 17 | 31 | 18 | 13 | 12 | 37 | 5 | 24 | 15 | 4 | 18 | 16 | 6 | 2 | 16 | 27 | 7 | 35 |
| | | 10% | 13% | 19% | 16% | - | 11% | 14% | 16% | 13% | 10% | 13% | 14% | 12% | 13% | 24% | 14% | 13% | 14% | 7% | 13% | 15% | 18% | 13% |
| Fairly good | 137 41% | 46 | 64 | 27 | 56 | 6 | 74 | 88 | 48 | 40 | 49 | 118 | 19 | 90 | 41 | 5 | 52 | 47 | 20 | 14 | 44 | 86 | 12 | 114 |
| | | 37% | 43% | 46% | 35% | 33% | 48% | 41% | 42% | 39% | 42% | 40% | 54% | 45% | 36% | 29% | 40% | 39% | 45% | 48% | 34% | 46% | 32% | 43% |
| Neither good nor poor | 87 26% | 38 | 35 | 14 | 46 | 4 | 36 | 59 | 28 | 31 | 28 | 81 | 6 | 47 | 32 | 7 | 34 | 32 | 13 | 7 | 46 | 38 | 13 | 67 |
| | | 31% | 23% | 24% | 29% | 22% | 24% | 27% | 25% | 30% | 24% | 27% | 17% | 24% | 28% | 41% | 26% | 27% | 30% | 24% | 36% | 21% | 34% | 25% |
| Fairly poor | 45 14% | 23 | 18 | 4 | 18 | 6 | 21 | 26 | 12 | 14 | 19 | 40 | 5 | 30 | 15 | - | 17 | 17 | 5 | 5 | 16 | 24 | 5 | 34 |
| | | 19% | 12% | 7% | 11% | 33% | 14% | 12% | 11% | 14% | 16% | 14% | 14% | 15% | 13% | - | 13% | 14% | 11% | 17% | 13% | 13% | 13% | 13% |
| Very poor | 20 6% | 5 | 12 | 3 | 13 | 2 | 5 | 11 | 7 | 4 | 9 | 20 | - | 9 | 10 | 1 | 9 | 8 | - | 1 | 6 | 10 | 1 | 16 |
| | | 4% | 8% | 5% | 8% | 11% | 3% | 5% | 6% | 4% | 8% | 7% | - | 5% | 9% | 6% | 7% | 7% | - | 3% | 5% | 5% | 3% | 6% |
| Good (net) | 180 54% | 58 | 84 | 38 | 82 | 6 | 91 | 119 | 66 | 53 | 61 | 155 | 24 | 114 | 56 | 9 | 70 | 63 | 26 | 16 | 60 | 113 | 19 | 149 |
| | | 47% | 56% | 64% | 52% | 33% | 59% | 55% | 58% | 52% | 52% | 52% | 69% | 57% | 50% | 53% | 54% | 53% | 59% | 55% | 47% | 61% | 50% | 56% |
| Poor (net) | 65 20% | 28 | 30 | 7 | 31 | 8 | 26 | 37 | 19 | 18 | 28 | 60 | 5 | 39 | 25 | 1 | 26 | 25 | 5 | 6 | 22 | 34 | 6 | 50 |
| | | 23% | 20% | 12% | 19% | 44% | 17% | 17% | 17% | 18% | 24% | 20% | 14% | 20% | 22% | 6% | 20% | 21% | 11% | 21% | 17% | 18% | 16% | 19% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 79

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

(Provision of information during the journey)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 288 | 107 | 133 | 48 | 142 | 12 | 132 | 190 | 96 | 94 | 98 | 255 | 32 | 165 | 103 | 18 | 117 | 102 | 37 | 23 | 114 | 159 | 32 | 231 |
| Very good | 47 16% | 14 | 22 | 11 | 23 | 1 | 23 | 31 | 18 | 13 | 16 | 42 | 5 | 26 | 17 | 4 | 21 | 16 | 5 | 4 | 20 | 26 | 5 | 40 |
| | | 13% | 17% | 23% | 16% | 8% | 17% | 16% | 19% | 14% | 16% | 16% | 16% | 16% | 17% | 22% | 18% | 16% | 14% | 17% | 18% | 16% | 16% | 17% |
| Fairly good | 109 38% | 45 | 53 | 11 | 47 | 4 | 57 | 73 | 36 | 37 | 36 | 94 | 15 | 72 | 30 | 6 | 41 | 40 | 15 | 9 | 38 | 64 | 10 | 88 |
| | | 42% | 40% | 23% | 33% | 33% | 43% | 38% | 38% | 39% | 37% | 37% | 47% | 44% | 29% | 33% | 35% | 39% | 41% | 39% | 33% | 40% | 31% | 38% |
| Neither good nor poor | 92 32% | 36 | 36 | 20 | 48 | 6 | 37 | 55 | 25 | 30 | 37 | 83 | 8 | 46 | 40 | 5 | 37 | 31 | 14 | 9 | 42 | 47 | 12 | 75 |
| | | 34% | 27% | 42% | 34% | 50% | 28% | 29% | 26% | 32% | 38% | 33% | 25% | 28% | 39% | 28% | 32% | 30% | 38% | 39% | 37% | 30% | 38% | 32% |
| Fairly poor | 29 10% | 10 | 13 | 6 | 17 | - | 12 | 23 | 13 | 10 | 6 | 25 | 4 | 15 | 13 | 1 | 13 | 11 | 2 | 1 | 9 | 18 | 2 | 22 |
| | | 9% | 10% | 13% | 12% | - | 9% | 12% | 14% | 11% | 6% | 10% | 13% | 9% | 13% | 6% | 11% | 11% | 5% | 4% | 8% | 11% | 6% | 10% |
| Very poor | 11 4% | 2 | 9 | - | 7 | 1 | 3 | 8 | 4 | 4 | 3 | 11 | - | 6 | 3 | 2 | 5 | 4 | 1 | - | 5 | 4 | 3 | 6 |
| | | 2% | 7% | - | 5% | 8% | 2% | 4% | 4% | 4% | 3% | 4% | - | 4% | 3% | 11% | 4% | 4% | 3% | - | 4% | 3% | 9% | 3% |
| Good (net) | 156 54% | 59 | 75 | 22 | 70 | 5 | 80 | 104 | 54 | 50 | 52 | 136 | 20 | 98 | 47 | 10 | 62 | 56 | 20 | 13 | 58 | 90 | 15 | 128 |
| | | 55% | 56% | 46% | 49% | 42% | 61% | 55% | 56% | 53% | 53% | 53% | 63% | 59% | 46% | 56% | 53% | 55% | 54% | 57% | 51% | 57% | 47% | 55% |
| Poor (net) | 40 14% | 12 | 22 | 6 | 24 | 1 | 15 | 31 | 17 | 14 | 9 | 36 | 4 | 21 | 16 | 3 | 18 | 15 | 3 | 1 | 14 | 22 | 5 | 28 |
| | | 11% | 17% | 13% | 17% | 8% | 11% | 16% | 18% | 15% | 9% | 14% | 13% | 13% | 16% | 17% | 15% | 15% | 8% | 4% | 12% | 14% | 16% | 12% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 80
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Facilities and services on board the train)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|-------------------------|---------------------|-----------|-----------|-----------------|----------|-----------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 268 | 102 | 122 | 44 | 133 | 15 | 120 | 168 | 87 | 81 | 100 | 238 | 29 | 157 | 98 | 13 | 112 | 95 | 35 | 18 | 109 | 143 | 32 | 213 |
| Very good | 21 8% | 4 4% | 12 10% | 5 11% | 14 11% | - - | 7 6% | 15 9% | 9 10% | 6 7% | 6 6% | 19 8% | 2 7% | 9 6% | 10 10% | 2 15% | 13 12% | 6 6% | 1 3% | - - | 13 12% | 8 6% | 4 13% | 16 8% |
| Fairly good | 64 24% | 16 16% | 39 32% | 9 20% | 25 19% | 3 20% | 36 30% | 39 23% | 21 24% | 18 22% | 25 25% | 56 24% | 8 28% | 38 24% | 23 23% | 3 23% | 27 24% | 24 25% | 3 9% | 7 39% | 20 18% | 37 26% | 7 22% | 50 23% |
| Neither good nor poor | 89 33% | 33 32% | 36 30% | 20 45% | 47 35% | 4 27% | 38 32% | 61 36% | 31 36% | 30 37% | 28 28% | 79 33% | 9 31% | 53 34% | 32 33% | 4 31% | 33 29% | 33 35% | 14 40% | 8 44% | 41 38% | 44 31% | 10 31% | 72 34% |
| Fairly poor | 54 20% | 25 25% | 22 18% | 7 16% | 28 21% | 4 27% | 22 18% | 28 17% | 13 15% | 15 19% | 26 26% | 49 21% | 5 17% | 32 20% | 19 19% | 3 23% | 25 22% | 17 18% | 10 29% | 1 6% | 23 21% | 29 20% | 6 19% | 45 21% |
| Very poor | 40 15% | 24 24% | 13 11% | 3 7% | 19 14% | 4 27% | 17 14% | 25 15% | 13 15% | 12 15% | 15 15% | 35 15% | 5 17% | 25 16% | 14 14% | 1 8% | 14 13% | 15 16% | 7 20% | 2 11% | 12 11% | 25 17% | 5 16% | 30 14% |
| Good (net) | 85 32% | 20 20% | 51 42% | 14 32% | 39 29% | 3 20% | 43 36% | 54 32% | 30 34% | 24 30% | 31 31% | 75 32% | 10 34% | 47 30% | 33 34% | 5 38% | 40 36% | 30 32% | 4 11% | 7 39% | 33 30% | 45 31% | 11 34% | 66 31% |
| Poor (net) | 94 35% | 49 48% | 35 29% | 10 23% | 47 35% | 8 53% | 39 33% | 53 32% | 26 30% | 27 33% | 41 41% | 84 35% | 10 34% | 57 36% | 33 34% | 4 31% | 39 35% | 32 34% | 17 49% | 3 17% | 35 32% | 54 38% | 11 34% | 75 35% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 81

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

(Ease of getting to and from the station)

Base: All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 315 | 119 | 140 | 56 | 150 | 17 | 147 | 203 | 108 | 95 | 112 | 279 | 35 | 190 | 107 | 17 | 128 | 110 | 42 | 26 | 123 | 173 | 36 | 253 |
| Very good | 105 33% | 31 | 45 | 29 | 51 | 3 | 50 | 67 | 36 | 31 | 38 | 95 | 10 | 59 | 36 | 9 | 46 | 35 | 13 | 9 | 43 | 59 | 12 | 88 |
| | | 26% | 32% | 52% | 34% | 18% | 34% | 33% | 33% | 33% | 34% | 34% | 29% | 31% | 34% | 53% | 36% | 32% | 31% | 35% | 35% | 34% | 33% | 35% |
| Fairly good | 148 47% | 59 | 70 | 19 | 63 | 7 | 78 | 94 | 50 | 44 | 54 | 128 | 19 | 96 | 47 | 5 | 54 | 57 | 22 | 11 | 54 | 85 | 20 | 116 |
| | | 50% | 50% | 34% | 42% | 41% | 53% | 46% | 46% | 46% | 48% | 46% | 54% | 51% | 44% | 29% | 42% | 52% | 52% | 42% | 44% | 49% | 56% | 46% |
| Neither good nor poor | 50 16% | 24 | 20 | 6 | 30 | 5 | 15 | 31 | 13 | 18 | 19 | 47 | 3 | 27 | 20 | 3 | 22 | 13 | 6 | 6 | 22 | 22 | 4 | 39 |
| | | 20% | 14% | 11% | 20% | 29% | 10% | 15% | 12% | 19% | 17% | 17% | 9% | 14% | 19% | 18% | 17% | 12% | 14% | 23% | 18% | 13% | 11% | 15% |
| Fairly poor | 6 2% | 2 | 2 | 2 | 3 | 1 | 2 | 6 | 6 | - | - | 4 | 2 | 4 | 2 | - | 3 | 3 | - | - | 3 | 3 | - | 5 |
| | | 2% | 1% | 4% | 2% | 6% | 1% | 3% | 6% | - | - | 1% | 6% | 2% | 2% | - | 2% | 3% | - | - | 2% | 2% | - | 2% |
| Very poor | 6 2% | 3 | 3 | - | 3 | 1 | 2 | 5 | 3 | 2 | 1 | 5 | 1 | 4 | 2 | - | 3 | 2 | 1 | - | 1 | 4 | - | 5 |
| | | 3% | 2% | - | 2% | 6% | 1% | 2% | 3% | 2% | 1% | 2% | 3% | 2% | 2% | - | 2% | 2% | 2% | - | 1% | 2% | - | 2% |
| Good (net) | 253 80% | 90 | 115 | 48 | 114 | 10 | 128 | 161 | 86 | 75 | 92 | 223 | 29 | 155 | 83 | 14 | 100 | 92 | 35 | 20 | 97 | 144 | 32 | 204 |
| | | 76% | 82% | 86% | 76% | 59% | 87% | 79% | 80% | 79% | 82% | 80% | 83% | 82% | 78% | 82% | 78% | 84% | 83% | 77% | 79% | 83% | 89% | 81% |
| Poor (net) | 12 4% | 5 | 5 | 2 | 6 | 2 | 4 | 11 | 9 | 2 | 1 | 9 | 3 | 8 | 4 | - | 6 | 5 | 1 | - | 4 | 7 | - | 10 |
| | | 4% | 4% | 4% | 4% | 12% | 3% | 5% | 8% | 2% | 1% | 3% | 9% | 4% | 4% | - | 5% | 5% | 2% | - | 3% | 4% | - | 4% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 82

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
(Connections with other train services)

Base: All who answered excluding dk/no opinion

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 236 | 89 | 107 | 40 | 112 | 15 | 109 | 145 | 71 | 74 | 91 | 213 | 22 | 147 | 75 | 14 | 104 | 74 | 28 | 22 | 97 | 125 | 26 | 188 |
| Very good | 62 26% | 19 | 28 | 15 | 26 | 2 | 34 | 33 | 14 | 19 | 29 | 57 | 4 | 39 | 18 | 5 | 30 | 15 | 7 | 8 | 30 | 30 | 7 | 50 |
| Fairly good | 110 47% | 38 | 53 | 19 | 50 | 10 | 50 | 75 | 37 | 38 | 35 | 100 | 10 | 71 | 33 | 6 | 47 | 41 | 12 | 6 | 41 | 61 | 13 | 87 |
| Neither good nor poor | 45 19% | 23 | 18 | 4 | 28 | - | 17 | 25 | 13 | 12 | 20 | 39 | 6 | 24 | 18 | 3 | 20 | 11 | 7 | 5 | 22 | 20 | 4 | 37 |
| Fairly poor | 12 5% | 7 | 4 | 1 | 3 | 2 | 7 | 8 | 4 | 4 | 4 | 10 | 2 | 10 | 2 | - | 4 | 5 | 2 | 1 | 2 | 10 | 2 | 8 |
| Very poor | 7 3% | 2 | 4 | 1 | 5 | 1 | 1 | 4 | 3 | 1 | 3 | 7 | - | 3 | 4 | - | 3 | 2 | - | 2 | 2 | 4 | - | 6 |
| Good (net) | 172 73% | 57 | 81 | 34 | 76 | 12 | 84 | 108 | 51 | 57 | 64 | 157 | 14 | 110 | 51 | 11 | 77 | 56 | 19 | 14 | 71 | 91 | 20 | 137 |
| Poor (net) | 19 8% | 9 | 8 | 2 | 8 | 3 | 8 | 12 | 7 | 5 | 7 | 17 | 2 | 13 | 6 | - | 7 | 7 | 2 | 3 | 4 | 14 | 2 | 14 |
| | | 10% | 7% | 5% | 7% | 20% | 7% | 8% | 10% | 7% | 8% | 8% | 9% | 9% | 8% | - | 7% | 9% | 7% | 14% | 4% | 11% | 8% | 7% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 83

Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

(Overall experience of service on this journey)

Base:All who answered excluding dk/no opinion

| | TOTAL | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|---------------------|---------|-------|-----------------|-----|------|-------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 331 | 125 | 145 | 61 | 157 | 17 | 155 | 211 | 110 | 101 | 120 | 296 | 34 | 202 | 110 | 17 | 127 | 115 | 47 | 33 | 126 | 187 | 38 | 266 |
| Very good | 75 23% | 14 | 33 | 28 | 35 | 2 | 38 | 50 | 27 | 23 | 25 | 68 | 6 | 44 | 27 | 4 | 27 | 24 | 12 | 11 | 29 | 44 | 9 | 63 |
| | | 11% | 23% | 46% | 22% | 12% | 25% | 24% | 25% | 23% | 21% | 23% | 18% | 22% | 25% | 24% | 21% | 21% | 26% | 33% | 23% | 24% | 24% | 24% |
| Fairly good | 174 53% | 76 | 71 | 27 | 78 | 8 | 86 | 115 | 62 | 53 | 59 | 152 | 22 | 110 | 55 | 7 | 61 | 65 | 28 | 16 | 60 | 106 | 19 | 141 |
| | | 61% | 49% | 44% | 50% | 47% | 55% | 55% | 56% | 52% | 49% | 51% | 65% | 54% | 50% | 41% | 48% | 57% | 60% | 48% | 48% | 57% | 50% | 53% |
| Neither good nor poor | 51 15% | 21 | 27 | 3 | 26 | 5 | 20 | 27 | 14 | 13 | 24 | 47 | 4 | 33 | 16 | 2 | 22 | 16 | 6 | 5 | 22 | 24 | 7 | 39 |
| | | 17% | 19% | 5% | 17% | 29% | 13% | 13% | 13% | 20% | 16% | 12% | 12% | 16% | 15% | 12% | 17% | 14% | 13% | 15% | 17% | 13% | 18% | 15% |
| Fairly poor | 23 7% | 10 | 11 | 2 | 13 | 1 | 9 | 14 | 6 | 8 | 9 | 21 | 2 | 11 | 9 | 3 | 13 | 7 | 1 | 1 | 13 | 9 | 2 | 18 |
| | | 8% | 8% | 3% | 8% | 6% | 6% | 7% | 5% | 8% | 8% | 7% | 6% | 5% | 8% | 18% | 10% | 6% | 2% | 3% | 10% | 5% | 5% | 7% |
| Very poor | 8 2% | 4 | 3 | 1 | 5 | 1 | 2 | 5 | 1 | 4 | 3 | 8 | - | 4 | 3 | 1 | 4 | 3 | - | - | 2 | 4 | 1 | 5 |
| | | 3% | 2% | 2% | 3% | 6% | 1% | 2% | 1% | 4% | 3% | 3% | - | 2% | 3% | 6% | 3% | 3% | - | - | 2% | 2% | 3% | 2% |
| Good (net) | 249 75% | 90 | 104 | 55 | 113 | 10 | 124 | 165 | 89 | 76 | 84 | 220 | 28 | 154 | 82 | 11 | 88 | 89 | 40 | 27 | 89 | 150 | 28 | 204 |
| | | 72% | 72% | 90% | 72% | 59% | 80% | 78% | 81% | 75% | 70% | 74% | 82% | 76% | 75% | 65% | 69% | 77% | 85% | 82% | 71% | 80% | 74% | 77% |
| Poor (net) | 31 9% | 14 | 14 | 3 | 18 | 2 | 11 | 19 | 7 | 12 | 12 | 29 | 2 | 15 | 12 | 4 | 17 | 10 | 1 | 1 | 15 | 13 | 3 | 23 |
| | | 11% | 10% | 5% | 11% | 12% | 7% | 9% | 6% | 12% | 10% | 10% | 6% | 7% | 11% | 24% | 13% | 9% | 2% | 3% | 12% | 7% | 8% | 9% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 84
Q.35 Work status
Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|----------------------------------|--------------------------|-----------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 345 | 125 | 157 | 63 | 162 | 20 | 161 | 216 | 114 | 102 | 129 | 311 | 33 | 211 | 114 | 18 | 137 | 124 | 48 | 34 | 134 | 199 | 39 | 282 |
| Working full time (30+ hours) | 166 48% | 53 42% | 77 49% | 36 57% | 97 60% | 13 65% | 55 34% | 128 59% | 69 61% | 59 58% | 38 29% | 143 46% | 22 67% | 90 43% | 67 59% | 8 44% | 69 50% | 81 65% | 15 31% | - | 78 58% | 80 40% | 17 44% | 135 48% |
| Working part time (9-29 hours) | 61 18% | 30 24% | 25 16% | 6 10% | 28 17% | 2 10% | 31 19% | 31 14% | 13 11% | 18 18% | 30 23% | 57 18% | 4 12% | 40 19% | 19 17% | 2 11% | 18 13% | 25 20% | 14 29% | 3 9% | 13 10% | 48 24% | 4 10% | 53 19% |
| Not working - seeking work | 8 2% | 2 2% | 5 3% | 1 2% | 1 1% | 1 5% | 6 4% | 3 1% | 3 3% | - | 5 4% | 8 3% | - | 6 3% | 1 1% | 1 6% | 5 4% | 3 2% | - | - | 6 4% | 2 1% | - | 7 2% |
| Not working and not seeking work | 5 1% | 2 2% | 3 2% | - | 2 1% | - | 3 2% | 2 1% | 2 2% | - | 3 2% | 4 1% | 1 3% | 4 2% | 1 1% | - | 2 1% | 2 2% | 1 2% | - | 2 1% | 3 2% | 4 10% | 1 * |
| Retired | 48 14% | 20 16% | 17 11% | 11 17% | 2 1% | 1 5% | 44 27% | 18 8% | 13 11% | 5 5% | 30 23% | 45 14% | 3 9% | 42 20% | 4 4% | 1 6% | - | 1 1% | 16 33% | 31 91% | 12 9% | 33 17% | 5 13% | 41 15% |
| Full time student | 52 15% | 17 14% | 28 18% | 7 11% | 38 23% | 1 5% | 13 8% | 33 15% | 15 13% | 18 18% | 19 15% | 49 16% | 3 9% | 19 9% | 27 24% | 6 33% | 46 34% | 6 5% | - | - | 20 15% | 31 16% | 8 21% | 42 15% |
| Other | 12 3% | 4 3% | 5 3% | 3 5% | - | 2 10% | 10 6% | 7 3% | 3 3% | 4 4% | 5 4% | 11 4% | 1 3% | 11 5% | 1 1% | - | 4 3% | 6 5% | 2 4% | - | 5 4% | 7 4% | 2 5% | 9 3% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 85
Q.36 Age
Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------|-------------------------|-----------|-----------|-----------------|-----------|----------|-------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|----------|-----------|------------|-----------|-----------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 344 | 126 | 156 | 62 | 160 | 20 | 162 | 215 | 113 | 102 | 129 | 309 | 34 | 212 | 113 | 17 | 138 | 124 | 48 | 34 | 135 | 197 | 40 | 281 |
| 16-24 | 81 24% | 26 21% | 46 29% | 9 15% | 53 33% | 1 5% | 27 17% | 54 25% | 26 23% | 28 27% | 27 21% | 73 24% | 8 24% | 41 19% | 31 27% | 9 53% | 81 59% | - | - | - | 34 25% | 45 23% | 11 28% | 67 24% |
| 25-34 | 57 17% | 18 14% | 25 16% | 14 23% | 29 18% | 3 15% | 25 15% | 36 17% | 14 12% | 22 22% | 21 16% | 52 17% | 5 15% | 34 16% | 19 17% | 4 24% | 57 41% | - | - | - | 27 20% | 28 14% | 4 10% | 50 18% |
| 35-44 | 59 17% | 16 13% | 29 19% | 14 23% | 34 21% | 6 30% | 18 11% | 42 20% | 23 20% | 19 19% | 17 13% | 54 17% | 5 15% | 31 15% | 24 21% | 3 18% | - | 59 48% | - | - | 30 22% | 27 14% | 7 18% | 44 16% |
| 45-54 | 65 19% | 25 20% | 28 18% | 12 19% | 27 17% | 4 20% | 34 21% | 47 22% | 29 26% | 18 18% | 18 14% | 56 18% | 9 26% | 39 18% | 26 23% | - | - | 65 52% | - | - | 18 13% | 45 23% | 10 25% | 50 18% |
| 55-59 | 24 7% | 12 10% | 10 6% | 2 3% | 11 7% | 3 15% | 10 6% | 14 7% | 7 6% | 7 7% | 10 8% | 21 7% | 2 6% | 16 8% | 7 6% | 1 6% | - | - | 24 50% | - | 11 8% | 12 6% | 2 5% | 20 7% |
| 60-64 | 24 7% | 15 12% | 5 3% | 4 6% | 3 2% | 2 10% | 19 12% | 10 5% | 5 4% | 5 5% | 14 11% | 21 7% | 3 9% | 21 10% | 3 3% | - | - | - | 24 50% | - | 4 3% | 20 10% | 2 5% | 22 8% |
| 65-74 | 27 8% | 11 9% | 10 6% | 6 10% | 2 1% | 1 5% | 24 15% | 7 3% | 6 5% | 1 1% | 20 16% | 25 8% | 2 6% | 24 11% | 3 3% | - | - | - | 27 79% | 8 6% | 16 8% | 3 8% | 24 9% | |
| 75+ | 7 2% | 3 2% | 3 2% | 1 2% | 1 1% | - | 5 3% | 5 2% | 3 3% | 2 2% | 2 2% | 7 2% | - | 6 3% | - | - | - | - | - | 7 21% | 3 2% | 4 2% | 1 3% | 4 1% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 86
Q.37 Gender
Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|--------|---------------------|---------|---------|-----------------|------|-----|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 334 | 123 | 151 | 60 | 156 | 20 | 156 | 208 | 110 | 98 | 126 | 301 | 32 | 204 | 110 | 18 | 134 | 120 | 47 | 31 | 135 | 199 | 38 | 276 |
| Male | 135 | 47 | 65 | 23 | 67 | 11 | 57 | 90 | 47 | 43 | 45 | 123 | 12 | 76 | 50 | 9 | 61 | 48 | 15 | 11 | 135 | - | 16 | 111 |
| | 40% | 38% | 43% | 38% | 43% | 55% | 37% | 43% | 43% | 44% | 36% | 41% | 38% | 37% | 45% | 50% | 46% | 40% | 32% | 35% | 100% | - | 42% | 40% |
| Female | 199 | 76 | 86 | 37 | 89 | 9 | 99 | 118 | 63 | 55 | 81 | 178 | 20 | 128 | 60 | 9 | 73 | 72 | 32 | 20 | - | 199 | 22 | 165 |
| | 60% | 62% | 57% | 62% | 57% | 45% | 63% | 57% | 57% | 56% | 64% | 59% | 63% | 63% | 55% | 50% | 54% | 60% | 68% | 65% | - | 100% | 58% | 60% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 87

Q.38 Which of the following best describes your ethnic background?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-------------------------|---------------------|---------|---------|-----------------|------|------|-------------|------------|---------|---------|----------|-------|-----------|--------|-------|------|-------|-------|-------|--------|------|------------|-----|-----|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 338 | 123 | 153 | 62 | 159 | 19 | 158 | 215 | 113 | 102 | 123 | 304 | 33 | 208 | 111 | 17 | 138 | 119 | 47 | 32 | 132 | 194 | 40 | 276 |
| White | 325 | 116 | 147 | 62 | 153 | 19 | 151 | 208 | 111 | 97 | 117 | 293 | 31 | 201 | 107 | 15 | 128 | 116 | 47 | 32 | 126 | 187 | 39 | 264 |
| | 96% | 94% | 96% | 100% | 96% | 100% | 96% | 97% | 98% | 95% | 95% | 96% | 94% | 97% | 96% | 88% | 93% | 97% | 100% | 100% | 95% | 96% | 98% | 96% |
| Mixed | 5 | 3 | 2 | - | 3 | - | 2 | 3 | 2 | 1 | 2 | 3 | 2 | 3 | 2 | - | 4 | 1 | - | - | - | 5 | - | 4 |
| | 1% | 2% | 1% | - | 2% | - | 1% | 1% | 2% | 1% | 2% | 1% | 6% | 1% | 2% | - | 3% | 1% | - | - | - | 3% | - | 1% |
| Black or Black British | 4 | 2 | 2 | - | 3 | - | 1 | 4 | - | 4 | - | 4 | - | 1 | 3 | - | 3 | 1 | - | - | 2 | 2 | - | 3 |
| | 1% | 2% | 1% | - | 2% | - | 1% | 2% | - | 4% | - | 1% | - | * | 3% | - | 2% | 1% | - | - | 2% | 1% | - | 1% |
| Chinese | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | 1 | - | - | 1 | - | 1 | - | - | - | - | 1 | - | - |
| | * | - | 1% | - | 1% | - | - | * | - | 1% | - | * | - | - | 1% | - | 1% | - | - | - | - | 1% | - | - |
| Asian or Asian British | 3 | - | 3 | - | 1 | - | 2 | 1 | - | 1 | 2 | 3 | - | 2 | 1 | - | 2 | 1 | - | - | 1 | 2 | - | 2 |
| | 1% | - | 2% | - | 1% | - | 1% | * | - | 1% | 2% | 1% | - | 1% | 1% | - | 1% | 1% | - | - | 1% | 1% | - | 1% |
| Other ethnic group | 5 | 2 | 3 | - | 3 | - | 2 | 3 | - | 3 | 2 | 5 | - | 1 | 2 | 2 | 5 | - | - | - | 3 | 2 | 1 | 3 |
| | 1% | 2% | 2% | - | 2% | - | 1% | 1% | - | 3% | 2% | 2% | - | * | 2% | 12% | 4% | - | - | - | 2% | 1% | 3% | 1% |
| Ethnic excl.other (net) | 10 | 5 | 5 | - | 5 | - | 5 | 6 | 2 | 4 | 4 | 8 | 2 | 6 | 4 | - | 7 | 3 | - | - | 3 | 7 | - | 9 |
| | 3% | 4% | 3% | - | 3% | - | 3% | 3% | 2% | 4% | 3% | 3% | 6% | 3% | 4% | - | 5% | 3% | - | - | 2% | 4% | - | 3% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 88

Q.39 Do you have a disability or long term illness related to the following?

Base:All who answered

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|-----------------------|--------------------------|------------|------------|-----------------|------------|-----------|-------------|------------|-----------|-----------|------------|------------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|------------|------------|------------|-------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 322 | 121 | 141 | 60 | 149 | 16 | 156 | 199 | 105 | 94 | 123 | 288 | 33 | 199 | 105 | 17 | 132 | 111 | 46 | 32 | 127 | 187 | 40 | 282 |
| Mobility | 13 4% | 3 2% | 7 5% | 3 5% | 5 3% | - - | 8 5% | 9 5% | 6 6% | 3 3% | 4 3% | 12 4% | 1 3% | 7 4% | 5 5% | 1 6% | - - | 9 8% | 1 2% | 3 9% | 5 4% | 8 4% | 13 33% | - - |
| Hearing | 8 2% | 4 3% | 3 2% | 1 2% | 4 3% | - - | 4 3% | 5 3% | 1 1% | 4 4% | 3 2% | 6 2% | 1 3% | 4 2% | 3 3% | 1 6% | 3 2% | 2 2% | 2 4% | 1 3% | 2 2% | 6 3% | 8 20% | - - |
| Eyesight | 6 2% | 5 4% | 1 1% | - - | 1 1% | 1 6% | 4 3% | 3 2% | 1 1% | 2 2% | 3 2% | 5 2% | 1 3% | 4 2% | 2 2% | - - | 4 3% | 2 2% | - - | - - | 4 3% | 2 1% | 6 15% | - - |
| Learning difficulties | 5 2% | 3 2% | 1 1% | 1 2% | 3 2% | - - | 2 1% | 1 1% | 1 1% | 3 2% | 5 2% | - - | - - | 1 1% | 2 2% | 2 12% | 4 3% | 1 1% | - - | - - | 2 2% | 2 1% | 5 13% | - - |
| Speech impairment | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Wheelchair user | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Other | 13 4% | 5 4% | 7 5% | 1 2% | 7 5% | 1 6% | 5 3% | 9 5% | 6 6% | 3 3% | 4 3% | 10 3% | 3 9% | 9 5% | 4 4% | - - | 5 4% | 7 6% | 1 2% | - - | 5 4% | 7 4% | 13 33% | - - |
| Disability (net) | 40 12% | 18 15% | 16 11% | 6 10% | 17 11% | 1 6% | 22 14% | 25 13% | 14 13% | 11 12% | 15 12% | 33 11% | 6 18% | 22 11% | 14 13% | 4 24% | 15 11% | 17 15% | 4 9% | 4 13% | 16 13% | 22 12% | 40 100% | - - |
| No/none of these | 282 88% | 103 85% | 125 89% | 54 90% | 132 89% | 15 94% | 134 86% | 174 87% | 91 87% | 83 88% | 108 88% | 255 89% | 27 82% | 177 89% | 91 87% | 13 76% | 117 89% | 94 85% | 42 91% | 28 88% | 111 87% | 165 88% | - - | 282 100% |

Great Western (RUS) * Branch lines JB:11519

Absolutes/col percents

Table 89
Train type
Base:All respondents

| | BRANCH LINES SAMPLE | | | JOURNEY PURPOSE | | | TIME OF DAY | | | | | | FREQUENCY | | | AGE | | | | GENDER | | DISABILITY | | |
|----------------|--------------------------|------------|-----------|-----------------|-----------|-----------|-------------|------------|-----------|-----------|-----------|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|------------|
| | TOTAL | BRNSBLE | EXMOUTH | TRURO | CMTR | BUS | LSRE | TOTAL PEAK | AM PEAK | PM PEAK | OFF PEAK | WKDAY | WKEND | INFREQ | OCSNL | FREQ | 16-34 | 35-54 | 55-64 | 65+ | MALE | FEMALE | YES | NO |
| Base | 357 | 132 | 162 | 63 | 168 | 20 | 167 | 226 | 117 | 109 | 131 | 320 | 36 | 220 | 117 | 18 | 138 | 124 | 48 | 34 | 135 | 199 | 40 | 282 |
| HST | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 142 | 27 8% | 27 20% | - | - | 6 4% | 3 15% | 18 11% | 3 1% | - | 3 3% | 24 18% | 27 8% | - | 23 10% | 4 3% | - | 8 6% | 5 4% | 10 21% | 4 12% | 8 6% | 19 10% | 2 5% | 25 9% |
| 143 | 187 52% | 105 80% | 82 51% | - | 76 45% | 12 60% | 99 59% | 123 54% | 37 32% | 86 79% | 64 49% | 151 47% | 36 100% | 132 60% | 45 38% | 10 56% | 79 57% | 61 49% | 23 48% | 13 38% | 67 50% | 103 52% | 24 60% | 140 50% |
| 150 | 63 18% | - | - | 63 100% | 37 22% | - | 25 15% | 47 21% | 27 23% | 20 18% | 16 12% | 62 19% | - | 29 13% | 31 26% | 2 11% | 23 17% | 26 21% | 6 13% | 7 21% | 23 17% | 37 19% | 6 15% | 54 19% |
| 153 | 23 6% | - | 23 14% | - | 8 5% | 3 15% | 12 7% | - | - | - | 23 18% | 23 7% | - | 16 7% | 6 5% | 1 6% | 8 6% | 6 5% | 5 10% | 4 12% | 13 10% | 10 5% | 2 5% | 20 7% |
| 158 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Not classified | 57 16% | - | 57 35% | - | 41 24% | 2 10% | 13 8% | 53 23% | 53 45% | - | 4 3% | 57 18% | - | 20 9% | 31 26% | 5 28% | 20 14% | 26 21% | 4 8% | 6 18% | 24 18% | 30 15% | 6 15% | 43 15% |

| Title | Page | Table | Base Description | Base |
|--|------|-------|--|------|
| Q.1 Departure time of this train at the station boarded | 1 | 1 | Base:All who answered | 356 |
| Q.2 Station where this train was BOARDED | 2 | 2 | Base:All who answered | 356 |
| Q.3 Station you are TRAVELLING TO on this train | 3 | 3 | Base:All who answered | 356 |
| Q.4A Does any part of the journey you are making today require a change or changes of train? | 4 | 4 | Base:All who answered | 331 |
| Q.4B Final destination station | 5 | 5 | Base:All who changed at Q.4A and answered this question | 45 |
| Q.5 If on this journey there were no direct trains and you had to change trains, how likely would you be to still travel by train on this route? | 6 | 6 | Base:All not requiring change(s) at Q.4A and answered this question | 208 |
| Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you? | 7 | 7 | Base:All not requiring change(s) at Q.4A and answered this question | 202 |
| Q.7 What is the main purpose of your rail journey today? | 8 | 8 | Base:All who answered | 355 |
| Q.8 How many times have you made this journey in the last two weeks? | 9 | 9 | Base:All who answered | 355 |
| Q.9 Are you: | 10 | 10 | Base:All who answered | 353 |
| Q.10 If you were not using the train to make this journey, how else would you make the journey? | 11 | 11 | Base:All who answered | 306 |
| Q.11A Do you use the station nearest to your home? | 12 | 12 | Base:All who answered | 349 |
| Q.11B If you do not use your nearest station for most train journeys. Why is this? | 13 | 13 | Base:All not using the station nearest to home for most journeys at Q.11A and answered this question | 34 |
| Q.12 How did you travel to the station where you boarded this train today? | 14 | 14 | Base:All who answered | 355 |
| Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park? | 15 | 15 | Base:All who answered | 338 |
| Q.14 Which of the following best describes parking in the station car park where you boarded this train? | 16 | 16 | Base:All who have used the car park at Q.13 and answered this question | 51 |
| Q.15 If you have not used the bus to travel to the station today, what was the reason for this? | 17 | 17 | Base:All not using the bus at Q.12 and answered this question | 311 |
| Q.16 How will you travel to your final destination once you have left the train? | 18 | 18 | Base:All who answered | 354 |
| Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (Monday to Thursday - before 1900) | 19 | 19 | Base:All who answered excluding dk/no opinion | 316 |

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| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (Friday - before 1900) | 20 | 20 | Base:All who answered excluding dk/no opinion | 265 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (On Saturdays - before 1900) | 21 | 21 | Base:All who answered excluding dk/no opinion | 229 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (On Sundays - before 1900) | 22 | 22 | Base:All who answered excluding dk/no opinion | 205 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (Monday to Thursday - after 1900) | 23 | 23 | Base:All who answered excluding dk/no opinion | 208 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (Friday - after 1900) | 24 | 24 | Base:All who answered excluding dk/no opinion | 205 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (On Saturdays - after 1900) | 25 | 25 | Base:All who answered excluding dk/no opinion | 195 |
| | Q.17 How satisfied are you with the frequency of trains between the station at which you boarded this train and the station at which you will get off this train? (On Sundays - after 1900) | 26 | 26 | Base:All who answered excluding dk/no opinion | 184 |
| | Q.18 If you travel at peak times (Mon-Fri 07:00-10:00 and 16:00 to 19:00), how frequent should trains be on this route at peak times to meet your needs? | 27 | 27 | Base:All who answered | 341 |
| | Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Monday to Thursday) | 28 | 28 | Base:All who answered | 326 |
| | Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Friday) | 29 | 29 | Base:All who answered | 291 |
| | Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Saturday) | 30 | 30 | Base:All who answered | 289 |
| | Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Sundays) | 31 | 31 | Base:All who answered | 288 |
| | Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains? (Monday to Thursday) | 32 | 32 | Base:All who answered | 317 |

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| | Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains? (Friday) | 33 | 33 | Base:All who answered | 302 |
| | Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains? (Saturday) | 34 | 34 | Base:All who answered | 299 |
| | Q.19B And if trains departed LATER than the LAST train does at present from this station, would you travel on these later trains? (Sunday) | 35 | 35 | Base:All who answered | 284 |
| | Q.20 What type of ticket did you use for your journey today? | 36 | 36 | Base:All who answered | 315 |
| | Q.21 How was your ticket purchased? | 37 | 37 | Base:All who answered | 341 |
| | Q.22 How likely would you be to make use of the following ways of receiving your ticket? (By post) | 38 | 38 | Base:All who answered | 312 |
| | Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Printing out from a computer at home work) | 39 | 39 | Base:All who answered | 317 |
| | Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Sent to your mobile -you would show the message as proof of purchase) | 40 | 40 | Base:All who answered | 290 |
| | Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Sent to your mobile - you would scan a barcode at the ticket gate) | 41 | 41 | Base:All who answered | 298 |
| | Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Smartcard) | 42 | 42 | Base:All who answered | 290 |
| | Q.23 Did you use a railcard to buy your ticket? If so which one? | 43 | 43 | Base:All who answered | 325 |
| | Q.24 How would you rate the STATION where you boarded this train for: (Provision of information about train times platforms) | 44 | 44 | Base:All who answered excluding did not use/no opinion | 341 |
| | Q.24 How would you rate the STATION where you boarded this train for: (The upkeep repair of the station buildings platforms) | 45 | 45 | Base:All who answered excluding did not use/no opinion | 336 |
| | Q.24 How would you rate the STATION where you boarded this train for: (Cleanliness of the station) | 46 | 46 | Base:All who answered excluding did not use/no opinion | 333 |
| | Q.24 How would you rate the STATION where you boarded this train for: (The facilities and services at the station) | 47 | 47 | Base:All who answered excluding did not use/no opinion | 287 |

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| Q.24 How would you rate the STATION where you boarded this train for: (The availability of staff at the station) | 48 | 48 | Base:All who answered excluding did not use/no opinion | 294 |
| Q.24 How would you rate the STATION where you boarded this train for: (The attitudes and helpfulness of the staff) | 49 | 49 | Base:All who answered excluding did not use/no opinion | 267 |
| Q.24 How would you rate the STATION where you boarded this train for: (Connections with other forms of public transport) | 50 | 50 | Base:All who answered excluding did not use/no opinion | 253 |
| Q.24 How would you rate the STATION where you boarded this train for: (Ticket buying facilities) | 51 | 51 | Base:All who answered excluding did not use/no opinion | 277 |
| Q.24 How would you rate the STATION where you boarded this train for: (Facilities for bicycle parking) | 52 | 52 | Base:All who answered excluding did not use/no opinion | 158 |
| Q.24 How would you rate the STATION where you boarded this train for: (Your personal security whilst using that station) | 53 | 53 | Base:All who answered excluding did not use/no opinion | 297 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The space for luggage) | 54 | 54 | Base:All who answered excluding did not use/no opinion | 306 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Sufficient room for all the passengers to sit stand) | 55 | 55 | Base:All who answered excluding did not use/no opinion | 337 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The comfort of the seating area) | 56 | 56 | Base:All who answered excluding did not use/no opinion | 337 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Space for bicycles) | 57 | 57 | Base:All who answered excluding did not use/no opinion | 201 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The toilet facilities) | 58 | 58 | Base:All who answered excluding did not use/no opinion | 194 |
| Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Catering facilities) | 59 | 59 | Base:All who answered excluding did not use/no opinion | 135 |
| Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month? | 60 | 60 | Base:All who answered | 338 |
| Q.27 Which of these are important for you to have on this journey? | 61 | 61 | Base:All who answered | 235 |
| Q.28 During the last six months, have you had cause to worry about your personal security whilst making a train journey on this route? | 62 | 62 | Base:All who answered | 344 |
| Q.29 During the past six months, have concerns about your personal security ever prevented you from travelling by train on this route, either forcing you to use another method of transport or not to make the journey at all? | 63 | 63 | Base:All who answered | 341 |
| Q.30 What would be the best way(s) to let you know about engineering work that might affect your journey on this route in the future? | 64 | 64 | Base:All who answered | 344 |

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| | Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans? For each alternative, please select what action you would take: (Buses replacing trains for sections of the route) | 65 | 65 | Base:All who answered | 311 |
| | Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans? For each alternative, please select what action you would take: (Buses replacing trains for the whole route) | 66 | 66 | Base:All who answered | 296 |
| | Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans? For each alternative, please select what action you would take: (Trains running on a diverted route) | 67 | 67 | Base:All who answered | 263 |
| | Q.31 If there were engineering works in the future on this route, how would each of the following affect your travel plans? For each alternative, please select what action you would take: (Needing to change trains on a route that is usually direct) | 68 | 68 | Base:All who answered | 266 |
| | Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer? | 69 | 69 | Base:All who answered | 327 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Frequency of trains for this route) | 70 | 70 | Base:All who answered excluding dk/no opinion | 338 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Punctuality reliability of the train) | 71 | 71 | Base:All who answered excluding dk/no opinion | 339 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Length of time the journey was scheduled to take - speed) | 72 | 72 | Base:All who answered excluding dk/no opinion | 333 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Value for money for price of ticket) | 73 | 73 | Base:All who answered excluding dk/no opinion | 327 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Provision of information during times of disruption) | 74 | 74 | Base:All who answered excluding dk/no opinion | 225 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Being able to get a seat on the train) | 75 | 75 | Base:All who answered excluding dk/no opinion | 333 |
| | Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Quality of facilities and services at the station) | 76 | 76 | Base:All who answered excluding dk/no opinion | 287 |

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| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Ease of buying a ticket) | 77 | 77 | Base:All who answered excluding dk/no opinion | 307 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Upkeep repair and cleanliness of the train) | 78 | 78 | Base:All who answered excluding dk/no opinion | 332 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Provision of information during the journey) | 79 | 79 | Base:All who answered excluding dk/no opinion | 288 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Facilities and services on board the train) | 80 | 80 | Base:All who answered excluding dk/no opinion | 268 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Ease of getting to and from the station) | 81 | 81 | Base:All who answered excluding dk/no opinion | 315 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Connections with other train services) | 82 | 82 | Base:All who answered excluding dk/no opinion | 236 |
| Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following: (Overall experience of service on this journey) | 83 | 83 | Base:All who answered excluding dk/no opinion | 331 |
| Q.35 Work status | 84 | 84 | Base:All who answered | 345 |
| Q.36 Age | 85 | 85 | Base:All who answered | 344 |
| Q.37 Gender | 86 | 86 | Base:All who answered | 334 |
| Q.38 Which of the following best describes your ethnic background? | 87 | 87 | Base:All who answered | 338 |
| Q.39 Do you have a disability or long term illness related to the following? | 88 | 88 | Base:All who answered | 322 |
| Train type | 89 | 89 | Base:All respondents | 357 |