TransPennine Express
Research results

![Passenger Focus - putting passengers first]

Contents

Tables of results (total, and Routes 1, 2 and 3)

The definition of the journeys covered in total and by Routes 1, 2 and 3 are shown below:

Total
Results from 2917 passengers making rail journeys on the First TransPennine Express network.

The data is also split by the three main routes on the FTPE network, as defined below. The total sample column is weighted, so that the three routes are represented broadly in proportion to passenger volumes across the different parts of the network.

Route 1
North: Manchester to Glasgow/Edinburgh; includes passengers travelling on the branches to Windermere, Barrow-in-Furness and Blackpool North.

Route 2
North East: Liverpool to Hull/Scarborough/Middlesbrough/Newcastle.

Route 3
South: Manchester to Cleethorpes.

Results for base sizes of less than 100 are not shown.

Profile of sample

Journey purpose	Total	Route 1	Route 2	Route 3
Base size	*2835*	*1138*	*941*	*756*
Commuter	36%	34%	42%	31%
Business	15%	14%	20%	10%
Leisure	48%	52%	38%	58%

Age	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2686*	*1083*	*907*	*696*
16-24	25%	23%	27%	31%
25-34	23%	22%	24%	18%
35-44	17%	17%	17%	16%
45-54	16%	16%	16%	16%
55-59	7%	7%	7%	6%
60-64	6%	7%	5%	6%
65+	6%	8%	4%	6%

Ethnicity	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2686*	*1079*	*907*	*700*
White	90%	92%	88%	90%
Mixed	2%	2%	2%	1%
Black or Black British	1%	1%	2%	2%
Chinese	1%	1%	1%	2%
Asian or Asian British	4%	4%	6%	3%
Other ethnic group	2%	1%	2%	2%

Disability	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2650*	*1063*	*892*	*695*
Yes	8%	10%	6%	9%

Number of trips on this journey in last 2 weeks	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2838*	*1140*	*946*	*752*
1st journey	47%	48%	44%	48%
2 - 5	31%	31%	31%	33%
6 - 10	10%	9%	12%	10%
11 - 20	9%	9%	11%	7%
21+	3%	3%	3%	2%

Occupation	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2712*	*1089*	*912*	*711*
Working full time	60%	60%	63%	54%
Working part time	8%	8%	9%	10%
Not working - seeking work	2%	2%	2%	2%
Not working - not seeking work	2%	2%	1%	1%
Retired	9%	11%	6%	9%
Student	16%	14%	17%	20%
Other	2%	2%	2%	3%

Class of journey	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2690*	*1084*	*907*	*699*
First Class	5%	5%	5%	5%
Standard Class	95%	95%	95%	95%

Accessing the station

Q4. How did you travel to the station where you boarded this train?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2908*	*1165*	*964*	*779*
On foot/walking	40%	39%	43%	36%
Bicycle (parked at/near station)	1%	1%	1%	*
Bicycle (taken on train)	1%	1%	1%	1%
Motorbike	*	*	-	*
Bus	12%	11%	13%	12%
Coach	1%	1%	*	2%
National Rail Train	21%	21%	20%	18%
Car parked at/near station	9%	9%	9%	7%
Car - dropped off	15%	15%	12%	21%
Car share/car pool	*	*	-	*
Underground	1%	*	1%	*
Taxi	9%	10%	9%	10%
Tram/light rail	2%	1%	2%	2%
Tube	*	*	*	*
Air/Sea	3%	4%	2%	2%
Other	2%	2%	2%	2%

Q5. Which of the following best describes parking in the station car park?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*171*	*77*	*54*	*40*
I can always get a space	44%	36%	63%	35%
A can get a space most of the time	23%	21%	26%	30%
I can hardly ever get a space	15%	19%	6%	15%
I can never get a space	6%	8%	2%	5%
Don't know	12%	16%	4%	15%

Ticket purchasing

Q17. Did you buy your ticket for today's journey...

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2803*	*1125*	*935*	*743*
At the ticket office	41%	45%	33%	43%
From a self service ticket machine at the station	9%	7%	13%	9%
From a member of staff on the train	6%	7%	5%	6%
In advance and collected from machine at the station	16%	14%	20%	17%
In advance and it was posted to me	10%	12%	8%	7%
Already had ticket (e.g. season ticket)	11%	10%	15%	10%
Some other way	5%	4%	5%	6%
Not sure/Purchased for me	2%	2%	3%	2%

Reasons for choosing this mode/TOC

Q7. Why did you choose to travel by train for this journey today?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2852*	*1148*	*945*	*759*
Train is more reliable	14%	14%	13%	14%
Train is most direct/sensible route	47%	46%	49%	47%
Comfort	20%	20%	19%	20%
Can work on train	16%	15%	20%	13%
Speed/faster than alternatives	28%	27%	30%	27%
No access to car	21%	22%	20%	26%
Difficulties parking car	9%	8%	12%	6%
Rail station near home/destination	20%	19%	21%	21%
Trains are a greener way to travel	18%	18%	17%	14%
Other	13%	14%	12%	8%

Q31. Could you have used a Northern Rail service, rather than this TransPennine Express service?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2646*	*1067*	*889*	*690*
Yes - had a choice	20%	18%	24%	21%
No - had no choice	34%	36%	31%	38%
Not sure	45%	46%	46%	41%

Q32. Why did you use the TransPennine Express service rather than the Northern Rail service?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*542*	*192*	*209*	*141*
Friendlier staff	13%	16%	8%	15%
Greater choice of train times	20%	17%	24%	20%
Cheaper	11%	11%	10%	9%
Cleaner trains	27%	29%	21%	38%
Modern trains	36%	36%	33%	46%
More comfortable	33%	34%	29%	48%
Less crowded	12%	12%	11%	13%
More punctual/reliable	18%	18%	18%	18%
Faster service with fewer stops	55%	45%	65%	71%
Better toilet facilities	13%	15%	10%	14%
Catering service available	10%	12%	6%	18%
First class travel available	7%	6%	6%	10%
Good Wi-Fi	4%	5%	2%	4%
Power sockets available	11%	10%	11%	15%
The train time suited me best	46%	42%	51%	51%
I caught the first train that arrived	23%	23%	23%	17%
Other	8%	9%	8%	5%

Train timing and frequency

Q10. What time should the FIRST train run…

	Total	Route 1- North	Route 2- North East	Route 3 - South
Monday to Friday				
Base size	*1194*	*485*	*401*	*308*
Much earlier than the first train does at the moment	16%	17%	15%	18%
A litlle earlier than the first train does at the moment	17%	18%	16%	18%
The first train leaves at about the right time already	66%	65%	69%	64%
Saturday				
Base size	*675*	*269*	*206*	*200*
Much earlier than the first train does at the moment	16%	16%	14%	18%
A litlle earlier than the first train does at the moment	18%	21%	13%	18%
The first train leaves at about the right time already	66%	63%	73%	65%
Sunday				
Base size	*636*	*248*	*191*	*197*
Much earlier than the first train does at the moment	26%	30%	19%	25%
A litlle earlier than the first train does at the moment	26%	28%	20%	28%
The first train leaves at about the right time already	48%	42%	61%	47%

Q11. What time should the LAST train run…

	Total	Route 1- North	Route 2- North East	Route 3 - South
Monday to Friday				
Base size	*1223*	*482*	*415*	*326*
Much later than the last train does at the moment	28%	29%	27%	29%
A litlle later than the last train does at the moment	31%	32%	29%	31%
The last train leaves at about the right time already	41%	39%	45%	40%

Saturday				
Base size	*864*	*342*	*284*	*238*
Much later than the last train does at the moment	39%	39%	39%	34%
A litlle later than the last train does at the moment	32%	33%	30%	31%
The last train leaves at about the right time already	29%	28%	30%	35%
Sunday				
Base size	*761*	*305*	*242*	*214*
Much later than the last train does at the moment	37%	40%	33%	31%
A little later than the last train does at the moment	30%	32%	27%	29%
The last train leaves at about the right time already	33%	29%	39%	40%

Q12. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2354*	*942*	*817*	*595*
Weekday	77%	75%	80%	79%
Base size	*1430*	*550*	*471*	*409*
Saturday	73%	71%	76%	76%
Base size	*1305*	*507*	*409*	*389*
Sunday	58%	55%	61%	66%

Q13. How frequent should trains be on this route at peak times?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*1859*	*689*	*692*	*478*
Every 10 minutes	14%	15%	14%	8%
Every 15 minutes	21%	20%	23%	15%
Every 20 minutes	21%	21%	22%	23%
Every 30 minutes	29%	29%	27%	41%
Not sure	14%	15%	14%	14%

Q14. How frequent should trains be on this route at other times?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Monday to Friday off peak				
Base size	*1767*	*672*	*620*	*475*
Every 15 minutes	18%	18%	19%	11%
Every 20 minutes	20%	19%	23%	16%
Every 30 minutes	37%	36%	37%	44%
Every hour	25%	27%	21%	29%
Saturday				
Base size	*1294*	*476*	*443*	*375*
Every 15 minutes	14%	13%	15%	10%
Every 20 minutes	19%	18%	22%	17%
Every 30 minutes	42%	40%	43%	44%
Every hour	25%	28%	20%	29%
Sunday				
Base size	*1206*	*431*	*418*	*357*
Every 15 minutes	12%	13%	11%	8%
Every 20 minutes	16%	17%	16%	12%
Every 30 minutes	39%	36%	45%	38%
Every hour	33%	35%	28%	42%

Q15. If trains were less frequent on this route than at present would you…?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2721*	*1087*	*915*	*719*
Make the same number of journeys	28%	27%	29%	28%
Possibly make fewer journeys	21%	22%	20%	19%
Definitely make fewer journeys	25%	24%	24%	26%
Don't know	27%	26%	27%	27%

Q16. If trains were more frequent on this route than at present would you…?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2685*	*1069*	*898*	*718*
Make the same number of journeys	41%	41%	43%	39%
Possibly make more journeys	26%	26%	24%	29%

Definitely make more journeys	12%	12%	11%	10%
Don't know	22%	21%	21%	23%

Capacity and attitudes to first class/reserved seating

Q9. How often able to get a seat on the train

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2689*	*1064*	*901*	*724*
Always	51%	52%	50%	51%
Usually	24%	23%	26%	28%
About half the time	9%	8%	10%	9%
Rarely	4%	5%	3%	2%
Never	1%	1%	*	1%
Not relevant/don't know	11%	12%	11%	9%

Q18. Do you ever travel first class on this journey that you are making today?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2821*	*1136*	*937*	*748*
Yes - often	5%	5%	5%	5%
Yes - sometimes	6%	6%	7%	6%
Rarely	8%	8%	8%	7%
Never	68%	67%	69%	71%
Not relevant/rarely do this journey	12%	14%	11%	11%

Q19. Which of these most closely reflects your point of view about first class seating on this route?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2755*	*1103*	*921*	*731*
There should be first class seating so passengers have a choice	29%	29%	29%	27%
It should be removed to make more standard seats available	24%	24%	23%	24%
All passengers should be allowed to sit in first class at peak times if crowded	41%	41%	41%	44%

Other	1%	1%	2%	1%
Not sure	5%	5%	5%	5%

Q20. At peak times reserved seats sometimes remain empty while passengers have to stand. To alleviate this, which one of these options would you be most in favour of?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2760*	*1108*	*921*	*731*
Have no seat reservations on peak services	40%	40%	38%	46%
Make it compulsory that anyone travelling at peak times has a seat reservation	10%	10%	10%	11%
Keep the reservation system as it is now	37%	37%	38%	29%
Other	7%	7%	8%	8%
Not sure	6%	6%	6%	6%

Satisfaction with journey today

Q29. Rating of aspects of today's journey - % very/fairly good

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*>1419*	*>581*	*>457*	*>381*
Frequency of trains on this route	78%	76%	82%	79%
Punctuality/reliability of the train	84%	87%	79%	87%
Not having to change trains on this journey	83%	83%	84%	81%
Length of time the journey was scheduled to take (speed)	80%	83%	77%	78%
Connections with other train services	72%	72%	71%	72%
Value for money for price of ticket	52%	56%	45%	52%
Upkeep/repair and cleanliness of the train	77%	77%	75%	79%
Provision of information during the journey	72%	74%	70%	72%
Cleanliness of toilet facilities on the train	53%	52%	51%	61%

Being able to get a seat on the train	76%	76%	75%	75%
Personal security whilst on board the train	76%	76%	77%	73%
Visibility of staff on the train	66%	69%	63%	64%
Quality of facilities and services at the station	68%	67%	69%	67%
Overall experience of service on this journey	81%	81%	80%	79%

Manchester Airport

Q21. Have you used the train service to Manchester Airport in the last 12 months? Include today's journey if travelling to Manchester Airport

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2550*	*1027*	*851*	*672*
Yes for business travel	12%	12%	11%	13%
Yes for leisure travel	28%	29%	24%	31%
Yes to go to the airport for other reasons (eg work there)	4%	4%	3%	3%
No not used in last 12 months	62%	60%	66%	58%

Q22. Satisfaction with aspects of Manchester Airport train service - % very/fairly satisfied

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*>884*	*>364*	*>272*	*>248*
Frequency of trains to Manchester Airport	79%	79%	80%	81%
Amount of space for luggage on the train	50%	51%	49%	49%
Speed of the journey	78%	79%	76%	78%
Availability of seats on the service	69%	66%	73%	74%
Ease of changing trains at Manchester Piccadilly	54%	54%	54%	53%
Connections with other train services at Manchester Piccadilly	53%	52%	53%	52%

Q23. Would you use the Manchester Airport rail service if there was a direct train service to the airport on each of these routes?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2537*	*1021*	*869*	*647*
Bradford to Manchester Airport	4%	2%	7%	2%
Hull to Manchester Airport	4%	1%	8%	7%
Liverpool to Manchester Airport	6%	5%	8%	4%
Newcastle to Manchester Airport	7%	3%	14%	4%
Blackburn/Bolton to Manchester Airport	6%	9%	3%	3%
Would not use any of them	54%	60%	44%	58%
Not sure	24%	24%	22%	28%

Specific Rail Routes

Q24. How frequently have you used the train service on any of these branch routes in the last 12 months?

	Total	Route 1-North	Route 2-North East	Route 3 - South
Oxenholme/Windermere				
Base size	*2245*	*853*	*751*	*641*
Never use this route	71%	61%	85%	82%
Nearly every day	2%	3%	-	-
2/3 times per week	2%	3%	*	*
About once a week	2%	3%	-	1%
About once a fortnight	2%	2%	1%	1%
About once a month	3%	4%	1%	1%
About once a quarter	4%	5%	2%	2%
Less often	6%	8%	4%	3%
Only likely to use it this once	3%	4%	2%	2%
Not sure	6%	7%	5%	7%
Carnforth/Barrow-in-Furness				
Base size	*2147*	*811*	*725*	*611*
Never use this route	74%	63%	88%	87%
Nearly every day	3%	5%	-	*
2/3 times per week	2%	3%	*	*
About once a week	1%	2%	*	*

About once a fortnight	1%	2%	-	-
About once a month	3%	4%	1%	1%
About once a quarter	3%	5%	1%	1%
Less often	4%	5%	3%	2%
Only likely to use it this once	3%	3%	1%	2%
Not sure	6%	7%	5%	6%
Blackpool North/Preston				
Base size	*2321*	*945*	*748*	*628*
Never use this route	55%	39%	76%	79%
Nearly every day	7%	11%	1%	*
2/3 times per week	4%	7%	1%	*
About once a week	2%	4%	1%	*
About once a fortnight	2%	3%	1%	*
About once a month	6%	8%	3%	3%
About once a quarter	7%	9%	4%	4%
Less often	8%	9%	6%	4%
Only likely to use it this once	4%	5%	3%	3%
Not sure	5%	5%	5%	6%
Northallerton/Middlesbrough				
Base size	*2165*	*727*	*827*	*611*
Never use this route	75%	83%	61%	84%
Nearly every day	3%	*	6%	*
2/3 times per week	2%	*	4%	*
About once a week	1%	-	2%	*
About once a fortnight	1%	*	2%	-
About once a month	2%	1%	4%	1%
About once a quarter	3%	1%	5%	2%
Less often	4%	2%	7%	2%
Only likely to use it this once	2%	2%	3%	2%
Not sure	8%	10%	6%	7%

Q25. Which one of these branch routes would you say you use the most?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2579*	*1067*	*856*	*656*
Oxenholme/Windermere	8%	13%	2%	4%
Carnforth/Barrow-in-Furness	7%	12%	1%	1%
Blackpool North/Preston	27%	39%	9%	8%
Northallerton/Middlesbrough	9%	1%	26%	4%

None of them	48%	35%	62%	83%

Q26. Thinking about the branch route you use the most, how satisfied are you with the following aspects of this route? - % very/fairly satisfied

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	>975	>154	>121	>478	>222
Frequency of trains on this route	65%	65%	49%	69%	68%
Punctuality/reliability of the train	73%	76%	74%	72%	73%
Length of time the journey was scheduled to take (speed)	73%	82%	69%	71%	75%
Connection with other train services	56%	58%	48%	56%	60%
Being able to get a seat on the train	67%	77%	71%	60%	73%
The amount of space for luggage on the train	51%	59%	49%	48%	53%

Q27. Still thinking about this branch route, if direct train services that connect this branch route to the main line were not available

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	1046	162	135	510	239
Still travel on this branch route as much as you do now	36%	37%	42%	36%	30%
Travel on this branch route less than you do now	24%	30%	21%	23%	27%
Not travel on this branch route anymore and use some other form of transport	18%	14%	16%	20%	18%

Stop making this journey completely	5%	3%	6%	5%	6%
Not sure	17%	16%	15%	17%	19%

Q28. What are your views about a faster non-stop service operating between Manchester Piccadilly and Leeds, if the non-stop service would save between 10-15 mins on the current journey time? Would you prefer….?

	Total	Route 1- North	Route 2- North East	Route 3 - South
Peak times				
Base size	*1543*	*506*	*687*	*350*
All services should be non-stop	24%	22%	26%	24%
One service every hour should be non-stop	39%	38%	40%	35%
The service should stay as it is	14%	9%	21%	10%
Not sure	23%	31%	13%	31%
Off-peak times				
Base size	*1313*	*436*	*570*	*307*
All services should be non-stop	10%	8%	11%	11%
One service every hour should be non-stop	39%	39%	39%	36%
The service should stay as it is	23%	15%	34%	16%
Not sure	28%	38%	16%	36%

Comment on staff and service disruption

Q33. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2611*	*1053*	*885*	*673*
Website	29%	29%	28%	32%
Email	1%	2%	1%	2%
Text alert	2%	2%	1%	1%
Telephone call	3%	4%	3%	4%
Radio	6%	6%	5%	7%
TV	4%	4%	4%	4%
Ceefax/Teletext	2%	2%	2%	1%

Other	2%	2%	2%	3%
Do not usually know about delays until arrive at station	61%	60%	63%	59%

Q34. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2585*	*1036*	*880*	*669*
Website	24%	25%	22%	21%
Email	6%	6%	6%	5%
Text alert	36%	34%	39%	37%
Telephone call	3%	3%	3%	3%
Radio	5%	5%	4%	6%
TV	4%	4%	4%	5%
Ceefax/Teletext	1%	2%	1%	1%
Other	2%	2%	2%	1%
Do not usually know about delays until arrive at station	20%	20%	20%	20%

Q35a. Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Route 1- North	Route 2- North East	Route 3 - South
Base size	*2575*	*1030*	*881*	*664*
Information screens	85%	84%	86%	84%
Announcements	68%	68%	69%	68%
Posters/notices	4%	4%	3%	4%
Ask a member of staff	28%	28%	28%	28%
Telephone help point / information line	2%	3%	2%	3%
Phone other person/ source	1%	1%	1%	2%
Get information by text	4%	4%	3%	5%
Website	4%	3%	4%	4%
Email	1%	1%	1%	2%
Ask fellow passengers	5%	5%	5%	6%
Other	*	1%	*	*

Q35b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Route 1-North	Route 2-North East	Route 3 - South
Base size	*2361*	*941*	*821*	*599*
Information screens	29%	31%	25%	32%
Announcements	85%	83%	88%	84%
Posters/notices	6%	6%	6%	7%
Ask a member of staff	54%	54%	55%	51%
Telephone help point / information line	1%	1%	1%	1%
Phone other person/ source	2%	2%	2%	2%
Get information by text	3%	3%	4%	4%
Website	3%	3%	3%	4%
Email	1%	1%	1%	1%
Ask fellow passengers	10%	11%	10%	10%
Other	2%	2%	2%	1%

Tables of results (Route 1)

The definition of the journeys covered by Route 1 is shown below:

Route 1 – North
Manchester to Glasgow/Edinburgh; includes passengers travelling on the branches to Windermere, Barrow-in-Furness and Blackpool North

Results for base sizes of less than 100 are not shown.

Profile of sample

Journey purpose	Total
Base size	*1138*
Commuter	34%
Business	14%
Leisure	52%

Age	Total	Commuter	Business	Leisure
Base size	*1083*	*349*	*150*	*555*
16-24	23%	29%	5%	24%
25-34	22%	26%	27%	19%
35-44	17%	19%	26%	15%
45-54	16%	17%	25%	13%
55-59	7%	5%	9%	8%
60-64	7%	3%	5%	9%
65+	8%	1%	3%	12%

Ethnicity	Total	Commuter	Business	Leisure
Base size	*1079*	*350*	*147*	*553*
White	92%	88%	95%	93%
Mixed	2%	1%	2%	2%
Black or Black British	1%	1%	1%	1%
Chinese	1%	1%	1%	1%
Asian or Asian British	4%	6%	1%	3%
Other ethnic group	1%	2%	1%	1%

Disability	Total	Commuter	Business	Leisure
Base size	*1063*	*347*	*145*	*543*
Yes	10%	5%	7%	13%

Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
Base size	*1140*	*383*	*156*	*588*
1st journey	48%	11%	69%	66%
2 - 5	31%	32%	29%	30%
6 - 10	9%	24%	1%	2%
11 - 20	9%	26%	-	1%
21+	3%	7%	-	1%

Occupation	Total	Commuter	Business	Leisure
Base size	*1089*	*354*	*150*	*556*
Working full time	60%	69%	81%	49%
Working part time	8%	7%	7%	9%
Not working - seeking work	2%	1%	1%	4%
Not working - not seeking work	2%	1%	1%	3%
Retired	11%	1%	3%	19%
Student	14%	21%	3%	13%
Other	2%	1%	3%	3%

Class of journey	Total	Commuter	Business	Leisure
Base size	*1084*	*346*	*150*	*559*
First Class	5%	2%	10%	5%
Standard Class	95%	98%	90%	95%

Accessing the station

Q4. How did you travel to the station where you boarded this train?

	Total	Commuter	Business	Leisure
Base size	*1165*	*383*	*157*	*593*
On foot/walking	39%	48%	35%	35%
Bicycle (parked at/near station)	1%	2%	-	*
Bicycle (taken on train)	1%	3%	-	*
Motorbike	3	-	-	2
Bus	11%	10%	4%	13%
Coach	1%	1%	-	1%
National Rail Train	21%	15%	22%	25%
Car parked at/near station	9%	10%	15%	7%
Car - dropped off	15%	15%	13%	16%
Car share/car pool	*	1%	-	*
Underground	*	-	-	1%
Taxi	10%	4%	13%	12%

Tram/light rail	1%	1%	2%	1%
Tube	*	-	-	*
Air/Sea	4%	1%	4%	5%
Other	2%	2%	2%	1%

Q5. Which of the following best describes parking in the station car park?

	Total	Commuter	Business	Leisure
Base size	*77*	*28*	*16*	*32*
I can always get a space	36%			
A can get a space most of the time	21%			
I can hardly ever get a space	19%			
I can never get a space	8%			
Don't know	16%			

Ticket purchasing

Q17. Did you buy your ticket for today's journey...

	Total	Commuter	Business	Leisure
Base size	*1125*	*377*	*151*	*585*
At the ticket office	45%	41%	40%	48%
From a self service ticket machine at the station	7%	8%	5%	7%
From a member of staff on the train	7%	11%	4%	5%
In advance and collected from machine at the station	14%	7%	25%	15%
In advance and it was posted to me	12%	3%	15%	16%
Already had ticket (e.g. season ticket)	10%	25%	1%	2%
Some other way	4%	3%	6%	5%
Not sure/Purchased for me	2%	2%	4%	2%

Reasons for choosing this mode/TOC

Q7. Why did you choose to travel by train for this journey today?

	Total	Commuter	Business	Leisure
Base size	*1148*	*383*	*156*	*595*
Train is more reliable	14%	13%	12%	15%

	Total	Commuter	Business	Leisure
Train is most direct/sensible route	46%	46%	49%	45%
Comfort	20%	18%	22%	21%
Can work on train	15%	22%	33%	6%
Speed/faster than alternatives	27%	30%	24%	27%
No access to car	22%	26%	10%	22%
Difficulties parking car	8%	9%	8%	8%
Rail station near home/destination	19%	21%	15%	19%
Trains are a greener way to travel	18%	19%	19%	18%
Other	14%	10%	17%	15%

Q31. Could you have used a Northern Rail service, rather than this TransPennine Express service?

	Total	Commuter	Business	Leisure
Base size	*1067*	*351*	*148*	*543*
Yes - had a choice	18%	28%	11%	14%
No - had no choice	36%	38%	30%	35%
Not sure	46%	34%	59%	51%

Q32. Why did you use the TransPennine Express service rather than the Northern Rail service?

	Total	Commuter	Business	Leisure
Base size	*192*	*97*	*16*	*77*
Friendlier staff	16%			
Greater choice of train times	17%			
Cheaper	11%			
Cleaner trains	29%			
Modern trains	36%			
More comfortable	34%			
Less crowded	12%			
More punctual/reliable	18%			
Faster service with fewer stops	45%			
Better toilet facilities	15%			
Catering service available	12%			
First class travel available	6%			
Good Wi-Fi	5%			
Power sockets available	10%			
The train time suited me best	42%			

	Total		
I caught the first train that arrived	23%		
Other	9%		

Train timing and frequency

Q10. What time should the FIRST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*485*	*239*	*47*	*191*
Much earlier than the first train does at the moment	17%	13%		23%
A litlle earlier than the first train does at the moment	18%	20%		16%
The first train leaves at about the right time already	65%	68%		61%
Saturday				
Base size	*269*	*100*	*21*	*145*
Much earlier than the first train does at the moment	16%	12%		19%
A litlle earlier than the first train does at the moment	21%	21%		22%
The first train leaves at about the right time already	63%	67%		59%
Sunday				
Base size	*248*	*94*	*16*	*135*
Much earlier than the first train does at the moment	30%	28%		33%
A litlle earlier than the first train does at the moment	28%	29%		28%
The first train leaves at about the right time already	42%	44%		39%

Q11. What time should the LAST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*482*	*225*	*45*	*205*
Much later than the last train does at the moment	29%	28%		31%
A litlle later than the last train does at the moment	32%	32%		32%
The last train leaves at about the right time already	39%	39%		37%

Saturday				
Base size	*342*	*143*	*24*	*172*
Much later than the last train does at the moment	39%	41%		38%
A litlle later than the last train does at the moment	33%	36%		33%
The last train leaves at about the right time already	28%	23%		29%
Sunday				
Base size	*305*	*126*	*20*	*156*
Much later than the last train does at the moment	40%	40%		39%
A litlle later than the last train does at the moment	32%	34%		31%
The last train leaves at about the right time already	29%	25%		30%

Q12. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
Base size	*942*	*362*	*110*	*459*
Weekday	75%	70%	74%	79%
Base size	*550*	*178*	*46*	*320*
Saturday	71%	66%		74%
Base size	*507*	*171*	*41*	*290*
Sunday	55%	49%		59%

Q13. How frequent should trains be on this route at peak times?

	Total	Commuter	Business	Leisure
Base size	*689*	*337*	*86*	*259*
Every 10 minutes	15%	19%		12%
Every 15 minutes	20%	24%		18%
Every 20 minutes	21%	23%		19%
Every 30 minutes	29%	28%		28%
Not sure	15%	6%		23%

Q14. How frequent should trains be on this route at other times?

	Total	Commuter	Business	Leisure
Monday to Friday off peak				
Base size	*672*	*290*	*84*	*291*
Every 15 minutes	18%	21%		17%
Every 20 minutes	*19%*	*18%*		*22%*
Every 30 minutes	36%	39%		33%

Every hour	27%	23%		28%
Saturday				
Base size	*476*	*172*	*53*	*247*
Every 15 minutes	13%	13%		15%
Every 20 minutes	18%	20%		17%
Every 30 minutes	40%	44%		38%
Every hour	28%	22%		30%
Sunday				
Base size	*431*	*160*	*46*	*221*
Every 15 minutes	13%	13%		14%
Every 20 minutes	17%	15%		18%
Every 30 minutes	36%	44%		30%
Every hour	35%	28%		38%

Q15. If trains were less frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*1087*	*370*	*147*	*558*
Make the same number of journeys	27%	37%	22%	22%
Possibly make fewer journeys	22%	23%	22%	21%
Definitely make fewer journeys	24%	27%	25%	22%
Don't know	26%	13%	31%	34%

Q16. If trains were more frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*1069*	*371*	*138*	*549*
Make the same number of journeys	41%	52%	39%	34%
Possibly make more journeys	26%	31%	20%	24%
Definitely make more journeys	12%	11%	13%	13%
Don't know	21%	7%	28%	30%

Capacity and attitudes to first class/reserved seating

Q9. How often able to get a seat on the train

	Total	Commuter	Business	Leisure
Base size	*1064*	*374*	*137*	*543*
Always	52%	52%	61%	50%
Usually	23%	29%	13%	21%
About half the time	8%	12%	4%	7%

	Total	Commuter	Business	Leisure
Rarely	5%	5%	2%	5%
Never	1%	1%	-	*
Not relevant/don't know	12%	2%	20%	17%

Q18. Do you ever travel first class on this journey that you are making today?

	Total	Commuter	Business	Leisure
Base size	*1136*	*379*	*153*	*590*
Yes - often	5%	3%	10%	5%
Yes - sometimes	6%	7%	7%	6%
Rarely	8%	8%	12%	7%
Never	67%	79%	48%	64%
Not relevant/rarely do this journey	14%	3%	23%	18%

Q19. Which of these most closely reflects your point of view about first class seating on this route?

	Total	Commuter	Business	Leisure
Base size	*1103*	*371*	*149*	*570*
There should be first class seating so passengers have a choice	29%	25%	34%	29%
It should be removed to make more standard seats available	24%	31%	19%	21%
All passengers should be allowed to sit in first class at peak times if crowded	41%	40%	38%	43%
Other	1%	1%	2%	1%
Not sure	5%	2%	7%	5%

Q20. At peak times reserved seats sometimes remain empty while passengers have to stand. To alleviate this, which one of these options would you be most in favour of?

	Total	Commuter	Business	Leisure
Base size	*1108*	*373*	*148*	*574*
Have no seat reservations on peak services	40%	52%	30%	35%
Make it compulsory that anyone travelling at peak times has a seat reservation	10%	5%	13%	12%
Keep the reservation system as it is now	37%	35%	40%	39%
Other	7%	5%	11%	7%
Not sure	6%	4%	7%	7%

Satisfaction with journey today

Q29. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
Base size	*>581*	*>207*	*>78*	*>283*
Frequency of trains on this route	76%	68%		82%
Punctuality/reliability of the train	87%	81%		90%
Not having to change trains on this journey	83%	86%		84%
Length of time the journey was scheduled to take (speed)	83%	81%		85%
Connections with other train services	72%	69%		75%
Value for money for price of ticket	56%	39%		66%
Upkeep/repair and cleanliness of the train	77%	74%		80%
Provision of information during the journey	74%	73%		75%
Cleanliness of toilet facilities on the train	52%	49%		54%
Being able to get a seat on the train	76%	76%		77%
Personal security whilst on board the train	76%	75%		76%
Visibility of staff on the train	69%	69%		67%
Quality of facilities and services at the station	67%	63%		68%
Overall experience of service on this journey	81%	77%		84%

Manchester Airport

Q21. Have you used the train service to Manchester Airport in the last 12 months? Include today's journey if travelling to Manchester Airport

	Total	Commuter	Business	Leisure
Base size	*1027*	*337*	*138*	*529*
Yes for business travel	12%	16%	23%	6%
Yes for leisure travel	29%	29%	20%	31%
Yes to go to the airport for other reasons (eg work there)	4%	6%	1%	4%

	Total	Commuter	Business	Leisure
No not used in last 12 months	60%	55%	64%	63%

Q22. Satisfaction with aspects of Manchester Airport train service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
Base size	*>364*	*>141*	*>42*	*>172*
Frequency of trains to Manchester Airport	79%	84%		75%
Amount of space for luggage on the train	51%	55%		49%
Speed of the journey	79%	79%		79%
Availability of seats on the service	66%	73%		60%
Ease of changing trains at Manchester Piccadilly	54%	60%		49%
Connections with other train services at Manchester Piccadilly	52%	59%		45%

Q23. Would you use the Manchester Airport rail service if there was a direct train service to the airport on each of these routes?

	Total	Commuter	Business	Leisure
Base size	*1021*	*341*	*142*	*514*
Bradford to Manchester Airport	2%	2%	1%	2%
Hull to Manchester Airport	1%	2%	1%	1%
Liverpool to Manchester Airport	5%	5%	6%	5%
Newcastle to Manchester Airport	3%	3%	3%	3%
Blackburn/Bolton to Manchester Airport	9%	12%	6%	7%
Would not use any of them	60%	58%	64%	60%
Not sure	24%	24%	23%	25%

Specific Rail Routes

Q24. How frequently have you used the train service on any of these branch routes in the last 12 months?

	Total	Commuter	Business	Leisure
Oxenholme/Windermere				
Base size	*853*	*278*	*119*	*436*
Never use this route	61%	58%	70%	61%

Nearly every day	3%	9%	-	*
2/3 times per week	3%	4%	3%	2%
About once a week	3%	4%	2%	2%
About once a fortnight	2%	3%	3%	2%
About once a month	4%	3%	3%	6%
About once a quarter	5%	4%	5%	5%
Less often	8%	8%	7%	8%
Only likely to use it this once	4%	3%	4%	5%
Not sure	7%	5%	3%	8%
Carnforth/Barrow-in-Furness				
Base size	*811*	*274*	*110*	*407*
Never use this route	63%	54%	75%	67%
Nearly every day	5%	13%	2%	*
2/3 times per week	3%	7%	-	1%
About once a week	2%	4%	2%	1%
About once a fortnight	2%	3%	1%	2%
About once a month	4%	3%	4%	4%
About once a quarter	5%	4%	5%	6%
Less often	5%	5%	4%	6%
Only likely to use it this once	3%	1%	5%	4%
Not sure	7%	7%	4%	8%
Blackpool North/Preston				
Base size	*945*	*325*	*128*	*468*
Never use this route	39%	26%	52%	44%
Nearly every day	11%	29%	2%	1%
2/3 times per week	7%	14%	2%	3%
About once a week	4%	5%	3%	3%
About once a fortnight	3%	3%	3%	3%
About once a month	8%	4%	9%	11%
About once a quarter	9%	7%	13%	10%
Less often	9%	6%	7%	12%
Only likely to use it this once	5%	2%	6%	6%
Not sure	5%	4%	2%	6%
Northallerton/Middlesbrough				
Base size	*727*	*236*	*105*	*368*
Never use this route	83%	85%	89%	81%
Nearly every day	*	*	-	-
2/3 times per week	*	-	-	*
About once a week	-	-	-	-

About once a fortnight	*	-	-	1%
About once a month	1%	1%	2%	1%
About once a quarter	1%	1%	-	*
Less often	2%	2%	1%	3%
Only likely to use it this once	2%	3%	1%	2%
Not sure	10%	8%	8%	11%

Q25. Which one of these branch routes would you say you use the most?

	Total	Commuter	Business	Leisure
Base size	*1067*	*357*	*140*	*542*
Oxenholme/Windermere	13%	13%	8%	14%
Carnforth/Barrow-in-Furness	12%	14%	7%	11%
Blackpool North/Preston	39%	54%	34%	32%
Northallerton/Middlesbrough	1%	1%	1%	1%
None of them	35%	18%	49%	42%

Q26. Thinking about the branch route you use the most, how satisfied are you with the following aspects of this route? - % very/fairly satisfied

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*>619*	*>121*	*>110*	*>373*	*>11*
Frequency of trains on this route	66%	66%	49%	71%	
Punctuality/reliability of the train	75%	77%	74%	74%	
Length of time the journey was scheduled to take (speed)	75%	83%	69%	73%	
Connection with other train services	56%	58%	48%	57%	
Being able to get a seat on the train	67%	80%	73%	61%	
The amount of space for luggage on the train	51%	60%	48%	49%	

Q27. Still thinking about this branch route, if direct train services that connect this branch route to the main line were not available

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*649*	*126*	*118*	*392*	*13*
Still travel on this branch route as much as you do now	37%	37%	43%	36%	
Travel on this branch route less than you do now	24%	29%	20%	23%	
Not travel on this branch route anymore and use some other form of transport	18%	14%	16%	20%	
Stop making this journey completely	5%	2%	6%	5%	
Not sure	16%	17%	14%	16%	

Q28. What are your views about a faster non-stop service operating between Manchester Piccadilly and Leeds, if the non-stop service would save between 10-15 mins on the current journey time? Would you prefer….?

	Total	Commuter	Business	Leisure
Peak times				
Base size	*506*	*159*	*70*	*263*
All services should be non-stop	22%	24%		22%
One service every hour should be non-stop	38%	42%		35%
The service should stay as it is	9%	8%		10%
Not sure	31%	26%		33%
Off-peak times				
Base size	*436*	*131*	*66*	*231*
All services should be non-stop	8%	11%		8%
One service every hour should be non-stop	39%	40%		40%
The service should stay as it is	15%	15%		14%
Not relevant as don't use the route	38%	34%		38%

Comment on staff and service disruption

Q33. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Base size	*1053*	*347*	*148*	*534*
Website	29%	32%	21%	30%
Email	2%	1%	1%	2%
Text alert	2%	3%	3%	2%
Telephone call	4%	3%	1%	5%
Radio	6%	4%	11%	7%
TV	4%	2%	6%	5%
Ceefax/Teletext	2%	1%	1%	3%
Other	2%	2%	2%	3%
Do not usually know about delays until arrive at station	60%	61%	67%	57%

Q34. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Unweighted base	*1036*	*341*	*145*	*526*
Website	25%	27%	21%	26%
Email	6%	5%	6%	6%
Text alert	34%	42%	40%	26%
Telephone call	3%	2%	2%	4%
Radio	5%	5%	8%	5%
TV	4%	4%	3%	5%
Ceefax/Teletext	2%	1%	1%	2%
Other	2%	1%	1%	2%
Do not usually know about delays until arrive at station	20%	14%	19%	24%

Q35a. Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
Base size	*1030*	*342*	*144*	*520*
Information screens	84%	85%	86%	84%
Announcements	68%	71%	63%	68%
Posters/notices	4%	5%	2%	4%
Ask a member of staff	28%	24%	31%	29%
Telephone help point / information line	3%	2%	3%	3%
Phone other person/ source	1%	2%	-	2%

Get information by text	4%	4%	6%	3%
Website	3%	4%	3%	3%
Email	1%	1%	1%	1%
Ask fellow passengers	5%	7%	3%	4%
Other	1%	1%	1%	1%

Q35b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
Base size	*941*	*317*	*134*	*471*
Information screens	31%	29%	25%	34%
Announcements	83%	84%	87%	82%
Posters/notices	6%	6%	6%	7%
Ask a member of staff	54%	56%	57%	52%
Telephone help point / information line	1%	2%	-	1%
Phone other person/ source	2%	2%	1%	2%
Get information by text	3%	3%	5%	2%
Website	3%	5%	1%	2%
Email	1%	1%	-	1%
Ask fellow passengers	11%	12%	10%	10%
Other	2%	3%	1%	1%

Tables of results (Route 2)

The definition of the journeys covered by Route 2 is shown below:

Route 2 – North East
Liverpool to Hull/Scarborough/Middlesbrough/Newcastle

Results for base sizes of less than 100 are not shown.

Profile of sample

Journey purpose	Total
Base size	*941*
Commuter	42%
Business	20%
Leisure	38%

Age	Total	Commuter	Business	Leisure
Base size	*907*	*377*	*176*	*336*
16-24	27%	29%	5%	37%
25-34	24%	31%	23%	17%
35-44	17%	19%	28%	9%
45-54	16%	15%	26%	12%
55-59	7%	4%	11%	9%
60-64	5%	2%	5%	8%
65+	4%	1%	2%	8%

Ethnicity	Total	Commuter	Business	Leisure
Base size	*907*	*378*	*177*	*334*
White	88%	86%	91%	89%
Mixed	2%	1%	3%	1%
Black or Black British	2%	1%	-	3%
Chinese	1%	1%	1%	1%
Asian or Asian British	6%	8%	5%	3%
Other ethnic group	2%	3%	1%	2%

Disability	Total	Commuter	Business	Leisure
Base size	*892*	*365*	*177*	*332*
Yes	6%	6%	3%	8%

Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
Base size	*946*	*398*	*185*	*356*
1st journey	44%	13%	65%	65%

2 - 5	31%	30%	32%	32%
6 - 10	12%	26%	2%	2%
11 - 20	11%	26%	1%	*
21+	3%	6%	1%	*

Occupation	Total	Commuter	Business	Leisure
Base size	*912*	*379*	*177*	*338*
Working full time	63%	69%	90%	41%
Working part time	9%	8%	7%	12%
Not working - seeking work	2%	1%	-	5%
Not working - not seeking work	1%	-	1%	3%
Retired	6%	1%	2%	14%
Student	17%	21%	-	21%
Other	2%	1%	1%	4%

Class of journey	Total	Commuter	Business	Leisure
Base size	*907*	*374*	*177*	*338*
First Class	5%	5%	9%	4%
Standard Class	95%	95%	91%	96%

Accessing the station

Q4. How did you travel to the station where you boarded this train?

	Total	Commuter	Business	Leisure
Base size	*964*	*398*	*185*	*358*
On foot/walking	43%	53%	36%	36%
Bicycle (parked at or near station)	1%	1%	1%	*
Bicycle (taken onto train)	1%	2%	-	-
Bus	13%	13%	2%	20%
Coach	1	1	-	-
National Rail train	20%	15%	26%	22%
Car parked at or near station	9%	11%	10%	5%
Car - dropped off	12%	11%	10%	13%
Underground	1%	1%	1%	1%
Taxi	9%	5%	14%	11%
Tram / light rail (inc. Metrolink/DLR)	2%	2%	2%	2%
Tube	*	-	1%	-
Other	2%	1%	4%	3%

Q5. Which of the following best describes parking in the station car park?

	Total	Commuter	Business	Leisure
Base size	*54*	*29*	*14*	*11*
I can always get a space				
A can get a space most of the time				
I can hardly ever get a space				
I can never get a space				
Don't know				

Ticket purchasing

Q17. Did you buy your ticket for today's journey...

	Total	Commuter	Business	Leisure
Base size	*935*	*392*	*184*	*351*
At the ticket office	33%	27%	27%	41%
From a self service ticket machine at the station	13%	13%	9%	15%
From a member of staff on the train	5%	6%	4%	3%
In advance and collected from machine at the station	20%	13%	28%	23%
In advance and it was posted to me	8%	4%	16%	8%
Already had ticket (e.g. season ticket)	15%	32%	2%	3%
Some other way	5%	4%	7%	5%
Not sure/Purchased for me	3%	1%	8%	2%

Reasons for choosing this mode/TOC

Q7. Why did you choose to travel by train for this journey today?

	Total	Commuter	Business	Leisure
Base size	*945*	*397*	*185*	*358*
Train is more reliable	13%	13%	13%	14%
Train is most direct/sensible route	49%	49%	50%	48%
Comfort	19%	17%	16%	22%
Can work on train	20%	23%	38%	8%
Speed/faster than alternatives	30%	32%	29%	28%

No access to car	20%	22%	9%	23%
Difficulties parking car	12%	16%	11%	7%
Rail station near home/destination	21%	23%	20%	19%
Trains are a greener way to travel	17%	18%	24%	13%
Other	12%	12%	15%	12%

Q31. Could you have used a Northern Rail service, rather than this TransPennine Express service?

	Total	Commuter	Business	Leisure
Base size	*889*	*372*	*175*	*327*
Yes - had a choice	24%	31%	18%	18%
No - had no choice	31%	35%	26%	28%
Not sure	46%	34%	56%	54%

Q32. Why did you use the TransPennine Express service rather than the Northern Rail service?

	Total	Commuter	Business	Leisure
Base size	*209*	*115*	*31*	*60*
Friendlier staff	8%	5%		
Greater choice of train times	24%	31%		
Cheaper	10%	4%		
Cleaner trains	21%	19%		
Modern trains	33%	36%		
More comfortable	29%	29%		
Less crowded	11%	11%		
More punctual/reliable	18%	19%		
Faster service with fewer stops	65%	72%		
Better toilet facilities	10%	11%		
Catering service available	6%	5%		
First class travel available	6%	4%		
Good Wi-Fi	2%	2%		
Power sockets available	11%	13%		
The train time suited me best	51%	54%		
I caught the first train that arrived	23%	19%		
Other	8%	9%		

Train timing and frequency

Q10. What time should the FIRST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*401*	*232*	*60*	*106*
Much earlier than the first train does at the moment	15%	14%		17%
A litlle earlier than the first train does at the moment	16%	16%		16%
The first train leaves at about the right time already	69%	71%		67%
Saturday				
Base size	*206*	*104*	*21*	*79*
Much earlier than the first train does at the moment	14%	15%		15%
A litlle earlier than the first train does at the moment	13%	8%		16%
The first train leaves at about the right time already	73%	77%		68%
Sunday				
Base size	*191*	*97*	*19*	*73*
Much earlier than the first train does at the moment	19%	21%		19%
A litlle earlier than the first train does at the moment	20%	16%		26%
The first train leaves at about the right time already	61%	63%		55%

Q11. What time should the LAST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*415*	*234*	*55*	*123*
Much later than the last train does at the moment	27%	27%		31%
A litlle later than the last train does at the moment	29%	29%		28%
The last train leaves at about the right time already	45%	44%		41%
Saturday				
Base size	*284*	*151*	*31*	*100*
Much later than the last train does at the moment	39%	39%		43%

A litlle later than the last train does at the moment	30%	30%		29%
The last train leaves at about the right time already	30%	31%		28%
Sunday				
Base size	*242*	*123*	*25*	*92*
Much later than the last train does at the moment	33%	33%		
A litlle later than the last train does at the moment	27%	24%		
The last train leaves at about the right time already	39%	43%		

Q12. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
Base size	*817*	*372*	*148*	*293*
Weekday	80%	77%	76%	86%
Base size	*471*	*188*	*62*	*218*
Saturday	76%	74%	65%	82%
Base size	*409*	*167*	*54*	*185*
Sunday	61%	54%	61%	68%

Q13. How frequent should trains be on this route at peak times?

	Total	Commuter	Business	Leisure
Base size	*692*	*361*	*133*	*194*
Every 10 minutes	14%	16%	6%	14%
Every 15 minutes	23%	28%	20%	15%
Every 20 minutes	22%	23%	28%	18%
Every 30 minutes	27%	27%	27%	28%
Not sure	14%	6%	19%	24%

Q14. How frequent should trains be on this route at other times?

	Total	Commuter	Business	Leisure
Monday to Friday off peak				
Base size	*620*	*299*	*110*	*208*
Every 15 minutes	19%	25%	8%	15%
Every 20 minutes	23%	24%	20%	22%
Every 30 minutes	37%	34%	43%	39%
Every hour	21%	17%	29%	24%
Saturday				
Base size	*443*	*195*	*62*	*184*
Every 15 minutes	15%	19%		14%

Every 20 minutes	22%	24%		21%
Every 30 minutes	43%	44%		43%
Every hour	20%	13%		23%
Sunday				
Base size	*418*	*183*	*58*	*175*
Every 15 minutes	11%	11%		12%
Every 20 minutes	16%	19%		13%
Every 30 minutes	45%	48%		44%
Every hour	28%	22%		31%

Q15. If trains were less frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*915*	*389*	*179*	*339*
Make the same number of journeys	29%	35%	26%	24%
Possibly make fewer journeys	20%	18%	25%	19%
Definitely make fewer journeys	24%	31%	16%	22%
Don't know	27%	16%	34%	36%

Q16. If trains were more frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*898*	*381*	*177*	*332*
Make the same number of journeys	43%	51%	41%	36%
Possibly make more journeys	24%	27%	23%	22%
Definitely make more journeys	11%	13%	7%	12%
Don't know	21%	9%	29%	30%

Capacity and attitudes to first class/reserved seating

Q9. How often able to get a seat on the train

	Total	Commuter	Business	Leisure
Base size	*901*	*393*	*171*	*331*
Always	50%	40%	64%	53%
Usually	26%	34%	15%	22%
About half the time	10%	18%	4%	5%
Rarely	3%	5%	3%	2%
Never	*	1%	-	-
Not relevant/don't know	11%	3%	14%	18%

Q18. Do you ever travel first class on this journey that you are making today?

	Total	Commuter	Business	Leisure
Base size	*937*	*394*	*183*	*352*
Yes - often	5%	5%	10%	3%
Yes - sometimes	7%	7%	9%	6%
Rarely	8%	9%	8%	8%
Never	69%	75%	57%	70%
Not relevant/rarely do this journey	11%	5%	16%	14%

Q19. Which of these most closely reflects your point of view about first class seating on this route?

	Total	Commuter	Business	Leisure
Base size	*921*	*390*	*182*	*342*
There should be first class seating so passengers have a choice	29%	26%	36%	30%
It should be removed to make more standard seats available	23%	26%	24%	20%
All passengers should be allowed to sit in first class at peak times if crowded	41%	43%	36%	42%
Other	2%	2%	1%	3%
Not sure	5%	4%	3%	6%

Q20. At peak times reserved seats sometimes remain empty while passengers have to stand. To alleviate this, which one of these options would you be most in favour of?

	Total	Commuter	Business	Leisure
Base size	*921*	*385*	*184*	*345*
Have no seat reservations on peak services	38%	44%	29%	37%
Make it compulsory that anyone travelling at peak times has a seat reservation	10%	5%	18%	12%
Keep the reservation system as it is now	38%	37%	42%	36%
Other	8%	9%	7%	8%
Not sure	6%	4%	4%	8%

Satisfaction with journey today

Q29. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
Base size	>457	>197	>77	>170
Frequency of trains on this route	82%	79%		87%
Punctuality/reliability of the train	79%	72%		85%
Not having to change trains on this journey	84%	87%		85%
Length of time the journey was scheduled to take (speed)	77%	78%		80%
Connections with other train services	71%	69%		70%
Value for money for price of ticket	45%	33%		55%
Upkeep/repair and cleanliness of the train	75%	72%		79%
Provision of information during the journey	70%	68%		73%
Cleanliness of toilet facilities on the train	51%	42%		61%
Being able to get a seat on the train	75%	66%		82%
Personal security whilst on board the train	77%	74%		79%
Visibility of staff on the train	63%	57%		66%
Quality of facilities and services at the station	69%	64%		75%
Overall experience of service on this journey	80%	73%		86%

Manchester Airport

Q21. Have you used the train service to Manchester Airport in the last 12 months? Include today's journey if travelling to Manchester Airport

	Total	Commuter	Business	Leisure
Base size	851	349	169	318
Yes for business travel	11%	10%	22%	6%
Yes for leisure travel	24%	25%	19%	26%
Yes to go to the airport for other reasons (eg work there)	3%	3%	2%	3%

41

No not used in last 12 months	66%	67%	63%	67%

Q22. Satisfaction with aspects of Manchester Airport train service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
Base size	*>272*	*>107*	*>58*	*>98*
Frequency of trains to Manchester Airport	80%	76%		
Amount of space for luggage on the train	49%	39%		
Speed of the journey	76%	69%		
Availability of seats on the service	73%	69%		
Ease of changing trains at Manchester Piccadilly	54%	50%		
Connections with other train services at Manchester Piccadilly	53%	45%		

Q23. Would you use the Manchester Airport rail service if there was a direct train service to the airport on each of these routes?

	Total	Commuter	Business	Leisure
Base size	*869*	*352*	*176*	*323*
Bradford to Manchester Airport	7%	9%	10%	4%
Hull to Manchester Airport	8%	8%	9%	8%
Liverpool to Manchester Airport	8%	6%	7%	12%
Newcastle to Manchester Airport	14%	13%	20%	12%
Blackburn/Bolton to Manchester Airport	3%	1%	5%	3%
Would not use any of them	44%	47%	39%	45%
Not sure	22%	24%	19%	21%

Specific Rail Routes

Q24. How frequently have you used the train service on any of these branch routes in the last 12 months?

	Total	Commuter	Business	Leisure
Oxenholme/Windermere				
Base size	*751*	*315*	*157*	*268*
Never use this route	85%	87%	84%	84%
Nearly every day	-	-	-	-
2/3 times per week	*	-	-	1%

About once a week	-	-	-	-
About once a fortnight	1%	*	-	1%
About once a month	1%	1%	1%	1%
About once a quarter	2%	1%	4%	1%
Less often	4%	3%	6%	3%
Only likely to use it this once	2%	2%	-	3%
Not sure	5%	5%	4%	6%
Carnforth/Barrow-in-Furness				
Base size	*725*	*310*	*149*	*255*
Never use this route	88%	88%	87%	89%
Nearly every day	-	-	-	-
2/3 times per week	*	1%	1%	-
About once a week	*	*	1%	-
About once a fortnight	-	-	-	-
About once a month	1%	1%	1%	1%
About once a quarter	1%	1%	2%	1%
Less often	3%	2%	4%	3%
Only likely to use it this once	1%	2%	-	1%
Not sure	5%	5%	5%	5%
Blackpool North/Preston				
Base size	*748*	*315*	*157*	*266*
Never use this route	76%	76%	78%	76%
Nearly every day	1%	2%	1%	1%
2/3 times per week	1%	1%	-	*
About once a week	1%	1%	1%	1%
About once a fortnight	1%	*	2%	1%
About once a month	3%	2%	3%	2%
About once a quarter	4%	3%	4%	6%
Less often	6%	6%	5%	6%
Only likely to use it this once	3%	4%	2%	3%
Not sure	5%	4%	4%	5%
Northallerton/Middlesbrough				
Base size	*827*	*356*	*163*	*293*
Never use this route	61%	53%	68%	66%
Nearly every day	6%	14%	-	*
2/3 times per week	4%	7%	1%	2%
About once a week	2%	3%	1%	2%
About once a fortnight	2%	1%	4%	2%
About once a month	4%	3%	6%	4%
About once a quarter	5%	4%	6%	6%
Less often	7%	7%	6%	8%

Only likely to use it this once	3%	2%	4%	3%
Not sure	6%	5%	6%	7%

Q25. Which one of these branch routes would you say you use the most?

	Total	Commuter	Business	Leisure
Base size	*856*	*356*	*169*	*313*
Oxenholme/Windermere	2%	1%	2%	2%
Carnforth/Barrow-in-Furness	1%	1%	1%	2%
Blackpool North/Preston	9%	8%	8%	10%
Northallerton/Middlesbrough	26%	36%	18%	19%
None of them	62%	55%	70%	68%

Q26. Thinking about the branch route you use the most, how satisfied are you with the following aspects of this route? - % very/fairly satisfied

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*>276*	*>11*	*>10*	*>67*	*>188*
Frequency of trains on this route	64%				67%
Punctuality/reliability of the train	69%				73%
Length of time the journey was scheduled to take (speed)	72%				76%
Connection with other train services	56%				59%
Being able to get a seat on the train	67%				73%
The amount of space for luggage on the train	50%				52%

Q27. Still thinking about this branch route, if direct train services that connect this branch route to the main line were not available

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*296*	*12*	*10*	*71*	*203*
Still travel on this branch route as much as you do now	31%				30%
Travel on this branch route less than you do now	27%				27%
Not travel on this branch route anymore and use some other form of transport	19%				19%
Stop making this journey completely	5%				7%
Not sure	18%				17%

Q28. What are your views about a faster non-stop service operating between Manchester Piccadilly and Leeds, if the non-stop service would save between 10-15 mins on the current journey time? Would you prefer….?

	Total	Commuter	Business	Leisure
Peak times				
Base size	*687*	*291*	*135*	*249*
All services should be non-stop	26%	26%	25%	26%
One service every hour should be non-stop	40%	36%	49%	41%
The service should stay as it is	21%	29%	16%	16%
Not sure	13%	9%	10%	17%
Off-peak times				
Base size	*570*	*244*	*111*	*206*
All services should be non-stop	11%	9%	5%	16%
One service every hour should be non-stop	39%	39%	45%	38%
The service should stay as it is	34%	39%	33%	27%
Not sure	16%	13%	16%	19%

Comment on staff and service disruption

Q33. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Base size	*885*	*371*	*173*	*326*
Website	28%	33%	23%	26%
Email	1%	1%	1%	1%
Text alert	1%	1%	1%	2%
Telephone call	3%	2%	2%	4%
Radio	5%	5%	6%	5%
TV	4%	4%	2%	5%
Ceefax/Teletext	2%	1%	1%	2%
Other	2%	2%	4%	2%
Do not usually know about delays until arrive at station	63%	60%	68%	63%

Q34. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Base size	*880*	*365*	*172*	*328*
Website	22%	27%	22%	18%
Email	6%	4%	6%	7%
Text alert	39%	42%	40%	34%
Telephone call	3%	2%	3%	4%
Radio	4%	3%	8%	4%
TV	4%	2%	2%	6%
Ceefax/Teletext	1%	1%	-	2%
Other	2%	1%	2%	2%
Do not usually know about delays until arrive at station	20%	18%	18%	23%

Q35a. Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
Unweighted base	*881*	*368*	*172*	*326*
Information screens	86%	87%	91%	83%
Announcements	69%	68%	68%	70%
Posters/notices	3%	2%	1%	5%
Ask a member of staff	28%	27%	27%	30%
Telephone help point / information line	2%	1%	3%	2%
Phone other person/ source	1%	1%	1%	1%

Get information by text	3%	3%	2%	3%
Website	4%	5%	4%	3%
Email	1%	1%	2%	1%
Ask fellow passengers	5%	7%	4%	4%
Other	*	-	1%	*

Q35b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
Unweighted base	*821*	*344*	*166*	*298*
Information screens	25%	23%	22%	29%
Announcements	88%	92%	90%	83%
Posters/notices	6%	4%	5%	9%
Ask a member of staff	55%	54%	57%	55%
Telephone help point / information line	1%	1%	1%	1%
Phone other person/ source	2%	3%	2%	2%
Get information by text	4%	2%	3%	5%
Website	3%	3%	5%	2%
Email	1%	1%	1%	1%
Ask fellow passengers	10%	12%	10%	9%
Other	2%	2%	2%	2%

Tables of results (Route 3)

The definition of the journeys covered by Route 3 is shown below:

Route 3 – South
Manchester to Cleethorpes

Results for base sizes of less than 100 are not shown.

Profile of sample

Journey purpose	Total
Base size	*756*
Commuter	31%
Business	10%
Leisure	58%

Age	Total	Commuter	Business	Leisure
Base size	*696*	*222*	*70*	*381*
16-24	31%	35%		34%
25-34	18%	23%		15%
35-44	16%	17%		14%
45-54	16%	17%		12%
55-59	6%	5%		7%
60-64	6%	2%		8%
65+	6%	1%		9%

Ethnicity	Total	Commuter	Business	Leisure
Base size	*700*	*222*	*67*	*390*
White	90%	90%		89%
Mixed	1%	1%		2%
Black or Black British	2%	2%		2%
Chinese	2%	1%		2%
Asian or Asian British	3%	3%		3%
Other ethnic group	2%	3%		2%

Disability	Total	Commuter	Business	Leisure
Base size	*695*	*219*	*69*	*387*
Yes	9%	3%		13%

Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
Base size	*752*	*234*	*78*	*435*

1st journey	48%	15%		62%
2 - 5	33%	34%		34%
6 - 10	10%	27%		3%
11 - 20	7%	18%		1%
21+	2%	6%		1%

Occupation	Total	Commuter	Business	Leisure
Base size	*711*	*223*	*69*	*397*
Working full time	54%	66%		42%
Working part time	10%	4%		13%
Not working - seeking work	2%	1%		4%
Not working - not seeking work	1%	-		3%
Retired	9%	1%		14%
Student	20%	26%		20%
Other	3%	1%		5%

Class of journey	Total	Commuter	Business	Leisure
Base size	*699*	*224*	*65*	*387*
First Class	5%	3%		5%
Standard Class	95%	97%		95%

Accessing the station

Q4. How did you travel to the station where you boarded this train?

	Total	Commuter	Business	Leisure
Base size	*779*	*237*	*78*	*439*
On foot/walking	36%	52%		32%
Bicycle (parked at or near station)	*	-		-
Bicycle (taken onto train)	1%	*		1%
Motorbike	1	1		-
Bus	12%	9%		14%
Coach	2%	1%		3%
National Rail train	18%	11%		21%
Car parked at or near station	7%	6%		5%
Car - dropped off	21%	22%		20%
Car share/car pool	*	-		*
Underground	*	-		*
Taxi	10%	6%		11%
Tram / light rail (inc. Metrolink/DLR)	2%	3%		3%

	Total	Commuter	Business	Leisure
Tube	*	-		-
Air/sea	2%	1%		2%
Other	2%	1%		2%

Q5. Which of the following best describes parking in the station car park?

	Total	Commuter	Business	Leisure
Base size	*40*	*11*	*10*	*19*
I can always get a space				
A can get a space most of the time				
I can hardly ever get a space				
I can never get a space				
Don't know				

Ticket purchasing

Q17. Did you buy your ticket for today's journey...

	Total	Commuter	Business	Leisure
Base size	*743*	*235*	*78*	*426*
At the ticket office	43%	29%		51%
From a self service ticket machine at the station	9%	10%		9%
From a member of staff on the train	6%	10%		4%
In advance and collected from machine at the station	17%	17%		16%
In advance and it was posted to me	7%	3%		9%
Already had ticket (e.g. season ticket)	10%	26%		2%
Some other way	6%	4%		7%
Not sure/Purchased for me	2%	2%		1%

Reasons for choosing this mode/TOC

Q7. Why did you choose to travel by train for this journey today?

	Total	Commuter	Business	Leisure
Base size	*759*	*235*	*77*	*441*
Train is more reliable	14%	17%		13%
Train is most direct/sensible route	47%	49%		46%

Comfort	20%	18%		21%
Can work on train	13%	26%		5%
Speed/faster than alternatives	27%	30%		25%
No access to car	26%	25%		29%
Difficulties parking car	6%	9%		5%
Rail station near home/destination	21%	22%		21%
Trains are a greener way to travel	14%	17%		12%
Other	8%	9%		7%

Q31. Could you have used a Northern Rail service, rather than this TransPennine Express service?

	Total	Commuter	Business	Leisure
Base size	*690*	*220*	*69*	*385*
Yes - had a choice	21%	37%		14%
No - had no choice	38%	40%		36%
Not sure	41%	24%		51%

Q32. Why did you use the TransPennine Express service rather than the Northern Rail service?

	Total	Commuter	Business	Leisure
Base size	*141*	*81*	*6*	*51*
Friendlier staff	15%			
Greater choice of train times	20%			
Cheaper	9%			
Cleaner trains	38%			
Modern trains	46%			
More comfortable	48%			
Less crowded	13%			
More punctual/reliable	18%			
Faster service with fewer stops	71%			
Better toilet facilities	14%			
Catering service available	18%			
First class travel available	10%			
Good Wi-Fi	4%			
Power sockets available	15%			
The train time suited me best	51%			
I caught the first train that arrived	17%			
Other	5%			

Train timing and frequency

Q10. What time should the FIRST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*308*	*147*	*26*	*132*
Much earlier than the first train does at the moment	18%	14%		20%
A litlle earlier than the first train does at the moment	18%	24%		14%
The first train leaves at about the right time already	64%	62%		66%
Saturday				
Base size	*200*	*77*	*13*	*108*
Much earlier than the first train does at the moment	18%	13%		21%
A litlle earlier than the first train does at the moment	18%	22%		17%
The first train leaves at about the right time already	65%	65%		62%
Sunday				
Base size	*197*	*73*	*14*	*108*
Much earlier than the first train does at the moment	25%	22%		28%
A litlle earlier than the first train does at the moment	28%	29%		29%
The first train leaves at about the right time already	47%	49%		44%

Q11. What time should the LAST train run…

	Total	Commuter	Business	Leisure
Monday to Friday				
Base size	*326*	*151*	*23*	*149*
Much later than the last train does at the moment	29%	31%		27%
A litlle later than the last train does at the moment	31%	30%		32%
The last train leaves at about the right time already	40%	38%		41%
Saturday				
Base size	*238*	*91*	*13*	*132*
Much later than the last train does at the moment	34%	37%		33%

A litlle later than the last train does at the moment	31%	31%		31%
The last train leaves at about the right time already	35%	32%		36%
Sunday				
Base size	*214*	*74*	*11*	*127*
Much later than the last train does at the moment	31%	32%		31%
A litlle later than the last train does at the moment	29%	30%		28%
The last train leaves at about the right time already	40%	38%		41%

Q12. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
Base size	*595*	*225*	*56*	*310*
Weekday	79%	73%		85%
Base size	*409*	*120*		*257*
Saturday	76%	67%		82%
Base size	*389*	*110*		*248*
Sunday	66%	55%		72%

Q13. How frequent should trains be on this route at peak times?

	Total	Commuter	Business	Leisure
Base size	*478*	*208*	*54*	*212*
Every 10 minutes	8%	6%		10%
Every 15 minutes	15%	14%		17%
Every 20 minutes	23%	26%		21%
Every 30 minutes	41%	46%		33%
Not sure	14%	8%		19%

Q14. How frequent should trains be on this route at other times?

	Total	Commuter	Business	Leisure
Monday to Friday off peak				
Base size	*475*	*192*	*45*	*234*
Every 15 minutes	11%	8%		12%
Every 20 minutes	16%	15%		17%
Every 30 minutes	44%	44%		44%
Every hour	29%	33%		26%
Saturday				
Base size	*375*	*125*	*29*	*218*
Every 15 minutes	10%	10%		10%

Every 20 minutes	17%	17%		18%
Every 30 minutes	44%	41%		47%
Every hour	29%	32%		25%
Sunday				
Base size	*357*	*116*	*25*	*213*
Every 15 minutes	8%	7%		8%
Every 20 minutes	12%	11%		13%
Every 30 minutes	38%	38%		39%
Every hour	42%	44%		39%

Q15. If trains were less frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*719*	*231*	*75*	*409*
Make the same number of journeys	28%	26%		30%
Possibly make fewer journeys	19%	20%		19%
Definitely make fewer journeys	26%	36%		20%
Don't know	27%	18%		31%

Q16. If trains were more frequent on this route than at present would you…?

	Total	Commuter	Business	Leisure
Base size	*718*	*231*	*74*	*408*
Make the same number of journeys	39%	47%		36%
Possibly make more journeys	29%	30%		28%
Definitely make more journeys	10%	13%		8%
Don't know	23%	10%		28%

Capacity and attitudes to first class/reserved seating

Q9. How often able to get a seat on the train

	Total	Commuter	Business	Leisure
Base size	*724*	*234*	*68*	*417*
Always	51%	50%		52%
Usually	*28%*	*34%*		*25%*
About half the time	9%	12%		8%
Rarely	*2%*	*3%*		*1%*
Never	*1%*	*1%*		*1%*
Not relevant/don't know	9%	1%		12%

Q18. Do you ever travel first class on this journey that you are making today?

	Total	Commuter	Business	Leisure
Base size	*748*	*235*	*75*	*433*
Yes - often	5%	4%		5%
Yes - sometimes	6%	8%		5%
Rarely	7%	7%		7%
Never	71%	79%		68%
Not relevant/rarely do this journey	11%	2%		15%

Q19. Which of these most closely reflects your point of view about first class seating on this route?

	Total	Commuter	Business	Leisure
Base size	*731*	*233*	*76*	*417*
There should be first class seating so passengers have a choice	27%	30%		25%
It should be removed to make more standard seats available	24%	26%		23%
All passengers should be allowed to sit in first class at peak times if crowded	44%	41%		46%
Other	1%	1%		*
Not sure	5%	2%		6%

Q20. At peak times reserved seats sometimes remain empty while passengers have to stand. To alleviate this, which one of these options would you be most in favour of?

	Total	Commuter	Business	Leisure
Base size	*731*	*233*	*76*	*417*
Have no seat reservations on peak services	46%	55%		42%
Make it compulsory that anyone travelling at peak times has a seat reservation	11%	6%		14%
Keep the reservation system as it is now	29%	29%		31%
Other	8%	8%		6%
Not sure	6%	2%		7%

Satisfaction with journey today

Q29. Rating of aspects of today's journey - % very/fairly good

	Total	Commuter	Business	Leisure
Base size	*>381*	*>116*	*>28*	*>224*
Frequency of trains on this route	79%	67%		85%
Punctuality/reliability of the train	87%	76%		93%
Not having to change trains on this journey	81%	87%		78%
Length of time the journey was scheduled to take (speed)	78%	74%		83%
Connections with other train services	72%	61%		77%
Value for money for price of ticket	52%	37%		59%
Upkeep/repair and cleanliness of the train	79%	72%		85%
Provision of information during the journey	72%	65%		76%
Cleanliness of toilet facilities on the train	61%	53%		66%
Being able to get a seat on the train	75%	67%		80%
Personal security whilst on board the train	73%	71%		74%
Visibility of staff on the train	64%	62%		65%
Quality of facilities and services at the station	67%	65%		70%
Overall experience of service on this journey	79%	70%		85%

Manchester Airport

Q21. Have you used the train service to Manchester Airport in the last 12 months? Include today's journey if travelling to Manchester Airport

	Total	Commuter	Business	Leisure
Base size	*672*	*214*	*68*	*370*
Yes for business travel	13%	21%		5%
Yes for leisure travel	31%	30%		34%
Yes to go to the airport for other reasons (eg work there)	3%	4%		2%

No not used in last 12 months	58%	51%		62%

Q22. Satisfaction with aspects of Manchester Airport train service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
Base size	>227	>101	>25	>139
Frequency of trains to Manchester Airport	81%	76%		83%
Amount of space for luggage on the train	49%	42%		52%
Speed of the journey	78%	78%		76%
Availability of seats on the service	74%	72%		74%
Ease of changing trains at Manchester Piccadilly	53%	51%		54%
Connections with other train services at Manchester Piccadilly	52%	50%		51%

Q23. Would you use the Manchester Airport rail service if there was a direct train service to the airport on each of these routes?

	Total	Commuter	Business	Leisure
Base size	647	206	66	358
Bradford to Manchester Airport	2%	2%		3%
Hull to Manchester Airport	7%	7%		7%
Liverpool to Manchester Airport	4%	5%		4%
Newcastle to Manchester Airport	4%	4%		4%
Blackburn/Bolton to Manchester Airport	3%	1%		4%
Would not use any of them	58%	66%		56%
Not sure	28%	20%		29%

Specific Rail Routes

Q24. How frequently have you used the train service on any of these branch routes in the last 12 months?

	Total	Commuter	Business	Leisure
Oxenholme/Windermere				
Base size	641	203	71	349
Never use this route	82%	87%		80%
Nearly every day	-	-		-
2/3 times per week	*	-		*

About once a week	1%	1%		1%
About once a fortnight	1%	1%		1%
About once a month	1%	*		2%
About once a quarter	2%	1%		3%
Less often	3%	2%		3%
Only likely to use it this once	2%	2%		2%
Not sure	7%	4%		9%
Carnforth/Barrow-in-Furness				
Base size	*611*	*197*	*67*	*332*
Never use this route	87%	90%		86%
Nearly every day	*	1%		*
2/3 times per week	*	-		*
About once a week	*	1%		*
About once a fortnight	-	-		-
About once a month	1%	-		1%
About once a quarter	1%	3%		1%
Less often	2%	2%		2%
Only likely to use it this once	2%	2%		2%
Not sure	6%	4%		8%
Blackpool North/Preston				
Base size	*628*	*197*	*69*	*344*
Never use this route	79%	83%		76%
Nearly every day	*	-		*
2/3 times per week	*	-		1%
About once a week	*	-		*
About once a fortnight	*	-		1%
About once a month	3%	3%		3%
About once a quarter	4%	4%		3%
Less often	4%	4%		5%
Only likely to use it this once	3%	2%		3%
Not sure	6%	4%		8%
Northallerton/Middlesbrough				
Base size	*611*	*196*	*68*	*330*
Never use this route	84%	87%		83%
Nearly every day	1	-		1
2/3 times per week	*	1%		*
About once a week	*	-		1%
About once a fortnight	-	-		-
About once a month	1%	1%		1%
About once a quarter	2%	2%		2%

Less often	2%	2%		3%
Only likely to use it this once	2%	3%		2%
Not sure	7%	5%		8%

Q25. Which one of these branch routes would you say you use the most?

	Total	Commuter	Business	Leisure
Base size	*656*	*205*	*72*	*359*
Oxenholme/Windermere	4%	3%		5%
Carnforth/Barrow-in-Furness	1%	*		1%
Blackpool North/Preston	8%	6%		9%
Northallerton/Middlesbrough	4%	6%		3%
None of them	83%	84%		82%

Q26. Thinking about the branch route you use the most, how satisfied are you with the following aspects of this route? - % very/fairly satisfied

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*>95*	*>22*	*>6*	*<43*	*<23*
Frequency of trains on this route					
Punctuality/reliability of the train					
Length of time the journey was scheduled to take (speed)					
Connection with other train services					
Being able to get a seat on the train					
The amount of space for luggage on the train					

Q27. Still thinking about this branch route, if direct train services that connect this branch route to the main line were not available

	Total	Oxenholme/ Windermere	Carnforth/ Barrow-inFurness	Blackpool North/Preston	Northallerton/ Middlesbrough
Base size	*101*	*24*	*7*	*47*	*23*

Still travel on this branch route as much as you do now	37%				
Travel on this branch route less than you do now	21%				
Not travel on this branch route anymore and use some other form of transport	19%				
Stop making this journey completely	7%				
Not sure	17%				

Q28. What are your views about a faster non-stop service operating between Manchester Piccadilly and Leeds, if the non-stop service would save between 10-15 mins on the current journey time? Would you prefer….?

	Total	Commuter	Business	Leisure
Peak times				
Base size	*350*	*95*	*44*	*199*
All services should be non-stop	24%			
One service every hour should be non-stop	35%			
The service should stay as it is	10%			
Not sure	31%			
Off-peak times				
Base size	*307*	*85*	*36*	*180*
All services should be non-stop	11%			
One service every hour should be non-stop	36%			
The service should stay as it is	16%			
Not sure	36%			

Comment on staff and service disruption

Q33. Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Base size	*673*	*219*	*68*	*371*
Website	32%	39%		27%

Email	2%	3%	2%
Text alert	1%	2%	1%
Telephone call	4%	4%	4%
Radio	7%	6%	6%
TV	4%	5%	4%
Ceefax/Teletext	1%	1%	2%
Other	3%	3%	3%
Do not usually know about delays until arrive at station	59%	53%	61%

Q34. Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
Base size	*669*	*218*	*66*	*370*
Website	21%	21%		24%
Email	5%	8%		4%
Text alert	37%	41%		36%
Telephone call	3%	3%		3%
Radio	6%	4%		5%
TV	5%	5%		5%
Ceefax/Teletext	1%	1%		2%
Other	1%	1%		1%
Do not usually know about delays until arrive at station	20%	16%		21%

Q35a. Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
Base size	*664*	*216*	*66*	*367*
Information screens	84%	82%		86%
Announcements	68%	74%		63%
Posters/notices	4%	3%		5%
Ask a member of staff	28%	26%		29%
Telephone help point / information line	3%	2%		5%
Phone other person/ source	2%	2%		2%
Get information by text	5%	4%		5%
Website	4%	4%		3%
Email	2%	1%		3%
Ask fellow passengers	6%	9%		5%
Other	*	-		1%

Q35b. Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
Base size	*599*	*205*	*62*	*320*
Information screens	32%	33%		33%
Announcements	84%	89%		81%
Posters/notices	7%	8%		7%
Ask a member of staff	51%	49%		52%
Telephone help point / information line	1%	*		2%
Phone other person/ source	2%	2%		2%
Get information by text	4%	3%		4%
Website	4%	3%		5%
Email	1%	*		1%
Ask fellow passengers	10%	10%		10%
Other	1%	1%		1%

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