

Great Western Franchise - Stated Preference

Indices	Total	Long Distance	Regional Commuter	Regional Mixed Use	Branch Lines	Inter-Regional	Commuter	Business	Leisure
Punctuality / reliability of the train	261	262	297	254	230	229	291	264	224
Being able to get a seat on the train	207	246	151	216	193	244	166	254	223
Value for money for price of ticket	188	209	189	166	146	206	184	154	198
Frequency of trains for this route	122	71	182	131	166	96	181	105	94
Length of time the journey was scheduled to take (speed)	99	107	88	114	79	92	99	117	90
Upkeep/ repair and cleanliness of the train	88	86	76	91	120	82	75	87	98
Connections with other train services	57	41	56	52	93	64	45	57	68
Ease of buying a ticket	53	47	54	48	61	58	46	46	63
Provision of information during times of disruption	51	51	52	48	50	50	48	45	56
Facilities and services on board the train	40	44	29	47	39	43	30	46	49
Quality of facilities and services at the station	31	26	25	30	43	37	26	29	38
Provision of information during the journey	30	24	30	26	36	34	28	24	33
Ease of getting to and from the station	29	27	27	29	37	29	25	29	35

Indexed with top factor at 100	Total	Long Distance	Regional Commuter	Regional Mixed Use	Branch Lines	Inter-Regional	Commuter	Business	Leisure
Punctuality / reliability of the train	100	100	100	100	100	94	100	100	100
Being able to get a seat on the train	79	94	51	85	84	100	57	96	99
Value for money for price of ticket	72	80	64	66	64	84	63	59	88
Frequency of trains for this route	47	27	61	51	72	39	62	40	42
Length of time the journey was scheduled to take (speed)	38	41	30	45	34	38	34	44	40
Upkeep/ repair and cleanliness of the train	33	33	26	36	52	34	26	33	44
Connections with other train services	22	16	19	20	40	26	15	21	30
Ease of buying a ticket	20	18	18	19	26	24	16	18	28
Provision of information during times of disruption	20	19	18	19	22	20	17	17	25
Facilities and services on board the train	15	17	10	19	17	17	10	17	22
Quality of facilities and services at the station	12	10	9	12	19	15	9	11	17
Provision of information during the journey	11	9	10	10	16	14	10	9	15
Ease of getting to and from the station	11	10	9	11	16	12	9	11	15