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Q2A. Did You Continue Your Journey By Train After Getting Off At This Station?	6	4	Base : All Respondents	540
Q3. Which Of The Following Types Of Accommodation Did You Book On This Train?	7	5	Base : All Respondents	540
Q4. What Was The Main Purpose Of Trip You Were Making	8	6	Base : All Respondents	540
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Q6C. If You Are Returning Home How Long Have You Been Away Or If You Are Leaving Home How Long Will You Be Away For?	13	11	Base : All Respondents Travelling With Other Adults 16+	142
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Q9. Satisfaction With How Arrangements Were Carried Out On The Day	20	18	Base : All Respondents With Special Needs Who Made Special Arrangements In Advance	2
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Q11. When Did You Buy Your Ticket For Your Journey Today?	22	20	Base : All Respondents Who Bought Ticket In Advance	467

	Title	Page	Table	Base Description	Base
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	Q13D. Is Your Ticket For Your Journey Today?	29	27	Base : All Respondents	540
	Q13E. Did You Buy The Tickets For Your Rail Journey And Berth At The Same Time?	30	28	Base : All Respondents	540
	Q14. Type Of Railcard Used To Buy Ticket	31	29	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...Ticket Buying Facilities (If You Bought At That Station)	32	30	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...Provision Of Information About Train Times/Platforms	33	31	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...The Upkeep/Repair Of The Station Buildings/Platforms	34	32	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded... Cleanliness Of The Station	35	33	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...The Facilities And Services At The Station (e.g. Toilets, Shops, Cafes etc)	36	34	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...The Availability Of Staff At The Station	37	35	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...The Attitudes And Helpfulness Of The Staff	38	36	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded... Connections With Other Forms Of Public Transport (e.g. Bus, Tube, Tram, Taxi etc)	39	37	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...Facilities For Car Parking	40	38	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...Facilities For Bicycle Parking	41	39	Base : All Respondents	540
	Q15. Rating Of Station Where Train Was Boarded...Your Personal Security Whilst Using That Station	42	40	Base : All Respondents	540

Title	Page	Table	Base Description	Base
Q15. Rating Of Station Where Train Was Boarded...Ease Of Being Dropped Off By Car Or Taxi	43	41	Base : All Respondents	540
Q15. Rating Of Station Where Train Was Boarded...Waiting Facilities	44	42	Base : All Respondents	540
Q15. Rating Of Station Where Train Was Boarded...The Overall Station Environment	45	43	Base : All Respondents	540
Q16. And How Familiar Are You With That Particular Station	46	44	Base : All Respondents	540
Q17. Whilst At Station, Whether Asked Staff For Help Or Information	47	45	Base : All Respondents	540
Q18. Overall, How Satisfied Were You With The Way Your Request Was Handled?	48	46	Base : All Respondents Asking Station Staff For Help Or Information	112
Q19. Satisfaction With Train Journey...The Frequency Of The Trains On That Route	49	47	Base : All Respondents	540
Q19. Satisfaction With Train Journey...Punctuality/Reliability Of The Train (i.e. The Train Arriving/Departing On Time)	50	48	Base : All Respondents	540
Q19. Satisfaction With Train Journey...The Length Of Time The Journey Was Scheduled To Take	51	49	Base : All Respondents	540
Q19. Satisfaction With Train Journey...Connections With Other Train Services	52	50	Base : All Respondents	540
Q19. Satisfaction With Train Journey...The Value For Money For The Price Of Your Ticket	53	51	Base : All Respondents	540
Q20. Rating Of Train...Cleanliness	54	52	Base : All Respondents	540
Q20. Rating Of Train...Up Keep And Repair (Condition Of Seats, Walls, Tables etc.)	55	53	Base : All Respondents	540
Q20. Rating Of Train...The Provision Of Information At The Start And End Of The Journey	56	54	Base : All Respondents	540
Q20. Rating Of Train...The Availability Of Staff On The Train	57	55	Base : All Respondents	540
Q20. Rating Of Train...The Helpfulness And Attitude Of Staff On Train	58	56	Base : All Respondents	540
Q20. Rating Of Train...The Space For Luggage	59	57	Base : All Respondents	540
Q20. Rating Of Train...Sufficient Room In Your Berth/Compartment	60	58	Base : All Respondents	540
Q20. Rating Of Train...The Comfort Of The Bed	61	59	Base : All Respondents	540
Q20. Rating Of Train...Space For Bicycles	62	60	Base : All Respondents	540
Q20. Rating Of Train...The Ease Of Being Able To Get On And Off The Train	63	61	Base : All Respondents	540
Q20. Rating Of Train...Your Personal Security Whilst On Board The Train	64	62	Base : All Respondents	540

Title	Page	Table	Base Description	Base
Q20. Rating Of Train...Wash Facilities	65	63	Base : All Respondents	540
Q20. Rating Of Train...Bedding Sheets, Duvets And Pillows	66	64	Base : All Respondents	540
Q20. Rating Of Train...The Comfort Of The Seating Area	67	65	Base : All Respondents	540
Q20. Rating Of Train...The Toilet Facilities	68	66	Base : All Respondents	540
Q21. Rating Of Train...The Cleanliness Of The Berth	69	67	Base : All Respondents	540
Q21. Rating Of Train...The Cleanliness Of The Day Carriage	70	68	Base : All Respondents	540
Q21. Rating Of Train...The Cleanliness Of The Outside Of The Train	71	69	Base : All Respondents	540
Q22. Did You Experience Any Delay Either On This Train Or Because The Train Your Had Planned To Catch There Was Cancelled?	72	70	Base : All Respondents	540
Q23. What Sort Of Delay Did You Experience?	73	71	Base : All Respondents Experiencing A Delay	56
Q24. How Long Was Your Delay?	74	72	Base : All Respondents Experiencing A Delay	56
Q25. Rating Of...How Train Company Dealt With This Delay	75	73	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Amount Of Information Provided About The Delay	76	74	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Accuracy Of Information Given About The Delay	77	75	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Usefulness Of The Information	78	76	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Speed With Which Information Was Provided	79	77	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Time Taken To Resolve The Problem	80	78	Base : All Respondents Experiencing A Delay	56
Q26. Rating Of...The Availability Of Alternative Transport If The Train Service Could Not Continue	81	79	Base : All Respondents Experiencing A Delay	56
Q27. Taking Into Account Just The Station Where You Boarded The Train And The Actual Train Travelled On	82	80	Base : All Respondents	540
Q28. How Long Were You On The Train?	83	81	Base : All Respondents	540
Q29A. How Often Do You Use The Sleeper Train Service That You Were On Today When Handed This Questionnaire?	84	82	Base : All Respondents	540

Title	Page	Table	Base Description	Base
Q29B. How Often Do You Make The Journey That You Were On Today By A Day (Non-sleeper) Train?	85	83	Base : All Respondents	540
Q30A. If You Used Ticket Gates At The Station, How Easy Did You Find It To Use Them?	86	84	Base : All Respondents	540
Q31A. How Long Have You Been Using The Sleeper Service On This Route On A Regular Basis?	87	85	Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper	139
Q31B. Are You Using The Sleeper Service More Or Less Frequently Now Than A Year Ago?	88	86	Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper	139
Q32. Rating Of...The Times When The Ticket Office Is Open	89	87	Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper	139
Q32. Rating Of...How Often Your Ticket Is Checked By A Ticket Collector	90	88	Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper	139
Q33. During The Last Six Months, Have You Had Cause To Worry About Your Personal Security Whilst Making A Train Journey?	91	89	Base : All Respondents	540
Q34. Reason For Worry About Personal Security	92	90	Base : All Respondents Who Have Had Cause To Worry About Their Personal Security Whilst Making A Train Journey	67
Q35. Agreement With Statement... I Regularly See Police Officers On Trains	94	91	Base : All Respondents	540
Q36. Agreement With Statement... I Regularly See Police Officers At Stations	95	92	Base : All Respondents	540
Q37. During The Past Six Months, Have Concerns About Your Personal Security Ever Prevented You From Travelling	96	93	Base : All Respondents	540
Q38. Have You Has Any Contact With The British Transport Police During The Last Six Months?	97	94	Base : All Respondents	540
Q39. Rating Of...The Ease Of Contacting Someone From The British Transport Police Who Could Assist You	98	95	Base : All Respondents Witnessed Or Been The Victim Of More Than One Crime	2
Q39. Rating Of...The Actions Taken By The British Transport Police	99	96	Base : All Respondents Witnessed Or Been The Victim Of More Than One Crime	2
Q39. Rating Of...How Well You Were Kept Informed Of Progress	100	97	Base : All Respondents Witnessed Or Been The Victim Of More Than One Crime	2
Q39. Rating Of...The Way You Were Treated By The Police Officers And Staff Who Dealt With You	101	98	Base : All Respondents Witnessed Or Been The Victim Of More Than One Crime	2

Title	Page	Table	Base Description	Base
Q40. Taking The Whole Experience Into Account, How Satisfied Are You With The Service Provided By The British transport Police In This Case?	102	99	Base : All Respondents Witnessed Or Been The Victim Of More Than One Crime	2
Q41. During The Last Six Months, Have You Witnessed Or Been Involved In Any Incident On The Railway,	103	100	Base : All Respondents	540
Q42. If So, Why Did You Not Contact The Police?	104	101	Base : All Respondents Who Considered Contacting The Police But Did Not Actually Do So	20
Q43. Potential Improvements To Assist When Planning Future Rail Journeys	105	102	Base : All Respondents	540
Q44A. Do You Know What Your Compensation Rights Are In The Event Of A Delay Of More Than An Hour Which Was Within The Rail Industry's Control?	106	103	Base : All Respondents	540
Q45. Thinking Back Over The Last Six Months, Have You Made A Compensation Claim Following A Delayed	107	104	Base : All Respondents	540
Q46. How Satisfied Were You With The Way Your Complaint/Claim Was Handled?	108	105	Base : All Respondents Who Have Made A Compensation Claim	114
Q47. Why Were You Dissatisfied?	109	106	Base : All Respondents Who Have Made A Compensation Claim And Were Dissatisfied With How It Was Handled	39
Q49. Age	110	107	Base : All Respondents	540
Q50. Gender	111	108	Base : All Respondents	540
Q51. Working Status	112	109	Base : All Respondents	540
Q52. Occupation Of Chief Wage Earner	113	110	Base : All Respondents	540
Q53. Do You Regularly Use The Internet?	114	111	Base : All Respondents	540
Q54. Ethnic Group	115	112	Base : All Respondents	540

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 1
Q1A. Scheduled Departure Time
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
1900-1959	4%	4%	4%	*	-	1%	9%	12%	7%
2000-2059	3%	-	6%	-	-	-	7%	-	13%
2100-2159	27%	26%	28%	22%	10%	36%	34%	53%	19%
2200-2259	12%	5%	20%	21%	8%	36%	1%	-	2%
2300-2359	50%	61%	40%	52%	76%	21%	48%	34%	59%
0000-0059	2%	2%	1%	3%	3%	3%	-	-	-
0100 or later	2%	2%	1%	3%	3%	2%	*	1%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 2

Q1B. At Which Station Did You Board This Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
ABD, Aberdeen	1%	-	2%	-	-	-	2%	-	4%
BOD, Bodmin Parkway	1%	-	1%	1%	-	2%	-	-	-
CBN, Camborne	1%	*	1%	2%	1%	3%	-	-	-
CAN, Carnoustie	*	-	*	-	-	-	*	-	1%
CRR, Corrour	*	-	*	-	-	-	*	-	1%
DBL, Dunblane	*	-	*	-	-	-	*	-	1%
DEE, Dundee	*	-	1%	-	-	-	1%	-	1%
DKD, Dunkeld And Birnam	*	-	*	-	-	-	*	-	1%
EDB, Edinburgh	8%	-	17%	-	-	-	19%	-	34%
EXD, Exeter St Davids	1%	*	1%	1%	1%	1%	-	-	-
FTW, FORT WILLIAM	2%	-	3%	-	-	-	4%	-	7%
GLC, Glasgow Central	4%	*	7%	-	-	-	9%	1%	15%
GQL, Glasgow Queen Street	*	*	-	-	-	-	*	1%	-
HYL, Hayle	*	*	-	*	1%	-	-	-	-
INV, Inverness	3%	-	6%	-	-	-	6%	-	11%
KIN, Kingussie	*	-	*	-	-	-	*	-	1%
LEU, Leuchars	*	-	1%	-	-	-	1%	-	1%
LSK, Liskeard	1%	*	1%	1%	1%	1%	-	-	-
EUS, London Euston	23%	36%	10%	-	-	-	53%	98%	20%
PAD, London Paddington	28%	48%	8%	49%	75%	15%	-	-	-
NTA, Newton Abbot	1%	1%	1%	2%	2%	1%	-	-	-
PAR, Par	*	-	*	*	-	1%	-	-	-
PNZ, Penzance	10%	6%	15%	18%	9%	30%	-	-	-
PTH, Perth	*	-	*	-	-	-	*	-	1%
PLY, Plymouth	1%	*	3%	3%	1%	5%	-	-	-
RAN, Rannoch	*	-	*	-	-	-	*	-	1%
RDZ, Reading	1%	1%	*	1%	2%	1%	-	-	-
RED, Redruth	2%	1%	3%	3%	2%	5%	-	-	-
SBR, Spean Bridge	*	-	*	-	-	-	*	-	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 2

Q1B. At Which Station Did You Board This Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
SAU, St Austell	2%	1%	3%	3%	1%	6%	-	-	-
SER, St Erth	1%	1%	1%	2%	1%	2%	-	-	-
STN, Stonehaven	*	-	*	-	-	-	*	-	1%
TOT, Totnes	*	-	*	*	-	1%	-	-	-
TRU, Truro	8%	3%	13%	14%	5%	25%	-	-	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 3

Q1C. At Which Station Did You Get Off This Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
ABD, Aberdeen	3%	2%	3%	-	-	-	6%	6%	7%
AVM, Aviemore	1%	1%	-	-	-	-	2%	4%	-
BOD, Bodmin Parkway	2%	3%	1%	3%	4%	1%	-	-	-
CBN, Camborne	1%	2%	*	2%	3%	1%	-	-	-
CRS, Carstairs	1%	1%	1%	-	-	-	3%	4%	3%
CRR, Corrour	*	*	-	-	-	-	*	1%	-
CRE, Crewe	*	-	*	-	-	-	*	-	1%
DEE, Dundee	*	-	*	-	-	-	*	-	1%
DKD, Dunkeld And Birnam	*	*	-	-	-	-	*	1%	-
EDB, Edinburgh	4%	7%	1%	-	-	-	10%	19%	3%
EXD, Exeter St Davids	1%	2%	*	2%	4%	1%	-	-	-
FTW, FORT WILLIAM	2%	2%	1%	-	-	-	4%	6%	3%
GLC, Glasgow Central	3%	5%	1%	-	-	-	7%	13%	3%
GLE, Gleneagles	*	-	*	-	-	-	*	-	1%
HYL, Hayle	*	*	-	*	1%	-	-	-	-
INV, Inverness	6%	11%	1%	-	-	-	14%	30%	2%
KIN, Kingussie	1%	1%	-	-	-	-	1%	3%	-
LEU, Leuchars	*	-	*	-	-	-	*	-	1%
LSK, Liskeard	1%	1%	*	1%	1%	1%	-	-	-
EUS, London Euston	19%	*	37%	-	-	-	44%	1%	75%
PAD, London Paddington	24%	14%	34%	42%	22%	67%	-	-	-
LOS, Lostwithiel	*	-	*	*	-	1%	-	-	-
MTS, Montrose	*	1%	-	-	-	-	1%	2%	-
MTH, Motherwell	*	*	-	-	-	-	*	1%	-
NTA, Newton Abbot	1%	1%	*	2%	2%	1%	-	-	-
NWR, Newtonmore	*	1%	-	-	-	-	1%	2%	-
PAR, Par	1%	*	1%	1%	1%	2%	-	-	-
PNZ, Penzance	9%	15%	3%	15%	23%	5%	-	-	-
PTH, Perth	*	1%	-	-	-	-	1%	2%	-
PLY, Plymouth	4%	5%	4%	7%	8%	7%	-	-	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 3

Q1C. At Which Station Did You Get Off This Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
PRE, Preston	*	-	*	-	-	-	*	-	1%
RDZ, Reading	1%	-	2%	2%	-	4%	-	-	-
RED, Redruth	1%	2%	-	2%	4%	-	-	-	-
SBR, Spean Bridge	*	-	*	-	-	-	*	-	1%
SAU, St Austell	1%	1%	1%	2%	2%	2%	-	-	-
SER, St Erth	2%	3%	1%	3%	4%	1%	-	-	-
STN, Stonehaven	*	1%	-	-	-	-	1%	2%	-
TAU, Taunton	1%	2%	-	2%	4%	-	-	-	-
TRU, Truro	7%	12%	3%	13%	19%	6%	-	-	-
WES, Westerton	*	1%	-	-	-	-	1%	2%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 4

Q2A. Did You Continue Your Journey By Train After Getting Off At This Station?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	25%	19%	31%	23%	16%	32%	27%	23%	30%
No	71%	77%	66%	73%	80%	64%	70%	73%	67%
Not stated	4%	4%	3%	4%	4%	4%	3%	3%	3%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 5

Q3. Which Of The Following Types Of Accommodation Did You Book On This Train?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
A sleeper berth	83%	83%	84%	78%	78%	78%	90%	90%	90%
A seat in a normal carriage	16%	17%	15%	21%	21%	21%	9%	9%	10%
Not stated	1%	1%	*	1%	1%	1%	*	1%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 6

Q4. What Was The Main Purpose Of Trip You Were Making

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Commuting to/from work	14%	13%	15%	15%	15%	15%	13%	8%	16%
Commuting for education (to/from college/ school/university)	2%	3%	2%	3%	3%	4%	1%	3%	-
On company business (or own if self employed)	27%	26%	28%	27%	25%	29%	28%	29%	27%
On personal business (job interview, dentist etc)	7%	9%	4%	6%	8%	4%	8%	11%	5%
Visiting friends or relatives	17%	18%	16%	15%	14%	16%	20%	24%	16%
Shopping	1%	-	1%	*	-	1%	1%	-	1%
Travel to/from holiday	15%	14%	16%	15%	14%	16%	15%	13%	16%
A day out	4%	3%	4%	4%	5%	4%	3%	-	5%
Sport	1%	3%	*	2%	3%	1%	1%	2%	-
Other leisure trip	10%	11%	8%	9%	12%	6%	10%	9%	11%
Don't know/No answer	3%	1%	4%	4%	2%	5%	1%	-	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 7

Q5A. And Were You On Your Outward Or Return Journey When Given Questionnaire

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Outward	52%	48%	56%	54%	50%	58%	50%	45%	54%
Return	39%	43%	34%	37%	42%	32%	41%	47%	37%
One way trip only	6%	7%	5%	6%	7%	4%	6%	8%	5%
Don't know/No answer	3%	1%	4%	3%	2%	5%	2%	-	4%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 8

Q5B. How Did You/Will You Be Making Your Journey In The Reverse Direction?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Day train	47%	48%	45%	64%	64%	64%	24%	21%	26%
Sleeper train	33%	31%	34%	17%	18%	17%	53%	54%	52%
Coach	1%	*	1%	*	-	1%	1%	1%	1%
Air	6%	8%	5%	3%	4%	2%	11%	14%	8%
Car	2%	3%	1%	2%	3%	1%	2%	2%	1%
Taxi	1%	*	1%	1%	1%	1%	*	-	1%
Other form of transport	*	*	*	1%	1%	1%	-	-	-
Don't know	1%	*	1%	*	-	1%	1%	1%	1%
Not relevant	6%	7%	6%	7%	8%	6%	5%	5%	5%
Don't know/No answer	3%	2%	5%	4%	2%	7%	2%	1%	3%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 9

Q6A. Were You Travelling Alone Or With Others

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Travelling alone	69%	72%	65%	68%	68%	68%	69%	78%	63%
Travelling with children aged 0-4	1%	*	1%	1%	1%	2%	*	-	1%
Travelling with children aged 5-10	1%	1%	2%	1%	1%	1%	2%	1%	2%
Travelling with children aged 11-15	2%	3%	1%	1%	2%	1%	3%	4%	2%
Travelling with other adults 16+	26%	23%	30%	25%	25%	26%	28%	19%	34%
Don't know/No answer	3%	2%	4%	4%	4%	5%	1%	-	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 10
 Q6B. Were These Other Adults...
 Base : All Respondents Travelling With Other Adults 16+

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	142	62	80	78	43	35	64	19	45
Family	74%	69%	78%	72%	67%	77%	77%	74%	78%
Friends	18%	23%	15%	18%	23%	11%	19%	21%	18%
Colleagues	8%	11%	6%	12%	12%	11%	5%	11%	2%
Don't know/No answer	1%	-	1%	-	-	-	2%	-	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 11

Q6C. If You Are Returning Home How Long Have You Been Away Or If You Are Leaving Home How Long Will You Be Away For?

Base : All Respondents Travelling With Other Adults 16+

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	142	62	80	78	43	35	64	19	45
1 or 2 days	30%	35%	26%	35%	42%	26%	25%	21%	27%
Between 3 and 5 days	23%	24%	21%	19%	19%	20%	27%	37%	22%
Longer than 5 days	25%	19%	30%	24%	21%	29%	27%	16%	31%
Don't know	1%	2%	-	1%	2%	-	-	-	-
Not relevant	11%	11%	11%	12%	12%	11%	11%	11%	11%
Don't know/No answer	10%	8%	11%	9%	5%	14%	11%	16%	9%

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Table 12

Q7. Whether Travelling With Baggage/Additional Item(s)

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Travelling with heavy/ bulky luggage/other large items	38%	38%	37%	37%	36%	38%	39%	43%	37%
Travelling with a pushchair	*	-	*	*	-	1%	-	-	-
Travelling with a folding bicycle	1%	2%	1%	*	-	1%	3%	5%	1%
Travelling with a non- folding bicycle	1%	1%	1%	2%	1%	2%	-	-	-
Travelling with a dog	*	*	-	-	-	-	*	1%	-
Travelling with a wheelchair	-	-	-	-	-	-	-	-	-
Travelling with a helper	*	-	1%	*	-	1%	*	-	1%
None apply	56%	57%	56%	57%	60%	53%	55%	50%	59%
Don't know/No answer	4%	3%	6%	5%	4%	7%	3%	1%	4%

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Table 13

Q8A. Do You Have A Disability Or Long Term Illness Related To The Following...

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
NET: Have a disability/ long term illness	4%	4%	4%	5%	5%	4%	3%	3%	4%
Yes : Mobility	2%	3%	1%	2%	3%	-	2%	2%	2%
Yes : Wheelchair user	-	-	-	-	-	-	-	-	-
Yes : Hearing	1%	1%	1%	2%	2%	1%	*	1%	-
Yes : Eyesight	1%	*	1%	1%	-	2%	*	1%	-
Yes : Speech impairment	-	-	-	-	-	-	-	-	-
Yes : Learning difficulties	*	-	1%	-	-	-	1%	-	1%
Other	1%	*	1%	1%	1%	1%	*	-	1%
No/None	90%	90%	89%	88%	89%	87%	92%	93%	92%
Don't know/No answer	6%	5%	7%	7%	6%	9%	4%	4%	4%

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Table 14
Q8B. How Satisfied Are You That The Train Station Met Your Needs As A Passenger With Long Term Illness Or Disability?
Base : All Respondents With Special Needs

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	23	12	11	15	9	6	8	3	5
Don't know/No opinion	4%	8%	-	-	-	-	13%	33%	-
Not stated	9%	8%	9%	7%	-	17%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	20	10	10	14	9	5	6	1	5
Very satisfied	25%	20%	30%	21%	22%	20%	33%	-	40%
Fairly satisfied	50%	40%	60%	50%	44%	60%	50%	-	60%
Neither satisfied nor dissatisfied	10%	20%	-	14%	22%	-	-	-	-
Fairly dissatisfied	10%	10%	10%	14%	11%	20%	-	-	-
Very dissatisfied	5%	10%	-	-	-	-	17%	100%	-
NET: Satisfied (TOP 2 BOX)	75%	60%	90%	71%	67%	80%	83%	-	100%
NET: Dissatisfied (BOTTOM 2 BOX)	15%	20%	10%	14%	11%	20%	17%	100%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 15
 Q8C. How Satisfied Are You That The Trains Themselves Met Your Needs As A Passenger With A Long Term Illness Or Disability?
 Base : All Respondents With Special Needs

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	23	12	11	15	9	6	8	3	5
Don't know/No opinion	-	-	-	-	-	-	-	-	-
Not stated	9%	8%	9%	7%	-	17%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	21	11	10	14	9	5	7	2	5
Very satisfied	29%	27%	30%	36%	33%	40%	14%	-	20%
Fairly satisfied	48%	36%	60%	43%	33%	60%	57%	50%	60%
Neither satisfied nor dissatisfied	14%	18%	10%	14%	22%	-	14%	-	20%
Fairly dissatisfied	10%	18%	-	7%	11%	-	14%	50%	-
Very dissatisfied	-	-	-	-	-	-	-	-	-
NET: Satisfied (TOP 2 BOX)	76%	64%	90%	79%	67%	100%	71%	50%	80%
NET: Dissatisfied (BOTTOM 2 BOX)	10%	18%	-	7%	11%	-	14%	50%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 16

Q8D. Did You Book Assistance With Your Train Company To Get On/Off The Train?

Base : All Those Answering With Special Needs

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	23	12	11	15	9	6	8	3	5
Yes	9%	-	18%	7%	-	17%	13%	-	20%
No	91%	100%	82%	93%	100%	83%	88%	100%	80%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 19
Q10. How Ticket Was Purchased
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
NET: In advance	86%	90%	83%	84%	89%	79%	89%	91%	88%
In advance - booked over phone	25%	28%	22%	25%	30%	19%	25%	26%	25%
In advance at station	21%	23%	19%	26%	28%	24%	14%	14%	13%
In advance via travel agent	4%	4%	4%	5%	5%	4%	4%	3%	4%
In advance - via the internet/a website	36%	34%	38%	29%	26%	32%	46%	48%	45%
On the day of travel at a station ticket office	4%	3%	4%	5%	4%	6%	3%	2%	3%
On the day of travel from ticket machine	1%	*	1%	2%	1%	3%	-	-	-
On the day of travel on the train	1%	1%	2%	2%	1%	3%	*	-	1%
Using season ticket	1%	1%	1%	1%	1%	1%	1%	2%	1%
Other methods of purchase	1%	*	1%	*	-	1%	1%	1%	1%
Ticket was organised for me	3%	3%	3%	3%	3%	3%	4%	4%	4%
Don't know/No answer	2%	1%	4%	3%	2%	5%	1%	-	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 20

Q11. When Did You Buy Your Ticket For Your Journey Today?

Base : All Respondents Who Bought Ticket In Advance

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	467	241	226	260	152	108	207	89	118
Today	2%	3%	1%	3%	5%	1%	1%	1%	1%
In last week	26%	25%	28%	29%	28%	31%	23%	20%	25%
In last fortnight	21%	24%	17%	24%	28%	19%	16%	17%	15%
In last month	23%	20%	26%	22%	16%	31%	24%	27%	22%
In last two months	27%	27%	26%	22%	24%	19%	32%	31%	33%
Don't know/No answer	1%	1%	2%	-	-	-	3%	3%	3%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 21

Q12. Rating Of... The Information Provided About Tickets Available

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	6%	6%	6%	6%	5%	7%	6%	7%	4%
Not stated	4%	3%	4%	3%	2%	4%	4%	5%	4%
Sample size (exc. No opinion/Did not use/Not Stated)	491	245	246	282	159	123	209	86	123
Very good	35%	40%	31%	40%	42%	38%	29%	36%	24%
Fairly good	42%	38%	47%	39%	36%	42%	47%	41%	51%
Neither good nor poor	12%	14%	11%	11%	13%	8%	15%	16%	14%
Fairly poor	7%	5%	8%	6%	6%	6%	8%	3%	11%
Very poor	3%	3%	3%	4%	3%	6%	2%	3%	1%
NET: Good (TOP 2 BOX)	78%	78%	78%	79%	78%	80%	76%	77%	75%
NET: Poor (BOTTON 2 BOX)	10%	9%	11%	10%	9%	11%	10%	7%	11%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 22
Q12. Rating Of... The Range Of Tickets Available
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	7%	7%	7%	8%	7%	9%	5%	6%	4%
Not stated	7%	7%	8%	7%	6%	9%	7%	7%	7%
Sample size (exc. No opinion/Did not use/Not Stated)	464	233	231	261	148	113	203	85	118
Very good	27%	30%	24%	32%	32%	31%	21%	26%	18%
Fairly good	40%	39%	40%	38%	37%	38%	42%	42%	42%
Neither good nor poor	22%	20%	24%	20%	20%	20%	25%	20%	28%
Fairly poor	7%	7%	7%	8%	9%	6%	6%	5%	8%
Very poor	4%	4%	4%	3%	2%	4%	5%	7%	4%
NET: Good (TOP 2 BOX)	67%	69%	65%	69%	70%	69%	64%	68%	60%
NET: Poor (BOTTON 2 BOX)	11%	11%	11%	11%	11%	11%	12%	12%	12%

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Table 23
Q12. Rating Of... Ease Of Ticket Purchase
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	3%	3%	3%	3%	4%	3%	3%	3%	3%
Not stated	5%	4%	6%	6%	6%	7%	4%	2%	5%
Sample size (exc. No opinion/Did not use/Not Stated)	494	248	246	278	155	123	216	93	123
Very good	46%	47%	45%	47%	44%	52%	44%	52%	38%
Fairly good	38%	36%	40%	37%	38%	36%	40%	33%	45%
Neither good nor poor	7%	8%	5%	6%	8%	3%	8%	9%	7%
Fairly poor	5%	5%	6%	5%	5%	6%	6%	4%	7%
Very poor	4%	4%	3%	4%	5%	3%	3%	2%	3%
NET: Good (TOP 2 BOX)	84%	83%	85%	85%	82%	88%	84%	85%	83%
NET: Poor (BOTTON 2 BOX)	9%	9%	9%	10%	10%	9%	8%	6%	10%

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Table 24

Q12. Rating Of... Information About The Service And Berth Options

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	5%	5%	6%	6%	6%	7%	4%	4%	4%
Not stated	7%	6%	8%	7%	6%	8%	7%	6%	8%
Sample size (exc. No opinion/Did not use/Not Stated)	473	239	234	267	151	116	206	88	118
Very good	30%	34%	26%	30%	31%	29%	29%	39%	22%
Fairly good	40%	35%	45%	39%	38%	40%	42%	30%	51%
Neither good nor poor	17%	18%	16%	19%	19%	20%	15%	17%	13%
Fairly poor	8%	8%	9%	7%	8%	5%	10%	8%	12%
Very poor	5%	5%	4%	5%	4%	6%	4%	7%	3%
NET: Good (TOP 2 BOX)	70%	69%	71%	69%	70%	69%	71%	68%	73%
NET: Poor (BOTTON 2 BOX)	13%	13%	13%	12%	12%	11%	15%	15%	14%

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Table 25

Q13A. What Type Of Ticket Did You Use For Your Journey From The Station Where You Boarded The Train?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Anytime Single/Return	9%	10%	7%	7%	8%	5%	11%	13%	9%
Anytime Day Single/ Return	2%	2%	3%	3%	2%	4%	2%	2%	1%
Off-Peak/Super Off-Peak Single/Return	14%	13%	15%	18%	18%	17%	9%	4%	13%
Off-Peak Day/Super Off- Peak Day Single/Return	5%	4%	7%	8%	5%	12%	1%	1%	1%
Advance	44%	48%	39%	49%	54%	42%	37%	39%	35%
Special promotion ticket e.g. rover ticket	5%	4%	6%	3%	2%	4%	7%	6%	7%
Other	19%	17%	21%	10%	9%	12%	31%	32%	31%
Don't know/No answer	2%	2%	3%	3%	2%	4%	2%	3%	1%

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Table 26

Q13B. Were You Aware Of Any Restrictions On The Use Of Your Ticket

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	58%	56%	60%	61%	64%	58%	53%	42%	62%
No	32%	35%	30%	31%	29%	34%	33%	44%	25%
Don't know	8%	8%	9%	6%	6%	7%	11%	11%	10%
No answer	2%	2%	2%	1%	1%	1%	3%	3%	2%

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Table 27

Q13D. Is Your Ticket For Your Journey Today?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
First class	24%	26%	22%	15%	16%	14%	35%	42%	31%
Second class	74%	71%	76%	82%	80%	85%	62%	55%	67%
Don't know/No answer	3%	3%	2%	3%	4%	1%	3%	3%	2%

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Table 28

Q13E. Did You Buy The Tickets For Your Rail Journey And Berth At The Same Time?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	75%	75%	75%	73%	73%	73%	78%	80%	77%
No	8%	6%	9%	5%	4%	7%	11%	11%	10%
Not relevant - did not have a berth	14%	16%	13%	18%	19%	17%	9%	9%	9%
Don't know/No answer	3%	3%	3%	4%	5%	3%	2%	-	4%

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Table 29

Q14. Type Of Railcard Used To Buy Ticket

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use a railcard	54%	55%	52%	52%	53%	50%	56%	58%	54%
16-25 railcard	3%	4%	1%	3%	4%	2%	2%	4%	1%
Senior railcard	16%	17%	14%	20%	20%	20%	10%	12%	9%
Family & friends railcard	2%	1%	2%	1%	1%	1%	3%	3%	4%
Disabled persons railcard	1%	*	1%	1%	1%	1%	1%	-	1%
Network railcard	1%	-	2%	1%	-	2%	1%	-	1%
Forces railcard	1%	1%	-	1%	2%	-	-	-	-
Groupsave discount	-	-	-	-	-	-	-	-	-
Other railcard	8%	7%	9%	7%	6%	8%	10%	9%	10%
Don't know/No answer	15%	13%	17%	15%	13%	16%	16%	13%	19%

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Table 30

Q15. Rating Of Station Where Train Was Boarded...Ticket Buying Facilities (If You Bought At That Station)

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	51%	54%	48%	46%	49%	42%	57%	63%	53%
Not stated	16%	16%	17%	14%	16%	11%	20%	17%	22%
Sample size (exc. No opinion/Did not use/Not Stated)	176	79	97	124	60	64	52	19	33
Very good	36%	34%	37%	39%	35%	42%	29%	32%	27%
Fairly good	43%	47%	39%	44%	45%	44%	38%	53%	30%
Neither good nor poor	9%	6%	11%	2%	3%	2%	25%	16%	30%
Fairly poor	7%	8%	7%	8%	10%	6%	6%	-	9%
Very poor	5%	5%	5%	6%	7%	6%	2%	-	3%
NET: Good (TOP 2 BOX)	78%	81%	76%	83%	80%	86%	67%	84%	58%
NET: Poor (BOTTON 2 BOX)	13%	13%	12%	15%	17%	13%	8%	-	12%

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Table 31

Q15. Rating Of Station Where Train Was Boarded...Provision Of Information About Train Times/Platforms

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	3%	3%	4%	4%	4%	4%	3%	1%	4%
Not stated	5%	5%	6%	6%	6%	6%	4%	2%	5%
Sample size (exc. No opinion/Did not use/Not Stated)	494	248	246	277	153	124	217	95	122
Very good	44%	46%	41%	45%	47%	42%	42%	44%	40%
Fairly good	45%	44%	46%	41%	40%	43%	50%	51%	49%
Neither good nor poor	7%	7%	7%	9%	10%	8%	5%	2%	7%
Fairly poor	3%	2%	4%	3%	2%	5%	2%	2%	2%
Very poor	1%	1%	2%	1%	1%	2%	1%	1%	2%
NET: Good (TOP 2 BOX)	88%	90%	87%	86%	87%	85%	92%	95%	89%
NET: Poor (BOTTON 2 BOX)	4%	3%	6%	5%	3%	7%	4%	3%	4%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 32

Q15. Rating Of Station Where Train Was Boarded...The Upkeep/Repair Of The Station Buildings/Platforms

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	1%	1%	1%	1%	1%	1%	1%	1%	1%
Not stated	6%	5%	7%	6%	5%	7%	5%	4%	6%
Sample size (exc. No opinion/Did not use/Not Stated)	504	254	250	287	161	126	217	93	124
Very good	19%	19%	20%	20%	19%	21%	19%	17%	20%
Fairly good	56%	60%	52%	56%	61%	49%	57%	59%	56%
Neither good nor poor	17%	13%	20%	16%	14%	18%	18%	12%	23%
Fairly poor	5%	6%	5%	5%	3%	8%	6%	11%	2%
Very poor	2%	2%	2%	3%	3%	4%	*	1%	-
NET: Good (TOP 2 BOX)	76%	79%	73%	76%	80%	70%	76%	76%	76%
NET: Poor (BOTTON 2 BOX)	8%	8%	7%	9%	6%	12%	6%	12%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 33

Q15. Rating Of Station Where Train Was Boarded... Cleanliness Of The Station

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	1%	1%	*	1%	1%	1%	*	1%	-
Not stated	4%	4%	4%	3%	4%	2%	5%	4%	5%
Sample size (exc. No opinion/Did not use/Not Stated)	517	257	260	297	164	133	220	93	127
Very good	25%	21%	30%	26%	21%	32%	24%	19%	27%
Fairly good	55%	60%	49%	55%	62%	47%	55%	58%	52%
Neither good nor poor	12%	11%	13%	11%	11%	11%	14%	12%	16%
Fairly poor	7%	7%	7%	6%	5%	8%	7%	10%	6%
Very poor	1%	1%	2%	2%	1%	3%	*	1%	-
NET: Good (TOP 2 BOX)	80%	81%	79%	81%	83%	79%	78%	77%	79%
NET: Poor (BOTTON 2 BOX)	8%	8%	8%	8%	6%	11%	8%	11%	6%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 34
Q15. Rating Of Station Where Train Was Boarded...The Facilities And Services At The Station (e.g. Toilets, Shops, Cafes etc)
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	14%	14%	15%	13%	13%	14%	16%	16%	16%
Not stated	3%	4%	3%	4%	5%	4%	2%	2%	2%
Sample size (exc. No opinion/Did not use/Not Stated)	444	221	223	254	141	113	190	80	110
Very good	24%	28%	21%	27%	30%	23%	21%	23%	19%
Fairly good	38%	42%	34%	34%	38%	28%	44%	49%	40%
Neither good nor poor	21%	18%	24%	19%	16%	23%	23%	20%	25%
Fairly poor	9%	7%	12%	9%	8%	12%	9%	5%	13%
Very poor	7%	6%	9%	10%	7%	14%	4%	4%	4%
NET: Good (TOP 2 BOX)	62%	70%	55%	61%	69%	51%	64%	71%	59%
NET: Poor (BOTTON 2 BOX)	17%	13%	21%	20%	15%	26%	13%	9%	16%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 35

Q15. Rating Of Station Where Train Was Boarded...The Availability Of Staff At The Station

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	15%	17%	13%	11%	13%	8%	20%	23%	17%
Not stated	4%	5%	3%	4%	5%	2%	5%	5%	4%
Sample size (exc. No opinion/Did not use/Not Stated)	438	210	228	263	140	123	175	70	105
Very good	22%	20%	24%	22%	19%	27%	21%	21%	21%
Fairly good	37%	43%	32%	34%	39%	28%	43%	51%	37%
Neither good nor poor	22%	20%	25%	21%	20%	22%	25%	19%	29%
Fairly poor	12%	12%	11%	14%	14%	14%	9%	9%	9%
Very poor	6%	5%	7%	9%	8%	10%	3%	-	5%
NET: Good (TOP 2 BOX)	59%	63%	56%	56%	58%	54%	64%	73%	58%
NET: Poor (BOTTON 2 BOX)	18%	18%	19%	23%	22%	24%	11%	9%	13%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 36

Q15. Rating Of Station Where Train Was Boarded...The Attitudes And Helpfulness Of The Staff

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	23%	25%	22%	20%	19%	22%	28%	36%	22%
Not stated	6%	7%	6%	7%	8%	6%	5%	4%	6%
Sample size (exc. No opinion/Did not use/Not Stated)	380	184	196	224	125	99	156	59	97
Very good	42%	42%	41%	42%	41%	44%	40%	46%	37%
Fairly good	41%	39%	42%	41%	40%	41%	41%	37%	43%
Neither good nor poor	12%	13%	11%	10%	12%	8%	15%	15%	14%
Fairly poor	3%	3%	3%	4%	5%	2%	2%	-	3%
Very poor	3%	2%	3%	3%	2%	4%	2%	2%	2%
NET: Good (TOP 2 BOX)	82%	82%	83%	83%	81%	86%	81%	83%	80%
NET: Poor (BOTTON 2 BOX)	6%	5%	6%	7%	7%	6%	4%	2%	5%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 37

Q15. Rating Of Station Where Train Was Boarded... Connections With Other Forms Of Public Transport (e.g. Bus, Tube, Tram, Taxi etc)

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	19%	14%	24%	19%	15%	25%	19%	12%	24%
Not stated	5%	5%	5%	6%	6%	7%	3%	3%	3%
Sample size (exc. No opinion/Did not use/Not Stated)	410	218	192	229	135	94	181	83	98
Very good	39%	44%	33%	38%	41%	33%	40%	48%	34%
Fairly good	44%	44%	44%	46%	47%	46%	42%	41%	43%
Neither good nor poor	10%	6%	14%	10%	7%	15%	9%	4%	13%
Fairly poor	5%	4%	6%	4%	4%	4%	6%	4%	8%
Very poor	2%	2%	2%	2%	1%	2%	3%	4%	2%
NET: Good (TOP 2 BOX)	83%	88%	78%	84%	87%	79%	82%	89%	77%
NET: Poor (BOTTON 2 BOX)	7%	6%	8%	6%	5%	6%	9%	7%	10%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 38

Q15. Rating Of Station Where Train Was Boarded...Facilities For Car Parking

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	57%	71%	43%	49%	62%	32%	68%	87%	54%
Not stated	6%	6%	5%	5%	6%	4%	6%	6%	7%
Sample size (exc. No opinion/Did not use/Not Stated)	202	62	140	143	55	88	59	7	52
Very good	28%	19%	32%	30%	18%	38%	24%	29%	23%
Fairly good	38%	42%	36%	43%	42%	43%	27%	43%	25%
Neither good nor poor	13%	11%	14%	10%	13%	9%	19%	-	21%
Fairly poor	11%	15%	9%	10%	15%	8%	12%	14%	12%
Very poor	10%	13%	9%	6%	13%	2%	19%	14%	19%
NET: Good (TOP 2 BOX)	66%	61%	69%	73%	60%	81%	51%	71%	48%
NET: Poor (BOTTON 2 BOX)	21%	27%	18%	17%	27%	10%	31%	29%	31%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 39

Q15. Rating Of Station Where Train Was Boarded...Facilities For Bicycle Parking

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	72%	75%	69%	69%	71%	66%	76%	82%	72%
Not stated	9%	8%	10%	9%	9%	10%	8%	6%	10%
Sample size (exc. No opinion/Did not use/Not Stated)	103	46	57	67	34	33	36	12	24
Very good	29%	26%	32%	30%	21%	39%	28%	42%	21%
Fairly good	38%	43%	33%	40%	47%	33%	33%	33%	33%
Neither good nor poor	18%	11%	25%	19%	15%	24%	17%	-	25%
Fairly poor	8%	11%	5%	6%	9%	3%	11%	17%	8%
Very poor	7%	9%	5%	4%	9%	-	11%	8%	13%
NET: Good (TOP 2 BOX)	67%	70%	65%	70%	68%	73%	61%	75%	54%
NET: Poor (BOTTON 2 BOX)	15%	20%	11%	10%	18%	3%	22%	25%	21%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 40

Q15. Rating Of Station Where Train Was Boarded...Your Personal Security Whilst Using That Station

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	10%	12%	9%	9%	9%	9%	13%	17%	9%
Not stated	4%	4%	3%	4%	4%	3%	4%	4%	4%
Sample size (exc. No opinion/Did not use/Not Stated)	464	226	238	270	149	121	194	77	117
Very good	26%	25%	27%	29%	27%	31%	22%	21%	22%
Fairly good	44%	46%	43%	40%	42%	37%	51%	55%	49%
Neither good nor poor	23%	23%	24%	22%	23%	21%	25%	23%	26%
Fairly poor	6%	6%	5%	9%	8%	9%	2%	1%	2%
Very poor	1%	*	1%	1%	1%	1%	1%	-	1%
NET: Good (TOP 2 BOX)	70%	71%	70%	69%	68%	69%	73%	75%	71%
NET: Poor (BOTTON 2 BOX)	6%	6%	6%	9%	9%	10%	2%	1%	3%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 41

Q15. Rating Of Station Where Train Was Boarded...Ease Of Being Dropped Off By Car Or Taxi

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	39%	52%	27%	32%	46%	16%	48%	63%	37%
Not stated	5%	6%	4%	5%	6%	3%	6%	6%	5%
Sample size (exc. No opinion/Did not use/Not Stated)	301	113	188	194	83	111	107	30	77
Very good	45%	43%	46%	47%	40%	52%	41%	53%	36%
Fairly good	44%	47%	43%	46%	51%	42%	41%	37%	43%
Neither good nor poor	5%	4%	6%	4%	5%	3%	8%	-	12%
Fairly poor	4%	3%	5%	2%	1%	3%	7%	7%	8%
Very poor	2%	4%	1%	2%	4%	-	2%	3%	1%
NET: Good (TOP 2 BOX)	89%	90%	88%	93%	90%	95%	82%	90%	79%
NET: Poor (BOTTON 2 BOX)	6%	6%	5%	4%	5%	3%	9%	10%	9%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 42

Q15. Rating Of Station Where Train Was Boarded...Waiting Facilities

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	16%	16%	15%	12%	14%	10%	20%	19%	21%
Not stated	3%	4%	2%	3%	5%	1%	3%	4%	3%
Sample size (exc. No opinion/Did not use/Not Stated)	437	214	223	260	139	121	177	75	102
Very good	19%	22%	16%	23%	26%	19%	14%	16%	12%
Fairly good	30%	34%	26%	30%	34%	26%	30%	33%	27%
Neither good nor poor	22%	18%	25%	15%	12%	20%	31%	31%	30%
Fairly poor	17%	15%	19%	17%	16%	18%	17%	13%	20%
Very poor	13%	11%	14%	15%	13%	17%	9%	7%	11%
NET: Good (TOP 2 BOX)	49%	56%	42%	53%	60%	45%	44%	49%	39%
NET: Poor (BOTTON 2 BOX)	30%	26%	33%	32%	29%	36%	26%	20%	30%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 43

Q15. Rating Of Station Where Train Was Boarded...The Overall Station Environment

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Did not use	1%	1%	*	1%	1%	-	1%	2%	1%
Not stated	3%	4%	1%	3%	4%	1%	2%	3%	1%
Sample size (exc. No opinion/Did not use/Not Stated)	521	255	266	297	162	135	224	93	131
Very good	18%	18%	18%	21%	20%	21%	14%	14%	15%
Fairly good	52%	54%	50%	48%	54%	42%	56%	54%	57%
Neither good nor poor	21%	19%	23%	22%	18%	26%	21%	22%	21%
Fairly poor	7%	7%	8%	7%	6%	7%	8%	9%	8%
Very poor	2%	2%	2%	2%	2%	3%	1%	2%	-
NET: Good (TOP 2 BOX)	70%	72%	68%	69%	74%	64%	70%	68%	72%
NET: Poor (BOTTON 2 BOX)	9%	9%	9%	9%	8%	10%	9%	11%	8%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 44

Q16. And How Familiar Are You With That Particular Station

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Don't know	*	*	-	*	1%	-	-	-	-
Not stated	1%	1%	1%	1%	1%	1%	1%	1%	1%
Sample size (exc. Don't know/Not Stated)	534	266	268	305	169	136	229	97	132
Very familiar	56%	52%	60%	63%	58%	68%	46%	40%	51%
Fairly familiar	33%	37%	29%	29%	33%	24%	38%	44%	34%
Not very familiar	7%	9%	6%	6%	7%	4%	10%	12%	8%
Not at all familiar	4%	2%	5%	2%	2%	3%	5%	3%	7%
NET: Familiar (TOP 2 BOX)	89%	89%	89%	92%	91%	93%	85%	85%	85%
NET: Unfamiliar (BOTTOM 2 BOX)	11%	11%	11%	8%	8%	7%	15%	15%	15%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 45

Q17. Whilst At Station, Whether Asked Staff For Help Or Information

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
NET: Yes	21%	20%	21%	21%	20%	23%	20%	20%	20%
Yes: asked for help	12%	13%	11%	11%	11%	12%	13%	15%	10%
Yes: asked for information	11%	9%	12%	12%	12%	13%	8%	5%	10%
Couldn't find anyone to ask	6%	7%	5%	8%	9%	6%	3%	2%	4%
No/didn't need help/information	73%	73%	72%	70%	70%	70%	76%	78%	75%
Don't know/No answer	1%	*	1%	1%	1%	1%	1%	-	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 46

Q18. Overall, How Satisfied Were You With The Way Your Request Was Handled?

Base : All Respondents Asking Station Staff For Help Or Information

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	112	54	58	65	34	31	47	20	27
Don't know/No opinion	-	-	-	-	-	-	-	-	-
Not stated	3%	6%	-	5%	9%	-	-	-	-
Sample size (exc. Don't know/No opinion/Not Stated)	109	51	58	62	31	31	47	20	27
Very satisfied	60%	71%	50%	60%	65%	55%	60%	80%	44%
Fairly satisfied	29%	25%	33%	31%	32%	29%	28%	15%	37%
Neither satisfied nor dissatisfied	3%	-	5%	2%	-	3%	4%	-	7%
Fairly dissatisfied	4%	-	7%	5%	-	10%	2%	-	4%
Very dissatisfied	5%	4%	5%	3%	3%	3%	6%	5%	7%
NET: Satisfied (TOP 2 BOX)	89%	96%	83%	90%	97%	84%	87%	95%	81%
NET: Dissatisfied (BOTTOM 2 BOX)	8%	4%	12%	8%	3%	13%	9%	5%	11%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 47

Q19. Satisfaction With Train Journey...The Frequency Of The Trains On That Route

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Don't know	5%	3%	6%	4%	2%	5%	6%	5%	7%
Not stated	2%	1%	3%	1%	-	3%	3%	3%	3%
Sample size (exc. No opinion/Don't know/Not Stated)	504	257	247	293	167	126	211	90	121
Very satisfied	46%	46%	46%	48%	47%	50%	44%	46%	42%
Fairly satisfied	38%	36%	40%	33%	32%	35%	44%	43%	45%
Neither satisfied nor dissatisfied	10%	11%	9%	12%	14%	10%	7%	6%	8%
Fairly dissatisfied	5%	5%	4%	5%	5%	4%	4%	3%	5%
Very dissatisfied	1%	2%	1%	2%	2%	2%	1%	2%	-
NET: Satisfied (TOP 2 BOX)	84%	82%	86%	81%	78%	85%	88%	89%	87%
NET: Dissatisfied (BOTTOM 2 BOX)	6%	7%	5%	6%	7%	6%	5%	6%	5%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 48

Q19. Satisfaction With Train Journey...Punctuality/Reliability Of The Train (i.e. The Train Arriving/Departing On Time)

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Don't know	*	*	*	*	1%	-	*	-	1%
Not stated	3%	4%	2%	3%	4%	1%	4%	5%	3%
Sample size (exc. No opinion/Don't know/Not Stated)	520	256	264	298	163	135	222	93	129
Very satisfied	66%	67%	65%	65%	69%	60%	67%	63%	70%
Fairly satisfied	25%	26%	25%	23%	23%	23%	29%	32%	26%
Neither satisfied nor dissatisfied	4%	2%	5%	5%	2%	7%	2%	2%	2%
Fairly dissatisfied	3%	2%	3%	4%	2%	7%	*	1%	-
Very dissatisfied	3%	3%	2%	3%	4%	3%	1%	1%	2%
NET: Satisfied (TOP 2 BOX)	91%	93%	89%	88%	91%	83%	96%	96%	96%
NET: Dissatisfied (BOTTOM 2 BOX)	5%	5%	6%	8%	6%	10%	2%	2%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 49

Q19. Satisfaction With Train Journey...The Length Of Time The Journey Was Scheduled To Take

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Don't know	1%	2%	1%	2%	2%	1%	1%	1%	1%
Not stated	3%	3%	3%	2%	1%	3%	3%	5%	2%
Sample size (exc. No opinion/Don't know/Not Stated)	519	257	262	297	165	132	222	92	130
Very satisfied	58%	58%	58%	58%	60%	56%	57%	53%	60%
Fairly satisfied	32%	30%	34%	30%	26%	35%	35%	38%	33%
Neither satisfied nor dissatisfied	6%	7%	5%	7%	8%	5%	5%	5%	5%
Fairly dissatisfied	3%	3%	2%	3%	4%	3%	1%	1%	2%
Very dissatisfied	1%	2%	1%	2%	2%	2%	1%	2%	-
NET: Satisfied (TOP 2 BOX)	90%	88%	92%	88%	86%	91%	92%	91%	93%
NET: Dissatisfied (BOTTOM 2 BOX)	4%	5%	3%	5%	5%	5%	2%	3%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 50

Q19. Satisfaction With Train Journey...Connections With Other Train Services

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Don't know	38%	46%	31%	38%	47%	26%	38%	43%	35%
Not stated	6%	6%	7%	8%	7%	9%	4%	4%	4%
Sample size (exc. No opinion/Don't know/Not Stated)	300	130	170	167	78	89	133	52	81
Very satisfied	50%	50%	49%	51%	51%	52%	47%	48%	47%
Fairly satisfied	34%	32%	35%	29%	27%	30%	40%	38%	41%
Neither satisfied nor dissatisfied	14%	16%	12%	16%	19%	13%	11%	12%	10%
Fairly dissatisfied	2%	1%	3%	2%	1%	3%	2%	-	2%
Very dissatisfied	1%	2%	1%	1%	1%	1%	1%	2%	-
NET: Satisfied (TOP 2 BOX)	83%	82%	85%	80%	78%	82%	87%	87%	88%
NET: Dissatisfied (BOTTOM 2 BOX)	3%	2%	4%	4%	3%	4%	2%	2%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 51

Q19. Satisfaction With Train Journey...The Value For Money For The Price Of Your Ticket

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No opinion/Don't know	1%	1%	*	1%	2%	1%	-	-	-
Not stated	1%	1%	2%	1%	1%	1%	2%	1%	2%
Sample size (exc. No opinion/Don't know/Not Stated)	529	264	265	301	167	134	228	97	131
Very satisfied	40%	44%	37%	47%	47%	46%	32%	38%	27%
Fairly satisfied	35%	33%	38%	34%	34%	34%	37%	31%	41%
Neither satisfied nor dissatisfied	11%	12%	10%	10%	11%	10%	12%	14%	10%
Fairly dissatisfied	10%	9%	11%	6%	7%	6%	15%	13%	17%
Very dissatisfied	3%	2%	5%	3%	2%	4%	4%	3%	5%
NET: Satisfied (TOP 2 BOX)	75%	77%	74%	80%	81%	80%	69%	69%	69%
NET: Dissatisfied (BOTTOM 2 BOX)	14%	11%	16%	9%	8%	10%	19%	16%	21%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 52
Q20. Rating Of Train...Cleanliness
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	-	-	-	-	-	-	-	-	-
Not stated	1%	*	1%	*	-	1%	2%	1%	2%
Sample size (exc. Did not use/No opinion/Not Stated)	535	268	267	307	171	136	228	97	131
Very good	53%	54%	53%	60%	56%	65%	45%	51%	41%
Fairly good	38%	37%	38%	36%	39%	32%	40%	34%	44%
Neither good nor poor	5%	5%	6%	2%	3%	1%	10%	9%	10%
Fairly poor	2%	3%	2%	1%	2%	1%	4%	4%	4%
Very poor	1%	1%	1%	1%	1%	1%	1%	2%	1%
NET: Good (TOP 2 BOX)	91%	91%	91%	96%	95%	97%	85%	85%	85%
NET: Poor (BOTTON 2 BOX)	3%	4%	3%	2%	2%	1%	5%	6%	5%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 53

Q20. Rating Of Train...Up Keep And Repair (Condition Of Seats, Walls, Tables etc.)

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	*	*	-	*	1%	-	-	-	-
Not stated	3%	3%	3%	3%	3%	2%	3%	3%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	523	260	263	299	165	134	224	95	129
Very good	38%	38%	38%	47%	43%	51%	26%	28%	25%
Fairly good	43%	44%	43%	44%	45%	42%	43%	42%	43%
Neither good nor poor	11%	11%	11%	7%	8%	4%	17%	16%	19%
Fairly poor	6%	6%	5%	2%	2%	1%	11%	13%	9%
Very poor	2%	1%	2%	1%	1%	1%	3%	1%	4%
NET: Good (TOP 2 BOX)	81%	82%	81%	91%	88%	93%	69%	71%	68%
NET: Poor (BOTTON 2 BOX)	7%	7%	8%	3%	3%	2%	13%	14%	13%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 54

Q20. Rating Of Train...The Provision Of Information At The Start And End Of The Journey

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	6%	7%	6%	6%	7%	4%	7%	8%	7%
Not stated	5%	6%	5%	4%	4%	4%	7%	8%	6%
Sample size (exc. Did not use/No opinion/Not Stated)	477	234	243	278	152	126	199	82	117
Very good	44%	44%	45%	55%	53%	59%	29%	27%	30%
Fairly good	38%	41%	35%	34%	39%	27%	44%	45%	43%
Neither good nor poor	13%	10%	16%	8%	5%	11%	20%	20%	21%
Fairly poor	4%	5%	3%	3%	3%	2%	6%	9%	3%
Very poor	1%	*	2%	1%	1%	1%	2%	-	3%
NET: Good (TOP 2 BOX)	82%	85%	79%	89%	92%	86%	72%	72%	73%
NET: Poor (BOTTON 2 BOX)	5%	5%	5%	3%	3%	3%	8%	9%	7%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 55

Q20. Rating Of Train...The Availability Of Staff On The Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	3%	3%	3%	2%	2%	1%	4%	4%	4%
Not stated	4%	4%	3%	5%	5%	4%	3%	2%	3%
Sample size (exc. Did not use/No opinion/Not Stated)	504	250	254	288	158	130	216	92	124
Very good	60%	57%	63%	68%	61%	75%	50%	50%	51%
Fairly good	30%	33%	27%	24%	30%	16%	38%	38%	38%
Neither good nor poor	7%	7%	7%	6%	6%	7%	7%	9%	6%
Fairly poor	3%	2%	3%	2%	2%	2%	4%	3%	4%
Very poor	1%	1%	*	1%	1%	-	*	-	1%
NET: Good (TOP 2 BOX)	90%	90%	90%	91%	91%	92%	88%	88%	89%
NET: Poor (BOTTON 2 BOX)	3%	3%	3%	2%	3%	2%	4%	3%	5%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 56

Q20. Rating Of Train...The Helpfulness And Attitude Of Staff On Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	3%	2%	3%	2%	2%	2%	3%	2%	4%
Not stated	3%	3%	3%	3%	3%	2%	3%	2%	3%
Sample size (exc. Did not use/No opinion/Not Stated)	512	256	256	293	162	131	219	94	125
Very good	71%	70%	71%	78%	73%	84%	61%	65%	58%
Fairly good	23%	24%	22%	18%	23%	12%	30%	27%	32%
Neither good nor poor	4%	4%	4%	3%	3%	4%	5%	4%	5%
Fairly poor	2%	2%	2%	*	1%	-	4%	4%	3%
Very poor	1%	*	1%	*	1%	-	1%	-	2%
NET: Good (TOP 2 BOX)	94%	94%	93%	96%	96%	96%	90%	91%	90%
NET: Poor (BOTTON 2 BOX)	3%	2%	3%	1%	1%	-	5%	4%	6%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 57

Q20. Rating Of Train...The Space For Luggage

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	7%	7%	7%	9%	9%	8%	5%	4%	5%
Not stated	2%	2%	2%	1%	2%	1%	3%	3%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	490	243	247	277	152	125	213	91	122
Very good	24%	25%	24%	30%	27%	34%	17%	21%	15%
Fairly good	43%	42%	45%	45%	44%	47%	40%	38%	42%
Neither good nor poor	19%	20%	17%	14%	17%	11%	24%	25%	23%
Fairly poor	11%	12%	11%	9%	12%	6%	15%	12%	16%
Very poor	2%	1%	3%	1%	-	2%	4%	3%	4%
NET: Good (TOP 2 BOX)	68%	67%	69%	75%	71%	81%	58%	59%	57%
NET: Poor (BOTTON 2 BOX)	14%	13%	14%	10%	12%	8%	18%	15%	20%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 58

Q20. Rating Of Train...Sufficient Room In Your Berth/Compartment

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	7%	9%	6%	9%	11%	7%	5%	5%	4%
Not stated	3%	2%	4%	4%	2%	5%	3%	1%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	484	240	244	269	148	121	215	92	123
Very good	29%	29%	29%	39%	36%	44%	16%	17%	15%
Fairly good	43%	45%	41%	41%	46%	35%	46%	43%	47%
Neither good nor poor	14%	14%	14%	9%	9%	9%	20%	22%	19%
Fairly poor	11%	11%	11%	9%	8%	9%	14%	16%	13%
Very poor	3%	1%	5%	2%	1%	3%	4%	1%	7%
NET: Good (TOP 2 BOX)	72%	74%	70%	80%	82%	79%	61%	61%	62%
NET: Poor (BOTTON 2 BOX)	14%	12%	16%	10%	9%	12%	19%	17%	20%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 59

Q20. Rating Of Train...The Comfort Of The Bed

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	14%	15%	12%	17%	19%	15%	9%	8%	9%
Not stated	4%	3%	4%	5%	4%	5%	2%	2%	2%
Sample size (exc. Did not use/No opinion/Not Stated)	448	220	228	241	132	109	207	88	119
Very good	34%	35%	34%	35%	37%	33%	33%	31%	34%
Fairly good	44%	44%	45%	44%	41%	49%	44%	49%	41%
Neither good nor poor	13%	13%	14%	12%	12%	13%	14%	14%	15%
Fairly poor	6%	4%	7%	5%	5%	5%	7%	3%	9%
Very poor	2%	5%	*	3%	5%	1%	1%	3%	-
NET: Good (TOP 2 BOX)	79%	79%	79%	80%	78%	82%	77%	80%	76%
NET: Poor (BOTTON 2 BOX)	8%	9%	7%	8%	10%	6%	8%	7%	9%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 60
Q20. Rating Of Train...Space For Bicycles
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	81%	81%	82%	82%	82%	81%	81%	80%	82%
Not stated	9%	8%	10%	8%	8%	7%	10%	7%	12%
Sample size (exc. Did not use/No opinion/Not Stated)	53	29	24	32	16	16	21	13	8
Very good	40%	38%	42%	41%	44%	38%	38%	31%	50%
Fairly good	23%	21%	25%	25%	25%	25%	19%	15%	25%
Neither good nor poor	15%	14%	17%	9%	6%	13%	24%	23%	25%
Fairly poor	17%	17%	17%	19%	13%	25%	14%	23%	-
Very poor	6%	10%	-	6%	13%	-	5%	8%	-
NET: Good (TOP 2 BOX)	62%	59%	67%	66%	69%	63%	57%	46%	75%
NET: Poor (BOTTON 2 BOX)	23%	28%	17%	25%	25%	25%	19%	31%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 61

Q20. Rating Of Train...The Ease Of Being Able To Get On And Off The Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	1%	1%	1%	1%	1%	1%	1%	2%	1%
Not stated	3%	3%	2%	2%	2%	1%	3%	4%	3%
Sample size (exc. Did not use/No opinion/Not Stated)	520	257	263	299	165	134	221	92	129
Very good	44%	47%	41%	49%	49%	49%	37%	42%	33%
Fairly good	44%	39%	48%	36%	36%	37%	54%	46%	60%
Neither good nor poor	9%	11%	8%	12%	13%	10%	6%	7%	5%
Fairly poor	3%	3%	3%	3%	2%	4%	4%	5%	2%
Very poor	-	-	-	-	-	-	-	-	-
NET: Good (TOP 2 BOX)	88%	86%	89%	86%	85%	87%	90%	88%	92%
NET: Poor (BOTTON 2 BOX)	3%	3%	3%	3%	2%	4%	4%	5%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 62

Q20. Rating Of Train...Your Personal Security Whilst On Board The Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	3%	4%	2%	3%	4%	3%	3%	6%	1%
Not stated	4%	3%	4%	3%	2%	4%	4%	4%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	504	249	255	288	161	127	216	88	128
Very good	47%	49%	45%	52%	51%	54%	40%	47%	36%
Fairly good	44%	41%	47%	40%	40%	40%	50%	43%	55%
Neither good nor poor	8%	9%	7%	7%	9%	6%	9%	9%	9%
Fairly poor	*	*	*	-	-	-	1%	1%	1%
Very poor	*	*	-	*	1%	-	-	-	-
NET: Good (TOP 2 BOX)	91%	90%	93%	92%	91%	94%	90%	90%	91%
NET: Poor (BOTTON 2 BOX)	1%	1%	*	*	1%	-	1%	1%	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 63

Q20. Rating Of Train...Wash Facilities

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	7%	7%	7%	11%	12%	10%	3%	-	4%
Not stated	4%	4%	4%	3%	3%	4%	4%	5%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	480	239	241	264	146	118	216	93	123
Very good	28%	27%	29%	37%	33%	42%	17%	17%	17%
Fairly good	41%	45%	38%	43%	47%	38%	39%	41%	37%
Neither good nor poor	19%	18%	19%	12%	13%	11%	26%	26%	27%
Fairly poor	10%	8%	12%	7%	6%	8%	13%	11%	15%
Very poor	3%	3%	2%	1%	1%	2%	4%	5%	3%
NET: Good (TOP 2 BOX)	69%	72%	67%	80%	80%	80%	56%	58%	54%
NET: Poor (BOTTON 2 BOX)	12%	10%	14%	8%	7%	9%	18%	16%	19%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 64

Q20. Rating Of Train...Bedding Sheets, Duvets And Pillows

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	13%	14%	11%	17%	19%	15%	7%	6%	8%
Not stated	4%	3%	5%	5%	2%	7%	3%	3%	2%
Sample size (exc. Did not use/No opinion/Not Stated)	450	223	227	241	134	107	209	89	120
Very good	45%	46%	44%	47%	47%	47%	43%	44%	42%
Fairly good	41%	39%	43%	39%	37%	41%	44%	43%	44%
Neither good nor poor	11%	11%	11%	11%	12%	9%	11%	9%	13%
Fairly poor	3%	3%	2%	3%	3%	3%	2%	3%	2%
Very poor	*	1%	-	*	1%	-	*	1%	-
NET: Good (TOP 2 BOX)	86%	85%	87%	86%	84%	88%	86%	87%	86%
NET: Poor (BOTTON 2 BOX)	3%	4%	2%	3%	4%	3%	3%	4%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 65

Q20. Rating Of Train...The Comfort Of The Seating Area

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	13%	14%	11%	17%	19%	15%	7%	6%	8%
Not stated	4%	3%	5%	5%	2%	7%	3%	3%	2%
Sample size (exc. Did not use/No opinion/Not Stated)	450	223	227	241	134	107	209	89	120
Very good	45%	46%	44%	47%	47%	47%	43%	44%	42%
Fairly good	41%	39%	43%	39%	37%	41%	44%	43%	44%
Neither good nor poor	11%	11%	11%	11%	12%	9%	11%	9%	13%
Fairly poor	3%	3%	2%	3%	3%	3%	2%	3%	2%
Very poor	*	1%	-	*	1%	-	*	1%	-
NET: Good (TOP 2 BOX)	86%	85%	87%	86%	84%	88%	86%	87%	86%
NET: Poor (BOTTON 2 BOX)	3%	4%	2%	3%	4%	3%	3%	4%	2%

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Table 66
Q20. Rating Of Train...The Toilet Facilities
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	3%	2%	3%	2%	2%	2%	3%	2%	4%
Not stated	3%	3%	3%	3%	3%	2%	3%	2%	3%
Sample size (exc. Did not use/No opinion/Not Stated)	512	256	256	293	162	131	219	94	125
Very good	71%	70%	71%	78%	73%	84%	61%	65%	58%
Fairly good	23%	24%	22%	18%	23%	12%	30%	27%	32%
Neither good nor poor	4%	4%	4%	3%	3%	4%	5%	4%	5%
Fairly poor	2%	2%	2%	*	1%	-	4%	4%	3%
Very poor	1%	*	1%	*	1%	-	1%	-	2%
NET: Good (TOP 2 BOX)	94%	94%	93%	96%	96%	96%	90%	91%	90%
NET: Poor (BOTTON 2 BOX)	3%	2%	3%	1%	1%	-	5%	4%	6%

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Table 67

Q21. Rating Of Train...The Cleanliness Of The Berth

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	11%	13%	10%	16%	18%	12%	6%	3%	7%
Not stated	3%	2%	4%	3%	2%	5%	3%	3%	3%
Sample size (exc. Did not use/No opinion/Not Stated)	462	229	233	250	137	113	212	92	120
Very good	65%	66%	64%	71%	69%	74%	57%	61%	54%
Fairly good	30%	31%	30%	27%	30%	23%	34%	32%	37%
Neither good nor poor	4%	3%	6%	2%	1%	3%	7%	5%	8%
Fairly poor	1%	1%	*	-	-	-	1%	2%	1%
Very poor	*	*	-	*	1%	-	-	-	-
NET: Good (TOP 2 BOX)	95%	96%	94%	98%	99%	97%	92%	92%	91%
NET: Poor (BOTTON 2 BOX)	1%	1%	*	*	1%	-	1%	2%	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 68

Q21. Rating Of Train...The Cleanliness Of The Day Carriage

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	38%	37%	39%	32%	33%	31%	46%	44%	47%
Not stated	4%	4%	4%	3%	3%	3%	6%	5%	6%
Sample size (exc. Did not use/No opinion/Not Stated)	314	160	154	201	110	91	113	50	63
Very good	50%	51%	48%	53%	51%	56%	43%	52%	37%
Fairly good	41%	41%	42%	40%	43%	36%	43%	36%	49%
Neither good nor poor	7%	6%	7%	5%	4%	7%	10%	12%	8%
Fairly poor	3%	2%	3%	2%	3%	1%	4%	-	6%
Very poor	-	-	-	-	-	-	-	-	-
NET: Good (TOP 2 BOX)	91%	92%	90%	93%	94%	92%	87%	88%	86%
NET: Poor (BOTTON 2 BOX)	3%	2%	3%	2%	3%	1%	4%	-	6%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 69

Q21. Rating Of Train...The Cleanliness Of The Outside Of The Train

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Did not use/No opinion	22%	21%	24%	23%	22%	24%	21%	18%	23%
Not stated	3%	3%	4%	3%	2%	4%	4%	4%	4%
Sample size (exc. Did not use/No opinion/Not Stated)	402	205	197	228	129	99	174	76	98
Very good	39%	38%	40%	44%	42%	47%	32%	30%	33%
Fairly good	44%	45%	43%	41%	44%	37%	47%	46%	48%
Neither good nor poor	15%	15%	15%	13%	12%	13%	18%	18%	17%
Fairly poor	2%	2%	2%	1%	1%	2%	3%	4%	2%
Very poor	*	1%	-	*	1%	-	1%	1%	-
NET: Good (TOP 2 BOX)	83%	82%	83%	86%	86%	85%	79%	76%	81%
NET: Poor (BOTTON 2 BOX)	2%	3%	2%	2%	2%	2%	3%	5%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 70
 Q22. Did You Experience Any Delay Either On This Train Or Because The Train Your Had Planned To Catch There Was Cancelled?
 Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No delay	87%	90%	84%	84%	89%	77%	92%	92%	92%
NET: Experienced A Delay	10%	6%	14%	13%	6%	22%	6%	6%	7%
Yes: Minor delays	7%	3%	11%	8%	2%	16%	5%	3%	7%
Yes: Serious delays	3%	4%	3%	5%	4%	6%	1%	3%	-
Don't know/No answer	2%	3%	1%	3%	4%	1%	2%	2%	1%

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Table 71

Q23. What Sort Of Delay Did You Experience?

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
The train was late departing at the beginning of my journey	63%	41%	72%	83%	64%	90%	7%	-	11%
The train was late arriving at the destination	39%	59%	31%	27%	55%	17%	73%	67%	78%
The train I had planned to catch was cancelled	4%	12%	-	2%	9%	-	7%	17%	-
Could not get on train as it was overcrowded	-	-	-	-	-	-	-	-	-
Took longer than expected to buy train ticket	-	-	-	-	-	-	-	-	-
Train I took to this station was late and I missed my connection	-	-	-	-	-	-	-	-	-
Crowding at station meant it took me a long time to reach platform and i missed my train	-	-	-	-	-	-	-	-	-
Lack of/poor information caused a delay to my journey	-	-	-	-	-	-	-	-	-
Other	13%	24%	8%	12%	27%	7%	13%	17%	11%
Don't know/No answer	4%	-	5%	2%	-	3%	7%	-	11%

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Table 72

Q24. How Long Was Your Delay?

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
5 mins or less	11%	18%	8%	5%	9%	3%	27%	33%	22%
6-10 mins	27%	12%	33%	32%	18%	37%	13%	-	22%
11-20 mins	14%	18%	13%	10%	18%	7%	27%	17%	33%
21-30 mins	9%	12%	8%	5%	9%	3%	20%	17%	22%
31-60 mins	13%	-	18%	17%	-	23%	-	-	-
More than 1 hour	18%	29%	13%	22%	36%	17%	7%	17%	-
Don't know/No answer	9%	12%	8%	10%	9%	10%	7%	17%	-
10-20 min	30%	24%	33%	29%	27%	30%	33%	17%	44%
21+ min	39%	41%	38%	44%	45%	43%	27%	33%	22%
Mean	43.82	69.33	33.19	52.08	86.20	39.44	22.00	35.60	14.44
Standard Error	8.082	22.049	6.340	10.466	30.580	8.076	7.943	21.676	2.996

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Table 73

Q25. Rating Of...How Train Company Dealt With This Delay

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	11%	12%	10%	5%	9%	3%	27%	17%	33%
Not stated	4%	6%	3%	2%	-	3%	7%	17%	-
Sample size (exc. Don't know/No opinion/Not Stated)	48	14	34	38	10	28	10	4	6
Very well	13%	7%	15%	16%	10%	18%	-	-	-
Fairly well	35%	50%	29%	39%	60%	32%	20%	25%	17%
Neither well nor poorly	23%	14%	26%	18%	10%	21%	40%	25%	50%
Fairly poorly	19%	14%	21%	16%	10%	18%	30%	25%	33%
Very poorly	10%	14%	9%	11%	10%	11%	10%	25%	-
NET: Well (TOP 2 BOX)	48%	57%	44%	55%	70%	50%	20%	25%	17%
NET: Poor (BOTTOM 2 BOX)	29%	29%	29%	26%	20%	29%	40%	50%	33%

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Table 74

Q26. Rating Of...The Amount Of Information Provided About The Delay

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	4%	-	5%	-	-	-	13%	-	22%
Not stated	5%	12%	3%	2%	-	3%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	51	15	36	40	11	29	11	4	7
Very well	18%	27%	14%	23%	36%	17%	-	-	-
Fairly well	27%	20%	31%	30%	18%	34%	18%	25%	14%
Neither well nor poorly	12%	27%	6%	5%	18%	-	36%	50%	29%
Fairly poorly	18%	7%	22%	18%	9%	21%	18%	-	29%
Very poorly	25%	20%	28%	25%	18%	28%	27%	25%	29%
NET: Well (TOP 2 BOX)	45%	47%	44%	53%	55%	52%	18%	25%	14%
NET: Poor (BOTTOM 2 BOX)	43%	27%	50%	43%	27%	48%	45%	25%	57%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 75

Q26. Rating Of...The Accuracy Of Information Given About The Delay

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	13%	6%	15%	7%	9%	7%	27%	-	44%
Not stated	9%	12%	8%	7%	-	10%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	44	14	30	35	10	25	9	4	5
Very well	18%	14%	20%	23%	20%	24%	-	-	-
Fairly well	32%	36%	30%	37%	40%	36%	11%	25%	-
Neither well nor poorly	25%	29%	23%	20%	30%	16%	44%	25%	60%
Fairly poorly	9%	7%	10%	6%	-	8%	22%	25%	20%
Very poorly	16%	14%	17%	14%	10%	16%	22%	25%	20%
NET: Well (TOP 2 BOX)	50%	50%	50%	60%	60%	60%	11%	25%	-
NET: Poor (BOTTOM 2 BOX)	25%	21%	27%	20%	10%	24%	44%	50%	40%

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Table 76

Q26. Rating Of...The Usefulness Of The Information

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	14%	6%	18%	12%	9%	13%	20%	-	33%
Not stated	9%	12%	8%	7%	-	10%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	43	14	29	33	10	23	10	4	6
Very well	19%	14%	21%	24%	20%	26%	-	-	-
Fairly well	33%	29%	34%	36%	30%	39%	20%	25%	17%
Neither well nor poorly	23%	36%	17%	21%	40%	13%	30%	25%	33%
Fairly poorly	12%	7%	14%	6%	-	9%	30%	25%	33%
Very poorly	14%	14%	14%	12%	10%	13%	20%	25%	17%
NET: Well (TOP 2 BOX)	51%	43%	55%	61%	50%	65%	20%	25%	17%
NET: Poor (BOTTOM 2 BOX)	26%	21%	28%	18%	10%	22%	50%	50%	50%

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Table 77

Q26. Rating Of...The Speed With Which Information Was Provided

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	11%	-	15%	7%	-	10%	20%	-	33%
Not stated	7%	12%	5%	5%	-	7%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	46	15	31	36	11	25	10	4	6
Very well	17%	20%	16%	22%	27%	20%	-	-	-
Fairly well	30%	27%	32%	33%	18%	40%	20%	50%	-
Neither well nor poorly	20%	27%	16%	17%	27%	12%	30%	25%	33%
Fairly poorly	13%	7%	16%	11%	9%	12%	20%	-	33%
Very poorly	20%	20%	19%	17%	18%	16%	30%	25%	33%
NET: Well (TOP 2 BOX)	48%	47%	48%	56%	45%	60%	20%	50%	-
NET: Poor (BOTTOM 2 BOX)	33%	27%	35%	28%	27%	28%	50%	25%	67%

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Table 78

Q26. Rating Of...The Time Taken To Resolve The Problem

Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	23%	12%	28%	15%	9%	17%	47%	17%	67%
Not stated	9%	12%	8%	7%	-	10%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	38	13	25	32	10	22	6	3	3
Very well	13%	8%	16%	16%	10%	18%	-	-	-
Fairly well	26%	23%	28%	28%	20%	32%	17%	33%	-
Neither well nor poorly	24%	15%	28%	25%	20%	27%	17%	-	33%
Fairly poorly	16%	23%	12%	16%	30%	9%	17%	-	33%
Very poorly	21%	31%	16%	16%	20%	14%	50%	67%	33%
NET: Well (TOP 2 BOX)	39%	31%	44%	44%	30%	50%	17%	33%	-
NET: Poor (BOTTOM 2 BOX)	37%	54%	28%	31%	50%	23%	67%	67%	67%

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Table 79

Q26. Rating Of...The Availability Of Alternative Transport If The Train Service Could Not Continue
Base : All Respondents Experiencing A Delay

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	56	17	39	41	11	30	15	6	9
Don't know/No opinion	66%	47%	74%	68%	64%	70%	60%	17%	89%
Not stated	13%	18%	10%	12%	9%	13%	13%	33%	-
Sample size (exc. Don't know/No opinion/Not Stated)	12	6	6	8	3	5	4	3	1
Very well	8%	-	17%	13%	-	20%	-	-	-
Fairly well	-	-	-	-	-	-	-	-	-
Neither well nor poorly	17%	17%	17%	-	-	-	50%	33%	100%
Fairly poorly	50%	50%	50%	63%	67%	60%	25%	33%	-
Very poorly	25%	33%	17%	25%	33%	20%	25%	33%	-
NET: Well (TOP 2 BOX)	8%	-	17%	13%	-	20%	-	-	-
NET: Poor (BOTTOM 2 BOX)	75%	83%	67%	88%	100%	80%	50%	67%	-

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Table 80

Q27. Taking Into Account Just The Station Where You Boarded The Train And The Actual Train Travelled On
When Given This Questionnaire, How Satisfied Were You With Your Journey Today?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Don't know/No opinion	-	-	-	-	-	-	-	-	-
Not stated	2%	2%	2%	2%	2%	1%	2%	1%	2%
Sample size (exc. Don't know/No opinion/Not Stated)	530	264	266	302	167	135	228	97	131
Very satisfied	57%	57%	58%	65%	63%	67%	47%	46%	48%
Fairly satisfied	34%	34%	34%	29%	29%	29%	41%	44%	39%
Neither satisfied nor dissatisfied	5%	5%	5%	3%	4%	1%	7%	6%	8%
Fairly dissatisfied	3%	3%	3%	3%	3%	3%	4%	3%	4%
Very dissatisfied	1%	*	1%	1%	1%	1%	*	-	1%
NET: Satisfied (TOP 2 BOX)	92%	92%	91%	94%	92%	96%	89%	91%	87%
NET: Dissatisfied (BOTTOM 2 BOX)	4%	3%	4%	4%	4%	4%	4%	3%	5%

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Table 81
Q28. How Long Were You On The Train?
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Less than 30 minutes	18%	19%	16%	19%	19%	18%	16%	20%	13%
30 - 59 minutes	1%	-	2%	2%	-	4%	-	-	-
1 hour - 2 hour 59 minutes	4%	3%	5%	6%	4%	8%	1%	1%	1%
3 hours - 4 hours 59 minutes	2%	4%	*	3%	5%	1%	*	1%	-
5 hours - 6 hours 59 minutes	8%	8%	8%	11%	12%	10%	3%	1%	5%
7 hours - 8 hours 59 minutes	44%	43%	46%	48%	50%	46%	39%	31%	46%
9 hours - 10 hours 59 minutes	11%	10%	12%	9%	8%	11%	13%	13%	13%
11 hours - 12 hours 59 minutes	10%	10%	9%	-	-	-	22%	29%	18%
13 hours - 15 hours 59 minutes	*	1%	-	-	-	-	1%	2%	-
16 hours or more	-	-	-	-	-	-	-	-	-
Don't know/No answer	3%	3%	3%	3%	3%	2%	3%	2%	4%
Mean	393.04	391.22	394.86	346.77	352.93	339.14	454.73	457.43	452.73
Standard Error	9.633	13.834	13.436	11.526	14.908	18.063	15.503	26.355	18.705

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Table 82
Q29A. How Often Do You Use The Sleeper Train Service That You Were On Today When Handed This Questionnaire?
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Once a week or more	9%	7%	11%	10%	8%	13%	7%	6%	8%
1 or 2 times a month	17%	16%	17%	19%	17%	21%	14%	15%	13%
Once every 2-3 months	19%	23%	16%	20%	23%	17%	19%	22%	16%
Once every 6 months	14%	13%	15%	12%	13%	10%	17%	12%	20%
Less often	20%	20%	20%	15%	14%	16%	27%	30%	25%
Never/first time today	19%	20%	19%	23%	25%	21%	15%	12%	16%
Don't know/No answer	1%	1%	1%	1%	1%	1%	2%	2%	1%

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Table 83

Q29B. How Often Do You Make The Journey That You Were On Today By A Day (Non-sleeper) Train?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Once a week or more	8%	6%	10%	12%	8%	16%	3%	1%	4%
1 or 2 times a month	13%	14%	11%	16%	18%	15%	8%	7%	8%
Once every 2-3 months	19%	20%	18%	20%	20%	20%	18%	19%	16%
Once every 6 months	14%	14%	13%	14%	16%	12%	13%	10%	14%
Less often	22%	22%	22%	21%	20%	22%	23%	24%	22%
Never/first time today	20%	20%	19%	13%	14%	11%	29%	31%	28%
Don't know/No answer	5%	5%	6%	4%	4%	4%	7%	7%	7%

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Table 84

Q30A. If You Used Ticket Gates At The Station, How Easy Did You Find It To Use Them?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Don't know/Not relevant	72%	68%	76%	69%	62%	77%	76%	78%	75%
Not stated	5%	6%	5%	6%	7%	4%	5%	3%	7%
Sample size (exc. &TXA/ Not Stated)	123	72	51	80	53	27	43	19	24
Very easy	42%	44%	39%	45%	45%	44%	37%	42%	33%
Fairly easy	36%	35%	37%	35%	34%	37%	37%	37%	38%
Neither easy nor difficult	10%	7%	14%	6%	8%	4%	16%	5%	25%
Fairly difficult	10%	13%	6%	10%	11%	7%	9%	16%	4%
Very difficult	2%	1%	4%	4%	2%	7%	-	-	-
NET: Easy (TOP 2 BOX)	78%	79%	76%	80%	79%	81%	74%	79%	71%
NET: Difficult (BOTTOM 2 BOX)	12%	14%	10%	14%	13%	15%	9%	16%	4%

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Table 85

Q31A. How Long Have You Been Using The Sleeper Service On This Route On A Regular Basis?

Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	139	63	76	89	42	47	50	21	29
Under 1 year	19%	13%	24%	18%	12%	23%	20%	14%	24%
1-4 years	40%	43%	38%	36%	36%	36%	48%	57%	41%
5-9 years	17%	19%	16%	19%	19%	19%	14%	19%	10%
10 years or more	22%	24%	20%	24%	31%	17%	18%	10%	24%
Don't know/No answer	2%	2%	3%	3%	2%	4%	-	-	-

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Table 86

Q31B. Are You Using The Sleeper Service More Or Less Frequently Now Than A Year Ago?

Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	139	63	76	89	42	47	50	21	29
More	50%	44%	54%	52%	45%	57%	46%	43%	48%
Less	1%	-	3%	1%	-	2%	2%	-	3%
No change	47%	54%	42%	45%	52%	38%	52%	57%	48%
Don't know/No answer	1%	2%	1%	2%	2%	2%	-	-	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 87

Q32. Rating Of...The Times When The Ticket Office Is Open

Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	139	63	76	89	42	47	50	21	29
No opinion/Don't know	22%	32%	14%	17%	26%	9%	32%	43%	24%
Not stated	1%	-	3%	2%	-	4%	-	-	-
Sample size (exc. No opinion/Don't know/Not Stated)	106	43	63	72	31	41	34	12	22
Very satisfied	27%	35%	22%	24%	32%	17%	35%	42%	32%
Fairly satisfied	40%	35%	43%	36%	32%	39%	47%	42%	50%
Neither satisfied nor dissatisfied	17%	14%	19%	18%	13%	22%	15%	17%	14%
Fairly dissatisfied	8%	5%	11%	11%	6%	15%	3%	-	5%
Very dissatisfied	8%	12%	5%	11%	16%	7%	-	-	-
NET: Satisfied (TOP 2 BOX)	67%	70%	65%	60%	65%	56%	82%	83%	82%
NET: Dissatisfied (BOTTOM 2 BOX)	16%	16%	16%	22%	23%	22%	3%	-	5%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 88

Q32. Rating Of...How Often Your Ticket Is Checked By A Ticket Collector

Base : All Respondents Making Today's Train Journey At Least 1 Or 2 Times A Month By Sleeper

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	139	63	76	89	42	47	50	21	29
No opinion/Don't know	7%	10%	5%	8%	14%	2%	6%	-	10%
Not stated	2%	2%	3%	2%	2%	2%	2%	-	3%
Sample size (exc. No opinion/Don't know/Not Stated)	126	56	70	80	35	45	46	21	25
Very satisfied	49%	55%	44%	51%	60%	44%	46%	48%	44%
Fairly satisfied	35%	30%	39%	33%	23%	40%	39%	43%	36%
Neither satisfied nor dissatisfied	13%	13%	14%	14%	14%	13%	13%	10%	16%
Fairly dissatisfied	2%	2%	1%	1%	3%	-	2%	-	4%
Very dissatisfied	1%	-	1%	1%	-	2%	-	-	-
NET: Satisfied (TOP 2 BOX)	84%	86%	83%	84%	83%	84%	85%	90%	80%
NET: Dissatisfied (BOTTOM 2 BOX)	2%	2%	3%	3%	3%	2%	2%	-	4%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 89

Q33. During The Last Six Months, Have You Had Cause To Worry About Your Personal Security Whilst Making A Train Journey?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	12%	11%	14%	15%	13%	18%	9%	8%	9%
No	85%	84%	86%	82%	82%	82%	89%	88%	90%
Don't know/No answer	3%	4%	1%	3%	5%	-	3%	4%	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 90
 Q34. Reason For Worry About Personal Security
 Base : All Respondents Who Have Had Cause To Worry About Their Personal Security Whilst Making A Train Journey

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	67	30	37	47	22	25	20	8	12
On The Station									
Lack of station staff	37%	30%	43%	38%	36%	40%	35%	13%	50%
Lack of other passengers	24%	30%	19%	26%	36%	16%	20%	13%	25%
Poor on-station lighting	10%	7%	14%	13%	9%	16%	5%	-	8%
Lack of information	15%	7%	22%	15%	5%	24%	15%	13%	17%
Anti-social behaviour by other people on station	49%	47%	51%	45%	41%	48%	60%	63%	58%
Saw actual vandalism or violence on the station	3%	-	5%	2%	-	4%	5%	-	8%
Fear of terrorism	3%	3%	3%	2%	-	4%	5%	13%	-
Other on the station	16%	10%	22%	19%	14%	24%	10%	-	17%
On The Train									
Lack of on-train staff	27%	33%	22%	30%	41%	20%	20%	13%	25%
Lack of other passengers	18%	23%	14%	23%	27%	20%	5%	13%	-
Poor train lighting	1%	-	3%	2%	-	4%	-	-	-
Lack of information	9%	10%	8%	6%	5%	8%	15%	25%	8%
Anti-social behaviour by other people on train	61%	57%	65%	66%	64%	68%	50%	38%	58%
Saw actual vandalism or violence on the train	4%	3%	5%	2%	-	4%	10%	13%	8%
Fear of terrorism	3%	3%	3%	2%	-	4%	5%	13%	-
Other on the train	7%	10%	5%	6%	14%	-	10%	-	17%
In The Station Vicinity									
Lack of other people in the neighbourhood	16%	10%	22%	15%	14%	16%	20%	-	33%
Station in an isolated location	9%	3%	14%	6%	5%	8%	15%	-	25%
Poor lighting around the station	12%	7%	16%	13%	5%	20%	10%	13%	8%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 90
Q34. Reason For Worry About Personal Security
 Base : All Respondents Who Have Had Cause To Worry About Their Personal Security Whilst Making A Train Journey

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	67	30	37	47	22	25	20	8	12
Insecure station car park	6%	7%	5%	9%	9%	8%	-	-	-
Anti-social behaviour by people in the neighbourhood	25%	23%	27%	19%	18%	20%	40%	38%	42%
Saw vandalism or violence in the neighbourhood	4%	-	8%	-	-	-	15%	-	25%
Fear of terrorism	1%	3%	-	-	-	-	5%	13%	-
Other in the station vicinity	4%	-	8%	6%	-	12%	-	-	-
Don't know/No answer	3%	7%	-	2%	5%	-	5%	13%	-

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 91

Q35. Agreement With Statement... I Regularly See Police Officers On Trains

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Don't know/No answer	2%	2%	1%	2%	3%	1%	1%	1%	1%
Sample size (exc. Don't know/No answer)	531	263	268	302	166	136	229	97	132
Strongly agree	1%	1%	1%	1%	1%	2%	*	1%	-
Agree	2%	2%	2%	2%	2%	2%	2%	2%	2%
Neither agree nor disagree	15%	14%	17%	17%	15%	19%	14%	11%	15%
Disagree	35%	36%	35%	33%	34%	32%	39%	40%	38%
Strongly disagree	46%	48%	45%	47%	49%	45%	45%	45%	45%
NET: Agree (TOP 2 BOX)	3%	3%	3%	3%	2%	4%	2%	3%	2%
NET: Disagree (BOTTOM 2 BOX)	82%	84%	80%	80%	83%	76%	84%	86%	83%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 92

Q36. Agreement With Statement... I Regularly See Police Officers At Stations

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Don't know/No answer	2%	3%	1%	2%	4%	1%	1%	1%	1%
Sample size (exc. Don't know/No answer)	530	262	268	301	165	136	229	97	132
Strongly agree	7%	6%	7%	7%	7%	7%	7%	5%	8%
Agree	30%	30%	29%	25%	28%	21%	35%	32%	38%
Neither agree nor disagree	22%	23%	21%	21%	19%	24%	22%	29%	17%
Disagree	27%	27%	27%	28%	30%	25%	27%	24%	29%
Strongly disagree	15%	14%	16%	20%	16%	24%	9%	10%	8%
NET: Agree (TOP 2 BOX)	36%	36%	37%	32%	35%	28%	42%	37%	46%
NET: Disagree (BOTTOM 2 BOX)	42%	42%	43%	47%	46%	49%	35%	34%	36%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 93

Q37. During The Past Six Months, Have Concerns About Your Personal Security Ever Prevented You From Travelling By Train, Either Forcing You To Use Another Method Of Transport Or Not To Not Make The Journey At All?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No	96%	96%	97%	96%	96%	96%	96%	94%	98%
Yes - I have travelled by another mode of transport	1%	1%	1%	*	-	1%	1%	2%	1%
Yes - I have not made the journey I wanted to	1%	*	1%	1%	1%	1%	-	-	-
Don't know/No answer	2%	3%	1%	2%	3%	1%	3%	4%	1%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 94

Q38. Have You Has Any Contact With The British Transport Police During The Last Six Months?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
NET: Reported an incident	*	-	1%	1%	-	1%	-	-	-
Yes - To report an incident or crime which I witnessed (including theft of property)	*	-	*	*	-	1%	-	-	-
Yes - To report an incident or crime which happened to me (including theft of property)	*	-	*	*	-	1%	-	-	-
Yes - Other reason	1%	1%	1%	*	-	1%	2%	2%	1%
No - No contact made with the British Transport Police	96%	96%	96%	96%	96%	96%	96%	96%	96%
Don't know/No answer	3%	3%	2%	3%	4%	1%	2%	2%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Table 100

Q41. During The Last Six Months, Have You Witnessed Or Been Involved In Any Incident On The Railway,
Where You Considered Contacting The Police But Did Not Actually Do So?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	4%	5%	3%	4%	4%	4%	3%	6%	1%
No	88%	87%	89%	86%	85%	87%	90%	89%	90%
Don't know/No answer	9%	9%	9%	10%	11%	9%	7%	5%	9%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 101

Q42. If So, Why Did You Not Contact The Police?

Base : All Respondents Who Considered Contacting The Police But Did Not Actually Do So

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	20	13	7	13	7	6	7	6	1
Decided it was too trivial to bother contacting the police	25%	38%	-	23%	43%	-	29%	33%	-
Decided nothing could be done about the incident	30%	31%	29%	23%	14%	33%	43%	50%	-
Worried that contacting the police would delay my journey	10%	-	29%	15%	-	33%	-	-	-
Don't like dealing with the police	10%	-	29%	15%	-	33%	-	-	-
Did not know how to contact the British Transport Police	30%	38%	14%	31%	43%	17%	29%	33%	-
Tried to contact British Transport Police but did not succeed in doing so	5%	8%	-	8%	14%	-	-	-	-
Other	50%	46%	57%	46%	43%	50%	57%	50%	100%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

Col percents 17 Jun 2010

Table 102

Q43. Potential Improvements To Assist When Planning Future Rail Journeys

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Better telephone enquiry/booking service	19%	19%	20%	21%	22%	20%	17%	14%	19%
Better internet enquiry/booking service	43%	40%	46%	43%	42%	45%	43%	38%	46%
Better information facilities at stations	14%	10%	17%	14%	13%	15%	13%	6%	18%
Better ticket buying facilities at station ticket offices	13%	9%	17%	15%	13%	18%	10%	3%	16%
Better ticket buying facilities at station ticket machines	8%	8%	8%	10%	11%	9%	5%	2%	7%
Better route maps of the rail network	16%	14%	18%	15%	15%	15%	18%	14%	21%
Make timetables easier to read	14%	10%	17%	12%	9%	16%	15%	12%	17%
Better promotion of when advanced tickets will be available	53%	53%	52%	51%	54%	47%	55%	52%	57%
Other	13%	14%	12%	11%	12%	10%	15%	17%	13%
None of these	19%	17%	20%	17%	15%	19%	21%	21%	20%
Don't know/No answer	4%	5%	4%	4%	5%	3%	5%	5%	4%

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Table 103

Q44A. Do You Know What Your Compensation Rights Are In The Event Of A Delay Of More Than An Hour Which Was Within The Rail Industry's Control?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Yes	24%	27%	22%	26%	27%	25%	22%	26%	19%
No	73%	69%	76%	71%	68%	74%	75%	71%	78%
Don't know/No answer	3%	4%	2%	3%	5%	1%	3%	3%	3%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 104

Q45. Thinking Back Over The Last Six Months, Have You Made A Compensation Claim Following A Delayed Journey Or Complained To Any Of The Train Companies About Their Service?

Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
No	76%	74%	79%	76%	71%	82%	77%	81%	75%
NET: Made a claim/ complaint	21%	22%	20%	21%	25%	17%	21%	17%	23%
Yes - claimed for compensation on a monthly or longer season ticket	1%	1%	1%	1%	1%	1%	1%	1%	1%
Yes - claimed for compensation on a single/return ticket	14%	15%	13%	13%	15%	11%	16%	15%	16%
Yes - complained (e.g. by letter/ phone/email) but did not claim for compensation	4%	4%	3%	4%	6%	1%	4%	2%	5%
Yes - complained (e.g. by letter/ phone/email) and claimed for compensation	5%	5%	5%	6%	6%	6%	3%	3%	4%
Don't know/No answer	2%	3%	1%	3%	4%	1%	2%	2%	2%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 105

Q46. How Satisfied Were You With The Way Your Complaint/Claim Was Handled?

Base : All Respondents Who Have Made A Compensation Claim

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	114	60	54	66	43	23	48	17	31
Don't know/No opinion	4%	3%	4%	2%	2%	-	6%	6%	6%
Not stated	3%	5%	-	3%	5%	-	2%	6%	-
Sample size (exc. Don't know/No opinion/Not Stated)	107	55	52	63	40	23	44	15	29
Very satisfied	29%	31%	27%	32%	35%	26%	25%	20%	28%
Fairly satisfied	28%	31%	25%	29%	30%	26%	27%	33%	24%
Neither satisfied nor dissatisfied	7%	5%	8%	5%	5%	4%	9%	7%	10%
Fairly dissatisfied	17%	13%	21%	13%	10%	17%	23%	20%	24%
Very dissatisfied	20%	20%	19%	22%	20%	26%	16%	20%	14%
NET: Satisfied (TOP 2 BOX)	57%	62%	52%	60%	65%	52%	52%	53%	52%
NET: Dissatisfied (BOTTOM 2 BOX)	36%	33%	40%	35%	30%	43%	39%	40%	38%

NATIONAL RAIL PASSENGER SURVEY - SLEEPER SERVICES

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Table 106

Q47. Why Were You Dissatisfied?

Base : All Respondents Who Have Made A Compensation Claim And Were Dissatisfied With How It Was Handled

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	39	18	21	22	12	10	17	6	11
Insuffienct compensation	21%	11%	29%	27%	17%	40%	12%	-	18%
Inappropriate form of compensation	10%	-	19%	9%	-	20%	12%	-	18%
Time taken to respond	21%	17%	24%	18%	17%	20%	24%	17%	27%
Poor explanation given	33%	33%	33%	41%	33%	50%	24%	33%	18%
Have not yet received a response	18%	22%	14%	14%	17%	10%	24%	33%	18%
Other	49%	67%	33%	64%	67%	60%	29%	67%	9%

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Table 107
Q49. Age
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
16-25	3%	4%	3%	4%	5%	4%	2%	2%	2%
26-34	7%	6%	9%	6%	4%	9%	9%	8%	9%
35-44	23%	23%	23%	20%	20%	21%	26%	28%	25%
45-54	27%	25%	28%	26%	23%	28%	28%	29%	28%
55-59	15%	16%	15%	17%	19%	13%	14%	9%	17%
60-64	12%	13%	12%	14%	13%	14%	10%	11%	10%
65-69	5%	5%	6%	6%	5%	6%	5%	4%	5%
70-80	5%	6%	3%	6%	6%	4%	3%	5%	2%
81+	*	1%	-	*	1%	-	*	1%	-
Don't know/No answer	2%	3%	1%	2%	3%	-	2%	3%	1%

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Table 108
 Q50. Gender
 Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Male	57%	57%	58%	58%	57%	59%	56%	56%	56%
Female	39%	37%	41%	38%	37%	39%	39%	36%	42%
Don't know/No answer	4%	7%	2%	4%	6%	1%	5%	8%	2%

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Table 109
Q51. Working Status
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Working full time	63%	64%	62%	61%	61%	61%	66%	70%	63%
Working part time	16%	16%	15%	19%	18%	20%	12%	13%	11%
Not working	3%	2%	4%	3%	2%	4%	4%	3%	4%
Retired	13%	12%	14%	12%	13%	12%	13%	9%	16%
Full time student	3%	3%	3%	3%	3%	3%	3%	3%	2%
Don't know/No answer	2%	3%	2%	2%	4%	1%	2%	1%	3%

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Table 110
Q52. Occupation Of Chief Wage Earner
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
Professional/Senior Managerial	56%	54%	58%	55%	52%	58%	58%	57%	59%
Middle Managerial	9%	11%	6%	8%	11%	6%	9%	12%	6%
Junior Managerial/ Clerical/Supervisory	5%	5%	5%	6%	5%	7%	3%	5%	2%
Skilled Manual (with professional qualifications/served an apprenticeship)	5%	4%	6%	6%	5%	7%	4%	2%	6%
Unskilled Manual (no qualifications/not served an apprenticeship)	2%	2%	3%	3%	2%	4%	1%	1%	1%
Full time student	2%	2%	2%	3%	2%	3%	2%	2%	1%
Retired	10%	8%	12%	8%	8%	8%	13%	8%	16%
Unemployed/between jobs	*	1%	-	-	-	-	1%	2%	-
Housewife/house-husband	1%	1%	*	*	1%	-	1%	1%	1%
Other	7%	9%	6%	9%	11%	7%	6%	7%	4%
Don't know/No answer	2%	3%	2%	2%	4%	1%	3%	2%	3%

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Table 111
 Q53. Do You Regularly Use The Internet?
 Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
NET: Use the internet	93%	91%	94%	92%	91%	93%	94%	92%	96%
Yes, at home	89%	87%	91%	88%	88%	88%	90%	86%	93%
Yes, at work	65%	66%	64%	63%	63%	62%	69%	71%	66%
No	6%	6%	5%	6%	5%	7%	5%	7%	3%
Don't know/No answer	1%	3%	*	2%	4%	-	1%	1%	1%

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Table 112
Q54. Ethnic Group
Base : All Respondents

	TOTAL			FIRST GREAT WESTERN			SCOTRAIL		
	Total	From London	To London	Total	From London	To London	Total	From London	To London
Sample size	540	269	271	308	171	137	232	98	134
White British	85%	86%	83%	87%	88%	87%	81%	84%	80%
Any other white background	9%	7%	10%	6%	6%	6%	13%	9%	15%
Mixed white and black Caribbean	-	-	-	-	-	-	-	-	-
Mixed white and black African	*	-	*	*	-	1%	-	-	-
Mixed white and Asian	*	*	*	-	-	-	1%	1%	1%
Any other mixed background	*	-	*	*	-	1%	-	-	-
Asian/Asian British Indian	*	-	1%	1%	-	1%	-	-	-
Asian/Asian British Pakistani	-	-	-	-	-	-	-	-	-
Asian/Asian British Bangladeshi	-	-	-	-	-	-	-	-	-
Any other Asian background	*	*	-	*	1%	-	-	-	-
Black or black British Caribbean	*	*	-	*	1%	-	-	-	-
Black or black British African	-	-	-	-	-	-	-	-	-
Any other black background	-	-	-	-	-	-	-	-	-
Chinese	*	-	1%	-	-	-	1%	-	1%
Other ethnic group	2%	2%	3%	3%	2%	4%	2%	2%	1%
Don't know/No answer	2%	3%	1%	2%	3%	1%	3%	4%	1%