

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q1a. Scheduled departure time

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Before 0700	35 1%	-	-	4 1%	2 1%	-	-	1	-	1	16 5%	-	11 4%
0700-0759	243 8%	-	36 15%	30 9%	10 4%	27 12%	15 5%	11 5%	8 7%	17 7%	45 13%	32 13%	12 4%
0800-0859	232 8%	3 1%	28 12%	23 7%	24 9%	30 13%	30 10%	8 3%	10 9%	25 10%	19 6%	18 7%	14 5%
0900-0959	262 9%	6 3%	7 3%	32 10%	37 15%	42 18%	23 7%	8 3%	5 5%	43 17%	3 1%	31 13%	25 9%
1000-1059	312 10%	48 23%	21 9%	23 7%	19 8%	28 12%	27 9%	57 23%	9 8%	22 9%	23 7%	12 5%	23 8%
1100-1159	268 9%	41 19%	21 9%	36 11%	36 14%	27 12%	24 8%	13 5%	9 8%	11 4%	8 2%	11 5%	31 11%
1200-1259	258 8%	18 8%	3 1%	24 7%	19 8%	15 7%	31 10%	37 15%	7 7%	2 1%	39 11%	18 7%	45 16%
1300-1359	206 7%	51 24%	8 3%	13 4%	1	2 1%	17 6%	7 3%	11 10%	1	45 13%	12 5%	38 13%
1400-1459	223 7%	10 5%	13 5%	22 7%	5 2%	3 1%	40 13%	11 5%	10 9%	29 12%	27 8%	15 6%	38 13%
1500-1559	217 7%	-	16 7%	13 4%	17 7%	10 4%	46 15%	27 11%	9 8%	10 4%	18 5%	25 10%	26 9%
1600-1659	324 11%	17 8%	38 16%	35 11%	24 9%	21 9%	27 9%	21 9%	16 15%	35 14%	59 17%	16 7%	15 5%
1700-1759	244 8%	10 5%	32 13%	29 9%	44 17%	12 5%	2 1%	26 11%	5 5%	15 6%	28 8%	31 13%	10 3%
1800-1859	138 5%	5 2%	16 7%	17 5%	11 4%	11 5%	13 4%	17 7%	6 6%	32 13%	3 1%	7 3%	-
1900-1959	64 2%	4 2%	-	19 6%	4 2%	-	12 4%	-	2 2%	5 2%	7 2%	11 5%	-
2000-2059	10	-	-	1	-	-	-	-	-	2 1%	4 1%	3 1%	-
2100-2159	-	-	-	-	-	-	-	-	-	-	-	-	-
2200 or later	-	-	-	-	-	-	-	-	-	-	-	-	-
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q1c. Journey involved travelling on a rail replacement bus or coach service

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Yes	-	-	-	-	-	-	-	-	-	-	-	-	-
No	3030 100%	212 100%	239 100%	321 100%	252 100%	228 100%	306 100%	243 100%	107 100%	250 100%	343 100%	242 100%	287 100%
No answer	6 *	1 *	-	-	1 *	-	1 *	1 *	-	-	1 *	-	1 *
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q2a. Whether changed trains later in journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Yes	648 21%	24 11%	44 18%	35 11%	35 14%	81 36%	156 51%	67 27%	19 18%	24 10%	67 19%	53 22%	43 15%
No	2388 79%	189 89%	195 82%	286 89%	218 86%	147 64%	151 49%	177 73%	88 82%	226 90%	277 81%	189 78%	245 85%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q4. Main purpose of trip

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Commuting for work	811 27%	7 3%	95 40%	81 25%	51 20%	70 31%	67 22%	78 32%	32 30%	77 31%	105 31%	104 43%	44 15%
NET: Commuting for education	155 5%	1 *	2 1%	11 3%	5 2%	9 4%	15 5%	25 10%	10 9%	16 6%	26 8%	30 12%	5 2%
Daily commuting to/from work	600 20%	5 2%	73 31%	68 21%	34 13%	40 18%	41 13%	62 25%	26 24%	54 22%	81 24%	86 36%	30 10%
Less regular commuting to/from work	211 7%	2 1%	22 9%	13 4%	17 7%	30 13%	26 8%	16 7%	6 6%	23 9%	24 7%	18 7%	14 5%
Daily commuting for education (to/from college/school/university)	95 3%	-	2 1%	10 3%	2 1%	5 2%	10 3%	18 7%	7 7%	5 2%	13 4%	20 8%	3 1%
Less regular commuting for education (to/from college/school/university)	60 2%	1 *	-	1 *	3 1%	4 2%	5 2%	7 3%	3 3%	11 4%	13 4%	10 4%	2 1%
On company business (or own if self employed)	208 7%	7 3%	14 6%	8 2%	21 8%	19 8%	29 9%	20 8%	18 17%	21 8%	32 9%	7 3%	12 4%
On personal business	117 4%	4 2%	7 3%	8 2%	14 6%	10 4%	15 5%	9 4%	4 4%	14 6%	19 6%	6 2%	7 2%
Visiting friends or relatives	543 18%	23 11%	38 16%	51 16%	64 25%	50 22%	71 23%	40 16%	17 16%	43 17%	61 18%	36 15%	49 17%
Shopping trip	283 9%	33 15%	24 10%	55 17%	21 8%	11 5%	17 6%	28 11%	8 7%	19 8%	27 8%	18 7%	22 8%
Travel to/from holiday	134 4%	13 6%	9 4%	13 4%	13 5%	5 2%	9 3%	2 1%	1 1%	3 1%	13 4%	2 1%	51 18%
A day out	451 15%	84 39%	24 10%	55 17%	41 16%	34 15%	41 13%	21 9%	7 7%	26 10%	31 9%	20 8%	67 23%
Sport	50 2%	1 *	4 2%	10 3%	3 1%	7 3%	4 1%	5 2%	2 2%	5 2%	5 1%	2 1%	2 1%
Other leisure trip	284 9%	40 19%	22 9%	29 9%	20 8%	13 6%	39 13%	16 7%	8 7%	26 10%	25 7%	17 7%	29 10%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q5. Whether on outward or return journey when given questionnaire

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Outward	1689 56%	113 53%	132 55%	186 58%	128 51%	149 65%	167 54%	128 52%	55 51%	134 54%	185 54%	142 59%	170 59%
Return	1128 37%	70 33%	96 40%	117 36%	106 42%	66 29%	123 40%	87 36%	42 39%	90 36%	136 40%	93 38%	102 35%
One way trip only	190 6%	27 13%	10 4%	15 5%	18 7%	11 5%	14 5%	29 12%	8 7%	22 9%	19 6%	6 2%	11 4%
No answer	29 1%	3 1%	1 *	3 1%	1 *	2 1%	3 1%	-	2 2%	4 2%	4 1%	1 *	5 2%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q6. Whether travelling alone or with others

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Travelling alone	2107 69%	100 47%	177 74%	197 61%	182 72%	169 74%	227 74%	187 77%	79 74%	195 78%	259 75%	187 77%	148 51%
Travelling with other adults 16+	776 26%	101 47%	41 17%	100 31%	61 24%	53 23%	73 24%	42 17%	22 21%	47 19%	68 20%	48 20%	120 42%
Travelling with children aged 0-4	59 2%	9 4%	4 2%	9 3%	4 2%	3 1%	3 1%	11 5%	-	-	5 1%	2 1%	9 3%
Travelling with children aged 5-10	62 2%	5 2%	11 5%	13 4%	4 2%	3 1%	2 1%	7 3%	2 2%	1 *	6 2%	3 1%	5 2%
Travelling with children aged 11-15	76 3%	3 1%	21 9%	10 3%	6 2%	6 3%	4 1%	7 3%	2 2%	2 1%	7 2%	4 2%	4 1%
No answer	31 1%	1 *	-	4 1%	2 1%	1 *	2 1%	1 *	2 2%	6 2%	5 1%	1 *	6 2%
Sigma	3111 102%	219 103%	254 106%	333 104%	259 102%	235 103%	311 101%	255 105%	107 100%	251 100%	350 102%	245 101%	292 101%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q7. Whether travelling with baggage/additional item(s)

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Travelling with baggage/additional items	703 23%	43 20%	38 16%	76 24%	69 27%	62 27%	74 24%	54 22%	14 13%	44 18%	98 28%	31 13%	100 35%
Travelling with heavy/bulky luggage other large items	565 19%	32 15%	27 11%	55 17%	59 23%	40 18%	70 23%	32 13%	13 12%	35 14%	94 27%	25 10%	83 29%
Travelling with a pushchair	30 1%	2 1%	1 *	6 2%	-	4 2%	2 1%	5 2%	-	-	1 *	2 1%	7 2%
Travelling with a folding bicycle	20 1%	-	2 1%	4 1%	2 1%	4 2%	-	2 1%	1 1%	2 1%	-	1 *	2 1%
Travelling with a non-folding bicycle	70 2%	5 2%	7 3%	7 2%	3 1%	16 7%	1 *	16 7%	-	6 2%	3 1%	2 1%	4 1%
Travelling with a dog	26 1%	5 2%	1 *	5 2%	3 1%	1 *	1 *	-	-	2 1%	-	3 1%	5 2%
Travelling with a wheelchair	11 *	1 *	-	1 *	3 1%	1 *	1 *	-	-	-	-	-	4 1%
Travelling with a helper	4 *	-	-	1 *	-	-	-	-	-	-	1 *	-	2 1%
Travelling with a mobility scooter	-	-	-	-	-	-	-	-	-	-	-	-	-
None apply	2264 75%	166 78%	196 82%	239 74%	180 71%	163 71%	220 72%	182 75%	92 86%	201 80%	236 69%	207 86%	182 63%
No answer	69 2%	4 2%	5 2%	6 2%	4 2%	3 1%	13 4%	8 3%	1 1%	5 2%	10 3%	4 2%	6 2%
Sigma	3059 101%	215 101%	239 100%	324 101%	254 100%	232 102%	308 100%	245 100%	107 100%	251 100%	345 100%	244 101%	295 102%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q8a. Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No: None	2593 85%	178 84%	210 88%	273 85%	211 83%	199 87%	257 84%	209 86%	91 85%	225 90%	288 84%	220 91%	232 81%
NET: Have a disability/long-term illness	331 11%	27 13%	21 9%	30 9%	36 14%	22 10%	39 13%	23 9%	16 15%	16 6%	41 12%	18 7%	42 15%
Yes: Vision (e.g. blindness or partial sight)	39 1%	4 2%	2 1%	2 1%	3 1%	4 2%	4 1%	1 *	3 3%	3 1%	4 1%	3 1%	6 2%
Yes: Hearing (e.g. deafness or partial hearing)	60 2%	4 2%	3 1%	2 1%	9 4%	3 1%	9 3%	3 1%	2 2%	5 2%	9 3%	1 *	10 3%
Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)	93 3%	13 6%	5 2%	7 2%	12 5%	5 2%	9 3%	8 3%	6 6%	3 1%	8 2%	2 1%	15 5%
Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)	20 1%	1 *	-	2 1%	1 *	-	3 1%	-	1 1%	1 *	4 1%	2 1%	5 2%
Yes: Learning or understanding or concentrating	24 1%	-	1 *	1 *	3 1%	-	4 1%	1 *	3 3%	1 *	2 1%	4 2%	4 1%
Yes: Memory	18 1%	2 1%	-	1 *	3 1%	-	2 1%	1 *	2 2%	1 *	3 1%	-	3 1%
Yes: Mental health	86 3%	4 2%	5 2%	12 4%	11 4%	4 2%	11 4%	11 5%	2 2%	3 1%	10 3%	7 3%	6 2%
Yes: Stamina or breathing or fatigue	45 1%	6 3%	3 1%	3 1%	4 2%	3 1%	7 2%	-	1 1%	1 *	6 2%	2 1%	9 3%
Yes: Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)	21 1%	2 1%	2 1%	2 1%	3 1%	2 1%	1 *	2 1%	-	1 *	4 1%	2 1%	-
Other	53 2%	5 2%	6 3%	5 2%	2 1%	3 1%	4 1%	5 2%	2 2%	1 *	10 3%	6 2%	4 1%
No answer	112 4%	8 4%	8 3%	18 6%	6 2%	7 3%	11 4%	12 5%	-	9 4%	15 4%	4 2%	14 5%
Sigma	3164 104%	227 107%	245 103%	328 102%	268 106%	230 101%	322 105%	253 104%	113 106%	254 102%	363 106%	253 105%	308 107%

Fieldwork dates: 1st September - 9th November 2014

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q8b. Does your condition or illness have an adverse effect on your ability to make journeys by rail?

Absolutes/col percents 28 Oct 2015

Base : All respondents with special needs

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	331	27	21	30	36	22	39	23	16	16	41	18	42
Yes, a lot	18 5%	3 11%	-	-	2 6%	-	3 8%	1 4%	1 6%	1 6%	2 5%	2 11%	3 7%
Yes, a little	153 46%	14 52%	9 43%	15 50%	17 47%	9 41%	21 54%	11 48%	6 38%	7 44%	15 37%	11 61%	18 43%
Not at all	147 44%	8 30%	11 52%	14 47%	15 42%	11 50%	14 36%	11 48%	9 56%	8 50%	22 54%	5 28%	19 45%
No answer	13 4%	2 7%	1 5%	1 3%	2 6%	2 9%	1 3%	-	-	-	2 5%	-	2 5%
Sigma	331 100%	27 100%	21 100%	30 100%	36 100%	22 100%	39 100%	23 100%	16 100%	16 100%	41 100%	18 100%	42 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q10. How did you buy your ticket for your journey today?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Bought ticket in advance	725 24%	36 17%	63 26%	69 21%	84 33%	66 29%	65 21%	48 20%	23 21%	56 22%	111 32%	46 19%	58 20%
In advance - booked over phone	18 1%	2 1%	2 1%	1 *	1 *	4 2%	-	-	1 1%	-	5 1%	-	2 1%
In advance at station	304 10%	8 4%	20 8%	31 10%	30 12%	15 7%	28 9%	32 13%	11 10%	28 11%	36 10%	26 11%	39 14%
In advance via travel agent	14 *	3 1%	-	-	1 *	-	-	2 1%	1 1%	3 1%	2 1%	1 *	1 *
In advance - via the internet/a website	372 12%	22 10%	39 16%	36 11%	51 20%	45 20%	37 12%	13 5%	10 9%	25 10%	59 17%	19 8%	16 6%
In advance - via Apps	17 1%	1 *	2 1%	1 *	1 *	2 1%	-	1 *	-	-	9 3%	-	-
On the day of travel at a station ticket office	616 20%	49 23%	18 8%	105 33%	78 31%	16 7%	32 10%	47 19%	25 23%	61 24%	53 15%	54 22%	78 27%
On the day of travel - ticket collected at station	43 1%	4 2%	4 2%	2 1%	6 2%	3 1%	4 1%	4 2%	1 1%	5 2%	6 2%	2 1%	2 1%
On the day of travel bought from a ticket machine	341 11%	2 1%	31 13%	74 23%	21 8%	9 4%	53 17%	20 8%	8 7%	33 13%	35 10%	51 21%	4 1%
On the day of travel on the train	773 25%	87 41%	74 31%	27 8%	44 17%	101 44%	97 32%	78 32%	35 33%	57 23%	69 20%	12 5%	92 32%
On the day of travel - via the internet/a website	9 *	1 *	1 *	1 *	-	1 *	2 1%	1 *	-	1 *	1 *	-	-
On the day of travel - via Apps	2 *	-	-	-	-	-	-	2 1%	-	-	-	-	-
Used a season ticket	312 10%	3 1%	32 13%	28 9%	13 5%	23 10%	30 10%	24 10%	8 7%	22 9%	46 13%	67 28%	16 6%
Ticket was organised for me	41 1%	4 2%	1 *	3 1%	-	3 1%	10 3%	4 2%	3 3%	2 1%	8 2%	2 1%	1 *
I use Pay as you Go on Oyster or another smartcard or payment card - non season	6 *	-	-	-	-	-	-	-	-	-	1 *	3 1%	2 1%
Other methods of purchase	118 4%	23 11%	13 5%	5 2%	3 1%	5 2%	10 3%	9 4%	3 3%	9 4%	9 3%	3 1%	26 9%
Don't know/no answer	50 2%	4 2%	2 1%	7 2%	4 2%	1 *	4 1%	7 3%	1 1%	4 2%	5 1%	2 1%	9 3%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q11. When did you buy your ticket for your journey today?

Absolutes/col percents 28 Oct 2015

Base : All respondents who bought ticket in advance

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	725	36	63	69	84	66	65	48	23	56	111	46	58
Today	113 16%	4 11%	12 19%	18 26%	7 8%	2 3%	12 18%	8 17%	9 39%	13 23%	12 11%	9 20%	7 12%
In last week	339 47%	10 28%	22 35%	24 35%	60 71%	25 38%	40 62%	27 56%	5 22%	26 46%	54 49%	18 39%	28 48%
In last fortnight	83 11%	7 19%	8 13%	6 9%	4 5%	12 18%	5 8%	5 10%	4 17%	6 11%	19 17%	2 4%	5 9%
In last month	112 15%	5 14%	14 22%	10 14%	9 11%	19 29%	3 5%	7 15%	3 13%	7 13%	12 11%	13 28%	10 17%
In last two months	68 9%	9 25%	6 10%	10 14%	4 5%	7 11%	2 3%	1 2%	2 9%	3 5%	14 13%	2 4%	8 14%
No answer	10 1%	1 3%	1 2%	1 1%	- -	1 2%	3 5%	- -	- -	1 2%	- -	2 4%	- -
Sigma	725 100%	36 100%	63 100%	69 100%	84 100%	66 100%	65 100%	48 100%	23 100%	56 100%	111 100%	46 100%	58 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q12. Was the ticket for your journey:

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
A paper ticket - purchased from ticket office or station/ticket machine	1832 60%	92 43%	123 51%	250 78%	167 66%	87 38%	173 56%	166 68%	72 67%	167 67%	187 54%	180 74%	168 58%
A paper ticket collected from ticket office or station/ticket machine	412 14%	29 14%	46 19%	32 10%	51 20%	25 11%	54 18%	27 11%	12 11%	25 10%	69 20%	24 10%	18 6%
A paper ticket printed at home, work, or somewhere else	93 3%	3 1%	8 3%	9 3%	6 2%	19 8%	10 3%	6 2%	2 2%	9 4%	11 3%	3 1%	7 2%
An Oyster card (London only)	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-
Another smartcard (not Oyster)	17 1%	1 *	-	-	-	-	-	-	-	-	3 1%	12 5%	1 *
A ticket on mobile phone (known as m-ticket or e-ticket)	3 *	1 *	-	-	-	-	-	-	-	1 *	1 *	-	-
A contactless payment card using bank debit/credit card	33 1%	2 1%	2 1%	5 2%	1 *	5 2%	1 *	2 1%	1 1%	2 1%	3 1%	3 1%	6 2%
Other	546 18%	73 34%	50 21%	19 6%	22 9%	80 35%	61 20%	33 14%	16 15%	41 16%	61 18%	16 7%	74 26%
Not stated	99 3%	12 6%	10 4%	6 2%	6 2%	12 5%	7 2%	10 4%	4 4%	5 2%	9 3%	4 2%	14 5%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q13. Rating of... The information provided about tickets available

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Did not use	365 12%	38 18%	24 10%	36 11%	27 11%	32 14%	44 14%	26 11%	13 12%	28 11%	33 10%	25 10%	39 14%
No answer	213 7%	34 16%	16 7%	15 5%	11 4%	13 6%	27 9%	9 4%	8 7%	17 7%	20 6%	11 5%	32 11%
Sample size (exc. Don't know/No answer)	2458	141	199	270	215	183	236	209	86	205	291	206	217
Number of journeys per annum (000's) (exc. Don't know/No answer)	2458	141	199	270	215	183	236	209	86	205	291	206	217
Very good	818 33%	63 45%	69 35%	106 39%	60 28%	59 32%	70 30%	66 32%	26 30%	53 26%	106 36%	57 28%	83 38%
Fairly good	936 38%	49 35%	70 35%	91 34%	88 41%	63 34%	94 40%	85 41%	32 37%	86 42%	103 35%	94 46%	81 37%
Neither good nor poor	470 19%	17 12%	39 20%	48 18%	52 24%	41 22%	47 20%	46 22%	16 19%	37 18%	50 17%	39 19%	38 18%
Fairly poor	154 6%	7 5%	14 7%	17 6%	9 4%	10 5%	20 8%	10 5%	7 8%	19 9%	19 7%	12 6%	10 5%
Very poor	80 3%	5 4%	7 4%	8 3%	6 3%	10 5%	5 2%	2 1%	5 6%	10 5%	13 4%	4 2%	5 2%
NET: Good	1754 71%	112 79%	139 70%	197 73%	148 69%	122 67%	164 69%	151 72%	58 67%	139 68%	209 72%	151 73%	164 76%
NET: Poor	234 10%	12 9%	21 11%	25 9%	15 7%	20 11%	25 11%	12 6%	12 14%	29 14%	32 11%	16 8%	15 7%
Standard Error	0.912	3.416	3.261	2.708	3.166	3.494	3.004	3.105	5.083	3.271	2.642	3.090	2.923
Sigma	2458 100%	141 100%	199 100%	270 100%	215 100%	183 100%	236 100%	209 100%	86 100%	205 100%	291 100%	206 100%	217 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q13. Rating of... The range of tickets available

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Did not use	383 13%	44 21%	23 10%	41 13%	27 11%	33 14%	49 16%	26 11%	11 10%	31 12%	30 9%	24 10%	44 15%
No answer	423 14%	49 23%	33 14%	47 15%	37 15%	25 11%	41 13%	32 13%	15 14%	27 11%	39 11%	25 10%	53 18%
Sample size (exc. Don't know/No answer)	2230	120	183	233	189	170	217	186	81	192	275	193	191
Number of journeys per annum (000's) (exc. Don't know/No answer)	2230	120	183	233	189	170	217	186	81	192	275	193	191
Very good	645 29%	53 44%	63 34%	73 31%	46 24%	39 23%	59 27%	55 30%	25 31%	41 21%	76 28%	50 26%	65 34%
Fairly good	826 37%	39 33%	57 31%	94 40%	67 35%	64 38%	83 38%	78 42%	29 36%	71 37%	90 33%	89 46%	65 34%
Neither good nor poor	489 22%	19 16%	40 22%	42 18%	55 29%	47 28%	47 22%	40 22%	17 21%	43 22%	62 23%	34 18%	43 23%
Fairly poor	185 8%	4 3%	18 10%	16 7%	15 8%	8 5%	22 10%	10 5%	7 9%	24 13%	33 12%	16 8%	12 6%
Very poor	85 4%	5 4%	5 3%	8 3%	6 3%	12 7%	6 3%	3 2%	3 4%	13 7%	14 5%	4 2%	6 3%
NET: Good	1471 66%	92 77%	120 66%	167 72%	113 60%	103 61%	142 65%	133 72%	54 67%	112 58%	166 60%	139 72%	130 68%
NET: Poor	270 12%	9 8%	23 13%	24 10%	21 11%	20 12%	28 13%	13 7%	10 12%	37 19%	47 17%	20 10%	18 9%
Standard Error	1.004	3.877	3.522	2.958	3.576	3.759	3.236	3.319	5.270	3.567	2.955	3.240	3.382
Sigma	2230 100%	120 100%	183 100%	233 100%	189 100%	170 100%	217 100%	186 100%	81 100%	192 100%	275 100%	193 100%	191 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q13. Rating of...The ease of ticket purchase

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Did not use	116 4%	18 8%	9 4%	5 2%	3 1%	9 4%	22 7%	7 3%	3 3%	10 4%	11 3%	7 3%	12 4%
No answer	324 11%	33 15%	25 10%	38 12%	24 9%	18 8%	32 10%	29 12%	11 10%	17 7%	39 11%	24 10%	34 12%
Sample size (exc. Don't know/No answer)	2596	162	205	278	226	201	253	208	93	223	294	211	242
Number of journeys per annum (000's) (exc. Don't know/No answer)	2596	162	205	278	226	201	253	208	93	223	294	211	242
Very good	1329 51%	115 71%	97 47%	141 51%	114 50%	96 48%	114 45%	103 50%	48 52%	103 46%	156 53%	76 36%	166 69%
Fairly good	892 34%	34 21%	74 36%	91 33%	87 38%	69 34%	102 40%	79 38%	32 34%	81 36%	104 35%	87 41%	52 21%
Neither good nor poor	209 8%	6 4%	13 6%	27 10%	12 5%	22 11%	22 9%	18 9%	6 6%	19 9%	22 7%	25 12%	17 7%
Fairly poor	98 4%	3 2%	12 6%	8 3%	6 3%	7 3%	11 4%	6 3%	4 4%	13 6%	7 2%	17 8%	4 2%
Very poor	68 3%	4 2%	9 4%	11 4%	7 3%	7 3%	4 2%	2 1%	3 3%	7 3%	5 2%	6 3%	3 1%
NET: Good	2221 86%	149 92%	171 83%	232 83%	201 89%	165 82%	216 85%	182 88%	80 86%	184 83%	260 88%	163 77%	218 90%
NET: Poor	166 6%	7 4%	21 10%	19 7%	13 6%	14 7%	15 6%	8 4%	7 8%	20 9%	12 4%	23 11%	7 3%
Standard Error	0.690	2.141	2.604	2.233	2.091	2.711	2.226	2.299	3.615	2.550	1.868	2.893	1.925
Sigma	2596 100%	162 100%	205 100%	278 100%	226 100%	201 100%	253 100%	208 100%	93 100%	223 100%	294 100%	211 100%	242 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q14a. Type of ticket travelling on

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Anytime single/return	651 21%	40 19%	58 24%	58 18%	51 20%	41 18%	47 15%	60 25%	33 31%	62 25%	106 31%	29 12%	66 23%
Anytime day single/return	631 21%	49 23%	55 23%	76 24%	58 23%	33 14%	48 16%	38 16%	41 38%	61 24%	76 22%	29 12%	67 23%
Off-peak/super off-peak single/return	417 14%	12 6%	33 14%	52 16%	42 17%	39 17%	74 24%	41 17%	6 6%	32 13%	34 10%	20 8%	32 11%
Off-peak/super off-peak day single/return	393 13%	9 4%	21 9%	59 18%	60 24%	35 15%	53 17%	33 14%	3 3%	27 11%	23 7%	47 19%	23 8%
Advance	143 5%	11 5%	14 6%	18 6%	4 2%	30 13%	3 1%	2 1%	6 6%	8 3%	26 8%	9 4%	12 4%
Day travelcard	44 1%	3 1%	1 *	- -	- -	4 2%	18 6%	4 2%	1 1%	3 1%	1 *	2 1%	7 2%
Oyster pay as you go	3 *	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	2 1%	- -
Weekly or monthly season ticket (including travelcard/travelcard on oyster)	288 9%	2 1%	21 9%	28 9%	12 5%	19 8%	21 7%	41 17%	8 7%	24 10%	34 10%	59 24%	19 7%
Annual season ticket (including travelcard/travelcard on oyster)	103 3%	- -	14 6%	7 2%	5 2%	8 4%	14 5%	5 2%	1 1%	4 2%	14 4%	27 11%	4 1%
Special promotion ticket	31 1%	7 3%	2 1%	1 *	4 2%	1 *	- -	1 *	1 1%	5 2%	2 1%	- -	7 2%
Rail staff pass/Privilege ticket/Police concession	59 2%	3 1%	7 3%	1 *	3 1%	6 3%	7 2%	8 3%	- -	3 1%	7 2%	4 2%	10 3%
Free travel pass (e.g. Freedom pass)	63 2%	43 20%	- -	- -	2 1%	- -	4 1%	- -	- -	5 2%	1 *	2 1%	6 2%
Other	115 4%	30 14%	6 3%	11 3%	2 1%	3 1%	6 2%	5 2%	3 3%	10 4%	10 3%	10 4%	19 7%
Don't know/no answer	95 3%	4 2%	7 3%	9 3%	10 4%	9 4%	12 4%	6 2%	4 4%	6 2%	10 3%	2 1%	16 6%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q14b. Is your ticket for your journey today?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
First class	49 2%	2 1%	5 2%	4 1%	2 1%	15 7%	4 1%	1 *	-	2 1%	5 1%	3 1%	6 2%
Standard class	2916 96%	205 96%	227 95%	310 97%	249 98%	209 92%	292 95%	240 98%	104 97%	243 97%	330 96%	237 98%	270 94%
No answer	71 2%	6 3%	7 3%	7 2%	2 1%	4 2%	11 4%	3 1%	3 3%	5 2%	9 3%	2 1%	12 4%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q15. Type of railcard used to buy ticket

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use a railcard	1214 40%	36 17%	100 42%	123 38%	104 41%	95 42%	116 38%	111 45%	52 49%	121 48%	153 44%	111 46%	92 32%
16-25 railcard	193 6%	7 3%	15 6%	18 6%	21 8%	7 3%	18 6%	26 11%	6 6%	16 6%	38 11%	19 8%	2 1%
Senior railcard	503 17%	40 19%	30 13%	56 17%	52 21%	59 26%	56 18%	11 5%	16 15%	38 15%	52 15%	36 15%	57 20%
Family & friends railcard	50 2%	4 2%	11 5%	8 2%	3 1%	3 1%	3 1%	4 2%	2 2%	2 1%	7 2%	2 1%	1 *
Disabled persons railcard	47 2%	4 2%	3 1%	2 1%	7 3%	3 1%	7 2%	2 1%	1 1%	2 1%	5 1%	3 1%	8 3%
Network railcard	103 3%	-	2 1%	18 6%	4 2%	1 *	25 8%	14 6%	-	-	4 1%	6 2%	29 10%
Forces railcard	9 *	1 *	-	5 2%	1 *	-	1 *	-	1 1%	-	-	-	-
Two Together Railcard	55 2%	4 2%	-	3 1%	1 *	2 1%	4 1%	3 1%	7 7%	15 6%	10 3%	-	6 2%
Groupsave discount	37 1%	6 3%	2 1%	5 2%	4 2%	3 1%	8 3%	2 1%	1 1%	-	-	2 1%	4 1%
Other railcard	231 8%	58 27%	16 7%	30 9%	10 4%	17 7%	8 3%	13 5%	5 5%	14 6%	10 3%	18 7%	32 11%
Don't know/no answer	594 20%	53 25%	60 25%	53 17%	46 18%	38 17%	61 20%	58 24%	16 15%	42 17%	65 19%	45 19%	57 20%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Ticket buying facilities

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	893 29%	66 31%	64 27%	64 20%	71 28%	87 38%	87 28%	75 31%	41 38%	78 31%	104 30%	46 19%	110 38%
No answer	434 14%	53 25%	36 15%	25 8%	41 16%	54 24%	37 12%	32 13%	5 5%	25 10%	51 15%	19 8%	56 19%
Sample size (exc. Don't know/No answer)	1709	94	139	232	141	87	183	137	61	147	189	177	122
Number of journeys per annum (000's) (exc. Don't know/No answer)	1709	94	139	232	141	87	183	137	61	147	189	177	122
Very good	567 33%	45 48%	36 26%	96 41%	40 28%	20 23%	35 19%	45 33%	19 31%	61 41%	76 40%	42 24%	52 43%
Fairly good	629 37%	27 29%	47 34%	98 42%	57 40%	17 20%	71 39%	55 40%	22 36%	45 31%	69 37%	85 48%	36 30%
Neither good nor poor	197 12%	7 7%	23 17%	18 8%	18 13%	13 15%	42 23%	18 13%	7 11%	13 9%	12 6%	16 9%	10 8%
Fairly poor	141 8%	3 3%	19 14%	13 6%	12 9%	7 8%	21 11%	5 4%	5 8%	14 10%	10 5%	24 14%	8 7%
Very poor	175 10%	12 13%	14 10%	7 3%	14 10%	30 34%	14 8%	14 10%	8 13%	14 10%	22 12%	10 6%	16 13%
NET: Good	1196 70%	72 77%	83 60%	194 84%	97 69%	37 43%	106 58%	100 73%	41 67%	106 72%	145 77%	127 72%	88 72%
NET: Poor	316 18%	15 16%	33 24%	20 9%	26 18%	37 43%	35 19%	19 14%	13 21%	28 19%	32 17%	34 19%	24 20%
Standard Error	1.109	4.390	4.175	2.435	3.916	5.331	3.659	3.807	6.060	3.712	3.082	3.394	4.076
Sigma	1709 100%	94 100%	139 100%	232 100%	141 100%	87 100%	183 100%	137 100%	61 100%	147 100%	189 100%	177 100%	122 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Provision of information about train times/platforms

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	124 4%	15 7%	4 2%	3 1%	7 3%	9 4%	24 8%	11 5%	- -	11 4%	5 1%	5 2%	30 10%
No answer	179 6%	23 11%	11 5%	23 7%	14 6%	12 5%	21 7%	11 5%	5 5%	12 5%	21 6%	2 1%	24 8%
Sample size (exc. Don't know/No answer)	2733	175	224	295	232	207	262	222	102	227	318	235	234
Number of journeys per annum (000's) (exc. Don't know/No answer)	2733	175	224	295	232	207	262	222	102	227	318	235	234
Very good	966 35%	85 49%	77 34%	122 41%	76 33%	57 28%	57 22%	78 35%	37 36%	77 34%	129 41%	76 32%	95 41%
Fairly good	1170 43%	66 38%	103 46%	134 45%	107 46%	87 42%	108 41%	100 45%	34 33%	86 38%	132 42%	118 50%	95 41%
Neither good nor poor	319 12%	15 9%	26 12%	25 8%	27 12%	33 16%	44 17%	31 14%	13 13%	29 13%	31 10%	23 10%	22 9%
Fairly poor	165 6%	5 3%	11 5%	11 4%	11 5%	14 7%	34 13%	12 5%	11 11%	15 7%	19 6%	12 5%	10 4%
Very poor	113 4%	4 2%	7 3%	3 1%	11 5%	16 8%	19 7%	1 *	7 7%	20 9%	7 2%	6 3%	12 5%
NET: Good	2136 78%	151 86%	180 80%	256 87%	183 79%	144 70%	165 63%	178 80%	71 70%	163 72%	261 82%	194 83%	190 81%
NET: Poor	278 10%	9 5%	18 8%	14 5%	22 9%	30 14%	53 20%	13 6%	18 18%	35 15%	26 8%	18 8%	22 9%
Standard Error	0.791	2.608	2.660	1.975	2.686	3.206	2.989	2.682	4.577	2.993	2.154	2.481	2.560
Sigma	2733 100%	175 100%	224 100%	295 100%	232 100%	207 100%	262 100%	222 100%	102 100%	227 100%	318 100%	235 100%	234 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The upkeep/repair of the station buildings/platforms

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	46 2%	4 2%	3 1%	5 2%	5 2%	2 1%	7 2%	7 3%	1 1%	2 1%	2 1%	2 1%	6 2%
No answer	172 6%	19 9%	9 4%	21 7%	13 5%	16 7%	20 7%	13 5%	2 2%	16 6%	16 5%	5 2%	22 8%
Sample size (exc. Don't know/No answer)	2818	190	227	295	235	210	280	224	104	232	326	235	260
Number of journeys per annum (000's) (exc. Don't know/No answer)	2818	190	227	295	235	210	280	224	104	232	326	235	260
Very good	698 25%	75 39%	77 34%	59 20%	52 22%	19 9%	52 19%	52 23%	24 23%	62 27%	119 37%	47 20%	60 23%
Fairly good	1270 45%	73 38%	115 51%	134 45%	115 49%	99 47%	129 46%	87 39%	47 45%	96 41%	149 46%	120 51%	106 41%
Neither good nor poor	510 18%	23 12%	26 11%	67 23%	45 19%	44 21%	65 23%	55 25%	20 19%	41 18%	37 11%	35 15%	52 20%
Fairly poor	226 8%	12 6%	5 2%	23 8%	20 9%	29 14%	25 9%	19 8%	8 8%	20 9%	17 5%	17 7%	31 12%
Very poor	114 4%	7 4%	4 2%	12 4%	3 1%	19 9%	9 3%	11 5%	5 5%	13 6%	4 1%	16 7%	11 4%
NET: Good	1968 70%	148 78%	192 85%	193 65%	167 71%	118 56%	181 65%	139 62%	71 68%	158 68%	268 82%	167 71%	166 64%
NET: Poor	340 12%	19 10%	9 4%	35 12%	23 10%	48 23%	34 12%	30 13%	13 13%	33 14%	21 6%	33 14%	42 16%
Standard Error	0.865	3.018	2.402	2.774	2.964	3.432	2.862	3.249	4.586	3.067	2.121	2.964	2.985
Sigma	2818 100%	190 100%	227 100%	295 100%	235 100%	210 100%	280 100%	224 100%	104 100%	232 100%	326 100%	235 100%	260 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Cleanliness of the station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	43 1%	5 2%	2 1%	5 2%	2 1%	1 *	7 2%	6 2%	- -	3 1%	2 1%	3 1%	7 2%
No answer	183 6%	19 9%	9 4%	26 8%	14 6%	12 5%	20 7%	18 7%	3 3%	13 5%	19 6%	8 3%	22 8%
Sample size (exc. Don't know/No answer)	2810	189	228	290	237	215	280	220	104	234	323	231	259
Number of journeys per annum (000's) (exc. Don't know/No answer)	2810	189	228	290	237	215	280	220	104	234	323	231	259
Very good	782 28%	80 42%	92 40%	76 26%	59 25%	30 14%	57 20%	46 21%	25 24%	64 27%	123 38%	53 23%	77 30%
Fairly good	1282 46%	72 38%	104 46%	124 43%	111 47%	106 49%	136 49%	97 44%	53 51%	101 43%	151 47%	106 46%	121 47%
Neither good nor poor	478 17%	24 13%	22 10%	62 21%	44 19%	43 20%	63 23%	49 22%	18 17%	37 16%	34 11%	36 16%	46 18%
Fairly poor	186 7%	9 5%	8 4%	21 7%	19 8%	20 9%	15 5%	22 10%	6 6%	19 8%	10 3%	27 12%	10 4%
Very poor	82 3%	4 2%	2 1%	7 2%	4 2%	16 7%	9 3%	6 3%	2 2%	13 6%	5 2%	9 4%	5 2%
NET: Good	2064 73%	152 80%	196 86%	200 69%	170 72%	136 63%	193 69%	143 65%	78 75%	165 71%	274 85%	159 69%	198 76%
NET: Poor	268 10%	13 7%	10 4%	28 10%	23 10%	36 17%	24 9%	28 13%	8 8%	32 14%	15 5%	36 16%	15 6%
Standard Error	0.833	2.894	2.305	2.721	2.931	3.296	2.771	3.223	4.267	2.987	1.999	3.054	2.642
Sigma	2810 100%	189 100%	228 100%	290 100%	237 100%	215 100%	280 100%	220 100%	104 100%	234 100%	323 100%	231 100%	259 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The facilities and services at the station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	501 17%	47 22%	40 17%	53 17%	30 12%	46 20%	60 20%	38 16%	19 18%	35 14%	53 15%	35 14%	45 16%
No answer	242 8%	28 13%	18 8%	33 10%	13 5%	21 9%	32 10%	23 9%	3 3%	13 5%	28 8%	4 2%	26 9%
Sample size (exc. Don't know/No answer)	2293	138	181	235	210	161	215	183	85	202	263	203	217
Number of journeys per annum (000's) (exc. Don't know/No answer)	2293	138	181	235	210	161	215	183	85	202	263	203	217
Very good	401 17%	36 26%	35 19%	31 13%	28 13%	14 9%	21 10%	32 17%	14 16%	39 19%	69 26%	32 16%	50 23%
Fairly good	647 28%	45 33%	42 23%	56 24%	83 40%	40 25%	36 17%	51 28%	17 20%	58 29%	87 33%	55 27%	77 35%
Neither good nor poor	410 18%	23 17%	33 18%	57 24%	37 18%	20 12%	36 17%	40 22%	15 18%	23 11%	40 15%	45 22%	41 19%
Fairly poor	327 14%	14 10%	27 15%	42 18%	29 14%	20 12%	43 20%	16 9%	14 16%	32 16%	27 10%	35 17%	28 13%
Very poor	508 22%	20 14%	44 24%	49 21%	33 16%	67 42%	79 37%	44 24%	25 29%	50 25%	40 15%	36 18%	21 10%
NET: Good	1048 46%	81 59%	77 43%	87 37%	111 53%	54 34%	57 27%	83 45%	31 36%	97 48%	156 59%	87 43%	127 59%
NET: Poor	835 36%	34 25%	71 39%	91 39%	62 30%	87 54%	122 57%	60 33%	39 46%	82 41%	67 25%	71 35%	49 23%
Standard Error	1.041	4.207	3.685	3.157	3.453	3.733	3.017	3.690	5.252	3.524	3.035	3.482	3.352
Sigma	2293 100%	138 100%	181 100%	235 100%	210 100%	161 100%	215 100%	183 100%	85 100%	202 100%	263 100%	203 100%	217 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The availability of staff at the station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	494 16%	40 19%	52 22%	35 11%	39 15%	49 21%	56 18%	41 17%	15 14%	32 13%	57 17%	28 12%	50 17%
No answer	266 9%	26 12%	22 9%	25 8%	17 7%	21 9%	38 12%	27 11%	8 7%	18 7%	30 9%	9 4%	25 9%
Sample size (exc. Don't know/No answer)	2276	147	165	261	197	158	213	176	84	200	257	205	213
Number of journeys per annum (000's) (exc. Don't know/No answer)	2276	147	165	261	197	158	213	176	84	200	257	205	213
Very good	484 21%	48 33%	29 18%	73 28%	36 18%	18 11%	19 9%	36 20%	20 24%	56 28%	63 25%	32 16%	54 25%
Fairly good	668 29%	37 25%	28 17%	95 36%	69 35%	31 20%	39 18%	51 29%	23 27%	63 32%	88 34%	79 39%	65 31%
Neither good nor poor	410 18%	20 14%	28 17%	45 17%	43 22%	21 13%	39 18%	41 23%	21 25%	31 16%	47 18%	41 20%	33 15%
Fairly poor	222 10%	17 12%	26 16%	23 9%	22 11%	13 8%	27 13%	11 6%	2 2%	10 5%	13 5%	33 16%	25 12%
Very poor	492 22%	25 17%	54 33%	25 10%	27 14%	75 47%	89 42%	37 21%	18 21%	40 20%	46 18%	20 10%	36 17%
NET: Good	1152 51%	85 58%	57 35%	168 64%	105 53%	49 31%	58 27%	87 49%	43 51%	119 60%	151 59%	111 54%	119 56%
NET: Poor	714 31%	42 29%	80 48%	48 18%	49 25%	88 56%	116 54%	48 27%	20 24%	50 25%	59 23%	53 26%	61 29%
Standard Error	1.048	4.087	3.713	2.970	3.564	3.692	3.057	3.779	5.487	3.480	3.077	3.489	3.410
Sigma	2276 100%	147 100%	165 100%	261 100%	197 100%	158 100%	213 100%	176 100%	84 100%	200 100%	257 100%	205 100%	213 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The attitudes and helpfulness of the staff

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	830 27%	49 23%	89 37%	59 18%	66 26%	86 38%	106 35%	62 25%	30 28%	64 26%	93 27%	48 20%	78 27%
No answer	346 11%	35 16%	31 13%	32 10%	21 8%	35 15%	43 14%	33 14%	10 9%	22 9%	42 12%	10 4%	32 11%
Sample size (exc. Don't know/No answer)	1860	129	119	230	166	107	158	149	67	164	209	184	178
Number of journeys per annum (000's) (exc. Don't know/No answer)	1860	129	119	230	166	107	158	149	67	164	209	184	178
Very good	717 39%	69 53%	43 36%	104 45%	48 29%	27 25%	50 32%	44 30%	23 34%	62 38%	89 43%	65 35%	93 52%
Fairly good	662 36%	34 26%	46 39%	89 39%	70 42%	31 29%	52 33%	52 35%	29 43%	54 33%	68 33%	77 42%	60 34%
Neither good nor poor	292 16%	16 12%	18 15%	25 11%	36 22%	20 19%	37 23%	32 21%	8 12%	23 14%	30 14%	29 16%	18 10%
Fairly poor	60 3%	5 4%	4 3%	2 1%	6 4%	7 7%	3 2%	4 3%	3 4%	7 4%	11 5%	6 3%	2 1%
Very poor	129 7%	5 4%	8 7%	10 4%	6 4%	22 21%	16 10%	17 11%	4 6%	18 11%	11 5%	7 4%	5 3%
NET: Good	1379 74%	103 80%	89 75%	193 84%	118 71%	58 54%	102 65%	96 64%	52 78%	116 71%	157 75%	142 77%	153 86%
NET: Poor	189 10%	10 8%	12 10%	12 5%	12 7%	29 27%	19 12%	21 14%	7 10%	25 15%	22 11%	13 7%	7 4%
Standard Error	1.016	3.546	3.997	2.428	3.529	4.839	3.818	3.935	5.131	3.564	2.998	3.103	2.612
Sigma	1860 100%	129 100%	119 100%	230 100%	166 100%	107 100%	158 100%	149 100%	67 100%	164 100%	209 100%	184 100%	178 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Connections with other forms of public transport e.g. bus, tube, tram, taxi etc.

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	814 27%	71 33%	46 19%	94 29%	80 32%	71 31%	71 23%	63 26%	33 31%	66 26%	94 27%	63 26%	62 22%
No answer	270 9%	34 16%	20 8%	33 10%	18 7%	20 9%	28 9%	21 9%	5 5%	20 8%	31 9%	10 4%	30 10%
Sample size (exc. Don't know/No answer)	1952	108	173	194	155	137	208	160	69	164	219	169	196
Number of journeys per annum (000's) (exc. Don't know/No answer)	1952	108	173	194	155	137	208	160	69	164	219	169	196
Very good	482 25%	42 39%	40 23%	55 28%	26 17%	13 9%	30 14%	29 18%	12 17%	47 29%	63 29%	47 28%	78 40%
Fairly good	703 36%	40 37%	66 38%	72 37%	60 39%	41 30%	76 37%	52 33%	26 38%	56 34%	74 34%	68 40%	72 37%
Neither good nor poor	386 20%	15 14%	43 25%	40 21%	41 26%	36 26%	46 22%	36 23%	12 17%	26 16%	36 16%	35 21%	20 10%
Fairly poor	195 10%	8 7%	12 7%	15 8%	14 9%	24 18%	32 15%	11 7%	15 22%	16 10%	29 13%	13 8%	6 3%
Very poor	186 10%	3 3%	12 7%	12 6%	14 9%	23 17%	24 12%	32 20%	4 6%	19 12%	17 8%	6 4%	20 10%
NET: Good	1185 61%	82 76%	106 61%	127 65%	86 55%	54 39%	106 51%	81 51%	38 55%	103 63%	137 63%	115 68%	150 77%
NET: Poor	381 20%	11 10%	24 14%	27 14%	28 18%	47 34%	56 27%	43 27%	19 28%	35 21%	46 21%	19 11%	26 13%
Standard Error	1.106	4.133	3.714	3.423	4.005	4.190	3.475	3.965	6.032	3.786	3.278	3.598	3.035
Sigma	1952 100%	108 100%	173 100%	194 100%	155 100%	137 100%	208 100%	160 100%	69 100%	164 100%	219 100%	169 100%	196 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Facilities for car parking

Absolutes/col percents 28 Oct 2015

Base : All respondents

Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	1130 37%	81 38%	72 30%	122 38%	102 40%	83 36%	84 27%	86 35%	52 49%	98 39%	121 35%	115 48%	114 40%
No answer	255 8%	33 15%	17 7%	33 10%	21 8%	15 7%	17 6%	26 11%	4 4%	18 7%	30 9%	9 4%	32 11%
Sample size (exc. Don't know/No answer)	1651	99	150	166	130	130	206	132	51	134	193	118	142
Number of journeys per annum (000's) (exc. Don't know/No answer)	1651	99	150	166	130	130	206	132	51	134	193	118	142
Very good	485 29%	41 41%	53 35%	55 33%	35 27%	26 20%	62 30%	35 27%	11 22%	31 23%	58 30%	18 15%	60 42%
Fairly good	654 40%	38 38%	62 41%	62 37%	51 39%	49 38%	109 53%	41 31%	27 53%	45 34%	74 38%	40 34%	56 39%
Neither good nor poor	231 14%	9 9%	20 13%	24 14%	22 17%	17 13%	21 10%	28 21%	6 12%	26 19%	23 12%	23 19%	12 8%
Fairly poor	143 9%	6 6%	8 5%	14 8%	9 7%	16 12%	11 5%	9 7%	4 8%	19 14%	20 10%	20 17%	7 5%
Very poor	138 8%	5 5%	7 5%	11 7%	13 10%	22 17%	3 1%	19 14%	3 6%	13 10%	18 9%	17 14%	7 5%
NET: Good	1139 69%	79 80%	115 77%	117 70%	86 66%	75 58%	171 83%	76 58%	38 75%	76 57%	132 68%	58 49%	116 82%
NET: Poor	281 17%	11 11%	15 10%	25 15%	22 17%	38 29%	14 7%	28 21%	7 14%	32 24%	38 20%	37 31%	14 10%
Standard Error	1.139	4.056	3.465	3.551	4.166	4.350	2.623	4.318	6.163	4.296	3.355	4.622	3.257
Sigma	1651 100%	99 100%	150 100%	166 100%	130 100%	130 100%	206 100%	132 100%	51 100%	134 100%	193 100%	118 100%	142 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Facilities for bicycle parking

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	1448 48%	106 50%	103 43%	146 45%	133 53%	84 37%	127 41%	85 35%	57 53%	139 56%	179 52%	139 57%	150 52%
No answer	358 12%	46 22%	25 10%	37 12%	30 12%	23 10%	33 11%	29 12%	11 10%	25 10%	40 12%	15 6%	44 15%
Sample size (exc. Don't know/No answer)	1230	61	111	138	90	121	147	130	39	86	125	88	94
Number of journeys per annum (000's) (exc. Don't know/No answer)	1230	61	111	138	90	121	147	130	39	86	125	88	94
Very good	323 26%	16 26%	33 30%	47 34%	20 22%	31 26%	38 26%	35 27%	6 15%	21 24%	28 22%	17 19%	31 33%
Fairly good	505 41%	24 39%	45 41%	57 41%	39 43%	57 47%	82 56%	41 32%	19 49%	23 27%	44 35%	35 40%	39 41%
Neither good nor poor	236 19%	10 16%	21 19%	18 13%	22 24%	24 20%	19 13%	30 23%	8 21%	23 27%	31 25%	16 18%	14 15%
Fairly poor	84 7%	6 10%	6 5%	11 8%	6 7%	3 2%	6 4%	7 5%	3 8%	9 10%	12 10%	12 14%	3 3%
Very poor	82 7%	5 8%	6 5%	5 4%	3 3%	6 5%	2 1%	17 13%	3 8%	10 12%	10 8%	8 9%	7 7%
NET: Good	828 67%	40 66%	78 70%	104 75%	59 66%	88 73%	120 82%	76 58%	25 64%	44 51%	72 58%	52 59%	70 74%
NET: Poor	166 13%	11 18%	12 11%	16 12%	9 10%	9 7%	8 5%	24 18%	6 15%	19 22%	22 18%	20 23%	10 11%
Standard Error	1.338	6.134	4.358	3.681	5.037	4.066	3.205	4.339	7.782	5.422	4.438	5.271	4.522
Sigma	1230 100%	61 100%	111 100%	138 100%	90 100%	121 100%	147 100%	130 100%	39 100%	86 100%	125 100%	88 100%	94 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Your personal security whilst using that station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	308 10%	24 11%	18 8%	37 12%	25 10%	23 10%	37 12%	19 8%	8 7%	25 10%	31 9%	23 10%	38 13%
No answer	241 8%	34 16%	10 4%	24 7%	20 8%	18 8%	28 9%	18 7%	9 8%	16 6%	28 8%	7 3%	29 10%
Sample size (exc. Don't know/No answer)	2487	155	211	260	208	187	242	207	90	209	285	212	221
Number of journeys per annum (000's) (exc. Don't know/No answer)	2487	155	211	260	208	187	242	207	90	209	285	212	221
Very good	679 27%	61 39%	55 26%	83 32%	52 25%	36 19%	47 19%	51 25%	16 18%	50 24%	95 33%	55 26%	78 35%
Fairly good	1037 42%	52 34%	86 41%	115 44%	88 42%	79 42%	115 48%	71 34%	39 43%	96 46%	115 40%	99 47%	82 37%
Neither good nor poor	576 23%	33 21%	59 28%	52 20%	54 26%	53 28%	63 26%	56 27%	18 20%	42 20%	61 21%	37 17%	48 22%
Fairly poor	104 4%	4 3%	7 3%	4 2%	7 3%	8 4%	11 5%	15 7%	10 11%	12 6%	8 3%	11 5%	7 3%
Very poor	91 4%	5 3%	4 2%	6 2%	7 3%	11 6%	6 2%	14 7%	7 8%	9 4%	6 2%	10 5%	6 3%
NET: Good	1716 69%	113 73%	141 67%	198 76%	140 67%	115 61%	162 67%	122 59%	55 61%	146 70%	210 74%	154 73%	160 72%
NET: Poor	195 8%	9 6%	11 5%	10 4%	14 7%	19 10%	17 7%	29 14%	17 19%	21 10%	14 5%	21 10%	13 6%
Standard Error	0.928	3.582	3.249	2.648	3.260	3.568	3.030	3.428	5.167	3.182	2.613	3.069	3.014
Sigma	2487 100%	155 100%	211 100%	260 100%	208 100%	187 100%	242 100%	207 100%	90 100%	209 100%	285 100%	212 100%	221 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The overall station environment

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	75 2%	7 3%	-	7 2%	3 1%	5 2%	16 5%	6 2%	2 2%	8 3%	6 2%	3 1%	12 4%
No answer	193 6%	22 10%	12 5%	24 7%	14 6%	12 5%	23 7%	19 8%	6 6%	16 6%	21 6%	6 2%	18 6%
Sample size (exc. Don't know/No answer)	2768	184	227	290	236	211	268	219	99	226	317	233	258
Number of journeys per annum (000's) (exc. Don't know/No answer)	2768	184	227	290	236	211	268	219	99	226	317	233	258
Very good	626 23%	75 41%	66 29%	57 20%	50 21%	26 12%	45 17%	41 19%	16 16%	51 23%	90 28%	39 17%	70 27%
Fairly good	1244 45%	61 33%	113 50%	130 45%	112 47%	83 39%	129 48%	86 39%	37 37%	104 46%	163 51%	115 49%	111 43%
Neither good nor poor	572 21%	30 16%	39 17%	74 26%	49 21%	53 25%	72 27%	56 26%	29 29%	33 15%	43 14%	46 20%	48 19%
Fairly poor	240 9%	14 8%	9 4%	22 8%	21 9%	34 16%	18 7%	22 10%	12 12%	25 11%	19 6%	22 9%	22 9%
Very poor	86 3%	4 2%	-	7 2%	4 2%	15 7%	4 1%	14 6%	5 5%	13 6%	2 1%	11 5%	7 3%
NET: Good	1870 68%	136 74%	179 79%	187 64%	162 69%	109 52%	174 65%	127 58%	53 54%	155 69%	253 80%	154 66%	181 70%
NET: Poor	326 12%	18 10%	9 4%	29 10%	25 11%	49 23%	22 8%	36 16%	17 17%	38 17%	21 7%	33 14%	29 11%
Standard Error	0.890	3.246	2.716	2.815	3.026	3.448	2.920	3.343	5.038	3.095	2.258	3.108	2.854
Sigma	2768 100%	184 100%	227 100%	290 100%	236 100%	211 100%	268 100%	219 100%	99 100%	226 100%	317 100%	233 100%	258 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The provision of shelter facilities

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	190 6%	12 6%	9 4%	16 5%	17 7%	8 4%	18 6%	14 6%	3 3%	21 8%	30 9%	21 9%	21 7%
No answer	182 6%	22 10%	12 5%	25 8%	12 5%	10 4%	16 5%	14 6%	2 2%	11 4%	23 7%	8 3%	27 9%
Sample size (exc. Don't know/No answer)	2664	179	218	280	224	210	273	216	102	218	291	213	240
Number of journeys per annum (000's) (exc. Don't know/No answer)	2664	179	218	280	224	210	273	216	102	218	291	213	240
Very good	664 25%	76 42%	61 28%	66 24%	54 24%	34 16%	44 16%	33 15%	22 22%	61 28%	99 34%	46 22%	68 28%
Fairly good	1151 43%	56 31%	95 44%	129 46%	100 45%	89 42%	113 41%	89 41%	45 44%	92 42%	126 43%	104 49%	113 47%
Neither good nor poor	455 17%	23 13%	36 17%	49 18%	33 15%	40 19%	56 21%	51 24%	20 20%	30 14%	42 14%	37 17%	38 16%
Fairly poor	282 11%	15 8%	21 10%	26 9%	27 12%	38 18%	46 17%	27 13%	11 11%	24 11%	16 5%	16 8%	15 6%
Very poor	112 4%	9 5%	5 2%	10 4%	10 4%	9 4%	14 5%	16 7%	4 4%	11 5%	8 3%	10 5%	6 3%
NET: Good	1815 68%	132 74%	156 72%	195 70%	154 69%	123 59%	157 58%	122 56%	67 66%	153 70%	225 77%	150 70%	181 75%
NET: Poor	394 15%	24 13%	26 12%	36 13%	37 17%	47 22%	60 22%	43 20%	15 15%	35 16%	24 8%	26 12%	21 9%
Standard Error	0.903	3.298	3.062	2.753	3.104	3.407	2.997	3.381	4.724	3.105	2.459	3.135	2.785
Sigma	2664 100%	179 100%	218 100%	280 100%	224 100%	210 100%	273 100%	216 100%	102 100%	218 100%	291 100%	213 100%	240 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...Availability of seating

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	144 5%	14 7%	11 5%	13 4%	5 2%	9 4%	12 4%	13 5%	2 2%	14 6%	17 5%	11 5%	23 8%
No answer	168 6%	21 10%	10 4%	20 6%	13 5%	11 5%	16 5%	15 6%	3 3%	12 5%	20 6%	5 2%	22 8%
Sample size (exc. Don't know/No answer)	2724	178	218	288	235	208	279	216	102	224	307	226	243
Number of journeys per annum (000's) (exc. Don't know/No answer)	2724	178	218	288	235	208	279	216	102	224	307	226	243
Very good	527 19%	66 37%	48 22%	60 21%	47 20%	25 12%	32 11%	38 18%	15 15%	37 17%	80 26%	20 9%	59 24%
Fairly good	1017 37%	60 34%	85 39%	118 41%	78 33%	68 33%	105 38%	84 39%	36 35%	71 32%	123 40%	98 43%	91 37%
Neither good nor poor	567 21%	24 13%	45 21%	55 19%	47 20%	56 27%	70 25%	47 22%	26 25%	53 24%	51 17%	48 21%	45 19%
Fairly poor	441 16%	18 10%	30 14%	43 15%	47 20%	43 21%	54 19%	31 14%	17 17%	42 19%	40 13%	43 19%	33 14%
Very poor	172 6%	10 6%	10 5%	12 4%	16 7%	16 8%	18 6%	16 7%	8 8%	21 9%	13 4%	17 8%	15 6%
NET: Good	1544 57%	126 71%	133 61%	178 62%	125 53%	93 45%	137 49%	122 56%	51 50%	108 48%	203 66%	118 52%	150 62%
NET: Poor	613 23%	28 16%	40 18%	55 19%	63 27%	59 28%	72 26%	47 22%	25 25%	63 28%	53 17%	60 27%	48 20%
Standard Error	0.950	3.418	3.311	2.868	3.262	3.456	2.998	3.381	4.975	3.346	2.706	3.330	3.124
Sigma	2724 100%	178 100%	218 100%	288 100%	235 100%	208 100%	279 100%	216 100%	102 100%	224 100%	307 100%	226 100%	243 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q16. Rating of station where train was boarded...The choice of shops/eating/drinking facilities available

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	694 23%	63 30%	50 21%	86 27%	48 19%	54 24%	83 27%	50 20%	23 21%	45 18%	79 23%	50 21%	63 22%
No answer	244 8%	32 15%	19 8%	30 9%	14 6%	21 9%	30 10%	23 9%	4 4%	13 5%	30 9%	4 2%	24 8%
Sample size (exc. Don't know/No answer)	2098	118	170	205	191	153	194	171	80	192	235	188	201
Number of journeys per annum (000's) (exc. Don't know/No answer)	2098	118	170	205	191	153	194	171	80	192	235	188	201
Very good	251 12%	18 15%	22 13%	17 8%	22 12%	11 7%	9 5%	18 11%	8 10%	32 17%	40 17%	17 9%	37 18%
Fairly good	500 24%	20 17%	26 15%	30 15%	52 27%	36 24%	28 14%	52 30%	11 14%	48 25%	87 37%	51 27%	59 29%
Neither good nor poor	409 19%	29 25%	35 21%	39 19%	42 22%	21 14%	43 22%	33 19%	16 20%	32 17%	39 17%	32 17%	48 24%
Fairly poor	327 16%	16 14%	28 16%	45 22%	32 17%	21 14%	34 18%	20 12%	19 24%	21 11%	29 12%	30 16%	32 16%
Very poor	611 29%	35 30%	59 35%	74 36%	43 23%	64 42%	80 41%	48 28%	26 33%	59 31%	40 17%	58 31%	25 12%
NET: Good	751 36%	38 32%	48 28%	47 23%	74 39%	47 31%	37 19%	70 41%	19 24%	80 42%	127 54%	68 36%	96 48%
NET: Poor	938 45%	51 43%	87 51%	119 58%	75 39%	85 56%	114 59%	68 40%	45 56%	80 42%	69 29%	88 47%	57 28%
Standard Error	1.047	4.320	3.463	2.943	3.534	3.742	2.828	3.771	4.788	3.567	3.258	3.514	3.532
Sigma	2098 100%	118 100%	170 100%	205 100%	191 100%	153 100%	194 100%	171 100%	80 100%	192 100%	235 100%	188 100%	201 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q17. Familiarity with this particular station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No answer	42 1%	4 2%	5 2%	3 1%	3 1%	3 1%	6 2%	4 2%	- -	4 2%	5 1%	1 *	4 1%
Sample size (exc. Not stated)	2994	209	234	318	250	225	301	240	107	246	339	241	284
Number of journeys per annum (000's) (exc. Not stated)	2994	209	234	318	250	225	301	240	107	246	339	241	284
Very familiar	1938 65%	114 55%	173 74%	227 71%	139 56%	165 73%	208 69%	143 60%	65 61%	159 65%	226 67%	169 70%	150 53%
Fairly familiar	623 21%	35 17%	41 18%	52 16%	73 29%	45 20%	55 18%	55 23%	24 22%	61 25%	75 22%	55 23%	52 18%
Not very familiar	195 7%	27 13%	8 3%	20 6%	22 9%	6 3%	13 4%	20 8%	8 7%	15 6%	21 6%	8 3%	27 10%
Not at all familiar	232 8%	32 15%	12 5%	19 6%	16 6%	9 4%	24 8%	21 9%	10 9%	11 4%	15 4%	9 4%	54 19%
Don't know	6 *	1 *	-	-	-	-	1 *	1 *	-	-	2 1%	-	1 *
NET: Familiar	2561 86%	149 71%	214 91%	279 88%	212 85%	210 93%	263 87%	198 83%	89 83%	220 89%	301 89%	224 93%	202 71%
NET: Unfamiliar	427 14%	59 28%	20 9%	39 12%	38 15%	15 7%	37 12%	41 17%	18 17%	26 11%	36 11%	17 7%	81 29%
Standard Error	0.640	3.133	1.832	1.842	2.275	1.667	1.902	2.444	3.633	1.964	1.685	1.653	2.692
Sigma	2994 100%	209 100%	234 100%	318 100%	250 100%	225 100%	301 100%	240 100%	107 100%	246 100%	339 100%	241 100%	284 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q18. Whilst at station, whether asked staff for help or information

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Yes	297 10%	33 15%	19 8%	41 13%	32 13%	14 6%	12 4%	22 9%	7 7%	34 14%	30 9%	19 8%	34 12%
Yes: asked for help	170 6%	23 11%	12 5%	25 8%	15 6%	9 4%	7 2%	15 6%	4 4%	17 7%	17 5%	9 4%	17 6%
Yes: asked for information	144 5%	12 6%	8 3%	20 6%	20 8%	7 3%	5 2%	8 3%	3 3%	19 8%	13 4%	10 4%	19 7%
Couldn't find anyone to ask	196 6%	13 6%	14 6%	12 4%	16 6%	20 9%	24 8%	18 7%	10 9%	25 10%	18 5%	9 4%	17 6%
No/didn't need help/information	2423 80%	159 75%	195 82%	256 80%	196 77%	177 78%	256 83%	190 78%	87 81%	186 74%	281 82%	214 88%	226 78%
Don't know/no answer	120 4%	8 4%	11 5%	12 4%	9 4%	17 7%	15 5%	14 6%	3 3%	5 2%	15 4%	-	11 4%
Sigma	3053 101%	215 101%	240 100%	325 101%	256 101%	230 101%	307 100%	245 100%	107 100%	252 101%	344 100%	242 100%	290 101%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q19. Overall satisfaction with how request was handled

Absolutes/col percents 28 Oct 2015

Base : All respondents asking station staff for help or information

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	297	33	19	41	32	14	12	22	7	34	30	19	34
Very satisfied	207 70%	22 67%	12 63%	32 78%	22 69%	8 57%	10 83%	12 55%	6 86%	23 68%	21 70%	12 63%	27 79%
Fairly satisfied	65 22%	9 27%	7 37%	5 12%	6 19%	2 14%	2 17%	6 27%	1 14%	8 24%	6 20%	7 37%	6 18%
Neither satisfied nor dissatisfied	12 4%	2 6%	-	3 7%	2 6%	-	-	2 9%	-	2 6%	1 3%	-	-
Fairly dissatisfied	4 1%	-	-	-	1 3%	1 7%	-	1 5%	-	-	1 3%	-	-
Very dissatisfied	6 2%	-	-	1 2%	-	3 21%	-	-	-	1 3%	-	-	1 3%
No opinion/Don't know	1 0%	-	-	-	-	-	-	1 5%	-	-	-	-	-
No answer	2 1%	-	-	-	1 3%	-	-	-	-	-	1 3%	-	-
NET: Satisfied	272 92%	31 94%	19 100%	37 90%	28 88%	10 71%	12 100%	18 82%	7 100%	31 91%	27 90%	19 100%	33 97%
NET: Dissatisfied	10 3%	-	-	1 2%	1 3%	4 29%	-	1 5%	-	1 3%	1 3%	-	1 3%
Standard Error	1.537	4.218	0.000	4.692	5.398	12.529	0.000	7.825	0.000	4.937	4.789	0.000	2.941
Sigma	297 100%	33 100%	19 100%	41 100%	32 100%	14 100%	12 100%	22 100%	7 100%	34 100%	30 100%	19 100%	34 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q20a. If you used ticket gates at the station, how easy did you find it to use them?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Don't know/Not relevant	1971 65%	160 75%	138 58%	174 54%	140 55%	170 75%	229 75%	132 54%	92 86%	174 70%	193 56%	130 54%	239 83%
No answer	321 11%	41 19%	28 12%	26 8%	23 9%	28 12%	28 9%	24 10%	12 11%	30 12%	40 12%	10 4%	31 11%
Sample size (exc. Don't know/Not relevant/No answer)	744	12	73	121	90	30	50	88	3	46	111	102	18
Number of journeys per annum (000's) (exc. Don't know/Not relevant/No answer)	744	12	73	121	90	30	50	88	3	46	111	102	18
Very easy	413 56%	5 42%	46 63%	65 54%	48 53%	17 57%	23 46%	52 59%	2 67%	26 57%	58 52%	62 61%	9 50%
Fairly easy	212 28%	3 25%	17 23%	41 34%	24 27%	7 23%	17 34%	24 27%	1 33%	14 30%	29 26%	30 29%	5 28%
Neither easy nor difficult	68 9%	3 25%	4 5%	7 6%	11 12%	5 17%	3 6%	10 11%	-	3 7%	15 14%	4 4%	3 17%
Fairly difficult	28 4%	-	5 7%	2 2%	4 4%	1 3%	2 4%	2 2%	-	2 4%	5 5%	5 5%	-
Very difficult	23 3%	1 8%	1 1%	6 5%	3 3%	-	5 10%	-	-	1 2%	4 4%	1 1%	1 6%
NET: Easy	625 84%	8 67%	63 86%	106 88%	72 80%	24 80%	40 80%	76 86%	3 100%	40 87%	87 78%	92 90%	14 78%
NET: Difficult	51 7%	1 8%	6 8%	8 7%	7 8%	1 3%	7 14%	2 2%	-	3 7%	9 8%	6 6%	1 6%
Standard Error	1.345	14.213	4.052	3.008	4.240	7.428	5.714	3.679	0.000	5.020	3.925	2.959	10.083
Sigma	744 100%	12 100%	73 100%	121 100%	90 100%	30 100%	50 100%	88 100%	3 100%	46 100%	111 100%	102 100%	18 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q21. Overall how satisfied are you with this station?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	26 1%	- -	1 *	1 *	2 1%	3 1%	3 1%	4 2%	- -	3 1%	3 1%	1 *	5 2%
No answer	70 2%	5 2%	8 3%	9 3%	4 2%	6 3%	10 3%	6 2%	1 1%	5 2%	9 3%	1 *	6 2%
Sample size (exc. No opinion/Don't know/No answer)	2940	208	230	311	247	219	294	234	106	242	332	240	277
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2940	208	230	311	247	219	294	234	106	242	332	240	277
Very satisfied	846 29%	91 44%	78 34%	93 30%	60 24%	36 16%	64 22%	58 25%	19 18%	75 31%	118 36%	60 25%	94 34%
Fairly satisfied	1349 46%	73 35%	105 46%	154 50%	130 53%	87 40%	140 48%	107 46%	50 47%	96 40%	167 50%	122 51%	118 43%
Neither satisfied nor dissatisfied	510 17%	36 17%	33 14%	49 16%	38 15%	61 28%	66 22%	44 19%	23 22%	41 17%	30 9%	45 19%	44 16%
Fairly dissatisfied	179 6%	7 3%	14 6%	12 4%	11 4%	24 11%	22 7%	19 8%	11 10%	21 9%	14 4%	7 3%	17 6%
Very dissatisfied	56 2%	1 *	- -	3 1%	8 3%	11 5%	2 1%	6 3%	3 3%	9 4%	3 1%	6 3%	4 1%
NET: Satisfied	2195 75%	164 79%	183 80%	247 79%	190 77%	123 56%	204 69%	165 71%	69 65%	171 71%	285 86%	182 76%	212 77%
NET: Dissatisfied	235 8%	8 4%	14 6%	15 5%	19 8%	35 16%	24 8%	25 11%	14 13%	30 12%	17 5%	13 5%	21 8%
Standard Error	0.802	2.839	2.665	2.296	2.686	3.361	2.692	2.987	4.652	2.933	1.916	2.769	2.551
Sigma	2940 100%	208 100%	230 100%	311 100%	247 100%	219 100%	294 100%	234 100%	106 100%	242 100%	332 100%	240 100%	277 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q22. Satisfaction with train journey...The frequency of the trains on that route

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	66 2%	10 5%	1 *	4 1%	5 2%	4 2%	9 3%	4 2%	2 2%	4 2%	9 3%	3 1%	11 4%
No answer	62 2%	8 4%	5 2%	8 2%	5 2%	4 2%	12 4%	5 2%	-	2 1%	7 2%	-	6 2%
Sample size (exc. No opinion/Don't know/No answer)	2908	195	233	309	243	220	286	235	105	244	328	239	271
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2908	195	233	309	243	220	286	235	105	244	328	239	271
Very satisfied	753 26%	51 26%	70 30%	150 49%	38 16%	44 20%	40 14%	39 17%	16 15%	32 13%	77 23%	85 36%	111 41%
Fairly satisfied	1219 42%	67 34%	101 43%	137 44%	86 35%	93 42%	135 47%	84 36%	43 41%	79 32%	152 46%	125 52%	117 43%
Neither satisfied nor dissatisfied	326 11%	34 17%	26 11%	9 3%	35 14%	36 16%	48 17%	36 15%	14 13%	28 11%	23 7%	17 7%	20 7%
Fairly dissatisfied	410 14%	28 14%	27 12%	10 3%	55 23%	28 13%	50 17%	49 21%	26 25%	57 23%	55 17%	10 4%	15 6%
Very dissatisfied	200 7%	15 8%	9 4%	3 1%	29 12%	19 9%	13 5%	27 11%	6 6%	48 20%	21 6%	2 1%	8 3%
NET: Satisfied	1972 68%	118 61%	171 73%	287 93%	124 51%	137 62%	175 61%	123 52%	59 56%	111 45%	229 70%	210 88%	228 84%
NET: Dissatisfied	610 21%	43 22%	36 15%	13 4%	84 35%	47 21%	63 22%	76 32%	32 30%	105 43%	76 23%	12 5%	23 8%
Standard Error	0.867	3.510	2.901	1.465	3.213	3.275	2.887	3.265	4.865	3.194	2.539	2.117	2.224
Sigma	2908 100%	195 100%	233 100%	309 100%	243 100%	220 100%	286 100%	235 100%	105 100%	244 100%	328 100%	239 100%	271 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

## AUTUMN 2014

Q22. Satisfaction with train journey...Punctuality/reliability (i.e. the train arriving/departing on time)

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	20 1%	1 *	1 *	1 *	2 1%	2 1%	4 1%	- -	- -	- -	2 1%	- -	7 2%
No answer	87 3%	8 4%	6 3%	10 3%	8 3%	4 2%	10 3%	11 5%	1 1%	5 2%	13 4%	1 *	10 3%
Sample size (exc. No opinion/Don't know/No answer)	2929	204	232	310	243	222	293	233	106	245	329	241	271
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2929	204	232	310	243	222	293	233	106	245	329	241	271
Very satisfied	1330 45%	143 70%	103 44%	152 49%	78 32%	79 36%	125 43%	95 41%	32 30%	76 31%	139 42%	120 50%	188 69%
Fairly satisfied	1062 36%	40 20%	94 41%	127 41%	84 35%	74 33%	130 44%	90 39%	36 34%	89 36%	129 39%	99 41%	70 26%
Neither satisfied nor dissatisfied	224 8%	15 7%	16 7%	14 5%	26 11%	27 12%	28 10%	17 7%	10 9%	31 13%	19 6%	13 5%	8 3%
Fairly dissatisfied	186 6%	5 2%	13 6%	10 3%	30 12%	23 10%	7 2%	17 7%	15 14%	32 13%	25 8%	5 2%	4 1%
Very dissatisfied	127 4%	1 *	6 3%	7 2%	25 10%	19 9%	3 1%	14 6%	13 12%	17 7%	17 5%	4 2%	1 *
NET: Satisfied	2392 82%	183 90%	197 85%	279 90%	162 67%	153 69%	255 87%	185 79%	68 64%	165 67%	268 81%	219 91%	258 95%
NET: Dissatisfied	313 11%	6 3%	19 8%	17 5%	55 23%	42 19%	10 3%	31 13%	28 26%	49 20%	42 13%	9 4%	5 2%
Standard Error	0.715	2.133	2.355	1.707	3.030	3.113	1.966	2.655	4.680	3.002	2.146	1.859	1.301
Sigma	2929 100%	204 100%	232 100%	310 100%	243 100%	222 100%	293 100%	233 100%	106 100%	245 100%	329 100%	241 100%	271 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

## AUTUMN 2014

Q22. Satisfaction with train journey...The length of time the journey was scheduled to take (speed)

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	35 1%	5 2%	4 2%	- -	2 1%	3 1%	4 1%	2 1%	1 1%	2 1%	5 1%	- -	7 2%
No answer	137 5%	18 8%	7 3%	18 6%	9 4%	9 4%	14 5%	14 6%	4 4%	7 3%	18 5%	3 1%	16 6%
Sample size (exc. No opinion/Don't know/No answer)	2864	190	228	303	242	216	289	228	102	241	321	239	265
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2864	190	228	303	242	216	289	228	102	241	321	239	265
Very satisfied	1239 43%	115 61%	108 47%	164 54%	71 29%	75 35%	122 42%	69 30%	32 31%	55 23%	120 37%	127 53%	181 68%
Fairly satisfied	1142 40%	59 31%	95 42%	121 40%	113 47%	88 41%	132 46%	102 45%	37 36%	97 40%	127 40%	94 39%	77 29%
Neither satisfied nor dissatisfied	243 8%	12 6%	16 7%	9 3%	31 13%	31 14%	24 8%	28 12%	15 15%	26 11%	35 11%	10 4%	6 2%
Fairly dissatisfied	165 6%	2 1%	6 3%	6 2%	21 9%	18 8%	8 3%	19 8%	12 12%	36 15%	30 9%	6 3%	1 *
Very dissatisfied	75 3%	2 1%	3 1%	3 1%	6 2%	4 2%	3 1%	10 4%	6 6%	27 11%	9 3%	2 1%	- -
NET: Satisfied	2381 83%	174 92%	203 89%	285 94%	184 76%	163 75%	254 88%	171 75%	69 68%	152 63%	247 77%	221 92%	258 97%
NET: Dissatisfied	240 8%	4 2%	9 4%	9 3%	27 11%	22 10%	11 4%	29 13%	18 18%	63 26%	39 12%	8 3%	1 *
Standard Error	0.700	2.020	2.074	1.360	2.750	2.935	1.922	2.874	4.655	3.115	2.354	1.711	0.987
Sigma	2864 100%	190 100%	228 100%	303 100%	242 100%	216 100%	289 100%	228 100%	102 100%	241 100%	321 100%	239 100%	265 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q22. Satisfaction with train journey...Connections with other train services

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	823 27%	61 29%	68 28%	102 32%	99 39%	44 19%	28 9%	44 18%	29 27%	84 34%	104 30%	56 23%	104 36%
No answer	226 7%	31 15%	14 6%	22 7%	23 9%	14 6%	19 6%	22 9%	5 5%	11 4%	25 7%	5 2%	35 12%
Sample size (exc. No opinion/Don't know/No answer)	1987	121	157	197	131	170	260	178	73	155	215	181	149
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1987	121	157	197	131	170	260	178	73	155	215	181	149
Very satisfied	637 32%	54 45%	55 35%	91 46%	23 18%	42 25%	84 32%	52 29%	11 15%	27 17%	60 28%	65 36%	73 49%
Fairly satisfied	795 40%	35 29%	68 43%	75 38%	51 39%	75 44%	125 48%	73 41%	32 44%	53 34%	85 40%	83 46%	40 27%
Neither satisfied nor dissatisfied	329 17%	19 16%	17 11%	19 10%	41 31%	33 19%	30 12%	31 17%	19 26%	38 25%	39 18%	21 12%	22 15%
Fairly dissatisfied	136 7%	7 6%	10 6%	6 3%	10 8%	12 7%	18 7%	13 7%	5 7%	17 11%	21 10%	9 5%	8 5%
Very dissatisfied	90 5%	6 5%	7 4%	6 3%	6 5%	8 5%	3 1%	9 5%	6 8%	20 13%	10 5%	3 2%	6 4%
NET: Satisfied	1432 72%	89 74%	123 78%	166 84%	74 56%	117 69%	209 80%	125 70%	43 59%	80 52%	145 67%	148 82%	113 76%
NET: Dissatisfied	226 11%	13 11%	17 11%	12 6%	16 12%	20 12%	21 8%	22 12%	11 15%	37 24%	31 14%	12 7%	14 9%
Standard Error	1.007	4.026	3.298	2.601	4.348	3.563	2.467	3.437	5.798	4.027	3.203	2.878	3.519
Sigma	1987 100%	121 100%	157 100%	197 100%	131 100%	170 100%	260 100%	178 100%	73 100%	155 100%	215 100%	181 100%	149 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q22. Satisfaction with train journey...The value for money for the price of your ticket

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	135 4%	36 17%	12 5%	4 1%	5 2%	7 3%	17 6%	6 2%	3 3%	7 3%	13 4%	5 2%	20 7%
No answer	106 3%	21 10%	5 2%	10 3%	5 2%	5 2%	12 4%	14 6%	2 2%	5 2%	15 4%	2 1%	10 3%
Sample size (exc. No opinion/Don't know/No answer)	2795	156	222	307	243	216	278	224	102	238	316	235	258
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2795	156	222	307	243	216	278	224	102	238	316	235	258
Very satisfied	734 26%	90 58%	56 25%	116 38%	57 23%	41 19%	46 17%	54 24%	16 16%	40 17%	68 22%	49 21%	101 39%
Fairly satisfied	893 32%	34 22%	82 37%	99 32%	86 35%	72 33%	80 29%	69 31%	43 42%	70 29%	86 27%	75 32%	97 38%
Neither satisfied nor dissatisfied	517 18%	21 13%	44 20%	40 13%	47 19%	43 20%	66 24%	53 24%	20 20%	43 18%	59 19%	45 19%	36 14%
Fairly dissatisfied	415 15%	4 3%	26 12%	35 11%	40 16%	42 19%	58 21%	25 11%	13 13%	45 19%	67 21%	43 18%	17 7%
Very dissatisfied	236 8%	7 4%	14 6%	17 6%	13 5%	18 8%	28 10%	23 10%	10 10%	40 17%	36 11%	23 10%	7 3%
NET: Satisfied	1627 58%	124 79%	138 62%	215 70%	143 59%	113 52%	126 45%	123 55%	59 58%	110 46%	154 49%	124 53%	198 77%
NET: Dissatisfied	651 23%	11 7%	40 18%	52 17%	53 22%	60 28%	86 31%	48 21%	23 23%	85 36%	103 33%	66 28%	24 9%
Standard Error	0.933	3.243	3.262	2.619	3.163	3.406	2.991	3.332	4.914	3.239	2.816	3.264	2.635
Sigma	2795 100%	156 100%	222 100%	307 100%	243 100%	216 100%	278 100%	224 100%	102 100%	238 100%	316 100%	235 100%	258 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...Cleanliness

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	17 1%	- -	- -	2 1%	3 1%	- -	2 1%	2 1%	- -	- -	3 1%	2 1%	3 1%
No answer	97 3%	4 2%	4 2%	11 3%	7 3%	4 2%	16 5%	11 5%	5 5%	10 4%	9 3%	4 2%	12 4%
Sample size (exc. Don't know/No answer)	2922	209	235	308	243	224	289	231	102	240	332	236	273
Number of journeys per annum (000's) (exc. Don't know/No answer)	2922	209	235	308	243	224	289	231	102	240	332	236	273
Very good	640 22%	77 37%	65 28%	65 21%	51 21%	37 17%	61 21%	32 14%	11 11%	23 10%	106 32%	41 17%	71 26%
Fairly good	1411 48%	79 38%	123 52%	150 49%	120 49%	116 52%	163 56%	100 43%	46 45%	83 35%	154 46%	126 53%	151 55%
Neither good nor poor	484 17%	35 17%	34 14%	56 18%	36 15%	31 14%	44 15%	51 22%	24 24%	61 25%	44 13%	33 14%	35 13%
Fairly poor	289 10%	12 6%	10 4%	29 9%	32 13%	33 15%	19 7%	34 15%	13 13%	51 21%	19 6%	24 10%	13 5%
Very poor	98 3%	6 3%	3 1%	8 3%	4 2%	7 3%	2 1%	14 6%	8 8%	22 9%	9 3%	12 5%	3 1%
NET: Good	2051 70%	156 75%	188 80%	215 70%	171 70%	153 68%	224 78%	132 57%	57 56%	106 44%	260 78%	167 71%	222 81%
NET: Poor	387 13%	18 9%	13 6%	37 12%	36 15%	40 18%	21 7%	48 21%	21 21%	73 30%	28 8%	36 15%	16 6%
Standard Error	0.846	3.017	2.615	2.620	2.935	3.116	2.460	3.263	4.941	3.212	2.265	2.967	2.363
Sigma	2922 100%	209 100%	235 100%	308 100%	243 100%	224 100%	289 100%	231 100%	102 100%	240 100%	332 100%	236 100%	273 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...Up keep and repair of the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	41 1%	2 1%	1 *	4 1%	3 1%	1 *	3 1%	7 3%	3 3%	3 1%	5 1%	3 1%	6 2%
No answer	196 6%	23 11%	13 5%	21 7%	13 5%	10 4%	26 8%	18 7%	9 8%	14 6%	18 5%	9 4%	22 8%
Sample size (exc. Don't know/No answer)	2799	188	225	296	237	217	278	219	95	233	321	230	260
Number of journeys per annum (000's) (exc. Don't know/No answer)	2799	188	225	296	237	217	278	219	95	233	321	230	260
Very good	520 19%	60 32%	66 29%	53 18%	41 17%	33 15%	61 22%	29 13%	8 8%	13 6%	90 28%	28 12%	38 15%
Fairly good	1264 45%	83 44%	117 52%	140 47%	120 51%	98 45%	145 52%	91 42%	34 36%	68 29%	131 41%	122 53%	115 44%
Neither good nor poor	495 18%	27 14%	29 13%	66 22%	38 16%	35 16%	48 17%	50 23%	18 19%	49 21%	50 16%	39 17%	46 18%
Fairly poor	361 13%	13 7%	11 5%	27 9%	30 13%	37 17%	22 8%	38 17%	22 23%	64 27%	29 9%	22 10%	46 18%
Very poor	159 6%	5 3%	2 1%	10 3%	8 3%	14 6%	2 1%	11 5%	13 14%	39 17%	21 7%	19 8%	15 6%
NET: Good	1784 64%	143 76%	183 81%	193 65%	161 68%	131 60%	206 74%	120 55%	42 44%	81 35%	221 69%	150 65%	153 59%
NET: Poor	520 19%	18 10%	13 6%	37 13%	38 16%	51 24%	24 9%	49 22%	35 37%	103 44%	50 16%	41 18%	61 23%
Standard Error	0.909	3.120	2.603	2.773	3.038	3.328	2.632	3.371	5.122	3.127	2.589	3.147	3.058
Sigma	2799 100%	188 100%	225 100%	296 100%	237 100%	217 100%	278 100%	219 100%	95 100%	233 100%	321 100%	230 100%	260 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The provision of information during the journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	327 11%	25 12%	23 10%	30 9%	20 8%	17 7%	59 19%	15 6%	9 8%	26 10%	28 8%	18 7%	57 20%
No answer	207 7%	22 10%	8 3%	20 6%	14 6%	18 8%	30 10%	19 8%	6 6%	19 8%	21 6%	7 3%	23 8%
Sample size (exc. Don't know/No answer)	2502	166	208	271	219	193	218	210	92	205	295	217	208
Number of journeys per annum (000's) (exc. Don't know/No answer)	2502	166	208	271	219	193	218	210	92	205	295	217	208
Very good	559 22%	63 38%	57 27%	60 22%	48 22%	42 22%	28 13%	30 14%	17 18%	20 10%	82 28%	61 28%	51 25%
Fairly good	951 38%	65 39%	88 42%	110 41%	82 37%	73 38%	83 38%	63 30%	21 23%	72 35%	116 39%	92 42%	86 41%
Neither good nor poor	615 25%	27 16%	48 23%	67 25%	53 24%	54 28%	69 32%	73 35%	23 25%	54 26%	62 21%	39 18%	46 22%
Fairly poor	255 10%	7 4%	12 6%	26 10%	28 13%	15 8%	26 12%	30 14%	17 18%	34 17%	26 9%	15 7%	19 9%
Very poor	122 5%	4 2%	3 1%	8 3%	8 4%	9 5%	12 6%	14 7%	14 15%	25 12%	9 3%	10 5%	6 3%
NET: Good	1510 60%	128 77%	145 70%	170 63%	130 59%	115 60%	111 51%	93 44%	38 41%	92 45%	198 67%	153 71%	137 66%
NET: Poor	377 15%	11 7%	15 7%	34 13%	36 16%	24 12%	38 17%	44 21%	31 34%	59 29%	35 12%	25 12%	25 12%
Standard Error	0.978	3.271	3.194	2.943	3.327	3.542	3.394	3.436	5.162	3.482	2.740	3.103	3.296
Sigma	2502 100%	166 100%	208 100%	271 100%	219 100%	193 100%	218 100%	210 100%	92 100%	205 100%	295 100%	217 100%	208 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The availability of the staff on the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	209 7%	9 4%	10 4%	28 9%	32 13%	8 4%	25 8%	7 3%	6 6%	19 8%	18 5%	34 14%	13 5%
No answer	194 6%	20 9%	11 5%	18 6%	10 4%	11 5%	32 10%	19 8%	7 7%	14 6%	19 6%	12 5%	21 7%
Sample size (exc. Don't know/No answer)	2633	184	218	275	211	209	250	218	94	217	307	196	254
Number of journeys per annum (000's) (exc. Don't know/No answer)	2633	184	218	275	211	209	250	218	94	217	307	196	254
Very good	791 30%	90 49%	65 30%	54 20%	51 24%	61 29%	69 28%	55 25%	21 22%	36 17%	117 38%	40 20%	132 52%
Fairly good	1073 41%	69 38%	102 47%	113 41%	82 39%	101 48%	111 44%	94 43%	39 41%	88 41%	120 39%	73 37%	81 32%
Neither good nor poor	527 20%	21 11%	32 15%	71 26%	54 26%	38 18%	53 21%	47 22%	17 18%	53 24%	56 18%	56 29%	29 11%
Fairly poor	168 6%	2 1%	12 6%	26 9%	16 8%	7 3%	12 5%	16 7%	11 12%	26 12%	12 4%	19 10%	9 4%
Very poor	74 3%	2 1%	7 3%	11 4%	8 4%	2 1%	5 2%	6 3%	6 6%	14 6%	2 1%	8 4%	3 1%
NET: Good	1864 71%	159 86%	167 77%	167 61%	133 63%	162 78%	180 72%	149 68%	60 64%	124 57%	237 77%	113 58%	213 84%
NET: Poor	242 9%	4 2%	19 9%	37 13%	24 11%	9 4%	17 7%	22 10%	17 18%	40 18%	14 5%	27 14%	12 5%
Standard Error	0.886	2.533	2.874	2.950	3.331	2.895	2.845	3.157	4.982	3.367	2.398	3.538	2.313
Sigma	2633 100%	184 100%	218 100%	275 100%	211 100%	209 100%	250 100%	218 100%	94 100%	217 100%	307 100%	196 100%	254 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The helpfulness and attitude of staff on train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	351 12%	9 4%	17 7%	53 17%	51 20%	15 7%	30 10%	16 7%	12 11%	42 17%	27 8%	59 24%	20 7%
No answer	185 6%	19 9%	15 6%	22 7%	17 7%	9 4%	24 8%	15 6%	8 7%	11 4%	19 6%	11 5%	15 5%
Sample size (exc. Don't know/No answer)	2500	185	207	246	185	204	253	213	87	197	298	172	253
Number of journeys per annum (000's) (exc. Don't know/No answer)	2500	185	207	246	185	204	253	213	87	197	298	172	253
Very good	1058 42%	114 62%	95 46%	85 35%	71 38%	80 39%	103 41%	75 35%	33 38%	59 30%	133 45%	56 33%	154 61%
Fairly good	1042 42%	60 32%	87 42%	106 43%	86 46%	92 45%	111 44%	89 42%	36 41%	97 49%	128 43%	75 44%	75 30%
Neither good nor poor	323 13%	8 4%	20 10%	49 20%	23 12%	28 14%	33 13%	37 17%	14 16%	29 15%	29 10%	34 20%	19 8%
Fairly poor	53 2%	1 1%	3 1%	3 1%	3 2%	2 1%	5 2%	8 4%	3 3%	8 4%	7 2%	5 3%	5 2%
Very poor	24 1%	2 1%	2 1%	3 1%	2 1%	2 1%	1 *	4 2%	1 1%	4 2%	1 *	2 1%	-
NET: Good	2100 84%	174 94%	182 88%	191 78%	157 85%	172 84%	214 85%	164 77%	69 79%	156 79%	261 88%	131 76%	229 91%
NET: Poor	77 3%	3 2%	5 2%	6 2%	5 3%	4 2%	6 2%	12 6%	4 5%	12 6%	8 3%	7 4%	5 2%
Standard Error	0.733	1.743	2.270	2.662	2.642	2.552	2.275	2.890	4.368	2.900	1.913	3.258	1.846
Sigma	2500 100%	185 100%	207 100%	246 100%	185 100%	204 100%	253 100%	213 100%	87 100%	197 100%	298 100%	172 100%	253 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The space for luggage

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	472 16%	46 22%	35 15%	54 17%	52 21%	25 11%	31 10%	29 12%	19 18%	46 18%	40 12%	51 21%	44 15%
No answer	165 5%	15 7%	12 5%	19 6%	10 4%	10 4%	25 8%	14 6%	4 4%	12 5%	18 5%	9 4%	17 6%
Sample size (exc. Don't know/No answer)	2399	152	192	248	191	193	251	201	84	192	286	182	227
Number of journeys per annum (000's) (exc. Don't know/No answer)	2399	152	192	248	191	193	251	201	84	192	286	182	227
Very good	485 20%	52 34%	46 24%	50 20%	32 17%	44 23%	74 29%	41 20%	9 11%	25 13%	55 19%	21 12%	36 16%
Fairly good	967 40%	61 40%	97 51%	90 36%	82 43%	105 54%	114 45%	97 48%	34 40%	57 30%	96 34%	76 42%	58 26%
Neither good nor poor	456 19%	22 14%	27 14%	49 20%	38 20%	29 15%	48 19%	36 18%	19 23%	56 29%	50 17%	33 18%	49 22%
Fairly poor	343 14%	12 8%	16 8%	40 16%	28 15%	9 5%	13 5%	21 10%	18 21%	38 20%	57 20%	37 20%	54 24%
Very poor	148 6%	5 3%	6 3%	19 8%	11 6%	6 3%	2 1%	6 3%	4 5%	16 8%	28 10%	15 8%	30 13%
NET: Good	1452 61%	113 74%	143 74%	140 56%	114 60%	149 77%	188 75%	138 69%	43 51%	82 43%	151 53%	97 53%	94 41%
NET: Poor	491 20%	17 11%	22 11%	59 24%	39 20%	15 8%	15 6%	27 13%	22 26%	54 28%	85 30%	52 29%	84 37%
Standard Error	0.998	3.554	3.155	3.155	3.559	3.028	2.742	3.280	5.487	3.579	2.957	3.708	3.276
Sigma	2399 100%	152 100%	192 100%	248 100%	191 100%	193 100%	251 100%	201 100%	84 100%	192 100%	286 100%	182 100%	227 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...Sufficient room for all the passengers to sit/stand

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	37 1%	2 1%	2 1%	5 2%	6 2%	- -	5 2%	3 1%	2 2%	- -	3 1%	4 2%	5 2%
No answer	144 5%	18 8%	8 3%	14 4%	9 4%	9 4%	21 7%	14 6%	7 7%	9 4%	11 3%	6 2%	18 6%
Sample size (exc. Don't know/No answer)	2855	193	229	302	238	219	281	227	98	241	330	232	265
Number of journeys per annum (000's) (exc. Don't know/No answer)	2855	193	229	302	238	219	281	227	98	241	330	232	265
Very good	927 32%	97 50%	91 40%	88 29%	54 23%	81 37%	108 38%	76 33%	22 22%	50 21%	100 30%	72 31%	88 33%
Fairly good	1199 42%	80 41%	90 39%	114 38%	98 41%	98 45%	133 47%	107 47%	45 46%	89 37%	129 39%	97 42%	119 45%
Neither good nor poor	325 11%	9 5%	19 8%	49 16%	27 11%	21 10%	27 10%	28 12%	14 14%	34 14%	36 11%	30 13%	31 12%
Fairly poor	230 8%	2 1%	15 7%	34 11%	31 13%	13 6%	9 3%	11 5%	10 10%	36 15%	29 9%	20 9%	20 8%
Very poor	174 6%	5 3%	14 6%	17 6%	28 12%	6 3%	4 1%	5 2%	7 7%	32 13%	36 11%	13 6%	7 3%
NET: Good	2126 74%	177 92%	181 79%	202 67%	152 64%	179 82%	241 86%	183 81%	67 68%	139 58%	229 69%	169 73%	207 78%
NET: Poor	404 14%	7 4%	29 13%	51 17%	59 25%	19 9%	13 5%	16 7%	17 17%	68 28%	65 20%	33 14%	27 10%
Standard Error	0.816	1.990	2.696	2.713	3.120	2.617	2.088	2.629	4.722	3.189	2.541	2.926	2.545
Sigma	2855 100%	193 100%	229 100%	302 100%	238 100%	219 100%	281 100%	227 100%	98 100%	241 100%	330 100%	232 100%	265 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The comfort of the seating area

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	42 1%	4 2%	2 1%	4 1%	7 3%	- -	5 2%	4 2%	2 2%	1 *	7 2%	2 1%	4 1%
No answer	133 4%	14 7%	9 4%	13 4%	11 4%	7 3%	18 6%	12 5%	5 5%	8 3%	14 4%	8 3%	14 5%
Sample size (exc. Don't know/No answer)	2861	195	228	304	235	221	284	228	100	241	323	232	270
Number of journeys per annum (000's) (exc. Don't know/No answer)	2861	195	228	304	235	221	284	228	100	241	323	232	270
Very good	626 22%	70 36%	69 30%	63 21%	41 17%	43 19%	83 29%	49 21%	8 8%	26 11%	78 24%	40 17%	56 21%
Fairly good	1253 44%	91 47%	112 49%	132 43%	121 51%	101 46%	145 51%	97 43%	38 38%	77 32%	127 39%	99 43%	113 42%
Neither good nor poor	506 18%	21 11%	30 13%	73 24%	39 17%	50 23%	46 16%	52 23%	21 21%	42 17%	42 13%	47 20%	43 16%
Fairly poor	308 11%	11 6%	11 5%	28 9%	29 12%	18 8%	8 3%	22 10%	19 19%	49 20%	42 13%	28 12%	43 16%
Very poor	168 6%	2 1%	6 3%	8 3%	5 2%	9 4%	2 1%	8 4%	14 14%	47 20%	34 11%	18 8%	15 6%
NET: Good	1879 66%	161 83%	181 79%	195 64%	162 69%	144 65%	228 80%	146 64%	46 46%	103 43%	205 63%	139 60%	169 63%
NET: Poor	476 17%	13 7%	17 7%	36 12%	34 14%	27 12%	10 4%	30 13%	33 33%	96 40%	76 24%	46 20%	58 21%
Standard Error	0.888	2.724	2.685	2.755	3.025	3.212	2.365	3.185	5.009	3.193	2.683	3.224	2.950
Sigma	2861 100%	195 100%	228 100%	304 100%	235 100%	221 100%	284 100%	228 100%	100 100%	241 100%	323 100%	232 100%	270 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...Space for bicycles

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	1329 44%	114 54%	102 43%	129 40%	132 52%	85 37%	127 41%	80 33%	54 50%	115 46%	169 49%	109 45%	113 39%
No answer	234 8%	24 11%	16 7%	25 8%	24 9%	15 7%	29 9%	13 5%	8 7%	15 6%	30 9%	9 4%	26 9%
Sample size (exc. Don't know/No answer)	1473	75	121	167	97	128	151	151	45	120	145	124	149
Number of journeys per annum (000's) (exc. Don't know/No answer)	1473	75	121	167	97	128	151	151	45	120	145	124	149
Very good	272 18%	14 19%	29 24%	34 20%	15 15%	27 21%	33 22%	31 21%	3 7%	16 13%	34 23%	17 14%	19 13%
Fairly good	539 37%	35 47%	51 42%	52 31%	28 29%	66 52%	68 45%	54 36%	18 40%	41 34%	41 28%	49 40%	36 24%
Neither good nor poor	288 20%	16 21%	17 14%	29 17%	22 23%	24 19%	40 26%	31 21%	12 27%	22 18%	24 17%	27 22%	24 16%
Fairly poor	217 15%	5 7%	15 12%	32 19%	17 18%	9 7%	8 5%	15 10%	10 22%	26 22%	25 17%	15 12%	40 27%
Very poor	157 11%	5 7%	9 7%	20 12%	15 15%	2 2%	2 1%	20 13%	2 4%	15 13%	21 14%	16 13%	30 20%
NET: Good	811 55%	49 65%	80 66%	86 51%	43 44%	93 73%	101 67%	85 56%	21 47%	57 48%	75 52%	66 53%	55 37%
NET: Poor	374 25%	10 13%	24 20%	52 31%	32 33%	11 9%	10 7%	35 23%	12 27%	41 34%	46 32%	31 25%	70 47%
Standard Error	1.297	5.532	4.321	3.879	5.070	3.955	3.843	4.050	7.521	4.578	4.164	4.499	3.967
Sigma	1473 100%	75 100%	121 100%	167 100%	97 100%	128 100%	151 100%	151 100%	45 100%	120 100%	145 100%	124 100%	149 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The ease of being able to get on and off the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	33 1%	3 1%	1 *	5 2%	3 1%	3 1%	6 2%	1 *	2 2%	2 1%	3 1%	- -	4 1%
No answer	138 5%	17 8%	9 4%	10 3%	11 4%	5 2%	23 7%	10 4%	6 6%	10 4%	18 5%	7 3%	12 4%
Sample size (exc. Don't know/No answer)	2865	193	229	306	239	220	278	233	99	238	323	235	272
Number of journeys per annum (000's) (exc. Don't know/No answer)	2865	193	229	306	239	220	278	233	99	238	323	235	272
Very good	950 33%	71 37%	90 39%	103 34%	61 26%	70 32%	97 35%	80 34%	24 24%	47 20%	117 36%	77 33%	113 42%
Fairly good	1352 47%	80 41%	108 47%	145 47%	119 50%	107 49%	134 48%	105 45%	48 48%	116 49%	154 48%	113 48%	123 45%
Neither good nor poor	375 13%	20 10%	22 10%	38 12%	32 13%	35 16%	39 14%	36 15%	14 14%	43 18%	38 12%	29 12%	29 11%
Fairly poor	139 5%	13 7%	7 3%	12 4%	19 8%	6 3%	7 3%	7 3%	11 11%	28 12%	9 3%	13 6%	7 3%
Very poor	49 2%	9 5%	2 1%	8 3%	8 3%	2 1%	1 *	5 2%	2 2%	4 2%	5 2%	3 1%	- -
NET: Good	2302 80%	151 78%	198 86%	248 81%	180 75%	177 80%	231 83%	185 79%	72 73%	163 68%	271 84%	190 81%	236 87%
NET: Poor	188 7%	22 11%	9 4%	20 7%	27 11%	8 4%	8 3%	12 5%	13 13%	32 13%	14 4%	16 7%	7 3%
Standard Error	0.742	2.978	2.266	2.244	2.795	2.680	2.252	2.655	4.499	3.018	2.048	2.572	2.059
Sigma	2865 100%	193 100%	229 100%	306 100%	239 100%	220 100%	278 100%	233 100%	99 100%	238 100%	323 100%	235 100%	272 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...Your personal security whilst on board the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	175 6%	13 6%	10 4%	20 6%	22 9%	12 5%	25 8%	8 3%	3 3%	18 7%	19 6%	12 5%	13 5%
No answer	144 5%	17 8%	6 3%	17 5%	13 5%	6 3%	20 7%	12 5%	5 5%	9 4%	19 6%	8 3%	12 4%
Sample size (exc. Don't know/No answer)	2717	183	223	284	218	210	262	224	99	223	306	222	263
Number of journeys per annum (000's) (exc. Don't know/No answer)	2717	183	223	284	218	210	262	224	99	223	306	222	263
Very good	998 37%	86 47%	97 43%	103 36%	60 28%	81 39%	103 39%	75 33%	22 22%	48 22%	121 40%	79 36%	123 47%
Fairly good	1247 46%	73 40%	108 48%	126 44%	114 52%	98 47%	121 46%	93 42%	51 52%	109 49%	134 44%	107 48%	113 43%
Neither good nor poor	397 15%	21 11%	17 8%	52 18%	35 16%	26 12%	34 13%	46 21%	21 21%	54 24%	40 13%	29 13%	22 8%
Fairly poor	51 2%	1 1%	1 *	1 *	5 2%	4 2%	3 1%	8 4%	3 3%	10 4%	5 2%	5 2%	5 2%
Very poor	24 1%	2 1%	-	2 1%	4 2%	1 *	1 *	2 1%	2 2%	2 1%	6 2%	2 1%	-
NET: Good	2245 83%	159 87%	205 92%	229 81%	174 80%	179 85%	224 85%	168 75%	73 74%	157 70%	255 83%	186 84%	236 90%
NET: Poor	75 3%	3 2%	1 *	3 1%	9 4%	5 2%	4 2%	10 4%	5 5%	12 5%	11 4%	7 3%	5 2%
Standard Error	0.727	2.502	1.828	2.349	2.725	2.454	2.180	2.900	4.445	3.064	2.134	2.479	1.875
Sigma	2717 100%	183 100%	223 100%	284 100%	218 100%	210 100%	262 100%	224 100%	99 100%	223 100%	306 100%	222 100%	263 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q23a. Rating of train...The toilet facilities

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	1487 49%	95 45%	117 49%	177 55%	118 47%	103 45%	135 44%	101 41%	63 59%	128 51%	158 46%	110 45%	182 63%
No answer	180 6%	11 5%	9 4%	18 6%	14 6%	13 6%	23 7%	14 6%	6 6%	10 4%	17 5%	11 5%	34 12%
Sample size (exc. Don't know/No answer)	1369	107	113	126	121	112	149	129	38	112	169	121	72
Number of journeys per annum (000's) (exc. Don't know/No answer)	1369	107	113	126	121	112	149	129	38	112	169	121	72
Very good	219 16%	31 29%	25 22%	26 21%	17 14%	19 17%	34 23%	18 14%	3 8%	7 6%	26 15%	8 7%	5 7%
Fairly good	374 27%	32 30%	41 36%	34 27%	37 31%	33 29%	55 37%	47 36%	8 21%	13 12%	48 28%	17 14%	9 13%
Neither good nor poor	300 22%	23 21%	31 27%	34 27%	29 24%	32 29%	47 32%	28 22%	4 11%	23 21%	37 22%	7 6%	5 7%
Fairly poor	176 13%	9 8%	11 10%	14 11%	24 20%	16 14%	8 5%	16 12%	9 24%	29 26%	29 17%	7 6%	4 6%
Very poor	300 22%	12 11%	5 4%	18 14%	14 12%	12 11%	5 3%	20 16%	14 37%	40 36%	29 17%	82 68%	49 68%
NET: Good	593 43%	63 59%	66 58%	60 48%	54 45%	52 46%	89 60%	65 50%	11 29%	20 18%	74 44%	25 21%	14 19%
NET: Poor	476 35%	21 20%	16 14%	32 25%	38 31%	28 25%	13 9%	36 28%	23 61%	69 62%	58 34%	89 74%	53 74%
Standard Error	1.340	4.779	4.657	4.467	4.538	4.734	4.031	4.419	7.456	3.635	3.828	3.696	4.697
Sigma	1369 100%	107 100%	113 100%	126 100%	121 100%	112 100%	149 100%	129 100%	38 100%	112 100%	169 100%	121 100%	72 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q24. Rating of train...The cleanliness of the inside of the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	17 1%	- -	1 *	3 1%	4 2%	1 *	1 *	1 *	1 1%	1 *	3 1%	1 *	- -
No answer	97 3%	4 2%	6 3%	11 3%	8 3%	4 2%	17 6%	11 5%	5 5%	6 2%	10 3%	5 2%	10 3%
Sample size (exc. Don't know/No answer)	2922	209	232	307	241	223	289	232	101	243	331	236	278
Number of journeys per annum (000's) (exc. Don't know/No answer)	2922	209	232	307	241	223	289	232	101	243	331	236	278
Very good	587 20%	72 34%	61 26%	49 16%	45 19%	35 16%	72 25%	29 13%	11 11%	21 9%	93 28%	30 13%	69 25%
Fairly good	1472 50%	93 44%	130 56%	157 51%	128 53%	120 54%	163 56%	106 46%	45 45%	86 35%	169 51%	133 56%	142 51%
Neither good nor poor	490 17%	22 11%	27 12%	73 24%	38 16%	32 14%	35 12%	47 20%	25 25%	69 28%	38 11%	34 14%	50 18%
Fairly poor	278 10%	14 7%	11 5%	22 7%	25 10%	29 13%	18 6%	37 16%	12 12%	46 19%	24 7%	25 11%	15 5%
Very poor	95 3%	8 4%	3 1%	6 2%	5 2%	7 3%	1 *	13 6%	8 8%	21 9%	7 2%	14 6%	2 1%
NET: Good	2059 70%	165 79%	191 82%	206 67%	173 72%	155 70%	235 81%	135 58%	56 55%	107 44%	262 79%	163 69%	211 76%
NET: Poor	373 13%	22 11%	14 6%	28 9%	30 12%	36 16%	19 7%	50 22%	20 20%	67 28%	31 9%	39 17%	17 6%
Standard Error	0.844	2.827	2.510	2.686	2.905	3.090	2.297	3.245	4.970	3.191	2.236	3.015	2.570
Sigma	2922 100%	209 100%	232 100%	307 100%	241 100%	223 100%	289 100%	232 100%	101 100%	243 100%	331 100%	236 100%	278 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q24. Rating of train...The cleanliness of the outside of the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/No opinion	348 11%	17 8%	35 15%	40 12%	38 15%	29 13%	27 9%	24 10%	9 8%	39 16%	45 13%	35 14%	10 3%
No answer	163 5%	14 7%	9 4%	15 5%	13 5%	5 2%	26 8%	20 8%	7 7%	15 6%	17 5%	8 3%	14 5%
Sample size (exc. Don't know/No answer)	2525	182	195	266	202	194	254	200	91	196	282	199	264
Number of journeys per annum (000's) (exc. Don't know/No answer)	2525	182	195	266	202	194	254	200	91	196	282	199	264
Very good	399 16%	45 25%	39 20%	39 15%	34 17%	23 12%	45 18%	33 17%	8 9%	16 8%	58 21%	20 10%	39 15%
Fairly good	1235 49%	90 49%	106 54%	135 51%	106 52%	82 42%	127 50%	84 42%	38 42%	79 40%	147 52%	116 58%	125 47%
Neither good nor poor	598 24%	35 19%	40 21%	64 24%	43 21%	59 30%	55 22%	54 27%	30 33%	65 33%	55 20%	44 22%	54 20%
Fairly poor	222 9%	10 5%	7 4%	21 8%	16 8%	22 11%	24 9%	21 11%	12 13%	25 13%	17 6%	12 6%	35 13%
Very poor	71 3%	2 1%	3 2%	7 3%	3 1%	8 4%	3 1%	8 4%	3 3%	11 6%	5 2%	7 4%	11 4%
NET: Good	1634 65%	135 74%	145 74%	174 65%	140 69%	105 54%	172 68%	117 59%	46 51%	95 48%	205 73%	136 68%	164 62%
NET: Poor	293 12%	12 7%	10 5%	28 11%	19 9%	30 15%	27 11%	29 15%	15 16%	36 18%	22 8%	19 10%	46 17%
Standard Error	0.951	3.253	3.135	2.922	3.253	3.587	2.940	3.493	5.270	3.579	2.658	3.306	2.991
Sigma	2525 100%	182 100%	195 100%	266 100%	202 100%	194 100%	254 100%	200 100%	91 100%	196 100%	282 100%	199 100%	264 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q25. Overall how satisfied are you with the train you boarded for your journey?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	5 *	-	-	1 *	2 1%	-	1 *	1 *	-	-	-	-	-
No answer	83 3%	3 1%	6 3%	9 3%	6 2%	4 2%	17 6%	8 3%	5 5%	7 3%	8 2%	5 2%	5 2%
Sample size (exc. No opinion/Don't know/No answer)	2948	210	233	311	245	224	289	235	102	243	336	237	283
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2948	210	233	311	245	224	289	235	102	243	336	237	283
Very satisfied	773 26%	87 41%	80 34%	87 28%	50 20%	58 26%	77 27%	47 20%	12 12%	29 12%	100 30%	51 22%	95 34%
Fairly satisfied	1461 50%	97 46%	125 54%	168 54%	136 56%	99 44%	171 59%	121 51%	47 46%	89 37%	139 41%	124 52%	145 51%
Neither satisfied nor dissatisfied	410 14%	18 9%	18 8%	39 13%	35 14%	40 18%	31 11%	44 19%	22 22%	54 22%	41 12%	38 16%	30 11%
Fairly dissatisfied	219 7%	6 3%	7 3%	13 4%	20 8%	24 11%	9 3%	19 8%	17 17%	43 18%	35 10%	13 5%	13 5%
Very dissatisfied	85 3%	2 1%	3 1%	4 1%	4 2%	3 1%	1 *	4 2%	4 4%	28 12%	21 6%	11 5%	-
NET: Satisfied	2234 76%	184 88%	205 88%	255 82%	186 76%	157 70%	248 86%	168 71%	59 58%	118 49%	239 71%	175 74%	240 85%
NET: Dissatisfied	304 10%	8 4%	10 4%	17 5%	24 10%	27 12%	10 3%	23 10%	21 21%	71 29%	56 17%	24 10%	13 5%
Standard Error	0.789	2.278	2.135	2.182	2.737	3.066	2.056	2.951	4.914	3.213	2.476	2.861	2.138
Sigma	2948 100%	210 100%	233 100%	311 100%	245 100%	224 100%	289 100%	235 100%	102 100%	243 100%	336 100%	237 100%	283 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q26. Whether experienced any delays on journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No delay	2542 84%	203 95%	188 79%	261 81%	164 65%	189 83%	282 92%	216 89%	72 67%	192 77%	278 81%	221 91%	276 96%
NET: Experienced a delay	383 13%	5 2%	42 18%	49 15%	78 31%	34 15%	9 3%	13 5%	31 29%	50 20%	49 14%	17 7%	6 2%
Yes: Minor delays	346 11%	4 2%	41 17%	47 15%	68 27%	25 11%	7 2%	9 4%	31 29%	50 20%	44 13%	15 6%	5 2%
Yes: Serious delays	37 1%	1 *	1 *	2 1%	10 4%	9 4%	2 1%	4 2%	- -	- -	5 1%	2 1%	1 *
Don't know/no answer	111 4%	5 2%	9 4%	11 3%	11 4%	5 2%	16 5%	15 6%	4 4%	8 3%	17 5%	4 2%	6 2%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q27. Type of delay experienced

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
The train was late departing at the beginning of my journey	246 64%	3 60%	29 69%	30 61%	56 72%	19 56%	3 33%	6 46%	19 61%	37 74%	36 73%	4 24%	4 67%
The train was late arriving at the destination	169 44%	2 40%	15 36%	19 39%	43 55%	10 29%	2 22%	2 15%	17 55%	25 50%	25 51%	7 41%	2 33%
The train I had planned to catch was cancelled	18 5%	-	1 2%	-	2 3%	7 21%	1 11%	2 15%	1 3%	-	1 2%	3 18%	-
Could not get on train as it was overcrowded	4 1%	-	-	-	-	1 3%	-	-	-	2 4%	1 2%	-	-
Took longer than expected to buy train ticket	7 2%	-	-	-	2 3%	1 3%	-	-	-	1 2%	1 2%	2 12%	-
Train I took to this station was late and I missed my connection	11 3%	-	-	1 2%	3 4%	-	2 22%	2 15%	-	1 2%	1 2%	1 6%	-
Crowding at station meant it took me a long time to reach platform and I missed my train	1 *	-	-	-	-	-	-	-	-	-	1 2%	-	-
Lack of/poor information caused a delay to my journey	15 4%	-	-	1 2%	2 3%	4 12%	-	2 15%	1 3%	2 4%	2 4%	-	1 17%
Other	63 16%	2 40%	8 19%	9 18%	9 12%	10 29%	-	2 15%	4 13%	7 14%	9 18%	1 6%	2 33%
Don't know/no answer	6 2%	-	-	2 4%	-	-	1 11%	1 8%	1 3%	1 2%	-	-	-
Sigma	540 141%	7 140%	53 126%	62 127%	117 150%	52 153%	9 100%	17 131%	43 139%	76 152%	77 157%	18 106%	9 150%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q28. Length of delay

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
5 mins or less	149 39%	2 40%	20 48%	23 47%	11 14%	15 44%	2 22%	5 38%	16 52%	21 42%	22 45%	9 53%	3 50%
6-10 mins	126 33%	-	15 36%	18 37%	29 37%	6 18%	4 44%	2 15%	6 19%	23 46%	16 33%	5 29%	2 33%
11-20 mins	52 14%	-	4 10%	3 6%	23 29%	1 3%	1 11%	2 15%	6 19%	3 6%	6 12%	2 12%	1 17%
21-30 mins	19 5%	1 20%	-	2 4%	8 10%	5 15%	-	-	1 3%	-	2 4%	-	-
31-60 mins	12 3%	2 40%	1 2%	-	3 4%	4 12%	-	-	-	1 2%	1 2%	-	-
More than 1 hour	7 2%	-	-	-	1 1%	-	-	3 23%	1 3%	1 2%	-	1 6%	-
Don't know/no answer	18 5%	-	2 5%	3 6%	3 4%	3 9%	2 22%	1 8%	1 3%	1 2%	2 4%	-	-
Mean	12.036	27.600	7.925	7.935	16.320	14.032	9.571	23.583	9.800	10.673	9.489	15.294	6.833
Standard Error	0.917	10.782	1.462	0.871	2.554	2.469	1.938	8.802	2.050	2.747	1.461	8.465	2.023
Sigma	383 100%	5 100%	42 100%	49 100%	78 100%	34 100%	9 100%	13 100%	31 100%	50 100%	49 100%	17 100%	6 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q29. Rating of how well train company dealt with these delays

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	42 11%	-	3 7%	2 4%	6 8%	5 15%	-	1 8%	5 16%	11 22%	6 12%	2 12%	1 17%
No answer	9 2%	-	-	4 8%	1 1%	1 3%	2 22%	-	-	-	1 2%	-	-
Sample size (exc. Don't know/No opinion/No answer)	332	5	39	43	71	28	7	12	26	39	42	15	5
Number of journeys per annum (000's)(exc. Don't know/No answer)	332	5	39	43	71	28	7	12	26	39	42	15	5
Very well	35 11%	1 20%	4 10%	8 19%	7 10%	5 18%	1 14%	1 8%	2 8%	4 10%	1 2%	-	1 20%
Fairly well	95 29%	1 20%	14 36%	15 35%	28 39%	5 18%	2 29%	1 8%	7 27%	7 18%	8 19%	6 40%	1 20%
Neither well nor poorly	114 34%	2 40%	16 41%	14 33%	20 28%	7 25%	4 57%	5 42%	11 42%	11 28%	18 43%	4 27%	2 40%
Fairly poorly	54 16%	-	3 8%	4 9%	12 17%	4 14%	-	2 17%	5 19%	11 28%	10 24%	3 20%	-
Very poorly	34 10%	1 20%	2 5%	2 5%	4 6%	7 25%	-	3 25%	1 4%	6 15%	5 12%	2 13%	1 20%
NET: Well	130 39%	2 40%	18 46%	23 53%	35 49%	10 36%	3 43%	2 17%	9 35%	11 28%	9 21%	6 40%	2 40%
NET: Poorly	88 27%	1 20%	5 13%	6 14%	16 23%	11 39%	-	5 42%	6 23%	17 44%	15 36%	5 33%	1 20%
Standard Error	2.683	24.495	8.087	7.696	5.976	9.221	20.203	11.237	9.515	7.300	6.408	13.093	24.495
Sigma	332 100%	5 100%	39 100%	43 100%	71 100%	28 100%	7 100%	12 100%	26 100%	39 100%	42 100%	15 100%	5 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The amount of information provided about the delay

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	24 6%	-	2 5%	3 6%	1 1%	4 12%	-	1 8%	2 6%	5 10%	5 10%	1 6%	-
No answer	18 5%	-	3 7%	3 6%	3 4%	1 3%	3 33%	-	-	2 4%	1 2%	2 12%	-
Sample size (exc. Don't know/No opinion/No answer)	341	5	37	43	74	29	6	12	29	43	43	14	6
Number of journeys per annum (000's)(exc. Don't know/No answer)	341	5	37	43	74	29	6	12	29	43	43	14	6
Very well	58 17%	1 20%	5 14%	13 30%	16 22%	8 28%	2 33%	1 8%	3 10%	4 9%	2 5%	3 21%	-
Fairly well	90 26%	1 20%	12 32%	10 23%	31 42%	5 17%	3 50%	6 50%	8 28%	3 7%	5 12%	4 29%	2 33%
Neither well nor poorly	57 17%	1 20%	12 32%	8 19%	9 12%	5 17%	-	-	4 14%	6 14%	11 26%	-	1 17%
Fairly poorly	61 18%	1 20%	3 8%	8 19%	9 12%	4 14%	-	2 17%	10 34%	8 19%	11 26%	4 29%	1 17%
Very poorly	75 22%	1 20%	5 14%	4 9%	9 12%	7 24%	1 17%	3 25%	4 14%	22 51%	14 33%	3 21%	2 33%
NET: Well	148 43%	2 40%	17 46%	23 53%	47 64%	13 45%	5 83%	7 58%	11 38%	7 16%	7 16%	7 50%	2 33%
NET: Poorly	136 40%	2 40%	8 22%	12 28%	18 24%	11 38%	1 17%	5 42%	14 48%	30 70%	25 58%	7 50%	3 50%
Standard Error	2.688	24.495	8.306	7.696	5.634	9.398	16.667	14.865	9.170	5.696	5.696	13.868	21.082
Sigma	341 100%	5 100%	37 100%	43 100%	74 100%	29 100%	6 100%	12 100%	29 100%	43 100%	43 100%	14 100%	6 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The accuracy of information given about the delay

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	35 9%	-	2 5%	3 6%	6 8%	4 12%	-	1 8%	3 10%	8 16%	7 14%	1 6%	-
No answer	28 7%	-	3 7%	5 10%	6 8%	1 3%	3 33%	-	2 6%	4 8%	-	3 18%	1 17%
Sample size (exc. Don't know/No opinion/No answer)	320	5	37	41	66	29	6	12	26	38	42	13	5
Number of journeys per annum (000's)(exc. Don't know/No answer)	320	5	37	41	66	29	6	12	26	38	42	13	5
Very well	57 18%	1 20%	7 19%	11 27%	14 21%	8 28%	1 17%	2 17%	4 15%	4 11%	2 5%	3 23%	-
Fairly well	97 30%	1 20%	13 35%	14 34%	31 47%	6 21%	4 67%	5 42%	7 27%	4 11%	6 14%	4 31%	2 40%
Neither well nor poorly	49 15%	1 20%	10 27%	6 15%	9 14%	5 17%	-	-	3 12%	3 8%	9 21%	2 15%	1 20%
Fairly poorly	53 17%	1 20%	3 8%	7 17%	7 11%	3 10%	-	1 8%	9 35%	10 26%	11 26%	1 8%	-
Very poorly	64 20%	1 20%	4 11%	3 7%	5 8%	7 24%	1 17%	4 33%	3 12%	17 45%	14 33%	3 23%	2 40%
NET: Well	154 48%	2 40%	20 54%	25 61%	45 68%	14 48%	5 83%	7 58%	11 42%	8 21%	8 19%	7 54%	2 40%
NET: Poorly	117 37%	2 40%	7 19%	10 24%	12 18%	10 34%	1 17%	5 42%	12 46%	27 71%	25 60%	4 31%	2 40%
Standard Error	2.797	24.495	8.306	7.713	5.777	9.443	16.667	14.865	9.881	6.702	6.133	14.391	24.495
Sigma	320 100%	5 100%	37 100%	41 100%	66 100%	29 100%	6 100%	12 100%	26 100%	38 100%	42 100%	13 100%	5 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The usefulness of the information

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	54 14%	-	7 17%	8 16%	4 5%	4 12%	1 11%	1 8%	3 10%	14 28%	11 22%	1 6%	-
No answer	31 8%	-	4 10%	6 12%	5 6%	1 3%	2 22%	-	3 10%	3 6%	3 6%	3 18%	1 17%
Sample size (exc. Don't know/No opinion/No answer)	298	5	31	35	69	29	6	12	25	33	35	13	5
Number of journeys per annum (000's)(exc. Don't know/No answer)	298	5	31	35	69	29	6	12	25	33	35	13	5
Very well	53 18%	1 20%	5 16%	12 34%	15 22%	8 28%	1 17%	1 8%	3 12%	4 12%	1 3%	2 15%	-
Fairly well	73 24%	1 20%	10 32%	12 34%	21 30%	4 14%	3 50%	5 42%	5 20%	1 3%	5 14%	4 31%	2 40%
Neither well nor poorly	69 23%	1 20%	11 35%	5 14%	18 26%	5 17%	1 17%	1 8%	7 28%	7 21%	10 29%	2 15%	1 20%
Fairly poorly	42 14%	1 20%	1 3%	2 6%	10 14%	3 10%	1 17%	1 8%	7 28%	6 18%	10 29%	-	-
Very poorly	61 20%	1 20%	4 13%	4 11%	5 7%	9 31%	-	4 33%	3 12%	15 45%	9 26%	5 38%	2 40%
NET: Well	126 42%	2 40%	15 48%	24 69%	36 52%	12 41%	4 67%	6 50%	8 32%	5 15%	6 17%	6 46%	2 40%
NET: Poorly	103 35%	2 40%	5 16%	6 17%	15 22%	12 41%	1 17%	5 42%	10 40%	21 64%	19 54%	5 38%	2 40%
Standard Error	2.867	24.495	9.124	7.961	6.058	9.308	21.082	15.076	9.522	6.338	6.463	14.391	24.495
Sigma	298 100%	5 100%	31 100%	35 100%	69 100%	29 100%	6 100%	12 100%	25 100%	33 100%	35 100%	13 100%	5 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The speed with which information was provided

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	45 12%	-	4 10%	7 14%	5 6%	4 12%	-	1 8%	3 10%	12 24%	8 16%	1 6%	-
No answer	34 9%	-	4 10%	6 12%	5 6%	2 6%	3 33%	-	2 6%	5 10%	4 8%	2 12%	1 17%
Sample size (exc. Don't know/No opinion/No answer)	304	5	34	36	68	28	6	12	26	33	37	14	5
Number of journeys per annum (000's)(exc. Don't know/No answer)	304	5	34	36	68	28	6	12	26	33	37	14	5
Very well	56 18%	1 20%	7 21%	11 31%	15 22%	9 32%	1 17%	-	3 12%	5 15%	1 3%	3 21%	-
Fairly well	81 27%	1 20%	12 35%	9 25%	27 40%	5 18%	4 67%	5 42%	4 15%	2 6%	7 19%	4 29%	1 20%
Neither well nor poorly	66 22%	1 20%	9 26%	11 31%	12 18%	7 25%	-	2 17%	7 27%	7 21%	8 22%	1 7%	1 20%
Fairly poorly	40 13%	1 20%	3 9%	1 3%	7 10%	1 4%	-	1 8%	8 31%	5 15%	11 30%	1 7%	1 20%
Very poorly	61 20%	1 20%	3 9%	4 11%	7 10%	6 21%	1 17%	4 33%	4 15%	14 42%	10 27%	5 36%	2 40%
NET: Well	137 45%	2 40%	19 56%	20 56%	42 62%	14 50%	5 83%	5 42%	7 27%	7 21%	8 22%	7 50%	1 20%
NET: Poorly	101 33%	2 40%	6 18%	5 14%	14 21%	7 25%	1 17%	5 42%	12 46%	19 58%	21 57%	6 43%	3 60%
Standard Error	2.858	24.495	8.643	8.399	5.937	9.623	16.667	14.865	8.871	7.227	6.861	13.868	20.000
Sigma	304 100%	5 100%	34 100%	36 100%	68 100%	28 100%	6 100%	12 100%	26 100%	33 100%	37 100%	14 100%	5 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The time taken to resolve the problem

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	93 24%	1 20%	9 21%	14 29%	18 23%	7 21%	1 11%	1 8%	10 32%	17 34%	10 20%	4 24%	1 17%
No answer	42 11%	-	4 10%	6 12%	8 10%	4 12%	2 22%	-	3 10%	6 12%	6 12%	2 12%	1 17%
Sample size (exc. Don't know/No opinion/No answer)	248	4	29	29	52	23	6	12	18	27	33	11	4
Number of journeys per annum (000's)(exc. Don't know/No answer)	248	4	29	29	52	23	6	12	18	27	33	11	4
Very well	38 15%	-	6 21%	9 31%	6 12%	4 17%	1 17%	1 8%	3 17%	3 11%	2 6%	3 27%	-
Fairly well	63 25%	-	9 31%	7 24%	20 38%	6 26%	3 50%	4 33%	3 17%	3 11%	3 9%	4 36%	1 25%
Neither well nor poorly	62 25%	2 50%	11 38%	10 34%	14 27%	2 9%	1 17%	2 17%	4 22%	5 19%	10 30%	-	1 25%
Fairly poorly	32 13%	2 50%	-	2 7%	6 12%	5 22%	-	1 8%	4 22%	4 15%	7 21%	1 9%	-
Very poorly	53 21%	-	3 10%	1 3%	6 12%	6 26%	1 17%	4 33%	4 22%	12 44%	11 33%	3 27%	2 50%
NET: Well	101 41%	-	15 52%	16 55%	26 50%	10 43%	4 67%	5 42%	6 33%	6 22%	5 15%	7 64%	1 25%
NET: Poorly	85 34%	2 50%	3 10%	3 10%	12 23%	11 48%	1 17%	5 42%	8 44%	16 59%	18 55%	4 36%	2 50%
Standard Error	3.126	0.000	9.443	9.398	7.001	10.569	21.082	14.865	11.433	8.153	6.338	15.212	25.000
Sigma	248 100%	4 100%	29 100%	29 100%	52 100%	23 100%	6 100%	12 100%	18 100%	27 100%	33 100%	11 100%	4 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q30. Rating train company in relation to the delay that occurred on...The availability of alternative transport if the train service could not continue

Absolutes/col percents 28 Oct 2015

Base : All respondents who experienced a delay

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	383	5	42	49	78	34	9	13	31	50	49	17	6
Don't know/No opinion	214 56%	1 20%	22 52%	32 65%	49 63%	13 38%	2 22%	6 46%	19 61%	32 64%	25 51%	11 65%	2 33%
No answer	58 15%	2 40%	6 14%	8 16%	14 18%	6 18%	3 33%	-	3 10%	5 10%	8 16%	2 12%	1 17%
Sample size (exc. Don't know/No opinion/No answer)	111	2	14	9	15	15	4	7	9	13	16	4	3
Number of journeys per annum (000's)(exc. Don't know/No answer)	111	2	14	9	15	15	4	7	9	13	16	4	3
Very well	10 9%	-	2 14%	1 11%	1 7%	2 13%	1 25%	-	2 22%	-	-	1 25%	-
Fairly well	21 19%	1 50%	4 29%	2 22%	6 40%	1 7%	2 50%	3 43%	1 11%	-	-	1 25%	-
Neither well nor poorly	15 14%	-	3 21%	4 44%	-	1 7%	1 25%	-	-	3 23%	2 13%	-	1 33%
Fairly poorly	18 16%	1 50%	3 21%	-	-	2 13%	-	2 29%	2 22%	2 15%	5 31%	1 25%	-
Very poorly	47 42%	-	2 14%	2 22%	8 53%	9 60%	-	2 29%	4 44%	8 62%	9 56%	1 25%	2 67%
NET: Well	31 28%	1 50%	6 43%	3 33%	7 47%	3 20%	3 75%	3 43%	3 33%	-	-	2 50%	-
NET: Poorly	65 59%	1 50%	5 36%	2 22%	8 53%	11 73%	-	4 57%	6 67%	10 77%	14 88%	2 50%	2 67%
Standard Error	4.278	50.000	13.725	16.667	13.333	10.690	25.000	20.203	16.667	0.000	0.000	28.868	0.000
Sigma	111 100%	2 100%	14 100%	9 100%	15 100%	15 100%	4 100%	7 100%	9 100%	13 100%	16 100%	4 100%	3 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q31. Overall satisfaction with your journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	7 *	- -	- -	1 *	1 *	- -	1 *	2 1%	- -	- -	1 *	- -	1 *
No answer	101 3%	4 2%	12 5%	13 4%	8 3%	3 1%	16 5%	10 4%	5 5%	11 4%	9 3%	5 2%	5 2%
Sample size (exc. No opinion/Don't know/No answer)	2928	209	227	307	244	225	290	232	102	239	334	237	282
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	2928	209	227	307	244	225	290	232	102	239	334	237	282
Very satisfied	1043 36%	123 59%	88 39%	116 38%	66 27%	72 32%	115 40%	62 27%	17 17%	50 21%	116 35%	76 32%	142 50%
Fairly satisfied	1369 47%	73 35%	118 52%	150 49%	127 52%	102 45%	147 51%	117 50%	49 48%	98 41%	146 44%	127 54%	115 41%
Neither satisfied nor dissatisfied	330 11%	11 5%	13 6%	35 11%	27 11%	33 15%	20 7%	45 19%	26 25%	48 20%	32 10%	23 10%	17 6%
Fairly dissatisfied	134 5%	2 1%	6 3%	4 1%	19 8%	13 6%	4 1%	8 3%	6 6%	30 13%	28 8%	7 3%	7 2%
Very dissatisfied	52 2%	- -	2 1%	2 1%	5 2%	5 2%	4 1%	- -	4 4%	13 5%	12 4%	4 2%	1 *
NET: Satisfied	2412 82%	196 94%	206 91%	266 87%	193 79%	174 77%	262 90%	179 77%	66 65%	148 62%	262 78%	203 86%	257 91%
NET: Dissatisfied	186 6%	2 1%	8 4%	6 2%	24 10%	18 8%	8 3%	8 3%	10 10%	43 18%	40 12%	11 5%	8 3%
Standard Error	0.704	1.675	1.927	1.945	2.608	2.797	1.737	2.762	4.755	3.147	2.253	2.282	1.696
Sigma	2928 100%	209 100%	227 100%	307 100%	244 100%	225 100%	290 100%	232 100%	102 100%	239 100%	334 100%	237 100%	282 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q32. How did you spend your time on this train?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Sleeping/snoozing	263 9%	23 11%	27 11%	18 6%	28 11%	25 11%	26 8%	24 10%	7 7%	30 12%	41 12%	9 4%	5 2%
Reading for leisure	897 30%	45 21%	75 31%	78 24%	94 37%	68 30%	106 35%	57 23%	27 25%	79 32%	136 40%	89 37%	43 15%
Working/studying (reading/writing/thinking)	463 15%	15 7%	32 13%	35 11%	43 17%	46 20%	56 18%	43 18%	15 14%	52 21%	75 22%	36 15%	15 5%
Talking to other passengers	574 19%	63 30%	40 17%	60 19%	40 16%	48 21%	44 14%	31 13%	23 21%	42 17%	59 17%	47 19%	77 27%
Window gazing/people watching	1630 54%	151 71%	132 55%	155 48%	145 57%	121 53%	123 40%	112 46%	54 50%	134 54%	186 54%	124 51%	193 67%
Listening to music/radio/podcast	462 15%	11 5%	53 22%	51 16%	43 17%	29 13%	37 12%	63 26%	11 10%	50 20%	63 18%	39 16%	12 4%
Watching a film/video	60 2%	2 1%	9 4%	5 2%	1 *	2 1%	8 3%	9 4%	- -	11 4%	6 2%	4 2%	3 1%
Text messages/phone calls - work	261 9%	4 2%	21 9%	23 7%	20 8%	14 6%	37 12%	23 9%	11 10%	42 17%	37 11%	18 7%	11 4%
Text messages/phone calls - personal	724 24%	30 14%	59 25%	81 25%	60 24%	45 20%	58 19%	65 27%	34 32%	79 32%	115 33%	66 27%	32 11%
Checking emails	425 14%	6 3%	29 12%	34 11%	42 17%	38 17%	52 17%	36 15%	18 17%	61 24%	60 17%	32 13%	17 6%
Internet browsing	400 13%	8 4%	25 10%	48 15%	38 15%	20 9%	36 12%	48 20%	22 21%	50 20%	50 15%	42 17%	13 5%
Accessing social networking sites	301 10%	6 3%	26 11%	36 11%	21 8%	14 6%	25 8%	33 14%	16 15%	30 12%	49 14%	38 16%	7 2%
Eating/drinking	366 12%	22 10%	30 13%	31 10%	54 21%	26 11%	21 7%	34 14%	6 6%	25 10%	73 21%	30 12%	14 5%
Caring for someone travelling with you (including children)	102 3%	7 3%	15 6%	14 4%	5 2%	9 4%	7 2%	14 6%	3 3%	2 1%	8 2%	4 2%	14 5%
Playing games (electronic or otherwise)	116 4%	7 3%	20 8%	14 4%	11 4%	6 3%	6 2%	10 4%	4 4%	11 4%	11 3%	11 5%	5 2%
Being bored	275 9%	10 5%	15 6%	21 7%	28 11%	18 8%	16 5%	42 17%	15 14%	24 10%	47 14%	25 10%	14 5%
Being anxious about the journey (e.g. delays or where to get off)	549 18%	37 17%	46 19%	75 23%	46 18%	54 24%	63 21%	46 19%	16 15%	24 10%	61 18%	38 16%	43 15%
Planning onward or return journey	174 6%	10 5%	7 3%	10 3%	16 6%	13 6%	12 4%	26 11%	8 7%	9 4%	20 6%	16 7%	27 9%
Sigma	8042 265%	457 215%	661 277%	789 246%	735 291%	596 261%	733 239%	716 293%	290 271%	755 302%	1097 319%	668 276%	545 189%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q32. How did you spend MOST of your time on this train?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	2001	153	145	200	161	146	180	149	74	183	242	162	206
Sleeping/snoozing	44 2%	4 3%	3 2%	2 1%	5 3%	5 3%	4 2%	5 3%	1 1%	5 3%	8 3%	1 1%	1 *
Reading for leisure	438 22%	18 12%	27 19%	40 20%	35 22%	34 23%	54 30%	27 18%	17 23%	47 26%	66 27%	49 30%	24 12%
Working/studying (reading/writing/thinking)	156 8%	6 4%	15 10%	7 4%	14 9%	22 15%	16 9%	16 11%	7 9%	13 7%	27 11%	8 5%	5 2%
Talking to other passengers	223 11%	23 15%	9 6%	30 15%	14 9%	13 9%	20 11%	13 9%	8 11%	18 10%	23 10%	23 14%	29 14%
Window gazing/people watching	658 33%	91 59%	46 32%	73 37%	46 29%	41 28%	46 26%	27 18%	23 31%	46 25%	59 24%	36 22%	124 60%
Listening to music/radio/podcast	182 9%	3 2%	20 14%	18 9%	16 10%	10 7%	10 6%	27 18%	4 5%	26 14%	24 10%	21 13%	3 1%
Watching a film/video	11 1%	- -	1 1%	- -	1 1%	- -	5 3%	- -	- -	3 2%	1 *	- -	- -
Text messages/phone calls - work	10 *	- -	- -	1 1%	- -	- -	2 1%	1 1%	1 1%	3 2%	2 1%	- -	- -
Text messages/phone calls - personal	48 2%	1 1%	7 5%	4 2%	5 3%	1 1%	7 4%	5 3%	1 1%	2 1%	6 2%	7 4%	2 1%
Checking emails	23 1%	- -	1 1%	1 1%	- -	2 1%	5 3%	2 1%	1 1%	6 3%	3 1%	2 1%	- -
Internet browsing	33 2%	1 1%	2 1%	3 2%	5 3%	2 1%	2 1%	5 3%	3 4%	4 2%	1 *	5 3%	- -
Accessing social networking sites	12 1%	- -	- -	3 2%	1 1%	- -	3 2%	- -	2 3%	- -	- -	1 1%	2 1%
Eating/drinking	13 1%	1 1%	2 1%	2 1%	1 1%	1 1%	- -	- -	- -	1 1%	3 1%	1 1%	1 *
Caring for someone travelling with you (including children)	36 2%	- -	3 2%	5 3%	4 2%	2 1%	1 1%	7 5%	1 1%	- -	5 2%	1 1%	7 3%
Playing games (electronic or otherwise)	27 1%	3 2%	3 2%	3 2%	1 1%	3 2%	2 1%	2 1%	- -	5 3%	1 *	2 1%	2 1%
Being bored	49 2%	2 1%	3 2%	6 3%	5 3%	6 4%	2 1%	7 5%	4 5%	2 1%	8 3%	1 1%	3 1%
Being anxious about the journey (e.g. delays or where to get off)	21 1%	- -	1 1%	1 1%	4 2%	3 2%	- -	2 1%	- -	2 1%	4 2%	3 2%	1 *
Planning onward or return journey	17 1%	- -	2 1%	1 1%	4 2%	1 1%	1 1%	3 2%	1 1%	- -	1 *	1 1%	2 1%
Sigma	2001 100%	153 100%	145 100%	200 100%	161 100%	146 100%	180 100%	149 100%	74 100%	183 100%	242 100%	162 100%	206 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q33. Thinking about the time you spent on the train, which one of the following statements do you most agree with?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
I made very worthwhile use of my time on this train today	945 31%	108 51%	85 36%	104 32%	71 28%	65 29%	80 26%	66 27%	27 25%	56 22%	106 31%	60 25%	117 41%
I made some use of my time on this train today	1581 52%	86 40%	117 49%	162 50%	146 58%	122 54%	172 56%	111 45%	49 46%	156 62%	175 51%	149 62%	136 47%
My time spent on this train is wasted time	356 12%	9 4%	23 10%	39 12%	25 10%	25 11%	31 10%	51 21%	24 22%	28 11%	53 15%	26 11%	22 8%
No answer	154 5%	10 5%	14 6%	16 5%	11 4%	16 7%	24 8%	16 7%	7 7%	10 4%	10 3%	7 3%	13 5%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q34. Which of the following did you have to hand on the train?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Newspaper	705 23%	51 24%	62 26%	47 15%	80 32%	48 21%	84 27%	44 18%	19 18%	62 25%	79 23%	56 23%	73 25%
Reading book	707 23%	32 15%	55 23%	74 23%	62 25%	62 27%	75 24%	41 17%	23 21%	57 23%	96 28%	73 30%	57 20%
Text book	157 5%	5 2%	16 7%	10 3%	12 5%	8 4%	11 4%	18 7%	6 6%	18 7%	30 9%	13 5%	10 3%
Magazine	247 8%	10 5%	17 7%	22 7%	23 9%	23 10%	25 8%	17 7%	11 10%	18 7%	39 11%	19 8%	23 8%
Paperwork	351 12%	7 3%	26 11%	23 7%	32 13%	41 18%	46 15%	26 11%	15 14%	41 16%	49 14%	24 10%	21 7%
Games/puzzles	156 5%	9 4%	18 8%	18 6%	12 5%	13 6%	8 3%	17 7%	5 5%	11 4%	18 5%	12 5%	15 5%
Food/drink	623 21%	43 20%	51 21%	57 18%	75 30%	50 22%	31 10%	55 23%	17 16%	53 21%	97 28%	48 20%	46 16%
Laptop computer	289 10%	11 5%	25 10%	27 8%	18 7%	19 8%	44 14%	29 12%	5 5%	29 12%	46 13%	25 10%	11 4%
Mobile phone (calls and texts)	1668 55%	99 46%	134 56%	164 51%	137 54%	122 54%	167 54%	143 59%	59 55%	150 60%	194 56%	158 65%	141 49%
Smartphone (multi-function device with mobile internet)	1017 33%	34 16%	88 37%	106 33%	84 33%	72 32%	99 32%	94 39%	45 42%	102 41%	141 41%	99 41%	53 18%
Portable DVD player	23 1%	-	1*	1*	3 1%	2 1%	3 1%	3 1%	1 1%	1*	7 2%	-	1*
MP3 player/music player (e.g. iPod)	390 13%	10 5%	41 17%	46 14%	31 12%	23 10%	31 10%	49 20%	13 12%	33 13%	46 13%	45 19%	22 8%
Games console	30 1%	3 1%	-	6 2%	1*	3 1%	1*	2 1%	1 1%	4 2%	6 2%	3 1%	-
eBook reader/tablet computer (e.g. Kindle, iPad etc)	395 13%	21 10%	30 13%	40 12%	36 14%	18 8%	42 14%	32 13%	13 12%	44 18%	57 17%	33 14%	29 10%
No answer	338 11%	49 23%	20 8%	49 15%	18 7%	15 7%	40 13%	22 9%	10 9%	15 6%	28 8%	12 5%	60 21%
Sigma	7096 234%	384 180%	584 244%	690 215%	624 247%	519 228%	707 230%	592 243%	243 227%	638 255%	933 271%	620 256%	562 195%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q34. Which of the following did you use on the train?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Newspaper	339 11%	22 10%	24 10%	17 5%	41 16%	24 11%	48 16%	23 9%	11 10%	35 14%	43 13%	29 12%	22 8%
Reading book	323 11%	14 7%	23 10%	36 11%	31 12%	30 13%	27 9%	18 7%	14 13%	34 14%	49 14%	35 14%	12 4%
Text book	61 2%	2 1%	5 2%	1 *	7 3%	3 1%	2 1%	6 2%	3 3%	10 4%	15 4%	4 2%	3 1%
Magazine	105 3%	2 1%	9 4%	7 2%	12 5%	14 6%	8 3%	5 2%	3 3%	6 2%	22 6%	9 4%	8 3%
Paperwork	146 5%	2 1%	11 5%	9 3%	13 5%	22 10%	18 6%	12 5%	6 6%	15 6%	26 8%	7 3%	5 2%
Games/puzzles	40 1%	5 2%	6 3%	4 1%	1 *	5 2%	1 *	2 1%	1 1%	4 2%	9 3%	1 *	1 *
Food/drink	293 10%	26 12%	24 10%	17 5%	48 19%	23 10%	11 4%	25 10%	6 6%	28 11%	54 16%	23 10%	8 3%
Laptop computer	69 2%	7 3%	4 2%	5 2%	7 3%	5 2%	7 2%	9 4%	2 2%	7 3%	11 3%	3 1%	2 1%
Mobile phone (calls and texts)	696 23%	34 16%	53 22%	70 22%	63 25%	45 20%	71 23%	65 27%	28 26%	77 31%	95 28%	58 24%	37 13%
Smartphone (multi-function device with mobile internet)	560 18%	15 7%	47 20%	54 17%	56 22%	37 16%	50 16%	54 22%	28 26%	65 26%	84 24%	48 20%	22 8%
Portable DVD player	5 *	-	-	-	1 *	1 *	1 *	-	-	1 *	1 *	-	-
MP3 player/personal stereo	181 6%	4 2%	21 9%	20 6%	17 7%	14 6%	12 4%	25 10%	5 5%	19 8%	23 7%	18 7%	3 1%
Games console	11 *	2 1%	-	2 1%	-	2 1%	1 *	1 *	-	2 1%	-	1 *	-
eBook/iPad	171 6%	7 3%	14 6%	18 6%	22 9%	9 4%	18 6%	15 6%	4 4%	27 11%	22 6%	10 4%	5 2%
No answer	1404 46%	127 60%	110 46%	166 52%	99 39%	93 41%	151 49%	111 45%	45 42%	79 32%	131 38%	92 38%	200 69%
Sigma	4404 145%	269 126%	351 147%	426 133%	418 165%	327 143%	426 139%	371 152%	156 146%	409 164%	585 170%	338 140%	328 114%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q35. To what extent had you planned in advance how you would spend the time on this train?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
A lot	243 8%	14 7%	23 10%	29 9%	19 8%	20 9%	20 7%	18 7%	8 7%	23 9%	39 11%	16 7%	14 5%
A little	738 24%	57 27%	60 25%	73 23%	73 29%	62 27%	90 29%	62 25%	16 15%	69 28%	82 24%	55 23%	39 14%
Very little as I always use my journey time the same way	870 29%	57 27%	71 30%	83 26%	68 27%	71 31%	74 24%	66 27%	32 30%	71 28%	118 34%	78 32%	81 28%
Not at all	1093 36%	81 38%	76 32%	128 40%	89 35%	69 30%	104 34%	90 37%	49 46%	82 33%	91 26%	88 36%	146 51%
No answer	92 3%	4 2%	9 4%	8 2%	4 2%	6 3%	19 6%	8 3%	2 2%	5 2%	14 4%	5 2%	8 3%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q36. Which one of the following statements do you most agree with concerning today's journey? How I could use my time today when travelling was...

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
The main reason for choosing to travel by train	468 15%	57 27%	41 17%	54 17%	42 17%	24 11%	30 10%	42 17%	22 21%	30 12%	52 15%	24 10%	50 17%
One of the important factors in choosing to travel by train	463 15%	37 17%	39 16%	38 12%	38 15%	43 19%	43 14%	46 19%	13 12%	47 19%	57 17%	34 14%	28 10%
Not an important factor in choosing to travel by train	1957 64%	106 50%	145 61%	213 66%	164 65%	157 69%	207 67%	138 57%	69 64%	167 67%	217 63%	178 74%	196 68%
Not stated	148 5%	13 6%	14 6%	16 5%	9 4%	4 2%	27 9%	18 7%	3 3%	6 2%	18 5%	6 2%	14 5%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q37. To what extent did any electronic devices you had with you today make the time you spent on this train better?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
A lot	676 22%	15 7%	61 26%	67 21%	49 19%	39 17%	65 21%	87 36%	27 25%	88 35%	101 29%	56 23%	21 7%
A little	801 26%	42 20%	67 28%	90 28%	75 30%	64 28%	83 27%	69 28%	27 25%	68 27%	99 29%	72 30%	45 16%
Not at all	580 19%	56 26%	41 17%	60 19%	51 20%	51 22%	60 20%	30 12%	25 23%	31 12%	54 16%	44 18%	77 27%
Not applicable	862 28%	90 42%	58 24%	94 29%	69 27%	69 30%	78 25%	47 19%	25 23%	54 22%	77 22%	66 27%	135 47%
Not stated	117 4%	10 5%	12 5%	10 3%	9 4%	5 2%	21 7%	11 5%	3 3%	9 4%	13 4%	4 2%	10 3%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

## AUTUMN 2014

Q38. How satisfied are you with the reliability of...Mobile phone reception for making calls at the station

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/Don't know	1184 39%	122 57%	74 31%	140 44%	101 40%	94 41%	106 35%	66 27%	44 41%	85 34%	101 29%	93 38%	158 55%
No answer	218 7%	20 9%	18 8%	17 5%	18 7%	16 7%	33 11%	18 7%	6 6%	10 4%	34 10%	9 4%	19 7%
Sample size (exc. Did not use/Don't know/No answer)	1634	71	147	164	134	118	168	160	57	155	209	140	111
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1634	71	147	164	134	118	168	160	57	155	209	140	111
Very satisfied	580 35%	21 30%	59 40%	69 42%	38 28%	32 27%	48 29%	56 35%	25 44%	63 41%	80 38%	48 34%	41 37%
Fairly satisfied	697 43%	28 39%	55 37%	68 41%	64 48%	52 44%	79 47%	59 37%	27 47%	58 37%	85 41%	70 50%	52 47%
Neither satisfied nor dissatisfied	197 12%	9 13%	14 10%	18 11%	18 13%	22 19%	18 11%	31 19%	5 9%	21 14%	18 9%	12 9%	11 10%
Fairly dissatisfied	104 6%	9 13%	11 7%	5 3%	9 7%	5 4%	17 10%	7 4%	- -	10 6%	18 9%	10 7%	3 3%
Very dissatisfied	56 3%	4 6%	8 5%	4 2%	5 4%	7 6%	6 4%	7 4%	- -	3 2%	8 4%	- -	4 4%
NET: Satisfied	1277 78%	49 69%	114 78%	137 84%	102 76%	84 71%	127 76%	115 72%	52 91%	121 78%	165 79%	118 84%	93 84%
NET: Dissatisfied	160 10%	13 18%	19 13%	9 5%	14 10%	12 10%	23 14%	14 9%	- -	13 8%	26 12%	10 7%	7 6%
Standard Error	1.023	5.527	3.453	2.905	3.697	4.187	3.324	3.566	3.780	3.335	2.827	3.087	3.514
Sigma	1634 100%	71 100%	147 100%	164 100%	134 100%	118 100%	168 100%	160 100%	57 100%	155 100%	209 100%	140 100%	111 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q38. How satisfied are you with the reliability of...Mobile data coverage for accessing the internet/emails at the station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/Don't know	1312 43%	131 62%	82 34%	147 46%	112 44%	114 50%	116 38%	71 29%	51 48%	96 38%	117 34%	107 44%	168 58%
No answer	320 11%	29 14%	25 10%	32 10%	28 11%	23 10%	47 15%	19 8%	8 7%	15 6%	48 14%	9 4%	37 13%
Sample size (exc. Did not use/Don't know/No answer)	1404	53	132	142	113	91	144	154	48	139	179	126	83
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1404	53	132	142	113	91	144	154	48	139	179	126	83
Very satisfied	381 27%	8 15%	51 39%	47 33%	28 25%	17 19%	27 19%	38 25%	19 40%	45 32%	49 27%	31 25%	21 25%
Fairly satisfied	505 36%	16 30%	33 25%	55 39%	41 36%	33 36%	58 40%	61 40%	20 42%	50 36%	57 32%	54 43%	27 33%
Neither satisfied nor dissatisfied	225 16%	8 15%	15 11%	20 14%	19 17%	20 22%	19 13%	30 19%	5 10%	25 18%	25 14%	20 16%	19 23%
Fairly dissatisfied	174 12%	8 15%	16 12%	15 11%	13 12%	12 13%	26 18%	12 8%	3 6%	12 9%	29 16%	19 15%	9 11%
Very dissatisfied	119 8%	13 25%	17 13%	5 4%	12 11%	9 10%	14 10%	13 8%	1 2%	7 5%	19 11%	2 2%	7 8%
NET: Satisfied	886 63%	24 45%	84 64%	102 72%	69 61%	50 55%	85 59%	99 64%	39 81%	95 68%	106 59%	85 67%	48 58%
NET: Dissatisfied	293 21%	21 40%	33 25%	20 14%	25 22%	21 23%	40 28%	25 16%	4 8%	19 14%	48 27%	21 17%	16 19%
Standard Error	1.288	6.903	4.203	3.788	4.607	5.245	4.112	3.874	5.693	3.959	3.683	4.191	5.453
Sigma	1404 100%	53 100%	132 100%	142 100%	113 100%	91 100%	144 100%	154 100%	48 100%	139 100%	179 100%	126 100%	83 100%

Fieldwork dates: 1st September - 9th November 2014

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q38. How satisfied are you with the reliability of...Mobile phone reception for making calls on the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/Don't know	1170 39%	114 54%	77 32%	137 43%	108 43%	92 40%	104 34%	66 27%	43 40%	88 35%	90 26%	86 36%	165 57%
No answer	258 8%	21 10%	20 8%	24 7%	22 9%	17 7%	44 14%	21 9%	6 6%	13 5%	36 10%	9 4%	25 9%
Sample size (exc. Did not use/Don't know/No answer)	1608	78	142	160	123	119	159	157	58	149	218	147	98
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1608	78	142	160	123	119	159	157	58	149	218	147	98
Very satisfied	243 15%	15 19%	20 14%	30 19%	8 7%	10 8%	22 14%	31 20%	12 21%	25 17%	27 12%	26 18%	17 17%
Fairly satisfied	514 32%	28 36%	40 28%	49 31%	44 36%	30 25%	44 28%	48 31%	20 34%	55 37%	67 31%	56 38%	33 34%
Neither satisfied nor dissatisfied	297 18%	13 17%	24 17%	33 21%	24 20%	27 23%	29 18%	37 24%	11 19%	25 17%	36 17%	18 12%	20 20%
Fairly dissatisfied	353 22%	7 9%	34 24%	32 20%	32 26%	31 26%	41 26%	22 14%	11 19%	33 22%	54 25%	37 25%	19 19%
Very dissatisfied	201 13%	15 19%	24 17%	16 10%	15 12%	21 18%	23 14%	19 12%	4 7%	11 7%	34 16%	10 7%	9 9%
NET: Satisfied	757 47%	43 55%	60 42%	79 49%	52 42%	40 34%	66 42%	79 50%	32 55%	80 54%	94 43%	82 56%	50 51%
NET: Dissatisfied	554 34%	22 28%	58 41%	48 30%	47 38%	52 44%	64 40%	41 26%	15 26%	44 30%	88 40%	47 32%	28 29%
Standard Error	1.245	5.668	4.160	3.965	4.472	4.349	3.920	4.003	6.587	4.099	3.362	4.110	5.076
Sigma	1608 100%	78 100%	142 100%	160 100%	123 100%	119 100%	159 100%	157 100%	58 100%	149 100%	218 100%	147 100%	98 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q38. How satisfied are you with the reliability of...Mobile data coverage for accessing the internet/emails on the train

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Did not use/Don't know	1248 41%	128 60%	87 36%	136 42%	102 40%	102 45%	115 37%	70 29%	42 39%	87 35%	110 32%	100 41%	169 59%
No answer	349 11%	34 16%	22 9%	38 12%	27 11%	24 11%	48 16%	30 12%	9 8%	17 7%	46 13%	14 6%	40 14%
Sample size (exc. Did not use/Don't know/No answer)	1439	51	130	147	124	102	144	144	56	146	188	128	79
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1439	51	130	147	124	102	144	144	56	146	188	128	79
Very satisfied	128 9%	3 6%	14 11%	19 13%	8 6%	7 7%	8 6%	15 10%	9 16%	16 11%	9 5%	14 11%	6 8%
Fairly satisfied	333 23%	10 20%	23 18%	43 29%	29 23%	19 19%	28 19%	40 28%	14 25%	37 25%	33 18%	34 27%	23 29%
Neither satisfied nor dissatisfied	264 18%	10 20%	19 15%	27 18%	19 15%	22 22%	28 19%	32 22%	12 21%	29 20%	26 14%	20 16%	20 25%
Fairly dissatisfied	395 27%	10 20%	37 28%	33 22%	42 34%	25 25%	45 31%	30 21%	13 23%	33 23%	65 35%	44 34%	18 23%
Very dissatisfied	319 22%	18 35%	37 28%	25 17%	26 21%	29 28%	35 24%	27 19%	8 14%	31 21%	55 29%	16 13%	12 15%
NET: Satisfied	461 32%	13 25%	37 28%	62 42%	37 30%	26 25%	36 25%	55 38%	23 41%	53 36%	42 22%	48 38%	29 37%
NET: Dissatisfied	714 50%	28 55%	74 57%	58 39%	68 55%	54 53%	80 56%	57 40%	21 38%	64 44%	120 64%	60 47%	30 38%
Standard Error	1.230	6.163	3.973	4.087	4.126	4.336	3.621	4.063	6.634	3.993	3.046	4.296	5.458
Sigma	1439 100%	51 100%	130 100%	147 100%	124 100%	102 100%	144 100%	144 100%	56 100%	146 100%	188 100%	128 100%	79 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q39. How long were you on the train that you got on at this station?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Up to 1 hour	2166 71%	100 47%	198 83%	286 89%	127 50%	176 77%	216 70%	203 83%	71 66%	140 56%	162 47%	218 90%	269 93%
NET: 1 to 2 hours	580 19%	80 38%	19 8%	10 3%	70 28%	34 15%	56 18%	13 5%	27 25%	96 38%	157 46%	13 5%	5 2%
NET: 2 or more hours	123 4%	19 9%	8 3%	10 3%	46 18%	10 4%	4 1%	5 2%	1 1%	5 2%	7 2%	6 2%	2 1%
Less than 30 minutes	1218 40%	45 21%	65 27%	154 48%	78 31%	104 46%	184 60%	70 29%	34 32%	71 28%	58 17%	146 60%	209 73%
30 - 59 minutes	948 31%	55 26%	133 56%	132 41%	49 19%	72 32%	32 10%	133 55%	37 35%	69 28%	104 30%	72 30%	60 21%
1 hour - 1 hour 59 minutes	580 19%	80 38%	19 8%	10 3%	70 28%	34 15%	56 18%	13 5%	27 25%	96 38%	157 46%	13 5%	5 2%
2 hours - 2 hours 59 minutes	90 3%	13 6%	6 3%	3 1%	42 17%	9 4%	2 1%	3 1%	1 1%	4 2%	4 1%	3 1%	-
3 hours - 3 hours 59 minutes	23 1%	4 2%	1 *	5 2%	2 1%	1 *	2 1%	1 *	-	1 *	3 1%	2 1%	1 *
4 hours or more	10 *	2 1%	1 *	2 1%	2 1%	-	-	1 *	-	-	-	1 *	1 *
Don't know/no answer	167 6%	14 7%	14 6%	15 5%	10 4%	8 4%	31 10%	23 9%	8 7%	9 4%	18 5%	5 2%	12 4%
Mean (minutes)	54.58	83.43	45.12	37.51	93.62	50.08	44.97	42.56	52.13	65.33	82.71	34.19	24.63
Standard Error	1.118	5.394	3.361	3.131	5.608	3.638	2.985	2.905	4.233	3.356	3.122	3.239	1.978
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q40. Frequency of making trip (when handed questionnaire)

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Frequent user	1663 55%	85 40%	151 63%	195 61%	103 41%	139 61%	160 52%	144 59%	63 59%	131 52%	193 56%	182 75%	117 41%
NET: Not frequent user	1373 45%	128 60%	88 37%	126 39%	150 59%	89 39%	147 48%	100 41%	44 41%	119 48%	151 44%	60 25%	171 59%
3 or more times a week	796 26%	16 8%	79 33%	94 29%	42 17%	56 25%	58 19%	89 36%	37 35%	64 26%	95 28%	118 49%	48 17%
Once or twice a week	368 12%	25 12%	28 12%	42 13%	22 9%	31 14%	40 13%	31 13%	12 11%	25 10%	49 14%	35 14%	28 10%
1 or 2 times a month	499 16%	44 21%	44 18%	59 18%	39 15%	52 23%	62 20%	24 10%	14 13%	42 17%	49 14%	29 12%	41 14%
Once every 2-3 months	402 13%	25 12%	37 15%	38 12%	33 13%	42 18%	59 19%	21 9%	13 12%	44 18%	44 13%	18 7%	28 10%
Once every 6 months	205 7%	22 10%	10 4%	15 5%	24 9%	14 6%	17 6%	12 5%	8 7%	19 8%	37 11%	10 4%	17 6%
Less often	325 11%	26 12%	14 6%	35 11%	36 14%	19 8%	28 9%	23 9%	7 7%	31 12%	28 8%	15 6%	63 22%
Never/First time today	347 11%	51 24%	19 8%	28 9%	51 20%	12 5%	24 8%	30 12%	13 12%	19 8%	34 10%	12 5%	54 19%
Don't know/no answer	94 3%	4 2%	8 3%	10 3%	6 2%	2 1%	19 6%	14 6%	3 3%	6 2%	8 2%	5 2%	9 3%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q41. Length of time using this route on a regular basis

Absolutes/col percents 28 Oct 2015

Base : All respondents who are frequent users

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	1663	85	151	195	103	139	160	144	63	131	193	182	117
Under 1 year	413 25%	14 16%	39 26%	49 25%	32 31%	24 17%	21 13%	64 44%	25 40%	33 25%	44 23%	45 25%	23 20%
1-4 years	562 34%	23 27%	56 37%	63 32%	31 30%	41 29%	52 33%	43 30%	23 37%	57 44%	70 36%	71 39%	32 27%
5-9 years	254 15%	13 15%	22 15%	31 16%	17 17%	26 19%	34 21%	16 11%	7 11%	19 15%	25 13%	29 16%	15 13%
10 years or more	413 25%	34 40%	33 22%	49 25%	22 21%	46 33%	52 33%	18 13%	8 13%	21 16%	49 25%	34 19%	47 40%
Don't know/no answer	21 1%	1 1%	1 1%	3 2%	1 1%	2 1%	1 1%	3 2%	- -	1 1%	5 3%	3 2%	- -
Sigma	1663 100%	85 100%	151 100%	195 100%	103 100%	139 100%	160 100%	144 100%	63 100%	131 100%	193 100%	182 100%	117 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q42. Description best suited to typical trip over past month

Absolutes/col percents 28 Oct 2015

Base : All respondents who are frequent users

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	1663	85	151	195	103	139	160	144	63	131	193	182	117
I always get a seat	965 58%	72 85%	101 67%	82 42%	32 31%	95 68%	112 70%	109 76%	32 51%	56 43%	100 52%	91 50%	83 71%
I usually get a seat	501 30%	11 13%	42 28%	72 37%	40 39%	34 24%	42 26%	24 17%	22 35%	51 39%	62 32%	74 41%	27 23%
There are seats available but I prefer to stand	15 1%	-	-	1 1%	-	1 1%	2 1%	1 1%	1 2%	4 3%	2 1%	1 1%	2 2%
I usually stand and it is crowded	25 2%	-	1 1%	5 3%	5 5%	1 1%	1 1%	-	1 2%	7 5%	3 2%	1 1%	-
I usually stand and it is very crowded	37 2%	-	1 1%	6 3%	12 12%	-	1 1%	2 1%	2 3%	7 5%	2 1%	4 2%	-
It varies	102 6%	1 1%	4 3%	26 13%	13 13%	7 5%	2 1%	5 3%	5 8%	6 5%	20 10%	9 5%	4 3%
Don't know/no answer	18 1%	1 1%	2 1%	3 2%	1 1%	1 1%	-	3 2%	-	-	4 2%	2 1%	1 1%
Sigma	1663 100%	85 100%	151 100%	195 100%	103 100%	139 100%	160 100%	144 100%	63 100%	131 100%	193 100%	182 100%	117 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q43. Satisfaction with the times the ticket office is open on this route

Absolutes/col percents 28 Oct 2015

Base : All respondents who are frequent users

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	1663	85	151	195	103	139	160	144	63	131	193	182	117
No opinion/Don't know	499 30%	38 45%	67 44%	28 14%	23 22%	64 46%	57 36%	41 28%	13 21%	42 32%	67 35%	29 16%	30 26%
No answer	93 6%	9 11%	10 7%	5 3%	7 7%	17 12%	18 11%	9 6%	1 2%	-	11 6%	4 2%	2 2%
Sample size (exc. No opinion/Don't know/No answer)	1071	38	74	162	73	58	85	94	49	89	115	149	85
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	1071	38	74	162	73	58	85	94	49	89	115	149	85
Very satisfied	232 22%	12 32%	20 27%	34 21%	14 19%	9 16%	15 18%	27 29%	13 27%	20 22%	22 19%	23 15%	23 27%
Fairly satisfied	389 36%	11 29%	25 34%	63 39%	19 26%	19 33%	26 31%	36 38%	20 41%	32 36%	38 33%	68 46%	32 38%
Neither satisfied nor dissatisfied	248 23%	6 16%	16 22%	38 23%	25 34%	13 22%	24 28%	22 23%	9 18%	22 25%	28 24%	31 21%	14 16%
Fairly dissatisfied	101 9%	5 13%	4 5%	19 12%	9 12%	5 9%	10 12%	2 2%	5 10%	6 7%	15 13%	16 11%	5 6%
Very dissatisfied	101 9%	4 11%	9 12%	8 5%	6 8%	12 21%	10 12%	7 7%	2 4%	9 10%	12 10%	11 7%	11 13%
NET: Satisfied	621 58%	23 61%	45 61%	97 60%	33 45%	28 48%	41 48%	63 67%	33 67%	52 58%	60 52%	91 61%	55 65%
NET: Dissatisfied	202 19%	9 24%	13 18%	27 17%	15 21%	17 29%	20 24%	9 10%	7 14%	15 17%	27 23%	27 18%	16 19%
Standard Error	1.509	8.036	5.714	3.863	5.865	6.619	5.452	4.875	6.769	5.254	4.679	4.008	5.214
Sigma	1071 100%	38 100%	74 100%	162 100%	73 100%	58 100%	85 100%	94 100%	49 100%	89 100%	115 100%	149 100%	85 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q44. How often is your ticket checked?

Absolutes/col percents 28 Oct 2015

Base : All respondents who are frequent users

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	1663	85	151	195	103	139	160	144	63	131	193	182	117
Too often	138 8%	1 1%	6 4%	17 9%	7 7%	6 4%	16 10%	17 12%	14 22%	19 15%	8 4%	22 12%	5 4%
About right	1354 81%	78 92%	130 86%	150 77%	73 71%	125 90%	122 76%	115 80%	42 67%	97 74%	176 91%	143 79%	103 88%
Not often enough	147 9%	2 2%	14 9%	23 12%	22 21%	7 5%	19 12%	10 7%	7 11%	15 11%	6 3%	15 8%	7 6%
No answer	24 1%	4 5%	1 1%	5 3%	1 1%	1 1%	3 2%	2 1%	-	-	3 2%	2 1%	2 2%
Sigma	1663 100%	85 100%	151 100%	195 100%	103 100%	139 100%	160 100%	144 100%	63 100%	131 100%	193 100%	182 100%	117 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q45. Whether had cause to worry about personal security in the last six months whilst making a train journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Yes	232 8%	6 3%	10 4%	14 4%	26 10%	16 7%	15 5%	26 11%	12 11%	19 8%	37 11%	29 12%	22 8%
No	2682 88%	197 92%	217 91%	296 92%	219 87%	208 91%	271 88%	199 82%	92 86%	220 88%	301 88%	207 86%	255 89%
Don't know/No answer	122 4%	10 5%	12 5%	11 3%	8 3%	4 2%	21 7%	19 8%	3 3%	11 4%	6 2%	6 2%	11 4%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages



# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q46. Reason for worry about personal security

Absolutes/col percents 28 Oct 2015

Base : All who have had cause to worry about personal safety whilst making a train journey

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	232	6	10	14	26	16	15	26	12	19	37	29	22
<b>AT THE STATION</b>													
Lack of station staff	78 34%	2 33%	2 20%	7 50%	8 31%	6 38%	5 33%	11 42%	5 42%	5 26%	7 19%	10 34%	10 45%
Lack of Police Officers	45 19%	-	1 10%	2 14%	3 12%	6 38%	2 13%	8 31%	2 17%	3 16%	10 27%	4 14%	4 18%
Lack of other passengers	36 16%	1 17%	1 10%	1 7%	3 12%	4 25%	1 7%	8 31%	3 25%	-	6 16%	4 14%	4 18%
Poor on-station lighting	46 20%	-	2 20%	2 14%	3 12%	4 25%	3 20%	10 38%	6 50%	3 16%	3 8%	6 21%	4 18%
Lack of information	37 16%	-	2 20%	3 21%	5 19%	2 13%	3 20%	5 19%	4 33%	2 11%	4 11%	4 14%	3 14%
Anti-social behaviour by other people on station	136 59%	2 33%	6 60%	6 43%	17 65%	11 69%	9 60%	16 62%	8 67%	11 58%	24 65%	11 38%	15 68%
Saw actual vandalism or violence on the station	19 8%	1 17%	2 20%	-	1 4%	1 6%	1 7%	2 8%	1 8%	4 21%	3 8%	1 3%	2 9%
Fear of terrorism	10 4%	2 33%	2 20%	-	-	1 6%	-	1 4%	-	-	-	3 10%	1 5%
Other on the station	30 13%	-	3 30%	6 43%	6 23%	4 25%	-	1 4%	2 17%	-	4 11%	2 7%	2 9%
<b>ON THE TRAIN</b>													
Lack of on-train staff	62 27%	-	2 20%	5 36%	4 15%	2 13%	3 20%	5 19%	-	10 53%	12 32%	13 45%	6 27%
Lack of Police Officers	29 13%	-	2 20%	1 7%	2 8%	2 13%	-	4 15%	-	1 5%	10 27%	4 14%	3 14%
Lack of other passengers	21 9%	1 17%	1 10%	1 7%	1 4%	1 6%	-	5 19%	1 8%	-	2 5%	5 17%	3 14%
Poor train lighting	11 5%	-	-	-	-	1 6%	-	3 12%	2 17%	-	3 8%	2 7%	-
Lack of information	24 10%	-	2 20%	1 7%	2 8%	1 6%	2 13%	3 12%	1 8%	5 26%	2 5%	1 3%	4 18%
Anti-social behaviour by other people on train	172 74%	3 50%	5 50%	9 64%	20 77%	14 88%	10 67%	17 65%	9 75%	15 79%	33 89%	22 76%	15 68%
Saw actual vandalism or violence on the train	32 14%	1 17%	2 20%	1 7%	2 8%	-	1 7%	8 31%	-	2 11%	7 19%	6 21%	2 9%
Fear of terrorism	9 4%	2 33%	1 10%	1 7%	-	1 6%	1 7%	-	-	-	-	2 7%	1 5%
Other on the train	35 15%	-	3 30%	4 29%	7 27%	3 19%	2 13%	3 12%	-	2 11%	7 19%	4 14%	-
No answer	3 1%	-	-	-	-	-	1 7%	-	-	-	-	1 3%	1 5%
Sigma	835 360%	15 250%	39 390%	50 357%	84 323%	64 400%	44 293%	110 423%	44 367%	63 332%	137 370%	105 362%	80 364%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q46. Reason for worry about personal security

Absolutes/col percents 28 Oct 2015

Base : All who have had cause to worry about personal safety whilst making a train journey

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	232	6	10	14	26	16	15	26	12	19	37	29	22

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

## AUTUMN 2014

Q47. Agreement with statement... Police and railway security staff are interested in the everyday safety concerns of people who travel by train

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	651 21%	53 25%	60 25%	67 21%	57 23%	58 25%	71 23%	31 13%	18 17%	60 24%	74 22%	40 17%	62 22%
No answer	224 7%	24 11%	17 7%	22 7%	21 8%	11 5%	31 10%	25 10%	4 4%	14 6%	24 7%	11 5%	20 7%
Sample size (exc. No opinion/Don't know/No answer)	2161	136	162	232	175	159	205	188	85	176	246	191	206
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2161	136	162	232	175	159	205	188	85	176	246	191	206
Strongly agree	308 14%	27 20%	25 15%	31 13%	23 13%	13 8%	19 9%	30 16%	13 15%	20 11%	57 23%	21 11%	29 14%
Agree	1064 49%	68 50%	78 48%	128 55%	90 51%	72 45%	108 53%	80 43%	44 52%	85 48%	119 48%	89 47%	103 50%
Neither agree nor disagree	597 28%	35 26%	50 31%	52 22%	52 30%	54 34%	59 29%	58 31%	18 21%	52 30%	51 21%	58 30%	58 28%
Disagree	132 6%	5 4%	6 4%	16 7%	5 3%	12 8%	16 8%	13 7%	7 8%	14 8%	14 6%	16 8%	8 4%
Strongly disagree	60 3%	1 1%	3 2%	5 2%	5 3%	8 5%	3 1%	7 4%	3 4%	5 3%	5 2%	7 4%	8 4%
NET: Agree	1372 63%	95 70%	103 64%	159 69%	113 65%	85 53%	127 62%	110 59%	57 67%	105 60%	176 72%	110 58%	132 64%
NET: Disagree	192 9%	6 4%	9 6%	21 9%	10 6%	20 13%	19 9%	20 11%	10 12%	19 11%	19 8%	23 12%	16 8%
Standard Error	1.036	3.950	3.792	3.055	3.626	3.968	3.399	3.603	5.128	3.708	2.883	3.585	3.351
Sigma	2161 100%	136 100%	162 100%	232 100%	175 100%	159 100%	205 100%	188 100%	85 100%	176 100%	246 100%	191 100%	206 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... I can rely on the police to respond quickly to emergencies on the railway

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	1117 37%	75 35%	99 41%	129 40%	87 34%	100 44%	99 32%	67 27%	36 34%	111 44%	117 34%	99 41%	98 34%
No answer	253 8%	32 15%	18 8%	26 8%	20 8%	14 6%	32 10%	27 11%	7 7%	13 5%	29 8%	11 5%	24 8%
Sample size (exc. No opinion/Don't know/No answer)	1666	106	122	166	146	114	176	150	64	126	198	132	166
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	1666	106	122	166	146	114	176	150	64	126	198	132	166
Strongly agree	189 11%	10 9%	16 13%	21 13%	20 14%	7 6%	12 7%	18 12%	7 11%	16 13%	34 17%	10 8%	18 11%
Agree	595 36%	40 38%	51 42%	61 37%	48 33%	32 28%	69 39%	51 34%	19 30%	44 35%	79 40%	39 30%	62 37%
Neither agree nor disagree	622 37%	40 38%	42 34%	66 40%	59 40%	51 45%	71 40%	55 37%	22 34%	43 34%	62 31%	54 41%	57 34%
Disagree	182 11%	10 9%	9 7%	11 7%	15 10%	15 13%	20 11%	17 11%	14 22%	18 14%	17 9%	20 15%	16 10%
Strongly disagree	78 5%	6 6%	4 3%	7 4%	4 3%	9 8%	4 2%	9 6%	2 3%	5 4%	6 3%	9 7%	13 8%
NET: Agree	784 47%	50 47%	67 55%	82 49%	68 47%	39 34%	81 46%	69 46%	26 41%	60 48%	113 57%	49 37%	80 48%
NET: Disagree	260 16%	16 15%	13 11%	18 11%	19 13%	24 21%	24 14%	26 17%	16 25%	23 18%	23 12%	29 22%	29 17%
Standard Error	1.223	4.872	4.523	3.892	4.143	4.463	3.768	4.083	6.188	4.467	3.527	4.221	3.890
Sigma	1666 100%	106 100%	122 100%	166 100%	146 100%	114 100%	176 100%	150 100%	64 100%	126 100%	198 100%	132 100%	166 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... I feel that the police and railway security staff are doing enough to prevent crime on the railway

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	898 30%	67 31%	81 34%	94 29%	76 30%	79 35%	88 29%	53 22%	31 29%	87 35%	92 27%	73 30%	77 27%
No answer	260 9%	33 15%	17 7%	27 8%	23 9%	14 6%	33 11%	26 11%	9 8%	14 6%	29 8%	12 5%	23 8%
Sample size (exc. No opinion/Don't know/No answer)	1878	113	141	200	154	135	186	165	67	149	223	157	188
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	1878	113	141	200	154	135	186	165	67	149	223	157	188
Strongly agree	174 9%	14 12%	17 12%	19 10%	11 7%	5 4%	9 5%	18 11%	8 12%	13 9%	32 14%	10 6%	18 10%
Agree	681 36%	37 33%	58 41%	80 40%	57 37%	40 30%	69 37%	56 34%	21 31%	51 34%	92 41%	55 35%	65 35%
Neither agree nor disagree	765 41%	47 42%	53 38%	82 41%	69 45%	67 50%	85 46%	67 41%	25 37%	56 38%	73 33%	61 39%	80 43%
Disagree	193 10%	13 12%	8 6%	15 8%	15 10%	16 12%	20 11%	17 10%	9 13%	23 15%	20 9%	25 16%	12 6%
Strongly disagree	65 3%	2 2%	5 4%	4 2%	2 1%	7 5%	3 2%	7 4%	4 6%	6 4%	6 3%	6 4%	13 7%
NET: Agree	855 46%	51 45%	75 53%	99 50%	68 44%	45 33%	78 42%	74 45%	29 43%	64 43%	124 56%	65 41%	83 44%
NET: Disagree	258 14%	15 13%	13 9%	19 10%	17 11%	23 17%	23 12%	24 15%	13 19%	29 19%	26 12%	31 20%	25 13%
Standard Error	1.149	4.702	4.217	3.544	4.015	4.072	3.628	3.884	6.099	4.069	3.335	3.944	3.631
Sigma	1878 100%	113 100%	141 100%	200 100%	154 100%	135 100%	186 100%	165 100%	67 100%	149 100%	223 100%	157 100%	188 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... I often see police or security staff whilst travelling on the railway

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	404 13%	47 22%	28 12%	43 13%	34 13%	39 17%	47 15%	25 10%	10 9%	27 11%	34 10%	15 6%	55 19%
No answer	314 10%	36 17%	23 10%	34 11%	24 9%	19 8%	40 13%	31 13%	7 7%	23 9%	31 9%	16 7%	30 10%
Sample size (exc. No opinion/Don't know/No answer)	2318	130	188	244	195	170	220	188	90	200	279	211	203
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2318	130	188	244	195	170	220	188	90	200	279	211	203
Strongly agree	181 8%	11 8%	24 13%	17 7%	16 8%	5 3%	10 5%	19 10%	7 8%	16 8%	37 13%	8 4%	11 5%
Agree	573 25%	43 33%	51 27%	51 21%	39 20%	36 21%	46 21%	39 21%	25 28%	54 27%	84 30%	55 26%	50 25%
Neither agree nor disagree	528 23%	34 26%	36 19%	57 23%	52 27%	39 23%	61 28%	49 26%	16 18%	33 17%	66 24%	37 18%	48 24%
Disagree	632 27%	30 23%	35 19%	74 30%	52 27%	55 32%	74 34%	50 27%	22 24%	56 28%	56 20%	77 36%	51 25%
Strongly disagree	404 17%	12 9%	42 22%	45 18%	36 18%	35 21%	29 13%	31 16%	20 22%	41 21%	36 13%	34 16%	43 21%
NET: Agree	754 33%	54 42%	75 40%	68 28%	55 28%	41 24%	56 25%	58 31%	32 36%	70 35%	121 43%	63 30%	61 30%
NET: Disagree	1036 45%	42 32%	77 41%	119 49%	88 45%	90 53%	103 47%	81 43%	42 47%	97 49%	92 33%	111 53%	94 46%
Standard Error	0.973	4.339	3.581	2.876	3.231	3.291	2.944	3.378	5.074	3.381	2.972	3.158	3.226
Sigma	2318 100%	130 100%	188 100%	244 100%	195 100%	170 100%	220 100%	188 100%	90 100%	200 100%	279 100%	211 100%	203 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... I would feel comfortable approaching the police during my train journey or at a train station

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	309 10%	31 15%	23 10%	36 11%	22 9%	29 13%	34 11%	18 7%	12 11%	25 10%	22 6%	18 7%	39 14%
No answer	261 9%	30 14%	22 9%	26 8%	27 11%	15 7%	33 11%	28 11%	5 5%	15 6%	21 6%	13 5%	26 9%
Sample size (exc. No opinion/Don't know/No answer)	2466	152	194	259	204	184	240	198	90	210	301	211	223
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2466	152	194	259	204	184	240	198	90	210	301	211	223
Strongly agree	642 26%	46 30%	56 29%	60 23%	52 25%	40 22%	52 22%	56 28%	24 27%	58 28%	92 31%	51 24%	55 25%
Agree	1352 55%	84 55%	106 55%	150 58%	112 55%	108 59%	143 60%	84 42%	49 54%	116 55%	150 50%	128 61%	122 55%
Neither agree nor disagree	332 13%	16 11%	26 13%	33 13%	29 14%	31 17%	25 10%	41 21%	9 10%	25 12%	45 15%	19 9%	33 15%
Disagree	97 4%	3 2%	5 3%	11 4%	7 3%	2 1%	15 6%	10 5%	7 8%	9 4%	9 3%	10 5%	9 4%
Strongly disagree	43 2%	3 2%	1 1%	5 2%	4 2%	3 2%	5 2%	7 4%	1 1%	2 1%	5 2%	3 1%	4 2%
NET: Agree	1994 81%	130 86%	162 84%	210 81%	164 80%	148 80%	195 81%	140 71%	73 81%	174 83%	242 80%	179 85%	177 79%
NET: Disagree	140 6%	6 4%	6 3%	16 6%	11 5%	5 3%	20 8%	17 9%	8 9%	11 5%	14 5%	13 6%	13 6%
Standard Error	0.792	2.863	2.671	2.438	2.787	2.933	2.525	3.242	4.149	2.607	2.292	2.475	2.716
Sigma	2466 100%	152 100%	194 100%	259 100%	204 100%	184 100%	240 100%	198 100%	90 100%	210 100%	301 100%	211 100%	223 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... If a problem occurs during my train journey I know how to report it to the police

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	438 14%	50 23%	30 13%	50 16%	30 12%	38 17%	41 13%	15 6%	13 12%	37 15%	44 13%	31 13%	59 20%
No answer	267 9%	28 13%	19 8%	27 8%	22 9%	16 7%	36 12%	26 11%	8 7%	17 7%	28 8%	14 6%	26 9%
Sample size (exc. No opinion/Don't know/No answer)	2331	135	190	244	201	174	230	203	86	196	272	197	203
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2331	135	190	244	201	174	230	203	86	196	272	197	203
Strongly agree	315 14%	21 16%	29 15%	31 13%	26 13%	14 8%	21 9%	37 18%	15 17%	21 11%	50 18%	20 10%	30 15%
Agree	820 35%	56 41%	69 36%	82 34%	70 35%	60 34%	92 40%	61 30%	23 27%	64 33%	95 35%	65 33%	83 41%
Neither agree nor disagree	471 20%	29 21%	44 23%	55 23%	40 20%	46 26%	46 20%	53 26%	22 26%	32 16%	43 16%	31 16%	30 15%
Disagree	510 22%	24 18%	29 15%	52 21%	45 22%	33 19%	52 23%	39 19%	18 21%	56 29%	56 21%	62 31%	44 22%
Strongly disagree	215 9%	5 4%	19 10%	24 10%	20 10%	21 12%	19 8%	13 6%	8 9%	23 12%	28 10%	19 10%	16 8%
NET: Agree	1135 49%	77 57%	98 52%	113 46%	96 48%	74 43%	113 49%	98 48%	38 44%	85 43%	145 53%	85 43%	113 56%
NET: Disagree	725 31%	29 21%	48 25%	76 31%	65 32%	54 31%	71 31%	52 26%	26 30%	79 40%	84 31%	81 41%	60 30%
Standard Error	1.035	4.276	3.635	3.199	3.532	3.759	3.304	3.516	5.386	3.549	3.031	3.538	3.495
Sigma	2331 100%	135 100%	190 100%	244 100%	201 100%	174 100%	230 100%	203 100%	86 100%	196 100%	272 100%	197 100%	203 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... I know what to do to keep myself safe during my train journey

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	299 10%	34 16%	20 8%	29 9%	19 8%	27 12%	38 12%	18 7%	13 12%	27 11%	22 6%	11 5%	41 14%
No answer	257 8%	30 14%	22 9%	28 9%	19 8%	12 5%	34 11%	25 10%	7 7%	16 6%	24 7%	13 5%	27 9%
Sample size (exc. No opinion/Don't know/No answer)	2480	149	197	264	215	189	235	201	87	207	298	218	220
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2480	149	197	264	215	189	235	201	87	207	298	218	220
Strongly agree	433 17%	30 20%	39 20%	42 16%	36 17%	18 10%	34 14%	50 25%	17 20%	32 15%	63 21%	33 15%	39 18%
Agree	1390 56%	83 56%	105 53%	151 57%	126 59%	110 58%	132 56%	102 51%	45 52%	116 56%	166 56%	126 58%	128 58%
Neither agree nor disagree	522 21%	30 20%	49 25%	57 22%	37 17%	49 26%	55 23%	37 18%	19 22%	44 21%	58 19%	45 21%	42 19%
Disagree	98 4%	4 3%	3 2%	9 3%	15 7%	9 5%	12 5%	9 4%	3 3%	11 5%	8 3%	9 4%	6 3%
Strongly disagree	37 1%	2 1%	1 1%	5 2%	1 *	3 2%	2 1%	3 1%	3 3%	4 2%	3 1%	5 2%	5 2%
NET: Agree	1823 74%	113 76%	144 73%	193 73%	162 75%	128 68%	166 71%	152 76%	62 71%	148 71%	229 77%	159 73%	167 76%
NET: Disagree	135 5%	6 4%	4 2%	14 5%	16 7%	12 6%	14 6%	12 6%	6 7%	15 7%	11 4%	14 6%	11 5%
Standard Error	0.886	3.519	3.168	2.734	2.946	3.410	2.977	3.036	4.880	3.145	2.448	3.016	2.890
Sigma	2480 100%	149 100%	197 100%	264 100%	215 100%	189 100%	235 100%	201 100%	87 100%	207 100%	298 100%	218 100%	220 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q47. Agreement with statement... If I had contact with a police officer on the railway they would treat me with respect

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No opinion/Don't know	598 20%	51 24%	39 16%	67 21%	48 19%	55 24%	50 16%	40 16%	20 19%	57 23%	64 19%	41 17%	66 23%
No answer	247 8%	26 12%	18 8%	23 7%	19 8%	13 6%	36 12%	29 12%	6 6%	19 8%	26 8%	14 6%	18 6%
Sample size (exc. No opinion/Don't know/No answer)	2191	136	182	231	186	160	221	175	81	174	254	187	204
Number of journeys per annum (000's) (exc. No opinion/Don't know/No answer)	2191	136	182	231	186	160	221	175	81	174	254	187	204
Strongly agree	443 20%	35 26%	44 24%	51 22%	33 18%	22 14%	31 14%	43 25%	16 20%	28 16%	64 25%	33 18%	43 21%
Agree	1164 53%	68 50%	89 49%	112 48%	98 53%	100 63%	123 56%	77 44%	44 54%	100 57%	122 48%	111 59%	120 59%
Neither agree nor disagree	500 23%	30 22%	44 24%	61 26%	46 25%	34 21%	55 25%	45 26%	18 22%	39 22%	60 24%	32 17%	36 18%
Disagree	49 2%	1 1%	2 1%	3 1%	6 3%	1 1%	9 4%	4 2%	3 4%	5 3%	3 1%	8 4%	4 2%
Strongly disagree	35 2%	2 1%	3 2%	4 2%	3 2%	3 2%	3 1%	6 3%	-	2 1%	5 2%	3 2%	1 *
NET: Agree	1607 73%	103 76%	133 73%	163 71%	131 70%	122 76%	154 70%	120 69%	60 74%	128 74%	186 73%	144 77%	163 80%
NET: Disagree	84 4%	3 2%	5 3%	7 3%	9 5%	4 3%	12 5%	10 6%	3 4%	7 4%	8 3%	11 6%	5 2%
Standard Error	0.945	3.690	3.297	3.005	3.355	3.375	3.099	3.519	4.900	3.353	2.784	3.085	2.813
Sigma	2191 100%	136 100%	182 100%	231 100%	186 100%	160 100%	221 100%	175 100%	81 100%	174 100%	254 100%	187 100%	204 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q48. Potential improvements to assist when planning future rail journeys

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Better telephone enquiry/booking service	290 10%	28 13%	25 10%	26 8%	25 10%	28 12%	26 8%	26 11%	7 7%	19 8%	19 6%	25 10%	36 13%
Better internet enquiry/booking service	564 19%	31 15%	47 20%	66 21%	42 17%	40 18%	52 17%	52 21%	20 19%	39 16%	57 17%	68 28%	50 17%
Better information facilities at stations	663 22%	42 20%	44 18%	60 19%	61 24%	52 23%	74 24%	58 24%	26 24%	61 24%	53 15%	62 26%	70 24%
Better ticket buying facilities at station ticket offices	605 20%	37 17%	42 18%	51 16%	55 22%	51 22%	58 19%	43 18%	20 19%	51 20%	59 17%	67 28%	71 25%
Better ticket buying facilities at station ticket machines	495 16%	17 8%	48 20%	48 15%	42 17%	49 21%	57 19%	38 16%	14 13%	45 18%	46 13%	58 24%	33 11%
Better route maps of the rail network	491 16%	33 15%	29 12%	52 16%	49 19%	36 16%	42 14%	44 18%	27 25%	46 18%	47 14%	42 17%	44 15%
Make timetables easier to read	672 22%	61 29%	38 16%	66 21%	61 24%	51 22%	64 21%	61 25%	24 22%	50 20%	56 16%	74 31%	66 23%
Better promotion of when advanced tickets will be available	1019 34%	71 33%	81 34%	114 36%	89 35%	92 40%	96 31%	58 24%	40 37%	85 34%	120 35%	87 36%	86 30%
Other	415 14%	25 12%	29 12%	44 14%	37 15%	42 18%	32 10%	29 12%	15 14%	44 18%	58 17%	21 9%	39 14%
None of these	582 19%	41 19%	55 23%	56 17%	47 19%	34 15%	60 20%	52 21%	23 21%	43 17%	69 20%	39 16%	63 22%
No answer	247 8%	22 10%	17 7%	25 8%	14 6%	11 5%	40 13%	29 12%	6 6%	23 9%	25 7%	16 7%	19 7%
Sigma	6043 199%	408 192%	455 190%	608 189%	522 206%	486 213%	601 196%	490 201%	222 207%	506 202%	609 177%	559 231%	577 200%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

## AUTUMN 2014

Q49. Whether made a compensation claim following a delayed journey or complained about the train companies' service

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
No	2470 81%	190 89%	189 79%	286 89%	216 85%	157 69%	222 72%	200 82%	86 80%	212 85%	253 74%	196 81%	263 91%
NET: Have made a complaint/compensation claim	409 13%	11 5%	37 15%	22 7%	26 10%	62 27%	58 19%	23 9%	18 17%	23 9%	79 23%	37 15%	13 5%
Yes - Claimed for compensation on a weekly season ticket	45 1%	-	6 3%	1 *	2 1%	4 2%	10 3%	5 2%	2 2%	4 2%	8 2%	2 1%	1 *
Yes - Claimed for compensation on a monthly or longer season ticket	79 3%	-	7 3%	-	-	17 7%	20 7%	8 3%	-	1 *	10 3%	15 6%	1 *
Yes - Claimed for compensation on one single/return journey	226 7%	9 4%	18 8%	13 4%	18 7%	43 19%	30 10%	8 3%	11 10%	11 4%	40 12%	18 7%	7 2%
Yes - Complained (e.g. by letter/phone/email) but did not claim for compensation	58 2%	-	7 3%	4 1%	5 2%	3 1%	3 1%	4 2%	4 4%	6 2%	15 4%	5 2%	2 1%
Yes - Complained (e.g. by letter/phone/email) and claimed for compensation	57 2%	3 1%	6 3%	5 2%	6 2%	6 3%	1 *	4 2%	5 5%	3 1%	14 4%	2 1%	2 1%
Don't know/no answer	157 5%	12 6%	13 5%	13 4%	11 4%	9 4%	27 9%	21 9%	3 3%	15 6%	12 3%	9 4%	12 4%
Sigma	3092 102%	214 100%	246 103%	322 100%	258 102%	239 105%	313 102%	250 102%	111 104%	252 101%	352 102%	247 102%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q50. Overall satisfaction with how complaint/claim was handled

Absolutes/col percents 28 Oct 2015

Base : All respondents making a complaint or claiming compensation in past 6 months

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	409	11	37	22	26	62	58	23	18	23	79	37	13
No opinion/Don't know	13 3%	2 18%	-	1 5%	-	-	1 2%	1 4%	-	1 4%	5 6%	1 3%	1 8%
No answer	8 2%	-	2 5%	-	-	-	2 3%	-	-	1 4%	2 3%	1 3%	-
Sample size (exc. No opinion/Don't know/No answer)	388	9	35	21	26	62	55	22	18	21	72	35	12
Number of journeys per annum (000's) (exc. Don't know/No opinion/No answer)	388	9	35	21	26	62	55	22	18	21	72	35	12
Very satisfied	90 23%	7 78%	8 23%	5 24%	4 15%	14 23%	16 29%	2 9%	6 33%	2 10%	19 26%	4 11%	3 25%
Fairly satisfied	135 35%	2 22%	10 29%	11 52%	8 31%	23 37%	22 40%	8 36%	5 28%	6 29%	26 36%	9 26%	5 42%
Neither satisfied nor dissatisfied	33 9%	-	5 14%	-	2 8%	6 10%	5 9%	2 9%	-	3 14%	3 4%	6 17%	1 8%
Fairly dissatisfied	72 19%	-	10 29%	1 5%	3 12%	15 24%	7 13%	7 32%	4 22%	4 19%	13 18%	7 20%	1 8%
Very dissatisfied	58 15%	-	2 6%	4 19%	9 35%	4 6%	5 9%	3 14%	3 17%	6 29%	11 15%	9 26%	2 17%
NET: Satisfied	225 58%	9 100%	18 51%	16 76%	12 46%	37 60%	38 69%	10 45%	11 61%	8 38%	45 63%	13 37%	8 67%
NET: Dissatisfied	130 34%	-	12 34%	5 24%	12 46%	19 31%	12 22%	10 45%	7 39%	10 48%	24 33%	16 46%	3 25%
Standard Error	2.509	0.000	8.571	9.524	9.970	6.281	6.289	10.866	11.824	10.859	5.745	8.287	14.213
Sigma	388 100%	9 100%	35 100%	21 100%	26 100%	62 100%	55 100%	22 100%	18 100%	21 100%	72 100%	35 100%	12 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q51. Reason for rating fairly/very dissatisfied

Absolutes/col percents 28 Oct 2015

Base : All respondents who were dissatisfied

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	130	-	12	5	12	19	12	10	7	10	24	16	3
Insufficient compensation	51 39%	-	4 33%	2 40%	6 50%	13 68%	8 67%	2 20%	2 29%	1 10%	7 29%	6 38%	-
Inappropriate form of compensation	13 10%	-	-	-	1 8%	1 5%	3 25%	1 10%	-	-	5 21%	2 13%	-
Time taken to respond	49 38%	-	6 50%	2 40%	3 25%	6 32%	3 25%	4 40%	2 29%	3 30%	8 33%	9 56%	3 100%
Poor explanation given	48 37%	-	5 42%	3 60%	6 50%	3 16%	4 33%	3 30%	5 71%	6 60%	8 33%	5 31%	-
Has not yet received a response	33 25%	-	1 8%	-	4 33%	3 16%	2 17%	3 30%	-	1 10%	12 50%	6 38%	1 33%
Other reasons	38 29%	-	4 33%	2 40%	4 33%	4 21%	2 17%	3 30%	3 43%	2 20%	9 38%	5 31%	-
Don't know/no answer	1 1%	-	-	-	-	1 5%	-	-	-	-	-	-	-
Sigma	233 179%	-	20 167%	9 180%	24 200%	31 163%	22 183%	16 160%	12 171%	13 130%	49 204%	33 206%	4 133%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q53. Age

Absolutes/col percents 28 Oct 2015

Base : All respondents

### Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
16-34	779 26%	27 13%	67 28%	96 30%	66 26%	30 13%	73 24%	115 47%	32 30%	72 29%	108 31%	72 30%	21 7%
35-54	928 31%	25 12%	88 37%	107 33%	79 31%	82 36%	84 27%	63 26%	37 35%	95 38%	111 32%	78 32%	79 27%
55+	1218 40%	153 72%	74 31%	108 34%	104 41%	108 47%	129 42%	49 20%	36 34%	76 30%	117 34%	83 34%	181 63%
16-25	486 16%	12 6%	41 17%	55 17%	41 16%	20 9%	44 14%	83 34%	23 21%	39 16%	73 21%	46 19%	9 3%
16-18	145 5%	2 1%	15 6%	20 6%	8 3%	6 3%	14 5%	31 13%	5 5%	8 3%	18 5%	14 6%	4 1%
19-25	341 11%	10 5%	26 11%	35 11%	33 13%	14 6%	30 10%	52 21%	18 17%	31 12%	55 16%	32 13%	5 2%
16-25	-	-	-	-	-	-	-	-	-	-	-	-	-
26-34	293 10%	15 7%	26 11%	41 13%	25 10%	10 4%	29 9%	32 13%	9 8%	33 13%	35 10%	26 11%	12 4%
35-44	389 13%	9 4%	47 20%	50 16%	37 15%	33 14%	36 12%	31 13%	15 14%	34 14%	36 10%	35 14%	26 9%
45-54	539 18%	16 8%	41 17%	57 18%	42 17%	49 21%	48 16%	32 13%	22 21%	61 24%	75 22%	43 18%	53 18%
55-59	305 10%	20 9%	22 9%	26 8%	18 7%	33 14%	31 10%	17 7%	7 7%	18 7%	43 13%	30 12%	40 14%
60-64	302 10%	34 16%	17 7%	31 10%	27 11%	30 13%	38 12%	15 6%	15 14%	17 7%	23 7%	19 8%	36 13%
65+	611 20%	99 46%	35 15%	51 16%	59 23%	45 20%	60 20%	17 7%	14 13%	41 16%	51 15%	34 14%	105 36%
65+	-	-	-	-	-	-	-	-	-	-	-	-	-
65-69	303 10%	49 23%	21 9%	21 7%	22 9%	21 9%	24 8%	14 6%	9 8%	23 9%	27 8%	18 7%	54 19%
70-80	266 9%	49 23%	12 5%	23 7%	33 13%	19 8%	30 10%	3 1%	4 4%	17 7%	17 5%	16 7%	43 15%
81+	42 1%	1 *	2 1%	7 2%	4 2%	5 2%	6 2%	-	1 1%	1 *	7 2%	-	8 3%
No answer	111 4%	8 4%	10 4%	10 3%	4 2%	8 4%	21 7%	17 7%	2 2%	7 3%	8 2%	9 4%	7 2%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q54. Gender

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Male	1366 45%	108 51%	107 45%	128 40%	98 39%	115 50%	151 49%	133 55%	44 41%	108 43%	150 44%	101 42%	123 43%
Female	1522 50%	96 45%	119 50%	180 56%	144 57%	105 46%	130 42%	87 36%	61 57%	131 52%	185 54%	133 55%	151 52%
No answer	148 5%	9 4%	13 5%	13 4%	11 4%	8 4%	26 8%	24 10%	2 2%	11 4%	9 3%	8 3%	14 5%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q55. Working status

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Working full time	1358 45%	47 22%	131 55%	136 42%	107 42%	103 45%	146 48%	120 49%	55 51%	133 53%	169 49%	124 51%	87 30%
Working part time	482 16%	26 12%	35 15%	75 23%	44 17%	37 16%	42 14%	29 12%	8 7%	35 14%	52 15%	39 16%	60 21%
Not working	138 5%	9 4%	7 3%	15 5%	12 5%	11 5%	10 3%	18 7%	5 5%	8 3%	16 5%	9 4%	18 6%
Retired	710 23%	117 55%	39 16%	64 20%	67 26%	59 26%	73 24%	27 11%	22 21%	47 19%	52 15%	32 13%	111 39%
Full time student	231 8%	7 3%	16 7%	21 7%	15 6%	10 4%	15 5%	33 14%	14 13%	20 8%	47 14%	28 12%	5 2%
No answer	117 4%	7 3%	11 5%	10 3%	8 3%	8 4%	21 7%	17 7%	3 3%	7 3%	8 2%	10 4%	7 2%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q56. Occupation of chief wage earner

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Professional/senior managerial	872 29%	28 13%	72 30%	85 26%	80 32%	70 31%	105 34%	57 23%	27 25%	87 35%	120 35%	83 34%	58 20%
Middle managerial	356 12%	9 4%	44 18%	46 14%	30 12%	27 12%	29 9%	30 12%	11 10%	36 14%	40 12%	35 14%	19 7%
Junior managerial/clerical/supervisory	294 10%	13 6%	23 10%	33 10%	31 12%	19 8%	24 8%	21 9%	13 12%	27 11%	37 11%	27 11%	26 9%
Skilled manual (with professional qualifications/served an apprenticeship)	284 9%	14 7%	24 10%	30 9%	18 7%	20 9%	21 7%	42 17%	19 18%	20 8%	35 10%	21 9%	20 7%
Unskilled manual (no qualifications/not served an apprenticeship)	105 3%	4 2%	7 3%	14 4%	7 3%	10 4%	13 4%	10 4%	8 7%	3 1%	4 1%	5 2%	20 7%
Full time student	78 3%	7 3%	6 3%	7 2%	6 2%	2 1%	6 2%	9 4%	3 3%	8 3%	14 4%	9 4%	1 *
Retired	648 21%	97 46%	35 15%	62 19%	58 23%	53 23%	67 22%	28 11%	18 17%	43 17%	52 15%	31 13%	104 36%
Unemployed/between jobs	42 1%	4 2%	2 1%	3 1%	4 2%	2 1%	3 1%	7 3%	3 3%	1 *	3 1%	6 2%	4 1%
Housewife/house-husband	29 1%	6 3%	2 1%	2 1%	- -	3 1%	2 1%	- -	- -	3 1%	1 *	- -	10 3%
Other	173 6%	19 9%	13 5%	24 7%	9 4%	12 5%	15 5%	17 7%	3 3%	12 5%	23 7%	13 5%	13 5%
Don't know/no answer	155 5%	12 6%	11 5%	15 5%	10 4%	10 4%	22 7%	23 9%	2 2%	10 4%	15 4%	12 5%	13 5%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q57. Do you regularly use the internet?

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
NET: Use the internet	2613 86%	146 69%	213 89%	286 89%	223 88%	202 89%	265 86%	208 85%	93 87%	224 90%	315 92%	219 90%	219 76%
Yes, at home	2545 84%	143 67%	211 88%	280 87%	214 85%	198 87%	255 83%	205 84%	92 86%	217 87%	307 89%	211 87%	212 74%
Yes, at work	1422 47%	46 22%	121 51%	148 46%	120 47%	112 49%	151 49%	111 45%	49 46%	132 53%	202 59%	142 59%	88 31%
No	304 10%	57 27%	14 6%	23 7%	25 10%	20 9%	19 6%	17 7%	12 11%	18 7%	21 6%	17 7%	61 21%
No answer	119 4%	10 5%	12 5%	12 4%	5 2%	6 3%	23 7%	19 8%	2 2%	8 3%	8 2%	6 2%	8 3%
Sigma	4390 145%	256 120%	358 150%	463 144%	364 144%	336 147%	448 146%	352 144%	155 145%	375 150%	538 156%	376 155%	369 128%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

Q58. Ethnic group

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
White British	2621 86%	181 85%	213 89%	287 89%	229 91%	207 91%	254 83%	171 70%	84 79%	215 86%	318 92%	206 85%	256 89%
Any other white background	122 4%	12 6%	6 3%	15 5%	5 2%	6 3%	11 4%	18 7%	6 6%	8 3%	9 3%	14 6%	12 4%
NET: Other ethnic groups	167 6%	15 7%	9 4%	7 2%	11 4%	8 4%	16 5%	40 16%	12 11%	17 7%	7 2%	13 5%	12 4%
Mixed white and black Caribbean	13 *	-	1 *	1 *	1 *	-	1 *	5 2%	-	1 *	2 1%	-	1 *
Mixed white and black African	1 *	-	-	-	-	-	1 *	-	-	-	-	-	-
Mixed white and Asian	9 *	1 *	1 *	-	1 *	-	1 *	1 *	2 2%	-	-	2 1%	-
Any other mixed background	9 *	-	1 *	-	-	1 *	3 1%	1 *	-	-	-	2 1%	1 *
Asian/Asian British Indian	18 1%	-	1 *	-	-	1 *	1 *	7 3%	1 1%	4 2%	1 *	1 *	1 *
Asian/Asian British Pakistani	8 *	-	-	-	-	-	-	2 1%	6 6%	-	-	-	-
Asian/Asian British Bangladeshi	4 *	-	-	-	-	-	1 *	-	-	2 1%	-	1 *	-
Asian/Asian British Chinese	13 *	3 1%	-	1 *	2 1%	1 *	-	-	-	3 1%	1 *	2 1%	-
Any other Asian background	14 *	4 2%	1 *	-	-	-	1 *	3 1%	1 1%	1 *	2 1%	-	1 *
Arab	2 *	1 *	-	-	-	-	-	-	-	-	-	1 *	-
Black/Black British Caribbean	10 *	-	-	-	-	-	1 *	6 2%	-	1 *	-	2 1%	-
Black/Black British African	10 *	-	1 *	-	1 *	-	-	6 2%	-	2 1%	-	-	-
Any other Black background	3 *	-	-	-	-	1 *	-	2 1%	-	-	-	-	-
Other ethnic group	53 2%	6 3%	3 1%	5 2%	6 2%	4 2%	6 2%	7 3%	2 2%	3 1%	1 *	2 1%	8 3%
No answer	126 4%	5 2%	11 5%	12 4%	8 3%	7 3%	26 8%	15 6%	5 5%	10 4%	10 3%	9 4%	8 3%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

QJOURNEY. Journey Purpose

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Commute	966 32%	8 4%	97 41%	92 29%	56 22%	79 35%	82 27%	103 42%	42 39%	93 37%	131 38%	134 55%	49 17%
Business	208 7%	7 3%	14 6%	8 2%	21 8%	19 8%	29 9%	20 8%	18 17%	21 8%	32 9%	7 3%	12 4%
Leisure	1862 61%	198 93%	128 54%	221 69%	176 70%	130 57%	196 64%	121 50%	47 44%	136 54%	181 53%	101 42%	227 79%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

QDAY. Day of week

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Monday	438 14%	23 11%	107 45%	14 4%	25 10%	28 12%	96 31%	16 7%	1 1%	1 *	31 9%	49 20%	47 16%
Tuesday	579 19%	59 28%	45 19%	94 29%	54 21%	62 27%	- -	56 23%	25 23%	38 15%	48 14%	51 21%	47 16%
Wednesday	383 13%	20 9%	2 1%	80 25%	35 14%	64 28%	25 8%	20 8%	11 10%	54 22%	55 16%	4 2%	13 5%
Thursday	702 23%	24 11%	21 9%	32 10%	44 17%	47 21%	112 36%	43 18%	38 36%	55 22%	179 52%	52 21%	55 19%
Friday	301 10%	11 5%	20 8%	21 7%	11 4%	4 2%	- -	52 21%	30 28%	53 21%	1 *	29 12%	69 24%
Saturday	557 18%	73 34%	44 18%	80 25%	83 33%	14 6%	40 13%	57 23%	- -	49 20%	6 2%	54 22%	57 20%
Sunday	76 3%	3 1%	- -	- -	1 *	9 4%	34 11%	- -	2 2%	- -	24 7%	3 1%	- -
Weekday	2403 79%	137 64%	195 82%	241 75%	169 67%	205 90%	233 76%	187 77%	105 98%	201 80%	314 91%	185 76%	231 80%
Weekend	633 21%	76 36%	44 18%	80 25%	84 33%	23 10%	74 24%	57 23%	2 2%	49 20%	30 9%	57 24%	57 20%
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
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# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

QTOC. Train Operating Company

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Abellio Greater Anglia	535 18%	-	-	-	-	228 100%	307 100%	-	-	-	-	-	-
Arriva Trains Wales	213 7%	213 100%	-	-	-	-	-	-	-	-	-	-	-
East Midlands Trains	239 8%	-	239 100%	-	-	-	-	-	-	-	-	-	-
First Great Western	574 19%	-	-	321 100%	253 100%	-	-	-	-	-	-	-	-
London Midland	244 8%	-	-	-	-	-	244 100%	-	-	-	-	-	-
Northern Rail	701 23%	-	-	-	-	-	-	107 100%	250 100%	344 100%	-	-	-
South West Trains	288 9%	-	-	-	-	-	-	-	-	-	-	-	288 100%
Southern	242 8%	-	-	-	-	-	-	-	-	-	-	242 100%	-
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

Fieldwork dates: 1st September - 9th November 2014

Prepared for Passenger Focus by BDRG Continental

\*National, London and South East, Regional and Long Distance totals all exclude data for any non-franchise TOCs  
With the exception of the sample size all figures in the tables below are percentages

# NATIONAL RAIL PASSENGER SURVEY

AUTUMN 2014

QTOCBLD. Train Operating Company Building Blocks

Absolutes/col percents 28 Oct 2015

Base : All respondents

## Community Rail Lines

	Total	Conwy Valley Line	Derwent Valley Line	Avocet Line	Heart of Wessex Line	East Suffolk Line	Gainsborough Line	Marston Vale Line	East Lancs Line	Mid Cheshire Line	Tyne Valley Line	Brighton Seaford Line	Island Line
Sample size	3036	213	239	321	253	228	307	244	107	250	344	242	288
Abellio Greater Anglia - Mainline	307 10%	-	-	-	-	-	307 100%	-	-	-	-	-	-
Abellio Greater Anglia - Rural	228 8%	-	-	-	-	228 100%	-	-	-	-	-	-	-
Arriva Trains Wales - North Wales and Borders	213 7%	213 100%	-	-	-	-	-	-	-	-	-	-	-
East Midlands Trains - Local	239 8%	-	239 100%	-	-	-	-	-	-	-	-	-	-
First Great Western - Long Distance	2 0%	-	-	-	2 1%	-	-	-	-	-	-	-	-
First Great Western - West	572 19%	-	-	321 100%	251 99%	-	-	-	-	-	-	-	-
London Midland - London Commuter	70 2%	-	-	-	-	-	70 29%	-	-	-	-	-	-
London Midland - West Coast	174 6%	-	-	-	-	-	174 71%	-	-	-	-	-	-
Northern - Lancashire & Cumbria	215 7%	-	-	-	-	-	-	107 100%	-	108 31%	-	-	-
Northern - Manchester & Liverpool	250 8%	-	-	-	-	-	-	-	250 100%	-	-	-	-
Northern - Tyne Tees & Wear	236 8%	-	-	-	-	-	-	-	-	236 69%	-	-	-
Southern - Sussex Coast	242 8%	-	-	-	-	-	-	-	-	-	242 100%	-	-
South West Trains - Island Line	288 9%	-	-	-	-	-	-	-	-	-	-	288 100%	-
Sigma	3036 100%	213 100%	239 100%	321 100%	253 100%	228 100%	307 100%	244 100%	107 100%	250 100%	344 100%	242 100%	288 100%

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<u>Page</u>	<u>Table</u>	<u>Title</u>
1	1	Q1a. Scheduled departure time
2	2	Q1c. Journey involved travelling on a rail replacement bus or coach service
3	3	Q2a. Whether changed trains later in journey
4	4	Q4. Main purpose of trip
5	5	Q5. Whether on outward or return journey when given questionnaire
6	6	Q6. Whether travelling alone or with others
7	7	Q7. Whether travelling with baggage/additional item(s)
8	8	Q8a. Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?
9	9	Q8b. Does your condition or illness have an adverse effect on your ability to make journeys by rail?
10	15	Q10. How did you buy your ticket for your journey today?
11	16	Q11. When did you buy your ticket for your journey today?
12	17	Q12. Was the ticket for your journey:
13	18	Q13. Rating of... The information provided about tickets available
14	19	Q13. Rating of... The range of tickets available
15	20	Q13. Rating of...The ease of ticket purchase
16	21	Q14a. Type of ticket travelling on
17	22	Q14b. Is your ticket for your journey today?
18	23	Q15. Type of railcard used to buy ticket
19	24	Q16. Rating of station where train was boarded...Ticket buying facilities
20	25	Q16. Rating of station where train was boarded...Provision of information about train times/platforms
21	26	Q16. Rating of station where train was boarded...The upkeep/repair of the station buildings/platforms
22	27	Q16. Rating of station where train was boarded...Cleanliness of the station
23	28	Q16. Rating of station where train was boarded...The facilities and services at the station
24	29	Q16. Rating of station where train was boarded...The availability of staff at the station
25	30	Q16. Rating of station where train was boarded...The attitudes and helpfulness of the staff
26	31	Q16. Rating of station where train was boarded...Connections with other forms of public transport e.g. bus, tube, tram, taxi etc.
27	32	Q16. Rating of station where train was boarded...Facilities for car parking

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<u>Page</u>	<u>Table</u>	<u>Title</u>
28	33	Q16. Rating of station where train was boarded...Facilities for bicycle parking
29	34	Q16. Rating of station where train was boarded...Your personal security whilst using that station
30	35	Q16. Rating of station where train was boarded...The overall station environment
31	36	Q16. Rating of station where train was boarded...The provision of shelter facilities
32	37	Q16. Rating of station where train was boarded...Availability of seating
33	38	Q16. Rating of station where train was boarded...The choice of shops/eating/drinking facilities available
34	39	Q17. Familiarity with this particular station
35	40	Q18. Whilst at station, whether asked staff for help or information
36	41	Q19. Overall satisfaction with how request was handled
37	42	Q20a. If you used ticket gates at the station, how easy did you find it to use them?
38	43	Q21. Overall how satisfied are you with this station?
39	44	Q22. Satisfaction with train journey...The frequency of the trains on that route
40	45	Q22. Satisfaction with train journey...Punctuality/reliability (i.e. the train arriving/departing on time)
41	46	Q22. Satisfaction with train journey...The length of time the journey was scheduled to take (speed)
42	47	Q22. Satisfaction with train journey...Connections with other train services
43	48	Q22. Satisfaction with train journey...The value for money for the price of your ticket
44	49	Q23a. Rating of train...Cleanliness
45	50	Q23a. Rating of train...Up keep and repair of the train
46	51	Q23a. Rating of train...The provision of information during the journey
47	52	Q23a. Rating of train...The availability of the staff on the train
48	53	Q23a. Rating of train...The helpfulness and attitude of staff on train
49	54	Q23a. Rating of train...The space for luggage
50	55	Q23a. Rating of train...Sufficient room for all the passengers to sit/stand
51	56	Q23a. Rating of train...The comfort of the seating area
52	57	Q23a. Rating of train...Space for bicycles
53	58	Q23a. Rating of train...The ease of being able to get on and off the train
54	59	Q23a. Rating of train...Your personal security whilst on board the train

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<u>Page</u>	<u>Table</u>	<u>Title</u>
55	60	Q23a. Rating of train...The toilet facilities
56	61	Q24. Rating of train...The cleanliness of the inside of the train
57	62	Q24. Rating of train...The cleanliness of the outside of the train
58	63	Q25. Overall how satisfied are you with the train you boarded for your journey?
59	64	Q26. Whether experienced any delays on journey
60	65	Q27. Type of delay experienced
61	66	Q28. Length of delay
62	67	Q29. Rating of how well train company dealt with these delays
63	68	Q30. Rating train company in relation to the delay that occurred on...The amount of information provided about the delay
64	69	Q30. Rating train company in relation to the delay that occurred on...The accuracy of information given about the delay
65	70	Q30. Rating train company in relation to the delay that occurred on...The usefulness of the information
66	71	Q30. Rating train company in relation to the delay that occurred on...The speed with which information was provided
67	72	Q30. Rating train company in relation to the delay that occurred on...The time taken to resolve the problem
68	73	Q30. Rating train company in relation to the delay that occurred on...The availability of alternative transport if the train service could not continue
69	74	Q31. Overall satisfaction with your journey
70	75	Q32. How did you spend your time on this train?
71	76	Q32. How did you spend MOST of your time on this train?
72	77	Q33. Thinking about the time you spent on the train, which one of the following statements do you most agree with?
73	78	Q34. Which of the following did you have to hand on the train?
74	79	Q34. Which of the following did you use on the train?
75	80	Q35. To what extent had you planned in advance how you would spend the time on this train?
76	81	Q36. Which one of the following statements do you most agree with concerning today's journey? How I could use my time today when travelling was...
77	82	Q37. To what extent did any electronic devices you had with you today make the time you spent on this train better?
78	83	Q38. How satisfied are you with the reliability of...Mobile phone reception for making calls at the station
79	84	Q38. How satisfied are you with the reliability of...Mobile data coverage for accessing the internet/emails at the station
80	85	Q38. How satisfied are you with the reliability of...Mobile phone reception for making calls on the train
81	86	Q38. How satisfied are you with the reliability of...Mobile data coverage for accessing the internet/emails on the train

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<u>Page</u>	<u>Table</u>	<u>Title</u>
82	87	Q39. How long were you on the train that you got on at this station?
83	88	Q40. Frequency of making trip (when handed questionnaire)
84	89	Q41. Length of time using this route on a regular basis
85	90	Q42. Description best suited to typical trip over past month
86	91	Q43. Satisfaction with the times the ticket office is open on this route
87	92	Q44. How often is your ticket checked?
88	93	Q45. Whether had cause to worry about personal security in the last six months whilst making a train journey
89	94	Q46. Reason for worry about personal security
91	95	Q47. Agreement with statement... Police and railway security staff are interested in the everyday safety concerns of people who travel by train
92	96	Q47. Agreement with statement... I can rely on the police to respond quickly to emergencies on the railway
93	97	Q47. Agreement with statement... I feel that the police and railway security staff are doing enough to prevent crime on the railway
94	98	Q47. Agreement with statement... I often see police or security staff whilst travelling on the railway
95	99	Q47. Agreement with statement... I would feel comfortable approaching the police during my train journey or at a train station
96	100	Q47. Agreement with statement... If a problem occurs during my train journey I know how to report it to the police
97	101	Q47. Agreement with statement... I know what to do to keep myself safe during my train journey
98	102	Q47. Agreement with statement... If I had contact with a police officer on the railway they would treat me with respect
99	103	Q48. Potential improvements to assist when planning future rail journeys
100	104	Q49. Whether made a compensation claim following a delayed journey or complained about the train companies' service
101	105	Q50. Overall satisfaction with how complaint/claim was handled
102	106	Q51. Reason for rating fairly/very dissatisfied
103	107	Q53. Age
104	108	Q54. Gender
105	109	Q55. Working status
106	110	Q56. Occupation of chief wage earner
107	111	Q57. Do you regularly use the internet?
108	112	Q58. Ethnic group
109	113	QJOURNEY. Journey Purpose

28 October 2015

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<u>Page</u>	<u>Table</u>	<u>Title</u>
110	114	QDAY. Day of week
111	115	QTOC. Train Operating Company
112	116	QTOCBLD. Train Operating Company Building Blocks