

Rail Franchise Passenger Poll

09/02/2015

Prepared on behalf of the RMT



Methodology

Fieldwork Dates

27th January – 2nd February 2015

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 residents aged 18+ in Great Britain who travel by train at least once a year on any of the following lines: First Great Western, East Coast, Northern Rail and/or First TransPennine Express.

Sample Size

1,005

Data Weighting

As there is no profile of passengers of First Great Western, East Coast, Northern Rail and First Transpennine Express passengers per se, data is unweighted. However, a nationally representative sample of respondents was initially targeted and then those who did not fit the population were excluded, in order to ensure a sample that was representative of the population in question.

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 1,005 it is 95% certain that the 'true' value will fall within the range of 3.1% from the sample result. Subsamples from the cross-breaks will be subject to higher margin of error, conclusions drawn from crossbreaks 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.

Data were analysed and weighted by Survation and presented by Patrick Briône and Damian Lyons Lowe.

For further information please contact;
Damian Lyons Lowe
Chief Executive
Survation Ltd

0203 142 7644
damian.lyonslowe@survation.com

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Table 1

Q1. No weighting

Q1. How often do you travel by train in the UK?

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose				Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
5 or more times a week	32	35	24	38	5	18	25	3	21	39	13	13	2	61	37	25	41	20	38	21	23	15
	7.6%	6.0%	10.5%	8.6%	1.5%	20.5%	10.5%	3.4%	3.6%	13.4%	5.2%	5.2%	0.9%	43.3%	6.6%	13.2%	5.9%	11.8%	10.9%	6.1%	6.1%	5.4%
Weekly	41	46	34	35	18	16	17	7	47	27	25	17	18	30	53	25	49	19	32	27	40	21
	9.8%	7.9%	14.9%	7.9%	5.4%	18.2%	7.1%	8.0%	8.0%	9.3%	10.1%	6.8%	8.3%	21.3%	9.5%	13.2%	7.1%	11.2%	9.1%	7.9%	10.6%	7.6%
2-3 times a month	74	76	38	70	42	19	35	14	81	48	34	43	25	32	103	40	111	36	54	60	74	44
	17.6%	13.0%	16.7%	15.8%	12.5%	21.6%	14.7%	16.1%	13.7%	16.5%	13.7%	17.3%	11.5%	22.7%	18.5%	21.2%	16.1%	21.2%	15.4%	17.5%	19.5%	15.9%
Once a month	50	78	29	63	36	12	29	9	78	46	29	32	21	7	77	25	92	20	47	40	55	39
	11.9%	13.3%	12.7%	14.3%	10.7%	13.6%	12.2%	10.3%	13.2%	15.8%	11.7%	12.9%	9.7%	5.0%	13.8%	13.2%	13.3%	11.8%	13.4%	11.7%	14.5%	14.1%
Once every few months	175	266	74	189	178	21	102	42	276	106	119	106	110	10	236	65	322	61	140	153	150	127
	41.7%	45.5%	32.5%	42.8%	53.1%	23.9%	42.9%	48.3%	46.7%	36.4%	48.0%	42.6%	50.7%	7.1%	42.3%	34.4%	46.6%	35.9%	40.0%	44.7%	39.6%	46.0%
Once a year	48	84	29	47	56	2	30	12	88	25	28	38	41	1	52	9	76	14	39	41	37	30
	11.4%	14.4%	12.7%	10.6%	16.7%	2.3%	12.6%	13.8%	14.9%	8.6%	11.3%	15.3%	18.9%	0.7%	9.3%	4.8%	11.0%	8.2%	11.1%	12.0%	9.8%	10.9%
Less than once a year	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SIGMA	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Table 2

Q1. No weighting

Q1. How often do you travel by train in the UK?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
5 or more times a week	67	22	4	3	9	2	7	7	5	9	9	4	1	5	4	4	2
	6.7%	13.7%	5.6%	5.2%	15.3%	3.1%	9.5%	6.9%	5.0%	6.9%	6.5%	5.9%	2.4%	10.9%	4.9%	5.7%	2.6%
Weekly	87	18	8	5	1	10	3	8	6	18	12	4	6	4	8	5	4
	8.7%	11.2%	11.1%	8.6%	1.7%	15.4%	4.1%	7.8%	5.9%	13.7%	8.6%	5.9%	14.6%	8.7%	9.8%	7.1%	5.1%
2-3 times a month	150	26	15	6	7	14	18	12	16	25	21	18	10	4	13	12	15
	14.9%	16.1%	20.8%	10.3%	11.9%	21.5%	24.3%	11.8%	15.8%	19.1%	15.1%	26.5%	24.4%	8.7%	15.9%	17.1%	19.2%
Once a month	128	21	8	11	7	7	9	19	5	20	23	6	6	10	12	6	11
	12.7%	13.0%	11.1%	19.0%	11.9%	10.8%	12.2%	18.6%	5.0%	15.3%	16.5%	8.8%	14.6%	21.7%	14.6%	8.6%	14.1%
Once every few months	441	61	28	28	23	24	35	46	48	49	61	23	17	22	33	33	39
	43.9%	37.9%	38.9%	48.3%	39.0%	36.9%	47.3%	45.1%	47.5%	37.4%	43.9%	33.8%	41.5%	47.8%	40.2%	47.1%	50.0%
Once a year	132	13	9	5	12	8	2	10	21	10	13	13	1	1	12	10	7
	13.1%	8.1%	12.5%	8.6%	20.3%	12.3%	2.7%	9.8%	20.8%	7.6%	9.4%	19.1%	2.4%	2.2%	14.6%	14.3%	9.0%
Less than once a year	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Never	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SIGMA	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Table 3

Q2. No weighting

Q2. Which of the following train lines do you travel on at least once a year? Please read through the whole list and tick all that apply.

Base: All Respondents

	Total	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
		Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	1005	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
Abellio Greater Anglia	24	17	7	7	12	5	10	9	1	4	11	5	5	3	9	20	8	21	7	14	12	5	3
	2.4%	4.0%	1.2%	3.1%	2.7%	1.5%	11.4%	3.8%	1.1%	0.7%	3.8%	2.0%	2.0%	1.4%	6.4%	3.6%	4.2%	3.0%	4.1%	4.0%	3.5%	1.3%	1.1%
Arriva Trains Wales	78	29	49	19	28	31	3	5	30	40	27	22	18	11	14	55	18	63	20	41	23	35	29
	7.8%	6.9%	8.4%	8.3%	6.3%	9.3%	3.4%	2.1%	34.5%	6.8%	9.3%	8.9%	7.2%	5.1%	9.9%	9.9%	9.5%	9.1%	11.8%	11.7%	6.7%	9.2%	10.5%
East Coast	342	143	199	84	145	113	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
	34.0%	34.0%	34.0%	36.8%	32.8%	33.7%	44.3%	16.8%	39.1%	38.6%	38.5%	33.9%	30.1%	32.7%	37.6%	36.6%	44.4%	32.9%	39.4%	12.6%	100.0%	21.4%	28.3%
c2c	24	12	12	8	11	5	11	7	-	6	15	6	3	-	9	14	12	17	8	16	15	5	3
	2.4%	2.9%	2.1%	3.5%	2.5%	1.5%	12.5%	2.9%	-	1.0%	5.2%	2.4%	1.2%	-	6.4%	2.5%	6.3%	2.5%	4.7%	4.6%	4.4%	1.3%	1.1%
Chiltern Railways	43	26	17	12	21	10	12	13	12	6	16	14	12	1	17	31	19	33	13	27	22	12	5
	4.3%	6.2%	2.9%	5.3%	4.8%	3.0%	13.6%	5.5%	13.8%	1.0%	5.5%	5.6%	4.8%	*	12.1%	5.6%	10.1%	4.8%	7.6%	7.7%	6.4%	3.2%	1.8%
CrossCountry	142	57	85	35	53	54	9	30	22	81	56	38	24	24	32	103	44	101	44	54	67	61	50
	14.1%	13.6%	14.5%	15.4%	12.0%	16.1%	10.2%	12.6%	25.3%	13.7%	19.2%	15.3%	9.6%	11.1%	22.7%	18.5%	23.3%	14.6%	25.9%	15.4%	19.6%	16.1%	18.1%
East Midlands Trains	105	43	62	37	42	26	9	18	29	48	43	20	25	17	21	72	25	75	28	31	57	40	35
	10.4%	10.2%	10.6%	16.2%	9.5%	7.8%	10.2%	7.6%	33.3%	8.1%	14.8%	8.1%	10.0%	7.8%	14.9%	12.9%	13.2%	10.9%	16.5%	8.9%	16.7%	10.6%	12.7%
First Hull Trains	14	9	5	6	5	3	1	-	2	11	4	5	3	2	4	10	8	8	1	1	10	7	8
	1.4%	2.1%	0.9%	2.6%	1.1%	0.9%	1.1%	-	2.3%	1.9%	1.4%	2.0%	1.2%	0.9%	2.8%	1.8%	4.2%	1.2%	0.6%	*	2.9%	1.8%	2.9%
First Great Western	350	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
	34.8%	31.7%	37.1%	34.2%	36.2%	33.4%	62.5%	85.3%	51.7%	8.0%	41.9%	28.6%	36.1%	30.9%	45.4%	37.8%	39.7%	34.4%	41.8%	100.0%	12.9%	8.7%	10.5%
First ScotRail	32	14	18	6	12	14	2	2	2	25	13	10	5	4	7	25	10	23	12	6	27	9	8
	3.2%	3.3%	3.1%	2.6%	2.7%	4.2%	2.3%	0.8%	2.3%	4.2%	4.5%	4.0%	2.0%	1.8%	5.0%	4.5%	5.3%	3.3%	7.1%	1.7%	7.9%	2.4%	2.9%
First TransPennine Express	276	130	146	64	116	96	4	8	17	247	72	80	73	51	31	167	62	210	48	29	78	134	276
	27.5%	31.0%	25.0%	28.1%	26.2%	28.7%	4.5%	3.4%	19.5%	41.8%	24.7%	32.3%	29.3%	23.5%	22.0%	29.9%	32.8%	30.4%	28.2%	8.3%	22.8%	35.4%	100.0%
Grand Central	34	17	17	9	17	8	4	2	2	26	11	12	7	4	9	19	14	28	9	5	27	21	14
	3.4%	4.0%	2.9%	3.9%	3.8%	2.4%	4.5%	0.8%	2.3%	4.4%	3.8%	4.8%	2.8%	1.8%	6.4%	3.4%	7.4%	4.1%	5.3%	1.4%	7.9%	5.5%	5.1%
London Midland	73	36	37	25	34	14	19	12	21	21	29	18	13	13	23	47	25	54	30	35	27	33	22
	7.3%	8.6%	6.3%	11.0%	7.7%	4.2%	21.6%	5.0%	24.1%	3.6%	10.0%	7.3%	5.2%	6.0%	16.3%	8.4%	13.2%	7.8%	17.6%	10.0%	7.9%	8.7%	8.0%
Northern Rail	379	171	208	94	161	124	13	14	24	328	101	116	88	74	57	204	64	289	65	33	81	379	134
	37.7%	40.7%	35.6%	41.2%	36.4%	37.0%	14.8%	5.9%	27.6%	55.5%	34.7%	46.8%	35.3%	34.1%	40.4%	36.6%	33.9%	41.8%	38.2%	9.4%	23.7%	100.0%	48.6%
Southeastern	64	31	33	15	29	20	26	22	4	11	29	15	12	8	20	47	22	40	23	40	31	10	4
	6.4%	7.4%	5.6%	6.6%	6.6%	6.0%	29.5%	9.2%	4.6%	1.9%	10.0%	6.0%	4.8%	3.7%	14.2%	8.4%	11.6%	5.8%	13.5%	11.4%	9.1%	2.6%	1.4%
Southern	80	37	43	25	38	17	34	32	6	8	37	17	14	12	30	55	31	52	29	56	32	14	6
	8.0%	8.8%	7.4%	11.0%	8.6%	5.1%	38.6%	13.4%	6.9%	1.4%	12.7%	6.9%	5.6%	5.5%	21.3%	9.9%	16.4%	7.5%	17.1%	16.0%	9.4%	3.7%	2.2%
South West Trains	121	54	67	25	59	37	29	73	8	10	52	22	30	17	31	81	39	85	37	104	28	16	4
	12.0%	12.9%	11.5%	11.0%	13.3%	11.0%	33.0%	30.7%	9.2%	1.7%	17.9%	8.9%	12.0%	7.8%	22.0%	14.5%	20.6%	12.3%	21.8%	29.7%	8.2%	4.2%	1.4%
Virgin Trains	299	140	159	59	133	107	27	44	30	198	118	83	57	41	52	195	93	215	73	99	91	142	131
	29.8%	33.3%	27.2%	25.9%	30.1%	31.9%	30.7%	18.5%	34.5%	33.5%	40.5%	33.5%	22.9%	18.9%	36.9%	34.9%	49.2%	31.1%	42.9%	28.3%	26.6%	37.5%	47.5%
Other UK train line	36	13	23	7	18	11	6	7	2	20	16	12	4	4	13	26	9	32	12	8	16	14	10
	3.6%	3.1%	3.9%	3.1%	4.1%	3.3%	6.8%	2.9%	2.3%	3.4%	5.5%	4.8%	1.6%	1.8%	9.2%	4.7%	4.8%	4.6%	7.1%	2.3%	4.7%	3.7%	3.6%
SIGMA	2516	1112	1404	615	1094	807	313	541	291	1365	884	650	558	424	496	1586	662	1811	597	993	1030	1051	849
	250%	265%	240%	270%	248%	241%	356%	227%	334%	231%	304%	262%	224%	195%	352%	284%	350%	262%	351%	284%	301%	277%	308%

Survation.

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Table 4

Q2. No weighting

Q2. Which of the following train lines do you travel on at least once a year? Please read through the whole list and tick all that apply.

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Abellio Greater Anglia	24	6	3	3	2	1	2	5	4	1	2	1	1	1	-	1	1
	2.4%	3.7%	4.2%	5.2%	3.4%	1.5%	2.7%	4.9%	4.0%	0.8%	1.4%	1.5%	2.4%	2.2%	-	1.4%	1.3%
Arriva Trains Wales	78	11	16	7	7	5	8	7	3	9	13	6	7	7	3	9	10
	7.8%	6.8%	22.2%	12.1%	11.9%	7.7%	10.8%	6.9%	3.0%	6.9%	9.4%	8.8%	17.1%	15.2%	3.7%	12.9%	12.8%
East Coast	342	18	9	8	9	65	74	102	101	30	21	18	12	8	20	24	26
	34.0%	11.2%	12.5%	13.8%	15.3%	100.0%	100.0%	100.0%	100.0%	22.9%	15.1%	26.5%	29.3%	17.4%	24.4%	34.3%	33.3%
c2c	24	8	3	1	4	4	3	2	6	1	2	1	1	1	2	-	-
	2.4%	5.0%	4.2%	1.7%	6.8%	6.2%	4.1%	2.0%	5.9%	0.8%	1.4%	1.5%	2.4%	2.2%	2.4%	-	-
Chiltern Railways	43	13	7	3	4	2	8	6	6	4	3	3	2	1	-	2	2
	4.3%	8.1%	9.7%	5.2%	6.8%	3.1%	10.8%	5.9%	5.9%	3.1%	2.2%	4.4%	4.9%	2.2%	-	2.9%	2.6%
CrossCountry	142	18	10	11	15	10	14	23	20	23	17	15	6	5	14	16	15
	14.1%	11.2%	13.9%	19.0%	25.4%	15.4%	18.9%	22.5%	19.8%	17.6%	12.2%	22.1%	14.6%	10.9%	17.1%	22.9%	19.2%
East Midlands Trains	105	12	5	5	9	5	24	20	8	10	9	13	8	4	6	13	12
	10.4%	7.5%	6.9%	8.6%	15.3%	7.7%	32.4%	19.6%	7.9%	7.6%	6.5%	19.1%	19.5%	8.7%	7.3%	18.6%	15.4%
First Hull Trains	14	1	-	-	-	1	5	2	2	2	2	2	1	-	3	5	-
	1.4%	0.6%	-	-	-	1.5%	6.8%	2.0%	2.0%	1.5%	1.4%	2.9%	2.4%	-	3.7%	7.1%	-
First Great Western	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
	34.8%	100.0%	100.0%	100.0%	100.0%	15.4%	12.2%	10.8%	13.9%	6.1%	8.6%	10.3%	14.6%	6.5%	8.5%	15.7%	10.3%
First ScotRail	32	1	2	1	2	2	5	6	14	3	1	1	4	3	-	1	4
	3.2%	0.6%	2.8%	1.7%	3.4%	3.1%	6.8%	5.9%	13.9%	2.3%	0.7%	1.5%	9.8%	6.5%	-	1.4%	5.1%
First TransPennine Express	276	9	10	6	4	11	18	29	20	44	50	25	15	46	82	70	78
	27.5%	5.6%	13.9%	10.3%	6.8%	16.9%	24.3%	28.4%	19.8%	33.6%	36.0%	36.8%	36.6%	100.0%	100.0%	100.0%	100.0%
Grand Central	34	2	1	1	1	3	2	12	10	6	8	6	1	2	4	3	5
	3.4%	1.2%	1.4%	1.7%	1.7%	4.6%	2.7%	11.8%	9.9%	4.6%	5.8%	8.8%	2.4%	4.3%	4.9%	4.3%	6.4%
London Midland	73	15	9	3	8	6	5	9	7	8	11	7	7	3	4	5	10
	7.3%	9.3%	12.5%	5.2%	13.6%	9.2%	6.8%	8.8%	6.9%	6.1%	7.9%	10.3%	17.1%	6.5%	4.9%	7.1%	12.8%
Northern Rail	379	13	12	4	4	18	14	34	15	131	139	68	41	24	45	30	35
	37.7%	8.1%	16.7%	6.9%	6.8%	27.7%	18.9%	33.3%	14.9%	100.0%	100.0%	100.0%	100.0%	52.2%	54.9%	42.9%	44.9%
Southeastern	64	20	8	5	7	6	4	9	12	2	2	5	1	2	-	2	-
	6.4%	12.4%	11.1%	8.6%	11.9%	9.2%	5.4%	8.8%	11.9%	1.5%	1.4%	7.4%	2.4%	4.3%	-	2.9%	-
Southern	80	28	10	10	8	7	5	12	8	4	5	4	1	1	2	3	-
	8.0%	17.4%	13.9%	17.2%	13.6%	10.8%	6.8%	11.8%	7.9%	3.1%	3.6%	5.9%	2.4%	2.2%	2.4%	4.3%	-
South West Trains	121	43	16	18	27	1	7	8	12	4	3	5	4	1	1	1	1
	12.0%	26.7%	22.2%	31.0%	45.8%	1.5%	9.5%	7.8%	11.9%	3.1%	2.2%	7.4%	9.8%	2.2%	1.2%	1.4%	1.3%
Virgin Trains	299	34	25	22	18	13	18	25	35	46	45	33	18	19	37	27	48
	29.8%	21.1%	34.7%	37.9%	30.5%	20.0%	24.3%	24.5%	34.7%	35.1%	32.4%	48.5%	43.9%	41.3%	45.1%	38.6%	61.5%
Other UK train line	36	5	-	2	1	3	5	7	1	1	9	3	1	1	1	1	7
	3.6%	3.1%	-	3.4%	1.7%	4.6%	6.8%	6.9%	1.0%	0.8%	6.5%	4.4%	2.4%	2.2%	1.2%	1.4%	9.0%
SIGMA	2516	418	218	168	189	173	230	329	298	337	354	223	137	132	231	224	262
	250%	260%	303%	290%	320%	266%	311%	323%	295%	257%	255%	328%	334%	287%	282%	320%	336%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 5

Q3. No weighting

Q3. What purposes do you travel by train for? (please tick all that apply)

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	1005	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
Commuting	141	71	70	49	76	16	31	38	13	58	78	31	25	7	141	76	52	87	40	64	53	57	31
	14.0%	16.9%	12.0%	21.5%	17.2%	4.8%	35.2%	16.0%	14.9%	9.8%	26.8%	12.5%	10.0%	3.2%	100.0%	13.6%	27.5%	12.6%	23.5%	18.3%	15.5%	15.0%	11.2%
Visiting family / friends	558	217	341	135	232	191	63	136	54	304	172	136	139	111	76	558	100	352	121	211	204	204	167
	55.5%	51.7%	58.3%	59.2%	52.5%	57.0%	71.6%	57.1%	62.1%	51.4%	59.1%	54.8%	55.8%	51.2%	53.9%	100.0%	52.9%	50.9%	71.2%	60.3%	59.6%	53.8%	60.5%
Business trips	189	100	89	47	104	38	32	44	9	103	108	46	27	8	52	100	189	116	50	75	84	64	62
	18.8%	23.8%	15.2%	20.6%	23.5%	11.3%	36.4%	18.5%	10.3%	17.4%	37.1%	18.5%	10.8%	3.7%	36.9%	17.9%	100.0%	16.8%	29.4%	21.4%	24.6%	16.9%	22.5%
Shopping / Leisure activities	691	296	395	154	302	235	43	162	60	425	198	174	171	148	87	352	116	691	129	238	227	289	210
	68.8%	70.5%	67.5%	67.5%	68.3%	70.1%	48.9%	68.1%	69.0%	71.9%	68.0%	70.2%	68.7%	68.2%	61.7%	63.1%	61.4%	100.0%	75.9%	68.0%	66.4%	76.3%	76.1%
Connections to travel outside UK	170	73	97	43	71	56	26	41	13	89	69	41	37	23	40	121	50	129	170	71	67	65	48
	16.9%	17.4%	16.6%	18.9%	16.1%	16.7%	29.5%	17.2%	14.9%	15.1%	23.7%	16.5%	14.9%	10.6%	28.4%	21.7%	26.5%	18.7%	100.0%	20.3%	19.6%	17.2%	17.4%
Other (please specify)	38	13	25	7	16	15	3	6	6	23	5	13	9	11	-	19	2	13	3	12	14	14	9
	3.8%	3.1%	4.3%	3.1%	3.6%	4.5%	3.4%	2.5%	6.9%	3.9%	1.7%	5.2%	3.6%	5.1%	-	3.4%	1.1%	1.9%	1.8%	3.4%	4.1%	3.7%	3.3%
SIGMA	1787	770	1017	435	801	551	198	427	155	1002	630	441	408	308	396	1226	509	1388	513	671	649	693	527
	178%	183%	174%	191%	181%	164%	225%	179%	178%	170%	216%	178%	164%	142%	281%	220%	269%	201%	302%	192%	190%	183%	191%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 6

Q3. No weighting

Q3. What purposes do you travel by train for? (please tick all that apply)

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Commuting	141	34	13	6	11	7	17	17	12	27	16	10	4	8	8	10	5
	14.0%	21.1%	18.1%	10.3%	18.6%	10.8%	23.0%	16.7%	11.9%	20.6%	11.5%	14.7%	9.8%	17.4%	9.8%	14.3%	6.4%
Visiting family / friends	558	87	49	34	41	36	43	59	66	66	71	40	27	23	40	52	52
	55.5%	54.0%	68.1%	58.6%	69.5%	55.4%	58.1%	57.8%	65.3%	50.4%	51.1%	58.8%	65.9%	50.0%	48.8%	74.3%	66.7%
Business trips	189	25	19	18	13	9	16	30	29	15	18	17	14	5	22	17	18
	18.8%	15.5%	26.4%	31.0%	22.0%	13.8%	21.6%	29.4%	28.7%	11.5%	12.9%	25.0%	34.1%	10.9%	26.8%	24.3%	23.1%
Shopping / Leisure activities	691	119	50	37	32	42	54	70	61	109	104	48	28	36	63	53	58
	68.8%	73.9%	69.4%	63.8%	54.2%	64.6%	73.0%	68.6%	60.4%	83.2%	74.8%	70.6%	68.3%	78.3%	76.8%	75.7%	74.4%
Connections to travel outside UK	170	24	21	11	15	11	10	23	23	22	19	16	8	9	7	13	19
	16.9%	14.9%	29.2%	19.0%	25.4%	16.9%	13.5%	22.5%	22.8%	16.8%	13.7%	23.5%	19.5%	19.6%	8.5%	18.6%	24.4%
Other (please specify)	38	4	2	3	3	1	2	2	9	2	5	4	3	2	2	1	4
	3.8%	2.5%	2.8%	5.2%	5.1%	1.5%	2.7%	2.0%	8.9%	1.5%	3.6%	5.9%	7.3%	4.3%	2.4%	1.4%	5.1%
SIGMA	1787	293	154	109	115	106	142	201	200	241	233	135	84	83	142	146	156
	178%	182%	214%	188%	195%	163%	192%	197%	198%	184%	168%	199%	205%	180%	173%	209%	200%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 7

Q4. No weighting

Q4. When you travel on First Great Western trains, how long does your journey usually take?

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
Under 30 minutes	16	32	11	25	12	4	30	9	5	8	7	16	17	9	27	3	39	7	48	5	5	1
	13.7%	14.7%	14.1%	15.6%	10.7%	7.3%	14.8%	20.0%	10.6%	6.6%	9.9%	17.8%	25.4%	14.1%	12.8%	4.0%	16.4%	9.9%	13.7%	11.4%	15.2%	3.4%
Between 30 minutes and 1 hour	42	71	27	55	31	22	67	9	15	43	20	33	17	25	60	22	80	17	113	13	8	8
	32.3%	32.7%	34.6%	34.4%	27.7%	40.0%	33.0%	20.0%	31.9%	35.2%	28.2%	36.7%	25.4%	39.1%	28.4%	29.3%	33.6%	23.9%	32.3%	29.5%	24.2%	27.6%
Between 1 hour and 1 hour 30 minutes	27	45	21	31	20	12	35	11	14	28	20	16	8	13	49	19	50	21	72	9	12	10
	20.6%	20.7%	26.9%	19.4%	17.9%	21.8%	17.2%	24.4%	29.8%	23.0%	28.2%	17.8%	11.9%	20.3%	23.2%	25.3%	21.0%	29.6%	20.6%	20.5%	36.4%	34.5%
Between 1 hour 30 minutes and 2 hours 30 minutes	23	35	11	27	20	5	37	9	7	22	13	10	13	6	34	18	37	11	58	8	4	6
	16.6%	16.1%	14.1%	16.9%	17.9%	9.1%	18.2%	20.0%	14.9%	18.0%	18.3%	11.1%	19.4%	9.4%	16.1%	24.0%	15.5%	15.5%	16.6%	18.2%	12.1%	20.7%
Over 2 hours 30 minutes	25	34	8	22	29	12	34	7	6	21	11	15	12	11	41	13	32	15	59	9	4	4
	16.9%	15.7%	10.3%	13.8%	25.9%	21.8%	16.7%	15.6%	12.8%	17.2%	15.5%	16.7%	17.9%	17.2%	19.4%	17.3%	13.4%	21.1%	16.9%	20.5%	12.1%	13.8%
SIGMA	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 8

Q4. No weighting

Q4. When you travel on First Great Western trains, how long does your journey usually take?

Base: Likely to vote

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Under 30 minutes	48	48	-	-	-	2	1	2	-	3	1	1	-	-	-	1	-
	13.7%	29.8%	-	-	-	20.0%	11.1%	18.2%	-	37.5%	8.3%	14.3%	-	-	-	9.1%	-
Between 30 minutes and 1 hour	113	113	-	-	-	5	4	3	1	2	4	2	-	2	5	-	1
	32.3%	70.2%	-	-	-	50.0%	44.4%	27.3%	7.1%	25.0%	33.3%	28.6%	-	66.7%	71.4%	-	12.5%
Between 1 hour and 1 hour 30 minutes	72	-	72	-	-	2	2	3	2	1	6	3	2	1	1	6	2
	20.6%	-	100.0%	-	-	20.0%	22.2%	27.3%	14.3%	12.5%	50.0%	42.9%	33.3%	33.3%	14.3%	54.5%	25.0%
Between 1 hour 30 minutes and 2 hours 30 minutes	58	-	-	58	-	-	1	2	5	2	-	1	1	-	1	1	4
	16.6%	-	-	100.0%	-	-	11.1%	18.2%	35.7%	25.0%	-	14.3%	16.7%	-	14.3%	9.1%	50.0%
Over 2 hours 30 minutes	59	-	-	-	59	1	1	1	6	-	1	-	3	-	-	3	1
	16.9%	-	-	-	100.0%	10.0%	11.1%	9.1%	42.9%	-	8.3%	-	50.0%	-	-	27.3%	12.5%
SIGMA	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 9

Q5. No weighting

Q5. When you travel on East Coast trains, how long does your journey usually take?

Base: Likely to vote

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
Under 30 minutes	17	5	12	5	8	4	3	1	12	4	6	4	3	3	7	2	15	3	2	17	6	3
	5.0%	3.5%	6.0%	6.0%	5.5%	7.7%	2.5%	2.9%	5.3%	3.6%	7.1%	5.3%	4.2%	5.7%	3.4%	2.4%	6.6%	4.5%	4.5%	5.0%	7.4%	3.8%
Between 30 minutes and 1 hour	48	15	33	16	20	6	8	3	31	10	9	14	15	4	29	7	27	8	8	48	12	8
	14.0%	10.5%	16.6%	19.0%	13.8%	15.4%	20.0%	8.8%	13.6%	8.9%	10.7%	18.7%	21.1%	7.5%	14.2%	8.3%	11.9%	11.9%	18.2%	14.0%	14.8%	10.3%
Between 1 hour and 1 hour 30 minutes	74	32	42	28	26	9	7	16	41	22	20	18	14	17	43	16	54	10	9	74	14	18
	21.6%	22.4%	21.1%	33.3%	17.9%	23.1%	17.5%	47.1%	18.0%	19.6%	23.8%	24.0%	19.7%	32.1%	21.1%	19.0%	23.8%	14.9%	20.5%	21.6%	17.3%	23.1%
Between 1 hour 30 minutes and 2 hours 30 minutes	102	45	57	21	45	10	14	10	68	43	20	19	20	17	59	30	70	23	11	102	34	29
	29.8%	31.5%	28.6%	25.0%	31.0%	25.6%	35.0%	29.4%	29.8%	38.4%	23.8%	25.3%	28.2%	32.1%	28.9%	35.7%	30.8%	34.3%	25.0%	29.8%	42.0%	37.2%
Over 2 hours 30 minutes	101	46	55	14	46	11	10	4	76	33	29	20	19	12	66	29	61	23	14	101	15	20
	29.5%	32.2%	27.6%	16.7%	31.7%	28.2%	25.0%	11.8%	33.3%	29.5%	34.5%	26.7%	26.8%	22.6%	32.4%	34.5%	26.9%	34.3%	31.8%	29.5%	18.5%	25.6%
SIGMA	342	143	199	84	145	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 10

Q5. No weighting

Q5. When you travel on East Coast trains, how long does your journey usually take?

Base: Likely to vote

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Under 30 minutes	17	2	-	-	-	17	-	-	-	6	-	-	-	2	1	-	-
	5.0%	11.1%	-	-	-	26.2%	-	-	-	20.0%	-	-	-	25.0%	5.0%	-	-
Between 30 minutes and 1 hour	48	5	2	-	1	48	-	-	-	4	3	3	2	-	4	1	3
	14.0%	27.8%	22.2%	-	11.1%	73.8%	-	-	-	13.3%	14.3%	16.7%	16.7%	-	20.0%	4.2%	11.5%
Between 1 hour and 1 hour 30 minutes	74	5	2	1	1	-	74	-	-	3	5	4	2	-	3	7	8
	21.6%	27.8%	22.2%	12.5%	11.1%	-	100.0%	-	-	10.0%	23.8%	22.2%	16.7%	-	15.0%	29.2%	30.8%
Between 1 hour 30 minutes and 2 hours 30 minutes	102	5	3	2	1	-	-	102	-	14	10	7	3	3	8	10	8
	29.8%	27.8%	33.3%	25.0%	11.1%	-	-	100.0%	-	46.7%	47.6%	38.9%	25.0%	37.5%	40.0%	41.7%	30.8%
Over 2 hours 30 minutes	101	1	2	5	6	-	-	-	101	3	3	4	5	3	4	6	7
	29.5%	5.6%	22.2%	62.5%	66.7%	-	-	-	100.0%	10.0%	14.3%	22.2%	41.7%	37.5%	20.0%	25.0%	26.9%
SIGMA	342	18	9	8	9	65	74	102	101	30	21	18	12	8	20	24	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 11
Q6. No weighting
Q6. When you travel on Northern Rail trains, how long does your journey usually take?
Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose				Train Line Used					
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276	
Under 30 minutes	131	58	73	33	52	46	-	2	5	124	35	40	31	25	27	66	15	109	22	8	30	131	44
	34.6%	33.9%	35.1%	35.1%	32.3%	37.1%	-	14.3%	20.8%	37.8%	34.7%	34.5%	35.2%	33.8%	47.4%	32.4%	23.4%	37.7%	33.8%	24.2%	37.0%	34.6%	32.8%
Between 30 minutes and 1 hour	139	62	77	31	68	40	5	5	8	121	30	45	32	32	16	71	18	104	19	12	21	139	50
	36.7%	36.3%	37.0%	33.0%	42.2%	32.3%	38.5%	35.7%	33.3%	36.9%	29.7%	38.8%	36.4%	43.2%	28.1%	34.8%	28.1%	36.0%	29.2%	36.4%	25.9%	36.7%	37.3%
Between 1 hour and 1 hour 30 minutes	68	36	32	22	24	22	5	4	7	52	24	16	17	11	10	40	17	48	16	7	18	68	25
	17.9%	21.1%	15.4%	23.4%	14.9%	17.7%	38.5%	28.6%	29.2%	15.9%	23.8%	13.8%	19.3%	14.9%	17.5%	19.6%	26.6%	16.6%	24.6%	21.2%	22.2%	17.9%	18.7%
Between 1 hour 30 minutes and 2 hours 30 minutes	29	12	17	6	10	13	2	3	3	21	7	9	8	5	3	19	8	20	5	4	8	29	14
	7.7%	7.0%	8.2%	6.4%	6.2%	10.5%	15.4%	21.4%	12.5%	6.4%	6.9%	7.8%	9.1%	6.8%	5.3%	9.3%	12.5%	6.9%	7.7%	12.1%	9.9%	7.7%	10.4%
Over 2 hours 30 minutes	12	3	9	2	7	3	1	-	1	10	5	6	-	1	1	8	6	8	3	2	4	12	1
	3.2%	1.8%	4.3%	2.1%	4.3%	2.4%	7.7%	-	4.2%	3.0%	5.0%	5.2%	-	1.4%	1.8%	3.9%	9.4%	2.8%	4.6%	6.1%	4.9%	3.2%	0.7%
SIGMA	379	171	208	94	161	124	13	14	24	328	101	116	88	74	57	204	64	289	65	33	81	379	134
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 12

Q6. No weighting

Q6. When you travel on Northern Rail trains, how long does your journey usually take?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Under 30 minutes	131	5	1	2	-	10	3	14	3	131	-	-	-	19	16	5	4
	34.6%	38.5%	8.3%	50.0%	-	55.6%	21.4%	41.2%	20.0%	100.0%	-	-	-	79.2%	35.6%	16.7%	11.4%
Between 30 minutes and 1 hour	139	5	6	-	1	3	5	10	3	-	139	-	-	3	25	10	12
	36.7%	38.5%	50.0%	-	25.0%	16.7%	35.7%	29.4%	20.0%	-	100.0%	-	-	12.5%	55.6%	33.3%	34.3%
Between 1 hour and 1 hour 30 minutes	68	3	3	1	-	3	4	7	4	-	-	68	-	1	4	11	9
	17.9%	23.1%	25.0%	25.0%	-	16.7%	28.6%	20.6%	26.7%	-	-	100.0%	-	4.2%	8.9%	36.7%	25.7%
Between 1 hour 30 minutes and 2 hours 30 minutes	29	-	1	-	3	2	2	2	2	-	-	-	29	1	-	3	10
	7.7%	-	8.3%	-	75.0%	11.1%	14.3%	5.9%	13.3%	-	-	-	70.7%	4.2%	-	10.0%	28.6%
Over 2 hours 30 minutes	12	-	1	1	-	-	-	1	3	-	-	-	12	-	-	1	-
	3.2%	-	8.3%	25.0%	-	-	-	2.9%	20.0%	-	-	-	29.3%	-	-	3.3%	-
SIGMA	379	13	12	4	4	18	14	34	15	131	139	68	41	24	45	30	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 13

Q7. No weighting

Q7. When you travel on First TransPennine Express trains, how long does your journey usually take?

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
Under 30 minutes	17	29	15	18	13	1	-	2	43	10	13	14	9	8	23	5	36	9	3	8	24	46
	13.1%	19.9%	23.4%	15.5%	13.5%	25.0%	-	11.8%	17.4%	13.9%	16.3%	19.2%	17.6%	25.8%	13.8%	8.1%	17.1%	18.8%	10.3%	10.3%	17.9%	16.7%
Between 30 minutes and 1 hour	46	36	17	43	22	2	1	2	77	21	27	22	12	8	40	22	63	7	7	20	45	82
	35.4%	24.7%	26.6%	37.1%	22.9%	50.0%	12.5%	11.8%	31.2%	29.2%	33.8%	30.1%	23.5%	25.8%	24.0%	35.5%	30.0%	14.6%	24.1%	25.6%	33.6%	29.7%
Between 1 hour and 1 hour 30 minutes	35	35	19	22	29	1	4	6	59	22	22	17	9	10	52	17	53	13	11	24	30	70
	26.9%	24.0%	29.7%	19.0%	30.2%	25.0%	50.0%	35.3%	23.9%	30.6%	27.5%	23.3%	17.6%	32.3%	31.1%	27.4%	25.2%	27.1%	37.9%	30.8%	22.4%	25.4%
Between 1 hour 30 minutes and 2 hours 30 minutes	22	32	8	20	26	-	2	5	47	14	14	11	15	4	33	13	37	14	8	19	27	54
	16.9%	21.9%	12.5%	17.2%	27.1%	-	25.0%	29.4%	19.0%	19.4%	17.5%	15.1%	29.4%	12.9%	19.8%	21.0%	17.6%	29.2%	27.6%	24.4%	20.1%	19.6%
Over 2 hours 30 minutes	10	14	5	13	6	-	1	2	21	5	4	9	6	1	19	5	21	5	-	7	8	24
	7.7%	9.6%	7.8%	11.2%	6.3%	-	12.5%	11.8%	8.5%	6.9%	5.0%	12.3%	11.8%	3.2%	11.4%	8.1%	10.0%	10.4%	-	9.0%	6.0%	8.7%
SIGMA	130	146	64	116	96	4	8	17	247	72	80	73	51	31	167	62	210	48	29	78	134	276
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 14

Q7. No weighting

Q7. When you travel on First TransPennine Express trains, how long does your journey usually take?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Under 30 minutes	46	2	1	-	-	2	-	3	3	19	3	1	1	46	-	-	-
	16.7%	22.2%	10.0%	-	-	18.2%	-	10.3%	15.0%	43.2%	6.0%	4.0%	6.7%	100.0%	-	-	-
Between 30 minutes and 1 hour	82	5	1	1	-	5	3	8	4	16	25	4	-	-	82	-	-
	29.7%	55.6%	10.0%	16.7%	-	45.5%	16.7%	27.6%	20.0%	36.4%	50.0%	16.0%	-	-	100.0%	-	-
Between 1 hour and 1 hour 30 minutes	70	1	6	1	3	1	7	10	6	5	10	11	4	-	-	70	-
	25.4%	11.1%	60.0%	16.7%	75.0%	9.1%	38.9%	34.5%	30.0%	11.4%	20.0%	44.0%	26.7%	-	-	100.0%	-
Between 1 hour 30 minutes and 2 hours 30 minutes	54	1	2	4	1	1	8	5	5	2	10	5	10	-	-	-	54
	19.6%	11.1%	20.0%	66.7%	25.0%	9.1%	44.4%	17.2%	25.0%	4.5%	20.0%	20.0%	66.7%	-	-	-	69.2%
Over 2 hours 30 minutes	24	-	-	-	-	2	-	3	2	2	2	4	-	-	-	-	24
	8.7%	-	-	-	-	18.2%	-	10.3%	10.0%	4.5%	4.0%	16.0%	-	-	-	-	30.8%
SIGMA	276	9	10	6	4	11	18	29	20	44	50	25	15	46	82	70	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 15

Q8. No weighting

Q8. Would you support or oppose a proposal for trains on the lines you travel on to become Driver Only Operations?

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276	
Strongly support	61	34	27	25	12	7	15	8	30	18	11	17	15	21	26	17	39	15	25	19	27	12	
	6.1%	8.1%	4.6%	11.0%	5.4%	3.6%	8.0%	6.3%	9.2%	5.1%	6.2%	4.4%	6.8%	6.9%	14.9%	4.7%	9.0%	5.6%	8.8%	7.1%	5.6%	7.1%	4.3%
Somewhat support	107	47	60	40	37	30	10	29	7	61	31	29	34	13	17	63	27	73	19	42	39	37	33
	10.6%	11.2%	10.3%	17.5%	8.4%	9.0%	11.4%	12.2%	8.0%	10.3%	10.7%	11.7%	13.7%	6.0%	12.1%	11.3%	14.3%	10.6%	11.2%	12.0%	11.4%	9.8%	12.0%
Neither support nor oppose	179	85	94	52	75	52	14	50	15	100	51	42	43	43	24	82	32	117	24	62	53	69	38
	17.8%	20.2%	16.1%	22.8%	17.0%	15.5%	15.9%	21.0%	17.2%	16.9%	17.5%	16.9%	17.3%	19.8%	17.0%	14.7%	16.9%	16.9%	14.1%	17.7%	15.5%	18.2%	13.8%
Somewhat oppose	224	87	137	41	107	76	21	49	17	137	71	58	49	46	29	138	39	166	48	79	74	77	68
	22.3%	20.7%	23.4%	18.0%	24.2%	22.7%	23.9%	20.6%	19.5%	23.2%	24.4%	23.4%	19.7%	21.2%	20.6%	24.7%	20.6%	24.0%	28.2%	22.6%	21.6%	20.3%	24.6%
Strongly oppose	411	163	248	65	189	157	34	89	38	250	115	102	102	92	48	241	71	278	61	136	148	159	121
	40.9%	38.8%	42.4%	28.5%	42.8%	46.9%	38.6%	37.4%	43.7%	42.3%	39.5%	41.1%	41.0%	42.4%	34.0%	43.2%	37.6%	40.2%	35.9%	38.9%	43.3%	42.0%	43.8%
Don't know	23	4	19	5	10	8	2	6	2	13	5	6	4	8	2	8	3	18	3	6	9	10	4
	2.3%	1.0%	3.2%	2.2%	2.3%	2.4%	2.3%	2.5%	2.3%	2.2%	1.7%	2.4%	1.6%	3.7%	1.4%	1.4%	1.6%	2.6%	1.8%	1.7%	2.6%	2.6%	1.4%
SIGMA	1005	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 16

Q8. No weighting

Q8. Would you support or oppose a proposal for trains on the lines you travel on to become Driver Only Operations?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
Strongly support	61	15	2	5	3	4	10	3	2	10	7	7	3	3	3	5	1
	6.1%	9.3%	2.8%	8.6%	5.1%	6.2%	13.5%	2.9%	2.0%	7.6%	5.0%	10.3%	7.3%	6.5%	3.7%	7.1%	1.3%
Somewhat support	107	20	10	9	3	13	12	8	6	10	14	9	4	7	13	9	4
	10.6%	12.4%	13.9%	15.5%	5.1%	20.0%	16.2%	7.8%	5.9%	7.6%	10.1%	13.2%	9.8%	15.2%	15.9%	12.9%	5.1%
Neither support nor oppose	179	40	14	5	3	14	11	19	9	25	24	15	5	5	7	13	13
	17.8%	24.8%	19.4%	8.6%	5.1%	21.5%	14.9%	18.6%	8.9%	19.1%	17.3%	22.1%	12.2%	10.9%	8.5%	18.6%	16.7%
Somewhat oppose	224	33	19	11	16	14	16	20	24	27	29	12	9	10	22	19	17
	22.3%	20.5%	26.4%	19.0%	27.1%	21.5%	21.6%	19.6%	23.8%	20.6%	20.9%	17.6%	22.0%	21.7%	26.8%	27.1%	21.8%
Strongly oppose	411	51	25	27	33	16	23	52	57	57	61	23	18	21	36	24	40
	40.9%	31.7%	34.7%	46.6%	55.9%	24.6%	31.1%	51.0%	56.4%	43.5%	43.9%	33.8%	43.9%	45.7%	43.9%	34.3%	51.3%
Don't know	23	2	2	1	1	4	2	-	3	2	4	2	2	-	1	-	3
	2.3%	1.2%	2.8%	1.7%	1.7%	6.2%	2.7%	-	3.0%	1.5%	2.9%	2.9%	4.9%	-	1.2%	-	3.8%
SIGMA	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 17

Q9. No weighting

Q9. Which of the following statements is closest to your opinion?

Base: All Respondents

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
I would be concerned about the safety of travelling on trains if they no longer had an on-board train guard	296	461	156	344	257	65	182	69	440	219	187	188	163	103	449	133	517	129	270	261	281	209
	70.5%	78.8%	68.4%	77.8%	76.7%	73.9%	76.5%	79.3%	74.5%	75.3%	75.4%	75.5%	75.1%	73.0%	80.5%	70.4%	74.8%	75.9%	77.1%	76.3%	74.1%	75.7%
I would not be concerned about the safety of travelling on trains if they no longer had an on-board train guard	105	77	48	69	65	15	44	14	109	60	46	49	27	32	77	46	130	32	60	61	71	50
	25.0%	13.2%	21.1%	15.6%	19.4%	17.0%	18.5%	16.1%	18.4%	20.6%	18.5%	19.7%	12.4%	22.7%	13.8%	24.3%	18.8%	18.8%	17.1%	17.8%	18.7%	18.1%
Don't know	19	47	24	29	13	8	12	4	42	12	15	12	27	6	32	10	44	9	20	20	27	17
	4.5%	8.0%	10.5%	6.6%	3.9%	9.1%	5.0%	4.6%	7.1%	4.1%	6.0%	4.8%	12.4%	4.3%	5.7%	5.3%	6.4%	5.3%	5.7%	5.8%	7.1%	6.2%
SIGMA	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 18

Q9. No weighting

Q9. Which of the following statements is closest to your opinion?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
I would be concerned about the safety of travelling on trains if they no longer had an on-board train guard	757	117	53	46	54	48	58	75	80	95	102	51	33	36	61	51	61
	75.3%	72.7%	73.6%	79.3%	91.5%	73.8%	78.4%	73.5%	79.2%	72.5%	73.4%	75.0%	80.5%	78.3%	74.4%	72.9%	78.2%
I would not be concerned about the safety of travelling on trains if they no longer had an on-board train guard	182	31	15	10	4	12	13	20	16	29	22	16	4	10	17	13	10
	18.1%	19.3%	20.8%	17.2%	6.8%	18.5%	17.6%	19.6%	15.8%	22.1%	15.8%	23.5%	9.8%	21.7%	20.7%	18.6%	12.8%
Don't know	66	13	4	2	1	5	3	7	5	7	15	1	4	-	4	6	7
	6.6%	8.1%	5.6%	3.4%	1.7%	7.7%	4.1%	6.9%	5.0%	5.3%	10.8%	1.5%	9.8%	-	4.9%	8.6%	9.0%
SIGMA	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 19

Q10. No weighting

Q10. Which of the following statements is closest to your opinion?

Base: All Respondents

	Total	Gender		Age			Regions				Segment				Train Purpose					Train Line Used			
		Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine
Total	1005	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
The government should not allow trains to operate without at least one member of staff whose main duty is not to drive the train	688	263	425	140	312	236	57	154	57	419	190	167	185	146	87	392	121	472	115	229	239	260	196
	68.5%	62.6%	72.6%	61.4%	70.6%	70.4%	64.8%	64.7%	65.5%	70.9%	65.3%	67.3%	74.3%	67.3%	61.7%	70.3%	64.0%	68.3%	67.6%	65.4%	69.9%	68.6%	71.0%
The government should allow trains to operate without at least one member of staff whose main duty is not to drive the train	229	121	108	68	94	67	23	61	23	122	81	63	44	41	45	127	51	160	39	91	72	88	55
	22.8%	28.8%	18.5%	29.8%	21.3%	20.0%	26.1%	25.6%	26.4%	20.6%	27.8%	25.4%	17.7%	18.9%	31.9%	22.8%	27.0%	23.2%	22.9%	26.0%	21.1%	23.2%	19.9%
Don't know	88	36	52	20	36	32	8	23	7	50	20	18	20	30	9	39	17	59	16	30	31	31	25
	8.8%	8.6%	8.9%	8.8%	8.1%	9.6%	9.1%	9.7%	8.0%	8.5%	6.9%	7.3%	8.0%	13.8%	6.4%	7.0%	9.0%	8.5%	9.4%	8.6%	9.1%	8.2%	9.1%
SIGMA	1005	420	585	228	442	335	88	238	87	591	291	248	249	217	141	558	189	691	170	350	342	379	276
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 20

Q10. No weighting

Q10. Which of the following statements is closest to your opinion?

Base: All Respondents

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
The government should not allow trains to operate without at least one member of staff whose main duty is not to drive the train	688	101	46	42	40	42	53	74	70	83	100	47	30	34	57	44	61
	68.5%	62.7%	63.9%	72.4%	67.8%	64.6%	71.6%	72.5%	69.3%	63.4%	71.9%	69.1%	73.2%	73.9%	69.5%	62.9%	78.2%
The government should allow trains to operate without at least one member of staff whose main duty is not to drive the train	229	40	20	14	17	17	17	18	20	39	26	17	6	9	18	18	10
	22.8%	24.8%	27.8%	24.1%	28.8%	26.2%	23.0%	17.6%	19.8%	29.8%	18.7%	25.0%	14.6%	19.6%	22.0%	25.7%	12.8%
Don't know	88	20	6	2	2	6	4	10	11	9	13	4	5	3	7	8	7
	8.8%	12.4%	8.3%	3.4%	3.4%	9.2%	5.4%	9.8%	10.9%	6.9%	9.4%	5.9%	12.2%	6.5%	8.5%	11.4%	9.0%
SIGMA	1005	161	72	58	59	65	74	102	101	131	139	68	41	46	82	70	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 21

Q11. No weighting

Q11. Which of these statements is closest to your opinion?

Base: First Great Western passengers

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	350	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
I would support proposals to remove the over-the-counter buffet (cafe/bar) service from First Great Western trains	101	39	62	33	42	26	14	63	13	11	40	21	27	13	25	62	30	68	26	101	20	11	11
	28.9%	29.3%	28.6%	42.3%	26.3%	23.2%	25.5%	31.0%	28.9%	23.4%	32.8%	29.6%	30.0%	19.4%	39.1%	29.4%	40.0%	28.6%	36.6%	28.9%	45.5%	33.3%	37.9%
I would oppose proposals to remove the over-the-counter buffet (cafe/bar) service from First Great Western trains	160	66	94	29	71	60	21	97	22	20	48	32	40	40	24	95	28	109	28	160	13	15	11
	45.7%	49.6%	43.3%	37.2%	44.4%	53.6%	38.2%	47.8%	48.9%	42.6%	39.3%	45.1%	44.4%	59.7%	37.5%	45.0%	37.3%	45.8%	39.4%	45.7%	29.5%	45.5%	37.9%
Don't know	89	28	61	16	47	26	20	43	10	16	34	18	23	14	15	54	17	61	17	89	11	7	7
	25.4%	21.1%	28.1%	20.5%	29.4%	23.2%	36.4%	21.2%	22.2%	34.0%	27.9%	25.4%	25.6%	20.9%	23.4%	25.6%	22.7%	25.6%	23.9%	25.4%	25.0%	21.2%	24.1%
SIGMA	350	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 22

Q11. No weighting

Q11. Which of these statements is closest to your opinion?

Base: First Great Western passengers

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
I would support proposals to remove the over-the-counter buffet (cafe/bar) service from First Great Western trains	101	50	22	18	11	5	3	6	6	4	2	3	2	3	3	2	3
	28.9%	31.1%	30.6%	31.0%	18.6%	50.0%	33.3%	54.5%	42.9%	50.0%	16.7%	42.9%	33.3%	100.0%	42.9%	18.2%	37.5%
I would oppose proposals to remove the over-the-counter buffet (cafe/bar) service from First Great Western trains	160	66	29	29	36	1	3	3	6	2	9	1	3	-	3	5	3
	45.7%	41.0%	40.3%	50.0%	61.0%	10.0%	33.3%	27.3%	42.9%	25.0%	75.0%	14.3%	50.0%	-	42.9%	45.5%	37.5%
Don't know	89	45	21	11	12	4	3	2	2	2	1	3	1	-	1	4	2
	25.4%	28.0%	29.2%	19.0%	20.3%	40.0%	33.3%	18.2%	14.3%	25.0%	8.3%	42.9%	16.7%	-	14.3%	36.4%	25.0%
SIGMA	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 23

Q12. No weighting

Q12. Which of these statements is closest to your opinion?

Base: East Coast passengers

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	342	143	199	84	145	113	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
I would support proposals to remove the over-the-counter buffet (cafe/bar) service from East Coast trains	88	37	51	31	30	27	8	14	15	51	32	24	23	9	15	55	22	59	18	16	88	18	20
	25.7%	25.9%	25.6%	36.9%	20.7%	23.9%	20.5%	35.0%	44.1%	22.4%	28.6%	28.6%	30.7%	12.7%	28.3%	27.0%	26.2%	26.0%	26.9%	36.4%	25.7%	22.2%	25.6%
I would oppose proposals to remove the over-the-counter buffet (cafe/bar) service from East Coast trains	187	86	101	38	83	66	22	21	14	129	56	43	42	46	27	105	48	128	34	17	187	50	50
	54.7%	60.1%	50.8%	45.2%	57.2%	58.4%	56.4%	52.5%	41.2%	56.6%	50.0%	51.2%	56.0%	64.8%	50.9%	51.5%	57.1%	56.4%	50.7%	38.6%	54.7%	61.7%	64.1%
Don't know	67	20	47	15	32	20	9	5	5	48	24	17	10	16	11	44	14	40	15	11	67	13	8
	19.6%	14.0%	23.6%	17.9%	22.1%	17.7%	23.1%	12.5%	14.7%	21.1%	21.4%	20.2%	13.3%	22.5%	20.8%	21.6%	16.7%	17.6%	22.4%	25.0%	19.6%	16.0%	10.3%
SIGMA	342	143	199	84	145	113	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 24

Q12. No weighting

Q12. Which of these statements is closest to your opinion?

Base: East Coast passengers

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	342	18	9	8	9	65	74	102	101	30	21	18	12	8	20	24	26
I would support proposals to remove the over-the-counter buffet (cafe/bar) service from East Coast trains	88 25.7%	5 27.8%	4 44.4%	4 50.0%	3 33.3%	21 32.3%	20 27.0%	26 25.5%	21 20.8%	8 26.7%	5 23.8%	1 5.6%	4 33.3%	5 62.5%	6 30.0%	3 12.5%	6 23.1%
I would oppose proposals to remove the over-the-counter buffet (cafe/bar) service from East Coast trains	187 54.7%	7 38.9%	3 33.3%	4 50.0%	3 33.3%	33 50.8%	39 52.7%	56 54.9%	59 58.4%	15 50.0%	15 71.4%	12 66.7%	8 66.7%	3 37.5%	14 70.0%	16 66.7%	17 65.4%
Don't know	67 19.6%	6 33.3%	2 22.2%	-	3 33.3%	11 16.9%	15 20.3%	20 19.6%	21 20.8%	7 23.3%	1 4.8%	5 27.8%	-	-	-	5 20.8%	3 11.5%
SIGMA	342 100%	18 100%	9 100%	8 100%	9 100%	65 100%	74 100%	102 100%	101 100%	30 100%	21 100%	18 100%	12 100%	8 100%	20 100%	24 100%	26 100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 25

Q13. No weighting

Q13. Thinking about journeys you make by First Great Western, which of these statements is closest to your opinion?

Base: First Great Western passengers

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	350	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
I value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	184	73	111	36	84	64	32	99	26	27	58	38	50	38	32	120	36	124	40	184	21	19	14
	52.6%	54.9%	51.2%	46.2%	52.5%	57.1%	58.2%	48.8%	57.8%	57.4%	47.5%	53.5%	55.6%	56.7%	50.0%	56.9%	48.0%	52.1%	56.3%	52.6%	47.7%	57.6%	48.3%
I dont value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	145	53	92	37	66	42	19	91	17	18	56	28	38	23	29	83	35	102	27	145	23	13	12
	41.4%	39.8%	42.4%	47.4%	41.3%	37.5%	34.5%	44.8%	37.8%	38.3%	45.9%	39.4%	42.2%	34.3%	45.3%	39.3%	46.7%	42.9%	38.0%	41.4%	52.3%	39.4%	41.4%
Don't know	21	7	14	5	10	6	4	13	2	2	8	5	2	6	3	8	4	12	4	21	-	1	3
	6.0%	5.3%	6.5%	6.4%	6.3%	5.4%	7.3%	6.4%	4.4%	4.3%	6.6%	7.0%	2.2%	9.0%	4.7%	3.8%	5.3%	5.0%	5.6%	6.0%	-	3.0%	10.3%
SIGMA	350	133	217	78	160	112	55	203	45	47	122	71	90	67	64	211	75	238	71	350	44	33	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 26

Q13. No weighting

Q13. Thinking about journeys you make by First Great Western, which of these statements is closest to your opinion?

Base: First Great Western passengers

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
I value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	184	72	37	35	40	4	4	5	8	3	7	4	5	-	2	7	5
	52.6%	44.7%	51.4%	60.3%	67.8%	40.0%	44.4%	45.5%	57.1%	37.5%	58.3%	57.1%	83.3%	-	28.6%	63.6%	62.5%
I dont value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	145	79	29	21	16	6	5	6	6	5	5	2	1	3	4	3	2
	41.4%	49.1%	40.3%	36.2%	27.1%	60.0%	55.6%	54.5%	42.9%	62.5%	41.7%	28.6%	16.7%	100.0%	57.1%	27.3%	25.0%
Don't know	21	10	6	2	3	-	-	-	-	-	-	1	-	-	1	1	1
	6.0%	6.2%	8.3%	3.4%	5.1%	-	-	-	-	-	-	14.3%	-	-	14.3%	9.1%	12.5%
SIGMA	350	161	72	58	59	10	9	11	14	8	12	7	6	3	7	11	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 27

Q14. No weighting

Q14. Thinking about journeys you make by East Coast trains, which of these statements is closest to your opinion?

Base: East Coast passengers

	Gender		Age			Regions				Segment				Train Purpose					Train Line Used				
	Male	Female	18-34	35-54	55+	London	South	Midlands	North	AB	C1	C2	DE	Commuting	Visiting friends/family	Business trips	Shopping/leisure activities	Connections to travel outside UK	First Great Western	East Coast	Northern Rail	First TransPennine	
Total	342	143	199	84	145	113	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
I value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	214	94	120	50	93	71	24	27	16	146	66	46	49	53	36	126	54	144	40	20	214	54	53
	62.6%	65.7%	60.3%	59.5%	64.1%	62.8%	61.5%	67.5%	47.1%	64.0%	58.9%	54.8%	65.3%	74.6%	67.9%	61.8%	64.3%	63.4%	59.7%	45.5%	62.6%	66.7%	67.9%
I dont value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	110	43	67	29	45	36	12	11	18	69	42	33	25	10	16	70	26	70	21	22	110	24	22
	32.2%	30.1%	33.7%	34.5%	31.0%	31.9%	30.8%	27.5%	52.9%	30.3%	37.5%	39.3%	33.3%	14.1%	30.2%	34.3%	31.0%	30.8%	31.3%	50.0%	32.2%	29.6%	28.2%
Don't know	18	6	12	5	7	6	3	2	-	13	4	5	1	8	1	8	4	13	6	2	18	3	3
	5.3%	4.2%	6.0%	6.0%	4.8%	5.3%	7.7%	5.0%	-	5.7%	3.6%	6.0%	1.3%	11.3%	1.9%	3.9%	4.8%	5.7%	9.0%	4.5%	5.3%	3.7%	3.8%
SIGMA	342	143	199	84	145	113	39	40	34	228	112	84	75	71	53	204	84	227	67	44	342	81	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Rail Franchise Passenger Poll

Prepared on behalf of RMT

Table 28

Q14. No weighting

Q14. Thinking about journeys you make by East Coast trains, which of these statements is closest to your opinion?

Base: East Coast passengers

	Total	First Great Western				East Coast				Northern Rail				First TransPennine Express			
		Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 1 hour	1 to 2 hours	1.5 to 2.5 hours	Over 2 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours	Under 30 minutes	0.5 to 1 hour	1 to 1.5 hours	Over 1.5 hours
Total	342	18	9	8	9	65	74	102	101	30	21	18	12	8	20	24	26
I value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	214	8	5	4	3	34	48	68	64	18	14	13	9	4	14	17	18
	62.6%	44.4%	55.6%	50.0%	33.3%	52.3%	64.9%	66.7%	63.4%	60.0%	66.7%	72.2%	75.0%	50.0%	70.0%	70.8%	69.2%
I dont value having the option of an over-the-counter buffet (cafe/bar) service on my train journeys	110	9	4	4	5	28	24	27	31	12	4	5	3	4	5	6	7
	32.2%	50.0%	44.4%	50.0%	55.6%	43.1%	32.4%	26.5%	30.7%	40.0%	19.0%	27.8%	25.0%	50.0%	25.0%	25.0%	26.9%
Don't know	18	1	-	-	1	3	2	7	6	-	3	-	-	-	1	1	1
	5.3%	5.6%	-	-	11.1%	4.6%	2.7%	6.9%	5.9%	-	14.3%	-	-	-	5.0%	4.2%	3.8%
SIGMA	342	18	9	8	9	65	74	102	101	30	21	18	12	8	20	24	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%