

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 1  
Q.1 Departure time of this train at the station boarded  
Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>752</b>	122	223	395	397	203	194	355	606	146	678	57	4	120	319	207	100	347	388	47	665
01:00-01:59	<b>1</b> *	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	-	1	-	-	1
		-	-	*	-	-	-	*	*	-	*	-	-	1%	-	-	-	*	-	-	*
05:00-05:59	<b>1</b> *	1	-	-	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	1
		1%	-	-	-	-	-	*	*	-	*	-	-	-	*	-	-	-	*	-	*
06:00-06:59	<b>14</b> <b>2%</b>	2	6	6	-	-	-	14	13	1	12	2	-	1	8	4	1	5	9	-	14
		2%	3%	2%	-	-	-	4%	2%	1%	2%	4%	-	1%	3%	2%	1%	1%	2%	-	2%
07:00-07:59	<b>58</b> <b>8%</b>	24	16	17	58	58	-	-	50	8	40	13	4	13	27	15	3	26	31	-	54
		20%	7%	4%	15%	29%	-	-	8%	5%	6%	23%	100%	11%	8%	7%	3%	7%	8%	-	8%
08:00-08:59	<b>53</b> <b>7%</b>	11	10	32	53	53	-	-	42	11	44	9	-	10	22	15	6	16	34	8	45
		9%	4%	8%	13%	26%	-	-	7%	8%	6%	16%	-	8%	7%	7%	6%	5%	9%	17%	7%
09:00-09:59	<b>92</b> <b>12%</b>	7	30	55	92	92	-	-	71	21	86	5	-	9	52	19	12	34	56	6	82
		6%	13%	14%	23%	45%	-	-	12%	14%	13%	9%	-	8%	16%	9%	12%	10%	14%	13%	12%
10:00-10:59	<b>70</b> <b>9%</b>	7	15	48	-	-	-	70	61	9	68	2	-	6	32	18	13	26	43	5	57
		6%	7%	12%	-	-	-	20%	10%	6%	10%	4%	-	5%	10%	9%	13%	7%	11%	11%	9%
11:00-11:59	<b>48</b> <b>6%</b>	2	13	32	-	-	-	48	40	8	47	-	-	9	16	8	14	19	28	6	39
		2%	6%	8%	-	-	-	14%	7%	5%	7%	-	-	8%	5%	4%	14%	5%	7%	13%	6%
12:00-12:59	<b>65</b> <b>9%</b>	6	11	47	-	-	-	65	41	24	62	1	-	8	19	25	11	28	34	1	58
		5%	5%	12%	-	-	-	18%	7%	16%	9%	2%	-	7%	6%	12%	11%	8%	9%	2%	9%
13:00-13:59	<b>40</b> <b>5%</b>	4	9	27	-	-	-	40	21	19	39	1	-	5	18	9	8	18	22	3	36
		3%	4%	7%	-	-	-	11%	3%	13%	6%	2%	-	4%	6%	4%	8%	5%	6%	6%	5%
14:00-14:59	<b>36</b> <b>5%</b>	3	11	22	-	-	-	36	16	20	33	2	-	8	10	12	5	22	12	1	34
		2%	5%	6%	-	-	-	10%	3%	14%	5%	4%	-	7%	3%	6%	5%	6%	3%	2%	5%
15:00-15:59	<b>47</b> <b>6%</b>	5	13	27	-	-	-	47	40	7	44	1	-	6	17	16	8	26	21	8	37
		4%	6%	7%	-	-	-	13%	7%	5%	6%	2%	-	5%	5%	8%	8%	7%	5%	17%	6%
16:00-16:59	<b>75</b> <b>10%</b>	16	29	28	75	-	75	-	67	8	66	8	-	12	34	23	5	41	32	2	69
		13%	13%	7%	19%	-	39%	-	11%	5%	10%	14%	-	10%	11%	11%	5%	12%	8%	4%	10%
17:00-17:59	<b>79</b> <b>11%</b>	24	30	21	79	-	79	-	72	7	68	9	-	18	37	19	5	40	37	3	71
		20%	13%	5%	20%	-	41%	-	12%	5%	10%	16%	-	15%	12%	9%	5%	12%	10%	6%	11%
18:00-18:59	<b>40</b> <b>5%</b>	6	21	13	40	-	40	-	38	2	39	1	-	4	17	14	5	23	17	4	35
		5%	9%	3%	10%	-	21%	-	6%	1%	6%	2%	-	3%	5%	7%	5%	7%	4%	9%	5%
19:00-19:59	<b>25</b> <b>3%</b>	4	7	13	-	-	-	25	24	1	20	3	-	7	6	9	3	15	10	-	25
		3%	3%	3%	-	-	-	7%	4%	1%	3%	5%	-	6%	2%	4%	3%	4%	3%	-	4%
20:00-20:59	<b>5</b> <b>1%</b>	-	-	5	-	-	-	5	5	-	5	-	-	2	1	1	1	5	-	-	5
		-	-	1%	-	-	-	1%	1%	-	1%	-	-	2%	*	*	1%	1%	-	-	1%
21:00-21:59	<b>3</b> *	-	2	1	-	-	-	3	3	-	3	-	-	1	2	-	-	2	1	-	2
		-	1%	*	-	-	-	1%	*	-	*	-	-	1%	1%	-	-	1%	*	-	*

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 2  
Q.2 Station where this train was BOARDED  
Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>752</b>	122	223	395	397	203	194	355	606	146	678	57	4	120	319	207	100	347	388	47	665
London Paddington	<b>379</b>	48	132	193	150	59	91	229	308	71	355	15	1	61	151	112	52	185	188	19	340
	<b>50%</b>	39%	59%	49%	38%	29%	47%	65%	51%	49%	52%	26%	25%	51%	47%	54%	52%	53%	48%	40%	51%
Bristol Temple Meads	<b>96</b>	12	34	49	43	7	36	53	75	21	89	6	-	23	41	20	10	44	50	4	87
	<b>13%</b>	10%	15%	12%	11%	3%	19%	15%	12%	14%	13%	11%	-	19%	13%	10%	10%	13%	13%	9%	13%
Exeter St Davids	<b>91</b>	9	34	45	66	37	29	25	91	-	87	2	-	12	32	33	14	36	54	6	79
	<b>12%</b>	7%	15%	11%	17%	18%	15%	7%	15%	-	13%	4%	-	10%	10%	16%	14%	10%	14%	13%	12%
Bristol Parkway	<b>72</b>	9	5	57	51	33	18	21	21	51	64	8	-	9	40	19	3	32	35	7	61
	<b>10%</b>	7%	2%	14%	13%	16%	9%	6%	3%	35%	9%	14%	-	8%	13%	9%	3%	9%	9%	15%	9%
Bodmin Parkway	<b>24</b>	10	4	10	15	15	-	9	24	-	16	8	-	4	9	7	4	7	15	4	20
	<b>3%</b>	8%	2%	3%	4%	7%	-	3%	4%	-	2%	14%	-	3%	3%	3%	4%	2%	4%	9%	3%
Weston-Super-Mare	<b>22</b>	18	2	2	21	20	1	1	22	-	5	14	3	6	11	5	-	10	12	-	21
	<b>3%</b>	15%	1%	1%	5%	10%	1%	*	4%	-	1%	25%	75%	5%	3%	2%	-	3%	3%	-	3%
Truro	<b>18</b>	5	3	10	18	18	-	-	18	-	15	2	-	1	7	3	7	6	11	1	17
	<b>2%</b>	4%	1%	3%	5%	9%	-	-	3%	-	2%	4%	-	1%	2%	1%	7%	2%	3%	2%	3%
Newton Abbot	<b>14</b>	2	4	8	13	13	-	1	14	-	14	-	-	-	7	3	4	5	9	1	13
	<b>2%</b>	2%	2%	2%	3%	6%	-	*	2%	-	2%	-	-	-	2%	1%	4%	1%	2%	2%	2%
Plymouth	<b>11</b>	2	3	6	3	-	3	8	11	-	11	-	-	1	6	2	2	9	2	3	7
	<b>1%</b>	2%	1%	2%	1%	-	2%	2%	2%	-	2%	-	-	1%	2%	1%	2%	3%	1%	6%	1%
Cardiff Central	<b>9</b>	3	1	5	9	-	9	-	9	-	7	2	-	2	7	-	-	4	5	-	8
	<b>1%</b>	2%	*	1%	2%	-	5%	-	1%	-	1%	4%	-	2%	2%	-	-	1%	1%	-	1%
Liskeard	<b>5</b>	3	-	2	3	-	3	2	5	-	5	-	-	-	3	2	-	3	2	-	4
	<b>1%</b>	2%	-	1%	1%	-	2%	1%	1%	-	1%	-	-	-	1%	1%	-	1%	1%	-	1%
Bath Spa	<b>2</b>	-	-	2	1	-	1	1	-	2	2	-	-	1	-	-	1	1	1	-	2
	<b>*</b>	-	-	1%	*	-	1%	*	-	1%	*	-	-	1%	-	-	1%	*	*	-	*
Newport (South Wales)	<b>1</b>	-	-	1	-	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	1
	<b>*</b>	-	-	*	-	-	-	*	*	-	*	-	-	-	*	-	-	-	*	-	*
Other	<b>8</b>	1	1	5	4	1	3	4	7	1	7	-	-	-	4	1	3	5	3	2	5
	<b>1%</b>	1%	*	1%	1%	*	2%	1%	1%	1%	1%	-	-	-	1%	*	3%	1%	1%	4%	1%

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Table 3

Q.3 Station you are TRAVELLING TO on this train

Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>752</b>	122	223	395	397	203	194	355	606	146	678	57	4	120	319	207	100	347	388	47	665
London Paddington	<b>271</b>	28	88	150	173	95	78	98	217	54	260	8	-	44	117	70	38	119	145	20	234
	<b>36%</b>	23%	39%	38%	44%	47%	40%	28%	36%	37%	38%	14%	-	37%	37%	34%	38%	34%	37%	43%	35%
Bristol Temple Meads	<b>90</b>	24	32	33	50	43	7	40	76	14	65	19	4	21	42	22	5	50	40	1	85
	<b>12%</b>	20%	14%	8%	13%	21%	4%	11%	13%	10%	10%	33%	100%	18%	13%	11%	5%	14%	10%	2%	13%
Exeter St Davids	<b>63</b>	8	29	26	31	11	20	32	54	9	62	1	-	15	23	18	6	32	30	6	51
	<b>8%</b>	7%	13%	7%	8%	5%	10%	9%	9%	6%	9%	2%	-	13%	7%	9%	6%	9%	8%	13%	8%
Plymouth	<b>48</b>	10	15	22	24	13	11	24	40	8	40	6	-	6	20	14	8	23	23	3	45
	<b>6%</b>	8%	7%	6%	6%	6%	6%	7%	7%	5%	6%	11%	-	5%	6%	7%	8%	7%	6%	6%	7%
Bath Spa	<b>47</b>	5	14	27	20	12	8	27	35	12	42	4	-	14	19	12	2	17	30	-	47
	<b>6%</b>	4%	6%	7%	5%	6%	4%	8%	6%	8%	6%	7%	-	12%	6%	6%	2%	5%	8%	-	7%
Taunton	<b>36</b>	10	16	9	17	4	13	19	32	4	32	3	-	4	12	15	5	23	13	2	32
	<b>5%</b>	8%	7%	2%	4%	2%	7%	5%	5%	3%	5%	5%	-	3%	4%	7%	5%	7%	3%	4%	5%
Newton Abbot	<b>26</b>	4	9	11	13	-	13	13	22	4	24	-	-	2	14	4	6	12	14	3	21
	<b>3%</b>	3%	4%	3%	3%	-	7%	4%	4%	3%	4%	-	-	2%	4%	2%	6%	3%	4%	6%	3%
Totnes	<b>24</b>	5	3	15	9	3	6	15	17	7	24	-	-	1	10	8	5	12	10	1	23
	<b>3%</b>	4%	1%	4%	2%	1%	3%	4%	3%	5%	4%	-	-	1%	3%	4%	5%	3%	3%	2%	3%
Cardiff Central	<b>20</b>	4	4	12	6	4	2	14	16	4	19	1	-	5	11	2	1	9	10	1	18
	<b>3%</b>	3%	2%	3%	2%	2%	1%	4%	3%	3%	3%	2%	-	4%	3%	1%	1%	3%	3%	2%	3%
Truro	<b>16</b>	2	4	10	7	1	6	9	11	5	15	1	-	1	5	9	1	8	7	1	14
	<b>2%</b>	2%	2%	3%	2%	*	3%	3%	2%	3%	2%	2%	-	1%	2%	4%	1%	2%	2%	2%	2%
Reading	<b>15</b>	3	1	11	11	6	5	4	9	6	12	3	-	-	7	5	3	5	9	2	13
	<b>2%</b>	2%	*	3%	3%	3%	3%	1%	1%	4%	2%	5%	-	-	2%	2%	3%	1%	2%	4%	2%
Tiverton Parkway	<b>14</b>	2	2	10	6	-	6	8	10	4	14	-	-	-	6	5	3	8	6	-	13
	<b>2%</b>	2%	1%	3%	2%	-	3%	2%	2%	3%	2%	-	-	-	2%	2%	3%	2%	2%	-	2%
Penzance	<b>13</b>	-	1	12	4	-	4	9	12	1	12	-	-	-	5	3	5	4	9	-	12
	<b>2%</b>	-	*	3%	1%	-	2%	3%	2%	1%	2%	-	-	-	2%	1%	5%	1%	2%	-	2%
St Austell	<b>12</b>	5	1	6	7	6	1	5	11	1	6	5	-	-	7	4	1	4	8	-	11
	<b>2%</b>	4%	*	2%	2%	3%	1%	1%	2%	1%	1%	9%	-	-	2%	2%	1%	1%	2%	-	2%
Bodmin Parkway	<b>8</b>	2	1	5	4	-	4	4	8	-	8	-	-	1	2	2	3	2	6	1	7
	<b>1%</b>	2%	*	1%	1%	-	2%	1%	1%	-	1%	-	-	1%	1%	1%	3%	1%	2%	2%	1%
Swansea	<b>8</b>	1	1	6	2	-	2	6	5	3	8	-	-	1	2	2	3	3	5	1	6
	<b>1%</b>	1%	*	2%	1%	-	1%	2%	1%	2%	1%	-	-	1%	1%	1%	3%	1%	1%	2%	1%
Bristol Parkway	<b>8</b>	-	-	8	1	1	-	7	7	1	8	-	-	3	2	2	1	3	5	1	7
	<b>1%</b>	-	-	2%	*	*	-	2%	1%	1%	1%	-	-	3%	1%	1%	1%	1%	1%	2%	1%
Didcot Parkway	<b>6</b>	1	-	5	4	2	2	2	2	4	5	1	-	1	3	1	-	1	4	-	4
	<b>1%</b>	1%	-	1%	1%	1%	1%	1%	*	3%	1%	2%	-	1%	1%	*	-	*	1%	-	1%
Newport (South Wales)	<b>6</b>	2	-	4	3	1	2	3	6	-	4	2	-	1	2	1	2	3	3	2	4
	<b>1%</b>	2%	-	1%	1%	*	1%	1%	1%	-	1%	4%	-	1%	1%	*	2%	1%	1%	4%	1%

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Absolutes/col percents

Table 3

Q.3 Station you are TRAVELLING TO on this train

Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>752</b>	122	223	395	397	203	194	355	606	146	678	57	4	120	319	207	100	347	388	47	665
Swindon	<b>3</b> *	2 2%	-	1 *	2 1%	-	2 1%	1 *	3 *	-	1 *	2 4%	-	-	2 1%	1 *	-	3 1%	-	-	3 *
Weston-Super-Mare	<b>3</b> *	1 1%	1 *	1 *	-	-	-	3 1%	3 *	-	2 *	1 2%	-	-	1 *	1 *	1 1%	1 *	2 1%	-	3 *
Chippenham	<b>1</b> *	-	1 *	-	1 *	-	1 1%	-	1 *	-	1 *	-	-	-	1 *	-	-	-	1 *	-	1 *
Other	<b>14</b> <b>2%</b>	3 2%	-	11 3%	2 1%	1 *	1 1%	12 3%	9 1%	5 3%	14 2%	-	-	-	6 2%	6 3%	1 1%	5 1%	8 2%	2 4%	11 2%



**Great Western (RUS) \* Long distance route JB:11519**

Table 5

Q.4B Final destination station

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>107</b>	14	34	57	56	24	32	51	85	22	99	6	-	11	42	32	21	47	58	8	89
Cambridge	<b>6</b>	-	3	3	3	3	-	3	6	-	6	-	-	2	3	1	-	3	3	-	6
	<b>6%</b>	-	9%	5%	5%	13%	-	6%	7%	-	6%	-	-	18%	7%	3%	-	6%	5%	-	7%
Barnstaple	<b>4</b>	-	-	4	1	1	-	3	3	1	4	-	-	-	-	2	2	-	4	2	2
	<b>4%</b>	-	-	7%	2%	4%	-	6%	4%	5%	4%	-	-	-	-	6%	10%	-	7%	25%	2%
London Paddington	<b>4</b>	1	1	1	4	1	3	-	4	-	3	-	-	-	2	2	-	2	2	1	3
	<b>4%</b>	7%	3%	2%	7%	4%	9%	-	5%	-	3%	-	-	-	5%	6%	-	4%	3%	13%	3%
Oxford	<b>3</b>	-	-	3	1	1	-	2	-	3	3	-	-	1	-	1	-	-	2	-	2
	<b>3%</b>	-	-	5%	2%	4%	-	4%	-	14%	3%	-	-	9%	-	3%	-	-	3%	-	2%
Paignton	<b>3</b>	1	-	2	1	-	1	2	3	-	3	-	-	-	2	-	1	2	1	-	3
	<b>3%</b>	7%	-	4%	2%	-	3%	4%	4%	-	3%	-	-	-	5%	-	5%	4%	2%	-	3%
Bristol Temple Meads	<b>2</b>	-	-	2	1	1	-	1	2	-	2	-	-	1	-	1	-	1	1	-	2
	<b>2%</b>	-	-	4%	2%	4%	-	2%	2%	-	2%	-	-	9%	-	3%	-	2%	2%	-	2%
Bristol Parkway	<b>2</b>	1	-	1	1	1	-	1	2	-	1	1	-	-	1	-	1	1	1	-	1
	<b>2%</b>	7%	-	2%	2%	4%	-	2%	2%	-	1%	17%	-	-	2%	-	5%	2%	2%	-	1%
East Croydon	<b>2</b>	-	1	1	2	-	2	-	2	-	2	-	-	-	1	1	-	1	1	-	2
	<b>2%</b>	-	3%	2%	4%	-	6%	-	2%	-	2%	-	-	-	2%	3%	-	2%	2%	-	2%
St Albans	<b>2</b>	-	1	1	1	1	-	1	2	-	2	-	-	-	1	-	1	1	1	-	2
	<b>2%</b>	-	3%	2%	2%	4%	-	2%	2%	-	2%	-	-	-	2%	-	5%	2%	2%	-	2%
Twickenham	<b>2</b>	1	-	1	1	-	1	1	2	-	2	-	-	-	1	1	-	-	2	-	2
	<b>2%</b>	7%	-	2%	2%	-	3%	2%	2%	-	2%	-	-	-	2%	3%	-	-	3%	-	2%
Yatton	<b>2</b>	-	1	1	-	-	-	2	1	1	2	-	-	-	-	1	1	1	1	-	1
	<b>2%</b>	-	3%	2%	-	-	-	4%	1%	5%	2%	-	-	-	-	3%	5%	2%	2%	-	1%
East Grinstead	<b>1</b>	1	-	-	1	-	1	-	1	-	1	-	-	-	1	-	-	1	-	-	-
	<b>1%</b>	7%	-	-	2%	-	3%	-	1%	-	1%	-	-	-	2%	-	-	2%	-	-	-
Exeter St Davids	<b>1</b>	-	-	1	1	-	1	-	1	-	1	-	-	-	1	-	-	1	-	-	1
	<b>1%</b>	-	-	2%	2%	-	3%	-	1%	-	1%	-	-	-	2%	-	-	2%	-	-	1%
Guildford	<b>1</b>	-	1	-	1	-	1	-	1	-	1	-	-	-	-	1	-	-	-	-	1
	<b>1%</b>	-	3%	-	2%	-	3%	-	1%	-	1%	-	-	-	-	3%	-	-	-	-	1%
Havant	<b>1</b>	-	-	1	-	-	-	1	1	-	1	-	-	-	-	1	-	-	1	-	1
	<b>1%</b>	-	-	2%	-	-	-	2%	1%	-	1%	-	-	-	-	3%	-	-	2%	-	1%
Heathrow Terminal 4	<b>1</b>	-	-	1	-	-	-	1	1	-	1	-	-	-	-	1	-	-	1	-	1
	<b>1%</b>	-	-	2%	-	-	-	2%	1%	-	1%	-	-	-	-	3%	-	-	2%	-	1%
Bath Spa	<b>1</b>	-	-	1	1	1	-	-	1	-	1	-	-	-	-	1	-	1	-	-	1
	<b>1%</b>	-	-	2%	2%	4%	-	-	1%	-	1%	-	-	-	-	3%	-	2%	-	-	1%
London Waterloo	<b>1</b>	1	-	-	-	-	-	1	1	-	1	-	-	-	1	-	-	1	-	-	1
	<b>1%</b>	7%	-	-	-	-	-	2%	1%	-	1%	-	-	-	2%	-	-	2%	-	-	1%
Brighton	<b>1</b>	-	-	1	1	1	-	-	-	1	1	-	-	-	1	-	-	-	1	-	1
	<b>1%</b>	-	-	2%	2%	4%	-	-	-	5%	1%	-	-	-	2%	-	-	-	2%	-	1%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 5

Q.4B Final destination station

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>107</b>	14	34	57	56	24	32	51	85	22	99	6	-	11	42	32	21	47	58	8	89
Chippenham	<b>1</b> <b>1%</b>	1 7%	-	-	1 2%	1 4%	-	-	1 1%	-	-	1 17%	-	1 9%	-	-	-	-	1 2%	-	1 1%
Plymouth	<b>1</b> <b>1%</b>	-	1 3%	-	1 2%	1 4%	-	-	1 1%	-	1 1%	-	-	1 9%	-	-	-	-	1 2%	-	1 1%
Clifton Down	<b>1</b> <b>1%</b>	1 7%	-	-	1 2%	-	1 3%	-	1 1%	-	-	1 17%	-	-	1 2%	-	-	1 2%	-	-	1 1%
Stevenage	<b>1</b> <b>1%</b>	-	-	1 2%	1 2%	1 4%	-	-	-	1 5%	1 1%	-	-	-	1 2%	-	-	1 2%	-	-	1 1%
Torquay	<b>1</b> <b>1%</b>	-	-	1 2%	-	-	-	1 2%	1 1%	-	1 1%	-	-	-	1 2%	-	-	-	1 2%	-	1 1%
Ealing Broadway	<b>1</b> <b>1%</b>	-	1 3%	-	1 2%	-	1 3%	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	-	1 2%	-	1 1%
Weston-Super-Mare	<b>1</b> <b>1%</b>	-	1 3%	-	-	-	-	1 2%	1 1%	-	1 1%	-	-	-	-	1 5%	1 2%	-	-	-	1 1%
Basingstoke	<b>1</b> <b>1%</b>	-	-	1 2%	-	-	-	1 2%	-	1 5%	1 1%	-	-	-	-	1 3%	-	-	1 2%	-	1 1%
Other	<b>59</b> <b>55%</b>	6 43%	23 68%	29 51%	30 54%	10 42%	20 63%	29 57%	45 53%	14 64%	55 56%	3 50%	-	5 45%	23 55%	17 53%	14 67%	28 60%	31 53%	5 63%	48 54%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>510</b>	95	145	262	267	136	131	243	407	103	458	43	2	88	227	135	57	232	268	34	456
Very likely	<b>143</b>	30	36	75	75	40	35	68	117	26	125	17	-	22	63	43	15	73	70	6	131
	<b>28%</b>	32%	25%	29%	28%	29%	27%	28%	29%	25%	27%	40%	-	25%	28%	32%	26%	31%	26%	18%	29%
Fairly likely	<b>149</b>	17	49	80	74	33	41	75	114	35	139	7	-	38	61	34	16	67	80	10	133
	<b>29%</b>	18%	34%	31%	28%	24%	31%	31%	28%	34%	30%	16%	-	43%	27%	25%	28%	29%	30%	29%	29%
Fairly unlikely	<b>96</b>	21	29	46	56	32	24	40	75	21	84	11	1	12	48	27	8	36	56	6	86
	<b>19%</b>	22%	20%	18%	21%	24%	18%	16%	18%	20%	18%	26%	50%	14%	21%	20%	14%	16%	21%	18%	19%
Very unlikely	<b>107</b>	25	27	52	55	30	25	52	87	20	95	8	1	14	49	27	16	52	53	9	96
	<b>21%</b>	26%	19%	20%	21%	22%	19%	21%	21%	19%	21%	19%	50%	16%	22%	20%	28%	22%	20%	26%	21%
Not sure	<b>15</b>	2	4	9	7	1	6	8	14	1	15	-	-	2	6	4	2	4	9	3	10
	<b>3%</b>	2%	3%	3%	3%	1%	5%	3%	3%	1%	3%	-	-	2%	3%	3%	4%	2%	3%	9%	2%
Likely (net)	<b>292</b>	47	85	155	149	73	76	143	231	61	264	24	-	60	124	77	31	140	150	16	264
	<b>57%</b>	49%	59%	59%	56%	54%	58%	59%	57%	59%	58%	56%	-	68%	55%	57%	54%	60%	56%	47%	58%
Unlikely (net)	<b>203</b>	46	56	98	111	62	49	92	162	41	179	19	2	26	97	54	24	88	109	15	182
	<b>40%</b>	48%	39%	37%	42%	46%	37%	38%	40%	40%	39%	44%	100%	30%	43%	40%	42%	38%	41%	44%	40%



**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>486</b>	87	142	253	258	132	126	228	387	99	441	40	2	82	222	128	53	222	256	31	436
Making the connection on time	<b>432</b> <b>89%</b>	74 85%	130 92%	224 89%	231 90%	114 86%	117 93%	201 88%	343 89%	89 90%	393 89%	36 90%	2 100%	74 90%	196 88%	115 90%	46 87%	195 88%	229 89%	29 94%	384 88%
Having to wait and adding too much time to the journey	<b>407</b> <b>84%</b>	79 91%	118 83%	206 81%	226 88%	113 86%	113 90%	181 79%	329 85%	78 79%	368 83%	35 88%	2 100%	74 90%	188 85%	106 83%	39 74%	191 86%	210 82%	26 84%	367 84%
Journey information at the interchange station	<b>214</b> <b>44%</b>	32 37%	57 40%	122 48%	107 41%	58 44%	49 39%	107 47%	161 42%	53 54%	194 44%	17 43%	1 50%	34 41%	102 46%	53 41%	25 47%	82 37%	129 50%	14 45%	193 44%
Availability of station facilities at the interchange	<b>103</b> <b>21%</b>	19 22%	31 22%	53 21%	52 20%	23 17%	29 23%	51 22%	84 22%	19 19%	97 22%	5 13%	-	11 13%	50 23%	29 23%	13 25%	46 21%	56 22%	5 16%	93 21%
Mobility assistance moving luggage	<b>81</b> <b>17%</b>	4 5%	20 14%	57 23%	36 14%	19 14%	17 13%	45 20%	60 16%	21 21%	78 18%	2 5%	-	11 13%	32 14%	24 19%	14 26%	20 9%	60 23%	15 48%	62 14%
Personal security when making the interchange	<b>71</b> <b>15%</b>	11 13%	18 13%	42 17%	37 14%	18 14%	19 15%	34 15%	52 13%	19 19%	63 14%	6 15%	-	10 12%	40 18%	13 10%	8 15%	22 10%	48 19%	7 23%	61 14%
Other	<b>38</b> <b>8%</b>	6 7%	13 9%	19 8%	26 10%	7 5%	19 15%	12 5%	31 8%	7 7%	32 7%	6 15%	-	7 9%	19 9%	10 8%	2 4%	17 8%	20 8%	1 3%	34 8%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 8

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

Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>740</b>	122	223	395	390	202	188	350	597	143	674	57	4	117	317	202	98	342	381	46	654
On company business	<b>223</b>	-	223	-	136	56	80	87	207	16	211	12	-	25	116	59	20	123	96	8	198
	<b>30%</b>	-	100%	-	35%	28%	43%	25%	35%	11%	31%	21%	-	21%	37%	29%	20%	36%	25%	17%	30%
Visiting friends or relatives	<b>197</b>	-	-	197	73	39	34	124	131	66	194	1	-	47	57	45	47	61	131	16	174
	<b>27%</b>	-	-	50%	19%	19%	18%	35%	22%	46%	29%	2%	-	40%	18%	22%	48%	18%	34%	35%	27%
Less regular commuting to/from work	<b>76</b>	76	-	-	51	15	36	25	72	4	68	8	-	6	45	21	4	47	29	1	73
	<b>10%</b>	62%	-	-	13%	7%	19%	7%	12%	3%	10%	14%	-	5%	14%	10%	4%	14%	8%	2%	11%
Travel to/from holiday	<b>54</b>	-	-	54	20	14	6	34	46	8	53	-	-	9	19	19	7	16	38	5	48
	<b>7%</b>	-	-	14%	5%	7%	3%	10%	8%	6%	8%	-	-	8%	6%	9%	7%	5%	10%	11%	7%
Daily commuting to/from work	<b>37</b>	37	-	-	31	21	10	6	36	1	3	30	4	7	23	6	-	21	15	-	35
	<b>5%</b>	30%	-	-	8%	10%	5%	2%	6%	1%	*	53%	100%	6%	7%	3%	-	6%	4%	-	5%
On personal business	<b>36</b>	-	-	36	18	9	9	18	33	3	36	-	-	10	10	11	4	18	17	5	27
	<b>5%</b>	-	-	9%	5%	4%	5%	5%	6%	2%	5%	-	-	9%	3%	5%	4%	5%	4%	11%	4%
Shopping trip	<b>35</b>	-	-	35	18	17	1	17	20	15	34	-	-	6	17	5	7	9	23	2	29
	<b>5%</b>	-	-	9%	5%	8%	1%	5%	3%	10%	5%	-	-	5%	5%	2%	7%	3%	6%	4%	4%
A day out	<b>33</b>	-	-	33	16	11	5	17	21	12	33	-	-	10	10	8	4	16	16	-	30
	<b>4%</b>	-	-	8%	4%	5%	3%	5%	4%	8%	5%	-	-	9%	3%	4%	4%	5%	4%	-	5%
Sport entertainment	<b>32</b>	-	-	32	15	14	1	17	15	17	30	1	-	1	11	18	2	18	13	4	27
	<b>4%</b>	-	-	8%	4%	7%	1%	5%	3%	12%	4%	2%	-	1%	3%	9%	2%	5%	3%	9%	4%
Daily commuting for education	<b>5</b>	5	-	-	4	4	-	1	5	-	1	4	-	4	1	-	-	1	3	1	4
	<b>1%</b>	4%	-	-	1%	2%	-	*	1%	-	*	7%	-	3%	*	-	-	*	1%	2%	1%
Less regular commuting for education	<b>4</b>	4	-	-	2	2	-	2	4	-	4	-	-	1	2	1	-	2	2	-	3
	<b>1%</b>	3%	-	-	1%	1%	-	1%	1%	-	1%	-	-	1%	1%	*	-	1%	1%	-	*
Other	<b>32</b>	-	-	32	16	8	8	16	24	8	31	1	-	1	11	15	5	14	15	6	25
	<b>4%</b>	-	-	8%	4%	4%	4%	5%	4%	6%	5%	2%	-	1%	3%	7%	5%	4%	4%	13%	4%
Commuter (net)	<b>122</b>	122	-	-	88	42	46	34	117	5	76	42	4	18	71	28	4	71	49	2	115
	<b>16%</b>	100%	-	-	23%	21%	24%	10%	20%	3%	11%	74%	100%	15%	22%	14%	4%	21%	13%	4%	18%
Business (net)	<b>223</b>	-	223	-	136	56	80	87	207	16	211	12	-	25	116	59	20	123	96	8	198
	<b>30%</b>	-	100%	-	35%	28%	43%	25%	35%	11%	31%	21%	-	21%	37%	29%	20%	36%	25%	17%	30%
Leisure (net)	<b>395</b>	-	-	395	166	104	62	229	273	122	387	3	-	74	130	115	74	148	236	36	341
	<b>53%</b>	-	-	100%	43%	51%	33%	65%	46%	85%	57%	5%	-	63%	41%	57%	76%	43%	62%	78%	52%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>739</b>	122	223	390	392	201	191	347	596	143	678	57	4	118	318	201	96	339	383	45	654
This is my first journey	<b>389</b>	12	113	260	202	124	78	187	290	99	389	-	-	66	167	92	59	154	223	28	335
	<b>53%</b>	10%	51%	67%	52%	62%	41%	54%	49%	69%	57%	-	-	56%	53%	46%	61%	45%	58%	62%	51%
2-5	<b>289</b>	64	98	127	141	46	95	148	250	39	289	-	-	39	118	96	35	153	132	16	260
	<b>39%</b>	52%	44%	33%	36%	23%	50%	43%	42%	27%	43%	-	-	33%	37%	48%	36%	45%	34%	36%	40%
6-10	<b>35</b>	20	12	3	24	14	10	11	30	5	-	35	-	8	17	8	2	16	18	-	35
	<b>5%</b>	16%	5%	1%	6%	7%	5%	3%	5%	3%	-	61%	-	7%	5%	4%	2%	5%	5%	-	5%
11-20	<b>22</b>	22	-	-	21	13	8	1	22	-	-	22	-	3	15	4	-	14	8	1	20
	<b>3%</b>	18%	-	-	5%	6%	4%	*	4%	-	-	39%	-	3%	5%	2%	-	4%	2%	2%	3%
21+	<b>4</b>	4	-	-	4	4	-	-	4	-	-	-	4	2	1	1	-	2	2	-	4
	<b>1%</b>	3%	-	-	1%	2%	-	-	1%	-	-	-	100%	2%	*	*	-	1%	1%	-	1%
Occasional (net)	<b>57</b>	42	12	3	45	27	18	12	52	5	-	57	-	11	32	12	2	30	26	1	55
	<b>8%</b>	34%	5%	1%	11%	13%	9%	3%	9%	3%	-	100%	-	9%	10%	6%	2%	9%	7%	2%	8%
Infrequent (net)	<b>678</b>	76	211	387	343	170	173	335	540	138	678	-	-	105	285	188	94	307	355	44	595
	<b>92%</b>	62%	95%	99%	88%	85%	91%	97%	91%	97%	100%	-	-	89%	90%	94%	98%	91%	93%	98%	91%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 10  
 Q.9 Are you:  
 Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>743</b>	122	223	394	393	202	191	350	599	144	677	57	4	118	318	202	99	342	384	46	657
Travelling alone	<b>560</b>	115	196	245	298	136	162	262	482	78	500	54	4	92	245	150	68	267	281	31	502
	<b>75%</b>	94%	88%	62%	76%	67%	85%	75%	80%	54%	74%	95%	100%	78%	77%	74%	69%	78%	73%	67%	76%
Travelling with children aged 0-4	<b>7</b>	-	-	7	3	2	1	4	4	3	7	-	-	3	4	-	-	2	5	1	5
	<b>1%</b>	-	-	2%	1%	1%	1%	1%	1%	2%	1%	-	-	3%	1%	-	-	1%	1%	2%	1%
Travelling with children aged 5-10	<b>9</b>	-	-	9	6	6	-	3	4	5	9	-	-	1	8	-	-	3	6	1	8
	<b>1%</b>	-	-	2%	2%	3%	-	1%	1%	3%	1%	-	-	1%	3%	-	-	1%	2%	2%	1%
Travelling with children aged 11-15	<b>10</b>	-	-	10	6	3	3	4	5	5	10	-	-	-	8	1	-	3	6	1	7
	<b>1%</b>	-	-	3%	2%	1%	2%	1%	1%	3%	1%	-	-	-	3%	*	-	1%	2%	2%	1%
Travelling with other adults 16+	<b>169</b>	7	27	135	85	58	27	84	109	60	163	3	-	25	61	52	31	70	95	12	147
	<b>23%</b>	6%	12%	34%	22%	29%	14%	24%	18%	42%	24%	5%	-	21%	19%	26%	31%	20%	25%	26%	22%
With children aged 0-15 (net)	<b>23</b>	-	-	23	14	10	4	9	12	11	23	-	-	3	18	1	-	7	15	3	17
	<b>3%</b>	-	-	6%	4%	5%	2%	3%	2%	8%	3%	-	-	3%	6%	*	-	2%	4%	7%	3%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>548</b>	102	143	300	298	153	145	250	436	112	493	47	4	86	245	139	74	257	276	35	483
By car	<b>400</b>	83	103	211	224	121	103	176	314	86	361	34	2	50	195	101	50	193	194	19	358
	<b>73%</b>	81%	72%	70%	75%	79%	71%	70%	72%	77%	73%	72%	50%	58%	80%	73%	68%	75%	70%	54%	74%
By coach	<b>108</b>	5	26	77	45	21	24	63	78	30	101	7	-	37	26	26	18	42	64	10	93
	<b>20%</b>	5%	18%	26%	15%	14%	17%	25%	18%	27%	20%	15%	-	43%	11%	19%	24%	16%	23%	29%	19%
By bus	<b>38</b>	7	10	21	23	11	12	15	33	5	29	6	2	11	14	8	5	14	23	6	31
	<b>7%</b>	7%	7%	7%	8%	7%	8%	6%	8%	4%	6%	13%	50%	13%	6%	6%	7%	5%	8%	17%	6%
By taxi	<b>4</b>	1	1	2	3	-	3	1	4	-	3	1	-	1	3	-	-	2	2	-	4
	<b>1%</b>	1%	1%	1%	1%	-	2%	*	1%	-	1%	2%	-	1%	1%	-	-	1%	1%	-	1%
On foot	<b>3</b>	-	1	2	2	2	-	1	2	1	3	-	-	1	1	-	1	1	2	1	1
	<b>1%</b>	-	1%	1%	1%	1%	-	*	*	1%	1%	-	-	1%	*	-	1%	*	1%	3%	*
Bicycle	<b>1</b>	-	-	1	1	-	1	-	-	1	1	-	-	1	-	-	-	1	-	-	1
	<b>*</b>	-	-	*	*	-	1%	-	-	1%	*	-	-	1%	-	-	-	*	-	-	*
By minicab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I would not make this journey except by train	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On other public transport	<b>14</b>	2	8	4	10	3	7	4	12	2	14	-	-	-	6	7	1	8	6	2	11
	<b>3%</b>	2%	6%	1%	3%	2%	5%	2%	3%	2%	3%	-	-	-	2%	5%	1%	3%	2%	6%	2%
Don't know	<b>27</b>	9	9	9	15	5	10	12	24	3	23	4	-	3	17	5	2	14	13	1	24
	<b>5%</b>	9%	6%	3%	5%	3%	7%	5%	6%	3%	5%	9%	-	3%	7%	4%	3%	5%	5%	3%	5%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>739</b>	122	223	390	390	201	189	349	596	143	673	57	4	118	316	202	98	342	381	45	655
Yes, for most train journeys	<b>542</b>	91	160	288	281	147	134	261	429	113	490	44	3	75	230	156	78	261	270	30	484
	<b>73%</b>	75%	72%	74%	72%	73%	71%	75%	72%	79%	73%	77%	75%	64%	73%	77%	80%	76%	71%	67%	74%
Yes, only for some train journeys	<b>140</b>	21	44	75	77	37	40	63	116	24	132	7	1	33	60	32	15	62	75	12	120
	<b>19%</b>	17%	20%	19%	20%	18%	21%	18%	19%	17%	20%	12%	25%	28%	19%	16%	15%	18%	20%	27%	18%
No, never use it	<b>51</b>	10	19	22	29	15	14	22	46	5	45	6	-	7	24	13	5	18	31	3	45
	<b>7%</b>	8%	9%	6%	7%	7%	7%	6%	8%	3%	7%	11%	-	6%	8%	6%	5%	5%	8%	7%	7%
Not sure	<b>6</b>	-	-	5	3	2	1	3	5	1	6	-	-	3	2	1	-	1	5	-	6
	<b>1%</b>	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	3%	1%	*	-	*	1%	-	1%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>194</b>	31	63	100	108	53	55	86	165	29	180	13	1	42	84	46	20	81	108	15	168
I get a direct train to my destination from the alternative station	<b>114</b> <b>59%</b>	18 58%	35 56%	61 61%	62 57%	33 62%	29 53%	52 60%	95 58%	19 66%	107 59%	6 46%	1 100%	24 57%	49 58%	25 54%	15 75%	47 58%	63 58%	10 67%	97 58%
Better frequency of trains at other stations	<b>66</b> <b>34%</b>	13 42%	24 38%	29 29%	33 31%	13 25%	20 36%	33 38%	56 34%	10 34%	59 33%	6 46%	1 100%	13 31%	30 36%	19 41%	4 20%	31 38%	35 32%	5 33%	57 34%
Easy to get to alternative station(s)	<b>59</b> <b>30%</b>	8 26%	18 29%	33 33%	34 31%	14 26%	20 36%	25 29%	49 30%	10 34%	51 28%	7 54%	1 100%	17 40%	21 25%	15 33%	6 30%	29 36%	29 27%	5 33%	50 30%
Length of journey too long from my nearest station	<b>31</b> <b>16%</b>	8 26%	11 17%	12 12%	20 19%	6 11%	14 25%	11 13%	28 17%	3 10%	28 16%	3 23%	-	2 5%	12 14%	15 33%	2 10%	18 22%	12 11%	2 13%	28 17%
No booking office at my nearest station	<b>18</b> <b>9%</b>	2 6%	4 6%	12 12%	12 11%	10 19%	2 4%	6 7%	15 9%	3 10%	17 9%	1 8%	-	4 10%	7 8%	4 9%	3 15%	3 4%	15 14%	3 20%	14 8%
There are usually no parking spaces at nearest station	<b>18</b> <b>9%</b>	6 19%	3 5%	9 9%	11 10%	6 11%	5 9%	7 8%	15 9%	3 10%	16 9%	1 8%	1 100%	1 2%	10 12%	4 9%	3 15%	6 7%	11 10%	3 20%	15 9%
Provision of train information better at alternative station	<b>13</b> <b>7%</b>	3 10%	2 3%	8 8%	7 6%	4 8%	3 5%	6 7%	10 6%	3 10%	11 6%	1 8%	1 100%	4 10%	7 8%	2 4%	-	3 4%	10 9%	3 20%	10 6%
Cheaper fares available from other stations	<b>12</b> <b>6%</b>	1 3%	2 3%	9 9%	3 3%	1 2%	2 4%	9 10%	8 5%	4 14%	12 7%	-	-	6 14%	4 5%	2 4%	-	6 7%	6 6%	-	12 7%
The car parking is too expensive	<b>12</b> <b>6%</b>	1 3%	2 3%	9 9%	7 6%	2 4%	5 9%	5 6%	6 4%	6 21%	10 6%	2 15%	-	1 2%	6 7%	3 7%	2 10%	3 4%	9 8%	-	12 7%
Personal security at my nearest station	<b>10</b> <b>5%</b>	1 3%	2 3%	7 7%	4 4%	4 8%	-	6 7%	7 4%	3 10%	9 5%	1 8%	-	1 2%	2 2%	4 9%	3 15%	-	10 9%	3 20%	7 4%
Trains too overcrowded from my nearest station	<b>8</b> <b>4%</b>	-	2 3%	6 6%	2 2%	2 4%	-	6 7%	6 4%	2 7%	8 4%	-	-	1 2%	2 2%	2 4%	3 15%	3 4%	4 4%	1 7%	6 4%
Other reason	<b>48</b> <b>25%</b>	8 26%	17 27%	23 23%	27 25%	16 30%	11 20%	21 24%	43 26%	5 17%	45 25%	3 23%	-	9 21%	20 24%	11 24%	6 30%	13 16%	33 31%	4 27%	42 25%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY							FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	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	<b>741</b>	122	222	393	392	201	191	349	597	144	675	57	4	118	316	202	99	342	382	46	655
Car parked at or near station	<b>152</b> <b>21%</b>	33 27%	51 23%	68 17%	100 26%	58 29%	42 22%	52 15%	124 21%	28 19%	135 20%	16 28%	-	6 5%	76 24%	48 24%	19 19%	70 20%	76 20%	11 24%	130 20%
Car - dropped off	<b>144</b> <b>19%</b>	19 16%	35 16%	89 23%	72 18%	38 19%	34 18%	72 21%	107 18%	37 26%	133 20%	9 16%	1 25%	28 24%	45 14%	42 21%	28 28%	52 15%	87 23%	12 26%	125 19%
Train	<b>135</b> <b>18%</b>	10 8%	27 12%	98 25%	54 14%	34 17%	20 10%	81 23%	100 17%	35 24%	130 19%	2 4%	1 25%	23 19%	59 19%	29 14%	24 24%	66 19%	68 18%	6 13%	123 19%
On foot walking	<b>132</b> <b>18%</b>	27 22%	48 22%	57 15%	68 17%	29 14%	39 20%	64 18%	114 19%	18 13%	113 17%	17 30%	2 50%	28 24%	59 19%	30 15%	15 15%	72 21%	58 15%	6 13%	118 18%
Taxi	<b>89</b> <b>12%</b>	10 8%	34 15%	45 11%	55 14%	22 11%	33 17%	34 10%	76 13%	13 9%	87 13%	1 2%	-	7 6%	48 15%	26 13%	7 7%	44 13%	44 12%	3 7%	83 13%
Bus	<b>49</b> <b>7%</b>	6 5%	9 4%	32 8%	19 5%	7 3%	12 6%	30 9%	39 7%	10 7%	44 7%	4 7%	-	11 9%	16 5%	11 5%	10 10%	15 4%	32 8%	4 9%	42 6%
Tram Light Rail	<b>28</b> <b>4%</b>	3 2%	11 5%	14 4%	6 2%	1 *	5 3%	22 6%	21 4%	7 5%	27 4%	1 2%	-	8 7%	10 3%	9 4%	1 1%	16 5%	11 3%	2 4%	24 4%
Bicycle (parked at or near station)	<b>15</b> <b>2%</b>	3 2%	5 2%	7 2%	10 3%	6 3%	4 2%	5 1%	13 2%	2 1%	11 2%	4 7%	-	4 3%	8 3%	2 1%	1 1%	10 3%	5 1%	1 2%	13 2%
Bicycle (taken on train)	<b>7</b> <b>1%</b>	4 3%	1 *	2 1%	5 1%	2 1%	3 2%	2 1%	7 1%	-	3 *	4 7%	-	-	4 1%	3 1%	-	6 2%	1 *	1 2%	6 1%
Air	<b>6</b> <b>1%</b>	-	4 2%	2 1%	3 1%	1 *	2 1%	3 1%	3 1%	3 2%	6 1%	-	-	-	1 *	4 2%	1 1%	5 1%	1 *	-	5 1%
Coach	<b>1</b> <b>*</b>	-	1 *	-	-	-	-	1 *	1 -	-	1 *	-	-	-	-	1 *	-	1 *	-	-	-
Motorbike	<b>1</b> <b>*</b>	-	1 *	-	1 *	1 *	-	-	1 *	-	1 *	-	-	-	-	1 *	-	1 *	-	-	1 *
Car share car pool	<b>1</b> <b>*</b>	1 1%	-	-	1 *	1 *	-	-	1 *	-	-	1 2%	-	1 1%	-	-	-	-	-	-	1 *
Other	<b>67</b> <b>9%</b>	11 9%	24 11%	31 8%	29 7%	16 8%	13 7%	38 11%	58 10%	9 6%	66 10%	1 2%	-	17 14%	26 8%	14 7%	10 10%	24 7%	42 11%	5 11%	62 9%
Bicycle (net)	<b>22</b> <b>3%</b>	7 6%	6 3%	9 2%	15 4%	8 4%	7 4%	7 2%	20 3%	2 1%	14 2%	8 14%	-	4 3%	12 4%	5 2%	1 1%	16 5%	6 2%	2 4%	19 3%
Car (net)	<b>296</b> <b>40%</b>	53 43%	85 38%	157 40%	173 44%	97 48%	76 40%	123 35%	231 39%	65 45%	267 40%	26 46%	1 25%	35 30%	121 38%	90 45%	46 46%	121 35%	163 43%	23 50%	255 39%



**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>734</b>	117	221	392	388	199	189	346	590	144	669	56	4	118	314	200	96	340	378	43	651
Yes	<b>186</b>	38	60	88	118	70	48	68	148	38	165	20	-	9	93	52	29	84	94	9	162
	<b>25%</b>	32%	27%	22%	30%	35%	25%	20%	25%	26%	25%	36%	-	8%	30%	26%	30%	25%	25%	21%	25%
No	<b>548</b>	79	161	304	270	129	141	278	442	106	504	36	4	109	221	148	67	256	284	34	489
	<b>75%</b>	68%	73%	78%	70%	65%	75%	80%	75%	74%	75%	64%	100%	92%	70%	74%	70%	75%	75%	79%	75%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 16

Q.14 Which of the following best describes parking in the station car park where you boarded this train?

Base:All who have used the car park at Q.13 and answered this question

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>184</b>	37	60	87	116	70	46	68	146	38	163	20	-	9	93	50	29	83	93	9	160
I can always get a space	<b>101</b>	18	29	54	64	45	19	37	77	24	94	6	-	3	55	29	14	45	52	5	90
	<b>55%</b>	49%	48%	62%	55%	64%	41%	54%	53%	63%	58%	30%	-	33%	59%	58%	48%	54%	56%	56%	56%
I can get a space most of the time	<b>72</b>	17	27	28	44	22	22	28	61	11	60	12	-	6	32	18	14	31	38	4	60
	<b>39%</b>	46%	45%	32%	38%	31%	48%	41%	42%	29%	37%	60%	-	67%	34%	36%	48%	37%	41%	44%	38%
I can hardly ever get a space	<b>9</b>	2	3	4	7	3	4	2	6	3	7	2	-	-	5	3	1	6	3	-	9
	<b>5%</b>	5%	5%	5%	6%	4%	9%	3%	4%	8%	4%	10%	-	-	5%	6%	3%	7%	3%	-	6%
I can never get a space	<b>2</b>	-	1	1	1	-	1	1	2	-	2	-	-	-	1	-	-	1	-	-	1
	<b>1%</b>	-	2%	1%	1%	-	2%	1%	1%	-	1%	-	-	-	1%	-	-	1%	-	-	1%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>670</b>	112	208	348	361	186	175	309	539	131	612	51	4	104	296	182	84	319	337	40	596
Too slow	<b>176</b>	35	58	82	94	47	47	82	141	35	159	14	2	37	83	45	11	87	86	9	162
	<b>26%</b>	31%	28%	24%	26%	25%	27%	27%	26%	27%	26%	27%	50%	36%	28%	25%	13%	27%	26%	23%	27%
Car more convenient	<b>161</b>	21	44	96	94	59	35	67	120	41	147	13	1	22	74	43	21	68	87	15	138
	<b>24%</b>	19%	21%	28%	26%	32%	20%	22%	22%	31%	24%	25%	25%	21%	25%	24%	25%	21%	26%	38%	23%
Prefer other method of transport to get to station	<b>124</b>	24	43	56	59	26	33	65	102	22	112	10	1	30	51	33	9	64	59	4	115
	<b>19%</b>	21%	21%	16%	16%	14%	19%	21%	19%	17%	18%	20%	25%	29%	17%	18%	11%	20%	18%	10%	19%
Too complicated as would involve changing buses	<b>113</b>	21	28	64	59	33	26	54	92	21	103	7	1	17	55	30	11	55	57	10	99
	<b>17%</b>	19%	13%	18%	16%	18%	15%	17%	17%	16%	17%	14%	25%	16%	19%	16%	13%	17%	17%	25%	17%
Too unreliable	<b>109</b>	27	30	52	62	32	30	47	85	24	92	14	2	32	44	29	4	55	52	5	100
	<b>16%</b>	24%	14%	15%	17%	17%	17%	15%	16%	18%	15%	27%	50%	31%	15%	16%	5%	17%	15%	13%	17%
No bus service from where I live	<b>100</b>	21	31	48	53	31	22	47	80	20	92	7	-	6	44	30	20	47	51	9	85
	<b>15%</b>	19%	15%	14%	15%	17%	13%	15%	15%	15%	15%	14%	-	6%	15%	16%	24%	15%	15%	23%	14%
I live within walking distance of the station	<b>93</b>	29	24	40	54	27	27	39	78	15	74	17	2	19	41	24	9	55	38	4	85
	<b>14%</b>	26%	12%	11%	15%	15%	15%	13%	14%	11%	12%	33%	50%	18%	14%	13%	11%	17%	11%	10%	14%
Not familiar with bus service	<b>89</b>	6	30	52	38	16	22	51	61	28	85	4	-	23	40	20	6	43	45	7	79
	<b>13%</b>	5%	14%	15%	11%	9%	13%	17%	11%	21%	14%	8%	-	22%	14%	11%	7%	13%	13%	18%	13%
Bus unrealistic as I live too far away	<b>84</b>	11	28	45	46	27	19	38	68	16	79	5	-	15	28	25	15	42	40	8	70
	<b>13%</b>	10%	13%	13%	13%	15%	11%	12%	13%	12%	13%	10%	-	14%	9%	14%	18%	13%	12%	20%	12%
Too expensive	<b>74</b>	16	16	41	39	22	17	35	54	20	61	11	2	23	38	11	2	34	38	5	66
	<b>11%</b>	14%	8%	12%	11%	12%	10%	11%	10%	15%	10%	22%	50%	22%	13%	6%	2%	11%	11%	13%	11%
Other reason	<b>91</b>	8	33	49	49	19	30	42	72	19	87	4	-	7	43	24	16	38	49	6	78
	<b>14%</b>	7%	16%	14%	14%	10%	17%	14%	13%	15%	14%	8%	-	7%	15%	13%	19%	12%	15%	15%	13%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY							FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	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	<b>735</b>	121	221	389	388	199	189	347	591	144	669	57	4	117	316	201	96	337	383	45	652
On foot walking	<b>224</b> <b>30%</b>	50 41%	64 29%	110 28%	130 34%	87 44%	43 23%	94 27%	179 30%	45 31%	190 28%	30 53%	4 100%	50 43%	103 33%	48 24%	21 22%	96 28%	124 32%	7 16%	202 31%
Car - picked up	<b>145</b> <b>20%</b>	14 12%	31 14%	99 25%	56 14%	18 9%	38 20%	89 26%	108 18%	37 26%	139 21%	4 7%	-	23 20%	50 16%	39 19%	33 34%	64 19%	80 21%	11 24%	129 20%
Taxi	<b>109</b> <b>15%</b>	10 8%	43 19%	55 14%	59 15%	39 20%	20 11%	50 14%	94 16%	15 10%	105 16%	3 5%	-	13 11%	48 15%	33 16%	14 15%	38 11%	68 18%	10 22%	93 14%
Car parked at or near station	<b>85</b> <b>12%</b>	19 16%	39 18%	27 7%	50 13%	4 2%	46 24%	35 10%	76 13%	9 6%	76 11%	8 14%	-	3 3%	38 12%	34 17%	9 9%	54 16%	27 7%	5 11%	74 11%
Tram Light Rail	<b>65</b> <b>9%</b>	8 7%	18 8%	38 10%	41 11%	23 12%	18 10%	24 7%	51 9%	14 10%	63 9%	1 2%	-	13 11%	32 10%	13 6%	6 6%	38 11%	25 7%	5 11%	57 9%
Bus	<b>59</b> <b>8%</b>	10 8%	9 4%	39 10%	29 7%	18 9%	11 6%	30 9%	45 8%	14 10%	53 8%	6 11%	-	12 10%	25 8%	14 7%	8 8%	25 7%	33 9%	4 9%	50 8%
Bicycle (taken on train)	<b>9</b> <b>1%</b>	5 4%	1 *	3 1%	7 2%	2 1%	5 3%	2 1%	8 1%	1 1%	4 1%	5 9%	-	1 1%	5 2%	3 1%	-	8 2%	1 *	1 2%	8 1%
Bicycle (parked at or near station)	<b>5</b> <b>1%</b>	-	2 1%	3 1%	5 1%	2 1%	3 2%	-	5 1%	-	4 1%	1 2%	-	1 1%	3 1%	1 *	-	2 1%	3 1%	-	5 1%
Air	<b>5</b> <b>1%</b>	-	1 *	4 1%	4 1%	3 2%	1 1%	1 *	4 1%	1 1%	5 1%	-	-	1 1%	2 1%	2 1%	-	2 1%	3 1%	-	5 1%
Coach	<b>3</b> <b>*</b>	-	-	3 1%	2 1%	2 1%	-	1 *	2 1%	1 1%	3 *	-	-	1 1%	1 *	-	1 1%	1 *	2 1%	-	3 *
Motorbike	<b>1</b> <b>*</b>	-	1 *	-	1 *	-	1 1%	-	1 *	-	1 *	-	-	-	-	-	1 1%	1 *	-	-	1 *
Car share car pool	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>110</b> <b>15%</b>	12 10%	38 17%	60 15%	63 16%	29 15%	34 18%	47 14%	86 15%	24 17%	105 16%	5 9%	-	19 16%	51 16%	30 15%	10 10%	41 12%	68 18%	6 13%	99 15%
Bicycle (net)	<b>14</b> <b>2%</b>	5 4%	3 1%	6 2%	12 3%	4 2%	8 4%	2 1%	13 2%	1 1%	8 1%	6 11%	-	2 2%	8 3%	4 2%	-	10 3%	4 1%	1 2%	13 2%
Car (net)	<b>229</b> <b>31%</b>	33 27%	70 32%	125 32%	105 27%	22 11%	83 44%	124 36%	184 31%	45 31%	214 32%	12 21%	-	25 21%	88 28%	73 36%	42 44%	117 35%	107 28%	16 36%	202 31%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>580</b>	120	197	261	317	153	164	263	510	70	517	56	4	85	250	163	77	282	285	33	519
Very satisfied	<b>270</b> <b>47%</b>	34 28%	98 50%	137 52%	141 44%	70 46%	71 43%	129 49%	231 45%	39 56%	251 49%	17 30%	-	32 38%	109 44%	82 50%	45 58%	127 45%	137 48%	14 42%	247 48%
Fairly satisfied	<b>236</b> <b>41%</b>	52 43%	82 42%	101 39%	126 40%	60 39%	66 40%	110 42%	209 41%	27 39%	207 40%	25 45%	3 75%	45 53%	97 39%	66 40%	25 32%	121 43%	110 39%	15 45%	208 40%
Neither satisfied nor dissatisfied	<b>47</b> <b>8%</b>	18 15%	12 6%	17 7%	30 9%	14 9%	16 10%	17 6%	45 9%	2 3%	42 8%	5 9%	-	4 5%	28 11%	10 6%	5 6%	21 7%	25 9%	1 3%	41 8%
Fairly dissatisfied	<b>21</b> <b>4%</b>	12 10%	3 2%	6 2%	16 5%	7 5%	9 5%	5 2%	19 4%	2 3%	12 2%	8 14%	1 25%	3 4%	11 4%	5 3%	2 3%	11 4%	9 3%	2 6%	18 3%
Very dissatisfied	<b>6</b> <b>1%</b>	4 3%	2 1%	-	4 1%	2 1%	2 1%	2 1%	6 1%	-	5 1%	1 2%	-	1 1%	5 2%	-	-	2 1%	4 1%	1 3%	5 1%
Satisfied (net)	<b>506</b> <b>87%</b>	86 72%	180 91%	238 91%	267 84%	130 85%	137 84%	239 91%	440 86%	66 94%	458 89%	42 75%	3 75%	77 91%	206 82%	148 91%	70 91%	248 88%	247 87%	29 88%	455 88%
Dissatisfied (net)	<b>27</b> <b>5%</b>	16 13%	5 3%	6 2%	20 6%	9 6%	11 7%	7 3%	25 5%	2 3%	17 3%	9 16%	1 25%	4 5%	16 6%	5 3%	2 3%	13 5%	13 5%	3 9%	23 4%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>439</b>	94	137	207	241	118	123	198	373	66	387	45	4	70	190	124	51	211	217	22	395
Very satisfied	<b>194</b> <b>44%</b>	30 32%	65 47%	99 48%	105 44%	52 44%	53 43%	89 45%	164 44%	30 45%	178 46%	14 31%	-	24 34%	83 44%	55 44%	31 61%	91 43%	100 46%	10 45%	175 44%
Fairly satisfied	<b>190</b> <b>43%</b>	42 45%	60 44%	87 42%	102 42%	52 44%	50 41%	88 44%	157 42%	33 50%	168 43%	19 42%	2 50%	36 51%	78 41%	58 47%	15 29%	95 45%	89 41%	10 45%	171 43%
Neither satisfied nor dissatisfied	<b>33</b> <b>8%</b>	11 12%	6 4%	16 8%	17 7%	6 5%	11 9%	16 8%	32 9%	1 2%	29 7%	4 9%	-	5 7%	16 8%	8 6%	4 8%	12 6%	20 9%	1 5%	30 8%
Fairly dissatisfied	<b>20</b> <b>5%</b>	9 10%	6 4%	5 2%	16 7%	7 6%	9 7%	4 2%	18 5%	2 3%	11 3%	7 16%	2 50%	5 7%	11 6%	3 2%	1 2%	12 6%	7 3%	1 5%	17 4%
Very dissatisfied	<b>2</b> <b>*</b>	2 2%	-	-	1 *	1 1%	-	1 -	2 1%	-	1 *	1 2%	-	-	2 1%	-	-	1 *	1 *	-	2 1%
Satisfied (net)	<b>384</b> <b>87%</b>	72 77%	125 91%	186 90%	207 86%	104 88%	103 84%	177 89%	321 86%	63 95%	346 89%	33 73%	2 50%	60 86%	161 85%	113 91%	46 90%	186 88%	189 87%	20 91%	346 88%
Dissatisfied (net)	<b>22</b> <b>5%</b>	11 12%	6 4%	5 2%	17 7%	8 7%	9 7%	5 3%	20 5%	2 3%	12 3%	8 18%	2 50%	5 7%	13 7%	3 2%	1 2%	13 6%	8 4%	1 5%	19 5%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>338</b>	50	84	203	163	96	67	175	233	105	306	27	3	67	130	92	48	162	168	21	301
Very satisfied	<b>137</b> <b>41%</b>	11 22%	31 37%	95 47%	65 40%	39 41%	26 39%	72 41%	85 36%	52 50%	130 42%	6 22%	-	23 34%	54 42%	37 40%	23 48%	61 38%	74 44%	8 38%	124 41%
Fairly satisfied	<b>144</b> <b>43%</b>	23 46%	39 46%	81 40%	68 42%	41 43%	27 40%	76 43%	99 42%	45 43%	131 43%	11 41%	2 67%	34 51%	47 36%	45 49%	17 35%	71 44%	70 42%	11 52%	126 42%
Neither satisfied nor dissatisfied	<b>36</b> <b>11%</b>	10 20%	8 10%	18 9%	17 10%	8 8%	9 13%	19 11%	33 14%	3 3%	30 10%	4 15%	1 33%	7 10%	19 15%	5 5%	5 10%	19 12%	15 9%	1 5%	32 11%
Fairly dissatisfied	<b>14</b> <b>4%</b>	2 4%	6 7%	6 3%	8 5%	4 4%	4 6%	6 3%	10 4%	4 4%	10 3%	4 15%	-	1 1%	8 6%	3 3%	2 4%	7 4%	6 4%	1 5%	13 4%
Very dissatisfied	<b>7</b> <b>2%</b>	4 8%	- -	3 1%	5 3%	4 4%	1 1%	2 1%	6 3%	1 1%	5 2%	2 7%	-	2 3%	2 2%	2 2%	1 2%	4 2%	3 2%	- -	6 2%
Satisfied (net)	<b>281</b> <b>83%</b>	34 68%	70 83%	176 87%	133 82%	80 83%	53 79%	148 85%	184 79%	97 92%	261 85%	17 63%	2 67%	57 85%	101 78%	82 89%	40 83%	132 81%	144 86%	19 90%	250 83%
Dissatisfied (net)	<b>21</b> <b>6%</b>	6 12%	6 7%	9 4%	13 8%	8 8%	5 7%	8 5%	16 7%	5 5%	15 5%	6 22%	-	3 4%	10 8%	5 5%	3 6%	11 7%	9 5%	1 5%	19 6%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>299</b>	49	82	166	147	70	77	152	223	76	275	22	1	60	114	83	41	148	144	14	273
Very satisfied	<b>81</b> <b>27%</b>	9 18%	24 29%	48 29%	40 27%	20 29%	20 26%	41 27%	54 24%	27 36%	78 28%	3 14%	-	12 20%	34 30%	22 27%	13 32%	43 29%	38 26%	1 7%	78 29%
Fairly satisfied	<b>140</b> <b>47%</b>	20 41%	37 45%	81 49%	67 46%	32 46%	35 45%	73 48%	100 45%	40 53%	129 47%	10 45%	1 100%	35 58%	45 39%	43 52%	16 39%	65 44%	72 50%	7 50%	127 47%
Neither satisfied nor dissatisfied	<b>43</b> <b>14%</b>	10 20%	10 12%	23 14%	23 16%	11 16%	12 16%	20 13%	38 17%	5 7%	38 14%	4 18%	-	9 15%	19 17%	11 13%	4 10%	21 14%	19 13%	2 14%	40 15%
Fairly dissatisfied	<b>23</b> <b>8%</b>	5 10%	8 10%	10 6%	11 7%	3 4%	8 10%	12 8%	20 9%	3 4%	22 8%	1 5%	-	2 3%	11 10%	5 6%	5 12%	12 8%	10 7%	3 21%	17 6%
Very dissatisfied	<b>12</b> <b>4%</b>	5 10%	3 4%	4 2%	6 4%	4 6%	2 3%	6 4%	11 5%	1 1%	8 3%	4 18%	-	2 3%	5 4%	2 2%	3 7%	7 5%	5 3%	1 7%	11 4%
Satisfied (net)	<b>221</b> <b>74%</b>	29 59%	61 74%	129 78%	107 73%	52 74%	55 71%	114 75%	154 69%	67 88%	207 75%	13 59%	1 100%	47 78%	79 69%	65 78%	29 71%	108 73%	110 76%	8 57%	205 75%
Dissatisfied (net)	<b>35</b> <b>12%</b>	10 20%	11 13%	14 8%	17 12%	7 10%	10 13%	18 12%	31 14%	4 5%	30 11%	5 23%	-	4 7%	16 14%	7 8%	8 20%	19 13%	15 10%	4 29%	28 10%



**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>319</b>	72	96	150	167	83	84	152	267	52	280	34	4	58	128	88	43	158	153	14	287
Very satisfied	<b>103</b> <b>32%</b>	13 18%	31 32%	59 39%	52 31%	24 29%	28 33%	51 34%	81 30%	22 42%	99 35%	4 12%	-	16 28%	37 29%	32 36%	18 42%	45 28%	56 37%	4 29%	93 32%
Fairly satisfied	<b>112</b> <b>35%</b>	28 39%	31 32%	52 35%	57 34%	28 34%	29 35%	55 36%	94 35%	18 35%	94 34%	16 47%	2 50%	32 55%	39 30%	29 33%	11 26%	58 37%	52 34%	4 29%	104 36%
Neither satisfied nor dissatisfied	<b>54</b> <b>17%</b>	14 19%	17 18%	23 15%	29 17%	17 20%	12 14%	25 16%	49 18%	5 10%	46 16%	7 21%	-	6 10%	29 23%	11 13%	7 16%	30 19%	21 14%	2 14%	50 17%
Fairly dissatisfied	<b>38</b> <b>12%</b>	12 17%	12 13%	14 9%	22 13%	11 13%	11 13%	16 11%	33 12%	5 10%	33 12%	4 12%	1 25%	3 5%	16 13%	15 17%	4 9%	18 11%	19 12%	4 29%	29 10%
Very dissatisfied	<b>12</b> <b>4%</b>	5 7%	5 5%	2 1%	7 4%	3 4%	4 5%	5 3%	10 4%	2 4%	8 3%	3 9%	1 25%	1 2%	7 5%	1 1%	3 7%	7 4%	5 3%	-	11 4%
Satisfied (net)	<b>215</b> <b>67%</b>	41 57%	62 65%	111 74%	109 65%	52 63%	57 68%	106 70%	175 66%	40 77%	193 69%	20 59%	2 50%	48 83%	76 59%	61 69%	29 67%	103 65%	108 71%	8 57%	197 69%
Dissatisfied (net)	<b>50</b> <b>16%</b>	17 24%	17 18%	16 11%	29 17%	14 17%	15 18%	21 14%	43 16%	7 13%	41 15%	7 21%	2 50%	4 7%	23 18%	16 18%	7 16%	25 16%	24 16%	4 29%	40 14%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>296</b>	65	90	140	157	77	80	139	243	53	259	32	4	57	123	80	34	149	138	12	268
Very satisfied	<b>88</b> <b>30%</b>	12 18%	27 30%	49 35%	47 30%	22 29%	25 31%	41 29%	67 28%	21 40%	84 32%	4 13%	-	15 26%	34 28%	27 34%	12 35%	43 29%	43 31%	3 25%	80 30%
Fairly satisfied	<b>105</b> <b>35%</b>	27 42%	29 32%	48 34%	53 34%	26 34%	27 34%	52 37%	85 35%	20 38%	89 34%	15 47%	1 25%	29 51%	39 32%	26 33%	10 29%	54 36%	48 35%	3 25%	99 37%
Neither satisfied nor dissatisfied	<b>51</b> <b>17%</b>	13 20%	14 16%	24 17%	26 17%	15 19%	11 14%	25 18%	47 19%	4 8%	44 17%	6 19%	-	6 11%	27 22%	11 14%	6 18%	25 17%	23 17%	3 25%	45 17%
Fairly dissatisfied	<b>36</b> <b>12%</b>	8 12%	13 14%	15 11%	21 13%	10 13%	11 14%	15 11%	31 13%	5 9%	30 12%	4 13%	2 50%	6 11%	13 11%	13 16%	4 12%	20 13%	15 11%	3 25%	30 11%
Very dissatisfied	<b>16</b> <b>5%</b>	5 8%	7 8%	4 3%	10 6%	4 5%	6 8%	6 4%	13 5%	3 6%	12 5%	3 9%	1 25%	1 2%	10 8%	3 4%	2 6%	7 5%	9 7%	-	14 5%
Satisfied (net)	<b>193</b> <b>65%</b>	39 60%	56 62%	97 69%	100 64%	48 62%	52 65%	93 67%	152 63%	41 77%	173 67%	19 59%	1 25%	44 77%	73 59%	53 66%	22 65%	97 65%	91 66%	6 50%	179 67%
Dissatisfied (net)	<b>52</b> <b>18%</b>	13 20%	20 22%	19 14%	31 20%	14 18%	17 21%	21 15%	44 18%	8 15%	42 16%	7 22%	3 75%	7 12%	23 19%	16 20%	6 18%	27 18%	24 17%	3 25%	44 16%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>244</b>	41	66	136	125	69	56	119	187	57	222	19	2	51	91	66	35	123	115	10	220
Very satisfied	<b>68</b> <b>28%</b>	4 10%	17 26%	47 35%	36 29%	20 29%	16 29%	32 27%	47 25%	21 37%	67 30%	1 5%	-	12 24%	24 26%	21 32%	11 31%	30 24%	37 32%	2 20%	62 28%
Fairly satisfied	<b>88</b> <b>36%</b>	18 44%	23 35%	46 34%	42 34%	23 33%	19 34%	46 39%	65 35%	23 40%	77 35%	10 53%	1 50%	28 55%	27 30%	22 33%	10 29%	44 36%	42 37%	3 30%	80 36%
Neither satisfied nor dissatisfied	<b>48</b> <b>20%</b>	9 22%	12 18%	27 20%	23 18%	12 17%	11 20%	25 21%	42 22%	6 11%	44 20%	3 16%	-	7 14%	23 25%	11 17%	7 20%	27 22%	19 17%	2 20%	45 20%
Fairly dissatisfied	<b>22</b> <b>9%</b>	4 10%	8 12%	10 7%	12 10%	6 9%	6 11%	10 8%	18 10%	4 7%	20 9%	2 11%	-	2 4%	8 9%	8 12%	4 11%	11 9%	10 9%	3 30%	17 8%
Very dissatisfied	<b>18</b> <b>7%</b>	6 15%	6 9%	6 4%	12 10%	8 12%	4 7%	6 5%	15 8%	3 5%	14 6%	3 16%	1 50%	2 4%	9 10%	4 6%	3 9%	11 9%	7 6%	-	16 7%
Satisfied (net)	<b>156</b> <b>64%</b>	22 54%	40 61%	93 68%	78 62%	43 62%	35 63%	78 66%	112 60%	44 77%	144 65%	11 58%	1 50%	40 78%	51 56%	43 65%	21 60%	74 60%	79 69%	5 50%	142 65%
Dissatisfied (net)	<b>40</b> <b>16%</b>	10 24%	14 21%	16 12%	24 19%	14 20%	10 18%	16 13%	33 18%	7 12%	34 15%	5 26%	1 50%	4 8%	17 19%	12 18%	7 20%	22 18%	17 15%	3 30%	33 15%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>236</b>	42	63	130	117	61	56	119	182	54	215	18	1	48	92	61	34	117	114	8	216
Very satisfied	<b>54</b> <b>23%</b>	3 7%	16 25%	35 27%	29 25%	14 23%	15 27%	25 21%	37 20%	17 31%	52 24%	1 6%	-	9 19%	21 23%	16 26%	8 24%	27 23%	27 24%	-	52 24%
Fairly satisfied	<b>82</b> <b>35%</b>	17 40%	20 32%	44 34%	37 32%	18 30%	19 34%	45 38%	62 34%	20 37%	73 34%	8 44%	1 100%	24 50%	26 28%	21 34%	10 29%	37 32%	43 38%	2 25%	76 35%
Neither satisfied nor dissatisfied	<b>50</b> <b>21%</b>	11 26%	10 16%	29 22%	25 21%	15 25%	10 18%	25 21%	42 23%	8 15%	44 20%	5 28%	-	8 17%	20 22%	14 23%	8 24%	28 24%	20 18%	1 13%	48 22%
Fairly dissatisfied	<b>30</b> <b>13%</b>	7 17%	9 14%	14 11%	15 13%	8 13%	7 13%	15 13%	24 13%	6 11%	28 13%	2 11%	-	4 8%	13 14%	8 13%	5 15%	13 11%	16 14%	5 63%	22 10%
Very dissatisfied	<b>20</b> <b>8%</b>	4 10%	8 13%	8 6%	11 9%	6 10%	5 9%	9 8%	17 9%	3 6%	18 8%	2 11%	-	3 6%	12 13%	2 3%	3 9%	12 10%	8 7%	-	18 8%
Satisfied (net)	<b>136</b> <b>58%</b>	20 48%	36 57%	79 61%	66 56%	32 52%	34 61%	70 59%	99 54%	37 69%	125 58%	9 50%	1 100%	33 69%	47 51%	37 61%	18 53%	64 55%	70 61%	2 25%	128 59%
Dissatisfied (net)	<b>50</b> <b>21%</b>	11 26%	17 27%	22 17%	26 22%	14 23%	12 21%	24 20%	41 23%	9 17%	46 21%	4 22%	-	7 15%	25 27%	10 16%	8 24%	25 21%	24 21%	5 63%	40 19%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>713</b>	119	217	367	373	188	185	340	579	134	641	57	4	117	304	196	92	329	370	45	634
Every 10 minutes	<b>14</b> <b>2%</b>	7 6%	1 *	4 1%	10 3%	6 3%	4 2%	4 1%	12 2%	2 1%	7 1%	4 7%	1 25%	4 3%	6 2%	3 2%	1 1%	6 2%	8 2%	1 2%	12 2%
Every 15 minutes	<b>40</b> <b>6%</b>	16 13%	10 5%	14 4%	27 7%	16 9%	11 6%	13 4%	33 6%	7 5%	29 5%	10 18%	1 25%	12 10%	21 7%	6 3%	1 1%	17 5%	23 6%	1 2%	39 6%
Every 20 minutes	<b>49</b> <b>7%</b>	20 17%	20 9%	8 2%	37 10%	24 13%	13 7%	12 4%	43 7%	6 4%	36 6%	11 19%	2 50%	9 8%	29 10%	8 4%	3 3%	18 5%	30 8%	4 9%	44 7%
Every 30 minutes	<b>219</b> <b>31%</b>	51 43%	90 41%	76 21%	134 36%	63 34%	71 38%	85 25%	188 32%	31 23%	188 29%	28 49%	-	34 29%	109 36%	65 33%	9 10%	120 36%	94 25%	11 24%	196 31%
Not sure	<b>95</b> <b>13%</b>	14 12%	38 18%	43 12%	61 16%	33 18%	28 15%	34 10%	85 15%	10 7%	91 14%	3 5%	-	15 13%	42 14%	24 12%	14 15%	47 14%	48 13%	7 16%	85 13%
Not relevant do not use at peak times	<b>296</b> <b>42%</b>	11 9%	58 27%	222 60%	104 28%	46 24%	58 31%	192 56%	218 38%	78 58%	290 45%	1 2%	-	43 37%	97 32%	90 46%	64 70%	121 37%	167 45%	21 47%	258 41%
Mean (minutes)	<b>25.7</b>	23.8	26.9	26.4	25.3	24.5	26.2	26.5	25.8	25.5	26.4	23.6	16.3	24.1	25.6	27.2	25.4	26.6	24.8	25.6	25.7

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>681</b>	119	212	338	361	180	181	320	561	120	609	57	4	113	290	191	84	318	350	40	611
Yes	<b>95</b> <b>14%</b>	29 24%	29 14%	36 11%	61 17%	27 15%	34 19%	34 11%	83 15%	12 10%	83 14%	9 16%	2 50%	18 16%	52 18%	20 10%	5 6%	50 16%	44 13%	10 25%	80 13%
No	<b>246</b> <b>36%</b>	58 49%	81 38%	104 31%	138 38%	71 39%	67 37%	108 34%	211 38%	35 29%	207 34%	34 60%	2 50%	24 21%	95 33%	84 44%	42 50%	123 39%	115 33%	11 28%	228 37%
Don't know if I would use an earlier train	<b>137</b> <b>20%</b>	18 15%	45 21%	72 21%	62 17%	32 18%	30 17%	75 23%	116 21%	21 18%	126 21%	8 14%	-	19 17%	57 20%	43 23%	17 20%	65 20%	70 20%	9 23%	119 19%
Don't know time of earliest train	<b>203</b> <b>30%</b>	14 12%	57 27%	126 37%	100 28%	50 28%	50 28%	103 32%	151 27%	52 43%	193 32%	6 11%	-	52 46%	86 30%	44 23%	20 24%	80 25%	121 35%	10 25%	184 30%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>628</b>	107	194	316	336	169	167	292	507	121	565	51	3	109	273	172	71	294	321	34	566
Yes	<b>81</b>	21	24	36	50	24	26	31	68	13	72	7	1	14	43	18	6	43	37	9	67
	<b>13%</b>	20%	12%	11%	15%	14%	16%	11%	13%	11%	13%	14%	33%	13%	16%	10%	8%	15%	12%	26%	12%
No	<b>228</b>	57	75	93	131	69	62	97	193	35	191	32	2	23	91	77	36	116	104	11	212
	<b>36%</b>	53%	39%	29%	39%	41%	37%	33%	38%	29%	34%	63%	67%	21%	33%	45%	51%	39%	32%	32%	37%
Don't know if I would use an earlier train	<b>116</b>	16	36	62	55	27	28	61	96	20	109	6	-	22	54	30	10	53	62	4	104
	<b>18%</b>	15%	19%	20%	16%	16%	17%	21%	19%	17%	19%	12%	-	20%	20%	17%	14%	18%	19%	12%	18%
Don't know time of earliest train	<b>203</b>	13	59	125	100	49	51	103	150	53	193	6	-	50	85	47	19	82	118	10	183
	<b>32%</b>	12%	30%	40%	30%	29%	31%	35%	30%	44%	34%	12%	-	46%	31%	27%	27%	28%	37%	29%	32%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>600</b>	96	177	317	314	159	155	286	470	130	544	46	3	107	256	162	72	278	308	34	537
Yes	<b>51</b>	8	12	31	25	17	8	26	35	16	48	2	1	14	24	5	8	28	22	3	42
	<b>9%</b>	8%	7%	10%	8%	11%	5%	9%	7%	12%	9%	4%	33%	13%	9%	3%	11%	10%	7%	9%	8%
No	<b>223</b>	49	71	101	119	61	58	104	182	41	194	27	1	24	86	78	34	109	106	14	201
	<b>37%</b>	51%	40%	32%	38%	38%	37%	36%	39%	32%	36%	59%	33%	22%	34%	48%	47%	39%	34%	41%	37%
Don't know if I would use an earlier train	<b>111</b>	19	30	60	58	28	30	53	89	22	102	6	1	19	50	31	11	50	60	8	99
	<b>19%</b>	20%	17%	19%	18%	18%	19%	19%	19%	17%	19%	13%	33%	18%	20%	19%	15%	18%	19%	24%	18%
Don't know time of earliest train	<b>215</b>	20	64	125	112	53	59	103	164	51	200	11	-	50	96	48	19	91	120	9	195
	<b>36%</b>	21%	36%	39%	36%	33%	38%	36%	35%	39%	37%	24%	-	47%	38%	30%	26%	33%	39%	26%	36%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>588</b>	95	178	305	305	151	154	283	469	119	533	45	3	107	251	159	68	272	303	31	529
Yes	<b>48</b>	9	12	27	25	15	10	23	36	12	45	3	-	12	24	7	5	29	19	3	39
	<b>8%</b>	9%	7%	9%	8%	10%	6%	8%	8%	10%	8%	7%	-	11%	10%	4%	7%	11%	6%	10%	7%
No	<b>215</b>	47	72	94	112	55	57	103	181	34	186	26	1	22	84	73	35	104	104	11	197
	<b>37%</b>	49%	40%	31%	37%	36%	37%	36%	39%	29%	35%	58%	33%	21%	33%	46%	51%	38%	34%	35%	37%
Don't know if I would use an earlier train	<b>104</b>	19	30	53	53	24	29	51	85	19	96	6	1	19	47	29	9	47	56	4	96
	<b>18%</b>	20%	17%	17%	17%	16%	19%	18%	18%	16%	18%	13%	33%	18%	19%	18%	13%	17%	18%	13%	18%
Don't know time of earliest train	<b>221</b>	20	64	131	115	57	58	106	167	54	206	10	1	54	96	50	19	92	124	13	197
	<b>38%</b>	21%	36%	43%	38%	38%	38%	37%	36%	45%	39%	22%	33%	50%	38%	31%	28%	34%	41%	42%	37%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>671</b>	117	207	335	357	176	181	314	552	119	599	57	4	113	283	186	86	313	346	40	602
Yes	<b>95</b> <b>14%</b>	30 26%	29 14%	34 10%	42 12%	13 7%	29 16%	53 17%	78 14%	17 14%	82 14%	10 18%	1 25%	19 17%	47 17%	18 10%	11 13%	49 16%	45 13%	6 15%	85 14%
No	<b>232</b> <b>35%</b>	51 44%	79 38%	98 29%	134 38%	63 36%	71 39%	98 31%	202 37%	30 25%	203 34%	23 40%	2 50%	32 28%	82 29%	79 42%	38 44%	120 38%	106 31%	15 38%	212 35%
Don't know if I would use a later train	<b>146</b> <b>22%</b>	20 17%	45 22%	79 24%	77 22%	41 23%	36 20%	69 22%	122 22%	24 20%	131 22%	13 23%	-	17 15%	67 24%	43 23%	18 21%	63 20%	81 23%	11 28%	125 21%
Don't know time of latest train	<b>198</b> <b>30%</b>	16 14%	54 26%	124 37%	104 29%	59 34%	45 25%	94 30%	150 27%	48 40%	183 31%	11 19%	1 25%	45 40%	87 31%	46 25%	19 22%	81 26%	114 33%	8 20%	180 30%

**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>626</b>	105	190	320	333	167	166	293	504	122	562	52	3	109	270	172	72	290	323	35	564
Yes	<b>102</b>	28	32	40	45	16	29	57	83	19	86	10	3	25	46	21	10	50	51	6	92
	<b>16%</b>	27%	17%	13%	14%	10%	17%	19%	16%	16%	15%	19%	100%	23%	17%	12%	14%	17%	16%	17%	16%
No	<b>200</b>	42	67	87	113	52	61	87	166	34	176	20	-	26	73	70	30	103	90	12	184
	<b>32%</b>	40%	35%	27%	34%	31%	37%	30%	33%	28%	31%	38%	-	24%	27%	41%	42%	36%	28%	34%	33%
Don't know if I would use a later train	<b>130</b>	20	37	71	72	42	30	58	108	22	117	12	-	15	62	36	16	58	70	8	111
	<b>21%</b>	19%	19%	22%	22%	25%	18%	20%	21%	18%	21%	23%	-	14%	23%	21%	22%	20%	22%	23%	20%
Don't know time of latest train	<b>194</b>	15	54	122	103	57	46	91	147	47	183	10	-	43	89	45	16	79	112	9	177
	<b>31%</b>	14%	28%	38%	31%	34%	28%	31%	29%	39%	33%	19%	-	39%	33%	26%	22%	27%	35%	26%	31%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>609</b>	97	180	322	322	164	158	287	478	131	551	48	3	111	256	168	71	280	316	38	543
Yes	<b>90</b>	20	20	49	44	26	18	46	66	24	77	10	2	27	35	19	9	42	47	7	77
	<b>15%</b>	21%	11%	15%	14%	16%	11%	16%	14%	18%	14%	21%	67%	24%	14%	11%	13%	15%	15%	18%	14%
No	<b>182</b>	34	60	84	97	43	54	85	147	35	162	17	-	25	66	61	29	95	81	13	165
	<b>30%</b>	35%	33%	26%	30%	26%	34%	30%	31%	27%	29%	35%	-	23%	26%	36%	41%	34%	26%	34%	30%
Don't know if I would use a later train	<b>134</b>	27	38	67	71	38	33	63	106	28	123	9	1	16	60	41	16	58	75	9	115
	<b>22%</b>	28%	21%	21%	22%	23%	21%	22%	22%	21%	22%	19%	33%	14%	23%	24%	23%	21%	24%	24%	21%
Don't know time of latest train	<b>203</b>	16	62	122	110	57	53	93	159	44	189	12	-	43	95	47	17	85	113	9	186
	<b>33%</b>	16%	34%	38%	34%	35%	34%	32%	33%	34%	34%	25%	-	39%	37%	28%	24%	30%	36%	24%	34%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>598</b>	95	182	311	315	158	157	283	477	121	540	48	3	110	254	163	69	273	313	35	537
Yes	<b>73</b> <b>12%</b>	17 18%	21 12%	35 11%	32 10%	16 10%	16 10%	41 14%	56 12%	17 14%	67 12%	6 13%	-	21 19%	31 12%	13 8%	8 12%	35 13%	37 12%	6 17%	62 12%
No	<b>192</b> <b>32%</b>	39 41%	62 34%	86 28%	103 33%	46 29%	57 36%	89 31%	160 34%	32 26%	167 31%	20 42%	1 33%	25 23%	71 28%	66 40%	29 42%	97 36%	89 28%	13 37%	174 32%
Don't know if I would use a later train	<b>127</b> <b>21%</b>	21 22%	37 20%	67 22%	67 21%	35 22%	32 20%	60 21%	100 21%	27 22%	115 21%	9 19%	1 33%	19 17%	54 21%	37 23%	16 23%	54 20%	72 23%	6 17%	112 21%
Don't know time of latest train	<b>206</b> <b>34%</b>	18 19%	62 34%	123 40%	113 36%	61 39%	52 33%	93 33%	161 34%	45 37%	191 35%	13 27%	1 33%	45 41%	98 39%	47 29%	16 23%	87 32%	115 37%	10 29%	189 35%

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 36

Q.20 What type of ticket did you use for your journey today?

Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>707</b>	118	209	371	369	190	179	338	572	135	639	54	4	111	300	200	93	326	367	46	625
Anytime Single Return	<b>55</b> <b>8%</b>	12 10%	24 11%	19 5%	35 9%	16 8%	19 11%	20 6%	48 8%	7 5%	50 8%	5 9%	-	8 7%	32 11%	10 5%	5 5%	21 6%	33 9%	1 2%	52 8%
Anytime Day Single Return	<b>37</b> <b>5%</b>	10 8%	13 6%	14 4%	25 7%	10 5%	15 8%	12 4%	32 6%	5 4%	29 5%	6 11%	-	7 6%	20 7%	7 4%	3 3%	16 5%	21 6%	1 2%	33 5%
Off-Peak Super Off-Peak	<b>168</b> <b>24%</b>	21 18%	51 24%	93 25%	70 19%	34 18%	36 20%	98 29%	122 21%	46 34%	160 25%	6 11%	-	41 37%	51 17%	46 23%	29 31%	84 26%	81 22%	13 28%	146 23%
Off-Peak Day Super Off-Peak Day	<b>15</b> <b>2%</b>	2 2%	5 2%	8 2%	9 2%	6 3%	3 2%	6 2%	11 2%	4 3%	14 2%	1 2%	-	1 1%	5 2%	6 3%	3 3%	7 2%	8 2%	3 7%	10 2%
Advance	<b>360</b> <b>51%</b>	40 34%	110 53%	205 55%	185 50%	93 49%	92 51%	175 52%	300 52%	60 44%	348 54%	7 13%	-	44 40%	161 54%	108 54%	45 48%	155 48%	197 54%	23 50%	321 51%
Day Travelcard	<b>9</b> <b>1%</b>	- -	4 2%	5 1%	5 1%	4 2%	1 1%	4 1%	7 1%	2 1%	9 1%	- -	-	3 3%	2 1%	3 2%	1 1%	3 1%	6 2%	- -	7 1%
Weekly or monthly Season Ticket	<b>28</b> <b>4%</b>	26 22%	- -	2 1%	25 7%	17 9%	8 4%	3 1%	26 5%	2 1%	2 *	22 41%	4 100%	8 7%	14 5%	6 3%	- -	17 5%	10 3%	1 2%	26 4%
Special promotion ticket	<b>9</b> <b>1%</b>	2 2%	2 1%	5 1%	3 1%	2 1%	1 1%	6 2%	9 2%	- -	8 1%	- -	-	- -	6 3%	3 3%	4 1%	5 1%	3 7%	5 1%	
Holiday package tour ticket	<b>4</b> <b>1%</b>	- -	- -	4 1%	2 1%	2 1%	- -	2 1%	1 *	3 2%	4 1%	- -	-	- -	2 1%	2 1%	- -	2 1%	1 *	- -	4 1%
Rail Staff Pass	<b>15</b>	1	2	12	6	4	2	9	11	4	13	2	-	-	6	4	5	13	2	1	13
Privilege Ticket Police Concession	<b>2%</b>	1%	1%	3%	2%	2%	1%	3%	2%	3%	2%	4%	-	-	2%	2%	5%	4%	1%	2%	2%
Freedom pass	<b>4</b> <b>1%</b>	1 1%	1 *	2 1%	3 1%	1 1%	2 1%	1 *	3 1%	1 1%	3 *	1 2%	-	- -	1 *	1 1%	2 2%	2 1%	2 1%	- -	4 1%
Other	<b>19</b> <b>3%</b>	4 3%	1 *	13 4%	11 3%	7 4%	4 2%	8 2%	15 3%	4 3%	14 2%	4 7%	-	1 1%	7 2%	7 4%	4 4%	7 2%	12 3%	1 2%	18 3%
Anytime (net)	<b>92</b> <b>13%</b>	22 19%	37 18%	33 9%	60 16%	26 14%	34 19%	32 9%	80 14%	12 9%	79 12%	11 20%	-	15 14%	52 17%	17 9%	8 9%	37 11%	54 15%	2 4%	85 14%
Off peak (net)	<b>182</b> <b>26%</b>	23 19%	56 27%	100 27%	78 21%	40 21%	38 21%	104 31%	132 23%	50 37%	173 27%	7 13%	-	42 38%	56 19%	51 26%	32 34%	91 28%	88 24%	16 35%	155 25%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>682</b>	107	203	360	362	185	177	320	543	139	616	50	3	113	292	193	82	317	353	44	605
Very likely	<b>216</b>	23	54	137	109	54	55	107	165	51	202	11	-	20	87	72	36	80	130	18	189
	<b>32%</b>	21%	27%	38%	30%	29%	31%	33%	30%	37%	33%	22%	-	18%	30%	37%	44%	25%	37%	41%	31%
Fairly likely	<b>113</b>	11	41	58	66	39	27	47	88	25	105	5	1	24	59	21	9	50	62	9	100
	<b>17%</b>	10%	20%	16%	18%	21%	15%	15%	16%	18%	17%	10%	33%	21%	20%	11%	11%	16%	18%	20%	17%
Neither likely nor unlikely	<b>44</b>	12	7	24	21	11	10	23	34	10	40	4	-	8	17	15	4	23	20	1	39
	<b>6%</b>	11%	3%	7%	6%	6%	6%	7%	6%	7%	6%	8%	-	7%	6%	8%	5%	7%	6%	2%	6%
Not very likely	<b>115</b>	23	36	52	57	21	36	58	91	24	103	9	-	20	46	38	10	59	53	4	103
	<b>17%</b>	21%	18%	14%	16%	11%	20%	18%	17%	17%	17%	18%	-	18%	16%	20%	12%	19%	15%	9%	17%
Not at all likely	<b>175</b>	37	61	75	103	56	47	72	150	25	150	19	2	41	73	42	19	97	77	11	157
	<b>26%</b>	35%	30%	21%	28%	30%	27%	23%	28%	18%	24%	38%	67%	36%	25%	22%	23%	31%	22%	25%	26%
Likely (net)	<b>329</b>	34	95	195	175	93	82	154	253	76	307	16	1	44	146	93	45	130	192	27	289
	<b>48%</b>	32%	47%	54%	48%	50%	46%	48%	47%	55%	50%	32%	33%	39%	50%	48%	55%	41%	54%	61%	48%
Not likely (net)	<b>290</b>	60	97	127	160	77	83	130	241	49	253	28	2	61	119	80	29	156	130	15	260
	<b>43%</b>	56%	48%	35%	44%	42%	47%	41%	44%	35%	41%	56%	67%	54%	41%	41%	35%	49%	37%	34%	43%
Don't know/no opinion	<b>19</b>	1	4	14	6	4	2	13	15	4	16	2	-	-	10	5	4	8	11	1	17
	<b>3%</b>	1%	2%	4%	2%	2%	1%	4%	3%	3%	3%	4%	-	-	3%	3%	5%	3%	3%	2%	3%



**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>699</b>	117	211	359	375	191	184	324	563	136	631	53	4	116	302	196	82	325	360	40	626
Very likely	<b>317</b> <b>45%</b>	52 44%	105 50%	156 43%	168 45%	87 46%	81 44%	149 46%	253 45%	64 47%	298 47%	14 26%	1 25%	48 41%	149 49%	92 47%	26 32%	143 44%	166 46%	15 38%	289 46%
Fairly likely	<b>193</b> <b>28%</b>	29 25%	64 30%	96 27%	104 28%	52 27%	52 28%	89 27%	156 28%	37 27%	174 28%	13 25%	1 25%	36 31%	88 29%	49 25%	19 23%	88 27%	100 28%	7 18%	176 28%
Neither likely nor unlikely	<b>40</b> <b>6%</b>	6 5%	10 5%	23 6%	21 6%	7 4%	14 8%	19 6%	35 6%	5 4%	36 6%	3 6%	- -	10 9%	13 4%	10 5%	7 9%	27 8%	13 4%	2 5%	36 6%
Not very likely	<b>54</b> <b>8%</b>	14 12%	11 5%	27 8%	34 9%	19 10%	15 8%	20 6%	39 7%	15 11%	42 7%	11 21%	1 25%	10 9%	18 6%	16 8%	10 12%	20 6%	33 9%	5 13%	46 7%
Not at all likely	<b>80</b> <b>11%</b>	14 12%	17 8%	48 13%	41 11%	23 12%	18 10%	39 12%	68 12%	12 9%	68 11%	10 19%	1 25%	12 10%	26 9%	25 13%	17 21%	38 12%	42 12%	11 28%	64 10%
Likely (net)	<b>510</b> <b>73%</b>	81 69%	169 80%	252 70%	272 73%	139 73%	133 72%	238 73%	409 73%	101 74%	472 75%	27 51%	2 50%	84 72%	237 78%	141 72%	45 55%	231 71%	266 74%	22 55%	465 74%
Not likely (net)	<b>134</b> <b>19%</b>	28 24%	28 13%	75 21%	75 20%	42 22%	33 18%	59 18%	107 19%	27 20%	110 17%	21 40%	2 50%	22 19%	44 15%	41 21%	27 33%	58 18%	75 21%	16 40%	110 18%
Don't know/no opinion	<b>15</b> <b>2%</b>	2 2%	4 2%	9 3%	7 2%	3 2%	4 2%	8 2%	12 2%	3 2%	13 2%	2 4%	- -	- -	8 3%	4 2%	3 4%	9 3%	6 2%	- -	15 2%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>621</b>	107	191	312	340	170	170	281	501	120	561	47	4	116	272	172	60	290	321	36	558
Very likely	<b>209</b> <b>34%</b>	48 45%	58 30%	98 31%	126 37%	60 35%	66 39%	83 30%	162 32%	47 39%	192 34%	12 26%	2 50%	59 51%	105 39%	38 22%	7 12%	92 32%	114 36%	11 31%	196 35%
Fairly likely	<b>131</b> <b>21%</b>	21 20%	47 25%	62 20%	77 23%	33 19%	44 26%	54 19%	103 21%	28 23%	120 21%	10 21%	-	33 28%	62 23%	30 17%	5 8%	65 22%	65 20%	3 8%	122 22%
Neither likely nor unlikely	<b>39</b> <b>6%</b>	6 6%	12 6%	20 6%	15 4%	10 6%	5 3%	24 9%	33 7%	6 5%	35 6%	4 9%	-	8 7%	18 7%	10 6%	3 5%	18 6%	20 6%	1 3%	34 6%
Not very likely	<b>87</b> <b>14%</b>	12 11%	32 17%	42 13%	46 14%	22 13%	24 14%	41 15%	72 14%	15 13%	80 14%	7 15%	-	9 8%	38 14%	30 17%	10 17%	42 14%	44 14%	5 14%	75 13%
Not at all likely	<b>155</b> <b>25%</b>	20 19%	42 22%	90 29%	76 22%	45 26%	31 18%	79 28%	131 26%	24 20%	134 24%	14 30%	2 50%	7 6%	49 18%	64 37%	35 58%	73 25%	78 24%	16 44%	131 23%
Likely (net)	<b>340</b> <b>55%</b>	69 64%	105 55%	160 51%	203 60%	93 55%	110 65%	137 49%	265 53%	75 63%	312 56%	22 47%	2 50%	92 79%	167 61%	68 40%	12 20%	157 54%	179 56%	14 39%	318 57%
Not likely (net)	<b>242</b> <b>39%</b>	32 30%	74 39%	132 42%	122 36%	67 39%	55 32%	120 43%	203 41%	39 33%	214 38%	21 45%	2 50%	16 14%	87 32%	94 55%	45 75%	115 40%	122 38%	21 58%	206 37%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>647</b>	112	197	327	351	178	173	296	520	127	582	51	4	116	286	178	66	308	328	35	583
Very likely	<b>184</b>	46	56	78	112	56	56	72	143	41	168	12	1	52	97	31	4	90	91	8	173
	<b>28%</b>	41%	28%	24%	32%	31%	32%	24%	28%	32%	29%	24%	25%	45%	34%	17%	6%	29%	28%	23%	30%
Fairly likely	<b>123</b>	23	39	61	74	36	38	49	94	29	112	11	-	30	64	23	5	61	61	3	115
	<b>19%</b>	21%	20%	19%	21%	20%	22%	17%	18%	23%	19%	22%	-	26%	22%	13%	8%	20%	19%	9%	20%
Neither likely nor unlikely	<b>44</b>	5	17	21	19	8	11	25	37	7	41	2	-	8	17	14	5	21	23	1	39
	<b>7%</b>	4%	9%	6%	5%	4%	6%	8%	7%	6%	7%	4%	-	7%	6%	8%	8%	7%	7%	3%	7%
Not very likely	<b>91</b>	14	27	48	49	24	25	42	75	16	81	9	1	12	39	29	11	37	53	5	77
	<b>14%</b>	13%	14%	15%	14%	13%	14%	14%	14%	13%	14%	18%	25%	10%	14%	16%	17%	12%	16%	14%	13%
Not at all likely	<b>182</b>	22	51	105	88	49	39	94	153	29	160	14	2	14	59	74	35	86	91	16	159
	<b>28%</b>	20%	26%	32%	25%	28%	23%	32%	29%	23%	27%	27%	50%	12%	21%	42%	53%	28%	28%	46%	27%
Likely (net)	<b>307</b>	69	95	139	186	92	94	121	237	70	280	23	1	82	161	54	9	151	152	11	288
	<b>47%</b>	62%	48%	43%	53%	52%	54%	41%	46%	55%	48%	45%	25%	71%	56%	30%	14%	49%	46%	31%	49%
Not likely (net)	<b>273</b>	36	78	153	137	73	64	136	228	45	241	23	3	26	98	103	46	123	144	21	236
	<b>42%</b>	32%	40%	47%	39%	41%	37%	46%	44%	35%	41%	45%	75%	22%	34%	58%	70%	40%	44%	60%	40%
Don't know/no opinion	<b>23</b>	2	7	14	9	5	4	14	18	5	20	3	-	-	10	7	6	13	9	2	20
	<b>4%</b>	2%	4%	4%	3%	3%	2%	5%	3%	4%	3%	6%	-	-	3%	4%	9%	4%	3%	6%	3%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>626</b>	104	194	317	336	170	166	290	503	123	562	50	4	113	273	175	64	300	318	34	562
Very likely	<b>75</b> <b>12%</b>	14 13%	23 12%	37 12%	43 13%	21 12%	22 13%	32 11%	59 12%	16 13%	64 11%	8 16%	1 25%	25 22%	33 12%	12 7%	5 8%	37 12%	37 12%	3 9%	71 13%
Fairly likely	<b>76</b> <b>12%</b>	20 19%	24 12%	30 9%	48 14%	24 14%	24 14%	28 10%	61 12%	15 12%	63 11%	11 22%	-	19 17%	38 14%	17 10%	2 3%	39 13%	37 12%	2 6%	71 13%
Neither likely nor unlikely	<b>60</b> <b>10%</b>	10 10%	20 10%	29 9%	30 9%	13 8%	17 10%	30 10%	47 9%	13 11%	56 10%	3 6%	-	10 9%	37 14%	10 6%	3 5%	33 11%	27 8%	4 12%	50 9%
Not very likely	<b>103</b> <b>16%</b>	19 18%	34 18%	49 15%	60 18%	23 14%	37 22%	43 15%	81 16%	22 18%	96 17%	7 14%	-	22 19%	36 13%	32 18%	12 19%	55 18%	47 15%	5 15%	90 16%
Not at all likely	<b>177</b> <b>28%</b>	20 19%	45 23%	109 34%	90 27%	53 31%	37 22%	87 30%	148 29%	29 24%	162 29%	10 20%	2 50%	12 11%	63 23%	68 39%	34 53%	77 26%	95 30%	16 47%	152 27%
Likely (net)	<b>151</b> <b>24%</b>	34 33%	47 24%	67 21%	91 27%	45 26%	46 28%	60 21%	120 24%	31 25%	127 23%	19 38%	1 25%	44 39%	71 26%	29 17%	7 11%	76 25%	74 23%	5 15%	142 25%
Not likely (net)	<b>280</b> <b>45%</b>	39 38%	79 41%	158 50%	150 45%	76 45%	74 45%	130 45%	229 46%	51 41%	258 46%	17 34%	2 50%	34 30%	99 36%	100 57%	46 72%	132 44%	142 45%	21 62%	242 43%
Don't know/no opinion	<b>135</b> <b>22%</b>	21 20%	48 25%	63 20%	65 19%	36 21%	29 17%	70 24%	107 21%	28 23%	121 22%	11 22%	1 25%	25 22%	66 24%	36 21%	8 13%	59 20%	75 24%	4 12%	128 23%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>699</b>	112	206	370	372	187	185	327	560	139	632	52	3	114	289	197	96	319	366	43	624
Did not use a railcard	<b>462</b>	95	159	201	268	135	133	194	379	83	408	44	3	70	264	110	16	218	235	19	422
	<b>66%</b>	85%	77%	54%	72%	72%	72%	59%	68%	60%	65%	85%	100%	61%	91%	56%	17%	68%	64%	44%	68%
Disabled Persons Railcard	<b>11</b>	1	2	8	6	4	2	5	6	5	11	-	-	-	5	4	2	3	8	8	2
	<b>2%</b>	1%	1%	2%	2%	2%	1%	2%	1%	4%	2%	-	-	-	2%	2%	2%	1%	2%	19%	*
16-25 Railcard	<b>41</b>	-	5	35	16	4	12	25	27	14	40	1	-	39	2	-	-	18	23	-	40
	<b>6%</b>	-	2%	9%	4%	2%	6%	8%	5%	10%	6%	2%	-	34%	1%	-	-	6%	6%	-	6%
Network Railcard	<b>1</b>	-	-	1	1	1	-	-	-	1	1	-	-	-	-	1	-	1	-	-	1
	<b>*</b>	-	-	*	*	1%	-	-	-	1%	*	-	-	-	-	1%	-	*	-	-	*
Senior Railcard	<b>155</b>	13	38	101	65	31	34	90	131	24	146	5	-	-	-	78	76	68	82	15	132
	<b>22%</b>	12%	18%	27%	17%	17%	18%	28%	23%	17%	23%	10%	-	-	-	40%	79%	21%	22%	35%	21%
Forces Railcard	<b>8</b>	1	2	5	7	4	3	1	5	3	8	-	-	3	5	-	-	5	3	-	8
	<b>1%</b>	1%	1%	1%	2%	2%	2%	*	1%	2%	1%	-	-	3%	2%	-	-	2%	1%	-	1%
Family & Friends Railcard	<b>11</b>	-	-	11	8	6	2	3	4	7	11	-	-	1	8	2	-	3	8	1	9
	<b>2%</b>	-	-	3%	2%	3%	1%	1%	1%	5%	2%	-	-	1%	3%	1%	-	1%	2%	2%	1%
GroupSave discount	<b>1</b>	-	-	1	-	-	-	1	1	-	1	-	-	-	-	1	-	-	1	-	1
	<b>*</b>	-	-	*	-	-	-	*	*	-	*	-	-	-	-	1%	-	-	*	-	*
Other railcard	<b>15</b>	3	1	11	5	3	2	10	10	5	12	2	-	2	8	2	3	4	11	-	14
	<b>2%</b>	3%	*	3%	1%	2%	1%	3%	2%	4%	2%	4%	-	2%	3%	1%	3%	1%	3%	-	2%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>733</b>	120	220	381	389	201	188	344	590	143	659	57	4	116	313	204	96	340	378	47	650
Very good	<b>427</b> <b>58%</b>	58 48%	132 60%	229 60%	207 53%	111 55%	96 51%	220 64%	335 57%	92 64%	392 59%	25 44%	2 50%	48 41%	179 57%	130 64%	67 70%	194 57%	223 59%	31 66%	380 58%
Fairly good	<b>270</b> <b>37%</b>	49 41%	82 37%	137 36%	159 41%	78 39%	81 43%	111 32%	224 38%	46 32%	243 37%	22 39%	2 50%	59 51%	119 38%	65 32%	26 27%	133 39%	135 36%	14 30%	240 37%
Neither good nor poor	<b>19</b> <b>3%</b>	7 6%	2 1%	8 2%	12 3%	5 2%	7 4%	7 2%	16 3%	3 2%	12 2%	5 9%	-	5 4%	6 2%	7 3%	1 1%	7 2%	11 3%	1 2%	16 2%
Fairly poor	<b>10</b> <b>1%</b>	3 3%	2 1%	5 1%	7 2%	6 3%	1 1%	3 1%	9 2%	1 1%	8 1%	2 4%	-	3 3%	3 1%	2 1%	2 2%	3 1%	6 2%	-	9 1%
Very poor	<b>7</b> <b>1%</b>	3 3%	2 1%	2 1%	4 1%	1 *	3 2%	3 1%	6 1%	1 1%	4 1%	3 5%	-	1 1%	6 2%	-	-	3 1%	3 1%	1 2%	5 1%
Good (net)	<b>697</b> <b>95%</b>	107 89%	214 97%	366 96%	366 94%	189 94%	177 94%	331 96%	559 95%	138 97%	635 96%	47 82%	4 100%	107 92%	298 95%	195 96%	93 97%	327 96%	358 95%	45 96%	620 95%
Poor (net)	<b>17</b> <b>2%</b>	6 5%	4 2%	7 2%	11 3%	7 3%	4 2%	6 2%	15 3%	2 1%	12 2%	5 9%	-	4 3%	9 3%	2 1%	2 2%	6 2%	9 2%	1 2%	14 2%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>718</b>	120	217	369	384	197	187	334	579	139	644	57	4	114	308	202	90	336	367	46	636
Very good	<b>238</b> <b>33%</b>	28 23%	73 34%	132 36%	113 29%	71 36%	42 22%	125 37%	177 31%	61 44%	214 33%	15 26%	2 50%	43 38%	99 32%	58 29%	37 41%	99 29%	134 37%	18 39%	213 33%
Fairly good	<b>358</b> <b>50%</b>	67 56%	104 48%	183 50%	202 53%	92 47%	110 59%	156 47%	298 51%	60 43%	322 50%	32 56%	1 25%	51 45%	158 51%	105 52%	41 46%	171 51%	178 49%	19 41%	316 50%
Neither good nor poor	<b>88</b> <b>12%</b>	22 18%	28 13%	36 10%	49 13%	26 13%	23 12%	39 12%	72 12%	16 12%	77 12%	8 14%	1 25%	12 11%	34 11%	33 16%	9 10%	44 13%	43 12%	5 11%	79 12%
Fairly poor	<b>28</b> <b>4%</b>	3 3%	10 5%	15 4%	16 4%	7 4%	9 5%	12 4%	26 4%	2 1%	26 4%	2 4%	-	5 4%	15 5%	6 3%	2 2%	19 6%	9 2%	3 7%	23 4%
Very poor	<b>6</b> <b>1%</b>	-	2 1%	3 1%	4 1%	1 1%	3 2%	2 1%	6 1%	-	5 1%	-	-	3 3%	2 1%	-	1 1%	3 1%	3 1%	1 2%	5 1%
Good (net)	<b>596</b> <b>83%</b>	95 79%	177 82%	315 85%	315 82%	163 83%	152 81%	281 84%	475 82%	121 87%	536 83%	47 82%	3 75%	94 82%	257 83%	163 81%	78 87%	270 80%	312 85%	37 80%	529 83%
Poor (net)	<b>34</b> <b>5%</b>	3 3%	12 6%	18 5%	20 5%	8 4%	12 6%	14 4%	32 6%	2 1%	31 5%	2 4%	-	8 7%	17 6%	6 3%	3 3%	22 7%	12 3%	4 9%	28 4%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>706</b>	116	212	366	376	192	184	330	571	135	638	51	4	111	298	202	91	329	362	45	627
Very good	<b>230</b> <b>33%</b>	29 25%	68 32%	127 35%	113 30%	67 35%	46 25%	117 35%	175 31%	55 41%	205 32%	15 29%	2 50%	39 35%	89 30%	61 30%	40 44%	99 30%	125 35%	18 40%	206 33%
Fairly good	<b>364</b> <b>52%</b>	64 55%	111 52%	185 51%	202 54%	93 48%	109 59%	162 49%	304 53%	60 44%	332 52%	28 55%	1 25%	51 46%	159 53%	108 53%	43 47%	166 50%	192 53%	21 47%	325 52%
Neither good nor poor	<b>75</b> <b>11%</b>	17 15%	28 13%	29 8%	41 11%	21 11%	20 11%	34 10%	58 10%	17 13%	67 11%	6 12%	1 25%	16 14%	34 11%	20 10%	5 5%	43 13%	30 8%	3 7%	64 10%
Fairly poor	<b>29</b> <b>4%</b>	6 5%	2 1%	20 5%	15 4%	8 4%	7 4%	14 4%	26 5%	3 2%	26 4%	2 4%	-	3 3%	12 4%	13 6%	1 1%	16 5%	12 3%	2 4%	25 4%
Very poor	<b>8</b> <b>1%</b>	-	3 1%	5 1%	5 1%	3 2%	2 1%	3 1%	8 1%	-	8 1%	-	-	2 2%	4 1%	-	2 2%	5 2%	3 1%	1 2%	7 1%
Good (net)	<b>594</b> <b>84%</b>	93 80%	179 84%	312 85%	315 84%	160 83%	155 84%	279 85%	479 84%	115 85%	537 84%	43 84%	3 75%	90 81%	248 83%	169 84%	83 91%	265 81%	317 88%	39 87%	531 85%
Poor (net)	<b>37</b> <b>5%</b>	6 5%	5 2%	25 7%	20 5%	11 6%	9 5%	17 5%	34 6%	3 2%	34 5%	2 4%	-	5 5%	16 5%	13 6%	3 3%	21 6%	15 4%	3 7%	32 5%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>666</b>	113	203	340	344	177	167	322	535	131	596	54	4	103	282	190	87	316	336	43	591
Very good	<b>194</b>	23	58	108	86	48	38	108	154	40	180	6	2	26	79	51	37	77	112	19	170
	<b>29%</b>	20%	29%	32%	25%	27%	23%	34%	29%	31%	30%	11%	50%	25%	28%	27%	43%	24%	33%	44%	29%
Fairly good	<b>293</b>	50	93	148	149	75	74	144	236	57	260	30	1	48	124	86	32	148	138	15	260
	<b>44%</b>	44%	46%	44%	43%	42%	44%	45%	44%	44%	44%	56%	25%	47%	44%	45%	37%	47%	41%	35%	44%
Neither good nor poor	<b>97</b>	20	28	47	56	25	31	41	79	18	87	8	-	17	37	33	10	48	48	3	89
	<b>15%</b>	18%	14%	14%	16%	14%	19%	13%	15%	14%	15%	15%	-	17%	13%	17%	11%	15%	14%	7%	15%
Fairly poor	<b>63</b>	17	15	30	39	21	18	24	51	12	53	7	1	12	27	19	5	31	31	5	55
	<b>9%</b>	15%	7%	9%	11%	12%	11%	7%	10%	9%	9%	13%	25%	12%	10%	10%	6%	10%	9%	12%	9%
Very poor	<b>19</b>	3	9	7	14	8	6	5	15	4	16	3	-	-	15	1	3	12	7	1	17
	<b>3%</b>	3%	4%	2%	4%	5%	4%	2%	3%	3%	3%	6%	-	-	5%	1%	3%	4%	2%	2%	3%
Good (net)	<b>487</b>	73	151	256	235	123	112	252	390	97	440	36	3	74	203	137	69	225	250	34	430
	<b>73%</b>	65%	74%	75%	68%	69%	67%	78%	73%	74%	74%	67%	75%	72%	72%	72%	79%	71%	74%	79%	73%
Poor (net)	<b>82</b>	20	24	37	53	29	24	29	66	16	69	10	1	12	42	20	8	43	38	6	72
	<b>12%</b>	18%	12%	11%	15%	16%	14%	9%	12%	12%	12%	19%	25%	12%	15%	11%	9%	14%	11%	14%	12%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>632</b>	114	184	324	335	179	156	297	505	127	567	51	4	105	270	174	80	299	321	39	562
Very good	<b>167</b>	27	40	96	76	45	31	91	129	38	151	12	1	22	68	50	26	71	93	11	149
	<b>26%</b>	24%	22%	30%	23%	25%	20%	31%	26%	30%	27%	24%	25%	21%	25%	29%	33%	24%	29%	28%	27%
Fairly good	<b>292</b>	54	76	159	163	84	79	129	236	56	259	26	2	50	125	79	36	140	146	16	265
	<b>46%</b>	47%	41%	49%	49%	47%	51%	43%	47%	44%	46%	51%	50%	48%	46%	45%	45%	47%	45%	41%	47%
Neither good nor poor	<b>129</b>	22	53	52	71	35	36	58	101	28	122	5	1	24	54	35	16	67	60	9	111
	<b>20%</b>	19%	29%	16%	21%	20%	23%	20%	20%	22%	22%	10%	25%	23%	20%	20%	20%	22%	19%	23%	20%
Fairly poor	<b>29</b>	7	10	11	17	13	4	12	25	4	23	5	-	8	14	6	1	14	14	2	26
	<b>5%</b>	6%	5%	3%	5%	7%	3%	4%	5%	3%	4%	10%	-	8%	5%	3%	1%	5%	4%	5%	5%
Very poor	<b>15</b>	4	5	6	8	2	6	7	14	1	12	3	-	1	9	4	1	7	8	1	11
	<b>2%</b>	4%	3%	2%	2%	1%	4%	2%	3%	1%	2%	6%	-	1%	3%	2%	1%	2%	2%	3%	2%
Good (net)	<b>459</b>	81	116	255	239	129	110	220	365	94	410	38	3	72	193	129	62	211	239	27	414
	<b>73%</b>	71%	63%	79%	71%	72%	71%	74%	72%	74%	72%	75%	75%	69%	71%	74%	78%	71%	74%	69%	74%
Poor (net)	<b>44</b>	11	15	17	25	15	10	19	39	5	35	8	-	9	23	10	2	21	22	3	37
	<b>7%</b>	10%	8%	5%	7%	8%	6%	6%	8%	4%	6%	16%	-	9%	9%	6%	3%	7%	7%	8%	7%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>563</b>	104	161	289	307	167	140	256	452	111	500	49	4	94	239	151	76	261	291	37	498
Very good	<b>202</b> <b>36%</b>	33 32%	48 30%	117 40%	103 34%	68 41%	35 25%	99 39%	160 35%	42 38%	181 36%	16 33%	2 50%	28 30%	79 33%	61 40%	33 43%	85 33%	113 39%	17 46%	175 35%
Fairly good	<b>235</b> <b>42%</b>	39 38%	66 41%	127 44%	124 40%	61 37%	63 45%	111 43%	188 42%	47 42%	211 42%	17 35%	1 25%	37 39%	98 41%	63 42%	35 46%	118 45%	113 39%	15 41%	210 42%
Neither good nor poor	<b>100</b> <b>18%</b>	18 17%	41 25%	39 13%	63 21%	27 16%	36 26%	37 14%	80 18%	20 18%	90 18%	8 16%	1 25%	19 20%	49 21%	24 16%	8 11%	47 18%	51 18%	3 8%	91 18%
Fairly poor	<b>15</b> <b>3%</b>	9 9%	5 3%	1 *	11 4%	8 5%	3 2%	4 2%	15 3%	- -	9 2%	6 12%	- -	8 9%	5 2%	2 1%	- -	6 2%	8 3%	1 3%	14 3%
Very poor	<b>11</b> <b>2%</b>	5 5%	1 1%	5 2%	6 2%	3 2%	3 2%	5 2%	9 2%	2 2%	9 2%	2 4%	- -	2 2%	8 3%	1 1%	- -	5 2%	6 2%	1 3%	8 2%
Good (net)	<b>437</b> <b>78%</b>	72 69%	114 71%	244 84%	227 74%	129 77%	98 70%	210 82%	348 77%	89 80%	392 78%	33 67%	3 75%	65 69%	177 74%	124 82%	68 89%	203 78%	226 78%	32 86%	385 77%
Poor (net)	<b>26</b> <b>5%</b>	14 13%	6 4%	6 2%	17 6%	11 7%	6 4%	9 4%	24 5%	2 2%	18 4%	8 16%	- -	10 11%	13 5%	3 2%	- -	11 4%	14 5%	2 5%	22 4%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>566</b>	95	178	283	294	152	142	272	455	111	509	43	3	98	235	161	68	281	273	34	503
Very good	<b>206</b>	24	64	113	94	47	47	112	158	48	190	9	2	39	73	63	30	106	95	8	189
	<b>36%</b>	25%	36%	40%	32%	31%	33%	41%	35%	43%	37%	21%	67%	40%	31%	39%	44%	38%	35%	24%	38%
Fairly good	<b>237</b>	33	85	115	125	61	64	112	192	45	215	17	-	39	104	68	23	120	114	17	206
	<b>42%</b>	35%	48%	41%	43%	40%	45%	41%	42%	41%	42%	40%	-	40%	44%	42%	34%	43%	42%	50%	41%
Neither good nor poor	<b>70</b>	19	21	30	44	25	19	26	62	8	60	10	-	11	34	16	9	33	37	2	63
	<b>12%</b>	20%	12%	11%	15%	16%	13%	10%	14%	7%	12%	23%	-	11%	14%	10%	13%	12%	14%	6%	13%
Fairly poor	<b>43</b>	15	8	19	27	18	9	16	34	9	36	5	1	6	21	12	4	20	21	7	36
	<b>8%</b>	16%	4%	7%	9%	12%	6%	6%	7%	8%	7%	12%	33%	6%	9%	7%	6%	7%	8%	21%	7%
Very poor	<b>10</b>	4	-	6	4	1	3	6	9	1	8	2	-	3	3	2	2	2	6	-	9
	<b>2%</b>	4%	-	2%	1%	1%	2%	2%	2%	1%	2%	5%	-	3%	1%	1%	3%	1%	2%	-	2%
Good (net)	<b>443</b>	57	149	228	219	108	111	224	350	93	405	26	2	78	177	131	53	226	209	25	395
	<b>78%</b>	60%	84%	81%	74%	71%	78%	82%	77%	84%	80%	60%	67%	80%	75%	81%	78%	80%	77%	74%	79%
Poor (net)	<b>53</b>	19	8	25	31	19	12	22	43	10	44	7	1	9	24	14	6	22	27	7	45
	<b>9%</b>	20%	4%	9%	11%	13%	8%	8%	9%	9%	9%	16%	33%	9%	10%	9%	9%	8%	10%	21%	9%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>516</b>	112	153	242	286	157	129	230	415	101	454	48	4	97	215	133	68	249	259	29	463
Very good	<b>174</b> <b>34%</b>	32 29%	47 31%	90 37%	86 30%	56 36%	30 23%	88 38%	129 31%	45 45%	155 34%	11 23%	2 50%	28 29%	66 31%	44 33%	35 51%	76 31%	96 37%	12 41%	154 33%
Fairly good	<b>238</b> <b>46%</b>	45 40%	82 54%	107 44%	138 48%	71 45%	67 52%	100 43%	204 49%	34 34%	211 46%	21 44%	2 50%	48 49%	97 45%	68 51%	23 34%	121 49%	113 44%	11 38%	216 47%
Neither good nor poor	<b>65</b> <b>13%</b>	18 16%	13 8%	34 14%	38 13%	23 15%	15 12%	27 12%	47 11%	18 18%	57 13%	8 17%	-	16 16%	29 13%	13 10%	7 10%	29 12%	35 14%	3 10%	60 13%
Fairly poor	<b>33</b> <b>6%</b>	15 13%	8 5%	10 4%	21 7%	6 4%	15 12%	12 5%	31 7%	2 2%	27 6%	6 13%	-	4 4%	18 8%	8 6%	3 4%	17 7%	15 6%	3 10%	27 6%
Very poor	<b>6</b> <b>1%</b>	2 2%	3 2%	1 *	3 1%	1 1%	2 2%	3 1%	4 1%	2 2%	4 1%	2 4%	-	1 1%	5 2%	-	-	6 2%	-	-	6 1%
Good (net)	<b>412</b> <b>80%</b>	77 69%	129 84%	197 81%	224 78%	127 81%	97 75%	188 82%	333 80%	79 78%	366 81%	32 67%	4 100%	76 78%	163 76%	112 84%	58 85%	197 79%	209 81%	23 79%	370 80%
Poor (net)	<b>39</b> <b>8%</b>	17 15%	11 7%	11 5%	24 8%	7 4%	17 13%	15 7%	35 8%	4 4%	31 7%	8 17%	-	5 5%	23 11%	8 6%	3 4%	23 9%	15 6%	3 10%	33 7%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>131</b>	34	34	61	77	49	28	54	100	31	109	18	2	32	63	23	11	65	61	10	114
Very good	<b>46</b>	7	15	22	24	17	7	22	32	14	41	2	1	14	22	5	4	20	24	4	39
	<b>35%</b>	21%	44%	36%	31%	35%	25%	41%	32%	45%	38%	11%	50%	44%	35%	22%	36%	31%	39%	40%	34%
Fairly good	<b>47</b>	11	7	29	28	20	8	19	33	14	39	8	-	10	20	11	5	23	22	5	40
	<b>36%</b>	32%	21%	48%	36%	41%	29%	35%	33%	45%	36%	44%	-	31%	32%	48%	45%	35%	36%	50%	35%
Neither good nor poor	<b>26</b>	11	8	7	22	12	10	4	23	3	19	6	1	4	15	5	2	15	10	1	23
	<b>20%</b>	32%	24%	11%	29%	24%	36%	7%	23%	10%	17%	33%	50%	13%	24%	22%	18%	23%	16%	10%	20%
Fairly poor	<b>7</b>	3	2	2	1	-	1	6	7	-	6	1	-	1	4	2	-	4	3	-	7
	<b>5%</b>	9%	6%	3%	1%	-	4%	11%	7%	-	6%	6%	-	3%	6%	9%	-	6%	5%	-	6%
Very poor	<b>5</b>	2	2	1	2	-	2	3	5	-	4	1	-	3	2	-	-	3	2	-	5
	<b>4%</b>	6%	6%	2%	3%	-	7%	6%	5%	-	4%	6%	-	9%	3%	-	-	5%	3%	-	4%
Good (net)	<b>93</b>	18	22	51	52	37	15	41	65	28	80	10	1	24	42	16	9	43	46	9	79
	<b>71%</b>	53%	65%	84%	68%	76%	54%	76%	65%	90%	73%	56%	50%	75%	67%	70%	82%	66%	75%	90%	69%
Poor (net)	<b>12</b>	5	4	3	3	-	3	9	12	-	10	2	-	4	6	2	-	7	5	-	12
	<b>9%</b>	15%	12%	5%	4%	-	11%	17%	12%	-	9%	11%	-	13%	10%	9%	-	11%	8%	-	11%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>629</b>	104	186	328	334	174	160	295	496	133	564	50	4	108	269	174	75	291	325	40	562
Very good	<b>209</b>	22	63	121	102	61	41	107	154	55	191	12	1	33	82	62	31	93	111	16	184
	<b>33%</b>	21%	34%	37%	31%	35%	26%	36%	31%	41%	34%	24%	25%	31%	30%	36%	41%	32%	34%	40%	33%
Fairly good	<b>272</b>	53	80	131	157	73	84	115	222	50	237	27	2	49	121	74	27	131	137	13	249
	<b>43%</b>	51%	43%	40%	47%	42%	53%	39%	45%	38%	42%	54%	50%	45%	45%	43%	36%	45%	42%	33%	44%
Neither good nor poor	<b>138</b>	26	41	71	69	37	32	69	112	26	129	9	-	22	63	36	16	66	68	8	122
	<b>22%</b>	25%	22%	22%	21%	21%	20%	23%	23%	20%	23%	18%	-	20%	23%	21%	21%	23%	21%	20%	22%
Fairly poor	<b>6</b>	2	-	4	4	3	1	2	4	2	4	1	1	2	1	2	1	-	6	1	5
	<b>1%</b>	2%	-	1%	1%	2%	1%	1%	1%	2%	1%	2%	25%	2%	*	1%	1%	-	2%	3%	1%
Very poor	<b>4</b>	1	2	1	2	-	2	2	4	-	3	1	-	2	2	-	-	1	3	2	2
	<b>1%</b>	1%	1%	*	1%	-	1%	1%	1%	-	1%	2%	-	2%	1%	-	-	*	1%	5%	*
Good (net)	<b>481</b>	75	143	252	259	134	125	222	376	105	428	39	3	82	203	136	58	224	248	29	433
	<b>76%</b>	72%	77%	77%	78%	77%	78%	75%	76%	79%	76%	78%	75%	76%	75%	78%	77%	77%	76%	73%	77%
Poor (net)	<b>10</b>	3	2	5	6	3	3	4	8	2	7	2	1	4	3	2	1	1	9	3	7
	<b>2%</b>	3%	1%	2%	2%	2%	2%	1%	2%	2%	1%	4%	25%	4%	1%	1%	1%	*	3%	8%	1%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>688</b>	108	207	361	361	181	180	327	555	133	625	46	4	108	294	187	95	319	356	44	610
Very good	<b>121</b> <b>18%</b>	14 13%	38 18%	65 18%	65 18%	36 20%	29 16%	56 17%	97 17%	24 18%	113 18%	3 7%	-	15 14%	51 17%	35 19%	19 20%	57 18%	62 17%	5 11%	110 18%
Fairly good	<b>339</b> <b>49%</b>	57 53%	103 50%	176 49%	177 49%	90 50%	87 48%	162 50%	276 50%	63 47%	301 48%	28 61%	4 100%	58 54%	153 52%	86 46%	41 43%	163 51%	171 48%	27 61%	296 49%
Neither good nor poor	<b>102</b> <b>15%</b>	20 19%	31 15%	48 13%	55 15%	22 12%	33 18%	47 14%	83 15%	19 14%	95 15%	6 13%	-	13 12%	44 15%	29 16%	14 15%	52 16%	46 13%	3 7%	92 15%
Fairly poor	<b>92</b> <b>13%</b>	15 14%	25 12%	50 14%	46 13%	21 12%	25 14%	46 14%	72 13%	20 15%	84 13%	7 15%	-	18 17%	34 12%	30 16%	10 11%	35 11%	56 16%	7 16%	82 13%
Very poor	<b>34</b> <b>5%</b>	2 2%	10 5%	22 6%	18 5%	12 7%	6 3%	16 5%	27 5%	7 5%	32 5%	2 4%	-	4 4%	12 4%	7 4%	11 12%	12 4%	21 6%	2 5%	30 5%
Good (net)	<b>460</b> <b>67%</b>	71 66%	141 68%	241 67%	242 67%	126 70%	116 64%	218 67%	373 67%	87 65%	414 66%	31 67%	4 100%	73 68%	204 69%	121 65%	60 63%	220 69%	233 65%	32 73%	406 67%
Poor (net)	<b>126</b> <b>18%</b>	17 16%	35 17%	72 20%	64 18%	33 18%	31 17%	62 19%	99 18%	27 20%	116 19%	9 20%	-	22 20%	46 16%	37 20%	21 22%	47 15%	77 22%	9 20%	112 18%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>725</b>	120	213	380	386	196	190	339	585	140	652	56	4	117	312	198	94	333	377	45	644
Very good	<b>189</b> <b>26%</b>	20 17%	51 24%	112 29%	92 24%	49 25%	43 23%	97 29%	153 26%	36 26%	177 27%	8 14%	-	31 26%	67 21%	55 28%	35 37%	76 23%	108 29%	10 22%	170 26%
Fairly good	<b>328</b> <b>45%</b>	57 48%	96 45%	173 46%	174 45%	89 45%	85 45%	154 45%	272 46%	56 40%	290 44%	28 50%	4 100%	49 42%	149 48%	89 45%	39 41%	161 48%	160 42%	21 47%	290 45%
Neither good nor poor	<b>80</b> <b>11%</b>	14 12%	22 10%	42 11%	44 11%	21 11%	23 12%	36 11%	59 10%	21 15%	75 12%	5 9%	-	15 13%	31 10%	21 11%	13 14%	36 11%	44 12%	7 16%	68 11%
Fairly poor	<b>76</b> <b>10%</b>	16 13%	27 13%	32 8%	52 13%	24 12%	28 15%	24 7%	59 10%	17 12%	67 10%	7 13%	-	12 10%	40 13%	22 11%	2 2%	32 10%	42 11%	3 7%	71 11%
Very poor	<b>52</b> <b>7%</b>	13 11%	17 8%	21 6%	24 6%	13 7%	11 6%	28 8%	42 7%	10 7%	43 7%	8 14%	-	10 9%	25 8%	11 6%	5 5%	28 8%	23 6%	4 9%	45 7%
Good (net)	<b>517</b> <b>71%</b>	77 64%	147 69%	285 75%	266 69%	138 70%	128 67%	251 74%	425 73%	92 66%	467 72%	36 64%	4 100%	80 68%	216 69%	144 73%	74 79%	237 71%	268 71%	31 69%	460 71%
Poor (net)	<b>128</b> <b>18%</b>	29 24%	44 21%	53 14%	76 20%	37 19%	39 21%	52 15%	101 17%	27 19%	110 17%	15 27%	-	22 19%	65 21%	33 17%	7 7%	60 18%	65 17%	7 16%	116 18%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>731</b>	120	216	383	389	199	190	342	587	144	659	56	4	117	312	202	96	336	380	46	650
Very good	<b>180</b> <b>25%</b>	15 13%	44 20%	114 30%	86 22%	46 23%	40 21%	94 27%	138 24%	42 29%	167 25%	7 13%	-	28 24%	65 21%	48 24%	38 40%	66 20%	108 28%	13 28%	159 24%
Fairly good	<b>363</b> <b>50%</b>	63 53%	111 51%	186 49%	203 52%	108 54%	95 50%	160 47%	297 51%	66 46%	326 49%	29 52%	3 75%	59 50%	156 50%	107 53%	39 41%	171 51%	184 48%	25 54%	323 50%
Neither good nor poor	<b>109</b> <b>15%</b>	23 19%	36 17%	49 13%	55 14%	24 12%	31 16%	54 16%	88 15%	21 15%	99 15%	9 16%	1 25%	15 13%	49 16%	30 15%	14 15%	58 17%	50 13%	3 7%	96 15%
Fairly poor	<b>60</b> <b>8%</b>	12 10%	19 9%	28 7%	35 9%	14 7%	21 11%	25 7%	46 8%	14 10%	52 8%	7 13%	-	12 10%	30 10%	13 6%	5 5%	29 9%	31 8%	3 7%	55 8%
Very poor	<b>19</b> <b>3%</b>	7 6%	6 3%	6 2%	10 3%	7 4%	3 2%	9 3%	18 3%	1 1%	15 2%	4 7%	-	3 3%	12 4%	4 2%	-	12 4%	7 2%	2 4%	17 3%
Good (net)	<b>543</b> <b>74%</b>	78 65%	155 72%	300 78%	289 74%	154 77%	135 71%	254 74%	435 74%	108 75%	493 75%	36 64%	3 75%	87 74%	221 71%	155 77%	77 80%	237 71%	292 77%	38 83%	482 74%
Poor (net)	<b>79</b> <b>11%</b>	19 16%	25 12%	34 9%	45 12%	21 11%	24 13%	34 10%	64 11%	15 10%	67 10%	11 20%	-	15 13%	42 13%	17 8%	5 5%	41 12%	38 10%	5 11%	72 11%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>114</b>	33	28	51	71	38	33	43	89	25	94	18	2	26	59	21	7	60	52	7	101
Very good	<b>16</b>	5	4	7	11	4	7	5	12	4	12	4	-	6	8	2	-	7	9	1	14
	<b>14%</b>	15%	14%	14%	15%	11%	21%	12%	13%	16%	13%	22%	-	23%	14%	10%	-	12%	17%	14%	14%
Fairly good	<b>19</b>	5	4	10	11	7	4	8	16	3	15	2	2	7	8	2	1	9	9	2	15
	<b>17%</b>	15%	14%	20%	15%	18%	12%	19%	18%	12%	16%	11%	100%	27%	14%	10%	14%	15%	17%	29%	15%
Neither good nor poor	<b>28</b>	11	5	11	20	13	7	8	19	9	23	5	-	3	14	9	2	17	10	2	24
	<b>25%</b>	33%	18%	22%	28%	34%	21%	19%	21%	36%	24%	28%	-	12%	24%	43%	29%	28%	19%	29%	24%
Fairly poor	<b>23</b>	6	6	10	17	6	11	6	21	2	21	2	-	6	12	4	1	13	10	1	22
	<b>20%</b>	18%	21%	20%	24%	16%	33%	14%	24%	8%	22%	11%	-	23%	20%	19%	14%	22%	19%	14%	22%
Very poor	<b>28</b>	6	9	13	12	8	4	16	21	7	23	5	-	4	17	4	3	14	14	1	26
	<b>25%</b>	18%	32%	25%	17%	21%	12%	37%	24%	28%	24%	28%	-	15%	29%	19%	43%	23%	27%	14%	26%
Good (net)	<b>35</b>	10	8	17	22	11	11	13	28	7	27	6	2	13	16	4	1	16	18	3	29
	<b>31%</b>	30%	29%	33%	31%	29%	33%	30%	31%	28%	29%	33%	100%	50%	27%	19%	14%	27%	35%	43%	29%
Poor (net)	<b>51</b>	12	15	23	29	14	15	22	42	9	44	7	-	10	29	8	4	27	24	2	48
	<b>45%</b>	36%	54%	45%	41%	37%	45%	51%	47%	36%	47%	39%	-	38%	49%	38%	57%	45%	46%	29%	48%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>514</b>	92	157	256	270	143	127	244	420	94	466	36	2	72	222	148	68	258	245	32	452
Very good	<b>44</b> <b>9%</b>	6 7%	9 6%	28 11%	24 9%	14 10%	10 8%	20 8%	32 8%	12 13%	41 9%	2 6%	-	9 13%	16 7%	8 5%	11 16%	19 7%	24 10%	2 6%	39 9%
Fairly good	<b>177</b> <b>34%</b>	27 29%	50 32%	98 38%	85 31%	52 36%	33 26%	92 38%	148 35%	29 31%	156 33%	13 36%	2 100%	22 31%	72 32%	52 35%	28 41%	81 31%	90 37%	15 47%	155 34%
Neither good nor poor	<b>137</b> <b>27%</b>	25 27%	42 27%	67 26%	72 27%	36 25%	36 28%	65 27%	107 25%	30 32%	129 28%	8 22%	-	20 28%	62 28%	41 28%	14 21%	78 30%	57 23%	8 25%	122 27%
Fairly poor	<b>120</b> <b>23%</b>	26 28%	47 30%	46 18%	72 27%	35 24%	37 29%	48 20%	101 24%	19 20%	108 23%	11 31%	-	15 21%	53 24%	38 26%	13 19%	63 24%	55 22%	4 13%	105 23%
Very poor	<b>36</b> <b>7%</b>	8 9%	9 6%	17 7%	17 6%	6 4%	11 9%	19 8%	32 8%	4 4%	32 7%	2 6%	-	6 8%	19 9%	9 6%	2 3%	17 7%	19 8%	3 9%	31 7%
Good (net)	<b>221</b> <b>43%</b>	33 36%	59 38%	126 49%	109 40%	66 46%	43 34%	112 46%	180 43%	41 44%	197 42%	15 42%	2 100%	31 43%	88 40%	60 41%	39 57%	100 39%	114 47%	17 53%	194 43%
Poor (net)	<b>156</b> <b>30%</b>	34 37%	56 36%	63 25%	89 33%	41 29%	48 38%	67 27%	133 32%	23 24%	140 30%	13 36%	-	21 29%	72 32%	47 32%	15 22%	80 31%	74 30%	7 22%	136 30%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>430</b>	76	130	215	227	111	116	203	348	82	392	26	2	55	180	123	69	218	203	26	379
Very good	<b>63</b> <b>15%</b>	7 9%	16 12%	38 18%	33 15%	18 16%	15 13%	30 15%	51 15%	12 15%	57 15%	2 8%	-	10 18%	20 11%	15 12%	18 26%	27 12%	34 17%	4 15%	53 14%
Fairly good	<b>175</b> <b>41%</b>	31 41%	48 37%	93 43%	87 38%	45 41%	42 36%	88 43%	140 40%	35 43%	160 41%	11 42%	2 100%	21 38%	69 38%	52 42%	31 45%	93 43%	76 37%	10 38%	158 42%
Neither good nor poor	<b>102</b> <b>24%</b>	19 25%	35 27%	46 21%	61 27%	29 26%	32 28%	41 20%	81 23%	21 26%	95 24%	6 23%	-	6 11%	54 30%	31 25%	11 16%	48 22%	54 27%	7 27%	91 24%
Fairly poor	<b>69</b> <b>16%</b>	15 20%	28 22%	24 11%	40 18%	15 14%	25 22%	29 14%	59 17%	10 12%	60 15%	6 23%	-	14 25%	29 16%	20 16%	5 7%	40 18%	28 14%	4 15%	58 15%
Very poor	<b>21</b> <b>5%</b>	4 5%	3 2%	14 7%	6 3%	4 4%	2 2%	15 7%	17 5%	4 5%	20 5%	1 4%	-	4 7%	8 4%	5 4%	4 6%	10 5%	11 5%	1 4%	19 5%
Good (net)	<b>238</b> <b>55%</b>	38 50%	64 49%	131 61%	120 53%	63 57%	57 49%	118 58%	191 55%	47 57%	217 55%	13 50%	2 100%	31 56%	89 49%	67 54%	49 71%	120 55%	110 54%	14 54%	211 56%
Poor (net)	<b>90</b> <b>21%</b>	19 25%	31 24%	38 18%	46 20%	19 17%	27 23%	44 22%	76 22%	14 17%	80 20%	7 27%	-	18 33%	37 21%	25 20%	9 13%	50 23%	39 19%	5 19%	77 20%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>685</b>	120	204	350	359	178	181	326	554	131	612	57	4	111	300	187	84	318	353	43	614
I always get a seat	<b>204</b>	66	79	58	121	54	67	83	178	26	174	26	1	24	79	72	29	107	94	14	178
	<b>30%</b>	55%	39%	17%	34%	30%	37%	25%	32%	20%	28%	46%	25%	22%	26%	39%	35%	34%	27%	33%	29%
I usually get a seat	<b>87</b>	36	22	27	50	28	22	37	72	15	63	19	3	17	41	23	5	53	31	2	83
	<b>13%</b>	30%	11%	8%	14%	16%	12%	11%	13%	11%	10%	33%	75%	15%	14%	12%	6%	17%	9%	5%	14%
There are seats available but I prefer to stand	<b>1</b>	-	-	1	-	-	-	1	1	-	1	-	-	-	-	1	-	-	1	-	1
	<b>*</b>	-	-	*	-	-	-	*	*	-	*	-	-	-	-	1%	-	-	*	-	*
I usually stand and it is very crowded	<b>16</b>	7	2	6	10	8	2	6	11	5	11	5	-	4	11	1	-	9	7	-	16
	<b>2%</b>	6%	1%	2%	3%	4%	1%	2%	2%	4%	2%	9%	-	4%	4%	1%	-	3%	2%	-	3%
It varies	<b>27</b>	7	8	11	14	6	8	13	23	4	19	6	-	11	11	3	1	16	10	4	21
	<b>4%</b>	6%	4%	3%	4%	3%	4%	4%	4%	3%	3%	11%	-	10%	4%	2%	1%	5%	3%	9%	3%
Do not make this journey regularly	<b>350</b>	4	93	247	164	82	82	186	269	81	344	1	-	55	158	87	49	133	210	23	315
	<b>51%</b>	3%	46%	71%	46%	46%	45%	57%	49%	62%	56%	2%	-	50%	53%	47%	58%	42%	59%	53%	51%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>635</b>	103	204	317	341	171	170	294	515	120	577	43	3	107	278	171	77	305	319	39	564
Catering facilities	<b>381</b>	42	119	214	194	99	95	187	308	73	356	14	1	43	154	115	68	171	205	30	330
	<b>60%</b>	41%	58%	68%	57%	58%	56%	64%	60%	61%	62%	33%	33%	40%	55%	67%	88%	56%	64%	77%	59%
At seat power sockets	<b>353</b>	67	130	150	197	90	107	156	284	69	317	29	2	75	177	84	16	181	165	15	324
	<b>56%</b>	65%	64%	47%	58%	53%	63%	53%	55%	58%	55%	67%	67%	70%	64%	49%	21%	59%	52%	38%	57%
A Wi-Fi internet connection	<b>323</b>	64	111	140	185	85	100	138	263	60	291	24	3	74	165	70	14	167	151	12	296
	<b>51%</b>	62%	54%	44%	54%	50%	59%	47%	51%	50%	50%	56%	100%	69%	59%	41%	18%	55%	47%	31%	52%
Cycle racks	<b>43</b>	8	14	20	27	12	15	16	33	10	35	8	-	13	21	8	1	26	17	2	41
	<b>7%</b>	8%	7%	6%	8%	7%	9%	5%	6%	8%	6%	19%	-	12%	8%	5%	1%	9%	5%	5%	7%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>731</b>	120	221	378	389	198	191	342	590	141	657	57	4	118	310	201	99	340	377	46	650
Yes	<b>22</b>	7	5	9	15	7	8	7	19	3	19	1	1	7	9	6	-	9	13	1	20
	<b>3%</b>	6%	2%	2%	4%	4%	4%	2%	3%	2%	3%	2%	25%	6%	3%	3%	-	3%	3%	2%	3%
No	<b>709</b>	113	216	369	374	191	183	335	571	138	638	56	3	111	301	195	99	331	364	45	630
	<b>97%</b>	94%	98%	98%	96%	96%	96%	98%	97%	98%	97%	98%	75%	94%	97%	97%	100%	97%	97%	98%	97%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>730</b>	120	219	379	389	200	189	341	589	141	656	57	4	118	310	201	99	341	376	46	649
No	<b>718</b>	118	216	373	382	196	186	336	580	138	645	57	3	116	305	198	97	338	367	44	639
	<b>98%</b>	98%	99%	98%	98%	98%	98%	99%	98%	98%	98%	100%	75%	98%	98%	99%	98%	99%	98%	96%	98%
Yes - I have travelled by another mode of transport	<b>7</b> <b>1%</b>	-	1	5	5	3	2	2	4	3	7	-	-	-	3	2	2	1	6	2	5
		-	*	1%	1%	2%	1%	1%	1%	2%	1%	-	-	-	1%	1%	2%	*	2%	4%	1%
Yes - I have not made the journey I wanted to	<b>5</b> <b>1%</b>	2	2	1	2	1	1	3	5	-	4	-	1	2	2	1	-	2	3	-	5
		2%	1%	*	1%	1%	1%	1%	1%	-	1%	-	25%	2%	1%	*	-	1%	1%	-	1%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>730</b>	121	218	380	387	198	189	343	589	141	657	57	4	119	311	205	92	339	378	46	651
A timetable on the internet	<b>369</b> <b>51%</b>	35 29%	111 51%	216 57%	176 45%	96 48%	80 42%	193 56%	292 50%	77 55%	354 54%	12 21%	-	63 53%	163 52%	107 52%	35 38%	164 48%	198 52%	20 43%	335 51%
An email from the train company	<b>368</b> <b>50%</b>	64 53%	122 56%	181 48%	205 53%	96 48%	109 58%	163 48%	293 50%	75 53%	345 53%	21 37%	1 25%	60 50%	168 54%	101 49%	38 41%	176 52%	184 49%	14 30%	338 52%
Posters at the station in the weeks leading up to the disruption	<b>313</b> <b>43%</b>	71 59%	90 41%	146 38%	172 44%	85 43%	87 46%	141 41%	251 43%	62 44%	271 41%	33 58%	2 50%	59 50%	135 43%	77 38%	40 43%	162 48%	148 39%	20 43%	277 43%
A text message from the train company	<b>197</b> <b>27%</b>	33 27%	65 30%	96 25%	112 29%	54 27%	58 31%	85 25%	150 25%	47 33%	181 28%	12 21%	2 50%	45 38%	95 31%	50 24%	7 8%	82 24%	111 29%	9 20%	182 28%
Announcements at the station in the weeks leading up to the disruption	<b>151</b> <b>21%</b>	44 36%	43 20%	58 15%	97 25%	56 28%	41 22%	54 16%	126 21%	25 18%	113 17%	29 51%	2 50%	31 26%	67 22%	33 16%	19 21%	77 23%	72 19%	6 13%	135 21%
Other notices found on the train company's website	<b>145</b> <b>20%</b>	14 12%	44 20%	85 22%	67 17%	36 18%	31 16%	78 23%	114 19%	31 22%	134 20%	7 12%	1 25%	31 26%	63 20%	42 20%	8 9%	75 22%	67 18%	9 20%	125 19%
Announcements on trains in the weeks leading up to the disruption	<b>132</b> <b>18%</b>	43 36%	35 16%	50 13%	77 20%	33 17%	44 23%	55 16%	111 19%	21 15%	108 16%	18 32%	2 50%	22 18%	60 19%	36 18%	14 15%	72 21%	60 16%	4 9%	121 19%
Leaflets handed out at the station in the weeks leading up to the disruption	<b>81</b> <b>11%</b>	32 26%	12 6%	34 9%	49 13%	29 15%	20 11%	32 9%	69 12%	12 9%	63 10%	14 25%	1 25%	12 10%	32 10%	28 14%	9 10%	34 10%	46 12%	7 15%	72 11%
A smartphone application	<b>75</b> <b>10%</b>	13 11%	21 10%	40 11%	39 10%	10 5%	29 15%	36 10%	55 9%	20 14%	67 10%	8 14%	-	29 24%	33 11%	12 6%	1 1%	39 12%	36 10%	5 11%	69 11%
TV/Radio	<b>74</b> <b>10%</b>	5 4%	15 7%	52 14%	32 8%	18 9%	14 7%	42 12%	61 10%	13 9%	66 10%	4 7%	-	9 8%	23 7%	16 8%	26 28%	31 9%	41 11%	8 17%	64 10%
A printed timetable booklet or leaflet	<b>43</b> <b>6%</b>	9 7%	13 6%	21 6%	23 6%	12 6%	11 6%	20 6%	38 6%	5 4%	39 6%	4 7%	-	10 8%	14 5%	12 6%	7 8%	19 6%	24 6%	5 11%	36 6%
Telephone enquiry	<b>40</b> <b>5%</b>	1 1%	9 4%	29 8%	18 5%	7 4%	11 6%	22 6%	31 5%	9 6%	39 6%	1 2%	-	4 3%	8 3%	17 8%	11 12%	17 5%	23 6%	4 9%	35 5%
A letter from the train company	<b>32</b> <b>4%</b>	3 2%	6 3%	23 6%	12 3%	7 4%	5 3%	20 6%	25 4%	7 5%	31 5%	-	1 25%	2 2%	14 5%	7 3%	9 10%	12 4%	20 5%	2 4%	29 4%
A social media website	<b>28</b> <b>4%</b>	6 5%	9 4%	12 3%	16 4%	3 2%	13 7%	12 3%	22 4%	6 4%	23 4%	5 9%	-	10 8%	14 5%	4 2%	-	16 5%	11 3%	2 4%	26 4%
Other	<b>1</b> <b>*</b>	-	-	1 *	-	-	-	1 *	1 *	-	1 *	-	-	-	-	1 *	-	-	1 *	-	1 *

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>701</b>	115	212	363	371	188	183	330	561	140	632	54	3	115	304	202	78	330	358	43	626
I would use this alternative	<b>198</b> <b>28%</b>	36	45	113	111	55	56	87	167	31	172	20	3	30	71	66	30	95	98	14	176
		31%	21%	31%	30%	29%	31%	26%	30%	22%	27%	37%	100%	26%	23%	33%	38%	29%	27%	33%	28%
I would find another way to make this journey	<b>284</b> <b>41%</b>	55	95	128	146	78	68	138	223	61	257	21	-	51	134	76	23	138	142	15	257
		48%	45%	35%	39%	41%	37%	42%	40%	44%	41%	39%	-	44%	44%	38%	29%	42%	40%	35%	41%
I would not make this journey at all	<b>219</b> <b>31%</b>	24	72	122	114	55	59	105	171	48	203	13	-	34	99	60	25	97	118	14	193
		21%	34%	34%	31%	29%	32%	32%	30%	34%	32%	24%	-	30%	33%	30%	32%	29%	33%	33%	31%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>685</b>	114	210	351	363	183	180	322	547	138	620	54	3	117	298	194	74	318	354	41	613
I would use this alternative	<b>78</b> <b>11%</b>	21 18%	15 7%	41 12%	42 12%	22 12%	20 11%	36 11%	65 12%	13 9%	62 10%	13 24%	3 100%	19 16%	29 10%	21 11%	9 12%	32 10%	44 12%	6 15%	70 11%
I would find another way to make this journey	<b>270</b> <b>39%</b>	57 50%	82 39%	125 36%	149 41%	80 44%	69 38%	121 38%	221 40%	49 36%	241 39%	25 46%	-	48 41%	133 45%	72 37%	17 23%	131 41%	135 38%	14 34%	247 40%
I would not make this journey at all	<b>337</b> <b>49%</b>	36 32%	113 54%	185 53%	172 47%	81 44%	91 51%	165 51%	261 48%	76 55%	317 51%	16 30%	-	50 43%	136 46%	101 52%	48 65%	155 49%	175 49%	21 51%	296 48%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>696</b>	114	218	355	371	186	185	325	557	139	630	55	3	117	301	194	82	326	357	41	625
I would use this alternative	<b>500</b> <b>72%</b>	84 74%	157 72%	253 71%	267 72%	126 68%	141 76%	233 72%	403 72%	97 70%	453 72%	38 69%	3 100%	87 74%	212 70%	142 73%	59 72%	244 75%	250 70%	29 71%	453 72%
I would find another way to make this journey	<b>119</b> <b>17%</b>	22 19%	41 19%	54 15%	65 18%	40 22%	25 14%	54 17%	96 17%	23 17%	106 17%	11 20%	-	22 19%	56 19%	31 16%	9 11%	45 14%	70 20%	7 17%	106 17%
I would not make this journey at all	<b>77</b> <b>11%</b>	8 7%	20 9%	48 14%	39 11%	20 11%	19 10%	38 12%	58 10%	19 14%	71 11%	6 11%	-	8 7%	33 11%	21 11%	14 17%	37 11%	37 10%	5 12%	66 11%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>687</b>	113	211	353	363	183	180	324	549	138	621	54	4	115	301	193	76	322	352	40	616
I would use this alternative	<b>466</b> <b>68%</b>	76 67%	158 75%	225 64%	253 70%	117 64%	136 76%	213 66%	368 67%	98 71%	421 68%	36 67%	2 50%	88 77%	206 68%	125 65%	47 62%	230 71%	231 66%	20 50%	426 69%
I would find another way to make this journey	<b>133</b> <b>19%</b>	28 25%	34 16%	69 20%	64 18%	39 21%	25 14%	69 21%	112 20%	21 15%	118 19%	12 22%	2 50%	18 16%	58 19%	44 23%	12 16%	59 18%	69 20%	14 35%	114 19%
I would not make this journey at all	<b>88</b> <b>13%</b>	9 8%	19 9%	59 17%	46 13%	27 15%	19 11%	42 13%	69 13%	19 14%	82 13%	6 11%	-	9 8%	37 12%	24 12%	17 22%	33 10%	52 15%	6 15%	76 12%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>711</b>	119	218	363	376	188	188	335	573	138	640	56	4	117	307	200	84	332	365	44	636
No trains running after 9pm until next morning (Monday to Sunday), over a number of weeks	<b>249</b> <b>35%</b>	41 34%	62 28%	144 40%	122 32%	61 32%	61 32%	127 38%	189 33%	60 43%	231 36%	14 25%	1 25%	39 33%	110 36%	70 35%	30 36%	98 30%	145 40%	19 43%	222 35%
Weekend line diversions or amended timetables (possibly with limited trains running on Saturday/Sunday, over a number of weeks)	<b>216</b> <b>30%</b>	37 31%	78 36%	97 27%	119 32%	59 31%	60 32%	97 29%	174 30%	42 30%	187 29%	22 39%	2 50%	33 28%	90 29%	63 32%	29 35%	98 30%	116 32%	14 32%	189 30%
Weekend line closures (no trains running on Saturday/Sunday), over a number of weeks	<b>136</b> <b>19%</b>	37 31%	59 27%	39 11%	90 24%	43 23%	47 25%	46 14%	127 22%	9 7%	116 18%	17 30%	1 25%	15 13%	67 22%	37 19%	16 19%	84 25%	47 13%	5 11%	125 20%
Run a reduced-service (Monday to Sunday), over a number of weeks	<b>99</b> <b>14%</b>	5 4%	23 11%	70 19%	43 11%	25 13%	18 10%	56 17%	84 15%	15 11%	96 15%	1 2%	-	24 21%	37 12%	25 13%	13 15%	43 13%	56 15%	7 16%	90 14%
Christmas, Easter or August Bank Holiday line closures	<b>51</b> <b>7%</b>	13 11%	15 7%	22 6%	27 7%	13 7%	14 7%	24 7%	38 7%	13 9%	45 7%	5 9%	-	6 5%	25 8%	15 8%	4 5%	30 9%	20 5%	3 7%	44 7%
Full line closure for one week or a longer period (no trains during that period)	<b>43</b> <b>6%</b>	8 7%	7 3%	26 7%	20 5%	9 5%	11 6%	23 7%	32 6%	11 8%	39 6%	3 5%	-	10 9%	15 5%	15 8%	3 4%	25 8%	17 5%	2 5%	39 6%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>694</b>	117	210	357	368	186	182	326	558	136	622	56	4	112	291	200	89	328	354	44	621
Very good	<b>279</b> <b>40%</b>	24 21%	86 41%	167 47%	132 36%	72 39%	60 33%	147 45%	225 40%	54 40%	260 42%	14 25%	1 25%	35 31%	109 37%	82 41%	53 60%	125 38%	150 42%	17 39%	254 41%
Fairly good	<b>343</b> <b>49%</b>	64 55%	107 51%	167 47%	183 50%	88 47%	95 52%	160 49%	268 48%	75 55%	309 50%	26 46%	2 50%	63 56%	145 50%	104 52%	29 33%	166 51%	172 49%	21 48%	306 49%
Neither good nor poor	<b>48</b> <b>7%</b>	21 18%	8 4%	18 5%	36 10%	19 10%	17 9%	12 4%	41 7%	7 5%	37 6%	11 20%	- -	8 7%	23 8%	11 6%	6 7%	25 8%	21 6%	3 7%	41 7%
Fairly poor	<b>20</b> <b>3%</b>	7 6%	6 3%	5 1%	15 4%	6 3%	9 5%	5 2%	20 4%	- -	13 2%	4 7%	1 25%	5 4%	12 4%	2 1%	1 1%	10 3%	9 3%	2 5%	18 3%
Very poor	<b>4</b> <b>1%</b>	1 1%	3 1%	- -	2 1%	1 1%	1 1%	2 1%	4 1%	- -	3 *	1 2%	- -	1 1%	2 1%	1 1%	- -	2 1%	2 1%	1 2%	2 *
Good (net)	<b>622</b> <b>90%</b>	88 75%	193 92%	334 94%	315 86%	160 86%	155 85%	307 94%	493 88%	129 95%	569 91%	40 71%	3 75%	98 88%	254 87%	186 93%	82 92%	291 89%	322 91%	38 86%	560 90%
Poor (net)	<b>24</b> <b>3%</b>	8 7%	9 4%	5 1%	17 5%	7 4%	10 5%	7 2%	24 4%	- -	16 3%	5 9%	1 25%	6 5%	14 5%	3 2%	1 1%	12 4%	11 3%	3 7%	20 3%



**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>723</b>	118	217	377	384	194	190	339	580	143	651	56	4	118	307	202	93	333	376	45	646
Very good	<b>359</b> <b>50%</b>	29 25%	104 48%	218 58%	167 43%	94 48%	73 38%	192 57%	278 48%	81 57%	337 52%	14 25%	1 25%	47 40%	146 48%	109 54%	57 61%	138 41%	215 57%	24 53%	324 50%
Fairly good	<b>240</b> <b>33%</b>	54 46%	71 33%	113 30%	138 36%	60 31%	78 41%	102 30%	190 33%	50 35%	208 32%	28 50%	1 25%	43 36%	105 34%	64 32%	25 27%	128 38%	107 28%	14 31%	208 32%
Neither good nor poor	<b>33</b> <b>5%</b>	7 6%	12 6%	13 3%	26 7%	12 6%	14 7%	7 2%	29 5%	4 3%	29 4%	2 4%	- -	9 8%	12 4%	10 5%	2 2%	18 5%	14 4%	- -	33 5%
Fairly poor	<b>62</b> <b>9%</b>	20 17%	22 10%	20 5%	35 9%	21 11%	14 7%	27 8%	56 10%	6 4%	51 8%	10 18%	1 25%	12 10%	27 9%	15 7%	8 9%	33 10%	28 7%	4 9%	56 9%
Very poor	<b>29</b> <b>4%</b>	8 7%	8 4%	13 3%	18 5%	7 4%	11 6%	11 3%	27 5%	2 1%	26 4%	2 4%	1 25%	7 6%	17 6%	4 2%	1 1%	16 5%	12 3%	3 7%	25 4%
Good (net)	<b>599</b> <b>83%</b>	83 70%	175 81%	331 88%	305 79%	154 79%	151 79%	294 87%	468 81%	131 92%	545 84%	42 75%	2 50%	90 76%	251 82%	173 86%	82 88%	266 80%	322 86%	38 84%	532 82%
Poor (net)	<b>91</b> <b>13%</b>	28 24%	30 14%	33 9%	53 14%	28 14%	25 13%	38 11%	83 14%	8 6%	77 12%	12 21%	2 50%	19 16%	44 14%	19 9%	9 10%	49 15%	40 11%	7 16%	81 13%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>709</b>	116	215	367	377	192	185	332	569	140	639	54	4	118	305	198	85	333	363	43	633
Very good	<b>309</b> <b>44%</b>	32 28%	95 44%	177 48%	153 41%	81 42%	72 39%	156 47%	237 42%	72 51%	281 44%	20 37%	2 50%	37 31%	134 44%	87 44%	51 60%	119 36%	184 51%	21 49%	280 44%
Fairly good	<b>293</b> <b>41%</b>	50 43%	94 44%	146 40%	159 42%	82 43%	77 42%	134 40%	239 42%	54 39%	270 42%	20 37%	-	59 50%	127 42%	80 40%	24 28%	153 46%	134 37%	15 35%	261 41%
Neither good nor poor	<b>57</b> <b>8%</b>	17 15%	18 8%	21 6%	37 10%	18 9%	19 10%	20 6%	52 9%	5 4%	49 8%	6 11%	-	13 11%	22 7%	15 8%	7 8%	33 10%	23 6%	1 2%	51 8%
Fairly poor	<b>37</b> <b>5%</b>	10 9%	8 4%	18 5%	20 5%	8 4%	12 6%	17 5%	29 5%	8 6%	29 5%	7 13%	-	7 6%	15 5%	12 6%	3 4%	21 6%	16 4%	5 12%	30 5%
Very poor	<b>13</b> <b>2%</b>	7 6%	-	5 1%	8 2%	3 2%	5 3%	5 2%	12 2%	1 1%	10 2%	1 2%	2 50%	2 2%	7 2%	4 2%	-	7 2%	6 2%	1 2%	11 2%
Good (net)	<b>602</b> <b>85%</b>	82 71%	189 88%	323 88%	312 83%	163 85%	149 81%	290 87%	476 84%	126 90%	551 86%	40 74%	2 50%	96 81%	261 86%	167 84%	75 88%	272 82%	318 88%	36 84%	541 85%
Poor (net)	<b>50</b> <b>7%</b>	17 15%	8 4%	23 6%	28 7%	11 6%	17 9%	22 7%	41 7%	9 6%	39 6%	8 15%	2 50%	9 8%	22 7%	16 8%	3 4%	28 8%	22 6%	6 14%	41 6%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>712</b>	117	215	369	378	188	190	334	574	138	642	55	3	118	302	201	88	325	374	45	635
Very good	<b>161</b> <b>23%</b>	8 7%	39 18%	111 30%	70 19%	34 18%	36 19%	91 27%	128 22%	33 24%	156 24%	2 4%	1 33%	13 11%	59 20%	56 28%	33 38%	49 15%	108 29%	14 31%	145 23%
Fairly good	<b>225</b> <b>32%</b>	31 26%	65 30%	125 34%	112 30%	59 31%	53 28%	113 34%	175 30%	50 36%	202 31%	17 31%	-	34 29%	88 29%	71 35%	30 34%	111 34%	109 29%	16 36%	193 30%
Neither good nor poor	<b>136</b> <b>19%</b>	22 19%	48 22%	66 18%	71 19%	45 24%	26 14%	65 19%	110 19%	26 19%	120 19%	15 27%	-	26 22%	63 21%	34 17%	13 15%	68 21%	67 18%	7 16%	126 20%
Fairly poor	<b>115</b> <b>16%</b>	32 27%	36 17%	45 12%	76 20%	30 16%	46 24%	39 12%	93 16%	22 16%	100 16%	13 24%	1 33%	29 25%	56 19%	22 11%	8 9%	48 15%	66 18%	4 9%	108 17%
Very poor	<b>75</b> <b>11%</b>	24 21%	27 13%	22 6%	49 13%	20 11%	29 15%	26 8%	68 12%	7 5%	64 10%	8 15%	1 33%	16 14%	36 12%	18 9%	4 5%	49 15%	24 6%	4 9%	63 10%
Good (net)	<b>386</b> <b>54%</b>	39 33%	104 48%	236 64%	182 48%	93 49%	89 47%	204 61%	303 53%	83 60%	358 56%	19 35%	1 33%	47 40%	147 49%	127 63%	63 72%	160 49%	217 58%	30 67%	338 53%
Poor (net)	<b>190</b> <b>27%</b>	56 48%	63 29%	67 18%	125 33%	50 27%	75 39%	65 19%	161 28%	29 21%	164 26%	21 38%	2 67%	45 38%	92 30%	40 20%	12 14%	97 30%	90 24%	8 18%	171 27%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>320</b>	70	83	161	168	89	79	152	259	61	283	31	2	59	137	82	40	162	152	20	283
Very good	<b>61</b> <b>19%</b>	8 11%	16 19%	37 23%	24 14%	15 17%	9 11%	37 24%	48 19%	13 21%	55 19%	5 16%	1 50%	5 8%	29 21%	17 21%	10 25%	21 13%	39 26%	7 35%	51 18%
Fairly good	<b>142</b> <b>44%</b>	25 36%	34 41%	80 50%	78 46%	39 44%	39 49%	64 42%	116 45%	26 43%	128 45%	11 35%	-	25 42%	55 40%	42 51%	19 48%	68 42%	72 47%	8 40%	125 44%
Neither good nor poor	<b>69</b> <b>22%</b>	20 29%	19 23%	27 17%	34 20%	16 18%	18 23%	35 23%	53 20%	16 26%	59 21%	9 29%	-	21 36%	27 20%	12 15%	9 23%	49 30%	20 13%	1 5%	65 23%
Fairly poor	<b>39</b> <b>12%</b>	14 20%	12 14%	13 8%	26 15%	14 16%	12 15%	13 9%	33 13%	6 10%	34 12%	4 13%	1 50%	7 12%	21 15%	9 11%	1 3%	20 12%	16 11%	3 15%	35 12%
Very poor	<b>9</b> <b>3%</b>	3 4%	2 2%	4 2%	6 4%	5 6%	1 1%	3 2%	9 3%	-	7 2%	2 6%	-	1 2%	5 4%	2 2%	1 3%	4 2%	5 3%	1 5%	7 2%
Good (net)	<b>203</b> <b>63%</b>	33 47%	50 60%	117 73%	102 61%	54 61%	48 61%	101 66%	164 63%	39 64%	183 65%	16 52%	1 50%	30 51%	84 61%	59 72%	29 73%	89 55%	111 73%	15 75%	176 62%
Poor (net)	<b>48</b> <b>15%</b>	17 24%	14 17%	17 11%	32 19%	19 21%	13 16%	16 11%	42 16%	6 10%	41 14%	6 19%	1 50%	8 14%	26 19%	11 13%	2 5%	24 15%	21 14%	4 20%	42 15%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>716</b>	117	214	374	377	192	185	339	574	142	643	57	4	119	304	202	88	333	370	44	642
Very good	<b>344</b> <b>48%</b>	38 32%	101 47%	199 53%	167 44%	93 48%	74 40%	177 52%	283 49%	61 43%	319 50%	16 28%	3 75%	45 38%	136 45%	106 52%	57 65%	141 42%	197 53%	17 39%	314 49%
Fairly good	<b>257</b> <b>36%</b>	49 42%	76 36%	129 34%	140 37%	63 33%	77 42%	117 35%	207 36%	50 35%	226 35%	26 46%	-	46 39%	118 39%	69 34%	22 25%	132 40%	119 32%	17 39%	228 36%
Neither good nor poor	<b>49</b> <b>7%</b>	16 14%	14 7%	18 5%	32 8%	12 6%	20 11%	17 5%	34 6%	15 11%	42 7%	5 9%	1 25%	10 8%	26 9%	9 4%	4 5%	28 8%	21 6%	4 9%	42 7%
Fairly poor	<b>38</b> <b>5%</b>	8 7%	14 7%	15 4%	20 5%	13 7%	7 4%	18 5%	29 5%	9 6%	32 5%	6 11%	-	11 9%	13 4%	13 6%	1 1%	19 6%	19 5%	3 7%	34 5%
Very poor	<b>28</b> <b>4%</b>	6 5%	9 4%	13 3%	18 5%	11 6%	7 4%	10 3%	21 4%	7 5%	24 4%	4 7%	-	7 6%	11 4%	5 2%	4 5%	13 4%	14 4%	3 7%	24 4%
Good (net)	<b>601</b> <b>84%</b>	87 74%	177 83%	328 88%	307 81%	156 81%	151 82%	294 87%	490 85%	111 78%	545 85%	42 74%	3 75%	91 76%	254 84%	175 87%	79 90%	273 82%	316 85%	34 77%	542 84%
Poor (net)	<b>66</b> <b>9%</b>	14 12%	23 11%	28 7%	38 10%	24 13%	14 8%	28 8%	50 9%	16 11%	56 9%	10 18%	-	18 15%	24 8%	18 9%	5 6%	32 10%	33 9%	6 14%	58 9%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>676</b>	106	207	353	357	183	174	319	543	133	614	46	4	112	282	197	82	319	344	43	602
Very good	<b>181</b> <b>27%</b>	20 19%	53 26%	105 30%	78 22%	47 26%	31 18%	103 32%	144 27%	37 28%	165 27%	9 20%	1 25%	27 24%	69 24%	49 25%	36 44%	74 23%	103 30%	15 35%	162 27%
Fairly good	<b>349</b> <b>52%</b>	51 48%	111 54%	183 52%	182 51%	89 49%	93 53%	167 52%	285 52%	64 48%	319 52%	24 52%	2 50%	61 54%	147 52%	107 54%	31 38%	175 55%	167 49%	15 35%	315 52%
Neither good nor poor	<b>105</b> <b>16%</b>	26 25%	32 15%	46 13%	68 19%	32 17%	36 21%	37 12%	79 15%	26 20%	96 16%	9 20%	-	17 15%	43 15%	33 17%	12 15%	55 17%	49 14%	7 16%	91 15%
Fairly poor	<b>29</b> <b>4%</b>	7 7%	7 3%	13 4%	20 6%	10 5%	10 6%	9 3%	26 5%	3 2%	24 4%	2 4%	1 25%	6 5%	14 5%	7 4%	2 2%	12 4%	16 5%	5 12%	23 4%
Very poor	<b>12</b> <b>2%</b>	2 2%	4 2%	6 2%	9 3%	5 3%	4 2%	3 1%	9 2%	3 2%	10 2%	2 4%	-	1 1%	9 3%	1 1%	1 1%	3 1%	9 3%	1 2%	11 2%
Good (net)	<b>530</b> <b>78%</b>	71 67%	164 79%	288 82%	260 73%	136 74%	124 71%	270 85%	429 79%	101 76%	484 79%	33 72%	3 75%	88 79%	216 77%	156 79%	67 82%	249 78%	270 78%	30 70%	477 79%
Poor (net)	<b>41</b> <b>6%</b>	9 8%	11 5%	19 5%	29 8%	15 8%	14 8%	12 4%	35 6%	6 5%	34 6%	4 9%	1 25%	7 6%	23 8%	8 4%	3 4%	15 5%	25 7%	6 14%	34 6%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>652</b>	105	190	347	347	180	167	305	524	128	593	44	4	113	269	184	83	299	340	40	582
Very good	<b>310</b> <b>48%</b>	37 35%	90 47%	178 51%	151 44%	84 47%	67 40%	159 52%	254 48%	56 44%	286 48%	17 39%	2 50%	49 43%	119 44%	92 50%	50 60%	131 44%	173 51%	19 48%	277 48%
Fairly good	<b>276</b> <b>42%</b>	48 46%	83 44%	140 40%	157 45%	79 44%	78 47%	119 39%	222 42%	54 42%	247 42%	21 48%	2 50%	54 48%	120 45%	74 40%	26 31%	134 45%	137 40%	17 43%	249 43%
Neither good nor poor	<b>43</b> <b>7%</b>	17 16%	11 6%	15 4%	28 8%	14 8%	14 8%	15 5%	32 6%	11 9%	37 6%	6 14%	-	7 6%	21 8%	10 5%	4 5%	24 8%	17 5%	2 5%	37 6%
Fairly poor	<b>18</b> <b>3%</b>	2 2%	5 3%	11 3%	9 3%	3 2%	6 4%	9 3%	12 2%	6 5%	18 3%	-	-	3 3%	8 3%	5 3%	2 2%	10 3%	8 2%	2 5%	14 2%
Very poor	<b>5</b> <b>1%</b>	1 1%	1 1%	3 1%	2 1%	-	2 1%	3 1%	4 1%	1 1%	5 1%	-	-	-	1 *	3 2%	1 1%	-	5 1%	-	5 1%
Good (net)	<b>586</b> <b>90%</b>	85 81%	173 91%	318 92%	308 89%	163 91%	145 87%	278 91%	476 91%	110 86%	533 90%	38 86%	4 100%	103 91%	239 89%	166 90%	76 92%	265 89%	310 91%	36 90%	526 90%
Poor (net)	<b>23</b> <b>4%</b>	3 3%	6 3%	14 4%	11 3%	3 2%	8 5%	12 4%	16 3%	7 5%	23 4%	-	-	3 3%	9 3%	8 4%	3 4%	10 3%	13 4%	2 5%	19 3%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>719</b>	119	216	373	384	195	189	335	576	143	647	57	4	118	308	206	84	336	369	45	641
Very good	<b>151</b> <b>21%</b>	14 12%	39 18%	94 25%	68 18%	37 19%	31 16%	83 25%	119 21%	32 22%	142 22%	4 7%	1 25%	26 22%	53 17%	48 23%	24 29%	62 18%	86 23%	10 22%	136 21%
Fairly good	<b>408</b> <b>57%</b>	61 51%	127 59%	215 58%	225 59%	119 61%	106 56%	183 55%	326 57%	82 57%	367 57%	34 60%	2 50%	61 52%	176 57%	121 59%	47 56%	195 58%	204 55%	25 56%	363 57%
Neither good nor poor	<b>95</b> <b>13%</b>	23 19%	30 14%	40 11%	54 14%	23 12%	31 16%	41 12%	76 13%	19 13%	83 13%	10 18%	-	20 17%	45 15%	24 12%	6 7%	43 13%	50 14%	6 13%	85 13%
Fairly poor	<b>47</b> <b>7%</b>	18 15%	13 6%	16 4%	28 7%	12 6%	16 8%	19 6%	39 7%	8 6%	39 6%	7 12%	1 25%	10 8%	22 7%	10 5%	5 6%	28 8%	19 5%	1 2%	44 7%
Very poor	<b>18</b> <b>3%</b>	3 3%	7 3%	8 2%	9 2%	4 2%	5 3%	9 3%	16 3%	2 1%	16 2%	2 4%	-	1 1%	12 4%	3 1%	2 2%	8 2%	10 3%	3 7%	13 2%
Good (net)	<b>559</b> <b>78%</b>	75 63%	166 77%	309 83%	293 76%	156 80%	137 72%	266 79%	445 77%	114 80%	509 79%	38 67%	3 75%	87 74%	229 74%	169 82%	71 85%	257 76%	290 79%	35 78%	499 78%
Poor (net)	<b>65</b> <b>9%</b>	21 18%	20 9%	24 6%	37 10%	16 8%	21 11%	28 8%	55 10%	10 7%	55 9%	9 16%	1 25%	11 9%	34 11%	13 6%	7 8%	36 11%	29 8%	4 9%	57 9%



**Great Western (RUS) \* Long distance route JB:11519**

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>681</b>	115	202	354	363	188	175	318	546	135	614	53	4	108	298	192	80	320	348	42	608
Very good	<b>178</b> <b>26%</b>	21 18%	47 23%	108 31%	75 21%	41 22%	34 19%	103 32%	143 26%	35 26%	166 27%	9 17%	1 25%	21 19%	64 21%	59 31%	33 41%	72 23%	104 30%	14 33%	157 26%
Fairly good	<b>337</b> <b>49%</b>	48 42%	107 53%	176 50%	190 52%	98 52%	92 53%	147 46%	273 50%	64 47%	307 50%	23 43%	1 25%	52 48%	159 53%	89 46%	35 44%	157 49%	172 49%	19 45%	299 49%
Neither good nor poor	<b>129</b> <b>19%</b>	35 30%	38 19%	54 15%	77 21%	41 22%	36 21%	52 16%	100 18%	29 21%	108 18%	18 34%	1 25%	30 28%	53 18%	37 19%	9 11%	72 23%	55 16%	6 14%	119 20%
Fairly poor	<b>30</b> <b>4%</b>	8 7%	8 4%	14 4%	17 5%	7 4%	10 6%	13 4%	24 4%	6 4%	27 4%	3 6%	- -	5 5%	15 5%	7 4%	3 4%	17 5%	12 3%	2 5%	27 4%
Very poor	<b>7</b> <b>1%</b>	3 3%	2 1%	2 1%	4 1%	1 1%	3 2%	3 1%	6 1%	1 1%	6 1%	- -	1 25%	- -	7 2%	- -	- -	2 1%	5 1%	1 2%	6 1%
Good (net)	<b>515</b> <b>76%</b>	69 60%	154 76%	284 80%	265 73%	139 74%	126 72%	250 79%	416 76%	99 73%	473 77%	32 60%	2 50%	73 68%	223 75%	148 77%	68 85%	229 72%	276 79%	33 79%	456 75%
Poor (net)	<b>37</b> <b>5%</b>	11 10%	10 5%	16 5%	21 6%	8 4%	13 7%	16 5%	30 5%	7 5%	33 5%	3 6%	1 25%	5 5%	22 7%	7 4%	3 4%	19 6%	17 5%	3 7%	33 5%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>625</b>	96	187	332	335	172	163	290	499	126	570	40	4	99	268	173	82	298	314	41	552
Very good	<b>110</b> <b>18%</b>	13 14%	25 13%	69 21%	44 13%	28 16%	16 10%	66 23%	89 18%	21 17%	101 18%	4 10%	1 25%	18 18%	34 13%	28 16%	29 35%	50 17%	57 18%	12 29%	93 17%
Fairly good	<b>323</b> <b>52%</b>	43 45%	96 51%	179 54%	173 52%	90 52%	83 51%	150 52%	252 51%	71 56%	297 52%	20 50%	1 25%	47 47%	143 53%	97 56%	34 41%	152 51%	163 52%	15 37%	289 52%
Neither good nor poor	<b>130</b> <b>21%</b>	24 25%	46 25%	59 18%	81 24%	38 22%	43 26%	49 17%	104 21%	26 21%	116 20%	12 30%	1 25%	25 25%	57 21%	35 20%	13 16%	62 21%	66 21%	10 24%	115 21%
Fairly poor	<b>46</b> <b>7%</b>	12 13%	16 9%	17 5%	27 8%	14 8%	13 8%	19 7%	41 8%	5 4%	40 7%	4 10%	1 25%	8 8%	25 9%	10 6%	3 4%	26 9%	20 6%	2 5%	41 7%
Very poor	<b>16</b> <b>3%</b>	4 4%	4 2%	8 2%	10 3%	2 1%	8 5%	6 2%	13 3%	3 2%	16 3%	- -	- -	1 1%	9 3%	3 2%	3 4%	8 3%	8 3%	2 5%	14 3%
Good (net)	<b>433</b> <b>69%</b>	56 58%	121 65%	248 75%	217 65%	118 69%	99 61%	216 74%	341 68%	92 73%	398 70%	24 60%	2 50%	65 66%	177 66%	125 72%	63 77%	202 68%	220 70%	27 66%	382 69%
Poor (net)	<b>62</b> <b>10%</b>	16 17%	20 11%	25 8%	37 11%	16 9%	21 13%	25 9%	54 11%	8 6%	56 10%	4 10%	1 25%	9 9%	34 13%	13 8%	6 7%	34 11%	28 9%	4 10%	55 10%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>699</b>	118	210	360	368	185	183	331	558	141	629	55	4	117	303	193	83	330	356	42	627
Very good	<b>210</b> <b>30%</b>	23 19%	63 30%	120 33%	93 25%	53 29%	40 22%	117 35%	167 30%	43 30%	190 30%	14 25%	1 25%	29 25%	85 28%	66 34%	30 36%	102 31%	104 29%	14 33%	191 30%
Fairly good	<b>357</b> <b>51%</b>	64 54%	114 54%	174 48%	206 56%	99 54%	107 58%	151 46%	291 52%	66 47%	323 51%	27 49%	3 75%	61 52%	159 52%	97 50%	38 46%	168 51%	183 51%	15 36%	323 52%
Neither good nor poor	<b>96</b> <b>14%</b>	23 19%	25 12%	48 13%	52 14%	23 12%	29 16%	44 13%	70 13%	26 18%	86 14%	10 18%	-	18 15%	44 15%	24 12%	9 11%	45 14%	48 13%	10 24%	81 13%
Fairly poor	<b>29</b> <b>4%</b>	7 6%	7 3%	14 4%	15 4%	9 5%	6 3%	14 4%	25 4%	4 3%	24 4%	4 7%	-	7 6%	13 4%	4 2%	5 6%	13 4%	16 4%	3 7%	25 4%
Very poor	<b>7</b> <b>1%</b>	1 1%	1 *	4 1%	2 1%	1 1%	1 1%	5 2%	5 1%	2 1%	6 1%	-	-	2 2%	2 1%	2 1%	1 1%	2 1%	5 1%	-	7 1%
Good (net)	<b>567</b> <b>81%</b>	87 74%	177 84%	294 82%	299 81%	152 82%	147 80%	268 81%	458 82%	109 77%	513 82%	41 75%	4 100%	90 77%	244 81%	163 84%	68 82%	270 82%	287 81%	29 69%	514 82%
Poor (net)	<b>36</b> <b>5%</b>	8 7%	8 4%	18 5%	17 5%	10 5%	7 4%	19 6%	30 5%	6 4%	30 5%	4 7%	-	9 8%	15 5%	6 3%	6 7%	15 5%	21 6%	3 7%	32 5%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>404</b>	55	129	214	196	102	94	208	313	91	370	25	3	75	169	114	45	196	201	25	358
Very good	<b>116</b>	11	37	68	42	25	17	74	91	25	110	3	1	22	41	38	15	56	59	7	106
	<b>29%</b>	20%	29%	32%	21%	25%	18%	36%	29%	27%	30%	12%	33%	29%	24%	33%	33%	29%	29%	28%	30%
Fairly good	<b>214</b>	28	73	109	110	54	56	104	170	44	195	13	2	43	91	57	22	101	110	12	190
	<b>53%</b>	51%	57%	51%	56%	53%	60%	50%	54%	48%	53%	52%	67%	57%	54%	50%	49%	52%	55%	48%	53%
Neither good nor poor	<b>53</b>	13	14	24	30	16	14	23	36	17	45	8	-	7	26	14	6	29	22	4	46
	<b>13%</b>	24%	11%	11%	15%	16%	15%	11%	12%	19%	12%	32%	-	9%	15%	12%	13%	15%	11%	16%	13%
Fairly poor	<b>12</b>	1	3	8	7	4	3	5	8	4	12	-	-	3	5	3	1	6	6	2	9
	<b>3%</b>	2%	2%	4%	4%	4%	3%	2%	3%	4%	3%	-	-	4%	3%	3%	2%	3%	3%	8%	3%
Very poor	<b>9</b>	2	2	5	7	3	4	2	8	1	8	1	-	-	6	2	1	4	4	-	7
	<b>2%</b>	4%	2%	2%	4%	3%	4%	1%	3%	1%	2%	4%	-	-	4%	2%	2%	2%	2%	-	2%
Good (net)	<b>330</b>	39	110	177	152	79	73	178	261	69	305	16	3	65	132	95	37	157	169	19	296
	<b>82%</b>	71%	85%	83%	78%	77%	78%	86%	83%	76%	82%	64%	100%	87%	78%	83%	82%	80%	84%	76%	83%
Poor (net)	<b>21</b>	3	5	13	14	7	7	7	16	5	20	1	-	3	11	5	2	10	10	2	16
	<b>5%</b>	5%	4%	6%	7%	7%	7%	3%	5%	5%	5%	4%	-	4%	7%	4%	4%	5%	5%	8%	4%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>720</b>	118	218	374	383	196	187	337	579	141	648	56	4	116	309	204	89	336	372	41	647
Very good	<b>176</b> <b>24%</b>	11	45	116	71	41	30	105	136	40	166	4	1	21	67	53	35	63	110	13	157
Fairly good	<b>424</b> <b>59%</b>	68	141	211	232	115	117	192	340	84	378	39	1	72	175	128	47	202	214	19	385
Neither good nor poor	<b>74</b> <b>10%</b>	26	24	23	49	21	28	25	62	12	66	8	-	14	39	18	3	50	24	5	66
Fairly poor	<b>33</b> <b>5%</b>	9	6	17	19	11	8	14	28	5	27	3	2	9	18	4	2	15	17	2	30
Very poor	<b>13</b> <b>2%</b>	4	2	7	12	8	4	1	13	-	11	2	-	-	10	1	2	6	7	2	9
Good (net)	<b>600</b> <b>83%</b>	79	186	327	303	156	147	297	476	124	544	43	2	93	242	181	82	265	324	32	542
Poor (net)	<b>46</b> <b>6%</b>	13	8	24	31	19	12	15	41	5	38	5	2	9	28	5	4	21	24	4	39

**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>745</b>	121	219	393	395	203	192	350	600	145	671	57	4	120	319	207	99	346	388	47	664
Working full time (30+ hours)	<b>447</b> <b>60%</b>	95 79%	176 80%	169 43%	270 68%	132 65%	138 72%	177 51%	350 58%	97 67%	389 58%	47 82%	4 100%	87 73%	246 77%	103 50%	11 11%	225 65%	216 56%	13 28%	416 63%
Working part time (9-29 hours)	<b>110</b> <b>15%</b>	19 16%	30 14%	59 15%	50 13%	26 13%	24 13%	60 17%	93 16%	17 12%	104 15%	4 7%	-	6 5%	48 15%	38 18%	18 18%	42 12%	67 17%	8 17%	94 14%
Not working - seeking work	<b>10</b> <b>1%</b>	1 1%	1 *	8 2%	2 1%	2 1%	-	8 2%	10 2%	-	10 1%	-	-	3 3%	5 2%	1 *	1 1%	5 1%	5 1%	-	10 2%
Not working and not seeking work	<b>12</b> <b>2%</b>	1 1%	-	10 3%	6 2%	2 1%	4 2%	6 2%	11 2%	1 1%	12 2%	-	-	1 1%	7 2%	4 2%	-	3 1%	9 2%	2 4%	10 2%
Retired	<b>128</b> <b>17%</b>	1 1%	8 4%	117 30%	51 13%	33 16%	18 9%	77 22%	104 17%	24 17%	123 18%	1 2%	-	-	4 1%	54 26%	70 71%	54 16%	72 19%	23 49%	99 15%
Full time student	<b>26</b> <b>3%</b>	5 4%	2 1%	19 5%	12 3%	6 3%	6 3%	14 4%	20 3%	6 4%	21 3%	5 9%	-	22 18%	2 1%	2 1%	-	13 4%	12 3%	1 2%	24 4%
Other	<b>15</b> <b>2%</b>	-	2 1%	13 3%	5 1%	3 1%	2 1%	10 3%	14 2%	1 1%	15 2%	-	-	2 2%	7 2%	6 3%	-	5 1%	9 2%	-	14 2%

**Great Western (RUS) \* Long distance route JB:11519**

Table 85  
Q.36 Age  
Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>746</b>	121	220	393	396	203	193	350	601	145	672	57	4	120	319	207	100	347	388	47	665
16-24	<b>36</b> <b>5%</b>	3 2%	4 2%	28 7%	12 3%	4 2%	8 4%	24 7%	28 5%	8 6%	33 5%	2 4%	1 25%	36 30%	-	-	-	14 4%	21 5%	2 4%	32 5%
25-34	<b>84</b> <b>11%</b>	15 12%	21 10%	46 12%	54 14%	28 14%	26 13%	30 9%	60 10%	24 17%	72 11%	9 16%	1 25%	84 70%	-	-	-	35 10%	49 13%	1 2%	82 12%
35-44	<b>134</b> <b>18%</b>	36 30%	48 22%	49 12%	84 21%	44 22%	40 21%	50 14%	108 18%	26 18%	115 17%	18 32%	1 25%	-	134 42%	-	-	57 16%	76 20%	8 17%	119 18%
45-54	<b>185</b> <b>25%</b>	35 29%	68 31%	81 21%	105 27%	57 28%	48 25%	80 23%	149 25%	36 25%	170 25%	14 25%	-	-	185 58%	-	-	86 25%	97 25%	7 15%	166 25%
55-59	<b>88</b> <b>12%</b>	19 16%	26 12%	39 10%	45 11%	23 11%	22 11%	43 12%	76 13%	12 8%	74 11%	9 16%	1 25%	-	-	88 43%	-	49 14%	37 10%	6 13%	80 12%
60-64	<b>119</b> <b>16%</b>	9 7%	33 15%	76 19%	60 15%	26 13%	34 18%	59 17%	97 16%	22 15%	114 17%	3 5%	-	-	-	119 57%	-	62 18%	53 14%	10 21%	104 16%
65-74	<b>81</b> <b>11%</b>	4 3%	18 8%	58 15%	28 7%	17 8%	11 6%	53 15%	67 11%	14 10%	77 11%	2 4%	-	-	-	-	81 81%	35 10%	45 12%	9 19%	70 11%
75+	<b>19</b> <b>3%</b>	-	2 1%	16 4%	8 2%	4 2%	4 2%	11 3%	16 3%	3 2%	17 3%	-	-	-	-	-	19 19%	9 3%	10 3%	4 9%	12 2%

**Great Western (RUS) \* Long distance route JB:11519**

Table 86  
Q.37 Gender  
Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>735</b>	120	219	384	387	197	190	348	594	141	662	56	4	119	316	201	99	347	388	45	656
Male	<b>347</b>	71	123	148	180	76	104	167	288	59	307	30	2	49	143	111	44	347	-	14	314
	<b>47%</b>	59%	56%	39%	47%	39%	55%	48%	48%	42%	46%	54%	50%	41%	45%	55%	44%	100%	-	31%	48%
Female	<b>388</b>	49	96	236	207	121	86	181	306	82	355	26	2	70	173	90	55	-	388	31	342
	<b>53%</b>	41%	44%	61%	53%	61%	45%	52%	52%	58%	54%	46%	50%	59%	55%	45%	56%	-	100%	69%	52%



**Great Western (RUS) \* Long distance route JB:11519**

Absolutes/col percents

Table 87

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

Base:All who answered

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>729</b>	118	215	384	387	200	187	342	589	140	657	55	4	117	313	204	95	339	379	47	656
White	<b>701</b>	112	208	370	379	196	183	322	567	134	634	52	3	110	299	199	93	323	367	43	635
	<b>96%</b>	95%	97%	96%	98%	98%	98%	94%	96%	96%	96%	95%	75%	94%	96%	98%	98%	95%	97%	91%	97%
Mixed	<b>6</b>	1	1	4	-	-	-	6	2	4	5	1	-	2	2	2	-	3	3	-	5
	<b>1%</b>	1%	*	1%	-	-	-	2%	*	3%	1%	2%	-	2%	1%	1%	-	1%	1%	-	1%
Black or Black British	<b>8</b>	1	2	4	3	-	3	5	7	1	7	-	-	-	6	1	1	5	3	3	4
	<b>1%</b>	1%	1%	1%	1%	-	2%	1%	1%	1%	1%	-	-	-	2%	*	1%	1%	1%	6%	1%
Chinese	<b>3</b>	-	2	1	1	1	-	2	3	-	3	-	-	1	1	1	-	2	1	1	1
	<b>*</b>	-	1%	*	*	1%	-	1%	1%	-	*	-	-	1%	*	*	-	1%	*	2%	*
Asian or Asian British	<b>5</b>	2	1	2	3	2	1	2	5	-	4	-	1	1	2	1	1	3	2	-	4
	<b>1%</b>	2%	*	1%	1%	1%	1%	1%	1%	-	1%	-	25%	1%	1%	*	1%	1%	1%	-	1%
Other ethnic group	<b>7</b>	2	2	3	1	1	-	6	6	1	5	2	-	3	3	1	-	4	3	-	7
	<b>1%</b>	2%	1%	1%	*	1%	-	2%	1%	1%	1%	4%	-	3%	1%	*	-	1%	1%	-	1%
Ethnic excl.other (net)	<b>21</b>	4	5	11	7	3	4	14	16	5	18	1	1	4	11	4	2	12	9	4	14
	<b>3%</b>	3%	2%	3%	2%	2%	2%	4%	3%	4%	3%	2%	25%	3%	4%	2%	2%	4%	2%	9%	2%

**Great Western (RUS) \* Long distance route 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

	JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	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	<b>712</b>	117	206	377	379	195	184	333	574	138	639	56	4	117	300	200	95	328	373	47	665
Mobility	<b>16</b> <b>2%</b>	-	5	10	8	4	4	8	13	3	15	-	-	1	5	5	5	3	13	16	-
Hearing	<b>13</b> <b>2%</b>	-	1	12	6	4	2	7	11	2	13	-	-	-	-	6	7	4	8	13	-
Eyesight	<b>6</b> <b>1%</b>	-	1	5	2	2	-	4	5	1	5	-	-	-	2	2	2	2	4	6	-
Learning difficulties	<b>2</b> <b>*</b>	1	-	1	1	1	-	1	2	-	1	1	-	2	-	-	-	1	1	2	-
Wheelchair user	<b>1</b> <b>*</b>	-	-	1	-	-	-	1	-	1	-	-	-	-	-	1	-	1	-	1	-
Speech impairment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	<b>12</b> <b>2%</b>	1	1	10	7	4	3	5	8	4	12	-	-	-	8	3	1	4	7	12	-
Disability (net)	<b>47</b> <b>7%</b>	2	8	36	23	14	9	24	37	10	44	1	-	3	15	16	13	14	31	47	-
No/none of these	<b>665</b> <b>93%</b>	115	198	341	356	181	175	309	537	128	595	55	4	114	285	184	82	314	342	-	665
		98%	96%	90%	94%	93%	95%	93%	94%	93%	93%	98%	100%	97%	95%	92%	86%	96%	92%	-	100%



Title	Page	Table	Base Description	Base
Q.1 Departure time of this train at the station boarded	1	1	Base:All who answered	752
Q.2 Station where this train was BOARDED	2	2	Base:All who answered	752
Q.3 Station you are TRAVELLING TO on this train	3	3	Base:All who answered	752
Q.4A Does any part of the journey you are making today require a change or changes of train?	5	4	Base:All who answered	719
Q.4B Final destination station	6	5	Base:All who changed at Q.4A and answered this question	107
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?	8	6	Base:All not requiring change(s) at Q.4A and answered this question	510
Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you?	9	7	Base:All not requiring change(s) at Q.4A and answered this question	486
Q.7 What is the main purpose of your rail journey today?	10	8	Base:All who answered	740
Q.8 How many times have you made this journey in the last two weeks?	11	9	Base:All who answered	739
Q.9 Are you:	12	10	Base:All who answered	743
Q.10 If you were not using the train to make this journey, how else would you make the journey?	13	11	Base:All who answered	548
Q.11A Do you use the station nearest to your home?	14	12	Base:All who answered	739
Q.11B If you do not use your nearest station for most train journeys. Why is this?	15	13	Base:All not using the station nearest to home for most journeys at Q.11A and answered this question	194
Q.12 How did you travel to the station where you boarded this train today?	16	14	Base:All who answered	741
Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park?	17	15	Base:All who answered	734
Q.14 Which of the following best describes parking in the station car park where you boarded this train?	18	16	Base:All who have used the car park at Q.13 and answered this question	184
Q.15 If you have not used the bus to travel to the station today, what was the reason for this?	19	17	Base:All not using the bus at Q.12 and answered this question	670
Q.16 How will you travel to your final destination once you have left the train?	20	18	Base:All who answered	735
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)	21	19	Base:All who answered excluding dk/no opinion	580

	Title	Page	Table	Base Description	Base
	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)	22	20	Base:All who answered excluding dk/no opinion	439
	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)	23	21	Base:All who answered excluding dk/no opinion	338
	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)	24	22	Base:All who answered excluding dk/no opinion	299
	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)	25	23	Base:All who answered excluding dk/no opinion	319
	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)	26	24	Base:All who answered excluding dk/no opinion	296
	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)	27	25	Base:All who answered excluding dk/no opinion	244
	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)	28	26	Base:All who answered excluding dk/no opinion	236
	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?	29	27	Base:All who answered	713
	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)	30	28	Base:All who answered	681
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Friday)	31	29	Base:All who answered	628
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Saturday)	32	30	Base:All who answered	600
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Sundays)	33	31	Base:All who answered	588
	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)	34	32	Base:All who answered	671

Title	Page	Table	Base Description	Base
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)	35	33	Base:All who answered	626
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)	36	34	Base:All who answered	609
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)	37	35	Base:All who answered	598
Q.20 What type of ticket did you use for your journey today?	38	36	Base:All who answered	707
Q.21 How was your ticket purchased?	39	37	Base:All who answered	739
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (By post)	40	38	Base:All who answered	682
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)	41	39	Base:All who answered	699
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)	42	40	Base:All who answered	621
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)	43	41	Base:All who answered	647
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Smartcard)	44	42	Base:All who answered	626
Q.23 Did you use a railcard to buy your ticket? If so which one?	45	43	Base:All who answered	699
Q.24 How would you rate the STATION where you boarded this train for: (Provision of information about train times platforms)	46	44	Base:All who answered excluding did not use/no opinion	733
Q.24 How would you rate the STATION where you boarded this train for: (The upkeep repair of the station buildings platforms)	47	45	Base:All who answered excluding did not use/no opinion	718
Q.24 How would you rate the STATION where you boarded this train for: (Cleanliness of the station)	48	46	Base:All who answered excluding did not use/no opinion	706
Q.24 How would you rate the STATION where you boarded this train for: (The facilities and services at the station)	49	47	Base:All who answered excluding did not use/no opinion	666

	Title	Page	Table	Base Description	Base
	Q.24 How would you rate the STATION where you boarded this train for: (The availability of staff at the station)	50	48	Base:All who answered excluding did not use/no opinion	632
	Q.24 How would you rate the STATION where you boarded this train for: (The attitudes and helpfulness of the staff)	51	49	Base:All who answered excluding did not use/no opinion	563
	Q.24 How would you rate the STATION where you boarded this train for: (Connections with other forms of public transport)	52	50	Base:All who answered excluding did not use/no opinion	566
	Q.24 How would you rate the STATION where you boarded this train for: (Ticket buying facilities)	53	51	Base:All who answered excluding did not use/no opinion	516
	Q.24 How would you rate the STATION where you boarded this train for: (Facilities for bicycle parking)	54	52	Base:All who answered excluding did not use/no opinion	131
	Q.24 How would you rate the STATION where you boarded this train for: (Your personal security whilst using that station)	55	53	Base:All who answered excluding did not use/no opinion	629
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The space for luggage)	56	54	Base:All who answered excluding did not use/no opinion	688
	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)	57	55	Base:All who answered excluding did not use/no opinion	725
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The comfort of the seating area)	58	56	Base:All who answered excluding did not use/no opinion	731
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Space for bicycles)	59	57	Base:All who answered excluding did not use/no opinion	114
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The toilet facilities)	60	58	Base:All who answered excluding did not use/no opinion	514
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Catering facilities)	61	59	Base:All who answered excluding did not use/no opinion	430
	Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month?	62	60	Base:All who answered	685
	Q.27 Which of these are important for you to have on this journey?	63	61	Base:All who answered	635
	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?	64	62	Base:All who answered	731
	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?	65	63	Base:All who answered	730
	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?	66	64	Base:All who answered	730

	Title	Page	Table	Base Description	Base
	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)	67	65	Base:All who answered	701
	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)	68	66	Base:All who answered	685
	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)	69	67	Base:All who answered	696
	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)	70	68	Base:All who answered	687
	Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer?	71	69	Base:All who answered	711
	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)	72	70	Base:All who answered excluding dk/no opinion	694
	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)	73	71	Base:All who answered excluding dk/no opinion	723
	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)	74	72	Base:All who answered excluding dk/no opinion	709
	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)	75	73	Base:All who answered excluding dk/no opinion	712
	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)	76	74	Base:All who answered excluding dk/no opinion	320
	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)	77	75	Base:All who answered excluding dk/no opinion	716
	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)	78	76	Base:All who answered excluding dk/no opinion	676



Title	Page	Table	Base Description	Base
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)	79	77	Base:All who answered excluding dk/no opinion	652
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)	80	78	Base:All who answered excluding dk/no opinion	719
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)	81	79	Base:All who answered excluding dk/no opinion	681
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)	82	80	Base:All who answered excluding dk/no opinion	625
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)	83	81	Base:All who answered excluding dk/no opinion	699
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)	84	82	Base:All who answered excluding dk/no opinion	404
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)	85	83	Base:All who answered excluding dk/no opinion	720
Q.35 Work status	86	84	Base:All who answered	745
Q.36 Age	87	85	Base:All who answered	746
Q.37 Gender	88	86	Base:All who answered	735
Q.38 Which of the following best describes your ethnic background?	89	87	Base:All who answered	729
Q.39 Do you have a disability or long term illness related to the following?	90	88	Base:All who answered	712
Train type	91	89	Base:All respondents	752