

Great Western (RUS) * Inter regional 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	814	246	77	478	227	206	21	587	740	74	655	136	12	349	241	114	86	376	395	60	682
06:00-06:59	40 5%	35 14%	5 6%	- -	- -	- -	- -	40 7%	40 5%	- -	7 1%	30 22%	3 25%	12 3%	20 8%	7 6%	- -	29 8%	7 2%	2 3%	34 5%
07:00-07:59	57 7%	47 19%	5 6%	2 *	57 25%	57 28%	- -	- -	57 8%	- -	19 3%	33 24%	2 17%	24 7%	27 11%	3 3%	2 2%	35 9%	21 5%	- -	55 8%
08:00-08:59	55 7%	24 10%	11 14%	19 4%	55 24%	55 27%	- -	- -	55 7%	- -	40 6%	14 10%	1 8%	26 7%	16 7%	9 8%	3 3%	24 6%	29 7%	3 5%	48 7%
09:00-09:59	94 12%	15 6%	5 6%	72 15%	94 41%	94 46%	- -	- -	81 11%	13 18%	86 13%	6 4%	- -	37 11%	21 9%	15 13%	17 20%	37 10%	52 13%	12 20%	73 11%
10:00-10:59	154 19%	28 11%	8 10%	115 24%	- -	- -	- -	154 26%	127 17%	27 36%	142 22%	7 5%	2 17%	65 19%	42 17%	24 21%	16 19%	72 19%	69 17%	15 25%	124 18%
11:00-11:59	104 13%	24 10%	9 12%	70 15%	- -	- -	- -	104 18%	96 13%	8 11%	90 14%	13 10%	- -	45 13%	27 11%	15 13%	13 15%	47 13%	50 13%	13 22%	80 12%
12:00-12:59	121 15%	24 10%	9 12%	87 18%	- -	- -	- -	121 21%	120 16%	1 1%	106 16%	13 10%	- -	60 17%	28 12%	15 13%	16 19%	50 13%	67 17%	5 8%	105 15%
13:00-13:59	89 11%	25 10%	7 9%	56 12%	- -	- -	- -	89 15%	73 10%	16 22%	76 12%	12 9%	8 8%	44 13%	26 11%	7 6%	10 12%	41 11%	47 12%	6 10%	75 11%
14:00-14:59	46 6%	9 4%	9 12%	27 6%	- -	- -	- -	46 8%	39 5%	7 9%	44 7%	1 1%	1 8%	14 4%	18 7%	6 5%	7 8%	21 6%	23 6%	2 3%	39 6%
15:00-15:59	33 4%	10 4%	7 9%	16 3%	- -	- -	- -	33 6%	31 4%	2 3%	27 4%	5 4%	1 8%	13 4%	12 5%	6 5%	1 1%	13 3%	17 4%	2 3%	30 4%
16:00-16:59	12 1%	3 1%	- -	9 2%	12 5%	- -	12 57%	- -	12 2%	- -	11 2%	1 1%	- -	5 1%	3 1%	3 3%	1 1%	4 1%	7 2%	- -	11 2%
17:00-17:59	8 1%	2 1%	2 3%	4 1%	8 4%	- -	8 38%	- -	8 1%	- -	6 1%	1 1%	1 8%	3 1%	1 *	4 4%	- -	3 1%	5 1%	- -	7 1%
18:00-18:59	1 *	- -	- -	1 *	1 *	- -	1 5%	- -	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	1 *	- -	1 *

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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	814	246	77	478	227	206	21	587	740	74	655	136	12	349	241	114	86	376	395	60	682
Cardiff Central	190 23%	59 24%	21 27%	107 22%	28 12%	28 14%	- -	162 28%	178 24%	12 16%	146 22%	37 27%	4 33%	100 29%	56 23%	14 12%	13 15%	83 22%	95 24%	10 17%	164 24%
Bristol Temple Meads	108 13%	41 17%	14 18%	50 10%	49 22%	49 24%	- -	59 10%	95 13%	13 18%	84 13%	20 15%	2 17%	48 14%	37 15%	12 11%	8 9%	64 17%	40 10%	9 15%	88 13%
Southampton Central	90 11%	17 7%	8 10%	65 14%	26 11%	19 9%	7 33%	64 11%	90 12%	- -	81 12%	9 7%	- -	37 11%	21 9%	15 13%	15 17%	41 11%	45 11%	6 10%	76 11%
Portsmouth Harbour	63 8%	19 8%	7 9%	37 8%	12 5%	8 4%	4 19%	51 9%	60 8%	3 4%	51 8%	10 7%	2 17%	28 8%	16 7%	10 9%	9 10%	30 8%	29 7%	5 8%	55 8%
Bath Spa	52 6%	13 5%	2 3%	35 7%	23 10%	23 11%	- -	29 5%	52 7%	- -	44 7%	7 5%	- -	26 7%	13 5%	6 5%	6 7%	16 4%	35 9%	3 5%	46 7%
Newport (South Wales)	50 6%	25 10%	4 5%	20 4%	15 7%	15 7%	- -	35 6%	45 6%	5 7%	27 4%	21 15%	1 8%	14 4%	22 9%	11 10%	3 3%	27 7%	19 5%	- -	48 7%
Salisbury	40 5%	7 3%	4 5%	28 6%	13 6%	11 5%	2 10%	27 5%	36 5%	4 5%	34 5%	5 4%	1 8%	9 3%	11 5%	8 7%	10 12%	16 4%	22 6%	5 8%	31 5%
Portsmouth And Southsea	33 4%	11 4%	3 4%	19 4%	3 1%	2 1%	1 5%	30 5%	31 4%	2 3%	29 4%	4 3%	- -	16 5%	11 5%	5 4%	1 1%	13 3%	20 5%	2 3%	28 4%
Fratton	32 4%	7 3%	2 3%	23 5%	8 4%	4 2%	4 19%	24 4%	28 4%	4 5%	27 4%	4 3%	- -	15 4%	6 2%	7 6%	2 2%	12 3%	17 4%	- -	27 4%
Romsey	27 3%	4 2%	1 1%	21 4%	7 3%	7 3%	- -	20 3%	17 2%	10 14%	25 4%	1 1%	- -	12 3%	6 2%	7 6%	1 1%	16 4%	10 3%	8 13%	16 2%
Cosham	23 3%	4 2%	2 3%	16 3%	4 2%	3 1%	1 5%	19 3%	22 3%	1 1%	21 3%	1 1%	- -	7 2%	7 3%	3 3%	4 5%	4 1%	17 4%	3 5%	16 2%
Filton Abbey Wood	21 3%	13 5%	3 4%	5 1%	9 4%	9 4%	- -	12 2%	19 3%	2 3%	13 2%	7 5%	1 8%	11 3%	7 3%	2 2%	- -	12 3%	8 2%	1 2%	18 3%
Fareham	14 2%	4 2%	- -	10 2%	6 3%	5 2%	1 5%	8 1%	11 1%	3 4%	13 2%	1 1%	- -	5 1%	5 2%	2 2%	2 2%	7 2%	6 2%	2 3%	12 2%
Warminster	14 2%	6 2%	1 1%	7 1%	3 1%	3 1%	- -	11 2%	14 2%	- -	11 2%	3 2%	- -	3 1%	5 2%	3 3%	3 3%	6 2%	8 2%	3 5%	10 1%
Westbury (Wiltshire)	14 2%	5 2%	2 3%	7 1%	8 4%	8 4%	- -	6 1%	13 2%	1 1%	12 2%	1 1%	1 8%	6 2%	3 1%	2 2%	3 3%	9 2%	5 1%	1 2%	13 2%
Trowbridge	12 1%	3 1%	1 1%	7 1%	6 3%	6 3%	- -	6 1%	11 1%	1 1%	11 2%	- -	- -	5 1%	3 1%	- -	2 2%	5 1%	5 1%	1 2%	8 1%
Eastleigh	11 1%	- -	1 1%	10 2%	- -	- -	- -	11 2%	- -	11 15%	11 2%	- -	- -	1 *	6 2%	3 3%	- -	7 2%	3 1%	- -	9 1%
Bradford-On-Avon	6 1%	3 1%	- -	3 1%	3 1%	2 1%	1 5%	3 1%	6 1%	- -	4 1%	2 1%	- -	2 1%	1 *	2 2%	1 1%	3 1%	3 1%	- -	5 1%
Other	14 2%	5 2%	1 1%	8 2%	4 2%	4 2%	- -	10 2%	12 2%	2 3%	11 2%	3 2%	- -	4 1%	5 2%	2 2%	3 3%	5 1%	8 2%	1 2%	12 2%

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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	814	246	77	478	227	206	21	587	740	74	655	136	12	349	241	114	86	376	395	60	682
Bristol Temple Meads	186 23%	54 22%	17 22%	110 23%	41 18%	36 17%	5 24%	145 25%	156 21%	30 41%	141 22%	36 26%	5 42%	87 25%	59 24%	28 25%	9 10%	95 25%	80 20%	16 27%	157 23%
Southampton Central	126 15%	47 19%	14 18%	62 13%	52 23%	49 24%	3 14%	74 13%	126 17%	-	106 16%	15 11%	2 17%	58 17%	35 15%	20 18%	12 14%	68 18%	55 14%	9 15%	108 16%
Bath Spa	115 14%	25 10%	8 10%	80 17%	36 16%	34 17%	2 10%	79 13%	98 13%	17 23%	98 15%	15 11%	-	49 14%	27 11%	21 18%	12 14%	47 13%	61 15%	9 15%	95 14%
Salisbury	77 9%	24 10%	5 6%	48 10%	31 14%	29 14%	2 10%	46 8%	70 9%	7 9%	63 10%	13 10%	1 8%	28 8%	22 9%	10 9%	15 17%	27 7%	47 12%	3 5%	69 10%
Cardiff Central	67 8%	10 4%	5 6%	52 11%	10 4%	6 3%	4 19%	57 10%	55 7%	12 16%	63 10%	4 3%	-	26 7%	20 8%	10 9%	8 9%	32 9%	31 8%	6 10%	54 8%
Portsmouth Harbour	37 5%	3 1%	7 9%	26 5%	9 4%	9 4%	-	28 5%	34 5%	3 4%	32 5%	4 3%	-	16 5%	8 3%	4 4%	8 9%	21 6%	13 3%	3 5%	29 4%
Filton Abbey Wood	27 3%	20 8%	1 1%	6 1%	6 3%	5 2%	1 5%	21 4%	27 4%	-	9 1%	17 13%	1 8%	14 4%	10 4%	2 2%	-	13 3%	11 3%	1 2%	25 4%
Cosham	26 3%	7 3%	3 4%	16 3%	3 1%	2 1%	1 5%	23 4%	25 3%	1 1%	22 3%	2 1%	1 8%	2 1%	12 5%	4 4%	6 7%	7 2%	16 4%	1 2%	22 3%
Newport (South Wales)	24 3%	4 2%	2 3%	18 4%	2 1%	2 1%	-	22 4%	23 3%	1 1%	22 3%	2 1%	-	8 2%	10 4%	2 2%	3 3%	8 2%	14 4%	2 3%	19 3%
Portsmouth And Southsea	23 3%	13 5%	3 4%	6 1%	7 3%	7 3%	-	16 3%	23 3%	-	18 3%	5 4%	-	14 4%	5 2%	3 3%	-	10 3%	13 3%	1 2%	20 3%
Romsey	19 2%	10 4%	4 5%	5 1%	8 4%	7 3%	1 5%	11 2%	19 3%	-	15 2%	4 3%	-	9 3%	5 2%	1 1%	4 5%	9 2%	10 3%	-	16 2%
Trowbridge	18 2%	7 3%	1 1%	9 2%	8 4%	8 4%	-	10 2%	15 2%	3 4%	12 2%	5 4%	1 8%	11 3%	6 2%	1 1%	-	8 2%	10 3%	2 3%	13 2%
Westbury (Wiltshire)	18 2%	5 2%	2 3%	11 2%	4 2%	2 1%	2 10%	14 2%	18 2%	-	17 3%	1 1%	-	6 2%	7 3%	3 3%	2 2%	11 3%	7 2%	2 3%	13 2%
Fareham	17 2%	4 2%	3 4%	10 2%	4 2%	4 2%	-	13 2%	17 2%	-	15 2%	2 1%	-	7 2%	5 2%	1 1%	3 3%	7 2%	9 2%	1 2%	14 2%
Fratton	13 2%	5 2%	-	8 2%	1 *	1 *	-	12 2%	13 2%	-	9 1%	4 3%	-	8 2%	3 1%	1 1%	1 1%	7 2%	5 1%	3 5%	10 1%
Warminster	11 1%	2 1%	2 3%	7 1%	3 1%	3 1%	-	8 1%	11 1%	-	9 1%	2 1%	-	4 1%	2 1%	2 2%	2 2%	2 1%	8 2%	-	10 1%
Bradford-On-Avon	7 1%	3 1%	-	4 1%	2 1%	2 1%	-	5 1%	7 1%	-	4 1%	3 2%	-	2 1%	3 1%	1 1%	1 1%	2 1%	5 1%	1 2%	6 1%
Other	3 *	3 1%	-	-	-	-	-	3 1%	3 *	-	-	2 1%	1 8%	-	2 1%	-	-	2 1%	-	-	2 *

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Absolutes/col percents

Table 4

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

Base:All who answered

	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	775	242	74	448	220	199	21	555	706	67	622	132	12	337	229	111	77	358	378	56	655
None	537	194	44	289	156	141	15	381	489	46	401	118	9	245	161	71	46	274	236	33	464
	69%	80%	59%	65%	71%	71%	71%	69%	69%	69%	64%	89%	75%	73%	70%	64%	60%	77%	62%	59%	71%
1	176	38	21	116	51	45	6	125	163	13	162	11	3	75	49	30	18	63	105	18	140
	23%	16%	28%	26%	23%	23%	29%	23%	23%	19%	26%	8%	25%	22%	21%	27%	23%	18%	28%	32%	21%
2	48	7	9	32	8	8	-	40	43	5	47	1	-	15	17	6	8	18	27	3	41
	6%	3%	12%	7%	4%	4%	-	7%	6%	7%	8%	1%	-	4%	7%	5%	10%	5%	7%	5%	6%
3	12	3	-	9	5	5	-	7	9	3	11	1	-	1	2	4	4	3	8	2	8
	2%	1%	-	2%	2%	3%	-	1%	1%	4%	2%	1%	-	*	1%	4%	5%	1%	2%	4%	1%
4	2	-	-	2	-	-	-	2	2	-	1	1	-	1	-	-	1	-	2	-	2
	*	-	-	*	-	-	-	*	*	-	*	1%	-	*	-	-	1%	-	1%	-	*
5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	*	*	1	*	*	*	*	*	*	*	*	*	*	*	*	*	1	*	1	1	*

Great Western (RUS) * Inter regional 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	168	34	17	117	50	46	4	118	156	12	155	10	3	72	42	27	21	62	98	18	130
Brighton	10	-	1	9	6	6	-	4	10	-	10	-	-	6	1	2	-	3	6	-	6
	6%	-	6%	8%	12%	13%	-	3%	6%	-	6%	-	-	8%	2%	7%	-	5%	6%	-	5%
Bournemouth	9	4	-	5	4	4	-	5	9	-	7	1	1	6	3	-	-	4	5	1	8
	5%	12%	-	4%	8%	9%	-	4%	6%	-	5%	10%	33%	8%	7%	-	-	6%	5%	6%	6%
Plymouth	7	3	-	4	1	1	-	6	7	-	7	-	-	5	-	-	1	3	3	1	4
	4%	9%	-	3%	2%	2%	-	5%	4%	-	5%	-	-	7%	-	-	5%	5%	3%	6%	3%
Taunton	7	-	1	6	-	-	-	7	7	-	7	-	-	4	1	-	2	4	3	1	4
	4%	-	6%	5%	-	-	-	6%	4%	-	5%	-	-	6%	2%	-	10%	6%	3%	6%	3%
Eastleigh	4	2	1	1	4	4	-	-	4	-	2	2	-	1	2	1	-	4	-	-	4
	2%	6%	6%	1%	8%	9%	-	-	3%	-	1%	20%	-	1%	5%	4%	-	6%	-	-	3%
Exeter St Davids	4	-	-	4	1	1	-	3	4	-	4	-	-	3	1	-	-	-	3	-	4
	2%	-	-	3%	2%	2%	-	3%	3%	-	3%	-	-	4%	2%	-	-	-	3%	-	3%
Truro	4	-	-	4	1	1	-	3	4	-	4	-	-	2	-	1	1	3	1	1	3
	2%	-	-	3%	2%	2%	-	3%	3%	-	3%	-	-	3%	-	4%	5%	5%	1%	6%	2%
Winchester	4	2	1	1	1	1	-	3	4	-	3	1	-	2	2	-	-	1	3	-	4
	2%	6%	6%	1%	2%	2%	-	3%	3%	-	2%	10%	-	3%	5%	-	-	2%	3%	-	3%
Gillingham (Dorset)	3	-	-	3	1	1	-	2	2	1	1	2	-	1	-	-	2	1	2	-	3
	2%	-	-	3%	2%	2%	-	2%	1%	8%	1%	20%	-	1%	-	-	10%	2%	2%	-	2%
Havant	3	-	1	2	1	1	-	2	3	-	3	-	-	1	1	-	1	-	3	-	3
	2%	-	6%	2%	2%	2%	-	2%	2%	-	2%	-	-	1%	2%	-	5%	-	3%	-	2%
London Waterloo	3	-	-	3	2	2	-	1	3	-	3	-	-	-	2	1	-	1	2	-	2
	2%	-	-	3%	4%	4%	-	1%	2%	-	2%	-	-	-	5%	4%	-	2%	2%	-	2%
Barnham	3	1	-	2	1	1	-	2	3	-	3	-	-	-	1	1	1	2	1	1	1
	2%	3%	-	2%	2%	2%	-	2%	2%	-	2%	-	-	-	2%	4%	5%	3%	1%	6%	1%
Swindon	3	-	2	1	-	-	-	3	3	-	3	-	-	-	2	1	-	2	1	-	3
	2%	-	12%	1%	-	-	-	3%	2%	-	2%	-	-	-	5%	4%	-	3%	1%	-	2%
Cheltenham Spa	3	1	-	2	-	-	-	3	3	-	3	-	-	2	-	-	1	-	3	1	1
	2%	3%	-	2%	-	-	-	3%	2%	-	2%	-	-	3%	-	-	5%	-	3%	6%	1%
Torquay	3	-	-	3	1	1	-	2	3	-	3	-	-	1	-	2	-	-	3	1	2
	2%	-	-	3%	2%	2%	-	2%	2%	-	2%	-	-	1%	-	7%	-	-	3%	6%	2%
Barry	3	-	-	3	-	-	-	3	2	1	3	-	-	1	2	-	-	-	3	-	3
	2%	-	-	3%	-	-	-	3%	1%	8%	2%	-	-	1%	5%	-	-	-	3%	-	2%
Weston-Super-Mare	3	-	-	3	1	1	-	2	3	-	3	-	-	1	1	-	-	-	1	1	1
	2%	-	-	3%	2%	2%	-	2%	2%	-	2%	-	-	1%	2%	-	-	-	1%	6%	1%
Andover	3	-	1	2	-	-	-	3	2	1	3	-	-	-	2	-	1	1	2	-	2
	2%	-	6%	2%	-	-	-	3%	1%	8%	2%	-	-	-	5%	-	5%	2%	2%	-	2%
Yeovil Junction	3	1	-	2	2	1	1	1	3	-	3	-	-	1	1	-	1	1	2	-	3
	2%	3%	-	2%	4%	2%	25%	1%	2%	-	2%	-	-	1%	2%	-	5%	2%	2%	-	2%

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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	168	34	17	117	50	46	4	118	156	12	155	10	3	72	42	27	21	62	98	18	130
Chippenham	2 1%	-	1	1	1	1	-	1	1	1	2	-	-	1	-	1	-	1	1	-	2
		-	6%	1%	2%	2%	-	1%	1%	8%	1%	-	-	1%	-	4%	-	2%	1%	-	2%
Southampton Central	2 1%	1	-	1	1	1	-	1	2	-	2	-	-	2	-	-	-	1	1	-	2
		3%	-	1%	2%	2%	-	1%	1%	-	1%	-	-	3%	-	-	-	2%	1%	-	2%
Chandlers Ford	2 1%	1	1	-	-	-	-	2	2	-	2	-	-	-	-	1	1	2	-	-	1
		3%	6%	-	-	-	-	2%	1%	-	1%	-	-	-	-	4%	5%	3%	-	-	1%
Honiton	2 1%	-	-	2	2	2	-	-	1	1	2	-	-	2	-	-	-	-	2	-	2
		-	-	2%	4%	4%	-	-	1%	8%	1%	-	-	3%	-	-	-	-	2%	-	2%
Keynsham	2 1%	1	-	1	1	-	1	1	2	-	1	-	1	1	1	-	-	1	1	-	2
		3%	-	1%	2%	-	25%	1%	1%	-	1%	-	33%	1%	2%	-	-	2%	1%	-	2%
London Paddington	2 1%	-	-	2	-	-	-	2	2	-	2	-	-	-	2	-	-	-	2	-	2
		-	-	2%	-	-	-	2%	1%	-	1%	-	-	-	5%	-	-	-	2%	-	2%
Bristol Parkway	2 1%	2	-	-	-	-	-	2	2	-	1	-	1	2	-	-	-	1	1	-	2
		6%	-	-	-	-	-	2%	1%	-	1%	-	33%	3%	-	-	-	2%	1%	-	2%
Ludlow	2 1%	-	-	2	-	-	-	2	2	-	2	-	-	1	1	-	-	1	1	1	-
		-	-	2%	-	-	-	2%	1%	-	1%	-	-	1%	2%	-	-	2%	1%	6%	-
Nottingham	2 1%	-	-	2	-	-	-	2	2	-	2	-	-	1	-	1	-	-	2	-	2
		-	-	2%	-	-	-	2%	1%	-	1%	-	-	1%	-	4%	-	-	2%	-	2%
Basingstoke	1 1%	1	-	-	1	1	-	-	1	-	1	-	-	1	-	-	-	-	1	-	1
		3%	-	-	2%	2%	-	-	1%	-	1%	-	-	1%	-	-	-	-	1%	-	1%
Newton Abbot	1 1%	-	-	1	1	1	-	-	1	-	1	-	-	1	-	-	-	-	1	-	1
		-	-	1%	2%	2%	-	-	1%	-	1%	-	-	1%	-	-	-	-	1%	-	1%
Swansea	1 1%	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	-	-	1	-	1
		-	-	1%	-	-	-	1%	1%	-	1%	-	-	1%	-	-	-	-	1%	-	1%
Birmingham New Street	1 1%	1	-	-	-	-	-	1	1	-	1	-	-	1	-	-	-	-	1	-	1
		3%	-	-	-	-	-	1%	1%	-	1%	-	-	1%	-	-	-	-	1%	-	1%
Oxford	1 1%	-	-	1	1	-	1	-	1	-	1	-	-	-	1	-	-	-	1	-	1
		-	-	1%	2%	-	25%	-	1%	-	1%	-	-	-	2%	-	-	-	1%	-	1%
Other	63 38%	13	7	43	15	14	1	48	56	7	59	4	-	21	15	15	9	25	35	9	49
		38%	41%	37%	30%	30%	25%	41%	36%	58%	38%	40%	-	29%	36%	56%	43%	40%	36%	50%	38%

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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	466	170	40	248	140	127	13	326	428	37	349	103	7	217	136	63	39	236	206	27	409
Very likely	125	53	7	65	38	32	6	87	115	9	94	29	2	54	38	18	13	63	55	9	107
	27%	31%	18%	26%	27%	25%	46%	27%	27%	24%	27%	28%	29%	25%	28%	29%	33%	27%	27%	33%	26%
Fairly likely	181	53	17	106	56	51	5	125	162	19	144	29	3	92	54	20	9	91	80	8	161
	39%	31%	43%	43%	40%	40%	38%	38%	38%	51%	41%	28%	43%	42%	40%	32%	23%	39%	39%	30%	39%
Fairly unlikely	73	30	9	32	23	23	-	50	67	6	52	20	-	30	24	11	8	39	32	4	66
	16%	18%	23%	13%	16%	18%	-	15%	16%	16%	15%	19%	-	14%	18%	17%	21%	17%	16%	15%	16%
Very unlikely	72	28	5	38	21	20	1	51	69	3	48	21	2	34	17	11	7	39	29	5	61
	15%	16%	13%	15%	15%	16%	8%	16%	16%	8%	14%	20%	29%	16%	13%	17%	18%	17%	14%	19%	15%
Not sure	15	6	2	7	2	1	1	13	15	-	11	4	-	7	3	3	2	4	10	1	14
	3%	4%	5%	3%	1%	1%	8%	4%	4%	-	3%	4%	-	3%	2%	5%	5%	2%	5%	4%	3%
Likely (net)	306	106	24	171	94	83	11	212	277	28	238	58	5	146	92	38	22	154	135	17	268
	66%	62%	60%	69%	67%	65%	85%	65%	65%	76%	68%	56%	71%	67%	68%	60%	56%	65%	66%	63%	66%
Unlikely (net)	145	58	14	70	44	43	1	101	136	9	100	41	2	64	41	22	15	78	61	9	127
	31%	34%	35%	28%	31%	34%	8%	31%	32%	24%	29%	40%	29%	29%	30%	35%	38%	33%	30%	33%	31%

Great Western (RUS) * Inter regional JB:11519

Absolutes/col percents

Table 7

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

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

	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	441	163	40	237	131	119	12	310	404	36	335	99	7	209	127	62	34	223	199	27	386
Making the connection on time	387 88%	147 90%	36 90%	203 86%	121 92%	109 92%	12 100%	266 86%	352 87%	34 94%	289 86%	91 92%	7 100%	180 86%	115 91%	56 90%	28 82%	198 89%	172 86%	23 85%	339 88%
Having to wait and adding too much time to the journey	317 72%	132 81%	28 70%	156 66%	91 69%	81 68%	10 83%	226 73%	289 72%	27 75%	233 70%	80 81%	4 57%	154 74%	98 77%	43 69%	16 47%	159 71%	145 73%	17 63%	280 73%
Journey information at the interchange station	177 40%	62 38%	19 48%	95 40%	43 33%	38 32%	5 42%	134 43%	162 40%	15 42%	136 41%	37 37%	4 57%	76 36%	51 40%	34 55%	12 35%	77 35%	91 46%	12 44%	153 40%
Availability of station facilities at the interchange	95 22%	29 18%	11 28%	55 23%	26 20%	22 18%	4 33%	69 22%	86 21%	8 22%	76 23%	17 17%	2 29%	32 15%	33 26%	20 32%	7 21%	46 21%	46 23%	10 37%	77 20%
Mobility assistance moving luggage	62 14%	12 7%	2 5%	48 20%	9 7%	9 8%	- -	53 17%	57 14%	5 14%	57 17%	5 5%	- -	25 12%	17 13%	12 19%	6 18%	22 10%	36 18%	7 26%	52 13%
Personal security when making the interchange	57 13%	16 10%	6 15%	35 15%	12 9%	11 9%	1 8%	45 15%	52 13%	5 14%	46 14%	11 11%	- -	15 7%	18 14%	17 27%	5 15%	20 9%	35 18%	4 15%	51 13%
Other	18 4%	7 4%	3 8%	8 3%	3 2%	3 3%	- -	15 5%	17 4%	1 3%	14 4%	4 4%	- -	9 4%	6 5%	3 5%	- -	10 4%	8 4%	3 11%	13 3%

Great Western (RUS) * Inter regional 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	803	247	77	479	221	200	21	582	728	73	654	136	12	346	238	115	84	372	391	60	675
Visiting friends or relatives	244 30%	-	-	244	54	44	10	190	219	25	238	5	-	117	46	37	39	76	156	21	198
Daily commuting to from work	114 14%	114	-	-	49	46	3	65	113	-	8	97	9	47	50	15	1	71	36	5	107
On company business	77 10%	-	77	-	23	21	2	54	75	2	75	2	-	18	39	15	4	45	31	3	68
Shopping trip	72 9%	-	-	72	17	16	1	55	58	13	70	2	-	27	23	13	9	26	46	5	64
Less regular commuting to from work	67 8%	67	-	-	25	25	-	42	66	1	60	7	-	23	32	6	3	44	19	4	61
A day out	62 8%	-	-	62	22	20	2	40	53	9	61	-	1	28	7	12	13	30	26	5	50
Less regular commuting for education	49 6%	49	-	-	15	13	2	34	49	-	40	9	-	40	3	3	1	19	28	3	39
Sport entertainment	37 5%	-	-	37	5	4	1	32	12	25	37	-	-	15	13	7	1	25	11	6	25
Travel to/from holiday	29 4%	-	-	29	4	4	-	25	28	1	29	-	-	7	8	6	7	11	17	2	26
On personal business	29 4%	-	-	29	8	8	-	21	29	-	28	1	-	11	12	3	3	18	8	4	23
Daily commuting for education	19 2%	19	-	-	2	2	-	17	19	-	5	12	2	17	2	-	-	3	16	-	17
Other	35 4%	-	-	35	6	5	1	29	31	4	33	2	-	16	7	4	4	18	13	4	24
Commuter (net)	247 31%	247	-	-	91	86	5	156	245	1	112	124	11	126	86	24	5	136	99	12	222
Business (net)	77 10%	-	77	-	23	21	2	54	75	2	75	2	-	18	39	15	4	45	31	3	68
Leisure (net)	479 60%	-	-	479	107	93	14	372	408	70	467	10	1	202	113	76	75	191	261	45	385

Great Western (RUS) * Inter regional 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	805	247	77	478	222	201	21	583	730	73	656	137	12	346	240	115	84	374	392	61	676
This is my first journey	430	33	49	347	114	102	12	316	371	58	430	-	-	173	127	68	51	178	230	33	360
	53%	13%	64%	73%	51%	51%	57%	54%	51%	79%	66%	-	-	50%	53%	59%	61%	48%	59%	54%	53%
2-5	226	79	26	120	49	43	6	177	213	13	226	-	-	105	55	31	29	112	105	20	186
	28%	32%	34%	25%	22%	21%	29%	30%	29%	18%	34%	-	-	30%	23%	27%	35%	30%	27%	33%	28%
6-10	71	61	2	8	26	25	1	45	70	1	-	71	-	34	24	9	2	39	28	6	59
	9%	25%	3%	2%	12%	12%	5%	8%	10%	1%	-	52%	-	10%	10%	8%	2%	10%	7%	10%	9%
11-20	66	63	-	2	29	28	1	37	64	1	-	66	-	28	28	7	2	35	27	1	60
	8%	26%	-	*	13%	14%	5%	6%	9%	1%	-	48%	-	8%	12%	6%	2%	9%	7%	2%	9%
21+	12	11	-	1	4	3	1	8	12	-	-	-	12	6	6	-	-	10	2	1	11
	1%	4%	-	*	2%	1%	5%	1%	2%	-	-	-	100%	2%	3%	-	-	3%	1%	2%	2%
Occasional (net)	137	124	2	10	55	53	2	82	134	2	-	137	-	62	52	16	4	74	55	7	119
	17%	50%	3%	2%	25%	26%	10%	14%	18%	3%	-	100%	-	18%	22%	14%	5%	20%	14%	11%	18%
Infrequent (net)	656	112	75	467	163	145	18	493	584	71	656	-	-	278	182	99	80	290	335	53	546
	81%	45%	97%	98%	73%	72%	86%	85%	80%	97%	100%	-	-	80%	76%	86%	95%	78%	85%	87%	81%

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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	801	247	77	474	220	199	21	581	726	73	651	137	12	346	237	115	82	371	390	60	672
Travelling alone	599	233	65	298	179	164	15	420	573	24	453	133	12	271	172	81	58	278	289	41	509
	75%	94%	84%	63%	81%	82%	71%	72%	79%	33%	70%	97%	100%	78%	73%	70%	71%	75%	74%	68%	76%
Travelling with children aged 0-4	13	1	-	12	4	2	2	9	12	1	13	-	-	6	3	2	2	5	7	1	9
	2%	*	-	3%	2%	1%	10%	2%	2%	1%	2%	-	-	2%	1%	2%	2%	1%	2%	2%	1%
Travelling with children aged 5-10	4	-	-	4	1	-	1	3	4	-	4	-	-	-	2	1	1	3	1	-	4
	*	-	-	1%	*	-	5%	1%	1%	-	1%	-	-	-	1%	1%	1%	1%	*	-	1%
Travelling with children aged 11-15	5	1	-	4	1	1	-	4	2	3	5	-	-	3	2	-	-	1	4	3	2
	1%	*	-	1%	*	1%	-	1%	*	4%	1%	-	-	1%	1%	-	-	*	1%	5%	*
Travelling with other adults 16+	188	12	12	164	37	34	3	151	141	47	184	4	-	69	61	31	23	88	93	16	155
	23%	5%	16%	35%	17%	17%	14%	26%	19%	64%	28%	3%	-	20%	26%	27%	28%	24%	24%	27%	23%
With children aged 0-15 (net)	21	2	-	19	6	3	3	15	17	4	21	-	-	9	6	3	3	9	11	4	14
	3%	1%	-	4%	3%	2%	14%	3%	2%	5%	3%	-	-	3%	3%	3%	4%	2%	3%	7%	2%

Great Western (RUS) * Inter regional 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	648	199	64	382	173	158	15	475	585	62	531	107	9	271	201	97	60	315	296	50	539
By car	481	155	57	268	131	121	10	350	431	49	393	83	5	183	163	78	43	227	225	32	409
	74%	78%	89%	70%	76%	77%	67%	74%	74%	79%	74%	78%	56%	68%	81%	80%	72%	72%	76%	64%	76%
By coach	79	14	-	65	12	8	4	67	70	9	76	2	1	49	14	5	7	43	30	6	62
	12%	7%	-	17%	7%	5%	27%	14%	12%	15%	14%	2%	11%	18%	7%	5%	12%	14%	10%	12%	12%
By bus	73	16	3	53	16	15	1	57	69	4	57	14	1	31	18	10	9	36	32	7	55
	11%	8%	5%	14%	9%	9%	7%	12%	12%	6%	11%	13%	11%	11%	9%	10%	15%	11%	11%	14%	10%
By taxi	11	5	2	4	1	1	-	10	11	-	10	-	1	5	5	1	-	7	4	2	9
	2%	3%	3%	1%	1%	1%	-	2%	2%	-	2%	-	11%	2%	2%	1%	-	2%	1%	4%	2%
On foot	4	1	1	2	1	1	-	3	3	1	2	1	1	-	2	1	-	2	1	-	3
	1%	1%	2%	1%	1%	1%	-	1%	1%	2%	*	1%	11%	-	1%	1%	-	1%	*	-	1%
Bicycle	3	1	-	2	-	-	-	3	2	1	3	-	-	-	2	-	-	1	1	-	2
	*	1%	-	1%	-	-	-	1%	*	2%	1%	-	-	-	1%	-	-	*	*	-	*
I would not make this journey except by train	2	-	-	2	1	1	-	1	2	-	2	-	-	1	-	-	-	-	1	-	1
	*	-	-	1%	1%	1%	-	*	*	-	*	-	-	*	-	-	-	-	*	-	*
By minicab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On other public transport	7	1	2	3	3	3	-	4	7	-	6	1	-	2	3	2	-	4	3	1	6
	1%	1%	3%	1%	2%	2%	-	1%	1%	-	1%	1%	-	1%	1%	2%	-	1%	1%	2%	1%
Don't know	36	16	2	18	12	11	1	24	34	2	26	8	2	26	5	2	3	18	17	4	29
	6%	8%	3%	5%	7%	7%	7%	5%	6%	3%	5%	7%	22%	10%	2%	2%	5%	6%	6%	8%	5%

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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	802	246	76	477	221	200	21	581	728	72	653	136	12	346	239	112	84	371	391	60	673
Yes, for most train journeys	638 80%	197 80%	52 68%	387 81%	168 76%	148 74%	20 95%	470 81%	581 80%	55 76%	521 80%	106 78%	10 83%	272 79%	191 80%	86 77%	71 85%	277 75%	325 83%	41 68%	539 80%
Yes, only for some train journeys	98 12%	26 11%	15 20%	56 12%	31 14%	30 15%	1 5%	67 12%	85 12%	13 18%	80 12%	16 12%	2 17%	42 12%	26 11%	18 16%	9 11%	55 15%	39 10%	11 18%	79 12%
No, never use it	56 7%	23 9%	8 11%	25 5%	19 9%	19 10%	- -	37 6%	52 7%	4 6%	42 6%	14 10%	- -	27 8%	19 8%	7 6%	3 4%	36 10%	20 5%	7 12%	46 7%
Not sure	10 1%	- -	1 1%	9 2%	3 1%	3 2%	- -	7 1%	10 1%	- -	10 2%	- -	- -	5 1%	3 1%	1 1%	1 1%	3 1%	7 2%	1 2%	9 1%

Great Western (RUS) * Inter regional 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	159	49	22	88	52	51	1	107	142	17	127	30	2	72	47	26	12	92	63	19	131
I get a direct train to my destination from the alternative station	71 45%	27 55%	9 41%	35 40%	27 52%	27 53%	- -	44 41%	63 44%	8 47%	51 40%	19 63%	1 50%	38 53%	20 43%	9 35%	4 33%	44 48%	26 41%	6 32%	63 48%
Better frequency of trains at other stations	57 36%	15 31%	10 45%	32 36%	21 40%	21 41%	- -	36 34%	47 33%	10 59%	49 39%	8 27%	- -	32 44%	13 28%	8 31%	4 33%	33 36%	22 35%	4 21%	51 39%
Easy to get to alternative station(s)	48 30%	13 27%	3 14%	32 36%	20 38%	19 37%	1 100%	28 26%	38 27%	10 59%	38 30%	9 30%	1 50%	25 35%	13 28%	5 19%	4 33%	29 32%	18 29%	6 32%	39 30%
Length of journey too long from my nearest station	24 15%	12 24%	2 9%	10 11%	11 21%	11 22%	- -	13 12%	20 14%	4 24%	16 13%	7 23%	1 50%	13 18%	7 15%	4 15%	- -	13 14%	10 16%	4 21%	20 15%
Cheaper fares available from other stations	21 13%	6 12%	- -	15 17%	9 17%	9 18%	- -	12 11%	18 13%	3 18%	17 13%	4 13%	- -	12 17%	5 11%	2 8%	1 8%	10 11%	10 16%	3 16%	17 13%
Trains too overcrowded from my nearest station	9 6%	3 6%	- -	6 7%	3 6%	3 6%	- -	6 6%	9 6%	- -	7 6%	2 7%	- -	4 6%	3 6%	1 4%	1 8%	6 7%	3 5%	3 16%	6 5%
The car parking is too expensive	9 6%	4 8%	3 14%	2 2%	3 6%	3 6%	- -	6 6%	8 6%	1 6%	7 6%	1 3%	1 50%	3 4%	3 6%	2 8%	1 8%	5 5%	4 6%	1 5%	8 6%
There are usually no parking spaces at nearest station	9 6%	4 8%	2 9%	3 3%	4 8%	4 8%	- -	5 5%	9 6%	- -	7 6%	2 7%	- -	2 3%	2 4%	4 15%	1 8%	4 4%	5 8%	1 5%	7 5%
No booking office at my nearest station	8 5%	2 4%	- -	6 7%	3 6%	3 6%	- -	5 5%	7 5%	1 6%	8 6%	- -	- -	4 6%	2 4%	2 8%	- -	7 8%	1 2%	1 5%	6 5%
Provision of train information better at alternative station	7 4%	1 2%	1 5%	5 6%	4 8%	3 6%	1 100%	3 3%	5 4%	2 12%	6 5%	1 3%	- -	4 6%	3 6%	- -	- -	4 4%	3 5%	- -	6 5%
Personal security at my nearest station	3 2%	- -	- -	3 3%	- -	- -	- -	3 3%	3 2%	- -	3 2%	- -	- -	1 1%	2 4%	- -	- -	1 1%	2 3%	- -	3 2%
Other reason	37 23%	9 18%	5 23%	23 26%	9 17%	9 18%	- -	28 26%	36 25%	1 6%	30 24%	6 20%	1 50%	12 17%	12 26%	10 38%	3 25%	20 22%	17 27%	7 37%	28 21%

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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	806	247	77	479	223	202	21	583	731	73	655	137	12	346	241	115	84	375	391	61	677
On foot walking	324 40%	105 43%	34 44%	183 38%	85 38%	74 37%	11 52%	239 41%	297 41%	27 37%	257 39%	59 43%	7 58%	174 50%	92 38%	32 28%	17 20%	161 43%	148 38%	26 43%	272 40%
Car - dropped off	152 19%	40 16%	7 9%	105 22%	38 17%	37 18%	1 5%	114 20%	131 18%	21 29%	134 20%	16 12%	2 17%	70 20%	39 16%	17 15%	22 26%	58 15%	87 22%	11 18%	127 19%
Bus	106 13%	27 11%	6 8%	73 15%	22 10%	20 10%	2 10%	84 14%	99 14%	6 8%	89 14%	17 12%	-	46 13%	24 10%	17 15%	16 19%	44 12%	57 15%	8 13%	86 13%
Car parked at or near station	94 12%	37 15%	16 21%	41 9%	43 19%	40 20%	3 14%	51 9%	89 12%	5 7%	64 10%	29 21%	1 8%	20 6%	41 17%	20 17%	12 14%	43 11%	45 12%	7 11%	81 12%
Train	84 10%	28 11%	10 13%	46 10%	26 12%	24 12%	2 10%	58 10%	72 10%	12 16%	65 10%	17 12%	2 17%	34 10%	24 10%	13 11%	10 12%	38 10%	42 11%	3 5%	75 11%
Taxi	58 7%	13 5%	7 9%	38 8%	8 4%	7 3%	1 5%	50 9%	54 7%	3 4%	54 8%	4 3%	-	19 5%	19 8%	12 10%	7 8%	31 8%	24 6%	5 8%	47 7%
Bicycle (taken on train)	13 2%	10 4%	-	3 1%	3 1%	2 1%	1 5%	10 2%	11 2%	2 3%	5 1%	8 6%	-	7 2%	3 1%	1 1%	-	8 2%	3 1%	-	10 1%
Bicycle (parked at or near station)	13 2%	8 3%	1 1%	3 1%	6 3%	6 3%	-	7 1%	13 2%	-	7 1%	5 4%	-	3 1%	9 4%	-	-	9 2%	3 1%	1 2%	11 2%
Car share car pool	5 1%	-	-	5 1%	4 2%	4 2%	-	1 *	4 1%	1 1%	5 1%	-	-	-	2 1%	3 3%	-	2 1%	3 1%	1 2%	4 1%
Motorbike	3 *	1 *	-	2 *	3 1%	3 1%	-	-	3 *	-	2 *	1 1%	-	1 *	1 *	1 1%	-	2 1%	1 *	-	3 *
Air	2 *	-	2 3%	-	1 *	-	1 5%	1 *	1 *	1 1%	2 *	-	-	-	-	2 2%	-	-	2 1%	-	2 *
Tram Light Rail	1 *	-	-	1 *	-	-	-	1 *	1 *	-	1 *	-	-	-	-	1 1%	-	-	1 *	-	1 *
Coach	1 *	-	-	1 *	-	-	-	1 *	1 *	-	1 *	-	-	1 *	-	-	-	1 *	-	1 *	-
Other	17 2%	4 2%	2 3%	11 2%	3 1%	3 1%	-	14 2%	17 2%	-	16 2%	1 1%	-	6 2%	3 1%	5 4%	3 4%	10 3%	6 2%	-	16 2%
Bicycle (net)	24 3%	17 7%	1 1%	5 1%	8 4%	7 3%	1 5%	16 3%	22 3%	2 3%	11 2%	12 9%	-	9 3%	12 5%	1 1%	-	17 5%	5 1%	1 2%	20 3%
Car (net)	250 31%	77 31%	23 30%	150 31%	84 38%	80 40%	4 19%	166 28%	223 31%	27 37%	202 31%	45 33%	3 25%	90 26%	82 34%	39 34%	34 40%	102 27%	135 35%	19 31%	211 31%

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Absolutes/col percents

Table 15

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

Base:All who answered

	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	783	242	74	464	217	197	20	566	710	71	637	134	11	339	236	109	80	365	380	56	663
Yes	121	44	20	57	38	36	2	83	110	11	92	27	2	32	52	22	13	54	58	8	105
	15%	18%	27%	12%	18%	18%	10%	15%	15%	15%	14%	20%	18%	9%	22%	20%	16%	15%	15%	14%	16%
No	662	198	54	407	179	161	18	483	600	60	545	107	9	307	184	87	67	311	322	48	558
	85%	82%	73%	88%	82%	82%	90%	85%	85%	85%	86%	80%	82%	91%	78%	80%	84%	85%	85%	86%	84%

Great Western (RUS) * Inter regional 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	118	44	19	55	37	35	2	81	107	11	89	27	2	31	52	21	12	51	58	8	102
I can always get a space	64	27	12	25	27	27	-	37	59	5	44	18	2	18	29	9	6	28	31	2	57
	54%	61%	63%	45%	73%	77%	-	46%	55%	45%	49%	67%	100%	58%	56%	43%	50%	55%	53%	25%	56%
I can get a space most of the time	34	13	6	15	6	5	1	28	31	3	28	6	-	7	16	8	3	16	15	3	29
	29%	30%	32%	27%	16%	14%	50%	35%	29%	27%	31%	22%	-	23%	31%	38%	25%	31%	26%	38%	28%
I can hardly ever get a space	15	3	-	12	4	3	1	11	12	3	14	1	-	3	6	3	3	7	8	2	12
	13%	7%	-	22%	11%	9%	50%	14%	11%	27%	16%	4%	-	10%	12%	14%	25%	14%	14%	25%	12%
I can never get a space	5	1	1	3	-	-	-	5	5	-	3	2	-	3	1	1	-	-	4	1	4
	4%	2%	5%	5%	-	-	-	6%	5%	-	3%	7%	-	10%	2%	5%	-	-	7%	13%	4%

Great Western (RUS) * Inter regional 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	672	217	68	384	193	177	16	479	607	64	543	116	12	295	208	91	63	321	319	51	568
I live within walking distance of the station	247 37%	86	19	140	69	60	9	178	225	22	196	44	7	132	60	28	22	120	116	18	213
Car more convenient	163 24%	48	13	102	60	57	3	103	140	23	134	28	1	69	52	22	16	67	87	12	138
Too slow	116 17%	42	11	61	40	38	2	76	99	17	89	25	1	62	35	13	4	61	49	9	98
Too expensive	102 15%	40	7	53	36	33	3	66	88	14	73	27	1	63	28	8	1	55	44	8	86
Too unreliable	89 13%	31	8	49	31	30	1	58	76	13	66	22	-	52	24	8	4	44	42	9	72
Prefer other method of transport to get to station	75 11%	29	4	42	15	15	-	60	66	8	59	14	2	33	25	9	6	47	26	7	63
Not familiar with bus service	69 10%	19	8	42	11	11	-	58	63	6	65	4	-	38	17	9	4	36	31	5	57
No bus service from where I live	57 8%	28	7	22	25	23	2	32	54	3	37	18	2	17	24	10	5	29	27	4	51
Too complicated as would involve changing buses	50 7%	19	3	28	16	16	-	34	43	7	43	6	1	20	10	14	5	27	22	3	45
Bus unrealistic as I live too far away	39 6%	10	5	24	10	10	-	29	33	6	35	4	-	11	16	8	2	16	19	1	36
Other reason	68 10%	14	15	39	8	6	2	60	60	8	61	6	1	22	25	13	7	29	35	4	58

Great Western (RUS) * Inter regional 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	802	247	77	475	221	200	21	581	727	73	652	137	12	346	240	113	84	374	390	59	676
On foot walking	471	183	34	251	136	130	6	335	419	50	352	109	9	213	146	65	34	235	214	34	397
	59%	74%	44%	53%	62%	65%	29%	58%	58%	68%	54%	80%	75%	62%	61%	58%	40%	63%	55%	58%	59%
Car - picked up	138	21	10	107	33	24	9	105	126	12	130	7	1	67	32	13	22	40	89	6	119
	17%	9%	13%	23%	15%	12%	43%	18%	17%	16%	20%	5%	8%	19%	13%	12%	26%	11%	23%	10%	18%
Bus	91	26	4	61	22	20	2	69	86	5	76	15	-	45	23	11	12	36	54	9	79
	11%	11%	5%	13%	10%	10%	10%	12%	12%	7%	12%	11%	-	13%	10%	10%	14%	10%	14%	15%	12%
Taxi	91	16	18	57	34	31	3	57	83	8	87	3	1	33	30	14	13	48	40	11	73
	11%	6%	23%	12%	15%	16%	14%	10%	11%	11%	13%	2%	8%	10%	13%	12%	15%	13%	10%	19%	11%
Car parked at or near station	28	7	10	11	5	2	3	23	27	1	25	2	1	4	12	8	4	16	11	1	25
	3%	3%	13%	2%	2%	1%	14%	4%	4%	1%	4%	1%	8%	1%	5%	7%	5%	4%	3%	2%	4%
Bicycle (taken on train)	13	9	-	4	4	3	1	9	11	2	6	7	-	8	2	1	-	7	4	-	10
	2%	4%	-	1%	2%	2%	5%	2%	2%	3%	1%	5%	-	2%	1%	1%	-	2%	1%	-	1%
Air	11	1	4	6	1	1	-	10	11	-	10	-	1	6	2	3	-	8	3	-	10
	1%	*	5%	1%	*	1%	-	2%	2%	-	2%	-	8%	2%	1%	3%	-	2%	1%	-	1%
Bicycle (parked at or near station)	7	5	1	1	2	2	-	5	7	-	4	3	-	2	4	1	-	3	4	-	7
	1%	2%	1%	*	1%	1%	-	1%	1%	-	1%	2%	-	1%	2%	1%	-	1%	1%	-	1%
Coach	4	-	-	4	1	1	-	3	2	2	4	-	-	3	1	-	-	2	2	-	4
	*	-	-	1%	*	1%	-	1%	*	3%	1%	-	-	1%	*	-	-	1%	1%	-	1%
Car share car pool	2	-	-	2	2	2	-	-	2	-	2	-	-	1	-	1	-	1	1	-	2
	*	-	-	*	1%	1%	-	-	*	-	*	-	-	*	-	1%	-	*	*	-	*
Tram Light Rail	1	-	-	1	-	-	-	1	1	-	1	-	-	1	-	-	-	-	1	-	1
	*	-	-	*	-	-	-	*	*	-	*	-	-	*	-	-	-	-	*	-	*
Motorbike	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	14	-	4	10	3	3	-	11	12	2	13	1	-	7	3	3	1	7	5	1	12
	2%	-	5%	2%	1%	2%	-	2%	2%	3%	2%	1%	-	2%	1%	3%	1%	2%	1%	2%	2%
Bicycle (net)	19	13	1	5	5	4	1	14	17	2	10	9	-	9	6	2	-	10	7	-	16
	2%	5%	1%	1%	2%	2%	5%	2%	2%	3%	2%	7%	-	3%	3%	2%	-	3%	2%	-	2%
Car (net)	168	28	20	120	40	28	12	128	155	13	157	9	2	72	44	22	26	57	101	7	146
	21%	11%	26%	25%	18%	14%	57%	22%	21%	18%	24%	7%	17%	21%	18%	19%	31%	15%	26%	12%	22%

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Absolutes/col percents

Table 19

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

Base:All who answered excluding dk/no opinion

	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	638	232	62	341	183	166	17	455	604	32	492	133	12	270	197	86	70	302	305	46	535
Very satisfied	230 36%	71 31%	22 35%	137 40%	61 33%	59 36%	2 12%	169 37%	217 36%	13 41%	185 38%	40 30%	5 42%	79 29%	76 39%	40 47%	28 40%	112 37%	103 34%	19 41%	186 35%
Fairly satisfied	284 45%	109 47%	26 42%	146 43%	80 44%	73 44%	7 41%	204 45%	271 45%	12 38%	217 44%	59 44%	7 58%	130 48%	89 45%	33 38%	28 40%	127 42%	147 48%	21 46%	243 45%
Neither satisfied nor dissatisfied	61 10%	21 9%	7 11%	33 10%	15 8%	11 7%	4 24%	46 10%	54 9%	6 19%	51 10%	10 8%	-	26 10%	17 9%	8 9%	8 11%	27 9%	30 10%	3 7%	51 10%
Fairly dissatisfied	42 7%	22 9%	7 11%	13 4%	19 10%	17 10%	2 12%	23 5%	42 7%	-	27 5%	15 11%	-	22 8%	12 6%	4 5%	3 4%	25 8%	16 5%	1 2%	37 7%
Very dissatisfied	21 3%	9 4%	-	12 4%	8 4%	6 4%	2 12%	13 3%	20 3%	1 3%	12 2%	9 7%	-	13 5%	3 2%	1 1%	3 4%	11 4%	9 3%	2 4%	18 3%
Satisfied (net)	514 81%	180 78%	48 77%	283 83%	141 77%	132 80%	9 53%	373 82%	488 81%	25 78%	402 82%	99 74%	12 100%	209 77%	165 84%	73 85%	56 80%	239 79%	250 82%	40 87%	429 80%
Dissatisfied (net)	63 10%	31 13%	7 11%	25 7%	27 15%	23 14%	4 24%	36 8%	62 10%	1 3%	39 8%	24 18%	-	35 13%	15 8%	5 6%	6 9%	36 12%	25 8%	3 7%	55 10%

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Absolutes/col percents

Table 20

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

Base: All who answered excluding dk/no opinion

	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	482	197	33	249	153	134	19	329	455	25	352	119	10	244	132	61	37	226	236	34	411
Very satisfied	158 33%	51 26%	12 36%	95 38%	48 31%	46 34%	2 11%	110 33%	147 32%	11 44%	124 35%	31 26%	3 30%	69 28%	47 36%	24 39%	15 41%	76 34%	74 31%	14 41%	129 31%
Fairly satisfied	213 44%	91 46%	13 39%	106 43%	63 41%	55 41%	8 42%	150 46%	205 45%	7 28%	155 44%	52 44%	5 50%	116 48%	58 44%	24 39%	12 32%	92 41%	113 48%	15 44%	183 45%
Neither satisfied nor dissatisfied	51 11%	18 9%	3 9%	30 12%	14 9%	9 7%	5 26%	37 11%	44 10%	6 24%	40 11%	9 8%	2 20%	25 10%	12 9%	6 10%	7 19%	26 12%	22 9%	3 9%	44 11%
Fairly dissatisfied	43 9%	28 14%	5 15%	10 4%	22 14%	20 15%	2 11%	21 6%	43 9%	- -	24 7%	19 16%	- -	23 9%	12 9%	6 10%	2 5%	24 11%	19 8%	1 3%	40 10%
Very dissatisfied	17 4%	9 5%	- -	8 3%	6 4%	4 3%	2 11%	11 3%	16 4%	1 4%	9 3%	8 7%	- -	11 5%	3 2%	1 2%	1 3%	8 4%	8 3%	1 3%	15 4%
Satisfied (net)	371 77%	142 72%	25 76%	201 81%	111 73%	101 75%	10 53%	260 79%	352 77%	18 72%	279 79%	83 70%	8 80%	185 76%	105 80%	48 79%	27 73%	168 74%	187 79%	29 85%	312 76%
Dissatisfied (net)	60 12%	37 19%	5 15%	18 7%	28 18%	24 18%	4 21%	32 10%	59 13%	1 4%	33 9%	27 23%	- -	34 14%	15 11%	7 11%	3 8%	32 14%	27 11%	2 6%	55 13%

Great Western (RUS) * Inter regional 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	345	95	13	236	87	75	12	258	285	59	289	48	8	178	89	43	28	153	176	28	285
Very satisfied	104 30%	19	6	79	28	27	1	76	81	23	93	10	1	50	25	16	9	47	49	8	86
Fairly satisfied	150 43%	44	3	102	35	29	6	115	125	25	126	20	4	74	45	19	9	63	82	12	124
Neither satisfied nor dissatisfied	60 17%	21	3	36	13	11	2	47	50	9	47	10	3	35	14	4	7	27	30	4	50
Fairly dissatisfied	18 5%	6	1	11	7	6	1	11	17	1	14	4	-	11	3	3	1	10	8	2	14
Very dissatisfied	13 4%	5	-	8	4	2	2	9	12	1	9	4	-	8	2	1	2	6	7	2	11
Satisfied (net)	254 74%	63	9	181	63	56	7	191	206	48	219	30	5	124	70	35	18	110	131	20	210
Dissatisfied (net)	31 9%	11	1	19	11	8	3	20	29	2	23	8	-	19	5	4	3	16	15	4	25
		12%	8%	8%	13%	11%	25%	8%	10%	3%	8%	17%	-	11%	6%	9%	11%	10%	9%	14%	9%

Great Western (RUS) * Inter regional 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	306	90	12	203	83	71	12	223	276	29	257	44	5	172	69	34	24	133	158	26	250
Very satisfied	69 23%	11 12%	3 25%	55 27%	19 23%	18 25%	1 8%	50 22%	60 22%	9 31%	63 25%	6 14%	-	35 20%	15 22%	11 32%	6 25%	30 23%	34 22%	6 23%	56 22%
Fairly satisfied	96 31%	33 37%	3 25%	60 30%	27 33%	22 31%	5 42%	69 31%	91 33%	5 17%	81 32%	15 34%	-	53 31%	24 35%	10 29%	6 25%	38 29%	53 34%	10 38%	74 30%
Neither satisfied nor dissatisfied	73 24%	20 22%	4 33%	49 24%	18 22%	16 23%	2 17%	55 25%	61 22%	11 38%	60 23%	11 25%	2 40%	38 22%	20 29%	6 18%	8 33%	35 26%	34 22%	3 12%	62 25%
Fairly dissatisfied	39 13%	13 14%	2 17%	23 11%	8 10%	6 8%	2 17%	31 14%	37 13%	2 7%	32 12%	5 11%	2 40%	25 15%	7 10%	5 15%	2 8%	18 14%	21 13%	3 12%	34 14%
Very dissatisfied	29 9%	13 14%	- -	16 8%	11 13%	9 13%	2 17%	18 8%	27 10%	2 7%	21 8%	7 16%	1 20%	21 12%	3 4%	2 6%	2 8%	12 9%	16 10%	4 15%	24 10%
Satisfied (net)	165 54%	44 49%	6 50%	115 57%	46 55%	40 56%	6 50%	119 53%	151 55%	14 48%	144 56%	21 48%	-	88 51%	39 57%	21 62%	12 50%	68 51%	87 55%	16 62%	130 52%
Dissatisfied (net)	68 22%	26 29%	2 17%	39 19%	19 23%	15 21%	4 33%	49 22%	64 23%	4 14%	53 21%	12 27%	3 60%	46 27%	10 14%	7 21%	4 17%	30 23%	37 23%	7 27%	58 23%

Great Western (RUS) * Inter regional 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	339	124	18	195	95	83	12	244	311	27	255	77	7	184	91	33	25	159	165	26	282
Very satisfied	87 26%	22 18%	5 28%	60 31%	22 23%	22 27%	- -	65 27%	79 25%	8 30%	75 29%	11 14%	1 14%	42 23%	25 27%	12 36%	6 24%	39 25%	44 27%	3 12%	75 27%
Fairly satisfied	139 41%	52 42%	6 33%	80 41%	41 43%	35 42%	6 50%	98 40%	130 42%	9 33%	101 40%	33 43%	5 71%	79 43%	39 43%	13 39%	5 20%	67 42%	66 40%	11 42%	117 41%
Neither satisfied nor dissatisfied	64 19%	28 23%	3 17%	32 16%	13 14%	10 12%	3 25%	51 21%	56 18%	7 26%	47 18%	17 22%	- -	34 18%	16 18%	3 9%	10 40%	29 18%	31 19%	5 19%	52 18%
Fairly dissatisfied	25 7%	10 8%	4 22%	11 6%	9 9%	8 10%	1 8%	16 7%	24 8%	1 4%	17 7%	8 10%	- -	13 7%	7 8%	3 9%	2 8%	12 8%	12 7%	2 8%	19 7%
Very dissatisfied	24 7%	12 10%	- -	12 6%	10 11%	8 10%	2 17%	14 6%	22 7%	2 7%	15 6%	8 10%	1 14%	16 9%	4 4%	2 6%	2 8%	12 8%	12 7%	5 19%	19 7%
Satisfied (net)	226 67%	74 60%	11 61%	140 72%	63 66%	57 69%	6 50%	163 67%	209 67%	17 63%	176 69%	44 57%	6 86%	121 66%	64 70%	25 76%	11 44%	106 67%	110 67%	14 54%	192 68%
Dissatisfied (net)	49 14%	22 18%	4 22%	23 12%	19 20%	16 19%	3 25%	30 12%	46 15%	3 11%	32 13%	16 21%	1 14%	29 16%	11 12%	5 15%	4 16%	24 15%	24 15%	7 27%	38 13%

Great Western (RUS) * Inter regional 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	308	114	16	177	89	77	12	219	282	25	231	70	7	175	80	27	21	138	156	25	258
Very satisfied	70 23%	16 14%	4 25%	50 28%	18 20%	18 23%	- -	52 24%	63 22%	7 28%	62 27%	8 11%	- -	34 19%	21 26%	9 33%	4 19%	32 23%	34 22%	3 12%	60 23%
Fairly satisfied	126 41%	46 40%	5 31%	74 42%	36 40%	30 39%	6 50%	90 41%	118 42%	8 32%	92 40%	28 40%	6 86%	76 43%	34 43%	9 33%	5 24%	58 42%	63 40%	10 40%	107 41%
Neither satisfied nor dissatisfied	61 20%	26 23%	3 19%	32 18%	14 16%	11 14%	3 25%	47 21%	53 19%	7 28%	46 20%	15 21%	- -	35 20%	13 16%	4 15%	8 38%	25 18%	32 21%	6 24%	49 19%
Fairly dissatisfied	28 9%	14 12%	4 25%	10 6%	11 12%	10 13%	1 8%	17 8%	27 10%	1 4%	16 7%	12 17%	- -	16 9%	7 9%	3 11%	2 10%	12 9%	15 10%	2 8%	23 9%
Very dissatisfied	23 7%	12 11%	- -	11 6%	10 11%	8 10%	2 17%	13 6%	21 7%	2 8%	15 6%	7 10%	1 14%	14 8%	5 6%	2 7%	2 10%	11 8%	12 8%	4 16%	19 7%
Satisfied (net)	196 64%	62 54%	9 56%	124 70%	54 61%	48 62%	6 50%	142 65%	181 64%	15 60%	154 67%	36 51%	6 86%	110 63%	55 69%	18 67%	9 43%	90 65%	97 62%	13 52%	167 65%
Dissatisfied (net)	51 17%	26 23%	4 25%	21 12%	21 24%	18 23%	3 25%	30 14%	48 17%	3 12%	31 13%	19 27%	1 14%	30 17%	12 15%	5 19%	4 19%	23 17%	27 17%	6 24%	42 16%

Great Western (RUS) * Inter regional 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	268	80	11	176	69	58	11	199	239	28	222	43	3	163	57	25	18	117	139	23	220
Very satisfied	64 24%	9 11%	3 27%	52 30%	14 20%	14 24%	- -	50 25%	55 23%	9 32%	61 27%	3 7%	-	38 23%	12 21%	7 28%	4 22%	26 22%	34 24%	3 13%	53 24%
Fairly satisfied	95 35%	26 33%	3 27%	65 37%	27 39%	22 38%	5 45%	68 34%	87 36%	8 29%	80 36%	15 35%	-	57 35%	23 40%	10 40%	3 17%	42 36%	48 35%	9 39%	76 35%
Neither satisfied nor dissatisfied	63 24%	26 33%	3 27%	34 19%	15 22%	12 21%	3 27%	48 24%	53 22%	9 32%	48 22%	14 33%	1	38 23%	16 28%	3 12%	6 33%	31 26%	30 22%	5 22%	54 25%
Fairly dissatisfied	22 8%	8 10%	2 18%	12 7%	6 9%	5 9%	1 9%	16 8%	21 9%	1 4%	15 7%	7 16%	-	13 8%	3 5%	3 12%	3 17%	8 7%	14 10%	2 9%	18 8%
Very dissatisfied	24 9%	11 14%	- -	13 7%	7 10%	5 9%	2 18%	17 9%	23 10%	1 4%	18 8%	4 9%	2 67%	17 10%	3 5%	2 8%	2 11%	10 9%	13 9%	4 17%	19 9%
Satisfied (net)	159 59%	35 44%	6 55%	117 66%	41 59%	36 62%	5 45%	118 59%	142 59%	17 61%	141 64%	18 42%	-	95 58%	35 61%	17 68%	7 39%	68 58%	82 59%	12 52%	129 59%
Dissatisfied (net)	46 17%	19 24%	2 18%	25 14%	13 19%	10 17%	3 27%	33 17%	44 18%	2 7%	33 15%	11 26%	2 67%	30 18%	6 11%	5 20%	5 28%	18 15%	27 19%	6 26%	37 17%

Great Western (RUS) * Inter regional 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	265	78	11	175	69	57	12	196	239	25	220	44	1	165	54	23	18	117	136	23	216
Very satisfied	47 18%	6 8%	3 27%	38 22%	11 16%	11 19%	- -	36 18%	40 17%	7 28%	44 20%	3 7%	-	25 15%	11 20%	6 26%	3 17%	20 17%	24 18%	3 13%	39 18%
Fairly satisfied	85 32%	26 33%	3 27%	56 32%	23 33%	19 33%	4 33%	62 32%	79 33%	6 24%	71 32%	14 32%	-	55 33%	17 31%	8 35%	2 11%	39 33%	40 29%	8 35%	64 30%
Neither satisfied nor dissatisfied	67 25%	20 26%	2 18%	44 25%	19 28%	15 26%	4 33%	48 24%	57 24%	9 36%	56 25%	11 25%	-	36 22%	17 31%	5 22%	9 50%	30 26%	34 25%	6 26%	56 26%
Fairly dissatisfied	34 13%	10 13%	3 27%	21 12%	9 13%	7 12%	2 17%	25 13%	32 13%	2 8%	27 12%	7 16%	-	23 14%	6 11%	3 13%	2 11%	16 14%	18 13%	1 4%	30 14%
Very dissatisfied	32 12%	16 21%	- -	16 9%	7 10%	5 9%	2 17%	25 13%	31 13%	1 4%	22 10%	9 20%	1 100%	26 16%	3 6%	1 4%	2 11%	12 10%	20 15%	5 22%	27 13%
Satisfied (net)	132 50%	32 41%	6 55%	94 54%	34 49%	30 53%	4 33%	98 50%	119 50%	13 52%	115 52%	17 39%	-	80 48%	28 52%	14 61%	5 28%	59 50%	64 47%	11 48%	103 48%
Dissatisfied (net)	66 25%	26 33%	3 27%	37 21%	16 23%	12 21%	4 33%	50 26%	63 26%	3 12%	49 22%	16 36%	1 100%	49 30%	9 17%	4 17%	4 22%	28 24%	38 28%	6 26%	57 26%

Great Western (RUS) * Inter regional 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	780	244	73	453	220	200	20	560	710	68	627	134	12	345	234	107	77	367	377	60	661
Every 10 minutes	35 4%	9 4%	3 4%	23 5%	8 4%	7 4%	1 5%	27 5%	32 5%	3 4%	27 4%	7 5%	1 8%	20 6%	10 4%	2 2%	1 1%	19 5%	14 4%	6 10%	25 4%
Every 15 minutes	94 12%	46 19%	6 8%	42 9%	31 14%	27 14%	4 20%	63 11%	85 12%	8 12%	62 10%	29 22%	3 25%	56 16%	27 12%	6 6%	2 3%	38 10%	49 13%	4 7%	81 12%
Every 20 minutes	78 10%	47 19%	8 11%	21 5%	23 10%	22 11%	1 5%	55 10%	76 11%	2 3%	48 8%	28 21%	1 8%	45 13%	21 9%	6 6%	3 4%	38 10%	36 10%	1 2%	70 11%
Every 30 minutes	197 25%	101 41%	26 36%	65 14%	78 35%	72 36%	6 30%	119 21%	185 26%	11 16%	129 21%	59 44%	5 42%	89 26%	74 32%	23 21%	9 12%	112 31%	81 21%	18 30%	168 25%
Not sure	96 12%	24 10%	12 16%	60 13%	24 11%	20 10%	4 20%	72 13%	89 13%	7 10%	88 14%	6 4%	2 17%	47 14%	25 11%	12 11%	9 12%	52 14%	38 10%	9 15%	78 12%
Not relevant do not use at peak times	280 36%	17 7%	18 25%	242 53%	56 25%	52 26%	4 20%	224 40%	243 34%	37 54%	273 44%	5 4%	-	88 26%	77 33%	58 54%	53 69%	108 29%	159 42%	22 37%	239 36%
Mean (minutes)	22.8	23.4	24.7	21.4	23.9	24.0	22.5	22.3	22.9	21.7	22.7	23.0	22.5	22.0	23.8	24.9	24.7	23.6	22.4	23.4	23.0

Great Western (RUS) * Inter regional 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	738	244	67	420	214	195	19	524	678	58	584	136	12	336	216	99	71	346	359	54	628
Yes	155	79	11	63	45	40	5	110	147	7	98	48	7	78	53	18	2	86	59	14	129
	21%	32%	16%	15%	21%	21%	26%	21%	22%	12%	17%	35%	58%	23%	25%	18%	3%	25%	16%	26%	21%
No	227	93	20	112	83	81	2	144	214	13	165	58	2	89	64	39	30	104	116	15	192
	31%	38%	30%	27%	39%	42%	11%	27%	32%	22%	28%	43%	17%	26%	30%	39%	42%	30%	32%	28%	31%
Don't know if I would use an earlier train	127	31	8	87	32	26	6	95	119	8	109	15	2	50	40	17	16	48	69	8	107
	17%	13%	12%	21%	15%	13%	32%	18%	18%	14%	19%	11%	17%	15%	19%	17%	23%	14%	19%	15%	17%
Don't know time of earliest train	229	41	28	158	54	48	6	175	198	30	212	15	1	119	59	25	23	108	115	17	200
	31%	17%	42%	38%	25%	25%	32%	33%	29%	52%	36%	11%	8%	35%	27%	25%	32%	31%	32%	31%	32%

Great Western (RUS) * Inter regional 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	638	220	55	355	183	167	16	455	581	55	497	123	11	313	183	87	47	309	305	51	545
Yes	126	65	9	49	33	28	5	93	120	5	78	39	7	66	40	15	3	76	43	12	104
	20%	30%	16%	14%	18%	17%	31%	20%	21%	9%	16%	32%	64%	21%	22%	17%	6%	25%	14%	24%	19%
No	205	89	14	99	74	72	2	131	191	14	141	59	2	88	54	38	22	99	101	17	173
	32%	40%	25%	28%	40%	43%	13%	29%	33%	25%	28%	48%	18%	28%	30%	44%	47%	32%	33%	33%	32%
Don't know if I would use an earlier train	95	26	6	62	27	23	4	68	87	8	80	13	1	44	32	11	7	32	58	6	83
	15%	12%	11%	17%	15%	14%	25%	15%	15%	15%	16%	11%	9%	14%	17%	13%	15%	10%	19%	12%	15%
Don't know time of earliest train	212	40	26	145	49	44	5	163	183	28	198	12	1	115	57	23	15	102	103	16	185
	33%	18%	47%	41%	27%	26%	31%	36%	31%	51%	40%	10%	9%	37%	31%	26%	32%	33%	34%	31%	34%

Great Western (RUS) * Inter regional 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	598	184	53	354	167	151	16	431	535	61	484	97	11	305	168	76	40	277	299	47	509
Yes	81 14%	22 12%	5 9%	53 15%	18 11%	16 11%	2 13%	63 15%	72 13%	8 13%	65 13%	12 12%	3 27%	50 16%	13 8%	14 18%	2 5%	40 14%	37 12%	11 23%	60 12%
No	200 33%	85 46%	14 26%	97 27%	66 40%	61 40%	5 31%	134 31%	187 35%	13 21%	138 29%	54 56%	5 45%	86 28%	60 36%	29 38%	20 50%	96 35%	97 32%	12 26%	172 34%
Don't know if I would use an earlier train	96 16%	28 15%	6 11%	61 17%	29 17%	25 17%	4 25%	67 16%	84 16%	12 20%	80 17%	14 14%	1 9%	49 16%	33 20%	9 12%	5 13%	33 12%	59 20%	6 13%	85 17%
Don't know time of earliest train	221 37%	49 27%	28 53%	143 40%	54 32%	49 32%	5 31%	167 39%	192 36%	28 46%	201 42%	17 18%	2 18%	120 39%	62 37%	24 32%	13 33%	108 39%	106 35%	18 38%	192 38%

Great Western (RUS) * Inter regional 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	588	183	53	344	165	149	16	423	532	54	474	98	10	304	159	74	41	271	296	47	499
Yes	91 15%	26 14%	4 8%	60 17%	23 14%	20 13%	3 19%	68 16%	82 15%	8 15%	74 16%	13 13%	3 30%	59 19%	12 8%	13 18%	4 10%	46 17%	40 14%	13 28%	67 13%
No	185 31%	82 45%	15 28%	84 24%	63 38%	59 40%	4 25%	122 29%	173 33%	12 22%	124 26%	54 55%	4 40%	76 25%	56 35%	29 39%	20 49%	88 32%	91 31%	11 23%	160 32%
Don't know if I would use an earlier train	90 15%	27 15%	5 9%	57 17%	27 16%	23 15%	4 25%	63 15%	83 16%	7 13%	74 16%	14 14%	1 10%	46 15%	30 19%	10 14%	4 10%	29 11%	57 19%	5 11%	81 16%
Don't know time of earliest train	222 38%	48 26%	29 55%	143 42%	52 32%	47 32%	5 31%	170 40%	194 36%	27 50%	202 43%	17 17%	2 20%	123 40%	61 38%	22 30%	13 32%	108 40%	108 36%	18 38%	191 38%

Great Western (RUS) * Inter regional 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	731	242	66	415	211	192	19	520	670	59	577	136	12	328	214	101	73	345	354	56	619
Yes	156	52	10	93	37	34	3	119	139	16	123	31	2	84	38	25	6	76	71	15	126
	21%	21%	15%	22%	18%	18%	16%	23%	21%	27%	21%	23%	17%	26%	18%	25%	8%	22%	20%	27%	20%
No	234	113	19	97	87	82	5	147	220	13	149	74	7	87	78	36	28	119	107	20	193
	32%	47%	29%	23%	41%	43%	26%	28%	33%	22%	26%	54%	58%	27%	36%	36%	38%	34%	30%	36%	31%
Don't know if I would use a later train	127	36	10	80	34	28	6	93	119	8	109	14	3	54	40	15	15	52	68	9	109
	17%	15%	15%	19%	16%	15%	32%	18%	18%	14%	19%	10%	25%	16%	19%	15%	21%	15%	19%	16%	18%
Don't know time of latest train	214	41	27	145	53	48	5	161	192	22	196	17	-	103	58	25	24	98	108	12	191
	29%	17%	41%	35%	25%	25%	26%	31%	29%	37%	34%	13%	-	31%	27%	25%	33%	28%	31%	21%	31%

Great Western (RUS) * Inter regional 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	634	222	53	351	181	165	16	453	577	55	493	124	11	313	182	85	45	305	304	50	542
Yes	153 24%	55 25%	10 19%	87 25%	36 20%	33 20%	3 19%	117 26%	138 24%	14 25%	120 24%	29 23%	3 27%	95 30%	31 17%	22 26%	4 9%	76 25%	70 23%	14 28%	127 23%
No	191 30%	98 44%	10 19%	78 22%	70 39%	66 40%	4 25%	121 27%	178 31%	12 22%	114 23%	68 55%	6 55%	73 23%	65 36%	30 35%	20 44%	102 33%	84 28%	15 30%	162 30%
Don't know if I would use a later train	97 15%	31 14%	6 11%	59 17%	28 15%	23 14%	5 31%	69 15%	89 15%	8 15%	82 17%	12 10%	2 18%	48 15%	33 18%	9 11%	6 13%	38 12%	54 18%	8 16%	84 15%
Don't know time of latest train	193 30%	38 17%	27 51%	127 36%	47 26%	43 26%	4 25%	146 32%	172 30%	21 38%	177 36%	15 12%	-	97 31%	53 29%	24 28%	15 33%	89 29%	96 32%	13 26%	169 31%

Great Western (RUS) * Inter regional 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	603	191	51	353	170	155	15	433	540	61	486	100	11	308	172	73	42	282	300	48	513
Yes	143	41	8	93	33	31	2	110	124	18	120	20	2	92	30	16	4	72	65	11	119
	24%	21%	16%	26%	19%	20%	13%	25%	23%	30%	25%	20%	18%	30%	17%	22%	10%	26%	22%	23%	23%
No	167	77	9	76	55	52	3	112	155	11	106	52	6	69	53	24	18	80	83	13	142
	28%	40%	18%	22%	32%	34%	20%	26%	29%	18%	22%	52%	55%	22%	31%	33%	43%	28%	28%	27%	28%
Don't know if I would use a later train	94	30	6	57	30	24	6	64	83	11	78	13	2	47	31	10	5	38	52	9	79
	16%	16%	12%	16%	18%	15%	40%	15%	15%	18%	16%	13%	18%	15%	18%	14%	12%	13%	17%	19%	15%
Don't know time of latest train	199	43	28	127	52	48	4	147	178	21	182	15	1	100	58	23	15	92	100	15	173
	33%	23%	55%	36%	31%	31%	27%	34%	33%	34%	37%	15%	9%	32%	34%	32%	36%	33%	33%	31%	34%

Great Western (RUS) * Inter regional 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	582	191	51	332	165	150	15	417	525	55	463	101	11	300	160	71	43	270	291	46	496
Yes	120	36	8	73	25	23	2	95	105	14	102	15	1	77	25	13	4	59	56	12	95
	21%	19%	16%	22%	15%	15%	13%	23%	20%	25%	22%	15%	9%	26%	16%	18%	9%	22%	19%	26%	19%
No	167	80	9	75	58	55	3	109	154	12	103	54	7	71	50	25	18	82	80	12	144
	29%	42%	18%	23%	35%	37%	20%	26%	29%	22%	22%	53%	64%	24%	31%	35%	42%	30%	27%	26%	29%
Don't know if I would use a later train	101	32	6	62	30	24	6	71	91	10	81	17	2	55	28	11	6	39	58	8	87
	17%	17%	12%	19%	18%	16%	40%	17%	17%	18%	17%	17%	18%	18%	18%	15%	14%	14%	20%	17%	18%
Don't know time of latest train	194	43	28	122	52	48	4	142	175	19	177	15	1	97	57	22	15	90	97	14	170
	33%	23%	55%	37%	32%	32%	27%	34%	33%	35%	38%	15%	9%	32%	36%	31%	35%	33%	33%	30%	34%

Great Western (RUS) * Inter regional 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	738	239	67	424	209	190	19	529	680	57	588	132	12	328	215	103	74	345	357	56	621
Anytime Single Return	195	55	25	111	55	50	5	140	185	10	177	15	1	103	55	17	14	90	96	12	167
	26%	23%	37%	26%	26%	26%	26%	26%	27%	18%	30%	11%	8%	31%	26%	17%	19%	26%	27%	21%	27%
Anytime Day Single Return	129	61	16	51	42	38	4	87	120	9	91	34	3	55	40	20	10	57	67	11	106
	17%	26%	24%	12%	20%	20%	21%	16%	18%	16%	15%	26%	25%	17%	19%	19%	14%	17%	19%	20%	17%
Off-Peak Super Off-Peak	142	30	12	98	30	27	3	112	126	16	134	6	-	67	40	17	15	67	69	14	114
	19%	13%	18%	23%	14%	14%	16%	21%	19%	28%	23%	5%	-	20%	19%	17%	20%	19%	19%	25%	18%
Off-Peak Day Super Off-Peak Day	25	3	5	17	1	1	-	24	21	4	23	2	-	9	7	6	3	12	13	-	24
	3%	1%	7%	4%	*	1%	-	5%	3%	7%	4%	2%	-	3%	3%	6%	4%	3%	4%	-	4%
Advance	117	11	5	100	30	25	5	87	109	8	112	4	-	53	25	20	17	37	71	10	98
	16%	5%	7%	24%	14%	13%	26%	16%	16%	14%	19%	3%	-	16%	12%	19%	23%	11%	20%	18%	16%
Day Travelcard	2	1	-	1	-	-	-	2	2	-	1	1	-	1	-	-	1	1	1	-	1
	*	*	-	*	-	-	-	*	*	-	*	1%	-	*	-	-	1%	*	*	-	*
Weekly or monthly Season Ticket	74	67	-	6	35	34	1	39	72	1	8	57	8	32	35	5	1	50	22	3	70
	10%	28%	-	1%	17%	18%	5%	7%	11%	2%	1%	43%	67%	10%	16%	5%	1%	14%	6%	5%	11%
Special promotion ticket	7	1	-	6	3	2	1	4	5	2	6	1	-	-	2	4	1	5	2	-	6
	1%	*	-	1%	1%	1%	5%	1%	1%	4%	1%	1%	-	-	1%	4%	1%	1%	1%	-	1%
Holiday package tour ticket	2	-	-	2	-	-	-	2	2	-	2	-	-	1	-	1	-	1	1	-	2
	*	-	-	*	-	-	-	*	*	-	*	-	-	*	-	1%	-	*	*	-	*
Rail Staff Pass	20	4	3	13	3	3	-	17	19	1	18	2	-	3	7	3	6	12	6	-	17
Privilege Ticket Police Concession	3%	2%	4%	3%	1%	2%	-	3%	3%	2%	3%	2%	-	1%	3%	3%	8%	3%	2%	-	3%
Freedom pass	4	1	1	2	1	1	-	3	4	-	3	-	1	1	-	1	2	3	1	-	3
	1%	*	1%	*	*	1%	-	1%	1%	-	1%	-	8%	*	-	1%	3%	1%	*	-	*
Other	36	11	1	24	12	12	-	24	29	7	24	12	-	12	8	9	6	18	15	7	26
	5%	5%	1%	6%	6%	6%	-	5%	4%	12%	4%	9%	-	4%	4%	9%	8%	5%	4%	13%	4%
Anytime (net)	322	114	41	162	97	88	9	225	303	19	267	48	4	157	94	37	24	147	161	23	271
	44%	48%	61%	38%	46%	46%	47%	43%	45%	33%	45%	36%	33%	48%	44%	36%	32%	43%	45%	41%	44%
Off peak (net)	167	33	17	115	31	28	3	136	147	20	157	8	-	76	47	23	18	79	82	14	138
	23%	14%	25%	27%	15%	15%	16%	26%	22%	35%	27%	6%	-	23%	22%	22%	24%	23%	23%	25%	22%

Great Western (RUS) * Inter regional 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	695	217	59	410	200	181	19	495	628	65	559	118	11	320	203	92	66	330	337	55	588
Very likely	116 17%	21 10%	12 20%	83 20%	32 16%	28 15%	4 21%	84 17%	100 16%	16 25%	99 18%	16 14%	1 9%	50 16%	34 17%	18 20%	8 12%	45 14%	64 19%	16 29%	89 15%
Fairly likely	100 14%	30 14%	9 15%	60 15%	28 14%	24 13%	4 21%	72 15%	87 14%	13 20%	82 15%	16 14%	1 9%	48 15%	29 14%	14 15%	8 12%	51 15%	47 14%	10 18%	82 14%
Neither likely nor unlikely	60 9%	18 8%	6 10%	35 9%	16 8%	15 8%	1 5%	44 9%	55 9%	4 6%	44 8%	14 12%	1 9%	30 9%	15 7%	7 8%	6 9%	32 10%	26 8%	3 5%	51 9%
Not very likely	156 22%	57 26%	17 29%	79 19%	44 22%	39 22%	5 26%	112 23%	140 22%	15 23%	127 23%	25 21%	2 18%	80 25%	44 22%	18 20%	12 18%	72 22%	81 24%	9 16%	138 23%
Not at all likely	242 35%	89 41%	14 24%	135 33%	77 39%	72 40%	5 26%	165 33%	226 36%	16 25%	187 33%	46 39%	6 55%	105 33%	73 36%	32 35%	29 44%	117 35%	112 33%	15 27%	210 36%
Likely (net)	216 31%	51 24%	21 36%	143 35%	60 30%	52 29%	8 42%	156 32%	187 30%	29 45%	181 32%	32 27%	2 18%	98 31%	63 31%	32 35%	16 24%	96 29%	111 33%	26 47%	171 29%
Not likely (net)	398 57%	146 67%	31 53%	214 52%	121 61%	111 61%	10 53%	277 56%	366 58%	31 48%	314 56%	71 60%	8 73%	185 58%	117 58%	50 54%	41 62%	189 57%	193 57%	24 44%	348 59%
Don't know/no opinion	21 3%	2 1%	1 2%	18 4%	3 2%	3 2%	- -	18 4%	20 3%	1 2%	20 4%	1 1%	- -	7 2%	8 4%	3 3%	3 5%	13 4%	7 2%	2 4%	18 3%

Great Western (RUS) * Inter regional 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	724	232	71	414	211	192	19	513	660	62	577	130	11	332	217	101	63	340	355	53	622
Very likely	265 37%	75 32%	37 52%	150 36%	77 36%	70 36%	7 37%	188 37%	238 36%	27 44%	223 39%	38 29%	2 18%	125 38%	91 42%	37 37%	8 13%	114 34%	139 39%	22 42%	228 37%
Fairly likely	176 24%	54 23%	18 25%	103 25%	51 24%	46 24%	5 26%	125 24%	155 23%	20 32%	144 25%	29 22%	2 18%	78 23%	58 27%	27 27%	11 17%	95 28%	78 22%	9 17%	156 25%
Neither likely nor unlikely	59 8%	20 9%	4 6%	34 8%	21 10%	19 10%	2 11%	38 7%	56 8%	3 5%	42 7%	14 11%	2 18%	34 10%	11 5%	7 7%	6 10%	25 7%	32 9%	5 9%	48 8%
Not very likely	81 11%	30 13%	7 10%	43 10%	18 9%	15 8%	3 16%	63 12%	76 12%	4 6%	62 11%	16 12%	2 18%	38 11%	23 11%	12 12%	7 11%	38 11%	40 11%	6 11%	70 11%
Not at all likely	125 17%	50 22%	5 7%	69 17%	42 20%	40 21%	2 11%	83 16%	118 18%	7 11%	91 16%	30 23%	3 27%	48 14%	31 14%	15 15%	29 46%	55 16%	63 18%	8 15%	107 17%
Likely (net)	441 61%	129 56%	55 77%	253 61%	128 61%	116 60%	12 63%	313 61%	393 60%	47 76%	367 64%	67 52%	4 36%	203 61%	149 69%	64 63%	19 30%	209 61%	217 61%	31 58%	384 62%
Not likely (net)	206 28%	80 34%	12 17%	112 27%	60 28%	55 29%	5 26%	146 28%	194 29%	11 18%	153 27%	46 35%	5 45%	86 26%	54 25%	27 27%	36 57%	93 27%	103 29%	14 26%	177 28%
Don't know/no opinion	18 2%	3 1%	-	15 4%	2 1%	2 1%	-	16 3%	17 3%	1 2%	15 3%	3 2%	-	9 3%	3 1%	3 3%	2 3%	13 4%	3 1%	3 6%	13 2%

Great Western (RUS) * Inter regional 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	671	222	65	376	202	184	18	469	609	60	533	121	11	317	203	81	59	317	330	41	584
Very likely	234 35%	80 36%	23 35%	127 34%	66 33%	57 31%	9 50%	168 36%	211 35%	23 38%	190 36%	40 33%	2 18%	136 43%	72 35%	16 20%	4 7%	100 32%	125 38%	8 20%	205 35%
Fairly likely	146 22%	50 23%	12 18%	82 22%	48 24%	45 24%	3 17%	98 21%	131 22%	14 23%	115 22%	27 22%	2 18%	90 28%	40 20%	11 14%	3 5%	64 20%	77 23%	8 20%	129 22%
Neither likely nor unlikely	29 4%	12 5%	2 3%	15 4%	5 2%	5 3%	- -	24 5%	28 5%	1 2%	21 4%	6 5%	2 18%	15 5%	9 4%	2 2%	2 3%	15 5%	12 4%	3 7%	23 4%
Not very likely	89 13%	30 14%	13 20%	46 12%	28 14%	24 13%	4 22%	61 13%	82 13%	7 12%	70 13%	18 15%	1 9%	35 11%	31 15%	15 19%	8 14%	52 16%	36 11%	6 15%	79 14%
Not at all likely	173 26%	50 23%	15 23%	106 28%	55 27%	53 29%	2 11%	118 25%	157 26%	15 25%	137 26%	30 25%	4 36%	41 13%	51 25%	37 46%	42 71%	86 27%	80 24%	16 39%	148 25%
Likely (net)	380 57%	130 59%	35 54%	209 56%	114 56%	102 55%	12 67%	266 57%	342 56%	37 62%	305 57%	67 55%	4 36%	226 71%	112 55%	27 33%	7 12%	164 52%	202 61%	16 39%	334 57%
Not likely (net)	262 39%	80 36%	28 43%	152 40%	83 41%	77 42%	6 33%	179 38%	239 39%	22 37%	207 39%	48 40%	5 45%	76 24%	82 40%	52 64%	50 85%	138 44%	116 35%	22 54%	227 39%

Great Western (RUS) * Inter regional 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	671	224	60	381	196	179	17	475	609	60	533	122	11	317	201	84	59	322	325	46	582
Very likely	197	72	16	108	58	48	10	139	175	21	157	37	3	109	67	15	4	89	103	11	174
	29%	32%	27%	28%	30%	27%	59%	29%	29%	35%	29%	30%	27%	34%	33%	18%	7%	28%	32%	24%	30%
Fairly likely	128	50	11	65	37	35	2	91	114	14	99	24	3	79	34	11	1	62	61	6	112
	19%	22%	18%	17%	19%	20%	12%	19%	19%	23%	19%	20%	27%	25%	17%	13%	2%	19%	19%	13%	19%
Neither likely nor unlikely	36	14	4	17	9	9	-	27	34	2	25	9	1	22	9	3	1	18	17	4	29
	5%	6%	7%	4%	5%	5%	-	6%	6%	3%	5%	7%	9%	7%	4%	4%	2%	6%	5%	9%	5%
Not very likely	96	28	12	56	25	22	3	71	90	6	79	16	1	40	32	16	8	48	46	4	86
	14%	13%	20%	15%	13%	12%	18%	15%	15%	10%	15%	13%	9%	13%	16%	19%	14%	15%	14%	9%	15%
Not at all likely	189	57	17	113	63	61	2	126	172	16	150	34	3	54	54	36	42	90	91	17	163
	28%	25%	28%	30%	32%	34%	12%	27%	28%	27%	28%	28%	27%	17%	27%	43%	71%	28%	28%	37%	28%
Likely (net)	325	122	27	173	95	83	12	230	289	35	256	61	6	188	101	26	5	151	164	17	286
	48%	54%	45%	45%	48%	46%	71%	48%	47%	58%	48%	50%	55%	59%	50%	31%	8%	47%	50%	37%	49%
Not likely (net)	285	85	29	169	88	83	5	197	262	22	229	50	4	94	86	52	50	138	137	21	249
	42%	38%	48%	44%	45%	46%	29%	41%	43%	37%	43%	41%	36%	30%	43%	62%	85%	43%	42%	46%	43%
Don't know/no opinion	25	3	-	22	4	4	-	21	24	1	23	2	-	13	5	3	3	15	7	4	18
	4%	1%	-	6%	2%	2%	-	4%	4%	2%	4%	2%	-	4%	2%	4%	5%	5%	2%	9%	3%

Great Western (RUS) * Inter regional 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	650	219	60	365	190	174	16	460	591	57	513	120	11	317	189	78	57	313	313	44	566
Very likely	76 12%	36 16%	10 17%	30 8%	24 13%	21 12%	3 19%	52 11%	71 12%	4 7%	50 10%	20 17%	6 55%	43 14%	24 13%	4 5%	4 7%	40 13%	33 11%	4 9%	68 12%
Fairly likely	96 15%	43 20%	8 13%	43 12%	32 17%	29 17%	3 19%	64 14%	88 15%	7 12%	63 12%	28 23%	3 27%	56 18%	30 16%	10 13%	- -	55 18%	40 13%	9 20%	81 14%
Neither likely nor unlikely	74 11%	30 14%	8 13%	36 10%	16 8%	14 8%	2 13%	58 13%	64 11%	10 18%	62 12%	12 10%	- -	46 15%	20 11%	6 8%	1 2%	37 12%	35 11%	3 7%	65 11%
Not very likely	101 16%	31 14%	10 17%	60 16%	25 13%	22 13%	3 19%	76 17%	92 16%	9 16%	83 16%	17 14%	1 9%	46 15%	35 19%	12 15%	7 12%	47 15%	51 16%	5 11%	87 15%
Not at all likely	190 29%	49 22%	17 28%	121 33%	61 32%	60 34%	1 6%	129 28%	173 29%	17 30%	157 31%	29 24%	1 9%	56 18%	56 30%	32 41%	42 74%	82 26%	99 32%	15 34%	165 29%
Likely (net)	172 26%	79 36%	18 30%	73 20%	56 29%	50 29%	6 38%	116 25%	159 27%	11 19%	113 22%	48 40%	9 82%	99 31%	54 29%	14 18%	4 7%	95 30%	73 23%	13 30%	149 26%
Not likely (net)	291 45%	80 37%	27 45%	181 50%	86 45%	82 47%	4 25%	205 45%	265 45%	26 46%	240 47%	46 38%	2 18%	102 32%	91 48%	44 56%	49 86%	129 41%	150 48%	20 45%	252 45%
Don't know/no opinion	113 17%	30 14%	7 12%	75 21%	32 17%	28 16%	4 25%	81 18%	103 17%	10 18%	98 19%	14 12%	- -	70 22%	24 13%	14 18%	3 5%	52 17%	55 18%	8 18%	100 18%

Great Western (RUS) * Inter regional 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	745	232	66	438	210	192	18	535	676	67	598	129	12	332	218	104	75	351	362	55	635
Did not use a railcard	444	154	54	231	130	122	8	314	404	38	333	100	8	165	186	66	16	223	201	26	392
	60%	66%	82%	53%	62%	64%	44%	59%	60%	57%	56%	78%	67%	50%	85%	63%	21%	64%	56%	47%	62%
Disabled Persons Railcard	13	3	1	8	3	2	1	10	11	2	10	2	1	3	6	3	1	7	5	6	5
	2%	1%	2%	2%	1%	1%	6%	2%	2%	3%	2%	2%	8%	1%	3%	3%	1%	2%	1%	11%	1%
16-25 Railcard	152	55	3	92	41	35	6	111	145	7	129	18	3	146	3	-	1	59	90	6	130
	20%	24%	5%	21%	20%	18%	33%	21%	21%	10%	22%	14%	25%	44%	1%	-	1%	17%	25%	11%	20%
Network Railcard	15	6	-	9	4	4	-	11	8	7	11	4	-	4	6	3	-	5	7	-	13
	2%	3%	-	2%	2%	2%	-	2%	1%	10%	2%	3%	-	1%	3%	3%	-	1%	2%	-	2%
Senior Railcard	81	7	7	66	21	20	1	60	76	5	78	2	-	-	-	26	54	36	42	8	68
	11%	3%	11%	15%	10%	10%	6%	11%	11%	7%	13%	2%	-	-	-	25%	72%	10%	12%	15%	11%
Forces Railcard	9	3	-	6	3	2	1	6	9	-	9	-	-	6	3	-	-	6	3	2	6
	1%	1%	-	1%	1%	1%	6%	1%	1%	-	2%	-	-	2%	1%	-	-	2%	1%	4%	1%
Family & Friends Railcard	6	1	-	5	2	1	1	4	4	2	5	1	-	3	2	1	-	4	2	3	3
	1%	*	-	1%	1%	1%	6%	1%	1%	3%	1%	1%	-	1%	1%	1%	-	1%	1%	5%	*
GroupSave discount	10	-	-	10	3	3	-	7	5	5	10	-	-	3	5	1	1	5	5	3	7
	1%	-	-	2%	1%	2%	-	1%	1%	7%	2%	-	-	1%	2%	1%	1%	1%	1%	5%	1%
Other railcard	25	7	1	17	8	8	-	17	20	5	19	6	-	8	8	6	2	10	12	2	19
	3%	3%	2%	4%	4%	4%	-	3%	3%	7%	3%	5%	-	2%	4%	6%	3%	3%	3%	4%	3%

Great Western (RUS) * Inter regional 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	784	245	72	458	219	198	21	565	714	68	629	136	12	341	233	113	82	368	381	56	668
Very good	364 46%	94 38%	30 42%	237 52%	103 47%	100 51%	3 14%	261 46%	323 45%	40 59%	301 48%	53 39%	9 75%	136 40%	115 49%	61 54%	42 51%	165 45%	179 47%	29 52%	298 45%
Fairly good	352 45%	131 53%	32 44%	185 40%	96 44%	82 41%	14 67%	256 45%	325 46%	26 38%	273 43%	72 53%	3 25%	176 52%	95 41%	42 37%	34 41%	171 46%	167 44%	24 43%	309 46%
Neither good nor poor	44 6%	12 5%	6 8%	25 5%	9 4%	9 5%	- -	35 6%	42 6%	2 3%	36 6%	7 5%	- -	21 6%	16 7%	5 4%	2 2%	24 7%	19 5%	2 4%	38 6%
Fairly poor	18 2%	7 3%	2 3%	8 2%	9 4%	6 3%	3 14%	9 2%	18 3%	- -	14 2%	3 2%	- -	7 2%	6 3%	2 2%	3 4%	6 2%	12 3%	1 2%	17 3%
Very poor	6 1%	1 *	2 3%	3 1%	2 1%	1 1%	1 5%	4 1%	6 1%	- -	5 1%	1 1%	- -	1 *	1 *	3 3%	1 1%	2 1%	4 1%	- -	6 1%
Good (net)	716 91%	225 92%	62 86%	422 92%	199 91%	182 92%	17 81%	517 92%	648 91%	66 97%	574 91%	125 92%	12 100%	312 91%	210 90%	103 91%	76 93%	336 91%	346 91%	53 95%	607 91%
Poor (net)	24 3%	8 3%	4 6%	11 2%	11 5%	7 4%	4 19%	13 2%	24 3%	- -	19 3%	4 3%	- -	8 2%	7 3%	5 4%	4 5%	8 2%	16 4%	1 2%	23 3%

Great Western (RUS) * Inter regional 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	751	241	72	429	216	196	20	535	684	65	599	133	12	338	223	106	70	356	363	54	639
Very good	186 25%	52 22%	14 19%	119 28%	59 27%	56 29%	3 15%	127 24%	169 25%	16 25%	150 25%	31 23%	5 42%	78 23%	62 28%	20 19%	20 29%	82 23%	93 26%	10 19%	160 25%
Fairly good	371 49%	128 53%	33 46%	205 48%	107 50%	97 49%	10 50%	264 49%	341 50%	30 46%	288 48%	74 56%	5 42%	178 53%	101 45%	52 49%	33 47%	176 49%	178 49%	30 56%	309 48%
Neither good nor poor	120 16%	43 18%	14 19%	61 14%	29 13%	26 13%	3 15%	91 17%	107 16%	12 18%	99 17%	18 14%	1 8%	55 16%	35 16%	19 18%	11 16%	68 19%	50 14%	10 19%	103 16%
Fairly poor	65 9%	16 7%	9 13%	39 9%	19 9%	15 8%	4 20%	46 9%	58 8%	7 11%	54 9%	9 7%	1 8%	25 7%	23 10%	11 10%	5 7%	26 7%	37 10%	4 7%	58 9%
Very poor	9 1%	2 1%	2 3%	5 1%	2 1%	2 1%	- -	7 1%	9 1%	- -	8 1%	1 1%	- -	2 1%	2 1%	4 4%	1 1%	4 1%	5 1%	- -	9 1%
Good (net)	557 74%	180 75%	47 65%	324 76%	166 77%	153 78%	13 65%	391 73%	510 75%	46 71%	438 73%	105 79%	10 83%	256 76%	163 73%	72 68%	53 76%	258 72%	271 75%	40 74%	469 73%
Poor (net)	74 10%	18 7%	11 15%	44 10%	21 10%	17 9%	4 20%	53 10%	67 10%	7 11%	62 10%	10 8%	1 8%	27 8%	25 11%	15 14%	6 9%	30 8%	42 12%	4 7%	67 10%

Great Western (RUS) * Inter regional 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	752	237	68	438	212	191	21	540	684	66	604	129	12	341	216	105	75	349	368	52	641
Very good	182 24%	52 22%	14 21%	115 26%	57 27%	54 28%	3 14%	125 23%	167 24%	14 21%	147 24%	30 23%	5 42%	67 20%	64 30%	22 21%	22 29%	78 22%	91 25%	14 27%	150 23%
Fairly good	362 48%	119 50%	35 51%	202 46%	107 50%	97 51%	10 48%	255 47%	332 49%	30 45%	284 47%	69 53%	4 33%	174 51%	97 45%	47 45%	39 52%	179 51%	170 46%	23 44%	312 49%
Neither good nor poor	143 19%	47 20%	13 19%	82 19%	31 15%	28 15%	3 14%	112 21%	127 19%	15 23%	121 20%	19 15%	2 17%	71 21%	34 16%	25 24%	10 13%	66 19%	70 19%	12 23%	119 19%
Fairly poor	48 6%	14 6%	5 7%	28 6%	11 5%	7 4%	4 19%	37 7%	42 6%	6 9%	37 6%	9 7%	1 8%	23 7%	16 7%	7 7%	2 3%	21 6%	26 7%	2 4%	44 7%
Very poor	17 2%	5 2%	1 1%	11 3%	6 3%	5 3%	1 5%	11 2%	16 2%	1 2%	15 2%	2 2%	- -	6 2%	5 2%	4 4%	2 3%	5 1%	11 3%	1 2%	16 2%
Good (net)	544 72%	171 72%	49 72%	317 72%	164 77%	151 79%	13 62%	380 70%	499 73%	44 67%	431 71%	99 77%	9 75%	241 71%	161 75%	69 66%	61 81%	257 74%	261 71%	37 71%	462 72%
Poor (net)	65 9%	19 8%	6 9%	39 9%	17 8%	12 6%	5 24%	48 9%	58 8%	7 11%	52 9%	11 9%	1 8%	29 9%	21 10%	11 10%	4 5%	26 7%	37 10%	3 6%	60 9%

Great Western (RUS) * Inter regional 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	703	222	67	406	206	186	20	497	642	59	562	122	12	320	212	91	68	332	341	49	606
Very good	146 21%	34 15%	17 25%	94 23%	45 22%	42 23%	3 15%	101 20%	135 21%	11 19%	121 22%	22 18%	3 25%	63 20%	51 24%	9 10%	16 24%	64 19%	73 21%	13 27%	120 20%
Fairly good	298 42%	95 43%	28 42%	171 42%	91 44%	85 46%	6 30%	207 42%	269 42%	28 47%	241 43%	49 40%	4 33%	143 45%	72 34%	45 49%	34 50%	151 45%	135 40%	20 41%	260 43%
Neither good nor poor	132 19%	46 21%	11 16%	73 18%	34 17%	31 17%	3 15%	98 20%	120 19%	12 20%	104 19%	24 20%	2 17%	59 18%	50 24%	11 12%	12 18%	66 20%	60 18%	5 10%	116 19%
Fairly poor	79 11%	27 12%	9 13%	43 11%	17 8%	12 6%	5 25%	62 12%	73 11%	5 8%	63 11%	15 12%	1 8%	40 13%	24 11%	14 15%	1 1%	30 9%	49 14%	6 12%	70 12%
Very poor	48 7%	20 9%	2 3%	25 6%	19 9%	16 9%	3 15%	29 6%	45 7%	3 5%	33 6%	12 10%	2 17%	15 5%	15 7%	12 13%	5 7%	21 6%	24 7%	5 10%	40 7%
Good (net)	444 63%	129 58%	45 67%	265 65%	136 66%	127 68%	9 45%	308 62%	404 63%	39 66%	362 64%	71 58%	7 58%	206 64%	123 58%	54 59%	50 74%	215 65%	208 61%	33 67%	380 63%
Poor (net)	127 18%	47 21%	11 16%	68 17%	36 17%	28 15%	8 40%	91 18%	118 18%	8 14%	96 17%	27 22%	3 25%	55 17%	39 18%	26 29%	6 9%	51 15%	73 21%	11 22%	110 18%

Great Western (RUS) * Inter regional 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	708	227	62	410	202	182	20	506	646	60	561	128	12	323	206	98	69	340	337	54	601
Very good	161 23%	46 20%	10 16%	104 25%	39 19%	37 20%	2 10%	122 24%	149 23%	11 18%	132 24%	25 20%	4 33%	82 25%	46 22%	14 14%	16 23%	72 21%	79 23%	13 24%	136 23%
Fairly good	300 42%	89 39%	25 40%	181 44%	94 47%	88 48%	6 30%	206 41%	276 43%	24 40%	235 42%	55 43%	6 50%	127 39%	85 41%	46 47%	38 55%	146 43%	142 42%	21 39%	255 42%
Neither good nor poor	149 21%	54 24%	19 31%	73 18%	41 20%	34 19%	7 35%	108 21%	131 20%	17 28%	114 20%	32 25%	-	71 22%	51 25%	18 18%	7 10%	73 21%	72 21%	9 17%	129 21%
Fairly poor	66 9%	23 10%	5 8%	38 9%	16 8%	12 7%	4 20%	50 10%	59 9%	7 12%	59 11%	6 5%	1 8%	27 8%	16 8%	14 14%	6 9%	35 10%	26 8%	8 15%	55 9%
Very poor	32 5%	15 7%	3 5%	14 3%	12 6%	11 6%	1 5%	20 4%	31 5%	1 2%	21 4%	10 8%	1 8%	16 5%	8 4%	6 6%	2 3%	14 4%	18 5%	3 6%	26 4%
Good (net)	461 65%	135 59%	35 56%	285 70%	133 66%	125 69%	8 40%	328 65%	425 66%	35 58%	367 65%	80 63%	10 83%	209 65%	131 64%	60 61%	54 78%	218 64%	221 66%	34 63%	391 65%
Poor (net)	98 14%	38 17%	8 13%	52 13%	28 14%	23 13%	5 25%	70 14%	90 14%	8 13%	80 14%	16 13%	2 17%	43 13%	24 12%	20 20%	8 12%	49 14%	44 13%	11 20%	81 13%

Great Western (RUS) * Inter regional 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	657	211	60	378	185	169	16	472	602	53	517	122	11	297	200	86	62	311	318	49	559
Very good	211 32%	49	13	148	52	51	1	159	190	21	181	26	3	93	66	23	25	96	102	20	174
Fairly good	279 42%	91	26	157	90	83	7	189	257	21	217	53	5	123	84	39	29	131	139	19	239
Neither good nor poor	113 17%	42	15	55	24	19	5	89	102	11	82	28	2	54	39	13	3	57	50	5	98
Fairly poor	37 6%	20	4	12	13	11	2	24	36	-	25	10	1	22	7	4	4	19	18	4	32
Very poor	17 3%	9	2	6	6	5	1	11	17	-	12	5	-	5	4	7	1	8	9	1	16
Good (net)	490 75%	140	39	305	142	134	8	348	447	42	398	79	8	216	150	62	54	227	241	39	413
Poor (net)	54 8%	29	6	18	19	16	3	35	53	-	37	15	1	27	11	11	5	27	27	5	48
		14%	10%	5%	10%	9%	19%	7%	9%	-	7%	12%	9%	9%	6%	13%	8%	9%	8%	10%	9%

Great Western (RUS) * Inter regional 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	556	178	47	324	154	139	15	402	507	47	438	103	9	260	164	73	47	279	251	43	468
Very good	150 27%	33 19%	13 28%	104 32%	38 25%	34 24%	4 27%	112 28%	135 27%	13 28%	133 30%	15 15%	2 22%	66 25%	47 29%	18 25%	13 28%	70 25%	69 27%	12 28%	121 26%
Fairly good	248 45%	78 44%	21 45%	143 44%	65 42%	58 42%	7 47%	183 46%	229 45%	19 40%	196 45%	44 43%	3 33%	119 46%	63 38%	40 55%	23 49%	118 42%	119 47%	18 42%	211 45%
Neither good nor poor	85 15%	35 20%	5 11%	45 14%	24 16%	21 15%	3 20%	61 15%	77 15%	8 17%	61 14%	22 21%	2 22%	45 17%	29 18%	6 8%	3 6%	43 15%	40 16%	6 14%	72 15%
Fairly poor	47 8%	22 12%	6 13%	19 6%	14 9%	13 9%	1 7%	33 8%	42 8%	5 11%	31 7%	14 14%	2 22%	24 9%	17 10%	2 3%	4 9%	32 11%	14 6%	6 14%	41 9%
Very poor	26 5%	10 6%	2 4%	13 4%	13 8%	13 9%	- -	13 3%	24 5%	2 4%	17 4%	8 8%	- -	6 2%	8 5%	7 10%	4 9%	16 6%	9 4%	1 2%	23 5%
Good (net)	398 72%	111 62%	34 72%	247 76%	103 67%	92 66%	11 73%	295 73%	364 72%	32 68%	329 75%	59 57%	5 56%	185 71%	110 67%	58 79%	36 77%	188 67%	188 75%	30 70%	332 71%
Poor (net)	73 13%	32 18%	8 17%	32 10%	27 18%	26 19%	1 7%	46 11%	66 13%	7 15%	48 11%	22 21%	2 22%	30 12%	25 15%	9 12%	8 17%	48 17%	23 9%	7 16%	64 14%

Great Western (RUS) * Inter regional 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	630	215	54	354	182	168	14	448	572	56	492	121	11	303	185	78	53	311	291	47	534
Very good	184	52	14	117	48	43	5	136	166	18	149	30	4	89	52	19	16	83	88	14	154
	29%	24%	26%	33%	26%	26%	36%	30%	29%	32%	30%	25%	36%	29%	28%	24%	30%	27%	30%	30%	29%
Fairly good	292	99	29	160	85	78	7	207	269	22	228	56	5	135	77	47	31	145	137	18	255
	46%	46%	54%	45%	47%	46%	50%	46%	47%	39%	46%	46%	45%	45%	42%	60%	58%	47%	47%	38%	48%
Neither good nor poor	81	30	4	46	25	24	1	56	71	9	62	18	-	37	34	5	4	43	35	6	68
	13%	14%	7%	13%	14%	14%	7%	13%	12%	16%	13%	15%	-	12%	18%	6%	8%	14%	12%	13%	13%
Fairly poor	43	19	6	18	13	12	1	30	39	4	33	9	1	28	15	-	-	26	16	6	32
	7%	9%	11%	5%	7%	7%	7%	7%	7%	7%	7%	7%	9%	9%	8%	-	-	8%	5%	13%	6%
Very poor	30	15	1	13	11	11	-	19	27	3	20	8	1	14	7	7	2	14	15	3	25
	5%	7%	2%	4%	6%	7%	-	4%	5%	5%	4%	7%	9%	5%	4%	9%	4%	5%	5%	6%	5%
Good (net)	476	151	43	277	133	121	12	343	435	40	377	86	9	224	129	66	47	228	225	32	409
	76%	70%	80%	78%	73%	72%	86%	77%	76%	71%	77%	71%	82%	74%	70%	85%	89%	73%	77%	68%	77%
Poor (net)	73	34	7	31	24	23	1	49	66	7	53	17	2	42	22	7	2	40	31	9	57
	12%	16%	13%	9%	13%	14%	7%	11%	12%	13%	11%	14%	18%	14%	12%	9%	4%	13%	11%	19%	11%

Great Western (RUS) * Inter regional 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	271	92	19	156	82	72	10	189	251	19	205	56	6	143	78	26	18	152	105	21	223
Very good	75 28%	21	4	50	25	23	2	50	67	8	57	16	2	37	24	7	2	31	35	4	62
Fairly good	120 44%	39	10	68	38	33	5	82	112	8	93	21	3	62	32	13	12	71	44	11	96
Neither good nor poor	42 15%	17	1	23	7	6	1	35	40	1	31	9	1	25	12	2	3	26	16	1	37
Fairly poor	22 8%	7	4	11	5	4	1	17	20	2	19	3	-	13	8	1	-	15	7	4	18
Very poor	12 4%	8	-	4	7	6	1	5	12	-	5	7	-	6	2	3	1	9	3	1	10
Good (net)	195 72%	60	14	118	63	56	7	132	179	16	150	37	5	99	56	20	14	102	79	15	158
Poor (net)	34 13%	15	4	15	12	10	2	22	32	2	24	10	-	19	10	4	1	24	10	5	28

Great Western (RUS) * Inter regional 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	655	218	55	376	184	167	17	471	596	57	515	123	11	310	196	81	57	304	322	44	566
Very good	185	56	13	115	49	47	2	136	167	17	148	30	6	82	62	20	17	82	92	12	159
	28%	26%	24%	31%	27%	28%	12%	29%	28%	30%	29%	24%	55%	26%	32%	25%	30%	27%	29%	27%	28%
Fairly good	312	104	26	180	92	83	9	220	281	30	249	57	4	153	85	44	28	150	152	16	271
	48%	48%	47%	48%	50%	50%	53%	47%	47%	53%	48%	46%	36%	49%	43%	54%	49%	49%	47%	36%	48%
Neither good nor poor	140	50	14	73	39	33	6	101	131	9	105	32	-	64	44	16	11	67	66	15	119
	21%	23%	25%	19%	21%	20%	35%	21%	22%	16%	20%	26%	-	21%	22%	20%	19%	22%	20%	34%	21%
Fairly poor	15	8	2	5	2	2	-	13	14	1	10	4	1	11	4	-	-	4	10	-	15
	2%	4%	4%	1%	1%	1%	-	3%	2%	2%	2%	3%	9%	4%	2%	-	-	1%	3%	-	3%
Very poor	3	-	-	3	2	2	-	1	3	-	3	-	-	-	1	1	1	1	2	1	2
	*	-	-	1%	1%	1%	-	*	1%	-	1%	-	-	-	1%	1%	2%	*	1%	2%	*
Good (net)	497	160	39	295	141	130	11	356	448	47	397	87	10	235	147	64	45	232	244	28	430
	76%	73%	71%	78%	77%	78%	65%	76%	75%	82%	77%	71%	91%	76%	75%	79%	79%	76%	76%	64%	76%
Poor (net)	18	8	2	8	4	4	-	14	17	1	13	4	1	11	5	1	1	5	12	1	17
	3%	4%	4%	2%	2%	2%	-	3%	3%	2%	3%	3%	9%	4%	3%	1%	2%	2%	4%	2%	3%

Great Western (RUS) * Inter regional 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	718	223	63	424	195	174	21	523	656	60	580	122	10	314	216	97	76	344	339	52	608
Very good	118 16%	20 9%	13 21%	84 20%	29 15%	29 17%	- -	89 17%	110 17%	8 13%	102 18%	12 10%	4 40%	46 15%	39 18%	12 12%	17 22%	48 14%	61 18%	9 17%	98 16%
Fairly good	320 45%	110 49%	30 48%	179 42%	85 44%	85 49%	- -	235 45%	287 44%	33 55%	257 44%	57 47%	5 50%	150 48%	99 46%	39 40%	28 37%	165 48%	141 42%	24 46%	272 45%
Neither good nor poor	114 16%	32 14%	9 14%	68 16%	36 18%	34 20%	2 10%	78 15%	101 15%	12 20%	89 15%	21 17%	- -	48 15%	34 16%	15 15%	16 21%	52 15%	59 17%	10 19%	95 16%
Fairly poor	89 12%	36 16%	6 10%	46 11%	28 14%	20 11%	8 38%	61 12%	84 13%	4 7%	69 12%	19 16%	- -	35 11%	31 14%	19 20%	3 4%	43 13%	42 12%	4 8%	80 13%
Very poor	77 11%	25 11%	5 8%	47 11%	17 9%	6 3%	11 52%	60 11%	74 11%	3 5%	63 11%	13 11%	1 10%	35 11%	13 6%	12 12%	12 16%	36 10%	36 11%	5 10%	63 10%
Good (net)	438 61%	130 58%	43 68%	263 62%	114 58%	114 66%	- -	324 62%	397 61%	41 68%	359 62%	69 57%	9 90%	196 62%	138 64%	51 53%	45 59%	213 62%	202 60%	33 63%	370 61%
Poor (net)	166 23%	61 27%	11 17%	93 22%	45 23%	26 15%	19 90%	121 23%	158 24%	7 12%	132 23%	32 26%	1 10%	70 22%	44 20%	31 32%	15 20%	79 23%	78 23%	9 17%	143 24%

Great Western (RUS) * Inter regional 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	778	247	74	448	219	198	21	559	708	68	623	136	12	346	234	108	76	368	377	56	664
Very good	170 22%	39 16%	14 19%	116 26%	34 16%	34 17%	-	136 24%	157 22%	12 18%	141 23%	24 18%	5 42%	70 20%	58 25%	21 19%	18 24%	67 18%	93 25%	9 16%	151 23%
Fairly good	319 41%	107 43%	36 49%	171 38%	99 45%	99 50%	-	220 39%	291 41%	28 41%	254 41%	56 41%	5 42%	136 39%	97 41%	46 43%	33 43%	149 40%	155 41%	29 52%	266 40%
Neither good nor poor	105 13%	35 14%	7 9%	62 14%	26 12%	26 13%	-	79 14%	91 13%	14 21%	81 13%	23 17%	-	46 13%	31 13%	15 14%	10 13%	60 16%	41 11%	6 11%	88 13%
Fairly poor	69 9%	28 11%	7 9%	32 7%	21 10%	19 10%	2 10%	48 9%	62 9%	6 9%	55 9%	11 8%	1 8%	38 11%	20 9%	7 6%	3 4%	38 10%	28 7%	5 9%	59 9%
Very poor	115 15%	38 15%	10 14%	67 15%	39 18%	20 10%	19 90%	76 14%	107 15%	8 12%	92 15%	22 16%	1 8%	56 16%	28 12%	19 18%	12 16%	54 15%	60 16%	7 13%	100 15%
Good (net)	489 63%	146 59%	50 68%	287 64%	133 61%	133 67%	-	356 64%	448 63%	40 59%	395 63%	80 59%	10 83%	206 60%	155 66%	67 62%	51 67%	216 59%	248 66%	38 68%	417 63%
Poor (net)	184 24%	66 27%	17 23%	99 22%	60 27%	39 20%	21 100%	124 22%	169 24%	14 21%	147 24%	33 24%	2 17%	94 27%	48 21%	26 24%	15 20%	92 25%	88 23%	12 21%	159 24%

Great Western (RUS) * Inter regional 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	768	239	74	446	214	194	20	554	697	69	619	130	12	343	227	109	74	361	373	54	655
Very good	160 21%	38 16%	10 14%	111 25%	38 18%	38 20%	- -	122 22%	141 20%	18 26%	134 22%	23 18%	3 25%	72 21%	45 20%	21 19%	19 26%	60 17%	88 24%	15 28%	136 21%
Fairly good	342 45%	104 44%	40 54%	193 43%	100 47%	99 51%	1 5%	242 44%	301 43%	41 59%	278 45%	55 42%	5 42%	159 46%	105 46%	42 39%	29 39%	160 44%	169 45%	25 46%	289 44%
Neither good nor poor	128 17%	42 18%	9 12%	76 17%	31 14%	26 13%	5 25%	97 18%	123 18%	4 6%	103 17%	24 18%	- -	57 17%	37 16%	18 17%	13 18%	57 16%	65 17%	6 11%	110 17%
Fairly poor	82 11%	33 14%	10 14%	37 8%	25 12%	24 12%	1 5%	57 10%	78 11%	4 6%	63 10%	14 11%	3 25%	33 10%	27 12%	14 13%	7 9%	53 15%	27 7%	6 11%	70 11%
Very poor	56 7%	22 9%	5 7%	29 7%	20 9%	7 4%	13 65%	36 6%	54 8%	2 3%	41 7%	14 11%	1 8%	22 6%	13 6%	14 13%	6 8%	31 9%	24 6%	2 4%	50 8%
Good (net)	502 65%	142 59%	50 68%	304 68%	138 64%	137 71%	1 5%	364 66%	442 63%	59 86%	412 67%	78 60%	8 67%	231 67%	150 66%	63 58%	48 65%	220 61%	257 69%	40 74%	425 65%
Poor (net)	138 18%	55 23%	15 20%	66 15%	45 21%	31 16%	14 70%	93 17%	132 19%	6 9%	104 17%	28 22%	4 33%	55 16%	40 18%	28 26%	13 18%	84 23%	51 14%	8 15%	120 18%

Great Western (RUS) * Inter regional 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	305	119	24	159	84	67	17	221	287	17	226	69	8	170	85	30	14	164	126	24	254
Very good	34 11%	5 4%	4 17%	24 15%	10 12%	10 15%	- -	24 11%	32 11%	2 12%	28 12%	5 7%	1 13%	17 10%	11 13%	2 7%	4 29%	10 6%	21 17%	4 17%	29 11%
Fairly good	80 26%	34 29%	5 21%	41 26%	16 19%	16 24%	- -	64 29%	76 26%	4 24%	61 27%	16 23%	3 38%	50 29%	21 25%	6 20%	1 7%	43 26%	32 25%	6 25%	65 26%
Neither good nor poor	72 24%	27 23%	6 25%	37 23%	14 17%	14 21%	- -	58 26%	65 23%	6 35%	55 24%	14 20%	1 13%	35 21%	23 27%	8 27%	4 29%	46 28%	24 19%	5 21%	61 24%
Fairly poor	49 16%	23 19%	3 13%	23 14%	15 18%	15 22%	- -	34 15%	47 16%	2 12%	28 12%	19 28%	2 25%	31 18%	11 13%	4 13%	1 7%	24 15%	21 17%	3 13%	41 16%
Very poor	70 23%	30 25%	6 25%	34 21%	29 35%	12 18%	17 100%	41 19%	67 23%	3 18%	54 24%	15 22%	1 13%	37 22%	19 22%	10 33%	4 29%	41 25%	28 22%	6 25%	58 23%
Good (net)	114 37%	39 33%	9 38%	65 41%	26 31%	26 39%	- -	88 40%	108 38%	6 35%	89 39%	21 30%	4 50%	67 39%	32 38%	8 27%	5 36%	53 32%	53 42%	10 42%	94 37%
Poor (net)	119 39%	53 45%	9 38%	57 36%	44 52%	27 40%	17 100%	75 34%	114 40%	5 29%	82 36%	34 49%	3 38%	68 40%	30 35%	14 47%	5 36%	65 40%	49 39%	9 38%	99 39%

Great Western (RUS) * Inter regional 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	456	156	46	251	122	107	15	334	421	34	358	87	8	217	133	65	35	242	193	39	375
Very good	51 11%	6 4%	4 9%	41 16%	10 8%	10 9%	- -	41 12%	48 11%	3 9%	43 12%	6 7%	2 25%	23 11%	15 11%	6 9%	6 17%	18 7%	30 16%	8 21%	40 11%
Fairly good	136 30%	40 26%	13 28%	82 33%	31 25%	30 28%	1 7%	105 31%	120 29%	15 44%	114 32%	20 23%	1 13%	67 31%	39 29%	17 26%	12 34%	78 32%	50 26%	11 28%	111 30%
Neither good nor poor	123 27%	49 31%	9 20%	64 25%	38 31%	35 33%	3 20%	85 25%	117 28%	6 18%	94 26%	26 30%	2 25%	57 26%	31 23%	21 32%	12 34%	64 26%	53 27%	11 28%	100 27%
Fairly poor	83 18%	30 19%	15 33%	38 15%	26 21%	23 21%	3 20%	57 17%	75 18%	8 24%	68 19%	15 17%	- -	39 18%	29 22%	11 17%	3 9%	45 19%	37 19%	5 13%	70 19%
Very poor	63 14%	31 20%	5 11%	26 10%	17 14%	9 8%	8 53%	46 14%	61 14%	2 6%	39 11%	20 23%	3 38%	31 14%	19 14%	10 15%	2 6%	37 15%	23 12%	4 10%	54 14%
Good (net)	187 41%	46 29%	17 37%	123 49%	41 34%	40 37%	1 7%	146 44%	168 40%	18 53%	157 44%	26 30%	3 38%	90 41%	54 41%	23 35%	18 51%	96 40%	80 41%	19 49%	151 40%
Poor (net)	146 32%	61 39%	20 43%	64 25%	43 35%	32 30%	11 73%	103 31%	136 32%	10 29%	107 30%	35 40%	3 38%	70 32%	48 36%	21 32%	5 14%	82 34%	60 31%	9 23%	124 33%

Great Western (RUS) * Inter regional 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	475	157	43	272	130	113	17	345	436	37	375	88	9	208	148	69	40	244	209	39	393
Very good	48 10%	6 4%	3 7%	39 14%	11 8%	11 10%	- -	37 11%	42 10%	6 16%	43 11%	4 5%	1 11%	18 9%	13 9%	6 9%	9 23%	14 6%	31 15%	6 15%	37 9%
Fairly good	189 40%	62 39%	16 37%	110 40%	57 44%	54 48%	3 18%	132 38%	177 41%	11 30%	151 40%	33 38%	4 44%	78 38%	66 45%	24 35%	18 45%	104 43%	74 35%	19 49%	154 39%
Neither good nor poor	126 27%	43 27%	11 26%	71 26%	31 24%	29 26%	2 12%	95 28%	115 26%	10 27%	99 26%	26 30%	- -	59 28%	34 23%	21 30%	7 18%	61 25%	59 28%	7 18%	108 27%
Fairly poor	53 11%	26 17%	4 9%	22 8%	13 10%	11 10%	2 12%	40 12%	47 11%	6 16%	40 11%	10 11%	2 22%	23 11%	18 12%	8 12%	4 10%	33 14%	19 9%	4 10%	43 11%
Very poor	59 12%	20 13%	9 21%	30 11%	18 14%	8 7%	10 59%	41 12%	55 13%	4 11%	42 11%	15 17%	2 22%	30 14%	17 11%	10 14%	2 5%	32 13%	26 12%	3 8%	51 13%
Good (net)	237 50%	68 43%	19 44%	149 55%	68 52%	65 58%	3 18%	169 49%	219 50%	17 46%	194 52%	37 42%	5 56%	96 46%	79 53%	30 43%	27 68%	118 48%	105 50%	25 64%	191 49%
Poor (net)	112 24%	46 29%	13 30%	52 19%	31 24%	19 17%	12 71%	81 23%	102 23%	10 27%	82 22%	25 28%	4 44%	53 25%	35 24%	18 26%	6 15%	65 27%	45 22%	7 18%	94 24%

Great Western (RUS) * Inter regional 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	756	240	74	433	210	189	21	546	690	64	603	134	12	336	230	110	68	359	364	56	648
I always get a seat	134 18%	61 25%	15 20%	56 13%	30 14%	30 16%	- -	104 19%	125 18%	9 14%	95 16%	36 27%	3 25%	63 19%	44 19%	18 16%	8 12%	68 19%	62 17%	12 21%	114 18%
I usually get a seat	164 22%	87 36%	12 16%	62 14%	60 29%	57 30%	3 14%	104 19%	160 23%	4 6%	103 17%	51 38%	7 58%	83 25%	52 23%	14 13%	12 18%	87 24%	71 20%	9 16%	140 22%
There are seats available but I prefer to stand	2 *	1 *	- -	1 *	1 *	1 1%	- -	1 *	2 *	- -	1 *	1 1%	- -	1 *	- -	1 1%	- -	2 1%	- -	- -	1 *
I usually stand and it is very crowded	51 7%	30 13%	2 3%	19 4%	22 10%	15 8%	7 33%	29 5%	49 7%	2 3%	30 5%	21 16%	- -	30 9%	12 5%	6 5%	3 4%	31 9%	19 5%	4 7%	42 6%
It varies	77 10%	42 18%	4 5%	31 7%	20 10%	15 8%	5 24%	57 10%	75 11%	1 2%	51 8%	24 18%	2 17%	41 12%	22 10%	7 6%	5 7%	31 9%	40 11%	7 13%	65 10%
Do not make this journey regularly	328 43%	19 8%	41 55%	264 61%	77 37%	71 38%	6 29%	251 46%	279 40%	48 75%	323 54%	1 1%	- -	118 35%	100 43%	64 58%	40 59%	140 39%	172 47%	24 43%	286 44%

Great Western (RUS) * Inter regional 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	639	192	62	379	165	150	15	474	576	62	524	98	12	294	192	87	55	310	303	48	542
A Wi-Fi internet connection	343 54%	128 67%	34 55%	178 47%	87 53%	85 57%	2 13%	256 54%	308 53%	35 56%	271 52%	60 61%	9 75%	206 70%	98 51%	28 32%	7 13%	185 60%	152 50%	24 50%	296 55%
Catering facilities	313 49%	64 33%	26 42%	220 58%	85 52%	74 49%	11 73%	228 48%	275 48%	37 60%	275 52%	30 31%	5 42%	88 30%	108 56%	60 69%	51 93%	134 43%	165 54%	26 54%	260 48%
At seat power sockets	280 44%	86 45%	40 65%	152 40%	65 39%	60 40%	5 33%	215 45%	258 45%	22 35%	231 44%	44 45%	4 33%	166 56%	81 42%	21 24%	6 11%	141 45%	130 43%	18 38%	241 44%
Cycle racks	76 12%	30 16%	6 10%	40 11%	25 15%	21 14%	4 27%	51 11%	65 11%	11 18%	57 11%	18 18%	1 8%	38 13%	22 11%	14 16%	1 2%	47 15%	23 8%	9 19%	58 11%

Great Western (RUS) * Inter regional 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	775	242	74	450	217	198	19	558	704	69	621	135	12	339	235	108	79	366	375	59	660
Yes	42	24	2	14	11	11	-	31	41	1	20	17	3	26	10	2	3	20	20	4	36
	5%	10%	3%	3%	5%	6%	-	6%	6%	1%	3%	13%	25%	8%	4%	2%	4%	5%	5%	7%	5%
No	733	218	72	436	206	187	19	527	663	68	601	118	9	313	225	106	76	346	355	55	624
	95%	90%	97%	97%	95%	94%	100%	94%	94%	99%	97%	87%	75%	92%	96%	98%	96%	95%	95%	93%	95%

Great Western (RUS) * Inter regional 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	774	243	75	448	215	197	18	559	703	69	620	135	12	343	237	104	77	369	372	59	661
No	751	232	74	438	210	193	17	541	683	66	605	131	9	333	230	99	76	360	359	56	642
	97%	95%	99%	98%	98%	98%	94%	97%	97%	96%	98%	97%	75%	97%	97%	95%	99%	98%	97%	95%	97%
Yes - I have travelled by another mode of transport	15	6	1	7	3	3	-	12	13	2	11	2	1	8	1	5	1	3	11	2	12
	2%	2%	1%	2%	1%	2%	-	2%	2%	3%	2%	1%	8%	2%	*	5%	1%	1%	3%	3%	2%
Yes - I have not made the journey I wanted to	9	5	-	3	2	1	1	7	8	1	4	2	2	2	6	-	1	6	3	1	8
	1%	2%	-	1%	1%	1%	6%	1%	1%	1%	1%	1%	17%	1%	3%	-	1%	2%	1%	2%	1%

Great Western (RUS) * Inter regional 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	780	243	74	454	218	198	20	562	709	69	625	137	12	342	237	108	80	366	382	59	663
Posters at the station in the weeks leading up to the disruption	433 56%	155 64%	44 59%	228 50%	126 58%	117 59%	9 45%	307 55%	390 55%	41 59%	328 52%	93 68%	8 67%	172 50%	149 63%	60 56%	46 58%	215 59%	204 53%	35 59%	366 55%
A timetable on the internet	357 46%	81 33%	35 47%	239 53%	90 41%	81 41%	9 45%	267 48%	318 45%	39 57%	318 51%	35 26%	3 25%	172 50%	100 42%	52 48%	25 31%	145 40%	194 51%	25 42%	301 45%
Announcements at the station in the weeks leading up to the disruption	269 34%	112 46%	22 30%	131 29%	80 37%	73 37%	7 35%	189 34%	249 35%	18 26%	198 32%	62 45%	6 50%	128 37%	79 33%	28 26%	30 38%	127 35%	133 35%	17 29%	233 35%
An email from the train company	216 28%	64 26%	20 27%	131 29%	57 26%	47 24%	10 50%	159 28%	199 28%	17 25%	182 29%	32 23%	2 17%	111 32%	57 24%	33 31%	10 13%	88 24%	121 32%	9 15%	187 28%
A text message from the train company	205 26%	83 34%	14 19%	104 23%	50 23%	46 23%	4 20%	155 28%	187 26%	18 26%	155 25%	43 31%	4 33%	107 31%	74 31%	15 14%	4 5%	90 25%	103 27%	8 14%	182 27%
Announcements on trains in the weeks leading up to the disruption	182 23%	86 35%	11 15%	82 18%	60 28%	53 27%	7 35%	122 22%	172 24%	9 13%	123 20%	52 38%	4 33%	72 21%	60 25%	26 24%	19 24%	95 26%	80 21%	9 15%	154 23%
Other notices found on the train company's website	124 16%	30 12%	17 23%	77 17%	33 15%	28 14%	5 25%	91 16%	107 15%	17 25%	112 18%	11 8%	1 8%	63 18%	37 16%	19 18%	4 5%	61 17%	59 15%	10 17%	104 16%
Leaflets handed out at the station in the weeks leading up to the disruption	103 13%	45 19%	7 9%	51 11%	27 12%	26 13%	1 5%	76 14%	93 13%	10 14%	70 11%	30 22%	3 25%	45 13%	33 14%	15 14%	9 11%	54 15%	43 11%	7 12%	85 13%
TV/Radio	96 12%	20 8%	8 11%	66 15%	22 10%	21 11%	1 5%	74 13%	85 12%	10 14%	81 13%	13 9%	- -	23 7%	30 13%	19 18%	22 28%	43 12%	47 12%	8 14%	83 13%
A smartphone application	88 11%	35 14%	10 14%	43 9%	17 8%	17 9%	- -	71 13%	80 11%	8 12%	67 11%	19 14%	2 17%	63 18%	20 8%	3 3%	- -	55 15%	29 8%	7 12%	76 11%
A printed timetable booklet or leaflet	71 9%	22 9%	6 8%	42 9%	27 12%	26 13%	1 5%	44 8%	66 9%	5 7%	57 9%	14 10%	- -	31 9%	15 6%	14 13%	9 11%	26 7%	41 11%	6 10%	55 8%
A social media website	61 8%	22 9%	3 4%	36 8%	13 6%	13 7%	- -	48 9%	57 8%	4 6%	47 8%	13 9%	1 8%	44 13%	12 5%	2 2%	1 1%	29 8%	29 8%	6 10%	51 8%
Telephone enquiry	44 6%	3 1%	2 3%	39 9%	9 4%	8 4%	1 5%	35 6%	40 6%	4 6%	41 7%	3 2%	- -	12 4%	13 5%	7 6%	12 15%	19 5%	25 7%	5 8%	35 5%
A letter from the train company	22 3%	6 2%	2 3%	14 3%	3 1%	3 2%	- -	19 3%	18 3%	4 6%	16 3%	4 3%	2 17%	9 3%	7 3%	4 4%	1 1%	12 3%	9 2%	1 2%	19 3%
Other	2 *	- -	2 3%	- -	2 1%	2 1%	- -	- -	2 *	- -	2 *	- -	- -	2 1%	- -	- -	- -	1 *	1 *	- -	2 *

Great Western (RUS) * Inter regional 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	720	226	74	411	197	177	20	523	653	65	575	128	11	323	220	104	64	343	351	53	616
I would use this alternative	276 38%	88	18	167	75	66	9	201	248	26	211	56	8	130	79	44	19	138	129	23	230
		39%	24%	41%	38%	37%	45%	38%	38%	40%	37%	44%	73%	40%	36%	42%	30%	40%	37%	43%	37%
I would find another way to make this journey	265 37%	96	38	126	76	70	6	189	242	23	211	49	1	122	89	34	17	132	125	19	231
		42%	51%	31%	39%	40%	30%	36%	37%	35%	37%	38%	9%	38%	40%	33%	27%	38%	36%	36%	38%
I would not make this journey at all	179 25%	42	18	118	46	41	5	133	163	16	153	23	2	71	52	26	28	73	97	11	155
		19%	24%	29%	23%	23%	25%	25%	25%	25%	27%	18%	18%	22%	24%	25%	44%	21%	28%	21%	25%

Great Western (RUS) * Inter regional 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	693	223	72	389	192	172	20	501	630	61	548	128	11	319	215	93	57	331	334	50	596
I would use this alternative	186 27%	75 34%	10 14%	97 25%	53 28%	51 30%	2 10%	133 27%	173 27%	11 18%	128 23%	53 41%	3 27%	102 32%	52 24%	16 17%	13 23%	100 30%	77 23%	17 34%	157 26%
I would find another way to make this journey	246 35%	89 40%	32 44%	121 31%	67 35%	62 36%	5 25%	179 36%	221 35%	25 41%	191 35%	48 38%	4 36%	111 35%	86 40%	34 37%	14 25%	125 38%	115 34%	17 34%	214 36%
I would not make this journey at all	261 38%	59 26%	30 42%	171 44%	72 38%	59 34%	13 65%	189 38%	236 37%	25 41%	229 42%	27 21%	4 36%	106 33%	77 36%	43 46%	30 53%	106 32%	142 43%	16 32%	225 38%

Great Western (RUS) * Inter regional 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	711	230	71	401	199	179	20	512	645	64	568	127	10	326	214	97	65	334	350	51	610
I would use this alternative	479 67%	170 74%	40 56%	264 66%	136 68%	124 69%	12 60%	343 67%	433 67%	44 69%	375 66%	93 73%	8 80%	228 70%	136 64%	68 70%	39 60%	234 70%	229 65%	34 67%	405 66%
I would find another way to make this journey	135 19%	45 20%	18 25%	70 17%	39 20%	34 19%	5 25%	96 19%	124 19%	11 17%	106 19%	27 21%	1 10%	67 21%	50 23%	14 14%	4 6%	65 19%	66 19%	11 22%	118 19%
I would not make this journey at all	97 14%	15 7%	13 18%	67 17%	24 12%	21 12%	3 15%	73 14%	88 14%	9 14%	87 15%	7 6%	1 10%	31 10%	28 13%	15 15%	22 34%	35 10%	55 16%	6 12%	87 14%

Great Western (RUS) * Inter regional 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	686	221	70	386	188	168	20	498	622	62	547	123	10	320	211	92	57	323	339	50	595
I would use this alternative	449 65%	158 71%	44 63%	242 63%	127 68%	111 66%	16 80%	322 65%	404 65%	43 69%	354 65%	83 67%	9 90%	216 68%	141 67%	59 64%	27 47%	223 69%	212 63%	33 66%	385 65%
I would find another way to make this journey	135 20%	47 21%	17 24%	69 18%	36 19%	33 20%	3 15%	99 20%	125 20%	10 16%	104 19%	30 24%	-	70 22%	45 21%	16 17%	4 7%	68 21%	64 19%	10 20%	118 20%
I would not make this journey at all	102 15%	16 7%	9 13%	75 19%	25 13%	24 14%	1 5%	77 15%	93 15%	9 15%	89 16%	10 8%	1 10%	34 11%	25 12%	17 18%	26 46%	32 10%	63 19%	7 14%	92 15%

Great Western (RUS) * Inter regional 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	736	230	73	426	210	192	18	526	666	68	587	134	11	328	225	104	68	351	362	57	626
No trains running after 9pm until next morning (Monday to Sunday), over a number of weeks	258 35%	68 30%	21 29%	169 40%	75 36%	64 33%	11 61%	183 35%	229 34%	28 41%	219 37%	37 28%	2 18%	120 37%	77 34%	34 33%	22 32%	108 31%	142 39%	22 39%	212 34%
Weekend line diversions or amended timetables (possibly with limited trains running on Saturday/Sunday, over a number of weeks)	165 22%	53 23%	23 32%	88 21%	44 21%	39 20%	5 28%	121 23%	144 22%	20 29%	127 22%	33 25%	4 36%	84 26%	40 18%	30 29%	11 16%	71 20%	89 25%	12 21%	146 23%
Weekend line closures (no trains running on Saturday/Sunday), over a number of weeks	160 22%	75 33%	25 34%	56 13%	62 30%	61 32%	1 6%	98 19%	157 24%	3 4%	105 18%	50 37%	3 27%	55 17%	55 24%	21 20%	25 37%	96 27%	57 16%	8 14%	142 23%
Run a reduced-service (Monday to Sunday), over a number of weeks	130 18%	27 12%	9 12%	92 22%	25 12%	22 11%	3 17%	105 20%	115 17%	15 22%	115 20%	14 10%	-	64 20%	38 17%	15 14%	10 15%	50 14%	77 21%	9 16%	111 18%
Christmas, Easter or August Bank Holiday line closures	75 10%	28 12%	6 8%	41 10%	24 11%	23 12%	1 6%	51 10%	68 10%	7 10%	55 9%	16 12%	4 36%	31 9%	30 13%	8 8%	6 9%	45 13%	29 8%	8 14%	63 10%
Full line closure for one week or a longer period (no trains during that period)	41 6%	8 3%	3 4%	30 7%	15 7%	15 8%	- -	26 5%	38 6%	3 4%	34 6%	7 5%	-	13 4%	17 8%	6 6%	3 4%	23 7%	16 4%	5 9%	30 5%

Great Western (RUS) * Inter regional 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	730	237	72	412	208	188	20	522	671	57	578	134	12	319	225	103	73	342	361	50	626
Very good	189 26%	40 17%	21 29%	127 31%	40 19%	40 21%	- -	149 29%	171 25%	18 32%	162 28%	23 17%	3 25%	66 21%	64 28%	31 30%	26 36%	73 21%	104 29%	15 30%	165 26%
Fairly good	393 54%	136 57%	35 49%	217 53%	119 57%	109 58%	10 50%	274 52%	359 54%	33 58%	308 53%	75 56%	8 67%	178 56%	119 53%	58 56%	33 45%	203 59%	177 49%	28 56%	330 53%
Neither good nor poor	80 11%	26 11%	8 11%	43 10%	24 12%	21 11%	3 15%	56 11%	74 11%	6 11%	60 10%	17 13%	- -	38 12%	25 11%	7 7%	8 11%	36 11%	43 12%	3 6%	68 11%
Fairly poor	55 8%	27 11%	8 11%	20 5%	20 10%	15 8%	5 25%	35 7%	54 8%	- -	40 7%	14 10%	1 8%	31 10%	15 7%	5 5%	4 5%	23 7%	32 9%	3 6%	51 8%
Very poor	13 2%	8 3%	- -	5 1%	5 2%	3 2%	2 10%	8 2%	13 2%	- -	8 1%	5 4%	- -	6 2%	2 1%	2 2%	2 3%	7 2%	5 1%	1 2%	12 2%
Good (net)	582 80%	176 74%	56 78%	344 83%	159 76%	149 79%	10 50%	423 81%	530 79%	51 89%	470 81%	98 73%	11 92%	244 76%	183 81%	89 86%	59 81%	276 81%	281 78%	43 86%	495 79%
Poor (net)	68 9%	35 15%	8 11%	25 6%	25 12%	18 10%	7 35%	43 8%	67 10%	- -	48 8%	19 14%	1 8%	37 12%	17 8%	7 7%	6 8%	30 9%	37 10%	4 8%	63 10%

Great Western (RUS) * Inter regional 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	759	238	73	439	212	192	20	547	692	65	607	134	12	333	233	108	75	354	376	54	651
Very good	275 36%	61	30	182	71	67	4	204	249	26	239	30	5	103	93	46	30	117	144	22	240
Fairly good	311 41%	102	24	181	89	83	6	222	281	29	246	58	4	146	95	37	27	149	151	21	260
Neither good nor poor	69 9%	34	5	29	18	16	2	51	64	4	45	23	-	40	16	7	6	35	32	6	61
Fairly poor	68 9%	26	8	33	19	13	6	49	62	6	51	15	2	30	16	12	9	31	35	3	58
Very poor	36 5%	15	6	14	15	13	2	21	36	-	26	8	1	14	13	6	3	22	14	2	32
Good (net)	586 77%	163	54	363	160	150	10	426	530	55	485	88	9	249	188	83	57	266	295	43	500
Poor (net)	104 14%	41	14	47	34	26	8	70	98	6	77	23	3	44	29	18	12	53	49	5	90

Great Western (RUS) * Inter regional 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	739	234	70	426	203	185	18	536	675	62	588	133	12	327	227	103	71	344	365	53	634
Very good	236 32%	54 23%	21 30%	159 37%	51 25%	51 28%	- -	185 35%	214 32%	21 34%	195 33%	35 26%	5 42%	88 27%	74 33%	38 37%	31 44%	94 27%	126 35%	21 40%	199 31%
Fairly good	348 47%	118 50%	30 43%	198 46%	96 47%	89 48%	7 39%	252 47%	311 46%	36 58%	278 47%	65 49%	4 33%	161 49%	112 49%	47 46%	26 37%	165 48%	173 47%	23 43%	297 47%
Neither good nor poor	81 11%	31 13%	9 13%	38 9%	26 13%	22 12%	4 22%	55 10%	78 12%	3 5%	59 10%	19 14%	- -	43 13%	19 8%	8 8%	9 13%	42 12%	37 10%	6 11%	71 11%
Fairly poor	61 8%	25 11%	9 13%	25 6%	23 11%	18 10%	5 28%	38 7%	59 9%	2 3%	45 8%	12 9%	3 25%	28 9%	18 8%	9 9%	4 6%	37 11%	22 6%	3 6%	54 9%
Very poor	13 2%	6 3%	1 1%	6 1%	7 3%	5 3%	2 11%	6 1%	13 2%	- -	11 2%	2 2%	- -	7 2%	4 2%	1 1%	1 1%	6 2%	7 2%	- -	13 2%
Good (net)	584 79%	172 74%	51 73%	357 84%	147 72%	140 76%	7 39%	437 82%	525 78%	57 92%	473 80%	100 75%	9 75%	249 76%	186 82%	85 83%	57 80%	259 75%	299 82%	44 83%	496 78%
Poor (net)	74 10%	31 13%	10 14%	31 7%	30 15%	23 12%	7 39%	44 8%	72 11%	2 3%	56 10%	14 11%	3 25%	35 11%	22 10%	10 10%	5 7%	43 13%	29 8%	3 6%	67 11%

Great Western (RUS) * Inter regional 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	742	228	69	436	206	187	19	536	678	62	597	129	10	331	226	102	73	346	368	56	634
Very good	162 22%	24 11%	18 26%	119 27%	34 17%	33 18%	1 5%	128 24%	146 22%	16 26%	146 24%	13 10%	3 30%	53 16%	43 19%	33 32%	30 41%	57 16%	96 26%	17 30%	136 21%
Fairly good	220 30%	48 21%	27 39%	143 33%	60 29%	55 29%	5 26%	160 30%	202 30%	18 29%	196 33%	21 16%	2 20%	88 27%	81 36%	29 28%	18 25%	107 31%	102 28%	20 36%	180 28%
Neither good nor poor	150 20%	57 25%	11 16%	81 19%	43 21%	39 21%	4 21%	107 20%	134 20%	14 23%	118 20%	30 23%	1 10%	71 21%	44 19%	19 19%	16 22%	83 24%	65 18%	9 16%	134 21%
Fairly poor	124 17%	57 25%	9 13%	55 13%	38 18%	35 19%	3 16%	86 16%	120 18%	4 6%	85 14%	35 27%	2 20%	67 20%	39 17%	11 11%	5 7%	51 15%	69 19%	9 16%	107 17%
Very poor	86 12%	42 18%	4 6%	38 9%	31 15%	25 13%	6 32%	55 10%	76 11%	10 16%	52 9%	30 23%	2 20%	52 16%	19 8%	10 10%	4 5%	48 14%	36 10%	1 2%	77 12%
Good (net)	382 51%	72 32%	45 65%	262 60%	94 46%	88 47%	6 32%	288 54%	348 51%	34 55%	342 57%	34 26%	5 50%	141 43%	124 55%	62 61%	48 66%	164 47%	198 54%	37 66%	316 50%
Poor (net)	210 28%	99 43%	13 19%	93 21%	69 33%	60 32%	9 47%	141 26%	196 29%	14 23%	137 23%	65 50%	4 40%	119 36%	58 26%	21 21%	9 12%	99 29%	105 29%	10 18%	184 29%

Great Western (RUS) * Inter regional 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	475	183	30	256	125	109	16	350	439	34	354	109	9	231	138	54	45	231	224	36	399
Very good	68 14%	15 8%	4 13%	48 19%	15 12%	15 14%	- -	53 15%	62 14%	6 18%	59 17%	8 7%	1 11%	26 11%	20 14%	10 19%	11 24%	25 11%	37 17%	5 14%	59 15%
Fairly good	195 41%	67 37%	12 40%	116 45%	48 38%	45 41%	3 19%	147 42%	177 40%	17 50%	156 44%	35 32%	4 44%	102 44%	53 38%	19 35%	20 44%	95 41%	95 42%	16 44%	160 40%
Neither good nor poor	118 25%	52 28%	6 20%	58 23%	33 26%	30 28%	3 19%	85 24%	112 26%	6 18%	78 22%	37 34%	2 22%	54 23%	45 33%	10 19%	6 13%	64 28%	50 22%	9 25%	100 25%
Fairly poor	68 14%	33 18%	6 20%	27 11%	21 17%	13 12%	8 50%	47 13%	64 15%	3 9%	47 13%	18 17%	2 22%	36 16%	17 12%	8 15%	6 13%	32 14%	33 15%	6 17%	55 14%
Very poor	26 5%	16 9%	2 7%	7 3%	8 6%	6 6%	2 13%	18 5%	24 5%	2 6%	14 4%	11 10%	- -	13 6%	3 2%	7 13%	2 4%	15 6%	9 4%	- -	25 6%
Good (net)	263 55%	82 45%	16 53%	164 64%	63 50%	60 55%	3 19%	200 57%	239 54%	23 68%	215 61%	43 39%	5 56%	128 55%	73 53%	29 54%	31 69%	120 52%	132 59%	21 58%	219 55%
Poor (net)	94 20%	49 27%	8 27%	34 13%	29 23%	19 17%	10 63%	65 19%	88 20%	5 15%	61 17%	29 27%	2 22%	49 21%	20 14%	15 28%	8 18%	47 20%	42 19%	6 17%	80 20%

Great Western (RUS) * Inter regional 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	761	237	73	442	211	191	20	550	694	65	610	133	12	334	235	105	77	354	378	55	652
Very good	271 36%	65 27%	23 32%	182 41%	54 26%	54 28%	-	217 39%	244 35%	26 40%	230 38%	38 29%	3	115 34%	75 32%	47 45%	30 39%	104 29%	152 40%	18 33%	238 37%
Fairly good	286 38%	96 41%	33 45%	154 35%	93 44%	93 49%	-	193 35%	263 38%	23 35%	226 37%	51 38%	7 58%	124 37%	97 41%	31 30%	31 40%	150 42%	125 33%	25 45%	239 37%
Neither good nor poor	66 9%	28 12%	4 5%	30 7%	17 8%	17 9%	-	49 9%	58 8%	8 12%	45 7%	17 13%	-	26 8%	25 11%	8 8%	5 6%	31 9%	33 9%	3 5%	59 9%
Fairly poor	66 9%	26 11%	11 15%	29 7%	21 10%	18 9%	3 15%	45 8%	63 9%	2 3%	52 9%	13 10%	1 8%	34 10%	23 10%	7 7%	2 3%	35 10%	31 8%	4 7%	57 9%
Very poor	72 9%	22 9%	2 3%	47 11%	26 12%	9 5%	17 85%	46 8%	66 10%	6 9%	57 9%	14 11%	1 8%	35 10%	15 6%	12 11%	9 12%	34 10%	37 10%	5 9%	59 9%
Good (net)	557 73%	161 68%	56 77%	336 76%	147 70%	147 77%	-	410 75%	507 73%	49 75%	456 75%	89 67%	10 83%	239 72%	172 73%	78 74%	61 79%	254 72%	277 73%	43 78%	477 73%
Poor (net)	138 18%	48 20%	13 18%	76 17%	47 22%	27 14%	20 100%	91 17%	129 19%	8 12%	109 18%	27 20%	2 17%	69 21%	38 16%	19 18%	11 14%	69 19%	68 18%	9 16%	116 18%

Great Western (RUS) * Inter regional 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	701	228	66	398	200	181	19	501	638	61	555	128	12	317	220	92	62	335	338	49	602
Very good	131 19%	31 14%	10 15%	88 22%	31 16%	30 17%	1 5%	100 20%	119 19%	11 18%	109 20%	19 15%	3 25%	58 18%	44 20%	13 14%	14 23%	54 16%	70 21%	12 24%	112 19%
Fairly good	338 48%	110 48%	38 58%	188 47%	91 46%	85 47%	6 32%	247 49%	310 49%	28 46%	274 49%	57 45%	6 50%	151 48%	98 45%	49 53%	36 58%	171 51%	153 45%	20 41%	295 49%
Neither good nor poor	141 20%	50 22%	9 14%	79 20%	44 22%	41 23%	3 16%	97 19%	125 20%	15 25%	107 19%	31 24%	- -	65 21%	50 23%	16 17%	7 11%	67 20%	69 20%	11 22%	120 20%
Fairly poor	63 9%	25 11%	5 8%	31 8%	23 12%	17 9%	6 32%	40 8%	56 9%	7 11%	47 8%	13 10%	1 8%	29 9%	22 10%	8 9%	4 6%	28 8%	34 10%	4 8%	51 8%
Very poor	28 4%	12 5%	4 6%	12 3%	11 6%	8 4%	3 16%	17 3%	28 4%	- -	18 3%	8 6%	2 17%	14 4%	6 3%	6 7%	1 2%	15 4%	12 4%	2 4%	24 4%
Good (net)	469 67%	141 62%	48 73%	276 69%	122 61%	115 64%	7 37%	347 69%	429 67%	39 64%	383 69%	76 59%	9 75%	209 66%	142 65%	62 67%	50 81%	225 67%	223 66%	32 65%	407 68%
Poor (net)	91 13%	37 16%	9 14%	43 11%	34 17%	25 14%	9 47%	57 11%	84 13%	7 11%	65 12%	21 16%	3 25%	43 14%	28 13%	14 15%	5 8%	43 13%	46 14%	6 12%	75 12%

Great Western (RUS) * Inter regional 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	697	220	62	406	194	177	17	503	634	62	560	121	10	316	215	95	61	332	338	53	596
Very good	280 40%	69	25	184	73	68	5	207	256	24	242	33	5	118	86	43	27	115	151	22	238
Fairly good	303 43%	92	27	178	81	74	7	222	275	27	244	51	3	148	86	40	27	161	133	24	260
Neither good nor poor	74 11%	41	5	28	28	24	4	46	66	8	46	26	2	34	26	8	4	34	36	3	68
Fairly poor	29 4%	14	4	10	9	8	1	20	27	2	20	8	-	12	12	2	3	16	13	3	21
Very poor	11 2%	4	1	6	3	3	-	8	10	1	8	3	-	4	5	2	-	6	5	1	9
Good (net)	583 84%	161	52	362	154	142	12	429	531	51	486	84	8	266	172	83	54	276	284	46	498
Poor (net)	40 6%	18	5	16	12	11	1	28	37	3	28	11	-	16	17	4	3	22	18	4	30

Great Western (RUS) * Inter regional 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	748	236	70	434	210	190	20	538	684	62	597	134	12	333	231	102	74	351	370	52	646
Very good	145 19%	29 12%	12 17%	102 24%	37 18%	36 19%	1 5%	108 20%	131 19%	14 23%	126 21%	17 13%	2 17%	67 20%	45 19%	18 18%	12 16%	52 15%	84 23%	9 17%	129 20%
Fairly good	346 46%	99 42%	29 41%	216 50%	102 49%	99 52%	3 15%	244 45%	312 46%	33 53%	288 48%	52 39%	5 42%	151 45%	103 45%	47 46%	45 61%	167 48%	169 46%	27 52%	294 46%
Neither good nor poor	150 20%	63 27%	17 24%	67 15%	39 19%	33 17%	6 30%	111 21%	139 20%	10 16%	107 18%	38 28%	2 17%	66 20%	44 19%	23 23%	13 18%	75 21%	71 19%	8 15%	130 20%
Fairly poor	71 9%	27 11%	8 11%	35 8%	20 10%	17 9%	3 15%	51 9%	67 10%	4 6%	50 8%	18 13%	2 17%	34 10%	31 13%	4 4%	1 1%	39 11%	29 8%	7 13%	60 9%
Very poor	36 5%	18 8%	4 6%	14 3%	12 6%	5 3%	7 35%	24 4%	35 5%	1 2%	26 4%	9 7%	1 8%	15 5%	8 3%	10 10%	3 4%	18 5%	17 5%	1 2%	33 5%
Good (net)	491 66%	128 54%	41 59%	318 73%	139 66%	135 71%	4 20%	352 65%	443 65%	47 76%	414 69%	69 51%	7 58%	218 65%	148 64%	65 64%	57 77%	219 62%	253 68%	36 69%	423 65%
Poor (net)	107 14%	45 19%	12 17%	49 11%	32 15%	22 12%	10 50%	75 14%	102 15%	5 8%	76 13%	27 20%	3 25%	49 15%	39 17%	14 14%	4 5%	57 16%	46 12%	8 15%	93 14%

Great Western (RUS) * Inter regional JB:11519

Absolutes/col percents

Table 79
 Q.33 Thinking about the level of service you experienced on your journey on this route today, please rate the following:
 (Provision of information during the journey)
 Base:All who answered excluding dk/no opinion

	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	676	215	59	394	189	170	19	487	616	58	537	124	10	308	206	92	62	321	329	48	581
Very good	116 17%	27 13%	9 15%	79 20%	36 19%	36 21%	- -	80 16%	103 17%	13 22%	97 18%	16 13%	3 30%	39 13%	42 20%	21 23%	10 16%	47 15%	59 18%	10 21%	100 17%
Fairly good	283 42%	82 38%	27 46%	172 44%	76 40%	73 43%	3 16%	207 43%	262 43%	19 33%	234 44%	43 35%	4 40%	138 45%	77 37%	34 37%	34 55%	134 42%	143 43%	19 40%	244 42%
Neither good nor poor	187 28%	69 32%	17 29%	97 25%	52 28%	46 27%	6 32%	135 28%	167 27%	20 34%	140 26%	42 34%	2 20%	87 28%	59 29%	26 28%	13 21%	93 29%	87 26%	13 27%	161 28%
Fairly poor	59 9%	27 13%	4 7%	27 7%	18 10%	13 8%	5 26%	41 8%	57 9%	2 3%	42 8%	17 14%	- -	30 10%	20 10%	5 5%	3 5%	27 8%	31 9%	4 8%	47 8%
Very poor	31 5%	10 5%	2 3%	19 5%	7 4%	2 1%	5 26%	24 5%	27 4%	4 7%	24 4%	6 5%	1 10%	14 5%	8 4%	6 7%	2 3%	20 6%	9 3%	2 4%	29 5%
Good (net)	399 59%	109 51%	36 61%	251 64%	112 59%	109 64%	3 16%	287 59%	365 59%	32 55%	331 62%	59 48%	7 70%	177 57%	119 58%	55 60%	44 71%	181 56%	202 61%	29 60%	344 59%
Poor (net)	90 13%	37 17%	6 10%	46 12%	25 13%	15 9%	10 53%	65 13%	84 14%	6 10%	66 12%	23 19%	1 10%	44 14%	28 14%	11 12%	5 8%	47 15%	40 12%	6 13%	76 13%

Great Western (RUS) * Inter regional 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	662	218	64	372	185	165	20	477	606	54	522	123	12	295	209	89	63	316	320	51	563
Very good	96 15%	25 11%	9 14%	61 16%	22 12%	22 13%	- -	74 16%	88 15%	8 15%	78 15%	15 12%	3 25%	43 15%	34 16%	11 12%	8 13%	35 11%	54 17%	10 20%	83 15%
Fairly good	283 43%	78 36%	32 50%	171 46%	75 41%	74 45%	1 5%	208 44%	257 42%	25 46%	235 45%	43 35%	4 33%	124 42%	80 38%	42 47%	35 56%	134 42%	141 44%	22 43%	236 42%
Neither good nor poor	182 27%	78 36%	12 19%	90 24%	60 32%	52 32%	8 40%	122 26%	170 28%	11 20%	131 25%	45 37%	4 33%	81 27%	62 30%	21 24%	15 24%	91 29%	81 25%	10 20%	161 29%
Fairly poor	67 10%	27 12%	8 13%	30 8%	15 8%	13 8%	2 10%	52 11%	59 10%	8 15%	51 10%	15 12%	- -	33 11%	24 11%	6 7%	3 5%	36 11%	31 10%	6 12%	53 9%
Very poor	34 5%	10 5%	3 5%	20 5%	13 7%	4 2%	9 45%	21 4%	32 5%	2 4%	27 5%	5 4%	1 8%	14 5%	9 4%	9 10%	2 3%	20 6%	13 4%	3 6%	30 5%
Good (net)	379 57%	103 47%	41 64%	232 62%	97 52%	96 58%	1 5%	282 59%	345 57%	33 61%	313 60%	58 47%	7 58%	167 57%	114 55%	53 60%	43 68%	169 53%	195 61%	32 63%	319 57%
Poor (net)	101 15%	37 17%	11 17%	50 13%	28 15%	17 10%	11 55%	73 15%	91 15%	10 19%	78 15%	20 16%	1 8%	47 16%	33 16%	15 17%	5 8%	56 18%	44 14%	9 18%	83 15%

Great Western (RUS) * Inter regional 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	723	234	68	412	205	185	20	518	660	61	572	133	12	328	227	97	63	337	358	52	620
Very good	190 26%	47 20%	16 24%	125 30%	42 20%	39 21%	3 15%	148 29%	169 26%	21 34%	157 27%	29 22%	4 33%	76 23%	68 30%	23 24%	20 32%	79 23%	102 28%	20 38%	158 25%
Fairly good	382 53%	121 52%	41 60%	217 53%	111 54%	103 56%	8 40%	271 52%	351 53%	30 49%	310 54%	65 49%	5 42%	178 54%	103 45%	63 65%	34 54%	180 53%	189 53%	25 48%	326 53%
Neither good nor poor	112 15%	49 21%	7 10%	53 13%	39 19%	33 18%	6 30%	73 14%	104 16%	7 11%	83 15%	25 19%	1 8%	54 16%	43 19%	7 7%	8 13%	56 17%	52 15%	4 8%	104 17%
Fairly poor	29 4%	11 5%	4 6%	13 3%	9 4%	7 4%	2 10%	20 4%	27 4%	2 3%	18 3%	9 7%	1 8%	15 5%	10 4%	2 2%	1 2%	16 5%	11 3%	2 4%	23 4%
Very poor	10 1%	6 3%	- -	4 1%	4 2%	3 2%	1 5%	6 1%	9 1%	1 2%	4 1%	5 4%	1 8%	5 2%	3 1%	2 2%	- -	6 2%	4 1%	1 2%	9 1%
Good (net)	572 79%	168 72%	57 84%	342 83%	153 75%	142 77%	11 55%	419 81%	520 79%	51 84%	467 82%	94 71%	9 75%	254 77%	171 75%	86 89%	54 86%	259 77%	291 81%	45 87%	484 78%
Poor (net)	39 5%	17 7%	4 6%	17 4%	13 6%	10 5%	3 15%	26 5%	36 5%	3 5%	22 4%	14 11%	2 17%	20 6%	13 6%	4 4%	1 2%	22 7%	15 4%	3 6%	32 5%

Great Western (RUS) * Inter regional 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	523	161	56	301	129	112	17	394	478	44	421	92	7	242	162	67	47	251	252	43	440
Very good	119 23%	27 17%	12 21%	79 26%	26 20%	25 22%	1 6%	93 24%	106 22%	13 30%	99 24%	17 18%	3 43%	49 20%	39 24%	17 25%	13 28%	49 20%	61 24%	12 28%	104 24%
Fairly good	263 50%	80 50%	32 57%	149 50%	66 51%	59 53%	7 41%	197 50%	239 50%	23 52%	212 50%	46 50%	3 43%	128 53%	73 45%	35 52%	26 55%	132 53%	123 49%	22 51%	217 49%
Neither good nor poor	99 19%	37 23%	8 14%	53 18%	25 19%	19 17%	6 35%	74 19%	94 20%	5 11%	78 19%	19 21%	1 14%	48 20%	40 25%	9 13%	1 2%	49 20%	48 19%	7 16%	84 19%
Fairly poor	23 4%	10 6%	1 2%	11 4%	4 3%	3 3%	1 6%	19 5%	21 4%	2 5%	19 5%	4 4%	- -	11 5%	3 2%	3 4%	5 11%	12 5%	11 4%	1 2%	17 4%
Very poor	19 4%	7 4%	3 5%	9 3%	8 6%	6 5%	2 12%	11 3%	18 4%	1 2%	13 3%	6 7%	- -	6 2%	7 4%	3 4%	2 4%	9 4%	9 4%	1 2%	18 4%
Good (net)	382 73%	107 66%	44 79%	228 76%	92 71%	84 75%	8 47%	290 74%	345 72%	36 82%	311 74%	63 68%	6 86%	177 73%	112 69%	52 78%	39 83%	181 72%	184 73%	34 79%	321 73%
Poor (net)	42 8%	17 11%	4 7%	20 7%	12 9%	9 8%	3 18%	30 8%	39 8%	3 7%	32 8%	10 11%	- -	17 7%	10 6%	6 9%	7 15%	21 8%	20 8%	2 5%	35 8%

Great Western (RUS) * Inter regional 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	755	237	70	439	213	193	20	542	690	63	603	134	12	331	230	106	79	354	373	53	649
Very good	126 17%	24 10%	9 13%	93 21%	24 11%	24 12%	- -	102 19%	112 16%	14 22%	106 18%	17 13%	3 25%	46 14%	42 18%	17 16%	18 23%	49 14%	68 18%	8 15%	112 17%
Fairly good	409 54%	120 51%	42 60%	243 55%	124 58%	123 64%	1 5%	285 53%	374 54%	34 54%	338 56%	62 46%	7 58%	182 55%	119 52%	60 57%	45 57%	192 54%	205 55%	30 57%	346 53%
Neither good nor poor	141 19%	65 27%	12 17%	61 14%	40 19%	35 18%	5 25%	101 19%	126 18%	14 22%	97 16%	41 31%	- -	67 20%	46 20%	18 17%	9 11%	72 20%	64 17%	9 17%	126 19%
Fairly poor	58 8%	19 8%	6 9%	31 7%	15 7%	9 5%	6 30%	43 8%	57 8%	1 2%	47 8%	9 7%	1 8%	25 8%	18 8%	7 7%	6 8%	30 8%	26 7%	6 11%	45 7%
Very poor	21 3%	9 4%	1 1%	11 3%	10 5%	2 1%	8 40%	11 2%	21 3%	- -	15 2%	5 4%	1 8%	11 3%	5 2%	4 4%	1 1%	11 3%	10 3%	- -	20 3%
Good (net)	535 71%	144 61%	51 73%	336 77%	148 69%	147 76%	1 5%	387 71%	486 70%	48 76%	444 74%	79 59%	10 83%	228 69%	161 70%	77 73%	63 80%	241 68%	273 73%	38 72%	458 71%
Poor (net)	79 10%	28 12%	7 10%	42 10%	25 12%	11 6%	14 70%	54 10%	78 11%	1 2%	62 10%	14 10%	2 17%	36 11%	23 10%	11 10%	7 9%	41 12%	36 10%	6 11%	65 10%

Great Western (RUS) * Inter regional 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	792	242	76	465	221	200	21	571	720	70	639	134	12	348	241	115	86	377	393	60	682
Working full time (30+ hours)	405 51%	153 63%	66 87%	181 39%	127 57%	116 58%	11 52%	278 49%	359 50%	45 64%	295 46%	98 73%	9 75%	166 48%	188 78%	44 38%	5 6%	241 64%	150 38%	28 47%	357 52%
Working part time (9-29 hours)	85 11%	24 10%	4 5%	56 12%	16 7%	14 7%	2 10%	69 12%	70 10%	15 21%	71 11%	13 10%	-	31 9%	26 11%	19 17%	9 10%	29 8%	55 14%	5 8%	74 11%
Not working - seeking work	18 2%	2 1%	1 1%	15 3%	3 1%	3 2%	-	15 3%	17 2%	1 1%	16 3%	1 1%	1 8%	9 3%	8 3%	1 1%	-	8 2%	10 3%	1 2%	16 2%
Not working and not seeking work	17 2%	2 1%	1 1%	14 3%	5 2%	3 2%	2 10%	12 2%	17 2%	-	17 3%	-	-	4 1%	8 3%	5 4%	-	4 1%	13 3%	2 3%	14 2%
Retired	114 14%	6 2%	4 5%	102 22%	36 16%	34 17%	2 10%	78 14%	108 15%	6 9%	108 17%	4 3%	-	-	1 *	43 37%	70 81%	40 11%	69 18%	14 23%	91 13%
Full time student	149 19%	61 25%	-	87 19%	33 15%	29 15%	4 19%	116 20%	145 20%	4 6%	125 20%	21 16%	2 17%	144 41%	4 2%	1 1%	-	52 14%	95 24%	4 7%	133 20%
Other	19 2%	1 *	-	18 4%	3 1%	3 2%	-	16 3%	18 3%	-	18 3%	1 1%	-	6 2%	6 2%	3 3%	4 5%	8 2%	11 3%	6 10%	11 2%

Great Western (RUS) * Inter regional JB:11519

Absolutes/col percents

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	792	241	76	466	221	200	21	571	720	70	639	134	12	349	242	115	86	377	394	61	682
16-24	210	81	4	124	53	46	7	157	203	7	173	32	4	210	-	-	-	90	119	10	183
	27%	34%	5%	27%	24%	23%	33%	27%	28%	10%	27%	24%	33%	60%	-	-	-	24%	30%	16%	27%
25-34	139	45	14	78	43	41	2	96	116	23	105	30	2	139	-	-	-	66	68	9	123
	18%	19%	18%	17%	19%	21%	10%	17%	16%	33%	16%	22%	17%	40%	-	-	-	18%	17%	15%	18%
35-44	110	52	9	47	33	32	1	77	96	13	76	30	2	-	110	-	-	63	42	7	99
	14%	22%	12%	10%	15%	16%	5%	13%	13%	19%	12%	22%	17%	-	45%	-	-	17%	11%	11%	15%
45-54	132	34	30	66	35	32	3	97	120	12	106	22	4	-	132	-	-	69	61	11	116
	17%	14%	39%	14%	16%	16%	14%	17%	17%	17%	17%	16%	33%	-	55%	-	-	18%	15%	18%	17%
55-59	59	14	8	37	17	12	5	42	53	5	47	12	-	-	-	59	-	28	28	9	47
	7%	6%	11%	8%	8%	6%	24%	7%	7%	7%	7%	9%	-	-	-	51%	-	7%	7%	15%	7%
60-64	56	10	7	39	17	15	2	39	49	7	52	4	-	-	-	56	-	27	28	6	44
	7%	4%	9%	8%	8%	8%	10%	7%	7%	10%	8%	3%	-	-	-	49%	-	7%	7%	10%	6%
65-74	70	5	4	60	22	21	1	48	67	3	65	4	-	-	-	-	70	27	39	6	59
	9%	2%	5%	13%	10%	11%	5%	8%	9%	4%	10%	3%	-	-	-	-	81%	7%	10%	10%	9%
75+	16	-	-	15	1	1	-	15	16	-	15	-	-	-	-	-	16	7	9	3	11
	2%	-	-	3%	*	1%	-	3%	2%	-	2%	-	-	-	-	-	19%	2%	2%	5%	2%

Great Western (RUS) * Inter regional JB:11519

Absolutes/col percents

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	773	235	76	452	218	198	20	555	702	69	625	129	12	343	235	111	82	378	395	60	665
Male	378	136	45	191	103	96	7	275	341	35	290	74	10	156	132	55	34	378	-	37	316
	49%	58%	59%	42%	47%	48%	35%	50%	49%	51%	46%	57%	83%	45%	56%	50%	41%	100%	-	62%	48%
Female	395	99	31	261	115	102	13	280	361	34	335	55	2	187	103	56	48	-	395	23	349
	51%	42%	41%	58%	53%	52%	65%	50%	51%	49%	54%	43%	17%	55%	44%	50%	59%	-	100%	38%	52%

Great Western (RUS) * Inter regional 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	785	242	76	459	215	194	21	570	714	69	633	134	12	347	242	113	82	372	391	61	676
White	716	216	73	419	192	171	21	524	650	64	584	115	11	299	227	108	81	332	365	50	622
	91%	89%	96%	91%	89%	88%	100%	92%	91%	93%	92%	86%	92%	86%	94%	96%	99%	89%	93%	82%	92%
Mixed	15	7	-	8	6	6	-	9	14	1	8	7	-	8	5	2	-	6	7	4	11
	2%	3%	-	2%	3%	3%	-	2%	2%	1%	1%	5%	-	2%	2%	2%	-	2%	2%	7%	2%
Black or Black British	12	3	-	9	4	4	-	8	10	2	9	3	-	10	-	1	1	7	5	2	8
	2%	1%	-	2%	2%	2%	-	1%	1%	3%	1%	2%	-	3%	-	1%	1%	2%	1%	3%	1%
Chinese	8	2	-	6	3	3	-	5	7	1	6	2	-	6	2	-	-	6	2	1	6
	1%	1%	-	1%	1%	2%	-	1%	1%	1%	1%	1%	-	2%	1%	-	-	2%	1%	2%	1%
Asian or Asian British	28	12	2	14	8	8	-	20	27	1	21	6	1	20	6	2	-	18	9	2	25
	4%	5%	3%	3%	4%	4%	-	4%	4%	1%	3%	4%	8%	6%	2%	2%	-	5%	2%	3%	4%
Other ethnic group	9	3	1	5	3	3	-	6	9	-	7	2	-	6	2	1	-	3	6	2	7
	1%	1%	1%	1%	1%	2%	-	1%	1%	-	1%	1%	-	2%	1%	1%	-	1%	2%	3%	1%
Ethnic excl.other (net)	62	23	2	37	20	20	-	42	57	5	44	17	1	43	13	5	1	37	22	9	49
	8%	10%	3%	8%	9%	10%	-	7%	8%	7%	7%	13%	8%	12%	5%	4%	1%	10%	6%	15%	7%

Great Western (RUS) * Inter regional 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	744	234	71	430	210	191	19	534	679	63	599	126	12	325	233	106	79	353	372	61	683
Mobility	18 2%	3 1%	1 1%	14 3%	5 2%	5 3%	- -	13 2%	17 3%	1 2%	14 2%	3 2%	1 8%	4 1%	2 1%	6 6%	6 8%	9 3%	9 2%	18 30%	- -
Hearing	11 1%	2 1%	1 1%	8 2%	2 1%	2 1%	- -	9 2%	11 2%	- -	9 2%	2 2%	- -	2 1%	4 2%	4 4%	1 1%	8 2%	3 1%	11 18%	- -
Eyesight	11 1%	4 2%	- -	6 1%	1 *	1 1%	- -	10 2%	8 1%	3 5%	8 1%	2 2%	1 8%	6 2%	4 2%	- -	1 1%	6 2%	5 1%	11 18%	- -
Learning difficulties	6 1%	1 *	- -	5 1%	2 1%	2 1%	- -	4 1%	6 1%	- -	5 1%	1 1%	- -	5 2%	- -	1 1%	- -	4 1%	2 1%	6 10%	- -
Speech impairment	3 *	1 *	1 1%	1 *	- -	- -	- -	3 1%	3 *	- -	1 *	2 2%	- -	3 1%	- -	- -	- -	1 *	2 1%	3 5%	- -
Wheelchair user	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	1 2%	1 *	- -	- -	- -	- -	1 1%	- -	- -	1 *	1 2%	- -
Other	20 3%	3 1%	1 1%	16 4%	5 2%	5 3%	- -	15 3%	16 2%	3 5%	17 3%	3 2%	- -	5 2%	9 4%	5 5%	1 1%	11 3%	8 2%	20 33%	- -
Disability (net)	61 8%	12 5%	3 4%	45 10%	15 7%	15 8%	- -	46 9%	52 8%	8 13%	53 9%	7 6%	1 8%	19 6%	18 8%	15 14%	9 11%	37 10%	23 6%	61 100%	- -
No/none of these	683 92%	222 95%	68 96%	385 90%	195 93%	176 92%	19 100%	488 91%	627 92%	55 87%	546 91%	119 94%	11 92%	306 94%	215 92%	91 86%	70 89%	316 90%	349 94%	- -	683 100%

Great Western (RUS) * Inter regional JB:11519

Absolutes/col percents

Table 89
Train type
Base:All respondents

	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	816	247	77	479	227	206	21	589	740	74	656	137	12	349	242	115	86	378	395	61	683
HST	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
142	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
150	82 10%	18 7%	6 8%	57 12%	22 10%	1 *	21 100%	60 10%	82 11%	-	76 12%	5 4%	1 8%	43 12%	14 6%	15 13%	9 10%	31 8%	49 12%	4 7%	71 10%
153	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
158	734 90%	229 93%	71 92%	422 88%	205 90%	205 100%	-	529 90%	658 89%	74 100%	580 88%	132 96%	11 92%	306 88%	228 94%	100 87%	77 90%	347 92%	346 88%	57 93%	612 90%

Title	Page	Table	Base Description	Base
Q.1 Departure time of this train at the station boarded	1	1	Base:All who answered	814
Q.2 Station where this train was BOARDED	2	2	Base:All who answered	814
Q.3 Station you are TRAVELLING TO on this train	3	3	Base:All who answered	814
Q.4A Does any part of the journey you are making today require a change or changes of train?	4	4	Base:All who answered	775
Q.4B Final destination station	5	5	Base:All who changed at Q.4A and answered this question	168
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?	7	6	Base:All not requiring change(s) at Q.4A and answered this question	466
Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you?	8	7	Base:All not requiring change(s) at Q.4A and answered this question	441
Q.7 What is the main purpose of your rail journey today?	9	8	Base:All who answered	803
Q.8 How many times have you made this journey in the last two weeks?	10	9	Base:All who answered	805
Q.9 Are you:	11	10	Base:All who answered	801
Q.10 If you were not using the train to make this journey, how else would you make the journey?	12	11	Base:All who answered	648
Q.11A Do you use the station nearest to your home?	13	12	Base:All who answered	802
Q.11B If you do not use your nearest station for most train journeys. Why is this?	14	13	Base:All not using the station nearest to home for most journeys at Q.11A and answered this question	159
Q.12 How did you travel to the station where you boarded this train today?	15	14	Base:All who answered	806
Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park?	16	15	Base:All who answered	783
Q.14 Which of the following best describes parking in the station car park where you boarded this train?	17	16	Base:All who have used the car park at Q.13 and answered this question	118
Q.15 If you have not used the bus to travel to the station today, what was the reason for this?	18	17	Base:All not using the bus at Q.12 and answered this question	672
Q.16 How will you travel to your final destination once you have left the train?	19	18	Base:All who answered	802
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)	20	19	Base:All who answered excluding dk/no opinion	638

	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)	21	20	Base:All who answered excluding dk/no opinion	482
	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)	22	21	Base:All who answered excluding dk/no opinion	345
	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)	23	22	Base:All who answered excluding dk/no opinion	306
	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)	24	23	Base:All who answered excluding dk/no opinion	339
	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)	25	24	Base:All who answered excluding dk/no opinion	308
	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)	26	25	Base:All who answered excluding dk/no opinion	268
	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)	27	26	Base:All who answered excluding dk/no opinion	265
	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?	28	27	Base:All who answered	780
	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)	29	28	Base:All who answered	738
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Friday)	30	29	Base:All who answered	638
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Saturday)	31	30	Base:All who answered	598
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Sundays)	32	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)	33	32	Base:All who answered	731

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)	34	33	Base:All who answered	634
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)	35	34	Base:All who answered	603
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)	36	35	Base:All who answered	582
Q.20 What type of ticket did you use for your journey today?	37	36	Base:All who answered	738
Q.21 How was your ticket purchased?	38	37	Base:All who answered	795
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (By post)	39	38	Base:All who answered	695
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)	40	39	Base:All who answered	724
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)	41	40	Base:All who answered	671
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)	42	41	Base:All who answered	671
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Smartcard)	43	42	Base:All who answered	650
Q.23 Did you use a railcard to buy your ticket? If so which one?	44	43	Base:All who answered	745
Q.24 How would you rate the STATION where you boarded this train for: (Provision of information about train times platforms)	45	44	Base:All who answered excluding did not use/no opinion	784
Q.24 How would you rate the STATION where you boarded this train for: (The upkeep repair of the station buildings platforms)	46	45	Base:All who answered excluding did not use/no opinion	751
Q.24 How would you rate the STATION where you boarded this train for: (Cleanliness of the station)	47	46	Base:All who answered excluding did not use/no opinion	752
Q.24 How would you rate the STATION where you boarded this train for: (The facilities and services at the station)	48	47	Base:All who answered excluding did not use/no opinion	703

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)	49	48	Base:All who answered excluding did not use/no opinion	708
Q.24 How would you rate the STATION where you boarded this train for: (The attitudes and helpfulness of the staff)	50	49	Base:All who answered excluding did not use/no opinion	657
Q.24 How would you rate the STATION where you boarded this train for: (Connections with other forms of public transport)	51	50	Base:All who answered excluding did not use/no opinion	556
Q.24 How would you rate the STATION where you boarded this train for: (Ticket buying facilities)	52	51	Base:All who answered excluding did not use/no opinion	630
Q.24 How would you rate the STATION where you boarded this train for: (Facilities for bicycle parking)	53	52	Base:All who answered excluding did not use/no opinion	271
Q.24 How would you rate the STATION where you boarded this train for: (Your personal security whilst using that station)	54	53	Base:All who answered excluding did not use/no opinion	655
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The space for luggage)	55	54	Base:All who answered excluding did not use/no opinion	718
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)	56	55	Base:All who answered excluding did not use/no opinion	778
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The comfort of the seating area)	57	56	Base:All who answered excluding did not use/no opinion	768
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Space for bicycles)	58	57	Base:All who answered excluding did not use/no opinion	305
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The toilet facilities)	59	58	Base:All who answered excluding did not use/no opinion	456
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Catering facilities)	60	59	Base:All who answered excluding did not use/no opinion	475
Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month?	61	60	Base:All who answered	756
Q.27 Which of these are important for you to have on this journey?	62	61	Base:All who answered	639
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?	63	62	Base:All who answered	775
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?	64	63	Base:All who answered	774
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?	65	64	Base:All who answered	780

	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)	66	65	Base:All who answered	720
	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)	67	66	Base:All who answered	693
	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)	68	67	Base:All who answered	711
	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)	69	68	Base:All who answered	686
	Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer?	70	69	Base:All who answered	736
	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)	71	70	Base:All who answered excluding dk/no opinion	730
	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)	72	71	Base:All who answered excluding dk/no opinion	759
	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)	73	72	Base:All who answered excluding dk/no opinion	739
	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)	74	73	Base:All who answered excluding dk/no opinion	742
	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)	75	74	Base:All who answered excluding dk/no opinion	475
	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)	76	75	Base:All who answered excluding dk/no opinion	761
	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)	77	76	Base:All who answered excluding dk/no opinion	701

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)	78	77	Base:All who answered excluding dk/no opinion	697
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)	79	78	Base:All who answered excluding dk/no opinion	748
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)	80	79	Base:All who answered excluding dk/no opinion	676
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)	81	80	Base:All who answered excluding dk/no opinion	662
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)	82	81	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: (Connections with other train services)	83	82	Base:All who answered excluding dk/no opinion	523
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)	84	83	Base:All who answered excluding dk/no opinion	755
Q.35 Work status	85	84	Base:All who answered	792
Q.36 Age	86	85	Base:All who answered	792
Q.37 Gender	87	86	Base:All who answered	773
Q.38 Which of the following best describes your ethnic background?	88	87	Base:All who answered	785
Q.39 Do you have a disability or long term illness related to the following?	89	88	Base:All who answered	744
Train type	90	89	Base:All respondents	816