



What passengers want from the InterCity West Coast rail franchise:

A submission from Passenger Focus

Appendices

April 2011

Appendices

- Appendix A Passengers' priorities for improvement
- Appendix B Total sample and routes 1 to 6
- Appendix C Route 1, London - Wolverhampton
- Appendix D Route 2, London - Manchester
- Appendix E Route 3, London - Liverpool
- Appendix F Route 4, London - Wales
- Appendix G Route 5, London - Glasgow
- Appendix H Route 6, Birmingham - Scotland
- Appendix I Questionnaire, January-February 2011 research
- Appendix J Bibliography

Appendices

Appendix A

Passengers' priorities for improvement

Appendix B

Total sample, with comparison to all six West Coast Mainline routes

Appendix C

Route 1, London - Wolverhampton

Appendix D

Route 2, London - Manchester

Appendix E

Route 3, London - Liverpool

Appendix F

Route 4, London – Wales

Appendix G

Route 5, London - Glasgow

Appendix H

Route 6, Birmingham - Scotland

Appendix I

Questionnaire from January-February 2011 passenger research

Appendix J

Bibliography

Appendix A

Passengers' priorities for improvement: InterCity West Coast

(February 2011)

Q17/18: Stated preference values – ranking of most important things that could be improved on the route.

Total Sample

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Upkeep/repair and cleanliness of the train | 5 |
| Frequency of trains for this route | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Personal security at the station | 9 |
| Ease of buying a ticket | 10 |
| Facilities and services on board the train | 11 |
| Quality of facilities and services at the station | 12 |

Route 1: London-Wolverhampton

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Punctuality / reliability of the train | 1 |
| Value for money for price of ticket | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Upkeep/repair and cleanliness of the train | 5 |
| Frequency of trains for this route | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Personal security at the station | 9 |
| Ease of buying a ticket | 10 |
| Facilities and services on board the train | 11 |
| Quality of facilities and services at the station | 12 |

Route 2: London-Manchester

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Upkeep/repair and cleanliness of the train | 5 |
| Frequency of trains for this route | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Personal security at the station | 9 |
| Ease of buying a ticket | 10 |
| Facilities and services on board the train | 11 |
| Quality of facilities and services at the station | 12 |

Route 3: London-Liverpool

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Upkeep/repair and cleanliness of the train | 5 |
| Frequency of trains for this route | 6 |
| Personal security while on board the train | 7 |
| Provision of information during times of disruption | 8 |
| Personal security at the station | 9 |
| Ease of buying a ticket | 10 |
| Facilities and services on board the train | 11 |
| Quality of facilities and services at the station | 12 |

Route 4: London-Wales

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Frequency of trains for this route | 5 |
| Upkeep/repair and cleanliness of the train | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Facilities and services on board the train | 9 |
| Personal security at the station | 10 |
| Ease of buying a ticket | 11 |
| Quality of facilities and services at the station | 12 |

Route 5: London-Glasgow

| Base: All respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Upkeep/repair and cleanliness of the train | 5 |
| Frequency of trains for this route | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Facilities and services on board the train | 9 |
| Ease of buying a ticket | 10 |
| Personal security at the station | 11 |
| Quality of facilities and services at the station | 12 |

Route 6: Birmingham-Scotland

| Base: All Respondents | Priorities for improvement (1=highest priority and 12=lowest) |
|--|--|
| Value for money for price of ticket | 1 |
| Punctuality / reliability of the train | 2 |
| Being able to get a seat on the train | 3 |
| Length of time the journey was scheduled to take (speed) | 4 |
| Frequency of trains for this route | 5 |
| Upkeep/repair and cleanliness of the train | 6 |
| Provision of information during times of disruption | 7 |
| Personal security while on board the train | 8 |
| Personal security at the station | 9 |
| Ease of buying a ticket | 10 |
| Facilities and services on board the train | 11 |
| Quality of facilities and services at the station | 12 |

Appendix B shows the tables of results for Total and Routes 1-6

The definition of the journeys covered in Total and by Routes 1-6 are shown below:

TOTAL - The total column within these tables shows results from 4503 passengers making rail journeys on parts of the West Coast mainline. This sample is split into the six main routes in the network. Note that the total sample column is NOT weighted, and it represents an average of the six routes covered.

- Route 1 - London and Wolverhampton (sample 834): Commuter, business and leisure passengers travelling on VWC trains from London Euston to Wolverhampton or vice versa and intermediate stations en-route
- Route 2 - London and Manchester (sample 890): Commuter, business and leisure passengers travelling on VWC trains from London Euston to Manchester Piccadilly or vice versa and intermediate stations en-route
- Route 3 - London and Liverpool (sample 719): Commuter, business and leisure passengers travelling on VWC trains from London Euston to Liverpool Lime Street or vice versa and intermediate stations en-route
- Route 4 - London and Wales (sample 748): Commuter, business and leisure passengers travelling on VWC trains from London Euston to Holyhead or vice versa and intermediate stations en-route
- Route 5 - London and Glasgow (sample 715): Commuter, business and leisure passengers travelling on VWC trains from London Euston to Glasgow Central or vice versa and intermediate stations en-route
- Route 6 - Birmingham and Scotland (sample 597): Commuter, business and leisure passengers travelling on VWC trains from Birmingham New Street to Glasgow Central/Edinburgh Waverley or vice versa and intermediate stations en-route.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-----------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 4481 | 828 | 888 | 712 | 745 | 713 | 595 |
| Commuter | 23% | 34% | 22% | 17% | 23% | 16% | 23% |
| Business | 33% | 31% | 42% | 35% | 28% | 32% | 26% |
| Leisure | 45% | 36% | 36% | 47% | 50% | 52% | 51% |

| Age | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-----------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 4226 | 767 | 809 | 681 | 708 | 691 | 570 |
| 16-24 | 15% | 15% | 12% | 12% | 18% | 13% | 19% |
| 25-34 | 20% | 24% | 24% | 16% | 18% | 18% | 20% |
| 35-44 | 21% | 24% | 25% | 23% | 18% | 18% | 17% |
| 45-54 | 23% | 21% | 24% | 23% | 21% | 25% | 23% |
| 55-59 | 8% | 8% | 7% | 8% | 8% | 7% | 9% |
| 60-64 | 7% | 5% | 5% | 8% | 9% | 9% | 6% |
| 65+ | 7% | 4% | 3% | 9% | 8% | 10% | 7% |

| Gender | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-----------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 4151 | 745 | 800 | 670 | 698 | 674 | 564 |
| Male | 54% | 56% | 54% | 53% | 50% | 58% | 49% |
| Female | 46% | 44% | 46% | 47% | 50% | 42% | 51% |

| Ethnicity | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------------|--------------|--------------------------------|-----------------------------|----------------------------|----------------------------------|--------------------------|--|
| <i>Base size</i> | 4174 | 749 | 801 | 673 | 705 | 680 | 566 |
| White | 90% | 83% | 89% | 91% | 91% | 93% | 92% |
| Mixed | 2% | 1% | 1% | 3% | 2% | 1% | 1% |
| Black or Black British | 2% | 4% | 3% | 3% | 2% | 1% | 1% |
| Chinese | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| Asian or Asian British | 4% | 9% | 4% | 2% | 2% | 3% | 4% |
| Other ethnic group | 1% | 2% | 0.02 | 1% | 0.01 | 0.01 | 2% |

| Disability | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-------------------|--------------|--------------------------------|-----------------------------|----------------------------|----------------------------------|--------------------------|--|
| <i>Base size</i> | 3925 | 697 | 743 | 631 | 660 | 654 | 540 |
| Yes | 6% | 5% | 5% | 6% | 6% | 7% | 6% |

| Number of trips on this journey in last 2 weeks | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|--------------|--------------------------------|-----------------------------|----------------------------|----------------------------------|--------------------------|--|
| <i>Base size</i> | 4480 | 828 | 886 | 715 | 743 | 712 | 596 |
| 1st journey | 53% | 44% | 52% | 53% | 54% | 58% | 58% |
| 2 - 5 | 39% | 37% | 41% | 43% | 40% | 38% | 31% |
| 6 - 10 | 5% | 10% | 5% | 3% | 4% | 2% | 5% |
| 11 - 20 | 3% | 7% | 1% | 1% | 2% | 1% | 5% |
| 21+ | 1% | 1% | 1% | * | * | * | 1% |

| Occupation | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/ Holyhead | London to Glasgow | Birmingham to Edinburgh/ Glasgow |
|--------------------------------|--------------|------------------------------------|---------------------------------|------------------------------------|---|----------------------------------|---|
| <i>Base size</i> | 4212 | 765 | 804 | 680 | 706 | 687 | 570 |
| Working full time | 68% | 74% | 78% | 68% | 62% | 63% | 63% |
| Working part time | 8% | 8% | 7% | 9% | 8% | 8% | 10% |
| Not working - seeking work | 2% | 1% | 1% | 2% | 2% | 2% | 3% |
| Not working - not seeking work | 1% | 1% | 1% | 1% | 1% | 2% | 2% |
| Retired | 9% | 4% | 4% | 11% | 11% | 14% | 10% |
| Student | 10% | 10% | 8% | 7% | 14% | 8% | 11% |
| Other | 2% | 2% | 1% | 1% | 2% | 4% | 2% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-----------|-------|----------------------------|-------------------------|------------------------|------------------------------|-------------------------|------------------------------------|
| Base size | 3823 | 684 | 767 | 631 | 653 | 612 | 476 |
| Weekday | 87% | 86% | 91% | 90% | 85% | 86% | 83% |
| Base size | 2023 | 348 | 429 | 355 | 321 | 323 | 247 |
| Saturday | 81% | 79% | 87% | 86% | 70% | 80% | 79% |
| Base size | 1935 | 361 | 415 | 340 | 300 | 288 | 231 |
| Sunday | 68% | 67% | 77% | 75% | 53% | 64% | 64% |

Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
(data shown is the % of ALL passengers who would use the train at this time, often or sometimes)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-------------------------|-------|----------------------------|-------------------------|------------------------|------------------------------|----------------------|------------------------------------|
| <i>Base size</i> | 4503 | 834 | 890 | 719 | 748 | 715 | 597 |
| Monday to Friday | | | | | | | |
| 04:00 - 04:59 | 5% | 4% | 5% | 6% | 5% | 8% | 4% |
| 05:00 - 05:59 | 14% | 15% | 18% | 15% | 12% | 10% | 10% |
| 06:00 - 06:59 | 12% | 9% | 13% | 12% | 12% | 12% | 13% |
| 07:00 - 07:59 | 3% | 3% | 2% | 3% | 3% | 4% | 3% |
| 08:00 - 08:59 | 1% | 0% | 0% | 0% | 1% | 1% | 1% |
| From 09:00 onwards | 1% | 1% | 1% | 0% | 1% | 1% | 1% |
| Saturday | | | | | | | |
| 04:00 - 04:59 | 2% | 2% | 2% | 3% | 2% | 3% | 1% |
| 05:00 - 05:59 | 4% | 3% | 4% | 5% | 3% | 4% | 4% |
| 06:00 - 06:59 | 6% | 6% | 6% | 6% | 6% | 6% | 5% |
| 07:00 - 07:59 | 3% | 2% | 3% | 3% | 2% | 2% | 2% |
| 08:00 - 08:59 | 1% | 1% | 1% | 1% | 1% | 2% | 1% |
| From 09:00 onwards | 0% | 0% | 0% | 0% | 0% | 0% | 1% |
| Sunday | | | | | | | |
| 04:00 - 04:59 | 2% | 2% | 2% | 2% | 1% | 2% | 1% |
| 05:00 - 05:59 | 2% | 2% | 3% | 3% | 2% | 2% | 2% |
| 06:00 - 06:59 | 4% | 5% | 4% | 4% | 4% | 4% | 4% |
| 07:00 - 07:59 | 3% | 2% | 4% | 4% | 3% | 3% | 3% |
| 08:00 - 08:59 | 1% | 1% | 0% | 1% | 2% | 2% | 1% |
| From 09:00 onwards | 1% | 1% | 0% | 1% | 1% | 1% | 2% |

**Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers who would use the train at this time often or sometimes)**

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---------------------------|-------|----------------------------|-------------------------|------------------------|------------------------------|----------------------|------------------------------------|
| <i>Base size</i> | 4503 | 834 | 890 | 719 | 748 | 715 | 597 |
| Monday to Thursday | | | | | | | |
| 13:00 - 14:59 | 0% | 1% | 0% | | 0% | 0% | 0% |
| 15:00 - 16:59 | 0% | 1% | 0% | | 0% | 0% | 0% |
| 17:00 - 17:59 | 0% | 0% | 0% | 0% | 0% | 1% | 0% |
| 18:00 - 18:59 | 0% | 0% | 0% | 0% | 1% | 1% | 1% |
| 19:00 - 19:59 | 1% | 0% | 0% | 0% | 1% | 4% | 2% |
| 20:00 - 20:59 | 2% | 1% | 0% | 2% | 2% | 4% | 3% |
| 21:00 - 21:59 | 3% | 2% | 3% | 4% | 4% | 4% | 4% |
| 22:00 - 22:59 | 10% | 7% | 11% | 14% | 11% | 9% | 10% |
| After 23:00 onwards | 14% | 20% | 17% | 14% | 12% | 12% | 9% |
| Friday | | | | | | | |
| 13:00 - 14:59 | 0% | 0% | 0% | | 0% | 0% | 0% |
| 15:00 - 16:59 | 0% | 0% | 0% | | 0% | 1% | 0% |
| 17:00 - 17:59 | 0% | 0% | 0% | 0% | 0% | 1% | 0% |
| 18:00 - 18:59 | 0% | 0% | 0% | 0% | 0% | 0% | 1% |
| 19:00 - 19:59 | 1% | 0% | 0% | 0% | 0% | 3% | 1% |
| 20:00 - 20:59 | 1% | 0% | 0% | 1% | 2% | 4% | 2% |
| 21:00 - 21:59 | 2% | 2% | 2% | 2% | 3% | 2% | 2% |
| 22:00 - 22:59 | 8% | 5% | 7% | 12% | 8% | 6% | 8% |
| After 23:00 onwards | 16% | 23% | 19% | 15% | 13% | 12% | 12% |
| Saturday | | | | | | | |
| 13:00 - 14:59 | 0% | 0% | 0% | | 0% | 0% | 0% |
| 15:00 - 16:59 | 0% | 0% | 0% | | 0% | 0% | 0% |
| 17:00 - 17:59 | 0% | 0% | 0% | 0% | 0% | 1% | 0% |
| 18:00 - 18:59 | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| 19:00 - 19:59 | 0% | 0% | 0% | 0% | 0% | 1% | 1% |
| 20:00 - 20:59 | 1% | 0% | 0% | 1% | 1% | 3% | 1% |
| 21:00 - 21:59 | 2% | 1% | 1% | 2% | 2% | 2% | 2% |
| 22:00 - 22:59 | 5% | 4% | 5% | 7% | 5% | 5% | 6% |

| | | | | | | | |
|---------------------|-----|-----|-----|-----|-----|-----|-----|
| After 23:00 onwards | 14% | 18% | 16% | 13% | 12% | 10% | 10% |
| Sunday | | | | | | | |
| 13:00 - 14:59 | 0% | 0% | 0% | | 0% | 0% | 0% |
| 15:00 - 16:59 | 0% | 0% | 0% | | 0% | 0% | 0% |
| 17:00 - 17:59 | 0% | 0% | 0% | 0% | 0% | 1% | 0% |
| 18:00 - 18:59 | 0% | 0% | 0% | 0% | 0% | 0% | 1% |
| 19:00 - 19:59 | 1% | 0% | 0% | 1% | 1% | 2% | 1% |
| 20:00 - 20:59 | 1% | 0% | 1% | 1% | 1% | 2% | 1% |
| 21:00 - 21:59 | 2% | 1% | 2% | 2% | 3% | 2% | 3% |
| 22:00 - 22:59 | 6% | 5% | 5% | 7% | 5% | 5% | 7% |
| After 23:00 onwards | 9% | 12% | 11% | 11% | 8% | 8% | 5% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---|-------|----------------------------|-------------------------|------------------------|------------------------------|-------------------------|------------------------------------|
| <i>Base size</i> | 3963 | 755 | 766 | 597 | 670 | 641 | 534 |
| Clean station toilets | 32% | 30% | 31% | 35% | 31% | 35% | 33% |
| Accurate visual information about delays | 26% | 28% | 27% | 27% | 25% | 24% | 25% |
| Visible staff at the station | 24% | 24% | 21% | 26% | 28% | 24% | 24% |
| Waiting room | 21% | 19% | 23% | 19% | 22% | 24% | 18% |
| Accurate announcements about delays | 21% | 24% | 21% | 24% | 19% | 19% | 18% |
| Well maintained station buildings and platforms | 20% | 22% | 20% | 16% | 22% | 19% | 22% |
| Accurate visual information about actual train times | 19% | 20% | 19% | 18% | 18% | 20% | 22% |
| Accurate announcements about actual train times | 16% | 18% | 16% | 13% | 14% | 16% | 17% |
| Presence of station toilets | 16% | 16% | 15% | 21% | 17% | 13% | 11% |
| Refreshment room/kiosk | 13% | 12% | 10% | 13% | 16% | 15% | 15% |
| An interactive help point | 11% | 10% | 12% | 9% | 13% | 10% | 10% |
| Step free access from the station entrance to the train | 10% | 10% | 8% | 9% | 10% | 10% | 12% |
| Waiting shelter on the platform | 9% | 10% | 8% | 9% | 10% | 8% | 9% |
| Security cameras | 8% | 9% | 8% | 9% | 7% | 8% | 8% |
| Information board showing printed timetable | 7% | 7% | 7% | 8% | 6% | 6% | 7% |
| Convenient connection busses | 7% | 6% | 6% | 7% | 7% | 6% | 9% |
| Other | 19% | 18% | 19% | 19% | 18% | 20% | 19% |

Q12. Whether drive to station

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------|-------|----------------------------|-------------------------|------------------------|------------------------------|-------------------------|------------------------------------|
| <i>Base size</i> | 4172 | 763 | 834 | 674 | 686 | 664 | 551 |
| Yes | 20% | 22% | 20% | 22% | 22% | 13% | 19% |

Q13. Experience of finding a space in station car park

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size (those driving to station)</i> | 815 | 165 | 166 | 145 | 150 | 87 | 102 |
| I can always get a space | 44% | 59% | 40% | 43% | 35% | 41% | 45% |
| I can get a space most of the time | 37% | 28% | 45% | 34% | 47% | 41% | 27% |
| I can hardly ever get a space | 10% | 5% | 8% | 12% | 11% | 11% | 16% |
| I can never get a space | 2% | 2% | 1% | 4% | 1% | 1% | 5% |
| Not relevant/do not use station car park | 6% | 5% | 7% | 6% | 6% | 5% | 7% |

Q14. Factors likely to encourage more use of station car park

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size (those not using station car park)</i> | 3985 | 745 | 781 | 644 | 661 | 632 | 522 |
| Cheaper parking | 42% | 42% | 44% | 43% | 37% | 38% | 45% |
| Having more car park space | 16% | 15% | 17% | 16% | 15% | 13% | 16% |
| More secure car park (i.e. better lighting, CCTV) | 12% | 13% | 12% | 12% | 15% | 9% | 13% |
| Making it easier to pay | 7% | 8% | 7% | 6% | 8% | 4% | 8% |
| Improving cleaning and maintenance of the car park | 3% | 5% | 2% | 4% | 3% | 3% | 2% |
| Other | 14% | 12% | 13% | 14% | 15% | 15% | 14% |
| Nothing will encourage me to use the station car park | 38% | 39% | 38% | 36% | 39% | 41% | 35% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--------------------------|-------|----------------------------|-------------------------|------------------------|------------------------------|-------------------------|------------------------------------|
| Monday - Thursday | | | | | | | |
| <i>Base size</i> | 3339 | 604 | 641 | 556 | 596 | 528 | 414 |
| Very/fairly easy | 73% | 62% | 71% | 81% | 76% | 80% | 71% |
| Friday | | | | | | | |
| <i>Base size</i> | 2736 | 537 | 591 | 444 | 439 | 402 | 323 |
| Very/fairly easy | 58% | 53% | 57% | 63% | 58% | 66% | 52% |
| Saturday | | | | | | | |
| <i>Base size</i> | 2004 | 369 | 424 | 351 | 315 | 300 | 245 |
| Very/fairly easy | 69% | 67% | 72% | 75% | 64% | 72% | 61% |
| Sunday | | | | | | | |
| <i>Base size</i> | 1916 | 360 | 425 | 331 | 293 | 280 | 227 |
| Very/fairly easy | 69% | 68% | 70% | 72% | 65% | 70% | 65% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---------------------------|-------|----------------------------|-------------------------|------------------------|------------------------------|-------------------------|------------------------------------|
| <i>Base size</i> | >4009 | >741 | >778 | >645 | >676 | >638 | >524 |
| Wi-fi internet connection | 79% | 79% | 80% | 78% | 80% | 81% | 75% |
| At-seat power sockets | 83% | 84% | 86% | 81% | 83% | 83% | 80% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | >1757 | >319 | >351 | >316 | >293 | >246 | >232 |
| Frequency of trains for this route | 89% | 85% | 95% | 92% | 85% | 91% | 83% |
| Punctuality / reliability of the train | 88% | 80% | 93% | 96% | 87% | 89% | 82% |
| Length of time the journey was scheduled to take | 91% | 86% | 94% | 96% | 91% | 92% | 86% |
| Value for money for price of ticket | 46% | 37% | 39% | 50% | 47% | 61% | 47% |
| Provision of information during times of disruption | 61% | 54% | 56% | 62% | 61% | 72% | 66% |
| Being able to get a seat on the train | 84% | 75% | 84% | 89% | 84% | 88% | 84% |
| Quality of facilities and services at the station | 73% | 68% | 71% | 80% | 70% | 77% | 73% |
| Personal security whilst on board the train | 77% | 76% | 77% | 79% | 75% | 81% | 78% |
| Ease of buying a ticket | 87% | 86% | 85% | 87% | 88% | 89% | 88% |
| Upkeep / repair and cleanliness of the train | 81% | 79% | 80% | 81% | 81% | 83% | 81% |
| Provision of information during the journey | 77% | 72% | 75% | 77% | 77% | 85% | 79% |
| Facilities and services on board the train - | 74% | 71% | 70% | 78% | 74% | 77% | 75% |
| Facilities for car parking at the station | 58% | 61% | 59% | 55% | 53% | 60% | 58% |
| Personal security at the station | 66% | 61% | 66% | 68% | 62% | 70% | 69% |
| Overall experience of service on this journey | 88% | 83% | 87% | 93% | 88% | 91% | 88% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|-------|----------------------------|-------------------------|------------------------|------------------------------|----------------------|------------------------------------|
| Base size | 4212 | 766 | 810 | 670 | 714 | 690 | 562 |
| Anytime single/return | 20% | 21% | 22% | 17% | 20% | 19% | 22% |
| Anytime day single/return | 8% | 8% | 9% | 6% | 7% | 6% | 9% |
| Off-peak/Super off-peak (single/return) | 20% | 17% | 22% | 18% | 23% | 19% | 23% |
| Off-peak day/Super off-peak day (single/return) | 9% | 8% | 10% | 8% | 9% | 8% | 9% |
| Advance | 33% | 27% | 32% | 43% | 30% | 41% | 25% |
| Day Travelcard | 2% | 3% | 1% | 2% | 2% | 1% | 2% |
| Season ticket | 4% | 11% | 2% | 1% | 2% | 1% | 5% |
| Special promotion ticket | 1% | * | 1% | 1% | 1% | 1% | 2% |
| Holiday package/tour ticket | 1% | * | * | * | 1% | 1% | 1% |
| Rail staff pass/Privilege ticket/Police concession | 2% | 2% | 1% | 2% | 2% | 3% | 3% |
| Freedom pass | * | 1% | * | * | * | 1% | 1% |
| Other | 6% | 8% | 5% | 5% | 7% | 4% | 4% |
| | | | | | | | |
| First class | 15% | 19% | 15% | 20% | 9% | 19% | 4% |
| Standard class | 85% | 81% | 85% | 80% | 91% | 81% | 96% |

Q21. Reason for choosing this ticket

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|----------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 4078 | 723 | 788 | 662 | 697 | 666 | 542 |
| Cheapest | 54% | 51% | 55% | 55% | 57% | 55% | 53% |
| Needed flexibility | 27% | 34% | 30% | 27% | 24% | 23% | 25% |
| Only one offered/available | 8% | 8% | 6% | 4% | 11% | 7% | 12% |
| Special promotion/deal | 3% | 3% | 3% | 3% | 4% | 3% | 3% |
| Advised by staff | 2% | 2% | 2% | 2% | 2% | 3% | 3% |
| Someone else chose it | 11% | 8% | 13% | 14% | 9% | 10% | 9% |
| Quickest route | 13% | 14% | 8% | 14% | 14% | 13% | 15% |
| Seat reservations possible | 11% | 10% | 9% | 11% | 10% | 14% | 11% |
| Comfort | 9% | 11% | 7% | 11% | 7% | 13% | 4% |
| Other | 1% | 1% | 1% | 1% | 1% | * | 2% |

Q22. Whether looked for best-priced ticket

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--------------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 4180 | 755 | 807 | 674 | 707 | 686 | 551 |
| Looked around extensively | 21% | 21% | 19% | 24% | 21% | 21% | 21% |
| Looked around a bit | 36% | 32% | 35% | 35% | 38% | 38% | 40% |
| Didn't look around | 28% | 33% | 27% | 25% | 27% | 28% | 26% |
| Don't know/purchased by someone else | 15% | 14% | 19% | 17% | 14% | 12% | 13% |

Q23. Confidence in having best value ticket for travel needs

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|----------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 3992 | 726 | 768 | 640 | 678 | 652 | 528 |
| Very confident | 23% | 20% | 20% | 26% | 23% | 28% | 21% |
| Fairly confident | 46% | 46% | 45% | 45% | 46% | 47% | 51% |
| Neither | 13% | 14% | 14% | 11% | 15% | 13% | 11% |
| Not very confident | 11% | 12% | 14% | 11% | 10% | 7% | 11% |
| Not at all confident | 6% | 8% | 7% | 7% | 6% | 5% | 6% |

When purchased ticket

Q24. When purchased ticket

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 4205 | 761 | 816 | 678 | 710 | 681 | 559 |
| Today | 19% | 18% | 21% | 15% | 23% | 13% | 21% |
| In last week | 43% | 47% | 44% | 42% | 40% | 43% | 43% |
| 1-2 weeks ago | 19% | 17% | 17% | 21% | 18% | 22% | 18% |
| 3-4 weeks ago | 11% | 9% | 11% | 12% | 11% | 13% | 11% |
| 1-3 months ago | 6% | 4% | 5% | 9% | 4% | 7% | 5% |
| More than 3 months ago | 1% | 3% | 1% | * | 1% | 1% | 1% |
| Don't know/no opinion | 2% | 2% | 2% | 3% | 2% | 2% | 2% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size(bought ticket today) | 757 | 137 | 166 | 95 | 160 | 85 | 114 |
| Yes | 43% | 46% | 42% | 52% | 36% | 51% | 39% |
| No | 31% | 31% | 30% | 24% | 34% | 22% | 38% |
| Don't know | 26% | 23% | 28% | 24% | 30% | 27% | 24% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---------------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size(bought ticket today)</i> | 731 | 128 | 160 | 96 | 156 | 81 | 110 |
| Very likely | 30% | 35% | 24% | 29% | 31% | 33% | 25% |
| Fairly likely | 25% | 23% | 26% | 24% | 26% | 23% | 29% |
| Neither likely nor unlikely | 16% | 14% | 21% | 14% | 15% | 11% | 15% |
| Fairly unlikely | 14% | 13% | 12% | 18% | 13% | 14% | 19% |
| Very unlikely | 15% | 16% | 17% | 16% | 15% | 19% | 11% |

Q27. Preference for buying tickets

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 4156 | 750 | 797 | 675 | 705 | 671 | 558 |
| In advance | 76% | 76% | 73% | 82% | 75% | 80% | 72% |
| On the day | 16% | 16% | 18% | 12% | 17% | 12% | 19% |
| No preference | 8% | 8% | 9% | 6% | 8% | 8% | 9% |

Q28. Reasons for buying in advance

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 3141 | 565 | 574 | 546 | 522 | 533 | 401 |
| Cheaper | 83% | 82% | 82% | 86% | 81% | 84% | 81% |
| Ability to reserve a seat | 52% | 51% | 53% | 53% | 46% | 55% | 54% |
| Need to make plans in advance | 41% | 39% | 41% | 41% | 38% | 43% | 44% |
| Don't have to queue on the day of travel | 38% | 48% | 38% | 37% | 36% | 34% | 38% |
| Don't have to think about it on the day of travel | 35% | 40% | 33% | 34% | 32% | 32% | 37% |
| Other | 2% | 3% | 2% | 3% | 2% | 2% | 2% |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 4146 | 747 | 801 | 673 | 698 | 674 | 553 |
| Up to a week | 9% | 10% | 7% | 7% | 11% | 9% | 8% |
| 1-2 weeks | 11% | 11% | 11% | 11% | 11% | 11% | 8% |
| 3-4 weeks | 12% | 14% | 10% | 12% | 14% | 10% | 15% |
| 1-2 months | 14% | 14% | 13% | 15% | 15% | 13% | 13% |
| 2-3 months | 16% | 14% | 17% | 15% | 15% | 15% | 18% |
| 3-4 months | 10% | 9% | 10% | 10% | 8% | 12% | 10% |
| 4-5 months | 2% | 1% | 2% | 2% | 1% | 2% | 3% |
| 5-6 months | 8% | 7% | 9% | 10% | 6% | 8% | 9% |
| 6-12 months | 10% | 10% | 10% | 9% | 11% | 11% | 9% |
| Don't know/know opinion | 9% | 10% | 11% | 9% | 8% | 10% | 7% |

How purchased ticket

Q30. How purchased ticket

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 4196 | 760 | 808 | 680 | 704 | 684 | 560 |
| Via the internet / website | 49% | 46% | 48% | 52% | 47% | 57% | 42% |
| At the station - from ticket window / office | 24% | 25% | 18% | 19% | 29% | 22% | 33% |
| The ticket was bought for me | 9% | 7% | 12% | 10% | 7% | 8% | 8% |
| At the station - from ticket machine | 7% | 10% | 10% | 6% | 6% | 3% | 6% |
| From a travel agent | 4% | 4% | 4% | 5% | 4% | 3% | 4% |
| Over the phone | 3% | 2% | 3% | 3% | 2% | 4% | 2% |
| Other method of purchase | 2% | 3% | 2% | 1% | 2% | 1% | 2% |
| On the train from a member of train staff | 2% | 1% | 1% | 1% | 2% | 1% | 3% |
| Don't know | 2% | 2% | 2% | 3% | 2% | 1% | 1% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Base size | 1137 | 217 | 178 | 148 | 222 | 168 | 204 |
| Satisfaction with queueing time at ticket office | 82% | 75% | 79% | 81% | 88% | 86% | 84% |
| Base size | 648 | 141 | 145 | 87 | 110 | 90 | 75 |
| Satisfaction with ease of purchase from ticket machine | 80% | 75% | 77% | 85% | 78% | 84% | 84% |
| Base size | 2142 | 352 | 406 | 372 | 356 | 407 | 249 |
| Satisfaction with ease of purchase from internet | 87% | 86% | 83% | 86% | 86% | 90% | 90% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | >3382 | >634 | >645 | >532 | >571 | >552 | >448 |
| Ticket office at station | 72% | 70% | 69% | 70% | 76% | 74% | 76% |
| Ticket machine at station | 46% | 46% | 43% | 45% | 49% | 47% | 45% |
| Internet | 84% | 83% | 84% | 84% | 85% | 85% | 83% |
| Over the phone | 51% | 48% | 51% | 54% | 54% | 52% | 51% |
| From train staff on the train | 57% | 56% | 52% | 55% | 58% | 60% | 58% |
| Travel agent | 39% | 35% | 40% | 39% | 40% | 40% | 40% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 3511 | 630 | 671 | 566 | 598 | 569 | 476 |
| By post | 46% | 39% | 43% | 48% | 47% | 53% | 49% |
| Printing from computer at home/work | 82% | 82% | 85% | 82% | 84% | 81% | 81% |
| Sent to mobile and show message as proof of purchase | 69% | 73% | 73% | 67% | 71% | 65% | 62% |
| Sent to mobile and scan barcode at ticket gate | 65% | 68% | 69% | 62% | 67% | 59% | 59% |

Q37. Level of flexibility passenger had for today's journey

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|----------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Outbound | | | | | | | |
| <i>Base size</i> | 4052 | 728 | 783 | 654 | 687 | 655 | 545 |
| Had to travel at a specific time | 63% | 67% | 67% | 59% | 63% | 60% | 59% |
| Could travel at any time | 34% | 30% | 31% | 37% | 34% | 36% | 37% |
| Don't know/no opinion | 3% | 3% | 2% | 4% | 3% | 4% | 4% |
| Return | | | | | | | |
| <i>Base size</i> | 3714 | 688 | 697 | 611 | 617 | 598 | 503 |
| Had to travel at a specific time | 42% | 38% | 41% | 42% | 44% | 44% | 42% |
| Could travel at any time | 54% | 58% | 56% | 53% | 52% | 51% | 52% |
| Don't know/no opinion | 4% | 4% | 3% | 5% | 4% | 5% | 5% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|---------------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| Outbound | | | | | | | |
| <i>Base size</i> | 4050 | 731 | 784 | 652 | 686 | 658 | 539 |
| Could travel on any train | 29% | 40% | 27% | 21% | 29% | 23% | 32% |
| Could travel on any off-peak train | 22% | 16% | 24% | 20% | 23% | 20% | 29% |
| Could only travel on a specific train | 45% | 40% | 45% | 54% | 43% | 51% | 34% |
| Don't know/no opinion | 5% | 4% | 4% | 5% | 6% | 6% | 5% |
| Return | | | | | | | |
| <i>Base size</i> | 3698 | 683 | 708 | 604 | 611 | 590 | 502 |
| Could travel on any train | 32% | 43% | 33% | 26% | 32% | 23% | 37% |
| Could travel on any off-peak train | 25% | 21% | 28% | 23% | 27% | 24% | 30% |
| Could only travel on a specific train | 37% | 32% | 34% | 47% | 36% | 47% | 27% |
| Don't know/no opinion | 5% | 5% | 5% | 4% | 6% | 6% | 5% |

Q39. Awareness of ticket restrictions

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|-----------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 4087 | 738 | 783 | 663 | 690 | 665 | 548 |
| Time restriction on ticket | 53% | 47% | 55% | 63% | 53% | 57% | 43% |
| Route restriction on ticket | 21% | 21% | 17% | 20% | 18% | 28% | 24% |
| TOC restriction on ticket | 18% | 18% | 17% | 23% | 15% | 22% | 14% |
| Not aware of restriction | 22% | 20% | 19% | 18% | 24% | 25% | 31% |
| Restrictions do not apply | 18% | 26% | 19% | 14% | 17% | 11% | 17% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 3995 | 718 | 762 | 645 | 669 | 659 | 542 |
| Yes | 58% | 55% | 57% | 62% | 56% | 63% | 56% |
| No | 17% | 17% | 22% | 18% | 17% | 15% | 15% |
| Not applicable | 15% | 21% | 12% | 13% | 14% | 14% | 19% |
| None provided | 9% | 8% | 9% | 7% | 13% | 9% | 10% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|------------------------------------|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 3917 | 701 | 757 | 633 | 663 | 642 | 521 |
| Very satisfied | 21% | 21% | 17% | 22% | 22% | 25% | 22% |
| Fairly satisfied | 38% | 37% | 35% | 35% | 40% | 41% | 44% |
| Neither satisfied nor dissatisfied | 21% | 23% | 22% | 21% | 22% | 19% | 21% |
| Fairly dissatisfied | 12% | 13% | 14% | 14% | 9% | 11% | 10% |
| Very dissatisfied | 7% | 7% | 13% | 7% | 7% | 5% | 2% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | London to Wolverhampton | London to Manchester | London to Liverpool | London to Bangor/Holyhead | London to Glasgow | Birmingham to Edinburgh/Glasgow |
|--|-------|-------------------------|----------------------|---------------------|---------------------------|-------------------|---------------------------------|
| <i>Base size</i> | 3884 | 696 | 743 | 632 | 652 | 635 | 518 |
| I understand the range of tickets and fares available | 59% | 58% | 59% | 55% | 58% | 63% | 58% |
| Flexibility is important and I do not want to be tied to a specific train | 79% | 81% | 83% | 77% | 80% | 74% | 76% |
| I would travel more on trains if fares were cheaper | 86% | 86% | 86% | 87% | 87% | 85% | 88% |
| I don't mind booking early in order to get cheaper fares | 82% | 80% | 80% | 83% | 83% | 85% | 84% |
| There should be a standard price for a journey regardless of when you buy the ticket | 46% | 45% | 48% | 43% | 47% | 44% | 48% |

Appendix C shows the tables of results for Route 1 (London-Wolverhampton)

The definition of the journeys covered in Route A

TOTAL - The total column within these tables shows results from 834 passengers making rail journeys on Virgin West Coast trains, between London and Wolverhampton. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 828 | 279 | 253 | 296 | 618 | 210 |
| Commuter | 34% | 100% | - | - | 44% | 4% |
| Business | 31% | - | 100% | - | 36% | 14% |
| Leisure | 36% | - | - | 100% | 20% | 82% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 767 | 261 | 233 | 268 | 581 | 186 |
| 16-24 | 15% | 15% | 5% | 25% | 13% | 21% |
| 25-34 | 24% | 20% | 25% | 27% | 21% | 33% |
| 35-44 | 24% | 29% | 24% | 18% | 25% | 20% |
| 45-54 | 21% | 28% | 23% | 12% | 24% | 11% |
| 55-59 | 8% | 5% | 12% | 5% | 8% | 5% |
| 60-64 | 5% | 2% | 7% | 5% | 5% | 4% |
| 65+ | 4% | 1% | 3% | 6% | 3% | 5% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 745 | 257 | 226 | 257 | 564 | 181 |
| Male | 56% | 65% | 62% | 43% | 60% | 45% |
| Female | 44% | 35% | 38% | 57% | 40% | 55% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 749 | 255 | 228 | 262 | 565 | 184 |
| White | 83% | 80% | 93% | 77% | 86% | 75% |
| Mixed | 1% | 1% | 1% | 2% | 1% | 2% |
| Black or Black British | 4% | 4% | 1% | 7% | 3% | 8% |
| Chinese | 1% | 1% | - | 2% | 1% | 2% |
| Asian or Asian British | 9% | 11% | 5% | 10% | 8% | 11% |
| Other ethnic group | 2% | 2% | * | 2% | 1% | 3% |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 697 | 238 | 216 | 239 | 527 | 170 |
| Yes | 5% | 4% | 6% | 5% | 4% | 7% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 828 | 276 | 252 | 295 | 617 | 211 |
| 1st journey | 44% | 15% | 60% | 58% | 39% | 60% |
| 2 - 5 | 37% | 34% | 37% | 39% | 37% | 36% |
| 6 - 10 | 10% | 27% | 2% | 2% | 13% | 2% |
| 11 - 20 | 7% | 20% | 1% | 1% | 9% | 1% |
| 21+ | 1% | 4% | - | * | 2% | * |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 765 | 261 | 232 | 267 | 579 | 186 |
| Working full time | 74% | 81% | 90% | 55% | 78% | 63% |
| Working part time | 8% | 5% | 7% | 11% | 7% | 9% |
| Not working - seeking work | 1% | - | - | 3% | 1% | 2% |
| Not working - not seeking work | 1% | * | - | 3% | 1% | 1% |
| Retired | 4% | - | 2% | 9% | 3% | 7% |
| Student | 10% | 13% | 1% | 16% | 9% | 14% |
| Other | 2% | * | 1% | 4% | 1% | 4% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 684 | 268 | 205 | 208 | 564 | 120 |
| Weekday | 86% | 83% | 90% | 87% | 86% | 85% |
| <i>Base size</i> | 348 | 94 | 73 | 180 | 219 | 129 |
| Saturday | 79% | 73% | 77% | 84% | 76% | 84% |
| <i>Base size</i> | 361 | 96 | 73 | 190 | 212 | 149 |
| Sunday | 67% | 65% | 60% | 71% | 65% | 70% |

**Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)**

| | Total |
|-------------------------|-------|
| <i>Base size</i> | 834 |
| Monday to Friday | |
| 04:00 - 04:59 | 4% |
| 05:00 - 05:59 | 15% |
| 06:00 - 06:59 | 9% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 0% |
| From 09:00 onwards | 1% |
| Saturday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 3% |
| 06:00 - 06:59 | 6% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 0% |
| Sunday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 2% |
| 06:00 - 06:59 | 5% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |

**Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)**

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | 834 |
| Monday to Thursday | |
| 13:00 - 14:59 | 1% |
| 15:00 - 16:59 | 1% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 7% |
| After 23:00 onwards | 20% |
| Friday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 23% |
| Saturday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 1% |
| 22:00 - 22:59 | 4% |
| After 23:00 onwards | 18% |
| Sunday | |

| | |
|---------------------|-----|
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 1% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 12% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 755 | 258 | 219 | 273 | 561 | 194 |
| Clean station toilets | 30% | 28% | 34% | 27% | 30% | 29% |
| Accurate visual information about delays | 28% | 34% | 26% | 23% | 30% | 20% |
| Visible staff at the station | 24% | 17% | 24% | 30% | 20% | 34% |
| Accurate announcements about delays | 24% | 28% | 23% | 20% | 25% | 21% |
| Well maintained station buildings and platforms | 22% | 19% | 32% | 18% | 24% | 16% |
| Accurate visual information about actual train times | 20% | 22% | 22% | 18% | 21% | 19% |
| Waiting room | 19% | 17% | 20% | 21% | 19% | 19% |
| Accurate announcements about actual train times | 18% | 19% | 16% | 20% | 17% | 20% |
| Presence of station toilets | 16% | 14% | 19% | 16% | 16% | 18% |
| Refreshment room/kiosk | 12% | 11% | 13% | 13% | 12% | 14% |
| An interactive help point | 10% | 7% | 12% | 12% | 9% | 12% |
| Waiting shelter on the platform | 10% | 8% | 8% | 13% | 9% | 12% |
| Step free access from the station entrance to the train | 10% | 9% | 7% | 12% | 8% | 13% |
| Security cameras | 9% | 10% | 7% | 10% | 9% | 9% |
| Information board showing printed timetable | 7% | 6% | 6% | 8% | 6% | 8% |
| Convenient connection busses | 6% | 6% | 3% | 8% | 5% | 7% |
| Other | 18% | 19% | 19% | 17% | 18% | 18% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 763 | 261 | 230 | 267 | 565 | 198 |
| Yes | 22% | 28% | 23% | 15% | 25% | 12% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 165 | 72 | 54 | 39 | 141 | 24 |
| I can always get a space | 59% | 65% | 65% | 41% | 62% | 46% |
| I can get a space most of the time | 28% | 25% | 26% | 36% | 28% | 29% |
| I can hardly ever get a space | 5% | 3% | 4% | 10% | 4% | 13% |
| I can never get a space | 2% | 1% | 4% | 3% | 2% | 4% |
| Not relevant/do not use station car park | 5% | 6% | 2% | 10% | 5% | 8% |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 745 | 248 | 229 | 263 | 560 | 185 |
| Cheaper parking | 42% | 43% | 39% | 44% | 42% | 44% |
| Having more car park space | 15% | 16% | 12% | 17% | 14% | 18% |
| More secure car park (i.e. better lighting, CCTV) | 13% | 13% | 10% | 15% | 13% | 14% |
| Making it easier to pay | 8% | 11% | 7% | 6% | 9% | 6% |
| Improving cleaning and maintenance of the car park | 5% | 6% | 2% | 5% | 4% | 6% |
| Other | 12% | 14% | 9% | 14% | 13% | 9% |
| Nothing will encourage me to use the station car park | 39% | 38% | 45% | 36% | 39% | 39% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 604 | 251 | 167 | 183 | 495 | 109 |
| Very/fairly easy | 62% | 63% | 63% | 60% | 63% | 54% |
| Friday | | | | | | |
| <i>Base size</i> | 537 | 229 | 126 | 180 | 419 | 118 |
| Very/fairly easy | 53% | 56% | 53% | 48% | 54% | 47% |
| Saturday | | | | | | |
| <i>Base size</i> | 369 | 117 | 69 | 181 | 235 | 134 |
| Very/fairly easy | 67% | 74% | 62% | 64% | 67% | 67% |
| Sunday | | | | | | |
| <i>Base size</i> | 360 | 107 | 69 | 182 | 223 | 137 |
| Very/fairly easy | 68% | 73% | 64% | 66% | 67% | 70% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >741 | >252 | >222 | >261 | >550 | >191 |
| Wi-fi internet connection | 79% | 83% | 81% | 75% | 81% | 75% |
| At-seat power sockets | 84% | 87% | 86% | 79% | 86% | 77% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >319 | >129 | >89 | >101 | >243 | >76 |
| Frequency of trains for this route | 85% | 82% | 91% | 84% | 88% | 76% |
| Punctuality / reliability of the train | 80% | 80% | 86% | 74% | 86% | 60% |
| Length of time the journey was scheduled to take | 86% | 85% | 93% | 82% | 90% | 75% |
| Value for money for price of ticket | 37% | 28% | 40% | 43% | 36% | 38% |
| Provision of information during times of disruption | 54% | 45% | 63% | 58% | 53% | 59% |
| Being able to get a seat on the train | 75% | 68% | 80% | 77% | 72% | 82% |
| Quality of facilities and services at the station | 68% | 65% | 67% | 72% | 66% | 73% |
| Personal security whilst on board the train | 76% | 77% | 74% | 76% | 77% | 73% |
| Ease of buying a ticket | 86% | 83% | 88% | 87% | 87% | 84% |
| Upkeep / repair and cleanliness of the train | 79% | 75% | 80% | 84% | 78% | 84% |
| Provision of information during the journey | 72% | 67% | 73% | 77% | 70% | 78% |
| Facilities and services on board the train - | 71% | 68% | 73% | 73% | 71% | 71% |
| Facilities for car parking at the station | 61% | 64% | 64% | 53% | 66% | 43% |
| Personal security at the station | 61% | 62% | 61% | 61% | 62% | 59% |
| Overall experience of service on this journey | 83% | 78% | 91% | 81% | 85% | 77% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 766 | 260 | 232 | 269 | 576 | 190 |
| Anytime single/return | 21% | 20% | 30% | 15% | 23% | 16% |
| Anytime day single/return | 8% | 6% | 12% | 6% | 8% | 6% |
| Off-peak/Super off-peak (single/return) | 17% | 9% | 14% | 28% | 14% | 28% |
| Off-peak day/Super off-peak day (single/return) | 8% | 5% | 9% | 11% | 7% | 11% |
| Advance | 27% | 18% | 33% | 29% | 26% | 28% |
| Day Travelcard | 3% | 2% | 3% | 4% | 2% | 5% |
| Season ticket | 11% | 29% | 2% | 1% | 14% | 2% |
| Special promotion ticket | * | - | * | * | * | 1% |
| Holiday package/tour ticket | * | - | - | 1% | * | - |
| Rail staff pass/Privilege ticket/Police concession | 2% | 2% | 1% | 2% | 2% | 2% |
| Freedom pass | 1% | * | * | 1% | 1% | 2% |
| Other | 8% | 13% | 3% | 7% | 8% | 8% |
| | | | | | | |
| First class | 19% | 25% | 21% | 11% | 21% | 11% |
| Standard class | 81% | 75% | 79% | 89% | 79% | 89% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 723 | 239 | 222 | 257 | 537 | 186 |
| Cheapest | 51% | 48% | 41% | 61% | 48% | 59% |
| Needed flexibility around which trains to catch | 34% | 43% | 33% | 26% | 36% | 27% |
| Only one offered / available | 8% | 8% | 7% | 9% | 7% | 9% |
| Special promotion / deal | 3% | 1% | 2% | 6% | 2% | 8% |
| Advised by staff | 2% | 1% | 4% | 3% | 3% | 1% |
| Someone else chose it | 8% | 5% | 16% | 5% | 9% | 6% |
| Quickest route | 14% | 15% | 11% | 15% | 14% | 14% |
| Seat reservation possible | 10% | 8% | 11% | 10% | 9% | 11% |
| Comfort | 11% | 12% | 12% | 9% | 11% | 10% |
| Other | 1% | 1% | 1% | * | 1% | - |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 755 | 256 | 231 | 263 | 566 | 189 |
| Looked around extensively | 21% | 22% | 14% | 25% | 21% | 22% |
| Looked around a bit | 32% | 27% | 36% | 35% | 31% | 35% |
| Didn't look around | 33% | 39% | 26% | 33% | 33% | 34% |
| Don't know/purchased by someone else | 14% | 11% | 23% | 8% | 15% | 8% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 726 | 239 | 221 | 261 | 540 | 186 |
| Very confident | 20% | 21% | 14% | 25% | 19% | 23% |
| Fairly confident | 46% | 45% | 51% | 43% | 47% | 42% |
| Neither | 14% | 13% | 15% | 13% | 14% | 12% |
| Not very confident | 12% | 11% | 13% | 12% | 11% | 15% |
| Not at all confident | 8% | 10% | 8% | 7% | 8% | 8% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 761 | 259 | 231 | 266 | 571 | 190 |
| Today | 18% | 16% | 16% | 23% | 18% | 21% |
| In last week | 47% | 43% | 55% | 43% | 47% | 46% |
| 1-2 weeks ago | 17% | 11% | 23% | 19% | 18% | 16% |
| 3-4 weeks ago | 9% | 12% | 5% | 9% | 9% | 9% |
| 1-3 months ago | 4% | 7% | 1% | 3% | 4% | 3% |
| More than 3 months ago | 3% | 9% | - | * | 4% | 1% |
| Don't know/no opinion | 2% | 2% | 1% | 3% | 2% | 4% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 137 | 42 | 33 | 60 | 98 | 39 |
| Yes | 46% | 40% | 45% | 48% | 45% | 49% |
| No | 31% | 38% | 18% | 35% | 32% | 31% |
| Don't know | 23% | 21% | 36% | 17% | 23% | 21% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 128 | 40 | 32 | 54 | 93 | 35 |
| Very likely | 35% | 30% | 19% | 50% | 32% | 43% |
| Fairly likely | 23% | 28% | 28% | 17% | 25% | 17% |
| Neither likely nor unlikely | 14% | 13% | 16% | 13% | 14% | 14% |
| Fairly unlikely | 13% | 8% | 22% | 9% | 13% | 11% |
| Very unlikely | 16% | 23% | 16% | 11% | 16% | 14% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 750 | 254 | 229 | 263 | 562 | 188 |
| In advance | 76% | 74% | 78% | 75% | 77% | 73% |
| On the day | 16% | 15% | 15% | 18% | 15% | 21% |
| No preference | 8% | 11% | 7% | 6% | 9% | 6% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 565 | 185 | 178 | 198 | 428 | 137 |
| Cheaper | 82% | 74% | 79% | 91% | 78% | 93% |
| Ability to reserve a seat | 51% | 45% | 57% | 52% | 50% | 55% |
| Don't have to queue on the day of travel | 48% | 48% | 49% | 46% | 49% | 45% |
| Don't have to think about it on the day of travel | 40% | 39% | 44% | 37% | 41% | 37% |
| Need to make plans in advance | 39% | 39% | 40% | 36% | 40% | 36% |
| Other | 3% | 4% | 2% | 2% | 3% | 1% |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 747 | 251 | 228 | 264 | 560 | 187 |
| Up to a week | 10% | 11% | 11% | 9% | 10% | 11% |
| 1-2 weeks | 11% | 13% | 11% | 9% | 12% | 9% |
| 3-4 weeks | 14% | 10% | 14% | 17% | 15% | 11% |
| 1-2 months | 14% | 13% | 14% | 14% | 14% | 12% |
| 2-3 months | 14% | 12% | 15% | 15% | 13% | 18% |
| 3-4 months | 9% | 8% | 8% | 11% | 8% | 11% |
| 4-5 months | 1% | 1% | 2% | 1% | 1% | 2% |
| 5-6 months | 7% | 7% | 7% | 7% | 7% | 7% |
| 6-12 months | 10% | 12% | 7% | 10% | 10% | 10% |
| Don't know/know opinion | 10% | 12% | 10% | 8% | 10% | 9% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 760 | 257 | 231 | 267 | 570 | 190 |
| Via the internet / website | 46% | 29% | 55% | 54% | 44% | 52% |
| At the station - from ticket window / office | 25% | 37% | 13% | 24% | 25% | 26% |
| At the station - from ticket machine | 10% | 10% | 6% | 13% | 9% | 14% |
| The ticket was bought for me | 7% | 7% | 11% | 3% | 8% | 4% |
| From a travel agent | 4% | 5% | 6% | * | 5% | - |
| Other method of purchase | 3% | 5% | 2% | 1% | 3% | 2% |
| Over the phone | 2% | 2% | 3% | 1% | 2% | 2% |
| On the train from a member of train staff | 1% | 2% | 2% | 1% | 2% | 1% |
| Don't know | 2% | 2% | 1% | 2% | 2% | 1% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 217 | 100 | 37 | 77 | 161 | 56 |
| Satisfaction with queueing time at ticket office | 75% | 73% | 78% | 75% | 76% | 71% |
| <i>Base size</i> | 141 | 46 | 35 | 59 | 92 | 49 |
| Satisfaction with ease of purchase from ticket machine | 75% | 74% | 77% | 76% | 78% | 69% |
| <i>Base size</i> | 352 | 86 | 120 | 145 | 253 | 99 |
| Satisfaction with ease of purchase from internet | 86% | 80% | 88% | 87% | 86% | 86% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >634 | >216 | >195 | >220 | >477 | >157 |
| Ticket office at station | 70% | 74% | 68% | 68% | 70% | 68% |
| Ticket machine at station | 46% | 51% | 40% | 47% | 45% | 49% |
| Internet | 83% | 80% | 84% | 85% | 85% | 78% |
| Over the phone | 48% | 48% | 47% | 49% | 49% | 44% |
| From train staff on the train | 56% | 57% | 58% | 56% | 56% | 57% |
| Travel agent | 35% | 31% | 41% | 35% | 36% | 32% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >630 | >208 | >191 | >226 | >471 | >159 |
| By post | 39% | 31% | 39% | 45% | 37% | 45% |
| Printing from computer at home/work | 82% | 77% | 87% | 82% | 81% | 84% |
| Sent to mobile and show message as proof of purchase | 73% | 72% | 74% | 74% | 74% | 71% |
| Sent to mobile and scan barcode at ticket gate | 68% | 67% | 71% | 68% | 69% | 66% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 728 | 245 | 223 | 255 | 552 | 176 |
| Had to travel at a specific time | 67% | 67% | 78% | 56% | 70% | 58% |
| Could travel at any time | 30% | 29% | 18% | 42% | 27% | 40% |
| Don't know/no opinion | 3% | 3% | 3% | 2% | 3% | 2% |
| Return | | | | | | |
| <i>Base size</i> | 688 | 240 | 205 | 238 | 521 | 167 |
| Had to travel at a specific time | 38% | 39% | 42% | 34% | 40% | 34% |
| Could travel at any time | 58% | 57% | 55% | 61% | 57% | 61% |
| Don't know/no opinion | 4% | 5% | 3% | 4% | 4% | 5% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 731 | 245 | 223 | 258 | 551 | 180 |
| Could travel on any train | 40% | 66% | 34% | 22% | 46% | 23% |
| Could travel on any off-peak train | 16% | 6% | 12% | 28% | 13% | 26% |
| Could only travel on a specific train | 40% | 24% | 51% | 45% | 38% | 44% |
| Don't know/no opinion | 4% | 4% | 4% | 6% | 3% | 7% |
| Return | | | | | | |
| <i>Base size</i> | 683 | 237 | 205 | 236 | 521 | 162 |
| Could travel on any train | 43% | 64% | 42% | 22% | 49% | 22% |
| Could travel on any off-peak train | 21% | 11% | 20% | 31% | 18% | 28% |
| Could only travel on a specific train | 32% | 21% | 36% | 39% | 29% | 41% |
| Don't know/no opinion | 5% | 5% | 2% | 8% | 4% | 9% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 738 | 250 | 223 | 260 | 558 | 180 |
| Time restriction on ticket | 47% | 32% | 58% | 52% | 47% | 48% |
| Route restriction on ticket | 21% | 18% | 22% | 23% | 20% | 22% |
| TOC restriction on ticket | 18% | 15% | 21% | 19% | 18% | 18% |
| Not aware of restriction | 20% | 16% | 16% | 27% | 16% | 32% |
| Restrictions do not apply | 26% | 46% | 21% | 13% | 31% | 12% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 718 | 239 | 217 | 257 | 540 | 178 |
| Yes | 55% | 46% | 58% | 61% | 53% | 60% |
| No | 17% | 15% | 19% | 16% | 17% | 17% |
| Not applicable | 21% | 30% | 18% | 14% | 23% | 13% |
| None provided | 8% | 9% | 6% | 9% | 7% | 10% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 701 | 237 | 211 | 248 | 528 | 173 |
| Very satisfied | 21% | 22% | 19% | 21% | 21% | 20% |
| Fairly satisfied | 37% | 38% | 34% | 38% | 37% | 37% |
| Neither satisfied nor dissatisfied | 23% | 21% | 26% | 23% | 22% | 26% |
| Fairly dissatisfied | 13% | 11% | 15% | 13% | 13% | 12% |
| Very dissatisfied | 7% | 9% | 7% | 4% | 7% | 5% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | >696 | >240 | >212 | >240 | >528 | >168 |
| I understand the range of tickets and fares available | 58% | 60% | 57% | 57% | 56% | 62% |
| Flexibility is important and I do not want to be tied to a specific train | 81% | 84% | 82% | 76% | 82% | 77% |
| I would travel more on trains if fares were cheaper | 86% | 85% | 85% | 88% | 84% | 92% |
| I don't mind booking early in order to get cheaper fares | 80% | 79% | 80% | 81% | 80% | 79% |
| There should be a standard price for a journey regardless of when you buy the ticket | 45% | 48% | 44% | 40% | 45% | 43% |

Appendix D shows the tables of results for Route 2 (London-Manchester)

The definition of the journeys covered in Route B

TOTAL - The total column within these tables shows results from 890 passengers making rail journeys on Virgin West Coast trains, between London and Manchester. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 888 | 194 | 372 | 322 | 681 | 207 |
| Commuter | 22% | 100% | - | - | 25% | 10% |
| Business | 42% | - | 100% | - | 53% | 5% |
| Leisure | 36% | - | - | 100% | 22% | 85% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 809 | 185 | 343 | 280 | 627 | 182 |
| 16-24 | 12% | 12% | 3% | 23% | 8% | 25% |
| 25-34 | 24% | 28% | 20% | 26% | 23% | 30% |
| 35-44 | 25% | 30% | 28% | 19% | 27% | 20% |
| 45-54 | 24% | 17% | 34% | 16% | 26% | 15% |
| 55-59 | 7% | 9% | 9% | 3% | 8% | 3% |
| 60-64 | 5% | 2% | 5% | 6% | 5% | 3% |
| 65+ | 3% | 2% | 1% | 6% | 3% | 4% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 800 | 184 | 339 | 275 | 620 | 180 |
| Male | 54% | 64% | 58% | 43% | 55% | 51% |
| Female | 46% | 36% | 42% | 57% | 45% | 49% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 801 | 182 | 339 | 278 | 621 | 180 |
| White | 89% | 93% | 91% | 85% | 90% | 87% |
| Mixed | 1% | 1% | 2% | 2% | 1% | 2% |
| Black or Black British | 3% | 2% | 2% | 4% | 3% | 3% |
| Chinese | 1% | 1% | 1% | * | 1% | 1% |
| Asian or Asian British | 4% | 3% | 3% | 6% | 4% | 6% |
| Other ethnic group | 2% | 1% | 2% | 3% | 2% | 2% |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 743 | 163 | 316 | 262 | 573 | 170 |
| Yes | 5% | 2% | 4% | 8% | 4% | 8% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 886 | 192 | 371 | 321 | 679 | 207 |
| 1st journey | 52% | 21% | 53% | 68% | 49% | 62% |
| 2 - 5 | 41% | 53% | 44% | 29% | 43% | 33% |
| 6 - 10 | 5% | 17% | 2% | 1% | 6% | 2% |
| 11 - 20 | 1% | 6% | - | 1% | 2% | * |
| 21+ | 1% | 3% | * | 1% | 1% | 2% |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 804 | 185 | 343 | 274 | 624 | 180 |
| Working full time | 78% | 84% | 91% | 57% | 82% | 65% |
| Working part time | 7% | 3% | 6% | 11% | 6% | 8% |
| Not working - seeking work | 1% | 1% | - | 3% | 1% | 2% |
| Not working - not seeking work | 1% | 1% | * | 2% | 1% | 2% |
| Retired | 4% | 1% | 1% | 10% | 4% | 6% |
| Student | 8% | 10% | 1% | 15% | 6% | 14% |
| Other | 1% | 1% | 1% | 3% | 1% | 2% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 767 | 186 | 341 | 239 | 625 | 142 |
| Weekday | 91% | 92% | 89% | 92% | 91% | 92% |
| Base size | 429 | 95 | 132 | 201 | 279 | 150 |
| Saturday | 87% | 84% | 79% | 94% | 84% | 93% |
| Base size | 415 | 92 | 127 | 195 | 268 | 147 |
| Sunday | 77% | 71% | 67% | 87% | 72% | 87% |

Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified? (data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)

| | Total |
|-------------------------|-------|
| Base size | 890 |
| Monday to Friday | |
| 04:00 - 04:59 | 5% |
| 05:00 - 05:59 | 18% |
| 06:00 - 06:59 | 13% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 0% |
| From 09:00 onwards | 1% |
| Saturday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 4% |
| 06:00 - 06:59 | 6% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 0% |
| Sunday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 3% |
| 06:00 - 06:59 | 4% |
| 07:00 - 07:59 | 4% |
| 08:00 - 08:59 | 0% |
| From 09:00 onwards | 0% |

**Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)**

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | <i>890</i> |
| Monday to Thursday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 3% |
| 22:00 - 22:59 | 11% |
| After 23:00 onwards | 17% |
| Friday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 7% |
| After 23:00 onwards | 19% |
| Saturday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 0% |
| 21:00 - 21:59 | 1% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 16% |
| Sunday | |
| 13:00 - 14:59 | 0% |

| | |
|---------------------|-----|
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 11% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 766 | 169 | 325 | 271 | 593 | 173 |
| Clean station toilets | 31% | 24% | 33% | 31% | 31% | 31% |
| Accurate visual information about delays | 27% | 31% | 29% | 21% | 27% | 24% |
| Waiting room | 23% | 25% | 21% | 23% | 23% | 23% |
| Visible staff at the station | 21% | 17% | 23% | 22% | 21% | 23% |
| Accurate announcements about delays | 21% | 29% | 21% | 16% | 23% | 16% |
| Well maintained station buildings and platforms | 20% | 24% | 22% | 16% | 21% | 20% |
| Accurate visual information about actual train times | 19% | 17% | 20% | 19% | 19% | 18% |
| Accurate announcements about actual train times | 16% | 21% | 17% | 14% | 16% | 17% |
| Presence of station toilets | 15% | 14% | 14% | 18% | 15% | 18% |
| An interactive help point | 12% | 9% | 11% | 13% | 11% | 13% |
| Refreshment room/kiosk | 10% | 8% | 10% | 12% | 10% | 13% |
| Waiting shelter on the platform | 8% | 10% | 7% | 9% | 8% | 9% |
| Security cameras | 8% | 9% | 7% | 9% | 8% | 8% |
| Step free access from the station entrance to the train | 8% | 5% | 7% | 11% | 7% | 10% |
| Information board showing printed timetable | 7% | 6% | 6% | 9% | 6% | 9% |
| Convenient connection busses | 6% | 4% | 4% | 10% | 5% | 10% |
| Other | 19% | 23% | 18% | 19% | 19% | 20% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 834 | 183 | 358 | 292 | 645 | 189 |
| Yes | 20% | 28% | 22% | 14% | 22% | 15% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 166 | 52 | 77 | 37 | 140 | 26 |
| I can always get a space | 40% | 54% | 40% | 19% | 44% | 19% |
| I can get a space most of the time | 45% | 35% | 49% | 49% | 45% | 42% |
| I can hardly ever get a space | 8% | 10% | 4% | 14% | 6% | 15% |
| I can never get a space | 1% | - | - | 3% | - | 4% |
| Not relevant/do not use station car park | 7% | 2% | 6% | 16% | 5% | 19% |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 781 | 173 | 331 | 276 | 601 | 180 |
| Cheaper parking | 44% | 49% | 39% | 46% | 43% | 47% |
| Having more car park space | 17% | 17% | 19% | 16% | 18% | 15% |
| More secure car park (i.e. better lighting, CCTV) | 12% | 11% | 10% | 14% | 11% | 15% |
| Making it easier to pay | 7% | 9% | 6% | 7% | 7% | 6% |
| Improving cleaning and maintenance of the car park | 2% | 1% | 2% | 3% | 2% | 3% |
| Other | 13% | 13% | 11% | 17% | 11% | 20% |
| Nothing will encourage me to use the station car park | 38% | 34% | 45% | 32% | 40% | 30% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 641 | 178 | 282 | 180 | 531 | 110 |
| Very/fairly easy | 71% | 73% | 73% | 65% | 73% | 61% |
| Friday | | | | | | |
| <i>Base size</i> | 591 | 163 | 235 | 192 | 467 | 124 |
| Very/fairly easy | 57% | 64% | 58% | 51% | 59% | 52% |
| Saturday | | | | | | |
| <i>Base size</i> | 424 | 93 | 140 | 190 | 285 | 139 |
| Very/fairly easy | 72% | 71% | 74% | 72% | 69% | 78% |
| Sunday | | | | | | |
| <i>Base size</i> | 425 | 89 | 133 | 202 | 274 | 151 |
| Very/fairly easy | 70% | 75% | 67% | 70% | 66% | 77% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >778 | >181 | >340 | >257 | >610 | >168 |
| Wi-fi internet connection | 80% | 82% | 81% | 77% | 80% | 80% |
| At-seat power sockets | 86% | 89% | 89% | 79% | 87% | 82% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| Base size | >351 | >88 | >141 | >121 | >262 | >89 |
| Frequency of trains for this route | 95% | 92% | 95% | 98% | 95% | 96% |
| Punctuality / reliability of the train | 93% | 86% | 95% | 95% | 92% | 94% |
| Length of time the journey was scheduled to take | 94% | 92% | 97% | 92% | 94% | 93% |
| Value for money for price of ticket | 39% | 25% | 34% | 54% | 35% | 53% |
| Provision of information during times of disruption | 56% | 48% | 51% | 69% | 54% | 64% |
| Being able to get a seat on the train | 84% | 78% | 85% | 86% | 83% | 86% |
| Quality of facilities and services at the station | 71% | 68% | 68% | 78% | 69% | 81% |
| Personal security whilst on board the train | 77% | 79% | 75% | 77% | 77% | 75% |
| Ease of buying a ticket | 85% | 87% | 84% | 86% | 87% | 82% |
| Upkeep / repair and cleanliness of the train | 80% | 75% | 78% | 85% | 79% | 81% |
| Provision of information during the journey | 75% | 74% | 74% | 77% | 75% | 77% |
| Facilities and services on board the train | 70% | 68% | 67% | 75% | 69% | 73% |
| Facilities for car parking at the station | 59% | 53% | 60% | 61% | 57% | 64% |
| Personal security at the station | 66% | 66% | 60% | 72% | 64% | 72% |
| Overall experience of service on this journey | 87% | 83% | 87% | 89% | 87% | 87% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 810 | 186 | 340 | 282 | 624 | 186 |
| Anytime single/return | 22% | 28% | 23% | 16% | 23% | 18% |
| Anytime day single/return | 9% | 10% | 8% | 11% | 8% | 12% |
| Off-peak/Super off-peak (single/return) | 22% | 16% | 22% | 26% | 21% | 25% |
| Off-peak day/Super off-peak day (single/return) | 10% | 9% | 11% | 11% | 10% | 11% |
| Advance | 32% | 23% | 36% | 32% | 33% | 29% |
| Day Travelcard | 1% | - | 1% | * | 1% | - |
| Season ticket | 2% | 9% | * | - | 3% | 1% |
| Special promotion ticket | 1% | - | - | 2% | * | 2% |
| Holiday package/tour ticket | * | - | - | 1% | * | 2% |
| Rail staff pass/Privilege ticket/Police concession | 1% | 4% | 1% | 1% | 1% | 1% |
| Freedom pass | * | - | - | * | - | 1% |
| Other | 5% | 9% | 4% | 5% | 5% | 6% |
| | | | | | | |
| First class | 15% | 17% | 19% | 7% | 16% | 11% |
| Standard class | 85% | 83% | 81% | 93% | 84% | 89% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 788 | 177 | 330 | 279 | 606 | 182 |
| Cheapest | 55% | 48% | 45% | 71% | 50% | 70% |
| Needed flexibility around which trains to catch | 30% | 38% | 29% | 26% | 32% | 24% |
| Only one offered / available | 6% | 9% | 4% | 8% | 6% | 9% |
| Special promotion / deal | 3% | 2% | 1% | 6% | 2% | 7% |
| Advised by staff | 2% | - | 2% | 2% | 2% | 1% |
| Someone else chose it | 13% | 10% | 23% | 4% | 16% | 4% |
| Quickest route | 8% | 8% | 7% | 9% | 8% | 9% |
| Seat reservation possible | 9% | 7% | 10% | 10% | 10% | 8% |
| Comfort | 7% | 8% | 8% | 6% | 8% | 5% |
| Other | 1% | 1% | 1% | 1% | 1% | 1% |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 807 | 185 | 340 | 280 | 623 | 184 |
| Looked around extensively | 19% | 19% | 15% | 24% | 19% | 21% |
| Looked around a bit | 35% | 29% | 34% | 41% | 33% | 40% |
| Didn't look around | 27% | 32% | 21% | 29% | 25% | 31% |
| Don't know/purchased by someone else | 19% | 20% | 30% | 6% | 23% | 8% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 768 | 176 | 316 | 275 | 589 | 179 |
| Very confident | 20% | 21% | 16% | 25% | 20% | 22% |
| Fairly confident | 45% | 49% | 44% | 44% | 45% | 45% |
| Neither | 14% | 13% | 15% | 14% | 13% | 16% |
| Not very confident | 14% | 15% | 16% | 12% | 16% | 11% |
| Not at all confident | 7% | 3% | 9% | 6% | 7% | 6% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 816 | 187 | 343 | 284 | 630 | 186 |
| Today | 21% | 27% | 12% | 29% | 18% | 32% |
| In last week | 44% | 43% | 53% | 32% | 48% | 29% |
| 1-2 weeks ago | 17% | 17% | 20% | 14% | 18% | 13% |
| 3-4 weeks ago | 11% | 8% | 8% | 16% | 9% | 17% |
| 1-3 months ago | 5% | 2% | 4% | 7% | 4% | 7% |
| More than 3 months ago | 1% | 2% | - | 1% | 1% | 1% |
| Don't know/no opinion | 2% | 1% | 3% | 1% | 2% | 2% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size(bought ticket today) | 166 | 50 | 39 | 77 | 111 | 55 |
| Yes | 42% | 38% | 44% | 43% | 43% | 38% |
| No | 30% | 32% | 31% | 29% | 30% | 31% |
| Don't know | 28% | 30% | 26% | 29% | 27% | 31% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 160 | 48 | 38 | 74 | 109 | 51 |
| Very likely | 24% | 33% | 21% | 20% | 23% | 27% |
| Fairly likely | 26% | 15% | 16% | 38% | 22% | 33% |
| Neither likely nor unlikely | 21% | 27% | 24% | 16% | 18% | 27% |
| Fairly unlikely | 12% | 8% | 13% | 14% | 15% | 6% |
| Very unlikely | 17% | 17% | 26% | 12% | 22% | 6% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 797 | 180 | 334 | 281 | 614 | 183 |
| In advance | 73% | 70% | 79% | 67% | 74% | 68% |
| On the day | 18% | 19% | 13% | 24% | 17% | 23% |
| No preference | 9% | 11% | 8% | 9% | 9% | 9% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 574 | 125 | 262 | 186 | 452 | 122 |
| Cheaper | 82% | 82% | 78% | 88% | 80% | 89% |
| Ability to reserve a seat | 53% | 47% | 53% | 55% | 52% | 54% |
| Need to make plans in advance | 41% | 38% | 45% | 37% | 42% | 38% |
| Don't have to queue on the day of travel | 38% | 35% | 41% | 34% | 39% | 32% |
| Don't have to think about it on the day of travel | 33% | 30% | 34% | 33% | 33% | 31% |
| Other | 2% | 3% | 3% | 1% | 3% | - |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 801 | 184 | 334 | 281 | 618 | 183 |
| Up to a week | 7% | 5% | 9% | 7% | 7% | 9% |
| 1-2 weeks | 11% | 10% | 10% | 14% | 11% | 14% |
| 3-4 weeks | 10% | 10% | 10% | 11% | 10% | 12% |
| 1-2 months | 13% | 10% | 13% | 14% | 13% | 13% |
| 2-3 months | 17% | 18% | 20% | 13% | 18% | 13% |
| 3-4 months | 10% | 9% | 10% | 9% | 11% | 7% |
| 4-5 months | 2% | 3% | 1% | 3% | 2% | 4% |
| 5-6 months | 9% | 10% | 10% | 6% | 9% | 9% |
| 6-12 months | 10% | 10% | 9% | 10% | 10% | 8% |
| Don't know/know opinion | 11% | 13% | 9% | 12% | 11% | 13% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 808 | 183 | 338 | 285 | 622 | 186 |
| Via the internet / website | 48% | 38% | 50% | 54% | 47% | 53% |
| At the station - from ticket window / office | 18% | 22% | 10% | 26% | 17% | 23% |
| The ticket was bought for me | 12% | 14% | 20% | 1% | 14% | 3% |
| At the station - from ticket machine | 10% | 15% | 5% | 13% | 8% | 15% |
| From a travel agent | 4% | 3% | 7% | 1% | 5% | - |
| Over the phone | 3% | 2% | 3% | 3% | 3% | 3% |
| Other method of purchase | 2% | 3% | 2% | * | 2% | - |
| On the train from a member of train staff | 1% | 3% | 1% | 1% | 1% | 2% |
| Don't know | 2% | 1% | 3% | 1% | 2% | 2% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 178 | 45 | 45 | 88 | 123 | 55 |
| Satisfaction with queueing time at ticket office | 79% | 82% | 71% | 82% | 80% | 76% |
| <i>Base size</i> | 145 | 40 | 34 | 71 | 89 | 56 |
| Satisfaction with ease of purchase from ticket machine | 77% | 85% | 71% | 75% | 76% | 77% |
| <i>Base size</i> | 406 | 74 | 164 | 167 | 298 | 108 |
| Satisfaction with ease of purchase from internet | 83% | 88% | 81% | 83% | 83% | 82% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 645 | 148 | 285 | 211 | 501 | 144 |
| Ticket office at station | 69% | 73% | 63% | 74% | 68% | 73% |
| Ticket machine at station | 43% | 45% | 36% | 49% | 40% | 50% |
| Internet | 84% | 83% | 86% | 83% | 85% | 83% |
| Over the phone | 51% | 51% | 50% | 51% | 50% | 53% |
| From train staff on the train | 52% | 56% | 48% | 55% | 52% | 55% |
| Travel agent | 40% | 37% | 44% | 37% | 42% | 34% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 671 | 164 | 276 | 228 | 517 | 153 |
| By post | 43% | 36% | 43% | 48% | 43% | 45% |
| Printing from computer at home/work | 85% | 81% | 88% | 84% | 86% | 83% |
| Sent to mobile and show message as proof of purchase | 73% | 75% | 70% | 75% | 73% | 73% |
| Sent to mobile and scan barcode at ticket gate | 69% | 72% | 69% | 68% | 71% | 64% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 783 | 182 | 331 | 268 | 609 | 174 |
| Had to travel at a specific time | 67% | 66% | 78% | 54% | 72% | 51% |
| Could travel at any time | 31% | 32% | 20% | 43% | 26% | 48% |
| Don't know/no opinion | 2% | 2% | 2% | 3% | 3% | 2% |
| Return | | | | | | |
| <i>Base size</i> | 697 | 167 | 300 | 229 | 545 | 152 |
| Had to travel at a specific time | 41% | 38% | 49% | 32% | 44% | 29% |
| Could travel at any time | 56% | 60% | 48% | 64% | 53% | 67% |
| Don't know/no opinion | 3% | 2% | 3% | 4% | 3% | 4% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 784 | 183 | 334 | 265 | 614 | 170 |
| Could travel on any train | 27% | 45% | 24% | 19% | 29% | 21% |
| Could travel on any off-peak train | 24% | 19% | 20% | 32% | 23% | 26% |
| Could only travel on a specific train | 45% | 33% | 52% | 45% | 44% | 48% |
| Don't know/no opinion | 4% | 3% | 4% | 5% | 4% | 5% |
| Return | | | | | | |
| <i>Base size</i> | 708 | 170 | 307 | 230 | 556 | 152 |
| Could travel on any train | 33% | 48% | 31% | 24% | 35% | 24% |
| Could travel on any off-peak train | 28% | 24% | 26% | 33% | 27% | 31% |
| Could only travel on a specific train | 34% | 26% | 38% | 35% | 34% | 37% |
| Don't know/no opinion | 5% | 3% | 5% | 7% | 4% | 8% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 783 | 178 | 332 | 272 | 605 | 178 |
| Time restriction on ticket | 55% | 40% | 63% | 56% | 58% | 47% |
| Route restriction on ticket | 17% | 12% | 18% | 19% | 16% | 21% |
| TOC restriction on ticket | 17% | 15% | 14% | 22% | 15% | 24% |
| Not aware of restriction | 19% | 17% | 16% | 23% | 17% | 25% |
| Restrictions do not apply | 19% | 35% | 16% | 11% | 20% | 14% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 762 | 174 | 322 | 264 | 590 | 172 |
| Yes | 57% | 53% | 57% | 59% | 56% | 60% |
| No | 22% | 19% | 25% | 19% | 22% | 19% |
| Not applicable | 12% | 20% | 9% | 12% | 11% | 16% |
| None provided | 9% | 9% | 10% | 9% | 11% | 6% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 757 | 177 | 313 | 265 | 585 | 172 |
| Very satisfied | 17% | 23% | 12% | 20% | 17% | 17% |
| Fairly satisfied | 35% | 30% | 30% | 43% | 32% | 44% |
| Neither satisfied nor dissatisfied | 22% | 23% | 24% | 19% | 22% | 20% |
| Fairly dissatisfied | 14% | 9% | 18% | 12% | 15% | 10% |
| Very dissatisfied | 13% | 15% | 16% | 6% | 14% | 8% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 743 | 172 | 316 | 250 | 574 | 167 |
| I understand the range of tickets and fares available | 59% | 64% | 51% | 65% | 58% | 63% |
| Flexibility is important and I do not want to be tied to a specific train | 83% | 88% | 83% | 80% | 85% | 76% |
| I would travel more on trains if fares were cheaper | 86% | 88% | 86% | 84% | 86% | 85% |
| I don't mind booking early in order to get cheaper fares | 80% | 81% | 81% | 77% | 80% | 78% |
| There should be a standard price for a journey regardless of when you buy the ticket | 48% | 49% | 43% | 52% | 46% | 51% |

Appendix E shows the tables of results for Route 3 (London-Liverpool)

The definition of the journeys covered in Route C

TOTAL - The total column within these tables shows results from 719 passengers making rail journeys on Virgin West Coast trains, between London and Liverpool. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 712 | 124 | 250 | 338 | 582 | 130 |
| Commuter | 17% | 100% | - | - | 19% | 8% |
| Business | 35% | - | 100% | - | 41% | 8% |
| Leisure | 47% | - | - | 100% | 40% | 83% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 681 | 121 | 242 | 313 | 564 | 117 |
| 16-24 | 12% | 19% | 2% | 18% | 12% | 14% |
| 25-34 | 16% | 14% | 21% | 14% | 16% | 18% |
| 35-44 | 23% | 32% | 25% | 19% | 23% | 27% |
| 45-54 | 23% | 26% | 29% | 17% | 23% | 23% |
| 55-59 | 8% | 5% | 13% | 6% | 9% | 8% |
| 60-64 | 8% | 2% | 6% | 11% | 8% | 6% |
| 65+ | 9% | 2% | 4% | 16% | 10% | 4% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | 670 | 121 | 236 | 307 | 555 | 115 |
| Male | 53% | 62% | 61% | 44% | 54% | 48% |
| Female | 47% | 38% | 39% | 56% | 46% | 52% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | 673 | 121 | 238 | 310 | 558 | 115 |
| White | 91% | 93% | 92% | 88% | 91% | 91% |
| Mixed | 3% | 2% | 4% | 2% | 3% | 1% |
| Black or Black British | 3% | 2% | 1% | 5% | 3% | 3% |
| Chinese | 1% | 1% | * | 2% | 1% | 2% |
| Asian or Asian British | 2% | 1% | 1% | 3% | 2% | 3% |
| Other ethnic group | 1% | 1% | 1% | 1% | 1% | 1% |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | 631 | 111 | 226 | 291 | 522 | 109 |
| Yes | 6% | 5% | 3% | 9% | 6% | 5% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | 715 | 124 | 249 | 335 | 582 | 133 |
| 1st journey | 53% | 23% | 58% | 60% | 51% | 62% |
| 2 - 5 | 43% | 60% | 39% | 39% | 44% | 35% |
| 6 - 10 | 3% | 11% | 3% | * | 3% | 2% |
| 11 - 20 | 1% | 5% | - | 1% | 1% | - |
| 21+ | * | 1% | - | 1% | * | 2% |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| <i>Base size</i> | 680 | 120 | 242 | 312 | 564 | 116 |
| Working full time | 68% | 79% | 90% | 47% | 68% | 70% |
| Working part time | 9% | 11% | 6% | 12% | 10% | 8% |
| Not working - seeking work | 2% | 1% | * | 4% | 2% | 1% |
| Not working - not seeking work | 1% | - | * | 2% | 1% | 2% |
| Retired | 11% | 1% | 3% | 21% | 12% | 6% |
| Student | 7% | 8% | - | 13% | 7% | 11% |
| Other | 1% | - | * | 2% | 1% | 3% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 631 | 123 | 227 | 276 | 544 | 87 |
| Weekday | 90% | 93% | 88% | 92% | 91% | 86% |
| <i>Base size</i> | 355 | 62 | 84 | 207 | 263 | 92 |
| Saturday | 86% | 79% | 86% | 88% | 86% | 85% |
| <i>Base size</i> | 340 | 60 | 80 | 198 | 255 | 85 |
| Sunday | 75% | 65% | 71% | 80% | 74% | 78% |

**Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)**

| | Total |
|-------------------------|--------------|
| <i>Base size</i> | 719 |
| Monday to Friday | |
| 04:00 - 04:59 | 6% |
| 05:00 - 05:59 | 15% |
| 06:00 - 06:59 | 12% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 0% |
| From 09:00 onwards | 0% |
| Saturday | |
| 04:00 - 04:59 | 3% |
| 05:00 - 05:59 | 5% |
| 06:00 - 06:59 | 6% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 0% |
| Sunday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 3% |
| 06:00 - 06:59 | 4% |
| 07:00 - 07:59 | 4% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |

**Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)**

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | 719 |
| Monday to Thursday | |
| 13:00 - 14:59 | |
| 15:00 - 16:59 | |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 2% |
| 21:00 - 21:59 | 4% |
| 22:00 - 22:59 | 14% |
| After 23:00 onwards | 14% |
| Friday | |
| 13:00 - 14:59 | |
| 15:00 - 16:59 | |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 12% |
| After 23:00 onwards | 15% |
| Saturday | |
| 13:00 - 14:59 | |
| 15:00 - 16:59 | |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 7% |
| After 23:00 onwards | 13% |
| Sunday | |

| | |
|---------------------|-----|
| 13:00 - 14:59 | |
| 15:00 - 16:59 | |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 7% |
| After 23:00 onwards | 11% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 597 | 113 | 200 | 280 | 488 | 109 |
| Clean station toilets | 35% | 28% | 39% | 34% | 35% | 35% |
| Accurate visual information about delays | 27% | 25% | 29% | 27% | 28% | 25% |
| Visible staff at the station | 26% | 21% | 27% | 28% | 25% | 28% |
| Accurate announcements about delays | 24% | 27% | 25% | 23% | 25% | 19% |
| Presence of station toilets | 21% | 20% | 18% | 25% | 20% | 26% |
| Waiting room | 19% | 18% | 21% | 19% | 19% | 20% |
| Accurate visual information about actual train times | 18% | 17% | 19% | 19% | 18% | 18% |
| Well maintained station buildings and platforms | 16% | 17% | 18% | 14% | 15% | 20% |
| Refreshment room/kiosk | 13% | 16% | 14% | 11% | 12% | 16% |
| Accurate announcements about actual train times | 13% | 16% | 11% | 13% | 13% | 15% |
| Security cameras | 9% | 12% | 8% | 9% | 9% | 10% |
| Step free access from the station entrance to the train | 9% | 7% | 7% | 11% | 10% | 6% |
| Waiting shelter on the platform | 9% | 10% | 9% | 9% | 10% | 6% |
| An interactive help point | 9% | 10% | 7% | 10% | 9% | 6% |
| Information board showing printed timetable | 8% | 6% | 5% | 11% | 7% | 15% |
| Convenient connection busses | 7% | 5% | 6% | 8% | 7% | 6% |
| Other | 19% | 17% | 20% | 19% | 19% | 18% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 674 | 119 | 242 | 309 | 555 | 119 |
| Yes | 22% | 30% | 26% | 16% | 22% | 23% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 145 | 36 | 62 | 47 | 118 | 27 |
| I can always get a space | 43% | 50% | 53% | 26% | 47% | 30% |
| I can get a space most of the time | 34% | 25% | 34% | 43% | 31% | 48% |
| I can hardly ever get a space | 12% | 8% | 6% | 23% | 12% | 15% |
| I can never get a space | 4% | 6% | 2% | 6% | 5% | - |
| Not relevant/do not use station car park | 6% | 11% | 5% | 2% | 5% | 7% |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 644 | 118 | 226 | 296 | 532 | 112 |
| Cheaper parking | 43% | 48% | 43% | 41% | 43% | 42% |
| Having more car park space | 16% | 15% | 15% | 17% | 17% | 9% |
| More secure car park (i.e. better lighting, CCTV) | 12% | 18% | 10% | 11% | 13% | 9% |
| Making it easier to pay | 6% | 5% | 8% | 5% | 6% | 4% |
| Improving cleaning and maintenance of the car park | 4% | 4% | 5% | 3% | 4% | 4% |
| Other | 14% | 17% | 11% | 15% | 14% | 12% |
| Nothing will encourage me to use the station car park | 36% | 30% | 41% | 36% | 36% | 38% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 556 | 115 | 204 | 233 | 484 | 72 |
| Very/fairly easy | 81% | 82% | 78% | 82% | 83% | 67% |
| Friday | | | | | | |
| <i>Base size</i> | 444 | 102 | 154 | 187 | 376 | 68 |
| Very/fairly easy | 63% | 68% | 60% | 62% | 64% | 57% |
| Saturday | | | | | | |
| <i>Base size</i> | 351 | 66 | 84 | 200 | 261 | 90 |
| Very/fairly easy | 75% | 74% | 74% | 77% | 72% | 84% |
| Sunday | | | | | | |
| <i>Base size</i> | 331 | 63 | 82 | 185 | 254 | 77 |
| Very/fairly easy | 72% | 76% | 73% | 70% | 70% | 78% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >645 | >120 | >228 | >293 | >531 | >114 |
| Wi-fi internet connection | 78% | 78% | 79% | 77% | 77% | 80% |
| At-seat power sockets | 81% | 87% | 84% | 77% | 82% | 77% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| Base size | >316 | >69 | >111 | >133 | >262 | >54 |
| Frequency of trains for this route | 92% | 91% | 91% | 93% | 92% | 93% |
| Punctuality / reliability of the train | 96% | 93% | 95% | 98% | 96% | 96% |
| Length of time the journey was scheduled to take | 96% | 95% | 94% | 97% | 95% | 97% |
| Value for money for price of ticket | 50% | 30% | 37% | 68% | 48% | 59% |
| Provision of information during times of disruption | 62% | 51% | 54% | 71% | 61% | 63% |
| Being able to get a seat on the train | 89% | 87% | 90% | 90% | 89% | 90% |
| Quality of facilities and services at the station | 80% | 74% | 79% | 84% | 80% | 82% |
| Personal security whilst on board the train | 79% | 74% | 81% | 79% | 78% | 82% |
| Ease of buying a ticket | 87% | 85% | 85% | 90% | 86% | 92% |
| Upkeep / repair and cleanliness of the train | 81% | 77% | 80% | 84% | 81% | 84% |
| Provision of information during the journey | 77% | 70% | 78% | 80% | 76% | 82% |
| Facilities and services on board the train - | 78% | 78% | 77% | 79% | 78% | 79% |
| Facilities for car parking at the station | 55% | 54% | 61% | 52% | 54% | 61% |
| Personal security at the station | 68% | 65% | 66% | 70% | 66% | 78% |
| Overall experience of service on this journey | 93% | 93% | 92% | 93% | 93% | 92% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 670 | 119 | 236 | 310 | 557 | 113 |
| Anytime single/return | 17% | 25% | 20% | 12% | 19% | 7% |
| Anytime day single/return | 6% | 6% | 9% | 4% | 6% | 5% |
| Off-peak/Super off-peak (single/return) | 18% | 17% | 15% | 22% | 18% | 21% |
| Off-peak day/Super off-peak day (single/return) | 8% | 2% | 10% | 8% | 7% | 12% |
| Advance | 43% | 42% | 44% | 43% | 44% | 38% |
| Day Travelcard | 2% | 1% | * | 3% | 1% | 6% |
| Season ticket | 1% | 5% | - | * | 1% | - |
| Special promotion ticket | 1% | - | * | 2% | 1% | - |
| Holiday package/tour ticket | * | - | - | 1% | * | 1% |
| Rail staff pass/Privilege ticket/Police concession | 2% | 2% | - | 3% | 1% | 4% |
| Freedom pass | * | - | - | * | - | 1% |
| Other | 5% | 3% | 3% | 6% | 4% | 9% |
| | | | | | | |
| First class | 20% | 18% | 24% | 19% | 17% | 38% |
| Standard class | 80% | 82% | 76% | 81% | 83% | 62% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 662 | 116 | 232 | 309 | 549 | 113 |
| Cheapest | 55% | 53% | 45% | 63% | 55% | 55% |
| Needed flexibility around which trains to catch | 27% | 28% | 30% | 25% | 28% | 24% |
| Only one offered / available | 4% | 7% | 4% | 3% | 4% | 6% |
| Special promotion / deal | 3% | 2% | 1% | 5% | 2% | 8% |
| Advised by staff | 2% | 4% | 1% | 3% | 2% | 3% |
| Someone else chose it | 14% | 6% | 26% | 7% | 14% | 10% |
| Quickest route | 14% | 14% | 11% | 16% | 13% | 17% |
| Seat reservation possible | 11% | 9% | 10% | 14% | 11% | 15% |
| Comfort | 11% | 9% | 9% | 12% | 9% | 21% |
| Other | 1% | - | * | 1% | 1% | 1% |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 674 | 119 | 240 | 310 | 559 | 115 |
| Looked around extensively | 24% | 22% | 19% | 28% | 24% | 25% |
| Looked around a bit | 35% | 38% | 27% | 39% | 34% | 37% |
| Didn't look around | 25% | 26% | 23% | 25% | 24% | 29% |
| Don't know/purchased by someone else | 17% | 14% | 31% | 7% | 18% | 10% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 640 | 117 | 218 | 300 | 527 | 113 |
| Very confident | 26% | 22% | 19% | 32% | 26% | 29% |
| Fairly confident | 45% | 38% | 48% | 46% | 45% | 45% |
| Neither | 11% | 12% | 11% | 10% | 10% | 15% |
| Not very confident | 11% | 13% | 16% | 7% | 12% | 7% |
| Not at all confident | 7% | 15% | 6% | 4% | 8% | 4% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 678 | 120 | 239 | 314 | 561 | 117 |
| Today | 15% | 21% | 11% | 15% | 14% | 20% |
| In last week | 42% | 50% | 49% | 33% | 44% | 32% |
| 1-2 weeks ago | 21% | 22% | 22% | 19% | 21% | 21% |
| 3-4 weeks ago | 12% | 3% | 10% | 16% | 12% | 9% |
| 1-3 months ago | 9% | 3% | 5% | 13% | 7% | 15% |
| More than 3 months ago | * | - | - | * | - | 1% |
| Don't know/no opinion | 3% | 1% | 3% | 4% | 3% | 3% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 95 | 24 | 26 | 45 | 72 | 23 |
| Yes | 52% | 54% | 62% | 44% | 58% | 30% |
| No | 24% | 33% | 12% | 27% | 19% | 39% |
| Don't know | 24% | 13% | 27% | 29% | 22% | 30% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 96 | 25 | 27 | 44 | 74 | 22 |
| Very likely | 29% | 36% | 19% | 32% | 28% | 32% |
| Fairly likely | 24% | 20% | 15% | 32% | 26% | 18% |
| Neither likely nor unlikely | 14% | 12% | 15% | 14% | 12% | 18% |
| Fairly unlikely | 18% | 12% | 44% | 5% | 19% | 14% |
| Very unlikely | 16% | 20% | 7% | 18% | 15% | 18% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 675 | 120 | 236 | 313 | 557 | 118 |
| In advance | 82% | 79% | 83% | 81% | 82% | 78% |
| On the day | 12% | 17% | 11% | 12% | 11% | 16% |
| No preference | 6% | 4% | 6% | 7% | 6% | 6% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 546 | 95 | 192 | 253 | 454 | 92 |
| Cheaper | 86% | 76% | 85% | 89% | 85% | 88% |
| Ability to reserve a seat | 53% | 39% | 59% | 54% | 53% | 52% |
| Need to make plans in advance | 41% | 34% | 46% | 40% | 41% | 42% |
| Don't have to queue on the day of travel | 37% | 34% | 42% | 36% | 37% | 38% |
| Don't have to think about it on the day of travel | 34% | 34% | 37% | 32% | 34% | 35% |
| Other | 3% | 2% | 5% | 3% | 3% | 4% |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 673 | 120 | 236 | 311 | 557 | 116 |
| Up to a week | 7% | 11% | 4% | 7% | 7% | 6% |
| 1-2 weeks | 11% | 8% | 12% | 12% | 11% | 11% |
| 3-4 weeks | 12% | 17% | 13% | 9% | 11% | 15% |
| 1-2 months | 15% | 12% | 14% | 18% | 16% | 12% |
| 2-3 months | 15% | 15% | 14% | 15% | 15% | 14% |
| 3-4 months | 10% | 7% | 9% | 11% | 9% | 10% |
| 4-5 months | 2% | 1% | 2% | 2% | 1% | 3% |
| 5-6 months | 10% | 8% | 11% | 10% | 10% | 12% |
| 6-12 months | 9% | 13% | 9% | 8% | 9% | 9% |
| Don't know/know opinion | 9% | 9% | 11% | 8% | 10% | 7% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 680 | 119 | 241 | 314 | 561 | 119 |
| Via the internet / website | 52% | 41% | 46% | 61% | 50% | 60% |
| At the station - from ticket window / office | 19% | 25% | 10% | 23% | 19% | 17% |
| The ticket was bought for me | 10% | 9% | 20% | 3% | 11% | 5% |
| At the station - from ticket machine | 6% | 11% | 4% | 7% | 5% | 13% |
| From a travel agent | 5% | 9% | 9% | * | 6% | 1% |
| Over the phone | 3% | 2% | 4% | 2% | 3% | 1% |
| Other method of purchase | 1% | 3% | 2% | - | 1% | 1% |
| On the train from a member of train staff | 1% | - | 1% | 1% | 1% | 1% |
| Don't know | 3% | - | 4% | 4% | 3% | 3% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 148 | 35 | 27 | 83 | 121 | 27 |
| Satisfaction with queueing time at ticket office | 81% | 80% | 85% | 81% | 82% | 78% |
| Base size | 87 | 20 | 18 | 49 | 64 | 23 |
| Satisfaction with ease of purchase from ticket machine | 85% | 95% | 78% | 84% | 81% | 96% |
| Base size | 372 | 53 | 116 | 199 | 300 | 72 |
| Satisfaction with ease of purchase from internet | 86% | 83% | 83% | 88% | 86% | 86% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 532 | 97 | 200 | 231 | 429 | 103 |
| Ticket office at station | 70% | 71% | 65% | 75% | 69% | 75% |
| Ticket machine at station | 45% | 46% | 40% | 48% | 43% | 53% |
| Internet | 84% | 76% | 84% | 88% | 83% | 88% |
| Over the phone | 54% | 56% | 52% | 55% | 54% | 54% |
| From train staff on the train | 55% | 51% | 52% | 59% | 55% | 55% |
| Travel agent | 39% | 29% | 41% | 40% | 37% | 46% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | >566 | >100 | >199 | >249 | >465 | >101 |
| By post | 48% | 31% | 47% | 56% | 47% | 52% |
| Printing from computer at home/work | 82% | 72% | 87% | 82% | 81% | 85% |
| Sent to mobile and show message as proof of purchase | 67% | 73% | 74% | 60% | 68% | 66% |
| Sent to mobile and scan barcode at ticket gate | 62% | 62% | 71% | 55% | 63% | 60% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 654 | 118 | 234 | 296 | 543 | 111 |
| Had to travel at a specific time | 59% | 62% | 74% | 46% | 62% | 47% |
| Could travel at any time | 37% | 36% | 24% | 48% | 35% | 46% |
| Don't know/no opinion | 4% | 2% | 3% | 5% | 3% | 7% |
| Return | | | | | | |
| <i>Base size</i> | 611 | 109 | 229 | 268 | 509 | 102 |
| Had to travel at a specific time | 42% | 43% | 49% | 35% | 44% | 31% |
| Could travel at any time | 53% | 54% | 46% | 60% | 52% | 60% |
| Don't know/no opinion | 5% | 3% | 5% | 5% | 4% | 9% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 652 | 115 | 232 | 299 | 541 | 111 |
| Could travel on any train | 21% | 30% | 19% | 18% | 22% | 16% |
| Could travel on any off-peak train | 20% | 12% | 19% | 23% | 19% | 23% |
| Could only travel on a specific train | 54% | 57% | 55% | 54% | 55% | 52% |
| Don't know/no opinion | 5% | 1% | 7% | 5% | 4% | 8% |
| Return | | | | | | |
| <i>Base size</i> | 604 | 105 | 228 | 266 | 502 | 102 |
| Could travel on any train | 26% | 37% | 27% | 22% | 28% | 20% |
| Could travel on any off-peak train | 23% | 16% | 23% | 26% | 22% | 26% |
| Could only travel on a specific train | 47% | 45% | 45% | 48% | 46% | 48% |
| Don't know/no opinion | 4% | 2% | 6% | 4% | 4% | 6% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 663 | 116 | 238 | 303 | 550 | 113 |
| Time restriction on ticket | 63% | 65% | 65% | 62% | 64% | 63% |
| Route restriction on ticket | 20% | 16% | 19% | 21% | 19% | 25% |
| TOC restriction on ticket | 23% | 23% | 19% | 26% | 22% | 27% |
| Not aware of restriction | 18% | 10% | 19% | 21% | 17% | 21% |
| Restrictions do not apply | 14% | 20% | 13% | 12% | 15% | 12% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------|-------|----------|----------|---------|---------|---------|
| Base size | 645 | 115 | 228 | 297 | 537 | 108 |
| Yes | 62% | 63% | 59% | 64% | 63% | 60% |
| No | 18% | 17% | 21% | 16% | 19% | 13% |
| Not applicable | 13% | 16% | 12% | 13% | 12% | 17% |
| None provided | 7% | 3% | 8% | 7% | 6% | 10% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 633 | 113 | 221 | 294 | 524 | 109 |
| Very satisfied | 22% | 19% | 14% | 29% | 21% | 30% |
| Fairly satisfied | 35% | 33% | 36% | 35% | 37% | 28% |
| Neither satisfied nor dissatisfied | 21% | 19% | 22% | 22% | 21% | 20% |
| Fairly dissatisfied | 14% | 18% | 19% | 10% | 14% | 17% |
| Very dissatisfied | 7% | 12% | 10% | 3% | 7% | 5% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 632 | 113 | 227 | 284 | 523 | 108 |
| I understand the range of tickets and fares available | 55% | 57% | 46% | 62% | 53% | 66% |
| Flexibility is important and I do not want to be tied to a specific train | 77% | 78% | 82% | 73% | 78% | 73% |
| I would travel more on trains if fares were cheaper | 87% | 85% | 87% | 88% | 87% | 86% |
| I don't mind booking early in order to get cheaper fares | 83% | 80% | 80% | 86% | 82% | 87% |
| There should be a standard price for a journey regardless of when you buy the ticket | 43% | 41% | 42% | 45% | 44% | 40% |

Appendix F shows the tables of results for Route 4 (London-Wales)

The definition of the journeys covered in Route D

TOTAL - The total column within these tables shows results from 748 passengers making rail journeys on Virgin West Coast trains, between London and Bangor/Holyhead. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 745 | 170 | 206 | 369 | 703 | 42 |
| Commuter | 23% | 100% | - | - | 24% | - |
| Business | 28% | - | 100% | - | 29% | 5% |
| Leisure | 50% | - | - | 100% | 47% | 95% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 708 | 159 | 198 | 348 | 667 | 41 |
| 16-24 | 18% | 18% | 4% | 27% | 17% | 39% |
| 25-34 | 18% | 18% | 19% | 18% | 18% | 12% |
| 35-44 | 18% | 28% | 24% | 11% | 19% | 5% |
| 45-54 | 21% | 24% | 32% | 14% | 21% | 20% |
| 55-59 | 8% | 7% | 9% | 7% | 8% | 2% |
| 60-64 | 9% | 4% | 9% | 10% | 9% | 2% |
| 65+ | 8% | 2% | 3% | 13% | 7% | 20% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 698 | 156 | 197 | 342 | 657 | 41 |
| Male | 50% | 58% | 62% | 40% | 50% | 46% |
| Female | 50% | 42% | 38% | 60% | 50% | 54% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 705 | 157 | 198 | 347 | 664 | 41 |
| White | 91% | 88% | 94% | 91% | 91% | 93% |
| Mixed | 2% | 4% | 1% | 2% | 2% | - |
| Black or Black British | 2% | 3% | 1% | 2% | 2% | - |
| Chinese | 1% | 1% | 1% | 2% | 1% | - |
| Asian or Asian British | 2% | 3% | 2% | 3% | 2% | 5% |
| Other ethnic group | 1% | 1% | 2% | 1% | 1% | 2% |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 660 | 145 | 188 | 324 | 625 | 35 |
| Yes | 6% | 4% | 2% | 9% | 6% | 9% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 743 | 169 | 206 | 365 | 701 | 42 |
| 1st journey | 54% | 23% | 60% | 65% | 53% | 71% |
| 2 - 5 | 40% | 57% | 38% | 33% | 41% | 24% |
| 6 - 10 | 4% | 11% | 1% | 1% | 4% | 2% |
| 11 - 20 | 2% | 8% | - | - | 2% | - |
| 21+ | * | 1% | * | - | * | 2% |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 706 | 158 | 199 | 346 | 665 | 41 |
| Working full time | 62% | 79% | 89% | 39% | 63% | 37% |
| Working part time | 8% | 7% | 5% | 10% | 8% | - |
| Not working - seeking work | 2% | - | - | 3% | 2% | - |
| Not working - not seeking work | 1% | - | - | 3% | 1% | 5% |
| Retired | 11% | - | 4% | 20% | 11% | 20% |
| Student | 14% | 13% | 1% | 22% | 12% | 39% |
| Other | 2% | 1% | 1% | 3% | 2% | - |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 653 | 153 | 184 | 313 | 622 | 31 |
| Weekday | 85% | 83% | 86% | 86% | 85% | 90% |
| Base size | 321 | 66 | 63 | 192 | 290 | 31 |
| Saturday | 70% | 67% | 70% | 71% | 69% | 77% |
| Base size | 300 | 64 | 61 | 175 | 277 | 23 |
| Sunday | 53% | 52% | 57% | 53% | 53% | 52% |

**Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
 (data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)**

| | Total |
|-------------------------|--------------|
| <i>Base size</i> | 748 |
| Monday to Friday | |
| 04:00 - 04:59 | 5% |
| 05:00 - 05:59 | 12% |
| 06:00 - 06:59 | 12% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |
| Saturday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 3% |
| 06:00 - 06:59 | 6% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 0% |
| Sunday | |
| 04:00 - 04:59 | 1% |
| 05:00 - 05:59 | 2% |
| 06:00 - 06:59 | 4% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 2% |
| From 09:00 onwards | 1% |

Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | 748 |
| Monday to Thursday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 1% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 2% |
| 21:00 - 21:59 | 4% |
| 22:00 - 22:59 | 11% |
| After 23:00 onwards | 12% |
| Friday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 2% |
| 21:00 - 21:59 | 3% |
| 22:00 - 22:59 | 8% |
| After 23:00 onwards | 13% |
| Saturday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 0% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 12% |
| Sunday | |

| | |
|---------------------|----|
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 3% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 8% |

Facilities and service at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 670 | 154 | 182 | 332 | 629 | 41 |
| Clean station toilets | 31% | 31% | 30% | 31% | 30% | 39% |
| Visible staff at the station | 28% | 25% | 25% | 30% | 28% | 27% |
| Accurate visual information about delays | 25% | 22% | 28% | 24% | 25% | 22% |
| Well maintained station buildings and platforms | 22% | 24% | 26% | 20% | 22% | 29% |
| Waiting room | 22% | 27% | 21% | 21% | 22% | 20% |
| Accurate announcements about delays | 19% | 22% | 15% | 19% | 19% | 7% |
| Accurate visual information about actual train times | 18% | 13% | 23% | 17% | 18% | 17% |
| Presence of station toilets | 17% | 19% | 20% | 15% | 17% | 22% |
| Refreshment room/kiosk | 16% | 15% | 13% | 18% | 16% | 15% |
| Accurate announcements about actual train times | 14% | 12% | 13% | 17% | 15% | 5% |
| An interactive help point | 13% | 13% | 11% | 15% | 14% | 12% |
| Waiting shelter on the platform | 10% | 10% | 7% | 12% | 11% | 5% |
| Step free access from the station entrance to the train | 10% | 9% | 5% | 12% | 10% | 10% |
| Convenient connection busses | 7% | 5% | 5% | 9% | 7% | 12% |
| Security cameras | 7% | 5% | 8% | 7% | 7% | 7% |
| Information board showing printed timetable | 6% | 3% | 5% | 8% | 6% | 7% |
| Other | 18% | 19% | 18% | 17% | 18% | 17% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 686 | 156 | 197 | 330 | 645 | 41 |
| Yes | 22% | 22% | 29% | 18% | 22% | 22% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 150 | 34 | 56 | 59 | 141 | 9 |
| I can always get a space | 35% | 41% | 45% | 24% | 35% | 33% |
| I can get a space most of the time | 47% | 44% | 45% | 51% | 48% | 33% |
| I can hardly ever get a space | 11% | 6% | 7% | 17% | 9% | 33% |
| I can never get a space | 1% | - | - | 2% | 1% | - |
| Not relevant/do not use station car park | 6% | 9% | 4% | 7% | 6% | - |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 661 | 153 | 191 | 315 | 623 | 38 |
| Cheaper parking | 37% | 45% | 40% | 31% | 37% | 39% |
| Having more car park space | 15% | 15% | 15% | 15% | 15% | 18% |
| More secure car park (i.e. better lighting, CCTV) | 15% | 17% | 15% | 14% | 15% | 16% |
| Making it easier to pay | 8% | 10% | 8% | 8% | 9% | 5% |
| Improving cleaning and maintenance of the car park | 3% | 3% | 3% | 3% | 3% | 5% |
| Other | 15% | 11% | 12% | 18% | 15% | 11% |
| Nothing will encourage me to use the station car park | 39% | 39% | 39% | 39% | 40% | 32% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 596 | 152 | 167 | 274 | 573 | 23 |
| Very/fairly easy | 76% | 74% | 77% | 76% | 76% | 74% |
| Friday | | | | | | |
| <i>Base size</i> | 439 | 123 | 107 | 208 | 417 | 22 |
| Very/fairly easy | 58% | 59% | 56% | 59% | 58% | 59% |
| Saturday | | | | | | |
| <i>Base size</i> | 315 | 65 | 60 | 189 | 287 | 28 |
| Very/fairly easy | 64% | 63% | 68% | 63% | 63% | 79% |
| Sunday | | | | | | |
| <i>Base size</i> | 293 | 64 | 56 | 172 | 272 | 21 |
| Very/fairly easy | 65% | 64% | 66% | 64% | 64% | 71% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >676 | >165 | >193 | >316 | >639 | >37 |
| Wi-fi internet connection | 80% | 80% | 89% | 74% | 79% | 82% |
| At-seat power sockets | 83% | 88% | 88% | 78% | 83% | 78% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| Base size | >293 | >70 | >91 | >131 | >278 | >15 |
| Frequency of trains for this route | 85% | 78% | 91% | 85% | 85% | 83% |
| Punctuality / reliability of the train | 87% | 73% | 92% | 91% | 87% | 92% |
| Length of time the journey was scheduled to take | 91% | 91% | 91% | 91% | 92% | 79% |
| Value for money for price of ticket | 47% | 35% | 40% | 57% | 47% | 49% |
| Provision of information during times of disruption | 61% | 52% | 63% | 65% | 62% | 47% |
| Being able to get a seat on the train | 84% | 76% | 84% | 88% | 84% | 87% |
| Quality of facilities and services at the station | 70% | 64% | 71% | 72% | 71% | 54% |
| Personal security whilst on board the train | 75% | 78% | 76% | 72% | 75% | 73% |
| Ease of buying a ticket | 88% | 84% | 90% | 89% | 88% | 87% |
| Upkeep / repair and cleanliness of the train | 81% | 76% | 76% | 86% | 81% | 82% |
| Provision of information during the journey | 77% | 76% | 71% | 81% | 78% | 64% |
| Facilities and services on board the train - | 74% | 69% | 69% | 79% | 74% | 66% |
| Facilities for car parking at the station | 53% | 51% | 51% | 55% | 53% | 53% |
| Personal security at the station | 62% | 60% | 53% | 68% | 62% | 65% |
| Overall experience of service on this journey | 88% | 81% | 84% | 93% | 87% | 88% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 714 | 165 | 199 | 347 | 673 | 41 |
| Anytime single/return | 20% | 23% | 21% | 18% | 20% | 27% |
| Anytime day single/return | 7% | 8% | 4% | 8% | 7% | 7% |
| Off-peak/Super off-peak (single/return) | 23% | 15% | 28% | 24% | 23% | 20% |
| Off-peak day/Super off-peak day (single/return) | 9% | 5% | 10% | 10% | 9% | 10% |
| Advance | 30% | 35% | 36% | 25% | 31% | 17% |
| Day Travelcard | 2% | 2% | 1% | 2% | 2% | 5% |
| Season ticket | 2% | 8% | 1% | 1% | 3% | - |
| Special promotion ticket | 1% | - | - | 2% | 1% | 5% |
| Holiday package/tour ticket | 1% | - | - | 2% | 1% | 2% |
| Rail staff pass/Privilege ticket/Police concession | 2% | 1% | 1% | 3% | 2% | 2% |
| Freedom pass | * | - | 1% | 1% | * | 2% |
| Other | 7% | 4% | 3% | 10% | 7% | 10% |
| | | | | | | |
| First class | 9% | 9% | 12% | 7% | 9% | 8% |
| Standard class | 91% | 91% | 88% | 93% | 91% | 93% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 697 | 163 | 194 | 337 | 659 | 38 |
| Cheapest | 57% | 55% | 52% | 60% | 57% | 53% |
| Needed flexibility around which trains to catch | 24% | 30% | 22% | 21% | 24% | 13% |
| Only one offered / available | 11% | 10% | 8% | 13% | 10% | 18% |
| Special promotion / deal | 4% | 2% | 2% | 5% | 4% | 5% |
| Advised by staff | 2% | 1% | 2% | 3% | 2% | - |
| Someone else chose it | 9% | 15% | 13% | 5% | 10% | 5% |
| Quickest route | 14% | 13% | 11% | 15% | 14% | 5% |
| Seat reservation possible | 10% | 10% | 8% | 12% | 10% | 18% |
| Comfort | 7% | 7% | 7% | 7% | 7% | 11% |
| Other | 1% | 1% | 1% | 1% | 1% | - |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 707 | 162 | 198 | 344 | 666 | 41 |
| Looked around extensively | 21% | 17% | 19% | 25% | 21% | 22% |
| Looked around a bit | 38% | 36% | 33% | 42% | 38% | 41% |
| Didn't look around | 27% | 27% | 26% | 27% | 27% | 27% |
| Don't know/purchased by someone else | 14% | 20% | 22% | 7% | 14% | 10% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 678 | 160 | 188 | 327 | 640 | 38 |
| Very confident | 23% | 18% | 18% | 29% | 24% | 21% |
| Fairly confident | 46% | 46% | 46% | 45% | 45% | 47% |
| Neither | 15% | 16% | 21% | 10% | 15% | 16% |
| Not very confident | 10% | 13% | 7% | 11% | 10% | 11% |
| Not at all confident | 6% | 8% | 7% | 5% | 6% | 5% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 710 | 162 | 200 | 345 | 670 | 40 |
| Today | 23% | 24% | 18% | 26% | 22% | 50% |
| In last week | 40% | 35% | 53% | 36% | 41% | 35% |
| 1-2 weeks ago | 18% | 20% | 18% | 17% | 19% | 8% |
| 3-4 weeks ago | 11% | 12% | 7% | 14% | 12% | 8% |
| 1-3 months ago | 4% | 6% | 2% | 5% | 4% | - |
| More than 3 months ago | 1% | 1% | 1% | 1% | 1% | - |
| Don't know/no opinion | 2% | 2% | 2% | 2% | 2% | - |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size(bought ticket today) | 160 | 38 | 34 | 87 | 140 | 20 |
| Yes | 36% | 29% | 56% | 32% | 37% | 30% |
| No | 34% | 32% | 26% | 37% | 34% | 30% |
| Don't know | 30% | 39% | 18% | 31% | 29% | 40% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 156 | 36 | 34 | 85 | 136 | 20 |
| Very likely | 31% | 25% | 24% | 36% | 33% | 20% |
| Fairly likely | 26% | 25% | 18% | 29% | 25% | 30% |
| Neither likely nor unlikely | 15% | 19% | 15% | 13% | 13% | 30% |
| Fairly unlikely | 13% | 19% | 18% | 9% | 15% | 5% |
| Very unlikely | 15% | 11% | 26% | 12% | 15% | 15% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 705 | 158 | 199 | 345 | 665 | 40 |
| In advance | 75% | 77% | 80% | 71% | 76% | 55% |
| On the day | 17% | 15% | 17% | 18% | 16% | 23% |
| No preference | 8% | 8% | 3% | 11% | 8% | 23% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 522 | 118 | 160 | 242 | 500 | 22 |
| Cheaper | 81% | 81% | 78% | 83% | 81% | 86% |
| Ability to reserve a seat | 46% | 45% | 46% | 47% | 45% | 73% |
| Need to make plans in advance | 38% | 41% | 42% | 34% | 38% | 41% |
| Don't have to queue on the day of travel | 36% | 32% | 35% | 38% | 35% | 41% |
| Don't have to think about it on the day of travel | 32% | 20% | 28% | 40% | 32% | 32% |
| Other | 2% | 1% | 3% | 2% | 2% | - |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 698 | 157 | 198 | 340 | 659 | 39 |
| Up to a week | 11% | 9% | 11% | 12% | 11% | 8% |
| 1-2 weeks | 11% | 7% | 11% | 13% | 11% | 10% |
| 3-4 weeks | 14% | 11% | 16% | 14% | 14% | 10% |
| 1-2 months | 15% | 13% | 16% | 15% | 14% | 18% |
| 2-3 months | 15% | 17% | 16% | 14% | 15% | 10% |
| 3-4 months | 8% | 6% | 9% | 9% | 9% | 5% |
| 4-5 months | 1% | 1% | - | 2% | 1% | 5% |
| 5-6 months | 6% | 11% | 8% | 3% | 7% | 3% |
| 6-12 months | 11% | 15% | 8% | 10% | 10% | 18% |
| Don't know/know opinion | 8% | 10% | 7% | 8% | 8% | 13% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 704 | 157 | 200 | 344 | 664 | 40 |
| Via the internet / website | 47% | 50% | 51% | 44% | 48% | 25% |
| At the station - from ticket window / office | 29% | 18% | 20% | 38% | 27% | 58% |
| The ticket was bought for me | 7% | 8% | 14% | 3% | 7% | 3% |
| At the station - from ticket machine | 6% | 13% | 4% | 4% | 6% | 3% |
| From a travel agent | 4% | 3% | 7% | 2% | 4% | 3% |
| On the train from a member of train staff | 2% | 3% | 1% | 3% | 2% | - |
| Over the phone | 2% | 1% | 1% | 3% | 2% | 8% |
| Other method of purchase | 2% | 2% | 2% | 1% | 2% | 3% |
| Don't know | 2% | 1% | 1% | 2% | 2% | - |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 222 | 36 | 47 | 136 | 198 | 24 |
| Satisfaction with queueing time at ticket office | 88% | 67% | 100% | 89% | 88% | 88% |
| Base size | 110 | 35 | 24 | 50 | 103 | 7 |
| Satisfaction with ease of purchase from ticket machine | 78% | 77% | 79% | 78% | 79% | 71% |
| Base size | 356 | 79 | 109 | 168 | 343 | 13 |
| Satisfaction with ease of purchase from internet | 86% | 84% | 87% | 87% | 87% | 77% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >571 | >127 | >170 | >274 | >543 | >28 |
| Ticket office at station | 76% | 74% | 73% | 79% | 76% | 86% |
| Ticket machine at station | 49% | 51% | 38% | 55% | 49% | 58% |
| Internet | 85% | 87% | 84% | 86% | 85% | 88% |
| Over the phone | 54% | 53% | 54% | 55% | 54% | 62% |
| From train staff on the train | 58% | 59% | 55% | 61% | 58% | 67% |
| Travel agent | 40% | 31% | 41% | 43% | 40% | 39% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | >598 | >141 | >167 | >282 | >563 | >35 |
| By post | 47% | 42% | 39% | 55% | 48% | 40% |
| Printing from computer at home/work | 84% | 85% | 89% | 79% | 84% | 74% |
| Sent to mobile and show message as proof of purchase | 71% | 80% | 72% | 65% | 71% | 69% |
| Sent to mobile and scan barcode at ticket gate | 67% | 75% | 71% | 60% | 67% | 60% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 687 | 156 | 196 | 332 | 647 | 40 |
| Had to travel at a specific time | 63% | 74% | 68% | 55% | 64% | 45% |
| Could travel at any time | 34% | 25% | 29% | 41% | 33% | 50% |
| Don't know/no opinion | 3% | 1% | 3% | 4% | 3% | 5% |
| Return | | | | | | |
| <i>Base size</i> | 617 | 149 | 176 | 290 | 578 | 39 |
| Had to travel at a specific time | 44% | 52% | 44% | 40% | 45% | 28% |
| Could travel at any time | 52% | 46% | 53% | 53% | 51% | 64% |
| Don't know/no opinion | 4% | 1% | 3% | 7% | 4% | 8% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 686 | 157 | 198 | 328 | 649 | 37 |
| Could travel on any train | 29% | 35% | 26% | 27% | 28% | 43% |
| Could travel on any off-peak train | 23% | 18% | 24% | 24% | 23% | 14% |
| Could only travel on a specific train | 43% | 43% | 45% | 41% | 43% | 32% |
| Don't know/no opinion | 6% | 4% | 4% | 8% | 5% | 11% |
| Return | | | | | | |
| <i>Base size</i> | 611 | 146 | 176 | 288 | 573 | 38 |
| Could travel on any train | 32% | 36% | 24% | 34% | 31% | 45% |
| Could travel on any off-peak train | 27% | 22% | 35% | 25% | 27% | 18% |
| Could only travel on a specific train | 36% | 38% | 38% | 33% | 37% | 24% |
| Don't know/no opinion | 6% | 3% | 3% | 8% | 5% | 13% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 690 | 156 | 193 | 338 | 650 | 40 |
| Time restriction on ticket | 53% | 53% | 62% | 47% | 54% | 35% |
| Route restriction on ticket | 18% | 19% | 15% | 21% | 18% | 25% |
| TOC restriction on ticket | 15% | 15% | 13% | 16% | 15% | 8% |
| Not aware of restriction | 24% | 21% | 15% | 31% | 23% | 33% |
| Restrictions do not apply | 17% | 24% | 16% | 15% | 17% | 18% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 669 | 155 | 191 | 320 | 630 | 39 |
| Yes | 56% | 52% | 58% | 58% | 56% | 67% |
| No | 17% | 19% | 21% | 14% | 18% | 3% |
| Not applicable | 14% | 20% | 10% | 13% | 14% | 18% |
| None provided | 13% | 10% | 10% | 15% | 13% | 13% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 663 | 155 | 189 | 316 | 625 | 38 |
| Very satisfied | 22% | 19% | 15% | 27% | 21% | 29% |
| Fairly satisfied | 40% | 39% | 39% | 42% | 41% | 37% |
| Neither satisfied nor dissatisfied | 22% | 23% | 26% | 20% | 22% | 26% |
| Fairly dissatisfied | 9% | 10% | 11% | 8% | 9% | 5% |
| Very dissatisfied | 7% | 9% | 10% | 4% | 7% | 3% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >652 | >152 | >187 | >308 | >618 | >34 |
| I understand the range of tickets and fares available | 58% | 62% | 49% | 61% | 58% | 56% |
| Flexibility is important and I do not want to be tied to a specific train | 80% | 81% | 83% | 78% | 80% | 74% |
| I would travel more on trains if fares were cheaper | 87% | 85% | 88% | 88% | 87% | 84% |
| I don't mind booking early in order to get cheaper fares | 83% | 80% | 82% | 85% | 83% | 76% |
| There should be a standard price for a journey regardless of when you buy the ticket | 47% | 45% | 47% | 48% | 48% | 33% |

Appendix G shows the tables of results for Route 5 (London-Glasgow)

The definition of the journeys covered in Route E

TOTAL - The total column within these tables shows results from 715 passengers making rail journeys on Virgin West Coast trains, between London and Glasgow. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 713 | 113 | 230 | 370 | 607 | 106 |
| Commuter | 16% | 100% | - | - | 18% | 6% |
| Business | 32% | - | 100% | - | 36% | 11% |
| Leisure | 52% | - | - | 100% | 46% | 83% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 691 | 109 | 226 | 354 | 584 | 107 |
| 16-24 | 13% | 16% | 4% | 18% | 13% | 14% |
| 25-34 | 18% | 21% | 19% | 17% | 18% | 21% |
| 35-44 | 18% | 27% | 26% | 11% | 20% | 12% |
| 45-54 | 25% | 28% | 34% | 18% | 25% | 23% |
| 55-59 | 7% | 4% | 8% | 7% | 7% | 7% |
| 60-64 | 9% | 1% | 6% | 14% | 9% | 10% |
| 65+ | 10% | 4% | 4% | 15% | 10% | 10% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 674 | 107 | 224 | 341 | 570 | 104 |
| Male | 58% | 67% | 75% | 44% | 60% | 48% |
| Female | 42% | 33% | 25% | 56% | 40% | 52% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 680 | 106 | 226 | 346 | 574 | 106 |
| White | 93% | 89% | 93% | 93% | 92% | 97% |
| Mixed | 1% | 1% | 1% | 2% | 1% | 1% |
| Black or Black British | 1% | 2% | 1% | 1% | 1% | 1% |
| Chinese | 1% | 1% | 1% | 1% | 1% | - |
| Asian or Asian British | 3% | 8% | 3% | 2% | 3% | 1% |
| Other ethnic group | 1% | - | 1% | 1% | 1% | - |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 654 | 100 | 210 | 342 | 550 | 104 |
| Yes | 7% | 5% | 6% | 9% | 8% | 6% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 712 | 112 | 230 | 368 | 607 | 105 |
| 1st journey | 58% | 28% | 63% | 64% | 57% | 64% |
| 2 - 5 | 38% | 56% | 36% | 35% | 39% | 36% |
| 6 - 10 | 2% | 10% | 2% | 1% | 3% | - |
| 11 - 20 | 1% | 6% | - | - | 1% | - |
| 21+ | * | - | - | * | * | - |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 687 | 109 | 225 | 351 | 581 | 106 |
| Working full time | 63% | 72% | 91% | 42% | 64% | 55% |
| Working part time | 8% | 6% | 5% | 10% | 8% | 8% |
| Not working - seeking work | 2% | 1% | - | 4% | 2% | 4% |
| Not working - not seeking work | 2% | - | - | 4% | 2% | 5% |
| Retired | 14% | 3% | 1% | 25% | 12% | 20% |
| Student | 8% | 16% | 1% | 9% | 8% | 6% |
| Other | 4% | 2% | 2% | 5% | 4% | 3% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 612 | 105 | 206 | 300 | 541 | 71 |
| Weekday | 86% | 75% | 83% | 91% | 86% | 82% |
| Base size | 323 | 33 | 81 | 209 | 243 | 80 |
| Saturday | 80% | 70% | 68% | 86% | 78% | 85% |
| Base size | 288 | 34 | 73 | 181 | 227 | 61 |
| Sunday | 64% | 56% | 52% | 70% | 61% | 72% |

Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)

| | Total |
|-------------------------|--------------|
| <i>Base size</i> | 715 |
| Monday to Friday | |
| 04:00 - 04:59 | 8% |
| 05:00 - 05:59 | 10% |
| 06:00 - 06:59 | 12% |
| 07:00 - 07:59 | 4% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |
| Saturday | |
| 04:00 - 04:59 | 3% |
| 05:00 - 05:59 | 4% |
| 06:00 - 06:59 | 6% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 2% |
| From 09:00 onwards | 0% |
| Sunday | |
| 04:00 - 04:59 | 2% |
| 05:00 - 05:59 | 2% |
| 06:00 - 06:59 | 4% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 2% |
| From 09:00 onwards | 1% |

Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | 715 |
| Monday to Thursday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 1% |
| 18:00 - 18:59 | 1% |
| 19:00 - 19:59 | 4% |
| 20:00 - 20:59 | 4% |
| 21:00 - 21:59 | 4% |
| 22:00 - 22:59 | 9% |
| After 23:00 onwards | 12% |
| Friday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 1% |
| 17:00 - 17:59 | 1% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 3% |
| 20:00 - 20:59 | 4% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 6% |
| After 23:00 onwards | 12% |
| Saturday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 1% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 3% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 10% |
| Sunday | |

| | |
|---------------------|----|
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 1% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 2% |
| 20:00 - 20:59 | 2% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 5% |
| After 23:00 onwards | 8% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 641 | 102 | 205 | 332 | 542 | 99 |
| Clean station toilets | 35% | 34% | 39% | 33% | 34% | 37% |
| Waiting room | 24% | 28% | 22% | 25% | 24% | 26% |
| Accurate visual information about delays | 24% | 25% | 25% | 23% | 25% | 17% |
| Visible staff at the station | 24% | 12% | 25% | 26% | 24% | 21% |
| Accurate visual information about actual train times | 20% | 21% | 23% | 17% | 21% | 13% |
| Well maintained station buildings and platforms | 19% | 23% | 23% | 15% | 18% | 25% |
| Accurate announcements about delays | 19% | 24% | 17% | 19% | 19% | 21% |
| Accurate announcements about actual train times | 16% | 11% | 14% | 18% | 15% | 19% |
| Refreshment room/kiosk | 15% | 18% | 15% | 14% | 15% | 14% |
| Presence of station toilets | 13% | 17% | 12% | 13% | 13% | 14% |
| An interactive help point | 10% | 8% | 13% | 10% | 10% | 11% |
| Step free access from the station entrance to the train | 10% | 4% | 9% | 12% | 10% | 7% |
| Waiting shelter on the platform | 8% | 7% | 5% | 10% | 8% | 10% |
| Security cameras | 8% | 4% | 8% | 10% | 8% | 7% |
| Convenient connection busses | 6% | 5% | 5% | 7% | 7% | 3% |
| Information board showing printed timetable | 6% | 4% | 4% | 7% | 6% | 6% |
| Other | 20% | 23% | 19% | 19% | 19% | 22% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 664 | 106 | 217 | 340 | 560 | 104 |
| Yes | 13% | 15% | 20% | 8% | 14% | 10% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 87 | 16 | 43 | 28 | 77 | 10 |
| I can always get a space | 41% | 44% | 47% | 32% | 43% | 30% |
| I can get a space most of the time | 41% | 38% | 40% | 46% | 42% | 40% |
| I can hardly ever get a space | 11% | 13% | 9% | 14% | 10% | 20% |
| I can never get a space | 1% | - | 2% | - | 1% | - |
| Not relevant/do not use station car park | 5% | 6% | 2% | 7% | 4% | 10% |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 632 | 99 | 206 | 326 | 538 | 94 |
| Cheaper parking | 38% | 34% | 46% | 35% | 39% | 34% |
| Having more car park space | 13% | 13% | 16% | 11% | 14% | 9% |
| More secure car park (i.e. better lighting, CCTV) | 9% | 8% | 11% | 8% | 9% | 7% |
| Making it easier to pay | 4% | 5% | 5% | 3% | 4% | 3% |
| Improving cleaning and maintenance of the car park | 3% | 3% | 2% | 3% | 2% | 6% |
| Other | 15% | 12% | 11% | 19% | 15% | 19% |
| Nothing will encourage me to use the station car park | 41% | 46% | 40% | 39% | 41% | 40% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 528 | 100 | 183 | 243 | 476 | 52 |
| Very/fairly easy | 80% | 81% | 76% | 82% | 80% | 79% |
| Friday | | | | | | |
| <i>Base size</i> | 402 | 81 | 123 | 197 | 345 | 57 |
| Very/fairly easy | 66% | 69% | 59% | 70% | 68% | 58% |
| Saturday | | | | | | |
| <i>Base size</i> | 300 | 41 | 61 | 197 | 230 | 70 |
| Very/fairly easy | 72% | 68% | 72% | 73% | 72% | 73% |
| Sunday | | | | | | |
| <i>Base size</i> | 280 | 42 | 57 | 180 | 220 | 60 |
| Very/fairly easy | 70% | 71% | 75% | 69% | 70% | 70% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >638 | >104 | >221 | >312 | >539 | >99 |
| Wi-fi internet connection | 81% | 77% | 88% | 77% | 80% | 83% |
| At-seat power sockets | 83% | 83% | 91% | 79% | 83% | 84% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| Base size | >246 | >38 | >95 | >113 | >220 | >26 |
| Frequency of trains for this route | 91% | 87% | 90% | 93% | 92% | 88% |
| Punctuality / reliability of the train | 89% | 75% | 88% | 94% | 89% | 90% |
| Length of time the journey was scheduled to take | 92% | 90% | 89% | 94% | 91% | 95% |
| Value for money for price of ticket | 61% | 54% | 54% | 67% | 61% | 63% |
| Provision of information during times of disruption | 72% | 67% | 65% | 78% | 72% | 71% |
| Being able to get a seat on the train | 88% | 86% | 86% | 91% | 89% | 88% |
| Quality of facilities and services at the station | 77% | 79% | 70% | 81% | 78% | 72% |
| Personal security whilst on board the train | 81% | 81% | 82% | 80% | 82% | 75% |
| Ease of buying a ticket | 89% | 85% | 89% | 91% | 89% | 90% |
| Upkeep / repair and cleanliness of the train | 83% | 73% | 84% | 85% | 82% | 86% |
| Provision of information during the journey | 85% | 77% | 82% | 89% | 84% | 88% |
| Facilities and services on board the train - | 77% | 72% | 73% | 81% | 78% | 72% |
| Facilities for car parking at the station | 60% | 53% | 53% | 69% | 62% | 46% |
| Personal security at the station | 70% | 68% | 61% | 77% | 70% | 65% |
| Overall experience of service on this journey | 91% | 84% | 88% | 94% | 90% | 92% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 690 | 110 | 222 | 357 | 586 | 104 |
| Anytime single/return | 19% | 21% | 19% | 18% | 19% | 19% |
| Anytime day single/return | 6% | 8% | 5% | 6% | 5% | 8% |
| Off-peak/Super off-peak (single/return) | 19% | 24% | 22% | 15% | 20% | 13% |
| Off-peak day/Super off-peak day (single/return) | 8% | 6% | 9% | 9% | 8% | 11% |
| Advance | 41% | 34% | 44% | 41% | 40% | 41% |
| Day Travelcard | 1% | 1% | - | 2% | 1% | 2% |
| Season ticket | 1% | 2% | - | 1% | 1% | - |
| Special promotion ticket | 1% | 2% | * | 1% | 1% | - |
| Holiday package/tour ticket | 1% | - | - | 3% | 1% | 4% |
| Rail staff pass/Privilege ticket/Police concession | 3% | 1% | 2% | 4% | 3% | 2% |
| Freedom pass | 1% | - | - | 1% | * | 2% |
| Other | 4% | 5% | 2% | 4% | 4% | 4% |
| | | | | | | |
| First class | 19% | 23% | 30% | 12% | 20% | 16% |
| Standard class | 81% | 77% | 70% | 88% | 80% | 84% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 666 | 108 | 216 | 341 | 564 | 102 |
| Cheapest | 55% | 57% | 44% | 61% | 54% | 57% |
| Needed flexibility around which trains to catch | 23% | 29% | 23% | 21% | 24% | 17% |
| Only one offered / available | 7% | 6% | 6% | 8% | 7% | 10% |
| Special promotion / deal | 3% | 3% | 2% | 4% | 3% | 5% |
| Advised by staff | 3% | 5% | 3% | 3% | 3% | 5% |
| Someone else chose it | 10% | 11% | 15% | 6% | 10% | 9% |
| Quickest route | 13% | 13% | 13% | 13% | 13% | 14% |
| Seat reservation possible | 14% | 10% | 14% | 16% | 15% | 12% |
| Comfort | 13% | 6% | 18% | 11% | 13% | 13% |
| Other | * | - | * | 1% | * | 1% |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 686 | 111 | 223 | 351 | 582 | 104 |
| Looked around extensively | 21% | 29% | 13% | 23% | 21% | 22% |
| Looked around a bit | 38% | 23% | 39% | 43% | 38% | 41% |
| Didn't look around | 28% | 33% | 28% | 27% | 29% | 24% |
| Don't know/purchased by someone else | 12% | 14% | 20% | 7% | 12% | 13% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 652 | 104 | 210 | 337 | 552 | 100 |
| Very confident | 28% | 30% | 19% | 33% | 27% | 33% |
| Fairly confident | 47% | 38% | 55% | 45% | 48% | 42% |
| Neither | 13% | 13% | 14% | 12% | 13% | 15% |
| Not very confident | 7% | 12% | 7% | 6% | 8% | 4% |
| Not at all confident | 5% | 7% | 5% | 4% | 4% | 6% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 681 | 110 | 224 | 346 | 575 | 106 |
| Today | 13% | 18% | 13% | 11% | 12% | 17% |
| In last week | 43% | 42% | 54% | 35% | 45% | 30% |
| 1-2 weeks ago | 22% | 23% | 21% | 23% | 24% | 12% |
| 3-4 weeks ago | 13% | 11% | 8% | 16% | 12% | 17% |
| 1-3 months ago | 7% | 5% | 2% | 12% | 5% | 18% |
| More than 3 months ago | 1% | 1% | - | 2% | 1% | 3% |
| Don't know/no opinion | 2% | 1% | 1% | 2% | 1% | 3% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 85 | 20 | 29 | 36 | 68 | 17 |
| Yes | 51% | 55% | 45% | 53% | 51% | 47% |
| No | 22% | 30% | 17% | 22% | 26% | 6% |
| Don't know | 27% | 15% | 38% | 25% | 22% | 47% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size(bought ticket today)</i> | 81 | 19 | 28 | 34 | 65 | 16 |
| Very likely | 33% | 42% | 32% | 29% | 34% | 31% |
| Fairly likely | 23% | 11% | 21% | 32% | 22% | 31% |
| Neither likely nor unlikely | 11% | 5% | 11% | 15% | 12% | 6% |
| Fairly unlikely | 14% | 26% | 18% | 3% | 15% | 6% |
| Very unlikely | 19% | 16% | 18% | 21% | 17% | 25% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 671 | 106 | 222 | 341 | 567 | 104 |
| In advance | 80% | 77% | 80% | 81% | 80% | 79% |
| On the day | 12% | 14% | 14% | 11% | 12% | 13% |
| No preference | 8% | 8% | 7% | 8% | 8% | 8% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 533 | 81 | 177 | 273 | 451 | 82 |
| Cheaper | 84% | 85% | 84% | 84% | 84% | 85% |
| Ability to reserve a seat | 55% | 52% | 60% | 52% | 56% | 49% |
| Need to make plans in advance | 43% | 40% | 48% | 41% | 45% | 35% |
| Don't have to queue on the day of travel | 34% | 36% | 39% | 31% | 34% | 35% |
| Don't have to think about it on the day of travel | 32% | 31% | 32% | 33% | 33% | 30% |
| Other | 2% | 1% | 3% | 1% | 2% | - |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 674 | 105 | 220 | 348 | 569 | 105 |
| Up to a week | 9% | 13% | 7% | 9% | 9% | 10% |
| 1-2 weeks | 11% | 14% | 13% | 9% | 12% | 6% |
| 3-4 weeks | 10% | 10% | 14% | 7% | 11% | 8% |
| 1-2 months | 13% | 9% | 12% | 15% | 13% | 10% |
| 2-3 months | 15% | 11% | 15% | 16% | 14% | 19% |
| 3-4 months | 12% | 12% | 9% | 14% | 12% | 14% |
| 4-5 months | 2% | 4% | 2% | 1% | 2% | 2% |
| 5-6 months | 8% | 6% | 9% | 8% | 8% | 10% |
| 6-12 months | 11% | 10% | 11% | 10% | 10% | 11% |
| Don't know/know opinion | 10% | 10% | 8% | 11% | 10% | 10% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 684 | 108 | 224 | 351 | 578 | 106 |
| Via the internet / website | 57% | 46% | 59% | 60% | 59% | 50% |
| At the station - from ticket window / office | 22% | 26% | 14% | 25% | 21% | 26% |
| The ticket was bought for me | 8% | 10% | 13% | 3% | 7% | 8% |
| Over the phone | 4% | 4% | 4% | 3% | 4% | 2% |
| At the station - from ticket machine | 3% | 8% | 1% | 3% | 3% | 5% |
| From a travel agent | 3% | 4% | 5% | 2% | 3% | 3% |
| On the train from a member of train staff | 1% | 1% | 1% | 2% | 1% | 2% |
| Other method of purchase | 1% | 1% | - | 1% | 1% | 1% |
| Don't know | 1% | - | 1% | 2% | 1% | 3% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 168 | 36 | 42 | 90 | 140 | 28 |
| Satisfaction with queueing time at ticket office | 86% | 89% | 86% | 86% | 89% | 75% |
| <i>Base size</i> | 90 | 21 | 30 | 39 | 80 | 10 |
| Satisfaction with ease of purchase from ticket machine | 84% | 90% | 83% | 82% | 86% | 70% |
| <i>Base size</i> | 407 | 53 | 138 | 215 | 351 | 56 |
| Satisfaction with ease of purchase from internet | 90% | 91% | 88% | 91% | 91% | 86% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | >552 | >93 | >184 | >273 | >467 | >85 |
| Ticket office at station | 74% | 70% | 66% | 79% | 75% | 68% |
| Ticket machine at station | 47% | 48% | 42% | 49% | 45% | 53% |
| Internet | 85% | 88% | 82% | 86% | 85% | 81% |
| Over the phone | 52% | 44% | 51% | 55% | 53% | 48% |
| From train staff on the train | 60% | 58% | 54% | 64% | 59% | 63% |
| Travel agent | 40% | 38% | 39% | 42% | 40% | 42% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 558 | 83 | 190 | 272 | 472 | 86 |
| By post | 53% | 42% | 45% | 60% | 52% | 56% |
| Printing from computer at home/work | 81% | 77% | 89% | 76% | 81% | 78% |
| Sent to mobile and show message as proof of purchase | 65% | 72% | 75% | 56% | 66% | 59% |
| Sent to mobile and scan barcode at ticket gate | 59% | 62% | 72% | 49% | 60% | 55% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 655 | 104 | 217 | 333 | 553 | 102 |
| Had to travel at a specific time | 60% | 70% | 71% | 49% | 61% | 51% |
| Could travel at any time | 36% | 27% | 24% | 47% | 35% | 43% |
| Don't know/no opinion | 4% | 3% | 6% | 4% | 4% | 6% |
| Return | | | | | | |
| <i>Base size</i> | 598 | 92 | 204 | 301 | 505 | 93 |
| Had to travel at a specific time | 44% | 61% | 46% | 38% | 46% | 37% |
| Could travel at any time | 51% | 35% | 46% | 58% | 49% | 58% |
| Don't know/no opinion | 5% | 4% | 8% | 4% | 5% | 5% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 658 | 102 | 215 | 340 | 556 | 102 |
| Could travel on any train | 23% | 31% | 22% | 21% | 23% | 25% |
| Could travel on any off-peak train | 20% | 16% | 21% | 20% | 21% | 13% |
| Could only travel on a specific train | 51% | 47% | 52% | 52% | 51% | 54% |
| Don't know/no opinion | 6% | 6% | 5% | 6% | 5% | 9% |
| Return | | | | | | |
| <i>Base size</i> | 590 | 92 | 199 | 298 | 495 | 95 |
| Could travel on any train | 23% | 30% | 17% | 24% | 22% | 24% |
| Could travel on any off-peak train | 24% | 20% | 28% | 22% | 25% | 16% |
| Could only travel on a specific train | 47% | 43% | 47% | 48% | 47% | 49% |
| Don't know/no opinion | 6% | 7% | 8% | 5% | 6% | 11% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 665 | 104 | 218 | 342 | 561 | 104 |
| Time restriction on ticket | 57% | 53% | 57% | 57% | 57% | 53% |
| Route restriction on ticket | 28% | 25% | 27% | 30% | 28% | 30% |
| TOC restriction on ticket | 22% | 18% | 20% | 24% | 22% | 20% |
| Not aware of restriction | 25% | 22% | 26% | 24% | 24% | 29% |
| Restrictions do not apply | 11% | 15% | 8% | 12% | 10% | 16% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 659 | 102 | 220 | 336 | 558 | 101 |
| Yes | 63% | 55% | 58% | 68% | 63% | 59% |
| No | 15% | 22% | 19% | 10% | 15% | 15% |
| Not applicable | 14% | 12% | 15% | 13% | 13% | 16% |
| None provided | 9% | 12% | 8% | 9% | 9% | 10% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 642 | 101 | 212 | 327 | 547 | 95 |
| Very satisfied | 25% | 18% | 19% | 30% | 24% | 26% |
| Fairly satisfied | 41% | 45% | 40% | 41% | 41% | 43% |
| Neither satisfied nor dissatisfied | 19% | 22% | 23% | 15% | 19% | 15% |
| Fairly dissatisfied | 11% | 9% | 13% | 10% | 10% | 14% |
| Very dissatisfied | 5% | 7% | 6% | 4% | 5% | 2% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 635 | 99 | 213 | 318 | 535 | 100 |
| I understand the range of tickets and fares available | 63% | 63% | 57% | 67% | 62% | 68% |
| Flexibility is important and I do not want to be tied to a specific train | 74% | 79% | 79% | 69% | 75% | 71% |
| I would travel more on trains if fares were cheaper | 85% | 82% | 86% | 85% | 84% | 86% |
| I don't mind booking early in order to get cheaper fares | 85% | 80% | 85% | 88% | 86% | 84% |
| There should be a standard price for a journey regardless of when you buy the ticket | 44% | 44% | 43% | 44% | 43% | 47% |

Appendix H shows the tables of results for Route 6 (Birmingham-Scotland)

The definition of the journeys covered in Route F

TOTAL - The total column within these tables shows results from 597 passengers making rail journeys on Virgin West Coast trains, between Birmingham and Glasgow/Edinburgh. The data shown here for these passengers is also split by journey purpose and day of week. Note that the total sample column is NOT weighted.

Questions are asked to all respondents unless stated below

Shaded cells indicate low base size (below 50)

Sample profile

| Journey purpose (Q4) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| Base size | 595 | 138 | 155 | 302 | 429 | 166 |
| Commuter | 23% | 100% | - | - | 28% | 11% |
| Business | 26% | - | 100% | - | 33% | 8% |
| Leisure | 51% | - | - | 100% | 39% | 81% |

| Age (Q44) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 570 | 130 | 149 | 289 | 412 | 158 |
| 16-24 | 19% | 23% | 2% | 25% | 17% | 23% |
| 25-34 | 20% | 22% | 20% | 19% | 21% | 18% |
| 35-44 | 17% | 20% | 26% | 10% | 18% | 12% |
| 45-54 | 23% | 25% | 37% | 15% | 25% | 15% |
| 55-59 | 9% | 6% | 9% | 10% | 8% | 11% |
| 60-64 | 6% | 2% | 3% | 9% | 5% | 8% |
| 65+ | 7% | 2% | 3% | 11% | 5% | 11% |

| Gender (Q45) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 564 | 126 | 148 | 288 | 407 | 157 |
| Male | 49% | 52% | 59% | 42% | 54% | 36% |
| Female | 51% | 48% | 41% | 58% | 46% | 64% |

| Ethnicity (Q46) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 566 | 130 | 148 | 287 | 406 | 160 |
| White | 92% | 91% | 97% | 90% | 92% | 91% |
| Mixed | 1% | 2% | - | 1% | * | 2% |
| Black or Black British | 1% | 1% | - | 1% | * | 1% |
| Chinese | 1% | 1% | - | 2% | 1% | 2% |
| Asian or Asian British | 4% | 5% | 2% | 4% | 4% | 2% |
| Other ethnic group | 2% | 1% | 1% | 2% | 1% | 2% |

| Disability (Q47) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 540 | 124 | 143 | 271 | 391 | 149 |
| Yes | 6% | 2% | 1% | 10% | 5% | 8% |

| Number of trips on this journey in last 2 weeks (Q5) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 596 | 138 | 155 | 301 | 430 | 166 |
| 1st journey | 58% | 32% | 70% | 64% | 58% | 59% |
| 2 - 5 | 31% | 27% | 27% | 35% | 28% | 40% |
| 6 - 10 | 5% | 16% | 2% | 1% | 6% | 1% |
| 11 - 20 | 5% | 22% | - | - | 7% | - |
| 21+ | 1% | 3% | 1% | * | 1% | - |

| Occupation (Q43) | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|--------------|-----------------|-----------------|----------------|----------------|----------------|
| Base size | 570 | 130 | 149 | 289 | 411 | 159 |
| Working full time | 63% | 73% | 95% | 42% | 67% | 53% |
| Working part time | 10% | 10% | 4% | 13% | 9% | 13% |
| Not working - seeking work | 3% | - | - | 5% | 3% | 1% |
| Not working - not seeking work | 2% | - | - | 4% | 2% | 2% |
| Retired | 10% | 1% | 1% | 19% | 9% | 14% |
| Student | 11% | 16% | - | 14% | 9% | 16% |
| Other | 2% | - | - | 3% | 1% | 2% |

Train timing and frequency

Q6. Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------|-------|----------|----------|---------|---------|---------|
| Base size | 476 | 130 | 131 | 213 | 383 | 93 |
| Weekday | 83% | 75% | 85% | 86% | 83% | 83% |
| Base size | 247 | 56 | 38 | 152 | 152 | 95 |
| Saturday | 79% | 66% | 79% | 83% | 73% | 87% |
| Base size | 231 | 51 | 39 | 140 | 147 | 84 |
| Sunday | 64% | 47% | 56% | 72% | 59% | 73% |

Q7. What time should the FIRST train run... / Q8. How frequently are you likely to use the FIRST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time, often or sometimes)

| | Total |
|-------------------------|--------------|
| <i>Base size</i> | 597 |
| Monday to Friday | |
| 04:00 - 04:59 | 4% |
| 05:00 - 05:59 | 10% |
| 06:00 - 06:59 | 13% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |
| Saturday | |
| 04:00 - 04:59 | 1% |
| 05:00 - 05:59 | 4% |
| 06:00 - 06:59 | 5% |
| 07:00 - 07:59 | 2% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 1% |
| Sunday | |
| 04:00 - 04:59 | 1% |
| 05:00 - 05:59 | 2% |
| 06:00 - 06:59 | 4% |
| 07:00 - 07:59 | 3% |
| 08:00 - 08:59 | 1% |
| From 09:00 onwards | 2% |

Q9. What time should the LAST train run... / Q10. How frequently are you likely to use the LAST train at the times you specified?
(data shown is the % of ALL passengers on this route who would use the train at this time often or sometimes)

| | Total |
|---------------------------|--------------|
| <i>Base size</i> | 597 |
| Monday to Thursday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 1% |
| 19:00 - 19:59 | 2% |
| 20:00 - 20:59 | 3% |
| 21:00 - 21:59 | 4% |
| 22:00 - 22:59 | 10% |
| After 23:00 onwards | 9% |
| Friday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 1% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 2% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 8% |
| After 23:00 onwards | 12% |
| Saturday | |
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 0% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 2% |
| 22:00 - 22:59 | 6% |
| After 23:00 onwards | 10% |
| Sunday | |

| | |
|---------------------|----|
| 13:00 - 14:59 | 0% |
| 15:00 - 16:59 | 0% |
| 17:00 - 17:59 | 0% |
| 18:00 - 18:59 | 1% |
| 19:00 - 19:59 | 1% |
| 20:00 - 20:59 | 1% |
| 21:00 - 21:59 | 3% |
| 22:00 - 22:59 | 7% |
| After 23:00 onwards | 5% |

Facilities and services at stations and on trains

Q11. Preferences for new/improved facilities or services at station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 534 | 127 | 143 | 262 | 392 | 142 |
| Clean station toilets | 33% | 44% | 27% | 30% | 34% | 30% |
| Accurate visual information about delays | 25% | 34% | 27% | 20% | 28% | 17% |
| Visible staff at the station | 24% | 20% | 24% | 26% | 23% | 27% |
| Well maintained station buildings and platforms | 22% | 27% | 27% | 18% | 24% | 17% |
| Accurate visual information about actual train times | 22% | 23% | 23% | 21% | 22% | 21% |
| Waiting room | 18% | 17% | 19% | 19% | 18% | 19% |
| Accurate announcements about delays | 18% | 27% | 15% | 15% | 18% | 18% |
| Accurate announcements about actual train times | 17% | 17% | 17% | 18% | 17% | 19% |
| Refreshment room/kiosk | 15% | 15% | 17% | 15% | 14% | 19% |
| Step free access from the station entrance to the train | 12% | 9% | 8% | 16% | 11% | 15% |
| Presence of station toilets | 11% | 7% | 10% | 13% | 12% | 8% |
| An interactive help point | 10% | 9% | 8% | 11% | 8% | 13% |
| Waiting shelter on the platform | 9% | 6% | 8% | 12% | 9% | 10% |
| Convenient connection busses | 9% | 8% | 8% | 11% | 10% | 8% |
| Security cameras | 8% | 5% | 9% | 9% | 7% | 10% |
| Information board showing printed timetable | 7% | 6% | 6% | 9% | 7% | 9% |
| Other | 19% | 19% | 22% | 18% | 21% | 15% |

Q12. Whether drive to station

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 551 | 133 | 148 | 268 | 406 | 145 |
| Yes | 19% | 20% | 29% | 13% | 21% | 15% |

Q13. Experience of finding a space in station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those driving to station)</i> | 102 | 27 | 40 | 35 | 80 | 22 |
| I can always get a space | 45% | 37% | 53% | 43% | 46% | 41% |
| I can get a space most of the time | 27% | 19% | 25% | 37% | 28% | 27% |
| I can hardly ever get a space | 16% | 22% | 23% | 3% | 18% | 9% |
| I can never get a space | 5% | 4% | - | 11% | 3% | 14% |
| Not relevant/do not use station car park | 7% | 19% | - | 6% | 6% | 9% |

Q14. Factors likely to encourage more use of station car park

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (those not using station car park)</i> | 522 | 128 | 143 | 249 | 392 | 130 |
| Cheaper parking | 45% | 46% | 45% | 44% | 47% | 39% |
| Having more car park space | 16% | 19% | 15% | 15% | 17% | 12% |
| More secure car park (i.e. better lighting, CCTV) | 13% | 13% | 10% | 14% | 13% | 13% |
| Making it easier to pay | 8% | 9% | 7% | 8% | 8% | 8% |
| Improving cleaning and maintenance of the car park | 2% | 2% | 2% | 2% | 2% | 2% |
| Other | 14% | 13% | 10% | 16% | 14% | 14% |
| Nothing will encourage me to use the station car park | 35% | 37% | 39% | 33% | 34% | 38% |

Q15. Ease of finding a seat on trains on this route (% very/fairly easy)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------|-------|----------|----------|---------|---------|---------|
| Monday - Thursday | | | | | | |
| <i>Base size</i> | 414 | 127 | 113 | 172 | 343 | 71 |
| Very/fairly easy | 71% | 70% | 69% | 74% | 75% | 52% |
| Friday | | | | | | |
| <i>Base size</i> | 323 | 106 | 79 | 136 | 247 | 76 |
| Very/fairly easy | 52% | 51% | 51% | 55% | 55% | 43% |
| Saturday | | | | | | |
| <i>Base size</i> | 245 | 52 | 42 | 149 | 151 | 94 |
| Very/fairly easy | 61% | 62% | 52% | 64% | 58% | 66% |
| Sunday | | | | | | |
| <i>Base size</i> | 227 | 51 | 40 | 134 | 142 | 85 |
| Very/fairly easy | 65% | 67% | 50% | 69% | 65% | 65% |

Q16. Importance of facilities being available on trains on this route (% very/fairly important)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >524 | >135 | >139 | >248 | >384 | >140 |
| Wi-fi internet connection | 75% | 76% | 82% | 69% | 76% | 71% |
| At-seat power sockets | 80% | 84% | 84% | 76% | 80% | 80% |

Satisfaction with journey today

Q17. Rating of aspects of today's journey - % very/fairly good

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| Base size | 232 | 61 | 71 | 98 | 179 | 53 |
| Frequency of trains for this route | 83% | 79% | 81% | 86% | 82% | 87% |
| Punctuality / reliability of the train | 82% | 67% | 76% | 92% | 76% | 96% |
| Length of time the journey was scheduled to take | 86% | 84% | 86% | 88% | 86% | 87% |
| Value for money for price of ticket | 47% | 32% | 47% | 55% | 45% | 53% |
| Provision of information during times of disruption | 66% | 58% | 71% | 68% | 65% | 68% |
| Being able to get a seat on the train | 84% | 78% | 82% | 88% | 83% | 88% |
| Quality of facilities and services at the station | 73% | 66% | 69% | 79% | 73% | 73% |
| Personal security whilst on board the train | 78% | 78% | 81% | 77% | 79% | 75% |
| Ease of buying a ticket | 88% | 84% | 89% | 89% | 90% | 83% |
| Upkeep / repair and cleanliness of the train | 81% | 76% | 74% | 87% | 82% | 80% |
| Provision of information during the journey | 79% | 76% | 73% | 84% | 79% | 80% |
| Facilities and services on board the train - | 75% | 73% | 65% | 81% | 74% | 77% |
| Facilities for car parking at the station | 58% | 57% | 55% | 60% | 58% | 57% |
| Personal security at the station | 69% | 66% | 66% | 72% | 70% | 65% |
| Overall experience of service on this journey | 88% | 83% | 86% | 90% | 87% | 90% |

Tickets for rail journeys

Q19/20. Type of ticket used

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 562 | 132 | 147 | 281 | 406 | 156 |
| Anytime single/return | 22% | 24% | 27% | 17% | 22% | 20% |
| Anytime day single/return | 9% | 12% | 10% | 7% | 10% | 7% |
| Off-peak/Super off-peak (single/return) | 23% | 21% | 22% | 25% | 23% | 24% |
| Off-peak day/Super off-peak day (single/return) | 9% | 10% | 9% | 8% | 9% | 8% |
| Advance | 25% | 10% | 29% | 31% | 22% | 35% |
| Day Travelcard | 2% | - | 2% | 2% | 1% | 3% |
| Season ticket | 5% | 18% | 1% | 1% | 7% | 1% |
| Special promotion ticket | 2% | 1% | 1% | 2% | 2% | 1% |
| Holiday package/tour ticket | 1% | - | - | 1% | * | 2% |
| Rail staff pass/Privilege ticket/Police concession | 3% | 2% | - | 5% | 2% | 4% |
| Freedom pass | 1% | - | - | 1% | * | 1% |
| Other | 4% | 5% | 2% | 6% | 5% | 3% |
| | | | | | | |
| First class | 4% | 4% | 10% | 1% | 4% | 3% |
| Standard class | 96% | 96% | 90% | 99% | 96% | 97% |

Q21. Reason for choosing this ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 542 | 122 | 139 | 279 | 387 | 155 |
| Cheapest | 53% | 54% | 40% | 58% | 53% | 52% |
| Needed flexibility around which trains to catch | 25% | 31% | 29% | 20% | 26% | 23% |
| Only one offered / available | 12% | 16% | 9% | 13% | 12% | 13% |
| Special promotion / deal | 3% | - | 1% | 5% | 3% | 1% |
| Advised by staff | 3% | 2% | 4% | 3% | 2% | 4% |
| Someone else chose it | 9% | 7% | 20% | 4% | 10% | 6% |
| Quickest route | 15% | 9% | 13% | 19% | 14% | 17% |
| Seat reservation possible | 11% | 8% | 14% | 11% | 10% | 14% |
| Comfort | 4% | 2% | 4% | 5% | 5% | 4% |
| Other | 2% | 2% | - | 3% | 1% | 3% |

Q22. Whether looked for best-priced ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 551 | 127 | 146 | 277 | 397 | 154 |
| Looked around extensively | 21% | 20% | 12% | 26% | 20% | 23% |
| Looked around a bit | 40% | 33% | 36% | 44% | 38% | 44% |
| Didn't look around | 26% | 37% | 21% | 24% | 26% | 27% |
| Don't know/purchased by someone else | 13% | 9% | 32% | 5% | 16% | 7% |

Q23. Confidence in having best value ticket for travel needs

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 528 | 122 | 131 | 274 | 378 | 150 |
| Very confident | 21% | 26% | 16% | 21% | 22% | 17% |
| Fairly confident | 51% | 43% | 54% | 53% | 51% | 52% |
| Neither | 11% | 12% | 12% | 10% | 9% | 15% |
| Not very confident | 11% | 13% | 12% | 9% | 11% | 11% |
| Not at all confident | 6% | 5% | 5% | 6% | 6% | 5% |

When purchased ticket

Q24. When purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------|-------|----------|----------|---------|---------|---------|
| Base size | 559 | 128 | 147 | 282 | 403 | 156 |
| Today | 21% | 37% | 13% | 18% | 23% | 15% |
| In last week | 43% | 35% | 51% | 42% | 44% | 40% |
| 1-2 weeks ago | 18% | 12% | 25% | 17% | 18% | 19% |
| 3-4 weeks ago | 11% | 11% | 7% | 12% | 8% | 16% |
| 1-3 months ago | 5% | 4% | 3% | 7% | 4% | 8% |
| More than 3 months ago | 1% | 2% | - | * | 1% | - |
| Don't know/no opinion | 2% | - | - | 3% | 1% | 3% |

Q25. Whether ticket would have been cheaper if bought in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size(bought ticket today) | 114 | 47 | 19 | 47 | 92 | 22 |
| Yes | 39% | 28% | 42% | 49% | 33% | 64% |
| No | 38% | 57% | 21% | 26% | 42% | 18% |
| Don't know | 24% | 15% | 37% | 26% | 25% | 18% |

Q26. Likelihood of buying in advance if known it would have been cheaper

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--------------------------------|-------|----------|----------|---------|---------|---------|
| Base size(bought ticket today) | 110 | 46 | 18 | 45 | 87 | 23 |
| Very likely | 25% | 22% | 22% | 31% | 24% | 30% |
| Fairly likely | 29% | 33% | 17% | 29% | 32% | 17% |
| Neither likely nor unlikely | 15% | 20% | 22% | 9% | 16% | 13% |
| Fairly unlikely | 19% | 17% | 22% | 20% | 20% | 17% |
| Very unlikely | 11% | 9% | 17% | 11% | 8% | 22% |

Q27. Preference for buying tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------|-------|----------|----------|---------|---------|---------|
| Base size | 558 | 127 | 146 | 283 | 400 | 158 |
| In advance | 72% | 57% | 83% | 74% | 73% | 72% |
| On the day | 19% | 32% | 10% | 18% | 20% | 16% |
| No preference | 9% | 10% | 8% | 8% | 8% | 12% |

Q28. Reasons for buying in advance

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---|-------|----------|----------|---------|---------|---------|
| <i>Base size (generally prefer to buy tickets in advance)</i> | 401 | 73 | 120 | 207 | 289 | 112 |
| Cheaper | 81% | 77% | 76% | 86% | 81% | 82% |
| Ability to reserve a seat | 54% | 36% | 71% | 51% | 52% | 59% |
| Need to make plans in advance | 44% | 34% | 56% | 41% | 44% | 45% |
| Don't have to queue on the day of travel | 38% | 38% | 39% | 37% | 37% | 40% |
| Don't have to think about it on the day of travel | 37% | 36% | 38% | 37% | 36% | 41% |
| Other | 2% | 3% | 3% | 1% | 2% | 2% |

Q29. How far in advance should you be able to buy long distance train tickets

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 553 | 126 | 145 | 280 | 396 | 157 |
| Up to a week | 8% | 8% | 6% | 10% | 9% | 6% |
| 1-2 weeks | 8% | 6% | 8% | 8% | 8% | 8% |
| 3-4 weeks | 15% | 11% | 16% | 16% | 14% | 17% |
| 1-2 months | 13% | 13% | 12% | 12% | 13% | 12% |
| 2-3 months | 18% | 22% | 19% | 17% | 18% | 18% |
| 3-4 months | 10% | 10% | 10% | 9% | 9% | 10% |
| 4-5 months | 3% | 4% | 3% | 3% | 4% | 1% |
| 5-6 months | 9% | 10% | 8% | 9% | 8% | 10% |
| 6-12 months | 9% | 9% | 13% | 7% | 10% | 8% |
| Don't know/know opinion | 7% | 6% | 6% | 9% | 7% | 10% |

How purchased ticket

Q30. How purchased ticket

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 560 | 129 | 148 | 281 | 403 | 157 |
| Via the internet / website | 42% | 23% | 46% | 48% | 38% | 50% |
| At the station - from ticket window / office | 33% | 48% | 16% | 36% | 33% | 34% |
| The ticket was bought for me | 8% | 7% | 18% | 2% | 9% | 3% |
| At the station - from ticket machine | 6% | 10% | 2% | 5% | 6% | 5% |
| From a travel agent | 4% | 5% | 9% | 1% | 5% | 3% |
| On the train from a member of train staff | 3% | 5% | 2% | 2% | 3% | 1% |
| Over the phone | 2% | 1% | 3% | 2% | 2% | 2% |
| Other method of purchase | 2% | 1% | 4% | 1% | 2% | 1% |
| Don't know | 1% | 1% | 1% | 2% | 1% | 1% |

Q31-33. Satisfaction with ticket-buying facilities (% very/fairly satisfied)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 204 | 63 | 24 | 116 | 143 | 61 |
| Satisfaction with queueing time at ticket office | 84% | 78% | 75% | 89% | 85% | 82% |
| Base size | 75 | 23 | 12 | 39 | 54 | 21 |
| Satisfaction with ease of purchase from ticket machine | 84% | 87% | 83% | 82% | 89% | 71% |
| Base size | 249 | 41 | 70 | 137 | 168 | 81 |
| Satisfaction with ease of purchase from internet | 90% | 85% | 94% | 89% | 92% | 85% |

Q34. Level of trust in extent to which purchase methods provide value for money (% trust entirely/tend to trust)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-------------------------------|-------|----------|----------|---------|---------|---------|
| Base size | >448 | >109 | >120 | >217 | >329 | >119 |
| Ticket office at station | 76% | 74% | 71% | 79% | 76% | 76% |
| Ticket machine at station | 45% | 49% | 39% | 47% | 47% | 41% |
| Internet | 83% | 82% | 84% | 83% | 82% | 86% |
| Over the phone | 51% | 44% | 60% | 48% | 51% | 50% |
| From train staff on the train | 58% | 54% | 59% | 60% | 59% | 58% |
| Travel agent | 40% | 34% | 43% | 41% | 40% | 41% |

Q35. Interest in different methods of receiving ticket (% very/fairly interested)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| Base size | 476 | 119 | 125 | 225 | 346 | 125 |
| By post | 49% | 40% | 46% | 54% | 46% | 56% |
| Printing from computer at home/work | 81% | 75% | 87% | 81% | 81% | 82% |
| Sent to mobile and show message as proof of purchase | 62% | 69% | 67% | 57% | 65% | 56% |
| Sent to mobile and scan barcode at ticket gate | 59% | 67% | 62% | 52% | 62% | 51% |

Q37. Level of flexibility passenger had for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|----------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 545 | 126 | 147 | 270 | 391 | 154 |
| Had to travel at a specific time | 59% | 72% | 71% | 47% | 64% | 48% |
| Could travel at any time | 37% | 25% | 24% | 49% | 33% | 45% |
| Don't know/no opinion | 4% | 3% | 5% | 4% | 3% | 6% |
| Return | | | | | | |
| <i>Base size</i> | 503 | 122 | 141 | 239 | 373 | 130 |
| Had to travel at a specific time | 42% | 45% | 57% | 32% | 44% | 37% |
| Could travel at any time | 52% | 51% | 38% | 62% | 51% | 55% |
| Don't know/no opinion | 5% | 4% | 4% | 6% | 4% | 8% |

Q38. Level of flexibility ticket gave for today's journey

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|---------------------------------------|-------|----------|----------|---------|---------|---------|
| Outbound | | | | | | |
| <i>Base size</i> | 539 | 125 | 146 | 266 | 388 | 151 |
| Could travel on any train | 32% | 48% | 29% | 25% | 35% | 25% |
| Could travel on any off-peak train | 29% | 31% | 28% | 29% | 30% | 27% |
| Could only travel on a specific train | 34% | 17% | 40% | 39% | 32% | 39% |
| Don't know/no opinion | 5% | 4% | 3% | 7% | 4% | 9% |
| Return | | | | | | |
| <i>Base size</i> | 502 | 124 | 138 | 239 | 370 | 132 |
| Could travel on any train | 37% | 55% | 38% | 28% | 42% | 24% |
| Could travel on any off-peak train | 30% | 31% | 29% | 31% | 29% | 34% |
| Could only travel on a specific train | 27% | 10% | 30% | 33% | 25% | 32% |
| Don't know/no opinion | 5% | 3% | 3% | 8% | 4% | 10% |

Q39. Awareness of ticket restrictions

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|-----------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 548 | 127 | 143 | 276 | 396 | 152 |
| Time restriction on ticket | 43% | 28% | 46% | 48% | 42% | 43% |
| Route restriction on ticket | 24% | 14% | 29% | 26% | 24% | 23% |
| TOC restriction on ticket | 14% | 6% | 16% | 16% | 12% | 18% |
| Not aware of restriction | 31% | 37% | 29% | 29% | 29% | 35% |
| Restrictions do not apply | 17% | 30% | 14% | 13% | 19% | 11% |

Q40. Whether information provided about ticket restriction(s) was easy to understand

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 542 | 126 | 142 | 272 | 394 | 148 |
| Yes | 56% | 44% | 51% | 64% | 53% | 63% |
| No | 15% | 15% | 24% | 10% | 16% | 13% |
| Not applicable | 19% | 28% | 17% | 17% | 21% | 16% |
| None provided | 10% | 13% | 8% | 9% | 10% | 9% |

Q41. Satisfaction with flexibility of ticket, given price paid

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|------------------------------------|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 521 | 120 | 136 | 263 | 375 | 146 |
| Very satisfied | 22% | 25% | 18% | 23% | 23% | 19% |
| Fairly satisfied | 44% | 40% | 44% | 47% | 44% | 46% |
| Neither satisfied nor dissatisfied | 21% | 23% | 22% | 20% | 21% | 24% |
| Fairly dissatisfied | 10% | 10% | 14% | 8% | 11% | 8% |
| Very dissatisfied | 2% | 3% | 2% | 2% | 2% | 3% |

Q42. Agreement with statements about rail tickets and fares (% agree strongly/slightly)

| | Total | Commuter | Business | Leisure | Weekday | Weekend |
|--|-------|----------|----------|---------|---------|---------|
| <i>Base size</i> | 518 | 122 | 139 | 255 | 380 | 138 |
| I understand the range of tickets and fares available | 58% | 57% | 54% | 62% | 58% | 59% |
| Flexibility is important and I do not want to be tied to a specific train | 76% | 81% | 79% | 73% | 77% | 74% |
| I would travel more on trains if fares were cheaper | 88% | 88% | 89% | 89% | 89% | 87% |
| I don't mind booking early in order to get cheaper fares | 84% | 79% | 91% | 84% | 85% | 82% |
| There should be a standard price for a journey regardless of when you buy the ticket | 48% | 48% | 50% | 47% | 49% | 44% |

Appendix I

Sample Questionnaire

West Coast Passenger Priorities

Thank you for your agreeing to take part in this short survey which is being carried out by BDRC Continental on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. The survey should take no more than 10 minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society (MRS).

The interviewer will collect this questionnaire from you when you have completed it or please use the free post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

TO ANSWER THE QUESTIONS PLEASE TICK THE BOX NEXT TO THE ANSWER(S) THAT APPLY OR WRITE IN YOUR ANSWER IN THE SPACE PROVIDED. UNLESS THE QUESTION ALLOWS YOU TO TICK SEVERAL ANSWERS, PLEASE JUST TICK ONE BOX PER QUESTION.

YOUR JOURNEY TODAY

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.

Use the 24 hr clock e.g. 17 : 25

| | | | | |
|--|--|---|--|--|
| | | : | | |
|--|--|---|--|--|

Q2 Please write in the name of the station where you boarded **this** train :

Q3a Please write in the name of the station you are travelling to on **this** train :

Q3b If you will need to change trains please write the name of your final destination station :

Q4 What is the main purpose of your rail journey today?

- | | |
|--|---|
| Daily commuting to/from work..... <input type="checkbox"/> | Shopping trip..... <input type="checkbox"/> |
| Less regular commuting to/from work..... <input type="checkbox"/> | Visiting friends or relatives..... <input type="checkbox"/> |
| Daily commuting for education (to/from college/school/university)..... <input type="checkbox"/> | Sport/entertainment..... <input type="checkbox"/> |
| Less regular commuting for education (to/from college/school/university)..... <input type="checkbox"/> | A day out..... <input type="checkbox"/> |
| On company business (or own or self employed)..... <input type="checkbox"/> | Travel to/from holiday..... <input type="checkbox"/> |
| | On personal business (job interview, dentist etc)..... <input type="checkbox"/> |
| | Other..... <input type="checkbox"/> |

Q5 How many times have you made this journey in the last two weeks? (*Please note that if you make a return journey that would count as two journeys*)

- | | |
|--|-------------------------------------|
| This is my first journey..... <input type="checkbox"/> | 11-20..... <input type="checkbox"/> |
| 2-5..... <input type="checkbox"/> | 21+..... <input type="checkbox"/> |
| 6-10..... <input type="checkbox"/> | |



TRAINS TIMES AND FREQUENCY

Q6 How satisfied are you with the frequency of trains between the station at which you boarded **this** train and the station at which you will get off this train?

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ no opinion |
|-------------------|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| On Weekdays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On Saturdays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| On Sundays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q7 At what time should the **first** train run in the morning from the station at which you boarded this train?

| | Monday to Friday | Saturday | Sunday |
|------------------------------|--------------------------|--------------------------|--------------------------|
| Between 04:00 and 04:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 05:00 and 05:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 06:00 and 06:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 07:00 and 07:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 08:00 and 08:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| From 09:00 onwards..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8 How frequently are you likely to use the **first** train at the times you specified at Q7 for these days?

| | Monday to Friday | Saturday | Sunday |
|-----------------------------|--------------------------|--------------------------|--------------------------|
| Often..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sometimes..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rarely..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Never..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q9 At what time should the **last** train run in the afternoon/ evening from the station at which you boarded this train?

| | Monday to Thursday | Friday | Saturday | Sunday |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Between 13:00 and 14:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 15:00 and 16:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 17:00 and 17:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 18:00 and 18:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 19:00 and 19:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 20:00 and 20:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 21:00 and 21:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Between 22:00 and 22:59..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| After 23:00 onwards..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q10 How frequently are you likely to use the **last** train at the times you specified at Q9 for these days?

| | Monday to Thursday | Friday | Saturday | Sunday |
|-----------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Often..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sometimes..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Rarely..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Never..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

FACILITIES AND SERVICES AT STATIONS AND ON TRAINS

Q11 If you could choose three new or improved facilities/services at the station where you boarded, what would those be? *(Please tick three from the list below)*

| | | | |
|--|--------------------------|--|--------------------------|
| Step free access from the station entrance to the train..... | <input type="checkbox"/> | Accurate announcements about actual train times.. | <input type="checkbox"/> |
| Waiting room..... | <input type="checkbox"/> | An interactive help point..... | <input type="checkbox"/> |
| Waiting shelter on the platform..... | <input type="checkbox"/> | Security cameras..... | <input type="checkbox"/> |
| Presence of station toilets..... | <input type="checkbox"/> | Refreshment room/kiosk..... | <input type="checkbox"/> |
| Clean station toilets..... | <input type="checkbox"/> | Well maintained station buildings and platforms..... | <input type="checkbox"/> |
| Convenient connecting buses..... | <input type="checkbox"/> | Accurate visual information about delays..... | <input type="checkbox"/> |
| Visible staff at the station..... | <input type="checkbox"/> | Accurate announcements about delays..... | <input type="checkbox"/> |
| Information board showing printed timetable..... | <input type="checkbox"/> | Other new or improved facility: please write in | |
| Accurate visual information about actual train times | <input type="checkbox"/> | | |

Q12 Do you ever drive to the station where you boarded today and use the car park?

Yes..... **Go to Q13** No..... **Go to Q14**

Q13 Which of the following best describes parking in the station car park where you boarded this train?

- I can always get a space.....
- I can get a space most of the time.....
- I can hardly ever get a space.....
- I can never get a space.....
- Not applicable/ /not relevant as I do not use car park.....

Q14 What would encourage you to use the car park more often? (*Tick all that apply*)

- Cheaper parking.....
- More secure car park(i.e. better lighting, CCTV).....
- Having more car parking space.....
- Making it easier to pay.....
- Improving cleaning and maintenance of the car park.....

Other: *please write in*

Nothing would encourage me to use it.....

All to answer

Q15 Please now think about seating on this train. Usually how easy is it to get a seat between the station at which you boarded this train and the station at which you will get off this train, on these days of the week?

| | Very easy | Fairly easy | Neither easy nor difficult | Fairly difficult | Very difficult | Don't know/no opinion |
|--------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| Mondays - Thursdays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Fridays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Saturdays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sundays..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q16 How important is it that, in future, trains on **this** route continue to have the following facilities available to passengers?

| | Very important | Fairly important | Neither important nor unimportant | Fairly unimportant | Very unimportant | Don't know/no opinion |
|----------------------------------|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|--------------------------|
| A wi-fi internet connection..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| At seat power sockets..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR EXPERIENCE ON YOUR JOURNEY TODAY

Q17 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

| | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor | Don't know/no opinion |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Frequency of trains for this route..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Punctuality / reliability of the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Length of time the journey was scheduled to take (speed).... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Value for money for price of ticket..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of information during times of disruption..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Being able to get a seat on the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of facilities and services at the station..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Personal security whilst on board the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ease of buying a ticket..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Upkeep/ repair and cleanliness of the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Provision of information during the journey..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facilities and services on board the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Facilities for car parking at the station..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Personal security at the station..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR PREFERENCE

Q18 Here are some things that could be improved on this route. There are a number of pairs shown below and for each please tick the improvement that you would **most** like to see.
(please tick one comment for each pair shown)

| | Prefer the one on the left | No Preference | Prefer the one on the right | |
|--|-------------------------------|--------------------------|--------------------------------|--|
| Facilities for car parking at the station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Facilities and services on board the train |
| Frequency of trains on the route | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Length of time the journey was scheduled to take (speed) |
| Provision of information during the journey | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Facilities for car parking at the station |
| Ease of buying a ticket | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Frequency of trains on the route |
| Personal security while on board the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Ease of buying a ticket |
| Personal security at the station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Personal security while on board the train |
| Value for money for price of ticket | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Personal security at the station |
| Punctuality / reliability of the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Being able to get a seat on the train |
| Upkeep/repair and cleanliness of the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Frequency of trains on the route |
| Provision of information during times of disruption | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provision of information during the journey |
| Being able to get a seat on the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Value for money for price of ticket |
| Upkeep/repair and cleanliness of the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Quality of facilities and services at the station |
| Punctuality / reliability of the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Facilities and services on board the train |
| Personal security while on board the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Quality of facilities and services at the station |
| Facilities for car parking at the station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Punctuality / reliability of the train |
| Being able to get a seat on the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provision of information during times of disruption |
| Length of time the journey was scheduled to take (speed) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Personal security at the station |
| Facilities and services on board the train | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Upkeep/repair and cleanliness of the train |
| Quality of facilities and services at the station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Value for money for price of ticket |
| Ease of buying a ticket | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provision of information during times of disruption |
| Length of time the journey was scheduled to take (speed) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Provision of information during the journey |

TICKETS FOR RAIL JOURNEYS

Q19 What type of ticket did you use for your journey today?
(note: type of ticket is often shown at the top left of your ticket)

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak (Single/Return).....
- Off-Peak Day/Super Off-Peak Day (Single/Return).....
- Advance.....
- Day Travelcard.....
- Weekly or monthly Season Ticket (including Travelcard).....
- Special promotion ticket.....
- Holiday package/ tour ticket.....
- Rail Staff Pass/Privilege Ticket/Police Concession.....
- Freedom pass.....

Other: Please write in

Q20 And is this ticket...?

- First Class..... Standard Class.....

Q21 Why did you choose the ticket you are using today? (*Tick all that apply*)

- Cheapest..... Someone else chose it.....
- Needed flexibility around which trains to catch... Quickest route.....
- Only one offered/available..... Seat reservations possible.....
- Special promotion/deal..... Comfort.....
- Advised by staff.....

Other: Please write in

- Don't know/ no opinion.....

Q22 Did you look around for the best-priced ticket for this journey before you bought it?

- Looked around extensively..... Didn't look around.....
- Looked around a bit..... Don't know/Someone else purchased it.....

Q23 How confident do you feel that you had the best value ticket available, given your travel needs on this occasion?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very confident | Fairly confident | Neither | Not very confident | Not at all confident | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

WHEN YOU BOUGHT YOUR TICKET

Q24 When was your ticket for today's journey purchased?

- Today..... 3-4 weeks ago.....
- In the last week..... 1-3 months ago.....
- 1-2 weeks ago..... More than 3 months ago.....
- Don't know/no opinion.....

PLEASE ANSWER Q25 AND Q26 IF YOU BOUGHT THE TICKET TODAY. OTHERWISE SKIP TO Q27.

Q25 Would your ticket have been cheaper if you had bought it before today?

- Yes..... No.....
- Don't know/ no opinion.....

Q26 If you had known it was cheaper to book in advance, how likely would you have been to do so?

- | | | | | | |
|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Very likely | Fairly likely | Neither likely nor unlikely | Fairly unlikely | Very unlikely | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

All to answer

Q27 Do you generally prefer to buy train tickets on the day of your journey or do you prefer to buy them in advance?

- In advance..... **Go to Q28**
 On the day..... **Go to Q29**
 No preference..... **Go to Q29**

Q28 What are the main reasons why you prefer to buy tickets in advance? (*Tick all that apply*)

- Cheaper..... Don't have to think about it on the day of travel.....
 Ability to reserve a seat..... Don't have to queue on the day of travel.....
 Need to make plans in advance..... Other

All to answer

Q29 Thinking about tickets for long distance train journeys in particular, how far in advance do you think you **should** be able to buy long distance train tickets?

- Up to a week..... 3-4 months.....
 1-2 weeks..... 4-5 months.....
 3-4 weeks..... 5-6 months.....
 1-2 months..... 6-12 months.....
 2-3 months..... Don't know/ No opinion.....

HOW YOU BOUGHT YOUR TICKET

Q30 How was your ticket purchased?

- Over the phone..... On the train from member of train staff.....
 At the station – from ticket window/office..... Other method of purchase.....
 At the station – from ticket machine..... The ticket was bought for me.....
 From a travel agent.....
 Via the internet/a website..... Don't know/ No opinion.....

Q31 If you bought the ticket you are using today from the ticket office, how satisfied were you with the time you had to queue?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not buy ticket from ticket office | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q32 If you bought the ticket you are using today from the ticket machine, how satisfied were you with the ease of buying that ticket?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not use ticket machine | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q33 If you bought the ticket you are using today via the internet/a website, how satisfied are you with how easy it was to use that method?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not use the internet | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

All to answer

Q34 We would like you to think about the following places where you can buy tickets. For each, please indicate the extent to which you would trust it to provide you with the best value for money ticket for the journey you would be making.

- | | | | | | | |
|------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| | Would trust entirely | Would tend to trust | Neither trust nor distrust | Would tend to distrust | Would distrust entirely | Don't know/no opinion |
| Ticket office at station..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ticket machine at station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Over the phone..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| From train staff on the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel agent..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 How interested are you in the following ways of receiving your ticket?

| | Very interested | Fairly interested | Neither interested nor uninterested | Not very interested | Not at all interested | Don't know/ no opinion |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| By post..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Printing out from a computer at home/ work..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sent to your mobile (you would show the message as proof of purchase)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Sent to your mobile (you would scan a barcode at the ticket gate)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q36 Did you use a railcard to buy your ticket? If so which one?

| | | | |
|--------------------------------|--------------------------|--------------------------------|--------------------------|
| Did not use a railcard..... | <input type="checkbox"/> | Senior Railcard..... | <input type="checkbox"/> |
| Disabled Persons Railcard..... | <input type="checkbox"/> | Forces Railcard..... | <input type="checkbox"/> |
| 16-25 Railcard..... | <input type="checkbox"/> | Family & Friends Railcard..... | <input type="checkbox"/> |
| Network Railcard..... | <input type="checkbox"/> | GroupSave discount..... | <input type="checkbox"/> |

Other railcard: Please write in

FLEXIBILITY AND RESTRICTIONS

All to answer

Q37 Thinking about your own schedule and arrangements, how much flexibility did you have with regard to the time you made this journey? (*Please tick one option for each column*)

| | Outbound | Return |
|---|--------------------------|--------------------------|
| I had to travel at a specific time..... | <input type="checkbox"/> | <input type="checkbox"/> |
| I could travel whatever time I liked..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> |

Q38 And how much flexibility did your ticket allow you? (*Please tick one option for each column*)

| | Outbound | Return |
|---|--------------------------|--------------------------|
| Could travel on any train..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Could travel on any off-peak train..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Could only travel on a specific train..... | <input type="checkbox"/> | <input type="checkbox"/> |
| Don't know/ No opinion..... | <input type="checkbox"/> | <input type="checkbox"/> |

Q39 Were you aware of any restrictions on your ticket today? (*Tick all that apply*)

| | | | |
|---|--------------------------|--------------------------------|--------------------------|
| Yes, there was a time restriction on my ticket.... | <input type="checkbox"/> | No, I was not aware..... | <input type="checkbox"/> |
| Yes, there was a route restriction on my ticket... | <input type="checkbox"/> | Restrictions do not apply..... | <input type="checkbox"/> |
| Yes, there was a restriction on which train company I could travel with..... | <input type="checkbox"/> | | |

Q40 Did you find the information provided on the ticket restriction(s) easy to understand?

| | | | |
|----------|--------------------------|------------------------|--------------------------|
| Yes..... | <input type="checkbox"/> | Not applicable..... | <input type="checkbox"/> |
| No..... | <input type="checkbox"/> | None was provided..... | <input type="checkbox"/> |

Q41 How satisfied are you with the flexibility of the ticket, given the price you paid?

| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ no opinion |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

YOUR OPINIONS ABOUT RAIL TICKETS AND FARES

Q42 Finally, please indicate below the extent to which you either agree or disagree with the following statements regarding rail tickets and fares.

| | Agree strongly | Agree slightly | Neither agree nor disagree | Disagree slightly | Disagree strongly | Don't know/ no opinion |
|--|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| I understand the range of tickets and fares available..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flexibility is important and I do not want to be tied to a specific train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would travel more on trains if the fares were cheaper..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I don't mind booking early in order to get cheaper fares | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| There should be a standard price for a journey regardless of when you buy the ticket.. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

About You

In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself.

Q43 Are you?

- Working full time (30+ hours).....
- Working part time (9-29 hours).....
- Not working - seeking work.....
- Not working and not seeking work.....
- Retired.....
- Full time student.....
- Other.....

Q44 Which age group do you fall into?

- | | |
|--|-------------------------------------|
| Under 16..... <input type="checkbox"/> | 45-54..... <input type="checkbox"/> |
| 16-24..... <input type="checkbox"/> | 55-59..... <input type="checkbox"/> |
| 25-34..... <input type="checkbox"/> | 60-64..... <input type="checkbox"/> |
| 35-44..... <input type="checkbox"/> | 65+..... <input type="checkbox"/> |

Q45 Are you.....

- Male..... Female.....

Q46 Which of the following best describes your ethnic background?

- | | |
|--|--|
| White..... <input type="checkbox"/> | Chinese..... <input type="checkbox"/> |
| Mixed..... <input type="checkbox"/> | Asian or Asian British..... <input type="checkbox"/> |
| Black or Black British..... <input type="checkbox"/> | Other ethnic group..... <input type="checkbox"/> |

Q47 Do you have a disability or long term illness related to the following? (*tick all that apply*)

- | | |
|---|---|
| Mobility..... <input type="checkbox"/> | Speech impairment..... <input type="checkbox"/> |
| Wheelchair user..... <input type="checkbox"/> | Learning difficulties..... <input type="checkbox"/> |
| Hearing..... <input type="checkbox"/> | No/none of these..... <input type="checkbox"/> |
| Eyesight..... <input type="checkbox"/> | |

Q48 Would you be happy to participate in future research projects about the rail industry?

- Yes..... No.....

IF YES, PLEASE PROVIDE CONTACT DETAILS HERE

Name:

Telephone number:

Email address:

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct by BDRC Continental on behalf of Passenger Focus. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm Continental Research's credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route.

Appendix J – Bibliography

| |
|---|
| Anti-social behaviour report: rail passenger views, Passenger Focus, February 2010 http://www.passengerfocus.org.uk/news-and-publications/document-search/default.asp?go=1&keywords=anti-social+behaviour&x=47&y=17 |
| Assisted Passenger Reservation Service: Best practice guidelines, Passenger Focus, September 2008 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=1898 |
| Assisted Passenger Reservation Service: Mystery Shop, Passenger Focus, September 2008 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=1897 |
| Assisted Passenger Reservation Service, Passenger Focus, September 2010 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=4843 |
| Delays and Disruption – Passengers have their say, Passenger Focus, December 2010 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=4783 |
| Passenger Focus, Evening Rail Travel, April 2008 Report available on request from Passenger Focus |
| Getting to the station, Passenger Focus, March 2007 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=934 |
| InterCity West Coast Consultation Document, Department of Transport, March 2011 http://www.dft.gov.uk/consultations/open/2011-01/consultationdocument.pdf |
| National Passenger Survey, Passenger Focus, Autumn 2010 http://www.passengerfocus.org.uk/research/statistics/content.asp?dsid=496 |
| National Passenger Survey, Passenger Focus, Spring 2010 http://www.passengerfocus.org.uk/research/statistics/content.asp |
| Passenger Focus's response to Network Rail's West Coast Main Line Route Utilisation Strategy, March 2011 http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=5042 |

Passenger perceptions of personal security on railways, Passenger Focus, March 2009

<http://www.passengerfocus.org.uk/news-and-publications/document-search/default.asp?go=1&keywords=personal+security&x=58&y=10>

Track access rights on the West Coast Main Line, Passenger Focus, January 2011

<http://www.passengerfocus.org.uk/news-and-publications/document-search/document.asp?dsid=4857>