

This Appendix shows the tables of results for Total and Routes 1,2,3,4,5 and 6

The definition of the journeys covered in Total and by Flows 1,2,3, 4, 5 & 6 are shown below:

TOTAL - The total column within these tables shows results from 4106 passengers on the West Coast mainline.

Route 1 - Passengers making journeys on TPE or Virgin Trains services between Lancaster and Carlisle, Edinburgh/Glasgow, on all days of the week and all times of day.

Route 2 - Passengers making journeys on Virgin Trains services between London Euston and Manchester/Liverpool, on all days of the week and all times of day. Does not include passengers who only travel on the stretch between London and Tamworth (these passengers fall into routes 5 or 6).

Route 3 - Passengers making journeys on ATW or Virgin Trains services between Chester and Llandudno/Bangor, on all days of the week and all times of day.

Route 4 - Passengers making journeys on Northern Rail services between Crewe and Wilmslow, on weekdays at peak times.

Route 5 - Passengers making journeys on Virgin Trains or LM services between Northampton and Tamworth, on all days of the week and at all times of day. Does not include passengers travelling to/from further south than Wolverton, or further north than Tamworth.

Route 6 - Passengers making journeys on Virgin Trains or LM services between London Euston and Milton Keynes Central on weekdays at peak times. Does not include passengers travelling to/from north of Milton Keynes.

Note that this research has not covered all parts of the West Coast mainline, and questionnaires were distributed at peak times only for some of the routes. As a result the 'total' column is not accurately representative of the West Coast mainline as a whole, and should be seen as a guide only.

Shaded cells indicate low base size (below 50)

Sample profile

Journey purpose	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4106	1062	745	560	477	432	830
Commuter	40%	18%	19%	36%	65%	38%	78%
Business	20%	26%	32%	12%	13%	20%	13%
Leisure	36%	50%	44%	48%	21%	39%	8%

Age	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4061	1049	740	550	473	430	819
16-24	13%	16%	12%	19%	13%	14%	6%
25-34	19%	17%	19%	15%	18%	21%	24%
35-44	22%	19%	22%	19%	22%	20%	28%
45-54	24%	24%	22%	20%	27%	22%	27%
55-59	9%	9%	10%	9%	10%	8%	7%
60-64	7%	9%	8%	7%	7%	9%	5%
65+	6%	7%	6%	10%	3%	7%	2%

Ethnicity	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4056	1054	735	557	473	427	810
White	91%	93%	90%	93%	96%	91%	83%
Mixed	1%	1%	1%	1%	1%	1%	2%
Black or Black British	2%	1%	3%	1%	*	2%	5%
Chinese	1%	2%	1%	1%	1%	1%	2%
Asian or Asian British	3%	3%	3%	2%	1%	3%	7%
Other ethnic group	1%	1%	1%	2%	1%	2%	1%

Disability	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	3893	1018	710	522	446	411	786
Yes	6%	8%	5%	9%	4%	5%	4%

Number of trips on this journey in last 2 weeks	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	4112	1062	750	562	472	436	830
1st journey	43%	63%	55%	45%	26%	42%	14%
2 - 5	31%	31%	39%	30%	28%	36%	23%
6 - 10	13%	3%	5%	14%	21%	15%	27%
11 - 20	11%	2%	1%	9%	21%	6%	29%
21+	2%	1%	*	2%	4%	1%	7%

Occupation	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	4066	1054	740	551	474	427	820
Working full time	71%	64%	74%	52%	74%	71%	90%
Working part time	8%	9%	8%	12%	8%	8%	5%
Not working - seeking work	2%	2%	1%	3%	2%	1%	1%
Not working - not seeking work	1%	1%	1%	1%	1%	1%	-
Retired	8%	11%	7%	13%	5%	10%	2%
Student	8%	10%	8%	16%	9%	5%	2%
Other	2%	2%	1%	3%	1%	3%	*

Station nearest home

Use of station nearest home

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	4089	1058	741	557	477	433	823
Yes, for most train journeys	69%	67%	57%	74%	73%	71%	74%
Yes, only for some train journeys	22%	24%	30%	17%	21%	22%	15%
No, never use it	9%	8%	13%	8%	6%	7%	10%
Not sure	*	1%	1%	1%	*	*	*

Reason for **not** using station nearest home (base = do not use nearest station for most journeys)

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	1176	314	298	129	119	114	202
Easy to get to alternative station(s)	26%	22%	28%	26%	24%	25%	30%
Car parking problems at my nearest station	12%	12%	14%	8%	15%	10%	13%
Better frequency of trains at other stations	41%	37%	31%	47%	53%	39%	52%
Trains too over crowded from my nearest station	3%	4%	3%	2%	2%	2%	5%
Personal security at my nearest station	3%	4%	3%	2%	3%	3%	3%
Cheaper fares available from other stations	9%	10%	5%	4%	10%	17%	10%
Length of journey too long from my nearest station	18%	18%	16%	14%	18%	13%	26%
I get a direct train to my destination from the alternative station	48%	44%	57%	37%	57%	49%	43%
No booking office at my nearest station	6%	6%	3%	12%	8%	10%	4%
Provision of up to date announcements about the train service at the alternative station	3%	2%	3%	2%	8%	4%	2%
Other reason	24%	25%	22%	27%	19%	20%	26%

Getting to the station

Mode of transport to station where boarded

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4117	1062	750	563	478	434	830
On foot/walking	29%	26%	23%	36%	37%	23%	31%
Car parked at or near station	21%	15%	19%	15%	32%	24%	29%
Car - dropped off	20%	22%	14%	27%	18%	26%	15%
National Rail train	13%	20%	12%	12%	12%	13%	5%
Underground	10%	2%	27%	3%	*	6%	19%
Taxi	10%	14%	17%	7%	3%	9%	6%
Bus	9%	11%	9%	10%	6%	7%	8%
Bicycle (parked at or near station)	2%	*	1%	1%	2%	2%	5%
Bicycle (taken onto train)	1%	*	*	3%	4%	*	2%
Air/sea	1%	1%	*	1%	1%	-	-
Tram / light rail (inc. Metrolink)	1%	1%	1%	1%	1%	*	*
Car share/car pool	1%	1%	1%	*	1%	-	*
Coach	*	*	*	-	-	*	*
Motorbike	*	*	-	-	*	*	-
Other	1%	2%	2%	2%	1%	2%	1%

Mode of transport to final destination after leaving the train

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4121	1064	749	565	478	432	833
On foot/walking	35%	32%	21%	41%	57%	28%	38%
Underground	16%	2%	27%	5%	1%	27%	34%
Car - picked up	14%	20%	16%	15%	10%	12%	8%
National Rail train	13%	19%	12%	11%	13%	21%	4%
Taxi	12%	15%	17%	12%	4%	12%	7%
Car parked at or near station	10%	10%	11%	4%	9%	9%	16%
Bus	9%	8%	6%	13%	9%	10%	9%
Bicycle (taken onto train)	2%	*	1%	3%	4%	1%	2%
Air/sea	1%	1%	*	7%	1%	-	-
Tram / light rail (inc. Metrolink/DLR)	1%	1%	3%	1%	1%	1%	1%
Bicycle (parked at or near station)	1%	*	*	1%	*	1%	2%
Coach	*	1%	*	*	-	-	*
Car share/car pool	*	*	*	*	*	-	*
Motorbike	*	*	*	-	-	*	*
Other	2%	1%	2%	1%	1%	2%	2%

Car parking space at station where boarded (base = all who drive to station)

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	472			71	135	77	189
I can always get a space	56%			34%	44%	51%	76%
I can get a space most of the time	33%			48%	43%	35%	20%
I can hardly ever get a space	8%			15%	12%	10%	3%
I can never get a space	*			-	1%	-	-
Don't know	2%			3%	-	4%	2%

Motivations for using station car park more often

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	1786			437	348	342	659
Cheaper one day parking prices	47%			38%	30%	58%	57%
More spaces for cars	33%			42%	49%	32%	19%
Cheaper season ticket parking prices	24%			11%	11%	21%	42%
Improved security for customers	16%			20%	16%	11%	16%
Improved lighting at night	15%			18%	18%	10%	14%
Larger parking spaces	11%			11%	8%	9%	13%
More efficient pay machines	10%			11%	7%	12%	11%
Better traffic flow around the car park	10%			9%	10%	10%	12%
Better access from the parking area to the station	7%			5%	8%	4%	9%
Better cleanliness / tidiness	7%			9%	9%	4%	5%
Better maintenance of the car park facilities	5%			4%	7%	5%	5%
More spaces for disabled parking	2%			5%	2%	1%	1%
Other	28%			31%	29%	25%	27%

Train timing and frequency

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

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4030	1027	726	557	470	425	825
Weekday	69%	67%	83%	68%	58%	61%	67%
<i>Unweighted base</i>	3216	803	601	435	381	336	660
Saturday	41%	40%	55%	47%	36%	35%	33%
<i>Unweighted base</i>	3197	809	601	434	374	327	652
Sunday	27%	29%	44%	25%	20%	19%	19%

Which one of the following would encourage you to take more journeys on the route using today?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4050	1043	742	558	469	424	814
I already use the train for all the journeys I need to make	32%	28%	37%	22%	30%	29%	40%
Cheaper fares	30%	29%	40%	33%	27%	28%	22%
More frequent trains	12%	11%	4%	14%	23%	15%	12%
Less crowded trains	8%	12%	6%	9%	4%	4%	11%
A direct service (no need to change trains)	6%	8%	3%	9%	5%	10%	3%
More reliable train service	4%	3%	3%	3%	3%	5%	7%
More parking spaces at the station	2%	1%	2%	2%	3%	1%	1%
More staff at stations	*	*	1%	1%	*	*	1%
Better personal security at stations	*	*	*	1%	*	*	*
More secure parking at the station	*	*	*	1%	-	*	*
Other	6%	7%	5%	5%	4%	8%	4%

What time should the FIRST train run...

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Monday to Friday							
<i>Unweighted base</i>	2036			473	434	371	758
Before 4:30	9%			11%	3%	6%	13%
Between 4:30 and 4:59	12%			13%	3%	8%	19%
Between 5:00 and 5:29	17%			15%	12%	11%	25%
Between 5:30 and 5:59	17%			17%	22%	13%	17%
Between 6:00 and 6:29	22%			19%	32%	29%	14%
Between 6:30 and 6:59	9%			9%	13%	12%	5%
From 7:00 onwards	14%			16%	16%	22%	8%
Saturday							
<i>Unweighted base</i>	1576			399	334	271	572
Before 4:30	8%			8%	3%	6%	10%
Between 4:30 and 4:59	7%			10%	2%	4%	9%
Between 5:00 and 5:29	12%			14%	7%	6%	16%
Between 5:30 and 5:59	11%			13%	7%	9%	12%
Between 6:00 and 6:29	21%			21%	19%	18%	22%
Between 6:30 and 6:59	14%			9%	23%	17%	12%
From 7:00 onwards	27%			25%	38%	39%	18%
Sunday							
<i>Unweighted base</i>	1545			395	320	262	568
Before 4:30	6%			7%	2%	6%	8%
Between 4:30 and 4:59	5%			4%	2%	4%	7%
Between 5:00 and 5:29	9%			10%	6%	3%	12%
Between 5:30 and 5:59	8%			9%	3%	7%	11%
Between 6:00 and 6:29	15%			16%	10%	13%	20%
Between 6:30 and 6:59	13%			13%	15%	13%	13%
From 7:00 onwards	44%			41%	64%	54%	29%

What time should the LAST train run...

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Monday to Thursday							
<i>Unweighted base</i>	2014			465	423	364	762
Up to 23:00	21%			27%	23%	37%	9%
Between 23:00 and 23:29	8%			8%	14%	8%	6%
Between 23:30 and 23:59	15%			12%	24%	17%	9%
Between midnight and 00:29	15%			15%	16%	11%	15%
Between 00:30 and 00:59	20%			18%	13%	12%	29%
After 1:00 onwards	21%			19%	9%	16%	33%
Friday							
<i>Unweighted base</i>	1853			423	397	320	713
Up to 23:00	14%			18%	15%	28%	5%
Between 23:00 and 23:29	6%			7%	10%	7%	3%
Between 23:30 and 23:59	11%			11%	16%	15%	5%
Between midnight and 00:29	14%			14%	19%	13%	11%
Between 00:30 and 00:59	18%			18%	18%	15%	20%
After 1:00 onwards	37%			32%	22%	23%	55%
Saturday							
<i>Unweighted base</i>	1738			417	365	293	663
Up to 23:00	13%			18%	14%	27%	3%
Between 23:00 and 23:29	5%			5%	8%	4%	2%
Between 23:30 and 23:59	10%			11%	14%	12%	5%
Between midnight and 00:29	13%			14%	18%	13%	11%
Between 00:30 and 00:59	19%			19%	18%	17%	21%
After 1:00 onwards	41%			34%	28%	26%	58%
Sunday							
<i>Unweighted base</i>	1656			403	347	279	627
Up to 23:00	25%			29%	36%	39%	9%
Between 23:00 and 23:29	7%			8%	13%	6%	4%
Between 23:30 and 23:59	15%			14%	17%	14%	15%
Between midnight and 00:29	16%			15%	14%	13%	19%
Between 00:30 and 00:59	17%			14%	10%	13%	26%
After 1:00 onwards	20%			20%	10%	15%	28%

How frequent should trains be on this route to meet your needs?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Monday to Friday (peak)							
<i>Unweighted base</i>	1619				450	369	800
Every 10 minutes	19%				5%	5%	33%
Every 15 minutes	28%				19%	9%	42%
Every 20 minutes	20%				29%	17%	17%
Every 30 minutes	23%				38%	47%	4%
Don't know	10%				9%	23%	4%
Monday to Friday (off-peak)							
<i>Unweighted base</i>	1295				358	312	625
Every 10 minutes	4%				1%	3%	5%
Every 15 minutes	13%				7%	4%	21%
Every 20 minutes	24%				16%	9%	37%
Every 30 minutes	43%				58%	54%	28%
Don't know	16%				18%	31%	8%
Saturday							
<i>Unweighted base</i>	1240				344	280	616
Every 10 minutes	2%				3%	2%	3%
Every 15 minutes	9%				6%	4%	13%
Every 20 minutes	20%				13%	9%	29%
Every 30 minutes	40%				47%	41%	35%
Don't know	29%				31%	45%	20%
Sunday							
<i>Unweighted base</i>	1213				329	272	612
Every 10 minutes	1%				1%	1%	2%
Every 15 minutes	6%				3%	2%	9%
Every 20 minutes	15%				7%	7%	23%
Every 30 minutes	43%				49%	40%	41%
Don't know	35%				40%	50%	25%

Connections and timetables

Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	2259	478	466	281	271	190	573
Very likely	22%	24%	28%	28%	15%	20%	18%
Quite likely	29%	32%	33%	26%	25%	29%	26%
Not very likely	26%	22%	26%	23%	31%	29%	26%
Not at all likely	18%	15%	9%	20%	25%	17%	25%
Not sure	4%	6%	3%	4%	4%	4%	5%

Concern with issues relating to the need to change trains - % very/fairly concerned

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	2339	1050	738	551			
Being able to make connection on time	93%	92%	94%	93%			
<i>Unweighted base</i>	2289	1039	728	522			
Having to wait and adding time to journey	90%	87%	94%	91%			
<i>Unweighted base</i>	2246	1018	718	510			
Availability of station facilities at the interchange	53%	50%	53%	57%			
<i>Unweighted base</i>	2241	1016	720	505			
Journey information at the station	77%	74%	78%	82%			
<i>Unweighted base</i>	2200	999	711	490			
Mobility assistance/moving luggage	30%	28%	28%	36%			

Preference: direct versus fast trains

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	2292	1036	733	523			
Prefer faster service, with increased likelihood of needing to change	71%	70%	77%	63%			
Prefer slower service, with less likelihood of needing to change	29%	30%	23%	37%			

If journey times were longer, how many additional minutes would be acceptable?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	2347	1057	739	551			
None - longer journey times not acceptable	29%	25%	32%	32%			
5 mins	10%	10%	9%	10%			
10 mins	18%	17%	17%	19%			
15 mins	16%	16%	18%	14%			
20 mins	13%	15%	12%	11%			
Don't know	14%	17%	12%	14%			

Importance of regular timetable on this route

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4071	1056	740	558	470	425	822
Very important	40%	27%	34%	45%	47%	46%	54%
Fairly important	28%	27%	32%	26%	29%	27%	26%
Neither important nor unimportant	17%	23%	17%	15%	15%	13%	12%
Not very important	6%	9%	7%	5%	4%	5%	4%
Not at all important	7%	10%	9%	7%	3%	6%	4%
Not sure	2%	3%	2%	3%	1%	2%	*

Railway Stations

Priorities for improvements or additions to station where boarded

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	3363	856	613	440	411	348	695
Accurate visual information as to when the trains will actually arrive	19%	20%	15%	14%	27%	16%	21%
Accurate announcements about arrival and departure times	11%	11%	15%	7%	6%	10%	15%
Car Parking	11%	10%	15%	9%	13%	10%	9%
Toilets	11%	14%	10%	11%	8%	12%	8%
Visible staff at the station	9%	9%	8%	12%	6%	11%	5%
Accurate announcements about delays	8%	4%	7%	6%	8%	8%	16%
Waiting room	5%	4%	5%	10%	7%	6%	3%
Refreshment room / kiosk	5%	7%	3%	8%	3%	7%	2%
Convenient connecting buses	4%	4%	2%	4%	5%	4%	5%
Security cameras	3%	3%	4%	4%	3%	3%	2%
Waiting shelter on the platform	3%	2%	1%	5%	3%	3%	2%
An interactive help point	2%	3%	3%	1%	2%	3%	1%
Step free access from the station entrance to the train	2%	2%	2%	3%	2%	1%	2%
Information board showing printed timetable	2%	3%	3%	1%	2%	2%	1%
Bicycle parking	2%	1%	1%	2%	3%	1%	3%
Station canopy	1%	2%	*	*	1%	1%	1%
Other	2%	2%	2%	2%	1%	3%	2%

Seating

How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	2332	380	336	308	351	251	706
Always	62%	67%	85%	60%	81%	70%	38%
Usually	26%	21%	13%	26%	15%	24%	40%
About half the time	6%	5%	1%	6%	3%	4%	13%
Sometimes	5%	6%	1%	7%	1%	2%	8%
Never	1%	1%	*	*	-	-	2%

Comment on staff and service disruption

Current methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4005	1042	732	535	464	418	814
Website	31%	29%	32%	30%	25%	28%	38%
Radio	10%	9%	12%	5%	8%	12%	16%
TV	7%	6%	10%	4%	6%	7%	10%
Telephone call	5%	5%	6%	5%	4%	6%	3%
Ceefax/Teletext	3%	2%	2%	3%	3%	3%	3%
Text alert	2%	1%	2%	2%	2%	2%	3%
Email	2%	2%	2%	1%	1%	1%	3%
Other	2%	1%	1%	2%	3%	2%	4%
Do not usually know about delays until arrive at station	60%	62%	59%	62%	68%	60%	53%

Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	3971	1028	730	531	461	413	808
Text alert	50%	48%	56%	40%	55%	53%	49%
Website	20%	20%	18%	27%	21%	18%	20%
Email	8%	9%	10%	5%	4%	8%	12%
Radio	7%	6%	5%	8%	7%	6%	9%
Telephone call	6%	10%	6%	10%	2%	5%	4%
TV	4%	3%	2%	5%	5%	5%	5%
Ceefax/Teletext	2%	2%	1%	3%	3%	3%	1%
Other	2%	2%	1%	4%	2%	2%	1%

Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4053	1049	743	551	470	420	820
Information screens	84%	88%	88%	82%	66%	85%	85%
Announcements	64%	59%	67%	61%	51%	70%	72%
Ask a member of staff	35%	38%	33%	40%	42%	32%	26%
Ask fellow passengers	5%	2%	2%	4%	19%	2%	6%
Posters/notices	3%	2%	3%	4%	5%	2%	3%
Get information by text	3%	2%	3%	3%	4%	4%	2%
Website	2%	2%	1%	1%	3%	1%	2%
Telephone help point at station	1%	1%	1%	2%	1%	2%	*
Phone information line	1%	*	1%	2%	3%	*	*
Phone other person/ source	1%	*	*	1%	1%	*	1%
Email	*	1%	*	*	-	-	*
Other	*	*	-	1%	2%	1%	*

Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	4050	1050	740	549	472	423	816
Announcements	91%	88%	94%	84%	88%	94%	95%
Ask a member of staff	56%	61%	58%	63%	63%	57%	39%
Information screens	26%	29%	26%	30%	20%	27%	25%
Ask fellow passengers	9%	7%	6%	7%	14%	6%	16%
Get information by text	4%	3%	5%	3%	2%	4%	4%
Website	3%	2%	2%	2%	2%	2%	5%
Phone other person/ source	2%	2%	1%	1%	1%	2%	3%
Phone information line	2%	2%	2%	2%	2%	1%	1%
Posters/notices	1%	1%	1%	*	1%	2%	*
Email	*	*	*	1%	-	*	1%
Other	1%	1%	*	1%	1%	1%	2%

Bus replacement

Passengers needing to travel on replacement bus service in last 12 months

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	4030	1040	738	549	467	421	815
Yes	19%	16%	11%	25%	15%	21%	25%

When first heard there was a replacement bus service

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	728	163	77	133	71	87	197
Prior to arriving at departure station	21%	29%	30%	18%	18%	16%	16%
When I arrived at departure station	54%	48%	36%	46%	55%	59%	68%
An announcement on board the train during the journey	10%	11%	19%	18%	6%	7%	3%
An announcement only when leaving the train	2%	1%	6%	3%	3%	1%	2%
I only found out when I enquired at the station	10%	9%	6%	10%	15%	13%	9%
Other	3%	2%	1%	5%	3%	5%	3%

Rating of announcements about replacement bus, made at station - % good

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	617	133	64	106	55	79	180
Overall usefulness of announcements	19%	21%	22%	22%	16%	20%	15%
Unweighted base	584	132	60	97	50	71	174
How audible and clear announcements were	16%	16%	23%	15%	18%	20%	13%
Unweighted base	581	128	61	99	51	70	172
Information about how much longer journey would be	8%	11%	15%	10%	2%	9%	5%

Rating of announcements about replacement bus, made on train - % good

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
Unweighted base	569	134	68	95	49	73	150
Overall usefulness of announcements	15%	11%	21%	24%	14%	18%	9%
Unweighted base	542	128	64	89	46	68	147
How audible and clear announcements were	15%	13%	22%	24%	11%	21%	8%
Unweighted base	532	126	64	86	45	64	147
Information about how much longer journey would be	8%	9%	11%	13%	2%	6%	4%

Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	688	157	77	124	65	80	185
Time provided for the transfer	41%	46%	45%	44%	40%	39%	32%
<i>Unweighted base</i>	657	152	75	115	62	74	179
Assistance provided generally	34%	37%	35%	37%	37%	32%	30%
<i>Unweighted base</i>	644	152	74	113	61	74	170
Help provided for climbing steps onto bus	22%	22%	24%	25%	23%	23%	18%
<i>Unweighted base</i>	649	153	75	111	62	75	173
Help provided with luggage	20%	24%	21%	23%	21%	21%	12%
<i>Unweighted base</i>	661	151	75	117	64	74	180
Directions given to and from the bus	30%	34%	29%	31%	27%	28%	27%

Would you prefer an allocated seat on the bus?

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	679	153	74	123	66	80	183
Yes	100%	100%	100%	100%	100%	100%	100%

Comparison of bus standards to train - % better than, or same as train

	Total	Route 1	Route 2	Route 3	Route 4	Route 5	Route 6
<i>Unweighted base</i>	679	159	76	121	66	78	179
Size of seats	48%	46%	34%	39%	56%	46%	59%
<i>Unweighted base</i>	672	157	75	120	65	75	180
Legroom	36%	34%	18%	29%	39%	39%	48%
<i>Unweighted base</i>	664	156	75	120	64	75	174
On-board toilet facilities	12%	15%	3%	11%	9%	6%	16%
<i>Unweighted base</i>	668	159	75	122	65	75	172
Luggage space	33%	44%	17%	37%	29%	28%	33%
<i>Unweighted base</i>	666	157	75	119	65	75	175
Accessibility	38%	43%	24%	38%	40%	39%	39%

This Appendix shows the tables of results for Route 1

Route 1: Passengers making journeys on TPE or Virgin Trains services between Lancaster and Carlisle, Edinburgh/Glasgow, on all days of the week and all times of day.

Shaded cells indicate low base size (below 50)

Sample profile

Q9 Journey purpose	Total
Unweighted base	1062
Commuter	18%
Business	26%
Leisure	50%

Q32 Age	Total	Commuter	Business	Leisure
Unweighted base	1049	189	277	566
16-24	16%	20%	3%	20%
25-34	17%	22%	19%	14%
35-44	19%	19%	27%	14%
45-54	24%	24%	31%	21%
55-59	9%	6%	10%	9%
60-64	9%	6%	6%	12%
65+	7%	2%	3%	10%

Q34 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1054	191	274	570
White	93%	91%	97%	92%
Mixed	1%	-	*	2%
Black	1%	2%	*	1%
Chinese	2%	3%	*	1%
Asian	3%	4%	1%	3%
Other	1%	1%	-	2%

Q35 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1018	180	272	547
Yes	8%	4%	3%	11%

Q10a Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1062	195	280	580
1st journey	63%	23%	70%	74%
2 - 5	31%	49%	29%	25%
6 - 10	3%	15%	1%	1%
11 - 20	2%	11%	*	*
21+	1%	3%	-	*

Station nearest home

Q5 Use of station nearest home

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1058	194	279	569
Use for most train journeys	67%	71%	64%	66%
Use only for some journeys	24%	21%	27%	25%
No never use it	8%	8%	9%	8%
Not sure	1%	-	*	1%

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	314	53	90	169
Easy to get to alternative station(s)	22%	6%	24%	26%
Car parking problems at nearest station	12%	6%	9%	15%
Better frequency of trains at alternative stations	37%	40%	42%	33%
Trains too overcrowded at nearest station	4%	2%	6%	3%
Personal security a problem at nearest station	4%	4%	2%	4%
Cheaper fares at alternative stations	10%	15%	3%	10%
Length of journey too long from nearest station	18%	23%	21%	16%
Direct train available from alternative station	44%	55%	52%	36%
No booking office at nearest station	6%	9%	4%	7%
Provision of up to date announcements at alternative	2%	-	1%	2%
Other	25%	21%	23%	28%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1062	194	277	582
On foot	26%	31%	24%	26%
Car (dropped off)	22%	24%	16%	24%
National Rail train	20%	14%	22%	20%
Car (parked at/near station)	15%	13%	22%	12%
Taxi	14%	13%	18%	12%
Bus	11%	9%	8%	12%
Underground	2%	2%	2%	2%
Car share/pool	1%	2%	1%	1%
Tram/Light Rail (inc. Microlink/DLR)	1%	1%	1%	*
Air/Sea	1%	-	1%	2%
Bicycle (taken on train)	*	-	1%	*
Bicycle (parked at/near station)	*	1%	*	*
Coach	*	1%	-	*
Motorbike	*	1%	-	-
Other	2%	-	1%	3%

Q8 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1064	194	278	585
On foot	32%	40%	32%	29%
Car - picked up	20%	18%	10%	25%
National Rail train	19%	16%	22%	18%
Taxi	15%	11%	21%	13%
Car (parked at/near station)	10%	7%	14%	9%
Bus	8%	11%	3%	10%
Underground	2%	4%	2%	2%
Coach	1%	-	-	1%
Tram/Light Rail (inc. Microlink/DLR)	1%	1%	*	1%
Air/Sea	1%	-	*	1%
Car share/pool	*	1%	-	*
Bicycle (parked at/near station)	*	1%	*	-
Bicycle (taken on train)	*	-	*	*
Motorbike	*	-	-	*
Other	1%	1%	1%	1%

Train timing and frequency

Q12 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1027	194	277	547
Weekday	67%	66%	66%	68%
<i>Unweighted base</i>	803	151	208	440
Saturday	40%	37%	22%	50%
<i>Unweighted base</i>	809	152	209	444
Sunday	29%	24%	13%	38%

Q11 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1043	192	277	567
Cheaper fares	29%	25%	17%	36%
I already use the train for all the journeys I need to make	28%	28%	39%	23%
Less crowded trains	12%	11%	8%	13%
More frequent trains	11%	19%	10%	10%
A direct service (no need to change trains)	8%	8%	8%	8%
More reliable train service	3%	3%	4%	2%
More parking spaces at the station	1%	2%	1%	1%
More secure parking at the station	*	1%	1%	-
More staff at stations	*	-	1%	*
Better personal security at stations	*	-	-	*
Other reason	7%	5%	10%	7%

Connections and timetables

Q14 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	478	93	111	270
Very likely	24%	33%	26%	20%
Quite likely	32%	22%	43%	32%
Not very likely	22%	18%	20%	24%
Not at all likely	15%	20%	9%	16%
Not sure	6%	6%	2%	9%

Q15 Concern with issues relating to the need to change trains - % very/fairly concerned

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1050	189	277	568
Being able to make connection on time	92%	94%	94%	91%
<i>Unweighted base</i>	1039	188	275	560
Having to wait and adding time to journey	87%	91%	91%	85%
<i>Unweighted base</i>	1018	186	275	542
Availability of station facilities at the interchange	50%	42%	59%	49%
<i>Unweighted base</i>	1016	185	272	543
Journey information at the station	74%	67%	73%	77%
<i>Unweighted base</i>	999	184	266	535
Mobility assistance/moving luggage	28%	18%	20%	35%

Q16 Preference: direct versus fast trains

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1036	184	273	566
Prefer faster service, with increased likelihood of needing to change	70%	69%	78%	66%
Prefer slower service, with less likelihood of needing to change	30%	31%	22%	34%

Q17 If journey times were longer, how many additional minutes would be acceptable?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1057	191	277	573
None - longer journey times not acceptable	25%	30%	26%	22%
5 mins	10%	14%	6%	10%
10 mins	17%	24%	18%	14%
15 mins	16%	15%	17%	16%
20 mins	15%	9%	16%	17%
Don't know	17%	9%	17%	20%

Q18 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1056	190	277	573
Very important	27%	38%	24%	24%
Fairly important	27%	26%	23%	29%
Neither important nor unimportant	23%	25%	26%	22%
Not very important	9%	7%	10%	9%
Not at all important	10%	4%	12%	11%
Not sure	3%	1%	3%	5%

Railway Stations

Q19b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	856	162	228	453
Accurate visual information as to when the trains will actually arrive	20%	24%	23%	17%
Toilets	14%	10%	11%	17%
Accurate announcements about arrival and departure times	11%	12%	11%	10%
Car Parking	10%	12%	9%	9%
Visible staff at the station	9%	9%	8%	11%
Refreshment room / kiosk	7%	7%	9%	6%
Waiting room	4%	5%	4%	4%
Convenient connecting buses	4%	3%	6%	4%
Accurate announcements about delays	4%	4%	3%	4%
An interactive help point	3%	2%	3%	4%
Security cameras	3%	2%	4%	2%
Information board showing printed timetable	3%	4%	1%	3%
Step free access from the station entrance to the train	2%	1%	1%	3%
Waiting shelter on the platform	2%	2%	2%	2%
Station canopy	2%	1%	3%	1%
Bicycle parking	1%	1%	2%	1%
Other reason	2%	1%	1%	2%

Seating

Q10b How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	380	150	83	143
Always	67%	63%	82%	64%
Usually	21%	23%	14%	22%
About half the time	5%	6%	2%	5%
Sometimes	6%	7%	1%	6%
Never	1%	-	-	3%

Comment on staff and service disruption

Q27 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1042	189	277	560
Website	29%	39%	27%	28%
Radio	9%	9%	13%	7%
TV	6%	5%	6%	5%
Telephone call	5%	6%	3%	6%
Ceefax/Teletext	2%	3%	1%	3%
Email	2%	1%	1%	2%
Text alert	1%	1%	1%	2%
Other	1%	1%	*	2%
Do not usually know about delays until arrive at station	62%	52%	65%	63%

Q28 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1028	186	273	552
Text alert	48%	50%	53%	44%
Website	20%	25%	20%	19%
Telephone call	10%	5%	7%	13%
Email	9%	6%	12%	8%
Radio	6%	5%	4%	7%
TV	3%	4%	1%	4%
Ceefax/Teletext	2%	3%	1%	3%
Other	2%	1%	1%	3%

Q29 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1049	191	274	566
Information screens	88%	89%	92%	87%
Announcements	59%	60%	62%	58%
Ask a member of staff	38%	36%	38%	40%
Posters/notices	2%	2%	3%	3%
Get information by text	2%	2%	2%	3%
Ask fellow passengers	2%	3%	2%	2%
Website	2%	3%	2%	2%
Telephone help point at station	1%	2%	1%	1%
Email	1%	1%	*	1%
Phone other person/ source	*	1%	-	*
Phone information line	*	1%	-	*
Other	*	-	-	1%

Q30 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1050	189	275	568
Announcements	88%	92%	91%	87%
Ask a member of staff	61%	61%	60%	61%
Information screens	29%	26%	30%	30%
Ask fellow passengers	7%	6%	6%	7%
Get information by text	3%	3%	4%	3%
Website	2%	3%	2%	2%
Phone other person/ source	2%	3%	1%	2%
Phone information line	2%	1%	1%	2%
Posters/notices	1%	2%	1%	1%
Email	*	-	1%	-
Other	1%	-	*	1%

Bus replacement

Q20 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	1040	191	273	560
Yes	16%	31%	10%	14%

Q21 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	163	60	24	75
Prior to arriving at departure station	29%	22%	25%	36%
When I arrived at departure station	48%	53%	58%	43%
An announcement on board the train during the journey	11%	13%	13%	9%
An announcement only when leaving the train	1%	3%	-	-
I only found out when I enquired at the station	9%	7%	4%	9%
Other	2%	2%	-	3%

Q22 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	133	50	19	60
Overall usefulness of announcements	21%	22%	37%	17%
<i>Unweighted base</i>	132	49	19	61
How audible and clear announcements were	16%	14%	21%	16%
<i>Unweighted base</i>	128	47	19	59
Information about how much longer journey would be	11%	9%	5%	15%

Q23 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	134	50	20	61
Overall usefulness of announcements	11%	12%	-	15%
<i>Unweighted base</i>	128	47	19	60
How audible and clear announcements were	13%	15%	-	15%
<i>Unweighted base</i>	126	46	18	60
Information about how much longer journey would be	9%	11%	-	10%

Q24 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	157	59	22	72
Time provided for the transfer	46%	47%	45%	43%
<i>Unweighted base</i>	152	56	23	70
Assistance provided generally	37%	38%	43%	34%
<i>Unweighted base</i>	152	58	22	69
Help provided for climbing steps onto bus	22%	28%	18%	20%
<i>Unweighted base</i>	153	57	22	70
Help provided with luggage	24%	30%	5%	26%
<i>Unweighted base</i>	151	57	22	68
Directions given to and from the bus	34%	35%	27%	37%

Q25 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	153	58	23	70
Yes	100%	100%	100%	100%

Q26 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	159	59	23	73
Size of seats	46%	42%	34%	53%
<i>Unweighted base</i>	157	57	23	73
Legroom	34%	28%	35%	37%
<i>Unweighted base</i>	156	58	23	72
On-board toilet facilities	15%	16%	13%	16%
<i>Unweighted base</i>	159	58	23	74
Luggage space	44%	45%	17%	53%
<i>Unweighted base</i>	157	58	23	72
Accessibility	43%	46%	17%	50%

This Appendix shows the tables of results for Route 2

Route 2 - Passengers making journeys on Virgin Trains services between London Euston and Manchester/Liverpool, on all days of the week and all times of day. Does not include passengers who only travel on the stretch between London and Tamworth (these passengers fall into routes 5 or 6)

Shaded cells indicate low base size (below 50)

Sample profile

Q9 Journey purpose	Total
Unweighted base	745
Commuter	19%
Business	32%
Leisure	44%

Q32 Age	Total	Commuter	Business	Leisure
Unweighted base	740	143	241	350
16-24	12%	12%	4%	18%
25-34	19%	17%	18%	21%
35-44	22%	36%	23%	17%
45-54	22%	20%	33%	17%
55-59	10%	8%	12%	9%
60-64	8%	6%	7%	9%
65+	6%	1%	4%	9%

Q34 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	735	143	237	349
White	90%	91%	95%	88%
Mixed	1%	2%	1%	1%
Black	3%	1%	2%	4%
Chinese	1%	-	1%	2%
Asian	3%	4%	1%	4%
Other	1%	1%	1%	1%

Q35 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	710	139	227	339
Yes	5%	4%	4%	6%

Q10a Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	750	144	241	358
1st journey	55%	25%	48%	71%
2 - 5	39%	54%	47%	28%
6 - 10	5%	15%	5%	1%
11 - 20	1%	6%	-	-
21+	*	-	-	*

Station nearest home

Q5 Use of station nearest home

Q5 Use of station nearest home	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	741	142	238	353
Use for most train journeys	57%	54%	51%	62%
Use only for some journeys	30%	31%	35%	25%
No never use it	13%	15%	14%	12%
Not sure	1%	1%	*	1%

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	298	63	110	122
Easy to get to alternative station(s)	28%	30%	19%	35%
Car parking problems at my nearest station	14%	13%	15%	14%
Better frequency of trains at other stations	31%	38%	29%	29%
Trains too over crowded from my nearest station	3%	2%	5%	2%
Personal security at my nearest station	3%	5%	2%	4%
Cheaper fares available from other stations	5%	5%	5%	6%
Length of journey too long from my nearest station	16%	25%	17%	11%
I get a direct train to my destination from the alternative station	57%	59%	62%	51%
No booking office at my nearest station	3%	5%	3%	2%
Provision of up to date announcements about the train service at the alternative station	3%	6%	4%	2%
Other	22%	13%	27%	21%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	750	144	239	360
Underground	27%	26%	24%	30%
On foot/walking	23%	20%	21%	24%
Car parked at or near station	19%	29%	26%	11%
Taxi	17%	15%	18%	17%
Car - dropped off	14%	11%	12%	16%
National Rail train	12%	8%	11%	14%
Bus	9%	3%	4%	14%
Tram / light rail (inc. Metrolink)	1%	1%	2%	1%
Bicycle (parked at or near station)	1%	3%	*	*
Car share/car pool	1%	1%	1%	1%
Bicycle (taken onto train)	*	1%	-	*
Air/sea	*	1%	*	*
Coach	*	-	-	1%
Other	2%	3%	*	2%

Q8 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	749	144	241	360
Underground	27%	31%	35%	20%
On foot/walking	21%	24%	24%	19%
Taxi	17%	13%	21%	16%
Car - picked up	16%	9%	8%	24%
National Rail train	12%	8%	13%	14%
Car parked at or near station	11%	20%	13%	6%
Bus	6%	8%	2%	8%
Tram / light rail (inc. Metrolink/DLR)	3%	3%	3%	3%
Bicycle (taken onto train)	1%	1%	*	*
Bicycle (parked at or near station)	*	1%	*	*
Coach	*	-	-	1%
Air/sea	*	-	*	*
Motorbike	*	-	-	*
Car share/car pool	*	-	*	-
Other	2%	1%	2%	3%

Train timing and frequency

Q12 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	726	143	241	337
Weekday	83%	87%	84%	82%
<i>Unweighted base</i>	601	116	182	300
Saturday	55%	40%	38%	71%
<i>Unweighted base</i>	601	117	178	302
Sunday	44%	32%	28%	59%

Q11 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	742	143	237	355
Cheaper fares	40%	29%	33%	49%
I already use the train for all the journeys I need to make	37%	45%	45%	29%
Less crowded trains	6%	6%	5%	6%
More frequent trains	4%	6%	3%	2%
More reliable train service	3%	3%	3%	3%
A direct service (no need to change trains)	3%	5%	2%	3%
More parking spaces at the station	2%	1%	4%	1%
More staff at stations	1%	-	-	1%
More secure parking at the station	*	-	-	1%
Better personal security at stations	*	-	-	*
Other reason	5%	3%	5%	5%

Connections and timetables

Q14 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	466	93	151	219
Very likely	28%	29%	29%	26%
Quite likely	33%	32%	33%	35%
Not very likely	26%	26%	29%	24%
Not at all likely	9%	12%	7%	11%
Not sure	3%	1%	2%	4%

Q15 Concern with issues relating to the need to change trains - % very/fairly concerned

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	738	143	238	352
Being able to make connection on time	94%	99%	95%	93%
<i>Unweighted base</i>	728	142	236	345
Having to wait and adding time to journey	94%	98%	94%	93%
<i>Unweighted base</i>	718	139	236	338
Availability of station facilities at the interchange	53%	52%	53%	53%
<i>Unweighted base</i>	720	138	235	342
Journey information at the station	78%	76%	78%	78%
<i>Unweighted base</i>	711	136	234	336
Mobility assistance/moving luggage	28%	21%	18%	38%

Q16 Preference: direct versus fast trains

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	733	142	235	350
Prefer faster service, with increased likelihood of needing to change	77%	79%	81%	74%
Prefer slower service, with less likelihood of needing to change	23%	21%	19%	26%

Q17 If journey times were longer, how many additional minutes would be acceptable?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	739	141	240	354
None - longer journey times not acceptable	32%	47%	37%	23%
5 mins	9%	16%	8%	8%
10 mins	17%	13%	18%	18%
15 mins	18%	13%	20%	18%
20 mins	12%	7%	7%	18%
Don't know	12%	4%	10%	16%

Q18 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	740	143	240	352
Very important	34%	45%	32%	30%
Fairly important	32%	31%	35%	30%
Neither important nor unimportant	17%	16%	16%	18%
Not very important	7%	3%	7%	9%
Not at all important	9%	4%	9%	10%
Not sure	2%	1%	1%	3%

Railway Stations

Q19b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	613	118	203	288
Accurate announcements about arrival and departure times	15%	15%	17%	15%
Car Parking	15%	20%	22%	8%
Accurate visual information as to when the trains will actually arrive	15%	14%	13%	17%
Toilets	10%	6%	11%	12%
Visible staff at the station	8%	8%	9%	8%
Accurate announcements about delays	7%	8%	6%	7%
Waiting room	5%	6%	5%	5%
Security cameras	4%	3%	1%	6%
Information board showing printed timetable	3%	5%	3%	3%
Refreshment room / kiosk	3%	5%	2%	3%
An interactive help point	3%	1%	1%	5%
Step free access from the station entrance to the train	2%	3%	1%	2%
Convenient connecting buses	2%	3%	1%	2%
Bicycle parking	1%	4%	-	1%
Waiting shelter on the platform	1%	-	*	2%
Station canopy	*	-	*	*
Other SPECIFY	2%	-	3%	3%

Seating

Q10b How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	336	107	125	103
Always	85%	88%	86%	83%
Usually	13%	11%	13%	13%
About half the time	1%	-	1%	1%
Sometimes	1%	1%	1%	3%
Never	*	-	-	1%

Comment on staff and service disruption

Q27 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	732	141	239	346
Website	32%	33%	25%	38%
Radio	12%	10%	12%	13%
TV	10%	7%	10%	10%
Telephone call	6%	4%	1%	11%
Ceefax/Teletext	2%	1%	*	3%
Email	2%	1%	1%	3%
Text alert	2%	2%	1%	1%
Other	1%	1%	*	1%
Do not usually know about delays until arrive at station	59%	62%	69%	51%

Q28 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	730	140	240	344
Text alert	56%	65%	64%	48%
Website	18%	14%	13%	23%
Email	10%	8%	10%	10%
Telephone call	6%	4%	4%	8%
Radio	5%	6%	4%	5%
TV	2%	1%	3%	3%
Ceefax/Teletext	1%	1%	*	2%
Other	1%	2%	2%	1%

Q29 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	743	143	241	353
Information screens	88%	87%	88%	89%
Announcements	67%	75%	68%	64%
Ask a member of staff	33%	29%	35%	33%
Get information by text	3%	2%	2%	5%
Posters/notices	3%	2%	2%	4%
Ask fellow passengers	2%	2%	1%	2%
Website	1%	2%	1%	1%
Phone information line	1%	1%	-	1%
Telephone help point at station	1%	1%	*	1%
Email	*	-	-	1%
Phone other person/ source	*	-	-	1%

Q30 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	740	142	241	351
Announcements	94%	94%	97%	93%
Ask a member of staff	58%	53%	61%	59%
Information screens	26%	30%	20%	28%
Ask fellow passengers	6%	8%	6%	6%
Get information by text	5%	2%	5%	7%
Website	2%	6%	2%	1%
Phone information line	2%	1%	1%	3%
Phone other person/ source	1%	2%	1%	1%
Posters/notices	1%	1%	1%	1%
Email	*	-	-	1%
Other	*	-	*	*

Bus replacement

Q20 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	738	142	238	352
Yes	11%	17%	6%	12%

Q21 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	77	23	15	39
Prior to arriving at departure station	30%	17%	33%	36%
When I arrived at departure station	36%	39%	40%	33%
An announcement on board the train during the journey	19%	35%	13%	13%
An announcement only when leaving the train	6%	4%	13%	5%
I only found out when I enquired at the station	6%	4%	-	10%
Other	1%	-	-	3%

Q22 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	64	18	12	34
Overall usefulness of announcements	22%	17%	25%	24%
<i>Unweighted base</i>	60	17	11	32
How audible and clear announcements were	23%	24%	9%	28%
<i>Unweighted base</i>	61	17	11	33
Information about how much longer journey would be	15%	12%	9%	18%

Q23 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	68	23	13	32
Overall usefulness of announcements	21%	22%	15%	22%
<i>Unweighted base</i>	64	22	12	30
How audible and clear announcements were	22%	23%	8%	27%
<i>Unweighted base</i>	64	22	12	30
Information about how much longer journey would be	11%	5%	-	20%

Q24 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	77	23	15	39
Time provided for the transfer	45%	35%	33%	56%
<i>Unweighted base</i>	75	23	13	39
Assistance provided generally	35%	26%	38%	38%
<i>Unweighted base</i>	74	23	13	38
Help provided for climbing steps onto bus	24%	17%	31%	26%
<i>Unweighted base</i>	75	23	14	38
Help provided with luggage	21%	17%	21%	24%
<i>Unweighted base</i>	75	23	14	38
Directions given to and from the bus	29%	22%	29%	34%

Q25 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	74	23	13	38
Yes	100%	100%	100%	100%

Q26 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	76	23	15	38
Size of seats	34%	35%	54%	26%
<i>Unweighted base</i>	75	23	14	38
Legroom	18%	13%	29%	18%
<i>Unweighted base</i>	75	23	14	38
On-board toilet facilities	3%	4%	-	3%
<i>Unweighted base</i>	75	23	14	38
Luggage space	17%	13%	21%	18%
<i>Unweighted base</i>	75	23	14	38
Accessibility	24%	17%	21%	29%

This Appendix shows the tables of results for Route 3

Route 3 - Passengers making journeys on ATW or Virgin Trains services between Chester and Llandudno/Bangor, on all days of the week and all times of day.

Shaded cells indicate low base size (below 50)

Sample profile

Q11 Journey purpose	Total
<i>Unweighted base</i>	560
Commuter	36%
Business	12%
Leisure	48%

Q36 Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	550	191	65	282
16-24	19%	28%	3%	17%
25-34	15%	17%	9%	16%
35-44	19%	25%	18%	16%
45-54	20%	18%	40%	18%
55-59	9%	7%	14%	9%
60-64	7%	5%	11%	6%
65+	10%	-	5%	18%

Q38 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	557	192	66	286
White	93%	94%	95%	93%
Mixed	1%	1%	2%	2%
Black	1%	1%	-	1%
Chinese	1%	1%	-	1%
Asian	2%	3%	-	2%
Other	2%	1%	3%	2%

Q39 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	522	188	63	259
Yes	9%	5%	11%	11%

Q12a Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	562	199	66	289
1st journey	45%	12%	68%	62%
2 - 5	30%	29%	30%	30%
6 - 10	14%	32%	2%	4%
11 - 20	9%	25%	-	1%
21+	2%	3%	-	2%

Station nearest home

Q5 Use of station nearest home

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	557	197	65	280
Use for most train journeys	74%	77%	77%	71%
Use only for some journeys	17%	13%	12%	21%
No never use it	8%	9%	11%	7%
Not sure	1%	1%	-	1%

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	129	43	15	68
Easy to get to alternative station(s)	26%	14%	40%	29%
Car parking problems at my nearest station	8%	7%	13%	7%
Better frequency of trains at other stations	47%	51%	60%	43%
Trains too over crowded from my nearest station	2%	-	-	4%
Personal security at my nearest station	2%	2%	7%	-
Cheaper fares available from other stations	4%	5%	-	4%
Length of journey too long from my nearest station	14%	14%	13%	15%
I get a direct train to my destination from the alternative station	37%	42%	60%	29%
No booking office at my nearest station	12%	9%	7%	15%
Provision of up to date announcements about the train service at the alternative station	2%	2%	-	3%
Other reason	27%	33%	20%	26%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	563	197	66	290
On foot/walking	36%	47%	11%	34%
Car - dropped off	27%	27%	38%	25%
Car parked at or near station	15%	13%	30%	14%
National Rail train	12%	10%	12%	14%
Bus	10%	9%	3%	13%
Taxi	7%	3%	9%	9%
Underground	3%	1%	2%	4%
Bicycle (taken onto train)	3%	5%	-	2%
Bicycle (parked at or near station)	1%	1%	2%	1%
Air/sea	1%	1%	2%	1%
Tram / light rail (inc. Metrolink)	1%	1%	-	1%
Car share/car pool	*	1%	-	*
Other	2%	2%	-	2%

Q10 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	565	199	66	293
On foot/walking	41%	57%	36%	31%
Car - picked up	15%	13%	14%	17%
Bus	13%	15%	3%	14%
Taxi	12%	8%	21%	11%
National Rail train	11%	7%	9%	15%
Air/sea	7%	2%	5%	12%
Underground	5%	1%	12%	6%
Car parked at or near station	4%	5%	8%	2%
Bicycle (taken onto train)	3%	6%	-	2%
Tram / light rail (inc. Metrolink/DLR)	1%	1%	2%	1%
Bicycle (parked at or near station)	1%	1%	2%	*
Coach	*	-	-	*
Car share/car pool	*	1%	-	-
Other	1%	1%	-	2%

Q8 Car parking space at station where boarded (base = all who drive to station)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	71	21	18	32
Always get a space	34%	29%	33%	38%
Get a space most of the time	48%	57%	44%	44%
Hardly ever get a space	15%	14%	22%	13%
Don't know	3%	-	-	6%

Q9 Motivations for using station car park more often

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	437	149	57	226
More spaces for cars	42%	38%	47%	43%
Cheaper one day parking prices	38%	34%	42%	41%
Improved security for customers	20%	23%	23%	17%
Improved lighting at night	18%	19%	21%	17%
More efficient pay machines	11%	12%	21%	7%
Cheaper season ticket parking prices	11%	17%	4%	8%
Larger parking spaces	11%	13%	11%	8%
Better traffic flow around the car park	9%	11%	5%	9%
Better cleanliness / tidiness	9%	7%	7%	11%
More spaces for disabled parking	5%	3%	2%	8%
Better access from the parking area to the station	5%	6%	7%	4%
Better maintenance of the car park facilities	4%	4%	5%	3%
Other	31%	35%	28%	28%

Train timing and frequency

Q14 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	557	197	65	288
Weekday	68%	69%	58%	70%
<i>Unweighted base</i>	435	158	46	227
Saturday	47%	42%	24%	55%
<i>Unweighted base</i>	434	159	46	224
Sunday	25%	23%	17%	29%

Q13 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	558	196	65	291
Cheaper fares	33%	28%	32%	37%
I already use the train for all the journeys I need to make	22%	23%	25%	21%
More frequent trains	14%	19%	9%	11%
Less crowded trains	9%	12%	8%	7%
A direct service (no need to change trains)	9%	7%	8%	11%
More reliable train service	3%	3%	5%	3%
More parking spaces at the station	2%	1%	3%	3%
Better personal security at stations	1%	1%	-	1%
More staff at stations	1%	2%	-	*
More secure parking at the station	1%	1%	-	1%
Other	5%	4%	11%	5%

Q15 What time should the FIRST train run...

	Total	Commuter	Business	Leisure
Weekday (Monday to Friday)				
<i>Unweighted base</i>	473	182	55	228
Before 04:30	11%	10%	16%	9%
04:30 - 04:59	13%	14%	16%	12%
05:00 - 05:29	15%	15%	13%	15%
05:30 - 05:59	17%	14%	20%	19%
06:00 - 06: 29	19%	24%	20%	15%
06:30 - 06:59	9%	9%	9%	9%
07:00 onwards	16%	14%	5%	21%
Saturday				
<i>Unweighted base</i>	399	148	40	205
Before 04:30	8%	9%	10%	8%
04:30 - 04:59	10%	9%	10%	10%
05:00 - 05:29	14%	16%	18%	12%
05:30 - 05:59	13%	13%	15%	12%
06:00 - 06: 29	21%	22%	20%	20%
06:30 - 06:59	9%	7%	8%	11%
07:00 onwards	25%	24%	20%	27%
Sunday				
<i>Unweighted base</i>	395	145	41	203
Before 04:30	7%	8%	10%	6%
04:30 - 04:59	4%	2%	7%	5%
05:00 - 05:29	10%	11%	10%	9%
05:30 - 05:59	9%	8%	12%	9%
06:00 - 06: 29	16%	18%	12%	16%
06:30 - 06:59	13%	8%	10%	17%
07:00 onwards	41%	46%	39%	38%

Q16 What time should the LAST train run...

	Total	Commuter	Business	Leisure
Monday to Thursday				
<i>Unweighted base</i>	465	175	52	230
Up to 23:00	27%	26%	27%	26%
23:00 - 23:29	8%	10%	6%	7%
23:30 - 23: 59	12%	11%	15%	13%
midnight - 00:29	15%	16%	23%	13%
00:30 - 00:59	18%	16%	15%	21%
01:00 onwards	19%	21%	13%	19%
Friday				
<i>Unweighted base</i>	423	158	44	214
Up to 23:00	18%	17%	23%	16%
23:00 - 23:29	7%	9%	5%	6%
23:30 - 23: 59	11%	7%	18%	13%
midnight - 00:29	14%	18%	16%	12%
00:30 - 00:59	18%	18%	11%	20%
01:00 onwards	32%	31%	27%	33%
Saturday				
<i>Unweighted base</i>	417	155	42	214
Up to 23:00	18%	17%	24%	16%
23:00 - 23:29	5%	6%	7%	5%
23:30 - 23: 59	11%	7%	17%	13%
midnight - 00:29	14%	17%	12%	12%
00:30 - 00:59	19%	17%	12%	21%
01:00 onwards	34%	35%	29%	34%
Sunday				
<i>Unweighted base</i>	403	147	40	211
Up to 23:00	29%	33%	30%	26%
23:00 - 23:29	8%	9%	8%	8%
23:30 - 23: 59	14%	9%	20%	16%
midnight - 00:29	15%	19%	18%	12%
00:30 - 00:59	14%	8%	13%	18%
01:00 onwards	20%	22%	13%	20%

Connections and timetables

Q18 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	281	123	27	126
Very likely	28%	27%	30%	29%
Quite likely	26%	22%	30%	29%
Not very likely	23%	27%	11%	21%
Not at all likely	20%	23%	30%	15%
Not sure	4%	2%	-	6%

Q19 Concern with issues relating to the need to change trains - % very/fairly concerned

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	551	191	65	284
Being able to make connection on time	93%	95%	97%	91%
<i>Unweighted base</i>	522	186	65	261
Having to wait and adding time to journey	91%	95%	94%	88%
<i>Unweighted base</i>	510	185	64	250
Availability of station facilities at the interchange	57%	54%	70%	57%
<i>Unweighted base</i>	505	180	65	250
Journey information at the station	82%	82%	88%	81%
<i>Unweighted base</i>	490	179	59	243
Mobility assistance/moving luggage	36%	29%	29%	42%

Q20 Preference: direct versus fast trains

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	523	180	65	269
Prefer faster service, with increased likelihood of needing to change	63%	58%	82%	63%
Prefer slower service, with less likelihood of needing to change	37%	42%	18%	37%

Q21 If journey times were longer, how many additional minutes would be acceptable?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	551	196	64	280
None - longer journey times not acceptable	32%	41%	45%	23%
5 mins	10%	14%	6%	8%
10 mins	19%	20%	9%	20%
15 mins	14%	11%	19%	16%
20 mins	11%	6%	13%	14%
Don't know	14%	8%	8%	20%

Q22 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	558	198	65	284
Very important	45%	58%	29%	39%
Fairly important	26%	26%	29%	25%
Neither important nor unimportant	15%	8%	26%	17%
Not very important	5%	4%	9%	5%
Not at all important	7%	4%	3%	9%
Not sure	3%	1%	3%	5%

Railway Stations

Q23b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	440	160	54	216
Accurate visual information as to when the trains will actually arrive	14%	13%	19%	13%
Visible staff at the station	12%	10%	9%	14%
Toilets	11%	10%	4%	13%
Waiting room	10%	13%	9%	7%
Car Parking	9%	7%	19%	8%
Refreshment room / kiosk	8%	11%	9%	6%
Accurate announcements about arrival and departure times	7%	6%	4%	8%
Accurate announcements about delays	6%	6%	7%	6%
Waiting shelter on the platform	5%	4%	2%	7%
Security cameras	4%	4%	2%	5%
Convenient connecting buses	4%	6%	6%	2%
Step free access from the station entrance to the train	3%	3%	2%	4%
Bicycle parking	2%	3%	-	1%
Information board showing printed timetable	1%	1%	2%	2%
An interactive help point	1%	1%	4%	1%
Station canopy	*	1%	-	*
Other	2%	2%	4%	2%

Seating

Q12b How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	308	174	21	109
Always	60%	56%	67%	64%
Usually	26%	26%	29%	26%
About half the time	6%	10%	5%	2%
Sometimes	7%	7%	-	7%
Never	*	-	-	1%

Comment on staff and service disruption

Q31 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	535	189	64	272
Website	30%	35%	22%	28%
Telephone call	5%	3%	3%	7%
Radio	5%	4%	5%	6%
TV	4%	4%	5%	5%
Ceefax/Teletext	3%	3%	-	3%
Text alert	2%	3%	2%	2%
Email	1%	1%	-	1%
Other	2%	2%	-	2%
Do not usually know about delays until arrive at station	62%	58%	73%	63%

Q32 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	531	186	63	270
Text alert	40%	46%	38%	36%
Website	27%	33%	30%	21%
Telephone call	10%	4%	13%	13%
Radio	8%	4%	8%	9%
Email	5%	4%	8%	6%
TV	5%	3%	2%	6%
Ceefax/Teletext	3%	3%	-	2%
Other	4%	2%	2%	6%

Q33 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	551	192	65	282
Information screens	82%	80%	88%	81%
Announcements	61%	64%	66%	58%
Ask a member of staff	40%	41%	31%	42%
Ask fellow passengers	4%	5%	2%	5%
Posters/notices	4%	1%	6%	5%
Get information by text	3%	2%	-	4%
Telephone help point at station	2%	3%	-	1%
Phone information line	2%	2%	-	2%
Website	1%	3%	3%	*
Phone other person/ source	1%	1%	-	1%
Email	*	-	-	1%
Other	1%	1%	2%	*

Q34 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	549	189	65	282
Announcements	84%	84%	86%	82%
Ask a member of staff	63%	69%	69%	59%
Information screens	30%	24%	23%	33%
Ask fellow passengers	7%	7%	9%	6%
Get information by text	3%	2%	2%	5%
Website	2%	2%	5%	1%
Phone information line	2%	3%	-	2%
Phone other person/ source	1%	2%	-	1%
Email	1%	-	2%	1%
Posters/notices	*	-	-	1%
Other	1%	1%	-	1%

Bus replacement

Q24 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	549	195	64	280
Yes	25%	32%	14%	24%

Q25 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	133	61	8	63
Prior to arriving at departure station	18%	15%	-	24%
When I arrived at departure station	46%	48%	50%	43%
An announcement on board the train during the journey	18%	16%	50%	16%
An announcement only when leaving the train	3%	-	-	6%
I only found out when I enquired at the station	10%	16%	-	5%
Other	5%	5%	-	6%

Q26 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	106	53	6	46
Overall usefulness of announcements	22%	19%	33%	24%
<i>Unweighted base</i>	97	51	6	39
How audible and clear announcements were	15%	20%	-	13%
<i>Unweighted base</i>	99	51	6	41
Information about how much longer journey would be	10%	10%	17%	10%

Q27 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	95	46	7	41
Overall usefulness of announcements	24%	15%	14%	37%
<i>Unweighted base</i>	89	43	7	38
How audible and clear announcements were	24%	23%	14%	26%
<i>Unweighted base</i>	86	40	7	38
Information about how much longer journey would be	13%	13%	-	16%

Q28 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	124	59	8	56
Time provided for the transfer	44%	34%	63%	54%
<i>Unweighted base</i>	115	53	8	53
Assistance provided generally	37%	30%	63%	42%
<i>Unweighted base</i>	113	53	8	51
Help provided for climbing steps onto bus	25%	15%	25%	35%
<i>Unweighted base</i>	111	52	8	50
Help provided with luggage	23%	15%	25%	32%
<i>Unweighted base</i>	117	54	8	54
Directions given to and from the bus	31%	22%	50%	37%

Q29 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	123	56	8	58
Yes	100%	100%	100%	100%

Q30 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	121	56	7	57
Size of seats	39%	32%	29%	49%
<i>Unweighted base</i>	120	53	7	59
Legroom	29%	25%	14%	36%
<i>Unweighted base</i>	120	54	7	58
On-board toilet facilities	11%	13%	14%	9%
<i>Unweighted base</i>	122	54	7	60
Luggage space	37%	33%	43%	40%
<i>Unweighted base</i>	119	54	7	57
Accessibility	38%	32%	29%	46%

This Appendix shows the tables of results for Route 4

Route 4 - Passengers making journeys on Northern Rail services between Crewe and Wilmslow, on weekdays at peak times.

Shaded cells indicate low base size (below 50)

Sample profile

Q11 Journey purpose	Total
<i>Unweighted base</i>	477
Commuter	65%
Business	13%
Leisure	21%

Q35 Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	473	305	61	103
16-24	13%	13%	3%	16%
25-34	18%	19%	23%	14%
35-44	22%	23%	18%	19%
45-54	27%	30%	31%	17%
55-59	10%	10%	10%	13%
60-64	7%	5%	11%	10%
65+	3%	-	3%	12%

Q37 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	473	307	58	104
White	96%	95%	98%	95%
Mixed	1%	1%	-	1%
Black	*	*	2%	-
Chinese	1%	1%	-	1%
Asian	1%	1%	-	2%
Other	1%	1%	-	1%

Q38 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	446	289	56	97
Yes	4%	4%	-	3%

Q12 Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	472	306	60	105
1st journey	26%	10%	63%	49%
2 - 5	28%	21%	35%	46%
6 - 10	21%	30%	2%	5%
11 - 20	21%	33%	-	-
21+	4%	6%	-	1%

Station nearest home

Q5 Use of station nearest home

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	477	306	60	105
Use for most train journeys	73%	77%	62%	67%
Use only for some journeys	21%	17%	32%	26%
No never use it	6%	5%	5%	8%
Not sure	*	-	2%	-

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	119	64	23	32
Easy to get to alternative station(s)	24%	25%	13%	28%
Car parking problems at my nearest station	15%	13%	22%	16%
Better frequency of trains at other stations	53%	55%	57%	47%
Trains too over crowded from my nearest station	2%	2%	4%	-
Personal security at my nearest station	3%	-	9%	3%
Cheaper fares available from other stations	10%	14%	4%	6%
Length of journey too long from my nearest station	18%	22%	22%	6%
I get a direct train to my destination from the alternative station	57%	63%	57%	47%
No booking office at my nearest station	8%	3%	4%	22%
Provision of up to date announcements about the train service at the alternative station	8%	11%	-	6%
Other reason	19%	19%	26%	16%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	478	308	61	107
On foot/walking	37%	39%	36%	34%
Car parked at or near station	32%	35%	31%	21%
Car - dropped off	18%	18%	18%	21%
National Rail train	12%	10%	16%	14%
Bus	6%	5%	2%	14%
Bicycle (taken onto train)	4%	6%	-	1%
Taxi	3%	2%	3%	6%
Bicycle (parked at or near station)	2%	3%	-	-
Air/sea	1%	-	-	5%
Tram / light rail (inc. Metrolink)	1%	1%	2%	-
Car share/car pool	1%	*	2%	1%
Underground	*	-	-	1%
Motorbike	*	-	-	1%
Other	1%	1%	-	1%

Q10 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	478	307	61	108
On foot/walking	57%	64%	39%	47%
National Rail train	13%	9%	30%	12%
Car - picked up	10%	8%	8%	17%
Car parked at or near station	9%	9%	5%	10%
Bus	9%	9%	3%	9%
Bicycle (taken onto train)	4%	7%	-	-
Taxi	4%	3%	10%	6%
Underground	1%	1%	5%	1%
Tram / light rail (inc. Metrolink/DLR)	1%	2%	2%	-
Air/sea	1%	-	5%	3%
Bicycle (parked at or near station)	*	*	-	-
Car share/car pool	*	*	-	-
Other	1%	1%	2%	3%

Q8 Car parking space at station where boarded (base = all who drive to station)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	135	101	15	19
Always get a space	44%	45%	47%	37%
Get a space most of the time	43%	46%	33%	37%
Hardly ever get a space	12%	9%	20%	21%
Never get a space	1%	1%	-	5%

Q9 Motivations for using station car park more often

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	348	214	48	85
More spaces for cars	49%	49%	48%	49%
Cheaper one day parking prices	30%	26%	40%	35%
Improved lighting at night	18%	20%	17%	15%
Improved security for customers	16%	16%	15%	18%
Cheaper season ticket parking prices	11%	15%	6%	2%
Better traffic flow around the car park	10%	10%	6%	11%
Better cleanliness / tidiness	9%	9%	6%	9%
Larger parking spaces	8%	8%	8%	8%
Better access from the parking area to the station	8%	7%	13%	9%
Better maintenance of the car park facilities	7%	8%	2%	7%
More efficient pay machines	7%	4%	17%	8%
More spaces for disabled parking	2%	1%	-	5%
Other	29%	29%	29%	28%

Train timing and frequency

Q15 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	470	302	61	104
Weekday	58%	52%	66%	69%
<i>Unweighted base</i>	381	240	48	92
Saturday	36%	32%	25%	54%
<i>Unweighted base</i>	374	239	47	87
Sunday	20%	17%	17%	30%

Q14 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	469	303	58	107
I already use the train for all the journeys I need to make	30%	31%	38%	26%
Cheaper fares	27%	27%	22%	30%
More frequent trains	23%	27%	21%	14%
A direct service (no need to change trains)	5%	3%	12%	7%
Less crowded trains	4%	4%	2%	4%
More reliable train service	3%	3%	-	4%
More parking spaces at the station	3%	2%	2%	7%
Better personal security at stations	*	*	-	1%
More staff at stations	*	*	-	1%
Other	4%	3%	3%	7%

Q17 What time should the FIRST train run...

	Total	Commuter	Business	Leisure
Weekday (Monday to Friday)				
<i>Unweighted base</i>	434	284	57	91
Before 04:30	3%	2%	4%	5%
04:30 - 04:59	3%	2%	4%	8%
05:00 - 05:29	12%	13%	11%	9%
05:30 - 05:59	22%	22%	26%	19%
06:00 - 06: 29	32%	33%	30%	29%
06:30 - 06:59	13%	12%	19%	12%
07:00 onwards	16%	16%	7%	19%
Saturday				
<i>Unweighted base</i>	334	208	42	83
Before 04:30	3%	2%	2%	6%
04:30 - 04:59	2%	-	5%	6%
05:00 - 05:29	7%	8%	2%	8%
05:30 - 05:59	7%	8%	5%	7%
06:00 - 06: 29	19%	19%	19%	22%
06:30 - 06:59	23%	25%	21%	19%
07:00 onwards	38%	38%	45%	31%
Sunday				
<i>Unweighted base</i>	320	203	40	77
Before 04:30	2%	1%	3%	3%
04:30 - 04:59	2%	-	-	6%
05:00 - 05:29	6%	6%	3%	6%
05:30 - 05:59	3%	2%	3%	3%
06:00 - 06: 29	10%	9%	10%	10%
06:30 - 06:59	15%	17%	13%	12%
07:00 onwards	64%	64%	70%	60%

Q18 What time should the LAST train run...

	Total	Commuter	Business	Leisure
Monday to Thursday				
<i>Unweighted base</i>	423	273	56	91
Up to 23:00	23%	22%	32%	20%
23:00 - 23:29	14%	16%	13%	9%
23:30 - 23: 59	24%	25%	20%	24%
midnight - 00:29	16%	16%	18%	18%
00:30 - 00:59	13%	15%	11%	11%
01:00 onwards	9%	5%	7%	19%
Friday				
<i>Unweighted base</i>	397	257	50	87
Up to 23:00	15%	14%	22%	14%
23:00 - 23:29	10%	12%	8%	7%
23:30 - 23: 59	16%	15%	16%	16%
midnight - 00:29	19%	17%	26%	22%
00:30 - 00:59	18%	21%	8%	16%
01:00 onwards	22%	21%	20%	25%
Saturday				
<i>Unweighted base</i>	365	233	44	86
Up to 23:00	14%	13%	20%	13%
23:00 - 23:29	8%	10%	5%	5%
23:30 - 23: 59	14%	12%	14%	17%
midnight - 00:29	18%	17%	25%	19%
00:30 - 00:59	18%	18%	14%	19%
01:00 onwards	28%	30%	23%	28%
Sunday				
<i>Unweighted base</i>	347	223	42	81
Up to 23:00	36%	35%	36%	38%
23:00 - 23:29	13%	14%	21%	7%
23:30 - 23: 59	17%	17%	19%	15%
midnight - 00:29	14%	14%	12%	15%
00:30 - 00:59	10%	12%	5%	10%
01:00 onwards	10%	9%	7%	15%

Q16 How frequent should trains be on this route to meet your needs?

	Total	Commuter	Business	Leisure
Monday to Friday (peak)				
<i>Unweighted base</i>	450	298	59	90
Every 10 mins	5%	5%	2%	7%
Every 15 mins	19%	20%	22%	11%
Every 20 mins	29%	35%	24%	16%
Every 30 mins	38%	37%	32%	47%
Don't know	9%	3%	20%	20%
Monday to Friday (off-peak)				
<i>Unweighted base</i>	358	222	48	86
Every 10 mins	1%	1%	-	3%
Every 15 mins	7%	6%	13%	7%
Every 20 mins	16%	14%	19%	17%
Every 30 mins	58%	64%	38%	55%
Don't know	18%	15%	31%	17%
Saturday				
<i>Unweighted base</i>	344	213	47	82
Every 10 mins	3%	2%	2%	5%
Every 15 mins	6%	6%	2%	6%
Every 20 mins	13%	10%	6%	24%
Every 30 mins	47%	51%	36%	43%
Don't know	31%	31%	53%	22%
Sunday				
<i>Unweighted base</i>	329	205	47	76
Every 10 mins	1%	1%	-	1%
Every 15 mins	3%	3%	-	5%
Every 20 mins	7%	5%	6%	12%
Every 30 mins	49%	51%	36%	50%
Don't know	40%	40%	57%	32%

Connections and timetables

Q20 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	271	198	19	53
Very likely	15%	12%	32%	19%
Quite likely	25%	24%	26%	25%
Not very likely	31%	33%	32%	25%
Not at all likely	25%	26%	11%	28%
Not sure	4%	5%	-	4%

Q21 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	470	302	61	105
Very important	47%	53%	34%	36%
Fairly important	29%	25%	34%	37%
Neither important nor unimportant	15%	13%	16%	18%
Not very important	4%	5%	5%	3%
Not at all important	3%	3%	7%	3%
Not sure	1%	1%	3%	3%

Railway Stations

Q22b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	411	265	51	92
Accurate visual information as to when the trains will actually arrive	27%	32%	18%	21%
Car Parking	13%	12%	20%	11%
Accurate announcements about delays	8%	10%	4%	4%
Toilets	8%	6%	4%	14%
Waiting room	7%	8%	8%	3%
Visible staff at the station	6%	4%	8%	12%
Accurate announcements about arrival and departure times	6%	7%	6%	3%
Convenient connecting buses	5%	3%	4%	9%
Waiting shelter on the paltform	3%	3%	8%	1%
Security cameras	3%	3%	4%	4%
Bicycle parking	3%	4%	-	2%
Refreshment room / kiosk	3%	3%	6%	2%
An interactive help point	2%	2%	4%	3%
Step free access from the station entrance to the train	2%	1%	6%	1%
Information board showing printed timetable	2%	1%	-	5%
Station canopy	1%	2%	2%	-
Other	1%	-	-	3%

Seating

Q13 How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	351	274	22	54
Always	81%	79%	95%	83%
Usually	15%	18%	5%	7%
About half the time	3%	2%	-	6%
Sometimes	1%	1%	-	4%

Comment on staff and service disruption

Q30 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	464	300	61	101
Website	25%	25%	26%	26%
Radio	8%	8%	11%	6%
TV	6%	7%	3%	5%
Telephone call	4%	4%	2%	4%
Ceefax/Teletext	3%	3%	2%	4%
Text alert	2%	2%	2%	1%
Email	1%	-	2%	2%
Other	3%	3%	3%	3%
Do not usually know about delays until arrive at station	68%	69%	67%	66%

Q31 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	461	301	60	96
Text alert	55%	63%	50%	33%
Website	21%	16%	25%	31%
Radio	7%	5%	8%	14%
TV	5%	5%	3%	4%
Email	4%	4%	5%	5%
Ceefax/Teletext	3%	3%	2%	6%
Telephone call	2%	1%	3%	3%
Other	2%	1%	3%	3%

Q32 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	470	305	61	100
Information screens	66%	60%	80%	76%
Announcements	51%	50%	62%	48%
Ask a member of staff	42%	39%	39%	49%
Ask fellow passengers	19%	25%	3%	9%
Posters/notices	5%	4%	2%	10%
Get information by text	4%	5%	2%	2%
Website	3%	4%	3%	-
Phone information line	3%	4%	3%	-
Phone other person/ source	1%	2%	-	1%
Telephone help point at station	1%	1%	2%	2%
Other	2%	2%	2%	1%

Q33 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	472	305	61	102
Announcements	88%	87%	93%	86%
Ask a member of staff	63%	62%	61%	65%
Information screens	20%	17%	23%	27%
Ask fellow passengers	14%	17%	5%	11%
Website	2%	3%	5%	-
Get information by text	2%	2%	3%	1%
Phone information line	2%	2%	2%	1%
Posters/notices	1%	1%	-	1%
Phone other person/ source	1%	1%	-	-
Other	1%	1%	-	-

Bus replacement

Q23 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	467	302	59	104
Yes	15%	16%	8%	16%

Q24 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	71	49	5	17
Prior to arriving at departure station	18%	14%	20%	29%
When I arrived at departure station	55%	59%	40%	47%
An announcement on board the train during the journey	6%	6%	20%	-
An announcement only when leaving the train	3%	-	20%	6%
I only found out when I enquired at the station	15%	18%	-	12%
Other	3%	2%	-	6%

Q25 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	55	39	4	12
Overall usefulness of announcements	16%	13%	-	33%
<i>Unweighted base</i>	50	36	3	11
How audible and clear announcements were	18%	17%	-	27%
<i>Unweighted base</i>	51	37	3	11
Information about how much longer journey would be	2%	-	-	9%

Q26 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	49	34	5	10
Overall usefulness of announcements	14%	15%	-	20%
<i>Unweighted base</i>	46	33	4	9
How audible and clear announcements were	11%	6%	25%	22%
<i>Unweighted base</i>	45	32	4	9
Information about how much longer journey would be	2%	-	-	11%

Q27 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	65	46	5	14
Time provided for the transfer	40%	41%	40%	36%
<i>Unweighted base</i>	62	44	4	14
Assistance provided generally	37%	41%	-	36%
<i>Unweighted base</i>	61	43	4	14
Help provided for climbing steps onto bus	23%	23%	25%	21%
<i>Unweighted base</i>	62	44	4	14
Help provided with luggage	21%	20%	25%	21%
<i>Unweighted base</i>	64	45	4	15
Directions given to and from the bus	27%	27%	-	33%

Q28 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	66	47	5	14
Yes	100%	100%	100%	100%

Q29 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	66	47	4	15
Size of seats	56%	66%	-	40%
<i>Unweighted base</i>	65	47	4	14
Legroom	39%	47%	-	21%
<i>Unweighted base</i>	64	45	4	15
On-board toilet facilities	9%	7%	-	20%
<i>Unweighted base</i>	65	46	4	15
Luggage space	29%	26%	25%	40%
<i>Unweighted base</i>	65	46	4	15
Accessibility	40%	48%	25%	20%

This Appendix shows the tables of results for Route 5

Route 5 - Passengers making journeys on Virgin Trains or LM services between Northampton and Tamworth, on all days of the week and at all times of day. Does not include passengers travelling to/from further south than Wolverton, or further north than Tamworth.

Shaded cells indicate low base size (below 50)

Sample profile

Q11 Journey purpose	Total
<i>Unweighted base</i>	432
Commuter	38%
Business	20%
Leisure	39%

Q35 Age	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	430	161	87	175
16-24	14%	14%	6%	19%
25-34	21%	24%	23%	17%
35-44	20%	22%	23%	16%
45-54	22%	29%	31%	10%
55-59	8%	7%	8%	8%
60-64	9%	3%	8%	15%
65+	7%	1%	1%	15%

Q37 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	427	161	86	173
White	91%	91%	93%	89%
Mixed	1%	1%	-	2%
Black or Black British	2%	2%	2%	2%
Chinese	1%	1%	1%	1%
Asian or Asian British	3%	2%	2%	4%
Other ethnic group	2%	2%	1%	2%

Q38 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	411	156	81	169
Yes	5%	3%	2%	8%

Q12 Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	436	166	88	178
1st journey	42%	17%	61%	57%
2 - 5	36%	30%	35%	40%
6 - 10	15%	36%	2%	3%
11 - 20	6%	14%	1%	-
21+	1%	4%	-	-

Station nearest home

Q5 Use of station nearest home

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	433	166	86	175
Use for most train journeys	71%	81%	60%	67%
Use only for some journeys	22%	13%	28%	27%
No never use it	7%	6%	12%	5%
Not sure	*	-	-	1%

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	114	31	31	52
Easy to get to alternative station(s)	25%	32%	19%	23%
Car parking problems at my nearest station	10%	16%	13%	4%
Better frequency of trains at other stations	39%	42%	45%	33%
Trains too over crowded from my nearest station	2%	-	-	4%
Personal security at my nearest station	3%	3%	6%	-
Cheaper fares available from other stations	17%	26%	6%	17%
Length of journey too long from my nearest station	13%	23%	10%	10%
I get a direct train to my destination from the alternative station	49%	52%	58%	42%
No booking office at my nearest station	10%	10%	13%	8%
Provision of up to date announcements about the train service at the alternative station	4%	3%	6%	2%
Other	20%	6%	19%	29%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	434	166	88	177
Car - dropped off	26%	22%	17%	33%
Car parked at or near station	24%	31%	38%	10%
On foot/walking	23%	26%	16%	24%
National Rail train	13%	11%	16%	15%
Taxi	9%	8%	9%	10%
Bus	7%	5%	5%	11%
Underground	6%	4%	8%	7%
Bicycle (parked at or near station)	2%	4%	-	1%
Bicycle (taken onto train)	*	1%	-	-
Tram / light rail (inc. Metrolink)	*	-	-	1%
Motorbike	*	1%	-	-
Coach	*	-	1%	-
Other	2%	2%	-	2%

Q10 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	432	166	87	175
On foot/walking	28%	36%	26%	23%
Underground	27%	25%	32%	27%
National Rail train	21%	16%	29%	21%
Taxi	12%	7%	20%	13%
Car - picked up	12%	10%	3%	19%
Bus	10%	7%	5%	15%
Car parked at or near station	9%	11%	11%	6%
Bicycle (parked at or near station)	1%	2%	-	1%
Bicycle (taken onto train)	1%	3%	-	1%
Tram / light rail (inc. Metrolink/DLR)	1%	1%	-	2%
Motorbike	*	1%	-	-
Other	2%	2%	1%	2%

Q8 Car parking space at station where boarded (base = all who drive to station)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	77	35	26	15
Always get a space	51%	57%	50%	33%
Get a space most of the time	35%	40%	27%	40%
Hardly ever get a space	10%	3%	19%	13%
Don't know	4%	-	4%	13%

Q9 Motivations for using station car park more often

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	342	134	71	134
Cheaper one day parking prices	58%	58%	65%	56%
More spaces for cars	32%	31%	32%	34%
Cheaper season ticket parking prices	21%	33%	13%	15%
More efficient pay machines	12%	16%	17%	5%
Improved security for customers	11%	11%	10%	10%
Improved lighting at night	10%	13%	8%	8%
Better traffic flow around the car park	10%	10%	6%	12%
Larger parking spaces	9%	8%	7%	11%
Better maintenance of the car park facilities	5%	6%	1%	5%
Better cleanliness / tidiness	4%	5%	-	5%
Better access from the parking area to the station	4%	6%	1%	3%
More spaces for disabled parking	1%	-	-	1%
Other	25%	20%	23%	30%

Train timing and frequency

Q15 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	425	163	86	171
Weekday	61%	57%	52%	69%
<i>Unweighted base</i>	336	133	62	137
Saturday	35%	25%	21%	52%
<i>Unweighted base</i>	327	131	63	130
Sunday	19%	15%	14%	25%

Q14 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	424	163	85	172
I already use the train for all the journeys I need to make	29%	29%	38%	24%
Cheaper fares	28%	29%	16%	32%
More frequent trains	15%	18%	13%	12%
A direct service (no need to change trains)	10%	9%	14%	10%
More reliable train service	5%	6%	4%	5%
Less crowded trains	4%	4%	5%	3%
More parking spaces at the station	1%	-	2%	2%
More staff at stations	*	-	-	1%
Better personal security at stations	*	1%	-	-
More secure parking at the station	*	1%	-	-
Other	8%	4%	8%	11%

Q17 What time should the FIRST train run...

	Total	Commuter	Business	Leisure
Weekday (Monday to Friday)				
<i>Unweighted base</i>	371	151	78	137
Before 04:30	6%	3%	5%	11%
04:30 - 04:59	8%	7%	6%	9%
05:00 - 05:29	11%	13%	13%	7%
05:30 - 05:59	13%	11%	14%	14%
06:00 - 06: 29	29%	34%	35%	20%
06:30 - 06:59	12%	15%	8%	12%
07:00 onwards	22%	17%	19%	28%
Saturday				
<i>Unweighted base</i>	271	103	48	116
Before 04:30	6%	3%	8%	9%
04:30 - 04:59	4%	5%	-	6%
05:00 - 05:29	6%	8%	8%	4%
05:30 - 05:59	9%	9%	6%	10%
06:00 - 06: 29	18%	16%	25%	18%
06:30 - 06:59	17%	20%	15%	15%
07:00 onwards	39%	40%	38%	38%
Sunday				
<i>Unweighted base</i>	262	102	47	110
Before 04:30	6%	3%	9%	8%
04:30 - 04:59	4%	5%	-	5%
05:00 - 05:29	3%	6%	4%	1%
05:30 - 05:59	7%	7%	4%	9%
06:00 - 06: 29	13%	10%	17%	13%
06:30 - 06:59	13%	13%	13%	13%
07:00 onwards	54%	57%	53%	51%

Q18 What time should the LAST train run...

	Total	Commuter	Business	Leisure
Monday to Thursday				
<i>Unweighted base</i>	364	145	73	141
Up to 23:00	37%	42%	25%	36%
23:00 - 23:29	8%	6%	4%	13%
23:30 - 23: 59	17%	20%	21%	12%
midnight - 00:29	11%	12%	16%	6%
00:30 - 00:59	12%	8%	16%	13%
01:00 onwards	16%	12%	18%	20%
Friday				
<i>Unweighted base</i>	320	131	61	124
Up to 23:00	28%	30%	21%	28%
23:00 - 23:29	7%	5%	5%	10%
23:30 - 23: 59	15%	17%	15%	13%
midnight - 00:29	13%	17%	10%	9%
00:30 - 00:59	15%	14%	23%	12%
01:00 onwards	23%	18%	26%	28%
Saturday				
<i>Unweighted base</i>	293	116	50	123
Up to 23:00	27%	28%	22%	29%
23:00 - 23:29	4%	3%	2%	6%
23:30 - 23: 59	12%	13%	10%	13%
midnight - 00:29	13%	16%	12%	9%
00:30 - 00:59	17%	19%	20%	15%
01:00 onwards	26%	22%	34%	28%
Sunday				
<i>Unweighted base</i>	279	108	49	119
Up to 23:00	39%	46%	33%	36%
23:00 - 23:29	6%	4%	4%	8%
23:30 - 23: 59	14%	11%	16%	15%
midnight - 00:29	13%	15%	10%	13%
00:30 - 00:59	13%	12%	22%	9%
01:00 onwards	15%	12%	14%	18%

Q16 How frequent should trains be on this route to meet your needs?

	Total	Commuter	Business	Leisure
Monday to Friday (peak)				
<i>Unweighted base</i>	369	152	79	134
Every 10 mins	5%	5%	3%	6%
Every 15 mins	9%	10%	11%	8%
Every 20 mins	17%	21%	15%	13%
Every 30 mins	47%	58%	38%	37%
Don't know	23%	7%	33%	36%
Monday to Friday (off-peak)				
<i>Unweighted base</i>	312	110	70	129
Every 10 mins	3%	2%	-	5%
Every 15 mins	4%	5%	1%	5%
Every 20 mins	9%	8%	7%	10%
Every 30 mins	54%	62%	54%	47%
Don't know	31%	24%	37%	33%
Saturday				
<i>Unweighted base</i>	280	100	55	121
Every 10 mins	2%	2%	-	2%
Every 15 mins	4%	6%	-	4%
Every 20 mins	9%	9%	4%	11%
Every 30 mins	41%	35%	35%	48%
Don't know	45%	48%	62%	35%
Sunday				
<i>Unweighted base</i>	272	99	57	113
Every 10 mins	1%	-	-	3%
Every 15 mins	2%	4%	-	1%
Every 20 mins	7%	6%	4%	10%
Every 30 mins	40%	35%	32%	48%
Don't know	50%	55%	65%	39%

Connections and timetables

Q20 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	190	82	29	79
Very likely	20%	20%	17%	22%
Quite likely	29%	26%	38%	30%
Not very likely	29%	29%	38%	27%
Not at all likely	17%	23%	7%	14%
Not sure	4%	2%	-	8%

Q21 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	425	163	84	174
Very important	46%	53%	46%	39%
Fairly important	27%	29%	23%	28%
Neither important nor unimportant	13%	13%	14%	13%
Not very important	5%	2%	6%	8%
Not at all important	6%	2%	7%	10%
Not sure	2%	-	4%	3%

Railway Stations

Q22b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	348	129	70	144
Accurate visual information as to when the trains will actually arrive	16%	20%	13%	14%
Toilets	12%	6%	11%	17%
Visible staff at the station	11%	9%	11%	13%
Car Parking	10%	11%	16%	8%
Accurate announcements about arrival and departure times	10%	7%	4%	14%
Accurate announcements about delays	8%	15%	7%	2%
Refreshment room / kiosk	7%	8%	6%	7%
Waiting room	6%	9%	6%	3%
Convenient connecting buses	4%	5%	1%	4%
Waiting shelter on the platform	3%	3%	3%	3%
An interactive help point	3%	2%	7%	2%
Security cameras	3%	1%	6%	3%
Information board showing printed timetable	2%	-	3%	3%
Step free access from the station entrance to the train	1%	-	1%	2%
Bicycle parking	1%	2%	-	1%
Station canopy	1%	2%	-	1%
Other	3%	2%	4%	3%

Seating

Q13 How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	251	138	34	76
Always	70%	71%	65%	70%
Usually	24%	22%	24%	26%
About half the time	4%	4%	9%	3%
Sometimes	2%	2%	3%	-

Comment on staff and service disruption

Q30 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	418	159	85	169
Website	28%	32%	25%	25%
Radio	12%	13%	18%	9%
TV	7%	8%	6%	7%
Telephone call	6%	3%	2%	10%
Ceefax/Teletext	3%	4%	1%	3%
Text alert	2%	1%	4%	3%
Email	1%	3%	-	1%
Other	2%	2%	1%	3%
Do not usually know about delays until arrive at station	60%	60%	62%	59%

Q31 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	413	159	84	164
Text alert	53%	53%	61%	49%
Website	18%	18%	14%	19%
Email	8%	8%	7%	8%
Radio	6%	6%	8%	5%
TV	5%	8%	2%	4%
Telephone call	5%	2%	4%	8%
Ceefax/Teletext	3%	4%	1%	4%
Other	2%	1%	2%	3%

Q32 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	420	160	83	170
Information screens	85%	86%	87%	85%
Announcements	70%	76%	67%	65%
Ask a member of staff	32%	29%	31%	34%
Get information by text	4%	1%	7%	5%
Ask fellow passengers	2%	1%	2%	3%
Posters/notices	2%	3%	1%	2%
Telephone help point at station	2%	-	2%	3%
Website	1%	1%	1%	2%
Phone information line	*	1%	-	1%
Phone other person/ source	*	-	-	1%
Other	1%	1%	2%	1%

Q33 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	423	161	82	173
Announcements	94%	96%	94%	91%
Ask a member of staff	57%	59%	55%	54%
Information screens	27%	21%	28%	31%
Ask fellow passengers	6%	7%	5%	6%
Get information by text	4%	2%	7%	6%
Posters/notices	2%	1%	2%	2%
Website	2%	2%	1%	1%
Phone other person/ source	2%	3%	-	1%
Phone information line	1%	1%	1%	1%
Email	*	1%	-	1%
Other	1%	1%	1%	1%

Bus replacement

Q23 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	421	161	84	171
Yes	21%	29%	8%	21%

Q24 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	87	45	7	34
Prior to arriving at departure station	16%	9%	-	29%
When I arrived at departure station	59%	76%	43%	38%
An announcement on board the train during the journey	7%	4%	14%	9%
An announcement only when leaving the train	1%	2%	-	-
I only found out when I enquired at the station	13%	4%	29%	21%
Other	5%	4%	14%	3%

Q25 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	79	40	5	33
Overall usefulness of announcements	20%	13%	-	33%
<i>Unweighted base</i>	71	36	5	29
How audible and clear announcements were	20%	22%	-	21%
<i>Unweighted base</i>	70	36	5	28
Information about how much longer journey would be	9%	8%	-	11%

Q26 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	73	36	6	30
Overall usefulness of announcements	18%	3%	17%	37%
<i>Unweighted base</i>	68	33	6	28
How audible and clear announcements were	21%	12%	17%	32%
<i>Unweighted base</i>	64	33	5	25
Information about how much longer journey would be	6%	-	-	16%

Q27 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	80	39	6	34
Time provided for the transfer	39%	33%	-	50%
<i>Unweighted base</i>	74	38	6	29
Assistance provided generally	32%	32%	17%	34%
<i>Unweighted base</i>	74	35	6	32
Help provided for climbing steps onto bus	23%	29%	-	22%
<i>Unweighted base</i>	75	37	6	31
Help provided with luggage	21%	24%	-	23%
<i>Unweighted base</i>	74	37	6	30
Directions given to and from the bus	28%	19%	17%	40%

Q28 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	80	41	6	32
Yes	100%	100%	100%	100%

Q29 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	78	37	7	33
Size of seats	46%	46%	43%	45%
<i>Unweighted base</i>	75	37	5	32
Legroom	39%	35%	20%	43%
<i>Unweighted base</i>	75	38	5	31
On-board toilet facilities	6%	8%	-	6%
<i>Unweighted base</i>	75	38	5	31
Luggage space	28%	27%	-	36%
<i>Unweighted base</i>	75	38	5	31
Accessibility	39%	42%	20%	35%

This Appendix shows the tables of results for Route 6

Route 6 - Passengers making journeys on Virgin Trains or LM services between London Euston and Milton Keynes Central on weekdays at peak times. Does not include passengers travelling to/from north of Milton Keynes.

Shaded cells indicate low base size (below 50)

Sample profile

Q11 Journey purpose	Total
Unweighted base	830
Commuter	78%
Business	13%
Leisure	8%

Q35 Age	Total	Commuter	Business	Leisure
Unweighted base	819	635	103	78
16-24	6%	5%	5%	19%
25-34	24%	24%	21%	32%
35-44	28%	30%	26%	13%
45-54	27%	30%	24%	9%
55-59	7%	6%	14%	4%
60-64	5%	4%	8%	10%
65+	2%	1%	2%	13%

Q37 Ethnicity	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	810	628	100	78
White	83%	84%	86%	77%
Mixed	2%	2%	1%	3%
Black or Black British	5%	4%	5%	9%
Chinese	2%	2%	2%	4%
Asian or Asian British	7%	8%	5%	5%
Other ethnic group	1%	1%	1%	3%

Q38 Disability	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	786	610	99	74
Yes	4%	3%	10%	8%

Q12 Number of trips on this journey in last 2 weeks	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	830	647	103	77
1st journey	14%	6%	38%	55%
2 - 5	23%	17%	50%	38%
6 - 10	27%	33%	6%	5%
11 - 20	29%	36%	6%	1%
21+	7%	8%	-	1%

Station nearest home

Q5 Use of station nearest home

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	823	639	104	76
Use for most train journeys	74%	78%	58%	70%
Use only for some journeys	15%	11%	32%	21%
No never use it	10%	11%	10%	9%
Not sure	*	*	1%	-

Q6. Reason for not using station nearest home (base = do not use nearest station for most journeys)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	202	140	40	21
Easy to get to alternative station(s)	30%	29%	35%	33%
Car parking problems at my nearest station	13%	14%	13%	10%
Better frequency of trains at other stations	52%	51%	50%	62%
Trains too over crowded from my nearest station	5%	5%	5%	5%
Personal security at my nearest station	3%	4%	-	5%
Cheaper fares available from other stations	10%	8%	5%	38%
Length of journey too long from my nearest station	26%	26%	18%	33%
I get a direct train to my destination from the alternative station	43%	44%	40%	48%
No booking office at my nearest station	4%	2%	8%	14%
Provision of up to date announcements about the train service at the alternative station	2%	2%	-	10%
Other	26%	25%	33%	24%

Getting to the station

Q7. Mode of transport to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	830	647	103	76
On foot/walking	31%	32%	29%	26%
Car parked at or near station	29%	31%	25%	16%
Underground	19%	17%	23%	26%
Car - dropped off	15%	15%	16%	18%
Bus	8%	7%	7%	18%
Taxi	6%	4%	17%	7%
National Rail train	5%	2%	11%	18%
Bicycle (parked at or near station)	5%	6%	1%	3%
Bicycle (taken onto train)	2%	2%	1%	-
Car share/car pool	*	1%	-	-
Coach	*	*	-	1%
Tram / light rail (inc. Metrolink)	*	*	-	-
Other	1%	1%	-	1%

Q10 Mode of transport to final destination after leaving the train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	833	648	104	77
On foot/walking	38%	39%	29%	34%
Underground	34%	36%	32%	22%
Car parked at or near station	16%	17%	18%	4%
Bus	9%	9%	6%	16%
Car - picked up	8%	6%	5%	25%
Taxi	7%	4%	20%	8%
National Rail train	4%	3%	10%	6%
Bicycle (parked at or near station)	2%	3%	1%	-
Bicycle (taken onto train)	2%	3%	-	-
Tram / light rail (inc. Metrolink/DLR)	1%	1%	1%	-
Car share/car pool	*	*	1%	-
Coach	*	*	-	-
Motorbike	*	*	-	-
Other	2%	2%	2%	-

Q8 Car parking space at station where boarded (base = all who drive to station)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	189	158	23	8
Always get a space	76%	79%	65%	50%
Get a space most of the time	20%	17%	30%	38%
Hardly ever get a space	3%	3%	-	13%
Don't know	2%	1%	4%	-

Q9 Motivations for using station car park more often

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	659	503	89	64
Cheaper one day parking prices	57%	56%	54%	66%
Cheaper season ticket parking prices	42%	51%	11%	20%
More spaces for cars	19%	17%	24%	25%
Improved security for customers	16%	16%	12%	20%
Improved lighting at night	14%	14%	10%	14%
Larger parking spaces	13%	13%	16%	8%
Better traffic flow around the car park	12%	12%	6%	16%
More efficient pay machines	11%	12%	12%	6%
Better access from the parking area to the station	9%	10%	6%	6%
Better maintenance of the car park facilities	5%	6%	2%	3%
Better cleanliness / tidiness	5%	5%	3%	6%
More spaces for disabled parking	1%	1%	2%	3%
Other	27%	26%	37%	27%

Train timing and frequency

Q15 Satisfaction with frequency of service between station boarded and station alighted (% fairly or very satisfied)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	825	642	103	78
Weekday	67%	66%	70%	78%
<i>Unweighted base</i>	660	516	78	66
Saturday	33%	32%	22%	53%
<i>Unweighted base</i>	652	508	77	66
Sunday	19%	19%	18%	29%

Q14 Which one of the following would encourage you to take more journeys on the route using today?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	814	636	101	74
I already use the train for all the journeys I need to make	40%	41%	43%	23%
Cheaper fares	22%	19%	23%	42%
More frequent trains	12%	13%	5%	8%
Less crowded trains	11%	12%	11%	7%
More reliable train service	7%	7%	2%	5%
A direct service (no need to change trains)	3%	2%	4%	7%
More parking spaces at the station	1%	1%	3%	1%
More staff at stations	1%	*	1%	1%
Better personal security at stations	*	*	-	-
More secure parking at the station	*	*	-	-
Other	4%	3%	9%	5%

Q17 What time should the FIRST train run...

	Total	Commuter	Business	Leisure
Weekday (Monday to Friday)				
<i>Unweighted base</i>	758	600	88	68
Before 04:30	13%	13%	10%	16%
04:30 - 04:59	19%	21%	16%	9%
05:00 - 05:29	25%	26%	20%	18%
05:30 - 05:59	17%	17%	18%	19%
06:00 - 06: 29	14%	12%	20%	18%
06:30 - 06:59	5%	4%	9%	6%
07:00 onwards	8%	7%	6%	15%
Saturday				
<i>Unweighted base</i>	572	449	64	58
Before 04:30	10%	10%	8%	17%
04:30 - 04:59	9%	10%	8%	5%
05:00 - 05:29	16%	17%	9%	10%
05:30 - 05:59	12%	13%	13%	7%
06:00 - 06: 29	22%	21%	23%	28%
06:30 - 06:59	12%	11%	17%	14%
07:00 onwards	18%	17%	22%	19%
Sunday				
<i>Unweighted base</i>	568	444	65	57
Before 04:30	8%	8%	6%	14%
04:30 - 04:59	7%	8%	6%	4%
05:00 - 05:29	12%	13%	6%	9%
05:30 - 05:59	11%	11%	14%	7%
06:00 - 06: 29	20%	20%	11%	23%
06:30 - 06:59	13%	12%	20%	14%
07:00 onwards	29%	28%	37%	30%

Q18 What time should the LAST train run...

	Total	Commuter	Business	Leisure
Monday to Thursday				
<i>Unweighted base</i>	762	606	89	66
Up to 23:00	9%	8%	16%	6%
23:00 - 23:29	6%	5%	6%	12%
23:30 - 23: 59	9%	9%	13%	8%
midnight - 00:29	15%	15%	12%	20%
00:30 - 00:59	29%	30%	28%	21%
01:00 onwards	33%	34%	25%	33%
Friday				
<i>Unweighted base</i>	713	567	81	63
Up to 23:00	5%	4%	11%	8%
23:00 - 23:29	3%	3%	4%	5%
23:30 - 23: 59	5%	5%	10%	2%
midnight - 00:29	11%	10%	11%	19%
00:30 - 00:59	20%	20%	21%	11%
01:00 onwards	55%	57%	43%	56%
Saturday				
<i>Unweighted base</i>	663	527	73	62
Up to 23:00	3%	2%	8%	6%
23:00 - 23:29	2%	2%	4%	5%
23:30 - 23: 59	5%	5%	10%	2%
midnight - 00:29	11%	10%	11%	18%
00:30 - 00:59	21%	22%	19%	13%
01:00 onwards	58%	59%	48%	56%
Sunday				
<i>Unweighted base</i>	627	493	72	61
Up to 23:00	9%	7%	15%	15%
23:00 - 23:29	4%	4%	6%	7%
23:30 - 23: 59	15%	16%	11%	10%
midnight - 00:29	19%	18%	17%	21%
00:30 - 00:59	26%	28%	25%	11%
01:00 onwards	28%	27%	26%	36%

Q16 How frequent should trains be on this route to meet your needs?

	Total	Commuter	Business	Leisure
Monday to Friday (peak)				
<i>Unweighted base</i>	800	634	95	70
Every 10 mins	33%	35%	19%	29%
Every 15 mins	42%	44%	40%	27%
Every 20 mins	17%	16%	21%	19%
Every 30 mins	4%	3%	12%	7%
Don't know	4%	2%	8%	19%
Monday to Friday (off-peak)				
<i>Unweighted base</i>	625	479	78	66
Every 10 mins	5%	5%	6%	5%
Every 15 mins	21%	19%	21%	35%
Every 20 mins	37%	40%	27%	24%
Every 30 mins	28%	28%	33%	23%
Don't know	8%	7%	13%	14%
Saturday				
<i>Unweighted base</i>	616	477	74	64
Every 10 mins	3%	3%	1%	3%
Every 15 mins	13%	13%	7%	20%
Every 20 mins	29%	31%	16%	28%
Every 30 mins	35%	35%	41%	27%
Don't know	20%	18%	35%	22%
Sunday				
<i>Unweighted base</i>	612	470	75	65
Every 10 mins	2%	2%	1%	2%
Every 15 mins	9%	9%	4%	18%
Every 20 mins	23%	24%	16%	26%
Every 30 mins	41%	42%	41%	32%
Don't know	25%	23%	37%	22%

Connections and timetables

Q20 Likelihood to travel by train if no direct services available (base = all those not currently needing to make any change)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	573	464	64	43
Very likely	18%	19%	16%	14%
Quite likely	26%	24%	28%	40%
Not very likely	26%	24%	33%	33%
Not at all likely	25%	28%	20%	5%
Not sure	5%	4%	3%	9%

Q21 Importance of regular timetable on this route

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	822	641	101	77
Very important	54%	59%	36%	39%
Fairly important	26%	23%	32%	35%
Neither important nor unimportant	12%	11%	18%	14%
Not very important	4%	4%	5%	5%
Not at all important	4%	3%	8%	5%
Not sure	*	*	2%	1%

Railway Stations

Q22b Priorities for improvements or additions to station where boarded

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	695	550	79	64
Accurate visual information as to when the trains will actually arrive	21%	21%	27%	14%
Accurate announcements about delays	16%	17%	15%	6%
Accurate announcements about arrival and departure times	15%	13%	16%	23%
Car Parking	9%	10%	9%	3%
Toilets	8%	7%	8%	11%
Convenient connecting buses	5%	6%	1%	9%
Visible staff at the station	5%	5%	3%	9%
Waiting room	3%	3%	5%	3%
Bicycle parking	3%	3%	3%	-
Step free access from the station entrance to the train	2%	2%	4%	5%
Refreshment room / kiosk	2%	3%	1%	3%
Waiting shelter on the platform	2%	2%	1%	3%
Security cameras	2%	2%	3%	3%
An interactive help point	1%	2%	-	2%
Information board showing printed timetable	1%	1%	3%	2%
Station canopy	1%	1%	-	-
Other	2%	2%	3%	3%

Seating

Q13 How often were you able to get a seat on the train? (base = all who have made same journey more than once in last 2 weeks)

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	706	608	62	34
Always	38%	35%	53%	53%
Usually	40%	41%	32%	32%
About half the time	13%	13%	8%	9%
Sometimes	8%	8%	6%	3%
Never	2%	2%	-	3%

Comment on staff and service disruption

Q30 Current methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	814	639	99	73
Website	38%	39%	36%	30%
Radio	16%	16%	18%	11%
TV	10%	10%	10%	12%
Ceefax/Teletext	3%	4%	2%	3%
Email	3%	4%	1%	1%
Telephone call	3%	3%	2%	3%
Text alert	3%	3%	2%	1%
Other	4%	4%	4%	1%
Do not usually know about delays until arrive at station	53%	52%	60%	59%

Q31 Preferred methods of finding out about delays and disruptions, before setting off for station

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	808	631	100	74
Text alert	49%	52%	40%	28%
Website	20%	18%	27%	28%
Email	12%	12%	9%	12%
Radio	9%	8%	12%	12%
TV	5%	4%	7%	8%
Telephone call	4%	4%	2%	8%
Ceefax/Teletext	1%	1%	1%	-
Other	1%	1%	2%	3%

Q32 Most important methods of finding out about delays and disruptions AT STATION, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	820	639	102	77
Information screens	85%	85%	92%	86%
Announcements	72%	75%	62%	68%
Ask a member of staff	26%	25%	36%	27%
Ask fellow passengers	6%	7%	2%	4%
Posters/notices	3%	3%	2%	5%
Website	2%	3%	-	1%
Get information by text	2%	2%	2%	3%
Phone other person/ source	1%	1%	-	-
Email	*	*	2%	-
Telephone help point at station	*	*	-	1%
Phone information line	*	*	-	1%
Other	*	*	-	-

Q33 Most important methods of finding out about delays and disruptions ON TRAIN, once started journey

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	816	635	101	78
Announcements	95%	95%	97%	85%
Ask a member of staff	39%	37%	50%	44%
Information screens	25%	23%	23%	40%
Ask fellow passengers	16%	18%	13%	6%
Website	5%	5%	3%	3%
Get information by text	4%	4%	3%	5%
Phone other person/ source	3%	3%	3%	1%
Phone information line	1%	1%	-	1%
Email	1%	1%	1%	1%
Posters/notices	*	*	1%	1%
Other	2%	2%	2%	3%

Bus replacement

Q23 Passengers needing to travel on replacement bus service in last 12 months

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	815	639	99	74
Yes	25%	28%	7%	22%

Q24 When first heard there was a replacement bus service

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	197	177	7	13
Prior to arriving at departure station	16%	17%	-	15%
When I arrived at departure station	68%	68%	86%	62%
An announcement on board the train during the journey	3%	3%	-	-
An announcement only when leaving the train	2%	2%	-	-
I only found out when I enquired at the station	9%	8%	-	15%
Other	3%	2%	14%	8%

Q25 Rating of announcements about replacement bus, made at station - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	180	163	7	10
Overall usefulness of announcements	15%	15%	14%	10%
<i>Unweighted base</i>	174	155	7	12
How audible and clear announcements were	13%	12%	29%	8%
<i>Unweighted base</i>	172	156	6	10
Information about how much longer journey would be	5%	4%	17%	10%

Q26 Rating of announcements about replacement bus, made on train - % good

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	150	135	6	9
Overall usefulness of announcements	9%	8%	17%	11%
<i>Unweighted base</i>	147	131	6	10
How audible and clear announcements were	8%	8%	17%	10%
<i>Unweighted base</i>	147	132	6	9
Information about how much longer journey would be	4%	3%	17%	11%

Q27 Satisfaction with aspects of changing to a replacement bus service - % very/fairly satisfied

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	185	165	7	13
Time provided for the transfer	32%	32%	-	54%
<i>Unweighted base</i>	179	161	7	11
Assistance provided generally	30%	30%	-	45%
<i>Unweighted base</i>	170	152	7	11
Help provided for climbing steps onto bus	18%	16%	14%	45%
<i>Unweighted base</i>	173	154	7	12
Help provided with luggage	12%	12%	-	17%
<i>Unweighted base</i>	180	162	7	11
Directions given to and from the bus	27%	27%	29%	27%

Q28 Would you prefer an allocated seat on the bus?

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	183	163	6	14
Yes	100%	100%	100%	100%

Q29 Comparison of bus standards to train - % better than, or same as train

	Total	Commuter	Business	Leisure
<i>Unweighted base</i>	179	160	7	12
Size of seats	59%	61%	43%	50%
<i>Unweighted base</i>	180	161	7	12
Legroom	48%	49%	43%	34%
<i>Unweighted base</i>	174	156	7	11
On-board toilet facilities	16%	18%	14%	9%
<i>Unweighted base</i>	172	153	7	12
Luggage space	33%	33%	14%	42%
<i>Unweighted base</i>	175	157	7	11
Accessibility	39%	39%	43%	27%