

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal percents

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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
05:00-05:59	5 *	1	-	-	4	3	1	1	-	-	-	5	5	-	3	2	-	2	2	-	-	3	1	-	4
		*	-	-	1%	*	1%	*	-	-	-	2%	*	-	1%	*	-	*	*	-	-	1%	*	-	*
06:00-06:59	105 10%	53	22	1	29	88	12	5	-	-	-	105	105	-	38	63	4	23	55	24	2	66	35	5	95
		24%	8%	*	9%	12%	14%	2%	-	-	-	39%	10%	-	8%	12%	8%	5%	13%	17%	4%	12%	8%	7%	10%
07:00-07:59	228 21%	49	63	44	72	203	15	8	228	228	-	-	228	-	73	143	8	102	101	22	2	126	95	15	199
		22%	22%	17%	23%	27%	18%	4%	28%	53%	-	-	21%	-	15%	28%	16%	24%	23%	15%	4%	22%	21%	20%	22%
08:00-08:59	127 12%	15	40	37	35	96	8	21	127	127	-	-	127	-	55	60	9	53	54	10	4	68	48	9	106
		7%	14%	15%	11%	13%	10%	10%	16%	29%	-	-	12%	-	11%	12%	18%	13%	12%	7%	8%	12%	10%	12%	11%
09:00-09:59	76 7%	1	19	45	11	38	6	32	76	76	-	-	76	-	51	23	1	25	34	7	8	39	34	6	64
		*	7%	18%	4%	5%	7%	15%	9%	18%	-	-	7%	-	10%	4%	2%	6%	8%	5%	17%	7%	7%	8%	7%
10:00-10:59	26 2%	1	13	12	-	6	3	17	-	-	-	26	26	-	24	1	1	9	5	7	5	13	11	2	23
		*	4%	5%	-	1%	4%	8%	-	-	-	10%	2%	-	5%	*	2%	2%	1%	5%	10%	2%	2%	3%	2%
11:00-11:59	17 2%	-	2	15	-	4	3	9	-	-	-	17	17	-	13	4	-	4	6	4	3	9	8	2	15
		-	1%	6%	-	1%	4%	4%	-	-	-	6%	2%	-	3%	1%	-	1%	1%	3%	6%	2%	2%	3%	2%
12:00-12:59	2 *	-	1	-	1	-	-	2	-	-	-	2	2	-	2	-	-	-	-	1	1	1	1	-	2
		-	*	-	*	-	-	1%	-	-	-	1%	*	-	*	-	-	-	-	1%	2%	*	*	-	*
13:00-13:59	1 *	1	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	-
		*	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-
14:00-14:59	19 2%	1	16	2	-	7	1	11	-	-	-	19	19	-	14	4	1	11	4	2	2	8	11	2	16
		*	5%	1%	-	1%	1%	5%	-	-	-	7%	2%	-	3%	1%	2%	3%	1%	1%	4%	1%	2%	3%	2%
15:00-15:59	87 8%	6	40	26	15	39	9	34	-	-	-	87	85	2	54	23	5	38	22	18	3	37	44	10	68
		3%	14%	10%	5%	5%	11%	15%	-	-	-	32%	8%	100%	11%	4%	10%	9%	5%	12%	6%	7%	10%	13%	7%
16:00-16:59	151 14%	36	44	12	59	96	12	38	151	-	151	-	151	-	70	71	4	48	61	25	10	73	69	9	131
		16%	15%	5%	19%	13%	14%	17%	19%	-	40%	-	14%	-	14%	14%	8%	11%	14%	17%	21%	13%	15%	12%	14%
17:00-17:59	189 18%	44	26	49	70	146	10	30	189	-	189	-	189	-	77	100	10	81	75	20	7	100	82	14	155
		20%	9%	19%	22%	19%	12%	14%	23%	-	50%	-	18%	-	16%	19%	20%	19%	17%	14%	15%	18%	18%	18%	17%
18:00-18:59	39 4%	14	5	9	11	26	2	11	39	-	39	-	39	-	17	17	5	20	14	4	1	19	18	2	37
		6%	2%	4%	4%	3%	2%	5%	5%	-	10%	-	4%	-	3%	3%	10%	5%	3%	3%	2%	3%	4%	3%	4%
19:00-19:59	7 1%	-	-	2	5	5	1	1	-	-	-	7	7	-	2	4	1	3	3	1	-	5	1	-	7
		-	-	1%	2%	1%	1%	*	-	-	-	3%	1%	-	*	1%	2%	1%	1%	1%	-	1%	*	-	1%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLEY	SVRNR BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
Bristol Temple Meads	365 34%	94 42%	81 28%	88 35%	102 33%	255 34%	37 45%	65 30%	256 32%	95 22%	161 42%	109 41%	364 34%	1	168 34%	174 34%	16 33%	138 33%	155 36%	47 32%	13 27%	187 33%	161 35%	22 29%	311 34%
Gloucester	82 8%	-	82 28%	-	-	48 6%	6 7%	26 12%	70 9%	45 10%	25 7%	12 4%	82 8%	-	51 10%	26 5%	1 2%	43 10%	23 5%	9 6%	4 8%	36 6%	41 9%	8 11%	70 8%
Weston-Super-Mare	73 7%	-	-	-	73 23%	50 7%	7 8%	15 7%	57 7%	22 5%	35 9%	16 6%	73 7%	-	33 7%	33 6%	6 12%	28 7%	38 9%	4 3%	3 6%	41 7%	30 7%	8 11%	60 7%
Bath Spa	72 7%	64 29%	8 3%	-	-	51 7%	5 6%	15 7%	59 7%	29 7%	30 8%	13 5%	72 7%	-	32 6%	36 7%	3 6%	25 6%	28 6%	15 10%	2 4%	41 7%	28 6%	6 8%	64 7%
Cam And Dursley	49 5%	-	49 17%	-	-	34 4%	5 6%	10 5%	34 4%	27 6%	7 2%	15 6%	49 5%	-	26 5%	22 4%	1 2%	13 3%	25 6%	5 3%	3 6%	29 5%	16 3%	2 3%	40 4%
Severn Beach	41 4%	-	-	41 16%	-	28 4%	-	13 6%	36 4%	35 8%	1 *	5 2%	41 4%	-	14 3%	25 5%	2 4%	21 5%	15 3%	2 1%	3 6%	21 4%	19 4%	2 3%	36 4%
Filton Abbey Wood	35 3%	11 5%	13 4%	-	11 4%	31 4%	1 1%	3 1%	31 4%	9 2%	22 6%	4 1%	35 3%	-	12 2%	22 4%	1 2%	17 4%	10 2%	7 5%	1 2%	24 4%	10 2%	2 3%	33 4%
Bristol Parkway	29 3%	2 1%	14 5%	-	13 4%	22 3%	-	6 3%	23 3%	10 2%	13 3%	6 2%	29 3%	-	9 2%	18 3%	-	11 3%	12 3%	4 3%	2 4%	15 3%	14 3%	4 5%	21 2%
Yatton	24 2%	2 1%	-	-	22 7%	20 3%	2 2%	2 1%	21 3%	14 3%	7 2%	3 1%	24 2%	-	7 1%	16 3%	1 2%	8 2%	9 2%	3 2%	1 2%	13 2%	8 2%	-	21 2%
Worle	23 2%	-	-	-	23 7%	13 2%	4 5%	6 3%	17 2%	8 2%	9 2%	6 2%	23 2%	-	15 3%	7 1%	1 2%	6 1%	13 3%	3 2%	-	14 2%	7 2%	3 4%	18 2%
Clifton Down	23 2%	-	-	23 9%	-	15 2%	-	7 3%	15 2%	7 2%	8 2%	8 3%	23 2%	-	11 2%	8 2%	2 4%	10 2%	7 2%	4 3%	2 4%	10 2%	13 3%	2 3%	21 2%
Avonmouth	21 2%	-	-	21 8%	-	15 2%	-	5 2%	19 2%	6 1%	13 3%	2 1%	21 2%	-	6 1%	10 2%	4 8%	10 2%	4 1%	2 1%	3 6%	12 2%	5 1%	2 3%	18 2%
Sea Mills	19 2%	-	-	19 7%	-	16 2%	-	2 1%	17 2%	16 4%	1 *	2 1%	19 2%	-	8 2%	9 2%	-	2 *	13 3%	4 3%	-	9 2%	9 2%	1 1%	17 2%
Redland	18 2%	2 1%	-	16 6%	-	14 2%	2 2%	2 1%	13 2%	13 3%	-	5 2%	18 2%	-	9 2%	9 2%	-	9 2%	6 1%	3 2%	-	10 2%	7 2%	-	17 2%
Oldfield Park	17 2%	17 8%	-	-	-	17 2%	-	-	10 1%	7 2%	3 1%	7 3%	17 2%	-	4 1%	11 2%	2 4%	1 *	13 3%	2 1%	1 2%	13 2%	4 1%	2 3%	14 2%
Yate	16 1%	-	16 5%	-	-	10 1%	1 1%	5 2%	12 1%	5 1%	7 2%	4 1%	15 1%	1	8 2%	6 1%	2 4%	8 2%	2 *	2 1%	3 6%	7 1%	8 2%	3 4%	11 1%
Nailsea And Backwell	16 1%	-	-	-	16 5%	11 1%	4 5%	1 *	12 1%	12 3%	-	4 1%	16 1%	-	7 1%	9 2%	-	7 2%	6 1%	2 1%	1 2%	11 2%	5 1%	-	16 2%
Montpelier	14 1%	3 1%	-	11 4%	-	11 1%	1 1%	2 1%	10 1%	7 2%	3 1%	4 1%	14 1%	-	6 1%	6 1%	2 4%	8 2%	4 1%	2 1%	-	8 1%	5 1%	-	14 2%
Shirehampton	14 1%	-	-	14 6%	-	8 1%	1 1%	5 2%	12 1%	8 2%	4 1%	2 1%	14 1%	-	6 1%	7 1%	1 2%	7 2%	6 1%	1 1%	-	5 1%	9 2%	-	13 1%

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Absolutes/ccl percents

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
Stapleton Road	12 1%	-	-	12	-	9	-	3	10	9	1	2	12	-	5	7	-	5	5	-	1	6	5	1	10
Weston Milton	10 1%	-	-	-	10	10	-	-	10	9	1	-	10	-	2	6	2	4	6	-	-	4	6	1	9
Bedminster	8 1%	-	-	-	8	6	-	2	7	5	2	1	8	-	3	4	1	5	1	1	1	6	1	-	6
Bradford-On-Avon	8 1%	8	-	-	-	6	-	2	5	2	3	3	8	-	3	5	-	-	3	4	1	6	2	-	7
Westbury (Wiltshire)	8 1%	5	3	-	-	7	-	1	2	2	-	6	8	-	2	6	-	1	5	1	1	5	3	1	7
Keynsham	8 1%	3	5	-	-	4	2	2	6	3	3	2	8	-	7	1	-	3	2	3	-	5	3	-	8
Bridgwater	7 1%	-	-	-	7	4	1	2	4	1	3	3	7	-	4	3	-	2	3	1	-	3	3	-	6
Trowbridge	7 1%	3	4	-	-	7	-	-	1	1	-	6	7	-	1	5	1	3	1	3	-	4	3	1	6
Cheltenham Spa	5 *	-	5	-	-	1	-	4	4	3	1	1	5	-	5	-	-	1	1	1	2	2	3	-	4
Exeter St Davids	4 *	-	-	-	4	-	-	4	4	4	-	-	4	-	4	-	-	2	1	1	-	2	2	1	3
Cardiff Central	4 *	-	-	-	4	2	-	2	4	-	4	-	4	-	3	1	-	2	2	-	-	-	3	-	4
Worcester Foregate Street	4 *	-	4	-	-	1	1	2	1	1	-	3	4	-	4	-	-	2	1	1	-	2	2	3	1
Worcester Shrub Hill	3 *	-	3	-	-	1	1	1	1	1	-	2	3	-	3	-	-	2	1	-	-	2	1	-	3
Other	40 4%	8	4	9	19	30	2	5	27	15	12	13	40	-	15	23	-	15	15	8	-	14	22	1	33

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

Table 3

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRNB BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
Bristol Temple Meads	302 28%	47 21%	87 30%	79 31%	89 29%	203 27%	26 31%	72 33%	236 29%	154 36%	82 22%	66 25%	302 28%	-	153 31%	134 26%	10 20%	116 28%	122 28%	44 30%	14 29%	158 28%	129 28%	15 20%	267 29%
Filton Abbey Wood	81 8%	28 13%	39 13%	-	14 4%	75 10%	2 2%	3 1%	55 7%	45 10%	10 3%	26 10%	81 8%	-	22 4%	55 11%	3 6%	21 5%	43 10%	12 8%	2 4%	50 9%	26 6%	11 14%	66 7%
Clifton Down	69 6%	-	-	69 27%	-	54 7%	3 4%	12 5%	60 7%	49 11%	11 3%	9 3%	69 6%	-	27 5%	36 7%	5 10%	34 8%	24 6%	6 4%	2 4%	26 5%	39 9%	2 3%	62 7%
Weston-Super-Mare	68 6%	-	-	-	68 22%	47 6%	3 4%	17 8%	52 6%	27 6%	25 7%	16 6%	68 6%	-	26 5%	36 7%	4 8%	29 7%	22 5%	9 6%	5 10%	31 5%	33 7%	6 8%	55 6%
Gloucester	48 4%	4 2%	44 15%	-	-	20 3%	9 11%	17 8%	28 3%	21 5%	7 2%	20 7%	48 4%	-	34 7%	12 2%	1 2%	20 5%	16 4%	5 3%	5 10%	21 4%	26 6%	4 5%	42 5%
Bath Spa	40 4%	24 11%	12 4%	1 *	3 1%	30 4%	3 4%	6 3%	35 4%	20 5%	15 4%	5 2%	40 4%	-	19 4%	20 4%	-	17 4%	13 3%	8 6%	-	18 3%	20 4%	3 4%	33 4%
Yate	37 3%	3 1%	34 12%	-	-	31 4%	-	5 2%	23 3%	6 1%	17 4%	14 5%	36 3%	1 50%	11 2%	22 4%	3 6%	10 2%	20 5%	5 3%	1 2%	19 3%	17 4%	6 8%	28 3%
Bristol Parkway	34 3%	2 1%	31 11%	-	1 *	18 2%	4 5%	11 5%	24 3%	15 3%	9 2%	10 4%	34 3%	-	21 4%	9 2%	3 6%	16 4%	11 3%	4 3%	2 4%	19 3%	13 3%	1 1%	31 3%
Worle	28 3%	-	-	-	28 9%	18 2%	2 2%	7 3%	26 3%	7 2%	19 5%	2 1%	28 3%	-	9 2%	16 3%	2 4%	9 2%	14 3%	5 3%	-	14 2%	13 3%	1 1%	26 3%
Severn Beach	27 3%	-	-	27 11%	-	16 2%	-	8 4%	16 2%	3 1%	13 3%	11 4%	27 3%	-	12 2%	9 2%	3 6%	8 2%	13 3%	4 2%	1 2%	16 3%	10 2%	-	25 3%
Yatton	27 3%	-	-	-	27 9%	23 3%	2 2%	2 1%	24 3%	6 1%	18 5%	3 1%	27 3%	-	8 2%	18 3%	1 2%	10 2%	11 3%	5 3%	1 2%	15 3%	12 3%	1 1%	25 3%
London Paddington	26 2%	21 9%	-	-	5 2%	12 2%	10 12%	4 2%	7 1%	7 2%	-	19 7%	26 2%	-	25 5%	1 *	-	9 2%	10 2%	4 3%	2 4%	16 3%	7 2%	2 3%	20 2%
Cam And Dursley	25 2%	2 1%	23 8%	-	-	19 3%	-	5 2%	14 2%	3 1%	11 3%	11 4%	25 2%	-	9 2%	13 3%	2 4%	7 2%	14 3%	4 3%	-	17 3%	8 2%	1 1%	23 2%
Keynsham	25 2%	21 9%	3 1%	1 *	-	21 3%	2 2%	2 1%	23 3%	5 1%	18 5%	2 1%	25 2%	-	10 2%	15 3%	-	7 2%	11 3%	6 4%	1 2%	17 3%	8 2%	2 3%	22 2%
Nailsea And Backwell	23 2%	-	-	-	23 7%	20 3%	-	3 1%	22 3%	4 1%	18 5%	1 *	23 2%	-	9 2%	12 2%	2 4%	11 3%	8 2%	3 2%	1 2%	12 2%	10 2%	1 1%	17 2%
Redland	19 2%	-	-	19 7%	-	12 2%	1 1%	5 2%	12 1%	-	12 3%	7 3%	19 2%	-	11 2%	7 1%	1 2%	10 2%	7 2%	2 1%	-	12 2%	6 1%	2 3%	16 2%
Oldfield Park	18 2%	17 8%	1 *	-	-	15 2%	1 1%	1 *	18 2%	2 *	16 4%	-	18 2%	-	5 1%	13 3%	-	8 2%	10 2%	-	-	6 1%	12 3%	1 1%	16 2%
Avonmouth	15 1%	-	-	15 6%	-	10 1%	1 1%	4 2%	10 1%	4 1%	6 2%	5 2%	15 1%	-	5 1%	10 2%	-	11 3%	1 *	3 2%	-	9 2%	6 1%	-	12 1%
Trowbridge	15 1%	14 6%	-	-	1 *	12 2%	1 1%	2 1%	12 1%	4 1%	8 2%	3 1%	15 1%	-	4 1%	10 2%	1 2%	6 1%	8 2%	-	1 2%	12 2%	3 1%	1 1%	14 2%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
Stapleton Road	13 1%	1 *	-	10 4%	2 1%	11 1%	-	2 1%	10 1%	1 *	9 2%	3 1%	13 1%	-	4 1%	8 2%	1 2%	4 1%	9 2%	-	-	4 1%	9 2%	1 1%	11 1%
Montpelier	13 1%	-	-	13 5%	-	8 1%	-	3 1%	8 1%	5 1%	3 1%	5 2%	13 1%	-	6 1%	4 1%	1 2%	3 1%	4 1%	-	1 2%	4 1%	4 1%	2 3%	7 1%
Weston Milton	11 1%	-	-	-	11 4%	8 1%	2 2%	1 *	11 1%	2 *	9 2%	-	11 1%	-	3 1%	8 2%	-	4 1%	5 1%	1 1%	-	5 1%	4 1%	-	8 1%
Sea Mills	9 1%	-	-	9 4%	-	7 1%	-	1 *	7 1%	1 *	6 2%	2 1%	9 1%	-	3 1%	3 1%	2 4%	3 1%	4 1%	1 1%	-	5 1%	3 1%	1 1%	7 1%
Lawrence Hill	8 1%	-	1 *	5 2%	2 1%	7 1%	-	1 *	6 1%	2 *	4 1%	2 1%	7 1%	1 50%	2 *	5 1%	1 2%	3 1%	2 *	3 2%	-	5 1%	3 1%	1 1%	7 1%
Bridgwater	8 1%	-	-	-	8 3%	7 1%	-	1 *	7 1%	2 *	5 1%	1 *	8 1%	-	4 1%	4 1%	-	4 1%	4 1%	-	-	4 1%	3 1%	1 1%	7 1%
Bedminster	8 1%	-	-	-	8 3%	8 1%	-	-	7 1%	3 1%	4 1%	1 *	8 1%	-	1 *	5 1%	2 4%	6 1%	2 *	-	-	6 1%	1 *	-	7 1%
Parson Street	7 1%	-	-	-	7 2%	7 1%	-	-	7 1%	5 1%	2 1%	-	7 1%	-	4 1%	3 1%	-	1 *	5 1%	1 1%	-	6 1%	1 *	-	7 1%
Bradford-On-Avon	6 1%	6 3%	-	-	-	5 1%	-	1 *	6 1%	-	6 2%	-	6 1%	-	1 *	4 1%	1 2%	2 *	3 1%	-	1 2%	4 1%	2 *	-	6 1%
Southampton Central	6 1%	6 3%	-	-	-	1 *	3 4%	2 1%	6 1%	4 1%	2 1%	-	6 1%	-	6 1%	-	-	4 1%	1 *	-	1 2%	2 *	4 1%	2 3%	3 *
Chippenham	6 1%	6 3%	-	-	-	5 1%	-	1 *	1 *	-	1 *	5 2%	6 1%	-	2 *	4 1%	-	4 1%	2 *	-	-	3 1%	3 1%	1 1%	5 1%
Newport (South Wales)	5 *	4 2%	-	-	1 *	2 *	1 1%	2 1%	4 *	4 1%	-	1 *	5 *	-	3 1%	2 *	-	1 *	2 *	1 1%	1 2%	3 1%	2 *	-	5 1%
Swindon	5 *	3 1%	-	-	2 1%	3 *	-	2 1%	3 *	3 1%	-	2 1%	5 *	-	3 1%	2 *	-	3 1%	1 *	1 1%	-	3 1%	2 *	1 1%	4 *
Taunton	5 *	-	-	-	5 2%	3 *	1 1%	1 *	5 1%	3 1%	2 1%	-	5 *	-	2 *	3 1%	-	3 1%	1 *	1 1%	-	2 *	2 *	-	5 1%
Worcester Foregate Street	4 *	1 *	3 1%	-	-	1 *	-	2 1%	-	-	-	4 1%	4 *	-	3 1%	-	-	1 *	2 *	-	-	1 *	2 *	1 1%	2 *
Salisbury	3 *	3 1%	-	-	-	3 *	-	-	3 *	3 1%	-	-	3 *	-	2 *	1 *	-	1 *	1 1%	-	-	2 *	1 *	-	2 *
Malvern Link	2 *	-	2 1%	-	-	-	-	2 1%	-	-	-	2 1%	2 *	-	2 *	-	-	1 *	-	-	1 2%	2 *	-	-	2 *
Great Malvern	2 *	1 *	1 *	-	-	-	1 1%	1 *	1 *	-	1 *	1 *	2 *	-	2 *	-	-	-	1 *	1 1%	-	-	2 *	-	2 *
Didcot Parkway	2 *	1 *	-	-	1 *	-	2 2%	-	1 *	1 *	-	1 *	2 *	-	2 *	-	-	-	1 *	1 1%	-	2 *	-	-	2 *

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1079	222	291	254	312	757	83	220	810	431	379	269	1077	2	493	515	49	419	436	145	48	567	458	76	922
Warminster	1 *	1	-	-	-	1	-	-	1	1	-	-	1	-	-	1	-	1	-	-	-	1	-	-	1
Worcester Shrub Hill	1 *	-	1	-	-	-	-	1	-	-	-	1	1	-	1	-	-	-	-	-	1	1	-	-	1
Westbury (Wiltshire)	1 *	1	-	-	-	1	-	-	-	-	-	1	1	-	-	1	-	-	-	1	-	1	-	-	1
Exeter St Davids	1 *	-	-	-	1	-	-	1	1	1	-	-	1	-	1	-	-	-	1	-	-	1	-	1	-
Romsey	1 *	1	-	-	-	-	1	-	1	-	1	-	1	-	1	-	-	-	-	1	-	1	-	-	1
Other	24 2%	4	9	6	5	13	2	9	17	8	9	7	24	-	15	9	-	11	7	2	4	11	12	4	19
		2%	3%	2%	2%	2%	2%	4%	2%	2%	2%	3%	2%	-	3%	2%	-	3%	2%	1%	8%	2%	3%	5%	2%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	134	26	33	38	37	67	24	42	94	59	35	40	134	-	102	30	1	46	48	27	10	67	61	6	120
Bath Spa	25 19%	1 4%	2 6%	20 53%	2 5%	20 30%	-	5 12%	20 21%	14 24%	6 17%	5 13%	25 19%	-	13 13%	12 40%	-	7 15%	12 25%	2 7%	3 30%	14 21%	9 15%	-	22 18%
London Paddington	16 12%	-	3 9%	5 13%	8 22%	5 7%	6 25%	5 12%	8 9%	7 12%	1 3%	8 20%	16 12%	-	15 15%	1 3%	-	5 11%	7 15%	3 11%	1 10%	6 9%	9 15%	1 17%	15 13%
Plymouth	6 4%	1 4%	4 12%	-	1 3%	3 4%	1 4%	2 5%	4 4%	2 3%	2 6%	2 5%	6 4%	-	6 6%	-	-	3 7%	1 2%	2 7%	-	4 6%	2 3%	-	6 5%
Exeter St Davids	5 4%	-	3 9%	1 3%	1 3%	2 3%	1 4%	2 5%	4 4%	3 5%	1 3%	1 3%	5 4%	-	4 4%	1 3%	-	2 4%	1 2%	2 7%	-	2 3%	3 5%	-	5 4%
Keynsham	5 4%	-	-	1 3%	4 11%	3 4%	1 4%	1 2%	4 4%	1 2%	3 9%	1 3%	5 4%	-	3 3%	2 7%	-	2 4%	1 2%	1 4%	1 10%	4 6%	1 2%	-	5 4%
Southampton Central	5 4%	3 12%	1 3%	-	1 3%	3 4%	-	2 5%	2 2%	2 3%	-	3 8%	5 4%	-	4 4%	1 3%	-	3 7%	1 2%	1 4%	-	-	5 8%	-	5 4%
Oxford	4 3%	-	1 3%	-	3 8%	-	1 4%	3 7%	4 4%	4 7%	-	-	4 3%	-	4 4%	-	-	2 4%	2 4%	-	-	3 4%	1 2%	1 17%	3 3%
Clifton Down	4 3%	-	1 3%	2 5%	1 3%	2 3%	-	1 2%	3 3%	1 2%	2 6%	1 3%	4 3%	-	1 1%	2 7%	-	2 4%	1 2%	1 4%	-	1 1%	3 5%	-	3 3%
Cheltenham Spa	4 3%	-	2 6%	-	2 5%	2 3%	-	2 5%	3 3%	1 2%	2 6%	1 3%	4 3%	-	4 4%	-	-	3 7%	-	-	-	1 1%	2 3%	-	3 3%
Oldfield Park	3 2%	1 4%	-	-	2 5%	2 3%	1 4%	-	3 3%	1 2%	2 6%	-	3 2%	-	1 1%	2 7%	-	1 2%	1 2%	1 4%	-	2 3%	1 2%	-	3 3%
Filton Abbey Wood	3 2%	-	-	1 3%	2 5%	2 3%	-	1 2%	2 2%	2 3%	-	1 3%	3 2%	-	2 2%	1 3%	-	1 2%	2 4%	-	-	2 3%	1 2%	-	2 2%
Cardiff Central	3 2%	-	2 6%	1 3%	-	1 1%	-	2 5%	2 2%	1 2%	1 3%	3 2%	-	3 3%	-	-	-	1 2%	2 4%	-	-	1 1%	2 3%	-	3 3%
Salisbury	3 2%	-	3 9%	-	-	2 3%	1 4%	-	2 2%	2 3%	-	1 3%	3 2%	-	2 2%	1 3%	-	1 2%	1 2%	1 4%	-	1 1%	2 3%	-	3 3%
Bristol Parkway	3 2%	2 8%	-	-	1 3%	3 4%	-	-	1 1%	-	1 3%	2 5%	3 2%	-	-	3 10%	-	1 2%	1 2%	1 4%	-	1 1%	2 3%	-	3 3%
Chippenham	2 1%	-	-	2 5%	-	2 3%	-	-	2 2%	2 3%	-	-	2 1%	-	2 2%	-	-	1 2%	1 2%	-	-	1 1%	2 2%	-	2 2%
Birmingham New Street	2 1%	2 8%	-	-	-	2 3%	-	-	2 2%	2 3%	-	-	2 1%	-	1 1%	1 3%	-	-	-	2 7%	-	1 1%	1 2%	-	2 2%
Newton Abbot	2 1%	1 4%	1 3%	-	-	1 1%	-	1 2%	2 2%	1 2%	1 3%	-	2 1%	-	2 2%	-	-	-	-	1 4%	1 10%	-	2 3%	-	2 2%
Heathrow Airport T123	2 1%	1 4%	1 3%	-	-	-	-	2 5%	-	-	-	2 5%	2 1%	-	2 2%	-	-	-	-	1 4%	1 10%	2 3%	-	-	1 1%
Swansea	2 1%	1 4%	1 3%	-	-	-	2 8%	-	2 2%	1 2%	1 3%	-	2 1%	-	2 2%	-	-	1 2%	-	-	-	1 1%	-	-	1 1%

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Absolutes/ccl percents

Table 5

Q.4B Final destination station

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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	134	26	33	38	37	67	24	42	94	59	35	40	134	-	102	30	1	46	48	27	10	67	61	6	120
Weston-Super-Mare	2 1%	-	1 3%	1 3%	-	1 1%	-	1 2%	1 1%	-	1 3%	1 3%	2 1%	-	1 1%	-	1 100%	2 4%	-	-	-	-	2 3%	-	2 2%
Chandlers Ford	1 1%	1 4%	-	-	-	-	1 4%	-	1 1%	-	1 3%	-	1 1%	-	1 1%	-	-	-	-	1 4%	-	1 1%	-	-	1 1%
Droitwich Spa	1 1%	-	1 3%	-	-	-	-	1 2%	-	-	-	1 3%	1 1%	-	1 1%	-	-	-	-	-	1 10%	1 1%	-	-	1 1%
Basingstoke	1 1%	1 4%	-	-	-	1 1%	-	-	1 1%	1 2%	-	-	1 1%	-	1 1%	-	-	1 2%	-	-	-	-	1 2%	-	1 1%
Bournemouth	1 1%	1 4%	-	-	-	-	-	1 2%	1 1%	-	1 3%	-	1 1%	-	1 1%	-	-	-	-	-	1 10%	1 1%	-	1 17%	-
Nottingham	1 1%	-	1 3%	-	-	-	-	1 2%	1 1%	1 2%	-	-	1 1%	-	1 1%	-	-	1 2%	-	-	-	1 1%	-	-	1 1%
Swindon	1 1%	-	-	1 3%	-	1 1%	-	-	1 1%	1 2%	-	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	-	1 2%	-	1 1%
Havant	1 1%	-	-	-	1 3%	-	1 4%	-	1 1%	-	1 3%	-	1 1%	-	1 1%	-	-	-	1 2%	-	-	1 1%	-	-	1 1%
Yatton	1 1%	-	-	-	1 3%	-	-	1 2%	-	-	-	1 3%	1 1%	-	1 1%	-	-	-	-	1 4%	-	-	1 2%	-	1 1%
Other	24 18%	9 35%	5 15%	3 8%	7 19%	9 13%	8 33%	7 17%	17 18%	9 15%	8 23%	7 18%	24 18%	-	21 21%	3 10%	-	5 11%	12 25%	6 22%	1 10%	14 21%	9 15%	3 50%	21 18%
Undefined	1 1%	1 4%	-	-	-	-	-	1 2%	-	-	-	1 3%	1 1%	-	1 1%	-	-	1 2%	-	-	-	1 1%	-	-	1 1%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	744	156	217	160	211	562	44	126	566	302	264	178	741	2	288	401	41	293	308	99	25	409	300	52	639
Very likely	190 26%	50 32%	56 26%	31 19%	53 25%	134 24%	21 48%	34 27%	137 24%	69 23%	68 26%	53 30%	189 26%	1 50%	77 27%	103 26%	9 22%	80 27%	72 23%	31 31%	6 24%	117 29%	70 23%	15 29%	162 25%
Fairly likely	184 25%	36 23%	57 26%	41 26%	50 24%	136 24%	11 25%	34 27%	136 24%	79 26%	57 22%	48 27%	184 25%	- -	79 27%	92 23%	12 29%	76 26%	76 25%	19 19%	9 36%	99 24%	76 25%	11 21%	160 25%
Fairly unlikely	117 16%	25 16%	36 17%	24 15%	32 15%	90 16%	4 9%	22 17%	97 17%	47 16%	50 19%	20 11%	116 16%	1 50%	40 14%	67 17%	8 20%	49 17%	51 17%	11 11%	4 16%	60 15%	53 18%	5 10%	106 17%
Very unlikely	216 29%	40 26%	57 26%	53 33%	66 31%	176 31%	8 18%	26 21%	171 30%	99 33%	72 27%	45 25%	216 29%	- -	75 26%	120 30%	12 29%	71 24%	100 32%	30 30%	5 20%	113 28%	87 29%	18 35%	179 28%
Not sure	37 5%	5 3%	11 5%	11 7%	10 5%	26 5%	- -	10 8%	25 4%	8 3%	17 6%	12 7%	36 5%	- -	17 6%	19 5%	- -	17 6%	9 3%	8 8%	1 4%	20 5%	14 5%	3 6%	32 5%
Likely (net)	374 50%	86 55%	113 52%	72 45%	103 49%	270 48%	32 73%	68 54%	273 48%	148 49%	125 47%	101 57%	373 50%	1 50%	156 54%	195 49%	21 51%	156 53%	148 48%	50 51%	15 60%	216 53%	146 49%	26 50%	322 50%
Unlikely (net)	333 45%	65 42%	93 43%	77 48%	98 46%	266 47%	12 27%	48 38%	268 47%	146 48%	122 46%	65 37%	332 45%	1 50%	115 40%	187 47%	20 49%	120 41%	151 49%	41 41%	9 36%	173 42%	140 47%	23 44%	285 45%

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Absolutes/cal 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	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	694	145	197	153	199	537	41	114	531	287	244	163	692	1	271	380	39	281	287	87	23	372	290	48	599
Making the connection on time	591 85%	128 88%	164 83%	129 84%	170 85%	461 86%	36 88%	92 81%	454 85%	245 85%	209 86%	137 84%	589 85%	1 100%	225 83%	326 86%	36 92%	241 86%	244 85%	72 83%	20 87%	313 84%	248 86%	39 81%	510 85%
Having to wait and adding too much time to the journey	570 82%	129 89%	154 78%	123 80%	164 82%	465 87%	31 76%	72 63%	442 83%	242 84%	200 82%	128 79%	568 82%	1 100%	209 77%	327 86%	32 82%	234 83%	244 85%	72 83%	10 43%	305 82%	244 84%	32 67%	504 84%
Journey information at the interchange station	256 37%	60 41%	79 40%	43 28%	74 37%	185 34%	14 34%	55 48%	193 36%	90 31%	103 42%	63 39%	255 37%	-	103 38%	141 37%	12 31%	94 33%	112 39%	35 40%	10 43%	117 31%	129 44%	15 31%	226 38%
Availability of station facilities at the interchange	123 18%	21 14%	46 23%	16 10%	40 20%	90 17%	8 20%	25 22%	84 16%	44 15%	40 16%	39 24%	122 18%	-	55 20%	62 16%	6 15%	46 16%	39 14%	31 36%	6 26%	62 17%	57 20%	8 17%	111 19%
Personal security when making the interchange	114 16%	22 15%	38 19%	25 16%	29 15%	84 16%	8 20%	21 18%	88 17%	43 15%	45 18%	26 16%	114 16%	-	51 19%	58 15%	5 13%	36 13%	58 20%	13 15%	3 13%	41 11%	68 23%	9 19%	99 17%
Mobility assistance moving luggage	43 6%	10 7%	14 7%	8 5%	11 6%	26 5%	1 2%	16 14%	29 5%	21 7%	8 3%	14 9%	43 6%	-	26 10%	15 4%	1 3%	15 5%	13 5%	5 6%	8 35%	15 4%	27 9%	7 15%	33 6%
Other	43 6%	13 9%	8 4%	12 8%	10 5%	31 6%	3 7%	9 8%	34 6%	10 3%	24 10%	9 6%	43 6%	-	15 6%	25 7%	3 8%	19 7%	14 5%	8 9%	1 4%	28 8%	13 4%	4 8%	38 6%

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Absolutes/cal percents

Table 8

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

Base:All who answered

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1062	220	285	246	311	758	83	221	798	427	371	264	1058	2	491	516	49	416	429	143	48	558	455	73	914
Daily commuting to from work	538 51%	124 56%	118 41%	127 52%	169 54%	538 71%	-	-	435 55%	239 56%	196 53%	103 39%	536 51%	1 50%	64 13%	431 84%	40 82%	204 49%	257 60%	65 45%	4 8%	308 55%	208 46%	34 47%	470 51%
Less regular commuting to from work	142 13%	39 18%	39 14%	34 14%	30 10%	142 19%	-	-	118 15%	73 17%	45 12%	24 9%	142 13%	-	107 22%	35 7%	-	43 10%	74 17%	21 15%	3 6%	75 13%	64 14%	5 7%	127 14%
Visiting friends or relatives	87 8%	11 5%	33 12%	14 6%	29 9%	-	-	87 39%	52 7%	17 4%	35 9%	35 13%	86 8%	1 50%	82 17%	4 1%	-	38 9%	16 4%	11 8%	20 42%	33 6%	51 11%	12 16%	69 8%
On company business	83 8%	22 10%	25 9%	10 4%	26 8%	-	83 100%	-	53 7%	29 7%	24 6%	30 11%	83 8%	-	82 17%	1 *	-	18 4%	40 9%	22 15%	2 4%	46 8%	31 7%	2 3%	77 8%
Shopping trip	50 5%	6 3%	15 5%	15 6%	14 5%	-	-	50 23%	33 4%	13 3%	20 5%	17 6%	48 5%	1 50%	48 10%	1 *	-	16 4%	13 3%	4 3%	11 23%	9 2%	36 8%	3 4%	39 4%
Daily commuting for education	45 4%	5 2%	13 5%	12 5%	15 5%	45 6%	-	-	30 4%	19 4%	11 3%	15 6%	45 4%	-	7 1%	31 6%	7 14%	40 10%	2 *	-	-	21 4%	20 4%	3 4%	37 4%
Less regular commuting for education	37 3%	6 3%	13 5%	10 4%	8 3%	37 5%	-	-	26 3%	10 2%	16 4%	11 4%	37 3%	-	27 5%	9 2%	1 2%	28 7%	4 1%	1 1%	-	16 3%	16 4%	3 4%	29 3%
On personal business	29 3%	1 *	9 3%	11 4%	8 3%	-	-	29 13%	19 2%	14 3%	5 1%	10 4%	29 3%	-	26 5%	2 *	-	14 3%	8 2%	4 3%	3 6%	16 3%	13 3%	4 5%	23 3%
A day out	26 2%	2 1%	7 2%	10 4%	7 2%	-	-	26 12%	20 3%	11 3%	9 2%	6 2%	26 2%	-	25 5%	1 *	-	7 2%	10 2%	5 3%	3 6%	15 3%	10 2%	2 3%	22 2%
Sport entertainment	12 1%	-	6 2%	2 1%	4 1%	-	-	12 5%	7 1%	1 *	6 2%	5 2%	12 1%	-	11 2%	-	1 2%	5 1%	2 *	2 1%	2 4%	6 1%	5 1%	2 3%	9 1%
Travel to/from holiday	3 *	-	3 1%	-	-	-	-	3 1%	1 *	1 *	-	2 1%	3 *	-	3 1%	-	-	-	-	3 2%	-	2 *	1 *	-	3 *
Other	26 2%	6 3%	11 4%	5 2%	4 1%	-	-	26 12%	16 2%	7 2%	9 2%	10 4%	26 2%	-	22 4%	4 1%	-	11 3%	5 1%	5 3%	4 8%	14 3%	12 3%	3 4%	22 2%
Commuter (net)	758 71%	173 79%	183 64%	181 74%	221 71%	758 100%	-	-	605 76%	337 79%	268 72%	153 58%	756 71%	1 50%	204 42%	503 97%	48 98%	312 75%	336 78%	87 61%	7 15%	419 75%	305 67%	45 62%	660 72%
Business (net)	83 8%	22 10%	25 9%	10 4%	26 8%	-	83 100%	-	53 7%	29 7%	24 6%	30 11%	83 8%	-	82 17%	1 *	-	18 4%	40 9%	22 15%	2 4%	46 8%	31 7%	2 3%	77 8%
Leisure (net)	221 21%	25 11%	77 27%	55 22%	64 21%	-	-	221 100%	140 18%	61 14%	79 21%	81 31%	219 21%	1 50%	205 42%	12 2%	1 2%	86 21%	53 12%	34 24%	39 81%	93 17%	119 26%	26 36%	177 19%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal percents

Table 9
 Q.8 How many times have you made this journey in the last two weeks?
 Base:All who answered

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1059	221	284	244	310	755	83	218	794	423	371	265	1055	2	494	516	49	416	428	142	47	557	454	72	913
This is my first journey	225 21%	41 19%	82 29%	42 17%	60 19%	52 7%	52 63%	120 55%	150 19%	81 19%	69 19%	75 28%	224 21%	-	225 46%	-	-	79 19%	85 20%	34 24%	16 34%	104 19%	108 24%	15 21%	193 21%
2-5	269 25%	52 24%	78 27%	69 28%	70 23%	152 20%	30 36%	85 39%	193 24%	98 23%	95 26%	76 29%	268 25%	1 50%	269 54%	-	-	101 24%	100 23%	39 27%	24 51%	132 24%	123 27%	25 35%	227 25%
6-10	257 24%	59 27%	57 20%	60 25%	81 26%	249 33%	1 1%	7 3%	211 27%	109 26%	102 27%	46 17%	255 24%	1 50%	-	257 50%	-	86 21%	120 28%	40 28%	5 11%	150 27%	97 21%	13 18%	220 24%
11-20	259 24%	63 29%	56 20%	57 23%	83 27%	254 34%	-	5 2%	203 26%	117 28%	86 23%	56 21%	259 25%	-	-	259 50%	-	116 28%	112 26%	26 18%	2 4%	149 27%	103 23%	16 22%	231 25%
21+	49 5%	6 3%	11 4%	16 7%	16 5%	48 6%	-	1 *	37 5%	18 4%	19 5%	12 5%	49 5%	-	-	49 100%	-	34 8%	11 3%	3 2%	-	22 4%	23 5%	3 4%	42 5%
Occasional (net)	516 49%	122 55%	113 40%	117 48%	164 53%	503 67%	1 1%	12 6%	414 52%	226 53%	188 51%	102 38%	514 49%	1 50%	-	516 100%	-	202 49%	232 54%	66 46%	7 15%	299 54%	200 44%	29 40%	451 49%
Infrequent (net)	494 47%	93 42%	160 56%	111 45%	130 42%	204 27%	82 99%	205 94%	343 43%	179 42%	164 44%	151 57%	492 47%	1 50%	494 100%	-	-	180 43%	185 43%	73 51%	40 85%	236 42%	231 51%	40 56%	420 46%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1061	220	285	246	310	756	83	219	796	425	371	265	1057	2	491	515	49	415	430	143	47	557	455	73	914
Travelling alone	950 90%	201 91%	258 91%	219 89%	272 88%	727 96%	75 90%	145 66%	723 91%	391 92%	332 89%	227 86%	947 90%	2 100%	404 82%	495 96%	47 96%	368 89%	402 93%	127 89%	36 77%	516 93%	394 87%	67 92%	822 90%
Travelling with children aged 0-4	19 2%	-	2 1%	10 4%	7 2%	4 1%	-	15 7%	14 2%	8 2%	6 2%	5 2%	19 2%	-	15 3%	4 1%	-	9 2%	4 1%	2 1%	1 2%	6 1%	10 2%	2 3%	15 2%
Travelling with children aged 5-10	4 *	-	1 *	2 1%	1 *	1 *	-	3 1%	2 *	-	2 1%	2 1%	4 *	-	4 1%	-	-	1 *	1 *	-	-	1 *	1 *	-	2 *
Travelling with children aged 11-15	7 1%	-	2 1%	3 1%	2 1%	1 *	-	6 3%	3 *	1 *	2 1%	4 2%	7 1%	-	5 1%	2 *	-	2 *	4 1%	-	-	2 *	5 1%	-	7 1%
Travelling with other adults 16+	89 8%	19 9%	23 8%	17 7%	30 10%	24 3%	8 10%	57 26%	56 7%	26 6%	30 8%	33 12%	88 8%	-	70 14%	14 3%	3 6%	38 9%	21 5%	15 10%	10 21%	35 6%	49 11%	5 7%	74 8%
With children aged 0-15 (net)	28 3%	-	5 2%	14 6%	9 3%	6 1%	-	22 10%	18 2%	9 2%	9 2%	10 4%	28 3%	-	22 4%	6 1%	-	12 3%	8 2%	2 1%	1 2%	8 1%	16 4%	2 3%	23 3%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	928	179	241	223	285	670	71	185	710	367	343	218	926	1	423	454	45	371	372	128	35	497	390	60	800
By car	619 67%	129 72%	194 80%	99 44%	197 69%	455 68%	59 83%	104 56%	473 67%	249 68%	224 65%	146 67%	618 67%	1 100%	284 67%	304 67%	28 62%	222 60%	271 73%	94 73%	20 57%	330 66%	262 67%	33 55%	542 68%
By bus	236 25%	36 20%	29 12%	94 42%	77 27%	169 25%	9 13%	57 31%	190 27%	91 25%	99 29%	46 21%	234 25%	1 100%	91 22%	123 27%	21 47%	127 34%	68 18%	25 20%	11 31%	121 24%	107 27%	18 30%	201 25%
Bicycle	64 7%	10 6%	3 1%	34 15%	17 6%	57 9%	1 1%	6 3%	51 7%	34 9%	17 5%	13 6%	64 7%	-	27 6%	32 7%	4 9%	30 8%	30 8%	-	1 3%	39 8%	19 5%	4 7%	47 6%
On foot	36 4%	-	4 2%	30 13%	2 1%	26 4%	3 4%	7 4%	29 4%	16 4%	13 4%	7 3%	36 4%	-	17 4%	16 4%	3 7%	21 6%	11 3%	2 2%	1 3%	16 3%	19 5%	-	34 4%
By coach	30 3%	7 4%	10 4%	4 2%	9 3%	8 1%	2 3%	20 11%	19 3%	11 3%	8 2%	11 5%	30 3%	-	25 6%	4 1%	-	14 4%	7 2%	6 5%	3 9%	15 3%	14 4%	6 10%	22 3%
By taxi	10 1%	1 1%	2 1%	5 2%	2 1%	6 1%	1 1%	2 1%	8 1%	5 1%	3 1%	2 1%	10 1%	-	6 1%	4 1%	-	6 2%	4 1%	-	-	5 1%	5 1%	1 2%	9 1%
I would not make this journey except by train	7 1%	1 1%	2 1%	3 1%	1 *	4 1%	-	3 2%	5 1%	3 1%	2 1%	2 1%	7 1%	-	2 *	3 1%	2 4%	7 2%	-	-	-	4 1%	3 1%	-	7 1%
By minicab	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
On other public transport	3 *	-	-	2 1%	1 *	2 *	-	1 1%	2 *	-	2 1%	1 *	3 *	-	1 *	1 *	1 2%	1 *	1 *	-	-	1 *	1 *	-	2 *
Don't know	48 5%	10 6%	13 5%	12 5%	13 5%	33 5%	-	15 8%	36 5%	13 4%	23 7%	12 6%	48 5%	-	22 5%	24 5%	2 4%	22 6%	14 4%	7 5%	2 6%	25 5%	21 5%	4 7%	40 5%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal percents

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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1057	220	285	243	309	755	83	216	795	425	370	262	1053	2	488	514	49	415	428	143	47	554	456	74	909
Yes, for most train journeys	880 83%	179 81%	237 83%	200 82%	264 85%	631 84%	68 82%	179 83%	662 83%	345 81%	317 86%	218 83%	876 83%	2 100%	400 82%	432 84%	43 88%	338 81%	362 85%	116 81%	42 89%	458 83%	381 84%	59 80%	760 84%
Yes, only for some train journeys	137 13%	31 14%	38 13%	38 16%	30 10%	94 12%	13 16%	29 13%	104 13%	64 15%	40 11%	33 13%	137 13%	-	70 14%	61 12%	5 10%	62 15%	49 11%	21 15%	4 9%	72 13%	62 14%	12 16%	114 13%
No, never use it	38 4%	10 5%	9 3%	5 2%	14 5%	29 4%	2 2%	7 3%	27 3%	15 4%	12 3%	11 4%	38 4%	-	16 3%	21 4%	1 2%	14 3%	16 4%	6 4%	1 2%	23 4%	12 3%	3 4%	33 4%
Not sure	2 *	-	1	-	1	1	-	1	2	1	1	-	2	-	2	-	-	1	1	-	-	1	1	-	2
	*	-	*	-	*	*	-	*	*	*	*	-	*	-	*	-	-	*	*	-	-	*	*	-	*

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	170	40	46	40	44	121	15	33	128	76	52	42	170	-	83	80	6	75	63	26	5	92	73	14	145
Better frequency of trains at other stations	89 52%	26 65%	20 43%	19 48%	24 55%	66 55%	10 67%	13 39%	69 54%	40 53%	29 56%	20 48%	89 52%	-	42 51%	42 53%	5 83%	41 55%	34 54%	11 42%	2 40%	45 49%	41 56%	5 36%	79 54%
I get a direct train to my destination from the alternative station	74 44%	16 40%	26 57%	16 40%	16 36%	50 41%	8 53%	15 45%	55 43%	38 50%	17 33%	19 45%	74 44%	-	33 40%	39 49%	1 17%	28 37%	34 54%	9 35%	2 40%	39 42%	32 44%	5 36%	64 44%
Easy to get to alternative station(s)	38 22%	7 18%	7 15%	7 18%	17 39%	28 23%	1 7%	8 24%	31 24%	18 24%	13 25%	7 17%	38 22%	-	20 24%	17 21%	1 17%	17 23%	16 25%	5 19%	-	24 26%	14 19%	3 21%	30 21%
Length of journey too long from my nearest station	31 18%	7 18%	8 17%	5 13%	11 25%	24 20%	3 20%	4 12%	23 18%	14 18%	9 17%	8 19%	31 18%	-	11 13%	20 25%	-	12 16%	12 19%	5 19%	1 20%	17 18%	13 18%	1 7%	25 17%
Cheaper fares available from other stations	24 14%	5 13%	10 22%	5 13%	4 9%	20 17%	1 7%	2 6%	20 16%	12 16%	8 15%	4 10%	24 14%	-	6 7%	17 21%	1 17%	10 13%	10 16%	3 12%	1 20%	15 16%	7 10%	2 14%	19 13%
No booking office at my nearest station	19 11%	6 15%	4 9%	2 5%	7 16%	13 11%	4 27%	2 6%	14 11%	8 11%	6 12%	5 12%	19 11%	-	12 14%	5 6%	2 33%	13 17%	5 8%	1 4%	-	6 7%	12 16%	2 14%	16 11%
Provision of train information better at alternative station	14 8%	5 13%	3 7%	2 5%	4 9%	9 7%	3 20%	2 6%	12 9%	4 5%	8 15%	2 5%	14 8%	-	7 8%	6 8%	1 17%	10 13%	3 5%	1 4%	-	4 4%	10 14%	1 7%	11 8%
The car parking is too expensive	11 6%	2 5%	5 11%	1 3%	3 7%	9 7%	1 7%	1 3%	10 8%	4 5%	6 12%	1 2%	11 6%	-	2 2%	9 11%	-	2 3%	6 10%	3 12%	-	8 9%	3 4%	-	9 6%
Trains too overcrowded from my nearest station	8 5%	3 8%	-	1 3%	4 9%	8 7%	-	-	7 5%	3 4%	4 8%	1 2%	8 5%	-	-	6 8%	2 33%	5 7%	2 3%	1 4%	-	5 5%	2 3%	1 7%	7 5%
There are usually no parking spaces at nearest station	7 4%	2 5%	1 2%	2 5%	2 5%	6 5%	-	1 3%	5 4%	3 4%	2 4%	2 5%	7 4%	-	2 2%	5 6%	-	2 3%	1 2%	4 15%	-	4 4%	3 4%	1 7%	6 4%
Personal security at my nearest station	7 4%	2 5%	1 2%	2 5%	2 5%	4 3%	2 13%	-	5 4%	2 3%	3 6%	2 5%	7 4%	-	5 6%	2 3%	-	4 5%	3 5%	-	-	2 2%	5 7%	-	7 5%
Other reason	34 20%	7 18%	7 15%	12 30%	8 18%	25 21%	1 7%	8 24%	24 19%	11 14%	13 25%	10 24%	34 20%	-	18 22%	14 18%	2 33%	15 20%	12 19%	4 15%	3 60%	19 21%	14 19%	2 14%	32 22%

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Absolutes/ccl percents

Table 14

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

Base:All who answered

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1061	221	285	245	310	758	83	217	796	427	369	265	1057	2	490	516	49	417	431	143	47	559	455	73	914	
On foot walking	529 50%	112 51%	98 34%	180 73%	139 45%	405 53%	33 40%	89 41%	414 52%	219 51%	195 53%	115 43%	527 50%	1 50%	213 43%	285 55%	29 59%	248 59%	211 49%	50 35%	11 23%	291 52%	216 47%	35 48%	458 50%	
Car parked at or near station	198 19%	39 18%	65 23%	26 11%	68 22%	140 18%	25 30%	32 15%	141 18%	70 16%	71 19%	57 22%	198 19%	-	85 17%	105 20%	5 10%	34 8%	102 24%	47 33%	9 19%	91 16%	93 20%	9 12%	177 19%	
Car - dropped off	130 12%	20 9%	58 20%	9 4%	43 14%	73 10%	6 7%	51 24%	93 12%	54 13%	39 11%	37 14%	128 12%	1 50%	80 16%	48 9%	2 4%	54 13%	31 7%	27 19%	15 32%	55 10%	71 16%	13 18%	109 12%	
Bus	78 7%	14 6%	37 13%	8 3%	19 6%	41 5%	3 4%	33 15%	56 7%	27 6%	29 8%	22 8%	78 7%	-	48 10%	28 5%	2 4%	37 9%	23 5%	10 7%	8 17%	38 7%	40 9%	10 14%	65 7%	
Bicycle (taken on train)	66 6%	12 5%	12 4%	13 5%	29 9%	64 8%	1 1%	1 *	53 7%	24 6%	29 8%	13 5%	66 6%	-	19 4%	41 8%	6 12%	31 7%	32 7%	2 1%	-	48 9%	16 4%	3 4%	56 6%	
Train	49 5%	12 5%	11 4%	16 7%	10 3%	35 5%	3 4%	11 5%	37 5%	17 4%	20 5%	12 5%	49 5%	-	31 6%	15 3%	3 6%	21 5%	18 4%	4 3%	3 6%	24 4%	21 5%	4 5%	40 4%	
Bicycle (parked at or near station)	34 3%	10 5%	10 4%	1 *	13 4%	28 4%	5 6%	1 *	27 3%	20 5%	7 2%	7 3%	34 3%	-	10 2%	22 4%	2 4%	12 3%	18 4%	3 2%	-	26 5%	7 2%	-	30 3%	
Taxi	23 2%	10 5%	6 2%	-	7 2%	8 1%	8 10%	7 3%	10 1%	7 2%	3 1%	13 5%	23 2%	-	18 4%	2 *	2 4%	11 3%	8 2%	2 1%	2 4%	10 2%	13 3%	1 1%	22 2%	
Car share car pool	1 *	1 *	-	-	-	1 *	-	-	1 *	-	1 *	-	1 *	-	-	1 *	-	-	1 *	-	-	-	1 *	-	-	1 *
Motorbike	1 *	1 *	-	-	-	1 *	-	-	1 *	-	1 *	-	1 *	-	-	1 *	-	1 *	-	-	-	1 *	-	-	-	1 *
Tram Light Rail	1 *	-	-	-	1 *	-	-	1 *	1 *	-	1 *	-	1 *	-	1 *	-	-	-	1 *	-	-	1 *	-	-	-	1 *
Coach	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Air	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Bicycle (net)	97 9%	22 10%	20 7%	14 6%	41 13%	89 12%	6 7%	2 1%	78 10%	43 10%	35 9%	19 7%	97 9%	-	29 6%	60 12%	8 16%	41 10%	49 11%	5 3%	-	72 13%	22 5%	3 4%	84 9%	
Car (net)	328 31%	59 27%	123 43%	35 14%	111 36%	213 28%	31 37%	83 38%	234 29%	124 29%	110 30%	94 35%	326 31%	1 50%	165 34%	153 30%	7 14%	88 21%	133 31%	74 52%	24 51%	146 26%	164 36%	22 30%	286 31%	

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Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1044	214	284	239	307	745	82	214	782	421	361	262	1040	2	481	509	49	412	421	142	46	550	448	74	902
Yes	231	42	84	16	89	166	27	38	164	90	74	67	231	-	108	117	5	61	106	48	13	124	96	12	208
	22%	20%	30%	7%	29%	22%	33%	18%	21%	21%	20%	26%	22%	-	22%	23%	10%	15%	25%	34%	28%	23%	21%	16%	23%
No	813	172	200	223	218	579	55	176	618	331	287	195	809	2	373	392	44	351	315	94	33	426	352	62	694
	78%	80%	70%	93%	71%	78%	67%	82%	79%	79%	80%	74%	78%	100%	78%	77%	90%	85%	75%	66%	72%	77%	79%	84%	77%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	228	42	83	15	88	165	27	36	161	88	73	67	228	-	106	116	5	61	104	48	12	123	94	11	206
I can always get a space	134	22	53	13	46	100	17	17	94	53	41	40	134	-	60	71	3	31	64	29	9	75	54	6	120
	59%	52%	64%	87%	52%	61%	63%	47%	58%	60%	56%	60%	59%	-	57%	61%	60%	51%	62%	60%	75%	61%	57%	55%	58%
I can get a space most of the time	71	15	27	2	27	48	9	14	49	27	22	22	71	-	33	36	1	22	31	14	2	37	29	5	64
	31%	36%	33%	13%	31%	29%	33%	39%	30%	31%	30%	33%	31%	-	31%	31%	20%	36%	30%	29%	17%	30%	31%	45%	31%
I can hardly ever get a space	20	5	3	-	12	16	1	3	16	8	8	4	20	-	11	8	1	7	8	4	1	11	8	-	20
	9%	12%	4%	-	14%	10%	4%	8%	10%	9%	11%	6%	9%	-	10%	7%	20%	11%	8%	8%	8%	9%	9%	-	10%
I can never get a space	3	-	-	-	3	1	-	2	2	-	2	1	3	-	2	1	-	1	1	1	-	-	3	-	2
	1%	-	-	-	3%	1%	-	6%	1%	-	3%	1%	1%	-	2%	1%	-	2%	1%	2%	-	-	3%	-	1%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	949	199	233	233	284	695	79	173	716	391	325	233	945	2	421	475	47	372	398	124	35	508	398	62	823
I live within walking distance of the station	465 49%	99 50%	80 34%	161 69%	125 44%	365 53%	25 32%	74 43%	372 52%	206 53%	166 51%	93 40%	463 49%	1 50%	185 44%	249 52%	29 62%	205 55%	201 51%	45 36%	9 26%	252 50%	198 50%	33 53%	404 49%
Too expensive	203 21%	49 25%	52 22%	47 20%	55 19%	164 24%	10 13%	27 16%	153 21%	84 21%	69 21%	50 21%	202 21%	1 50%	83 20%	105 22%	13 28%	104 28%	76 19%	12 10%	1 3%	119 23%	69 17%	13 21%	167 20%
Car more convenient	182 19%	31 16%	66 28%	15 6%	70 25%	122 18%	21 27%	38 22%	136 19%	71 18%	65 20%	46 20%	181 19%	-	99 24%	74 16%	8 17%	62 17%	76 19%	26 21%	12 34%	82 16%	90 23%	13 21%	155 19%
Too slow	176 19%	47 24%	39 17%	36 15%	54 19%	137 20%	16 20%	22 13%	134 19%	85 22%	49 15%	42 18%	175 19%	1 50%	76 18%	88 19%	10 21%	91 24%	61 15%	18 15%	1 3%	96 19%	70 18%	12 19%	149 18%
Too unreliable	161 17%	40 20%	37 16%	33 14%	51 18%	122 18%	9 11%	29 17%	118 16%	66 17%	52 16%	43 18%	160 17%	1 50%	73 17%	77 16%	11 23%	93 25%	45 11%	17 14%	1 3%	90 18%	62 16%	11 18%	133 16%
No bus service from where I live	141 15%	26 13%	38 16%	28 12%	49 17%	110 16%	11 14%	20 12%	99 14%	52 13%	47 14%	42 18%	141 15%	-	56 13%	81 17%	4 9%	35 9%	66 17%	30 24%	7 20%	75 15%	57 14%	5 8%	121 15%
Prefer other method of transport to get to station	105 11%	27 14%	29 12%	22 9%	27 10%	80 12%	15 19%	9 5%	85 12%	48 12%	37 11%	20 9%	105 11%	-	47 11%	50 11%	8 17%	46 12%	44 11%	11 9%	2 6%	74 15%	27 7%	4 6%	94 11%
Too complicated as would involve changing buses	61 6%	19 10%	15 6%	10 4%	17 6%	51 7%	6 8%	4 2%	44 6%	25 6%	19 6%	17 7%	61 6%	-	22 5%	35 7%	4 9%	24 6%	20 5%	11 9%	3 9%	37 7%	20 5%	3 5%	51 6%
Not familiar with bus service	46 5%	11 6%	13 6%	11 5%	11 4%	27 4%	5 6%	14 8%	32 4%	20 5%	12 4%	14 6%	46 5%	-	32 8%	14 3%	-	29 8%	12 3%	2 2%	1 3%	27 5%	17 4%	1 2%	40 5%
Bus unrealistic as I live too far away	39 4%	10 5%	13 6%	9 4%	7 2%	29 4%	3 4%	7 4%	27 4%	16 4%	11 3%	12 5%	39 4%	-	15 4%	22 5%	1 2%	13 3%	17 4%	9 7%	-	21 4%	17 4%	5 8%	31 4%
Other reason	64 7%	18 9%	16 7%	9 4%	21 7%	41 6%	10 13%	13 8%	40 6%	11 3%	29 9%	24 10%	64 7%	-	33 8%	27 6%	3 6%	21 6%	30 8%	8 6%	4 11%	35 7%	26 7%	4 6%	57 7%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

Table 18

Q.16 How will you travel to your final destination once you have left the train?

Base:All who answered

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1059	220	284	246	309	754	83	219	794	424	370	265	1055	2	491	515	48	415	430	143	47	558	454	73	913
On foot walking	711 67%	149	172	200	190	546	44	119	543	334	209	168	709	1	298	376	35	296	291	88	16	386	290	47	613
		68%	61%	81%	61%	72%	53%	54%	68%	79%	56%	63%	67%	50%	61%	73%	73%	71%	68%	62%	34%	69%	64%	64%	67%
Car - picked up	102 10%	25	37	8	32	51	6	44	68	16	52	34	100	1	64	32	6	49	30	14	9	39	62	12	88
		11%	13%	3%	10%	7%	7%	20%	9%	4%	14%	13%	9%	50%	13%	6%	13%	12%	7%	10%	19%	7%	14%	16%	10%
Car parked at or near station	78 7%	13	22	12	31	54	8	15	64	4	60	14	78	-	34	40	3	11	42	20	4	35	39	2	71
		6%	8%	5%	10%	7%	10%	7%	8%	1%	16%	5%	7%	-	7%	8%	6%	3%	10%	14%	9%	6%	9%	3%	8%
Bus	77 7%	11	31	13	22	46	3	28	53	24	29	24	77	-	44	31	2	44	17	4	11	36	38	8	67
		5%	11%	5%	7%	6%	4%	13%	7%	6%	8%	9%	7%	-	9%	6%	4%	11%	4%	3%	23%	6%	8%	11%	7%
Bicycle (taken on train)	68 6%	12	11	16	29	65	1	2	57	27	30	11	68	-	16	46	6	32	32	2	1	50	15	3	56
		5%	4%	7%	9%	9%	1%	1%	7%	6%	8%	4%	6%	-	3%	9%	13%	8%	7%	1%	2%	9%	3%	4%	6%
Taxi	43 4%	9	20	2	12	16	15	11	32	22	10	11	43	-	33	7	1	16	15	7	3	15	26	5	35
		4%	7%	1%	4%	2%	18%	5%	4%	5%	3%	4%	4%	-	7%	1%	2%	4%	3%	5%	6%	3%	6%	7%	4%
Bicycle (parked at or near station)	18 2%	5	4	2	7	17	-	1	14	3	11	4	18	-	3	14	1	7	10	1	-	15	3	1	16
		2%	1%	1%	2%	2%	-	*	2%	1%	3%	2%	2%	-	1%	3%	2%	2%	2%	1%	-	3%	1%	1%	2%
Tram Light Rail	13 1%	6	2	-	5	9	4	-	7	6	1	6	13	-	12	1	-	5	6	2	-	8	4	1	12
		3%	1%	-	2%	1%	5%	-	1%	1%	*	2%	1%	-	2%	*	-	1%	1%	1%	-	1%	1%	1%	1%
Air	3 *	2	1	-	-	-	-	3	1	1	-	2	3	-	3	-	-	1	-	-	2	2	1	-	2
		1%	*	-	-	-	-	1%	*	*	-	1%	*	-	1%	-	-	*	-	-	4%	*	*	-	*
Car share car pool	2 *	1	1	-	-	2	-	-	1	-	1	1	2	-	-	1	1	1	1	-	-	1	1	-	2
		*	*	-	-	*	-	-	*	-	*	*	*	-	-	*	2%	*	*	-	-	*	*	-	*
Coach	2 *	-	1	-	1	-	-	2	1	1	-	1	2	-	2	-	-	1	-	1	-	1	1	-	2
		-	*	-	*	-	-	1%	*	*	-	*	*	-	*	-	-	*	-	1%	-	*	*	-	*
Motorbike	- -	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	25 2%	12	4	6	3	9	9	7	7	6	1	18	25	-	23	2	-	8	7	6	3	11	11	3	20
		5%	1%	2%	1%	1%	11%	3%	1%	1%	*	7%	2%	-	5%	*	-	2%	2%	4%	6%	2%	2%	4%	2%
Bicycle (net)	85 8%	17	15	18	35	81	1	3	70	30	40	15	85	-	19	59	7	38	42	3	1	64	18	4	71
		8%	5%	7%	11%	11%	1%	1%	9%	7%	11%	6%	8%	-	4%	11%	15%	9%	10%	2%	2%	11%	4%	5%	8%
Car (net)	179 17%	38	59	20	62	105	14	58	131	20	111	48	177	1	97	72	9	59	72	34	13	74	100	14	158
		17%	21%	8%	20%	14%	17%	26%	16%	5%	30%	18%	17%	50%	20%	14%	19%	14%	17%	24%	28%	13%	22%	19%	17%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1003	215	262	235	291	750	71	179	765	411	354	238	1000	2	436	514	47	392	418	134	39	537	424	69	870
Very satisfied	253 25%	63 29%	51 19%	52 22%	87 30%	168 22%	13 18%	71 40%	190 25%	103 25%	87 25%	63 26%	253 25%	-	127 29%	112 22%	10 21%	82 21%	97 23%	52 39%	17 44%	143 27%	100 24%	22 32%	213 24%
Fairly satisfied	445 44%	94 44%	105 40%	98 42%	148 51%	339 45%	34 48%	71 40%	336 44%	177 43%	159 45%	109 46%	442 44%	2 100%	186 43%	237 46%	21 45%	174 44%	196 47%	52 39%	16 41%	246 46%	179 42%	27 39%	396 46%
Neither satisfied nor dissatisfied	102 10%	21 10%	37 14%	25 11%	19 7%	76 10%	9 13%	17 9%	77 10%	43 10%	34 10%	25 11%	102 10%	-	44 10%	52 10%	5 11%	48 12%	38 9%	11 8%	2 5%	51 9%	46 11%	4 6%	87 10%
Fairly dissatisfied	123 12%	20 9%	38 15%	35 15%	30 10%	97 13%	13 18%	12 7%	102 13%	56 14%	46 13%	21 9%	123 12%	-	49 11%	68 13%	6 13%	55 14%	48 11%	13 10%	3 8%	63 12%	57 13%	7 10%	110 13%
Very dissatisfied	80 8%	17 8%	31 12%	25 11%	7 2%	70 9%	2 3%	8 4%	60 8%	32 8%	28 8%	20 8%	80 8%	-	30 7%	45 9%	5 11%	33 8%	39 9%	6 4%	1 3%	34 6%	42 10%	9 13%	64 7%
Satisfied (net)	698 70%	157 73%	156 60%	150 64%	235 81%	507 68%	47 66%	142 79%	526 69%	280 68%	246 69%	172 72%	695 70%	2 100%	313 72%	349 68%	31 66%	256 65%	293 70%	104 78%	33 85%	389 72%	279 66%	49 71%	609 70%
Dissatisfied (net)	203 20%	37 17%	69 26%	60 26%	37 13%	167 22%	15 21%	20 11%	162 21%	88 21%	74 21%	41 17%	203 20%	-	79 18%	113 22%	11 23%	88 22%	87 21%	19 14%	4 10%	97 18%	99 23%	16 23%	174 20%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	818	176	203	199	240	651	40	125	624	337	287	194	815	2	301	470	43	349	329	102	24	455	331	60	704
Very satisfied	194 24%	48 27%	38 19%	42 21%	66 28%	145 22%	7 18%	41 33%	142 23%	77 23%	65 23%	52 27%	194 24%	-	80 27%	104 22%	9 21%	69 20%	71 22%	40 39%	11 46%	119 26%	67 20%	17 28%	162 23%
Fairly satisfied	355 43%	75 43%	78 38%	80 40%	122 51%	284 44%	16 40%	55 44%	268 43%	140 42%	128 45%	87 45%	352 43%	2 100%	124 41%	212 45%	18 42%	152 44%	149 45%	41 40%	10 42%	198 44%	146 44%	22 37%	317 45%
Neither satisfied nor dissatisfied	91 11%	18 10%	31 15%	23 12%	19 8%	75 12%	5 13%	11 9%	74 12%	45 13%	29 10%	17 9%	91 11%	-	32 11%	54 11%	4 9%	45 13%	37 11%	6 6%	-	48 11%	39 12%	6 10%	77 11%
Fairly dissatisfied	108 13%	20 11%	31 15%	32 16%	25 10%	85 13%	11 28%	11 9%	88 14%	47 14%	41 14%	20 10%	108 13%	-	40 13%	61 13%	7 16%	49 14%	43 13%	10 10%	2 8%	61 13%	43 13%	6 10%	93 13%
Very dissatisfied	70 9%	15 9%	25 12%	22 11%	8 3%	62 10%	1 3%	7 6%	52 8%	28 8%	24 8%	18 9%	70 9%	-	25 8%	39 8%	5 12%	34 10%	29 9%	5 5%	1 4%	29 6%	36 11%	9 15%	55 8%
Satisfied (net)	549 67%	123 70%	116 57%	122 61%	188 78%	429 66%	23 58%	96 77%	410 66%	217 64%	193 67%	139 72%	546 67%	2 100%	204 68%	316 67%	27 63%	221 63%	220 67%	81 79%	21 88%	317 70%	213 64%	39 65%	479 68%
Dissatisfied (net)	178 22%	35 20%	56 28%	54 27%	33 14%	147 23%	12 30%	18 14%	140 22%	75 22%	65 23%	38 20%	178 22%	-	65 22%	100 21%	12 28%	83 24%	72 22%	15 15%	3 13%	90 20%	79 24%	15 25%	148 21%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	465	78	110	143	134	326	16	120	350	192	158	115	464	1	205	228	29	237	161	39	18	238	209	43	388
Very satisfied	103 22%	18 23%	19 17%	29 20%	37 28%	62 19%	1 6%	38 32%	74 21%	38 20%	36 23%	29 25%	103 22%	-	59 29%	39 17%	4 14%	46 19%	38 24%	11 28%	5 28%	59 25%	38 18%	12 28%	81 21%
Fairly satisfied	187 40%	27 35%	46 42%	56 39%	58 43%	131 40%	9 56%	47 39%	131 37%	74 39%	57 36%	56 49%	186 40%	1 100%	80 39%	97 43%	10 34%	98 41%	61 38%	17 44%	8 44%	97 41%	85 41%	15 35%	158 41%
Neither satisfied nor dissatisfied	91 20%	19 24%	24 22%	27 19%	21 16%	74 23%	2 13%	15 13%	81 23%	46 24%	35 22%	10 9%	91 20%	-	23 11%	59 26%	8 28%	48 20%	34 21%	5 13%	2 11%	48 20%	40 19%	7 16%	78 20%
Fairly dissatisfied	52 11%	7 9%	15 14%	16 11%	14 10%	33 10%	4 25%	14 12%	39 11%	20 10%	19 12%	13 11%	52 11%	-	28 14%	20 9%	4 14%	30 13%	16 10%	2 5%	3 17%	22 9%	29 14%	5 12%	46 12%
Very dissatisfied	32 7%	7 9%	6 5%	15 10%	4 3%	26 8%	- -	6 5%	25 7%	14 7%	11 7%	7 6%	32 7%	-	15 7%	13 6%	3 10%	15 6%	12 7%	4 10%	- -	12 5%	17 8%	4 9%	25 6%
Satisfied (net)	290 62%	45 58%	65 59%	85 59%	95 71%	193 59%	10 63%	85 71%	205 59%	112 58%	93 59%	85 74%	289 62%	1 100%	139 68%	136 60%	14 48%	144 61%	99 61%	28 72%	13 72%	156 66%	123 59%	27 63%	239 62%
Dissatisfied (net)	84 18%	14 18%	21 19%	31 22%	18 13%	59 18%	4 25%	20 17%	64 18%	34 18%	30 19%	20 17%	84 18%	-	43 21%	33 14%	7 24%	45 19%	28 17%	6 15%	3 17%	34 14%	46 22%	9 21%	71 18%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	431	76	102	133	120	308	13	107	327	181	146	104	430	1	183	220	25	222	153	36	13	222	194	40	360
Very satisfied	67 16%	13 17%	11 11%	17 13%	26 22%	41 13%	1 8%	24 22%	54 17%	30 17%	24 16%	13 13%	67 16%	-	39 21%	27 12%	1 4%	33 15%	25 16%	5 14%	3 23%	39 18%	26 13%	9 23%	50 14%
Fairly satisfied	142 33%	23 30%	33 32%	42 32%	44 37%	95 31%	6 46%	40 37%	100 31%	55 30%	45 31%	42 40%	141 33%	1 100%	64 35%	70 32%	7 28%	73 33%	45 29%	16 44%	5 38%	72 32%	64 33%	10 25%	122 34%
Neither satisfied nor dissatisfied	92 21%	16 21%	26 25%	27 20%	23 19%	79 26%	2 15%	11 10%	78 24%	45 25%	33 23%	14 13%	92 21%	-	26 14%	60 27%	5 20%	44 20%	39 25%	7 19%	-	48 22%	41 21%	6 15%	79 22%
Fairly dissatisfied	65 15%	12 16%	17 17%	18 14%	18 15%	43 14%	3 23%	18 17%	42 13%	20 11%	22 15%	23 22%	65 15%	-	26 14%	36 16%	3 12%	36 16%	22 14%	3 8%	3 23%	30 14%	33 17%	10 25%	52 14%
Very dissatisfied	65 15%	12 16%	15 15%	29 22%	9 8%	50 16%	1 8%	14 13%	53 16%	31 17%	22 15%	12 12%	65 15%	-	28 15%	27 12%	9 36%	36 16%	22 14%	5 14%	2 15%	33 15%	30 15%	5 13%	57 16%
Satisfied (net)	209 48%	36 47%	44 43%	59 44%	70 58%	136 44%	7 54%	64 60%	154 47%	85 47%	69 47%	55 53%	208 48%	1 100%	103 56%	97 44%	8 32%	106 48%	70 46%	21 58%	8 62%	111 50%	90 46%	19 48%	172 48%
Dissatisfied (net)	130 30%	24 32%	32 31%	47 35%	27 23%	93 30%	4 31%	32 30%	95 29%	51 28%	44 30%	35 34%	130 30%	-	54 30%	63 29%	12 48%	72 32%	44 29%	8 22%	5 38%	63 28%	63 32%	15 38%	109 30%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	560	113	131	146	170	429	25	104	434	245	189	126	559	1	215	310	33	258	223	52	16	295	239	45	472
Very satisfied	78 14%	17 15%	16 12%	15 10%	30 18%	48 11%	3 12%	27 26%	59 14%	31 13%	28 15%	19 15%	78 14%	-	45 21%	29 9%	4 12%	35 14%	31 14%	6 12%	4 25%	46 16%	27 11%	7 16%	66 14%
Fairly satisfied	179 32%	32 28%	40 31%	41 28%	66 39%	140 33%	7 28%	32 31%	128 29%	71 29%	57 30%	51 40%	178 32%	1 100%	66 31%	102 33%	11 33%	84 33%	72 32%	13 25%	7 44%	100 34%	70 29%	11 24%	152 32%
Neither satisfied nor dissatisfied	106 19%	19 17%	32 24%	23 16%	32 19%	81 19%	8 32%	17 16%	92 21%	57 23%	35 19%	14 11%	106 19%	-	38 18%	58 19%	9 27%	51 20%	43 19%	8 15%	1 6%	48 16%	53 22%	7 16%	91 19%
Fairly dissatisfied	126 23%	29 26%	22 17%	42 29%	33 19%	99 23%	5 20%	21 20%	100 23%	56 23%	44 23%	26 21%	126 23%	-	42 20%	78 25%	6 18%	53 21%	52 23%	16 31%	3 19%	70 24%	52 22%	9 20%	108 23%
Very dissatisfied	71 13%	16 14%	21 16%	25 17%	9 5%	61 14%	2 8%	7 7%	55 13%	30 12%	25 13%	16 13%	71 13%	-	24 11%	43 14%	3 9%	35 14%	25 11%	9 17%	1 6%	31 11%	37 15%	11 24%	55 12%
Satisfied (net)	257 46%	49 43%	56 43%	56 38%	96 56%	188 44%	10 40%	59 57%	187 43%	102 42%	85 45%	70 56%	256 46%	1 100%	111 52%	131 42%	15 45%	119 46%	103 46%	19 37%	11 69%	146 49%	97 41%	18 40%	218 46%
Dissatisfied (net)	197 35%	45 40%	43 33%	67 46%	42 25%	160 37%	7 28%	28 27%	155 36%	86 35%	69 37%	42 33%	197 35%	-	66 31%	121 39%	9 27%	88 34%	77 35%	25 48%	4 25%	101 34%	89 37%	20 44%	163 35%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	524	103	117	145	159	405	23	94	408	229	179	116	522	1	195	296	31	249	200	51	14	282	221	43	441
Very satisfied	66 13%	13 13%	12 10%	16 11%	25 16%	44 11%	1 4%	21 22%	48 12%	25 11%	23 13%	18 16%	66 13%	-	34 17%	27 9%	5 16%	34 14%	22 11%	5 10%	4 29%	41 15%	22 10%	7 16%	56 13%
Fairly satisfied	165 31%	30 29%	33 28%	40 28%	62 39%	128 32%	8 35%	29 31%	120 29%	67 29%	53 30%	45 39%	164 31%	1 100%	58 30%	98 33%	9 29%	77 31%	64 32%	16 31%	5 36%	92 33%	66 30%	9 21%	143 32%
Neither satisfied nor dissatisfied	104 20%	18 17%	33 28%	24 17%	29 18%	80 20%	7 30%	17 18%	90 22%	59 26%	31 17%	14 12%	104 20%	-	36 18%	60 20%	7 23%	50 20%	43 22%	8 16%	1 7%	50 18%	51 23%	8 19%	89 20%
Fairly dissatisfied	113 22%	23 22%	17 15%	39 27%	34 21%	88 22%	5 22%	19 20%	90 22%	44 19%	46 26%	23 20%	112 21%	-	39 20%	67 23%	7 23%	50 20%	45 23%	12 24%	3 21%	63 22%	45 20%	7 16%	94 21%
Very dissatisfied	76 15%	19 18%	22 19%	26 18%	9 6%	65 16%	2 9%	8 9%	60 15%	34 15%	26 15%	16 14%	76 15%	-	28 14%	44 15%	3 10%	38 15%	26 13%	10 20%	1 7%	36 13%	37 17%	12 28%	59 13%
Satisfied (net)	231 44%	43 42%	45 38%	56 39%	87 55%	172 42%	9 39%	50 53%	168 41%	92 40%	76 42%	63 54%	230 44%	1 100%	92 47%	125 42%	14 45%	111 45%	86 43%	21 41%	9 64%	133 47%	88 40%	16 37%	199 45%
Dissatisfied (net)	189 36%	42 41%	39 33%	65 45%	43 27%	153 38%	7 30%	27 29%	150 37%	78 34%	72 40%	39 34%	188 36%	-	67 34%	111 38%	10 32%	88 35%	71 36%	22 43%	4 29%	99 35%	82 37%	19 44%	153 35%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	395	68	81	128	118	287	14	91	310	168	142	85	394	1	171	200	22	209	144	23	10	200	177	36	328
Very satisfied	47 12%	7 10%	8 10%	15 12%	17 14%	26 9%	- -	21 23%	33 11%	19 11%	14 10%	14 16%	47 12%	- -	32 19%	13 7%	2 9%	27 13%	16 11%	- -	2 20%	25 13%	18 10%	5 14%	39 12%
Fairly satisfied	106 27%	22 32%	26 32%	28 22%	30 25%	73 25%	5 36%	27 30%	77 25%	40 24%	37 26%	29 34%	105 27%	1 100%	48 28%	54 27%	4 18%	58 28%	35 24%	8 35%	3 30%	57 29%	45 25%	9 25%	85 26%
Neither satisfied nor dissatisfied	99 25%	17 25%	26 32%	24 19%	32 27%	77 27%	5 36%	17 19%	84 27%	47 28%	37 26%	15 18%	99 25%	- -	36 21%	54 27%	8 36%	55 26%	36 25%	6 26%	1 10%	46 23%	51 29%	8 22%	85 26%
Fairly dissatisfied	71 18%	9 13%	10 12%	35 27%	17 14%	51 18%	3 21%	16 18%	55 18%	30 18%	25 18%	16 19%	71 18%	- -	32 19%	36 18%	3 14%	33 16%	30 21%	3 13%	3 30%	38 19%	30 17%	3 8%	64 20%
Very dissatisfied	72 18%	13 19%	11 14%	26 20%	22 19%	60 21%	1 7%	10 11%	61 20%	32 19%	29 20%	11 13%	72 18%	- -	23 13%	43 22%	5 23%	36 17%	27 19%	6 26%	1 10%	34 17%	33 19%	11 31%	55 17%
Satisfied (net)	153 39%	29 43%	34 42%	43 34%	47 40%	99 34%	5 36%	48 53%	110 35%	59 35%	51 36%	43 51%	152 39%	1 100%	80 47%	67 34%	6 27%	85 41%	51 35%	8 35%	5 50%	82 41%	63 36%	14 39%	124 38%
Dissatisfied (net)	143 36%	22 32%	21 26%	61 48%	39 33%	111 39%	4 29%	26 29%	116 37%	62 37%	54 38%	27 32%	143 36%	- -	55 32%	79 40%	8 36%	69 33%	57 40%	9 39%	4 40%	72 36%	63 36%	14 39%	119 36%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	379	67	81	122	109	279	13	84	298	163	135	81	378	1	166	190	22	200	138	24	10	191	173	33	318
Very satisfied	41 11%	6 9%	6 7%	13 11%	16 15%	25 9%	- -	16 19%	33 11%	19 12%	14 10%	8 10%	41 11%	-	27 16%	13 7%	1 5%	23 12%	14 10%	- -	2 20%	20 10%	17 10%	5 15%	33 10%
Fairly satisfied	88 23%	19 28%	22 27%	21 17%	26 24%	66 24%	3 23%	19 23%	64 21%	35 21%	29 21%	24 30%	88 23%	-	41 25%	44 23%	3 14%	49 25%	28 20%	7 29%	3 30%	47 25%	38 22%	6 18%	73 23%
Neither satisfied nor dissatisfied	101 27%	17 25%	29 36%	25 20%	30 28%	78 28%	7 54%	16 19%	84 28%	49 30%	35 26%	17 21%	101 27%	-	38 23%	57 30%	6 27%	51 26%	41 30%	6 25%	1 10%	50 26%	48 28%	6 18%	90 28%
Fairly dissatisfied	66 17%	11 16%	10 12%	26 21%	19 17%	42 15%	2 15%	20 24%	47 16%	22 13%	25 19%	19 23%	65 17%	1 100%	33 20%	29 15%	4 18%	31 16%	26 19%	5 21%	3 30%	34 18%	31 18%	5 15%	56 18%
Very dissatisfied	83 22%	14 21%	14 17%	37 30%	18 17%	68 24%	1 8%	13 15%	70 23%	38 23%	32 24%	13 16%	83 22%	-	27 16%	47 25%	8 36%	46 23%	29 21%	6 25%	1 10%	40 21%	39 23%	11 33%	66 21%
Satisfied (net)	129 34%	25 37%	28 35%	34 28%	42 39%	91 33%	3 23%	35 42%	97 33%	54 33%	43 32%	32 40%	129 34%	-	68 41%	57 30%	4 18%	72 36%	42 30%	7 29%	5 50%	67 35%	55 32%	11 33%	106 33%
Dissatisfied (net)	149 39%	25 37%	24 30%	63 52%	37 34%	110 39%	3 23%	33 39%	117 39%	60 37%	57 42%	32 40%	148 39%	1 100%	60 36%	76 40%	12 55%	77 39%	55 40%	11 46%	4 40%	74 39%	70 40%	16 48%	122 38%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1047	218	282	247	300	746	79	208	790	426	364	257	1043	2	473	509	48	410	436	136	43	556	447	74	903
Every 10 minutes	67 6%	26 12%	11 4%	11 4%	19 6%	52 7%	5 6%	10 5%	50 6%	19 4%	31 9%	17 7%	67 6%	-	28 6%	38 7%	1 2%	32 8%	22 5%	7 5%	-	29 5%	32 7%	5 7%	54 6%
Every 15 minutes	226 22%	60 28%	37 13%	47 19%	82 27%	187 25%	12 15%	24 12%	186 24%	100 23%	86 24%	40 16%	226 22%	-	89 19%	114 22%	20 42%	97 24%	96 22%	26 19%	3 7%	116 21%	98 22%	14 19%	195 22%
Every 20 minutes	204 19%	40 18%	42 15%	47 19%	75 25%	170 23%	6 8%	23 11%	168 21%	92 22%	76 21%	36 14%	204 20%	-	75 16%	114 22%	10 21%	87 21%	97 22%	14 10%	5 12%	109 20%	91 20%	12 16%	185 20%
Every 30 minutes	343 33%	58 27%	110 39%	96 39%	79 26%	273 37%	26 33%	40 19%	263 33%	154 36%	109 30%	80 31%	342 33%	-	120 25%	203 40%	15 31%	122 30%	155 36%	51 38%	10 23%	194 35%	133 30%	18 24%	303 34%
Not sure	84 8%	13 6%	41 15%	20 8%	10 3%	46 6%	6 8%	31 15%	57 7%	31 7%	26 7%	27 11%	83 8%	1 50%	49 10%	31 6%	2 4%	35 9%	30 7%	11 8%	6 14%	55 10%	27 6%	12 16%	63 7%
Not relevant do not use at peak times	123 12%	21 10%	41 15%	26 11%	35 12%	18 2%	24 30%	80 38%	66 8%	30 7%	36 10%	57 22%	121 12%	1 50%	112 24%	9 2%	-	37 9%	36 8%	27 20%	19 44%	53 10%	66 15%	13 18%	103 11%
Mean (minutes)	21.9	20.1	24.0	23.1	20.7	21.9	23.1	21.9	21.8	22.3	21.2	22.5	21.9	-	21.5	22.3	20.9	21.2	22.3	23.2	24.7	22.4	21.5	21.2	22.1

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1033	216	277	236	304	745	77	199	782	424	358	251	1029	2	462	509	48	407	429	132	44	549	441	74	891
Yes	220 21%	46 21%	71 26%	37 16%	66 22%	173 23%	13 17%	32 16%	163 21%	88 21%	75 21%	57 23%	219 21%	-	87 19%	117 23%	14 29%	92 23%	99 23%	18 14%	3 7%	135 25%	73 17%	18 24%	187 21%
No	445 43%	105 49%	104 38%	112 47%	124 41%	354 48%	25 32%	60 30%	356 46%	207 49%	149 42%	89 35%	444 43%	1 50%	165 36%	252 50%	19 40%	147 36%	197 46%	73 55%	20 45%	232 42%	196 44%	29 39%	385 43%
Don't know if I would use an earlier train	191 18%	35 16%	54 19%	48 20%	54 18%	125 17%	17 22%	46 23%	137 18%	71 17%	66 18%	54 22%	190 18%	1 50%	93 20%	87 17%	9 19%	83 20%	77 18%	20 15%	11 25%	106 19%	82 19%	12 16%	168 19%
Don't know time of earliest train	177 17%	30 14%	48 17%	39 17%	60 20%	93 12%	22 29%	61 31%	126 16%	58 14%	68 19%	51 20%	176 17%	-	117 25%	53 10%	6 13%	85 21%	56 13%	21 16%	10 23%	76 14%	90 20%	15 20%	151 17%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	930	195	247	214	274	679	67	172	712	382	330	218	926	2	399	473	45	387	377	118	30	508	384	69	796
Yes	177 19%	38 19%	56 23%	24 11%	59 22%	145 21%	8 12%	22 13%	132 19%	68 18%	64 19%	45 21%	177 19%	-	60 15%	104 22%	11 24%	80 21%	75 20%	16 14%	1 3%	116 23%	55 14%	18 26%	148 19%
No	420 45%	101 52%	96 39%	111 52%	112 41%	338 50%	23 34%	53 31%	335 47%	197 52%	138 42%	85 39%	418 45%	1 50%	148 37%	244 52%	20 44%	145 37%	187 50%	66 56%	14 47%	221 44%	182 47%	28 41%	361 45%
Don't know if I would use an earlier train	166 18%	28 14%	46 19%	45 21%	47 17%	109 16%	13 19%	41 24%	125 18%	65 17%	60 18%	41 19%	165 18%	1 50%	82 21%	75 16%	7 16%	78 20%	64 17%	16 14%	8 27%	99 19%	64 17%	9 13%	145 18%
Don't know time of earliest train	167 18%	28 14%	49 20%	34 16%	56 20%	87 13%	23 34%	56 33%	120 17%	52 14%	68 21%	47 22%	166 18%	-	109 27%	50 11%	7 16%	84 22%	51 14%	20 17%	7 23%	72 14%	83 22%	14 20%	142 18%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	845	166	223	208	248	596	62	174	648	358	290	197	841	2	377	414	40	368	345	87	28	455	356	68	718
Yes	72 9%	7 4%	23 10%	19 9%	23 9%	42 7%	4 6%	23 13%	54 8%	27 8%	27 9%	18 9%	72 9%	-	33 9%	32 8%	4 10%	43 12%	23 7%	1 1%	2 7%	45 10%	23 6%	8 12%	57 8%
No	430 51%	97 58%	110 49%	109 52%	114 46%	341 57%	25 40%	57 33%	339 52%	206 58%	133 46%	91 46%	429 51%	1 50%	156 41%	248 60%	17 43%	157 43%	196 57%	55 63%	13 46%	228 50%	186 52%	32 47%	369 51%
Don't know if I would use an earlier train	144 17%	22 13%	35 16%	42 20%	45 18%	94 16%	11 18%	37 21%	114 18%	60 17%	54 19%	30 15%	144 17%	-	74 20%	62 15%	7 18%	70 19%	57 17%	7 8%	7 25%	85 19%	55 15%	11 16%	120 17%
Don't know time of earliest train	199 24%	40 24%	55 25%	38 18%	66 27%	119 20%	22 35%	57 33%	141 22%	65 18%	76 26%	58 29%	196 23%	1 50%	114 30%	72 17%	12 30%	98 27%	69 20%	24 28%	6 21%	97 21%	92 26%	17 25%	172 24%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	830	165	219	202	244	588	62	168	639	356	283	191	826	2	368	409	40	364	336	87	26	449	347	65	707
Yes	91 11%	11 7%	27 12%	24 12%	29 12%	56 10%	5 8%	29 17%	67 10%	34 10%	33 12%	24 13%	90 11%	1 50%	40 11%	42 10%	7 18%	51 14%	33 10%	2 2%	2 8%	50 11%	35 10%	8 12%	74 10%
No	406 49%	93 56%	105 48%	101 50%	107 44%	327 56%	24 39%	47 28%	324 51%	200 56%	124 44%	82 43%	406 49%	- -	143 39%	238 58%	16 40%	147 40%	183 54%	54 62%	13 50%	221 49%	171 49%	29 45%	349 49%
Don't know if I would use an earlier train	138 17%	21 13%	32 15%	40 20%	45 18%	89 15%	11 18%	36 21%	110 17%	58 16%	52 18%	28 15%	138 17%	- -	71 19%	61 15%	5 13%	66 18%	54 16%	9 10%	6 23%	80 18%	54 16%	12 18%	116 16%
Don't know time of earliest train	195 23%	40 24%	55 25%	37 18%	63 26%	116 20%	22 35%	56 33%	138 22%	64 18%	74 26%	57 30%	192 23%	1 50%	114 31%	68 17%	12 30%	100 27%	66 20%	22 25%	5 19%	98 22%	87 25%	16 25%	168 24%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1012	207	273	232	300	731	75	194	769	417	352	243	1008	2	452	500	46	400	419	128	44	544	426	70	875
Yes	234 23%	32 15%	73 27%	64 28%	65 22%	170 23%	10 13%	49 25%	186 24%	103 25%	83 24%	48 20%	234 23%	-	100 22%	111 22%	17 37%	115 29%	88 21%	20 16%	5 11%	138 25%	86 20%	21 30%	191 22%
No	416 41%	105 51%	93 34%	93 40%	125 42%	340 47%	25 33%	48 25%	325 42%	194 47%	131 37%	91 37%	414 41%	1 50%	148 33%	248 50%	15 33%	147 37%	184 44%	66 52%	14 32%	235 43%	169 40%	24 34%	372 43%
Don't know if I would use a later train	186 18%	39 19%	50 18%	46 20%	51 17%	120 16%	18 24%	46 24%	135 18%	70 17%	65 18%	51 21%	186 18%	-	96 21%	82 16%	6 13%	67 17%	84 20%	19 15%	11 25%	97 18%	80 19%	11 16%	160 18%
Don't know time of latest train	176 17%	31 15%	57 21%	29 13%	59 20%	101 14%	22 29%	51 26%	123 16%	50 12%	73 21%	53 22%	174 17%	1 50%	108 24%	59 12%	8 17%	71 18%	63 15%	23 18%	14 32%	74 14%	91 21%	14 20%	152 17%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	933	198	247	209	279	682	68	172	712	380	332	221	929	2	397	477	46	385	383	118	29	510	385	67	803
Yes	275	48	67	77	83	199	12	60	219	117	102	56	273	1	111	138	21	145	101	18	6	157	110	27	223
	29%	24%	27%	37%	30%	29%	18%	35%	31%	31%	31%	25%	29%	50%	28%	29%	46%	38%	26%	15%	21%	31%	29%	40%	28%
No	343	88	84	72	99	288	20	32	267	164	103	76	343	-	114	213	11	111	161	61	5	201	130	19	307
	37%	44%	34%	34%	35%	42%	29%	19%	38%	43%	31%	34%	37%	-	29%	45%	24%	29%	42%	52%	17%	39%	34%	28%	38%
Don't know if I would use a later train	153	33	39	36	45	100	14	37	113	52	61	40	153	-	75	70	6	60	63	17	8	82	63	8	131
	16%	17%	16%	17%	16%	15%	21%	22%	16%	14%	18%	18%	16%	-	19%	15%	13%	16%	16%	14%	28%	16%	16%	12%	16%
Don't know time of latest train	162	29	57	24	52	95	22	43	113	47	66	49	160	1	97	56	8	69	58	22	10	70	82	13	142
	17%	15%	23%	11%	19%	14%	32%	25%	16%	12%	20%	22%	17%	50%	24%	12%	17%	18%	15%	19%	34%	14%	21%	19%	18%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	864	174	224	209	257	610	65	177	659	362	297	205	860	2	387	420	43	370	354	93	29	468	361	67	736
Yes	246 28%	38 22%	53 24%	83 40%	72 28%	166 27%	11 17%	65 37%	201 31%	108 30%	93 31%	45 22%	245 28%	1 50%	105 27%	119 28%	18 42%	145 39%	81 23%	10 11%	5 17%	128 27%	110 30%	25 37%	202 27%
No	291 34%	71 41%	76 34%	63 30%	81 32%	232 38%	19 29%	35 20%	227 34%	143 40%	84 28%	64 31%	291 34%	-	105 27%	169 40%	9 21%	83 22%	147 42%	50 54%	7 24%	175 37%	107 30%	19 28%	253 34%
Don't know if I would use a later train	152 18%	31 18%	39 17%	40 19%	42 16%	105 17%	12 18%	34 19%	110 17%	53 15%	57 19%	42 20%	152 18%	-	76 20%	68 16%	7 16%	66 18%	58 16%	13 14%	9 31%	84 18%	59 16%	11 16%	126 17%
Don't know time of latest train	175 20%	34 20%	56 25%	23 11%	62 24%	107 18%	23 35%	43 24%	121 18%	58 16%	63 21%	54 26%	172 20%	1	101 26%	64 15%	9 21%	76 21%	68 19%	20 22%	8 28%	81 17%	85 24%	12 18%	155 21%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	841	171	217	202	251	592	65	172	644	355	289	197	837	2	379	409	40	361	346	89	28	458	349	65	718
Yes	175	24	38	65	48	109	8	55	136	75	61	39	175	-	84	74	14	104	55	8	4	89	78	18	144
	21%	14%	18%	32%	19%	18%	12%	32%	21%	21%	21%	20%	21%	-	22%	18%	35%	29%	16%	9%	14%	19%	22%	28%	20%
No	332	81	81	72	98	271	20	35	267	163	104	65	331	1	113	201	10	111	162	48	7	203	121	21	290
	39%	47%	37%	36%	39%	46%	31%	20%	41%	46%	36%	33%	40%	50%	30%	49%	25%	31%	47%	54%	25%	44%	35%	32%	40%
Don't know if I would use a later train	150	31	39	40	40	100	12	37	112	56	56	38	150	-	76	67	6	63	60	12	9	79	62	12	122
	18%	18%	18%	20%	16%	17%	18%	22%	17%	16%	19%	19%	18%	-	20%	16%	15%	17%	17%	13%	32%	17%	18%	18%	17%
Don't know time of latest train	184	35	59	25	65	112	25	45	129	61	68	55	181	1	106	67	10	83	69	21	8	87	88	14	162
	22%	20%	27%	12%	26%	19%	38%	26%	20%	17%	24%	28%	22%	50%	28%	16%	25%	23%	20%	24%	29%	19%	25%	22%	23%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl percents

Table 36

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

Base:All who answered

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1007	211	258	241	297	738	73	182	761	415	346	246	1004	2	439	504	48	401	412	134	38	533	429	68	871
Anytime Single Return	275 27%	52 25%	69 27%	79 33%	75 25%	178 24%	20 27%	70 38%	206 27%	118 28%	88 25%	69 28%	274 27%	1 50%	173 39%	93 18%	2 4%	123 31%	101 25%	32 24%	11 29%	134 25%	128 30%	21 31%	229 26%
Anytime Day Single Return	250 25%	53 25%	69 27%	51 21%	77 26%	189 26%	24 33%	35 19%	204 27%	119 29%	85 25%	46 19%	249 25%	1 50%	111 25%	129 26%	8 17%	91 23%	120 29%	30 22%	5 13%	138 26%	101 24%	17 25%	216 25%
Off-Peak Super Off-Peak	56 6%	8 4%	27 10%	7 3%	14 5%	20 3%	6 8%	30 16%	34 4%	15 4%	19 5%	22 9%	56 6%	-	52 12%	4 1%	-	28 7%	9 2%	12 9%	7 18%	22 4%	31 7%	4 6%	49 6%
Off-Peak Day Super Off-Peak Day	20 2%	4 2%	7 3%	3 1%	6 2%	5 1%	5 7%	9 5%	14 2%	5 1%	9 3%	6 2%	19 2%	-	18 4%	1 *	-	6 1%	7 2%	3 2%	2 5%	7 1%	10 2%	1 1%	17 2%
Advance	51 5%	15 7%	13 5%	6 2%	17 6%	17 2%	12 16%	21 12%	28 4%	16 4%	12 3%	23 9%	51 5%	-	48 11%	3 1%	-	20 5%	14 3%	9 7%	6 16%	25 5%	23 5%	5 7%	43 5%
Day Travelcard	13 1%	5 2%	2 1%	-	6 2%	5 1%	5 7%	3 2%	9 1%	6 1%	3 1%	4 2%	13 1%	-	11 3%	2 *	-	6 1%	3 1%	2 1%	2 5%	4 1%	7 2%	1 1%	12 1%
Weekly or monthly Season Ticket	261 26%	48 23%	51 20%	86 36%	76 26%	253 34%	1 1%	5 3%	207 27%	110 27%	97 28%	54 22%	261 26%	-	12 3%	209 41%	36 75%	115 29%	113 27%	28 21%	-	144 27%	105 24%	16 24%	232 27%
Special promotion ticket	3 *	-	1 *	1 *	1 *	-	-	3 2%	1 *	-	1 *	2 1%	3 *	-	3 1%	-	-	-	-	-	2 5%	1 *	2 *	1 1%	2 *
Holiday package tour ticket	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Rail Staff Pass	15	4	4	2	5	10	1	4	10	4	6	5	15	-	9	6	-	2	7	4	2	12	3	-	15
Privilege Ticket Police Concession	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	2%	2%	1%	-	2%	1%	-	*	2%	3%	5%	2%	1%	-	2%
Freedom pass	10 1%	2 1%	1 *	2 1%	5 2%	8 1%	1 1%	1 1%	9 1%	6 1%	3 1%	1 *	10 1%	-	5 1%	5 1%	-	2 *	6 1%	2 1%	-	4 1%	6 1%	-	10 1%
Other	74 7%	31 15%	17 7%	5 2%	21 7%	69 9%	2 3%	2 1%	52 7%	25 6%	27 8%	22 9%	74 7%	-	7 2%	62 12%	3 6%	17 4%	39 9%	16 12%	2 5%	52 10%	22 5%	2 3%	66 8%
Anytime (net)	520 52%	101 48%	138 53%	129 54%	152 51%	363 49%	44 60%	104 57%	407 53%	235 57%	172 50%	113 46%	518 52%	2	281 64%	220 44%	10 21%	211 53%	221 54%	61 46%	15 39%	270 51%	226 53%	38 56%	441 51%
Off peak (net)	76 8%	12 6%	34 13%	10 4%	20 7%	25 3%	11 15%	39 21%	48 6%	20 5%	28 8%	28 11%	75 7%	-	70 16%	5 1%	-	34 8%	16 4%	15 11%	9 24%	29 5%	41 10%	5 7%	66 8%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	958	197	249	224	288	690	71	189	726	387	339	232	954	2	429	473	47	391	385	122	41	507	409	68	829
Very likely	107 11%	20 10%	27 11%	30 13%	30 10%	60 9%	11 15%	36 19%	74 10%	41 11%	33 10%	33 14%	106 11%	1	65 15%	41 9%	-	35 9%	43 11%	15 12%	12 29%	49 10%	54 13%	11 16%	86 10%
Fairly likely	119 12%	36 18%	32 13%	22 10%	29 10%	81 12%	12 17%	24 13%	87 12%	46 12%	41 12%	32 14%	119 12%	-	55 13%	52 11%	11 23%	54 14%	39 10%	16 13%	5 12%	58 11%	52 13%	11 16%	97 12%
Neither likely nor unlikely	63 7%	11 6%	21 8%	8 4%	23 8%	51 7%	1 1%	11 6%	52 7%	26 7%	26 8%	11 5%	63 7%	-	24 6%	35 7%	4 9%	25 6%	29 8%	8 7%	1 2%	40 8%	22 5%	6 9%	54 7%
Not very likely	245 26%	43 22%	57 23%	60 27%	85 30%	174 25%	20 28%	48 25%	184 25%	107 28%	77 23%	61 26%	244 26%	1	109 25%	119 25%	13 28%	101 26%	110 29%	26 21%	4 10%	135 27%	100 24%	18 26%	215 26%
Not at all likely	381 40%	83 42%	94 38%	95 42%	109 38%	294 43%	26 37%	59 31%	302 42%	155 40%	147 43%	79 34%	379 40%	-	158 37%	203 43%	18 38%	156 40%	150 39%	54 44%	16 39%	202 40%	164 40%	21 31%	341 41%
Likely (net)	226 24%	56 28%	59 24%	52 23%	59 20%	141 20%	23 32%	60 32%	161 22%	87 22%	74 22%	65 28%	225 24%	1	120 28%	93 20%	11 23%	89 23%	82 21%	31 25%	17 41%	107 21%	106 26%	22 32%	183 22%
Not likely (net)	626 65%	126 64%	151 61%	155 69%	194 67%	468 68%	46 65%	107 57%	486 67%	262 68%	224 66%	140 60%	623 65%	1	267 62%	322 68%	31 66%	257 66%	260 68%	80 66%	20 49%	337 66%	264 65%	39 57%	556 67%
Don't know/no opinion	43 4%	4 2%	18 7%	9 4%	12 4%	30 4%	1 1%	11 6%	27 4%	12 3%	15 4%	16 7%	43 5%	-	18 4%	23 5%	1 2%	20 5%	14 4%	3 2%	3 7%	23 5%	17 4%	1 1%	36 4%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	997	210	266	229	292	719	77	190	753	403	350	244	993	2	446	492	48	400	407	136	36	532	425	69	862
Very likely	273 27%	61 29%	77 29%	59 26%	76 26%	175 24%	39 51%	57 30%	208 28%	104 26%	104 30%	65 27%	272 27%	1 50%	159 36%	101 21%	11 23%	107 27%	120 29%	34 25%	10 28%	133 25%	132 31%	15 22%	240 28%
Fairly likely	296 30%	64 30%	68 26%	70 31%	94 32%	218 30%	21 27%	51 27%	227 30%	121 30%	106 30%	69 28%	296 30%	- -	125 28%	147 30%	19 40%	129 32%	109 27%	43 32%	8 22%	157 30%	126 30%	23 33%	255 30%
Neither likely nor unlikely	87 9%	21 10%	24 9%	15 7%	27 9%	73 10%	5 6%	9 5%	69 9%	43 11%	26 7%	18 7%	87 9%	- -	34 8%	50 10%	3 6%	35 9%	39 10%	11 8%	- -	56 11%	26 6%	8 12%	73 8%
Not very likely	120 12%	23 11%	29 11%	30 13%	38 13%	81 11%	6 8%	31 16%	92 12%	53 13%	39 11%	28 11%	120 12%	- -	49 11%	65 13%	3 6%	52 13%	51 13%	13 10%	3 8%	71 13%	44 10%	7 10%	105 12%
Not at all likely	182 18%	35 17%	50 19%	48 21%	49 17%	142 20%	6 8%	34 18%	134 18%	72 18%	62 18%	48 20%	179 18%	1 50%	66 15%	105 21%	11 23%	58 15%	76 19%	31 23%	14 39%	95 18%	81 19%	14 20%	158 18%
Likely (net)	569 57%	125 60%	145 55%	129 56%	170 58%	393 55%	60 78%	108 57%	435 58%	225 56%	210 60%	134 55%	568 57%	1 50%	284 64%	248 50%	30 63%	236 59%	229 56%	77 57%	18 50%	290 55%	258 61%	38 55%	495 57%
Not likely (net)	302 30%	58 28%	79 30%	78 34%	87 30%	223 31%	12 16%	65 34%	226 30%	125 31%	101 29%	76 31%	299 30%	1 50%	115 26%	170 35%	14 29%	110 28%	127 31%	44 32%	17 47%	166 31%	125 29%	21 30%	263 31%
Don't know/no opinion	39 4%	6 3%	18 7%	7 3%	8 3%	30 4%	- -	8 4%	23 3%	10 2%	13 4%	16 7%	39 4%	- -	13 3%	24 5%	1 2%	19 5%	12 3%	4 3%	1 3%	20 4%	16 4%	2 3%	31 4%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	937	199	240	221	277	682	71	172	715	383	332	222	933	2	415	465	46	386	388	122	28	511	391	64	817
Very likely	290 31%	63 32%	79 33%	68 31%	80 29%	204 30%	31 44%	50 29%	226 32%	123 32%	103 31%	64 29%	290 31%	-	151 36%	122 26%	12 26%	166 43%	102 26%	20 16%	1 4%	146 29%	136 35%	16 25%	256 31%
Fairly likely	222 24%	43 22%	55 23%	56 25%	68 25%	165 24%	17 24%	35 20%	177 25%	91 24%	86 26%	45 20%	220 24%	1 50%	97 23%	113 24%	10 22%	114 30%	88 23%	14 11%	2 7%	121 24%	94 24%	19 30%	191 23%
Neither likely nor unlikely	61 7%	16 8%	15 6%	12 5%	18 6%	52 8%	2 3%	7 4%	44 6%	26 7%	18 5%	17 8%	61 7%	-	20 5%	35 8%	6 13%	23 6%	25 6%	10 8%	-	36 7%	18 5%	7 11%	50 6%
Not very likely	140 15%	26 13%	33 14%	35 16%	46 17%	99 15%	9 13%	30 17%	101 14%	59 15%	42 13%	39 18%	140 15%	-	51 12%	78 17%	9 20%	40 10%	72 19%	22 18%	5 18%	85 17%	50 13%	5 8%	130 16%
Not at all likely	224 24%	51 26%	58 24%	50 23%	65 23%	162 24%	12 17%	50 29%	167 23%	84 22%	83 25%	57 26%	222 24%	1 50%	96 23%	117 25%	9 20%	43 11%	101 26%	56 46%	20 71%	123 24%	93 24%	17 27%	190 23%
Likely (net)	512 55%	106 53%	134 56%	124 56%	148 53%	369 54%	48 68%	85 49%	403 56%	214 56%	189 57%	109 49%	510 55%	1 50%	248 60%	235 51%	22 48%	280 73%	190 49%	34 28%	3 11%	267 52%	230 59%	35 55%	447 55%
Not likely (net)	364 39%	77 39%	91 38%	85 38%	111 40%	261 38%	21 30%	80 47%	268 37%	143 37%	125 38%	96 43%	362 39%	1 50%	147 35%	195 42%	18 39%	83 22%	173 45%	78 64%	25 89%	208 41%	143 37%	22 34%	320 39%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	958	204	250	220	284	698	70	179	730	389	341	228	954	2	421	481	46	392	396	123	31	521	399	65	834
Very likely	248 26%	61 30%	68 27%	56 25%	63 22%	174 25%	24 34%	46 26%	197 27%	109 28%	88 26%	51 22%	248 26%	-	131 31%	102 21%	12 26%	141 36%	87 22%	16 13%	3 10%	123 24%	120 30%	11 17%	225 27%
Fairly likely	185 19%	37 18%	40 16%	43 20%	65 23%	135 19%	15 21%	32 18%	144 20%	81 21%	63 18%	41 18%	185 19%	-	84 20%	92 19%	8 17%	97 25%	73 18%	9 7%	3 10%	107 21%	71 18%	12 18%	163 20%
Neither likely nor unlikely	68 7%	15 7%	15 6%	15 7%	23 8%	60 9%	1 1%	7 4%	55 8%	28 7%	27 8%	13 6%	68 7%	-	27 6%	36 7%	5 11%	30 8%	26 7%	9 7%	-	42 8%	19 5%	11 17%	49 6%
Not very likely	147 15%	23 11%	43 17%	36 16%	45 16%	99 14%	12 17%	33 18%	106 15%	56 14%	50 15%	41 18%	146 15%	1	56 13%	78 16%	10 22%	47 12%	76 19%	20 16%	3 10%	88 17%	53 13%	8 12%	135 16%
Not at all likely	259 27%	62 30%	64 26%	59 27%	74 26%	191 27%	17 24%	51 28%	192 26%	98 25%	94 28%	67 29%	256 27%	1	104 25%	144 30%	10 22%	56 14%	117 30%	61 50%	21 68%	139 27%	111 28%	20 31%	221 26%
Likely (net)	433 45%	98 48%	108 43%	99 45%	128 45%	309 44%	39 56%	78 44%	341 47%	190 49%	151 44%	92 40%	433 45%	-	215 51%	194 40%	20 43%	238 61%	160 40%	25 20%	6 19%	230 44%	191 48%	23 35%	388 47%
Not likely (net)	406 42%	85 42%	107 43%	95 43%	119 42%	290 42%	29 41%	84 47%	298 41%	154 40%	144 42%	108 47%	402 42%	2	160 38%	222 46%	20 43%	103 26%	193 49%	81 66%	24 77%	227 44%	164 41%	28 43%	356 43%
Don't know/no opinion	51 5%	6 3%	20 8%	11 5%	14 5%	39 6%	1 1%	10 6%	36 5%	17 4%	19 6%	15 7%	51 5%	-	19 5%	29 6%	1 2%	21 5%	17 4%	8 7%	1 3%	22 4%	25 6%	3 5%	41 5%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	940	199	249	211	281	692	69	171	716	383	333	224	936	2	409	475	45	389	381	125	28	508	393	66	816
Very likely	150 16%	34 17%	32 13%	46 22%	38 14%	127 18%	9 13%	13 8%	123 17%	66 17%	57 17%	27 12%	150 16%	-	59 14%	80 17%	9 20%	72 19%	64 17%	11 9%	3 11%	82 16%	63 16%	9 14%	132 16%
Fairly likely	140 15%	26 13%	35 14%	25 12%	54 19%	109 16%	12 17%	17 10%	105 15%	57 15%	48 14%	35 16%	140 15%	-	53 13%	81 17%	4 9%	68 17%	61 16%	7 6%	-	91 18%	43 11%	9 14%	124 15%
Neither likely nor unlikely	97 10%	24 12%	28 11%	15 7%	30 11%	80 12%	5 7%	12 7%	70 10%	41 11%	29 9%	27 12%	97 10%	-	40 10%	47 10%	10 22%	46 12%	39 10%	10 8%	1 4%	64 13%	31 8%	10 15%	77 9%
Not very likely	144 15%	21 11%	43 17%	34 16%	46 16%	91 13%	15 22%	35 20%	112 16%	66 17%	46 14%	32 14%	143 15%	1	70 17%	67 14%	5 11%	53 14%	61 16%	24 19%	4 14%	85 17%	52 13%	11 17%	126 15%
Not at all likely	237 25%	57 29%	57 23%	54 26%	69 25%	166 24%	12 17%	58 34%	174 24%	88 23%	86 26%	63 28%	234 25%	1	104 25%	119 25%	11 24%	56 14%	102 27%	55 44%	19 68%	117 23%	110 28%	18 27%	204 25%
Likely (net)	290 31%	60 30%	67 27%	71 34%	92 33%	236 34%	21 30%	30 18%	228 32%	123 32%	105 32%	62 28%	290 31%	-	112 27%	161 34%	13 29%	140 36%	125 33%	18 14%	3 11%	173 34%	106 27%	18 27%	256 31%
Not likely (net)	381 41%	78 39%	100 40%	88 42%	115 41%	257 37%	27 39%	93 54%	286 40%	154 40%	132 40%	95 42%	377 40%	2	174 43%	186 39%	16 36%	109 28%	163 43%	79 63%	23 82%	202 40%	162 41%	29 44%	330 40%
Don't know/no opinion	172 18%	37 19%	54 22%	37 18%	44 16%	119 17%	16 23%	36 21%	132 18%	65 17%	67 20%	40 18%	172 18%	-	83 20%	81 17%	6 13%	94 24%	54 14%	18 14%	1 4%	69 14%	94 24%	9 14%	153 19%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal percents

Table 43

Q.23 Did you use a railcard to buy your ticket? If so which one?

Base:All who answered

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1002	204	266	239	293	705	77	206	754	402	352	248	998	2	456	483	46	398	406	132	46	533	426	71	867
Did not use a railcard	809	162	199	190	258	605	67	127	628	346	282	181	805	2	334	424	38	307	386	93	8	446	330	47	710
	81%	79%	75%	79%	88%	86%	87%	62%	83%	86%	80%	73%	81%	100%	73%	88%	83%	77%	95%	70%	17%	84%	77%	66%	82%
Disabled Persons Railcard	10	4	2	2	2	5	-	3	8	3	5	2	10	-	3	4	-	1	7	1	1	5	5	9	1
	1%	2%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	-	*	2%	1%	2%	1%	1%	13%	*
16-25 Railcard	80	12	35	18	15	50	2	27	55	24	31	25	80	-	55	19	6	76	2	-	1	28	47	10	65
	8%	6%	13%	8%	5%	7%	3%	13%	7%	6%	9%	10%	8%	-	12%	4%	13%	19%	*	-	2%	5%	11%	14%	7%
Network Railcard	16	2	5	6	3	11	1	3	10	5	5	6	16	-	3	11	1	2	10	2	2	11	5	-	16
	2%	1%	2%	3%	1%	2%	1%	1%	1%	1%	1%	2%	2%	-	1%	2%	2%	1%	2%	2%	4%	2%	1%	-	2%
Senior Railcard	68	22	20	12	14	24	6	38	40	17	23	28	68	-	51	17	-	-	-	33	34	34	31	5	59
	7%	11%	8%	5%	5%	3%	8%	18%	5%	4%	7%	11%	7%	-	11%	4%	-	-	-	25%	74%	6%	7%	7%	7%
Forces Railcard	2	-	1	1	-	-	-	2	1	1	-	1	2	-	2	-	-	2	-	-	-	1	1	-	2
	*	-	*	*	-	-	-	1%	*	*	-	*	*	-	*	-	-	1%	-	-	-	*	*	-	*
Family & Friends Railcard	6	1	2	2	1	1	1	4	2	-	2	4	6	-	6	-	-	2	1	1	-	1	4	-	4
	1%	*	1%	1%	*	*	1%	2%	*	-	1%	2%	1%	-	1%	-	-	1%	*	1%	-	*	1%	-	*
GroupSave discount	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other railcard	22	6	5	9	2	17	2	3	17	8	9	5	22	-	5	15	2	13	2	4	1	11	9	-	20
	2%	3%	2%	4%	1%	2%	3%	1%	2%	2%	3%	2%	2%	-	1%	3%	4%	3%	*	3%	2%	2%	2%	-	2%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1046	219	276	246	305	746	78	208	789	423	366	257	1042	2	472	508	49	411	428	140	46	558	445	72	903
Very good	395 38%	94 43%	92 33%	93 38%	116 38%	279 37%	30 38%	79 38%	304 39%	169 40%	135 37%	91 35%	395 38%	-	190 40%	184 36%	13 27%	141 34%	161 38%	66 47%	17 37%	218 39%	163 37%	28 39%	341 38%
Fairly good	484 46%	92 42%	147 53%	110 45%	135 44%	338 45%	37 47%	102 49%	348 44%	182 43%	166 45%	136 53%	481 46%	2 100%	222 47%	227 45%	27 55%	205 50%	191 45%	57 41%	22 48%	249 45%	213 48%	31 43%	422 47%
Neither good nor poor	84 8%	16 7%	22 8%	26 11%	20 7%	61 8%	5 6%	18 9%	68 9%	37 9%	31 8%	16 6%	83 8%	-	34 7%	45 9%	4 8%	36 9%	34 8%	7 5%	6 13%	45 8%	36 8%	6 8%	70 8%
Fairly poor	51 5%	11 5%	10 4%	13 5%	17 6%	38 5%	4 5%	9 4%	38 5%	17 4%	21 6%	13 5%	51 5%	-	15 3%	34 7%	2 4%	19 5%	23 5%	7 5%	1 2%	31 6%	19 4%	5 7%	43 5%
Very poor	32 3%	6 3%	5 2%	4 2%	17 6%	30 4%	2 3%	-	31 4%	18 4%	13 4%	1 *	32 3%	-	11 2%	18 4%	3 6%	10 2%	19 4%	3 2%	-	15 3%	14 3%	2 3%	27 3%
Good (net)	879 84%	186 85%	239 87%	203 83%	251 82%	617 83%	67 86%	181 87%	652 83%	351 83%	301 82%	227 88%	876 84%	2 100%	412 87%	411 81%	40 82%	346 84%	352 82%	123 88%	39 85%	467 84%	376 84%	59 82%	763 84%
Poor (net)	83 8%	17 8%	15 5%	17 7%	34 11%	68 9%	6 8%	9 4%	69 9%	35 8%	34 9%	14 5%	83 8%	-	26 6%	52 10%	5 10%	29 7%	42 10%	10 7%	1 2%	46 8%	33 7%	7 10%	70 8%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1031	217	275	241	298	740	77	201	784	423	361	247	1027	2	461	506	48	409	425	138	38	553	434	71	891
Very good	210 20%	46 21%	54 20%	45 19%	65 22%	150 20%	15 19%	42 21%	157 20%	93 22%	64 18%	53 21%	210 20%	-	96 21%	104 21%	4 8%	83 20%	84 20%	33 24%	4 11%	110 20%	91 21%	18 25%	180 20%
Fairly good	514 50%	117 54%	126 46%	125 52%	146 49%	361 49%	41 53%	107 53%	391 50%	200 47%	191 53%	123 50%	511 50%	1 50%	243 53%	238 47%	29 60%	188 46%	228 54%	61 44%	25 66%	273 49%	217 50%	32 45%	445 50%
Neither good nor poor	184 18%	35 16%	56 20%	42 17%	51 17%	131 18%	12 16%	38 19%	139 18%	77 18%	62 17%	45 18%	184 18%	-	76 16%	94 19%	10 21%	83 20%	66 16%	27 20%	8 21%	103 19%	78 18%	14 20%	160 18%
Fairly poor	103 10%	13 6%	32 12%	27 11%	31 10%	81 11%	6 8%	14 7%	81 10%	43 10%	38 11%	22 9%	102 10%	1 50%	37 8%	61 12%	3 6%	42 10%	43 10%	14 10%	1 3%	58 10%	37 9%	7 10%	87 10%
Very poor	20 2%	6 3%	7 3%	2 1%	5 2%	17 2%	3 4%	-	16 2%	10 2%	6 2%	4 2%	20 2%	-	9 2%	9 2%	2 4%	13 3%	4 1%	3 2%	-	9 2%	11 3%	-	19 2%
Good (net)	724 70%	163 75%	180 65%	170 71%	211 71%	511 69%	56 73%	149 74%	548 70%	293 69%	255 71%	176 71%	721 70%	1 50%	339 74%	342 68%	33 69%	271 66%	312 73%	94 68%	29 76%	383 69%	308 71%	50 70%	625 70%
Poor (net)	123 12%	19 9%	39 14%	29 12%	36 12%	98 13%	9 12%	14 7%	97 12%	53 13%	44 12%	26 11%	122 12%	1 50%	46 10%	70 14%	5 10%	55 13%	47 11%	17 12%	1 3%	67 12%	48 11%	7 10%	106 12%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1018	211	272	235	300	730	76	199	773	414	359	245	1014	2	453	503	47	407	417	133	42	548	430	70	882
Very good	212 21%	44 21%	52 19%	48 20%	68 23%	142 19%	20 26%	47 24%	156 20%	90 22%	66 18%	56 23%	212 21%	-	104 23%	100 20%	6 13%	86 21%	85 20%	30 23%	5 12%	115 21%	89 21%	16 23%	182 21%
Fairly good	521 51%	115 55%	139 51%	122 52%	145 48%	372 51%	34 45%	110 55%	394 51%	204 49%	190 53%	127 52%	518 51%	1 50%	236 52%	250 50%	27 57%	195 48%	230 55%	66 50%	22 52%	279 51%	220 51%	37 53%	454 51%
Neither good nor poor	193 19%	33 16%	52 19%	53 23%	55 18%	143 20%	14 18%	32 16%	155 20%	83 20%	72 20%	38 16%	193 19%	-	78 17%	102 20%	9 19%	87 21%	69 17%	22 17%	12 29%	106 19%	83 19%	11 16%	168 19%
Fairly poor	75 7%	16 8%	23 8%	10 4%	26 9%	61 8%	5 7%	8 4%	53 7%	30 7%	23 6%	22 9%	75 7%	-	27 6%	44 9%	3 6%	29 7%	28 7%	13 10%	3 7%	39 7%	30 7%	3 4%	66 7%
Very poor	17 2%	3 1%	6 2%	2 1%	6 2%	12 2%	3 4%	2 1%	15 2%	7 2%	8 2%	2 1%	16 2%	1 50%	8 2%	7 1%	2 4%	10 2%	5 1%	2 2%	-	9 2%	8 2%	3 4%	12 1%
Good (net)	733 72%	159 75%	191 70%	170 72%	213 71%	514 70%	54 71%	157 79%	550 71%	294 71%	256 71%	183 75%	730 72%	1 50%	340 75%	350 70%	33 70%	281 69%	315 76%	96 72%	27 64%	394 72%	309 72%	53 76%	636 72%
Poor (net)	92 9%	19 9%	29 11%	12 5%	32 11%	73 10%	8 11%	10 5%	68 9%	37 9%	31 9%	24 10%	91 9%	1 50%	35 8%	51 10%	5 11%	39 10%	33 8%	15 11%	3 7%	48 9%	38 9%	6 9%	78 9%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	905	193	243	192	277	651	71	171	687	359	328	218	902	1	405	443	45	374	364	118	29	488	378	68	777
Very good	150 17%	31 16%	36 15%	28 15%	55 20%	104 16%	8 11%	37 22%	106 15%	56 16%	50 15%	44 20%	150 17%	-	76 19%	65 15%	9 20%	72 19%	53 15%	11 9%	7 24%	85 17%	57 15%	13 19%	125 16%
Fairly good	294 32%	73 38%	85 35%	42 22%	94 34%	201 31%	29 41%	60 35%	222 32%	107 30%	115 35%	72 33%	293 32%	-	141 35%	139 31%	10 22%	111 30%	121 33%	48 41%	8 28%	145 30%	136 36%	23 34%	252 32%
Neither good nor poor	160 18%	35 18%	46 19%	33 17%	46 17%	116 18%	11 15%	30 18%	123 18%	63 18%	60 18%	37 17%	160 18%	-	69 17%	80 18%	7 16%	61 16%	70 19%	20 17%	5 17%	90 18%	64 17%	9 13%	141 18%
Fairly poor	87 10%	17 9%	29 12%	16 8%	25 9%	63 10%	9 13%	13 8%	67 10%	34 9%	33 10%	20 9%	87 10%	-	38 9%	43 10%	4 9%	40 11%	33 9%	10 8%	4 14%	49 10%	36 10%	7 10%	78 10%
Very poor	214 24%	37 19%	47 19%	73 38%	57 21%	167 26%	14 20%	31 18%	169 25%	99 28%	70 21%	45 21%	212 24%	1	81 20%	116 26%	15 33%	90 24%	87 24%	29 25%	5 17%	119 24%	85 22%	16 24%	181 23%
Good (net)	444 49%	104 54%	121 50%	70 36%	149 54%	305 47%	37 52%	97 57%	328 48%	163 45%	165 50%	116 53%	443 49%	-	217 54%	204 46%	19 42%	183 49%	174 48%	59 50%	15 52%	230 47%	193 51%	36 53%	377 49%
Poor (net)	301 33%	54 28%	76 31%	89 46%	82 30%	230 35%	23 32%	44 26%	236 34%	133 37%	103 31%	65 30%	299 33%	1	119 29%	159 36%	19 42%	130 35%	120 33%	39 33%	9 31%	168 34%	121 32%	23 34%	259 33%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	927	200	251	195	281	673	71	172	702	371	331	225	923	2	409	460	46	384	375	119	29	503	384	63	801
Very good	152 16%	46 23%	29 12%	26 13%	51 18%	107 16%	11 15%	34 20%	111 16%	65 18%	46 14%	41 18%	152 16%	-	75 18%	74 16%	2 4%	67 17%	56 15%	21 18%	6 21%	88 17%	57 15%	7 11%	140 17%
Fairly good	290 31%	59 30%	92 37%	44 23%	95 34%	202 30%	27 38%	57 33%	224 32%	103 28%	121 37%	66 29%	288 31%	1 50%	141 34%	132 29%	12 26%	109 28%	127 34%	35 29%	10 34%	140 28%	139 36%	24 38%	242 30%
Neither good nor poor	178 19%	45 23%	53 21%	28 14%	52 19%	128 19%	15 21%	32 19%	132 19%	65 18%	67 20%	46 20%	178 19%	-	73 18%	89 19%	13 28%	73 19%	74 20%	23 19%	3 10%	95 19%	73 19%	12 19%	155 19%
Fairly poor	106 11%	19 10%	35 14%	25 13%	27 10%	76 11%	11 15%	16 9%	78 11%	44 12%	34 10%	28 12%	106 11%	-	48 12%	50 11%	5 11%	48 13%	41 11%	14 12%	2 7%	65 13%	38 10%	5 8%	94 12%
Very poor	201 22%	31 16%	42 17%	72 37%	56 20%	160 24%	7 10%	33 19%	157 22%	94 25%	63 19%	44 20%	199 22%	1 50%	72 18%	115 25%	14 30%	87 23%	77 21%	26 22%	8 28%	115 23%	77 20%	15 24%	170 21%
Good (net)	442 48%	105 53%	121 48%	70 36%	146 52%	309 46%	38 54%	91 53%	335 48%	168 45%	167 50%	107 48%	440 48%	1 50%	216 53%	206 45%	14 30%	176 46%	183 49%	56 47%	16 55%	228 45%	196 51%	31 49%	382 48%
Poor (net)	307 33%	50 25%	77 31%	97 50%	83 30%	236 35%	18 25%	49 28%	235 33%	138 37%	97 29%	72 32%	305 33%	1 50%	120 29%	165 36%	19 41%	135 35%	118 31%	40 34%	10 34%	180 36%	115 30%	20 32%	264 33%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	782	179	217	151	235	572	59	141	592	311	281	190	780	1	340	388	40	324	314	100	27	414	334	55	672
Very good	223 29%	59 33%	51 24%	39 26%	74 31%	158 28%	23 39%	42 30%	162 27%	102 33%	60 21%	61 32%	223 29%	-	105 31%	109 28%	8 20%	77 24%	94 30%	36 36%	10 37%	127 31%	84 25%	15 27%	197 29%
Fairly good	316 40%	63 35%	95 44%	56 37%	102 43%	224 39%	20 34%	65 46%	239 40%	109 35%	130 46%	77 41%	314 40%	1	147 43%	146 38%	13 33%	135 42%	126 40%	38 38%	9 33%	156 38%	145 43%	23 42%	267 40%
Neither good nor poor	152 19%	35 20%	45 21%	32 21%	40 17%	116 20%	14 24%	19 13%	121 20%	63 20%	58 21%	31 16%	152 19%	-	56 16%	82 21%	11 28%	71 22%	60 19%	17 17%	2 7%	77 19%	70 21%	13 24%	130 19%
Fairly poor	30 4%	11 6%	10 5%	3 2%	6 3%	27 5%	1 2%	2 1%	23 4%	11 4%	12 4%	7 4%	30 4%	-	8 2%	20 5%	2 5%	10 3%	17 5%	3 3%	-	21 5%	9 3%	1 2%	27 4%
Very poor	61 8%	11 6%	16 7%	21 14%	13 6%	47 8%	1 2%	13 9%	47 8%	26 8%	21 7%	14 7%	61 8%	-	24 7%	31 8%	6 15%	31 10%	17 5%	6 6%	6 22%	33 8%	26 8%	3 5%	51 8%
Good (net)	539 69%	122 68%	146 67%	95 63%	176 75%	382 67%	43 73%	107 76%	401 68%	211 68%	190 68%	138 73%	537 69%	1	252 74%	255 66%	21 53%	212 65%	220 70%	74 74%	19 70%	283 68%	229 69%	38 69%	464 69%
Poor (net)	91 12%	22 12%	26 12%	24 16%	19 8%	74 13%	2 3%	15 11%	70 12%	37 12%	33 12%	21 11%	91 12%	-	32 9%	51 13%	8 20%	41 13%	34 11%	9 9%	6 22%	54 13%	35 10%	4 7%	78 12%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	797	168	214	198	217	580	58	147	605	338	267	192	795	2	351	391	41	334	319	102	28	431	335	61	690
Very good	132 17%	27 16%	34 16%	36 18%	35 16%	90 16%	8 14%	34 23%	98 16%	58 17%	40 15%	34 18%	132 17%	-	63 18%	63 16%	3 7%	56 17%	42 13%	23 23%	8 29%	67 16%	58 17%	13 21%	116 17%
Fairly good	326 41%	69 41%	102 48%	77 39%	78 36%	227 39%	28 48%	63 43%	247 41%	130 38%	117 44%	79 41%	324 41%	2 100%	150 43%	152 39%	16 39%	148 44%	122 38%	41 40%	8 29%	167 39%	146 44%	25 41%	274 40%
Neither good nor poor	171 21%	39 23%	42 20%	32 16%	58 27%	126 22%	12 21%	32 22%	125 21%	70 21%	55 21%	46 24%	171 22%	-	76 22%	80 20%	14 34%	70 21%	73 23%	22 22%	3 11%	103 24%	61 18%	13 21%	150 22%
Fairly poor	91 11%	19 11%	20 9%	25 13%	27 12%	75 13%	6 10%	10 7%	76 13%	48 14%	28 10%	15 8%	91 11%	-	38 11%	48 12%	5 12%	31 9%	45 14%	8 8%	6 21%	56 13%	33 10%	5 8%	82 12%
Very poor	77 10%	14 8%	16 7%	28 14%	19 9%	62 11%	4 7%	8 5%	59 10%	32 9%	27 10%	18 9%	77 10%	-	24 7%	48 12%	3 7%	29 9%	37 12%	8 8%	3 11%	38 9%	37 11%	5 8%	68 10%
Good (net)	458 57%	96 57%	136 64%	113 57%	113 52%	317 55%	36 62%	97 66%	345 57%	188 56%	157 59%	113 59%	456 57%	2 100%	213 61%	215 55%	19 46%	204 61%	164 51%	64 63%	16 57%	234 54%	204 61%	38 62%	390 57%
Poor (net)	168 21%	33 20%	36 17%	53 27%	46 21%	137 24%	10 17%	18 12%	135 22%	80 24%	55 21%	33 17%	168 21%	-	62 18%	96 25%	8 20%	60 18%	82 26%	16 16%	9 32%	94 22%	70 21%	10 16%	150 22%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	890	188	245	198	259	661	63	156	671	375	296	219	889	1	381	454	43	371	368	107	27	491	361	63	765
Very good	141 16%	32 17%	35 14%	20 10%	54 21%	88 13%	13 21%	38 24%	104 15%	59 16%	45 15%	37 17%	141 16%	-	76 20%	58 13%	5 12%	56 15%	53 14%	21 20%	8 30%	82 17%	52 14%	13 21%	120 16%
Fairly good	337 38%	85 45%	101 41%	44 22%	107 41%	242 37%	29 46%	63 40%	239 36%	125 33%	114 39%	98 45%	336 38%	1 100%	153 40%	165 36%	15 35%	141 38%	141 38%	38 36%	10 37%	180 37%	144 40%	24 38%	289 38%
Neither good nor poor	133 15%	27 14%	40 16%	27 14%	39 15%	103 16%	12 19%	16 10%	104 15%	53 14%	51 17%	29 13%	133 15%	-	51 13%	74 16%	6 14%	48 13%	60 16%	17 16%	4 15%	74 15%	50 14%	5 8%	116 15%
Fairly poor	108 12%	22 12%	48 20%	20 10%	18 7%	89 13%	5 8%	13 8%	86 13%	48 13%	38 13%	22 10%	108 12%	-	39 10%	64 14%	3 7%	47 13%	45 12%	12 11%	2 7%	63 13%	43 12%	6 10%	97 13%
Very poor	171 19%	22 12%	21 9%	87 44%	41 16%	139 21%	4 6%	26 17%	138 21%	90 24%	48 16%	33 15%	171 19%	-	62 16%	93 20%	14 33%	79 21%	69 19%	19 18%	3 11%	92 19%	72 20%	15 24%	143 19%
Good (net)	478 54%	117 62%	136 56%	64 32%	161 62%	330 50%	42 67%	101 65%	343 51%	184 49%	159 54%	135 62%	477 54%	1 100%	229 60%	223 49%	20 47%	197 53%	194 53%	59 55%	18 67%	262 53%	196 54%	37 59%	409 53%
Poor (net)	279 31%	44 23%	69 28%	107 54%	59 23%	228 34%	9 14%	39 25%	224 33%	138 37%	86 29%	55 25%	279 31%	-	101 27%	157 35%	17 40%	126 34%	114 31%	31 29%	5 19%	155 32%	115 32%	21 33%	240 31%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	519	100	134	139	146	389	29	93	400	242	158	119	518	1	229	256	25	232	214	51	11	298	192	39	441
Very good	97 19%	20 20%	20 15%	24 17%	33 23%	69 18%	7 24%	19 20%	73 18%	53 22%	20 13%	24 20%	97 19%	-	46 20%	46 18%	2 8%	41 18%	38 18%	12 24%	3 27%	54 18%	35 18%	8 21%	83 19%
Fairly good	210 40%	28 28%	70 52%	48 35%	64 44%	142 37%	18 62%	47 51%	155 39%	92 38%	63 40%	55 46%	209 40%	1 100%	104 45%	95 37%	9 36%	105 45%	78 36%	18 35%	5 45%	113 38%	86 45%	14 36%	181 41%
Neither good nor poor	105 20%	24 24%	26 19%	37 27%	18 12%	84 22%	3 10%	16 17%	81 20%	42 17%	39 25%	24 20%	105 20%	-	42 18%	52 20%	8 32%	42 18%	45 21%	12 24%	2 18%	60 20%	36 19%	9 23%	86 20%
Fairly poor	61 12%	20 20%	10 7%	13 9%	18 12%	53 14%	1 3%	6 6%	48 12%	24 10%	24 15%	13 11%	61 12%	-	20 9%	36 14%	4 16%	27 12%	29 14%	5 10%	-	42 14%	18 9%	6 15%	51 12%
Very poor	46 9%	8 8%	8 6%	17 12%	13 9%	41 11%	-	5 5%	43 11%	31 13%	12 8%	3 3%	46 9%	-	17 7%	27 11%	2 8%	17 7%	24 11%	4 8%	1 9%	29 10%	17 9%	2 5%	40 9%
Good (net)	307 59%	48 48%	90 67%	72 52%	97 66%	211 54%	25 86%	66 71%	228 57%	145 60%	83 53%	79 66%	306 59%	1	150 66%	141 55%	11 44%	146 63%	116 54%	30 59%	8 73%	167 56%	121 63%	22 56%	264 60%
Poor (net)	107 21%	28 28%	18 13%	30 22%	31 21%	94 24%	1 3%	11 12%	91 23%	55 23%	36 23%	16 13%	107 21%	-	37 16%	63 25%	6 24%	44 19%	53 25%	9 18%	1 9%	71 24%	35 18%	8 21%	91 21%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	944	188	258	223	275	694	69	169	723	392	331	221	940	2	411	472	47	386	392	120	30	510	396	64	820
Very good	205 22%	51 27%	43 17%	46 21%	65 24%	153 22%	15 22%	33 20%	162 22%	99 25%	63 19%	43 19%	204 22%	1 50%	92 22%	101 21%	6 13%	83 22%	79 20%	30 25%	10 33%	122 24%	76 19%	16 25%	178 22%
Fairly good	396 42%	90 48%	121 47%	72 32%	113 41%	280 40%	34 49%	79 47%	301 42%	146 37%	155 47%	95 43%	394 42%	1 50%	173 42%	201 43%	18 38%	171 44%	152 39%	53 44%	12 40%	206 40%	173 44%	26 41%	341 42%
Neither good nor poor	236 25%	33 18%	70 27%	67 30%	66 24%	174 25%	17 25%	41 24%	175 24%	97 25%	78 24%	61 28%	235 25%	-	101 25%	118 25%	13 28%	87 23%	116 30%	23 19%	6 20%	134 26%	94 24%	16 25%	207 25%
Fairly poor	69 7%	9 5%	16 6%	21 9%	23 8%	58 8%	1 1%	9 5%	54 7%	30 8%	24 7%	15 7%	69 7%	-	27 7%	37 8%	5 11%	28 7%	30 8%	8 7%	2 7%	27 5%	36 9%	5 8%	60 7%
Very poor	38 4%	5 3%	8 3%	17 8%	8 3%	29 4%	2 3%	7 4%	31 4%	20 5%	11 3%	7 3%	38 4%	-	18 4%	15 3%	5 11%	17 4%	15 4%	6 5%	-	21 4%	17 4%	1 2%	34 4%
Good (net)	601 64%	141 75%	164 64%	118 53%	178 65%	433 62%	49 71%	112 66%	463 64%	245 63%	218 66%	138 62%	598 64%	2 100%	265 64%	302 64%	24 51%	254 66%	231 59%	83 69%	22 73%	328 64%	249 63%	42 66%	519 63%
Poor (net)	107 11%	14 7%	24 9%	38 17%	31 11%	87 13%	3 4%	16 9%	85 12%	50 13%	35 11%	22 10%	107 11%	-	45 11%	52 11%	10 21%	45 12%	45 11%	14 12%	2 7%	48 9%	53 13%	6 9%	94 11%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	914	196	245	204	269	644	69	187	689	369	320	225	911	1	416	439	43	361	383	114	39	498	377	63	790
Very good	119 13%	19 10%	25 10%	34 17%	41 15%	78 12%	8 12%	31 17%	80 12%	48 13%	32 10%	39 17%	119 13%	-	59 14%	55 13%	3 7%	50 14%	42 11%	18 16%	5 13%	72 14%	39 10%	9 14%	101 13%
Fairly good	376 41%	73 37%	103 42%	89 44%	111 41%	251 39%	37 54%	84 45%	287 42%	156 42%	131 41%	89 40%	374 41%	1	186 45%	168 38%	17 40%	146 40%	154 40%	46 40%	20 51%	199 40%	153 41%	27 43%	322 41%
Neither good nor poor	175 19%	47 24%	45 18%	28 14%	55 20%	131 20%	12 17%	29 16%	134 19%	71 19%	63 20%	41 18%	174 19%	-	66 16%	94 21%	10 23%	77 21%	71 19%	25 22%	1 3%	97 19%	75 20%	10 16%	155 20%
Fairly poor	155 17%	31 16%	42 17%	39 19%	43 16%	114 18%	9 13%	31 17%	121 18%	71 19%	50 16%	34 15%	155 17%	-	68 16%	77 18%	9 21%	56 16%	74 19%	16 14%	8 21%	85 17%	68 18%	8 13%	138 17%
Very poor	89 10%	26 13%	30 12%	14 7%	19 7%	70 11%	3 4%	12 6%	67 10%	23 6%	44 14%	22 10%	89 10%	-	37 9%	45 10%	4 9%	32 9%	42 11%	9 8%	5 13%	45 9%	42 11%	9 14%	74 9%
Good (net)	495 54%	92 47%	128 52%	123 60%	152 57%	329 51%	45 65%	115 61%	367 53%	204 55%	163 51%	128 57%	493 54%	1	245 59%	223 51%	20 47%	196 54%	196 51%	64 56%	25 64%	271 54%	192 51%	36 57%	423 54%
Poor (net)	244 27%	57 29%	72 29%	53 26%	62 23%	184 29%	12 17%	43 23%	188 27%	94 25%	94 29%	56 25%	244 27%	-	105 25%	122 28%	13 30%	88 24%	116 30%	25 22%	13 33%	130 26%	110 29%	17 27%	212 27%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1040	220	274	242	304	747	79	201	785	419	366	255	1036	2	468	509	48	414	427	139	40	554	444	72	898
Very good	200 19%	25 11%	49 18%	53 22%	73 24%	121 16%	23 29%	55 27%	135 17%	73 17%	62 17%	65 25%	199 19%	1	108 23%	85 17%	6 13%	80 19%	68 16%	41 29%	8 20%	116 21%	78 18%	17 24%	174 19%
Fairly good	408 39%	79 36%	93 34%	98 40%	138 45%	279 37%	34 43%	90 45%	302 38%	163 39%	139 38%	106 42%	405 39%	1 50%	204 44%	187 37%	11 23%	163 39%	163 38%	53 38%	18 45%	199 36%	188 42%	30 42%	347 39%
Neither good nor poor	106 10%	23 10%	34 12%	19 8%	30 10%	72 10%	5 6%	26 13%	82 10%	50 12%	32 9%	24 9%	106 10%	-	55 12%	43 8%	5 10%	57 14%	36 8%	6 4%	5 13%	56 10%	47 11%	4 6%	92 10%
Fairly poor	156 15%	43 20%	44 16%	31 13%	38 13%	124 17%	10 13%	22 11%	122 16%	66 16%	56 15%	34 13%	156 15%	-	51 11%	92 18%	13 27%	55 13%	71 17%	21 15%	7 18%	90 16%	60 14%	6 8%	139 15%
Very poor	170 16%	50 23%	54 20%	41 17%	25 8%	151 20%	7 9%	8 4%	144 18%	67 16%	77 21%	26 10%	170 16%	-	50 11%	102 20%	13 27%	59 14%	89 21%	18 13%	2 5%	93 17%	71 16%	15 21%	146 16%
Good (net)	608 58%	104 47%	142 52%	151 62%	211 69%	400 54%	57 72%	145 72%	437 56%	236 56%	201 55%	171 67%	604 58%	2	312 67%	272 53%	17 35%	243 59%	231 54%	94 68%	26 65%	315 57%	266 60%	47 65%	521 58%
Poor (net)	326 31%	93 42%	98 36%	72 30%	63 21%	275 37%	17 22%	30 15%	266 34%	133 32%	133 36%	60 24%	326 31%	-	101 22%	194 38%	26 54%	114 28%	160 37%	39 28%	9 23%	183 33%	131 30%	21 29%	285 32%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1034	214	274	241	305	741	79	203	784	426	358	250	1030	2	466	505	49	409	426	139	40	551	440	70	895
Very good	136 13%	21 10%	28 10%	39 16%	48 16%	81 11%	13 16%	40 20%	98 13%	56 13%	42 12%	38 15%	135 13%	1	65 14%	64 13%	4 8%	59 14%	39 9%	30 22%	7 18%	77 14%	55 13%	10 14%	120 13%
Fairly good	468 45%	92 43%	118 43%	120 50%	138 45%	323 44%	32 41%	109 54%	357 46%	192 45%	165 46%	111 44%	466 45%	1 50%	232 50%	213 42%	19 39%	196 48%	185 43%	57 41%	20 50%	227 41%	219 50%	28 40%	409 46%
Neither good nor poor	202 20%	46 21%	54 20%	40 17%	62 20%	158 21%	18 23%	25 12%	160 20%	95 22%	65 18%	42 17%	201 20%	-	90 19%	97 19%	13 27%	74 18%	97 23%	24 17%	3 8%	122 22%	72 16%	16 23%	171 19%
Fairly poor	152 15%	38 18%	50 18%	26 11%	38 12%	114 15%	14 18%	22 11%	112 14%	55 13%	57 16%	40 16%	152 15%	-	57 12%	83 16%	10 20%	56 14%	66 15%	17 12%	9 23%	78 14%	67 15%	8 11%	133 15%
Very poor	76 7%	17 8%	24 9%	16 7%	19 6%	65 9%	2 3%	7 3%	57 7%	28 7%	29 8%	19 8%	76 7%	-	22 5%	48 10%	3 6%	24 6%	39 9%	11 8%	1 3%	47 9%	27 6%	8 11%	62 7%
Good (net)	604 58%	113 53%	146 53%	159 66%	186 61%	404 55%	45 57%	149 73%	455 58%	248 58%	207 58%	149 60%	601 58%	2	297 64%	277 55%	23 47%	255 62%	224 53%	87 63%	27 68%	304 55%	274 62%	38 54%	529 59%
Poor (net)	228 22%	55 26%	74 27%	42 17%	57 19%	179 24%	16 20%	29 14%	169 22%	83 19%	86 24%	59 24%	228 22%	-	79 17%	131 26%	13 27%	80 20%	105 25%	28 20%	10 25%	125 23%	94 21%	16 23%	195 22%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	606	109	148	179	170	464	29	103	468	267	201	138	604	1	249	313	33	272	251	60	13	347	231	40	519
Very good	50 8%	6 6%	4 3%	25 14%	15 9%	32 7%	5 17%	12 12%	34 7%	18 7%	16 8%	16 12%	50 8%	-	30 12%	18 6%	1 3%	23 8%	16 6%	10 17%	1 8%	27 8%	22 10%	6 15%	42 8%
Fairly good	137 23%	19 17%	36 24%	48 27%	34 20%	98 21%	10 34%	29 28%	99 21%	65 24%	34 17%	38 28%	137 23%	-	72 29%	60 19%	5 15%	57 21%	52 21%	18 30%	4 31%	66 19%	57 25%	7 18%	112 22%
Neither good nor poor	107 18%	18 17%	37 25%	24 13%	28 16%	72 16%	5 17%	27 26%	83 18%	44 16%	39 19%	24 17%	106 18%	1 100%	49 20%	51 16%	4 12%	53 19%	39 16%	10 17%	4 31%	61 18%	44 19%	8 20%	92 18%
Fairly poor	158 26%	28 26%	29 20%	53 30%	48 28%	127 27%	3 10%	25 24%	126 27%	73 27%	53 26%	32 23%	157 26%	-	51 20%	89 28%	14 42%	72 26%	74 29%	9 15%	1 8%	91 26%	59 26%	6 15%	140 27%
Very poor	154 25%	38 35%	42 28%	29 16%	45 26%	135 29%	6 21%	10 10%	126 27%	67 25%	59 29%	28 20%	154 25%	-	47 19%	95 30%	9 27%	67 25%	70 28%	13 22%	3 23%	102 29%	49 21%	13 33%	133 26%
Good (net)	187 31%	25 23%	40 27%	73 41%	49 29%	130 28%	15 52%	41 40%	133 28%	83 31%	50 25%	54 39%	187 31%	-	102 41%	78 25%	6 18%	80 29%	68 27%	28 47%	5 38%	93 27%	79 34%	13 33%	154 30%
Poor (net)	312 51%	66 61%	71 48%	82 46%	93 55%	262 56%	9 31%	35 34%	252 54%	140 52%	112 56%	60 43%	311 51%	-	98 39%	184 59%	23 70%	139 51%	144 57%	22 37%	4 31%	193 56%	108 47%	19 48%	273 53%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	548	126	136	132	154	415	26	97	412	240	172	136	545	2	230	274	33	243	218	54	19	316	204	40	461
Very good	43 8%	7 6%	6 4%	17 13%	13 8%	25 6%	4 15%	14 14%	29 7%	17 7%	12 7%	14 10%	43 8%	-	23 10%	19 7%	1 3%	18 7%	13 6%	9 17%	2 11%	23 7%	19 9%	2 5%	37 8%
Fairly good	141 26%	20 16%	43 32%	41 31%	37 24%	100 24%	11 42%	28 29%	107 26%	69 29%	38 22%	34 25%	140 26%	1 50%	69 30%	62 23%	7 21%	60 25%	52 24%	15 28%	7 37%	90 28%	36 18%	14 35%	113 25%
Neither good nor poor	155 28%	43 34%	37 27%	33 25%	42 27%	119 29%	5 19%	28 29%	121 29%	76 32%	45 26%	34 25%	154 28%	1 50%	67 29%	80 29%	5 15%	67 28%	69 32%	15 28%	1 5%	92 29%	57 28%	10 25%	130 28%
Fairly poor	118 22%	32 25%	29 21%	20 15%	37 24%	94 23%	4 15%	19 20%	85 21%	45 19%	40 23%	33 24%	117 21%	-	42 18%	64 23%	11 33%	52 21%	49 22%	10 19%	5 26%	64 20%	50 25%	7 18%	102 22%
Very poor	91 17%	24 19%	21 15%	21 16%	25 16%	77 19%	2 8%	8 8%	70 17%	33 14%	37 22%	21 15%	91 17%	-	29 13%	49 18%	9 27%	46 19%	35 16%	5 9%	4 21%	47 15%	42 21%	7 18%	79 17%
Good (net)	184 34%	27 21%	49 36%	58 44%	50 32%	125 30%	15 58%	42 43%	136 33%	86 36%	50 29%	48 35%	183 34%	1 50%	92 40%	81 30%	8 24%	78 32%	65 30%	24 44%	9 47%	113 36%	55 27%	16 40%	150 33%
Poor (net)	209 38%	56 44%	50 37%	41 31%	62 40%	171 41%	6 23%	27 28%	155 38%	78 33%	77 45%	54 40%	208 38%	-	71 31%	113 41%	20 61%	98 40%	84 39%	15 28%	9 47%	111 35%	92 45%	14 35%	181 39%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	382	86	99	90	107	284	25	68	283	163	120	99	380	1	173	184	20	172	148	40	12	223	139	34	314
Very good	16 4%	3 3%	2 2%	5 6%	6 6%	11 4%	1 4%	4 6%	10 4%	6 4%	4 3%	6 6%	16 4%	-	8 5%	8 4%	-	8 5%	3 2%	4 10%	-	9 4%	6 4%	1 3%	13 4%
Fairly good	52 14%	16 19%	13 13%	9 10%	14 13%	32 11%	7 28%	13 19%	37 13%	26 16%	11 9%	15 15%	52 14%	-	33 19%	18 10%	1 5%	24 14%	17 11%	6 15%	2 17%	28 13%	18 13%	5 15%	42 13%
Neither good nor poor	59 15%	16 19%	16 16%	13 14%	14 13%	41 14%	5 20%	12 18%	42 15%	25 15%	17 14%	17 17%	58 15%	1 100%	30 17%	27 15%	1 5%	28 16%	22 15%	5 13%	2 17%	29 13%	27 19%	5 15%	47 15%
Fairly poor	41 11%	13 15%	10 10%	9 10%	9 8%	29 10%	1 4%	10 15%	30 11%	18 11%	12 10%	11 11%	41 11%	-	21 12%	13 7%	6 30%	23 13%	13 9%	2 5%	2 17%	22 10%	17 12%	4 12%	33 11%
Very poor	214 56%	38 44%	58 59%	54 60%	64 60%	171 60%	11 44%	29 43%	164 58%	88 54%	76 63%	50 51%	213 56%	-	81 47%	118 64%	12 60%	89 52%	93 63%	23 58%	6 50%	135 61%	71 51%	19 56%	179 57%
Good (net)	68 18%	19 22%	15 15%	14 16%	20 19%	43 15%	8 32%	17 25%	47 17%	32 20%	15 13%	21 21%	68 18%	-	41 24%	26 14%	1 5%	32 19%	20 14%	10 25%	2 17%	37 17%	24 17%	6 18%	55 18%
Poor (net)	255 67%	51 59%	68 69%	63 70%	73 68%	200 70%	12 48%	39 57%	194 69%	106 65%	88 73%	61 62%	254 67%	-	102 59%	131 71%	18 90%	112 65%	106 72%	25 63%	8 67%	157 70%	88 63%	23 68%	212 68%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1044	218	278	242	306	748	77	206	789	426	363	255	1040	2	463	515	49	410	433	135	47	555	446	76	900
I always get a seat	357 34%	57 26%	83 30%	118 49%	99 32%	290 39%	12 16%	49 24%	256 32%	156 37%	100 28%	101 40%	355 34%	1 50%	123 27%	213 41%	13 27%	128 31%	154 36%	47 35%	22 47%	188 34%	150 34%	25 33%	308 34%
I usually get a seat	304 29%	55 25%	77 28%	64 26%	108 35%	248 33%	12 16%	40 19%	245 31%	134 31%	111 31%	59 23%	303 29%	1 50%	111 24%	167 32%	21 43%	122 30%	132 30%	41 30%	4 9%	182 33%	110 25%	21 28%	263 29%
There are seats available but I prefer to stand	2 *	- -	- -	1 *	1 *	1 *	1 1%	- -	2 *	- -	2 1%	- -	2 *	- -	1 *	1 *	- -	1 *	1 *	- -	- -	1 *	1 *	- -	2 *
I usually stand and it is very crowded	115 11%	40 18%	28 10%	23 10%	24 8%	105 14%	2 3%	6 3%	100 13%	47 11%	53 15%	15 6%	115 11%	- -	30 6%	75 15%	8 16%	49 12%	55 13%	6 4%	2 4%	68 12%	42 9%	9 12%	97 11%
It varies	100 10%	32 15%	25 9%	15 6%	28 9%	81 11%	4 5%	15 7%	79 10%	37 9%	42 12%	21 8%	100 10%	- -	35 8%	58 11%	7 14%	60 15%	29 7%	9 7%	2 4%	51 9%	48 11%	8 11%	87 10%
Do not make this journey regularly	166 16%	34 16%	65 23%	21 9%	46 15%	23 3%	46 60%	96 47%	107 14%	52 12%	55 15%	59 23%	165 16%	- -	163 35%	1 *	- -	50 12%	62 14%	32 24%	17 36%	65 12%	95 21%	13 17%	143 16%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal percents

Table 61

Q.27 Which of these are important for you to have on this journey?

Base:All who answered

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	696	147	187	148	214	487	54	146	522	285	237	174	693	2	334	319	34	320	279	63	22	384	284	57	595
A Wi-Fi internet connection	367 53%	86 59%	113 60%	61 41%	107 50%	261 54%	33 61%	70 48%	271 52%	141 49%	130 55%	96 55%	365 53%	1 50%	182 54%	165 52%	16 47%	202 63%	127 46%	29 46%	3 14%	201 52%	153 54%	26 46%	325 55%
At seat power sockets	301 43%	63 43%	90 48%	48 32%	100 47%	205 42%	33 61%	59 40%	222 43%	117 41%	105 44%	79 45%	300 43%	- -	161 48%	126 39%	12 35%	158 49%	114 41%	21 33%	3 14%	169 44%	120 42%	22 39%	262 44%
Cycle racks	238 34%	41 28%	42 22%	78 53%	77 36%	189 39%	12 22%	32 22%	193 37%	102 36%	91 38%	45 26%	238 34%	- -	93 28%	126 39%	14 41%	103 32%	116 42%	13 21%	3 14%	141 37%	87 31%	15 26%	206 35%
Catering facilities	180 26%	42 29%	48 26%	33 22%	57 27%	108 22%	11 20%	61 42%	123 24%	72 25%	51 22%	57 33%	179 26%	1 50%	98 29%	72 23%	8 24%	55 17%	82 29%	25 40%	16 73%	93 24%	79 28%	26 46%	142 24%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1054	220	282	244	308	751	80	209	793	423	370	261	1050	2	477	513	49	412	432	142	48	559	453	74	911
Yes	92 9%	17 8%	23 8%	16 7%	36 12%	76 10%	3 4%	12 6%	72 9%	32 8%	40 11%	20 8%	92 9%	-	31 6%	51 10%	10 20%	43 10%	34 8%	11 8%	2 4%	47 8%	40 9%	12 16%	73 8%
No	962 91%	203 92%	259 92%	228 93%	272 88%	675 90%	77 96%	197 94%	721 91%	391 92%	330 89%	241 92%	958 91%	2 100%	446 94%	462 90%	39 80%	369 90%	398 92%	131 92%	46 96%	512 92%	413 91%	62 84%	838 92%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1047	218	281	242	306	748	80	206	789	425	364	258	1043	2	472	512	48	410	434	139	45	555	450	72	908
No	1009	213	272	232	292	720	80	197	762	414	348	247	1005	2	452	496	46	389	422	138	41	542	426	68	876
	96%	98%	97%	96%	95%	96%	100%	96%	97%	97%	96%	96%	96%	100%	96%	97%	96%	95%	97%	99%	91%	98%	95%	94%	96%
Yes - I have travelled by another mode of transport	30	3	6	9	12	22	-	8	22	9	13	8	30	-	17	12	1	14	11	1	4	9	20	4	24
	3%	1%	2%	4%	4%	3%	-	4%	3%	2%	4%	3%	3%	-	4%	2%	2%	3%	3%	1%	9%	2%	4%	6%	3%
Yes - I have not made the journey I wanted to	10	2	3	3	2	7	-	2	7	3	4	3	10	-	4	5	1	8	1	-	1	4	6	-	10
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	2%	*	-	2%	1%	1%	-	1%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1045	217	282	242	304	747	78	207	785	422	363	260	1041	2	469	511	48	411	430	142	45	558	448	72	908
Posters at the station in the weeks leading up to the disruption	699 67%	143 66%	174 62%	177 73%	205 67%	528 71%	52 67%	114 55%	527 67%	292 69%	235 65%	172 66%	697 67%	-	289 62%	369 72%	32 67%	255 62%	310 72%	97 68%	27 60%	390 70%	280 63%	44 61%	609 67%
Announcements at the station in the weeks leading up to the disruption	449 43%	92 42%	130 46%	82 34%	145 48%	367 49%	21 27%	57 28%	336 43%	177 42%	159 44%	113 43%	447 43%	1 50%	152 32%	267 52%	23 48%	176 43%	190 44%	63 44%	15 33%	254 46%	179 40%	27 38%	394 43%
Announcements on trains in the weeks leading up to the disruption	410 39%	74 34%	103 37%	111 46%	122 40%	350 47%	13 17%	42 20%	319 41%	169 40%	150 41%	91 35%	409 39%	1 50%	131 28%	248 49%	25 52%	159 39%	172 40%	60 42%	14 31%	217 39%	178 40%	23 32%	357 39%
A timetable on the internet	351 34%	76 35%	108 38%	73 30%	94 31%	199 27%	45 58%	102 49%	259 33%	127 30%	132 36%	92 35%	349 34%	1 50%	227 48%	104 20%	16 33%	169 41%	116 27%	47 33%	13 29%	165 30%	176 39%	24 33%	301 33%
An email from the train company	277 27%	76 35%	61 22%	63 26%	77 25%	201 27%	21 27%	52 25%	217 28%	107 25%	110 30%	60 23%	276 27%	1 50%	135 29%	128 25%	11 23%	104 25%	118 27%	41 29%	12 27%	141 25%	129 29%	23 32%	244 27%
A text message from the train company	246 24%	57 26%	64 23%	55 23%	70 23%	187 25%	16 21%	38 18%	191 24%	96 23%	95 26%	55 21%	245 24%	-	111 24%	114 22%	16 33%	126 31%	93 22%	21 15%	3 7%	120 22%	120 27%	21 29%	218 24%
Leaflets handed out at the station in the weeks leading up to the disruption	197 19%	28 13%	58 21%	40 17%	71 23%	155 21%	7 9%	34 16%	147 19%	75 18%	72 20%	50 19%	197 19%	-	68 14%	120 23%	8 17%	62 15%	89 21%	34 24%	11 24%	107 19%	84 19%	11 15%	173 19%
A smartphone application	117 11%	33 15%	25 9%	22 9%	37 12%	89 12%	10 13%	14 7%	97 12%	51 12%	46 13%	20 8%	117 11%	-	53 11%	54 11%	7 15%	79 19%	35 8%	1 1%	2 4%	70 13%	46 10%	9 13%	102 11%
Other notices found on the train company's website	114 11%	23 11%	24 9%	22 9%	45 15%	67 9%	15 19%	31 15%	91 12%	38 9%	53 15%	23 9%	114 11%	-	73 16%	36 7%	4 8%	57 14%	41 10%	13 9%	1 2%	53 9%	56 13%	8 11%	97 11%
A printed timetable booklet or leaflet	95 9%	18 8%	28 10%	23 10%	26 9%	66 9%	4 5%	24 12%	69 9%	38 9%	31 9%	26 10%	95 9%	-	48 10%	41 8%	4 8%	49 12%	27 6%	12 8%	4 9%	42 8%	48 11%	6 8%	81 9%
TV/Radio	89 9%	17 8%	22 8%	24 10%	26 9%	42 6%	6 8%	39 19%	63 8%	26 6%	37 10%	26 10%	88 8%	-	51 11%	31 6%	2 4%	23 6%	33 8%	18 13%	14 31%	38 7%	49 11%	3 4%	80 9%
A social media website	56 5%	6 3%	19 7%	16 7%	15 5%	38 5%	2 3%	15 7%	42 5%	23 5%	19 5%	14 5%	56 5%	-	32 7%	18 4%	5 10%	39 9%	15 3%	-	1 2%	26 5%	25 6%	6 8%	48 5%
A letter from the train company	27 3%	2 1%	7 2%	6 2%	12 4%	16 2%	1 1%	10 5%	19 2%	8 2%	11 3%	8 3%	27 3%	-	9 2%	12 2%	5 10%	13 3%	8 2%	2 1%	3 7%	11 2%	15 3%	4 6%	22 2%
Telephone enquiry	24 2%	2 1%	6 2%	9 4%	7 2%	10 1%	2 3%	12 6%	15 2%	8 2%	7 2%	9 3%	23 2%	1 50%	22 5%	2 *	-	11 3%	3 1%	6 4%	3 7%	9 2%	13 3%	1 1%	19 2%
Other	3 *	-	1 *	-	2 1%	-	1 1%	2 1%	2 *	-	2 1%	1 *	2 *	1 50%	3 1%	-	-	1 *	1 *	-	1 2%	1 *	2 *	-	3 *

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	978	207	261	221	289	696	74	196	740	393	347	238	974	2	435	485	44	387	400	137	38	525	418	66	853
I would use this alternative	374 38%	75 36%	96 37%	87 39%	116 40%	261 38%	25 34%	87 44%	270 36%	148 38%	122 35%	104 44%	372 38%	2 100%	161 37%	198 41%	14 32%	153 40%	142 36%	55 40%	17 45%	198 38%	165 39%	29 44%	325 38%
I would find another way to make this journey	410 42%	90 43%	100 38%	95 43%	125 43%	320 46%	34 46%	49 25%	328 44%	174 44%	154 44%	82 34%	409 42%	- -	166 38%	219 45%	19 43%	166 43%	178 45%	53 39%	6 16%	230 44%	161 39%	23 35%	363 43%
I would not make this journey at all	194 20%	42 20%	65 25%	39 18%	48 17%	115 17%	15 20%	60 31%	142 19%	71 18%	71 20%	52 22%	193 20%	- -	108 25%	68 14%	11 25%	68 18%	80 20%	29 21%	15 39%	97 18%	92 22%	14 21%	165 19%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	961	205	251	217	288	691	72	185	723	382	341	238	957	2	421	478	45	380	403	132	32	510	414	67	835
I would use this alternative	376 39%	70 34%	91 36%	100 46%	115 40%	289 42%	17 24%	69 37%	284 39%	153 40%	131 38%	92 39%	374 39%	1 50%	136 32%	215 45%	22 49%	171 45%	146 36%	41 31%	13 41%	191 37%	173 42%	29 43%	324 39%
I would find another way to make this journey	374 39%	85 41%	88 35%	82 38%	119 41%	278 40%	34 47%	55 30%	294 41%	154 40%	140 41%	80 34%	373 39%	1 50%	161 38%	192 40%	14 31%	136 36%	166 41%	57 43%	7 22%	210 41%	145 35%	22 33%	331 40%
I would not make this journey at all	211 22%	50 24%	72 29%	35 16%	54 19%	124 18%	21 29%	61 33%	145 20%	75 20%	70 21%	66 28%	210 22%	- -	124 29%	71 15%	9 20%	73 19%	91 23%	34 26%	12 38%	109 21%	96 23%	16 24%	180 22%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	942	205	255	202	280	679	75	176	719	382	337	223	939	1	414	471	43	384	393	124	28	507	400	64	821
I would use this alternative	520 55%	125 61%	142 56%	91 45%	162 58%	373 55%	51 68%	91 52%	384 53%	212 55%	172 51%	136 61%	519 55%	1 100%	231 56%	261 55%	23 53%	234 61%	195 50%	68 55%	15 54%	277 55%	224 56%	37 58%	454 55%
I would find another way to make this journey	286 30%	52 25%	75 29%	72 36%	87 31%	222 33%	17 23%	44 25%	231 32%	117 31%	114 34%	55 25%	285 30%	- -	115 28%	157 33%	11 26%	109 28%	138 35%	31 25%	4 14%	159 31%	114 29%	18 28%	247 30%
I would not make this journey at all	136 14%	28 14%	38 15%	39 19%	31 11%	84 12%	7 9%	41 23%	104 14%	53 14%	51 15%	32 14%	135 14%	- -	68 16%	53 11%	9 21%	41 11%	60 15%	25 20%	9 32%	71 14%	62 16%	9 14%	120 15%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	930	205	251	198	276	675	70	173	702	371	331	228	926	2	407	468	42	376	386	126	29	503	392	63	811
I would use this alternative	501 54%	136 66%	133 53%	79 40%	153 55%	353 52%	52 74%	90 52%	365 52%	195 53%	170 51%	136 60%	500 54%	-	223 55%	252 54%	22 52%	212 56%	197 51%	68 54%	17 59%	274 54%	210 54%	37 59%	436 54%
I would find another way to make this journey	300 32%	47 23%	78 31%	85 43%	90 33%	239 35%	13 19%	45 26%	241 34%	124 33%	117 35%	59 26%	298 32%	2 100%	119 29%	163 35%	14 33%	123 33%	133 34%	35 28%	4 14%	168 33%	118 30%	17 27%	261 32%
I would not make this journey at all	129 14%	22 11%	40 16%	34 17%	33 12%	83 12%	5 7%	38 22%	96 14%	52 14%	44 13%	33 14%	128 14%	-	65 16%	53 11%	6 14%	41 11%	56 15%	23 18%	8 28%	61 12%	64 16%	9 14%	114 14%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1019	213	272	239	295	735	75	197	768	411	357	251	1015	2	453	502	48	399	426	137	42	550	433	72	885
Weekend line closures (no trains running on Saturday/Sunday), over a number of weeks	391 38%	74 35%	99 36%	112 47%	106 36%	326 44%	20 27%	39 20%	312 41%	174 42%	138 39%	79 31%	389 38%	1 50%	132 29%	233 46%	17 35%	131 33%	184 43%	54 39%	15 36%	234 43%	140 32%	24 33%	345 39%
No trains running after 9pm until next morning (Monday to Sunday), over a number of weeks	307 30%	78 37%	78 29%	70 29%	81 27%	216 29%	24 32%	66 34%	227 30%	105 26%	122 34%	80 32%	306 30%	- -	141 31%	149 30%	15 31%	123 31%	128 30%	39 28%	12 29%	146 27%	150 35%	26 36%	263 30%
Weekend line diversions or amended timetables (possibly with limited trains running on Saturday/Sunday, over a number of weeks)	238 23%	57 27%	61 22%	39 16%	81 27%	174 24%	22 29%	38 19%	171 22%	91 22%	80 22%	67 27%	237 23%	1 50%	104 23%	117 23%	12 25%	99 25%	97 23%	32 23%	6 14%	108 20%	120 28%	15 21%	209 24%
Christmas, Easter or August Bank Holiday line closures	107 11%	21 10%	34 13%	26 11%	26 9%	75 10%	5 7%	25 13%	83 11%	50 12%	33 9%	24 10%	107 11%	- -	53 12%	43 9%	9 19%	51 13%	34 8%	17 12%	3 7%	63 11%	40 9%	4 6%	95 11%
Run a reduced-service (Monday to Sunday), over a number of weeks	77 8%	18 8%	16 6%	16 7%	27 9%	39 5%	8 11%	30 15%	58 8%	28 7%	30 8%	19 8%	77 8%	- -	46 10%	27 5%	4 8%	42 11%	17 4%	11 8%	5 12%	32 6%	42 10%	9 13%	62 7%
Full line closure for one week or a longer period (no trains during that period)	43 4%	11 5%	12 4%	11 5%	9 3%	25 3%	4 5%	14 7%	33 4%	21 5%	12 3%	10 4%	43 4%	- -	31 7%	11 2%	1 2%	16 4%	16 4%	6 4%	5 12%	28 5%	14 3%	2 3%	36 4%

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Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1019	214	269	239	297	734	78	193	768	414	354	251	1015	2	450	506	46	401	426	141	39	543	440	69	892
Very good	177 17%	51 24%	33 12%	32 13%	61 21%	103 14%	19 24%	51 26%	125 16%	68 16%	57 16%	52 21%	177 17%	-	90 20%	76 15%	6 13%	55 14%	65 15%	41 29%	14 36%	104 19%	64 15%	14 20%	148 17%
Fairly good	484 47%	95 44%	117 43%	106 44%	166 56%	340 46%	39 50%	98 51%	355 46%	190 46%	165 47%	129 51%	480 47%	2	232 52%	222 44%	22 48%	190 47%	205 48%	66 47%	18 46%	253 47%	215 49%	31 45%	426 48%
Neither good nor poor	132 13%	28 13%	41 15%	29 12%	34 11%	100 14%	11 14%	21 11%	108 14%	60 14%	48 14%	24 10%	132 13%	-	56 12%	70 14%	5 11%	56 14%	58 14%	14 10%	2 5%	77 14%	51 12%	11 16%	116 13%
Fairly poor	158 16%	29 14%	46 17%	54 23%	29 10%	130 18%	9 12%	18 9%	129 17%	70 17%	59 17%	29 12%	158 16%	-	53 12%	97 19%	7 15%	67 17%	71 17%	15 11%	2 5%	79 15%	74 17%	7 10%	143 16%
Very poor	68 7%	11 5%	32 12%	18 8%	7 2%	61 8%	- 3%	5 3%	51 7%	26 6%	25 7%	17 7%	68 7%	-	19 4%	41 8%	6 13%	33 8%	27 6%	5 4%	3 8%	30 6%	36 8%	6 9%	59 7%
Good (net)	661 65%	146 68%	150 56%	138 58%	227 76%	443 60%	58 74%	149 77%	480 63%	258 62%	222 63%	181 72%	657 65%	2	322 72%	298 59%	28 61%	245 61%	270 63%	107 76%	32 82%	357 66%	279 63%	45 65%	574 64%
Poor (net)	226 22%	40 19%	78 29%	72 30%	36 12%	191 26%	9 12%	23 12%	180 23%	96 23%	84 24%	46 18%	226 22%	-	72 16%	138 27%	13 28%	100 25%	98 23%	20 14%	5 13%	109 20%	110 25%	13 19%	202 23%

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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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1028	213	275	240	300	736	78	200	774	416	358	254	1024	2	457	506	48	407	428	139	42	551	442	71	899
Very good	289 28%	53 25%	68 25%	71 30%	97 32%	168 23%	38 49%	79 40%	212 27%	115 28%	97 27%	77 30%	288 28%	-	165 36%	113 22%	7 15%	103 25%	118 28%	46 33%	20 48%	156 28%	125 28%	17 24%	254 28%
Fairly good	451 44%	84 39%	126 46%	117 49%	124 41%	333 45%	26 33%	86 43%	338 44%	191 46%	147 41%	113 44%	448 44%	2 100%	202 44%	222 44%	18 38%	175 43%	190 44%	61 44%	17 40%	231 42%	202 46%	33 46%	393 44%
Neither good nor poor	118 11%	20 9%	34 12%	29 12%	35 12%	91 12%	7 9%	19 10%	87 11%	47 11%	40 11%	31 12%	118 12%	-	42 9%	69 14%	5 10%	45 11%	52 12%	17 12%	2 5%	69 13%	44 10%	6 8%	104 12%
Fairly poor	115 11%	27 13%	37 13%	20 8%	31 10%	96 13%	7 9%	10 5%	89 11%	45 11%	44 12%	26 10%	115 11%	-	34 7%	68 13%	12 25%	54 13%	48 11%	12 9%	1 2%	63 11%	48 11%	9 13%	102 11%
Very poor	55 5%	29 14%	10 4%	3 1%	13 4%	48 7%	- -	6 3%	48 6%	18 4%	30 8%	7 3%	55 5%	-	14 3%	34 7%	6 13%	30 7%	20 5%	3 2%	2 5%	32 6%	23 5%	6 8%	46 5%
Good (net)	740 72%	137 64%	194 71%	188 78%	221 74%	501 68%	64 82%	165 83%	550 71%	306 74%	244 68%	190 75%	736 72%	2 100%	367 80%	335 66%	25 52%	278 68%	308 72%	107 77%	37 88%	387 70%	327 74%	50 70%	647 72%
Poor (net)	170 17%	56 26%	47 17%	23 10%	44 15%	144 20%	7 9%	16 8%	137 18%	63 15%	74 21%	33 13%	170 17%	-	48 11%	102 20%	18 38%	84 21%	68 16%	15 11%	3 7%	95 17%	71 16%	15 21%	148 16%

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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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1020	214	273	237	296	733	80	193	769	413	356	251	1016	2	453	503	48	405	427	136	39	548	436	68	893
Very good	282 28%	62 29%	46 17%	91 38%	83 28%	181 25%	30 38%	67 35%	210 27%	119 29%	91 26%	72 29%	282 28%	-	138 30%	127 25%	13 27%	110 27%	106 25%	50 37%	11 28%	142 26%	131 30%	15 22%	251 28%
Fairly good	517 51%	90 42%	151 55%	119 50%	157 53%	383 52%	38 48%	89 46%	396 51%	209 51%	187 53%	121 48%	514 51%	2	232 51%	255 51%	21 44%	195 48%	228 53%	64 47%	23 59%	290 53%	208 48%	36 53%	446 50%
Neither good nor poor	138 14%	36 17%	48 18%	19 8%	35 12%	105 14%	6 8%	25 13%	100 13%	54 13%	46 13%	38 15%	137 13%	-	51 11%	76 15%	9 19%	58 14%	62 15%	14 10%	3 8%	69 13%	64 15%	11 16%	122 14%
Fairly poor	57 6%	13 6%	19 7%	7 3%	18 6%	43 6%	4 5%	9 5%	40 5%	22 5%	18 5%	17 7%	57 6%	-	21 5%	33 7%	2 4%	29 7%	21 5%	6 4%	1 3%	32 6%	23 5%	3 4%	53 6%
Very poor	26 3%	13 6%	9 3%	1 *	3 1%	21 3%	2 3%	3 2%	23 3%	9 2%	14 4%	3 1%	26 3%	-	11 2%	12 2%	3 6%	13 3%	10 2%	2 1%	1 3%	15 3%	10 2%	3 4%	21 2%
Good (net)	799 78%	152 71%	197 72%	210 89%	240 81%	564 77%	68 85%	156 81%	606 79%	328 79%	278 78%	193 77%	796 78%	2	370 82%	382 76%	34 71%	305 75%	334 78%	114 84%	34 87%	432 79%	339 78%	51 75%	697 78%
Poor (net)	83 8%	26 12%	28 10%	8 3%	21 7%	64 9%	6 8%	12 6%	63 8%	31 8%	32 9%	20 8%	83 8%	-	32 7%	45 9%	5 10%	42 10%	31 7%	8 6%	2 5%	47 9%	33 8%	6 9%	74 8%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1012	210	271	238	293	727	78	193	760	410	350	252	1008	2	447	500	48	401	424	135	39	540	436	69	886
Very good	217 21%	18 9%	30 11%	137 58%	32 11%	129 18%	16 21%	67 35%	157 21%	89 22%	68 19%	60 24%	217 22%	-	112 25%	89 18%	11 23%	82 20%	84 20%	34 25%	15 38%	111 21%	100 23%	16 23%	191 22%
Fairly good	282 28%	55 26%	79 29%	64 27%	84 29%	185 25%	29 37%	64 33%	207 27%	112 27%	95 27%	75 30%	281 28%	-	146 33%	118 24%	12 25%	97 24%	108 25%	59 44%	14 36%	145 27%	125 29%	18 26%	247 28%
Neither good nor poor	177 17%	47 22%	62 23%	22 9%	46 16%	131 18%	14 18%	29 15%	140 18%	71 17%	69 20%	37 15%	177 18%	-	81 18%	86 17%	6 13%	63 16%	82 19%	24 18%	5 13%	100 19%	70 16%	10 14%	156 18%
Fairly poor	209 21%	51 24%	64 24%	11 5%	83 28%	168 23%	13 17%	26 13%	158 21%	83 20%	75 21%	51 20%	207 21%	2	70 16%	129 26%	8 17%	88 22%	102 24%	13 10%	2 5%	117 22%	84 19%	18 26%	180 20%
Very poor	127 13%	39 19%	36 13%	4 2%	48 16%	114 16%	6 8%	7 4%	98 13%	55 13%	43 12%	29 12%	126 13%	-	38 9%	78 16%	11 23%	71 18%	48 11%	5 4%	3 8%	67 12%	57 13%	7 10%	112 13%
Good (net)	499 49%	73 35%	109 40%	201 84%	116 40%	314 43%	45 58%	131 68%	364 48%	201 49%	163 47%	135 54%	498 49%	-	258 58%	207 41%	23 48%	179 45%	192 45%	93 69%	29 74%	256 47%	225 52%	34 49%	438 49%
Poor (net)	336 33%	90 43%	100 37%	15 6%	131 45%	282 39%	19 24%	33 17%	256 34%	138 34%	118 34%	80 32%	333 33%	2	108 24%	207 41%	19 40%	159 40%	150 35%	18 13%	5 13%	184 34%	141 32%	25 36%	292 33%

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Absolutes/cal 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	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	704	155	188	164	197	553	34	106	539	289	250	165	703	1	257	395	39	292	295	85	23	401	277	54	609
Very good	58 8%	6 4%	9 5%	20 12%	23 12%	32 6%	9 26%	16 15%	42 8%	22 8%	20 8%	16 10%	58 8%	-	32 12%	25 6%	1 3%	28 10%	18 6%	8 9%	4 17%	35 9%	21 8%	6 11%	50 8%
Fairly good	222 32%	51 33%	63 34%	50 30%	58 29%	163 29%	12 35%	42 40%	171 32%	97 34%	74 30%	51 31%	222 32%	-	95 37%	111 28%	10 26%	86 29%	93 32%	30 35%	9 39%	127 32%	85 31%	18 33%	188 31%
Neither good nor poor	214 30%	43 28%	73 39%	44 27%	54 27%	171 31%	8 24%	33 31%	154 29%	80 28%	74 30%	60 36%	213 30%	1 100%	81 32%	120 30%	11 28%	95 33%	84 28%	27 32%	5 22%	123 31%	82 30%	16 30%	183 30%
Fairly poor	124 18%	27 17%	26 14%	32 20%	39 20%	106 19%	4 12%	11 10%	99 18%	52 18%	47 19%	25 15%	124 18%	-	31 12%	79 20%	9 23%	47 16%	60 20%	13 15%	3 13%	68 17%	53 19%	7 13%	113 19%
Very poor	86 12%	28 18%	17 9%	18 11%	23 12%	81 15%	1 3%	4 4%	73 14%	38 13%	35 14%	13 8%	86 12%	-	18 7%	60 15%	8 21%	36 12%	40 14%	7 8%	2 9%	48 12%	36 13%	7 13%	75 12%
Good (net)	280 40%	57 37%	72 38%	70 43%	81 41%	195 35%	21 62%	58 55%	213 40%	119 41%	94 38%	67 41%	280 40%	-	127 49%	136 34%	11 28%	114 39%	111 38%	38 45%	13 57%	162 40%	106 38%	24 44%	238 39%
Poor (net)	210 30%	55 35%	43 23%	50 30%	62 31%	187 34%	5 15%	15 14%	172 32%	90 31%	82 33%	38 23%	210 30%	-	49 19%	139 35%	17 44%	83 28%	100 34%	20 24%	5 22%	116 29%	89 32%	14 26%	188 31%

Great Western (RUS) * Regional commuter 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	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1021	215	272	236	298	734	80	194	768	414	354	253	1017	2	456	503	47	400	428	140	40	547	438	69	895
Very good	362 35%	58 27%	81 30%	104 44%	119 40%	220 30%	38 48%	99 51%	254 33%	141 34%	113 32%	108 43%	360 35%	2 100%	190 42%	156 31%	10 21%	134 34%	141 33%	57 41%	27 68%	188 34%	163 37%	34 49%	311 35%
Fairly good	390 38%	73 34%	115 42%	85 36%	117 39%	292 40%	29 36%	66 34%	288 38%	175 42%	113 32%	102 40%	388 38%	- -	180 39%	190 38%	17 36%	156 39%	163 38%	59 42%	6 15%	204 37%	170 39%	21 30%	346 39%
Neither good nor poor	98 10%	28 13%	32 12%	15 6%	23 8%	74 10%	8 10%	15 8%	78 10%	42 10%	36 10%	20 8%	98 10%	- -	47 10%	43 9%	7 15%	49 12%	34 8%	13 9%	1 3%	63 12%	33 8%	2 3%	89 10%
Fairly poor	76 7%	23 11%	16 6%	16 7%	21 7%	64 9%	4 5%	8 4%	64 8%	27 7%	37 10%	12 5%	76 7%	- -	21 5%	47 9%	6 13%	30 8%	37 9%	4 3%	4 10%	45 8%	27 6%	3 4%	68 8%
Very poor	95 9%	33 15%	28 10%	16 7%	18 6%	84 11%	1 1%	6 3%	84 11%	29 7%	55 16%	11 4%	95 9%	- -	18 4%	67 13%	7 15%	31 8%	53 12%	7 5%	2 5%	47 9%	45 10%	9 13%	81 9%
Good (net)	752 74%	131 61%	196 72%	189 80%	236 79%	512 70%	67 84%	165 85%	542 71%	316 76%	226 64%	210 83%	748 74%	2 100%	370 81%	346 69%	27 57%	290 73%	304 71%	116 83%	33 83%	392 72%	333 76%	55 80%	657 73%
Poor (net)	171 17%	56 26%	44 16%	32 14%	39 13%	148 20%	5 6%	14 7%	148 19%	56 14%	92 26%	23 9%	171 17%	- -	39 9%	114 23%	13 28%	61 15%	90 21%	11 8%	6 15%	92 17%	72 16%	12 17%	149 17%

Great Western (RUS) * Regional commuter 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	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	913	192	250	200	271	659	67	175	690	378	312	223	909	2	406	449	44	372	375	118	35	500	380	66	795
Very good	139 15%	29 15%	35 14%	33 17%	42 15%	86 13%	10 15%	43 25%	99 14%	57 15%	42 13%	40 18%	139 15%	-	74 18%	60 13%	4 9%	61 16%	52 14%	17 14%	9 26%	81 16%	53 14%	15 23%	116 15%
Fairly good	335 37%	76 40%	96 38%	62 31%	101 37%	238 36%	29 43%	64 37%	252 37%	131 35%	121 39%	83 37%	332 37%	2 100%	162 40%	152 34%	15 34%	138 37%	129 34%	51 43%	10 29%	161 32%	162 43%	24 36%	292 37%
Neither good nor poor	207 23%	44 23%	62 25%	38 19%	63 23%	152 23%	14 21%	36 21%	157 23%	81 21%	76 24%	50 22%	207 23%	-	82 20%	112 25%	10 23%	80 22%	90 24%	26 22%	8 23%	120 24%	80 21%	11 17%	184 23%
Fairly poor	124 14%	18 9%	37 15%	29 15%	40 15%	92 14%	10 15%	19 11%	98 14%	56 15%	42 13%	26 12%	124 14%	-	54 13%	59 13%	7 16%	52 14%	58 15%	7 6%	5 14%	73 15%	47 12%	8 12%	108 14%
Very poor	108 12%	25 13%	20 8%	38 19%	25 9%	91 14%	4 6%	13 7%	84 12%	53 14%	31 10%	24 11%	107 12%	-	34 8%	66 15%	8 18%	41 11%	46 12%	17 14%	3 9%	65 13%	38 10%	8 12%	95 12%
Good (net)	474 52%	105 55%	131 52%	95 48%	143 53%	324 49%	39 58%	107 61%	351 51%	188 50%	163 52%	123 55%	471 52%	2	236 58%	212 47%	19 43%	199 53%	181 48%	68 58%	19 54%	242 48%	215 57%	39 59%	408 51%
Poor (net)	232 25%	43 22%	57 23%	67 34%	65 24%	183 28%	14 21%	32 18%	182 26%	109 29%	73 23%	50 22%	231 25%	-	88 22%	125 28%	15 34%	93 25%	104 28%	24 20%	8 23%	138 28%	85 22%	16 24%	203 26%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	932	189	255	225	263	658	72	189	700	389	311	232	928	2	431	444	41	372	386	121	39	497	402	68	808
Very good	279 30%	45 24%	75 29%	75 33%	84 32%	164 25%	31 43%	82 43%	203 29%	109 28%	94 30%	76 33%	278 30%	-	163 38%	106 24%	7 17%	116 31%	96 25%	49 40%	14 36%	146 29%	123 31%	24 35%	242 30%
Fairly good	401 43%	80 42%	115 45%	90 40%	116 44%	284 43%	31 43%	77 41%	298 43%	168 43%	130 42%	103 44%	399 43%	1 50%	181 42%	192 43%	18 44%	157 42%	175 45%	45 37%	19 49%	216 43%	170 42%	27 40%	352 44%
Neither good nor poor	127 14%	29 15%	33 13%	27 12%	38 14%	100 15%	7 10%	18 10%	96 14%	53 14%	43 14%	31 13%	127 14%	-	48 11%	70 16%	7 17%	47 13%	60 16%	13 11%	3 8%	66 13%	54 13%	8 12%	108 13%
Fairly poor	78 8%	19 10%	20 8%	24 11%	15 6%	71 11%	2 3%	5 3%	67 10%	39 10%	28 9%	11 5%	77 8%	1 50%	24 6%	49 11%	4 10%	40 11%	32 8%	5 4%	-	42 8%	35 9%	2 3%	74 9%
Very poor	47 5%	16 8%	12 5%	9 4%	10 4%	39 6%	1 1%	7 4%	36 5%	20 5%	16 5%	11 5%	47 5%	-	15 3%	27 6%	5 12%	12 3%	23 6%	9 7%	3 8%	27 5%	20 5%	7 10%	32 4%
Good (net)	680 73%	125 66%	190 75%	165 73%	200 76%	448 68%	62 86%	159 84%	501 72%	277 71%	224 72%	179 77%	677 73%	1 50%	344 80%	298 67%	25 61%	273 73%	271 70%	94 78%	33 85%	362 73%	293 73%	51 75%	594 74%
Poor (net)	125 13%	35 19%	32 13%	33 15%	25 10%	110 17%	3 4%	12 6%	103 15%	59 15%	44 14%	22 9%	124 13%	1 50%	39 9%	76 17%	9 22%	52 14%	55 14%	14 12%	3 8%	69 14%	55 14%	9 13%	106 13%

Great Western (RUS) * Regional commuter 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1019	211	273	241	294	731	78	196	766	416	350	253	1015	2	454	501	47	399	426	140	40	547	435	69	892
Very good	127 12%	18 9%	33 12%	36 15%	40 14%	75 10%	15 19%	36 18%	81 11%	47 11%	34 10%	46 18%	127 13%	-	72 16%	50 10%	4 9%	61 15%	39 9%	22 16%	4 10%	65 12%	58 13%	11 16%	111 12%
Fairly good	446 44%	95 45%	121 44%	112 46%	118 40%	312 43%	31 40%	99 51%	345 45%	189 45%	156 45%	101 40%	445 44%	1 50%	216 48%	206 41%	16 34%	180 45%	180 42%	57 41%	22 55%	235 43%	193 44%	28 41%	394 44%
Neither good nor poor	260 26%	59 28%	74 27%	52 22%	75 26%	191 26%	22 28%	42 21%	202 26%	116 28%	86 25%	58 23%	257 25%	1 50%	109 24%	132 26%	15 32%	95 24%	123 29%	37 26%	4 10%	146 27%	109 25%	19 28%	228 26%
Fairly poor	130 13%	22 10%	30 11%	33 14%	45 15%	103 14%	9 12%	16 8%	97 13%	54 13%	43 12%	33 13%	130 13%	-	42 9%	78 16%	8 17%	46 12%	58 14%	14 10%	8 20%	69 13%	52 12%	7 10%	113 13%
Very poor	56 5%	17 8%	15 5%	8 3%	16 5%	50 7%	1 1%	3 2%	41 5%	10 2%	31 9%	15 6%	56 6%	-	15 3%	35 7%	4 9%	17 4%	26 6%	10 7%	2 5%	32 6%	23 5%	4 6%	46 5%
Good (net)	573 56%	113 54%	154 56%	148 61%	158 54%	387 53%	46 59%	135 69%	426 56%	236 57%	190 54%	147 58%	572 56%	1 50%	288 63%	256 51%	20 43%	241 60%	219 51%	79 56%	26 65%	300 55%	251 58%	39 57%	505 57%
Poor (net)	186 18%	39 18%	45 16%	41 17%	61 21%	153 21%	10 13%	19 10%	138 18%	64 15%	74 21%	48 19%	186 18%	-	57 13%	113 23%	12 26%	63 16%	84 20%	24 17%	10 25%	101 18%	75 17%	11 16%	159 18%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	929	195	248	215	271	673	70	172	698	377	321	231	925	2	407	464	42	372	386	124	35	504	392	65	807
Very good	107 12%	29 15%	22 9%	23 11%	33 12%	61 9%	11 16%	35 20%	77 11%	46 12%	31 10%	30 13%	107 12%	-	62 15%	43 9%	2 5%	46 12%	30 8%	22 18%	8 23%	56 11%	47 12%	11 17%	91 11%
Fairly good	384 41%	69 35%	116 47%	87 40%	112 41%	261 39%	35 50%	83 48%	283 41%	151 40%	132 41%	101 44%	382 41%	1 50%	185 45%	174 38%	16 38%	153 41%	153 40%	52 42%	20 57%	207 41%	161 41%	24 37%	336 42%
Neither good nor poor	309 33%	63 32%	87 35%	69 32%	90 33%	239 36%	20 29%	43 25%	235 34%	127 34%	108 34%	74 32%	308 33%	1 50%	122 30%	166 36%	16 38%	121 33%	143 37%	36 29%	5 14%	175 35%	126 32%	22 34%	267 33%
Fairly poor	88 9%	22 11%	13 5%	25 12%	28 10%	75 11%	4 6%	7 4%	71 10%	38 10%	33 10%	17 7%	87 9%	-	24 6%	57 12%	5 12%	31 8%	43 11%	11 9%	2 6%	47 9%	38 10%	5 8%	78 10%
Very poor	41 4%	12 6%	10 4%	11 5%	8 3%	37 5%	-	4 2%	32 5%	15 4%	17 5%	9 4%	41 4%	-	14 3%	24 5%	3 7%	21 6%	17 4%	3 2%	-	19 4%	20 5%	3 5%	35 4%
Good (net)	491 53%	98 50%	138 56%	110 51%	145 54%	322 48%	46 66%	118 69%	360 52%	197 52%	163 51%	131 57%	489 53%	1 50%	247 61%	217 47%	18 43%	199 53%	183 47%	74 60%	28 80%	263 52%	208 53%	35 54%	427 53%
Poor (net)	129 14%	34 17%	23 9%	36 17%	36 13%	112 17%	4 6%	11 6%	103 15%	53 14%	50 16%	26 11%	128 14%	-	38 9%	81 17%	8 19%	52 14%	60 16%	14 11%	2 6%	66 13%	58 15%	8 12%	113 14%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	804	175	213	178	238	595	57	142	603	344	259	201	800	2	351	404	39	339	334	98	22	450	325	60	693
Very good	47 6%	8 5%	10 5%	12 7%	17 7%	25 4%	4 7%	18 13%	31 5%	22 6%	9 3%	16 8%	47 6%	-	29 8%	17 4%	1 3%	28 8%	13 4%	4 4%	1 5%	28 6%	15 5%	5 8%	40 6%
Fairly good	200 25%	51 29%	52 24%	37 21%	60 25%	138 23%	18 32%	43 30%	151 25%	90 26%	61 24%	49 24%	199 25%	1 50%	103 29%	88 22%	7 18%	93 27%	69 21%	25 26%	9 41%	109 24%	82 25%	11 18%	172 25%
Neither good nor poor	275 34%	60 34%	71 33%	68 38%	76 32%	206 35%	19 33%	45 32%	201 33%	120 35%	81 31%	74 37%	275 34%	-	127 36%	133 33%	11 28%	107 32%	119 36%	42 43%	6 27%	152 34%	120 37%	20 33%	239 34%
Fairly poor	172 21%	31 18%	46 22%	41 23%	54 23%	134 23%	14 25%	22 15%	137 23%	73 21%	64 25%	35 17%	170 21%	1 50%	59 17%	98 24%	13 33%	64 19%	87 26%	16 16%	2 9%	103 23%	62 19%	17 28%	145 21%
Very poor	110 14%	25 14%	34 16%	20 11%	31 13%	92 15%	2 4%	14 10%	83 14%	39 11%	44 17%	27 13%	109 14%	-	33 9%	68 17%	7 18%	47 14%	46 14%	11 11%	4 18%	58 13%	46 14%	7 12%	97 14%
Good (net)	247 31%	59 34%	62 29%	49 28%	77 32%	163 27%	22 39%	61 43%	182 30%	112 33%	70 27%	65 32%	246 31%	1 50%	132 38%	105 26%	8 21%	121 36%	82 25%	29 30%	10 45%	137 30%	97 30%	16 27%	212 31%
Poor (net)	282 35%	56 32%	80 38%	61 34%	85 36%	226 38%	16 28%	36 25%	220 36%	112 33%	108 42%	62 31%	279 35%	1 50%	92 26%	166 41%	20 51%	111 33%	133 40%	27 28%	6 27%	161 36%	108 33%	24 40%	242 35%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/cal 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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	986	206	267	229	284	710	77	186	742	405	337	244	982	2	438	488	45	395	412	132	36	529	423	68	863
Very good	294 30%	53 26%	60 22%	97 42%	84 30%	195 27%	30 39%	67 36%	215 29%	122 30%	93 28%	79 32%	293 30%	1 50%	137 31%	143 29%	11 24%	122 31%	107 26%	51 39%	13 36%	159 30%	126 30%	21 31%	264 31%
Fairly good	476 48%	101 49%	136 51%	105 46%	134 47%	346 49%	32 42%	89 48%	372 50%	200 49%	172 51%	104 43%	474 48%	1 50%	208 47%	234 48%	25 56%	185 47%	211 51%	56 42%	18 50%	251 47%	208 49%	33 49%	414 48%
Neither good nor poor	164 17%	39 19%	54 20%	22 10%	49 17%	127 18%	10 13%	25 13%	112 15%	60 15%	52 15%	52 21%	163 17%	-	73 17%	80 16%	8 18%	68 17%	74 18%	16 12%	4 11%	89 17%	69 16%	9 13%	145 17%
Fairly poor	38 4%	8 4%	13 5%	4 2%	13 5%	29 4%	4 5%	5 3%	30 4%	20 5%	10 3%	8 3%	38 4%	-	17 4%	21 4%	-	15 4%	13 3%	7 5%	1 3%	22 4%	14 3%	3 4%	29 3%
Very poor	14 1%	5 2%	4 1%	1 *	4 1%	13 2%	1 1%	-	13 2%	3 1%	10 3%	1 *	14 1%	-	3 1%	10 2%	1 2%	5 1%	7 2%	2 2%	-	8 2%	6 1%	2 3%	11 1%
Good (net)	770 78%	154 75%	196 73%	202 88%	218 77%	541 76%	62 81%	156 84%	587 79%	322 80%	265 79%	183 75%	767 78%	2 100%	345 79%	377 77%	36 80%	307 78%	318 77%	107 81%	31 86%	410 78%	334 79%	54 79%	678 79%
Poor (net)	52 5%	13 6%	17 6%	5 2%	17 6%	42 6%	5 6%	5 3%	43 6%	23 6%	20 6%	9 4%	52 5%	-	20 5%	31 6%	1 2%	20 5%	20 5%	9 7%	1 3%	30 6%	20 5%	5 7%	40 5%

Great Western (RUS) * Regional commuter JB:11519

Absolutes/ccl 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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	647	131	158	168	190	457	49	132	483	269	214	164	645	1	309	299	29	280	244	86	28	359	266	46	560
Very good	115 18%	15 11%	22 14%	39 23%	39 21%	69 15%	9 18%	37 28%	77 16%	43 16%	34 16%	38 23%	115 18%	-	65 21%	44 15%	6 21%	50 18%	37 15%	21 24%	7 25%	56 16%	56 21%	12 26%	95 17%
Fairly good	328 51%	72 55%	83 53%	85 51%	88 46%	226 49%	25 51%	71 54%	254 53%	143 53%	111 52%	74 45%	327 51%	1 100%	168 54%	144 48%	11 38%	138 49%	131 54%	38 44%	14 50%	192 53%	124 47%	25 54%	283 51%
Neither good nor poor	141 22%	27 21%	40 25%	28 17%	46 24%	109 24%	12 24%	19 14%	97 20%	54 20%	43 20%	44 27%	140 22%	-	56 18%	73 24%	9 31%	64 23%	53 22%	20 23%	4 14%	78 22%	59 22%	5 11%	129 23%
Fairly poor	43 7%	11 8%	10 6%	12 7%	10 5%	38 8%	2 4%	2 2%	37 8%	22 8%	15 7%	6 4%	43 7%	-	13 4%	28 9%	1 3%	20 7%	18 7%	4 5%	-	21 6%	20 8%	1 2%	38 7%
Very poor	20 3%	6 5%	3 2%	4 2%	7 4%	15 3%	1 2%	3 2%	18 4%	7 3%	11 5%	2 1%	20 3%	-	7 2%	10 3%	2 7%	8 3%	5 2%	3 3%	3 11%	12 3%	7 3%	3 7%	15 3%
Good (net)	443 68%	87 66%	105 66%	124 74%	127 67%	295 65%	34 69%	108 82%	331 69%	186 69%	145 68%	112 68%	442 69%	1 100%	233 75%	188 63%	17 59%	188 67%	168 69%	59 69%	21 75%	248 69%	180 68%	37 80%	378 68%
Poor (net)	63 10%	17 13%	13 8%	16 10%	17 9%	53 12%	3 6%	5 4%	55 11%	29 11%	26 12%	8 5%	63 10%	-	20 6%	38 13%	3 10%	28 10%	23 9%	7 8%	3 11%	33 9%	27 10%	4 9%	53 9%

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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

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY			
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1024	217	272	239	296	734	81	195	770	414	356	254	1020	2	456	504	48	403	428	140	40	549	440	69	897
Very good	148 14%	24 11%	34 13%	45 19%	45 15%	86 12%	14 17%	47 24%	100 13%	54 13%	46 13%	48 19%	148 15%	-	84 18%	56 11%	6 13%	57 14%	49 11%	29 21%	12 30%	74 13%	68 15%	13 19%	126 14%
Fairly good	548 54%	109 50%	134 49%	145 61%	160 54%	373 51%	51 63%	119 61%	408 53%	234 57%	174 49%	140 55%	545 53%	2	267 59%	253 50%	20 42%	217 54%	225 53%	82 59%	17 43%	291 53%	238 54%	34 49%	485 54%
Neither good nor poor	203 20%	44 20%	62 23%	39 16%	58 20%	165 22%	14 17%	20 10%	160 21%	84 20%	76 21%	43 17%	202 20%	-	75 16%	114 23%	12 25%	78 19%	95 22%	20 14%	8 20%	114 21%	84 19%	12 17%	180 20%
Fairly poor	93 9%	24 11%	31 11%	10 4%	28 9%	82 11%	2 2%	6 3%	74 10%	33 8%	41 12%	19 7%	93 9%	-	22 5%	62 12%	6 13%	38 9%	43 10%	7 5%	2 5%	53 10%	35 8%	5 7%	83 9%
Very poor	32 3%	16 7%	11 4%	-	5 2%	28 4%	-	3 2%	28 4%	9 2%	19 5%	4 2%	32 3%	-	8 2%	19 4%	4 8%	13 3%	16 4%	2 1%	1 3%	17 3%	15 3%	5 7%	23 3%
Good (net)	696 68%	133 61%	168 62%	190 79%	205 69%	459 63%	65 80%	166 85%	508 66%	288 70%	220 62%	188 74%	693 68%	2	351 77%	309 61%	26 54%	274 68%	274 64%	111 79%	29 73%	365 66%	306 70%	47 68%	611 68%
Poor (net)	125 12%	40 18%	42 15%	10 4%	33 11%	110 15%	2 2%	9 5%	102 13%	42 10%	60 17%	23 9%	125 12%	-	30 7%	81 16%	10 21%	51 13%	59 14%	9 6%	3 8%	70 13%	50 11%	10 14%	106 12%

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Absolutes/ccl percents

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

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY					FREQUENCY			AGE				GENDER		DISABILITY		
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1053	219	284	245	305	743	82	214	791	424	367	262	1049	2	481	507	48	419	437	145	48	567	459	76	922
Working full time (30+ hours)	725 69%	170 78%	178 63%	159 65%	218 71%	589 79%	64 78%	62 29%	570 72%	320 75%	250 68%	155 59%	722 69%	1 50%	260 54%	413 81%	39 81%	259 62%	360 82%	98 68%	6 13%	445 78%	258 56%	42 55%	642 70%
Working part time (9-29 hours)	138 13%	24 11%	37 13%	39 16%	38 12%	87 12%	15 18%	34 16%	101 13%	46 11%	55 15%	37 14%	138 13%	-	85 18%	49 10%	4 8%	47 11%	61 14%	27 19%	3 6%	47 8%	91 20%	13 17%	120 13%
Not working - seeking work	19 2%	2 1%	9 3%	5 2%	3 1%	1 *	- -	17 8%	11 1%	4 1%	7 2%	8 3%	19 2%	-	18 4%	1 *	-	11 3%	7 2%	1 1%	-	13 2%	6 1%	1 1%	18 2%
Not working and not seeking work	10 1%	1 *	2 1%	4 2%	3 1%	1 *	- -	9 4%	7 1%	3 1%	4 1%	3 1%	10 1%	-	9 2%	1 *	-	5 1%	4 1%	-	1 2%	6 1%	4 1%	3 4%	5 1%
Retired	60 6%	10 5%	19 7%	15 6%	16 5%	1 *	2 2%	56 26%	36 5%	18 4%	18 5%	24 9%	60 6%	-	55 11%	3 1%	-	-	1 *	18 12%	40 83%	19 3%	40 9%	7 9%	50 5%
Full time student	103 10%	13 6%	37 13%	24 10%	29 10%	69 9%	1 1%	33 15%	67 8%	34 8%	33 9%	36 14%	102 10%	1 50%	55 11%	40 8%	7 15%	99 24%	3 1%	-	-	39 7%	60 13%	9 12%	89 10%
Other	13 1%	2 1%	5 2%	4 2%	2 1%	4 1%	- -	9 4%	9 1%	6 1%	3 1%	4 2%	13 1%	-	7 1%	5 1%	-	8 2%	4 1%	1 1%	-	4 1%	9 2%	2 3%	10 1%

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Absolutes/cal percents

Table 85
Q.36 Age
Base:All who answered

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1050	217	284	243	306	742	82	212	788	422	366	262	1046	2	478	507	48	419	438	145	48	568	457	75	922
16-24	177 17%	20 9%	59 21%	48 20%	50 16%	121 16%	4 5%	50 24%	129 16%	61 14%	68 19%	48 18%	176 17%	1 50%	85 18%	75 15%	15 31%	177 42%	-	-	-	78 14%	94 21%	17 23%	149 16%
25-34	242 23%	55 25%	55 19%	64 26%	68 22%	191 26%	14 17%	36 17%	200 25%	119 28%	81 22%	42 16%	242 23%	-	95 20%	127 25%	19 40%	242 58%	-	-	-	130 23%	106 23%	12 16%	218 24%
35-44	188 18%	37 17%	40 14%	45 19%	66 22%	142 19%	21 26%	19 9%	149 19%	82 19%	67 18%	39 15%	188 18%	-	83 17%	95 19%	6 13%	-	188 43%	-	-	105 18%	79 17%	15 20%	167 18%
45-54	250 24%	56 26%	75 26%	48 20%	71 23%	194 26%	19 23%	34 16%	190 24%	107 25%	83 23%	60 23%	248 24%	-	102 21%	137 27%	5 10%	-	250 57%	-	-	154 27%	89 19%	16 21%	220 24%
55-59	85 8%	19 9%	24 8%	17 7%	25 8%	57 8%	15 18%	12 6%	52 7%	24 6%	28 8%	33 13%	85 8%	-	36 8%	44 9%	3 6%	-	-	85 59%	-	50 9%	35 8%	3 4%	77 8%
60-64	60 6%	21 10%	14 5%	10 4%	15 5%	30 4%	7 9%	22 10%	36 5%	15 4%	21 6%	24 9%	59 6%	1 50%	37 8%	22 4%	-	-	-	60 41%	-	31 5%	26 6%	5 7%	52 6%
65-74	41 4%	8 4%	14 5%	10 4%	9 3%	7 1%	2 2%	32 15%	28 4%	12 3%	16 4%	13 5%	41 4%	-	34 7%	6 1%	-	-	-	41 85%	17 3%	24 5%	6 8%	34 4%	
75+	7 1%	1 *	3 1%	1 *	2 1%	-	-	7 3%	4 1%	2 *	2 1%	3 1%	7 1%	-	6 1%	1 *	-	-	-	7 15%	3 1%	4 1%	1 1%	5 1%	

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Absolutes/cal percents

Table 86
 Q.37 Gender
 Base:All who answered

	TOTAL	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
		BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1027	214	281	237	295	724	77	212	771	410	361	256	1023	2	467	499	45	408	427	142	48	568	459	72	901
Male	568	127	149	125	167	419	46	93	425	233	192	143	566	1	236	299	22	208	259	81	20	568	-	41	487
	55%	59%	53%	53%	57%	58%	60%	44%	55%	57%	53%	56%	55%	50%	51%	60%	49%	51%	61%	57%	42%	100%	-	57%	54%
Female	459	87	132	112	128	305	31	119	346	177	169	113	457	1	231	200	23	200	168	61	28	-	459	31	414
	45%	41%	47%	47%	43%	42%	40%	56%	45%	43%	47%	44%	45%	50%	49%	40%	51%	49%	39%	43%	58%	-	100%	43%	46%

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Absolutes/cal percents

Table 87

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

Base:All who answered

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1039	212	282	241	304	733	81	211	782	418	364	257	1035	2	475	500	47	417	432	143	46	559	456	74	915
White	981 94%	202 95%	261 93%	226 94%	292 96%	686 94%	80 99%	203 96%	741 95%	394 94%	347 95%	240 93%	978 94%	2 100%	456 96%	468 94%	42 89%	385 92%	407 94%	142 99%	46 100%	530 95%	429 94%	68 92%	866 95%
Mixed	21 2%	6 3%	4 1%	6 2%	5 2%	16 2%	1 1%	3 1%	14 2%	5 1%	9 2%	7 3%	20 2%	- -	7 1%	11 2%	2 4%	10 2%	9 2%	2 1%	- -	13 2%	8 2%	3 4%	16 2%
Black or Black British	14 1%	3 1%	6 2%	3 1%	2 1%	11 2%	- -	3 1%	10 1%	8 2%	2 1%	4 2%	14 1%	- -	7 1%	5 1%	2 4%	5 1%	9 2%	- -	- -	4 1%	10 2%	- -	13 1%
Chinese	3 *	- -	3 1%	- -	- -	2 *	- -	1 *	1 *	- -	1 *	2 1%	3 *	- -	1 *	2 *	- -	1 *	2 *	- -	- -	- *	2 *	- -	3 *
Asian or Asian British	19 2%	2 1%	7 2%	6 2%	4 1%	17 2%	- -	1 *	15 2%	12 3%	3 1%	4 2%	19 2%	- -	5 1%	12 2%	1 2%	15 4%	4 1%	- -	- -	11 2%	7 2%	2 3%	17 2%
Other ethnic group	3 *	- -	2 1%	- -	1 *	3 *	- -	- -	3 *	1 *	2 1%	- -	3 *	- -	- -	3 1%	- -	2 *	1 *	- -	- -	2 *	1 *	1 1%	2 *
Ethnic excl.other (net)	57 5%	11 5%	20 7%	15 6%	11 4%	46 6%	1 1%	8 4%	40 5%	25 6%	15 4%	17 7%	56 5%	- -	20 4%	30 6%	5 11%	31 7%	24 6%	2 1%	- -	28 5%	27 6%	5 7%	49 5%

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Absolutes/cal percents

Table 88

Q.39 Do you have a disability or long term illness related to the following?

Base:All who answered

	REGIONAL COMMUTER SAMPLE					JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY	
	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO	
Base	1000	207	273	231	289	705	79	203	747	399	348	253	996	2	460	480	45	396	418	137	46	528	445	76	924
Mobility	15 2%	1 *	7 3%	1 *	6 2%	5 1%	1 1%	9 4%	12 2%	10 3%	2 1%	3 1%	15 2%	-	8 2%	5 1%	-	3 1%	7 2%	1 1%	4 9%	6 1%	9 2%	15 20%	-
Hearing	11 1%	1 *	4 1%	3 1%	3 1%	5 1%	1 1%	4 2%	6 1%	1 *	5 1%	5 2%	11 1%	-	6 1%	4 1%	-	4 1%	4 1%	2 1%	1 2%	7 1%	4 1%	11 14%	-
Eyesight	11 1%	3 1%	3 1%	1 *	4 1%	9 1%	-	2 1%	8 1%	6 2%	2 1%	3 1%	11 1%	-	5 1%	3 1%	3 7%	6 2%	4 1%	1 1%	-	6 1%	4 1%	11 14%	-
Learning difficulties	6 1%	1 *	3 1%	1 *	1 *	3 *	-	3 1%	2 *	2 1%	-	4 2%	6 1%	-	4 1%	2 *	-	6 2%	-	-	-	1 *	4 1%	6 8%	-
Speech impairment	2 *	-	2 1%	-	-	1 *	-	1 *	2 *	2 1%	-	-	2 *	-	1 *	1 *	-	2 1%	-	-	-	-	1 *	2 3%	-
Wheelchair user	1 *	1 *	-	-	-	1 *	-	-	1 *	1 *	-	-	1 *	-	-	1 *	-	-	-	-	-	-	-	1 1%	-
Other	38 4%	10 5%	15 5%	4 2%	9 3%	24 3%	1 1%	11 5%	29 4%	12 3%	17 5%	9 4%	37 4%	1 50%	19 4%	18 4%	-	13 3%	17 4%	5 4%	3 7%	24 5%	14 3%	38 50%	-
Disability (net)	76 8%	16 8%	27 10%	10 4%	23 8%	45 6%	2 3%	26 13%	55 7%	30 8%	25 7%	21 8%	75 8%	1 50%	40 9%	29 6%	3 7%	29 7%	31 7%	8 6%	7 15%	41 8%	31 7%	76 100%	-
No/none of these	924 92%	191 92%	246 90%	221 96%	266 92%	660 94%	77 97%	177 87%	692 93%	369 92%	323 93%	232 92%	921 92%	1 50%	420 91%	451 94%	42 93%	367 93%	387 93%	129 94%	39 85%	487 92%	414 93%	- -	924 100%

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Absolutes/cal percents

Table 89
Train type
Base:All respondents

	REGIONAL COMMUTER SAMPLE				JOURNEY PURPOSE			TIME OF DAY						FREQUENCY			AGE				GENDER		DISABILITY		
	TOTAL	BATH SPA	CAM & DRSLY	SVRN BEACH	WSTRN SM	CMTR	BUS	LSRE	TOTAL PEAK	AM PEAK	PM PEAK	OFF PEAK	WKDAY	WKEND	INFREQ	OCSNL	FREQ	16-34	35-54	55-64	65+	MALE	FEMALE	YES	NO
Base	1081	223	291	254	313	758	83	221	810	431	379	271	1077	2	494	516	49	419	438	145	48	568	459	76	924
HST	24 2%	7 3%	-	-	17 5%	18 2%	6 7%	-	14 2%	14 3%	-	10 4%	24 2%	-	9 2%	13 3%	2 4%	5 1%	14 3%	5 3%	-	20 4%	3 1%	-	24 3%
142	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
143	11 1%	-	-	11 4%	-	6 1%	-	5 2%	6 1%	-	6 2%	5 2%	11 1%	-	6 1%	5 1%	-	7 2%	1 *	1 1%	1 2%	5 1%	5 1%	1 1%	9 1%
150	750 69%	93 42%	181 62%	230 91%	246 79%	534 70%	56 67%	144 65%	584 72%	320 74%	264 70%	166 61%	748 69%	1 50%	335 68%	360 70%	37 76%	290 69%	312 71%	92 63%	31 65%	383 67%	324 71%	46 61%	649 70%
153	127 12%	80 36%	47 16%	-	-	87 11%	9 11%	29 13%	55 7%	23 5%	32 8%	72 27%	125 12%	1 50%	63 13%	55 11%	6 12%	50 12%	44 10%	24 17%	6 13%	72 13%	52 11%	13 17%	100 11%
158	132 12%	43 19%	26 9%	13 5%	50 16%	86 11%	9 11%	36 16%	117 14%	40 9%	77 20%	15 6%	132 12%	-	64 13%	63 12%	4 8%	55 13%	50 11%	18 12%	7 15%	70 12%	57 12%	14 18%	108 12%
Not classified	37 3%	-	37 13%	-	-	27 4%	3 4%	7 3%	34 4%	34 8%	-	3 1%	37 3%	-	17 3%	20 4%	-	12 3%	17 4%	5 3%	3 6%	18 3%	18 4%	2 3%	34 4%

Title	Page	Table	Base Description	Base
Q.1 Departure time of this train at the station boarded	1	1	Base:All who answered	1079
Q.2 Station where this train was BOARDED	2	2	Base:All who answered	1079
Q.3 Station you are TRAVELLING TO on this train	4	3	Base:All who answered	1079
Q.4A Does any part of the journey you are making today require a change or changes of train?	7	4	Base:All who answered	1036
Q.4B Final destination station	8	5	Base:All who changed at Q.4A and answered this question	134
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?	10	6	Base:All not requiring change(s) at Q.4A and answered this question	744
Q.6 Still assuming you did have to change trains during this journey, which of the following would concern you?	11	7	Base:All not requiring change(s) at Q.4A and answered this question	694
Q.7 What is the main purpose of your rail journey today?	12	8	Base:All who answered	1062
Q.8 How many times have you made this journey in the last two weeks?	13	9	Base:All who answered	1059
Q.9 Are you:	14	10	Base:All who answered	1061
Q.10 If you were not using the train to make this journey, how else would you make the journey?	15	11	Base:All who answered	928
Q.11A Do you use the station nearest to your home?	16	12	Base:All who answered	1057
Q.11B If you do not use your nearest station for most train journeys. Why is this?	17	13	Base:All not using the station nearest to home for most journeys at Q.11A and answered this question	170
Q.12 How did you travel to the station where you boarded this train today?	18	14	Base:All who answered	1061
Q.13 In the past 12 months, have you driven to the station where you boarded today and used the car park?	19	15	Base:All who answered	1044
Q.14 Which of the following best describes parking in the station car park where you boarded this train?	20	16	Base:All who have used the car park at Q.13 and answered this question	228
Q.15 If you have not used the bus to travel to the station today, what was the reason for this?	21	17	Base:All not using the bus at Q.12 and answered this question	949
Q.16 How will you travel to your final destination once you have left the train?	22	18	Base:All who answered	1059
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)	23	19	Base:All who answered excluding dk/no opinion	1003

	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)	24	20	Base:All who answered excluding dk/no opinion	818
	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)	25	21	Base:All who answered excluding dk/no opinion	465
	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)	26	22	Base:All who answered excluding dk/no opinion	431
	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)	27	23	Base:All who answered excluding dk/no opinion	560
	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)	28	24	Base:All who answered excluding dk/no opinion	524
	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)	29	25	Base:All who answered excluding dk/no opinion	395
	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)	30	26	Base:All who answered excluding dk/no opinion	379
	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?	31	27	Base:All who answered	1047
	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)	32	28	Base:All who answered	1033
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Friday)	33	29	Base:All who answered	930
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Saturday)	34	30	Base:All who answered	845
	Q.19A If trains departed EARLIER than the FIRST train does at present from this station, would you travel on these earlier trains? (Sundays)	35	31	Base:All who answered	830
	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)	36	32	Base:All who answered	1012

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)	37	33	Base:All who answered	933
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)	38	34	Base:All who answered	864
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)	39	35	Base:All who answered	841
Q.20 What type of ticket did you use for your journey today?	40	36	Base:All who answered	1007
Q.21 How was your ticket purchased?	41	37	Base:All who answered	1050
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (By post)	42	38	Base:All who answered	958
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)	43	39	Base:All who answered	997
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)	44	40	Base:All who answered	937
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)	45	41	Base:All who answered	958
Q.22 How likely would you be to make use of the following ways of receiving your ticket? (Smartcard)	46	42	Base:All who answered	940
Q.23 Did you use a railcard to buy your ticket? If so which one?	47	43	Base:All who answered	1002
Q.24 How would you rate the STATION where you boarded this train for: (Provision of information about train times platforms)	48	44	Base:All who answered excluding did not use/no opinion	1046
Q.24 How would you rate the STATION where you boarded this train for: (The upkeep repair of the station buildings platforms)	49	45	Base:All who answered excluding did not use/no opinion	1031
Q.24 How would you rate the STATION where you boarded this train for: (Cleanliness of the station)	50	46	Base:All who answered excluding did not use/no opinion	1018
Q.24 How would you rate the STATION where you boarded this train for: (The facilities and services at the station)	51	47	Base:All who answered excluding did not use/no opinion	905

	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)	52	48	Base:All who answered excluding did not use/no opinion	927
	Q.24 How would you rate the STATION where you boarded this train for: (The attitudes and helpfulness of the staff)	53	49	Base:All who answered excluding did not use/no opinion	782
	Q.24 How would you rate the STATION where you boarded this train for: (Connections with other forms of public transport)	54	50	Base:All who answered excluding did not use/no opinion	797
	Q.24 How would you rate the STATION where you boarded this train for: (Ticket buying facilities)	55	51	Base:All who answered excluding did not use/no opinion	890
	Q.24 How would you rate the STATION where you boarded this train for: (Facilities for bicycle parking)	56	52	Base:All who answered excluding did not use/no opinion	519
	Q.24 How would you rate the STATION where you boarded this train for: (Your personal security whilst using that station)	57	53	Base:All who answered excluding did not use/no opinion	944
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The space for luggage)	58	54	Base:All who answered excluding did not use/no opinion	914
	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)	59	55	Base:All who answered excluding did not use/no opinion	1040
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The comfort of the seating area)	60	56	Base:All who answered excluding did not use/no opinion	1034
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Space for bicycles)	61	57	Base:All who answered excluding did not use/no opinion	606
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (The toilet facilities)	62	58	Base:All who answered excluding did not use/no opinion	548
	Q.25 How would you rate the TRAIN you boarded for this journey in terms of: (Catering facilities)	63	59	Base:All who answered excluding did not use/no opinion	382
	Q.26 If you make this journey more than twice a month how would you describe a typical trip over the past month?	64	60	Base:All who answered	1044
	Q.27 Which of these are important for you to have on this journey?	65	61	Base:All who answered	696
	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?	66	62	Base:All who answered	1054
	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?	67	63	Base:All who answered	1047
	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?	68	64	Base:All who answered	1045

	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)	69	65	Base:All who answered	978
	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)	70	66	Base:All who answered	961
	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)	71	67	Base:All who answered	942
	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)	72	68	Base:All who answered	930
	Q.32 If engineering work was to take place in the future on this route, which of these options would you prefer?	73	69	Base:All who answered	1019
	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)	74	70	Base:All who answered excluding dk/no opinion	1019
	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)	75	71	Base:All who answered excluding dk/no opinion	1028
	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)	76	72	Base:All who answered excluding dk/no opinion	1020
	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)	77	73	Base:All who answered excluding dk/no opinion	1012
	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)	78	74	Base:All who answered excluding dk/no opinion	704
	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)	79	75	Base:All who answered excluding dk/no opinion	1021
	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)	80	76	Base:All who answered excluding dk/no opinion	913

	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)	81	77	Base:All who answered excluding dk/no opinion	932
	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)	82	78	Base:All who answered excluding dk/no opinion	1019
	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)	83	79	Base:All who answered excluding dk/no opinion	929
	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)	84	80	Base:All who answered excluding dk/no opinion	804
	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)	85	81	Base:All who answered excluding dk/no opinion	986
	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)	86	82	Base:All who answered excluding dk/no opinion	647
	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)	87	83	Base:All who answered excluding dk/no opinion	1024
	Q.35 Work status	88	84	Base:All who answered	1053
	Q.36 Age	89	85	Base:All who answered	1050
	Q.37 Gender	90	86	Base:All who answered	1027
	Q.38 Which of the following best describes your ethnic background?	91	87	Base:All who answered	1039
	Q.39 Do you have a disability or long term illness related to the following?	92	88	Base:All who answered	1000
	Train type	93	89	Base:All respondents	1081