Disabled Passenger Survey

Prepared on behalf of Action for Rail

Methodology

Fieldwork Dates
8th-10th April 2013

Data Collection Method
The survey was conducted via online panel. Invitations to complete surveys were sent out to members of the panel. Differential response rates from different demographic groups were taken into account.

Population Sampled
All adults aged 18+ in the United Kingdom

Sample Size
1,031 (questions to rail users based of sub-sample of 806)

Margin of Error
Because only a sample of the full population was interviewed, all results are subject to margin of error, meaning that not all differences are statistically significant. For example, in a question where 50% (the worst case scenario as far as margin of error is concerned) gave a particular answer, with a sample of 806 it is 95% certain that the 'true' value will fall within the range of 3.5% from the sample result. Sub-samples from the cross-breaks will be subject to higher margin of error, conclusions drawn from cross-breaks with very small sub-samples should be treated with caution.

Question presentation
All data tables shown in full below, in order and wording put to respondents, including but not limited to all tables relating to published data and all relevant tables preceding them. Tables for demographic questions might not be included but these should be clear from the cross-breaks on published tables.

In all questions where the responses are a list of parties, names or statements, these will typically have been displayed to respondents in a randomising order. The only questions which would not have had randomising responses would be those in which there was a natural order to maintain – e.g. a scale from "strongly agree" to "strongly disagree", a list of numbers from 0 to 10 or questions which had factual rather than opinion-related answers such as demographic information. "Other", "Don't know" and "Refused" responses are not randomised.

Not all questions will have necessarily been asked to all respondents – this is because they may be follow-on questions from previous questions or only appropriate to certain demographic groups. Lower response counts should make clear where this has occurred.

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Data were analysed and weighted by Survation's team of statistical consultants and presented by Patrick Briône and Damian Lyons Lowe of Survation.

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If you are interested in commissioning a poll from us, please contact researchteam@survation.com for a prompt response to your enquiry and we'll call you right back with the appropriate person.

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12 Apr 2013

Table 4
Q4_A. Could you say in which ways that you are disabled?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains		
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly
Unweighted Total	1031	385	421	112	185	174	171	103	61	171	208	230	422	357	222	429	17	213	211	387
Mobility difficulties and I normally use a wheelchair	86 8.3%	39 10.1%	28 6.7%	7 6.3%	21 11.4%	16 9.2%	16 9.4%	4 3.9%	3 4.9%	18 10.5%	21 10.1%	17 7.4%	30 7.1%	20 5.6%	20 9.0%	44 10.3%	2 11.8%	37 17.4%	14 6.6%	18 4.7%
Mobility difficulties but I don't normally use a wheelchair	491 47.6%	154 40.0%	202 48.0%	20 17.9%	63 34.1%	78 44.8%	87 50.9%	69 67.0%	39 63.9%	71 41.5%	100 48.1%	93 40.4%	227 53.8%	177 49.6%	108 48.6%	200 46.6%	5 29.4%	67 31.5%	90 42.7%	201 51.9%
Visual impairment	133 12.9%	73 19.0%	48 11.4%	20 17.9%	32 17.3%	25 14.4%	23 13.5%	10 9.7%	11 18.0%	32 18.7%	31 14.9%	31 13.5%	39 9.2%	41 11.5%	24 10.8%	64 14.9%	2 11.8%	53 24.9%	29 13.7%	39 10.1%
Hearing impairment	150 14.5%	75 19.5%	50 11.9%	9 8.0%	24 13.0%	24 13.8%	28 16.4%	21 20.4%	19 31.1%	39 22.8%	34 16.3%	31 13.5%	46 10.9%	47 13.2%	33 14.9%	67 15.6%	3 17.6%	32 15.0%	40 19.0%	54 14.0%
Mental Health Service user / survivor	234 22.7%	74 19.2%	110 26.1%	38 33.9%	49 26.5%	45 25.9%	44 25.7%	6 5.8%	2 3.3%	30 17.5%	44 21.2%	59 25.7%	101 23.9%	88 24.6%	52 23.4%	88 20.5%	5 29.4%	47 22.1%	43 20.4%	94 24.3%
Learning disability	79 7.7%	41 10.6%	30 7.1%	24 21.4%	29 15.7%	12 6.9%	4 2.3%	2 1.9%	- -	10 5.8%	13 6.3%	28 12.2%	28 6.6%	22 6.2%	24 10.8%	32 7.5%	1 5.9%	31 14.6%	17 8.1%	23 5.9%
Other disability	176 17.1%	66 17.1%	71 16.9%	21 18.8%	25 13.5%	16 9.2%	31 18.1%	28 27.2%	16 26.2%	23 13.5%	36 17.3%	41 17.8%	76 18.0%	65 18.2%	36 16.2%	69 16.1%	4 23.5%	29 13.6%	31 14.7%	77 19.9%
Sigma	1349 130.8%	522 135.6%	539 128.0%	139 124.1%	243 131.4%	216 124.1%	233 136.3%	140 135.9%	90 147.5%	223 130.4%	279 134.1%	300 130.4%	547 129.6%	460 128.9%	297 133.8%	564 131.5%	22 129.4%	296 139.0%	264 125.1%	506 130.7%

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Table 5
Q5. We want to ask a number of questions about your use of trains. Thinking back over the last two years, which of these best describes your use of trains?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains		
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly
Unweighted Total	1031	385	421	112	185	174	171	103	61	171	208	230	422	357	222	429	17	213	211	387
I use trains at least once a week on average	213 20.7%	123 31.9%	89 21.1%	38 33.9%	65 35.1%	57 32.8%	39 22.8%	10 9.7%	3 4.9%	59 34.5%	59 28.4%	55 23.9%	40 9.5%	78 21.8%	26 11.7%	106 24.7%	2 11.8%	213 100.0%	- -	- -
I use trains at least once a month on average	211 20.5%	92 23.9%	119 28.3%	33 29.5%	56 30.3%	50 28.7%	36 21.1%	27 26.2%	9 14.8%	60 35.1%	57 27.4%	54 23.5%	40 9.5%	71 19.9%	43 19.4%	90 21.0%	6 35.3%	- -	211 100.0%	- -
I use trains a few times a year	387 37.5%	170 44.2%	213 50.6%	41 36.6%	64 34.6%	67 38.5%	96 56.1%	66 64.1%	49 80.3%	52 30.4%	92 44.2%	121 52.6%	122 28.9%	122 34.2%	97 43.7%	162 37.8%	5 29.4%	- -	- -	387 100.0%
I never use trains	220 21.3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	220 52.1%	86 24.1%	56 25.2%	71 16.6%	4 23.5%	- -	- -	- -
Sigma	1031 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	422 100.0%	357 100.0%	222 100.0%	429 100.0%	17 100.0%	213 100.0%	211 100.0%	387 100.0%

Disabled Passenger Survey
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12 Apr 2013

Table 6
Q6. Do you ever require assistance from staff to access rail stations, trains or other services such as ticket purchasing?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Yes - almost always	84 10.4%	45 11.7%	39 9.3%	11 9.8%	30 16.2%	18 10.3%	16 9.4%	6 5.8%	3 4.9%	19 11.1%	23 11.1%	25 10.9%	17 8.6%	19 7.1%	16 9.8%	47 13.2%	1 7.7%	50 23.6%	17 8.1%	17 4.4%	22 6.2%	42 62.7%	22 18.2%	16 12.8%	17 9.2%	9 12.7%	8 5.8%	84 100.0%	-	-	-
Yes - sometimes	233 28.9%	119 30.9%	114 27.1%	34 30.4%	52 28.1%	54 31.0%	51 29.8%	26 25.2%	16 26.2%	61 35.7%	65 31.3%	60 26.1%	47 23.9%	82 30.5%	40 24.4%	108 30.3%	2 15.4%	86 40.6%	71 33.6%	76 19.8%	109 30.6%	22 32.8%	45 37.2%	46 36.8%	46 25.0%	30 42.3%	19 13.9%	-	233 100.0%	-	-
Not required - but it helps	259 32.1%	118 30.6%	141 33.5%	29 25.9%	48 25.9%	65 37.4%	55 32.2%	39 37.9%	23 37.7%	49 28.7%	64 30.8%	70 30.4%	76 38.6%	82 30.5%	54 32.9%	115 32.2%	7 53.8%	41 19.3%	79 37.4%	139 36.3%	146 41.0%	2 3.0%	31 25.6%	37 29.6%	65 35.3%	12 16.9%	45 32.8%	-	-	259 100.0%	-
No	230 28.5%	103 26.8%	127 30.2%	38 33.9%	55 29.7%	37 21.3%	49 28.7%	32 31.1%	19 31.1%	42 24.6%	56 26.9%	75 32.6%	57 28.9%	86 32.0%	54 32.9%	87 24.4%	3 23.1%	35 16.5%	44 20.9%	151 39.4%	79 22.2%	1 1.5%	23 19.0%	26 20.8%	56 30.4%	20 28.2%	65 47.4%	-	-	-	230 100.0%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

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Table 7
Q7. How satisfied or dissatisfied are you with the availability of staff at stations?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Very satisfied	143 17.7%	81 21.0%	62 14.7%	21 18.8%	41 22.2%	28 16.1%	29 17.0%	15 14.6%	9 14.8%	26 15.2%	35 16.8%	34 14.8%	48 24.4%	51 19.0%	24 14.6%	62 17.4%	5 38.5%	66 31.1%	28 13.3%	49 12.8%	48 13.5%	24 35.8%	32 26.4%	27 21.6%	36 19.6%	23 32.4%	20 14.6%	42 50.0%	41 17.6%	28 10.8%	32 13.9%
Fairly satisfied	365 45.3%	164 42.6%	201 47.7%	53 47.3%	92 49.7%	78 44.8%	75 43.9%	45 43.7%	22 36.1%	85 49.7%	89 42.8%	108 47.0%	83 42.1%	128 47.6%	70 42.7%	161 45.1%	4 30.8%	94 44.3%	110 52.1%	161 42.0%	162 45.5%	28 41.8%	53 43.8%	61 48.8%	74 40.2%	35 49.3%	59 43.1%	31 36.9%	118 50.6%	126 48.6%	90 39.1%
Neither satisfied nor dissatisfied	175 21.7%	82 21.3%	93 22.1%	24 21.4%	33 17.8%	43 24.7%	37 21.6%	21 20.4%	17 27.9%	31 18.1%	51 24.5%	50 21.7%	43 21.8%	52 19.3%	49 29.9%	71 19.9%	3 23.1%	29 13.7%	38 18.0%	108 28.2%	85 23.9%	8 11.9%	24 19.8%	16 12.8%	36 19.6%	8 11.3%	38 27.7%	6 7.1%	32 13.7%	57 22.0%	80 34.8%
Fairly dissatisfied	107 13.3%	49 12.7%	58 13.8%	9 8.0%	18 9.7%	24 13.8%	25 14.6%	18 17.5%	13 21.3%	24 14.0%	28 13.5%	36 15.7%	19 9.6%	34 12.6%	18 11.0%	54 15.1%	1 7.7%	19 9.0%	32 15.2%	56 14.6%	54 15.2%	6 9.0%	10 8.3%	20 16.0%	32 17.4%	3 4.2%	20 14.6%	3 3.6%	37 15.9%	45 17.4%	22 9.6%
Very dissatisfied	16 2.0%	9 2.3%	7 1.7%	5 4.5%	1 0.5%	1 0.6%	5 2.9%	4 3.9%	-	5 2.9%	5 2.4%	2 0.9%	4 2.0%	4 1.5%	3 1.8%	9 2.5%	-	4 1.9%	3 1.4%	9 2.3%	7 2.0%	1 1.5%	2 1.7%	1 0.8%	6 3.3%	2 2.8%	-	2 2.4%	5 2.1%	3 1.2%	6 2.6%
NET: Very satisfied/ Fairly satisfied	508 63.0%	245 63.6%	263 62.5%	74 66.1%	133 71.9%	106 60.9%	104 60.8%	60 58.3%	31 50.8%	111 64.9%	124 59.6%	142 61.7%	131 66.5%	179 66.5%	94 57.3%	223 62.5%	9 69.2%	160 75.5%	138 65.4%	210 54.8%	210 59.0%	52 77.6%	85 70.2%	88 70.4%	110 59.8%	58 81.7%	79 57.7%	73 86.9%	159 68.2%	154 59.5%	122 53.0%
NET: Fairly dissatisfied/Very dissatisfied	123 15.3%	58 15.1%	65 15.4%	14 12.5%	19 10.3%	25 14.4%	30 17.5%	22 21.4%	13 21.3%	29 17.0%	33 15.9%	38 16.5%	23 11.7%	38 14.1%	21 12.8%	63 17.6%	1 7.7%	23 10.8%	35 16.6%	65 17.0%	61 17.1%	7 10.4%	12 9.9%	21 16.8%	38 20.7%	5 7.0%	20 14.6%	5 6.0%	42 18.0%	48 18.5%	28 12.2%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

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Table 8
Q8. How satisfied or dissatisfied are you with the availability of staff on trains?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Very satisfied	130 16.1%	73 19.0%	57 13.5%	17 15.2%	38 20.5%	25 14.4%	27 15.8%	13 12.6%	10 16.4%	22 12.9%	31 14.9%	31 13.5%	46 23.4%	43 16.0%	24 14.6%	58 16.2%	4 30.8%	62 29.2%	30 14.2%	38 9.9%	46 12.9%	23 34.3%	27 22.3%	21 16.8%	30 16.3%	20 28.2%	16 11.7%	43 51.2%	32 13.7%	26 10.0%	29 12.6%
Fairly satisfied	266 33.0%	110 28.6%	156 37.1%	30 26.8%	72 38.9%	58 33.3%	58 33.9%	32 31.1%	16 26.2%	62 36.3%	62 29.8%	80 34.8%	62 31.5%	99 36.8%	55 33.5%	105 29.4%	5 38.5%	72 34.0%	67 31.8%	127 33.2%	116 32.6%	22 32.8%	47 38.8%	45 36.0%	56 30.4%	25 35.2%	46 33.6%	20 23.8%	93 39.9%	84 32.4%	69 30.0%
Neither satisfied nor dissatisfied	222 27.5%	110 28.6%	112 26.6%	40 35.7%	43 23.2%	51 29.3%	41 24.0%	25 24.3%	22 36.1%	48 28.1%	60 28.8%	65 28.3%	49 24.9%	68 25.3%	55 33.5%	96 26.9%	3 23.1%	34 16.0%	51 24.2%	137 35.8%	102 28.7%	9 13.4%	20 16.5%	26 20.8%	53 28.8%	15 21.1%	50 36.5%	10 11.9%	47 20.2%	77 29.7%	88 38.3%
Fairly dissatisfied	153 19.0%	75 19.5%	78 18.5%	20 17.9%	29 15.7%	31 17.8%	34 19.9%	28 27.2%	11 18.0%	31 18.1%	46 22.1%	42 18.3%	34 17.3%	50 18.6%	22 13.4%	80 22.4%	1 7.7%	33 15.6%	54 25.6%	66 17.2%	73 20.5%	12 17.9%	21 17.4%	28 22.4%	34 18.5%	10 14.1%	23 16.8%	10 11.9%	53 22.7%	56 21.6%	34 14.8%
Very dissatisfied	35 4.3%	17 4.4%	18 4.3%	5 4.5%	3 1.6%	9 5.2%	11 6.4%	5 4.9%	2 3.3%	8 4.7%	9 4.3%	12 5.2%	6 3.0%	9 3.3%	8 4.9%	18 5.0%	-	11 5.2%	9 4.3%	15 3.9%	19 5.3%	1 1.5%	6 5.0%	5 4.0%	11 6.0%	1 1.4%	2 1.5%	1 1.2%	8 3.4%	16 6.2%	10 4.3%
NET: Very satisfied/ Fairly satisfied	396 49.1%	183 47.5%	213 50.6%	47 42.0%	110 59.5%	83 47.7%	85 49.7%	45 43.7%	26 42.6%	84 49.1%	93 44.7%	111 48.3%	108 54.8%	142 52.8%	79 48.2%	163 45.7%	9 69.2%	134 63.2%	97 46.0%	165 43.1%	162 45.5%	45 67.2%	74 61.2%	66 52.8%	86 46.7%	45 63.4%	62 45.3%	63 75.0%	125 53.6%	110 42.5%	98 42.6%
NET: Fairly dissatisfied/Very dissatisfied	188 23.3%	92 23.9%	96 22.8%	25 22.3%	32 17.3%	40 23.0%	45 26.3%	33 32.0%	13 21.3%	39 22.8%	55 26.4%	54 23.5%	40 20.3%	59 21.9%	30 18.3%	98 27.5%	1 7.7%	44 20.8%	63 29.9%	81 21.1%	92 25.8%	13 19.4%	27 22.3%	33 26.4%	45 24.5%	11 15.5%	25 18.2%	11 13.1%	61 26.2%	72 27.8%	44 19.1%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

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Table 9
Q9. Do you find the staff you encounter to be well trained, helpful and polite?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Always	188 23.3%	94 24.4%	94 22.3%	24 21.4%	57 30.8%	39 22.4%	38 22.2%	18 17.5%	12 19.7%	33 19.3%	50 24.0%	56 24.3%	49 24.9%	68 25.3%	32 19.5%	81 22.7%	6 46.2%	75 35.4%	40 19.0%	73 19.1%	73 20.5%	31 46.3%	42 34.7%	27 21.6%	37 20.1%	25 35.2%	28 20.4%	46 54.8%	55 23.6%	36 13.9%	51 22.2%
Mostly	485 60.2%	231 60.0%	254 60.3%	68 60.7%	99 53.5%	101 58.0%	104 60.8%	69 67.0%	44 72.1%	108 63.2%	125 60.1%	137 59.6%	115 58.4%	163 60.6%	108 65.9%	207 58.0%	5 38.5%	107 50.5%	132 62.6%	246 64.2%	224 62.9%	30 44.8%	61 50.4%	76 60.8%	106 57.6%	37 52.1%	90 65.7%	27 32.1%	140 60.1%	179 69.1%	139 60.4%
Occasionally	122 15.1%	54 14.0%	68 16.2%	18 16.1%	27 14.6%	30 17.2%	26 15.2%	16 15.5%	5 8.2%	27 15.8%	32 15.4%	33 14.3%	30 15.2%	34 12.6%	23 14.0%	63 17.6%	2 15.4%	26 12.3%	38 18.0%	58 15.1%	54 15.2%	6 9.0%	16 13.2%	21 16.8%	35 19.0%	8 11.3%	19 13.9%	10 11.9%	38 16.3%	38 14.7%	36 15.7%
Never	11 1.4%	6 1.6%	5 1.2%	2 1.8%	2 1.1%	4 2.3%	3 1.8%	-	-	3 1.8%	1 0.5%	4 1.7%	3 1.5%	4 1.5%	1 0.6%	6 1.7%	-	4 1.9%	1 0.5%	6 1.6%	5 1.4%	-	2 1.7%	1 0.8%	6 3.3%	1 1.4%	-	1 1.2%	-	6 2.3%	4 1.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 10
Q11. If there were no longer any staff available at stations, what impact would this have on you?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Not much	151 18.7%	77 20.0%	74 17.6%	23 20.5%	32 17.3%	29 16.7%	33 19.3%	21 20.4%	13 21.3%	31 18.1%	35 16.8%	42 18.3%	43 21.8%	55 20.4%	33 20.1%	59 16.5%	4 30.8%	27 12.7%	37 17.5%	87 22.7%	62 17.4%	2 3.0%	15 12.4%	20 16.0%	34 18.5%	16 22.5%	36 26.3%	7 8.3%	9 3.9%	40 15.4%	95 41.3%
It would make journeys more difficult, but not affect my ability to travel	380 47.1%	173 44.9%	207 49.2%	61 54.5%	94 50.8%	80 46.0%	77 45.0%	44 42.7%	24 39.3%	79 46.2%	95 45.7%	109 47.4%	97 49.2%	124 46.1%	77 47.0%	168 47.1%	8 61.5%	114 53.8%	93 44.1%	173 45.2%	157 44.1%	23 34.3%	66 54.5%	56 44.8%	82 44.6%	37 52.1%	65 47.4%	32 38.1%	106 45.5%	146 56.4%	96 41.7%
It would deter me from making at least some journeys	225 27.9%	107 27.8%	118 28.0%	24 21.4%	45 24.3%	58 33.3%	46 26.9%	32 31.1%	20 32.8%	48 28.1%	61 29.3%	67 29.1%	49 24.9%	76 28.3%	44 26.8%	104 29.1%	1 7.7%	58 27.4%	71 33.6%	96 25.1%	113 31.7%	25 37.3%	32 26.4%	37 29.6%	58 31.5%	13 18.3%	30 21.9%	21 25.0%	101 43.3%	66 25.5%	37 16.1%
It would make it almost impossible for me to travel by train	50 6.2%	28 7.3%	22 5.2%	4 3.6%	14 7.6%	7 4.0%	15 8.8%	6 5.8%	4 6.6%	13 7.6%	17 8.2%	12 5.2%	8 4.1%	14 5.2%	10 6.1%	26 7.3%	-	13 6.1%	10 4.7%	27 7.0%	24 6.7%	17 25.4%	8 6.6%	12 9.6%	10 5.4%	5 7.0%	6 4.4%	24 28.6%	17 7.3%	7 2.7%	2 0.9%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

12 Apr 2013

Table 11
Q12. If there were no longer any staff available on board trains, what impact would this have on you?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Not much	206 25.6%	90 23.4%	116 27.6%	40 35.7%	46 24.9%	41 23.6%	38 22.2%	27 26.2%	14 23.0%	33 19.3%	56 26.9%	58 25.2%	59 29.9%	59 21.9%	50 30.5%	90 25.2%	5 38.5%	37 17.5%	53 25.1%	116 30.3%	84 23.6%	9 13.4%	21 17.4%	26 20.8%	40 21.7%	20 28.2%	52 38.0%	12 14.3%	30 12.9%	54 20.8%	110 47.8%
It would make journeys more difficult, but not affect my ability to travel	315 39.1%	157 40.8%	158 37.5%	43 38.4%	80 43.2%	66 37.9%	70 40.9%	33 32.0%	23 37.7%	75 43.9%	77 37.0%	86 37.4%	77 39.1%	113 42.0%	55 33.5%	140 39.2%	6 46.2%	106 50.0%	79 37.4%	130 33.9%	132 37.1%	24 35.8%	58 47.9%	48 38.4%	68 37.0%	29 40.8%	50 36.5%	32 38.1%	93 39.9%	124 47.9%	66 28.7%
It would deter me from making at least some journeys	239 29.7%	116 30.1%	123 29.2%	27 24.1%	49 26.5%	60 34.5%	47 27.5%	35 34.0%	21 34.4%	49 28.7%	61 29.3%	77 33.5%	52 26.4%	83 30.9%	51 31.1%	103 28.9%	2 15.4%	58 27.4%	67 31.8%	114 29.8%	114 32.0%	24 35.8%	34 28.1%	39 31.2%	62 33.7%	20 28.2%	32 23.4%	25 29.8%	92 39.5%	72 27.8%	50 21.7%
It would make it almost impossible for me to travel by train	46 5.7%	22 5.7%	24 5.7%	2 1.8%	10 5.4%	7 4.0%	16 9.4%	8 7.8%	3 4.9%	14 8.2%	14 6.7%	9 3.9%	9 4.6%	14 5.2%	8 4.9%	24 6.7%	-	11 5.2%	12 5.7%	23 6.0%	26 7.3%	10 14.9%	8 6.6%	12 9.6%	14 7.6%	2 2.8%	3 2.2%	15 17.9%	18 7.7%	9 3.5%	4 1.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 12
Q13. What are the most important benefits that station and ticket office staff provide for you?
Summary of Rank 1
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Help with getting in and out of the station buildings	40 5.0%	24 6.2%	16 3.8%	6 5.4%	8 4.3%	12 6.9%	7 4.1%	3 2.9%	4 6.6%	14 8.2%	5 2.4%	11 4.8%	10 5.1%	9 3.3%	8 4.9%	23 6.4%	-	15 7.1%	9 4.3%	16 4.2%	22 6.2%	6 9.0%	9 7.4%	8 6.4%	5 2.7%	2 2.8%	3 2.2%	7 8.3%	17 7.3%	13 5.0%	3 1.3%
Help with using the station facilities (eg. toilets, café, waiting room)	42 5.2%	23 6.0%	19 4.5%	10 8.9%	17 9.2%	9 5.2%	2 1.2%	2 1.9%	2 3.3%	13 7.6%	12 5.8%	13 5.7%	4 2.0%	17 6.3%	1 0.6%	23 6.4%	-	22 10.4%	11 5.2%	9 2.3%	14 3.9%	6 9.0%	7 5.8%	6 4.8%	13 7.1%	3 4.2%	5 3.6%	7 8.3%	21 9.0%	9 3.5%	5 2.2%
Help with accessing ticket gates and platforms	92 11.4%	44 11.4%	48 11.4%	9 8.0%	19 10.3%	18 10.3%	26 15.2%	11 10.7%	9 14.8%	12 7.0%	28 13.5%	27 11.7%	25 12.7%	35 13.0%	22 13.4%	34 9.5%	1 7.7%	20 9.4%	27 12.8%	45 11.7%	51 14.3%	5 7.5%	11 9.1%	15 12.0%	21 11.4%	11 15.5%	12 8.8%	10 11.9%	34 14.6%	37 14.3%	11 4.8%
Enhancing your personal security and safety	200 24.8%	92 23.9%	108 25.7%	25 22.3%	52 28.1%	38 21.8%	39 22.8%	30 29.1%	16 26.2%	42 24.6%	46 22.1%	58 25.2%	54 27.4%	67 24.9%	47 28.7%	83 23.2%	3 23.1%	53 25.0%	49 23.2%	98 25.6%	83 23.3%	12 17.9%	29 24.0%	29 23.2%	53 28.8%	27 38.0%	32 23.4%	12 14.3%	43 18.5%	72 27.8%	73 31.7%
Providing travel information	185 23.0%	90 23.4%	95 22.6%	26 23.2%	46 24.9%	44 25.3%	35 20.5%	24 23.3%	10 16.4%	40 23.4%	46 22.1%	58 25.2%	41 20.8%	63 23.4%	36 22.0%	81 22.7%	5 38.5%	34 16.0%	48 22.7%	103 26.9%	65 18.3%	8 11.9%	31 25.6%	26 20.8%	25 25.5%	15 21.1%	44 32.1%	7 8.3%	35 15.0%	56 21.6%	87 37.8%
Help with getting on and off the train	127 15.8%	56 14.5%	71 16.9%	9 8.0%	26 14.1%	27 15.5%	34 19.9%	19 18.4%	12 19.7%	23 13.5%	40 19.2%	32 13.9%	32 16.2%	37 13.8%	26 15.9%	62 17.4%	1 7.7%	33 15.6%	39 18.5%	55 14.4%	82 23.0%	25 37.3%	17 14.0%	19 15.2%	15 8.2%	4 5.6%	16 11.7%	34 40.5%	53 22.7%	32 12.4%	8 3.5%
Help buying tickets	120 14.9%	56 14.5%	64 15.2%	27 24.1%	17 9.2%	26 14.9%	28 16.4%	14 13.6%	8 13.1%	27 15.8%	31 14.9%	31 13.5%	31 15.7%	41 15.2%	24 14.6%	51 14.3%	3 23.1%	35 16.5%	28 13.3%	57 14.9%	39 11.0%	5 7.5%	17 14.0%	22 17.6%	30 16.3%	9 12.7%	25 18.2%	7 8.3%	30 12.9%	40 15.4%	43 18.7%

Table 13
Q13. What are the most important benefits that station and ticket office staff provide for you?
Summary of Rank 1, 2 and 3
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Help with getting in and out of the station buildings	187 23.2%	99 25.7%	88 20.9%	22 19.6%	40 21.6%	45 25.9%	42 24.6%	17 16.5%	21 34.4%	42 24.6%	56 26.9%	43 18.7%	46 23.4%	52 19.3%	29 17.7%	102 28.6%	4 30.8%	68 32.1%	43 20.4%	76 19.8%	104 29.2%	34 50.7%	35 28.9%	24 19.2%	31 16.8%	12 16.9%	21 15.3%	38 45.2%	77 33.0%	51 19.7%	21 9.1%
Help with using the station facilities (eg. toilets, café, waiting room)	195 24.2%	98 25.5%	97 23.0%	37 33.0%	57 30.8%	41 23.6%	32 18.7%	16 15.5%	12 19.7%	44 25.7%	50 24.0%	60 26.1%	41 20.8%	69 25.7%	29 17.7%	94 26.3%	2 15.4%	79 37.3%	50 23.7%	66 17.2%	77 21.6%	32 47.8%	36 29.8%	37 29.6%	45 24.5%	20 28.2%	34 24.8%	40 47.6%	72 30.9%	48 18.5%	35 15.2%
Help with accessing ticket gates and platforms	362 44.9%	162 42.1%	200 47.5%	41 36.6%	72 38.9%	76 43.7%	88 51.5%	56 54.4%	29 47.5%	72 42.1%	91 43.8%	99 43.0%	100 50.8%	128 47.6%	80 48.8%	148 41.5%	5 38.5%	82 38.7%	99 46.9%	181 47.3%	183 51.4%	32 47.8%	52 43.0%	55 44.0%	70 38.0%	34 47.9%	52 38.0%	47 56.0%	121 51.9%	124 47.9%	70 30.4%
Enhancing your personal security and safety	489 60.7%	234 60.8%	255 60.6%	72 64.3%	112 60.5%	106 60.9%	101 59.1%	66 64.1%	32 52.5%	104 60.8%	118 56.7%	144 62.6%	123 62.4%	167 62.1%	106 64.6%	206 57.7%	9 69.2%	115 54.2%	127 60.2%	247 64.5%	203 57.0%	28 41.8%	70 57.9%	66 52.8%	130 70.7%	50 70.4%	90 65.7%	32 38.1%	112 48.1%	164 63.3%	181 78.7%
Providing travel information	484 60.0%	224 58.2%	260 61.8%	73 65.2%	117 63.2%	104 59.8%	91 53.2%	65 63.1%	34 55.7%	101 59.1%	122 58.7%	148 64.3%	113 57.4%	161 59.9%	107 65.2%	208 58.3%	7 53.8%	106 50.0%	124 58.8%	254 66.3%	182 51.1%	16 23.9%	74 61.2%	77 61.6%	126 68.5%	43 60.6%	95 69.3%	20 23.8%	103 44.2%	169 65.3%	192 83.5%
Help with getting on and off the train	268 33.3%	134 34.8%	134 31.8%	23 20.5%	56 30.3%	60 34.5%	66 38.6%	36 35.0%	27 44.3%	55 32.2%	77 37.0%	70 30.4%	66 33.5%	82 30.5%	49 29.9%	128 35.9%	6 46.2%	72 34.0%	80 37.9%	116 30.3%	165 46.3%	40 59.7%	35 28.9%	40 32.0%	37 20.1%	16 22.5%	37 27.0%	48 57.1%	106 45.5%	87 33.6%	27 11.7%
Help buying tickets	433 53.7%	204 53.0%	229 54.4%	68 60.7%	101 54.6%	90 51.7%	93 54.4%	53 51.5%	28 45.9%	95 55.6%	110 52.9%	126 54.8%	102 51.8%	148 55.0%	92 56.1%	185 51.8%	6 46.2%	114 53.8%	110 52.1%	209 54.6%	154 43.3%	19 28.4%	61 50.4%	76 60.8%	113 61.4%	38 53.5%	82 59.9%	27 32.1%	108 46.4%	134 51.7%	164 71.3%

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Table 14
Q13. What are the most important benefits that station and ticket office staff provide for you?
Help with getting in and out of the station buildings
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	40	24	16	6	8	12	7	3	4	14	5	11	10	9	8	23	-	15	9	16	22	6	9	8	5	2	3	7	17	13	3
	5.0%	6.2%	3.8%	5.4%	4.3%	6.9%	4.1%	2.9%	6.6%	8.2%	2.4%	4.8%	5.1%	3.3%	4.9%	6.4%	-	7.1%	4.3%	4.2%	6.2%	9.0%	7.4%	6.4%	2.7%	2.8%	2.2%	8.3%	7.3%	5.0%	1.3%
2	70	38	32	5	16	13	19	10	7	12	24	15	19	23	7	37	3	27	12	31	43	14	10	7	12	3	7	13	32	19	6
	8.7%	9.9%	7.6%	4.5%	8.6%	7.5%	11.1%	9.7%	11.5%	7.0%	11.5%	6.5%	9.6%	8.6%	4.3%	10.4%	23.1%	12.7%	5.7%	8.1%	12.1%	20.9%	8.3%	5.6%	6.5%	4.2%	5.1%	15.5%	13.7%	7.3%	2.6%
3	77	37	40	11	16	20	16	4	10	16	27	17	17	20	14	42	1	26	22	29	39	14	16	9	14	7	11	18	28	19	12
	9.6%	9.6%	9.5%	9.8%	8.6%	11.5%	9.4%	3.9%	16.4%	9.4%	13.0%	7.4%	8.6%	7.4%	8.5%	11.8%	7.7%	12.3%	10.4%	7.6%	11.0%	20.9%	13.2%	7.2%	7.6%	9.9%	8.0%	21.4%	12.0%	7.3%	5.2%
Not Ranked	619	286	333	90	145	129	129	86	40	129	152	187	151	217	135	255	9	144	168	307	252	33	86	101	153	59	116	46	156	208	209
	76.8%	74.3%	79.1%	80.4%	78.4%	74.1%	75.4%	83.5%	65.6%	75.4%	73.1%	81.3%	76.6%	80.7%	82.3%	71.4%	69.2%	67.9%	79.6%	80.2%	70.8%	49.3%	71.1%	80.8%	83.2%	83.1%	84.7%	54.8%	67.0%	80.3%	90.9%
Sigma	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

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Table 15
Q13. What are the most important benefits that station and ticket office staff provide for you?
Help with using the station facilities (eg. toilets, café, waiting room)
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes-always	Yes-sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	42	23	19	10	17	9	2	2	2	13	12	13	4	17	1	23	-	22	11	9	14	6	7	6	13	3	5	7	21	9	5
	5.2%	6.0%	4.5%	8.9%	9.2%	5.2%	1.2%	1.9%	3.3%	7.6%	5.8%	5.7%	2.0%	6.3%	0.6%	6.4%	-	10.4%	5.2%	2.3%	3.9%	9.0%	5.8%	4.8%	7.1%	4.2%	3.6%	8.3%	9.0%	3.5%	2.2%
2	64	30	34	13	21	11	10	4	5	11	20	21	12	17	11	34	2	27	20	17	24	12	18	12	15	11	12	18	20	21	5
	7.9%	7.8%	8.1%	11.6%	11.4%	6.3%	5.8%	3.9%	8.2%	6.4%	9.6%	9.1%	6.1%	6.3%	6.7%	9.5%	15.4%	12.7%	9.5%	4.4%	6.7%	17.9%	14.9%	9.6%	8.2%	15.5%	8.8%	21.4%	8.6%	8.1%	2.2%
3	89	45	44	14	19	21	20	10	5	20	18	26	25	35	17	37	-	30	19	40	39	14	11	19	17	6	17	15	31	18	25
	11.0%	11.7%	10.5%	12.5%	10.3%	12.1%	11.7%	9.7%	8.2%	11.7%	8.7%	11.3%	12.7%	13.0%	10.4%	10.4%	-	14.2%	9.0%	10.4%	11.0%	20.9%	9.1%	15.2%	9.2%	8.5%	12.4%	17.9%	13.3%	6.9%	10.9%
Not Ranked	611	287	324	75	128	133	139	87	49	127	158	170	156	200	135	263	11	133	161	317	279	35	85	88	139	51	103	44	161	211	195
	75.8%	74.5%	77.0%	67.0%	69.2%	76.4%	81.3%	84.5%	80.3%	74.3%	76.0%	73.9%	79.2%	74.3%	82.3%	73.7%	84.6%	62.7%	76.3%	82.8%	78.4%	52.2%	70.2%	70.4%	75.5%	71.8%	75.2%	52.4%	69.1%	81.5%	84.8%
Sigma	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 16
Q13. What are the most important benefits that station and ticket office staff provide for you?
Help with accessing ticket gates and platforms
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	92 11.4%	44 11.4%	48 11.4%	9 8.0%	19 10.3%	18 10.3%	26 15.2%	11 10.7%	9 14.8%	12 7.0%	28 13.5%	27 11.7%	25 12.7%	35 13.0%	22 13.4%	34 9.5%	1 7.7%	20 9.4%	27 12.8%	45 11.7%	51 14.3%	5 7.5%	11 9.1%	15 12.0%	21 11.4%	11 15.5%	12 8.8%	10 11.9%	34 14.6%	37 14.3%	11 4.8%
2	130 16.1%	47 12.2%	83 19.7%	15 13.4%	27 14.6%	31 17.8%	29 17.0%	19 18.4%	9 14.8%	29 17.0%	28 13.5%	37 16.1%	36 18.3%	45 16.7%	29 17.7%	54 15.1%	2 15.4%	28 13.2%	33 15.6%	69 18.0%	64 18.0%	14 20.9%	19 15.7%	19 15.2%	22 12.0%	11 15.5%	19 13.9%	21 25.0%	47 20.2%	33 12.7%	29 12.6%
3	140 17.4%	71 18.4%	69 16.4%	17 15.2%	26 14.1%	27 15.5%	33 19.3%	26 25.2%	11 18.0%	31 18.1%	35 16.8%	35 15.2%	39 19.8%	48 17.8%	29 17.7%	60 16.8%	2 15.4%	34 16.0%	39 18.5%	67 17.5%	68 19.1%	13 19.4%	22 18.2%	21 16.8%	27 14.7%	12 16.9%	21 15.3%	16 19.0%	40 17.2%	54 20.8%	30 13.0%
Not Ranked	444 55.1%	223 57.9%	221 52.5%	71 63.4%	113 61.1%	98 56.3%	83 48.5%	47 45.6%	32 52.5%	99 57.9%	117 56.3%	131 57.0%	97 49.2%	141 52.4%	84 51.2%	209 58.5%	8 61.5%	130 61.3%	112 53.1%	202 52.7%	173 48.6%	35 52.2%	69 57.0%	70 56.0%	114 62.0%	37 52.1%	85 62.0%	37 44.0%	112 48.1%	135 52.1%	160 69.6%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 17
Q13. What are the most important benefits that station and ticket office staff provide for you?
Enhancing your personal security and safety
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	200 24.8%	92 23.9%	108 25.7%	25 22.3%	52 28.1%	38 21.8%	39 22.8%	30 29.1%	16 26.2%	42 24.6%	46 22.1%	58 25.2%	54 27.4%	67 24.9%	47 28.7%	83 23.2%	3 23.1%	53 25.0%	49 23.2%	98 25.6%	83 23.3%	12 17.9%	29 24.0%	29 23.2%	53 28.8%	27 38.0%	32 23.4%	12 14.3%	43 18.5%	72 27.8%	73 31.7%
2	135 16.7%	66 17.1%	69 16.4%	18 16.1%	28 15.1%	39 22.4%	27 15.8%	19 18.4%	4 6.6%	27 15.8%	38 18.3%	37 16.1%	33 16.8%	48 17.8%	25 15.2%	59 16.5%	3 23.1%	23 10.8%	41 19.4%	71 18.5%	58 16.3%	8 11.9%	18 14.9%	13 10.4%	34 18.5%	7 9.9%	30 21.9%	9 10.7%	28 12.0%	44 17.0%	54 23.5%
3	154 19.1%	76 19.7%	78 18.5%	29 25.9%	32 17.3%	29 16.7%	35 20.5%	17 16.5%	12 19.7%	35 20.5%	34 16.3%	49 21.3%	36 18.3%	52 19.3%	34 20.7%	64 17.9%	3 23.1%	39 18.4%	37 17.5%	78 20.4%	62 17.4%	8 11.9%	23 19.0%	24 19.2%	43 23.4%	16 22.5%	28 20.4%	11 13.1%	41 17.6%	48 18.5%	54 23.5%
Not Ranked	317 39.3%	151 39.2%	166 39.4%	40 35.7%	73 39.5%	68 39.1%	70 40.9%	37 35.9%	29 47.5%	67 39.2%	90 43.3%	86 37.4%	74 37.6%	102 37.9%	58 35.4%	151 42.3%	4 30.8%	97 45.8%	84 39.8%	136 35.5%	153 43.0%	39 58.2%	51 42.1%	59 47.2%	54 29.3%	21 29.6%	47 34.3%	52 61.9%	121 51.9%	95 36.7%	49 21.3%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

12 Apr 2013

Table 18
Q13. What are the most important benefits that station and ticket office staff provide for you?
Providing travel information
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	185 23.0%	90 23.4%	95 22.6%	26 23.2%	46 24.9%	44 25.3%	35 20.5%	24 23.3%	10 16.4%	40 23.4%	46 22.1%	58 25.2%	41 20.8%	63 23.4%	36 22.0%	81 22.7%	5 38.5%	34 16.0%	48 22.7%	103 26.9%	65 18.3%	8 11.9%	31 25.6%	26 20.8%	47 25.5%	15 21.1%	44 32.1%	7 8.3%	35 15.0%	56 21.6%	87 37.8%
2	183 22.7%	87 22.6%	96 22.8%	31 27.7%	46 24.9%	31 17.8%	32 18.7%	25 24.3%	18 29.5%	38 22.2%	40 19.2%	57 24.8%	48 24.4%	65 24.2%	45 27.4%	72 20.2%	-	47 22.2%	42 19.9%	94 24.5%	71 19.9%	4 6.0%	26 21.5%	31 24.8%	45 24.5%	20 28.2%	33 24.1%	4 4.8%	34 14.6%	72 27.8%	73 31.7%
3	116 14.4%	47 12.2%	69 16.4%	16 14.3%	25 13.5%	29 16.7%	24 14.0%	16 15.5%	6 9.8%	23 13.5%	36 17.3%	33 14.3%	24 12.2%	33 12.3%	26 15.9%	55 15.4%	2 15.4%	25 11.8%	34 16.1%	57 14.9%	46 12.9%	4 6.0%	17 14.0%	20 16.0%	34 18.5%	8 11.3%	18 13.1%	9 10.7%	34 14.6%	41 15.8%	32 13.9%
Not Ranked	322 40.0%	161 41.8%	161 38.2%	39 34.8%	68 36.8%	70 40.2%	80 46.8%	38 36.9%	27 44.3%	70 40.9%	86 41.3%	82 35.7%	84 42.6%	108 40.1%	57 34.8%	149 41.7%	6 46.2%	106 50.0%	87 41.2%	129 33.7%	174 48.9%	51 76.1%	47 38.8%	48 38.4%	58 31.5%	28 39.4%	42 30.7%	64 76.2%	130 55.8%	90 34.7%	38 16.5%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 19
Q13. What are the most important benefits that station and ticket office staff provide for you?
Help with getting on and off the train
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	127	56	71	9	26	27	34	19	12	23	40	32	32	37	26	62	1	33	39	55	82	25	17	19	15	4	16	34	53	32	8
	15.8%	14.5%	16.9%	8.0%	14.1%	15.5%	19.9%	18.4%	19.7%	13.5%	19.2%	13.9%	16.2%	13.8%	15.9%	17.4%	7.7%	15.6%	18.5%	14.4%	23.0%	37.3%	14.0%	15.2%	8.2%	5.6%	11.7%	40.5%	22.7%	12.4%	3.5%
2	71	36	35	6	17	18	17	8	5	18	19	16	18	26	13	29	1	26	18	27	46	7	7	14	11	5	10	10	31	23	7
	8.8%	9.4%	8.3%	5.4%	9.2%	10.3%	9.9%	7.8%	8.2%	10.5%	9.1%	7.0%	9.1%	9.7%	7.9%	8.1%	7.7%	12.3%	8.5%	7.0%	12.9%	10.4%	5.8%	11.2%	6.0%	7.0%	7.3%	11.9%	13.3%	8.9%	3.0%
3	70	42	28	8	13	15	15	9	10	14	18	22	16	19	10	37	4	13	23	34	37	8	11	7	11	7	11	4	22	32	12
	8.7%	10.9%	6.7%	7.1%	7.0%	8.6%	8.8%	8.7%	16.4%	8.2%	8.7%	9.6%	8.1%	7.1%	6.1%	10.4%	30.8%	6.1%	10.9%	8.9%	10.4%	11.9%	9.1%	5.6%	6.0%	9.9%	8.0%	4.8%	9.4%	12.4%	5.2%
Not Ranked	538	251	287	89	129	114	105	67	34	116	131	160	131	187	115	229	7	140	131	267	191	27	86	85	147	55	100	36	127	172	203
	66.7%	65.2%	68.2%	79.5%	69.7%	65.5%	61.4%	65.0%	55.7%	67.8%	63.0%	69.6%	66.5%	69.5%	70.1%	64.1%	53.8%	66.0%	62.1%	69.7%	53.7%	40.3%	71.1%	68.0%	79.9%	77.5%	73.0%	42.9%	54.5%	66.4%	88.3%
Sigma	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Table 20
Q13. What are the most important benefits that station and ticket office staff provide for you?
Help buying tickets
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	120 14.9%	56 14.5%	64 15.2%	27 24.1%	17 9.2%	26 14.9%	28 16.4%	14 13.6%	8 13.1%	27 15.8%	31 14.9%	31 13.5%	31 15.7%	41 15.2%	24 14.6%	51 14.3%	3 23.1%	35 16.5%	28 13.3%	57 14.9%	39 11.0%	5 7.5%	17 14.0%	22 17.6%	30 16.3%	9 12.7%	25 18.2%	7 8.3%	30 12.9%	40 15.4%	43 18.7%
2	153 19.0%	81 21.0%	72 17.1%	24 21.4%	30 16.2%	31 17.8%	37 21.6%	18 17.5%	13 21.3%	36 21.1%	39 18.8%	47 20.4%	31 15.7%	45 16.7%	34 20.7%	72 20.2%	2 15.4%	34 16.0%	45 21.3%	74 19.3%	50 14.0%	8 11.9%	23 19.0%	29 23.2%	45 24.5%	14 19.7%	26 19.0%	9 10.7%	41 17.6%	47 18.1%	56 24.3%
3	160 19.9%	67 17.4%	93 22.1%	17 15.2%	54 29.2%	33 19.0%	28 16.4%	21 20.4%	7 11.5%	32 18.7%	40 19.2%	48 20.9%	40 20.3%	62 23.0%	34 20.7%	62 17.4%	1 7.7%	45 21.2%	37 17.5%	78 20.4%	65 18.3%	6 9.0%	21 17.4%	25 20.0%	38 20.7%	15 21.1%	31 22.6%	11 13.1%	37 15.9%	47 18.1%	65 28.3%
Not Ranked	373 46.3%	181 47.0%	192 45.6%	44 39.3%	84 45.4%	84 48.3%	78 45.6%	50 48.5%	33 54.1%	76 44.4%	98 47.1%	104 45.2%	95 48.2%	121 45.0%	72 43.9%	172 48.2%	7 53.8%	98 46.2%	101 47.9%	174 45.4%	202 56.7%	48 71.6%	60 49.6%	49 39.2%	71 38.6%	33 46.5%	55 40.1%	57 67.9%	125 53.6%	125 48.3%	66 28.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 21
Q14. What are the most important benefits that staff on trains provide for you?
Summary of Rank 1
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Help with getting on and off the train	218 27.0%	111 28.8%	107 25.4%	23 20.5%	37 20.0%	51 29.3%	62 36.3%	25 24.3%	20 32.8%	54 31.6%	52 25.0%	52 22.6%	60 30.5%	75 27.9%	37 22.6%	100 28.0%	4 30.8%	68 32.1%	54 25.6%	96 25.1%	127 35.7%	39 58.2%	36 29.8%	32 25.6%	31 16.8%	13 18.3%	29 21.2%	42 50.0%	92 39.5%	69 26.6%	15 6.5%
Help with using the train's facilities (eg. toilets, café)	55 6.8%	29 7.5%	26 6.2%	12 10.7%	21 11.4%	7 4.0%	9 5.3%	4 3.9%	2 3.3%	10 5.8%	15 7.2%	20 8.7%	10 5.1%	16 5.9%	6 3.7%	32 9.0%	1 7.7%	22 10.4%	18 8.5%	15 3.9%	21 5.9%	9 13.4%	8 6.6%	8 6.4%	13 7.1%	7 9.9%	7 5.1%	14 16.7%	19 8.2%	14 5.4%	8 3.5%
Enhancing your personal security and safety	334 41.4%	148 38.4%	186 44.2%	40 35.7%	74 40.0%	76 43.7%	65 38.0%	53 51.5%	26 42.6%	62 36.3%	90 43.3%	98 42.6%	84 42.6%	114 42.4%	72 43.9%	142 39.8%	5 38.5%	72 34.0%	89 42.2%	173 45.2%	143 40.2%	12 17.9%	49 40.5%	55 44.0%	90 48.9%	30 42.3%	62 45.3%	18 21.4%	77 33.0%	116 44.8%	123 53.5%
Providing travel information	199 24.7%	97 25.2%	102 24.2%	37 33.0%	53 28.6%	40 23.0%	35 20.5%	21 20.4%	13 21.3%	45 26.3%	51 24.5%	60 26.1%	43 21.8%	64 23.8%	49 29.9%	83 23.2%	3 23.1%	50 23.6%	50 23.7%	99 25.8%	65 18.3%	7 10.4%	28 23.1%	30 24.0%	50 27.2%	21 29.6%	39 28.5%	10 11.9%	45 19.3%	60 23.2%	84 36.5%

Table 22
Q14. What are the most important benefits that staff on trains provide for you?
Summary of Rank 1, 2 and 3
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Help with getting on and off the train	585 72.6%	277 71.9%	308 73.2%	71 63.4%	129 69.7%	123 70.7%	135 78.9%	76 73.8%	51 83.6%	129 75.4%	157 75.5%	160 69.6%	139 70.6%	200 74.3%	111 67.7%	264 73.9%	8 61.5%	157 74.1%	155 73.5%	273 71.3%	295 82.9%	62 92.5%	89 73.6%	90 72.0%	119 64.7%	46 64.8%	90 65.7%	72 85.7%	194 83.3%	189 73.0%	130 56.5%
Help with using the train's facilities (eg. toilets, café)	470 58.3%	236 61.3%	234 55.6%	73 65.2%	121 65.4%	109 62.6%	93 54.4%	49 47.6%	25 41.0%	101 59.1%	120 57.7%	140 60.9%	109 55.3%	153 56.9%	94 57.3%	214 59.9%	8 61.5%	152 71.7%	122 57.8%	196 51.2%	193 54.2%	47 70.1%	77 63.6%	77 61.6%	109 59.2%	51 71.8%	69 50.4%	57 67.9%	144 61.8%	147 56.8%	122 53.0%
Enhancing your personal security and safety	747 92.7%	359 93.2%	388 92.2%	101 90.2%	170 91.9%	164 94.3%	158 92.4%	99 96.1%	55 90.2%	156 91.2%	194 93.3%	214 93.0%	183 92.9%	248 92.2%	156 95.1%	329 92.2%	11 84.6%	192 90.6%	191 90.5%	364 95.0%	328 92.1%	64 95.5%	108 89.3%	112 89.6%	174 94.6%	63 88.7%	131 95.6%	80 95.2%	204 87.6%	242 93.4%	221 96.1%
Providing travel information	616 76.4%	283 73.5%	333 79.1%	91 81.3%	135 73.0%	126 72.4%	127 74.3%	85 82.5%	52 85.2%	127 74.3%	153 73.6%	176 76.5%	160 81.2%	206 76.6%	131 79.9%	264 73.9%	12 92.3%	135 63.7%	165 78.2%	316 82.5%	252 70.8%	28 41.8%	89 73.6%	96 76.8%	150 81.5%	53 74.6%	121 88.3%	43 51.2%	157 67.4%	199 76.8%	217 94.3%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 23
Q14. What are the most important benefits that staff on trains provide for you?
Help with getting on and off the train
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	218	111	107	23	37	51	62	25	20	54	52	52	60	75	37	100	4	68	54	96	127	39	36	32	31	13	29	42	92	69	15
	27.0%	28.8%	25.4%	20.5%	20.0%	29.3%	36.3%	24.3%	32.8%	31.6%	25.0%	22.6%	30.5%	27.9%	22.6%	28.0%	30.8%	32.1%	25.6%	25.1%	35.7%	58.2%	29.8%	25.6%	16.8%	18.3%	21.2%	50.0%	39.5%	26.6%	6.5%
2	140	70	70	15	42	26	27	18	12	27	49	34	30	43	30	65	2	39	44	57	79	12	22	22	31	12	16	17	51	52	20
	17.4%	18.2%	16.6%	13.4%	22.7%	14.9%	15.8%	17.5%	19.7%	15.8%	23.6%	14.8%	15.2%	16.0%	18.3%	18.2%	15.4%	18.4%	20.9%	14.9%	22.2%	17.9%	18.2%	17.6%	16.8%	16.9%	11.7%	20.2%	21.9%	20.1%	8.7%
3	227	96	131	33	50	46	46	33	19	48	56	74	49	82	44	99	2	50	57	120	89	11	31	36	57	21	45	13	51	68	95
	28.2%	24.9%	31.1%	29.5%	27.0%	26.4%	26.9%	32.0%	31.1%	28.1%	26.9%	32.2%	24.9%	30.5%	26.8%	27.7%	15.4%	23.6%	27.0%	31.3%	25.0%	16.4%	25.6%	28.8%	31.0%	29.6%	32.8%	15.5%	21.9%	26.3%	41.3%
Not Ranked	221	108	113	41	56	51	36	27	10	42	51	70	58	69	53	93	5	55	56	110	61	5	32	35	65	25	47	12	39	70	100
	27.4%	28.1%	26.8%	36.6%	30.3%	29.3%	21.1%	26.2%	16.4%	24.6%	24.5%	30.4%	29.4%	25.7%	32.3%	26.1%	38.5%	25.9%	26.5%	28.7%	17.1%	7.5%	26.4%	28.0%	35.3%	35.2%	34.3%	14.3%	16.7%	27.0%	43.5%
Sigma	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

12 Apr 2013

Table 24
Q14. What are the most important benefits that staff on trains provide for you?
Help with using the train's facilities (eg. toilets, cafÃ©)
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	55 6.8%	29 7.5%	26 6.2%	12 10.7%	21 11.4%	7 4.0%	9 5.3%	4 3.9%	2 3.3%	10 5.8%	15 7.2%	20 8.7%	10 5.1%	16 5.9%	6 3.7%	32 9.0%	1 7.7%	22 10.4%	18 8.5%	15 3.9%	21 5.9%	9 13.4%	8 6.6%	8 6.4%	13 7.1%	7 9.9%	7 5.1%	14 16.7%	19 8.2%	14 5.4%	8 3.5%
2	143 17.7%	73 19.0%	70 16.6%	21 18.8%	35 18.9%	40 23.0%	27 15.8%	13 12.6%	7 11.5%	38 22.2%	26 12.5%	47 20.4%	32 16.2%	45 16.7%	29 17.7%	66 18.5%	2 15.4%	50 23.6%	33 15.6%	60 15.7%	71 19.9%	19 28.4%	26 21.5%	22 17.6%	32 17.4%	16 22.5%	12 8.8%	16 19.0%	63 27.0%	49 18.9%	15 6.5%
3	272 33.7%	134 34.8%	138 32.8%	40 35.7%	65 35.1%	62 35.6%	57 33.3%	32 31.1%	16 26.2%	53 31.0%	79 38.0%	73 31.7%	67 34.0%	92 34.2%	59 36.0%	116 32.5%	5 38.5%	80 37.7%	71 33.6%	121 31.6%	101 28.4%	19 28.4%	43 35.5%	47 37.6%	64 34.8%	28 39.4%	50 36.5%	27 32.1%	62 26.6%	84 32.4%	99 43.0%
Not Ranked	336 41.7%	149 38.7%	187 44.4%	39 34.8%	64 34.6%	65 37.4%	78 45.6%	54 52.4%	36 59.0%	70 40.9%	88 42.3%	90 39.1%	88 44.7%	116 43.1%	70 42.7%	143 40.1%	5 38.5%	60 28.3%	89 42.2%	187 48.8%	163 45.8%	20 29.9%	44 36.4%	48 38.4%	75 40.8%	20 28.2%	68 49.6%	27 32.1%	89 38.2%	112 43.2%	108 47.0%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 25
Q14. What are the most important benefits that staff on trains provide for you?
Enhancing your personal security and safety
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	334 41.4%	148 38.4%	186 44.2%	40 35.7%	74 40.0%	76 43.7%	65 38.0%	53 51.5%	26 42.6%	62 36.3%	90 43.3%	98 42.6%	84 42.6%	114 42.4%	72 43.9%	142 39.8%	5 38.5%	72 34.0%	89 42.2%	173 45.2%	143 40.2%	12 17.9%	49 40.5%	55 44.0%	90 48.9%	30 42.3%	62 45.3%	18 21.4%	77 33.0%	116 44.8%	123 53.5%
2	276 34.2%	138 35.8%	138 32.8%	41 36.6%	66 35.7%	55 31.6%	61 35.7%	33 32.0%	20 32.8%	61 35.7%	69 33.2%	75 32.6%	71 36.0%	92 34.2%	50 30.5%	129 36.1%	5 38.5%	73 34.4%	74 35.1%	129 33.7%	119 33.4%	28 41.8%	37 30.6%	40 32.0%	54 29.3%	26 36.6%	51 37.2%	37 44.0%	72 30.9%	85 32.8%	82 35.7%
3	137 17.0%	73 19.0%	64 15.2%	20 17.9%	30 16.2%	33 19.0%	32 18.7%	13 12.6%	9 14.8%	33 19.3%	35 16.8%	41 17.8%	28 14.2%	42 15.6%	34 20.7%	58 16.2%	1 7.7%	47 22.2%	28 13.3%	62 16.2%	66 18.5%	24 35.8%	22 18.2%	17 13.6%	30 16.3%	7 9.9%	18 13.1%	25 29.8%	55 23.6%	41 15.8%	16 7.0%
Not Ranked	59 7.3%	26 6.8%	33 7.8%	11 9.8%	15 8.1%	10 5.7%	13 7.6%	4 3.9%	6 9.8%	15 8.8%	14 6.7%	16 7.0%	14 7.1%	21 7.8%	8 4.9%	28 7.8%	2 15.4%	20 9.4%	20 9.5%	19 5.0%	28 7.9%	3 4.5%	13 10.7%	13 10.4%	10 5.4%	8 11.3%	6 4.4%	4 4.8%	29 12.4%	17 6.6%	9 3.9%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

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Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 26
Q14. What are the most important benefits that staff on trains provide for you?
Providing travel information
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
1	199 24.7%	97 25.2%	102 24.2%	37 33.0%	53 28.6%	40 23.0%	35 20.5%	21 20.4%	13 21.3%	45 26.3%	51 24.5%	60 26.1%	43 21.8%	64 23.8%	49 29.9%	83 23.2%	3 23.1%	50 23.6%	50 23.7%	99 25.8%	65 18.3%	7 10.4%	28 23.1%	30 24.0%	50 27.2%	21 29.6%	39 28.5%	10 11.9%	45 19.3%	60 23.2%	84 36.5%
2	247 30.6%	104 27.0%	143 34.0%	35 31.3%	42 22.7%	53 30.5%	56 32.7%	39 37.9%	22 36.1%	45 26.3%	64 30.8%	74 32.2%	64 32.5%	89 33.1%	55 33.5%	97 27.2%	4 30.8%	50 23.6%	60 28.4%	137 35.8%	87 24.4%	8 11.9%	36 29.8%	41 32.8%	67 36.4%	17 23.9%	58 42.3%	14 16.7%	47 20.2%	73 28.2%	113 49.1%
3	170 21.1%	82 21.3%	88 20.9%	19 17.0%	40 21.6%	33 19.0%	36 21.1%	25 24.3%	17 27.9%	37 21.6%	38 18.3%	42 18.3%	53 26.9%	53 19.7%	27 16.5%	84 23.5%	5 38.5%	35 16.5%	55 26.1%	80 20.9%	100 28.1%	13 19.4%	25 20.7%	25 20.0%	33 17.9%	15 21.1%	24 17.5%	19 22.6%	66 27.9%	66 25.5%	20 8.7%
Not Ranked	190 23.6%	102 26.5%	88 20.9%	21 18.8%	50 27.0%	48 27.6%	44 25.7%	18 17.5%	9 14.8%	44 25.7%	55 26.4%	54 23.5%	37 18.8%	63 23.4%	33 20.1%	93 26.1%	1 7.7%	77 36.3%	46 21.8%	67 17.5%	104 29.2%	39 58.2%	32 26.4%	29 23.2%	34 18.5%	18 25.4%	16 11.7%	41 48.8%	76 32.6%	60 23.2%	13 5.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 27
Q15. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Staff are nearly always present and available to help me	505 62.7%	245 63.6%	260 61.8%	66 58.9%	115 62.2%	112 64.4%	108 63.2%	63 61.2%	41 67.2%	105 61.4%	134 64.4%	141 61.3%	125 63.5%	176 65.4%	99 60.4%	215 60.2%	12 92.3%	139 65.6%	130 61.6%	236 61.6%	203 57.0%	43 64.2%	80 66.1%	77 61.6%	105 57.1%	48 67.6%	94 68.6%	57 67.9%	147 63.1%	143 55.2%	158 68.7%
Staff are rarely available to help	301 37.3%	140 36.4%	161 38.2%	46 41.1%	70 37.8%	62 35.6%	63 36.8%	40 38.8%	20 32.8%	66 38.6%	74 35.6%	89 38.7%	72 36.5%	93 34.6%	65 39.6%	142 39.8%	1 7.7%	73 34.4%	81 38.4%	147 38.4%	153 43.0%	24 35.8%	41 33.9%	48 38.4%	79 42.9%	23 32.4%	43 31.4%	27 32.1%	86 36.9%	116 44.8%	72 31.3%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 28
Q16. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Staff are generally polite and helpful	726 90.1%	344 89.4%	382 90.7%	98 87.5%	161 87.0%	154 88.5%	159 93.0%	95 92.2%	59 96.7%	150 87.7%	187 89.9%	209 90.9%	180 91.4%	248 92.2%	150 91.5%	313 87.7%	13 100.0%	182 85.8%	192 91.0%	352 91.9%	331 93.0%	56 83.6%	100 82.6%	110 88.0%	158 85.9%	64 90.1%	128 93.4%	70 83.3%	209 89.7%	237 91.5%	210 91.3%
Staff are often rude and unhelpful	80 9.9%	41 10.6%	39 9.3%	14 12.5%	24 13.0%	20 11.5%	12 7.0%	8 7.8%	2 3.3%	21 12.3%	21 10.1%	21 9.1%	17 8.6%	21 7.8%	14 8.5%	44 12.3%	-	30 14.2%	19 9.0%	31 8.1%	25 7.0%	11 16.4%	21 17.4%	15 12.0%	26 14.1%	7 9.9%	9 6.6%	14 16.7%	24 10.3%	22 8.5%	20 8.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 29
Q17. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
My fellow passengers are generally polite and helpful	545 67.6%	265 68.8%	280 66.5%	72 64.3%	127 68.6%	116 66.7%	114 66.7%	71 68.9%	45 73.8%	112 65.5%	135 64.9%	156 67.8%	142 72.1%	183 68.0%	119 72.6%	231 64.7%	9 69.2%	140 66.0%	151 71.6%	254 66.3%	244 68.5%	47 70.1%	85 70.2%	81 64.8%	104 56.5%	58 81.7%	91 66.4%	54 64.3%	162 69.5%	159 61.4%	170 73.9%
My fellow passengers are often rude and unhelpful	261 32.4%	120 31.2%	141 33.5%	40 35.7%	58 31.4%	58 33.3%	57 33.3%	32 31.1%	16 26.2%	59 34.5%	73 35.1%	74 32.2%	55 27.9%	86 32.0%	45 27.4%	126 35.3%	4 30.8%	72 34.0%	60 28.4%	129 33.7%	112 31.5%	20 29.9%	36 29.8%	44 35.2%	80 43.5%	13 18.3%	46 33.6%	30 35.7%	71 30.5%	100 38.6%	60 26.1%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 30
Q18. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
I have experienced hate crime and/or abuse on trains and at stations	220 27.3%	120 31.2%	100 23.8%	43 38.4%	62 33.5%	45 25.9%	40 23.4%	25 24.3%	5 8.2%	42 24.6%	60 28.8%	69 30.0%	49 24.9%	75 27.9%	36 22.0%	106 29.7%	2 15.4%	90 42.5%	61 28.9%	69 18.0%	82 23.0%	29 43.3%	49 40.5%	36 28.8%	59 32.1%	25 35.2%	27 19.7%	45 53.6%	82 35.2%	60 23.2%	33 14.3%
I have never experienced hate crime or abuse on trains or at stations	586 72.7%	265 68.8%	321 76.2%	69 61.6%	123 66.5%	129 74.1%	131 76.6%	78 75.7%	56 91.8%	129 75.4%	148 71.2%	161 70.0%	148 75.1%	194 72.1%	128 78.0%	251 70.3%	11 84.6%	122 57.5%	150 71.1%	314 82.0%	274 77.0%	38 56.7%	72 59.5%	89 71.2%	125 67.9%	46 64.8%	110 80.3%	39 46.4%	151 64.8%	199 76.8%	197 85.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 31
Q19. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
I always feel safe and secure on trains	126 15.6%	73 19.0%	53 12.6%	19 17.0%	36 19.5%	25 14.4%	25 14.6%	15 14.6%	6 9.8%	25 14.6%	26 12.5%	37 16.1%	38 19.3%	44 16.4%	17 10.4%	61 17.1%	2 15.4%	50 23.6%	28 13.3%	48 12.5%	43 12.1%	20 29.9%	26 21.5%	22 17.6%	25 13.6%	16 22.5%	24 17.5%	30 35.7%	31 13.3%	25 9.7%	40 17.4%
I mostly feel safe and secure on trains	490 60.8%	232 60.3%	258 61.3%	64 57.1%	113 61.1%	110 63.2%	96 56.1%	59 57.3%	48 78.7%	109 63.7%	131 63.0%	130 56.5%	120 60.9%	172 63.9%	107 65.2%	201 56.3%	9 69.2%	122 57.5%	135 64.0%	233 60.8%	214 60.1%	33 49.3%	75 62.0%	78 62.4%	102 55.4%	45 63.4%	85 62.0%	41 48.8%	148 63.5%	156 60.2%	145 63.0%
I sometimes feel unsafe and threatened on trains	179 22.2%	78 20.3%	101 24.0%	27 24.1%	35 18.9%	36 20.7%	46 26.9%	28 27.2%	7 11.5%	35 20.5%	47 22.6%	60 26.1%	37 18.8%	50 18.6%	39 23.8%	88 24.6%	2 15.4%	35 16.5%	47 22.3%	97 25.3%	93 26.1%	13 19.4%	19 15.7%	24 19.2%	54 29.3%	9 12.7%	26 19.0%	12 14.3%	51 21.9%	75 29.0%	41 17.8%
I often feel unsafe and threatened on trains	11 1.4%	2 0.5%	9 2.1%	2 1.8%	1 0.5%	3 1.7%	4 2.3%	1 1.0%	- -	2 1.2%	4 1.9%	3 1.3%	2 1.0%	3 1.1%	1 0.6%	7 2.0%	-	5 2.4%	1 0.5%	5 1.3%	6 1.7%	1 1.5%	1 0.8%	1 0.8%	3 1.6%	1 1.4%	2 1.5%	1 1.2%	3 1.3%	3 1.2%	4 1.7%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 32
Q20. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
I always feel safe and secure at stations	104 12.9%	64 16.6%	40 9.5%	16 14.3%	33 17.8%	19 10.9%	23 13.5%	7 6.8%	6 9.8%	20 11.7%	20 9.6%	28 12.2%	36 18.3%	31 11.5%	22 13.4%	48 13.4%	2 15.4%	42 19.8%	20 9.5%	42 11.0%	33 9.3%	18 26.9%	23 19.0%	20 16.0%	23 12.5%	16 22.5%	15 10.9%	29 34.5%	27 11.6%	22 8.5%	26 11.3%
I mostly feel safe and secure at stations	470 58.3%	234 60.8%	236 56.1%	54 48.2%	108 58.4%	111 63.8%	94 55.0%	58 56.3%	45 73.8%	113 66.1%	128 61.5%	123 53.5%	106 53.8%	167 62.1%	98 59.8%	194 54.3%	9 69.2%	125 59.0%	131 62.1%	214 55.9%	211 59.3%	37 55.2%	71 58.7%	71 56.8%	84 45.7%	44 62.0%	87 63.5%	43 51.2%	136 58.4%	145 56.0%	146 63.5%
I sometimes feel unsafe and threatened at stations	218 27.0%	82 21.3%	136 32.3%	39 34.8%	43 23.2%	40 23.0%	50 29.2%	36 35.0%	10 16.4%	36 21.1%	57 27.4%	74 32.2%	51 25.9%	65 24.2%	41 25.0%	110 30.8%	2 15.4%	42 19.8%	57 27.0%	119 31.1%	106 29.8%	10 14.9%	26 21.5%	32 25.6%	72 39.1%	10 14.1%	32 23.4%	11 13.1%	67 28.8%	84 32.4%	56 24.3%
I often feel unsafe and threatened at stations	14 1.7%	5 1.3%	9 2.1%	3 2.7%	1 0.5%	4 2.3%	4 2.3%	2 1.9%	- -	2 1.2%	3 1.4%	5 2.2%	4 2.0%	6 2.2%	3 1.8%	5 1.4%	-	3 1.4%	3 1.4%	8 2.1%	6 1.7%	2 3.0%	1 0.8%	2 1.6%	5 2.7%	1 1.4%	3 2.2%	1 1.2%	3 1.3%	8 3.1%	2 0.9%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 33
Q21. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
I nearly always buy tickets through ticket offices at stations	379 47.0%	183 47.5%	196 46.6%	48 42.9%	73 39.5%	91 52.3%	81 47.4%	55 53.4%	31 50.8%	70 40.9%	101 48.6%	107 46.5%	101 51.3%	127 47.2%	70 42.7%	171 47.9%	9 69.2%	97 45.8%	90 42.7%	192 50.1%	171 48.0%	23 34.3%	48 39.7%	62 49.6%	89 48.4%	28 39.4%	66 48.2%	27 32.1%	112 48.1%	123 47.5%	117 50.9%
I nearly always buy tickets from staff on trains	98 12.2%	47 12.2%	51 12.1%	18 16.1%	33 17.8%	21 12.1%	19 11.1%	4 3.9%	3 4.9%	13 7.6%	27 13.0%	41 17.8%	17 8.6%	40 14.9%	22 13.4%	33 9.2%	2 15.4%	34 16.0%	31 14.7%	33 8.6%	40 11.2%	8 11.9%	21 17.4%	13 10.4%	23 12.5%	16 22.5%	13 9.5%	16 19.0%	34 14.6%	24 9.3%	24 10.4%
I nearly always buy tickets on-line	223 27.7%	106 27.5%	117 27.8%	28 25.0%	50 27.0%	36 20.7%	54 31.6%	33 32.0%	22 36.1%	57 33.3%	55 26.4%	62 27.0%	49 24.9%	74 27.5%	61 37.2%	87 24.4%	1 7.7%	35 16.5%	55 26.1%	133 34.7%	106 29.8%	15 22.4%	30 24.8%	35 28.0%	52 28.3%	14 19.7%	42 30.7%	19 22.6%	56 24.0%	79 30.5%	69 30.0%
I nearly always buy tickets from other retailers	42 5.2%	26 6.8%	16 3.8%	6 5.4%	16 8.6%	11 6.3%	7 4.1%	2 1.9%	-	12 7.0%	7 3.4%	10 4.3%	13 6.6%	13 4.8%	5 3.0%	23 6.4%	1 7.7%	18 8.5%	13 6.2%	11 2.9%	17 4.8%	8 11.9%	7 5.8%	7 5.6%	7 3.8%	7 9.9%	3 2.2%	10 11.9%	13 5.6%	16 6.2%	3 1.3%
I use another form of ticket / travel pass / season ticket	64 7.9%	23 6.0%	41 9.7%	12 10.7%	13 7.0%	15 8.6%	10 5.8%	9 8.7%	5 8.2%	19 11.1%	18 8.7%	10 4.3%	17 8.6%	15 5.6%	6 3.7%	43 12.0%	-	28 13.2%	22 10.4%	14 3.7%	22 6.2%	13 19.4%	15 12.4%	8 6.4%	13 7.1%	6 8.5%	13 9.5%	12 14.3%	18 7.7%	17 6.6%	17 7.4%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

SURVATION
SURVEYING THE NATION

Table 34
Q22. Which of the following statements more accurately describes your experiences of rail travel?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
I feel confident turning up at stations to use the service knowing there will be someone to help me	493 61.2%	255 66.2%	238 56.5%	68 60.7%	123 66.5%	104 59.8%	99 57.9%	62 60.2%	37 60.7%	107 62.6%	122 58.7%	141 61.3%	123 62.4%	161 59.9%	106 64.6%	211 59.1%	12 92.3%	146 68.9%	125 59.2%	222 58.0%	205 57.6%	45 67.2%	74 61.2%	77 61.6%	101 54.9%	55 77.5%	88 64.2%	54 64.3%	139 59.7%	145 56.0%	155 67.4%
I do not feel confident that if I turn up at train stations there will be someone there who can assist me	313 38.8%	130 33.8%	183 43.5%	44 39.3%	62 33.5%	70 40.2%	72 42.1%	41 39.8%	24 39.3%	64 37.4%	86 41.3%	89 38.7%	74 37.6%	108 40.1%	58 35.4%	146 40.9%	1 7.7%	66 31.1%	86 40.8%	161 42.0%	151 42.4%	22 32.8%	47 38.8%	48 38.4%	83 45.1%	16 22.5%	49 35.8%	30 35.7%	94 40.3%	114 44.0%	75 32.6%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 35
Q23. Have you ever booked passenger assistance that hasn't turned up?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Yes, very often	31 3.8%	16 4.2%	15 3.6%	6 5.4%	14 7.6%	7 4.0%	2 1.2%	2 1.9%	-	6 3.5%	6 2.9%	9 3.9%	10 5.1%	7 2.6%	5 3.0%	18 5.0%	-	23 10.8%	3 1.4%	5 1.3%	8 2.2%	13 19.4%	10 8.3%	5 4.0%	11 6.0%	8 11.3%	1 0.7%	23 27.4%	3 1.3%	3 1.2%	2 0.9%
Yes, quite a few times	65 8.1%	37 9.6%	28 6.7%	7 6.3%	24 13.0%	16 9.2%	14 8.2%	1 1.0%	3 4.9%	24 14.0%	16 7.7%	18 7.8%	7 3.6%	16 5.9%	14 8.5%	35 9.8%	-	40 18.9%	16 7.6%	9 2.3%	26 7.3%	16 23.9%	18 14.9%	14 11.2%	7 3.8%	5 7.0%	1 0.7%	19 22.6%	41 17.6%	3 1.2%	2 0.9%
Yes, once or twice	84 10.4%	46 11.9%	38 9.0%	17 15.2%	15 8.1%	22 12.6%	21 12.3%	5 4.9%	4 6.6%	21 12.3%	29 13.9%	19 8.3%	15 7.6%	33 12.3%	15 9.1%	35 9.8%	1 7.7%	37 17.5%	26 12.3%	21 5.5%	36 10.1%	16 23.9%	18 14.9%	17 13.6%	19 10.3%	8 11.3%	9 6.6%	19 22.6%	45 19.3%	17 6.6%	3 1.3%
No, passenger assistance has always turned up for me	109 13.5%	59 15.3%	50 11.9%	11 9.8%	29 15.7%	26 14.9%	20 11.7%	17 16.5%	6 9.8%	33 19.3%	26 12.5%	27 11.7%	23 11.7%	38 14.1%	20 12.2%	48 13.4%	2 15.4%	35 16.5%	39 18.5%	35 9.1%	50 14.0%	13 19.4%	18 14.9%	18 14.4%	20 10.9%	14 19.7%	17 12.4%	14 16.7%	51 21.9%	36 13.9%	8 3.5%
No, I have never booked passenger assistance	517 64.1%	227 59.0%	290 68.9%	71 63.4%	103 55.7%	103 59.2%	114 66.7%	78 75.7%	48 78.7%	87 50.9%	131 63.0%	157 68.3%	142 72.1%	175 65.1%	110 67.1%	221 61.9%	10 76.9%	77 36.3%	127 60.2%	313 81.7%	236 66.3%	9 13.4%	57 47.1%	71 56.8%	127 69.0%	36 50.7%	109 79.6%	9 10.7%	93 39.9%	200 77.2%	215 93.5%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 36
Q24. Have you ever booked passenger assistance that has turned up late?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Yes, very often	32 4.0%	16 4.2%	16 3.8%	6 5.4%	14 7.6%	9 5.2%	2 1.2%	-	1 1.6%	6 3.5%	10 4.8%	9 3.9%	7 3.6%	8 3.0%	3 1.8%	21 5.9%	-	22 10.4%	6 2.8%	4 1.0%	10 2.8%	12 17.9%	8 6.6%	6 4.8%	9 4.9%	8 11.3%	-	21 25.0%	7 3.0%	3 1.2%	1 0.4%
Yes, quite a few times	75 9.3%	42 10.9%	33 7.8%	14 12.5%	22 11.9%	21 12.1%	14 8.2%	3 2.9%	1 1.6%	29 17.0%	17 8.2%	19 8.3%	10 5.1%	20 7.4%	15 9.1%	39 10.9%	-	47 22.2%	19 9.0%	9 2.3%	29 8.1%	17 25.4%	21 17.4%	12 9.6%	10 5.4%	9 12.7%	2 1.5%	21 25.0%	46 19.7%	5 1.9%	3 1.3%
Yes, once or twice	95 11.8%	54 14.0%	41 9.7%	9 8.0%	31 16.8%	20 11.5%	22 12.9%	9 8.7%	4 6.6%	28 16.4%	31 14.9%	23 10.0%	13 6.6%	35 13.0%	20 12.2%	40 11.2%	-	44 20.8%	30 14.2%	21 5.5%	43 12.1%	19 28.4%	24 19.8%	20 16.0%	17 9.2%	9 12.7%	10 7.3%	21 25.0%	52 22.3%	17 6.6%	5 2.2%
No, passenger assistance has always turned up on time	88 10.9%	45 11.7%	43 10.2%	12 10.7%	16 8.6%	20 11.5%	20 11.7%	14 13.6%	6 9.8%	21 12.3%	19 9.1%	23 10.0%	25 12.7%	32 11.9%	17 10.4%	35 9.8%	3 23.1%	23 10.8%	29 13.7%	36 9.4%	39 11.0%	9 13.4%	12 9.9%	16 12.8%	21 11.4%	9 12.7%	16 11.7%	11 13.1%	36 15.5%	34 13.1%	7 3.0%
No, I have never booked passenger assistance	516 64.0%	228 59.2%	288 68.4%	71 63.4%	102 55.1%	104 59.8%	113 66.1%	77 74.8%	49 80.3%	87 50.9%	131 63.0%	156 67.8%	142 72.1%	174 64.7%	109 66.5%	222 62.2%	10 76.9%	76 35.8%	127 60.2%	313 81.7%	235 66.0%	10 14.9%	56 46.3%	71 56.8%	127 69.0%	36 50.7%	109 79.6%	10 11.9%	92 39.5%	200 77.2%	214 93.0%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Table 37
Q25. Has lack of staff assistance ever made you late for an event, appointment or travel connection?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			No
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Yes, very often	31 3.8%	20 5.2%	11 2.6%	5 4.5%	15 8.1%	9 5.2%	2 1.2%	- -	- -	7 4.1%	6 2.9%	9 3.9%	9 4.6%	6 2.2%	3 1.8%	21 5.9%	- -	25 11.8%	3 1.4%	3 0.8%	6 1.7%	14 20.9%	12 9.9%	6 4.8%	8 4.3%	8 11.3%	- -	24 28.6%	5 2.1%	1 0.4%	1 0.4%
Yes, quite a few times	81 10.0%	42 10.9%	39 9.3%	11 9.8%	24 13.0%	26 14.9%	14 8.2%	3 2.9%	3 4.9%	30 17.5%	18 8.7%	20 8.7%	13 6.6%	21 7.8%	15 9.1%	45 12.6%	- -	46 21.7%	21 10.0%	14 3.7%	33 9.3%	14 20.9%	18 14.9%	12 9.6%	18 9.8%	10 14.1%	3 2.2%	15 17.9%	52 22.3%	9 3.5%	5 2.2%
Yes, once or twice	171 21.2%	79 20.5%	92 21.9%	36 32.1%	36 19.5%	27 15.5%	43 25.1%	21 20.4%	8 13.1%	33 19.3%	51 24.5%	50 21.7%	37 18.8%	63 23.4%	27 16.5%	80 22.4%	1 7.7%	56 26.4%	55 26.1%	60 15.7%	71 19.9%	18 26.9%	26 21.5%	28 22.4%	51 27.7%	17 23.9%	26 19.0%	22 26.2%	72 30.9%	51 19.7%	26 11.3%
No	523 64.9%	244 63.4%	279 66.3%	60 53.6%	110 59.5%	112 64.4%	112 65.5%	79 76.7%	50 82.0%	101 59.1%	133 63.9%	151 65.7%	138 70.1%	179 66.5%	119 72.6%	211 59.1%	12 92.3%	85 40.1%	132 62.6%	306 79.9%	246 69.1%	21 31.3%	65 53.7%	79 63.2%	107 58.2%	36 50.7%	108 78.8%	23 27.4%	104 44.6%	198 76.4%	198 86.1%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

Disabled Passenger Survey
Prepared on behalf of Action for Rail

Table 38
Q26. Has lack of staff assistance ever made you miss an event, appointment or travel connection?
Base : All Respondents

	Total	Gender		Age						SEG				Region4				Use Trains			Type of Disability							Require Assistance			
		Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	North & Scotland	Midlands & Wales	South	Northern Ireland	Weekly	Monthly	Yearly	Mobility (no wheelchair)	Mobility (wheelchair)	Visual Impairment	Hearing Impairment	Mental Health	Learning Disability	Other Disability	Yes - always	Yes - sometimes	Not required but helps	No
Unweighted Total	806	385	421	112	185	174	171	103	61	171	208	230	197	269	164	357	13	212	211	383	356	67	121	125	184	71	137	84	233	259	230
Yes, very often	30 3.7%	18 4.7%	12 2.9%	7 6.3%	12 6.5%	7 4.0%	3 1.8%	-	1 1.6%	7 4.1%	8 3.8%	9 3.9%	6 3.0%	8 3.0%	3 1.8%	18 5.0%	-	23 10.8%	5 2.4%	2 0.5%	5 1.4%	12 17.9%	11 9.1%	5 4.0%	7 3.8%	7 9.9%	-	18 21.4%	9 3.9%	2 0.8%	1 0.4%
Yes, quite a few times	69 8.6%	37 9.6%	32 7.6%	9 8.0%	27 14.6%	21 12.1%	10 5.8%	1 1.0%	1 1.6%	23 13.5%	17 8.2%	19 8.3%	10 5.1%	19 7.1%	13 7.9%	37 10.4%	-	44 20.8%	14 6.6%	11 2.9%	26 7.3%	15 22.4%	18 14.9%	11 8.8%	17 9.2%	9 12.7%	3 2.2%	24 28.6%	34 14.6%	5 1.9%	6 2.6%
Yes, once or twice	151 18.7%	74 19.2%	77 18.3%	26 23.2%	28 15.1%	34 19.5%	42 24.6%	15 14.6%	6 9.8%	34 19.9%	38 18.3%	42 18.3%	37 18.8%	53 19.7%	26 15.9%	72 20.2%	-	56 26.4%	47 22.3%	48 12.5%	63 17.7%	13 19.4%	26 21.5%	29 23.2%	42 22.8%	17 23.9%	16 11.7%	14 16.7%	78 33.5%	39 15.1%	20 8.7%
No	556 69.0%	256 66.5%	300 71.3%	70 62.5%	118 63.8%	112 64.4%	116 67.8%	87 84.5%	53 86.9%	107 62.6%	145 69.7%	160 69.6%	144 73.1%	189 70.3%	122 74.4%	230 64.4%	13 100.0%	89 42.0%	145 68.7%	322 84.1%	262 73.6%	27 40.3%	66 54.5%	80 64.0%	118 64.1%	38 53.5%	118 86.1%	28 33.3%	112 48.1%	213 82.2%	203 88.3%
Sigma	806 100.0%	385 100.0%	421 100.0%	112 100.0%	185 100.0%	174 100.0%	171 100.0%	103 100.0%	61 100.0%	171 100.0%	208 100.0%	230 100.0%	197 100.0%	269 100.0%	164 100.0%	357 100.0%	13 100.0%	212 100.0%	211 100.0%	383 100.0%	356 100.0%	67 100.0%	121 100.0%	125 100.0%	184 100.0%	71 100.0%	137 100.0%	84 100.0%	233 100.0%	259 100.0%	230 100.0%

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