

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
01:00-01:59	2 *	1	-	1	-	-	-	-	2	-	-	-	2	2	-	2	-	-	1	-	1	-	1	1	-	2
05:00-05:59	7 *	1	5	-	1	-	5	1	1	-	-	-	7	7	-	4	3	-	3	3	-	-	4	2	-	6
06:00-06:59	230 6%	14	105	66	5	40	161	45	24	-	-	-	230	229	1	119	103	8	47	124	47	9	136	85	10	209
07:00-07:59	593 15%	58	228	189	61	57	379	94	111	593	593	-	-	524	69	330	232	19	184	279	94	30	312	260	38	522
08:00-08:59	353 9%	53	127	90	28	55	169	53	127	353	353	-	-	310	43	229	108	12	121	140	54	27	156	175	30	300
09:00-09:59	331 8%	92	76	41	28	94	76	44	207	331	331	-	-	278	53	275	46	4	90	127	53	52	141	175	28	275
10:00-10:59	387 10%	70	26	133	4	154	59	39	282	-	-	-	387	302	85	360	16	3	113	117	76	66	165	197	36	314
11:00-11:59	222 5%	48	17	27	26	104	40	29	150	-	-	-	222	194	28	193	25	2	74	62	37	42	102	108	26	176
12:00-12:59	225 6%	65	2	20	17	121	41	21	161	-	-	-	225	189	36	199	21	1	87	55	44	35	94	123	11	197
13:00-13:59	272 7%	40	1	132	10	89	56	38	171	-	-	-	272	204	68	241	27	1	103	80	42	36	131	126	24	225
14:00-14:59	167 4%	36	19	48	18	46	30	27	107	-	-	-	167	124	43	148	12	4	53	49	36	21	83	73	10	142
15:00-15:59	312 8%	47	87	96	49	33	93	60	150	-	-	-	312	300	12	247	43	13	108	95	64	32	133	164	40	250
16:00-16:59	326 8%	75	151	55	33	12	151	65	103	326	-	326	-	318	8	218	96	5	99	137	58	21	158	151	15	286
17:00-17:59	444 11%	79	189	105	63	8	264	81	90	444	-	444	-	437	7	263	158	17	151	181	75	25	226	199	29	372
18:00-18:59	128 3%	40	39	35	13	1	56	30	42	128	-	128	-	126	2	87	34	7	39	49	25	11	70	52	9	112
19:00-19:59	34 1%	25	7	2	-	-	11	8	14	-	-	-	34	33	1	23	7	2	10	10	11	3	21	12	-	34
20:00-20:59	5 *	5	-	-	-	-	-	-	5	-	-	-	5	5	-	5	-	-	2	1	1	1	5	-	-	5
21:00-21:59	4 *	3	-	1	-	-	-	2	2	-	-	-	4	3	1	4	-	-	1	3	-	-	2	2	-	3

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
London Paddington	637 16%	379 50%	-	258 25%	-	-	131 8%	190 30%	305 17%	314 14%	119 9%	195 22%	323 17%	513 14%	124 27%	575 20%	47 5%	2 2%	119 9%	250 17%	164 23%	93 23%	318 16%	302 16%	37 12%	561 16%
Bristol Temple Meads	569 14%	96 13%	365 34%	-	-	108 13%	308 19%	85 13%	164 9%	348 16%	151 12%	197 22%	221 12%	534 15%	35 8%	341 12%	200 21%	18 18%	209 16%	233 15%	79 11%	31 8%	295 15%	251 13%	35 11%	486 14%
Cardiff Central	203 5%	9 1%	4 *	-	-	190 23%	64 4%	22 3%	114 7%	41 2%	28 2%	13 1%	162 9%	191 5%	12 3%	156 5%	40 4%	4 4%	104 8%	65 4%	14 2%	13 3%	87 4%	103 5%	10 3%	176 5%
Hereford	190 5%	-	-	190 18%	-	-	58 4%	35 5%	93 5%	18 1%	18 1%	-	172 9%	143 4%	47 10%	169 6%	11 1%	6 6%	63 5%	66 4%	34 3%	20 5%	84 4%	98 5%	17 6%	164 5%
Exeter St Davids	142 4%	91 12%	4 *	-	47 13%	-	26 2%	39 6%	74 4%	95 4%	55 4%	40 4%	47 3%	137 4%	5 1%	130 4%	10 1%	-	29 2%	49 3%	43 6%	20 5%	54 3%	84 4%	13 4%	116 3%
Bath Spa	126 3%	2 *	72 7%	-	-	52 6%	64 4%	7 1%	52 3%	83 4%	52 4%	31 3%	43 2%	124 3%	2 *	78 3%	43 5%	3 3%	52 4%	41 3%	21 3%	9 2%	58 3%	64 3%	9 3%	112 3%
Worcester Foregate Street	103 3%	-	4 *	99 10%	-	-	28 2%	24 4%	50 3%	33 2%	27 2%	6 1%	70 4%	91 3%	12 3%	86 3%	14 2%	3 3%	36 3%	34 2%	20 3%	8 2%	49 3%	46 2%	14 5%	80 2%
Bristol Parkway	101 2%	72 10%	29 3%	-	-	-	31 2%	5 1%	63 4%	74 3%	43 3%	31 3%	27 1%	50 1%	51 11%	73 2%	26 3%	-	20 2%	52 3%	23 3%	5 1%	47 2%	49 3%	11 4%	82 2%
Weston-Super-Mare	95 2%	22 3%	73 7%	-	-	-	68 4%	9 1%	17 1%	78 4%	42 3%	36 4%	17 1%	95 3%	-	38 1%	47 5%	9 9%	34 3%	49 3%	9 1%	3 1%	51 3%	42 2%	8 3%	81 2%
Southampton Central	90 2%	-	-	-	-	90 11%	17 1%	8 1%	65 4%	26 1%	19 1%	7 1%	64 3%	90 3%	-	81 3%	9 1%	-	37 3%	21 1%	15 2%	15 4%	41 2%	45 2%	6 2%	76 2%
Worcester Shrub Hill	84 2%	-	3 *	81 8%	-	-	18 1%	27 4%	36 2%	61 3%	46 4%	15 2%	23 1%	66 2%	18 4%	78 3%	3 *	-	18 1%	37 2%	17 2%	11 3%	48 2%	34 2%	6 2%	74 2%
Gloucester	82 2%	-	82 8%	-	-	-	48 3%	6 1%	26 1%	70 3%	45 4%	25 3%	12 1%	82 2%	-	51 2%	26 3%	1 1%	43 3%	23 2%	9 1%	4 1%	36 2%	41 2%	8 3%	70 2%
Exeter Central	76 2%	-	-	-	76 21%	-	34 2%	3 *	39 2%	25 1%	2 *	23 3%	51 3%	76 2%	-	48 2%	20 2%	8 8%	29 2%	27 2%	12 2%	6 1%	29 1%	44 2%	9 3%	61 2%
Exmouth	69 2%	-	-	-	69 19%	-	38 2%	2 *	29 2%	49 2%	33 3%	16 2%	20 1%	69 2%	-	36 1%	27 3%	6 6%	36 3%	17 1%	6 1%	5 1%	30 2%	33 2%	7 2%	52 2%
Great Malvern	69 2%	-	-	69 7%	-	-	19 1%	21 3%	28 2%	33 2%	33 3%	-	36 2%	59 2%	10 2%	65 2%	3 *	-	12 1%	27 2%	17 2%	11 3%	39 2%	26 1%	8 3%	59 2%
Evesham	64 2%	-	-	64 6%	-	-	20 1%	17 3%	27 2%	36 2%	23 2%	13 1%	28 1%	55 2%	9 2%	53 2%	9 1%	2 2%	19 1%	23 2%	12 2%	6 1%	23 1%	34 2%	6 2%	50 1%
Portsmouth Harbour	63 2%	-	-	-	-	63 8%	19 1%	7 1%	37 2%	12 1%	8 1%	4 *	51 3%	60 2%	3 1%	51 2%	10 1%	2 2%	28 2%	16 1%	10 1%	9 2%	30 2%	29 2%	5 2%	55 2%
Barnstaple	57 1%	-	-	-	57 16%	-	21 1%	9 1%	27 2%	48 2%	24 2%	24 3%	9 *	33 1%	24 5%	43 1%	13 1%	1 1%	25 2%	16 1%	9 1%	4 1%	22 1%	31 2%	9 3%	44 1%
Filton Abbey Wood	56 1%	-	35 3%	-	-	21 3%	44 3%	4 1%	8 *	40 2%	18 1%	22 2%	16 1%	54 2%	2 *	25 1%	29 3%	2 2%	28 2%	17 1%	9 1%	1 *	36 2%	18 1%	3 1%	51 1%

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	286	1512	718	411	1940	1905	306	3430
Oxford	53 1%	-	-	53	-	-	14	6	32	27	12	15	26	42	11	45	6	1	13	20	10	7	27	22	3	45
Newport (South Wales)	51 1%	1	-	-	-	50	25	4	21	15	15	-	36	46	5	28	21	1	14	23	11	3	27	20	-	49
Cam And Dursley	49 1%	-	49	-	-	-	34	5	10	34	27	7	15	49	-	26	22	1	13	25	5	3	29	16	2	40
Truro	46 1%	18	-	-	28	-	24	3	18	39	28	11	7	46	-	25	18	1	9	22	4	10	16	28	4	40
Severn Beach	41 1%	-	41	-	-	-	28	-	13	36	35	1	5	41	-	14	25	2	21	15	2	3	21	19	2	36
Salisbury	40 1%	-	-	-	-	40	7	4	28	13	11	2	27	36	4	34	5	1	9	11	8	10	16	22	5	31
Ledbury	39 1%	-	-	39	-	-	7	10	20	19	19	-	20	32	7	35	4	-	5	13	7	11	25	10	2	30
Reading	38 1%	-	-	38	-	-	12	6	19	20	9	11	18	31	7	32	5	-	7	12	8	8	16	19	4	31
Malvern Link	35 1%	-	-	35	-	-	12	9	14	22	22	-	13	28	7	31	4	-	7	19	7	2	25	9	-	34
Portsmouth And Southsea	33 1%	-	-	-	-	33	11	3	19	3	2	1	30	31	2	29	4	-	16	11	5	1	13	20	2	28
Fratton	32 1%	-	-	-	-	32	7	2	23	8	4	4	24	28	4	27	4	-	15	6	7	2	12	17	-	27
Moreton-In-Marsh	31 1%	-	-	31	-	-	5	7	19	24	12	12	7	28	3	28	3	-	8	9	5	7	12	16	-	27
Romsey	27 1%	-	-	-	-	27	4	1	21	7	7	-	20	17	10	25	1	-	12	6	7	1	16	10	8	16
Pershore	25 1%	-	-	25	-	-	7	6	12	21	17	4	4	20	5	23	1	-	5	14	3	2	11	12	2	21
Bodmin Parkway	24 1%	24	-	-	-	-	10	4	10	15	15	-	9	24	-	16	8	-	4	9	7	4	7	15	4	20
Yatton	24 1%	-	24	-	-	-	20	2	2	21	14	7	3	24	-	7	16	1	8	9	3	1	13	8	-	21
Clifton Down	23 1%	-	23	-	-	-	15	-	7	15	7	8	8	23	-	11	8	2	10	7	4	2	10	13	2	21
Worle	23 1%	-	23	-	-	-	13	4	6	17	8	9	6	23	-	15	7	1	6	13	3	-	14	7	3	18
Cosham	23 1%	-	-	-	-	23	4	2	16	4	3	1	19	22	1	21	1	-	7	7	3	4	4	17	3	16

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
Westbury (Wiltshire)	22 1%	-	8	-	-	14	12	2	8	10	10	-	12	21	1	14	7	1	7	8	3	4	14	8	2	20
Avonmouth	21 1%	-	21	-	-	-	15	-	5	19	6	13	2	21	-	6	10	4	10	4	2	3	12	5	2	18
Trowbridge	19 *	-	7	-	-	12	10	1	7	7	7	-	12	18	1	12	5	1	8	4	3	2	9	8	2	14
Sea Mills	19 *	-	19	-	-	-	16	-	2	17	16	1	2	19	-	8	9	-	2	13	4	-	9	9	1	17
Redland	18 *	-	18	-	-	-	14	2	2	13	13	-	5	18	-	9	9	-	9	6	3	-	10	7	-	17
Oldfield Park	17 *	-	17	-	-	-	17	-	-	10	7	3	7	17	-	4	11	2	1	13	2	1	13	4	2	14
Yate	16 *	-	16	-	-	-	10	1	5	12	5	7	4	15	1	8	6	2	8	2	2	3	7	8	3	11
Nailsea And Backwell	16 *	-	16	-	-	-	11	4	1	12	12	-	4	16	-	7	9	-	7	6	2	1	11	5	-	16
Newton Abbot	14 *	14	-	-	-	-	2	4	8	13	13	-	1	14	-	14	-	-	-	7	3	4	5	9	1	13
Montpelier	14 *	-	14	-	-	-	11	1	2	10	7	3	4	14	-	6	6	2	8	4	2	-	8	5	-	14
Shirehampton	14 *	-	14	-	-	-	8	1	5	12	8	4	2	14	-	6	7	1	7	6	1	-	5	9	-	13
Fareham	14 *	-	-	-	-	14	4	-	10	6	5	1	8	11	3	13	1	-	5	5	2	2	7	6	2	12
Bradford-On-Avon	14 *	-	8	-	-	6	9	-	5	8	4	4	6	14	-	7	7	-	2	4	6	2	9	5	-	12
Kingham	14 *	-	-	14	-	-	5	3	6	11	8	3	3	13	1	9	5	-	-	4	8	2	9	5	1	11
Warminster	14 *	-	-	-	-	14	6	1	7	3	3	-	11	14	-	11	3	-	3	5	3	3	6	8	3	10
Falmouth Town	13 *	-	-	-	13	-	4	-	9	9	5	4	4	13	-	11	2	-	7	4	-	2	7	6	1	11
Honeybourne	12 *	-	-	12	-	-	4	4	4	9	6	3	3	10	2	10	2	-	5	5	2	-	6	6	3	8
Stapleton Road	12 *	-	12	-	-	-	9	-	3	10	9	1	2	12	-	5	7	-	5	5	-	1	6	5	1	10
Plymouth	11 *	11	-	-	-	-	2	3	6	3	-	3	8	11	-	11	-	-	1	6	2	2	9	2	3	7

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	286	1512	718	411	940	1905	306	3430
Eastleigh	11 *	-	-	-	-	11	-	1	10	-	-	-	11	-	11	11	-	-	1	6	3	-	7	3	-	9
		-	-	-	-	1%	-	*	1%	-	-	-	1%	-	2%	*	-	-	*	*	*	-	*	*	-	*
Weston Milton	10 *	-	10	-	-	-	10	-	-	10	9	1	-	10	-	2	6	2	4	6	-	-	4	6	1	9
		-	1%	-	-	-	1%	-	-	*	1%	*	-	*	-	*	1%	2%	*	*	-	-	*	*	-	*
Lympstone Village	9 *	-	-	-	9	-	3	-	5	8	5	3	1	9	-	5	3	-	3	2	1	3	3	6	-	7
		-	-	-	3%	-	*	-	*	*	*	*	*	*	-	*	*	-	*	*	*	1%	*	*	-	*
Hanborough	9 *	-	-	9	-	-	1	1	7	6	3	3	3	7	2	7	1	1	3	2	1	3	3	6	1	8
		-	-	1%	-	-	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	1%	*	*	-	*
Charlbury	9 *	-	-	9	-	-	3	2	3	8	3	5	1	8	1	5	2	1	3	4	-	2	3	6	-	9
		-	-	1%	-	-	*	*	*	*	*	1%	*	*	*	*	*	1%	*	*	-	*	*	*	-	*
Colwall	8 *	-	-	8	-	-	3	-	5	4	4	-	4	7	1	7	1	-	1	3	2	1	3	3	-	7
		-	-	1%	-	-	*	-	*	*	*	-	*	*	*	*	*	-	*	*	*	*	*	*	-	*
Bedminster	8 *	-	8	-	-	-	6	-	2	7	5	2	1	8	-	3	4	1	5	1	1	1	6	1	-	6
		-	1%	-	-	-	*	-	*	*	*	*	*	*	-	*	*	1%	*	*	*	*	*	*	-	*
Keynsham	8 *	-	8	-	-	-	4	2	2	6	3	3	2	8	-	7	1	-	3	2	3	-	5	3	-	8
		-	1%	-	-	-	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*	-	*	*	-	*
Bridgwater	7 *	-	7	-	-	-	4	1	2	4	1	3	3	7	-	4	3	-	2	3	1	-	3	3	-	6
		-	1%	-	-	-	*	*	*	*	*	*	*	*	-	*	*	-	*	*	*	-	*	*	-	*
Penmere	7 *	-	-	-	7	-	5	-	2	7	6	1	-	7	-	2	4	1	1	4	2	-	2	5	1	6
		-	-	-	2%	-	*	-	*	*	*	-	*	-	*	*	1%	*	*	*	-	*	*	*	-	*
Penryn (Cornwall)	7 *	-	-	-	7	-	6	-	1	6	4	2	1	7	-	2	5	-	4	3	-	-	2	4	-	7
		-	-	-	2%	-	*	-	*	*	*	*	*	*	-	*	1%	-	*	*	-	-	*	*	-	*
Cheltenham Spa	5 *	-	5	-	-	-	1	-	4	4	3	1	1	5	-	5	-	-	1	1	1	2	2	3	-	4
		-	*	-	-	-	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*	*	*	-	*
Liskeard	5 *	5	-	-	-	-	3	-	2	3	-	3	2	5	-	5	-	-	-	3	2	-	3	2	-	4
		1%	-	-	-	-	*	-	*	*	-	*	*	*	-	*	-	-	-	*	*	-	*	*	-	*
Other	111 3%	8	40	6	43	14	57	5	45	63	34	29	48	98	13	62	44	1	29	47	19	12	41	59	9	90
		1%	4%	1%	12%	2%	4%	1%	3%	3%	3%	3%	3%	3%	3%	2%	5%	1%	2%	3%	3%	3%	2%	3%	3%	3%
Undefined	1 *	-	-	1	-	-	1	-	-	1	-	1	-	1	-	-	1	-	1	-	-	-	-	1	-	1
		-	-	*	-	-	*	-	-	*	-	*	-	*	-	-	*	-	*	-	-	-	*	*	-	*

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 3
Q.3 Station you are TRAVELLING TO on this train
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
London Paddington	749 19%	271 36%	26 2%	452 43%	- -	- -	158 10%	243 38%	334 19%	425 20%	299 23%	126 14%	324 17%	625 17%	124 27%	706 24%	32 3%	- -	146 11%	328 22%	172 24%	91 22%	372 19%	353 19%	53 17%	649 19%
Bristol Temple Meads	578 14%	90 12%	302 28%	- -	- -	186 23%	281 18%	75 12%	215 12%	327 15%	233 18%	94 10%	251 13%	534 15%	44 10%	359 12%	189 20%	19 19%	224 17%	223 15%	94 13%	28 7%	303 16%	249 13%	32 10%	509 15%
Bath Spa	202 5%	47 6%	40 4%	- -	- -	115 14%	60 4%	25 4%	113 6%	91 4%	66 5%	25 3%	111 6%	173 5%	29 6%	159 5%	39 4%	- -	80 6%	59 4%	41 6%	14 3%	82 4%	111 6%	12 4%	175 5%
Southampton Central	132 3%	- -	6 1%	- -	- -	126 15%	48 3%	17 3%	64 4%	58 3%	53 4%	5 1%	74 4%	132 4%	- -	112 4%	15 2%	2 2%	62 5%	36 2%	20 3%	13 3%	70 4%	59 3%	11 4%	111 3%
Exeter St Davids	116 3%	63 8%	1 *	- -	52 15%	- -	26 2%	36 6%	54 3%	75 3%	35 3%	40 4%	41 2%	90 3%	26 6%	107 4%	8 1%	1 1%	39 3%	35 2%	28 4%	11 3%	59 3%	53 3%	12 4%	92 3%
Filton Abbey Wood	108 3%	- -	81 8%	- -	- -	27 3%	95 6%	3 *	9 1%	61 3%	50 4%	11 1%	47 3%	108 3%	- -	31 1%	72 8%	4 4%	35 3%	53 4%	14 2%	2 *	63 3%	37 2%	12 4%	91 3%
Worcester Foregate Street	93 2%	- -	4 *	89 9%	- -	- -	29 2%	8 1%	52 3%	30 1%	21 2%	9 1%	63 3%	72 2%	21 5%	73 2%	12 1%	4 4%	33 3%	25 2%	21 3%	9 2%	37 2%	50 3%	7 2%	78 2%
Cardiff Central	87 2%	20 3%	- -	- -	- -	67 8%	14 1%	9 1%	64 4%	16 1%	10 1%	6 1%	71 4%	71 2%	16 4%	82 3%	5 1%	- -	31 2%	31 2%	12 2%	9 2%	41 2%	41 2%	7 2%	72 2%
Salisbury	80 2%	- -	3 *	- -	- -	77 9%	27 2%	5 1%	48 3%	34 2%	32 3%	2 *	46 2%	73 2%	7 2%	65 2%	14 2%	1 1%	29 2%	23 2%	11 2%	15 4%	29 1%	48 3%	3 1%	71 2%
Hereford	78 2%	- -	- -	78 7%	- -	- -	16 1%	9 1%	52 3%	31 1%	13 1%	18 2%	47 3%	59 2%	19 4%	74 3%	3 *	- -	21 2%	17 1%	17 2%	21 5%	39 2%	34 2%	11 4%	62 2%
Weston-Super-Mare	71 2%	3 *	68 6%	- -	- -	- -	48 3%	4 1%	18 1%	52 2%	27 2%	25 3%	19 1%	71 2%	- -	28 1%	37 4%	4 4%	29 2%	23 2%	10 1%	6 1%	32 2%	35 2%	6 2%	58 2%
Clifton Down	69 2%	- -	69 6%	- -	- -	- -	54 3%	3 *	12 1%	60 3%	49 4%	11 1%	9 *	69 2%	- -	27 1%	36 4%	5 5%	34 3%	24 2%	6 1%	2 *	26 1%	39 2%	2 1%	62 2%
Reading	69 2%	15 2%	- -	54 5%	- -	- -	16 1%	14 2%	39 2%	34 2%	17 1%	17 2%	35 2%	50 1%	19 4%	61 2%	6 1%	2 2%	18 1%	25 2%	16 2%	10 2%	38 2%	26 1%	8 3%	59 2%
Exeter Central	68 2%	- -	- -	- -	68 19%	- -	30 2%	4 1%	34 2%	48 2%	32 3%	16 2%	20 1%	60 2%	8 2%	40 1%	25 3%	3 3%	27 2%	27 2%	4 1%	5 1%	23 1%	39 2%	7 2%	53 2%
Oxford	61 2%	- -	- -	61 6%	- -	- -	29 2%	6 1%	25 1%	31 1%	18 1%	13 1%	30 2%	50 1%	11 2%	42 1%	16 2%	2 2%	15 1%	22 1%	15 2%	8 2%	27 1%	32 2%	3 1%	56 2%
Barnstaple	58 1%	- -	- -	- -	58 16%	- -	7 *	5 1%	46 3%	13 1%	9 1%	4 *	45 2%	50 1%	8 2%	51 2%	5 1%	2 2%	13 1%	20 1%	13 2%	11 3%	20 1%	35 2%	7 2%	46 1%
Exmouth	57 1%	- -	- -	- -	57 16%	- -	32 2%	3 *	21 1%	33 2%	10 1%	23 3%	24 1%	57 2%	- -	33 1%	18 2%	5 5%	26 2%	21 1%	4 1%	6 1%	21 1%	33 2%	6 2%	42 1%
Worcester Shrub Hill	54 1%	- -	1 *	53 5%	- -	- -	10 1%	12 2%	31 2%	28 1%	16 1%	12 1%	26 1%	41 1%	13 3%	50 2%	3 *	- -	19 1%	10 1%	8 1%	15 4%	27 1%	25 1%	3 1%	49 1%
Gloucester	48 1%	- -	48 4%	- -	- -	- -	20 1%	9 1%	17 1%	28 1%	21 2%	7 1%	20 1%	48 1%	- -	34 1%	12 1%	1 1%	20 2%	16 1%	5 1%	5 1%	21 1%	26 1%	4 1%	42 1%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 3

Q.3 Station you are TRAVELLING TO on this train

Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
Plymouth	48 1%	48	-	-	-	-	10	15	22	24	13	11	24	40	8	40	6	-	6	20	14	8	23	23	3	45
Evesham	46 1%	-	-	46	-	-	15	7	22	19	4	15	27	37	9	36	9	-	11	17	7	2	21	15	3	33
Truro	43 1%	16	-	-	27	-	16	4	23	29	15	14	14	38	5	30	12	1	13	15	12	3	18	23	3	38
Bristol Parkway	42 1%	8	34	-	-	-	18	4	19	25	16	9	17	41	1	29	9	3	19	13	6	3	22	18	2	38
Taunton	41 1%	36	5	-	-	-	13	17	10	22	7	15	19	37	4	34	6	-	7	13	16	5	25	15	2	37
Moreton-In-Marsh	40 1%	-	-	40	-	-	12	7	21	24	14	10	16	27	13	32	8	-	13	13	5	5	18	18	1	34
Great Malvern	37 1%	-	2	35	-	-	10	10	17	13	3	10	24	31	6	30	4	2	6	13	10	5	19	14	4	28
Portsmouth Harbour	37 1%	-	-	-	-	37	3	7	26	9	9	-	28	34	3	32	4	-	16	8	4	8	21	13	3	29
Yate	37 1%	-	37	-	-	-	31	-	5	23	6	17	14	36	1	11	22	3	10	20	5	1	19	17	6	28
Newport (South Wales)	35 1%	6	5	-	-	24	8	3	24	9	7	2	26	34	1	29	6	-	10	14	4	6	14	19	4	28
Trowbridge	33 1%	-	15	-	-	18	19	2	11	20	12	8	13	30	3	16	15	2	17	14	1	1	20	13	3	27
Worle	28 1%	-	28	-	-	-	18	2	7	26	7	19	2	28	-	9	16	2	9	14	5	-	14	13	1	26
Severn Beach	27 1%	-	27	-	-	-	16	-	8	16	3	13	11	27	-	12	9	3	8	13	4	1	16	10	-	25
Yatton	27 1%	-	27	-	-	-	23	2	2	24	6	18	3	27	-	8	18	1	10	11	5	1	15	12	1	25
Cosham	26 1%	-	-	-	-	26	7	3	16	3	2	1	23	25	1	22	2	1	2	12	4	6	7	16	1	22
Newton Abbot	26 1%	26	-	-	-	-	4	9	11	13	-	13	13	22	4	24	-	-	2	14	4	6	12	14	3	21
Cam And Dursley	25 1%	-	25	-	-	-	19	-	5	14	3	11	11	25	-	9	13	2	7	14	4	-	17	8	1	23
Malvern Link	25 1%	-	2	23	-	-	8	6	11	14	4	10	11	22	3	21	3	1	8	11	2	2	14	9	3	18
Keynsham	25 1%	-	25	-	-	-	21	2	2	23	5	18	2	25	-	10	15	-	7	11	6	1	17	8	2	22

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 3
Q.3 Station you are TRAVELLING TO on this train
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	286	1512	718	411	1940	1905	306	3430
Kingham	24	-	-	24	-	-	10	2	12	13	3	10	11	19	5	17	6	1	3	11	5	4	11	11	2	20
	1%	-	-	2%	-	-	1%	*	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Totnes	24	24	-	-	-	-	5	3	15	9	3	6	15	17	7	24	-	-	1	10	8	5	12	10	1	23
	1%	3%	-	-	-	-	*	*	1%	*	*	1%	1%	*	2%	1%	-	-	*	1%	1%	1%	1%	1%	*	1%
Portsmouth And Southsea	23	-	-	-	-	23	13	3	6	7	7	-	16	23	-	18	5	-	14	5	3	-	10	13	1	20
	1%	-	-	-	-	3%	1%	*	*	*	1%	-	1%	1%	-	1%	1%	-	1%	*	*	-	1%	1%	*	1%
Nailsea And Backwell	23	-	23	-	-	-	20	-	3	22	4	18	1	23	-	9	12	2	11	8	3	1	12	10	1	17
	1%	-	2%	-	-	-	1%	-	*	1%	*	2%	*	1%	-	*	1%	2%	1%	1%	*	*	1%	1%	1%	*
Romsey	20	-	1	-	-	19	10	5	5	9	7	2	11	20	-	16	4	-	9	5	2	4	10	10	-	17
	*	-	*	-	-	2%	1%	1%	*	*	1%	*	1%	1%	-	1%	*	-	1%	*	*	1%	1%	1%	-	*
Charlbury	19	-	-	19	-	-	8	2	9	10	3	7	9	15	4	15	4	-	2	11	2	2	8	9	2	14
	*	-	-	2%	-	-	1%	*	1%	*	*	1%	*	*	1%	1%	*	-	*	1%	*	*	*	*	*	1%
Redland	19	-	19	-	-	-	12	1	5	12	-	12	7	19	-	11	7	1	10	7	2	-	12	6	2	16
	*	-	2%	-	-	-	1%	*	*	1%	-	1%	*	1%	-	*	1%	1%	1%	*	*	-	1%	*	1%	*
Westbury (Wiltshire)	19	-	1	-	-	18	6	2	11	4	2	2	15	19	-	17	2	-	6	7	4	2	12	7	2	14
	*	-	*	-	-	2%	*	*	1%	*	*	*	1%	1%	-	1%	*	-	*	*	1%	*	1%	*	1%	*
Oldfield Park	18	-	18	-	-	-	15	1	1	18	2	16	-	18	-	5	13	-	8	10	-	-	6	12	1	16
	*	-	2%	-	-	-	1%	*	*	1%	*	2%	-	1%	-	*	1%	-	1%	1%	-	-	*	1%	*	*
Digby And Sowton	17	-	-	-	17	-	14	-	3	15	10	5	2	16	1	6	9	2	4	10	2	-	9	7	3	13
	*	-	-	-	5%	-	1%	-	*	1%	1%	1%	*	*	*	*	1%	2%	*	1%	*	-	*	*	1%	*
Fareham	17	-	-	-	-	17	4	3	10	4	4	-	13	17	-	15	2	-	7	5	1	3	7	9	1	14
	*	-	-	-	-	2%	*	*	1%	*	*	-	1%	*	-	1%	*	-	1%	*	*	1%	*	*	*	*
Honeybourne	17	-	-	17	-	-	9	2	6	11	3	8	6	14	3	11	6	-	8	6	2	1	8	9	2	14
	*	-	-	2%	-	-	1%	*	*	1%	*	1%	*	*	1%	*	1%	-	1%	*	*	*	*	*	1%	*
Ledbury	16	-	-	16	-	-	7	-	7	7	2	5	9	13	3	11	2	1	1	8	1	5	5	10	1	14
	*	-	-	2%	-	-	*	-	*	*	*	1%	*	*	1%	*	*	1%	*	1%	*	1%	*	1%	*	*
Avonmouth	15	-	15	-	-	-	10	1	4	10	4	6	5	15	-	5	10	-	11	1	3	-	9	6	-	12
	*	-	1%	-	-	-	1%	*	*	*	*	1%	*	*	-	*	1%	-	1%	*	*	-	*	*	-	*
Pershore	14	-	-	14	-	-	3	2	9	8	6	2	6	11	3	12	-	2	8	4	-	1	5	7	3	9
	*	-	-	1%	-	-	*	*	1%	*	*	*	*	*	1%	*	-	2%	1%	*	-	*	*	*	1%	*
Tiverton Parkway	14	14	-	-	-	-	2	2	10	6	-	6	8	10	4	14	-	-	-	6	5	3	8	6	-	13
	*	2%	-	-	-	-	*	*	1%	*	-	1%	*	*	1%	*	-	-	-	*	1%	1%	*	*	-	*
Fratton	13	-	-	-	-	13	5	-	8	1	1	-	12	13	-	9	4	-	8	3	1	1	7	5	3	10
	*	-	-	-	-	2%	*	-	*	*	*	-	1%	*	-	*	*	-	1%	*	*	*	*	*	1%	*
Bradford-On-Avon	13	-	6	-	-	7	8	-	5	8	2	6	5	13	-	5	7	1	4	6	1	2	6	7	1	12
	*	-	1%	-	-	1%	1%	-	*	*	*	1%	*	*	-	*	1%	1%	*	*	*	*	*	*	*	*
Stapleton Road	13	-	13	-	-	-	11	-	2	10	1	9	3	13	-	4	8	1	4	9	-	-	4	9	1	11
	*	-	1%	-	-	-	1%	-	*	*	*	1%	*	*	-	*	1%	1%	*	1%	-	-	*	*	*	*

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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Q.3 Station you are TRAVELLING TO on this train
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Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	286	1512	718	411	940	1905	306	3430
Montpelier	13	-	13	-	-	-	8	-	3	8	5	3	5	13	-	6	4	1	3	4	-	1	4	4	2	7
	*	-	1%	-	-	-	1%	-	*	*	*	*	*	-	-	*	*	1%	*	*	-	*	*	*	1%	*
Penzance	13	13	-	-	-	-	-	1	12	4	-	4	9	12	1	12	-	-	-	5	3	5	4	9	-	12
	*	2%	-	-	-	-	-	*	1%	*	-	*	*	*	*	*	-	-	-	*	*	1%	*	*	-	*
St Austell	12	12	-	-	-	-	5	1	6	7	6	1	5	11	1	6	5	-	-	7	4	1	4	8	-	11
	*	2%	-	-	-	-	*	*	*	*	*	*	*	*	*	*	1%	-	-	*	1%	*	*	*	-	*
Warminster	12	-	1	-	-	11	3	2	7	4	4	-	8	12	-	9	3	-	5	2	2	2	3	8	-	11
	*	-	*	-	-	1%	*	*	*	*	*	-	*	*	-	*	*	-	*	*	*	*	*	*	-	*
Penryn (Cornwall)	12	-	-	-	12	-	10	-	2	10	7	3	2	12	-	3	9	-	5	6	-	1	5	6	2	9
	*	-	-	-	3%	-	1%	-	*	*	1%	*	*	*	-	*	1%	-	*	*	-	*	*	*	1%	*
Weston Milton	11	-	11	-	-	-	8	2	1	11	2	9	-	11	-	3	8	-	4	5	1	-	5	4	-	8
	*	-	1%	-	-	-	1%	*	*	1%	*	1%	-	*	-	*	1%	-	*	*	*	-	*	*	-	*
Sea Mills	9	-	9	-	-	-	7	-	1	7	1	6	2	9	-	3	3	2	3	4	1	-	5	3	1	7
	*	-	1%	-	-	-	*	-	*	*	*	1%	*	*	-	*	*	2%	*	*	*	-	*	*	*	*
Topsham	9	-	-	-	9	-	4	1	4	6	1	5	3	9	-	6	3	-	3	2	3	-	4	4	1	7
	*	-	-	-	3%	-	*	*	*	*	*	1%	*	*	-	*	*	-	*	*	*	-	*	*	*	*
Lawrence Hill	8	-	8	-	-	-	7	-	1	6	2	4	2	7	1	2	5	1	3	2	3	-	5	3	1	7
	*	-	1%	-	-	-	*	-	*	*	*	*	*	*	*	*	1%	1%	*	*	*	-	*	*	*	*
Swansea	8	8	-	-	-	-	1	1	6	2	-	2	6	5	3	8	-	-	1	2	2	3	3	5	1	6
	*	1%	-	-	-	-	*	*	*	*	-	*	*	1%	-	*	-	-	*	*	*	1%	*	*	*	*
Swindon	8	3	5	-	-	-	5	-	3	5	3	2	3	8	-	4	4	-	3	3	2	-	6	2	1	7
	*	*	*	-	-	-	*	-	*	*	*	*	*	*	-	*	*	-	*	*	*	-	*	*	*	*
Bodmin Parkway	8	8	-	-	-	-	2	1	5	4	-	4	4	8	-	8	-	-	1	2	2	3	2	6	1	7
	*	1%	-	-	-	-	*	*	*	*	-	*	*	*	-	*	-	-	*	*	*	1%	*	*	*	*
Didcot Parkway	8	6	2	-	-	-	1	2	5	5	3	2	3	4	4	7	1	-	1	4	2	-	3	4	-	6
	*	1%	*	-	-	-	*	*	*	*	*	*	*	*	1%	*	*	-	*	*	*	-	*	*	-	*
Lympstone Village	8	-	-	-	8	-	5	-	3	7	1	6	1	8	-	3	3	2	4	1	3	-	3	5	-	8
	*	-	-	-	2%	-	*	-	*	*	*	1%	*	*	-	*	*	2%	*	*	*	-	*	*	-	*
Bedminster	8	-	8	-	-	-	8	-	-	7	3	4	1	8	-	1	5	2	6	2	-	-	6	1	-	7
	*	-	1%	-	-	-	1%	-	-	*	*	*	*	*	-	*	1%	2%	*	*	-	-	*	*	-	*
Bridgwater	8	-	8	-	-	-	7	-	1	7	2	5	1	8	-	4	4	-	4	4	-	-	4	3	1	7
	*	-	1%	-	-	-	*	-	*	*	*	1%	*	*	-	*	*	-	*	*	-	-	*	*	*	*
Penmere	8	-	-	-	8	-	5	-	3	6	2	4	2	8	-	3	5	-	1	5	1	1	4	3	-	8
	*	-	-	-	2%	-	*	-	*	*	*	*	*	*	-	*	1%	-	*	*	*	*	*	*	-	*
Falmouth Town	7	-	-	-	7	-	3	-	3	5	3	2	2	7	-	2	3	1	2	2	-	2	1	6	1	6
	*	-	-	-	2%	-	*	-	*	*	*	*	*	*	-	*	*	1%	*	*	-	*	*	*	*	*
Chippenham	7	1	6	-	-	-	5	1	1	2	-	2	5	7	-	3	4	-	4	3	-	-	3	4	1	6
	*	*	1%	-	-	-	*	*	*	*	-	*	*	*	-	*	*	-	*	*	-	-	*	*	*	*

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 3
Q.3 Station you are TRAVELLING TO on this train
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4042	752	1079	1041	356	814	1591	637	1749	2175	1277	898	1867	3585	457	2947	931	98	1286	1512	718	411	1940	1905	306	3430
Eggesford	7 *	-	-	-	7	-	7	-	-	4	-	4	3	7	-	1	6	-	4	1	2	-	2	5	-	7
		-	-	-	2%	-	*	-	-	*	-	*	*	*	-	*	1%	-	*	*	*	-	*	*	-	*
Slough	7 *	-	-	7	-	-	-	1	6	3	-	3	4	6	1	7	-	-	1	3	-	3	2	4	1	5
		-	-	1%	-	-	-	*	*	*	-	*	*	*	*	*	-	-	*	*	-	1%	*	*	*	*
Hanborough	7 *	-	-	7	-	-	2	3	2	5	1	4	2	5	2	3	4	-	2	3	1	1	4	3	-	7
		-	-	1%	-	-	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	-	*
Parson Street	7 *	-	7	-	-	-	7	-	-	7	5	2	-	7	-	4	3	-	1	5	1	-	6	1	-	7
		-	1%	-	-	-	*	-	-	*	*	*	-	*	-	*	*	-	*	*	*	-	*	*	-	*
Other	73 2%	14	24	6	26	3	38	2	33	34	15	19	39	66	7	47	24	2	24	25	11	9	29	38	13	54
		2%	2%	1%	7%	*	2%	*	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	2%	4%	2%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 5
Q.4B Final destination station
Base:All who changed at Q.4A and answered this question

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	557	107	134	103	45	168	149	106	298	277	167	110	280	495	62	496	52	5	184	176	113	71	245	287	44	465
London Paddington	30 5%	4 4%	16 12%	1 1%	7 16%	2 1%	7 5%	8 8%	14 5%	19 7%	12 7%	7 6%	11 4%	28 6%	2 3%	28 6%	1 2%	-	10 5%	12 7%	7 6%	1 1%	11 4%	17 6%	2 5%	27 6%
Bath Spa	27 5%	1 1%	25 19%	-	1 2%	-	20 13%	-	7 2%	22 8%	16 10%	6 5%	5 2%	27 5%	-	14 3%	13 25%	-	7 4%	13 7%	3 3%	3 4%	15 6%	10 3%	-	24 5%
Plymouth	21 4%	1 1%	6 4%	-	7 16%	7 4%	12 8%	2 2%	7 2%	13 5%	6 4%	7 6%	8 3%	21 4%	-	19 4%	2 4%	-	13 7%	3 2%	3 3%	1 1%	12 5%	8 3%	2 5%	17 4%
Brighton	16 3%	1 1%	-	4 4%	1 2%	10 6%	1 1%	3 3%	12 4%	11 4%	11 7%	-	5 2%	13 3%	3 5%	16 3%	-	-	7 4%	3 2%	5 4%	-	5 2%	10 3%	-	12 3%
Exeter St Davids	12 2%	1 1%	5 4%	-	2 4%	4 2%	3 2%	1 1%	8 3%	8 3%	4 2%	4 4%	4 1%	12 2%	-	11 2%	1 2%	-	7 4%	3 2%	2 2%	-	3 1%	7 2%	-	12 3%
Bournemouth	10 2%	-	1 1%	-	-	9 5%	4 3%	-	6 2%	5 2%	4 2%	1 1%	5 2%	10 2%	-	8 2%	1 2%	1 20%	6 3%	3 2%	-	1 1%	5 2%	5 2%	2 5%	8 2%
Birmingham New Street	9 2%	-	2 1%	2 2%	4 9%	1 1%	5 3%	-	4 1%	5 2%	5 3%	-	4 1%	7 1%	2 3%	7 1%	2 4%	-	3 2%	1 1%	3 3%	2 3%	4 2%	5 2%	-	9 2%
Cambridge	9 2%	6 6%	-	3 3%	-	-	-	3 3%	6 2%	5 2%	5 3%	-	4 1%	9 2%	-	9 2%	-	-	2 1%	4 2%	1 1%	2 3%	4 2%	5 2%	-	9 2%
Cheltenham Spa	9 2%	-	4 3%	1 1%	1 2%	3 2%	3 2%	-	6 2%	4 1%	1 1%	3 3%	5 2%	8 2%	1 2%	9 2%	-	-	7 4%	-	-	1 1%	1 *	7 2%	2 5%	5 1%
Southampton Central	9 2%	-	5 4%	2 2%	-	2 1%	5 3%	1 1%	3 1%	4 1%	4 2%	-	5 2%	9 2%	-	8 2%	1 2%	-	6 3%	2 1%	1 1%	-	1 *	8 3%	-	9 2%
Bristol Parkway	8 1%	2 2%	3 2%	-	1 2%	2 1%	6 4%	1 1%	1 *	2 1%	1 1%	1 1%	6 2%	8 2%	-	3 1%	4 8%	1 20%	4 2%	2 1%	1 1%	1 1%	3 1%	5 2%	-	7 2%
Oxford	8 1%	3 3%	4 3%	-	-	1 1%	-	1 1%	7 2%	6 2%	5 3%	1 1%	2 1%	5 1%	3 5%	8 2%	-	-	3 2%	3 2%	1 1%	-	3 1%	4 1%	1 2%	6 1%
Taunton	8 1%	-	-	-	1 2%	7 4%	1 1%	1 1%	6 2%	1 *	-	1 1%	7 3%	8 2%	-	7 1%	1 2%	-	5 3%	1 1%	-	2 3%	5 2%	3 1%	1 2%	4 1%
Keynsham	7 1%	-	5 4%	-	-	2 1%	4 3%	1 1%	2 1%	5 2%	1 1%	4 4%	2 1%	7 1%	-	4 1%	2 4%	1 20%	3 2%	2 1%	1 1%	1 1%	5 2%	2 1%	-	7 2%
Heathrow Airport T123	6 1%	-	2 1%	4 4%	-	-	-	1 1%	5 2%	3 1%	1 1%	2 2%	3 1%	6 1%	-	5 1%	1 2%	-	1 1%	2 1%	2 2%	1 1%	3 1%	3 1%	-	5 1%
Weston-Super-Mare	6 1%	1 1%	2 1%	-	-	3 2%	1 1%	1 1%	4 1%	2 1%	1 1%	1 1%	4 1%	6 1%	-	5 1%	-	1 20%	3 2%	1 1%	-	1 1%	3 1%	1 *	4 2%	4 1%
Winchester	6 1%	-	-	1 1%	1 2%	4 2%	3 2%	1 1%	2 1%	3 1%	1 1%	2 2%	3 1%	6 1%	-	5 1%	1 2%	-	3 2%	3 2%	-	-	2 1%	4 1%	-	6 1%
Basingstoke	5 1%	1 1%	1 1%	2 2%	-	1 1%	3 2%	-	2 1%	3 1%	2 1%	1 1%	2 1%	3 1%	2 3%	5 1%	-	-	3 2%	-	2 2%	-	1 *	3 1%	-	5 1%
Guildford	5 1%	1 1%	-	4 4%	-	-	2 1%	1 1%	2 1%	1 *	-	1 1%	4 1%	5 1%	-	5 1%	-	-	2 1%	2 1%	1 1%	-	4 2%	-	-	5 1%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 5
Q.4B Final destination station
Base:All who changed at Q.4A and answered this question

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	557	107	134	103	45	168	149	106	298	277	167	110	280	495	62	496	52	5	184	176	113	71	245	287	44	465
Havant	5 1%	1 1%	1 1%	-	-	3 2%	-	2 2%	3 1%	2 1%	1 1%	1 1%	3 1%	5 1%	-	5 1%	-	-	1 1%	2 1%	1 1%	1 1%	1 *	4 1%	-	5 1%
Bristol Temple Meads	5 1%	2 2%	-	1 1%	2 4%	-	-	1 1%	4 1%	3 1%	1 1%	2 2%	2 1%	5 1%	-	5 1%	-	-	2 1%	1 1%	2 2%	-	2 1%	3 1%	-	4 1%
Torquay	5 1%	1 1%	-	-	1 2%	3 2%	-	-	5 2%	2 1%	2 1%	-	3 1%	4 2%	1	5 1%	-	-	1 1%	1 1%	2 2%	-	-	4 1%	1 2%	3 1%
Truro	5 1%	-	-	1 1%	-	4 2%	-	-	5 2%	2 1%	2 1%	-	3 1%	4 1%	1	5 1%	-	-	2 1%	-	2 2%	1 1%	3 1%	1 *	1 2%	4 1%
Chippenham	5 1%	1 1%	2 1%	-	-	2 1%	3 2%	1 1%	1 *	4 1%	4 2%	-	1 *	4 1%	1	4 1%	1 2%	-	3 2%	1 1%	1 1%	-	2 1%	3 1%	-	5 1%
Clifton Down	5 1%	1 1%	4 3%	-	-	-	3 2%	-	1 *	4 1%	1 1%	3 3%	1 *	5 1%	-	1 *	3 6%	-	2 1%	2 1%	1 1%	-	2 1%	3 1%	-	4 1%
Barnstaple	4 1%	4 4%	-	-	-	-	-	-	4 1%	1 *	1 1%	-	3 1%	3 2%	1	4 1%	-	-	-	-	2 2%	2 3%	-	4 1%	2 5%	2 *
Andover	4 1%	-	-	-	1 2%	3	-	1 1%	3 1%	1 *	1 1%	-	3 1%	3 2%	1	4 1%	-	-	1 1%	2 1%	-	1 1%	3 *	3 1%	-	3 1%
Droitwich Spa	4 1%	-	1 1%	3 3%	-	-	-	-	4 1%	1 *	1 1%	-	3 1%	3 2%	1	4 1%	-	-	2 1%	1 1%	-	1 1%	3 1%	1 *	-	4 1%
Swindon	4 1%	-	1 1%	-	-	3 2%	1 1%	2 2%	1 *	1 *	1 1%	-	3 1%	4 1%	-	4 1%	-	-	-	3 2%	1 1%	-	2 1%	2 1%	-	4 1%
Ealing Broadway	4 1%	1 1%	-	3 3%	-	-	-	2 2%	2 1%	3 1%	-	3 3%	1 *	4 1%	-	4 1%	-	-	-	3 2%	-	1 1%	2 1%	2 1%	-	3 1%
East Grinstead	4 1%	1 1%	-	1 1%	2 4%	-	1 1%	1 1%	2 1%	3 1%	1 2%	2 *	1 1%	4 1%	-	4 1%	-	-	2 1%	2 1%	-	-	2 1%	2 1%	-	1 *
Kidderminster	4 1%	-	-	4 4%	-	-	-	1 1%	2 1%	-	-	-	4 1%	4 1%	-	3 1%	-	-	2 1%	-	1 1%	-	2 1%	1 *	-	3 1%
Eastleigh	4 1%	-	-	-	-	4 2%	2 1%	1 1%	1 *	4 1%	4 2%	-	-	4 1%	-	2 *	2 4%	-	1 1%	2 1%	1 1%	-	4 2%	-	-	4 1%
London Waterloo	4 1%	1 1%	-	-	-	3 2%	1 1%	-	3 1%	2 1%	2 1%	-	2 1%	4 1%	-	4 1%	-	-	-	3 2%	1 1%	-	2 1%	2 1%	-	3 1%
Filton Abbey Wood	3 1%	-	3 2%	-	-	-	2 1%	-	1 *	2 1%	2 1%	-	1 *	3 1%	-	2 *	1 2%	-	1 1%	2 1%	-	-	2 1%	1 *	-	2 *
Ludlow	3 1%	-	-	1 1%	-	2 1%	-	-	3 1%	-	-	-	3 1%	2 2%	1	3 1%	-	-	2 1%	1 1%	-	-	2 1%	1 *	2 5%	-
Newton Abbot	3 1%	-	2 1%	-	-	1 1%	1 1%	-	2 1%	3 1%	2 1%	1 1%	-	3 1%	-	3 1%	-	-	1 1%	-	1 1%	1 1%	-	3 1%	-	3 1%
Nottingham	3 1%	-	1 1%	-	-	2 1%	-	-	3 1%	1 *	1 1%	-	2 1%	3 1%	-	3 1%	-	-	2 1%	-	1 1%	-	1 *	2 1%	-	3 1%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 5
Q.4B Final destination station
Base:All who changed at Q.4A and answered this question

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	557	107	134	103	45	168	149	106	298	277	167	110	280	495	62	496	52	5	184	176	113	71	245	287	44	465
Oldfield Park	3	-	3	-	-	-	2	1	-	3	1	2	-	3	-	1	2	-	1	1	1	-	2	1	-	3
	1%	-	2%	-	-	-	1%	1%	-	1%	1%	2%	-	1%	-	*	4%	-	1%	1%	1%	-	1%	*	-	1%
Gillingham (Dorset)	3	-	-	-	-	3	-	-	3	1	1	-	2	2	1	1	2	-	1	-	-	2	1	2	-	3
	1%	-	-	-	-	2%	-	-	1%	*	1%	-	1%	*	2%	*	4%	-	1%	-	-	3%	*	1%	-	1%
Paignton	3	3	-	-	-	-	1	-	2	1	-	1	2	3	-	3	-	-	-	2	-	1	2	1	-	3
	1%	3%	-	-	-	-	1%	-	1%	*	-	1%	1%	1%	-	1%	-	-	-	1%	-	1%	*	-	-	1%
Chandlers Ford	3	-	1	-	-	2	1	2	-	1	-	1	2	3	-	3	-	-	-	-	2	1	3	-	-	2
	1%	-	1%	-	-	1%	1%	2%	-	*	-	1%	1%	1%	-	1%	-	-	-	-	2%	1%	1%	-	-	*
Salisbury	3	-	3	-	-	-	2	1	-	2	2	-	1	3	-	2	1	-	1	1	1	-	1	2	-	3
	1%	-	2%	-	-	-	1%	1%	-	1%	1%	-	*	1%	-	*	2%	-	1%	1%	1%	-	*	1%	-	1%
Barnham	3	-	-	-	-	3	1	-	2	1	1	-	2	3	-	3	-	-	-	1	1	1	2	1	1	1
	1%	-	-	-	-	2%	1%	-	1%	*	1%	-	1%	1%	-	1%	-	-	-	1%	1%	1%	1%	*	2%	*
St Albans	3	2	-	1	-	-	-	1	2	1	1	-	2	3	-	3	-	-	1	1	-	1	2	1	1	2
	1%	2%	-	1%	-	-	-	1%	1%	*	1%	-	1%	1%	-	1%	-	-	1%	1%	-	1%	1%	*	2%	*
Stevenage	3	1	-	2	-	-	1	-	2	2	1	1	1	1	2	3	-	-	-	2	1	-	2	1	-	3
	1%	1%	-	2%	-	-	1%	-	1%	1%	1%	1%	*	*	3%	1%	-	-	-	1%	1%	-	1%	*	-	1%
Swansea	3	-	2	-	-	1	-	2	1	2	1	1	1	3	-	3	-	-	2	-	-	-	1	1	-	2
	1%	-	1%	-	-	1%	-	2%	*	1%	1%	1%	*	1%	-	1%	-	-	1%	-	-	-	*	*	-	*
East Croydon	3	2	-	1	-	-	-	1	2	2	-	2	1	3	-	3	-	-	1	1	1	-	1	2	-	3
	1%	2%	-	1%	-	-	-	1%	1%	1%	-	2%	*	1%	-	1%	-	-	1%	1%	1%	-	*	1%	-	1%
Heathrow Terminal 4	3	1	-	2	-	-	-	1	2	2	2	-	1	2	1	3	-	-	-	1	2	-	1	2	-	3
	1%	1%	-	2%	-	-	-	1%	1%	1%	1%	-	*	*	2%	1%	-	-	-	1%	2%	-	*	1%	-	1%
Honiton	3	-	-	-	1	2	-	-	3	3	2	1	-	2	1	3	-	-	3	-	-	-	-	3	-	3
	1%	-	-	-	2%	1%	-	-	1%	1%	1%	-	*	2%	1%	-	-	-	2%	-	-	-	-	1%	-	1%
Barry	3	-	-	-	-	3	-	-	3	-	-	-	3	2	1	3	-	-	1	2	-	-	-	3	-	3
	1%	-	-	-	-	2%	-	-	1%	-	-	-	1%	*	2%	1%	-	-	1%	1%	-	-	-	1%	-	1%
Twickenham	3	2	-	-	1	-	1	-	2	2	1	1	1	2	1	3	-	-	-	2	1	-	1	2	-	3
	1%	2%	-	-	2%	-	1%	-	1%	1%	1%	*	*	2%	1%	-	-	-	-	1%	1%	-	*	1%	-	1%
Cardiff Central	3	-	3	-	-	-	1	-	2	2	1	1	1	3	-	3	-	-	1	2	-	-	1	2	-	3
	1%	-	2%	-	-	-	1%	-	1%	1%	1%	1%	*	1%	-	1%	-	-	1%	1%	-	-	*	1%	-	1%
Didcot Parkway	3	-	-	3	-	-	2	-	1	3	3	-	-	2	1	3	-	-	-	1	2	-	1	2	-	3
	1%	-	-	3%	-	-	1%	-	*	1%	2%	-	-	*	2%	1%	-	-	-	1%	2%	-	*	1%	-	1%
Yatton	3	2	1	-	-	-	-	1	2	-	-	-	3	2	1	3	-	-	-	-	2	1	1	2	-	2
	1%	2%	1%	-	-	-	-	1%	1%	-	-	-	1%	*	2%	1%	-	-	-	-	2%	1%	*	1%	-	*
Yeovil Junction	3	-	-	-	-	3	1	-	2	2	1	1	1	3	-	3	-	-	1	1	-	1	1	2	-	3
	1%	-	-	-	-	2%	1%	-	1%	1%	1%	*	1%	-	1%	-	-	-	1%	1%	-	1%	*	1%	-	1%
Other	211	59	24	54	11	63	42	57	111	85	41	44	126	179	32	199	10	1	49	71	49	38	99	105	24	174
	38%	55%	18%	52%	24%	38%	28%	54%	37%	31%	25%	40%	45%	36%	52%	40%	19%	20%	27%	40%	43%	54%	40%	37%	55%	37%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 5
 Q.4B Final destination station
 Base:All who changed at Q.4A and answered this question

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	557	107	134	103	45	168	149	106	298	277	167	110	280	495	62	496	52	5	184	176	113	71	245	287	44	465
Undefined	3	-	1	2	-	-	-	1	2	1	1	-	2	2	1	3	-	-	2	1	-	-	2	1	1	2
	1%	-	1%	2%	-	-	-	*	1%	-	1%	*	2%	1%	-	-	-	1%	1%	-	-	1%	*	2%	*	

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2686	510	744	758	208	466	1158	407	1076	1501	882	619	1185	2366	317	1852	716	74	869	1033	481	236	1333	1237	192	2325
Very likely	700 26%	143 28%	190 26%	178 23%	64 31%	125 27%	289 25%	112 28%	292 27%	386 26%	223 25%	163 26%	314 26%	616 26%	83 26%	494 27%	185 26%	15 20%	213 25%	273 26%	144 30%	61 26%	380 29%	301 24%	50 26%	613 26%
Fairly likely	808 30%	149 29%	184 25%	244 32%	50 24%	181 39%	284 25%	137 34%	371 34%	407 27%	254 29%	153 25%	401 34%	688 29%	120 38%	601 32%	174 24%	19 26%	306 35%	286 28%	122 25%	75 32%	399 30%	375 30%	50 26%	708 30%
Fairly unlikely	485 18%	96 19%	117 16%	168 22%	31 15%	73 16%	211 18%	79 19%	189 18%	294 20%	170 19%	124 20%	191 16%	427 18%	58 18%	336 18%	131 18%	11 15%	144 17%	202 20%	90 19%	43 18%	218 16%	249 20%	34 18%	426 18%
Very unlikely	588 22%	107 21%	216 29%	145 19%	48 23%	72 15%	324 28%	71 17%	180 17%	362 24%	214 24%	148 24%	226 19%	537 23%	50 16%	354 19%	197 28%	23 31%	168 19%	243 24%	103 21%	50 21%	295 22%	259 21%	49 26%	492 21%
Not sure	105 4%	15 3%	37 5%	23 3%	15 7%	15 3%	50 4%	8 2%	44 4%	52 3%	21 2%	31 5%	53 4%	98 4%	6 2%	67 4%	29 4%	6 8%	38 4%	29 3%	22 5%	7 3%	41 3%	53 4%	9 5%	86 4%
Likely (net)	1508 56%	292 57%	374 50%	422 56%	114 55%	306 66%	573 49%	249 61%	663 62%	793 53%	477 54%	316 51%	715 60%	1304 55%	203 64%	1095 59%	359 50%	34 46%	519 60%	559 54%	266 55%	136 58%	779 58%	676 55%	100 52%	1321 57%
Unlikely (net)	1073 40%	203 40%	333 45%	313 41%	79 38%	145 31%	535 46%	150 37%	369 34%	656 44%	384 44%	272 44%	417 35%	964 41%	108 34%	690 37%	328 46%	34 46%	312 36%	445 43%	193 40%	93 39%	513 38%	508 41%	83 43%	918 39%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2536	486	694	713	202	441	1109	395	1021	1418	835	583	1118	2237	296	1771	682	73	828	979	453	218	1248	1186	184	2194
Making the connection on time	2215 87%	432 89%	591 85%	636 89%	169 84%	387 88%	964 87%	354 90%	888 87%	1255 89%	737 88%	518 89%	960 86%	1945 87%	267 90%	1555 88%	587 86%	65 89%	700 85%	870 89%	406 90%	189 87%	1082 87%	1043 88%	160 87%	1915 87%
Having to wait and adding too much time to the journey	2026 80%	407 84%	570 82%	574 81%	158 78%	317 72%	963 87%	327 83%	726 71%	1169 82%	677 81%	492 84%	857 77%	1800 80%	223 75%	1383 78%	578 85%	59 81%	662 80%	827 84%	359 79%	139 64%	1002 80%	953 80%	132 72%	1778 81%
Journey information at the interchange station	1030 41%	214 44%	256 37%	306 43%	77 38%	177 40%	395 36%	177 45%	451 44%	550 39%	314 38%	236 40%	480 43%	897 40%	131 44%	741 42%	256 38%	28 38%	287 35%	416 42%	207 46%	103 47%	442 35%	554 47%	79 43%	899 41%
Availability of station facilities at the interchange	546 22%	103 21%	123 18%	186 26%	39 19%	95 22%	209 19%	106 27%	230 23%	288 20%	158 19%	130 22%	258 23%	484 22%	59 20%	419 24%	115 17%	9 12%	122 15%	219 22%	131 29%	65 30%	257 21%	271 23%	48 26%	470 21%
Personal security when making the interchange	361 14%	71 15%	114 16%	89 12%	30 15%	57 13%	154 14%	49 12%	157 15%	206 15%	110 13%	96 16%	155 14%	321 14%	40 14%	257 15%	94 14%	8 11%	90 11%	173 18%	61 13%	27 12%	115 9%	234 20%	33 18%	310 14%
Mobility assistance moving luggage	301 12%	81 17%	43 6%	93 13%	22 11%	62 14%	76 7%	41 10%	184 18%	127 9%	79 9%	48 8%	174 16%	252 11%	49 17%	262 15%	35 5%	2 3%	76 9%	107 11%	63 14%	50 23%	85 7%	206 17%	55 30%	229 10%
Other	170 7%	38 8%	43 6%	55 8%	16 8%	18 4%	76 7%	34 9%	59 6%	105 7%	44 5%	61 10%	65 6%	152 7%	18 6%	116 7%	49 7%	5 7%	52 6%	70 7%	35 8%	10 5%	91 7%	73 6%	13 7%	147 7%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 8
Q.7 What is the main purpose of your rail journey today?
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3982	740	1062	1022	355	803	1594	637	1751	2142	1260	882	1840	3526	451	2936	933	98	1271	1493	712	403	1917	1879	303	3388
Daily commuting to from work	861 22%	37 5%	538 51%	77 8%	95 27%	114 14%	861 54%	- -	- -	646 30%	369 29%	277 31%	215 12%	852 24%	6 1%	108 4%	680 73%	70 71%	319 25%	409 27%	107 15%	6 1%	475 25%	346 18%	52 17%	755 22%
Visiting friends or relatives	840 21%	197 27%	87 8%	252 25%	60 17%	244 30%	- -	- -	840 48%	273 13%	159 13%	114 13%	567 31%	640 18%	200 44%	812 28%	19 2%	4 4%	317 25%	176 12%	163 23%	168 42%	281 15%	523 28%	88 29%	691 20%
On company business	637 16%	223 30%	83 8%	234 23%	20 6%	77 10%	- -	637 100%	- -	367 17%	191 15%	176 20%	270 15%	607 17%	30 7%	612 21%	23 2%	1 1%	97 8%	318 21%	154 22%	57 14%	382 20%	237 13%	28 9%	568 17%
Less regular commuting to from work	495 12%	76 10%	142 13%	178 17%	32 9%	67 8%	495 31%	- -	- -	339 16%	192 15%	147 17%	156 8%	480 14%	15 3%	413 14%	81 9%	1 1%	109 9%	267 18%	90 13%	20 5%	275 14%	203 11%	21 7%	440 13%
Shopping trip	269 7%	35 5%	50 5%	50 5%	62 17%	72 9%	- -	- -	269 15%	127 6%	94 7%	33 4%	142 8%	203 6%	64 14%	256 9%	10 1%	- -	70 6%	93 6%	47 7%	48 12%	80 4%	174 9%	22 7%	222 7%
A day out	185 5%	33 4%	26 2%	47 5%	17 5%	62 8%	- -	- -	185 11%	99 5%	74 6%	25 3%	86 5%	139 4%	46 10%	183 6%	1 *	1 1%	60 5%	48 3%	36 5%	35 9%	89 5%	84 4%	13 4%	156 5%
On personal business	155 4%	36 5%	29 3%	44 4%	17 5%	29 4%	- -	- -	155 9%	69 3%	48 4%	21 2%	86 5%	144 4%	11 2%	148 5%	6 1%	- -	52 4%	53 4%	26 4%	19 5%	74 4%	69 4%	21 7%	122 4%
Travel to/from holiday	133 3%	54 7%	3 *	45 4%	2 1%	29 4%	- -	- -	133 8%	44 2%	30 2%	14 2%	89 5%	111 3%	22 5%	131 4%	1 *	- -	32 3%	39 3%	35 5%	24 6%	58 3%	70 4%	10 3%	119 4%
Less regular commuting for education	129 3%	4 1%	37 3%	27 3%	12 3%	49 6%	129 8%	- -	- -	59 3%	31 2%	28 3%	70 4%	127 4%	2 *	104 4%	24 3%	1 1%	94 7%	19 1%	5 1%	4 1%	55 3%	66 4%	9 3%	102 3%
Sport entertainment	125 3%	32 4%	12 1%	33 3%	11 3%	37 5%	- -	- -	125 7%	57 3%	36 3%	21 2%	68 4%	66 2%	59 13%	119 4%	4 *	1 1%	29 2%	44 3%	35 5%	14 3%	71 4%	49 3%	13 4%	102 3%
Daily commuting for education	123 3%	5 1%	45 4%	21 2%	33 9%	19 2%	123 8%	- -	- -	62 3%	40 3%	22 2%	61 3%	119 3%	4 1%	23 1%	82 9%	18 18%	104 8%	10 1%	1 *	- -	42 2%	70 4%	10 3%	100 3%
Other	150 4%	32 4%	26 2%	47 5%	10 3%	35 4%	- -	- -	150 9%	60 3%	37 3%	23 3%	90 5%	128 4%	22 5%	137 5%	11 1%	2 2%	42 3%	37 2%	36 5%	27 7%	72 4%	64 3%	24 8%	113 3%
Commuter (net)	1594 40%	122 16%	758 71%	299 29%	168 47%	247 31%	1594 100%	- -	- -	1095 51%	624 50%	471 53%	499 27%	1566 44%	25 6%	644 22%	858 92%	89 91%	615 48%	703 47%	202 28%	30 7%	843 44%	676 36%	92 30%	1384 41%
Business (net)	637 16%	223 30%	83 8%	234 23%	20 6%	77 10%	- -	637 100%	- -	367 17%	191 15%	176 20%	270 15%	607 17%	30 7%	612 21%	23 2%	1 1%	97 8%	318 21%	154 22%	57 14%	382 20%	237 13%	28 9%	568 17%
Leisure (net)	1751 44%	395 53%	221 21%	489 48%	167 47%	479 60%	- -	- -	1751 100%	680 32%	445 35%	235 27%	1071 58%	1353 38%	396 88%	1680 57%	52 6%	8 8%	559 44%	472 32%	356 50%	316 78%	692 36%	966 51%	183 60%	1436 42%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3981	739	1059	1023	355	805	1591	636	1740	2140	1255	885	1841	3526	450	2949	934	98	1272	1496	710	399	1915	1881	301	3389
This is my first journey	1684	389	225	526	114	430	155	369	1151	764	509	255	920	1364	318	1684	-	-	489	593	324	228	724	876	133	1426
	42%	53%	21%	51%	32%	53%	10%	58%	66%	36%	41%	29%	50%	39%	71%	57%	-	-	38%	40%	46%	57%	38%	47%	44%	42%
2-5	1265	289	269	375	106	226	489	243	529	638	325	313	627	1157	108	1265	-	-	363	464	261	151	635	577	105	1076
	32%	39%	25%	37%	30%	28%	31%	38%	30%	30%	26%	35%	34%	33%	24%	43%	-	-	29%	31%	37%	38%	33%	31%	35%	32%
6-10	492	35	257	70	59	71	434	20	38	351	192	159	141	478	13	-	492	-	169	220	73	13	267	203	29	414
	12%	5%	24%	7%	17%	9%	27%	3%	2%	16%	15%	18%	8%	14%	3%	-	53%	-	13%	15%	10%	3%	14%	11%	10%	12%
11-20	442	22	259	37	58	66	424	3	14	323	194	129	119	432	8	-	442	-	186	196	45	7	239	183	25	390
	11%	3%	24%	4%	16%	8%	27%	*	1%	15%	15%	15%	6%	12%	2%	-	47%	-	15%	13%	6%	2%	12%	10%	8%	12%
21+	98	4	49	15	18	12	89	1	8	64	35	29	34	95	3	-	-	98	65	23	7	-	50	42	9	83
	2%	1%	5%	1%	5%	1%	6%	*	*	3%	3%	3%	2%	3%	1%	-	-	100%	5%	2%	1%	-	3%	2%	3%	2%
Occasional (net)	934	57	516	107	117	137	858	23	52	674	386	288	260	910	21	-	934	-	355	416	118	20	506	386	54	804
	23%	8%	49%	10%	33%	17%	54%	4%	3%	31%	31%	33%	14%	26%	5%	-	100%	-	28%	28%	17%	5%	26%	21%	18%	24%
Infrequent (net)	2949	678	494	901	220	656	644	612	1680	1402	834	568	1547	2521	426	2949	-	-	852	1057	585	379	1359	1453	238	2502
	74%	92%	47%	88%	62%	81%	40%	96%	97%	66%	66%	64%	84%	71%	95%	100%	-	-	67%	71%	82%	95%	71%	77%	79%	74%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3981	743	1061	1023	353	801	1588	636	1743	2141	1256	885	1840	3525	451	2937	931	98	1269	1494	711	401	1915	1878	303	3385
Travelling alone	3202	560	950	811	282	599	1506	551	1132	1782	1018	764	1420	2953	245	2212	890	91	1044	1232	558	288	1586	1466	235	2744
	80%	75%	90%	79%	80%	75%	95%	87%	65%	83%	81%	86%	77%	84%	54%	75%	96%	93%	82%	82%	78%	72%	83%	78%	78%	81%
Travelling with children aged 0-4	48	7	19	7	2	13	7	-	41	25	14	11	23	40	8	42	6	-	23	14	5	3	16	28	5	37
	1%	1%	2%	1%	1%	2%	*	-	2%	1%	1%	1%	1%	1%	2%	1%	1%	-	2%	1%	1%	1%	1%	1%	2%	1%
Travelling with children aged 5-10	34	9	4	15	2	4	3	-	30	16	12	4	18	20	14	33	1	-	7	20	1	2	9	20	3	26
	1%	1%	*	1%	1%	*	*	-	2%	1%	1%	*	1%	1%	3%	1%	*	-	1%	1%	*	*	*	1%	1%	1%
Travelling with children aged 11-15	42	10	7	16	4	5	4	-	38	25	18	7	17	21	21	37	5	-	11	28	1	-	10	31	7	31
	1%	1%	1%	2%	1%	1%	*	-	2%	1%	1%	1%	1%	1%	5%	1%	1%	-	1%	2%	*	-	1%	2%	2%	1%
Travelling with other adults 16+	705	169	89	192	67	188	76	85	544	315	210	105	390	520	184	656	35	8	208	219	149	110	307	369	57	591
	18%	23%	8%	19%	19%	23%	5%	13%	31%	15%	17%	12%	21%	15%	41%	22%	4%	8%	16%	15%	21%	27%	16%	20%	19%	17%
With children aged 0-15 (net)	112	23	28	32	8	21	13	-	98	60	40	20	52	75	37	101	11	-	37	55	7	5	33	70	15	83
	3%	3%	3%	3%	2%	3%	1%	-	6%	3%	3%	2%	3%	2%	8%	3%	1%	-	3%	4%	1%	1%	2%	4%	5%	2%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	3216	548	928	786	306	648	1347	465	1392	1754	1013	741	1462	2845	368	2325	794	84	1060	1224	557	287	1573	1485	237	2726
By car	2316	400	619	618	198	481	957	378	973	1256	746	510	1060	2026	288	1717	542	49	669	948	432	206	1134	1067	140	1996
	72%	73%	67%	79%	65%	74%	71%	81%	70%	72%	74%	69%	73%	71%	78%	74%	68%	58%	63%	77%	78%	72%	72%	59%	73%	
By bus	532	38	236	74	111	73	282	29	218	321	168	153	211	500	31	287	210	32	253	154	60	41	247	251	57	421
	17%	7%	25%	9%	36%	11%	21%	6%	16%	18%	17%	21%	14%	18%	8%	12%	26%	38%	24%	13%	11%	14%	16%	17%	24%	15%
By coach	300	108	30	77	6	79	47	37	216	112	59	53	188	245	55	276	20	2	140	62	55	37	130	159	30	250
	9%	20%	3%	10%	2%	12%	3%	8%	16%	6%	6%	7%	13%	9%	15%	12%	3%	2%	13%	5%	10%	13%	8%	11%	13%	9%
Bicycle	83	1	64	5	10	3	66	1	16	62	42	20	21	79	4	37	39	6	39	38	1	1	50	26	5	64
	3%	*	7%	1%	3%	*	5%	*	1%	4%	4%	3%	1%	3%	1%	2%	5%	7%	4%	3%	*	*	3%	2%	2%	2%
On foot	54	3	36	3	8	4	31	5	18	42	26	16	12	49	5	29	20	5	26	19	5	2	24	28	3	46
	2%	1%	4%	*	3%	1%	2%	1%	1%	2%	3%	2%	1%	2%	1%	1%	3%	6%	2%	2%	1%	1%	2%	2%	1%	2%
By taxi	41	4	10	12	4	11	16	9	15	20	10	10	21	38	3	32	7	2	18	18	4	1	25	16	7	34
	1%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	*	2%	1%	3%	1%
I would not make this journey except by train	13	-	7	2	2	2	7	-	6	9	7	2	4	11	2	6	5	2	10	2	-	-	6	6	-	11
	*	-	1%	*	1%	*	1%	-	*	1%	1%	*	*	*	1%	*	1%	2%	1%	*	-	-	*	*	-	*
By minicab	4	-	-	3	1	-	1	1	2	1	1	-	3	2	2	3	1	-	3	1	-	-	4	-	-	4
	*	-	-	*	*	-	*	*	*	*	*	-	*	*	1%	*	*	-	*	*	-	-	*	-	-	*
On other public transport	33	14	3	7	2	7	8	12	12	21	8	13	12	30	3	30	2	1	8	13	10	1	15	17	5	26
	1%	3%	*	1%	1%	1%	1%	3%	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	1%	1%	2%	*	1%	1%	2%	1%
Don't know	171	27	48	49	11	36	79	22	70	99	49	50	72	153	18	120	43	8	75	61	18	12	92	74	15	144
	5%	5%	5%	6%	4%	6%	6%	5%	5%	6%	5%	7%	5%	5%	5%	5%	5%	10%	7%	5%	3%	4%	6%	5%	6%	5%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3960	739	1057	1013	349	802	1584	633	1729	2131	1256	875	1829	3508	447	2920	927	98	1267	1490	705	399	1908	1874	299	3375
Yes, for most train journeys	3173	542	880	800	313	638	1320	468	1375	1717	988	729	1456	2821	347	2288	784	88	1005	1194	557	331	1516	1502	232	2709
	80%	73%	83%	79%	90%	80%	83%	74%	80%	81%	79%	83%	80%	80%	78%	78%	85%	90%	79%	80%	79%	83%	79%	80%	78%	80%
Yes, only for some train journeys	569	140	137	162	32	98	187	123	257	305	198	107	264	490	79	460	98	9	187	214	112	46	284	268	45	483
	14%	19%	13%	16%	9%	12%	12%	19%	15%	14%	16%	12%	14%	14%	18%	16%	11%	9%	15%	14%	16%	12%	15%	14%	15%	14%
No, never use it	188	51	38	40	3	56	76	38	73	96	61	35	92	171	17	142	45	1	61	72	33	19	97	85	20	156
	5%	7%	4%	4%	1%	7%	5%	6%	4%	5%	5%	4%	5%	5%	4%	5%	5%	1%	5%	5%	5%	5%	5%	5%	7%	5%
Not sure	30	6	2	11	1	10	1	4	24	13	9	4	17	26	4	30	-	-	14	10	3	3	11	19	2	27
	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	-	-	1%	1%	*	1%	1%	1%	1%	1%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL 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	194	170	198	34	159	259	160	334	399	257	142	356	658	97	604	139	10	252	286	145	61	377	357	65	641
I get a direct train to my destination from the alternative station	375 50%	114 59%	74 44%	102 52%	14 41%	71 45%	123 47%	81 51%	170 51%	195 49%	136 53%	59 42%	180 51%	321 49%	54 56%	300 50%	70 50%	4 40%	120 48%	150 52%	66 46%	35 57%	188 50%	177 50%	30 46%	322 50%
Better frequency of trains at other stations	286 38%	66 34%	89 52%	63 32%	11 32%	57 36%	119 46%	62 39%	105 31%	164 41%	103 40%	61 43%	122 34%	247 38%	39 40%	215 36%	64 46%	7 70%	107 42%	110 38%	52 36%	15 25%	149 40%	131 37%	17 26%	254 40%
Easy to get to alternative station(s)	213 28%	59 30%	38 22%	61 31%	7 21%	48 30%	66 25%	38 24%	108 32%	120 30%	75 29%	45 32%	93 26%	172 26%	41 42%	168 28%	40 29%	4 40%	80 32%	74 26%	40 28%	17 28%	123 33%	87 24%	17 26%	180 28%
Length of journey too long from my nearest station	132 17%	31 16%	31 18%	39 20%	7 21%	24 15%	60 23%	28 18%	44 13%	81 20%	51 20%	30 21%	51 14%	114 17%	18 19%	98 16%	33 24%	1 10%	37 15%	51 18%	37 26%	5 8%	69 18%	59 17%	7 11%	116 18%
Cheaper fares available from other stations	94 12%	12 6%	24 14%	36 18%	1 3%	21 13%	42 16%	13 8%	38 11%	52 13%	35 14%	17 12%	42 12%	80 12%	14 14%	68 11%	24 17%	2 20%	41 16%	28 10%	20 14%	4 7%	51 14%	40 11%	6 9%	81 13%
No booking office at my nearest station	55 7%	18 9%	19 11%	9 5%	1 3%	8 5%	17 7%	11 7%	27 8%	35 9%	25 10%	10 7%	20 6%	48 7%	7 7%	47 8%	6 4%	2 20%	22 9%	17 6%	10 7%	6 10%	23 6%	31 9%	9 14%	43 7%
There are usually no parking spaces at nearest station	55 7%	18 9%	7 4%	20 10%	1 3%	9 6%	28 11%	7 4%	20 6%	33 8%	24 9%	9 6%	22 6%	50 8%	5 5%	44 7%	10 7%	1 10%	7 3%	22 8%	17 12%	9 15%	24 6%	30 8%	6 9%	45 7%
The car parking is too expensive	53 7%	12 6%	11 6%	17 9%	4 12%	9 6%	22 8%	10 6%	21 6%	34 9%	21 8%	13 9%	19 5%	43 7%	10 10%	38 6%	14 10%	1 10%	9 4%	26 9%	12 8%	6 10%	24 6%	29 8%	3 5%	46 7%
Provision of train information better at alternative station	43 6%	13 7%	14 8%	6 3%	3 9%	7 4%	17 7%	8 5%	18 5%	27 7%	13 5%	14 10%	16 4%	36 5%	7 7%	30 5%	11 8%	2 20%	20 8%	18 6%	4 3%	1 2%	15 4%	28 8%	5 8%	35 5%
Trains too overcrowded from my nearest station	38 5%	8 4%	8 5%	7 4%	6 18%	9 6%	13 5%	7 4%	18 5%	16 4%	11 4%	5 4%	22 6%	31 5%	7 7%	26 4%	10 7%	2 20%	15 6%	13 5%	4 3%	5 8%	21 6%	13 4%	7 11%	28 4%
Personal security at my nearest station	22 3%	10 5%	7 4%	1 1%	1 3%	3 2%	7 3%	4 3%	10 3%	10 3%	7 3%	3 2%	12 3%	19 3%	3 3%	18 3%	4 3%	- -	6 2%	8 3%	4 3%	3 5%	3 1%	18 5%	3 5%	18 3%
Other reason	158 21%	48 25%	34 20%	31 16%	8 24%	37 23%	48 19%	35 22%	74 22%	75 19%	42 16%	33 23%	83 23%	145 22%	13 13%	128 21%	26 19%	4 40%	50 20%	56 20%	33 23%	17 28%	70 19%	85 24%	18 28%	135 21%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 14

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

Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3977	741	1061	1014	355	806	1589	634	1740	2138	1258	880	1839	3520	452	2931	932	98	1273	1497	709	400	1920	1875	303	3387
On foot walking	1420	132	529	234	201	324	733	154	529	790	445	345	630	1320	98	871	489	57	608	509	179	88	721	633	102	1209
	36%	18%	50%	23%	57%	40%	46%	24%	30%	37%	35%	39%	34%	38%	22%	30%	52%	58%	48%	34%	25%	22%	38%	34%	34%	36%
Car parked at or near station	746	152	198	259	43	94	311	176	256	485	296	189	261	674	72	547	186	8	98	371	177	83	362	343	44	651
	19%	21%	19%	26%	12%	12%	20%	28%	15%	23%	24%	21%	14%	19%	16%	19%	20%	8%	8%	25%	25%	21%	19%	18%	15%	19%
Car - dropped off	713	144	130	233	54	152	212	104	395	350	223	127	363	585	127	604	99	8	239	214	146	97	279	404	69	599
	18%	19%	12%	23%	15%	19%	13%	16%	23%	16%	18%	14%	20%	17%	28%	21%	11%	8%	19%	14%	21%	24%	15%	22%	23%	18%
Train	364	135	49	75	21	84	91	58	215	152	95	57	212	293	71	318	37	7	112	126	64	54	180	173	24	314
	9%	18%	5%	7%	6%	10%	6%	9%	12%	7%	8%	6%	12%	8%	16%	11%	4%	7%	9%	8%	9%	14%	9%	9%	8%	9%
Bus	319	49	78	62	24	106	93	26	197	127	70	57	192	285	33	254	58	5	119	87	60	47	130	179	30	267
	8%	7%	7%	6%	7%	13%	6%	4%	11%	6%	6%	6%	10%	8%	7%	9%	6%	5%	9%	6%	8%	12%	7%	10%	10%	8%
Taxi	281	89	23	98	13	58	54	79	148	122	61	61	159	240	40	263	13	3	72	112	55	34	140	130	21	242
	7%	12%	2%	10%	4%	7%	3%	12%	9%	6%	5%	7%	9%	7%	9%	9%	1%	3%	6%	7%	8%	9%	7%	7%	7%	7%
Bicycle (taken on train)	109	7	66	12	11	13	95	2	12	77	38	39	32	104	5	38	60	11	52	44	10	-	77	27	6	92
	3%	1%	6%	1%	3%	2%	6%	*	1%	4%	3%	4%	2%	3%	1%	1%	6%	11%	4%	3%	1%	-	4%	1%	2%	3%
Bicycle (parked at or near station)	79	15	34	10	7	13	49	12	16	55	38	17	24	75	4	36	39	3	26	41	6	2	54	21	4	67
	2%	2%	3%	1%	2%	2%	3%	2%	1%	3%	3%	2%	1%	2%	1%	1%	4%	3%	2%	3%	1%	1%	3%	1%	1%	2%
Tram Light Rail	60	28	1	30	-	1	8	21	31	24	10	14	36	44	16	56	4	-	19	22	13	4	31	26	3	52
	2%	4%	*	3%	-	*	1%	3%	2%	1%	1%	2%	2%	1%	4%	2%	*	-	1%	1%	2%	1%	2%	1%	1%	2%
Air	15	6	-	7	-	2	-	7	8	8	5	3	7	6	9	15	-	-	3	3	7	2	9	5	3	11
	*	1%	-	1%	-	*	-	1%	*	*	*	*	*	*	2%	1%	-	-	*	*	1%	1%	*	*	1%	*
Car share car pool	11	1	1	2	2	5	3	2	6	8	6	2	3	10	1	8	2	1	2	5	3	1	3	7	2	9
	*	*	*	*	1%	1%	*	*	*	*	*	*	*	*	*	*	*	1%	*	*	*	*	*	*	1%	*
Motorbike	10	1	1	3	2	3	4	1	5	8	7	1	2	9	1	5	4	1	5	2	3	-	6	4	2	8
	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	*	*	1%	*	*	*	-	*	*	1%	*
Coach	5	1	-	3	-	1	-	2	3	-	-	-	5	4	1	5	-	-	1	2	1	1	4	1	1	3
	*	*	-	*	-	*	-	*	*	-	-	-	*	*	*	*	-	-	*	*	*	*	*	*	*	*
Other	133	67	-	46	3	17	32	33	67	59	30	29	74	109	24	124	8	1	32	51	30	18	57	70	8	120
	3%	9%	-	5%	1%	2%	2%	5%	4%	3%	2%	3%	4%	3%	5%	4%	1%	1%	3%	3%	4%	5%	3%	4%	3%	4%
Bicycle (net)	183	22	97	22	18	24	140	14	27	129	74	55	54	174	9	73	95	14	75	84	16	2	129	46	10	156
	5%	3%	9%	2%	5%	3%	9%	2%	2%	6%	6%	6%	3%	5%	2%	2%	10%	14%	6%	6%	2%	1%	7%	2%	3%	5%
Car (net)	1464	296	328	493	97	250	523	280	656	840	524	316	624	1263	200	1156	285	16	337	588	325	180	641	751	114	1254
	37%	40%	31%	49%	27%	31%	33%	44%	38%	39%	42%	36%	34%	36%	44%	39%	31%	16%	26%	39%	46%	45%	33%	40%	38%	37%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 15

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

Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3882	734	1044	983	338	783	1555	622	1693	2093	1233	860	1789	3435	442	2859	914	95	1248	1462	691	389	1878	1832	292	3322
Yes	920	186	231	330	52	121	381	207	330	556	348	208	364	819	101	696	209	11	148	433	207	113	461	411	64	788
	24%	25%	22%	34%	15%	15%	25%	33%	19%	27%	28%	24%	20%	24%	23%	24%	23%	12%	12%	30%	30%	29%	25%	22%	22%	24%
No	2962	548	813	653	286	662	1174	415	1363	1537	885	652	1425	2616	341	2163	705	84	1100	1029	484	276	1417	1421	228	2534
	76%	75%	78%	66%	85%	85%	75%	67%	81%	73%	72%	76%	80%	76%	77%	76%	77%	88%	88%	70%	70%	71%	75%	78%	78%	76%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	908	184	228	327	51	118	379	205	322	549	345	204	359	808	100	685	208	11	147	430	203	109	455	405	62	778
I can always get a space	516 57%	101	134	183	34	64	228	116	172	322	208	114	194	460	56	388	118	9	68	262	120	58	257	234	39	441
		55%	59%	56%	67%	54%	60%	57%	53%	59%	60%	56%	54%	57%	56%	57%	57%	82%	46%	61%	59%	53%	56%	58%	63%	57%
I can get a space most of the time	299 33%	72	71	106	16	34	117	68	112	174	110	64	125	264	35	228	68	1	55	129	65	41	146	136	16	257
		39%	31%	32%	31%	29%	31%	33%	35%	32%	32%	31%	35%	33%	35%	33%	33%	9%	37%	30%	32%	38%	32%	34%	26%	33%
I can hardly ever get a space	72 8%	9	20	27	1	15	29	13	30	44	23	21	28	63	9	53	18	1	18	31	14	8	42	26	5	63
		5%	9%	8%	2%	13%	8%	6%	9%	8%	7%	10%	8%	8%	9%	8%	9%	9%	12%	7%	7%	7%	9%	6%	8%	8%
I can never get a space	21 2%	2	3	11	-	5	5	8	8	9	4	5	12	21	-	16	4	-	6	8	4	2	10	9	2	17
		1%	1%	3%	-	4%	1%	4%	2%	2%	1%	2%	3%	3%	-	2%	2%	-	4%	2%	2%	2%	2%	2%	3%	2%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRCE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3512	670	949	910	311	672	1447	588	1466	1940	1150	790	1572	3103	405	2563	846	92	127	1368	611	324	1733	1618	263	3007
I live within walking distance of the station	1129	93	465	181	143	247	628	100	398	676	405	271	453	1058	70	664	412	51	465	417	146	82	589	497	80	982
	32%	14%	49%	20%	46%	37%	43%	17%	27%	35%	35%	34%	29%	34%	17%	26%	49%	55%	41%	30%	24%	25%	34%	31%	30%	33%
Car more convenient	810	161	182	244	60	163	280	144	383	469	293	176	341	694	115	652	144	12	242	312	144	91	354	417	69	686
	23%	24%	19%	27%	19%	24%	19%	24%	26%	24%	25%	22%	22%	22%	28%	25%	17%	13%	21%	23%	24%	28%	20%	26%	26%	23%
Too slow	675	176	176	164	43	116	301	126	244	391	230	161	284	586	89	487	163	21	261	259	106	26	353	285	42	582
	19%	26%	19%	18%	14%	17%	21%	21%	17%	20%	20%	20%	18%	19%	22%	19%	19%	23%	23%	19%	17%	8%	20%	18%	16%	19%
No bus service from where I live	614	100	141	268	48	57	270	120	221	380	244	136	234	530	84	444	159	10	125	264	142	69	306	277	45	524
	17%	15%	15%	29%	15%	8%	19%	20%	15%	20%	21%	17%	15%	17%	21%	17%	19%	11%	11%	19%	23%	21%	18%	17%	17%	17%
Too unreliable	512	109	161	118	35	89	247	75	188	301	175	126	211	447	64	350	139	21	239	171	73	16	265	223	41	429
	15%	16%	17%	13%	11%	13%	17%	13%	13%	16%	15%	16%	13%	14%	16%	14%	16%	23%	21%	13%	12%	5%	15%	14%	16%	14%
Too expensive	479	74	203	58	42	102	268	42	164	282	163	119	197	427	51	286	166	24	247	169	41	4	251	198	36	398
	14%	11%	21%	6%	14%	15%	19%	7%	11%	15%	14%	15%	13%	14%	13%	11%	20%	26%	22%	12%	7%	1%	14%	12%	14%	13%
Prefer other method of transport to get to station	429	124	105	103	22	75	175	85	167	215	122	93	214	374	54	313	97	18	164	163	71	24	262	157	30	376
	12%	19%	11%	11%	7%	11%	12%	14%	11%	11%	11%	12%	14%	12%	13%	12%	11%	20%	15%	12%	12%	7%	15%	10%	11%	13%
Too complicated as would involve changing buses	335	113	61	93	18	50	141	57	137	185	109	76	150	292	43	259	66	8	93	132	73	28	175	145	26	288
	10%	17%	6%	10%	6%	7%	10%	10%	9%	10%	9%	10%	10%	9%	11%	10%	8%	9%	8%	10%	12%	9%	10%	9%	10%	10%
Not familiar with bus service	298	89	46	77	17	69	78	66	153	123	66	57	175	246	52	264	32	1	131	101	42	17	146	142	25	252
	8%	13%	5%	8%	5%	10%	5%	11%	10%	6%	6%	7%	11%	8%	13%	10%	4%	1%	12%	7%	7%	5%	8%	9%	10%	8%
Bus unrealistic as I live too far away	290	84	39	111	17	39	106	61	123	149	94	55	141	246	44	239	45	5	68	114	69	31	138	140	25	243
	8%	13%	4%	12%	5%	6%	7%	10%	8%	8%	8%	7%	9%	8%	11%	9%	5%	5%	6%	8%	11%	10%	8%	9%	10%	8%
Other reason	331	91	64	81	27	68	91	88	151	147	59	88	184	284	47	275	48	7	84	136	62	40	152	160	23	283
	9%	14%	7%	9%	9%	10%	6%	15%	10%	8%	5%	11%	12%	9%	12%	11%	6%	8%	7%	10%	10%	12%	9%	10%	9%	9%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	3962	735	1059	1012	354	802	1584	632	1732	2131	1251	880	1831	3506	451	2922	930	96	1269	1492	709	395	1909	1876	299	3379	
On foot walking	1986	224	711	341	239	471	1011	215	755	1131	758	373	855	1784	198	1245	668	69	761	750	290	125	980	909	139	1693	
	50%	30%	67%	34%	68%	59%	64%	34%	44%	53%	61%	42%	47%	51%	44%	43%	72%	72%	60%	50%	41%	32%	51%	48%	46%	50%	
Car - picked up	620	145	102	186	49	138	136	76	405	261	104	157	359	510	109	545	61	11	226	170	111	99	225	365	61	517	
	16%	20%	10%	18%	14%	17%	9%	12%	23%	12%	8%	18%	20%	15%	24%	19%	7%	11%	18%	11%	16%	25%	12%	19%	20%	15%	
Taxi	386	109	43	127	16	91	80	117	187	201	148	53	185	337	49	356	22	4	98	143	77	59	168	206	43	319	
	10%	15%	4%	13%	5%	11%	5%	19%	11%	9%	12%	6%	10%	10%	11%	12%	2%	4%	8%	10%	11%	15%	9%	11%	14%	9%	
Bus	343	59	77	89	27	91	118	30	193	147	88	59	196	305	38	272	63	8	127	99	60	53	148	182	38	287	
	9%	8%	7%	9%	8%	11%	7%	5%	11%	7%	7%	7%	11%	9%	8%	9%	7%	8%	10%	7%	8%	13%	8%	10%	13%	8%	
Car parked at or near station	315	85	78	94	30	28	128	91	95	198	20	178	117	297	18	239	70	4	29	151	90	40	172	132	14	278	
	8%	12%	7%	9%	8%	3%	8%	14%	5%	9%	2%	20%	6%	8%	4%	8%	8%	4%	2%	10%	13%	10%	9%	7%	5%	8%	
Tram Light Rail	221	65	13	138	4	1	61	70	88	130	97	33	91	188	33	207	11	-	51	102	46	16	139	75	14	196	
	6%	9%	1%	14%	1%	*	4%	11%	5%	6%	8%	4%	5%	5%	7%	7%	1%	-	4%	7%	6%	4%	7%	4%	5%	6%	
Bicycle (taken on train)	109	9	68	10	9	13	93	2	14	82	41	41	27	103	6	33	67	9	51	44	9	2	77	26	4	92	
	3%	1%	6%	1%	3%	2%	6%	*	1%	4%	3%	5%	1%	3%	1%	1%	7%	9%	4%	3%	1%	1%	4%	1%	1%	3%	
Bicycle (parked at or near station)	37	5	18	7	-	7	28	4	5	26	8	18	11	37	-	14	22	1	12	22	3	-	25	11	2	34	
	1%	1%	2%	1%	-	1%	2%	1%	*	1%	1%	2%	1%	1%	-	*	2%	1%	1%	1%	*	-	1%	1%	1%	1%	
Air	26	5	3	7	-	11	1	9	16	11	10	1	15	21	5	25	-	1	10	7	6	3	17	9	1	23	
	1%	1%	*	1%	-	1%	*	1%	1%	1%	1%	*	1%	1%	1%	1%	-	1%	1%	*	1%	1%	1%	*	*	1%	
Coach	12	3	2	3	-	4	1	-	11	5	4	1	7	9	3	11	1	-	5	3	3	1	7	5	-	12	
	*	*	*	*	-	*	*	-	1%	*	*	*	*	*	1%	*	*	-	*	*	*	*	*	*	*	-	*
Car share car pool	8	-	2	1	3	2	2	-	6	5	4	1	3	6	2	6	1	1	4	3	1	-	2	6	1	7	
	*	-	*	*	1%	*	*	-	*	*	*	*	*	*	*	*	*	1%	*	*	*	-	*	*	*	*	
Motorbike	1	1	-	-	-	-	-	1	-	1	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	1	
	*	*	-	-	-	-	-	*	-	*	-	-	-	*	-	*	-	-	-	-	-	*	*	-	-	*	
Other	313	110	25	158	6	14	69	100	143	161	104	57	152	263	50	291	20	2	68	136	77	28	134	168	23	276	
	8%	15%	2%	16%	2%	2%	4%	16%	8%	8%	8%	6%	8%	8%	11%	10%	2%	2%	5%	9%	11%	7%	7%	9%	8%	8%	
Bicycle (net)	144	14	85	17	9	19	119	6	19	106	48	58	38	138	6	47	87	10	61	66	12	2	101	36	6	124	
	4%	2%	8%	2%	3%	2%	8%	1%	1%	5%	4%	7%	2%	4%	1%	2%	9%	10%	5%	4%	2%	1%	5%	2%	2%	4%	
Car (net)	939	229	179	281	82	168	264	167	504	461	128	333	478	810	128	788	131	15	256	323	202	139	397	501	76	798	
	24%	31%	17%	28%	23%	21%	17%	26%	29%	22%	10%	38%	26%	23%	28%	27%	14%	16%	20%	22%	28%	35%	21%	27%	25%	24%	

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 19

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

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3343	580	1003	806	316	638	1544	546	1243	1890	1086	804	1453	3109	230	2318	920	92	052	1297	595	323	654	1543	244	2868
Very satisfied	1047 31%	270 47%	253 25%	163 20%	131 41%	230 36%	380 25%	173 32%	492 40%	553 29%	322 30%	231 29%	494 34%	963 31%	83 36%	777 34%	238 26%	26 28%	282 27%	382 29%	226 38%	131 41%	519 31%	479 31%	83 34%	886 31%
Fairly satisfied	1443 43%	236 41%	445 44%	354 44%	124 39%	284 45%	684 44%	230 42%	523 42%	802 42%	454 42%	348 43%	641 44%	1335 43%	106 46%	990 43%	405 44%	43 47%	473 45%	566 44%	252 42%	127 39%	730 44%	654 42%	106 43%	1251 44%
Neither satisfied nor dissatisfied	375 11%	47 8%	102 10%	131 16%	34 11%	61 10%	171 11%	62 11%	141 11%	201 11%	117 11%	84 10%	174 12%	347 11%	27 12%	279 12%	89 10%	6 7%	125 12%	142 11%	54 9%	40 12%	180 11%	176 11%	22 9%	317 11%
Fairly dissatisfied	315 9%	21 4%	123 12%	110 14%	19 6%	42 7%	189 12%	61 11%	64 5%	222 12%	129 12%	93 12%	93 6%	303 10%	12 5%	185 8%	118 13%	11 12%	112 11%	129 10%	47 8%	19 6%	154 9%	151 10%	19 8%	279 10%
Very dissatisfied	163 5%	6 1%	80 8%	48 6%	8 3%	21 3%	120 8%	20 4%	23 2%	112 6%	64 6%	48 6%	51 4%	161 5%	2 1%	87 4%	70 8%	6 7%	60 6%	78 6%	16 3%	6 2%	71 4%	83 5%	14 6%	135 5%
Satisfied (net)	2490 74%	506 87%	698 70%	517 64%	255 81%	514 81%	1064 69%	403 74%	1015 82%	1355 72%	776 71%	579 72%	1135 78%	2298 74%	189 82%	1767 76%	643 70%	69 75%	755 72%	948 73%	478 80%	258 80%	249 76%	1133 73%	189 77%	2137 75%
Dissatisfied (net)	478 14%	27 5%	203 20%	158 20%	27 9%	63 10%	309 20%	81 15%	87 7%	334 18%	193 18%	141 18%	144 10%	464 15%	14 6%	272 12%	188 20%	17 18%	172 16%	207 16%	63 11%	25 8%	225 14%	234 15%	33 14%	414 14%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 20

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

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2622	439	818	618	265	482	1314	365	936	1526	882	644	1096	2409	209	1699	832	82	932	998	436	202	330	1183	190	2255
Very satisfied	772 29%	194	194	111	115	158	320	111	340	428	247	181	344	705	66	534	215	20	240	282	154	82	399	344	61	654
Fairly satisfied	1118 43%	190	355	264	96	213	561	151	402	633	358	275	485	1015	101	722	358	34	411	426	187	75	571	504	77	977
Neither satisfied nor dissatisfied	314 12%	33	91	106	33	51	155	40	118	174	104	70	140	287	26	216	88	9	120	115	42	25	154	145	21	267
Fairly dissatisfied	275 10%	20	108	90	14	43	171	47	56	193	115	78	82	262	13	152	110	13	103	112	39	15	145	119	17	240
Very dissatisfied	143 5%	2	70	47	7	17	107	16	20	98	58	40	45	140	3	75	61	6	58	63	14	5	61	71	14	117
Satisfied (net)	1890 72%	384	549	375	211	371	881	262	742	1061	605	456	829	1720	167	1256	573	54	651	708	341	157	970	848	138	1631
Dissatisfied (net)	418 16%	22	178	137	21	60	278	63	76	291	173	118	127	402	16	227	171	19	161	175	53	20	206	190	31	357

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1848	338	465	471	229	345	715	208	919	980	602	378	868	1523	323	1343	435	64	710	634	289	173	876	895	149	1561
Very satisfied	516 28%	137 41%	103 22%	75 16%	97 42%	104 30%	148 21%	51 25%	315 34%	270 28%	163 27%	107 28%	246 28%	399 26%	116 36%	405 30%	97 22%	12 19%	175 25%	181 29%	92 32%	57 33%	237 27%	255 28%	45 30%	432 28%
Fairly satisfied	766 41%	144 43%	187 40%	204 43%	81 35%	150 43%	295 41%	81 39%	388 42%	378 39%	236 39%	142 38%	388 45%	618 41%	148 46%	553 41%	185 43%	27 42%	312 44%	241 38%	129 45%	65 38%	365 42%	372 42%	61 41%	647 41%
Neither satisfied nor dissatisfied	332 18%	36 11%	91 20%	112 24%	33 14%	60 17%	158 22%	45 22%	128 14%	190 19%	116 19%	74 20%	142 16%	298 20%	33 10%	221 16%	94 22%	15 23%	130 18%	126 20%	38 13%	30 17%	170 19%	150 17%	18 12%	287 18%
Fairly dissatisfied	152 8%	14 4%	52 11%	55 12%	13 6%	18 5%	65 9%	22 11%	64 7%	90 9%	55 9%	35 9%	62 7%	130 9%	22 7%	109 8%	37 9%	6 9%	60 8%	56 9%	18 6%	16 9%	69 8%	76 8%	16 11%	128 8%
Very dissatisfied	82 4%	7 2%	32 7%	25 5%	5 2%	13 4%	49 7%	9 4%	24 3%	52 5%	32 5%	20 5%	30 3%	78 5%	4 1%	55 4%	22 5%	4 6%	33 5%	30 5%	12 4%	5 3%	35 4%	42 5%	9 6%	67 4%
Satisfied (net)	1282 69%	281 83%	290 62%	279 59%	178 78%	254 74%	443 62%	132 63%	703 76%	648 66%	399 66%	249 66%	634 73%	1017 67%	264 82%	958 71%	282 65%	39 61%	487 69%	422 67%	221 76%	122 71%	602 69%	627 70%	106 71%	1079 69%
Dissatisfied (net)	234 13%	21 6%	84 18%	80 17%	18 8%	31 9%	114 16%	31 15%	88 10%	142 14%	87 14%	55 15%	92 11%	208 14%	26 8%	164 12%	59 14%	10 16%	93 13%	86 14%	30 10%	21 12%	104 12%	118 13%	25 17%	195 12%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1711	299	431	470	205	306	680	206	819	908	537	371	803	1453	256	1240	413	53	682	580	261	147	818	819	131	1452
Very satisfied	328 19%	81 27%	67 16%	57 12%	54 26%	69 23%	94 14%	39 19%	194 24%	178 20%	106 20%	72 19%	150 19%	264 18%	63 25%	265 21%	57 14%	6 11%	123 18%	113 19%	54 21%	31 21%	165 20%	150 18%	26 20%	275 19%
Fairly satisfied	599 35%	140 47%	142 33%	163 35%	58 28%	96 31%	213 31%	81 39%	302 37%	300 33%	174 32%	126 34%	299 37%	490 34%	109 43%	450 36%	136 33%	11 21%	237 35%	192 33%	106 41%	50 34%	284 35%	291 36%	40 31%	517 36%
Neither satisfied nor dissatisfied	361 21%	43 14%	92 21%	110 23%	43 21%	73 24%	163 24%	45 22%	153 19%	201 22%	123 23%	78 21%	160 20%	320 22%	40 16%	251 20%	97 23%	11 21%	130 19%	140 24%	50 19%	31 21%	179 22%	165 20%	15 11%	317 22%
Fairly dissatisfied	233 14%	23 8%	65 15%	78 17%	28 14%	39 13%	101 15%	20 10%	110 13%	113 12%	63 12%	50 13%	120 15%	204 14%	29 11%	161 13%	64 15%	8 15%	102 15%	70 12%	33 13%	22 15%	107 13%	116 14%	27 21%	187 13%
Very dissatisfied	190 11%	12 4%	65 15%	62 13%	22 11%	29 9%	109 16%	21 10%	60 7%	116 13%	71 13%	45 12%	74 9%	175 12%	15 6%	113 9%	59 14%	17 32%	90 13%	65 11%	18 7%	13 9%	83 10%	97 12%	23 18%	156 11%
Satisfied (net)	927 54%	221 74%	209 48%	220 47%	112 55%	165 54%	307 45%	120 58%	496 61%	478 53%	280 52%	198 53%	449 56%	754 52%	172 67%	715 58%	193 47%	17 32%	360 53%	305 53%	160 61%	81 55%	449 55%	441 54%	66 50%	792 55%
Dissatisfied (net)	423 25%	35 12%	130 30%	140 30%	50 24%	68 22%	210 31%	41 20%	170 21%	229 25%	134 25%	95 26%	194 24%	379 26%	44 17%	274 22%	123 30%	25 47%	192 28%	135 23%	51 20%	35 24%	190 23%	213 26%	50 38%	343 24%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1896	319	560	470	208	339	916	249	725	1096	652	444	800	1713	181	1248	579	65	719	710	287	141	943	873	138	1617
Very satisfied	371 20%	103 32%	78 14%	54 11%	49 24%	87 26%	114 12%	51 20%	206 28%	189 17%	112 17%	77 17%	182 23%	318 19%	53 29%	296 24%	65 11%	10 15%	139 19%	127 18%	60 21%	36 26%	178 19%	178 20%	27 20%	313 19%
Fairly satisfied	660 35%	112 35%	179 32%	156 33%	74 36%	139 41%	314 34%	76 31%	268 37%	352 32%	210 32%	142 32%	308 39%	592 35%	68 38%	432 35%	204 35%	24 37%	271 38%	243 34%	90 31%	43 30%	344 36%	290 33%	42 30%	572 35%
Neither satisfied nor dissatisfied	376 20%	54 17%	106 19%	115 24%	37 18%	64 19%	181 20%	56 22%	137 19%	218 20%	136 21%	82 18%	158 20%	342 20%	33 18%	252 20%	110 19%	12 18%	132 18%	148 21%	50 17%	35 25%	184 20%	172 20%	25 18%	323 20%
Fairly dissatisfied	310 16%	38 12%	126 23%	89 19%	32 15%	25 7%	181 20%	45 18%	83 11%	213 19%	119 18%	94 21%	97 12%	294 17%	16 9%	176 14%	121 21%	12 18%	108 15%	122 17%	60 21%	16 11%	157 17%	142 16%	24 17%	262 16%
Very dissatisfied	179 9%	12 4%	71 13%	56 12%	16 8%	24 7%	126 14%	21 8%	31 4%	124 11%	75 12%	49 11%	55 7%	167 10%	11 6%	92 7%	79 14%	7 11%	69 10%	70 10%	27 9%	11 8%	80 8%	91 10%	20 14%	147 9%
Satisfied (net)	1031 54%	215 67%	257 46%	210 45%	123 59%	226 67%	428 47%	127 51%	474 65%	541 49%	322 49%	219 49%	490 61%	910 53%	121 67%	728 58%	269 46%	34 52%	410 57%	370 52%	150 52%	79 56%	522 55%	468 54%	69 50%	885 55%
Dissatisfied (net)	489 26%	50 16%	197 35%	145 31%	48 23%	49 14%	307 34%	66 27%	114 16%	337 31%	194 30%	143 32%	152 19%	461 27%	27 15%	268 21%	200 35%	19 29%	177 25%	192 27%	87 30%	27 19%	237 25%	233 27%	44 32%	409 25%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1770	296	524	437	205	308	853	232	680	1029	607	422	741	1586	181	1152	550	64	697	655	265	116	880	813	128	1515
Very satisfied	317 18%	88 30%	66 13%	48 11%	45 22%	70 23%	99 12%	44 19%	174 26%	166 16%	100 16%	66 16%	151 20%	268 17%	49 27%	250 22%	57 10%	10 16%	123 18%	111 17%	50 19%	25 22%	157 18%	145 18%	24 19%	267 18%
Fairly satisfied	599 34%	105 35%	165 31%	137 31%	66 32%	126 41%	279 33%	69 30%	249 37%	318 31%	188 31%	130 31%	281 38%	528 33%	71 39%	392 34%	185 34%	22 34%	255 37%	217 33%	81 31%	34 29%	305 35%	271 33%	34 27%	528 35%
Neither satisfied nor dissatisfied	367 21%	51 17%	104 20%	115 26%	36 18%	61 20%	174 20%	54 23%	138 20%	212 21%	136 22%	76 18%	155 21%	331 21%	35 19%	246 21%	108 20%	10 16%	131 19%	141 22%	52 20%	33 28%	178 20%	170 21%	27 21%	314 21%
Fairly dissatisfied	291 16%	36 12%	113 22%	78 18%	36 18%	28 9%	165 19%	43 19%	82 12%	197 19%	103 17%	94 22%	94 13%	276 17%	14 8%	164 14%	115 21%	12 19%	108 15%	110 17%	54 20%	14 12%	148 17%	131 16%	20 16%	246 16%
Very dissatisfied	196 11%	16 5%	76 15%	59 14%	22 11%	23 7%	136 16%	22 9%	37 5%	136 13%	80 13%	56 13%	60 8%	183 12%	12 7%	100 9%	85 15%	10 16%	80 11%	76 12%	28 11%	10 9%	92 10%	96 12%	23 18%	160 11%
Satisfied (net)	916 52%	193 65%	231 44%	185 42%	111 54%	196 64%	378 44%	113 49%	423 62%	484 47%	288 47%	196 46%	432 58%	796 50%	120 66%	642 56%	242 44%	32 50%	378 54%	328 50%	131 49%	59 51%	462 53%	416 51%	58 45%	795 52%
Dissatisfied (net)	487 28%	52 18%	189 36%	137 31%	58 28%	51 17%	301 35%	65 28%	119 18%	333 32%	183 30%	150 36%	154 21%	459 29%	26 14%	264 23%	200 36%	22 34%	188 27%	186 28%	82 31%	24 21%	240 27%	227 28%	43 34%	406 27%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1474	244	395	372	195	268	620	173	675	820	494	326	654	1279	193	1040	382	48	631	501	199	110	711	702	113	1251
Very satisfied	268 18%	68 28%	47 12%	45 12%	44 23%	64 24%	65 10%	31 18%	172 25%	137 17%	91 18%	46 14%	131 20%	215 17%	53 27%	226 22%	35 9%	7 15%	115 18%	83 17%	39 20%	22 20%	119 17%	136 19%	20 18%	225 18%
Fairly satisfied	456 31%	88 36%	106 27%	108 29%	59 30%	95 35%	179 29%	50 29%	224 33%	233 28%	142 29%	91 28%	223 34%	386 30%	70 36%	331 32%	115 30%	10 21%	208 33%	147 29%	66 33%	26 24%	223 31%	217 31%	34 30%	386 31%
Neither satisfied nor dissatisfied	355 24%	48 20%	99 25%	112 30%	33 17%	63 24%	163 26%	48 28%	143 21%	201 25%	122 25%	79 24%	154 24%	317 25%	37 19%	243 23%	96 25%	13 27%	141 22%	127 25%	45 23%	35 32%	177 25%	166 24%	21 19%	312 25%
Fairly dissatisfied	212 14%	22 9%	71 18%	64 17%	33 17%	22 8%	101 16%	25 14%	85 13%	128 16%	70 14%	58 18%	84 13%	194 15%	18 9%	139 13%	67 18%	6 13%	85 13%	80 16%	27 14%	16 15%	102 14%	100 14%	18 16%	179 14%
Very dissatisfied	183 12%	18 7%	72 18%	43 12%	26 13%	24 9%	112 18%	19 11%	51 8%	121 15%	69 14%	52 16%	62 9%	167 13%	15 8%	101 10%	69 18%	12 25%	82 13%	64 13%	22 11%	11 10%	90 13%	83 12%	20 18%	149 12%
Satisfied (net)	724 49%	156 64%	153 39%	153 41%	103 53%	159 59%	244 39%	81 47%	396 59%	370 45%	233 47%	137 42%	354 54%	601 47%	123 64%	557 54%	150 39%	17 35%	323 51%	230 46%	105 53%	48 44%	342 48%	353 50%	54 48%	611 49%
Dissatisfied (net)	395 27%	40 16%	143 36%	107 29%	59 30%	46 17%	213 34%	44 25%	136 20%	249 30%	139 28%	110 34%	146 22%	361 28%	33 17%	240 23%	136 36%	18 38%	167 26%	144 29%	49 25%	27 25%	192 27%	183 26%	38 34%	328 26%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1428	236	379	364	184	265	601	169	652	786	471	315	642	1245	181	1012	369	43	610	490	192	107	691	681	106	1217
Very satisfied	212 15%	54 23%	41 11%	34 9%	36 20%	47 18%	52 9%	31 18%	129 20%	119 15%	74 16%	45 14%	93 14%	171 14%	41 23%	179 18%	26 7%	6 14%	87 14%	72 15%	29 15%	17 16%	101 15%	101 15%	16 15%	177 15%
Fairly satisfied	407 29%	82 35%	88 23%	97 27%	55 30%	85 32%	168 28%	43 25%	195 30%	206 26%	126 27%	80 25%	201 31%	345 28%	62 34%	294 29%	104 28%	9 21%	189 31%	126 26%	61 32%	23 21%	199 29%	193 28%	26 25%	349 29%
Neither satisfied nor dissatisfied	369 26%	50 21%	101 27%	113 31%	38 21%	67 25%	161 27%	47 28%	159 24%	207 26%	132 28%	75 24%	162 25%	325 26%	43 24%	257 25%	101 27%	10 23%	136 22%	136 28%	51 27%	39 36%	184 27%	171 25%	17 16%	331 27%
Fairly dissatisfied	230 16%	30 13%	66 17%	70 19%	30 16%	34 13%	96 16%	24 14%	108 17%	128 16%	68 14%	60 19%	102 16%	210 17%	20 11%	163 16%	61 17%	5 12%	94 15%	84 17%	33 17%	15 14%	110 16%	112 16%	21 20%	189 16%
Very dissatisfied	210 15%	20 8%	83 22%	50 14%	25 14%	32 12%	124 21%	24 14%	61 9%	126 16%	71 15%	55 17%	84 13%	194 16%	15 8%	119 12%	77 21%	13 30%	104 17%	72 15%	18 9%	13 12%	97 14%	104 15%	26 25%	171 14%
Satisfied (net)	619 43%	136 58%	129 34%	131 36%	91 49%	132 50%	220 37%	74 44%	324 50%	325 41%	200 42%	125 40%	294 46%	516 41%	103 57%	473 47%	130 35%	15 35%	276 45%	198 40%	90 47%	40 37%	300 43%	294 43%	42 40%	526 43%
Dissatisfied (net)	440 31%	50 21%	149 39%	120 33%	55 30%	66 25%	220 37%	48 28%	169 26%	254 32%	139 30%	115 37%	186 29%	404 32%	35 19%	282 28%	138 37%	18 42%	198 32%	156 32%	51 27%	28 26%	207 30%	216 32%	47 44%	360 30%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3851	713	1047	970	341	780	1557	605	1637	2089	1231	858	1762	3419	427	2787	915	96	1258	1467	670	371	1872	1815	298	3297
Every 10 minutes	146 4%	14	67	20	10	35	87	9	48	86	42	44	60	136	10	77	59	7	73	47	13	2	71	63	16	112
		2%	6%	2%	3%	4%	6%	1%	3%	4%	3%	5%	3%	4%	2%	3%	6%	7%	6%	3%	2%	1%	4%	3%	5%	3%
Every 15 minutes	462 12%	40	226	49	53	94	299	41	118	300	174	126	162	431	29	247	182	29	211	183	45	11	206	230	25	400
		6%	22%	5%	16%	12%	19%	7%	7%	14%	14%	15%	9%	13%	7%	9%	20%	30%	17%	12%	7%	3%	11%	13%	8%	12%
Every 20 minutes	454 12%	49	204	65	58	78	305	48	90	300	177	123	154	434	20	224	197	23	192	188	48	19	215	225	31	397
		7%	19%	7%	17%	10%	20%	8%	5%	14%	14%	14%	9%	13%	5%	8%	22%	24%	15%	13%	7%	5%	11%	12%	10%	12%
Every 30 minutes	1186 31%	219	343	316	111	197	652	224	295	768	450	318	418	1102	82	746	393	31	349	545	212	60	645	498	78	1036
		31%	33%	33%	33%	25%	42%	37%	18%	37%	37%	37%	24%	32%	19%	27%	43%	32%	28%	37%	32%	16%	34%	27%	26%	31%
Not sure	469 12%	95	84	162	32	96	130	110	225	254	158	96	215	423	46	402	56	6	145	169	85	55	258	190	43	389
		13%	8%	17%	9%	12%	8%	18%	14%	12%	13%	11%	12%	12%	11%	14%	6%	6%	12%	12%	13%	15%	14%	10%	14%	12%
Not relevant do not use at peak times	1134 29%	296	123	358	77	280	84	173	861	381	230	151	753	893	240	1091	28	-	288	335	267	224	477	609	105	963
		42%	12%	37%	23%	36%	5%	29%	53%	18%	19%	18%	43%	26%	56%	39%	3%	-	23%	23%	40%	60%	25%	34%	35%	29%
Mean (minutes)	23.6	25.7	21.9	26.0	23.2	22.8	23.1	26.0	23.4	23.7	23.8	23.5	23.5	23.6	24.1	24.2	22.9	21.1	22.1	24.2	25.6	25.7	24.1	23.1	23.3	23.7

Great Western (RUS) * All routes 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

	ROUTE						JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3696	681	1033	918	326	738	1555	584	1511	2028	1193	835	1668	3326	365	2638	916	96	1224	1410	645	342	1811	1737	280	3181
Yes	679	95	220	145	64	155	372	83	216	380	227	153	299	621	56	421	216	34	268	281	83	22	372	268	63	561
	18%	14%	21%	16%	20%	21%	24%	14%	14%	19%	19%	18%	18%	19%	15%	16%	24%	35%	22%	20%	13%	6%	21%	15%	23%	18%
No	1439	246	445	397	124	227	726	226	469	895	562	333	544	1340	98	929	453	36	353	570	312	179	730	659	96	1258
	39%	36%	43%	43%	38%	31%	47%	39%	31%	44%	47%	40%	33%	40%	27%	35%	49%	38%	29%	40%	48%	52%	40%	38%	34%	40%
Don't know if I would use an earlier train	691	137	191	165	71	127	254	111	317	357	194	163	334	625	66	510	157	16	235	266	116	63	325	337	52	589
	19%	20%	18%	18%	22%	17%	16%	19%	21%	18%	16%	20%	20%	19%	18%	19%	17%	17%	19%	19%	18%	18%	18%	19%	19%	19%
Don't know time of earliest train	887	203	177	211	67	229	203	164	509	396	210	186	491	740	145	778	90	10	368	293	134	78	384	473	69	773
	24%	30%	17%	23%	21%	31%	13%	28%	34%	20%	18%	22%	29%	22%	40%	29%	10%	10%	30%	21%	21%	23%	21%	27%	25%	24%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3303	628	930	816	291	638	1411	515	1334	1830	1069	761	1473	2943	355	2327	846	90	1160	1255	568	261	1660	1520	257	2851
Yes	546 17%	81 13%	177 19%	110 13%	52 18%	126 20%	299 21%	63 12%	176 13%	305 17%	178 17%	127 17%	241 16%	494 17%	51 14%	326 14%	185 22%	28 31%	224 19%	219 17%	68 12%	19 7%	318 19%	201 13%	57 22%	447 16%
No	1316 40%	228 36%	420 45%	349 43%	114 39%	205 32%	693 49%	197 38%	408 31%	820 45%	516 48%	304 40%	496 34%	1214 41%	100 28%	817 35%	441 52%	38 42%	351 30%	519 41%	280 49%	144 55%	685 41%	587 39%	92 36%	1155 41%
Don't know if I would use an earlier train	595 18%	116 18%	166 18%	153 19%	65 22%	95 15%	229 16%	93 18%	266 20%	324 18%	178 17%	146 19%	271 18%	536 18%	59 17%	441 19%	137 16%	13 14%	225 19%	235 19%	90 16%	38 15%	280 17%	294 19%	42 16%	512 18%
Don't know time of earliest train	846 26%	203 32%	167 18%	204 25%	60 21%	212 33%	190 13%	162 31%	484 36%	381 21%	197 18%	184 24%	465 32%	699 24%	145 41%	743 32%	83 10%	11 12%	360 31%	282 22%	130 23%	60 23%	377 23%	438 29%	66 26%	737 26%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3114	600	845	782	289	598	1244	477	1351	1706	1021	685	1408	2716	393	2252	740	84	1124	1170	514	248	1524	1472	245	2678
Yes	338 11%	51 9%	72 9%	87 11%	47 16%	81 14%	110 9%	30 6%	190 14%	163 10%	113 11%	50 7%	175 12%	270 10%	67 17%	246 11%	67 9%	18 21%	168 15%	102 9%	36 7%	20 8%	175 11%	142 10%	40 16%	260 10%
No	1305 42%	223 37%	430 51%	335 43%	117 40%	200 33%	679 55%	193 40%	414 31%	798 47%	502 49%	296 43%	507 36%	1190 44%	114 29%	818 36%	431 58%	37 44%	363 32%	530 45%	257 50%	131 53%	667 44%	594 40%	91 37%	1142 43%
Don't know if I would use an earlier train	570 18%	111 19%	144 17%	148 19%	71 25%	96 16%	213 17%	77 16%	274 20%	320 19%	183 18%	137 20%	250 18%	494 18%	76 19%	428 19%	125 17%	13 15%	218 19%	219 19%	83 16%	38 15%	260 17%	285 19%	46 19%	485 18%
Don't know time of earliest train	901 29%	215 36%	199 24%	212 27%	54 19%	221 37%	242 19%	177 37%	473 35%	425 25%	223 22%	202 29%	476 34%	762 28%	136 35%	760 34%	117 16%	16 19%	375 33%	319 27%	138 27%	59 24%	422 28%	451 31%	68 28%	791 30%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3074	588	830	780	288	588	1237	480	1314	1682	1003	679	1392	2698	371	2219	734	83	1123	1147	503	243	1512	1446	242	2645
Yes	394	48	91	99	65	91	154	31	203	203	132	71	191	323	70	266	101	21	194	124	40	22	198	171	41	309
	13%	8%	11%	13%	23%	15%	12%	6%	15%	12%	13%	10%	14%	12%	19%	12%	14%	25%	17%	11%	8%	9%	13%	12%	17%	12%
No	1239	215	406	331	102	185	643	195	381	763	484	279	476	1136	102	784	403	32	339	503	248	128	643	559	88	1088
	40%	37%	49%	42%	35%	31%	52%	41%	29%	45%	48%	41%	34%	42%	27%	35%	55%	39%	30%	44%	49%	53%	43%	39%	36%	41%
Don't know if I would use an earlier train	533	104	138	137	64	90	202	76	248	291	163	128	242	473	60	397	119	13	205	205	78	34	245	264	40	460
	17%	18%	17%	18%	22%	15%	16%	16%	19%	17%	16%	19%	17%	18%	16%	18%	16%	16%	18%	18%	16%	14%	16%	18%	17%	17%
Don't know time of earliest train	908	221	195	213	57	222	238	178	482	425	224	201	483	766	139	772	111	17	385	315	137	59	426	452	73	788
	30%	38%	23%	27%	20%	38%	19%	37%	37%	25%	22%	30%	35%	28%	37%	35%	15%	20%	34%	27%	27%	24%	28%	31%	30%	30%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3640	671	1012	909	317	731	1527	576	1490	1996	1174	822	1644	3273	362	2601	897	95	1207	1377	632	350	1794	1703	279	3131
Yes	764 21%	95 14%	234 23%	202 22%	77 24%	156 21%	367 24%	96 17%	291 20%	426 21%	229 20%	197 24%	338 21%	687 21%	76 21%	511 20%	210 23%	32 34%	318 26%	277 20%	112 18%	38 11%	402 22%	327 19%	67 24%	635 20%
No	1297 36%	232 35%	416 41%	293 32%	122 38%	234 32%	686 45%	188 33%	404 27%	784 39%	494 42%	290 35%	513 31%	1207 37%	87 24%	810 31%	429 48%	39 41%	369 31%	488 35%	261 41%	158 45%	691 39%	565 33%	100 36%	1123 36%
Don't know if I would use a later train	729 20%	146 22%	186 18%	204 22%	66 21%	127 17%	263 17%	129 22%	328 22%	396 20%	235 20%	161 20%	333 20%	657 20%	72 20%	548 21%	157 18%	14 15%	214 18%	296 21%	122 19%	79 23%	328 18%	369 22%	51 18%	626 20%
Don't know time of latest train	850 23%	198 30%	176 17%	210 23%	52 16%	214 29%	211 14%	163 28%	467 31%	390 20%	216 18%	174 21%	460 28%	722 22%	127 35%	732 28%	101 11%	10 11%	306 25%	316 23%	137 22%	75 21%	373 21%	442 26%	61 22%	747 24%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3309	626	933	814	302	634	1418	510	1338	1832	1070	762	1477	2950	354	2324	852	92	1160	1252	569	268	1652	1529	255	2857
Yes	827	102	275	187	110	153	408	96	313	472	253	219	355	742	82	519	251	44	397	280	103	34	420	378	70	695
	25%	16%	29%	23%	36%	24%	29%	19%	23%	26%	24%	29%	24%	25%	23%	22%	29%	48%	34%	22%	18%	13%	25%	25%	27%	24%
No	1076	200	343	248	94	191	584	148	327	650	412	238	426	992	83	660	372	27	286	418	229	124	599	439	81	938
	33%	32%	37%	30%	31%	30%	41%	29%	24%	35%	39%	31%	29%	34%	23%	28%	44%	29%	25%	33%	40%	46%	36%	29%	32%	33%
Don't know if I would use a later train	614	130	153	182	52	97	225	108	273	345	203	142	269	546	68	462	134	12	186	253	105	55	281	304	43	528
	19%	21%	16%	22%	17%	15%	16%	21%	20%	19%	19%	19%	18%	19%	19%	20%	16%	13%	16%	20%	18%	21%	17%	20%	17%	18%
Don't know time of latest train	792	194	162	197	46	193	201	158	425	365	202	163	427	670	121	683	95	9	291	301	132	55	352	408	61	696
	24%	31%	17%	24%	15%	30%	14%	31%	32%	20%	19%	21%	29%	23%	34%	29%	11%	10%	25%	24%	23%	21%	21%	27%	24%	24%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3154	609	864	779	299	603	1272	478	1361	1733	1036	697	1421	2758	391	2271	756	88	1138	1185	519	254	1542	1492	248	2708
Yes	752 24%	90 15%	246 28%	149 19%	124 41%	143 24%	338 27%	66 14%	339 25%	438 25%	252 24%	186 27%	314 22%	658 24%	92 24%	486 21%	219 29%	37 42%	400 35%	234 20%	77 15%	28 11%	359 23%	366 25%	64 26%	629 23%
No	981 31%	182 30%	291 34%	260 33%	81 27%	167 28%	490 39%	142 30%	330 24%	576 33%	370 36%	206 30%	405 29%	880 32%	100 26%	631 28%	307 41%	25 28%	253 22%	391 33%	204 39%	116 46%	533 35%	415 28%	76 31%	846 31%
Don't know if I would use a later train	599 19%	134 22%	152 18%	167 21%	52 17%	94 16%	224 18%	96 20%	272 20%	331 19%	194 19%	137 20%	268 19%	516 19%	83 21%	456 20%	123 16%	15 17%	188 17%	234 20%	105 20%	56 22%	274 18%	296 20%	48 19%	507 19%
Don't know time of latest train	822 26%	203 33%	175 20%	203 26%	42 14%	199 33%	220 17%	174 36%	420 31%	388 22%	220 21%	168 24%	434 31%	704 26%	116 30%	698 31%	107 14%	11 13%	297 26%	326 28%	133 26%	54 21%	376 24%	415 28%	60 24%	726 27%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3082	598	841	777	284	582	1245	480	1314	1687	1005	682	1395	2707	370	2224	736	83	1118	1153	503	252	1511	1455	243	2657
Yes	570 18%	73 12%	175 21%	126 16%	76 27%	120 21%	234 19%	62 13%	265 20%	309 18%	182 18%	127 19%	261 19%	498 18%	70 19%	407 18%	130 18%	25 30%	299 27%	174 15%	62 12%	25 10%	272 18%	274 19%	59 24%	467 18%
No	1052 34%	192 32%	332 39%	267 34%	94 33%	167 29%	553 44%	147 31%	334 25%	637 38%	398 40%	239 35%	415 30%	953 35%	98 26%	646 29%	357 49%	31 37%	300 27%	413 36%	208 41%	112 44%	576 38%	443 30%	78 32%	914 34%
Don't know if I would use a later train	621 20%	127 21%	150 18%	174 22%	69 24%	101 17%	227 18%	97 20%	289 22%	335 20%	193 19%	142 21%	286 21%	538 20%	83 22%	463 21%	136 18%	14 17%	210 19%	234 20%	100 20%	61 24%	276 18%	316 22%	43 18%	534 20%
Don't know time of latest train	839 27%	206 34%	184 22%	210 27%	45 16%	194 33%	231 19%	174 36%	426 32%	406 24%	232 23%	174 26%	433 31%	718 27%	119 32%	708 32%	113 15%	13 16%	309 28%	332 29%	133 26%	54 21%	387 26%	422 29%	63 26%	742 28%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 36

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

Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3684	707	1007	917	315	738	1525	573	1537	2000	1180	820	1684	3283	398	2642	897	95	206	1382	658	358	1793	1735	280	3152
Anytime Single Return	819	55	275	213	81	195	350	125	329	464	262	202	355	759	60	645	156	6	325	299	115	55	382	399	65	680
	22%	8%	27%	23%	26%	26%	23%	22%	21%	23%	22%	25%	21%	23%	15%	24%	17%	6%	27%	22%	17%	15%	21%	23%	23%	22%
Anytime Day Single Return	605	37	250	131	58	129	328	91	182	389	237	152	216	564	41	382	205	13	216	251	84	40	303	274	40	519
	16%	5%	25%	14%	18%	17%	22%	16%	12%	19%	20%	19%	13%	17%	10%	14%	23%	14%	18%	18%	13%	11%	17%	16%	14%	16%
Off-Peak Super Off-Peak	808	168	56	398	44	142	178	163	457	324	203	121	484	663	145	756	41	2	253	271	155	115	398	384	73	686
	22%	24%	6%	43%	14%	19%	12%	28%	30%	16%	17%	15%	29%	20%	36%	29%	5%	2%	21%	20%	24%	32%	22%	22%	26%	22%
Off-Peak Day Super Off-Peak Day	121	15	20	43	18	25	23	23	72	54	30	24	67	98	22	105	13	-	30	36	29	23	58	56	7	105
	3%	2%	2%	5%	6%	3%	2%	4%	5%	3%	3%	3%	4%	3%	6%	4%	1%	-	2%	3%	4%	6%	3%	3%	3%	3%
Advance	597	360	51	44	25	117	83	144	361	275	155	120	322	515	82	567	21	-	139	218	155	75	243	326	45	517
	16%	51%	5%	5%	8%	16%	5%	25%	23%	14%	13%	15%	19%	16%	21%	21%	2%	-	12%	16%	24%	21%	14%	19%	16%	16%
Day Travelcard	61	9	13	33	4	2	15	20	25	43	28	15	18	50	11	50	8	1	20	20	12	8	21	35	4	49
	2%	1%	1%	4%	1%	*	1%	3%	2%	2%	2%	2%	1%	2%	3%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	2%
Weekly or monthly Season Ticket	459	28	261	37	59	74	432	3	20	334	200	134	125	450	7	34	359	60	191	205	49	3	247	190	26	411
	12%	4%	26%	4%	19%	10%	28%	1%	1%	17%	17%	16%	7%	14%	2%	1%	40%	63%	16%	15%	7%	1%	14%	11%	9%	13%
Special promotion ticket	29	9	3	7	3	7	7	2	18	10	5	5	19	25	4	23	2	1	3	6	11	7	12	15	6	20
	1%	1%	*	1%	1%	1%	*	*	1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	*	2%	2%	1%	1%	2%	1%
Holiday package tour ticket	8	4	-	2	-	2	-	-	8	2	2	-	6	5	3	7	1	-	3	2	3	-	3	4	-	8
	*	1%	-	*	-	*	-	-	1%	*	*	-	*	*	1%	*	*	-	*	*	*	-	*	*	-	*
Rail Staff Pass	71	15	15	14	7	20	20	6	45	29	18	11	42	60	11	56	14	1	8	25	19	18	46	23	2	64
Privilege Ticket Police Concession	2%	2%	1%	2%	2%	3%	1%	1%	3%	1%	2%	1%	2%	2%	3%	2%	2%	1%	1%	2%	3%	5%	3%	1%	1%	2%
Freedom pass	27	4	10	6	3	4	12	3	12	15	9	6	12	26	1	16	9	2	7	7	4	9	14	13	-	26
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%	1%	3%	1%	1%	-	1%
Other	195	19	74	42	24	36	114	7	70	114	64	50	81	169	26	78	101	11	54	74	38	27	109	78	20	163
	5%	3%	7%	5%	8%	5%	7%	1%	5%	6%	5%	6%	5%	5%	7%	3%	11%	12%	4%	5%	6%	8%	6%	4%	7%	5%
Anytime (net)	1413	92	520	341	138	322	670	216	508	848	496	352	565	1312	101	1021	356	19	534	548	198	94	683	665	105	1190
	38%	13%	52%	37%	44%	44%	44%	38%	33%	42%	42%	43%	34%	40%	25%	39%	40%	20%	44%	40%	30%	26%	38%	38%	38%	38%
Off peak (net)	925	182	76	438	62	167	201	186	525	377	233	144	548	759	165	858	53	2	281	306	183	138	456	436	80	788
	25%	26%	8%	48%	20%	23%	13%	32%	34%	19%	20%	18%	33%	23%	41%	32%	6%	2%	23%	22%	28%	39%	25%	25%	29%	25%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3523	682	958	876	312	695	1417	546	1516	1923	1135	788	1600	3108	410	2551	838	89	1184	1322	616	335	1719	1668	277	3024
Very likely	626 18%	216 32%	107 11%	131 15%	56 18%	116 17%	154 11%	111 20%	354 23%	310 16%	180 16%	130 16%	316 20%	517 17%	109 27%	524 21%	84 10%	9 10%	178 15%	225 17%	131 21%	79 24%	243 14%	358 21%	66 24%	520 17%
Fairly likely	500 14%	113 17%	119 12%	126 14%	42 13%	100 14%	167 12%	93 17%	232 15%	269 14%	168 15%	101 13%	231 14%	430 14%	70 17%	377 15%	98 12%	18 20%	175 15%	185 14%	85 14%	41 12%	236 14%	241 14%	44 16%	420 14%
Neither likely nor unlikely	264 7%	44 6%	63 7%	62 7%	35 11%	60 9%	118 8%	31 6%	113 7%	143 7%	88 8%	55 7%	121 8%	235 8%	28 7%	186 7%	69 8%	8 9%	89 8%	102 8%	47 8%	23 7%	147 9%	113 7%	23 8%	222 7%
Not very likely	777 22%	115 17%	245 26%	201 23%	60 19%	156 22%	355 25%	119 22%	292 19%	427 22%	249 22%	178 23%	350 22%	691 22%	85 21%	548 21%	200 24%	19 21%	285 24%	305 23%	120 19%	52 16%	389 23%	359 22%	51 18%	682 23%
Not at all likely	1236 35%	175 26%	381 40%	331 38%	107 34%	242 35%	581 41%	185 34%	456 30%	722 38%	424 37%	298 38%	514 32%	1128 36%	105 26%	839 33%	350 42%	32 36%	417 35%	464 35%	216 35%	123 37%	650 38%	538 32%	85 31%	1080 36%
Likely (net)	1126 32%	329 48%	226 24%	257 29%	98 31%	216 31%	321 23%	204 37%	586 39%	579 30%	348 31%	231 29%	547 34%	947 30%	179 44%	901 35%	182 22%	27 30%	353 30%	410 31%	216 35%	120 36%	479 28%	599 36%	110 40%	940 31%
Not likely (net)	2013 57%	290 43%	626 65%	532 61%	167 54%	398 57%	936 66%	304 56%	748 49%	1149 60%	673 59%	476 60%	864 54%	1819 59%	190 46%	1387 54%	550 66%	51 57%	702 59%	769 58%	336 55%	175 52%	1039 60%	897 54%	136 49%	1762 58%
Don't know/no opinion	120 3%	19 3%	43 4%	25 3%	12 4%	21 3%	42 3%	7 1%	69 5%	52 3%	26 2%	26 3%	68 4%	107 3%	13 3%	77 3%	37 4%	3 3%	40 3%	41 3%	17 3%	17 5%	54 3%	59 4%	8 3%	100 3%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3678	699	997	941	317	724	1500	594	1536	2016	1190	826	1662	3266	407	2659	884	90	1217	1408	659	326	1792	1744	268	3178
Very likely	1331 36%	317 45%	273 27%	382 41%	94 30%	265 37%	439 29%	302 51%	572 37%	712 35%	414 35%	298 36%	619 37%	1154 35%	177 43%	1098 41%	193 22%	22 24%	412 34%	554 39%	256 39%	90 28%	613 34%	673 39%	84 31%	1175 37%
Fairly likely	1000 27%	193 28%	296 30%	274 29%	61 19%	176 24%	418 28%	171 29%	398 26%	559 28%	319 27%	240 29%	441 27%	894 27%	105 26%	721 27%	240 27%	27 30%	341 28%	391 28%	182 28%	64 20%	504 28%	455 26%	59 22%	879 28%
Neither likely nor unlikely	280 8%	40 6%	87 9%	64 7%	30 9%	59 8%	130 9%	34 6%	113 7%	157 8%	96 8%	61 7%	123 7%	254 8%	26 6%	183 7%	86 10%	8 9%	109 9%	95 7%	45 7%	26 8%	157 9%	113 6%	25 9%	230 7%
Not very likely	384 10%	54 8%	120 12%	83 9%	46 15%	81 11%	191 13%	35 6%	152 10%	219 11%	136 11%	83 10%	165 10%	347 11%	36 9%	240 9%	128 14%	12 13%	146 12%	142 10%	57 9%	33 10%	184 10%	184 11%	29 11%	331 10%
Not at all likely	579 16%	80 11%	182 18%	119 13%	73 23%	125 17%	275 18%	48 8%	250 16%	324 16%	204 17%	120 15%	255 15%	523 16%	53 13%	357 13%	198 22%	18 20%	168 14%	195 14%	104 16%	101 31%	283 16%	274 16%	62 23%	479 15%
Likely (net)	2331 63%	510 73%	569 57%	656 70%	155 49%	441 61%	857 57%	473 80%	970 63%	1271 63%	733 62%	538 65%	1060 64%	2048 63%	282 69%	1819 68%	433 49%	49 54%	753 62%	945 67%	438 66%	154 47%	1117 62%	1128 65%	143 53%	2054 65%
Not likely (net)	963 26%	134 19%	302 30%	202 21%	119 38%	206 28%	466 31%	83 14%	402 26%	543 27%	340 29%	203 25%	420 25%	870 27%	89 22%	597 22%	326 37%	30 33%	314 26%	337 24%	161 24%	134 41%	467 26%	458 26%	91 34%	810 25%
Don't know/no opinion	104 3%	15 2%	39 4%	19 2%	13 4%	18 2%	47 3%	4 1%	51 3%	45 2%	21 2%	24 3%	59 4%	94 3%	10 2%	60 2%	39 4%	3 3%	41 3%	31 2%	15 2%	12 4%	51 3%	45 3%	9 3%	84 3%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3379	621	937	860	290	671	1411	549	1375	1876	1098	778	1503	3002	373	2432	822	87	1176	1309	575	262	1669	1585	234	2939
Very likely	1137 34%	209 34%	290 31%	304 35%	100 34%	234 35%	482 34%	203 37%	433 31%	642 34%	353 32%	289 37%	495 33%	1005 33%	132 35%	860 35%	234 28%	29 33%	528 45%	445 34%	120 21%	24 9%	528 32%	569 36%	60 26%	1009 34%
Fairly likely	730 22%	131 21%	222 24%	187 22%	44 15%	146 22%	324 23%	122 22%	273 20%	427 23%	243 22%	184 24%	303 20%	643 21%	85 23%	519 21%	184 22%	20 23%	326 28%	280 21%	86 15%	24 9%	375 22%	332 21%	44 19%	644 22%
Neither likely nor unlikely	208 6%	39 6%	61 7%	53 6%	26 9%	29 4%	92 7%	32 6%	83 6%	104 6%	67 6%	37 5%	104 7%	184 6%	24 6%	139 6%	61 7%	8 9%	69 6%	90 7%	37 6%	8 3%	104 6%	92 6%	24 10%	171 6%
Not very likely	475 14%	87 14%	140 15%	125 15%	34 12%	89 13%	202 14%	80 15%	189 14%	255 14%	153 14%	102 13%	220 15%	428 14%	47 13%	327 13%	131 16%	14 16%	121 10%	212 16%	100 17%	35 13%	250 15%	208 13%	29 12%	417 14%
Not at all likely	829 25%	155 25%	224 24%	191 22%	86 30%	173 26%	311 22%	112 20%	397 29%	448 24%	282 26%	166 21%	381 25%	742 25%	85 23%	587 24%	212 26%	16 18%	132 11%	282 22%	232 40%	171 65%	412 25%	384 24%	77 33%	698 24%
Likely (net)	1867 55%	340 55%	512 55%	491 57%	144 50%	380 57%	806 57%	325 59%	706 51%	1069 57%	596 54%	473 61%	798 53%	1648 55%	217 58%	1379 57%	418 51%	49 56%	854 73%	725 55%	206 36%	48 18%	903 54%	901 57%	104 44%	1653 56%
Not likely (net)	1304 39%	242 39%	364 39%	316 37%	120 41%	262 39%	513 36%	192 35%	586 43%	703 37%	435 40%	268 34%	601 40%	1170 39%	132 35%	914 38%	343 42%	30 34%	253 22%	494 38%	332 58%	206 79%	662 40%	592 37%	106 45%	1115 38%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3438	647	958	864	298	671	1441	549	1407	1901	1117	784	1537	3053	380	2459	856	86	1183	1329	586	278	1703	1605	244	2988
Very likely	973 28%	184 28%	248 26%	264 31%	80 27%	197 29%	419 29%	178 32%	362 26%	554 29%	307 27%	247 32%	419 27%	855 28%	117 31%	731 30%	206 24%	26 30%	443 37%	396 30%	99 17%	20 7%	459 27%	485 30%	51 21%	874 29%
Fairly likely	650 19%	123 19%	185 19%	167 19%	47 16%	128 19%	290 20%	112 20%	242 17%	368 19%	226 20%	142 18%	282 18%	573 19%	77 20%	465 19%	164 19%	18 21%	291 25%	248 19%	74 13%	19 7%	339 20%	287 18%	34 14%	571 19%
Neither likely nor unlikely	224 7%	44 7%	68 7%	51 6%	25 8%	36 5%	102 7%	36 7%	84 6%	123 6%	68 6%	55 7%	101 7%	204 7%	20 5%	154 6%	62 7%	6 7%	86 7%	86 6%	37 6%	11 4%	115 7%	98 6%	29 12%	178 6%
Not very likely	499 15%	91 14%	147 15%	132 15%	33 11%	96 14%	202 14%	76 14%	215 15%	268 14%	153 14%	115 15%	231 15%	447 15%	52 14%	354 14%	126 15%	16 19%	139 12%	217 16%	102 17%	35 13%	250 15%	230 14%	25 10%	446 15%
Not at all likely	943 27%	182 28%	259 27%	218 25%	95 32%	189 28%	367 25%	135 25%	430 31%	513 27%	324 29%	189 24%	430 28%	845 28%	95 25%	661 27%	250 29%	17 20%	174 15%	334 25%	248 42%	175 63%	471 28%	437 27%	90 37%	799 27%
Likely (net)	1623 47%	307 47%	433 45%	431 50%	127 43%	325 48%	709 49%	290 53%	604 43%	922 49%	533 48%	389 50%	701 46%	1428 47%	194 51%	1196 49%	370 43%	44 51%	734 62%	644 48%	173 30%	39 14%	798 47%	772 48%	85 35%	1445 48%
Not likely (net)	1442 42%	273 42%	406 42%	350 41%	128 43%	285 42%	569 39%	211 38%	645 46%	781 41%	477 43%	304 39%	661 43%	1292 42%	147 39%	1015 41%	376 44%	33 38%	313 26%	551 41%	350 60%	210 76%	721 42%	667 42%	115 47%	1245 42%
Don't know/no opinion	149 4%	23 4%	51 5%	32 4%	18 6%	25 4%	61 4%	12 2%	74 5%	75 4%	39 3%	36 5%	74 5%	129 4%	19 5%	94 4%	48 6%	3 3%	50 4%	48 4%	26 4%	18 6%	69 4%	68 4%	15 6%	120 4%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3329	626	940	823	290	650	1413	526	1355	1843	1083	760	1486	2953	371	2362	843	86	1169	1265	571	266	1665	1540	239	2890
Very likely	442 13%	75 12%	150 16%	96 12%	45 16%	76 12%	249 18%	63 12%	127 9%	276 15%	151 14%	125 16%	166 11%	399 14%	41 11%	269 11%	144 17%	24 28%	202 17%	176 14%	41 7%	18 7%	234 14%	190 12%	29 12%	388 13%
Fairly likely	450 14%	76 12%	140 15%	103 13%	35 12%	96 15%	234 17%	68 13%	142 10%	267 14%	151 14%	116 15%	183 12%	405 14%	44 12%	280 12%	150 18%	14 16%	201 17%	181 14%	53 9%	5 2%	261 16%	177 11%	27 11%	396 14%
Neither likely nor unlikely	351 11%	60 10%	97 10%	82 10%	38 13%	74 11%	157 11%	62 12%	131 10%	187 10%	111 10%	76 10%	164 11%	311 11%	40 11%	259 11%	79 9%	12 14%	140 12%	146 12%	50 9%	12 5%	196 12%	147 10%	28 12%	297 10%
Not very likely	528 16%	103 16%	144 15%	147 18%	33 11%	101 16%	202 14%	99 19%	222 16%	295 16%	174 16%	121 16%	233 16%	466 16%	62 17%	400 17%	117 14%	9 10%	172 15%	210 17%	99 17%	35 13%	268 16%	239 16%	27 11%	463 16%
Not at all likely	915 27%	177 28%	237 25%	223 27%	88 30%	190 29%	323 23%	130 25%	450 33%	481 26%	306 28%	175 23%	434 29%	814 28%	99 27%	672 28%	212 25%	15 17%	180 15%	325 26%	226 40%	168 63%	428 26%	448 29%	88 37%	772 27%
Likely (net)	892 27%	151 24%	290 31%	199 24%	80 28%	172 26%	483 34%	131 25%	269 20%	543 29%	302 28%	241 32%	349 23%	804 27%	85 23%	549 23%	294 35%	38 44%	403 34%	357 28%	94 16%	23 9%	495 30%	367 24%	56 23%	784 27%
Not likely (net)	1443 43%	280 45%	381 41%	370 45%	121 42%	291 45%	525 37%	229 44%	672 50%	776 42%	480 44%	296 39%	667 45%	1280 43%	161 43%	1072 45%	329 39%	24 28%	352 30%	535 42%	325 57%	203 76%	696 42%	687 45%	115 48%	1235 43%
Don't know/no opinion	643 19%	135 22%	172 18%	172 21%	51 18%	113 17%	248 18%	104 20%	283 21%	337 18%	190 18%	147 19%	306 21%	558 19%	85 23%	482 20%	141 17%	12 14%	274 23%	227 18%	102 18%	28 11%	278 17%	339 22%	40 17%	574 20%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3709	699	1002	938	325	745	1477	574	1606	2010	1183	827	1699	3283	421	2698	866	92	1215	1367	674	383	1794	1770	281	3203
Did not use a railcard	2518	462	809	600	203	444	1164	453	868	1479	875	604	1039	2274	240	1711	705	70	775	1219	401	74	1277	1149	148	2227
	68%	66%	81%	64%	62%	60%	79%	79%	54%	74%	74%	73%	61%	69%	57%	63%	81%	76%	64%	89%	59%	19%	71%	65%	53%	70%
Disabled Persons Railcard	51	11	10	10	7	13	13	5	30	23	15	8	28	40	11	38	9	1	11	24	10	6	23	26	39	9
	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	2%	1%	3%	1%	1%	1%	1%	2%	1%	2%	1%	1%	14%	*
16-25 Railcard	379	41	80	78	28	152	144	13	218	156	84	72	223	331	48	309	55	12	362	11	1	2	149	221	22	327
	10%	6%	8%	8%	9%	20%	10%	2%	14%	8%	7%	9%	13%	10%	11%	11%	6%	13%	30%	1%	*	1%	8%	12%	8%	10%
Network Railcard	92	1	16	47	13	15	35	10	45	46	23	23	46	64	28	60	26	4	14	51	20	3	47	38	6	82
	2%	*	2%	5%	4%	2%	2%	2%	3%	2%	2%	3%	3%	2%	7%	2%	3%	4%	1%	4%	3%	1%	3%	2%	2%	3%
Senior Railcard	514	155	68	174	36	81	74	87	345	224	135	89	290	458	56	466	38	-	-	-	213	295	231	259	49	437
	14%	22%	7%	19%	11%	11%	5%	15%	21%	11%	11%	11%	17%	14%	13%	17%	4%	-	-	-	32%	77%	13%	15%	17%	14%
Forces Railcard	28	8	2	5	4	9	7	3	17	15	8	7	13	23	5	24	2	1	16	12	-	-	17	9	3	23
	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	-	-	1%	1%	1%	1%
Family & Friends Railcard	35	11	6	10	2	6	4	1	30	18	12	6	17	19	16	33	2	-	9	19	4	-	12	21	4	26
	1%	2%	1%	1%	1%	1%	*	*	2%	1%	1%	1%	1%	1%	4%	1%	*	-	1%	1%	1%	-	1%	1%	1%	1%
GroupSave discount	13	1	-	2	-	10	-	-	13	3	3	-	10	6	7	13	-	-	4	5	2	2	7	6	4	9
	*	*	-	*	-	1%	-	-	1%	*	*	-	1%	*	2%	*	-	-	*	*	*	1%	*	*	1%	*
Other railcard	128	15	22	27	39	25	56	7	64	72	42	30	56	104	23	75	46	5	42	39	32	8	51	68	9	106
	3%	2%	2%	3%	12%	3%	4%	1%	4%	4%	4%	4%	3%	3%	5%	3%	5%	5%	3%	3%	5%	2%	3%	4%	3%	3%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 44

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

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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3901	733	1046	997	341	784	1564	615	1667	2110	1248	862	1791	3458	438	2829	920	97	1247	1480	706	391	1894	1850	293	3351
Very good	1825 47%	427 58%	395 38%	515 52%	124 36%	364 46%	619 40%	310 50%	864 52%	942 45%	587 47%	355 41%	883 49%	1577 46%	246 56%	1417 50%	343 37%	35 36%	472 38%	679 46%	412 58%	230 59%	867 46%	888 48%	145 49%	1567 47%
Fairly good	1660 43%	270 37%	484 46%	393 39%	161 47%	352 45%	732 47%	244 40%	667 40%	905 43%	520 42%	385 45%	755 42%	1491 43%	167 38%	1162 41%	429 47%	50 52%	617 49%	631 43%	238 34%	138 35%	812 43%	782 42%	110 38%	1440 43%
Neither good nor poor	229 6%	19 3%	84 8%	52 5%	30 9%	44 6%	109 7%	29 5%	87 5%	138 7%	74 6%	64 7%	91 5%	211 6%	17 4%	145 5%	73 8%	6 6%	93 7%	86 6%	31 4%	15 4%	116 6%	102 6%	21 7%	187 6%
Fairly poor	123 3%	10 1%	51 5%	29 3%	15 4%	18 2%	62 4%	24 4%	36 2%	80 4%	43 3%	37 4%	43 2%	119 3%	4 1%	72 3%	48 5%	2 2%	44 4%	50 3%	18 3%	7 2%	65 3%	53 3%	13 4%	103 3%
Very poor	64 2%	7 1%	32 3%	8 1%	11 3%	6 1%	42 3%	8 1%	13 1%	45 2%	24 2%	21 2%	19 1%	60 2%	4 1%	33 1%	27 3%	4 4%	21 2%	34 2%	7 1%	1 *	34 2%	25 1%	4 1%	54 2%
Good (net)	3485 89%	697 95%	879 84%	908 91%	285 84%	716 91%	1351 86%	554 90%	1531 92%	1847 88%	1107 89%	740 86%	1638 91%	3068 89%	413 94%	2579 91%	772 84%	85 88%	1089 87%	1310 89%	650 92%	368 94%	1679 89%	1670 90%	255 87%	3007 90%
Poor (net)	187 5%	17 2%	83 8%	37 4%	26 8%	24 3%	104 7%	32 5%	49 3%	125 6%	67 5%	58 7%	62 3%	179 5%	8 2%	105 4%	75 8%	6 6%	65 5%	84 6%	25 4%	8 2%	99 5%	78 4%	17 6%	157 5%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3817	718	1031	981	336	751	1544	613	1607	2089	1234	855	1728	3389	423	2761	908	95	1237	1457	689	361	1871	1795	285	3286
Very good	1017 27%	238 33%	210 20%	298 30%	85 25%	186 25%	354 23%	171 28%	477 30%	534 26%	346 28%	188 22%	483 28%	871 26%	144 34%	768 28%	212 23%	19 20%	299 24%	381 26%	192 28%	124 34%	455 24%	521 29%	80 28%	877 27%
Fairly good	1880 49%	358 50%	514 50%	477 49%	160 48%	371 49%	774 50%	287 47%	798 50%	1035 50%	587 48%	448 52%	845 49%	1676 49%	202 48%	1373 50%	438 48%	52 55%	598 48%	736 51%	338 49%	167 46%	926 49%	871 49%	133 47%	1616 49%
Neither good nor poor	593 16%	88 12%	184 18%	136 14%	65 19%	120 16%	262 17%	94 15%	226 14%	326 16%	190 15%	136 16%	267 15%	531 16%	61 14%	402 15%	163 18%	15 16%	225 18%	207 14%	105 15%	52 14%	317 17%	262 15%	51 18%	507 15%
Fairly poor	274 7%	28 4%	103 10%	60 6%	18 5%	65 9%	128 8%	47 8%	94 6%	162 8%	93 8%	69 8%	112 6%	259 8%	15 4%	181 7%	84 9%	5 5%	90 7%	119 8%	45 7%	14 4%	145 8%	117 7%	19 7%	238 7%
Very poor	53 1%	6 1%	20 2%	10 1%	8 2%	9 1%	26 2%	14 2%	12 1%	32 2%	18 1%	14 2%	21 1%	52 2%	1 *	37 1%	11 1%	4 4%	25 2%	14 1%	9 1%	4 1%	28 1%	24 1%	2 1%	48 1%
Good (net)	2897 76%	596 83%	724 70%	775 79%	245 73%	557 74%	1128 73%	458 75%	1275 79%	1569 75%	933 76%	636 74%	1328 77%	2547 75%	346 82%	2141 78%	650 72%	71 75%	897 73%	1117 77%	530 77%	291 81%	1381 74%	1392 78%	213 75%	2493 76%
Poor (net)	327 9%	34 5%	123 12%	70 7%	26 8%	74 10%	154 10%	61 10%	106 7%	194 9%	111 9%	83 10%	133 8%	311 9%	16 4%	218 8%	95 10%	9 9%	115 9%	133 9%	54 8%	18 5%	173 9%	141 8%	21 7%	286 9%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3766	706	1018	957	333	752	1522	596	1598	2051	1206	845	1715	3344	417	2728	895	92	1231	1422	674	369	1841	1778	278	3244
Very good	1014 27%	230 33%	212 21%	307 32%	83 25%	182 24%	348 23%	174 29%	478 30%	535 26%	338 28%	197 23%	479 28%	875 26%	137 33%	775 28%	206 23%	19 21%	291 24%	384 27%	192 28%	126 34%	469 25%	502 28%	77 28%	876 27%
Fairly good	1867 50%	364 52%	521 51%	461 48%	159 48%	362 48%	773 51%	284 48%	788 49%	1036 51%	596 49%	440 52%	831 48%	1662 50%	203 49%	1347 49%	447 50%	50 54%	595 48%	723 51%	341 51%	177 48%	921 50%	878 49%	134 48%	1618 50%
Neither good nor poor	599 16%	75 11%	193 19%	127 13%	61 18%	143 19%	269 18%	95 16%	227 14%	330 16%	188 16%	142 17%	269 16%	538 16%	60 14%	413 15%	162 18%	15 16%	239 19%	213 15%	89 13%	46 12%	313 17%	265 15%	50 18%	503 16%
Fairly poor	224 6%	29 4%	75 7%	49 5%	23 7%	48 6%	105 7%	32 5%	81 5%	112 5%	64 5%	48 6%	112 7%	212 6%	12 3%	146 5%	68 8%	5 5%	79 6%	81 6%	45 7%	14 4%	106 6%	105 6%	12 4%	194 6%
Very poor	62 2%	8 1%	17 2%	13 1%	7 2%	17 2%	27 2%	11 2%	24 2%	38 2%	20 2%	18 2%	24 1%	57 2%	5 1%	47 2%	12 1%	3 3%	27 2%	21 1%	7 1%	6 2%	32 2%	28 2%	5 2%	53 2%
Good (net)	2881 77%	594 84%	733 72%	768 80%	242 73%	544 72%	1121 74%	458 77%	1266 79%	1571 77%	934 77%	637 75%	1310 76%	2537 76%	340 82%	2122 78%	653 73%	69 75%	886 72%	1107 78%	533 79%	303 82%	1390 76%	1380 78%	211 76%	2494 77%
Poor (net)	286 8%	37 5%	92 9%	62 6%	30 9%	65 9%	132 9%	43 7%	105 7%	150 7%	84 7%	66 8%	136 8%	269 8%	17 4%	193 7%	80 9%	8 9%	106 9%	102 7%	52 8%	20 5%	138 7%	133 7%	17 6%	247 8%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3438	666	905	877	287	703	1399	559	1433	1850	1076	774	1588	3052	381	2488	814	89	1135	1308	609	317	1689	1615	261	2957
Very good	725 21%	194 29%	150 17%	197 22%	38 13%	146 21%	238 17%	121 22%	357 25%	357 19%	221 21%	136 18%	368 23%	617 20%	108 28%	574 23%	126 15%	16 18%	228 20%	272 21%	113 19%	94 30%	335 20%	362 22%	65 25%	616 21%
Fairly good	1276 37%	293 44%	294 32%	308 35%	83 29%	298 42%	476 34%	227 41%	557 39%	658 36%	373 35%	285 37%	618 39%	1122 37%	152 40%	960 39%	274 34%	26 29%	410 36%	456 35%	264 43%	121 38%	625 37%	597 37%	90 34%	1109 38%
Neither good nor poor	594 17%	97 15%	160 18%	152 17%	53 18%	132 19%	252 18%	89 16%	244 17%	309 17%	174 16%	135 17%	285 18%	530 17%	64 17%	422 17%	147 18%	15 17%	201 18%	232 18%	98 16%	51 16%	305 18%	264 16%	38 15%	512 17%
Fairly poor	406 12%	63 9%	87 10%	120 14%	57 20%	79 11%	178 13%	63 11%	156 11%	223 12%	125 12%	98 13%	183 12%	369 12%	36 9%	288 12%	102 13%	9 10%	147 13%	158 12%	71 12%	23 7%	194 11%	202 13%	28 11%	357 12%
Very poor	437 13%	19 3%	214 24%	100 11%	56 20%	48 7%	255 18%	59 11%	119 8%	303 16%	183 17%	120 16%	134 8%	414 14%	21 6%	244 10%	165 20%	23 26%	149 13%	190 15%	63 10%	28 9%	230 14%	190 12%	40 15%	363 12%
Good (net)	2001 58%	487 73%	444 49%	505 58%	121 42%	444 63%	714 51%	348 62%	914 64%	1015 55%	594 55%	421 54%	986 62%	1739 57%	260 68%	1534 62%	400 49%	42 47%	638 56%	728 56%	377 62%	215 68%	960 57%	959 59%	155 59%	1725 58%
Poor (net)	843 25%	82 12%	301 33%	220 25%	113 39%	127 18%	433 31%	122 22%	275 19%	526 28%	308 29%	218 28%	317 20%	783 26%	57 15%	532 21%	267 33%	32 36%	296 26%	348 27%	134 22%	51 16%	424 25%	392 24%	68 26%	720 24%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3439	632	927	878	294	708	1427	535	1431	1861	1099	762	1578	3053	381	2469	834	92	1167	1292	601	311	1696	1608	257	2953
Very good	715 21%	167 26%	152 16%	180 21%	55 19%	161 23%	265 19%	96 18%	346 24%	348 19%	228 21%	120 16%	367 23%	624 20%	90 24%	545 22%	148 18%	14 15%	233 20%	257 20%	134 22%	81 26%	336 20%	354 22%	48 19%	632 21%
Fairly good	1341 39%	292 46%	290 31%	356 41%	103 35%	300 42%	509 36%	215 40%	598 42%	713 38%	409 37%	304 40%	628 40%	1186 39%	154 40%	1008 41%	284 34%	29 32%	422 36%	515 40%	240 40%	140 45%	636 38%	655 41%	99 39%	1156 39%
Neither good nor poor	688 20%	129 20%	178 19%	170 19%	62 21%	149 21%	281 20%	138 26%	259 18%	366 20%	208 19%	158 21%	322 20%	605 20%	82 22%	493 20%	168 20%	19 21%	240 21%	259 20%	121 20%	48 15%	350 21%	303 19%	54 21%	580 20%
Fairly poor	318 9%	29 5%	106 11%	93 11%	24 8%	66 9%	145 10%	49 9%	117 8%	175 9%	108 10%	67 9%	143 9%	285 9%	33 9%	224 9%	79 9%	9 10%	120 10%	118 9%	54 9%	19 6%	172 10%	134 8%	24 9%	272 9%
Very poor	377 11%	15 2%	201 22%	79 9%	50 17%	32 5%	227 16%	37 7%	111 8%	259 14%	146 13%	113 15%	118 7%	353 12%	22 6%	199 8%	155 19%	21 23%	152 13%	143 11%	52 9%	23 7%	202 12%	162 10%	32 12%	313 11%
Good (net)	2056 60%	459 73%	442 48%	536 61%	158 54%	461 65%	774 54%	311 58%	944 66%	1061 57%	637 58%	424 56%	995 63%	1810 59%	244 64%	1553 63%	432 52%	43 47%	655 56%	772 60%	374 62%	221 71%	972 57%	1009 63%	147 57%	1788 61%
Poor (net)	695 20%	44 7%	307 33%	172 20%	74 25%	98 14%	372 26%	86 16%	228 16%	434 23%	254 23%	180 24%	261 17%	638 21%	55 14%	423 17%	234 28%	30 33%	272 23%	261 20%	106 18%	42 14%	374 22%	296 18%	56 22%	585 20%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3051	563	782	782	267	657	1258	469	1283	1632	982	650	1419	2713	335	2191	738	79	1024	1144	532	289	1468	1461	236	2608
Very good	1032 34%	202	223	307	89	211	370	158	494	527	365	162	505	905	127	785	215	21	293	384	212	127	483	507	81	895
		36%	29%	39%	33%	32%	29%	34%	39%	32%	37%	25%	36%	33%	38%	36%	29%	27%	29%	34%	40%	44%	33%	35%	34%	34%
Fairly good	1231 40%	235	316	303	98	279	491	181	536	660	376	284	571	1092	137	902	277	26	412	460	211	121	591	591	92	1052
		42%	40%	39%	37%	42%	39%	39%	42%	40%	38%	44%	40%	40%	41%	41%	38%	33%	40%	40%	40%	42%	40%	40%	39%	40%
Neither good nor poor	521 17%	100	152	110	46	113	232	106	177	288	153	135	233	465	56	354	146	16	201	206	78	23	261	238	41	441
		18%	19%	14%	17%	17%	18%	23%	14%	18%	16%	21%	16%	17%	17%	16%	20%	20%	20%	18%	15%	8%	18%	16%	17%	17%
Fairly poor	127 4%	15	30	33	12	37	80	15	30	72	42	30	55	119	7	72	47	7	61	45	12	7	63	60	13	108
		3%	4%	4%	4%	6%	6%	3%	2%	4%	4%	5%	4%	4%	2%	3%	6%	9%	6%	4%	2%	2%	4%	4%	6%	4%
Very poor	140 5%	11	61	29	22	17	85	9	46	85	46	39	55	132	8	78	53	9	57	49	19	11	70	65	9	112
		2%	8%	4%	8%	3%	7%	2%	4%	5%	5%	6%	4%	5%	2%	4%	7%	11%	6%	4%	4%	4%	5%	4%	4%	4%
Good (net)	2263 74%	437	539	610	187	490	861	339	1030	1187	741	446	1076	1997	264	1687	492	47	705	844	423	248	1074	1098	173	1947
		78%	69%	78%	70%	75%	68%	72%	80%	73%	75%	69%	76%	74%	79%	77%	67%	59%	69%	74%	80%	86%	73%	75%	73%	75%
Poor (net)	267 9%	26	91	62	34	54	165	24	76	157	88	69	110	251	15	150	100	16	118	94	31	18	133	125	22	220
		5%	12%	8%	13%	8%	13%	5%	6%	10%	9%	11%	8%	9%	4%	7%	14%	20%	12%	8%	6%	6%	9%	9%	9%	8%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2893	566	797	721	253	556	1196	457	1197	1581	931	650	1312	2558	332	2066	704	80	992	1080	499	265	1464	1315	223	2482
Very good	720 25%	206 36%	132 17%	181 25%	51 20%	150 27%	213 18%	129 28%	369 31%	350 22%	201 22%	149 23%	370 28%	610 24%	108 33%	568 27%	123 17%	17 21%	229 23%	249 23%	144 29%	85 32%	355 24%	336 26%	52 23%	626 25%
Fairly good	1141 39%	237 42%	326 41%	223 31%	107 42%	248 45%	471 39%	175 38%	472 39%	603 38%	335 36%	268 41%	538 41%	1012 40%	129 39%	812 39%	279 40%	28 35%	427 43%	392 36%	207 41%	90 34%	547 37%	550 42%	92 41%	962 39%
Neither good nor poor	513 18%	70 12%	171 21%	132 18%	55 22%	85 15%	244 20%	73 16%	194 16%	295 19%	176 19%	119 18%	218 17%	468 18%	45 14%	347 17%	145 21%	19 24%	188 19%	203 19%	72 14%	36 14%	273 19%	217 17%	37 17%	441 18%
Fairly poor	310 11%	43 8%	91 11%	109 15%	20 8%	47 8%	161 13%	49 11%	97 8%	191 12%	130 14%	61 9%	119 9%	272 11%	37 11%	209 10%	89 13%	9 11%	86 9%	141 13%	45 9%	35 13%	175 12%	126 10%	29 13%	271 11%
Very poor	209 7%	10 2%	77 10%	76 11%	20 8%	26 5%	107 9%	31 7%	65 5%	142 9%	89 10%	53 8%	67 5%	196 8%	13 4%	130 6%	68 10%	7 9%	62 6%	95 9%	31 6%	19 7%	114 8%	86 7%	13 6%	182 7%
Good (net)	1861 64%	443 78%	458 57%	404 56%	158 62%	398 72%	684 57%	304 67%	841 70%	953 60%	536 58%	417 64%	908 69%	1622 63%	237 71%	1380 67%	402 57%	45 56%	656 66%	641 59%	351 70%	175 66%	902 62%	886 67%	144 65%	1588 64%
Poor (net)	519 18%	53 9%	168 21%	185 26%	40 16%	73 13%	268 22%	80 18%	162 14%	333 21%	219 24%	114 18%	186 14%	468 18%	50 15%	339 16%	157 22%	16 20%	148 15%	236 22%	76 15%	54 20%	289 20%	212 16%	42 19%	453 18%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3147	516	890	834	277	630	1381	461	1264	1747	1075	672	1400	2798	347	2203	816	86	1107	1198	506	272	1588	1433	235	2697
Very good	784 25%	174 34%	141 16%	225 27%	60 22%	184 29%	252 18%	128 28%	392 31%	380 22%	249 23%	131 19%	404 29%	676 24%	108 31%	616 28%	133 16%	21 24%	257 23%	271 23%	139 27%	102 38%	371 23%	382 27%	65 28%	675 25%
Fairly good	1335 42%	238 46%	337 38%	354 42%	114 41%	292 46%	565 41%	217 47%	536 42%	709 41%	427 40%	282 42%	626 45%	1196 43%	138 40%	958 43%	329 40%	33 38%	461 42%	496 41%	236 47%	113 42%	666 42%	617 43%	93 40%	1151 43%
Neither good nor poor	452 14%	65 13%	133 15%	132 16%	41 15%	81 13%	217 16%	65 14%	166 13%	263 15%	159 15%	104 15%	189 14%	397 14%	54 16%	305 14%	134 16%	9 10%	156 14%	192 16%	62 12%	30 11%	238 15%	190 13%	25 11%	390 14%
Fairly poor	269 9%	33 6%	108 12%	66 8%	19 7%	43 7%	158 11%	32 7%	76 6%	173 10%	97 9%	76 11%	96 7%	248 9%	21 6%	163 7%	98 12%	5 6%	103 9%	116 10%	32 6%	13 5%	153 10%	108 8%	20 9%	229 8%
Very poor	307 10%	6 1%	171 19%	57 7%	43 16%	30 5%	189 14%	19 4%	94 7%	222 13%	143 13%	79 12%	85 6%	281 10%	26 7%	161 7%	122 15%	18 21%	130 12%	123 10%	37 7%	14 5%	160 10%	136 9%	32 14%	252 9%
Good (net)	2119 67%	412 80%	478 54%	579 69%	174 63%	476 76%	817 59%	345 75%	928 73%	1089 62%	676 63%	413 61%	1030 74%	1872 67%	246 71%	1574 71%	462 57%	54 63%	718 65%	767 64%	375 74%	215 79%	1037 65%	999 70%	158 67%	1826 68%
Poor (net)	576 18%	39 8%	279 31%	123 15%	62 22%	73 12%	347 25%	51 11%	170 13%	395 23%	240 22%	155 23%	181 13%	529 19%	47 14%	324 15%	220 27%	23 27%	233 21%	239 20%	69 14%	27 10%	313 20%	244 17%	52 22%	481 18%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1412	131	519	333	158	271	707	151	533	822	529	293	590	1277	134	890	445	57	597	527	170	77	765	567	111	1187
Very good	335 24%	46 35%	97 19%	86 26%	31 20%	75 28%	135 19%	46 30%	148 28%	177 22%	128 24%	49 17%	158 27%	292 23%	43 32%	231 26%	86 19%	11 19%	134 22%	125 24%	37 22%	27 35%	166 22%	145 26%	22 20%	288 24%
Fairly good	581 41%	47 36%	210 40%	139 42%	65 41%	120 44%	272 38%	63 42%	236 44%	329 40%	216 41%	113 39%	252 43%	525 41%	56 42%	382 43%	168 38%	23 40%	262 44%	193 37%	76 45%	34 44%	301 39%	248 44%	52 47%	481 41%
Neither good nor poor	266 19%	26 20%	105 20%	63 19%	30 19%	42 15%	156 22%	25 17%	82 15%	160 19%	93 18%	67 23%	106 18%	247 19%	18 13%	155 17%	96 22%	11 19%	99 17%	110 21%	35 21%	11 14%	152 20%	95 17%	19 17%	219 18%
Fairly poor	132 9%	7 5%	61 12%	28 8%	14 9%	22 8%	80 11%	10 7%	41 8%	82 10%	44 8%	38 13%	50 8%	122 10%	10 7%	71 8%	53 12%	7 12%	62 10%	57 11%	9 5%	3 4%	84 11%	44 8%	13 12%	114 10%
Very poor	98 7%	5 4%	46 9%	17 5%	18 11%	12 4%	64 9%	7 5%	26 5%	74 9%	48 9%	26 9%	24 4%	91 7%	7 5%	51 6%	42 9%	5 9%	40 7%	42 8%	13 8%	2 3%	62 8%	35 6%	5 5%	85 7%
Good (net)	916 65%	93 71%	307 59%	225 68%	96 61%	195 72%	407 58%	109 72%	384 72%	506 62%	344 65%	162 55%	410 69%	817 64%	99 74%	613 69%	254 57%	34 60%	396 66%	318 60%	113 66%	61 79%	467 61%	393 69%	74 67%	769 65%
Poor (net)	230 16%	12 9%	107 21%	45 14%	32 20%	34 13%	144 20%	17 11%	67 13%	156 19%	92 17%	64 22%	74 13%	213 17%	17 13%	122 14%	95 21%	12 21%	102 17%	99 19%	22 13%	5 6%	146 19%	79 14%	18 16%	199 17%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3375	629	944	850	297	655	1417	526	1389	1857	1096	761	1518	2996	374	2402	838	91	1147	1292	586	289	1645	1598	248	2916
Very good	915 27%	209 33%	205 22%	244 29%	72 24%	185 28%	337 24%	149 28%	417 30%	466 25%	298 27%	168 22%	449 30%	796 27%	118 32%	685 29%	194 23%	20 22%	284 25%	328 25%	187 32%	100 35%	451 27%	425 27%	64 26%	799 27%
Fairly good	1465 43%	272 43%	396 42%	359 42%	126 42%	312 48%	615 43%	230 44%	600 43%	830 45%	471 43%	359 47%	635 42%	1303 43%	160 43%	1042 43%	368 44%	36 40%	519 45%	556 43%	251 43%	119 41%	701 43%	714 45%	95 38%	1276 44%
Neither good nor poor	787 23%	138 22%	236 25%	203 24%	70 24%	140 21%	339 24%	129 25%	310 22%	422 23%	249 23%	173 23%	365 24%	701 23%	85 23%	554 23%	205 24%	19 21%	252 22%	332 26%	123 21%	62 21%	406 25%	349 22%	70 28%	668 23%
Fairly poor	128 4%	6 1%	69 7%	26 3%	12 4%	15 2%	84 6%	9 2%	33 2%	83 4%	47 4%	36 5%	45 3%	120 4%	7 2%	71 3%	49 6%	8 9%	54 5%	49 4%	15 3%	4 1%	48 3%	71 4%	11 4%	108 4%
Very poor	80 2%	4 1%	38 4%	18 2%	17 6%	3 *	42 3%	9 2%	29 2%	56 3%	31 3%	25 3%	24 2%	76 3%	4 1%	50 2%	22 3%	8 9%	38 3%	27 2%	10 2%	4 1%	39 2%	39 2%	8 3%	65 2%
Good (net)	2380 71%	481 76%	601 64%	603 71%	198 67%	497 76%	952 67%	379 72%	1017 73%	1296 70%	769 70%	527 69%	1084 71%	2099 70%	278 74%	1727 72%	562 67%	56 62%	803 70%	884 68%	438 75%	219 76%	1152 70%	1139 71%	159 64%	2075 71%
Poor (net)	208 6%	10 2%	107 11%	44 5%	29 10%	18 3%	126 9%	18 3%	62 4%	139 7%	78 7%	61 8%	69 5%	196 7%	11 3%	121 5%	71 8%	16 18%	92 8%	76 6%	25 4%	8 3%	87 5%	110 7%	19 8%	173 6%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3565	688	914	939	306	718	1395	576	1544	1900	1113	787	1665	3154	406	2623	804	88	1142	1360	628	366	1758	1662	268	3062
Very good	687 19%	121 18%	119 13%	280 30%	49 16%	118 16%	203 15%	124 22%	344 22%	323 17%	212 19%	111 14%	364 22%	582 18%	104 26%	543 21%	115 14%	14 16%	212 19%	230 17%	135 21%	92 25%	337 19%	310 19%	47 18%	594 19%
Fairly good	1614 45%	339 49%	376 41%	469 50%	110 36%	320 45%	614 44%	292 51%	697 45%	859 45%	519 47%	340 43%	755 45%	1420 45%	193 48%	1226 47%	333 41%	39 44%	505 44%	647 48%	271 43%	159 43%	815 46%	735 44%	129 48%	1382 45%
Neither good nor poor	568 16%	102 15%	175 19%	120 13%	57 19%	114 16%	243 17%	84 15%	227 15%	330 17%	183 16%	147 19%	238 14%	505 16%	61 15%	392 15%	149 19%	15 17%	191 17%	219 16%	101 16%	48 13%	284 16%	265 16%	38 14%	492 16%
Fairly poor	457 13%	92 13%	155 17%	62 7%	59 19%	89 12%	225 16%	51 9%	176 11%	271 14%	152 14%	119 15%	186 11%	420 13%	36 9%	303 12%	136 17%	14 16%	154 13%	179 13%	86 14%	35 10%	215 12%	231 14%	31 12%	400 13%
Very poor	239 7%	34 5%	89 10%	8 1%	31 10%	77 11%	110 8%	25 4%	100 6%	117 6%	47 4%	70 9%	122 7%	227 7%	12 3%	159 6%	71 9%	6 7%	80 7%	85 6%	35 6%	32 9%	107 6%	121 7%	23 9%	194 6%
Good (net)	2301 65%	460 67%	495 54%	749 80%	159 52%	438 61%	817 59%	416 72%	1041 67%	1182 62%	731 66%	451 57%	1119 67%	2002 63%	297 73%	1769 67%	448 56%	53 60%	717 63%	877 64%	406 65%	251 69%	1152 66%	1045 63%	176 66%	1976 65%
Poor (net)	696 20%	126 18%	244 27%	70 7%	90 29%	166 23%	335 24%	76 13%	276 18%	388 20%	199 18%	189 24%	308 18%	647 21%	48 12%	462 18%	207 26%	20 23%	234 20%	264 19%	121 19%	67 18%	322 18%	352 21%	54 20%	594 19%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3871	725	1040	991	337	778	1563	617	1639	2097	1230	867	1774	3437	429	2807	916	95	1261	1480	684	373	1885	1835	287	3334
Very good	1014 26%	189 26%	200 19%	365 37%	90 27%	170 22%	311 20%	170 28%	518 32%	462 22%	285 23%	177 20%	552 31%	872 25%	140 33%	798 28%	181 20%	22 23%	317 25%	335 23%	210 31%	133 36%	468 25%	499 27%	67 23%	895 27%
Fairly good	1600 41%	328 45%	408 39%	426 43%	119 35%	319 41%	604 39%	275 45%	701 43%	860 41%	540 44%	320 37%	740 42%	1414 41%	184 43%	1215 43%	336 37%	26 27%	503 40%	623 42%	279 41%	159 43%	764 41%	772 42%	128 45%	1364 41%
Neither good nor poor	426 11%	80 11%	106 10%	91 9%	44 13%	105 13%	180 12%	57 9%	182 11%	238 11%	139 11%	99 11%	188 11%	369 11%	57 13%	311 11%	101 11%	9 9%	162 13%	158 11%	57 8%	40 11%	224 12%	187 10%	29 10%	358 11%
Fairly poor	385 10%	76 10%	156 15%	55 6%	29 9%	69 9%	217 14%	60 10%	104 6%	263 13%	141 11%	122 14%	122 7%	356 10%	28 7%	227 8%	134 15%	19 20%	124 10%	170 11%	72 11%	14 4%	206 11%	166 9%	23 8%	338 10%
Very poor	446 12%	52 7%	170 16%	54 5%	55 16%	115 15%	251 16%	55 9%	134 8%	274 13%	125 10%	149 17%	172 10%	426 12%	20 5%	256 9%	164 18%	19 20%	155 12%	194 13%	66 10%	27 7%	223 12%	211 11%	40 14%	379 11%
Good (net)	2614 68%	517 71%	608 58%	791 80%	209 62%	489 63%	915 59%	445 72%	1219 74%	1322 63%	825 67%	497 57%	1292 73%	2286 67%	324 76%	2013 72%	517 56%	48 51%	820 65%	958 65%	489 71%	292 78%	1232 65%	1271 69%	195 68%	2259 68%
Poor (net)	831 21%	128 18%	326 31%	109 11%	84 25%	184 24%	468 30%	115 19%	238 15%	537 26%	266 22%	271 31%	294 17%	782 23%	48 11%	483 17%	298 33%	38 40%	279 22%	364 25%	138 20%	41 11%	429 23%	377 21%	63 22%	717 22%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3849	731	1034	979	337	768	1548	614	1637	2089	1235	854	1760	3409	435	2797	905	96	1250	1463	685	377	1873	1825	283	3317
Very good	840 22%	180 25%	136 13%	312 32%	52 15%	160 21%	232 15%	135 22%	457 28%	387 19%	249 20%	138 16%	453 26%	703 21%	135 31%	667 24%	142 16%	16 17%	261 21%	257 18%	176 26%	129 34%	358 19%	438 24%	63 22%	732 22%
Fairly good	1800 47%	363 50%	468 45%	494 50%	133 39%	342 45%	714 46%	303 49%	763 47%	999 48%	602 49%	397 46%	801 46%	1588 47%	211 49%	1346 48%	394 44%	39 41%	589 47%	703 48%	310 45%	165 44%	853 46%	883 48%	125 44%	1561 47%
Neither good nor poor	612 16%	109 15%	202 20%	107 11%	66 20%	128 17%	289 19%	93 15%	225 14%	351 17%	198 16%	153 18%	261 15%	557 16%	53 12%	430 15%	156 17%	21 22%	197 16%	254 17%	102 15%	44 12%	334 18%	252 14%	53 19%	511 15%
Fairly poor	389 10%	60 8%	152 15%	49 5%	46 14%	82 11%	197 13%	59 10%	127 8%	236 11%	129 10%	107 13%	153 9%	361 11%	28 6%	239 9%	130 14%	14 15%	132 11%	164 11%	60 9%	27 7%	211 11%	165 9%	23 8%	340 10%
Very poor	208 5%	19 3%	76 7%	17 2%	40 12%	56 7%	116 7%	24 4%	65 4%	116 6%	57 5%	59 7%	92 5%	200 6%	8 2%	115 4%	83 9%	6 6%	71 6%	85 6%	37 5%	12 3%	117 6%	87 5%	19 7%	173 5%
Good (net)	2640 69%	543 74%	604 58%	806 82%	185 55%	502 65%	946 61%	438 71%	1220 75%	1386 66%	851 69%	535 63%	1254 71%	2291 67%	346 80%	2013 72%	536 59%	55 57%	850 68%	960 66%	486 71%	294 78%	1211 65%	1321 72%	188 66%	2293 69%
Poor (net)	597 16%	79 11%	228 22%	66 7%	86 26%	138 18%	313 20%	83 14%	192 12%	352 17%	186 15%	166 19%	245 14%	561 16%	36 8%	354 13%	213 24%	20 21%	203 16%	249 17%	97 14%	39 10%	328 18%	252 14%	42 15%	513 15%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 57

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

(Space for bicycles)

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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1492	114	606	266	201	305	816	137	516	874	517	357	618	1375	114	876	529	68	667	559	167	61	796	619	109	1261
Very good	170 11%	16 14%	50 8%	41 15%	29 14%	34 11%	67 8%	26 19%	73 14%	88 10%	52 10%	36 10%	82 13%	154 11%	15 13%	116 13%	44 8%	7 10%	83 12%	52 9%	21 13%	11 18%	77 10%	82 13%	16 15%	144 11%
Fairly good	390 26%	19 17%	137 23%	86 32%	68 34%	80 26%	200 25%	36 26%	153 30%	198 23%	130 25%	68 19%	192 31%	359 26%	31 27%	259 30%	115 22%	15 22%	177 27%	129 23%	47 28%	19 31%	184 23%	176 28%	27 25%	316 25%
Neither good nor poor	308 21%	28 25%	107 18%	74 28%	27 13%	72 24%	145 18%	29 21%	126 24%	175 20%	107 21%	68 19%	133 22%	265 19%	42 37%	201 23%	93 18%	8 12%	129 19%	118 21%	35 21%	16 26%	174 22%	118 19%	25 23%	258 20%
Fairly poor	306 21%	23 20%	158 26%	41 15%	35 17%	49 16%	197 24%	16 12%	87 17%	213 24%	122 24%	91 25%	93 15%	291 21%	14 12%	144 16%	135 26%	22 32%	147 22%	121 22%	30 18%	3 5%	171 21%	121 20%	14 13%	272 22%
Very poor	318 21%	28 25%	154 25%	24 9%	42 21%	70 23%	207 25%	30 22%	77 15%	200 23%	106 21%	94 26%	118 19%	306 22%	12 11%	156 18%	142 27%	16 24%	131 20%	139 25%	34 20%	12 20%	190 24%	122 20%	27 25%	271 21%
Good (net)	560 38%	35 31%	187 31%	127 48%	97 48%	114 37%	267 33%	62 45%	226 44%	286 33%	182 35%	104 29%	274 44%	513 37%	46 40%	375 43%	159 30%	22 32%	260 39%	181 32%	68 41%	30 49%	261 33%	258 42%	43 39%	460 36%
Poor (net)	624 42%	51 45%	312 51%	65 24%	77 38%	119 39%	404 50%	46 34%	164 32%	413 47%	228 44%	185 52%	211 34%	597 43%	26 23%	300 34%	277 52%	38 56%	278 42%	260 47%	64 38%	15 25%	361 45%	243 39%	41 38%	543 43%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2414	514	548	702	194	456	982	402	996	1289	798	491	1125	2129	282	1765	548	66	793	915	428	225	1275	1033	187	2043
Very good	249 10%	44 9%	43 8%	90 13%	21 11%	51 11%	69 7%	35 9%	142 14%	112 9%	79 10%	33 7%	137 12%	202 9%	46 16%	196 11%	41 7%	8 12%	90 11%	72 8%	43 10%	36 16%	118 9%	117 11%	19 10%	209 10%
Fairly good	797 33%	177 34%	141 26%	299 43%	44 23%	136 30%	272 28%	140 35%	375 38%	400 31%	268 34%	132 27%	397 35%	691 32%	105 37%	629 36%	138 25%	16 24%	246 31%	280 31%	147 34%	101 45%	429 34%	318 31%	71 38%	668 33%
Neither good nor poor	646 27%	137 27%	155 28%	176 25%	55 28%	123 27%	278 28%	112 28%	246 25%	372 29%	236 30%	136 28%	274 24%	574 27%	72 26%	467 26%	160 29%	13 20%	200 25%	271 30%	118 28%	45 20%	355 28%	267 26%	47 25%	551 27%
Fairly poor	446 18%	120 23%	118 22%	92 13%	33 17%	83 18%	208 21%	85 21%	150 15%	258 20%	146 18%	112 23%	188 17%	399 19%	46 16%	312 18%	117 21%	14 21%	144 18%	185 20%	82 19%	29 13%	232 18%	203 20%	24 13%	383 19%
Very poor	276 11%	36 7%	91 17%	45 6%	41 21%	63 14%	155 16%	30 7%	83 8%	147 11%	69 9%	78 16%	129 11%	263 12%	13 5%	161 9%	92 17%	15 23%	113 14%	107 12%	38 9%	14 6%	141 11%	128 12%	26 14%	232 11%
Good (net)	1046 43%	221 43%	184 34%	389 55%	65 34%	187 41%	341 35%	175 44%	517 52%	512 40%	347 43%	165 34%	534 47%	893 42%	151 54%	825 47%	179 33%	24 36%	336 42%	352 38%	190 44%	137 61%	547 43%	435 42%	90 48%	877 43%
Poor (net)	722 30%	156 30%	209 38%	137 20%	74 38%	146 32%	363 37%	115 29%	233 23%	405 31%	215 27%	190 39%	317 28%	662 31%	59 21%	473 27%	209 38%	29 44%	257 32%	292 32%	120 28%	43 19%	373 29%	331 32%	50 27%	615 30%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2063	430	382	641	135	475	783	368	885	1070	658	412	993	1810	250	1574	415	47	657	786	370	205	1076	898	167	1734
Very good	239 12%	63 15%	16 4%	105 16%	7 5%	48 10%	54 7%	44 12%	137 15%	102 10%	75 11%	27 7%	137 14%	199 11%	40 16%	202 13%	25 6%	5 11%	68 10%	77 10%	48 13%	40 20%	105 10%	120 13%	20 12%	198 11%
Fairly good	728 35%	175 41%	52 14%	301 47%	11 8%	189 40%	217 28%	154 42%	349 39%	356 33%	240 36%	116 28%	372 37%	631 35%	96 38%	616 39%	96 23%	10 21%	210 32%	271 34%	135 36%	94 46%	377 35%	315 35%	59 35%	621 36%
Neither good nor poor	464 22%	102 24%	59 15%	159 25%	18 13%	126 27%	162 21%	97 26%	199 22%	237 22%	145 22%	92 22%	227 23%	396 22%	67 27%	368 23%	87 21%	4 9%	135 21%	192 24%	90 24%	35 17%	244 23%	203 23%	33 20%	395 23%
Fairly poor	232 11%	69 16%	41 11%	59 9%	10 7%	53 11%	103 13%	42 11%	82 9%	124 12%	64 10%	60 15%	108 11%	205 11%	27 11%	176 11%	41 10%	9 19%	83 13%	84 11%	42 11%	18 9%	131 12%	92 10%	20 12%	189 11%
Very poor	400 19%	21 5%	214 56%	17 3%	89 66%	59 12%	247 32%	31 8%	118 13%	251 23%	134 20%	117 28%	149 15%	379 21%	20 8%	212 13%	166 40%	19 40%	161 25%	162 21%	55 15%	18 9%	219 20%	168 19%	35 21%	331 19%
Good (net)	967 47%	238 55%	68 18%	406 63%	18 13%	237 50%	271 35%	198 54%	486 55%	458 43%	315 48%	143 35%	509 51%	830 46%	136 54%	818 52%	121 29%	15 32%	278 42%	348 44%	183 49%	134 65%	482 45%	435 48%	79 47%	819 47%
Poor (net)	632 31%	90 21%	255 67%	76 12%	99 73%	112 24%	350 45%	73 20%	200 23%	375 35%	198 30%	177 43%	257 26%	584 32%	47 19%	388 25%	207 50%	28 60%	244 37%	246 31%	97 26%	36 18%	350 33%	260 29%	55 33%	520 30%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3766	685	1044	943	338	756	1564	590	1563	2047	1199	848	1719	3352	409	2691	926	97	1239	1450	663	347	1836	1781	288	3247
I always get a seat	1119	204	357	319	105	134	634	170	299	643	385	258	476	1030	87	706	369	28	322	453	213	110	579	489	91	950
	30%	30%	34%	34%	31%	18%	41%	29%	19%	31%	32%	30%	28%	31%	21%	26%	40%	29%	26%	31%	32%	32%	32%	27%	32%	29%
I usually get a seat	803	87	304	171	77	164	486	89	219	512	304	208	291	749	54	453	300	38	305	327	121	35	434	337	53	694
	21%	13%	29%	18%	23%	22%	31%	15%	14%	25%	25%	25%	17%	22%	13%	17%	32%	39%	25%	23%	18%	10%	24%	19%	18%	21%
There are seats available but I prefer to stand	11	1	2	1	5	2	6	2	3	6	2	4	5	11	-	4	5	2	6	3	2	-	8	2	1	8
	*	*	*	*	1%	*	*	*	*	*	*	*	*	*	-	*	1%	2%	*	*	*	-	*	*	*	*
I usually stand and it is very crowded	248	16	115	18	48	51	185	9	50	172	91	81	76	234	14	103	127	15	112	106	19	6	135	101	19	208
	7%	2%	11%	2%	14%	7%	12%	2%	3%	8%	8%	10%	4%	7%	3%	4%	14%	15%	9%	7%	3%	2%	7%	6%	7%	6%
It varies	289	27	100	49	36	77	174	24	88	160	84	76	129	269	19	151	120	14	148	94	28	12	133	146	28	241
	8%	4%	10%	5%	11%	10%	11%	4%	6%	8%	7%	9%	8%	8%	5%	6%	13%	14%	12%	6%	4%	3%	7%	8%	10%	7%
Do not make this journey regularly	1296	350	166	385	67	328	79	296	904	554	333	221	742	1059	235	1274	5	-	346	467	280	184	547	706	96	1146
	34%	51%	16%	41%	20%	43%	5%	50%	58%	27%	28%	26%	43%	32%	57%	47%	1%	-	28%	32%	42%	53%	30%	40%	33%	35%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3071	635	696	866	235	639	1164	550	1316	1620	955	665	1451	2699	369	2330	627	75	1063	1178	511	265	1537	1421	232	2641
A Wi-Fi internet connection	1637 53%	323 51%	367 53%	482 56%	122 52%	343 54%	683 59%	323 59%	608 46%	864 53%	479 50%	385 58%	773 53%	1435 53%	201 54%	1235 53%	341 54%	43 57%	716 67%	634 54%	203 40%	53 20%	869 57%	715 50%	102 44%	1435 54%
At seat power sockets	1547 50%	353 56%	301 43%	506 58%	107 46%	280 44%	601 52%	357 65%	570 43%	806 50%	439 46%	367 55%	741 51%	1362 50%	184 50%	1207 52%	290 46%	33 44%	624 59%	629 53%	205 40%	57 22%	822 53%	672 47%	97 42%	1350 51%
Catering facilities	1440 47%	381 60%	180 26%	488 56%	78 33%	313 49%	375 32%	277 50%	773 59%	701 43%	435 46%	266 40%	739 51%	1230 46%	208 56%	1219 52%	175 28%	25 33%	296 28%	565 48%	335 66%	225 85%	646 42%	745 52%	137 59%	1209 46%
Cycle racks	477 16%	43 7%	238 34%	62 7%	58 25%	76 12%	277 24%	44 8%	148 11%	311 19%	177 19%	134 20%	166 11%	434 16%	43 12%	263 11%	185 30%	23 31%	197 19%	212 18%	52 10%	10 4%	274 18%	184 13%	35 15%	410 16%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3899	731	1054	995	344	775	1565	622	1659	2116	1245	871	1783	3458	436	2824	924	98	1254	1477	697	397	1902	1842	299	3350
Yes	229	22	92	46	27	42	138	18	68	143	74	69	86	216	13	117	91	17	101	81	29	10	103	115	25	187
	6%	3%	9%	5%	8%	5%	9%	3%	4%	7%	6%	8%	5%	6%	3%	4%	10%	17%	8%	5%	4%	3%	5%	6%	8%	6%
No	3670	709	962	949	317	733	1427	604	1591	1973	1171	802	1697	3242	423	2707	833	81	1153	1396	668	387	1799	1727	274	3163
	94%	97%	91%	95%	92%	95%	91%	97%	96%	93%	94%	92%	95%	94%	97%	96%	90%	83%	92%	95%	96%	97%	95%	94%	92%	94%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3888	730	1047	996	341	774	1559	619	1659	2106	1250	856	1782	3443	440	2818	920	97	1253	1483	692	392	1899	1839	295	3349
No	3782	718	1009	975	329	751	1508	609	1618	2049	1219	830	1733	3349	428	2750	891	90	1209	1445	679	382	1867	1769	282	3267
	97%	98%	96%	98%	96%	97%	97%	98%	98%	97%	98%	97%	97%	97%	97%	98%	97%	93%	96%	97%	98%	97%	98%	96%	98%	
Yes - I have travelled by another mode of transport	73	7	30	13	8	15	32	7	32	40	22	18	33	63	10	52	18	2	30	25	10	8	15	55	10	54
	2%	1%	3%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	2%	1%	3%	3%	2%
Yes - I have not made the journey I wanted to	38	5	10	10	4	9	21	3	11	19	10	9	19	36	2	18	13	5	17	13	3	4	17	20	3	33
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	1%	5%	1%	1%	*	1%	1%	1%	1%	

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3873	730	1045	974	344	780	1561	613	1653	2105	1244	861	1768	3437	431	2807	922	97	1254	1479	698	381	1888	1846	294	3339
Posters at the station in the weeks leading up to the disruption	2197 57%	313	699	523	229	433	1056	309	807	1270	758	512	927	1973	219	1451	658	61	695	901	359	210	1127	996	167	1887
A timetable on the internet	1640 42%	369	351	441	122	357	445	314	865	803	482	321	837	1414	225	1399	199	30	583	589	312	134	746	845	116	1426
An email from the train company	1336 34%	368	277	382	93	216	488	262	575	719	392	327	617	1160	175	1062	244	19	424	532	266	102	639	664	76	1188
Announcements at the station in the weeks leading up to the disruption	1221 32%	151	449	248	104	269	686	126	388	703	406	297	518	1127	90	720	434	44	453	479	162	107	630	547	85	1055
Announcements on trains in the weeks leading up to the disruption	1077 28%	132	410	247	106	182	666	109	287	662	366	296	415	1002	73	605	417	39	346	448	187	75	557	478	69	927
A text message from the train company	989 26%	197	246	264	77	205	441	165	367	524	279	245	465	864	123	713	233	31	414	398	137	26	448	504	64	877
Other notices found on the train company's website	607 16%	145	114	186	38	124	166	131	307	312	176	136	295	512	95	512	80	11	216	232	118	33	301	289	43	520
Leaflets handed out at the station in the weeks leading up to the disruption	593 15%	81	197	143	69	103	336	55	197	354	217	137	239	543	50	350	217	20	167	249	112	60	286	287	57	500
A smartphone application	404 10%	75	117	99	25	88	182	70	147	218	113	105	186	345	59	283	103	15	235	134	27	6	241	158	27	363
TV/Radio	383 10%	74	89	73	51	96	94	44	238	187	113	74	196	333	47	298	68	5	84	125	76	88	158	206	36	324
A printed timetable booklet or leaflet	356 9%	43	95	98	49	71	152	42	160	204	134	70	152	320	36	253	89	12	135	107	70	35	147	192	36	293
A social media website	203 5%	28	56	37	21	61	88	16	95	98	54	44	105	180	23	141	50	10	135	52	10	2	95	98	20	172
Telephone enquiry	184 5%	40	24	60	16	44	23	25	134	78	46	32	106	151	33	170	12	1	40	44	52	46	74	104	21	151
A letter from the train company	131 3%	32	27	30	20	22	40	13	76	57	35	22	74	112	19	88	31	9	45	38	21	21	55	70	14	108
Other	16 *	1	3	9	1	2	2	5	8	6	3	3	10	13	3	11	3	1	9	2	3	2	5	10	2	14
		*	*	1%	*	*	*	1%	*	*	*	1%	*	1%	*	*	1%	1%	1%	*	*	1%	*	1%	1%	*

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3626	701	978	916	311	720	1454	589	1540	1977	1153	824	1649	3206	415	2624	871	89	1178	1397	676	325	1789	1713	272	3144
I would use this alternative	1272 35%	198 28%	374 38%	269 29%	155 50%	276 38%	538 37%	148 25%	575 37%	675 34%	392 34%	283 34%	597 36%	1132 35%	137 33%	858 33%	367 42%	40 45%	458 39%	431 31%	243 36%	119 37%	628 35%	598 35%	111 41%	1081 34%
I would find another way to make this journey	1464 40%	284 41%	410 42%	399 44%	106 34%	265 37%	656 45%	277 47%	508 33%	855 43%	500 43%	355 43%	609 37%	1299 41%	164 40%	1045 40%	370 42%	27 30%	467 40%	623 45%	270 40%	90 28%	756 42%	661 39%	95 35%	1295 41%
I would not make this journey at all	890 25%	219 31%	194 20%	248 27%	50 16%	179 25%	260 18%	164 28%	457 30%	447 23%	261 23%	186 23%	443 27%	775 24%	114 27%	721 27%	134 15%	22 25%	253 21%	343 25%	163 24%	116 36%	405 23%	454 27%	66 24%	768 24%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3510	685	961	875	296	693	1431	578	1459	1923	1117	806	1587	3107	398	2525	856	89	1164	1375	639	287	1725	1668	263	3046
I would use this alternative	928 26%	78	376	137	151	186	516	68	335	538	316	222	390	851	73	504	373	43	427	313	117	54	446	440	93	775
I would find another way to make this journey	1388 40%	270	374	402	96	246	596	261	510	802	459	343	586	1236	152	1015	332	25	405	611	276	83	718	630	93	1228
I would not make this journey at all	1194 34%	337	211	336	49	261	319	249	614	583	342	241	611	1020	173	1006	151	21	332	451	246	150	561	598	77	1043
		49%	22%	38%	17%	38%	22%	43%	42%	30%	31%	30%	39%	33%	43%	40%	18%	24%	29%	33%	38%	52%	33%	36%	29%	34%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3516	696	942	904	263	711	1425	594	1457	1938	1128	810	1578	3109	403	2550	843	86	1163	1368	630	306	1737	1660	253	3062
I would use this alternative	2194 62%	500 72%	520 55%	573 63%	122 46%	479 67%	870 61%	395 66%	907 62%	1176 61%	698 62%	478 59%	1018 65%	1934 62%	258 64%	1637 64%	486 58%	50 58%	753 65%	816 60%	401 64%	195 64%	1116 64%	1013 61%	154 61%	1916 63%
I would find another way to make this journey	841 24%	119 17%	286 30%	217 24%	84 32%	135 19%	393 28%	129 22%	310 21%	515 27%	295 26%	220 27%	326 21%	751 24%	89 22%	557 22%	258 31%	19 22%	283 24%	375 27%	132 21%	41 13%	406 23%	403 24%	61 24%	727 24%
I would not make this journey at all	481 14%	77 11%	136 14%	114 13%	57 22%	97 14%	162 11%	70 12%	240 16%	247 13%	135 12%	112 14%	234 15%	424 14%	56 14%	356 14%	99 12%	17 20%	127 11%	177 13%	97 15%	70 23%	215 12%	244 15%	38 15%	419 14%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3446	687	930	877	266	686	1398	577	1431	1886	1095	791	1560	3048	394	2494	832	85	1143	1353	623	284	1700	1634	249	3008
I would use this alternative	2094 61%	466 68%	501 54%	545 62%	133 50%	449 65%	808 58%	405 70%	859 60%	1117 59%	643 59%	474 60%	977 63%	1832 60%	259 66%	1564 63%	465 56%	48 56%	724 63%	815 60%	372 60%	161 57%	1089 64%	949 58%	135 54%	1847 61%
I would find another way to make this journey	864 25%	133 19%	300 32%	216 25%	80 30%	135 20%	430 31%	113 20%	311 22%	516 27%	298 27%	218 28%	348 22%	785 26%	79 20%	566 23%	269 32%	21 25%	285 25%	365 27%	154 25%	47 17%	423 25%	405 25%	70 28%	741 25%
I would not make this journey at all	488 14%	88 13%	129 14%	116 13%	53 20%	102 15%	160 11%	59 10%	261 18%	253 13%	154 14%	99 13%	235 15%	431 14%	56 14%	364 15%	98 12%	16 19%	134 12%	173 13%	97 16%	76 27%	188 11%	280 17%	44 18%	420 14%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3731	711	1019	938	327	736	1526	599	1566	2041	1201	840	1690	3306	420	2693	902	95	206	1445	679	347	1840	1768	287	3224
No trains running after 9pm until next morning (Monday to Sunday), over a number of weeks	1227 33%	249	307	283	130	258	461	159	599	646	362	284	581	1058	167	930	263	25	406	475	213	117	535	653	102	1054
Weekend line closures (no trains running on Saturday/Sunday), over a number of weeks	1024 27%	136	391	257	80	160	602	187	219	668	404	264	356	985	37	590	381	35	262	459	182	103	591	389	65	900
Weekend line diversions or amended timetables (possibly with limited trains running on Saturday/Sunday, over a number of weeks)	882 24%	216	238	212	51	165	362	184	325	478	272	206	404	773	107	626	217	25	296	338	162	77	397	458	66	771
Run a reduced-service (Monday to Sunday), over a number of weeks	480 13%	99	77	122	52	130	114	58	303	213	131	82	267	411	68	408	58	9	204	142	78	47	199	266	49	398
Christmas, Easter or August Bank Holiday line closures	351 9%	51	107	87	31	75	171	45	132	209	126	83	142	313	37	235	96	17	128	136	59	22	199	141	31	293
Full line closure for one week or a longer period (no trains during that period)	291 8%	43	43	125	39	41	83	47	159	150	97	53	141	240	51	246	41	3	83	113	67	23	170	111	21	249

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3710	694	1019	929	338	730	1528	595	1543	2036	1201	835	1674	3294	411	2662	910	93	1190	1429	683	360	1820	1765	278	3213
Very good	882 24%	279	177	139	98	189	236	154	483	422	256	166	460	766	116	704	147	19	229	318	195	131	408	435	67	768
Fairly good	1868 50%	343	484	471	177	393	762	284	802	1006	602	404	862	1625	239	1360	445	44	607	716	357	162	940	870	138	1613
Neither good nor poor	437 12%	48	132	142	35	80	214	73	143	263	157	106	174	399	38	296	124	10	160	167	66	38	233	194	39	370
Fairly poor	392 11%	20	158	140	19	55	219	72	95	255	140	115	137	376	15	239	136	12	138	177	51	21	180	201	25	348
Very poor	131 4%	4	68	37	9	13	97	12	20	90	46	44	41	128	3	63	58	8	56	51	14	8	59	65	9	114
Good (net)	2750 74%	622	661	610	275	582	998	438	1285	1428	858	570	1322	2391	355	2064	592	63	836	1034	552	293	1348	1305	205	2381
Poor (net)	523 14%	24	226	177	28	68	316	84	115	345	186	159	178	504	18	302	194	20	194	228	65	29	239	266	34	462

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 71

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

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3807	723	1028	958	339	759	1537	609	1614	2068	1214	854	1739	3376	426	2756	909	95	1231	1464	691	371	1856	1822	284	3300
Very good	1447 38%	359	289	373	151	275	386	259	781	705	440	265	742	1220	225	1198	212	18	399	541	308	187	632	765	111	1265
		50%	28%	39%	45%	36%	25%	43%	48%	34%	36%	31%	43%	36%	53%	43%	23%	19%	32%	37%	45%	50%	34%	42%	39%	38%
Fairly good	1535 40%	240	451	388	145	311	695	224	600	861	515	346	674	1379	154	1078	403	36	499	616	266	129	783	703	113	1322
		33%	44%	41%	43%	41%	45%	37%	37%	42%	42%	41%	39%	41%	36%	39%	44%	38%	41%	42%	38%	35%	42%	39%	40%	40%
Neither good nor poor	330 9%	33	118	86	24	69	175	50	101	194	112	82	136	304	25	199	116	9	135	115	50	24	182	135	25	288
		5%	11%	9%	7%	9%	11%	8%	6%	9%	9%	10%	8%	9%	6%	7%	13%	9%	11%	8%	7%	6%	10%	7%	9%	9%
Fairly poor	337 9%	62	115	82	10	68	189	54	90	199	99	100	138	317	20	197	117	21	127	128	52	25	171	154	21	293
		9%	11%	9%	3%	9%	12%	9%	6%	10%	8%	12%	8%	9%	5%	7%	13%	22%	10%	9%	8%	7%	9%	8%	7%	9%
Very poor	158 4%	29	55	29	9	36	92	22	42	109	48	61	49	156	2	84	61	11	71	64	15	6	88	65	14	132
		4%	5%	3%	3%	5%	6%	4%	3%	5%	4%	7%	3%	5%	*	3%	7%	12%	6%	4%	2%	2%	5%	4%	5%	4%
Good (net)	2982 78%	599	740	761	296	586	1081	483	1381	1566	955	611	1416	2599	379	2276	615	54	898	1157	574	316	1415	1468	224	2587
		83%	72%	79%	87%	77%	70%	79%	86%	76%	79%	72%	81%	77%	89%	83%	68%	57%	73%	79%	83%	85%	76%	81%	79%	78%
Poor (net)	495 13%	91	170	111	19	104	281	76	132	308	147	161	187	473	22	281	178	32	198	192	67	31	259	219	35	425
		13%	17%	12%	6%	14%	18%	12%	8%	15%	12%	19%	11%	14%	5%	10%	20%	34%	16%	13%	10%	8%	14%	12%	12%	13%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3742	709	1020	941	333	739	1522	601	1573	2035	1196	839	1707	3317	420	2704	901	92	1219	1447	674	350	1835	1779	277	3244
Very good	1172 31%	309	282	220	125	236	371	193	592	581	346	235	591	1019	151	881	245	29	337	419	247	151	491	636	89	1025
Fairly good	1699 45%	293	517	392	149	348	728	255	701	927	548	379	772	1510	187	1223	424	37	573	674	291	138	861	785	121	1468
Neither good nor poor	460 12%	57	138	147	37	81	222	76	155	271	163	108	189	413	46	303	134	15	179	180	60	36	249	200	35	398
Fairly poor	297 8%	37	57	127	15	61	137	61	94	175	98	77	122	266	31	218	69	6	93	120	62	19	170	115	26	253
Very poor	114 3%	13	26	55	7	13	64	16	31	81	41	40	33	109	5	79	29	5	37	54	14	6	64	43	6	100
Good (net)	2871 77%	602	799	612	274	584	1099	448	1293	1508	894	614	1363	2529	338	2104	669	66	910	1093	538	289	1352	1421	210	2493
Poor (net)	411 11%	50	83	182	22	74	201	77	125	256	139	117	155	375	36	297	98	11	130	174	76	25	234	158	32	353

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3727	712	1012	934	327	742	1507	597	1576	2029	1194	835	1698	3311	411	2698	895	87	1215	1439	673	349	1818	1781	282	3227
Very good	780 21%	161 23%	217 21%	139 15%	101 31%	162 22%	234 16%	110 18%	424 27%	390 19%	233 20%	157 19%	390 23%	691 21%	88 21%	600 22%	148 17%	22 25%	198 16%	272 19%	181 27%	123 35%	312 17%	443 25%	73 26%	675 21%
Fairly good	1174 31%	225 32%	282 28%	332 36%	115 35%	220 30%	408 27%	196 33%	556 35%	629 31%	391 33%	238 29%	545 32%	1028 31%	145 35%	922 34%	213 24%	23 26%	334 27%	446 31%	249 37%	124 36%	563 31%	561 31%	95 34%	1000 31%
Neither good nor poor	727 20%	136 19%	177 17%	217 23%	47 14%	150 20%	288 19%	141 24%	291 18%	394 19%	243 20%	151 18%	333 20%	634 19%	91 22%	538 20%	168 19%	13 15%	227 19%	306 21%	124 18%	63 18%	397 22%	310 17%	45 16%	645 20%
Fairly poor	640 17%	115 16%	209 21%	158 17%	34 10%	124 17%	343 23%	96 16%	194 12%	376 19%	198 17%	178 21%	264 16%	580 18%	60 15%	405 15%	215 24%	13 15%	257 21%	274 19%	74 11%	26 7%	319 18%	304 17%	48 17%	557 17%
Very poor	406 11%	75 11%	127 13%	88 9%	30 9%	86 12%	234 16%	54 9%	111 7%	240 12%	129 11%	111 13%	166 10%	378 11%	27 7%	233 9%	151 17%	16 18%	199 16%	141 10%	45 7%	13 4%	227 12%	163 9%	21 7%	350 11%
Good (net)	1954 52%	386 54%	499 49%	471 50%	216 66%	382 51%	642 43%	306 51%	980 62%	1019 50%	624 52%	395 47%	935 55%	1719 52%	233 57%	1522 56%	361 40%	45 52%	532 44%	718 50%	430 64%	247 71%	875 48%	1004 56%	168 60%	1675 52%
Poor (net)	1046 28%	190 27%	336 33%	246 26%	64 20%	210 28%	577 38%	150 25%	305 19%	616 30%	327 27%	289 35%	430 25%	958 29%	87 21%	638 24%	366 41%	29 33%	456 38%	415 29%	119 18%	39 11%	546 30%	467 26%	69 24%	907 28%

Great Western (RUS) * All routes 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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2226	320	704	502	225	475	1118	256	821	1234	721	513	992	2025	198	1424	698	77	832	844	337	175	1136	1006	188	1886
Very good	287 13%	61 19%	58 8%	63 13%	37 16%	68 14%	91 8%	44 17%	150 18%	123 10%	76 11%	47 9%	164 17%	256 13%	31 16%	217 15%	59 8%	10 13%	95 11%	97 11%	50 15%	39 22%	131 12%	140 14%	31 16%	239 13%
Fairly good	836 38%	142 44%	222 32%	187 37%	90 40%	195 41%	355 32%	95 37%	376 46%	452 37%	264 37%	188 37%	384 39%	746 37%	89 45%	590 41%	215 31%	21 27%	310 37%	306 36%	130 39%	76 43%	411 36%	396 39%	71 38%	704 37%
Neither good nor poor	603 27%	69 22%	214 30%	143 28%	59 26%	118 25%	340 30%	63 25%	190 23%	327 26%	190 26%	137 27%	276 28%	552 27%	51 26%	361 25%	214 31%	21 27%	240 29%	230 27%	87 26%	38 22%	337 30%	249 25%	49 26%	516 27%
Fairly poor	332 15%	39 12%	124 18%	74 15%	27 12%	68 14%	211 19%	39 15%	77 9%	214 17%	126 17%	88 17%	118 12%	311 15%	19 10%	183 13%	127 18%	16 21%	121 15%	141 17%	49 15%	15 9%	163 14%	154 15%	26 14%	283 15%
Very poor	168 8%	9 3%	86 12%	35 7%	12 5%	26 5%	121 11%	15 6%	28 3%	118 10%	65 9%	53 10%	50 5%	160 8%	8 4%	73 5%	83 12%	9 12%	66 8%	70 8%	21 6%	7 4%	94 8%	67 7%	11 6%	144 8%
Good (net)	1123 50%	203 63%	280 40%	250 50%	127 56%	263 55%	446 40%	139 54%	526 64%	575 47%	340 47%	235 46%	548 55%	1002 49%	120 61%	807 57%	274 39%	31 40%	405 49%	403 48%	180 53%	115 66%	542 48%	536 53%	102 54%	943 50%
Poor (net)	500 22%	48 15%	210 30%	109 22%	39 17%	94 20%	332 30%	54 21%	105 13%	332 27%	191 26%	141 27%	168 17%	471 23%	27 14%	256 18%	210 30%	25 32%	187 22%	211 25%	70 21%	22 13%	257 23%	221 22%	37 20%	427 23%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 75

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

(Being able to get a seat on the train)

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3781	716	1021	950	333	761	1528	604	1603	2051	1208	843	1730	3356	420	2742	903	91	1225	1457	687	362	1848	1806	281	3283
Very good	1584 42%	344 48%	362 35%	474 50%	133 40%	271 36%	493 32%	268 44%	804 50%	764 37%	472 39%	292 35%	820 47%	1371 41%	211 50%	1257 46%	284 31%	24 26%	467 38%	553 38%	334 49%	213 59%	710 38%	818 45%	114 41%	1394 42%
Fairly good	1393 37%	257 36%	390 38%	349 37%	111 33%	286 38%	601 39%	229 38%	550 34%	787 38%	498 41%	289 34%	606 35%	1242 37%	149 35%	1003 37%	342 38%	34 37%	455 37%	572 39%	239 35%	107 30%	713 39%	628 35%	104 37%	1200 37%
Neither good nor poor	310 8%	49 7%	98 10%	66 7%	31 9%	66 9%	165 11%	48 8%	90 6%	192 9%	105 9%	87 10%	118 7%	279 8%	31 7%	207 8%	85 9%	12 13%	121 10%	124 9%	46 7%	14 4%	178 10%	126 7%	19 7%	272 8%
Fairly poor	249 7%	38 5%	76 7%	40 4%	29 9%	66 9%	132 9%	41 7%	75 5%	154 8%	75 6%	79 9%	95 5%	233 7%	15 4%	148 5%	90 10%	9 10%	92 8%	104 7%	40 6%	11 3%	134 7%	111 6%	19 7%	215 7%
Very poor	245 6%	28 4%	95 9%	21 2%	29 9%	72 9%	137 9%	18 3%	84 5%	154 8%	58 5%	96 11%	91 5%	231 7%	14 3%	127 5%	102 11%	12 13%	90 7%	104 7%	28 4%	17 5%	113 6%	123 7%	25 9%	202 6%
Good (net)	2977 79%	601 84%	752 74%	823 87%	244 73%	557 73%	1094 72%	497 82%	1354 84%	1551 76%	970 80%	581 69%	1426 82%	2613 78%	360 86%	2260 82%	626 69%	58 64%	922 75%	1125 77%	573 83%	320 88%	1423 77%	1446 80%	218 78%	2594 79%
Poor (net)	494 13%	66 9%	171 17%	61 6%	58 17%	138 18%	269 18%	59 10%	159 10%	308 15%	133 11%	175 21%	186 11%	464 14%	29 7%	275 10%	192 21%	21 23%	182 15%	208 14%	68 10%	28 8%	247 13%	234 13%	44 16%	417 13%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 76

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

(Quality of facilities and services at the station)

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3449	676	913	872	287	701	1393	555	1461	1871	1110	761	1578	3050	394	2510	813	86	1142	1319	631	313	1722	1610	258	2992
Very good	698 20%	181 27%	139 15%	201 23%	46 16%	131 19%	202 15%	122 22%	367 25%	332 18%	206 19%	126 17%	366 23%	597 20%	100 25%	559 22%	117 14%	12 14%	217 19%	256 19%	129 20%	94 30%	325 19%	350 22%	69 27%	602 20%
Fairly good	1509 44%	349 52%	335 37%	385 44%	102 36%	338 48%	568 41%	260 47%	669 46%	772 41%	447 40%	325 43%	737 47%	1320 43%	188 48%	1164 46%	304 37%	29 34%	487 43%	554 42%	306 48%	138 44%	745 43%	712 44%	90 35%	1329 44%
Neither good nor poor	689 20%	105 16%	207 23%	169 19%	67 23%	141 20%	315 23%	105 19%	257 18%	397 21%	231 21%	166 22%	292 19%	615 20%	73 19%	467 19%	197 24%	17 20%	242 21%	272 21%	117 19%	50 16%	364 21%	306 19%	51 20%	598 20%
Fairly poor	332 10%	29 4%	124 14%	76 9%	40 14%	63 9%	170 12%	43 8%	110 8%	218 12%	129 12%	89 12%	114 7%	311 10%	21 5%	210 8%	98 12%	15 17%	122 11%	143 11%	41 6%	22 7%	170 10%	150 9%	30 12%	275 9%
Very poor	221 6%	12 2%	108 12%	41 5%	32 11%	28 4%	138 10%	25 5%	58 4%	152 8%	97 9%	55 7%	69 4%	207 7%	12 3%	110 4%	97 12%	13 15%	74 6%	94 7%	38 6%	9 3%	118 7%	92 6%	18 7%	188 6%
Good (net)	2207 64%	530 78%	474 52%	586 67%	148 52%	469 67%	770 55%	382 69%	1036 71%	1104 59%	653 59%	451 59%	1103 70%	1917 63%	288 73%	1723 69%	421 52%	41 48%	704 62%	810 61%	435 69%	232 74%	1070 62%	1062 66%	159 62%	1931 65%
Poor (net)	553 16%	41 6%	232 25%	117 13%	72 25%	91 13%	308 22%	68 12%	168 11%	370 20%	226 20%	144 19%	183 12%	518 17%	33 8%	320 13%	195 24%	28 33%	196 17%	237 18%	79 13%	31 10%	288 17%	242 15%	48 19%	463 15%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3451	652	932	863	307	697	1376	534	1499	1874	1132	742	1577	3059	388	2532	800	77	1144	1316	615	325	1684	1649	265	2981
Very good	1357 39%	310 48%	279 30%	376 44%	112 36%	280 40%	399 29%	233 44%	714 48%	673 36%	415 37%	258 35%	684 43%	1180 39%	175 45%	1114 44%	212 27%	21 27%	416 36%	475 36%	280 46%	168 52%	615 37%	695 42%	113 43%	1177 39%
Fairly good	1467 43%	276 42%	401 43%	361 42%	126 41%	303 43%	601 44%	238 45%	603 40%	798 43%	481 42%	317 43%	669 42%	1309 43%	156 40%	1066 42%	342 43%	34 44%	493 43%	580 44%	245 40%	128 39%	749 44%	668 41%	101 38%	1284 43%
Neither good nor poor	353 10%	43 7%	127 14%	77 9%	32 10%	74 11%	209 15%	38 7%	102 7%	219 12%	124 11%	95 13%	134 8%	321 10%	32 8%	203 8%	135 17%	12 16%	132 12%	143 11%	52 8%	16 5%	180 11%	155 9%	25 9%	300 10%
Fairly poor	169 5%	18 3%	78 8%	30 3%	14 5%	29 4%	105 8%	17 3%	46 3%	114 6%	70 6%	44 6%	55 3%	152 5%	17 4%	95 4%	68 9%	4 5%	75 7%	67 5%	18 3%	8 2%	89 5%	79 5%	15 6%	140 5%
Very poor	105 3%	5 1%	47 5%	19 2%	23 7%	11 2%	62 5%	8 1%	34 2%	70 4%	42 4%	28 4%	35 2%	97 3%	8 2%	54 2%	43 5%	6 8%	28 2%	51 4%	20 3%	5 2%	51 3%	52 3%	11 4%	80 3%
Good (net)	2824 82%	586 90%	680 73%	737 85%	238 78%	583 84%	1000 73%	471 88%	1317 88%	1471 78%	896 79%	575 77%	1353 86%	2489 81%	331 85%	2180 86%	554 69%	55 71%	909 79%	1055 80%	525 85%	296 91%	1364 81%	1363 83%	214 81%	2461 83%
Poor (net)	274 8%	23 4%	125 13%	49 6%	37 12%	40 6%	167 12%	25 5%	80 5%	184 10%	112 10%	72 10%	90 6%	249 8%	25 6%	149 6%	111 14%	10 13%	103 9%	118 9%	38 6%	13 4%	140 8%	131 8%	26 10%	220 7%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3774	719	1019	956	332	748	1527	601	1600	2057	1216	841	1717	3345	424	2731	905	93	1224	1459	688	356	1853	1796	279	3280
Very good	699 19%	151 21%	127 12%	233 24%	43 13%	145 19%	190 12%	121 20%	378 24%	315 15%	201 17%	114 14%	384 22%	592 18%	106 25%	577 21%	101 11%	12 13%	237 19%	223 15%	148 22%	82 23%	306 17%	364 20%	62 22%	607 19%
Fairly good	1875 50%	408 57%	446 44%	538 56%	137 41%	346 46%	690 45%	305 51%	863 54%	1039 51%	635 52%	404 48%	836 49%	1633 49%	241 57%	1431 52%	390 43%	36 39%	577 47%	719 49%	356 52%	201 56%	913 49%	905 50%	126 45%	1641 50%
Neither good nor poor	731 19%	95 13%	260 26%	139 15%	87 26%	150 20%	376 25%	113 19%	228 14%	432 21%	247 20%	185 22%	299 17%	676 20%	52 12%	463 17%	228 25%	27 29%	246 20%	313 21%	121 18%	44 12%	394 21%	322 18%	58 21%	634 19%
Fairly poor	328 9%	47 7%	130 13%	35 4%	45 14%	71 9%	184 12%	43 7%	98 6%	193 9%	105 9%	88 10%	135 8%	306 9%	22 5%	187 7%	127 14%	11 12%	118 10%	145 10%	39 6%	20 6%	170 9%	140 8%	23 8%	280 9%
Very poor	141 4%	18 3%	56 5%	11 1%	20 6%	36 5%	87 6%	19 3%	33 2%	78 4%	28 2%	50 6%	63 4%	138 4%	3 1%	73 3%	59 7%	7 8%	46 4%	59 4%	24 3%	9 3%	70 4%	65 4%	10 4%	118 4%
Good (net)	2574 68%	559 78%	573 56%	771 81%	180 54%	491 66%	880 58%	426 71%	1241 78%	1354 66%	836 69%	518 62%	1220 71%	2225 67%	347 82%	2008 74%	491 54%	48 52%	814 67%	942 65%	504 73%	283 79%	1219 66%	1269 71%	188 67%	2248 69%
Poor (net)	469 12%	65 9%	186 18%	46 5%	65 20%	107 14%	271 18%	62 10%	131 8%	271 13%	133 11%	138 16%	198 12%	444 13%	25 6%	260 10%	186 21%	18 19%	164 13%	204 14%	63 9%	29 8%	240 13%	205 11%	33 12%	398 12%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3457	681	929	883	288	676	1409	546	1458	1890	1111	779	1567	3060	392	2492	836	87	1131	1341	625	314	1717	1627	260	2994
Very good	671 19%	178 26%	107 12%	223 25%	47 16%	116 17%	174 12%	124 23%	367 25%	306 16%	185 17%	121 16%	365 23%	583 19%	88 22%	564 23%	91 11%	11 13%	171 15%	220 16%	159 25%	109 35%	299 17%	346 21%	61 23%	581 19%
Fairly good	1539 45%	337 49%	384 41%	426 48%	109 38%	283 42%	571 41%	264 48%	687 47%	845 45%	510 46%	335 43%	694 44%	1345 44%	191 49%	1160 47%	322 39%	35 40%	489 43%	611 46%	277 44%	144 46%	761 44%	729 45%	105 40%	1342 45%
Neither good nor poor	893 26%	129 19%	309 33%	176 20%	92 32%	187 28%	458 33%	125 23%	293 20%	523 28%	302 27%	221 28%	370 24%	806 26%	86 22%	564 23%	291 35%	26 30%	334 30%	359 27%	143 23%	47 15%	483 28%	387 24%	66 25%	773 26%
Fairly poor	249 7%	30 4%	88 9%	43 5%	29 10%	59 9%	145 10%	25 5%	75 5%	158 8%	89 8%	69 9%	91 6%	229 7%	19 5%	143 6%	96 11%	7 8%	93 8%	111 8%	30 5%	11 4%	119 7%	122 7%	16 6%	210 7%
Very poor	105 3%	7 1%	41 4%	15 2%	11 4%	31 5%	61 4%	8 1%	36 2%	58 3%	25 2%	33 4%	47 3%	97 3%	8 2%	61 2%	36 4%	8 9%	44 4%	40 3%	16 3%	3 1%	55 3%	43 3%	12 5%	88 3%
Good (net)	2210 64%	515 76%	491 53%	649 73%	156 54%	399 59%	745 53%	388 71%	1054 72%	1151 61%	695 63%	456 59%	1059 68%	1928 63%	279 71%	1724 69%	413 49%	46 53%	660 58%	831 62%	436 70%	253 81%	1060 62%	1075 66%	166 64%	1923 64%
Poor (net)	354 10%	37 5%	129 14%	58 7%	40 14%	90 13%	206 15%	33 6%	111 8%	216 11%	114 10%	102 13%	138 9%	326 11%	27 7%	204 8%	132 16%	15 17%	137 12%	151 11%	46 7%	14 4%	174 10%	165 10%	28 11%	298 10%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 80

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

(Facilities and services on board the train)

Base:All who answered excluding dk/no opinion

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3205	625	804	846	268	662	1297	521	1349	1723	1042	681	1482	2831	369	2335	755	80	1054	1246	568	297	1619	1476	250	2759
Very good	425 13%	110 18%	47 6%	151 18%	21 8%	96 15%	111 9%	71 14%	237 18%	171 10%	121 12%	50 7%	254 17%	362 13%	63 17%	356 15%	54 7%	9 11%	140 13%	140 11%	79 14%	61 21%	190 12%	214 14%	44 18%	363 13%
Fairly good	1330 41%	323 52%	200 25%	460 54%	64 24%	283 43%	415 32%	252 48%	651 48%	679 39%	429 41%	250 37%	651 44%	1132 40%	197 53%	1080 46%	219 29%	19 24%	401 38%	500 40%	258 45%	152 51%	657 41%	629 43%	86 34%	1154 42%
Neither good nor poor	854 27%	130 21%	275 34%	178 21%	89 33%	182 27%	420 32%	130 25%	293 22%	499 29%	300 29%	199 29%	355 24%	777 27%	75 20%	571 24%	249 33%	25 31%	298 28%	342 27%	148 26%	60 20%	448 28%	382 26%	68 27%	737 27%
Fairly poor	384 12%	46 7%	172 21%	45 5%	54 20%	67 10%	223 17%	52 10%	103 8%	237 14%	131 13%	106 16%	147 10%	360 13%	23 6%	217 9%	145 19%	17 21%	136 13%	179 14%	51 9%	12 4%	218 13%	156 11%	33 13%	324 12%
Very poor	212 7%	16 3%	110 14%	12 1%	40 15%	34 5%	128 10%	16 3%	65 5%	137 8%	61 6%	76 11%	75 5%	200 7%	11 3%	111 5%	88 12%	10 13%	79 7%	85 7%	32 6%	12 4%	106 7%	95 6%	19 8%	181 7%
Good (net)	1755 55%	433 69%	247 31%	611 72%	85 32%	379 57%	526 41%	323 62%	888 66%	850 49%	550 53%	300 44%	905 61%	1494 53%	260 70%	1436 61%	273 36%	28 35%	541 51%	640 51%	337 59%	213 72%	847 52%	843 57%	130 52%	1517 55%
Poor (net)	596 19%	62 10%	282 35%	57 7%	94 35%	101 15%	351 27%	68 13%	168 12%	374 22%	192 18%	182 27%	222 15%	560 20%	34 9%	328 14%	233 31%	27 34%	215 20%	264 21%	83 15%	24 8%	324 20%	251 17%	52 21%	505 18%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3632	699	986	909	315	723	1486	583	1519	1988	1181	807	1644	3210	417	2619	880	91	1204	1412	651	320	1794	1714	270	3158
Very good	1053 29%	210 30%	294 30%	254 28%	105 33%	190 26%	383 26%	162 28%	495 33%	551 28%	342 29%	209 26%	502 31%	931 29%	122 29%	764 29%	248 28%	28 31%	328 27%	386 27%	217 33%	111 35%	515 29%	502 29%	88 33%	926 29%
Fairly good	1802 50%	357 51%	476 48%	439 48%	148 47%	382 53%	735 49%	301 52%	747 49%	1002 50%	587 50%	415 51%	800 49%	1597 50%	202 48%	1323 51%	422 48%	41 45%	595 49%	709 50%	324 50%	150 47%	878 49%	865 50%	125 46%	1563 49%
Neither good nor poor	565 16%	96 14%	164 17%	143 16%	50 16%	112 15%	274 18%	86 15%	196 13%	313 16%	173 15%	140 17%	252 15%	501 16%	62 15%	386 15%	152 17%	17 19%	195 16%	237 17%	78 12%	48 15%	289 16%	254 15%	37 14%	496 16%
Fairly poor	149 4%	29 4%	38 4%	47 5%	6 2%	29 4%	65 4%	22 4%	60 4%	83 4%	58 5%	25 3%	66 4%	127 4%	22 5%	106 4%	39 4%	2 2%	63 5%	53 4%	22 3%	8 3%	80 4%	65 4%	14 5%	119 4%
Very poor	63 2%	7 1%	14 1%	26 3%	6 2%	10 1%	29 2%	12 2%	21 1%	39 2%	21 2%	18 2%	24 1%	54 2%	9 2%	40 2%	19 2%	3 3%	23 2%	27 2%	10 2%	3 1%	32 2%	28 2%	6 2%	54 2%
Good (net)	2855 79%	567 81%	770 78%	693 76%	253 80%	572 79%	1118 75%	463 79%	1242 82%	1553 78%	929 79%	624 77%	1302 79%	2528 79%	324 78%	2087 80%	670 76%	69 76%	923 77%	1095 78%	541 83%	261 82%	1393 78%	1367 80%	213 79%	2489 79%
Poor (net)	212 6%	36 5%	52 5%	73 8%	12 4%	39 5%	94 6%	34 6%	81 5%	122 6%	79 7%	43 5%	90 5%	181 6%	31 7%	146 6%	58 7%	5 5%	86 7%	80 6%	32 5%	11 3%	112 6%	93 5%	20 7%	173 5%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	2324	404	647	514	236	523	943	367	987	1198	717	481	1126	2065	256	1697	543	61	852	855	383	201	1177	1066	187	1979
Very good	512 22%	116 29%	115 18%	100 19%	62 26%	119 23%	155 16%	88 24%	266 27%	219 18%	133 19%	86 18%	293 26%	450 22%	61 24%	402 24%	91 17%	16 26%	180 21%	167 20%	100 26%	59 29%	242 21%	248 23%	48 26%	437 22%
Fairly good	1178 51%	214 53%	328 51%	263 51%	110 47%	263 50%	469 50%	189 51%	505 51%	630 53%	375 52%	255 53%	548 49%	1046 51%	131 51%	881 52%	259 48%	25 41%	433 51%	440 51%	188 49%	98 49%	601 51%	538 50%	94 50%	999 50%
Neither good nor poor	450 19%	53 13%	141 22%	112 22%	45 19%	99 19%	222 24%	68 19%	154 16%	236 20%	143 20%	93 19%	214 19%	402 19%	47 18%	299 18%	131 24%	15 25%	169 20%	180 21%	71 19%	27 13%	248 21%	189 18%	31 17%	392 20%
Fairly poor	116 5%	12 3%	43 7%	26 5%	12 5%	23 4%	64 7%	14 4%	36 4%	70 6%	44 6%	26 5%	46 4%	103 5%	13 5%	74 4%	39 7%	2 3%	47 6%	42 5%	16 4%	8 4%	54 5%	60 6%	8 4%	95 5%
Very poor	68 3%	9 2%	20 3%	13 3%	7 3%	19 4%	33 3%	8 2%	26 3%	43 4%	22 3%	21 4%	25 2%	64 3%	4 2%	41 2%	23 4%	3 5%	23 3%	26 3%	8 2%	9 4%	32 3%	31 3%	6 3%	56 3%
Good (net)	1690 73%	330 82%	443 68%	363 71%	172 73%	382 73%	624 66%	277 75%	771 78%	849 71%	508 71%	341 71%	841 75%	1496 72%	192 75%	1283 76%	350 64%	41 67%	613 72%	607 71%	288 75%	157 78%	843 72%	786 74%	142 76%	1436 73%
Poor (net)	184 8%	21 5%	63 10%	39 8%	19 8%	42 8%	97 10%	22 6%	62 6%	113 9%	66 9%	47 10%	71 6%	167 8%	17 7%	115 7%	62 11%	5 8%	70 8%	68 8%	24 6%	17 8%	86 7%	91 9%	14 7%	151 8%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3785	720	1024	955	331	755	1526	606	1607	2063	1216	847	1722	3358	422	2742	904	93	1218	1454	693	373	1854	1810	274	3294
Very good	726 19%	176 24%	148 14%	201 21%	75 23%	126 17%	192 13%	108 18%	418 26%	327 16%	206 17%	121 14%	399 23%	613 18%	112 27%	589 21%	111 12%	16 17%	202 17%	233 16%	162 23%	120 32%	299 16%	396 22%	61 22%	633 19%
Fairly good	2145 57%	424 59%	548 54%	590 62%	174 53%	409 54%	817 54%	378 62%	929 58%	1179 57%	725 60%	454 54%	966 56%	1888 56%	255 60%	1608 59%	473 52%	41 44%	673 55%	830 57%	415 60%	202 54%	1056 57%	1028 57%	143 52%	1876 57%
Neither good nor poor	592 16%	74 10%	203 20%	123 13%	51 15%	141 19%	331 22%	92 15%	159 10%	351 17%	194 16%	157 19%	241 14%	545 16%	45 11%	371 14%	197 22%	17 18%	217 18%	252 17%	82 12%	35 9%	328 18%	248 14%	43 16%	516 16%
Fairly poor	237 6%	33 5%	93 9%	30 3%	23 7%	58 8%	138 9%	20 3%	73 5%	144 7%	70 6%	74 9%	93 5%	228 7%	9 2%	129 5%	91 10%	12 13%	95 8%	101 7%	24 3%	11 3%	129 7%	98 5%	18 7%	202 6%
Very poor	85 2%	13 2%	32 3%	11 1%	8 2%	21 3%	48 3%	8 1%	28 2%	62 3%	21 2%	41 5%	23 1%	84 3%	1 *	45 2%	32 4%	7 8%	31 3%	38 3%	10 1%	5 1%	42 2%	40 2%	9 3%	67 2%
Good (net)	2871 76%	600 83%	696 68%	791 83%	249 75%	535 71%	1009 66%	486 80%	1347 84%	1506 73%	931 77%	575 68%	1365 79%	2501 74%	367 87%	2197 80%	584 65%	57 61%	875 72%	1063 73%	577 83%	322 86%	1355 73%	1424 79%	204 74%	2509 76%
Poor (net)	322 9%	46 6%	125 12%	41 4%	31 9%	79 10%	186 12%	28 5%	101 6%	206 10%	91 7%	115 14%	116 7%	312 9%	10 2%	174 6%	123 14%	19 20%	126 10%	139 10%	34 5%	16 4%	171 9%	138 8%	27 10%	269 8%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

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

	TOTAL	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3936	745	1053	1001	345	792	1555	626	1702	2126	1255	871	1810	3487	444	2874	912	95	1283	1511	719	410	1937	1904	305	3426
Working full time (30+ hours)	2358 60%	447 60%	725 69%	615 61%	166 48%	405 51%	1148 74%	502 80%	676 40%	1436 68%	835 67%	601 69%	922 51%	2073 59%	281 63%	1562 54%	695 76%	70 74%	725 57%	1198 79%	386 54%	41 10%	1351 70%	944 50%	135 44%	2104 61%
Working part time (9-29 hours)	522 13%	110 15%	138 13%	128 13%	61 18%	85 11%	197 13%	76 12%	243 14%	254 12%	136 11%	118 14%	268 15%	463 13%	59 13%	409 14%	103 11%	6 6%	131 10%	214 14%	127 18%	49 12%	172 9%	347 18%	42 14%	450 13%
Not working - seeking work	67 2%	10 1%	19 2%	12 1%	8 2%	18 2%	6 *	4 1%	56 3%	23 1%	14 1%	9 1%	44 2%	64 2%	3 1%	61 2%	4 *	2 2%	35 3%	26 2%	4 1%	2 *	39 2%	28 1%	3 1%	62 2%
Not working and not seeking work	55 1%	12 2%	10 1%	11 1%	5 1%	17 2%	7 *	2 *	44 3%	23 1%	13 1%	10 1%	32 2%	49 1%	6 1%	51 2%	3 *	- -	14 1%	24 2%	16 2%	1 *	21 1%	34 2%	12 4%	39 1%
Retired	495 13%	128 17%	60 6%	145 14%	48 14%	114 14%	13 1%	30 5%	442 26%	208 10%	149 12%	59 7%	287 16%	442 13%	53 12%	467 16%	13 1%	1 1%	- -	8 1%	170 24%	316 77%	190 10%	287 15%	67 22%	404 12%
Full time student	413 10%	26 3%	103 10%	83 8%	52 15%	149 19%	211 14%	5 1%	194 11%	176 8%	106 8%	70 8%	237 13%	374 11%	39 9%	282 10%	106 12%	20 21%	389 30%	18 1%	3 *	1 *	154 8%	250 13%	29 10%	360 11%
Other	83 2%	15 2%	13 1%	24 2%	12 3%	19 2%	6 *	8 1%	69 4%	32 2%	22 2%	10 1%	51 3%	74 2%	8 2%	74 3%	8 1%	- -	30 2%	29 2%	15 2%	8 2%	29 1%	52 3%	20 7%	58 2%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 85
Q.36 Age
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3932	746	1050	1000	344	792	1550	626	1703	2122	1251	871	1810	3481	446	2873	909	95	1286	1515	720	411	1940	1899	306	3426
16-24	631 16%	36 5%	177 17%	127 13%	81 24%	210 27%	305 20%	18 3%	303 18%	290 14%	162 13%	128 15%	341 19%	575 17%	56 13%	431 15%	159 17%	36 38%	631 49%	-	-	-	268 14%	353 19%	53 17%	539 16%
25-34	655 17%	84 11%	242 23%	133 13%	57 17%	139 18%	310 20%	79 13%	256 15%	394 19%	233 19%	161 18%	261 14%	559 16%	96 22%	421 15%	196 22%	29 31%	655 51%	-	-	-	319 16%	320 17%	33 11%	592 17%
35-44	646 16%	134 18%	188 18%	155 16%	59 17%	110 14%	318 21%	130 21%	187 11%	387 18%	226 18%	161 18%	259 14%	572 16%	73 16%	433 15%	192 21%	13 14%	-	646 43%	-	-	341 18%	290 15%	41 13%	573 17%
45-54	869 22%	185 25%	250 24%	237 24%	65 19%	132 17%	385 25%	188 30%	285 17%	526 25%	320 26%	206 24%	343 19%	774 22%	93 21%	624 22%	224 25%	10 11%	-	869 57%	-	-	457 24%	396 21%	62 20%	761 22%
55-59	358 9%	88 12%	85 8%	102 10%	24 7%	59 7%	130 8%	83 13%	139 8%	180 8%	101 8%	79 9%	178 10%	320 9%	36 8%	265 9%	79 9%	7 7%	-	-	358 50%	-	199 10%	150 8%	31 10%	314 9%
60-64	362 9%	119 16%	60 6%	103 10%	24 7%	56 7%	72 5%	71 11%	217 13%	179 8%	100 8%	79 9%	183 10%	308 9%	54 12%	320 11%	39 4%	-	-	362 50%	-	171 9%	175 9%	32 10%	312 9%	
65-74	334 8%	81 11%	41 4%	115 12%	27 8%	70 9%	28 2%	51 8%	252 15%	135 6%	86 7%	49 6%	199 11%	304 9%	30 7%	310 11%	19 2%	-	-	-	334 81%	148 8%	175 9%	37 12%	285 8%	
75+	77 2%	19 3%	7 1%	28 3%	7 2%	16 2%	2 *	6 1%	64 4%	31 1%	23 2%	8 1%	46 3%	69 2%	8 2%	69 2%	1 *	-	-	-	77 19%	37 2%	40 2%	17 6%	50 1%	

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 86
Q.37 Gender
Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3850	735	1027	981	334	773	1519	619	1658	2075	1219	856	1775	3415	430	2812	892	92	1260	1484	695	400	1943	1907	293	3362
Male	1943	347	568	515	135	378	843	382	692	1063	609	454	880	1742	198	1359	506	50	587	798	370	185	1943	-	149	1686
	50%	47%	55%	52%	40%	49%	55%	62%	42%	51%	50%	53%	50%	51%	46%	48%	57%	54%	47%	54%	53%	46%	100%	-	51%	50%
Female	1907	388	459	466	199	395	676	237	966	1012	610	402	895	1673	232	1453	386	42	673	686	325	215	-	1907	144	1676
	50%	53%	45%	48%	60%	51%	45%	38%	58%	49%	50%	47%	50%	49%	54%	52%	43%	46%	53%	46%	47%	54%	-	100%	49%	50%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 87

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

Base:All who answered

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3882	729	1039	991	338	785	1535	618	1678	2095	1234	861	1787	3438	439	2837	898	94	1273	1495	710	395	1911	1879	306	3393
White	3658	701	981	935	325	716	1431	600	1580	1993	1169	824	1665	3240	414	2691	834	83	1149	1416	695	389	1796	1778	275	3212
	94%	96%	94%	94%	96%	91%	93%	97%	94%	95%	95%	96%	93%	94%	94%	95%	93%	88%	90%	95%	98%	98%	94%	95%	90%	95%
Mixed	59	6	21	12	5	15	32	3	23	29	16	13	30	49	9	32	23	3	31	20	8	-	26	31	9	46
	2%	1%	2%	1%	1%	2%	2%	*	1%	1%	1%	2%	2%	1%	2%	1%	3%	3%	2%	1%	1%	-	1%	2%	3%	1%
Black or Black British	52	8	14	14	4	12	25	5	21	27	14	13	25	47	5	35	13	3	22	23	4	3	24	28	6	40
	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	3%	2%	2%	1%	1%	1%	1%	2%	1%
Chinese	23	3	3	8	1	8	9	3	11	10	8	2	13	18	5	17	6	-	14	7	2	-	9	12	6	14
	1%	*	*	1%	*	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%	1%	-	1%	*	*	-	*	1%	2%	*
Asian or Asian British	69	5	19	14	3	28	36	4	28	30	23	7	39	65	4	45	20	3	47	18	3	1	41	25	5	60
	2%	1%	2%	1%	1%	4%	2%	1%	2%	1%	2%	1%	2%	2%	1%	2%	2%	3%	4%	1%	*	*	2%	1%	2%	2%
Other ethnic group	34	7	3	10	5	9	11	4	18	16	8	8	18	31	3	23	9	2	19	11	2	2	18	15	6	27
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	2%	1%
Ethnic excl.other (net)	197	21	57	47	10	62	98	14	82	91	59	32	106	174	22	127	58	9	109	68	16	4	99	91	25	159
	5%	3%	5%	5%	3%	8%	6%	2%	5%	4%	5%	4%	6%	5%	5%	4%	6%	10%	9%	5%	2%	1%	5%	5%	8%	5%

Great Western (RUS) * All routes 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

	ROUTE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	3741	712	1000	963	322	744	1476	596	1619	2016	1193	823	1725	3314	422	2740	858	92	217	1437	689	389	835	1820	308	3433
Mobility	85 2%	16 2%	15 2%	23 2%	13 4%	18 2%	15 1%	9 2%	60 4%	39 2%	29 2%	10 1%	46 3%	78 2%	7 2%	66 2%	13 2%	3 3%	10 1%	27 2%	19 3%	29 7%	29 2%	55 3%	85 28%	-
Hearing	65 2%	13 2%	11 1%	22 2%	8 2%	11 1%	16 1%	7 1%	41 3%	25 1%	13 1%	12 1%	40 2%	60 2%	4 1%	53 2%	9 1%	1 1%	13 1%	14 1%	18 3%	19 5%	31 2%	33 2%	65 21%	-
Eyesight	52 1%	6 1%	11 1%	18 2%	6 2%	11 1%	18 1%	3 1%	30 2%	21 1%	16 1%	5 1%	31 2%	43 1%	9 2%	38 1%	9 1%	4 4%	23 2%	17 1%	5 1%	7 2%	28 2%	22 1%	52 17%	-
Learning difficulties	25 1%	2 *	6 1%	6 1%	5 2%	6 1%	8 1%	-	17 1%	8 *	7 1%	1 *	17 1%	22 1%	3 1%	17 1%	6 2%	2 2%	22 2%	2 *	1 *	-	12 1%	10 1%	25 8%	-
Speech impairment	6 *	- -	2 *	1 *	- -	3 *	3 *	1 *	2 *	2 *	2 *	- -	4 *	5 *	1 *	3 *	3 *	- -	5 *	- -	1 *	- -	1 *	3 *	6 2%	-
Wheelchair user	4 *	1 *	1 *	1 *	- -	1 *	1 *	- -	3 *	2 *	2 *	- -	2 *	1 *	3 1%	3 *	1 *	- -	1 *	- -	2 *	- -	1 *	2 *	4 1%	-
Other	106 3%	12 2%	38 4%	23 2%	13 4%	20 3%	39 3%	11 2%	54 3%	64 3%	36 3%	28 3%	42 2%	91 3%	14 3%	79 3%	26 3%	-	26 2%	51 4%	21 3%	8 2%	59 3%	42 2%	106 34%	-
Disability (net)	308 8%	47 7%	76 8%	84 9%	40 12%	61 8%	92 6%	28 5%	183 11%	149 7%	96 8%	53 6%	159 9%	266 8%	40 9%	238 9%	54 6%	9 10%	86 7%	103 7%	63 9%	54 14%	149 8%	144 8%	308 100%	-
No/none of these	3433 92%	665 93%	924 92%	879 91%	282 88%	683 92%	1384 94%	568 95%	1436 89%	1867 93%	1097 92%	770 94%	1566 91%	3048 92%	382 91%	2502 91%	804 94%	83 90%	1131 93%	1334 93%	626 91%	335 86%	1686 92%	1676 92%	- -	3433 100%

Great Western (RUS) * All routes JB:11519

Absolutes/col percents

Table 89
Train type
Base:All respondents

	ROUTE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	LONG DSTNCE	RGNL CMTR	RGNL MIXED USED	BRNCH LINES	INTER RGNL	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	4047	752	1081	1041	357	816	1594	637	1751	2175	1277	898	1872	3585	457	2949	934	98	1286	1515	720	411	1943	1907	308	3433
HST	1817	752	24	1041	-	-	439	463	884	926	537	389	891	1472	345	1588	177	21	385	725	417	243	882	857	131	1568
	45%	100%	2%	100%	-	-	28%	73%	50%	43%	42%	43%	48%	41%	75%	54%	19%	21%	30%	48%	58%	59%	45%	45%	43%	46%
142	27	-	-	-	27	-	6	3	18	3	-	3	24	27	-	23	4	-	8	5	10	4	8	19	2	25
	1%	-	-	-	8%	-	*	*	1%	*	-	*	1%	1%	-	1%	*	-	1%	*	1%	1%	*	1%	1%	1%
143	198	-	11	-	187	-	82	12	104	129	37	92	69	162	36	138	50	10	86	62	24	14	72	108	25	149
	5%	-	1%	-	52%	-	5%	2%	6%	6%	3%	10%	4%	5%	8%	5%	5%	10%	7%	4%	3%	3%	4%	6%	8%	4%
150	895	-	750	-	63	82	589	62	226	653	348	305	242	892	1	440	396	40	356	352	113	47	437	410	56	774
	22%	-	69%	-	18%	10%	37%	10%	13%	30%	27%	34%	13%	25%	*	15%	42%	41%	28%	23%	16%	11%	22%	21%	18%	23%
153	150	-	127	-	23	-	95	12	41	55	23	32	95	148	1	79	61	7	58	50	29	10	85	62	15	120
	4%	-	12%	-	6%	-	6%	2%	2%	3%	2%	4%	5%	4%	*	3%	7%	7%	5%	3%	4%	2%	4%	3%	5%	3%
158	866	-	132	-	-	734	315	80	458	322	245	77	544	790	74	644	195	15	361	278	118	84	417	403	71	720
	21%	-	12%	-	-	90%	20%	13%	26%	15%	19%	9%	29%	22%	16%	22%	21%	15%	28%	18%	16%	20%	21%	21%	23%	21%
Not classified	94	-	37	-	57	-	68	5	20	87	87	-	7	94	-	37	51	5	32	43	9	9	42	48	8	77
	2%	-	3%	-	16%	-	4%	1%	1%	4%	7%	-	*	3%	-	1%	5%	5%	2%	3%	1%	2%	2%	3%	3%	2%

Title	Page	Table	Base Description	Base
Q.1 Departure time of this train at the station boarded	1	1	Base:All who answered	4042
Q.2 Station where this train was BOARDED	2	2	Base:All who answered	4042
Q.3 Station you are TRAVELLING TO on this train	6	3	Base:All who answered	4042
Q.4A Does any part of the journey you are making today require a change or changes of train?	11	4	Base:All who answered	3848
Q.4B Final destination station	12	5	Base:All who changed at Q.4A and answered this question	557
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?	16	6	Base:All not requiring change(s) at Q.4A and answered this question	2686
Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you?	17	7	Base:All not requiring change(s) at Q.4A and answered this question	2536
Q.7 What is the main purpose of your rail journey today?	18	8	Base:All who answered	3982
Q.8 How many times have you made this journey in the last two weeks?	19	9	Base:All who answered	3981
Q.9 Are you:	20	10	Base:All who answered	3981
Q.10 If you were not using the train to make this journey, how else would you make the journey?	21	11	Base:All who answered	3216
Q.11A Do you use the station nearest to your home?	22	12	Base:All who answered	3960
Q.11B If you do not use your nearest station for most train journeys. Why is this?	23	13	Base:All not using the station nearest to home for most journeys at Q.11A and answered this question	755
Q.12 How did you travel to the station where you boarded this train today?	24	14	Base:All who answered	3977
Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park?	25	15	Base:All who answered	3882
Q.14 Which of the following best describes parking in the station car park where you boarded this train?	26	16	Base:All who have used the car park at Q.13 and answered this question	908
Q.15 If you have not used the bus to travel to the station today, what was the reason for this?	27	17	Base:All not using the bus at Q.12 and answered this question	3512
Q.16 How will you travel to your final destination once you have left the train?	28	18	Base:All who answered	3962
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)	29	19	Base:All who answered excluding dk/no opinion	3343

	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)	30	20	Base:All who answered excluding dk/no opinion	2622
	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)	31	21	Base:All who answered excluding dk/no opinion	1848
	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)	32	22	Base:All who answered excluding dk/no opinion	1711
	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)	33	23	Base:All who answered excluding dk/no opinion	1896
	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)	34	24	Base:All who answered excluding dk/no opinion	1770
	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)	35	25	Base:All who answered excluding dk/no opinion	1474
	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)	36	26	Base:All who answered excluding dk/no opinion	1428
	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?	37	27	Base:All who answered	3851
	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)	38	28	Base:All who answered	3696
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Friday)	39	29	Base:All who answered	3303
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Saturday)	40	30	Base:All who answered	3114
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Sundays)	41	31	Base:All who answered	3074
	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)	42	32	Base:All who answered	3640

	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)	43	33	Base:All who answered	3309
	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)	44	34	Base:All who answered	3154
	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)	45	35	Base:All who answered	3082
	Q.20 What type of ticket did you use for your journey today?	46	36	Base:All who answered	3684
	Q.21 How was your ticket purchased?	47	37	Base:All who answered	3935
	Q.22 How likely would you be to make use of the following ways of receiving your ticket? (By post)	48	38	Base:All who answered	3523
	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)	49	39	Base:All who answered	3678
	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)	50	40	Base:All who answered	3379
	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)	51	41	Base:All who answered	3438
	Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Smartcard)	52	42	Base:All who answered	3329
	Q.23 Did you use a railcard to buy your ticket? If so which one?	53	43	Base:All who answered	3709
	Q.24 How would you rate the STATION where you boarded this train for: (Provision of information about train times platforms)	54	44	Base:All who answered excluding did not use/no opinion	3901
	Q.24 How would you rate the STATION where you boarded this train for: (The upkeep repair of the station buildings platforms)	55	45	Base:All who answered excluding did not use/no opinion	3817
	Q.24 How would you rate the STATION where you boarded this train for: (Cleanliness of the station)	56	46	Base:All who answered excluding did not use/no opinion	3766
	Q.24 How would you rate the STATION where you boarded this train for: (The facilities and services at the station)	57	47	Base:All who answered excluding did not use/no opinion	3438

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)	58	48	Base:All who answered excluding did not use/no opinion	3439
Q.24 How would you rate the STATION where you boarded this train for: (The attitudes and helpfulness of the staff)	59	49	Base:All who answered excluding did not use/no opinion	3051
Q.24 How would you rate the STATION where you boarded this train for: (Connections with other forms of public transport)	60	50	Base:All who answered excluding did not use/no opinion	2893
Q.24 How would you rate the STATION where you boarded this train for: (Ticket buying facilities)	61	51	Base:All who answered excluding did not use/no opinion	3147
Q.24 How would you rate the STATION where you boarded this train for: (Facilities for bicycle parking)	62	52	Base:All who answered excluding did not use/no opinion	1412
Q.24 How would you rate the STATION where you boarded this train for: (Your personal security whilst using that station)	63	53	Base:All who answered excluding did not use/no opinion	3375
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The space for luggage)	64	54	Base:All who answered excluding did not use/no opinion	3565
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)	65	55	Base:All who answered excluding did not use/no opinion	3871
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The comfort of the seating area)	66	56	Base:All who answered excluding did not use/no opinion	3849
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Space for bicycles)	67	57	Base:All who answered excluding did not use/no opinion	1492
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The toilet facilities)	68	58	Base:All who answered excluding did not use/no opinion	2414
Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Catering facilities)	69	59	Base:All who answered excluding did not use/no opinion	2063
Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month?	70	60	Base:All who answered	3766
Q.27 Which of these are important for you to have on this journey?	71	61	Base:All who answered	3071
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?	72	62	Base:All who answered	3899
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?	73	63	Base:All who answered	3888
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?	74	64	Base:All who answered	3873

	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)	75	65	Base:All who answered	3626
	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)	76	66	Base:All who answered	3510
	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)	77	67	Base:All who answered	3516
	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)	78	68	Base:All who answered	3446
	Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer?	79	69	Base:All who answered	3731
	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)	80	70	Base:All who answered excluding dk/no opinion	3710
	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)	81	71	Base:All who answered excluding dk/no opinion	3807
	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)	82	72	Base:All who answered excluding dk/no opinion	3742
	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)	83	73	Base:All who answered excluding dk/no opinion	3727
	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)	84	74	Base:All who answered excluding dk/no opinion	2226
	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)	85	75	Base:All who answered excluding dk/no opinion	3781
	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)	86	76	Base:All who answered excluding dk/no opinion	3449

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)	87	77	Base:All who answered excluding dk/no opinion	3451
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)	88	78	Base:All who answered excluding dk/no opinion	3774
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)	89	79	Base:All who answered excluding dk/no opinion	3457
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)	90	80	Base:All who answered excluding dk/no opinion	3205
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)	91	81	Base:All who answered excluding dk/no opinion	3632
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)	92	82	Base:All who answered excluding dk/no opinion	2324
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)	93	83	Base:All who answered excluding dk/no opinion	3785
Q.35 Work status	94	84	Base:All who answered	3936
Q.36 Age	95	85	Base:All who answered	3932
Q.37 Gender	96	86	Base:All who answered	3850
Q.38 Which of the following best describes your ethnic background?	97	87	Base:All who answered	3882
Q.39 Do you have a disability or long term illness related to the following?	98	88	Base:All who answered	3741
Train type	99	89	Base:All respondents	4047