



Rail passengers' priorities for improvements

October 2014

Foreword

Twice each year Passenger Focus publishes the National Rail Passenger Survey (NRPS) to measure passengers' satisfaction with various aspects of their rail journey. From time to time we also carry out research into passengers' priorities for improvement, irrespective of their current level of satisfaction with a particular factor. This report presents the latest research.

The headline findings are that the core aspects of any train service are the ones passengers most wish to see improved. In first place is "price of train tickets offers better value for money". We know from previous research this is influenced heavily by train punctuality, ability to get a seat and the handling of service disruption – as well as by the level of fares. After that comes "passengers are always able to get a seat on the train" (2nd), "trains sufficiently frequent at the times I wish to travel" (3rd), that "more trains arrive on time than happens now" (4th) and "train company keeps me informed of delays" (5th). The role the internet now plays in our lives is highlighted by the fact "free Wi-Fi available on the train" is the 10th highest priority for improvement. Generally, the order of priorities varies only slightly between England, Scotland and Wales – for example "train company keeps me informed of delays" is the 4th highest priority for improvement in Scotland and Wales, but 5th in England.

As well as understanding which aspects passengers regard as a greater priority for improvement than others, the index score allows us to see how much more important, or less important, one factor is compared with an average score of 100. From the index score we can see that not only is "price of train tickets offers better value for money" the top priority for improvement in Great Britain, it is almost five times as important as the average priority. That "passengers are always able to get a seat on the train" is over three and a half times greater priority to improve than the average, while "trains (are) sufficiently frequent at the times I wish to travel" is over two and a half times the average priority.

The research also looked separately at passengers' priorities for improvements at stations. The top five are:

- 1 seating on platforms
- 2 toilets
- 3 litter bins
- 4 platform shelters
- 5 waiting rooms.

These vary quite significantly by size of station. For example, improvements to platform shelters are less important at high footfall stations than medium and low footfall locations.

There is a wealth of information in this research. We hope the insight into what passengers most want to see improved will be helpful to the rail industry in focusing investment and management attention.

Rail passengers' priorities simulator tool

We have produced a simulator tool that you can use to run priorities for different groups of passengers. For example, you can run priorities by region or country, journey length, age and gender. The simulator tool also allows you to remove priorities and re-run the analysis – for example, you may want to understand how the priorities change when value for money is excluded.

The simulator tool, along with instructions on how to use it, can be found on our website: <http://bit.ly/priorities-simulator-2014>

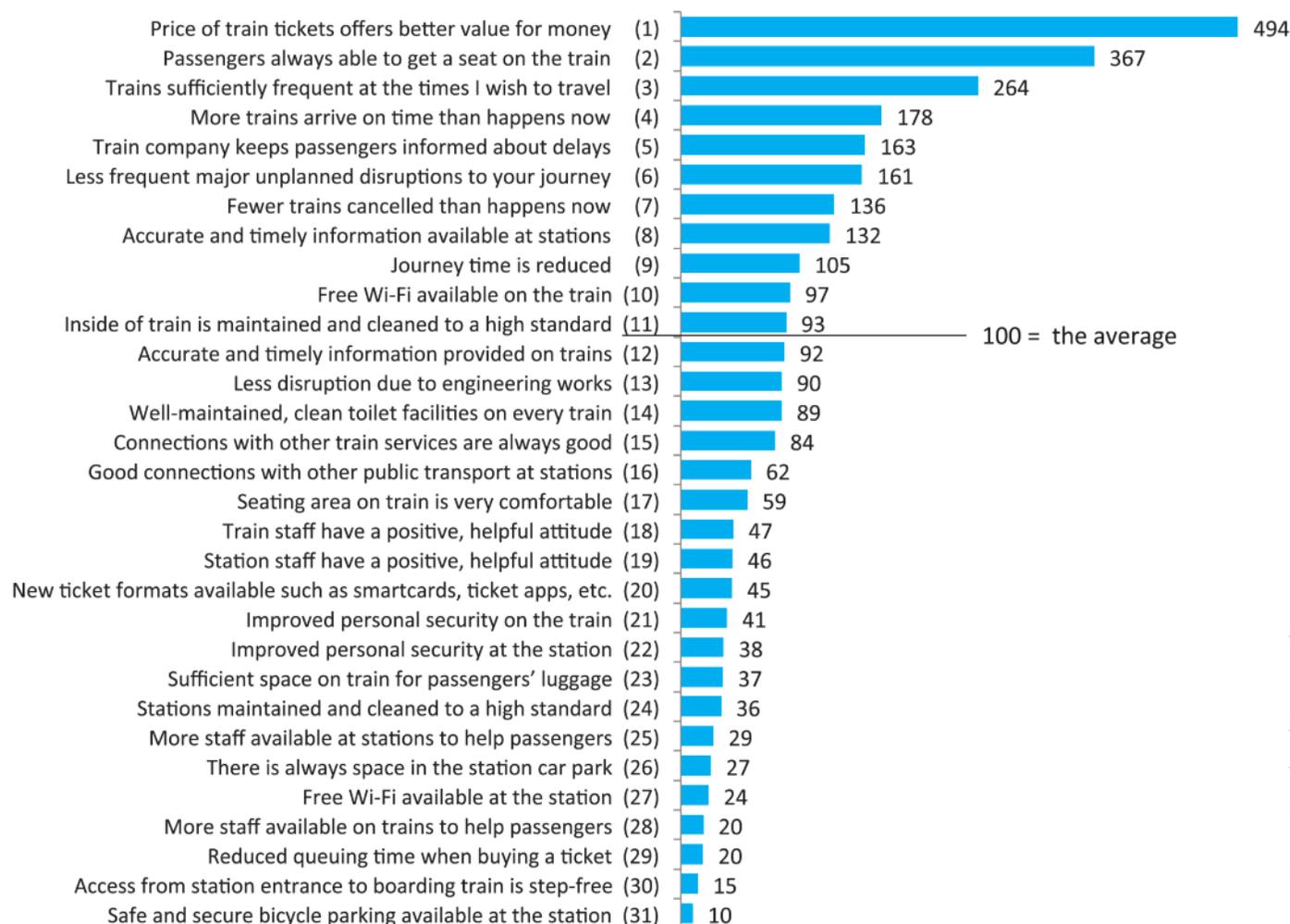
Technical note

Technical note: This wave of research uses a revised methodology (known as MaxDiff). We have also introduced new options, such as provision of free Wi-Fi on trains, and reworded others to give more granularity and improve clarity. As a result, direct comparison with similar research in 2009 and 2007 should be avoided.



Rail passengers' priorities for improvement in Great Britain

Rank order with index score to 100

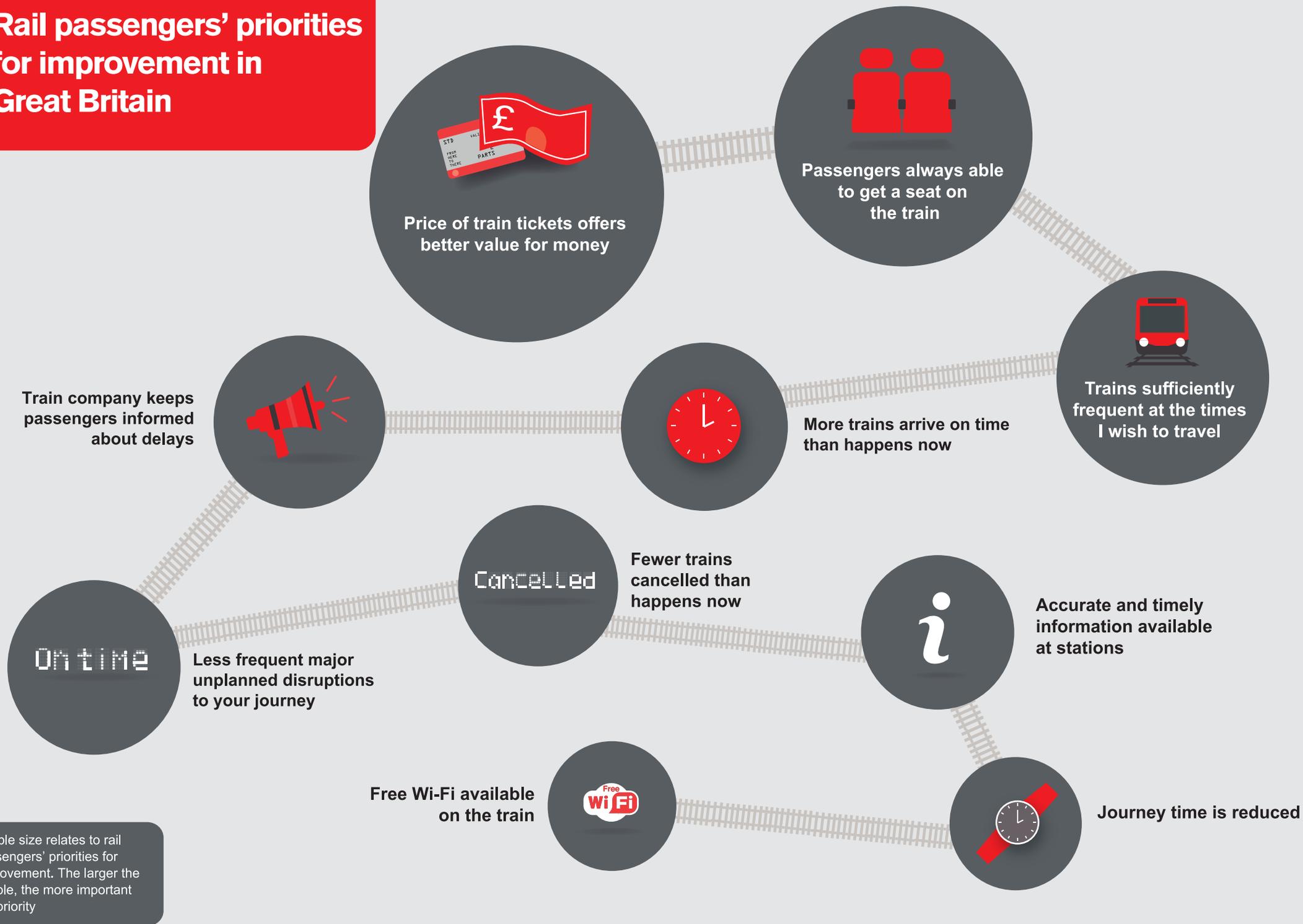


100 = the average

The priorities are shown as an index averaged on 100. In this case 100 = the average share under the assumption of equal importance of all attributes. The number of points above 100 is equivalent to the ratio of actual preference share to this theoretical average. So for example 150 = 50 per cent more important than average, 300 = three times as important as average, 50 = half as important as average.

Base: All Great Britain rail passengers n=3,559

Rail passengers' priorities for improvement in Great Britain



The rest

● Inside of train is maintained and cleaned to a high standard

● Accurate and timely information provided on trains

● Less disruptions due to engineering works

● Well-maintained, clean toilet facilities on every train

● Connections with other train services are always good

● Good connections with other public transport at stations

● Seating area on train is very comfortable

● Train staff have a positive, helpful attitude

● Station staff have a positive, helpful attitude

● New ticket formats available such as smartcards, ticket Apps

● Improved personal security on the train

● Improved personal security at the station

● Sufficient space on train for passengers' luggage

● Stations maintained and cleaned to a high standard

● More staff available at stations to help passengers

● There is always space in the station car park

● Free Wi-Fi available at the station

● More staff available on trains to help passengers

● Reduced queuing time when buying a ticket

● Access from station entrance to boarding train is step-free

● Safe and secure bicycle parking available at the station

Research conducted at stations throughout Great Britain during March and April 2014. We received 3559 completed surveys.

Rail passengers' priorities for improvement by country

	Total GB		England		Scotland		Wales	
	Rank	Index	Rank	Index	Rank	Index	Rank	Index
Price of train tickets offers better value for money	1	494	1	497	1	463	1	458
Passengers always able to get a seat on the train	2	367	2	364	2	404	2	402
Trains sufficiently frequent at the times I wish to travel	3	264	3	266	3	235	3	238
More trains arrive on time than happens now	4	178	4	180	5	146	5	150
Train company keeps passengers informed about delays	5	163	5	163	4	156	4	168
Less frequent major unplanned disruptions to your journey	6	161	6	163	6	131	7	133
Fewer trains cancelled than happens now	7	136	7	138	9	113	8	116
Accurate and timely information available at stations	8	132	8	132	7	130	6	140
Journey time is reduced	9	105	9	106	13	88	14	84
Free Wi-Fi available on the train	10	97	10	95	8	126	11	97
Inside of train is maintained and cleaned to a high standard	11	93	11	92	11	107	10	106
Accurate and timely information provided on trains	12	92	12	92	12	90	12	97
Less disruption due to engineering works	13	90	13	91	15	75	15	76
Well-maintained, clean toilet facilities on every train	14	89	14	88	10	109	9	106
Connections with other train services are always good	15	84	15	83	14	88	13	95
Good connections with other public transport at stations	16	62	16	62	17	66	16	71
Seating area on train is very comfortable	17	59	17	58	16	73	17	67
Train staff have a positive, helpful attitude	18	47	18	46	19	53	18	54
Station staff have a positive, helpful attitude	19	46	19	45	20	51	19	53
New ticket formats available such as smartcards, ticket apps	20	45	20	45	18	53	20	49
Improved personal security on the train	21	41	21	41	23	39	22	45
Improved personal security at the station	22	38	22	38	25	37	23	42
Sufficient space on train for passengers' luggage	23	37	23	37	21	48	21	47
Stations maintained and cleaned to a high standard	24	36	24	35	22	41	24	41
More staff available at stations to help passengers	25	29	25	29	27	31	25	33
There is always space in the station car park	26	27	26	26	24	38	26	31
Free Wi-Fi available at the station	27	24	27	24	26	33	27	25
More staff available on trains to help passengers	28	20	28	20	29	22	28	23
Reduced queuing time when buying a ticket	29	20	29	19	28	23	29	21
Access from station entrance to boarding train is step-free	30	15	30	15	30	18	30	18
Safe and secure bicycle parking available at the station	31	10	31	10	31	12	31	12

The top ranked priorities for improvement are broadly consistent by country. 'Free Wi-Fi available on the train' features strongly for passengers in Scotland; they rank this as the 8th priority for improvement, which is higher than England and Wales.

Base: All Great Britain rail passengers n=3,559 / England n=2,392 / Scotland n=417 / Wales n=750

Rail passengers' priorities for improvement by journey purpose

	Total GB		Commuter		Business		Leisure	
	Rank	Index	Rank	Index	Rank	Index	Rank	Index
Price of train tickets offers better value for money	1	494	1	537	1	513	1	440
Passengers always able to get a seat on the train	2	367	3	282	2	496	2	408
Trains sufficiently frequent at the times I wish to travel	3	264	2	315	3	239	3	217
More trains arrive on time than happens now	4	178	4	218	5	137	5	150
Train company keeps passengers informed about delays	5	163	6	170	6	133	4	167
Less frequent major unplanned disruptions to your journey	6	161	5	198	7	123	7	134
Fewer trains cancelled than happens now	7	136	7	166	10	105	8	116
Accurate and timely information available at stations	8	132	8	133	9	110	6	139
Journey time is reduced	9	105	9	125	8	111	14	81
Free Wi-Fi available on the train	10	97	12	90	4	143	13	87
Inside of train is maintained and cleaned to a high standard	11	93	14	71	11	103	10	113
Accurate and timely information provided on trains	12	92	11	95	13	76	11	96
Less disruption due to engineering works	13	90	10	106	16	72	15	78
Well-maintained, clean toilet facilities on every train	14	89	15	61	12	100	9	116
Connections with other train services are always good	15	84	13	77	15	73	12	95
Good connections with other public transport at stations	16	62	16	56	18	52	16	72
Seating area on train is very comfortable	17	59	18	42	14	75	17	71
Train staff have a positive, helpful attitude	18	47	20	37	20	45	18	57
Station staff have a positive, helpful attitude	19	46	19	37	21	42	19	56
New ticket formats available such as smartcards, ticket apps	20	45	17	45	17	55	24	42
Improved personal security on the train	21	41	21	35	24	32	20	52
Improved personal security at the station	22	38	22	32	25	30	22	47
Sufficient space on train for passengers' luggage	23	37	25	23	22	40	21	51
Stations maintained and cleaned to a high standard	24	36	23	28	23	35	23	44
More staff available at stations to help passengers	25	29	26	23	27	23	25	37
There is always space in the station car park	26	27	28	18	19	52	26	26
Free Wi-Fi available at the station	27	24	24	24	26	30	28	23
More staff available on trains to help passengers	28	20	29	16	29	17	27	26
Reduced queuing time when buying a ticket	29	20	27	19	28	18	29	22
Access from station entrance to boarding train is step-free	30	15	30	11	30	12	30	21
Safe and secure bicycle parking available at the station	31	10	31	9	31	8	31	13

Priorities differ with journey purpose. Getting a seat is a lower priority for commuters than for business and leisure passengers. Perhaps some standing is an accepted part of commuting. It could be that if a business passenger intends to work they need a seat or that standing is not expected if they are travelling for leisure. Commuters have ranked "trains sufficiently frequent at the times I wish to travel" as their 2nd priority for improvement, at over three times the average priority. Perhaps this is because commuters get to the station and have very little wait for a train.

Commuters might associate increased frequency with a greater chance of getting a seat. Business passengers rank getting a seat as their 2nd priority for improvement. It is nearly five times as important as the average priority. Free Wi-Fi on the train is their 4th priority – much higher than commuter and leisure passengers. Both suggest that business passengers prioritise improvements that allow them to use their time on the train to work.

Base: All Great Britain rail passengers n=3,559 / Commuter n=1754 / Business n=431 / Leisure n=1374

Rail passengers' priorities for improvement by rail industry sector

	Total GB		London & South East		Long distance		Regional	
	Rank	Index	Rank	Index	Rank	Index	Rank	Index
Price of train tickets offers better value for money	1	494	1	509	1	489	1	452
Passengers always able to get a seat on the train	2	367	2	307	2	477	2	414
Trains sufficiently frequent at the times I wish to travel	3	264	3	293	3	219	3	235
More trains arrive on time than happens now	4	178	4	206	5	139	5	147
Train company keeps passengers informed about delays	5	163	6	169	4	146	4	166
Less frequent major unplanned disruptions to your journey	6	161	5	188	7	125	7	131
Fewer trains cancelled than happens now	7	136	7	157	11	106	8	114
Accurate and timely information available at stations	8	132	8	134	8	120	6	138
Journey time is reduced	9	105	9	115	12	99	14	84
Free Wi-Fi available on the train	10	97	12	86	6	126	12	92
Inside of train is maintained and cleaned to a high standard	11	93	14	81	10	112	9 b	105
Accurate and timely information provided on trains	12	92	11	95	14	83	11	96
Less disruption due to engineering works	13	90	10	102	16	73	15	75
Well-maintained, clean toilet facilities on every train	14	89	15	73	9	115	10	104
Connections with other train services are always good	15	84	13	81	13	83	13	92
Good connections with other public transport at stations	16	62	16	60	17	61	16	69
Seating area on train is very comfortable	17	59	17	48	15	77	17	68
Train staff have a positive, helpful attitude	18	47	18	42	19	50	18	54
Station staff have a positive, helpful attitude	19	46	19	42	20	48	19	53
New ticket formats available such as smartcards, ticket apps	20	45	21	39	18	59	20	52
Improved personal security on the train	21	41	20	41	23	32	22	45
Improved personal security at the station	22	38	22	37	24	31	23	42
Sufficient space on train for passengers' luggage	23	37	24	30	21	47	21	47
Stations maintained and cleaned to a high standard	24	36	23	32	22	39	24	42
More staff available at stations to help passengers	25	29	25	27	26	27	26	35
There is always space in the station car park	26	27	26	23	27	25	25	42
Free Wi-Fi available at the station	27	24	27	22	25	30	27	26
More staff available on trains to help passengers	28	20	29	18	28	19	28	24
Reduced queuing time when buying a ticket	29	20	28	19	29	18	29	23
Access from station entrance to boarding train is step-free	30	15	30	14	30	14	30	21
Safe and secure bicycle parking available at the station	31	10	31	10	31	10	31	12

There are some variations between different types of train company. "Less frequent major unplanned disruptions to your journey" is an important priority to improve for passengers of London & South East train companies, who rank this as 5th. Free Wi-Fi provision on the train is a higher priority (6th) to improve for long distance passengers than those of regional and London & South East companies.

Base: All Great Britain rail passengers n=3,559 / London & South East n=1,328 / Long distance n=724 / Regional n=1362

Rail passengers' priorities for improvement by age and gender

	Total GB		Gender: Male – Age						Gender: Female – Age					
	Rank	Index	16-34		35-54		55+		16-34		35-54		55+	
			Rank	Index	Rank	Index	Rank	Index	Rank	Index	Rank	Index	Rank	Index
Price of train tickets offers better value for money	1	494	1	554	1	536	2	465	1	512	1	505	2	416
Passengers always able to get a seat on the train	2	367	3	278	2	328	1	477	3	262	2	357	1	460
Trains sufficiently frequent at the times I wish to travel	3	264	2	306	3	294	3	232	2	285	3	281	3	200
More trains arrive on time than happens now	4	178	4	205	4	192	5	148	4	205	4	188	6	142
Train company keeps passengers informed about delays	5	163	8	141	6	160	4	156	6	165	5	169	4	178
Less frequent major unplanned disruptions to your journey	6	161	5	191	5	173	6	132	5	193	6	166	9	123
Fewer trains cancelled than happens now	7	136	7	152	7	145	8	114	7	156	7	144	10	112
Accurate and timely information available at stations	8	132	10	111	8	128	7	129	8	130	8	135	5	149
Journey time is reduced	9	105	9	138	9	122	11	101	10	120	9	105	18	59
Free Wi-Fi available on the train	10	97	6	175	10	117	14	84	9	123	15	72	23	47
Inside of train is maintained and cleaned to a high standard	11	93	15	67	13	82	10	103	14	77	11	93	8	126
Accurate and timely information provided on trains	12	92	12	81	12	90	13	89	12	94	10	94	11	100
Less disruption due to engineering works	13	90	11	104	11	94	15	76	11	106	12	91	14	72
Well-maintained, clean toilet facilities on every train	14	89	16	62	15	74	9	105	15	72	13	84	7	128
Connections with other train services are always good	15	84	13	72	14	80	12	92	13	82	14	78	12	96
Good connections with other public transport at stations	16	62	17	56	16	59	17	67	16	62	17	57	15	71
Seating area on train is very comfortable	17	59	18	45	18	50	16	71	18	47	16	57	13	79
Train staff have a positive, helpful attitude	18	47	20	33	19	39	18	51	19	41	19	46	16	64
Station staff have a positive, helpful attitude	19	46	21	32	20	38	19	50	20	40	20	45	17	63
New ticket formats available such as smartcards, ticket apps	20	45	14	71	17	50	21	41	17	59	22	36	27	28
Improved personal security on the train	21	41	24	25	21	33	22	40	21	36	18	47	20	56
Improved personal security at the station	22	38	25	24	22	31	24	37	22	34	21	42	21	52
Sufficient space on train for passengers' luggage	23	37	22	27	24	27	20	49	25	29	24	32	19	57
Stations maintained and cleaned to a high standard	24	36	23	25	23	30	23	39	24	31	23	35	22	49
More staff available at stations to help passengers	25	29	26	18	27	22	25	31	26	25	25	30	24	42
There is always space in the station car park	26	27	27	17	26	24	26	30	27	20	26	28	25	36
Free Wi-Fi available at the station	27	24	19	41	25	27	27	22	23	33	29	20	30	12
More staff available on trains to help passengers	28	20	29	13	29	15	28	21	29	17	28	20	26	29
Reduced queuing time when buying a ticket	29	20	28	16	28	17	29	20	28	19	27	21	28	23
Access from station entrance to boarding train is step-free	30	15	31	10	31	10	30	18	30	15	30	14	29	22
Safe and secure bicycle parking available at the station	31	10	30	11	30	11	31	11	31	12	31	8	31	11

Priorities vary considerably by demographics. For example, we can see that younger passengers rank free Wi-Fi on the train higher than other age groups, and older age groups place more importance on getting a seat.

Base: All Great Britain rail passengers n=3,559

Overall top of mind improvements

Before passengers answered questions on their priorities for improvement, we asked them how train companies could improve their experience of rail travel. This gave us their 'top of mind' responses. These focus on improvements to train services, time and price.

	Total %	Journey purpose %		
		Commuter	Business	Leisure
Any mention of train	42	49	46	32
Bigger trains/more coaches/seats	16	23	15	8
Extra carriages at peak times/rush hour	6	7	7	4
Cleanliness of trains/carriages	5	6	3	4
Up-keep/maintenance of trains/carriages	4	6	4	3
Comfort on trains	4	4	5	3
Better on-board facilities	3	2	6	4
Wi-Fi on trains/in carriages	3	2	9	2
More trains	2	4	1	1
Any mention of time	29	42	24	16
Punctuality/lateness/trains not running on time	11	16	11	6
More frequent service	5	9	2	2
Delays	5	8	2	2
Cancellations	4	6	2	2
Any mention of price	13	15	14	11
Any mention of communications	11	13	11	9
Any mention of ticketing/booking	6	4	11	5
Any mention of staff	4	4	4	5
Any mention of station	4	4	4	4
Any mention of other service issue	11	15	8	9

*"More carriages! I'm really fed up being squeezed in like a sardine."
Female / 35-44 / S East / Commuter*

*"Cleanliness especially the toilet area. Need to bleach all corners and crevices, plus loo during journey and handles, etc."
Female / 65-69 / Wales / Leisure*

*"Better quality trains, increased comfort and cleanliness. More carriages!"
Male / 35-44 / Wales / Commuter*

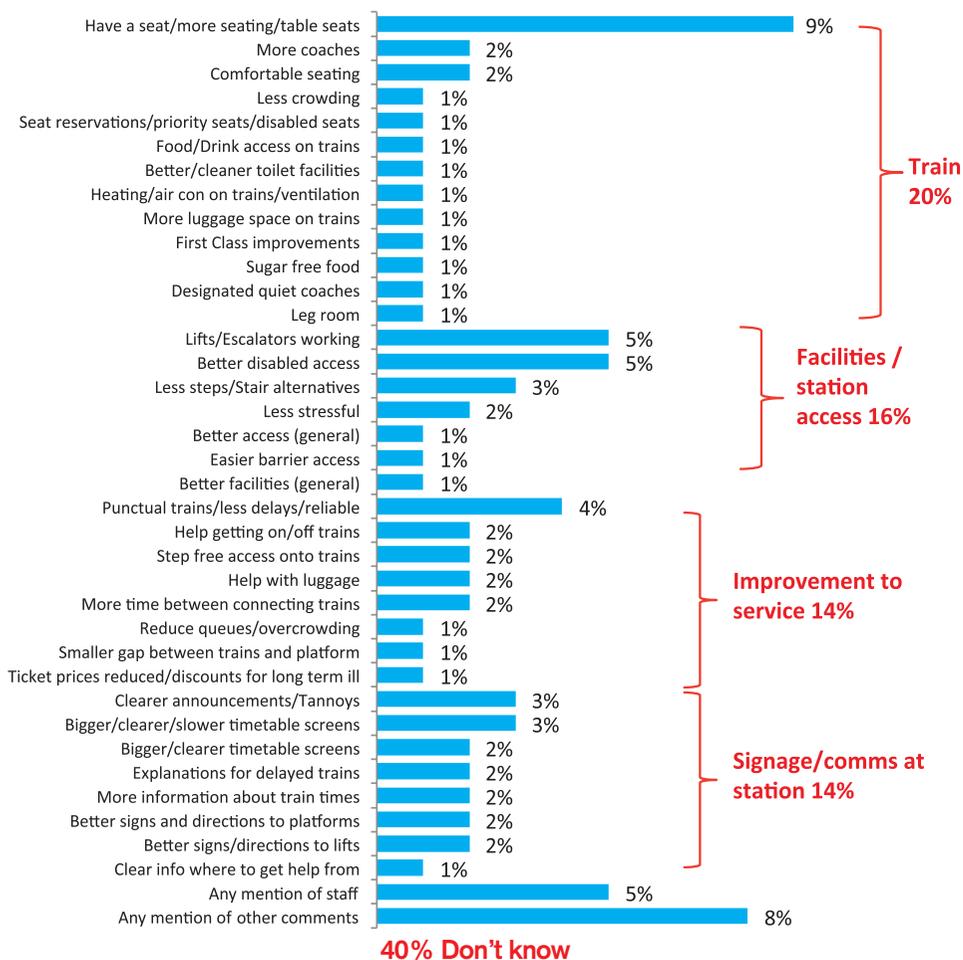
*"Punctuality - all the time. Regular communication and if there are any problems then forward communication. For example if any problems at destination."
Male / 45-54 / S West / Commuter*

*"Better information when there are problems."
Male / 60-64 / London / Business*

Q11 Overall, how do you think that train companies could improve the experience of rail travel for you?

Base: All Great Britain rail passengers
n=3,559

We know from our previous research¹ that passengers with a disability can have additional needs when travelling by train, and we wanted to make sure that we covered these needs in our research. We asked disabled passengers if there was anything else that train companies could do to improve their journey experience. Improvements around seating and accessibility are most mentioned.



"Make more priority seats for disabled and link to blue badge (create a pass) if challenged by other passengers." Female / 45-54 / West Midlands / Commuter

"help with lifting heavy luggage - more staff on platform to look out for anyone who needs assistance." Male / 55-59 / Wales / Leisure

"Assistance at stations on request rather than having to book it in advance. Flexibility about the way assistance is provided." Female / 45-54 / London / Leisure

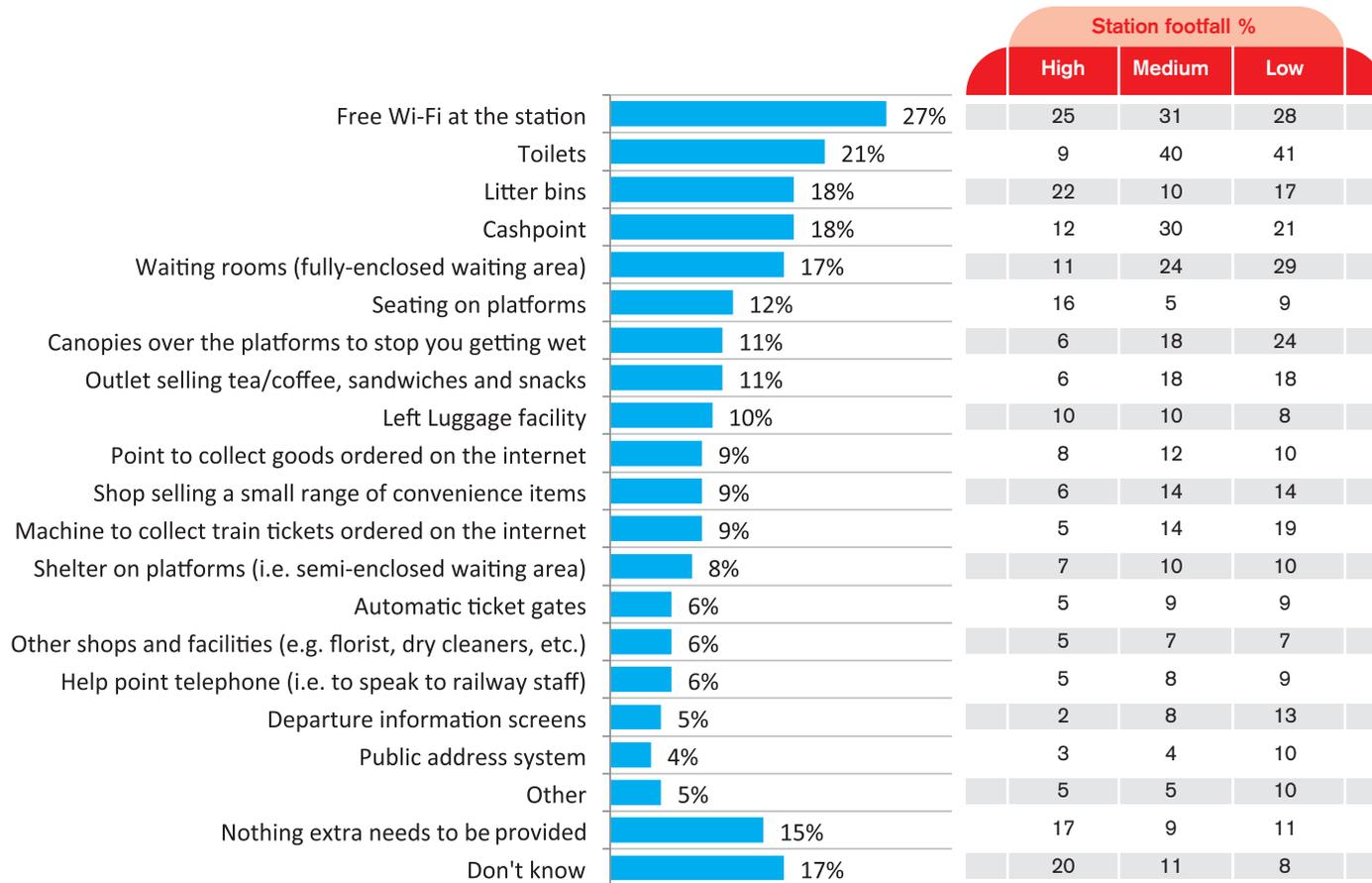
"Station announcements need to be slow and clear and shouldn't allow the echo reverb which so often makes them incomprehensible." Female / 65-69 / London / Leisure

Q37 Taking into consideration your condition or illness, is there anything else that train companies could do to improve your journey experience today?

Base: All with a condition/illness n= 398

Station facilities that need to be provided at stations

Facilities that need to be provided vary significantly by station size, but provision of Wi-Fi at the station is the top mention for all stations.

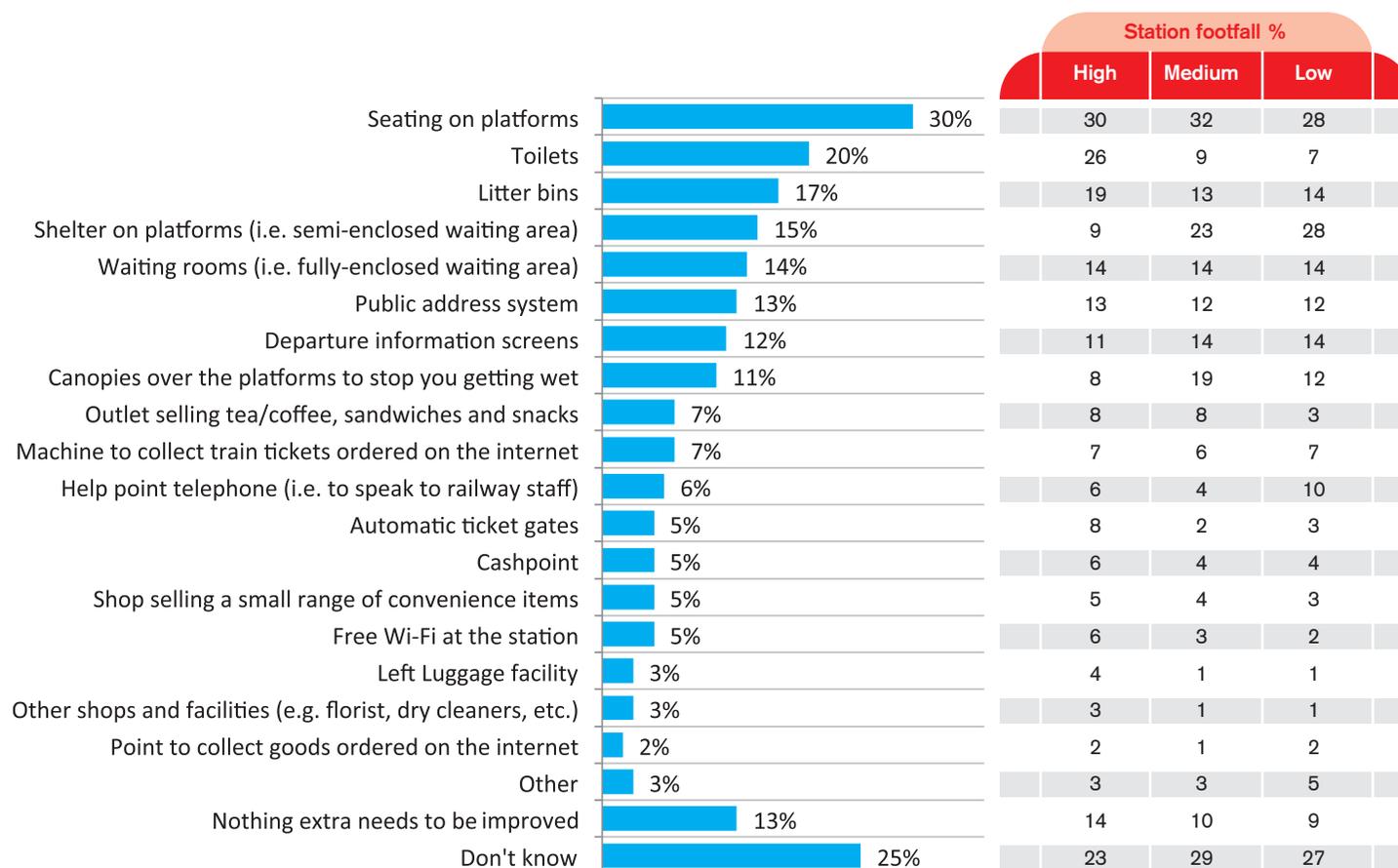


Q26b Still thinking only about the station where you were handed this questionnaire, which of the following station facilities need to be improved or need to be provided at this station?

Base: All Great Britain rail passengers
n=3,559

Station facilities that need to be improved at stations

The seating on platforms is mentioned as the top area of improvement across all stations.

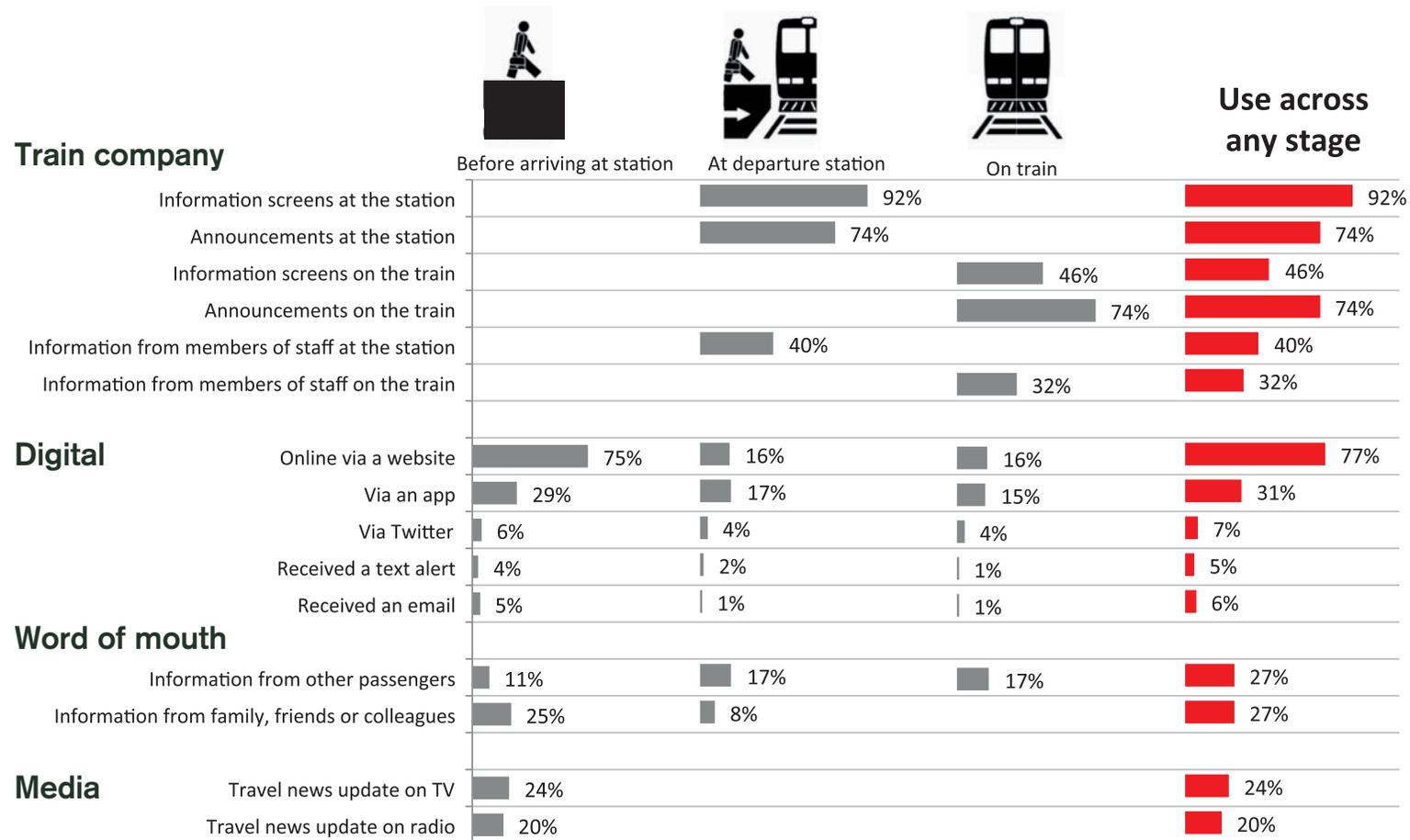


Q26b Still thinking only about the station where you were handed this questionnaire, which of the following station facilities need to be improved or need to be provided at this station?

Base: All Great Britain rail passengers
n=3,559

Sources of information used at different stages of the train journey

Passengers rely mainly on information provided at the station or on the train, but digital sources are used by a sizeable minority.

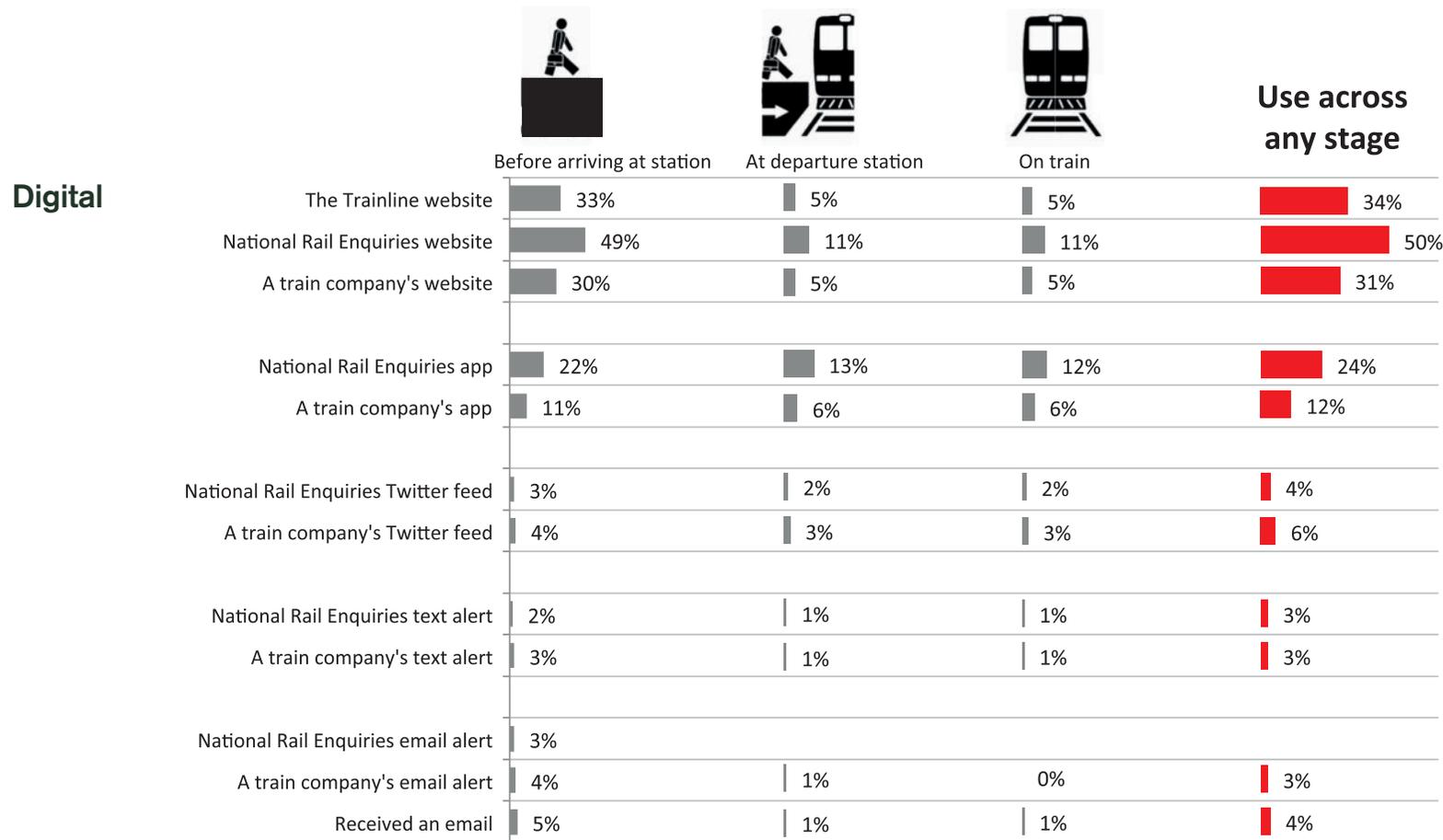


Q27a-c Now thinking more generally about information sources for rail travel, which of the following do you typically use to keep you informed about your train journey?

Base: All Great Britain rail passengers
n=3,559

Digital sources of information used at different stages of the train journey

Websites are the main digital source used to find out information before travelling, and travel apps are used to keep passengers informed throughout their journey.



Q27a-c Now thinking more generally about information sources for rail travel, which of the following do you typically use to keep you informed about your train journey?

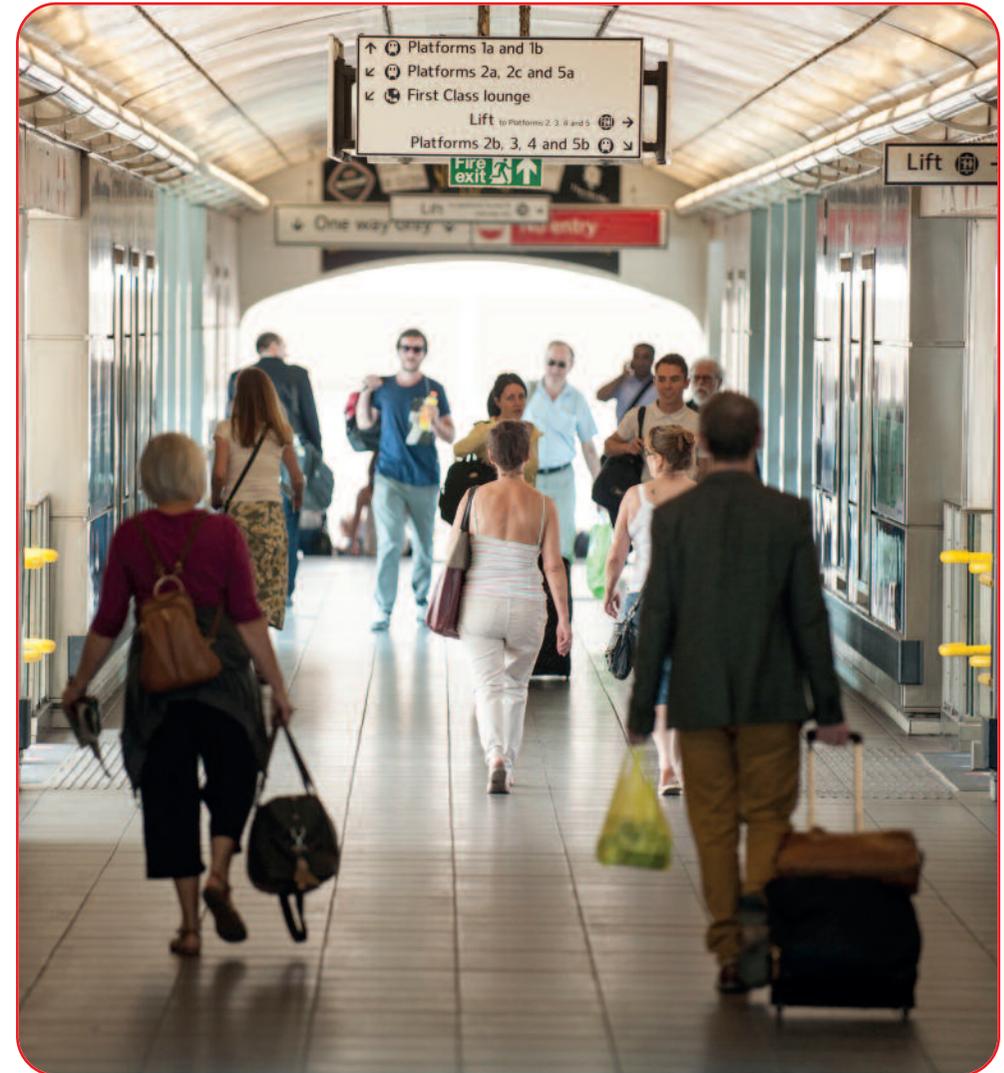
Base: All Great Britain rail passengers
n=3,559

Methodology

Paper questionnaires were distributed to passengers at stations throughout Great Britain. Fieldwork was carried out in March and April 2014 and we received a total of 3,559 completed surveys.

To determine the rankings we used a statistical approach called 'MaxDiff'. This asked passengers to indicate their highest and lowest priority for improvement from lists of five statements. The results for all passengers were combined and analysed to produce ranking and index values. MaxDiff was used to make it easier for passengers to compare possible improvements against each other.

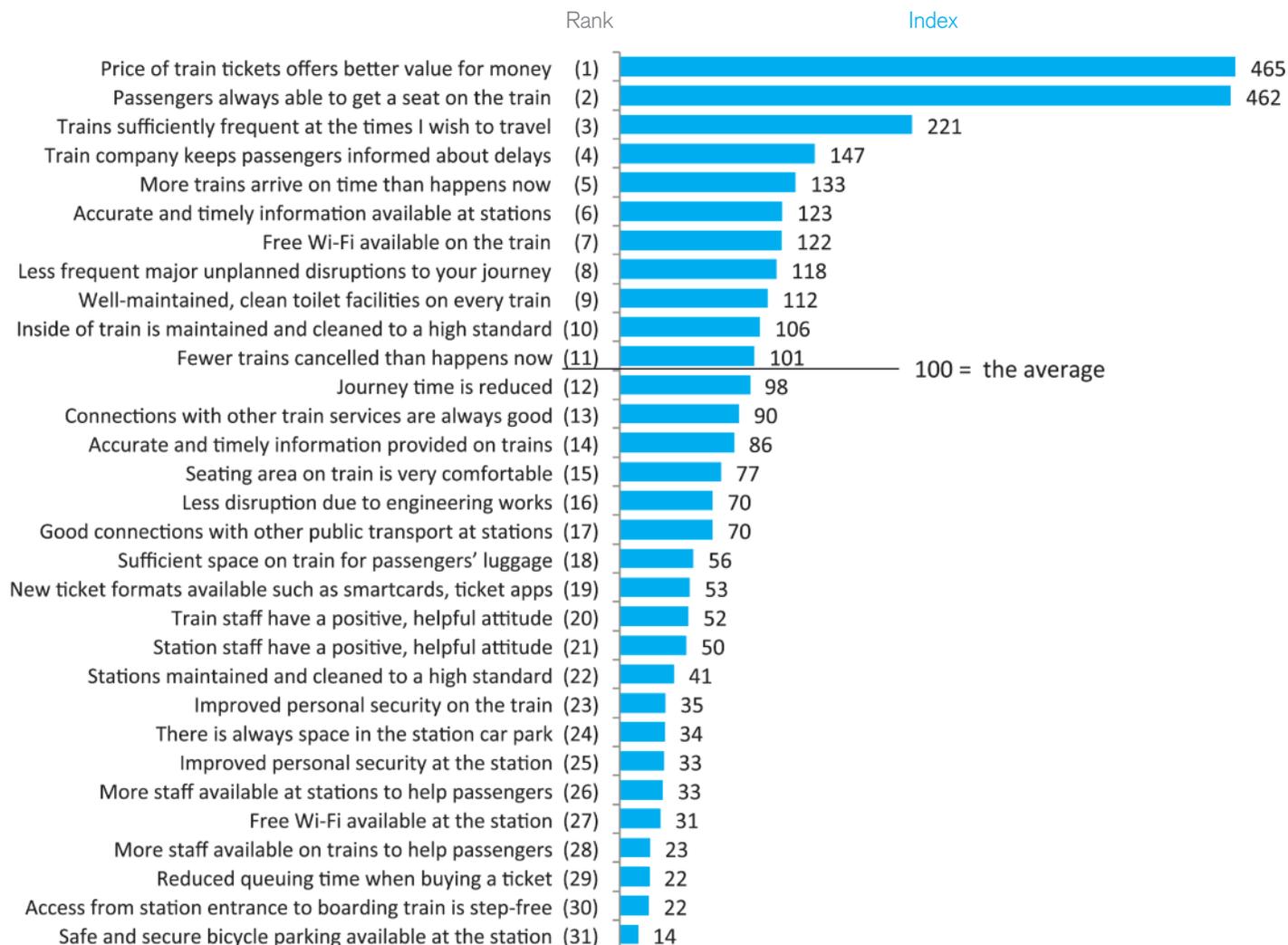
The data has been weighted to ensure that the results are representative of passenger journeys in Great Britain² (see Appendix B on page 28 for more information).



² National Rail Passenger Survey journey purpose data was used to weight each of the former English Government Office regions, Scotland and Wales, while ORR 2012/13 journey volume data was used to set weighting factors by country and for London

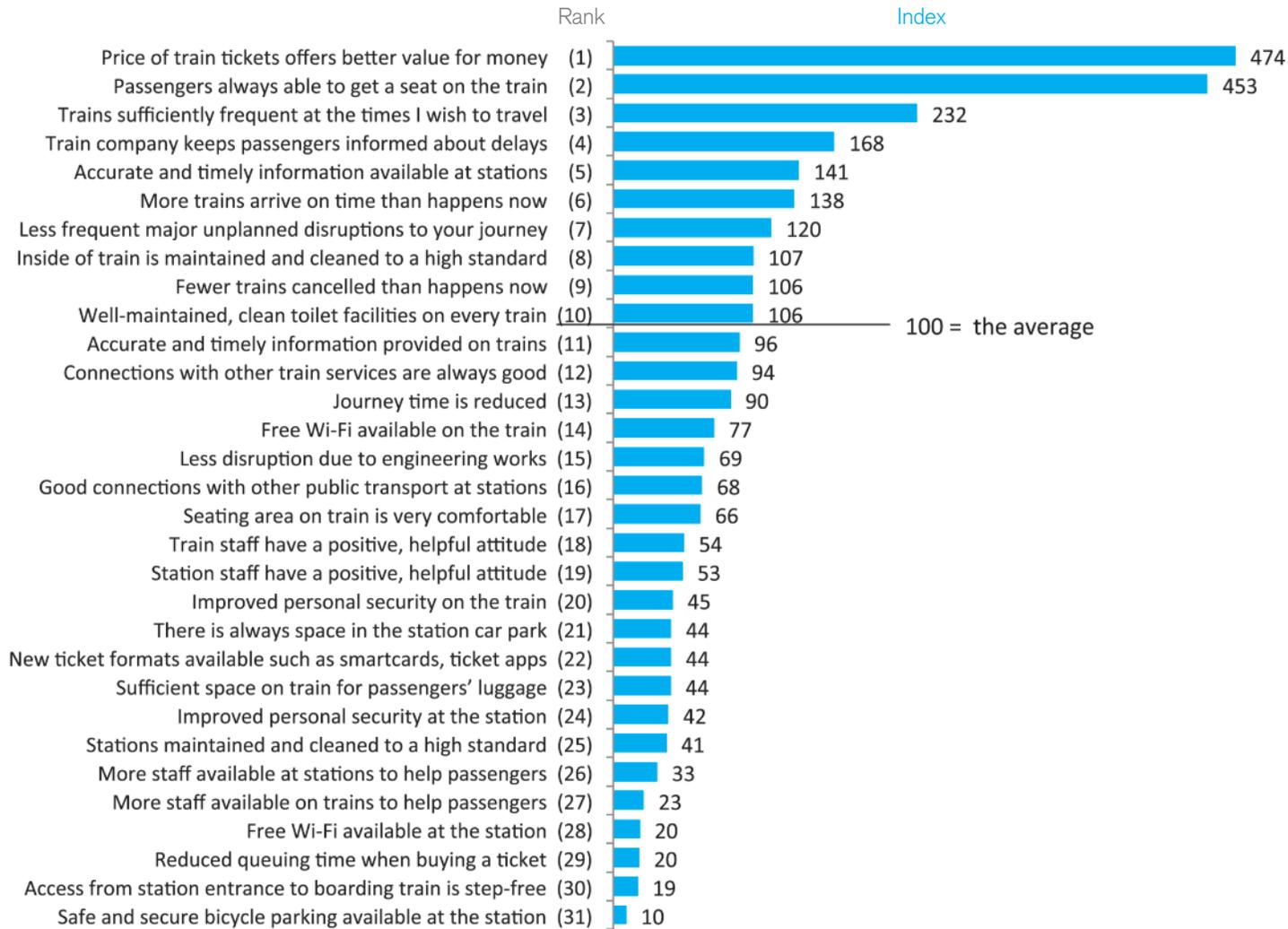
Appendix A Rail passengers' priorities for improvement by region or country

North East



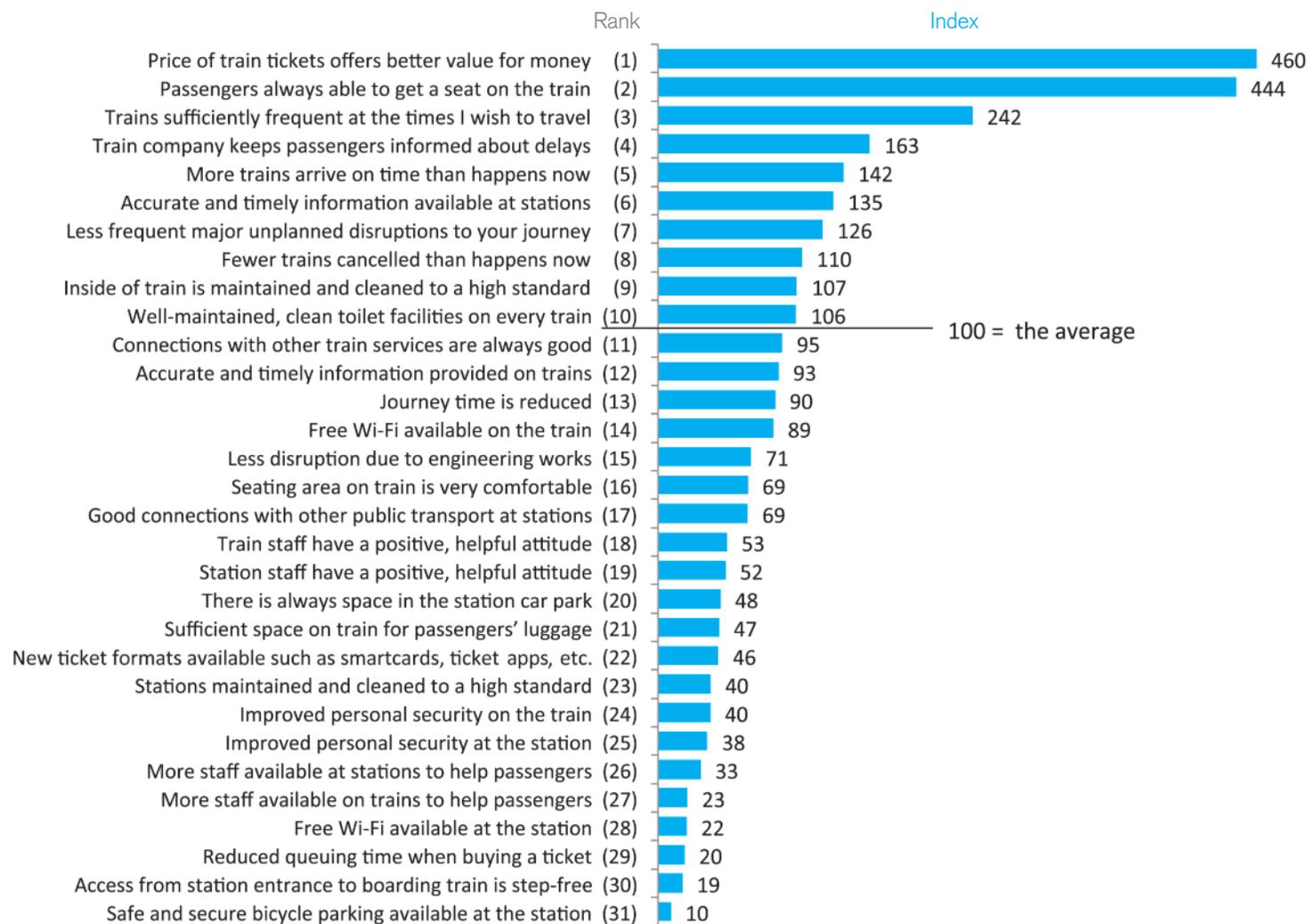
Base: Rail passengers in the North East n=180

North West



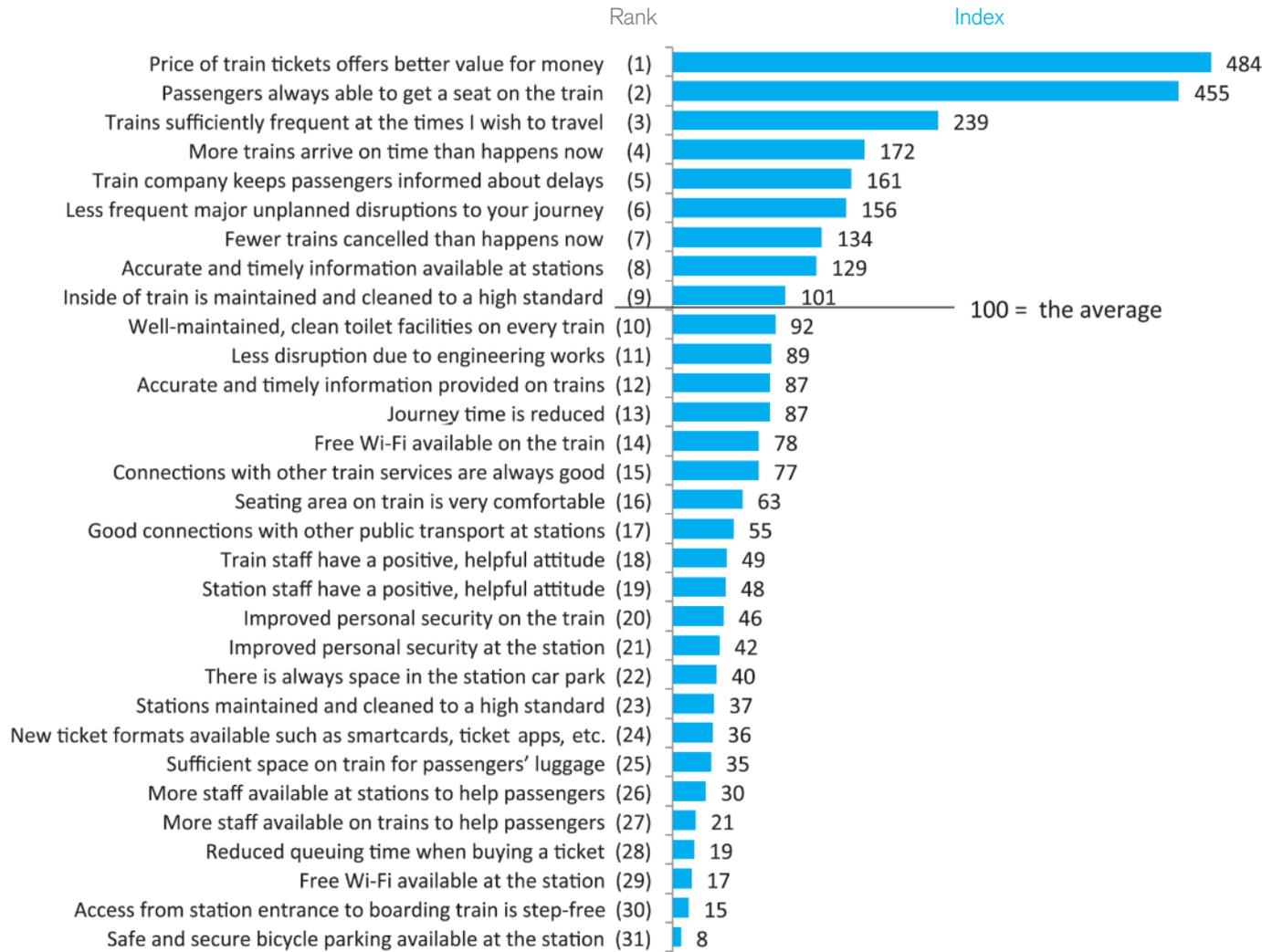
Base: Rail passengers in the North West n=189

Yorkshire and the Humber



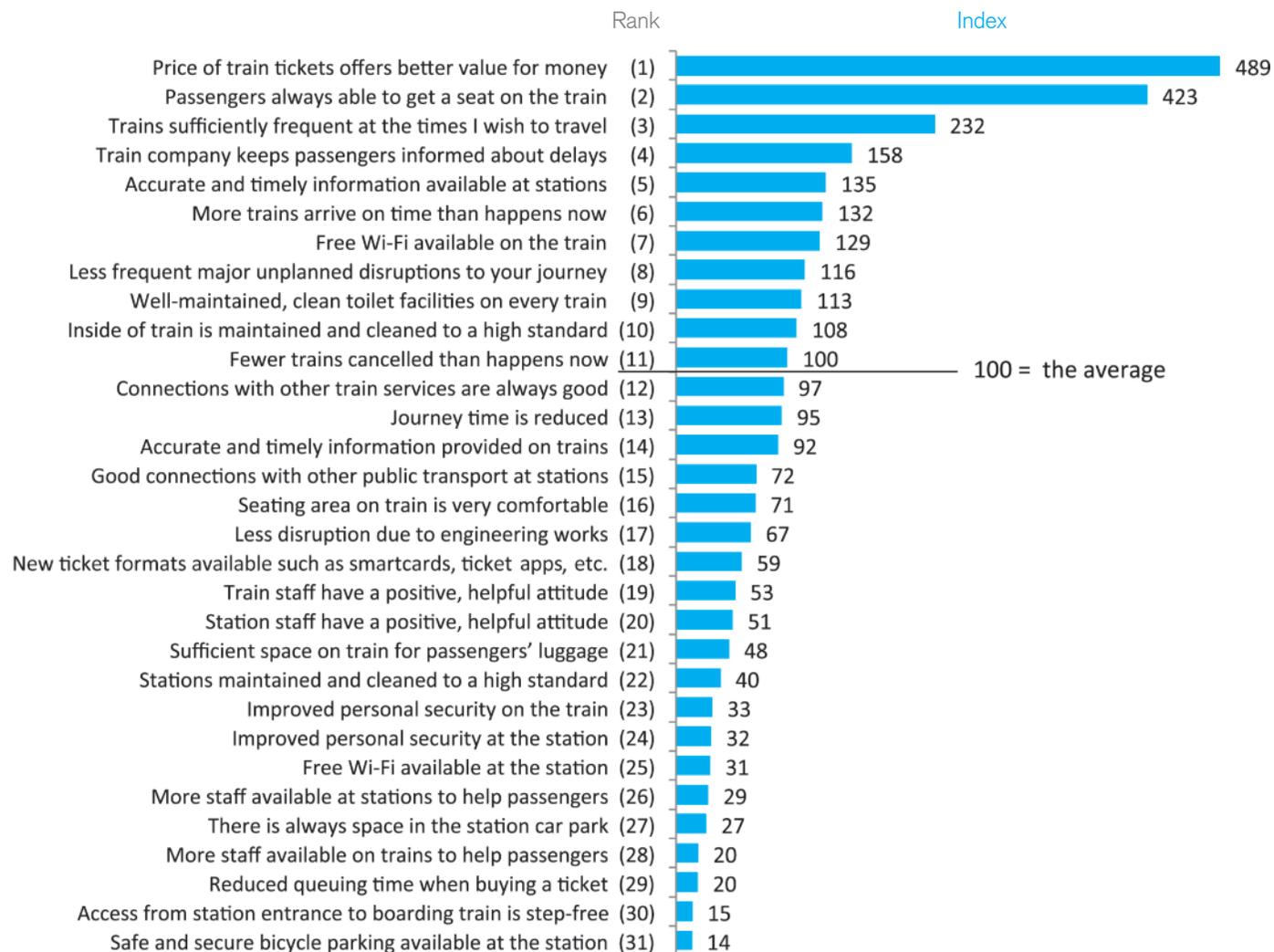
Base: Rail passengers in Yorkshire and the Humber n=222

West Midlands



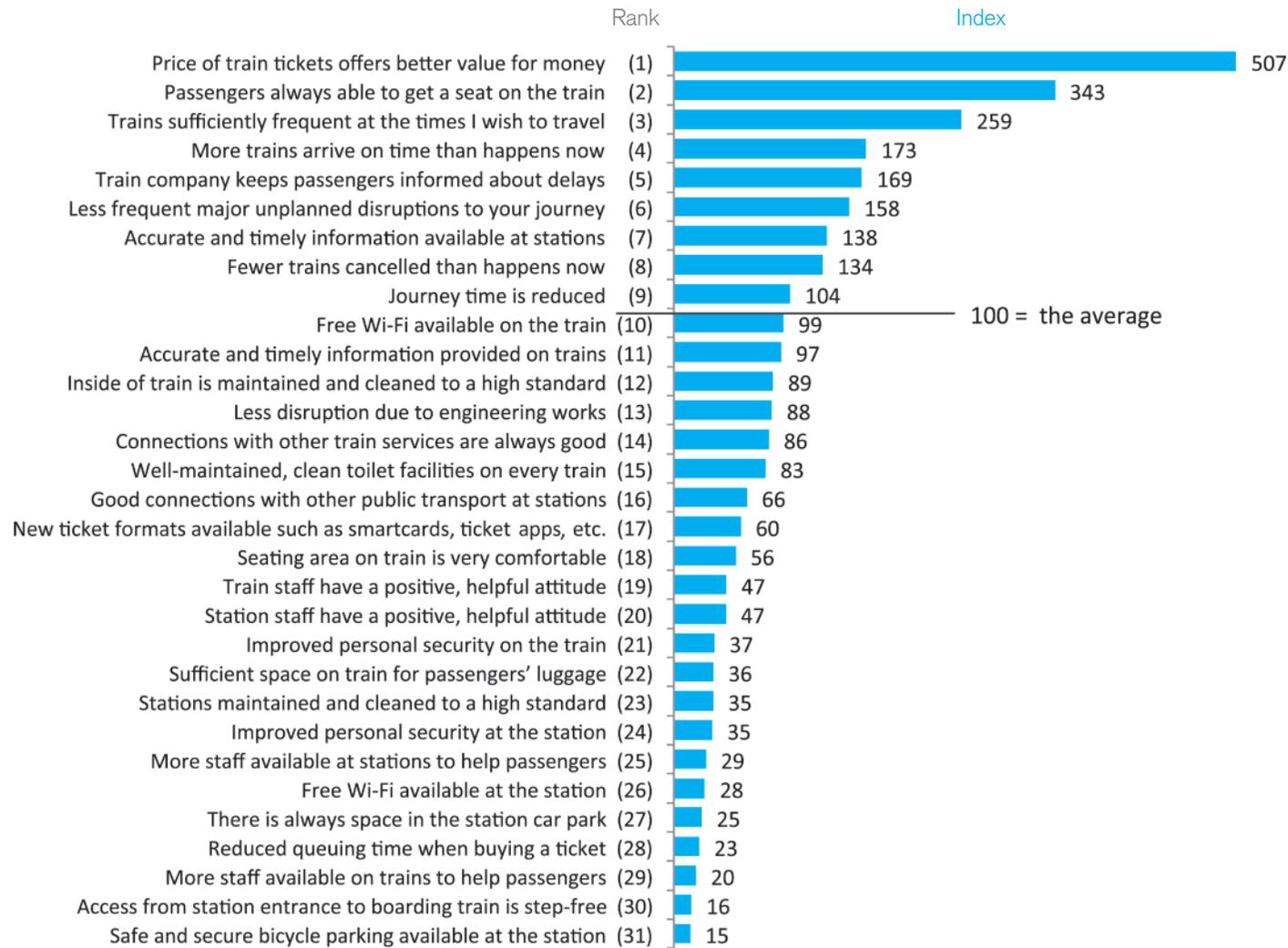
Base: Rail passengers in the West Midlands n=166

East Midlands



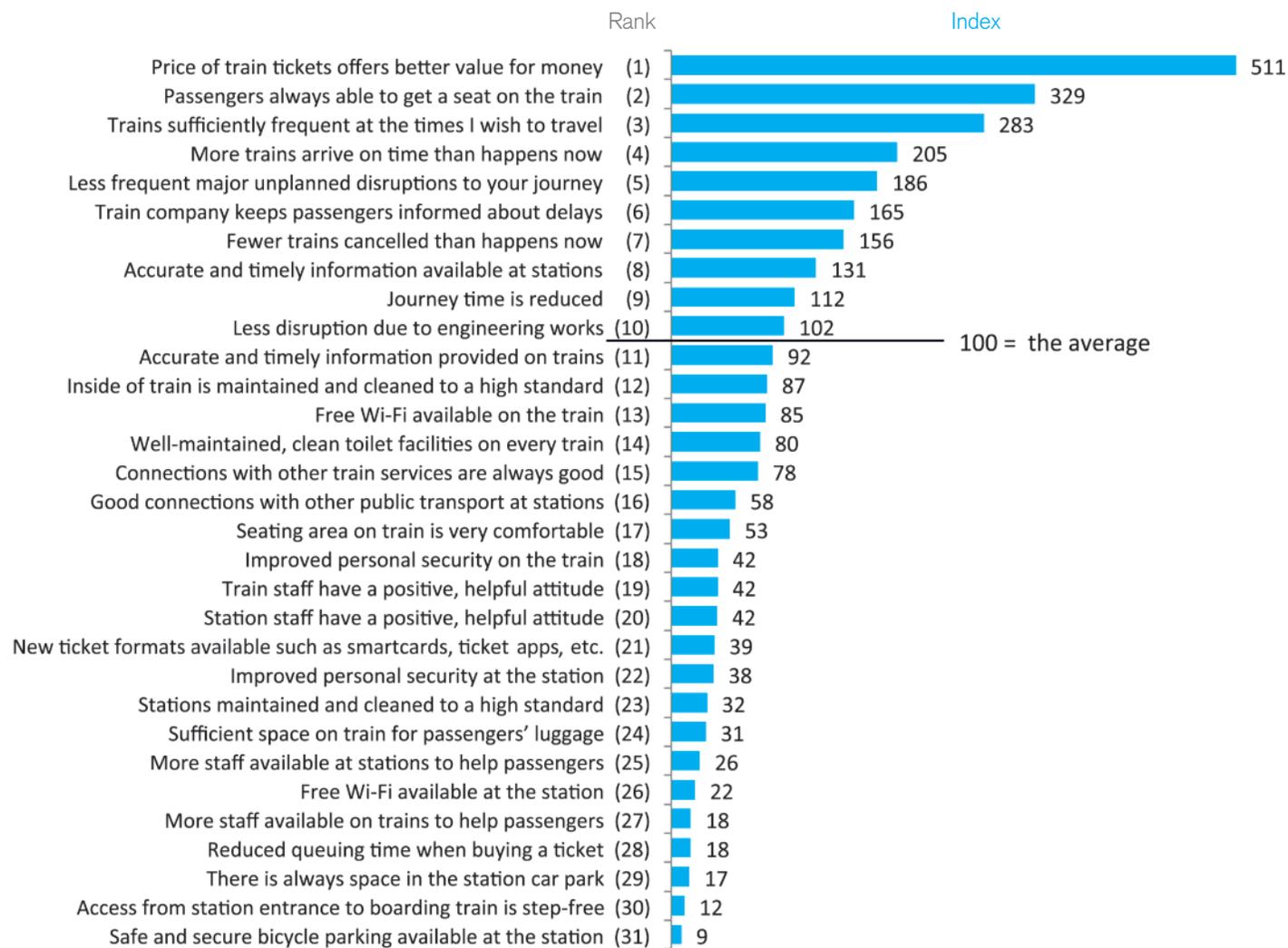
Base: Rail passengers in the East Midlands n=233

East of England



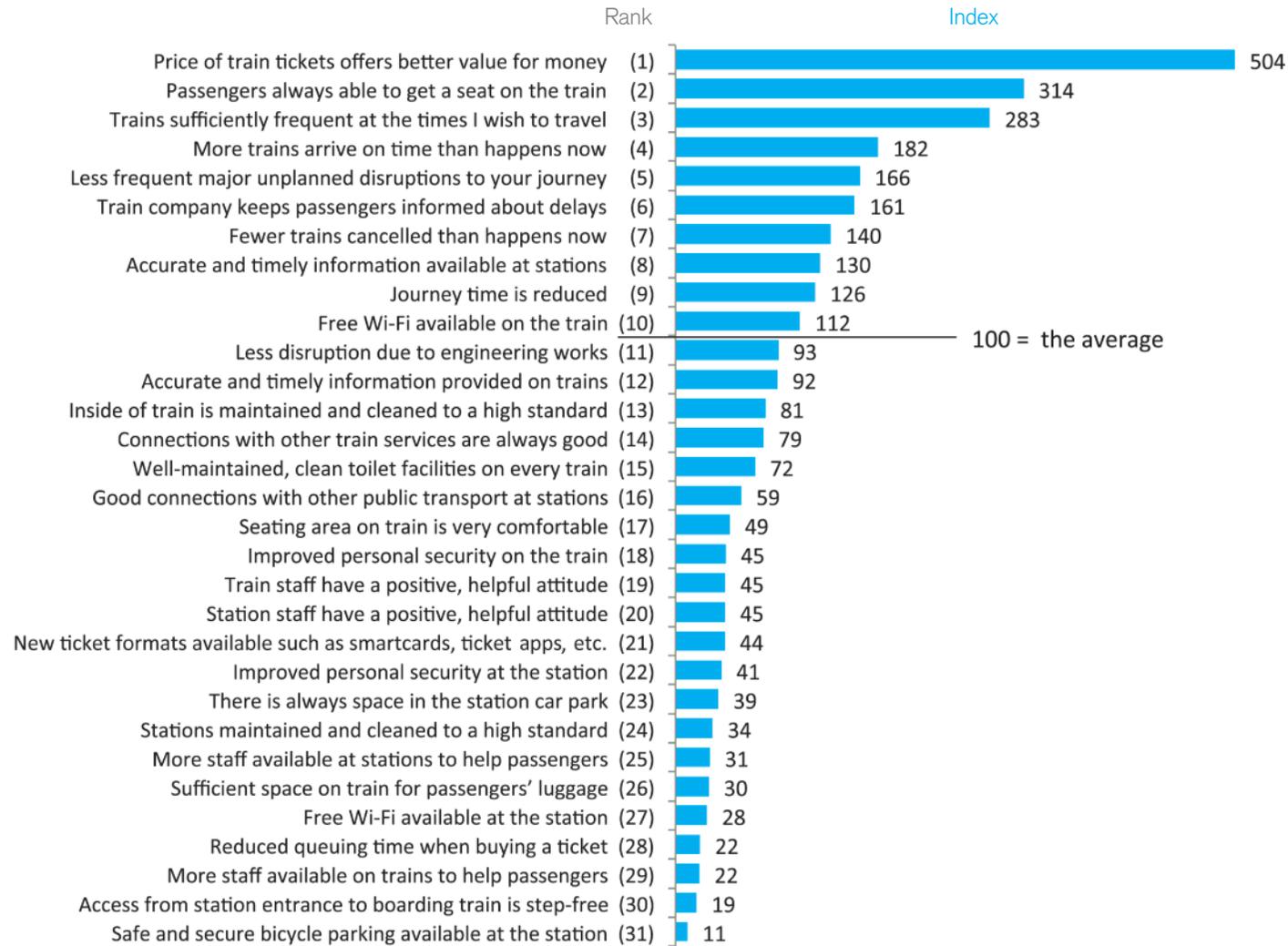
Base: Rail passengers in the East of England n=221

London



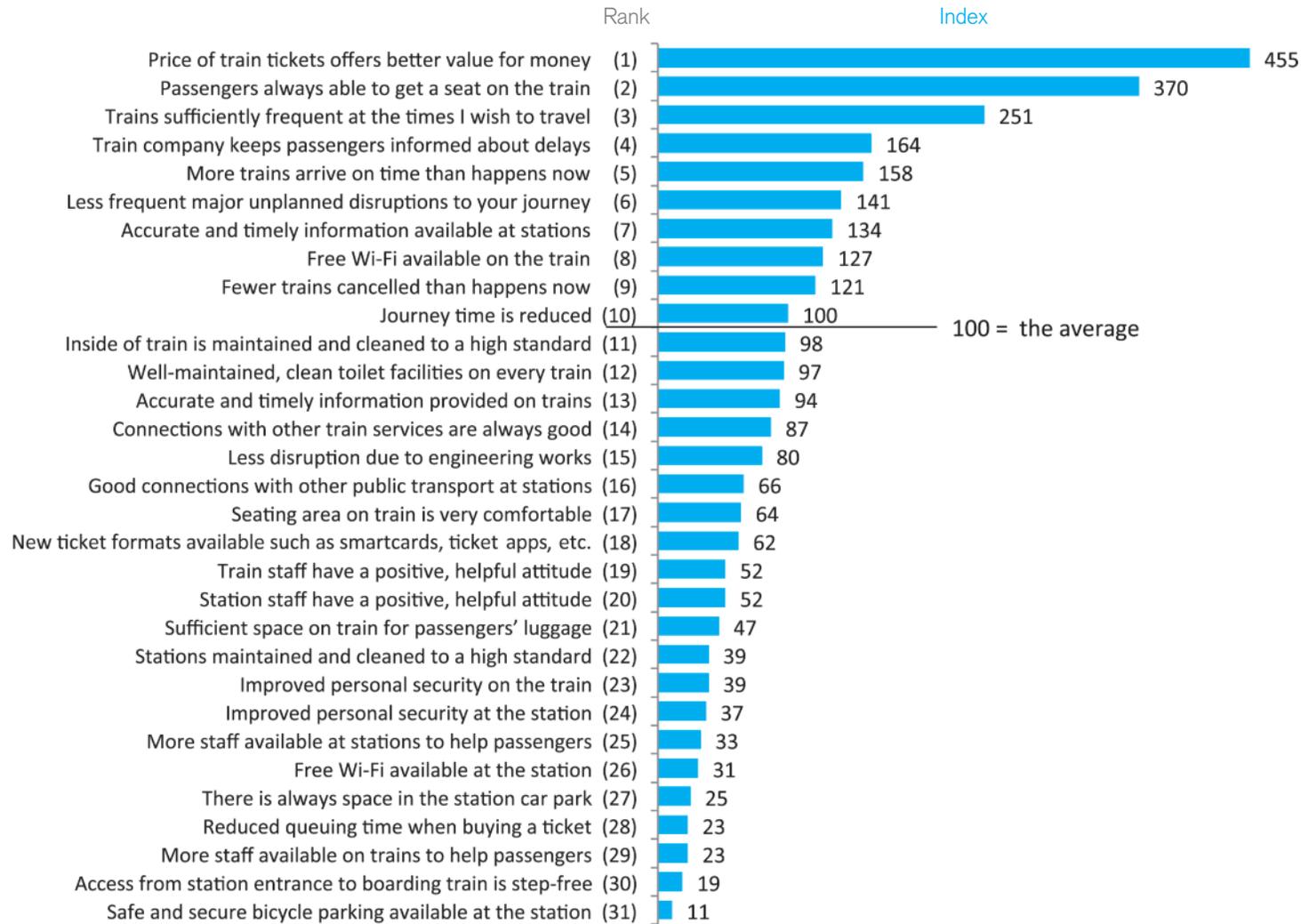
Base: Rail passengers in London n=652

South East



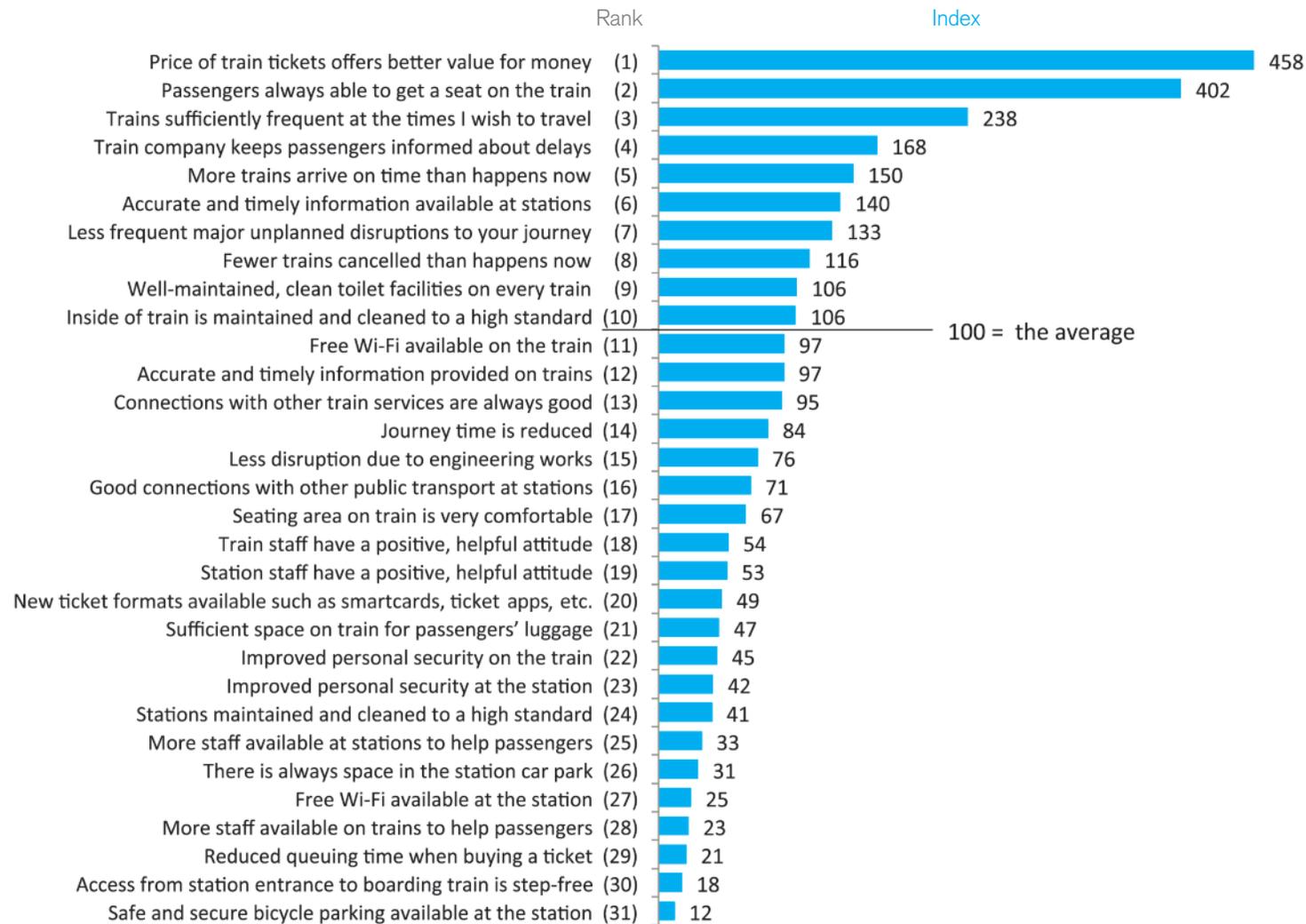
Base: Rail passengers in the South East n=337

South West



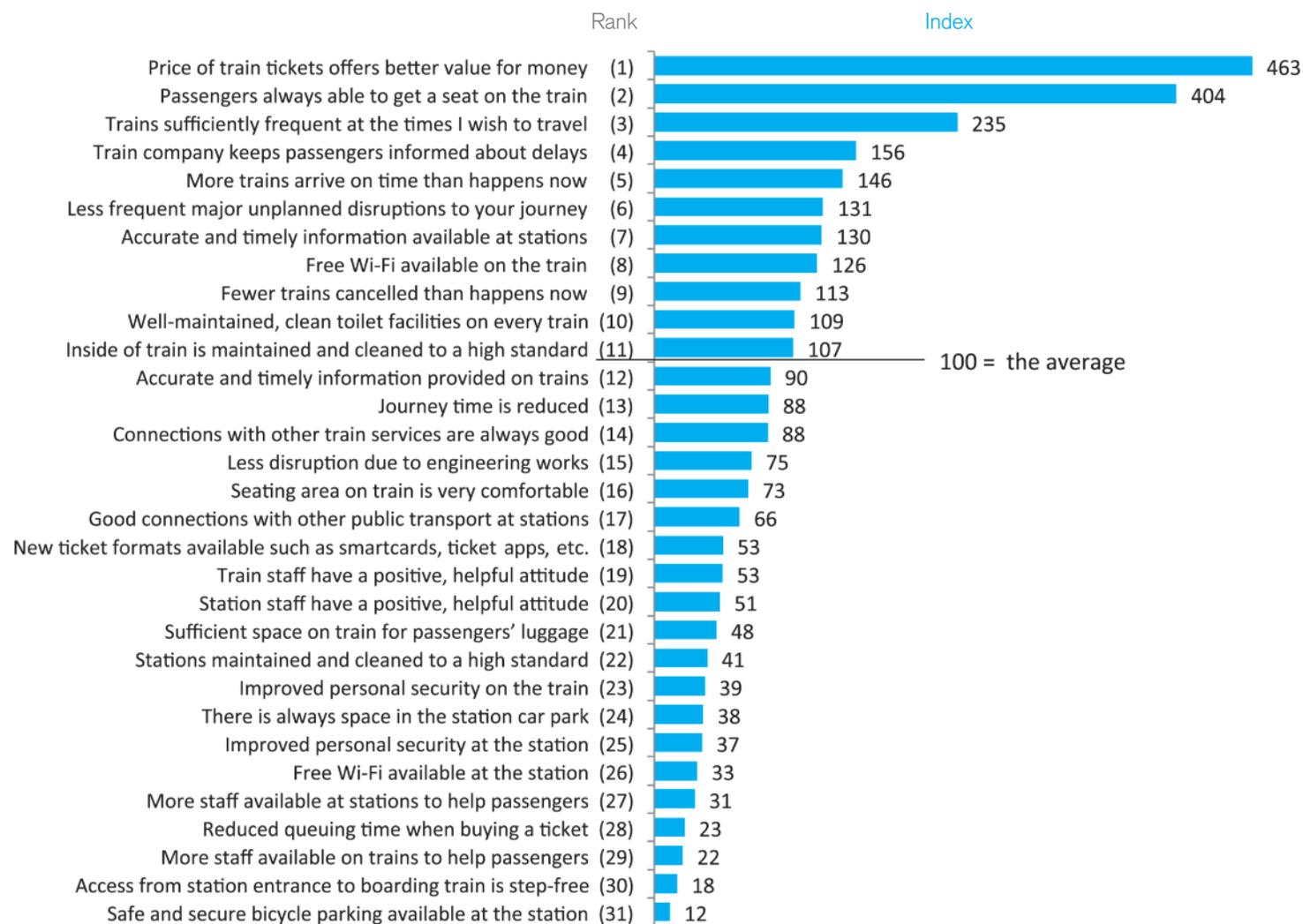
Base: Rail passengers in the South West n=192

Wales



Base: Rail passengers in Wales n=750

Scotland



Base: Rail passengers in Scotland n=417

Appendix B Weighting procedure

The sampling plan was designed so that questionnaires were distributed to be representative of rail passengers in Great Britain by region and country, while ensuring a minimum sample size for each.

Questionnaires were distributed at 228 stations. Stations were selected based on geographic coverage and footfall to ensure a mix of high, medium and low volume stations. Questionnaires were handed out at different times and days of the week so that we obtained responses from passengers with different journey purposes, and broad distribution quotas of commuter, business and leisure passengers were set.

Table 1 The number of questionnaire returns by journey purpose and region or country

Region or country	Commuter	Business	Leisure	Total
East Midlands	58	51	124	233
East of England	111	23	87	221
London	384	83	185	652
North East	64	42	74	180
North West	73	19	97	189
Scotland (incl. boost)	211	46	160	417
South East	166	35	136	337
South West	95	26	71	192
Wales (incl. boost)	400	62	288	750
West Midlands	91	21	54	166
Yorkshire and the Humber	101	23	98	222
Total	1754	431	1374	3559



To ensure that the data was representative of the rail travelling population in Great Britain as a whole, the returned questionnaires were weighted by journey purpose.

The journey purpose weights were obtained from the National Rail Passenger Survey (NRPS) and applied to each former Government office region or country. These weights corrected any skews in the sample caused by varying response rates between passengers with different journey purposes. Although only minor weighting was needed on the whole, commuter returns were most often 'down-weighted', while business and leisure customers were up weighted. The weights had a weighting efficiency of 92 per cent.

Table 2 Journey purpose weights

Region or country	Weights		
	Commuter	Business	Leisure
East Midlands	1.059	0.825	1.045
East of England	0.952	1.691	0.879
London	0.904	1.210	1.105
North East	0.583	0.978	1.373
North West	0.878	1.189	1.055
Scotland	0.722	1.278	1.287
South East	0.990	1.610	0.855
South West	0.589	1.248	1.459
Wales	0.607	1.397	1.461
West Midlands	0.631	1.445	1.449
Yorkshire and the Humber	0.717	1.153	1.256

To ensure that the overall Great Britain results were representative of journey volumes by country, a second stage applied a weighting factor set by ORR 2012/13 journey volume data to the proportions shown in table 3. This stage weighted down the boost interviews in Scotland and Wales, while up weighting responses in London.

Table 3 Regional and country journey volume share

Region or country	Share
England (excl. London)	46%
Scotland	5%
Wales	2%
London	47%



Contact us

If you want to know more about the work we are doing on your behalf to ensure you get a better deal when you travel by rail, bus, coach or tram contact us:

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