



**Bishop Line Community Rail Partnership
Train/Bus and Car Users Surveys 2017
Report of Surveys**

Analysis and report by
NWA Social Research

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KEY FINDINGS

Generation of additional passenger custom:

Of the 630 train users of the Bishop Line 385 (61%), said that they would more likely to use the service more often if the service were more frequent during the day. This would mean that on average these 385 travellers would travel on the Bishop Line an average of 16 times per month.

Of the 252 respondents who generally make the journey between Bishop Auckland and Darlington by bus or by car 57, (23%), said that they would use the service or use it more frequently if the service ran more frequently during the day. This would mean that on average these 57 travellers would travel on the Bishop Line an average of 2.4 times a month.

Waiting Times to Travel Beyond Middlesbrough

Just over a quarter of train users thought it would be 'reasonable' to wait less than 10 minutes to travel on from Darlington if a change became necessary. However, 43.6% of respondents to the Train Survey stated that having to change trains in Darlington in order to travel beyond this point was 'unlikely to make a difference' to their likelihood of travelling by train

1. SUMMARY OF MAIN FINDINGS

DETAILS OF TRAIN JOURNEYS:

- 1.1 Rail users surveyed were most likely to have boarded their train at either 'Bishop Auckland' (35.7%), 'Newton Aycliffe' (18.7%); 'Darlington Bank Top' (15.8%) or 'Shildon' (13.2%) and most likely to state that their intended alighting points were either 'Darlington Bank Top' (24.3%), 'Bishop Auckland' (24.2%) or 'Middlesbrough' (12.2%). 10% alighted from the train at Shildon.
- 1.2 Two-thirds of rail users (65.4%) indicated that the station mentioned at Question 2 was their final destination.

DETAILS OF BUS AND CAR JOURNEYS:

- 1.3 Respondents to the Bus and Car Survey were most likely to be travelling to 'Darlington' (44.2%) or 'Bishop Auckland' (26.3%), or 'Newton Aycliffe' (18.7%).
- 1.4 48.4% of respondents to the Bus and Car Survey usually travel on the route outlined at Question 2 by 'bus', while 38.9% do so by 'car as driver'. A further 8.7% usually make their journey by 'car as passenger' and 2.4% gave 'train' responses.
- 1.5 35.7% of respondents indicated that they had made the journey by train, 64.3% had not.

USE OF TRANSPORT:

- 1.6 47.8% of rail users had travelled between any of the stations or towns on the Bishop Line 'more than four times' in the previous month, while 36.5% of bus and car users had done so. Fewer respondents had travelled on this route 'three or four times' (Train Survey – 13.2%/Bus and Car Survey – 18.7%), 'once or twice' (Train Survey – 20.3%/Bus and Car Survey – 34.1%), or 'first time today' (Train Survey – 18.7%/Bus and Car Survey – 10.7%).
- 1.7 50.0% of rail users usually travel on the route on 'weekdays'. 21.0% usually travel on 'weekends' and 29.0% travel on both weekdays and weekends.
- 1.8 43.5% of rail users who had travelled by other modes of transport on the Bishop Line route had done so by 'bus', with 36.8% having done so by 'car as passenger'. 27.2% had travelled by 'car as driver' and 24.1% said they travel by 'train only'.

USE OF THE BISHOP LINE:

- 1.9 The majority of respondents who make their journey three or more times a month do so from between 8am and 11:59am (Train Survey – 60.3%/Bus and Car Survey – 67.6%), while the majority of rails users (and around half of respondents to the Bus and Car

Survey) make their return journeys after 4pm (Train Survey – 69.2%/Bus and Car Survey – 48.2%).

1.10 90.6% of rail users stated that they are either ‘much more likely’ or ‘a little more likely’ to make their journey by train more often if the service was more frequent during the day. 43.7% of respondents to the Bus and Car Survey stated that they were more likely to travel by train if the service was increased during the day. 6.8% of rail users stated that an increased service was ‘unlikely to make a difference’ in this regard, which rose to half of bus and car users (52.8%).

1.11 68.4% of rail users (who stated they were ‘more likely’ to travel by train if the Bishop Line service was increased during the day) indicated that they would use the service on at least one day a week, while for bus and car users decreased to 51.7% of those who were more likely to travel by train should the frequency of services be increased.

CHANGES TO THE BISHOP LINE:

1.12 43.6% of respondents to the Train Survey stated that having to change trains in Darlington in order to travel beyond this point was ‘unlikely to make a difference’ to their likelihood of travelling by train. 38.5% gave either ‘much more’ or ‘a little more likely’ responses, while 18.0% were ‘not sure’.

1.13 Respondents to the Train Survey were most likely to state that a wait of either ‘5 to 9 minutes’ (27.6%) or ‘10 to 14 minutes’ (35.9%) was reasonable, while 16.2% believed a wait of ‘15 to 19 minutes’ to be reasonable.

FURTHER INFORMATION:

1.14 A quarter of respondents to the Train Survey (26.3%) indicated that they would like to receive information regarding the Bishop Line. Just 12.7% of respondents to the Bus and Car Survey would like to receive such information.

1.15 The most popular means of receiving information from Arriva Rail North Ltd. (Northern Rail) amongst rail users were ‘email’ (38.5%) and ‘text’ (30.4%), while amongst Bus and Car users these were ‘email’ (43.8%) and ‘letter’ (40.6%).

2. BACKGROUND AND INTRODUCTION

The Bishop Line is the railway line which runs between Darlington and Bishop Auckland. The service is designated by the Department for Transport as Community Rail. With six stations along the line, including Darlington's main line station, the Bishop Line serves commuters, shoppers and day travellers alike. Starting in Bishop Auckland the line covers Shildon, Newton Aycliffe, Heighington, Darlington – North Road, then ends at Darlington's main station – Bank Top. Darlington Bank Top Station gives travellers main line access to North and South.

Currently the service is hourly during peak hours reducing to every two hours off peak. Previous research has indicated that there is a reluctance to use the Bishop Line service during off peak hours as there may be a long wait for the return service.

The purpose of the survey was to undertake robust quantitative research amongst users and non-users of the Bishop Line on potential demand when increases in the service from December 2017 occur. The purpose of this research therefore is to review:

- Profile current users and non-users of the train travel behaviour
- Identify possible reasons for not using the service, or not using it more frequently
- Project usage if an hourly service were introduced

Current users of the train were accessed by on train interviews which took place on 5 days including one day at a weekend. Starting times were scheduled to cover 12 hours during the weekdays, (4 sessions of 6 hours) starting at 7am and going through to 7pm. Because some journeys made by passengers were quite short questionnaires were self-completion (with support from an interviewer if required), with questionnaires given out and collected by the interviewers. A total of 630 questionnaires were completed in this manner. (Note: passengers making a repeat journey during the week were not interviewed again).

For **current users switching mode from bus to train** if off peak services were increased interviews took place with 150 respondents at bus stops during the same period. Interviews were undertaken at all towns along the route although the majority of respondents were interviewed in Bishop Auckland and in Darlington. **Current users switching mode from car to train** if off peak services were increased and **people who do not currently travel this route** were interviewed using a street intercept methodology. 102 interviews were undertaken by this method.

The questionnaire was developed in conjunction with the client and people who did not travel between Bishop Auckland and Darlington or stations in between will be routed out of the survey. Demographic and geographic information was collected so that the profile of users can be updated. Copies of the questionnaires are attached as ***Appendices 1a and 1b.***

Tables of results have been produced for both surveys using key demographic and behaviour variables. These are attached as ***Appendices 2a and 2b.***

Responses to open questionnaires are attached as ***Appendix 3.***

The following report covers both the car and bus user travellers and the train travellers so that where appropriate comparisons can be made between the users of the train and others.

3. DETAILS OF TRAIN JOURNEYS

QUESTION 1: Where did you board this train today?

QUESTION 2: And where will you be getting off?

QUESTION 3: Is where you get off the train your final destination or will you need to travel on by train?

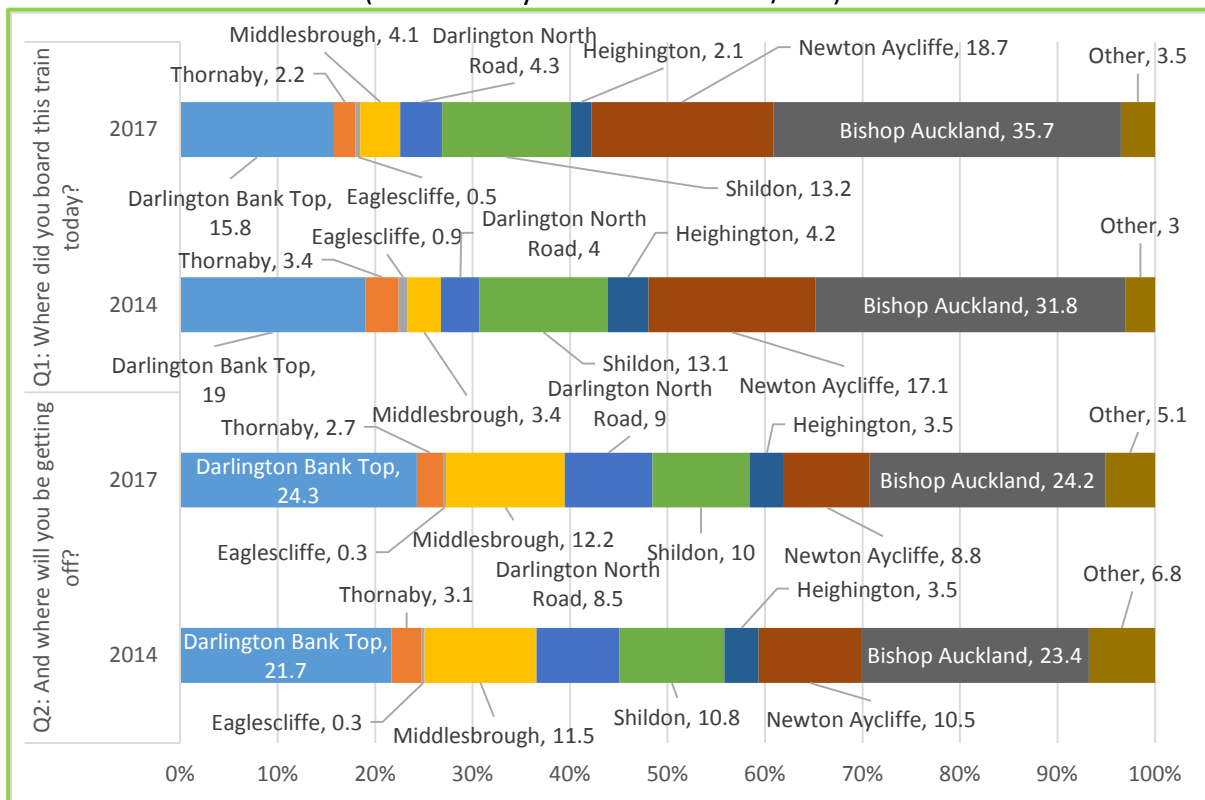
QUESTION 4: If travelling on, where are you travelling on to?

APPENDIX 2A - Pages 1 to 5

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

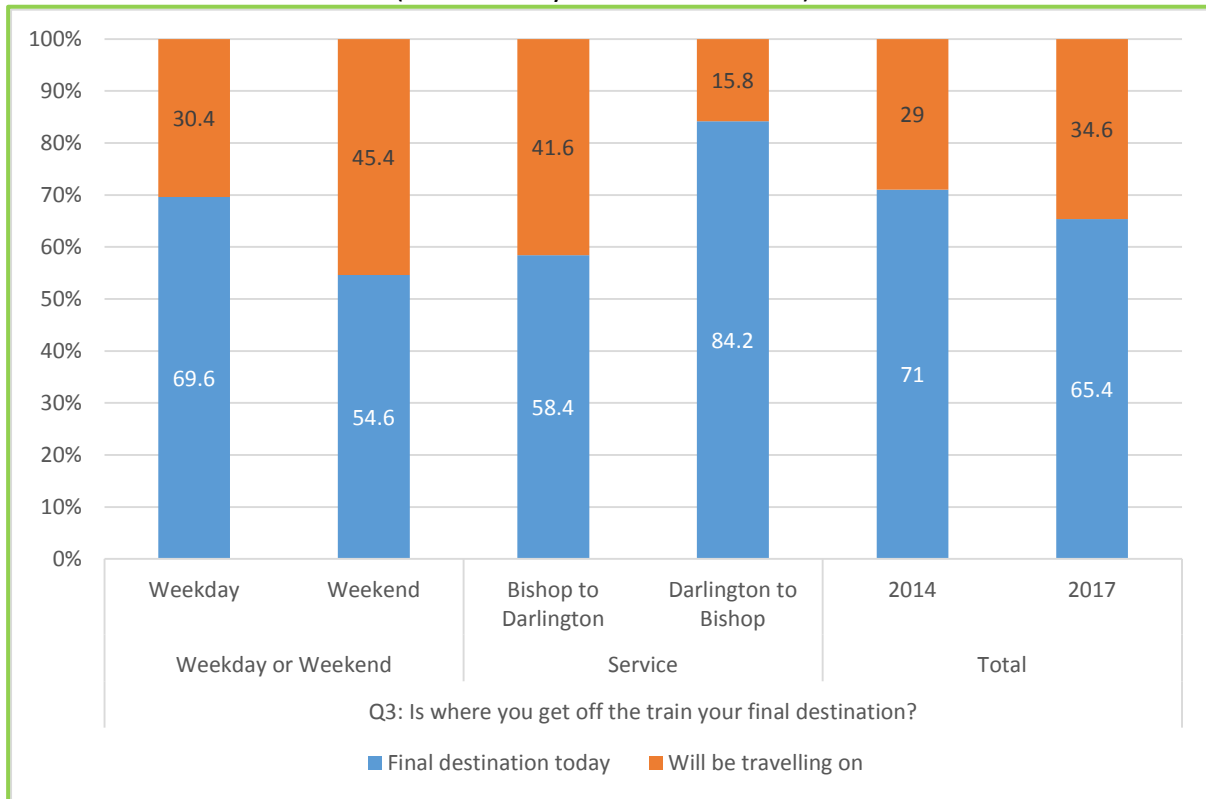
3.1 Rail users surveyed were most likely to have boarded their train at either ‘Bishop Auckland’ (35.7%), ‘Darlington Bank Top’ (15.8%) or ‘Shildon’ (13.2%), with responses in 2017 largely mirroring those recorded in 2014 as shown below. Respondents in 2017 were most likely to state that their intended alighting point were either ‘Darlington Bank Top’ (24.3%), ‘Bishop Auckland’ (24.2%) or ‘Middlesbrough’ (12.2%) – again largely similar to those recorded in 2014.

Q1: Where did you board this train today? / Q2: And where will you be getting off?
(Train Survey - Overall - % - 631/592)



3.2 Two-thirds of rail users (65.4%) indicated that the station mentioned at Question 2 was their final destination, rising to 78.8% of respondents who completed the questionnaire prior to 9am and 84.2% of those on the Darlington to Bishop Auckland service. 34.6% of respondents were travelling on to another destination which are listed verbatim at Appendix 3.

Q3: Is where you get off the train your final destination or will you need to travel on by train?
(Train Survey - Overall - % - 422)



4. DETAILS OF BUS AND CAR JOURNEYS

QUESTION 2: When you last travelled on this route where were you travelling from and to?

QUESTION 3: How do you usually travel on this route?

QUESTION 4: Have you ever used the train to travel on this route?

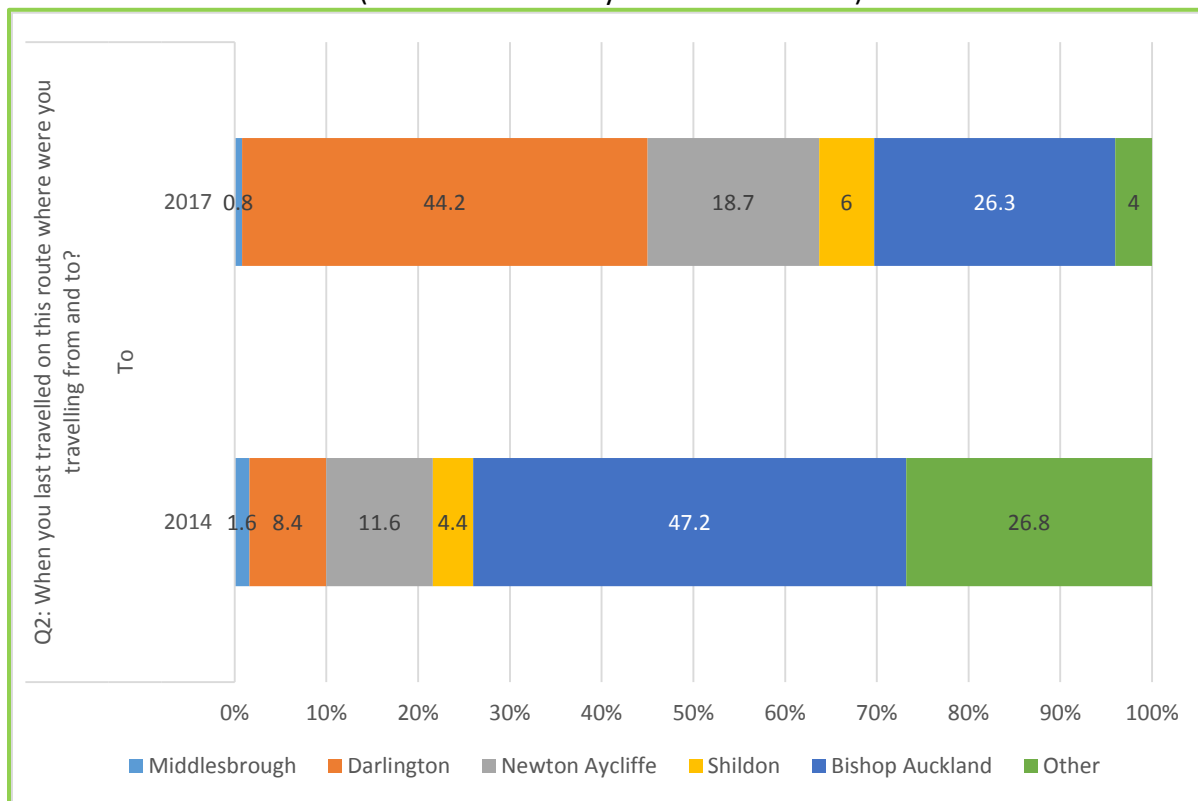
QUESTION 5: If no, why have you not used the train for this journey?

APPENDIX 2B - Pages 1 to 5

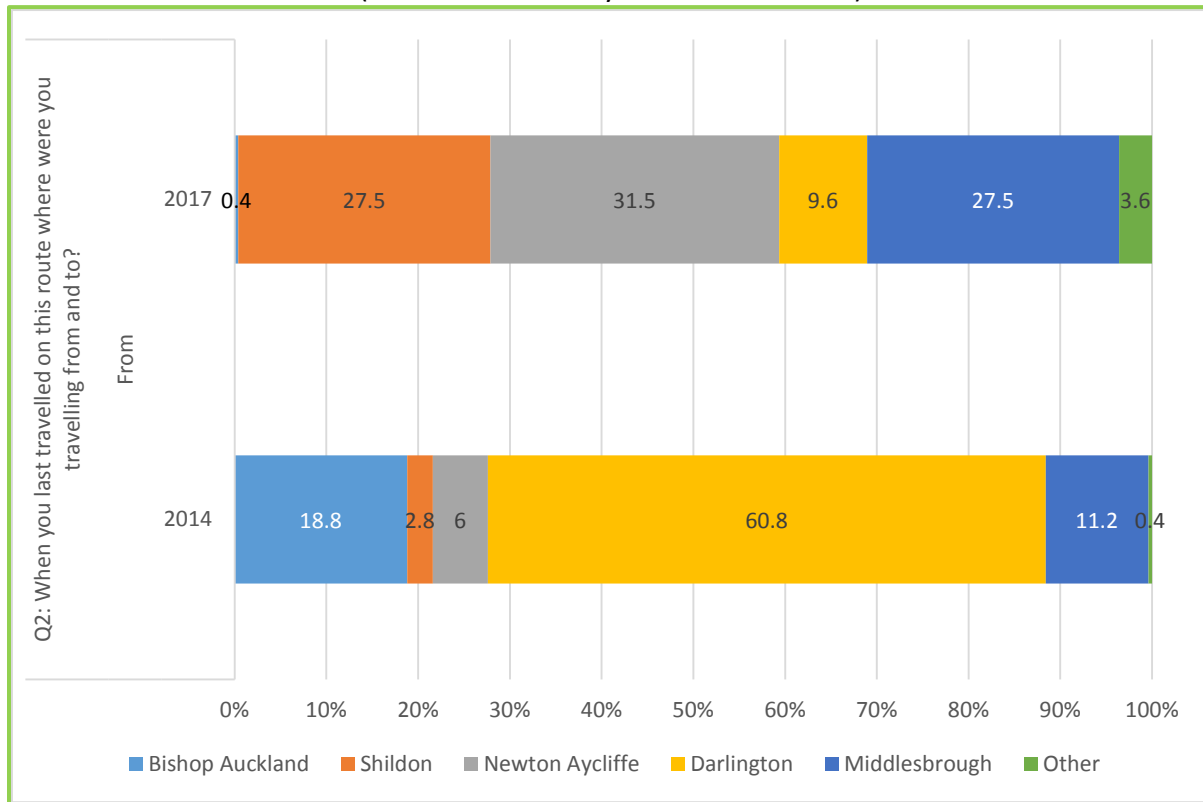
(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

4.1 Respondents to the Bus and Car Survey were most likely to be travelling to either 'Darlington' (44.2%) or 'Bishop Auckland' (26.3%), while 'Newton Aycliffe' (31.5%) was most selected as their point of departure. Comparisons with the previous survey in 2014 are shown below and overleaf.

Q2: When you last travelled on this route where were you travelling from and to?
(Bus and Car Survey - Overall - % - 251)

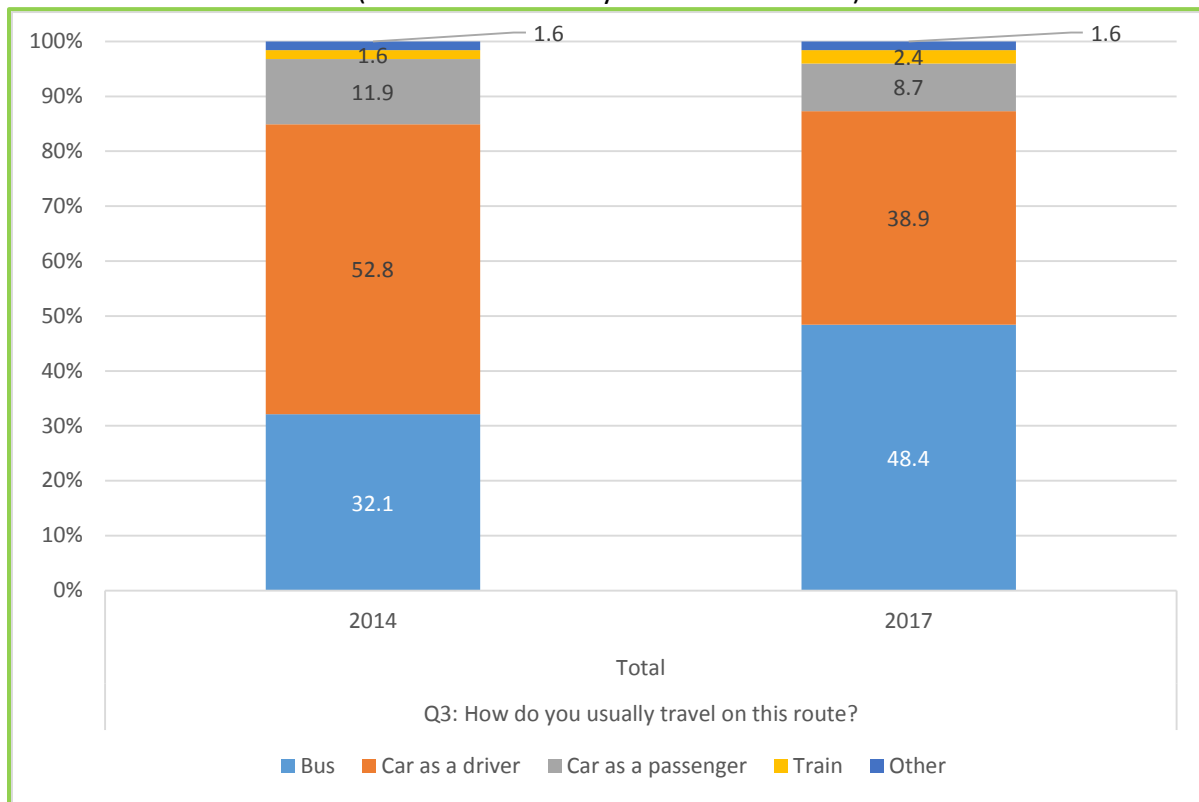


Q2: When you last travelled on this route where were you travelling from and to?
 (Bus and Car Survey - Overall - % - 251)



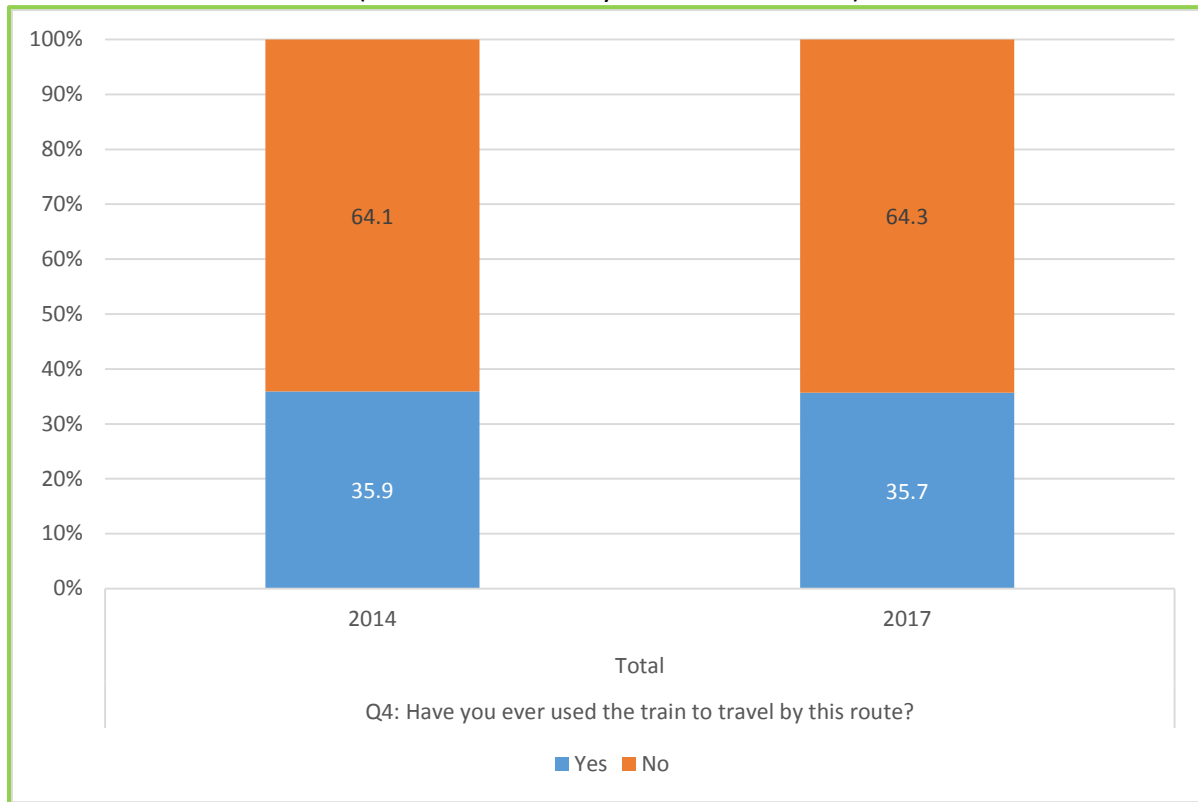
4.2 48.4% of respondents to the Bus and Car Survey usually travel on the route outlined at Question 2 by 'bus', rising to 75.0% of respondents aged 16 to 24, while 38.9% do so by 'car as driver' rising to 54.3% of respondents interviewed on a weekend and 56.3% of those interviewed in Bishop Auckland. A further 8.7% usually make their journey by 'car as passenger' with females being more likely than males to do so (12.2% cf. 5.4%), and 2.4% gave 'train' responses at this point. 1.6% gave 'other' modes of transport which are listed verbatim at Appendix 3.

Q3: How do you usually travel on this route?
(Bus and Car Survey - Overall - % - 252)



- 4.3 35.7% of respondents indicated that they had made the journey by train, with such responses by age being most likely amongst those aged 16 to 24 (48.1%) and lowest amongst respondents over the age of 60 (15.6%). 64.3% of Bus and Car Survey respondents had not used the train for the journey outlined at Question 2, with such responses being highest amongst respondents who usually make the journey by car as a driver (73.5%) and those over the age of 60 (84.4%).
- 4.4 Respondents who stated that they do not make the journey by train at Question 4 were then asked why this was and these responses are shown verbatim at Appendix 3. When coded, responses related to 'quicker/more convenient' (30.6%), 'station too far away' (15.3%), 'didn't know/not thought about it' (15.3%), 'cost' (12.7%), 'have a car – no need to use' (8.9%), 'need car for work/multiple journeys' (5.7%), 'comment on the service' (4.5%), 'health reasons' (3.2%) and 'other' (3.8%) responses.

Q4: Have you ever used the train to travel by this route?
(Bus and Car Survey - Overall - % - 252)



5. USE OF TRANSPORT

QUESTION 5/6: How often have you travelled between any of the stations/towns on the Bishop Line (Bishop Auckland to Darlington line) (route between Bishop Auckland and Darlington) in the last month by any form of transport?

QUESTION 6: What days do you usually travel on this route?

QUESTION 7: What other forms of transport have you ever used when travelling on this route?

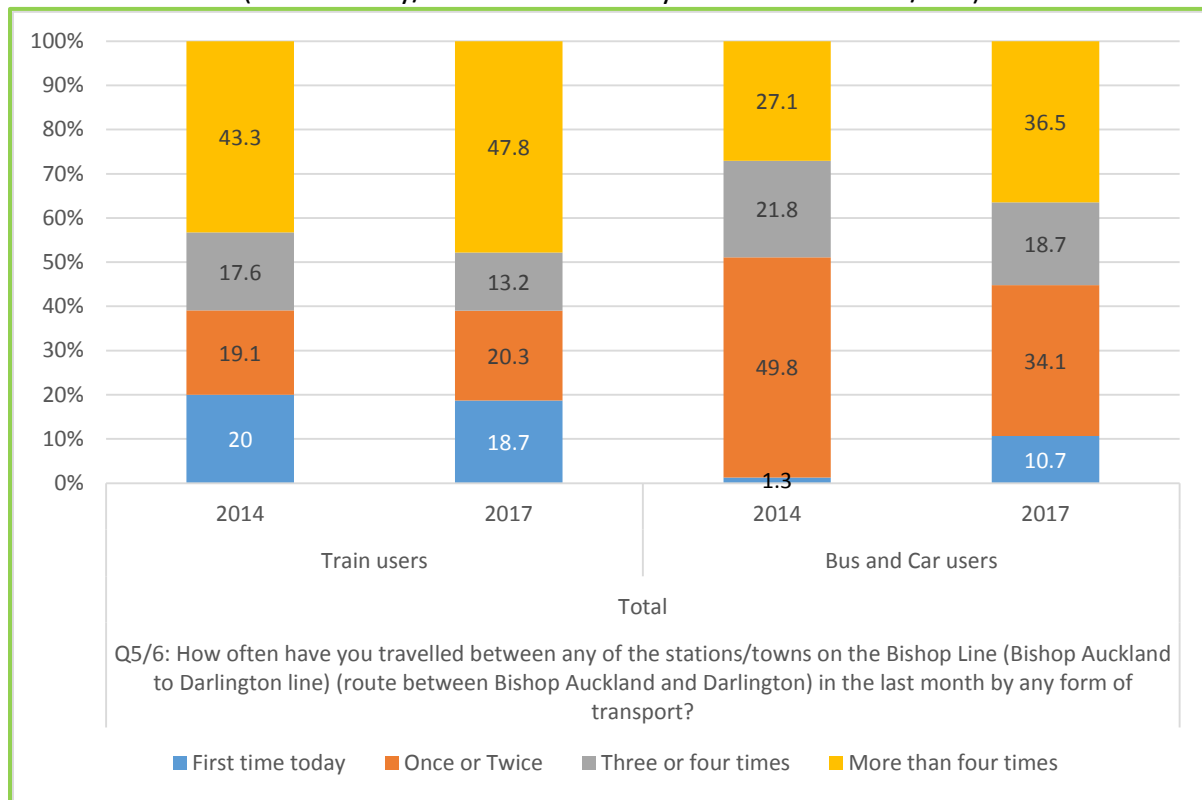
QUESTION 8: Why do you sometimes travel by (car, bus, other) rather than make all your journeys by train?

APPENDIX 2A - Pages 6 to 8 / **APPENDIX 2B** - Page 6

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

Q5/6: How often have you travelled between any of the stations/towns on the Bishop Line (Bishop Auckland to Darlington line) (route between Bishop Auckland and Darlington) in the last month by any form of transport?

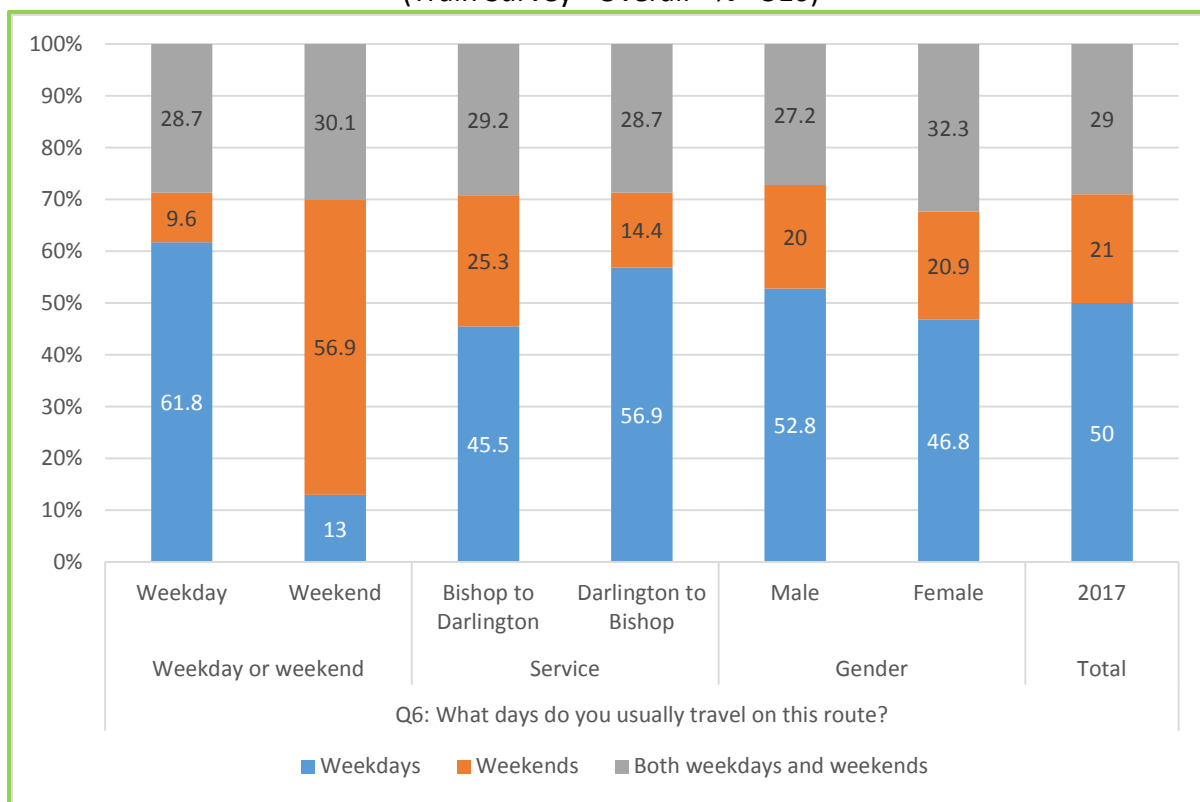
(Train Survey/Bus and Car Survey - Overall - % - 630/252)



- 5.1 47.8% of rail users had travelled between any of the stations or towns on the Bishop Line ‘more than four times’ in the previous month, rising to 59.5% of respondents surveyed prior to 9am, while 36.5% of bus and car users had done so with such frequency with such responses being highest amongst respondents surveyed on a weekend (41.3%). Fewer respondents had travelled on the route ‘three or four times’ (Train Survey – 13.2%/Bus and Car Survey – 18.7%), ‘once or twice’ (Train Survey – 20.3%/Bus and Car Survey – 34.1%), or ‘first time today’ (Train Survey – 18.7%/Bus and Car Survey – 10.7%).
- 5.2 50.0% of rail users usually travel on the route on ‘weekdays’ with males being more likely than females to do so (52.8% cf. 46.8%), while ‘weekdays’ responses also rose to 64.3% of respondents over the age of 75 and 69.1% of those surveyed before 9am. 21.0% usually travel on ‘weekends’ rising to 31.3% of respondents surveyed between 11am and 12:59pm while reducing to 2.5% of those surveyed from 5pm or later and 29.0% travel on both weekdays and weekends with such responses being highest amongst respondents aged 60 to 64 (37.9%).

Q6: What days do you usually travel on this route?

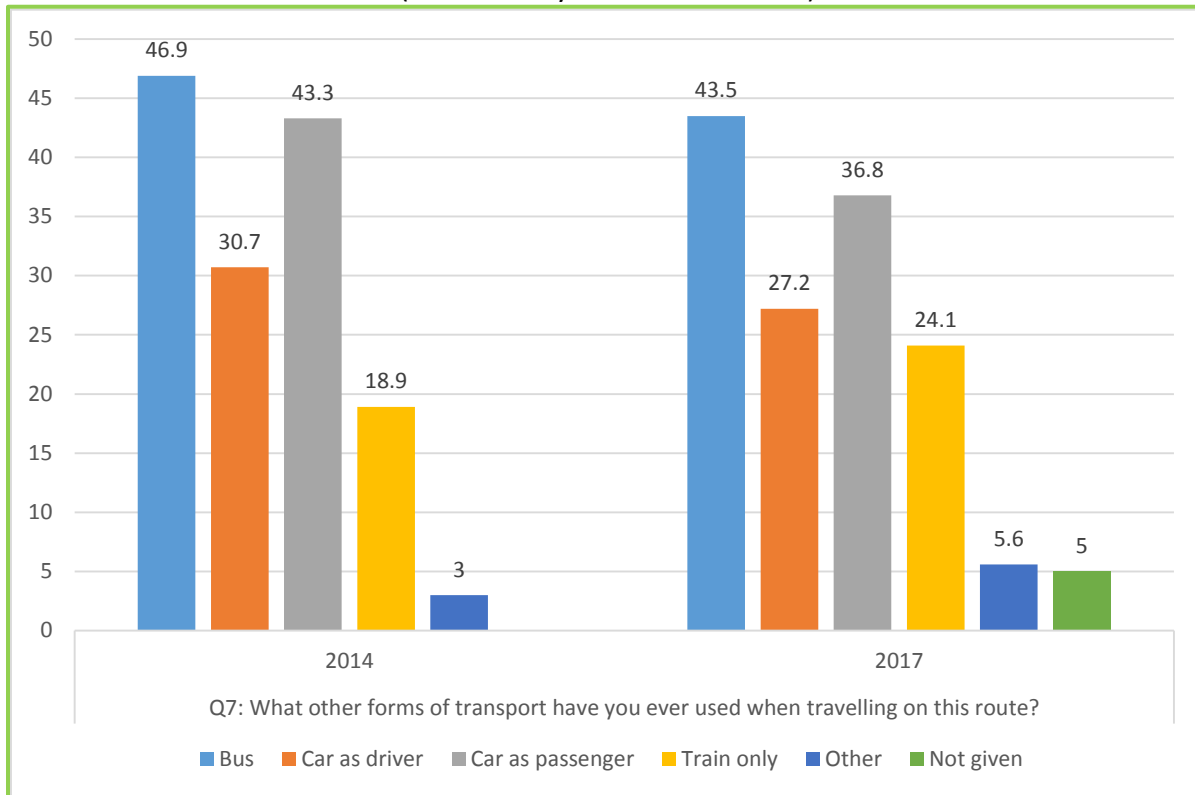
(Train Survey - Overall - % - 510)



- 5.3 43.5% of rail users who had travelled by other modes of transport on the Bishop Line route had done so by ‘bus’, with 36.8% having done so by ‘car as passenger’ (rising to

52.7% of respondents aged 16 to 24). 27.2% had travelled by 'car as driver' (rising to 37.9% of respondents between the ages of 40 to 49 and falling to 16.7% of those aged 16 to 24), and 24.1% said they travel by 'train only' with such responses being highest amongst respondents aged 16 to 24 (34.0%). 5.6% gave 'other' responses which are listed verbatim at Appendix 3 and 5.0% did not respond at this point.

Q7: What other forms of transport have you ever used when travelling on this route?
(Train Survey - Overall - % - 639)



5.4 Respondents who indicated that they travel by other transport were then asked why they do not make all their journeys by rail and these responses are listed verbatim at Appendix 3.

6. USE OF THE BISHOP LINE

QUESTION 9/7: If you make this journey three or more times in a month, at what times do you usually make the journey?

QUESTION 10/8: If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?

QUESTION 11a/9a: How frequently would you envisage using the service?

QUESTION 11b/9b: If unlikely to make a difference, why do you say this?

QUESTION 9c: Is there anything that would encourage you to use the Bishop Line more (than you currently do)?

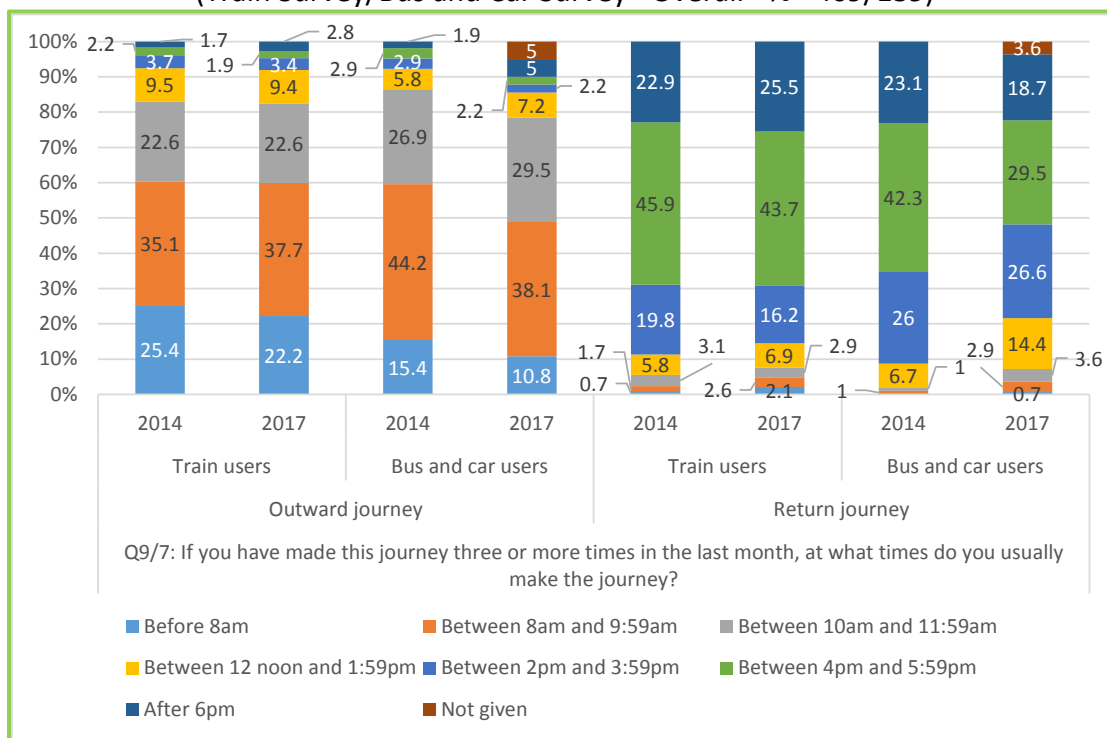
APPENDIX 2A - Pages 9 to 12 / **APPENDIX 2B** - Pages 8 to 10

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

6.1 The majority of respondents who make their outward journey three or more times a month do so from between 8am and 11:59am (Train Survey – 60.3%/Bus and Car Survey – 67.6%), while the majority of rails users (and around half of respondents to the Bus and Car Survey) make their return journeys after 4pm (Train Survey – 69.2%/Bus and Car Survey – 48.2%). Full responses are illustrated below.

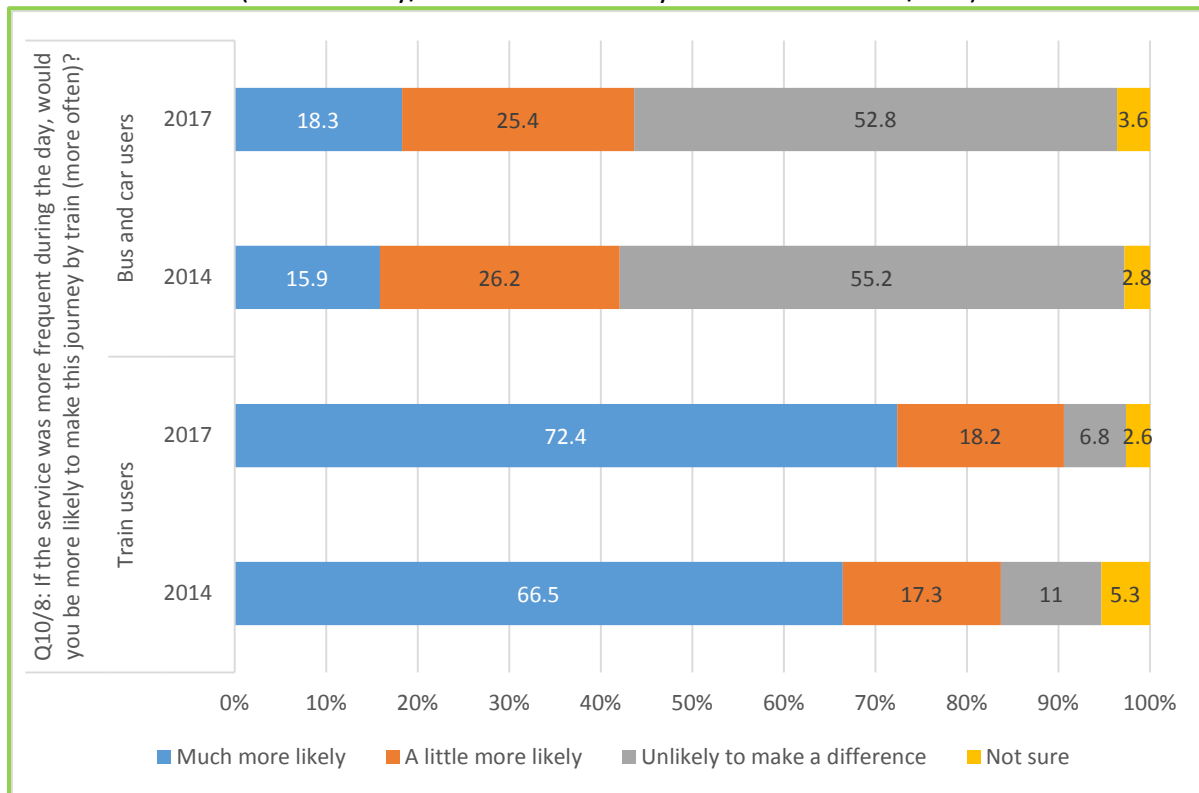
Q9/7: If you make this journey three or more times a month, at what times do you usually make the journey?

(Train Survey/Bus and Car Survey - Overall - % - 469/139)



Q10/8: If the service was more frequent during the day, would you be more likely to make this journey by train (more often)?

(Train Survey/Bus and Car Survey - Overall - % - 620/252)

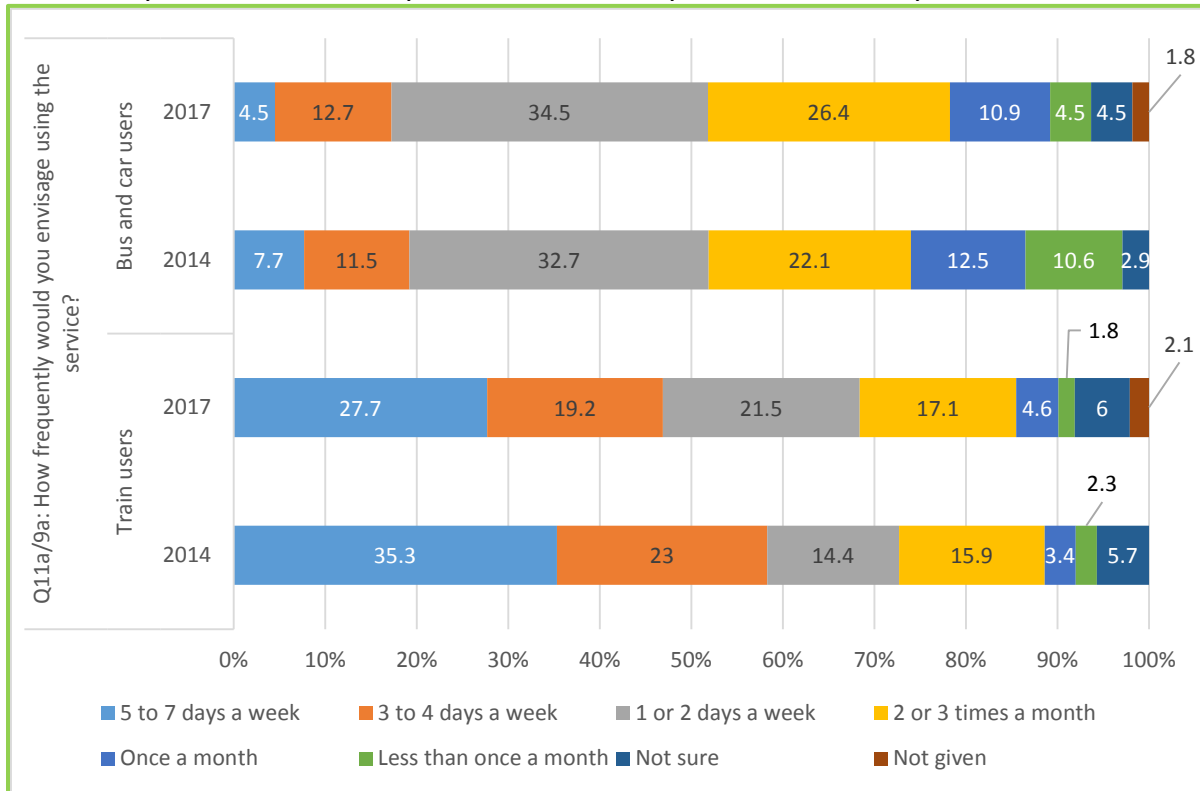


- 6.2 90.6% of rail users stated that they are either ‘much more likely’ (72.4%) or ‘a little more likely’ (18.2%) to make their journey by train more often if the service was more frequent during the day, rising to 97.1% of respondents aged 60 to 64. 43.7% of respondents to the Bus and Car Survey stated that they were more likely to travel by train if the service was increased during the day (18.3% ‘much more likely’/25.4% ‘a little more likely’) with such responses falling to 24.4% of respondents over the age of 60. 6.8% of rail users stated that an increased service was ‘unlikely to make a difference’ in this regard, which rose to half of bus and car users (52.8% - rising to 65.3% of respondents who usually travel by car as a driver and 73.3% of those over the age of 60).
- 6.3 68.4% of rail users (who stated they were ‘more likely’ to travel by train if the Bishop Line service was increased during the day) indicated that they would use the service on at least one day a week (27.7% ‘5 to 7 days a week’/19.2% ‘3 to 4 days a week’/21.5% ‘1 or 2 days a week’), while for bus and car users decreased to 51.7% of those who were more likely to travel by train should the frequency of services be increased (4.5% ‘5 to 7 days a week’/12.7% ‘3 to 4 days a week’/34.5% ‘1 or 2 days a week’). 21.7% of rail users gave either ‘2 or 4 times a month’ (17.1%) or ‘once a month’ (4.6%) responses with such

responses accounting for 37.3% of bus and car users (26.4% '2 or 4 times a month'/10.9% 'once a month'), while 1.8% of rail users would travel 'less than once a month' and 4.5% of bus and car users would do so.

Q11a/9a: How frequently would you envisage using the service?

(Train Survey/Bus and Car Survey – 'Much more likely'/'Little more likely' at Q10/8 - % - 563/110)



6.3 Respondents to both surveys who indicated that an increased service during the day was unlikely to make a difference to their likelihood of traveling by train were then asked why this was the case and these responses are listed verbatim at Appendix 3.

6.4 Respondents to Bus and Car Survey were asked if there was anything that would encourage them to use the Bishop Line more frequently and these responses are shown verbatim at Appendix 3.

7. CHANGES TO THE BISHOP LINE

QUESTION 12: Currently the full service runs from Bishop Auckland to Saltburn via Darlington. If there was a need to change trains in Darlington in order to travel beyond Darlington, how likely would you be to make this journey by train?

QUESTION 13: If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?

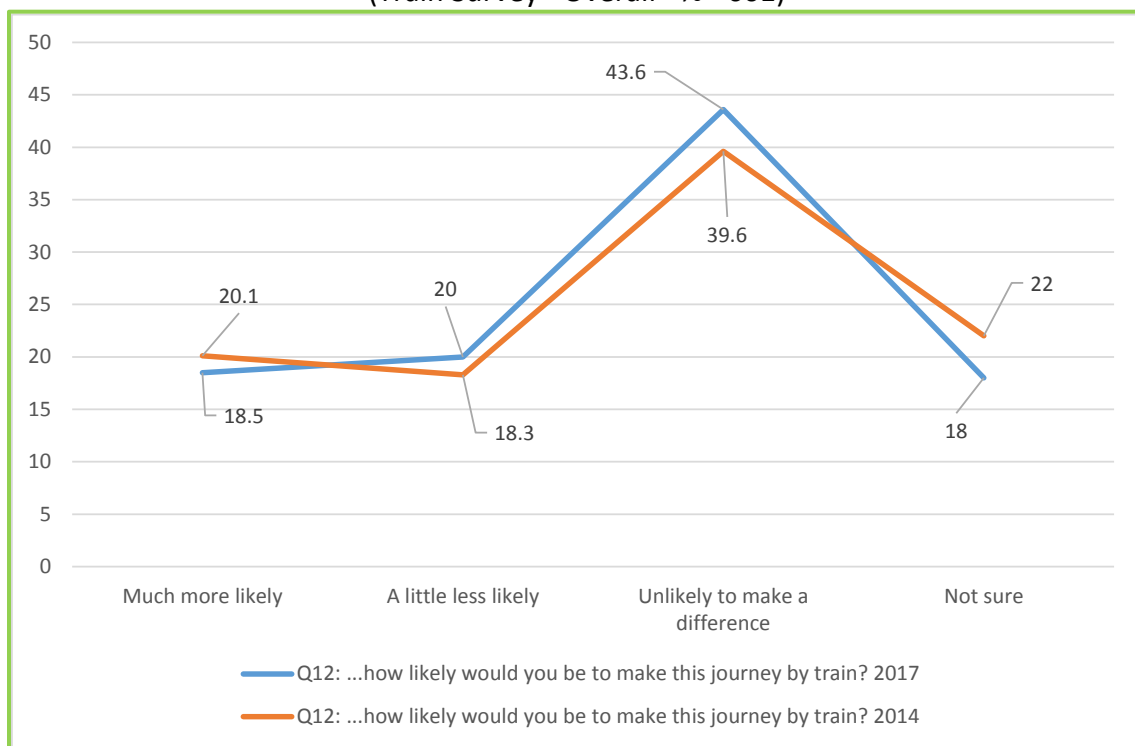
APPENDIX 2A - Pages 13 to 14

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

7.1 43.6% of respondents to the Train Survey stated that having to change trains in Darlington in order to travel beyond this point was 'unlikely to make a difference' to their likelihood of travelling by train (39.6% had given such responses in 2014). 38.5% of respondents at this point gave either 'much more' (18.5%) or 'a little more likely' (20.0%) responses (34.4% had done so in 2014), while 18.0% were 'not sure'. Responses at this point did not vary significantly by subgroup.

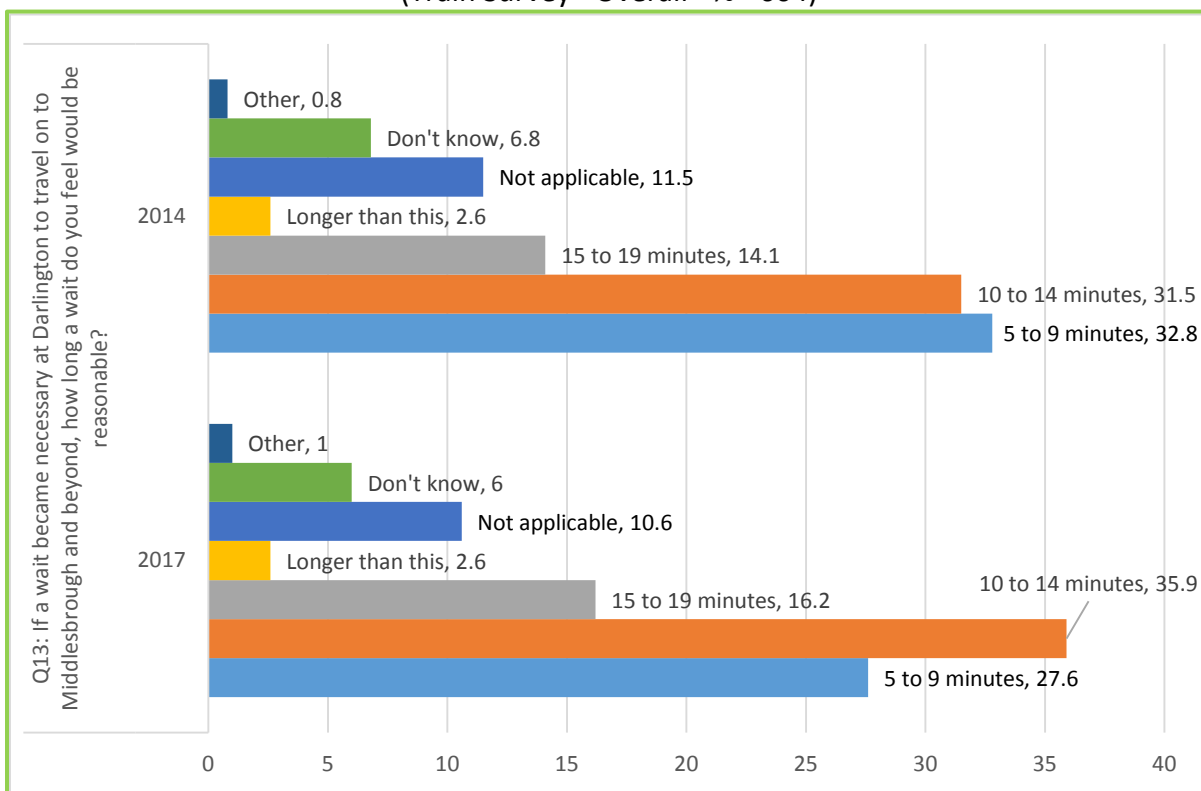
Q12: Currently the full service runs from Bishop Auckland to Saltburn via Darlington. If there was a need to change trains in Darlington in order to travel beyond Darlington, how likely would you be to make this journey by train?

(Train Survey - Overall - % - 601)



7.2 Respondents to the Train Survey were most likely to state that a wait of either ‘5 to 9 minutes’ (27.6% - rising to 43.8% of respondents over the age of 75) or ‘10 to 14 minutes’ (35.9%) was reasonable, while 16.2% believed a wait of ‘15 to 19 minutes’ to be reasonable. Just 2.6% believed a wait in excess of 19 minutes was reasonable, while 16.6% gave ‘not applicable’ (10.6%) or ‘don’t know’ (6.0%) responses (‘other’ – 1.0%). As illustrated below, the responses at this point in 2017 broadly mirror those seen in 2014 with a only a reduction of 5.2% in ‘5 to 9 minutes’ responses from 2014 to 2017 and a corresponding rise 4.9% in ‘10 to 14 minutes’ responses being noticeable.

Q13: If a wait became necessary at Darlington to travel on to Middlesbrough and beyond, how long a wait do you feel would be reasonable?
(Train Survey - Overall - % - 604)



8. FURTHER INFORMATION

QUESTION 14a/10a: Would you like to receive information from Arriva Rail North Ltd. (Northern Rail) who run the service on the line?

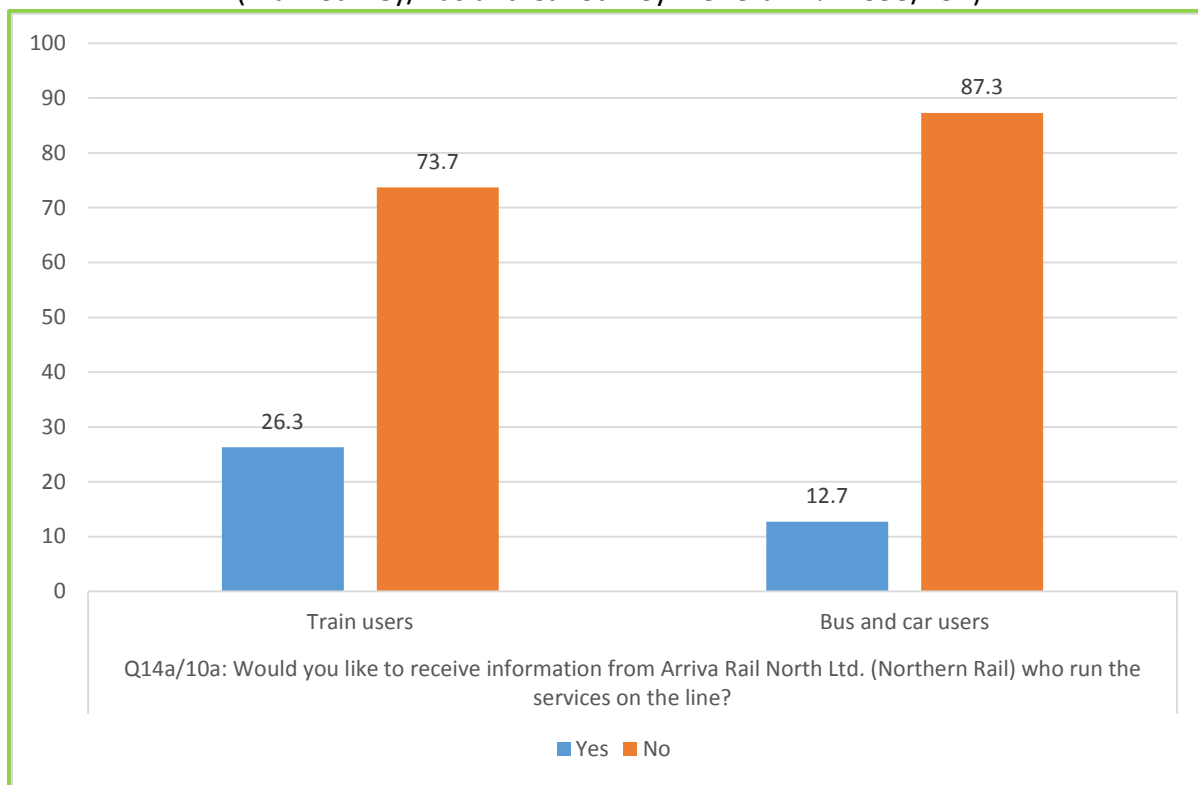
QUESTION 14b/10b: In order to keep you informed about what is happening with the Bishop Line, how would you like to be communicated with?

APPENDIX 2A - Pages 15 to 16 / **APPENDIX 2B** - Pages 11 to 12

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

8.1 A quarter of respondents to the Train Survey (26.3%) indicated that they would like to receive information regarding the Bishop Line rising to 37.0% of those who completed a survey after 5pm. Just 12.7% of respondents to the Bus and Car Survey would like to receive such information.

Q14a/10a: Would you like to receive information from Arriva Rail North Ltd. (Northern Rail) who run the service on the line?
(Train Survey/Bus and Car Survey – Overall - % - 593/252)

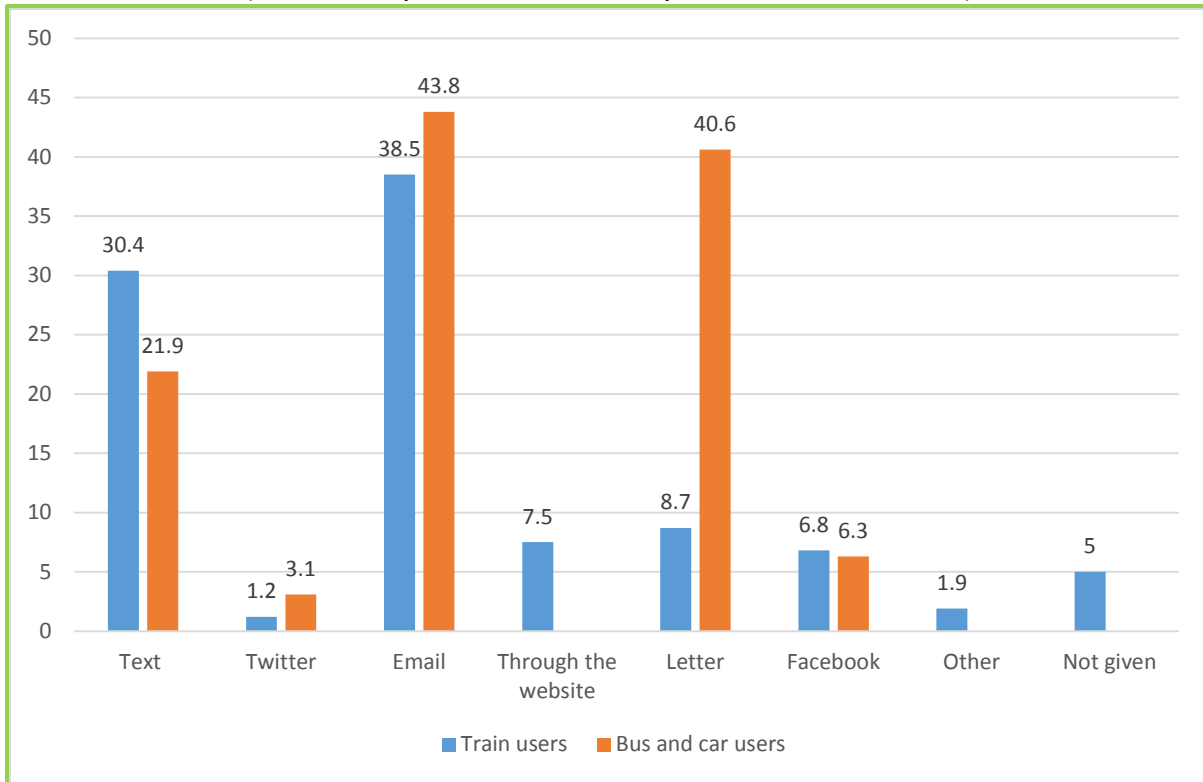


8.2 As illustrated overleaf, the most popular means of receiving information from Arriva Rail North Ltd. (Northern Rail) amongst rail users were 'email' (38.5%) and 'text' (30.4%),

while amongst Bus and Car users these were 'email' (43.8%) and 'letter' (40.6%). Full responses by subgroup are shown at Appendix 2A and Appendix 2B.

Q14b/10b: In order to keep you informed on what is happening with the Bishop Line, how would you like to be communicated with?

(Train Survey/Bus and Car Survey – Overall - % - 161/32)



9. PROFILE OF RESPONDENTS

QUESTION 15/11: Gender

QUESTION 16/12: Which of the following age groups do you belong to?

QUESTION 17/13: To which of these groups do you consider you belong?

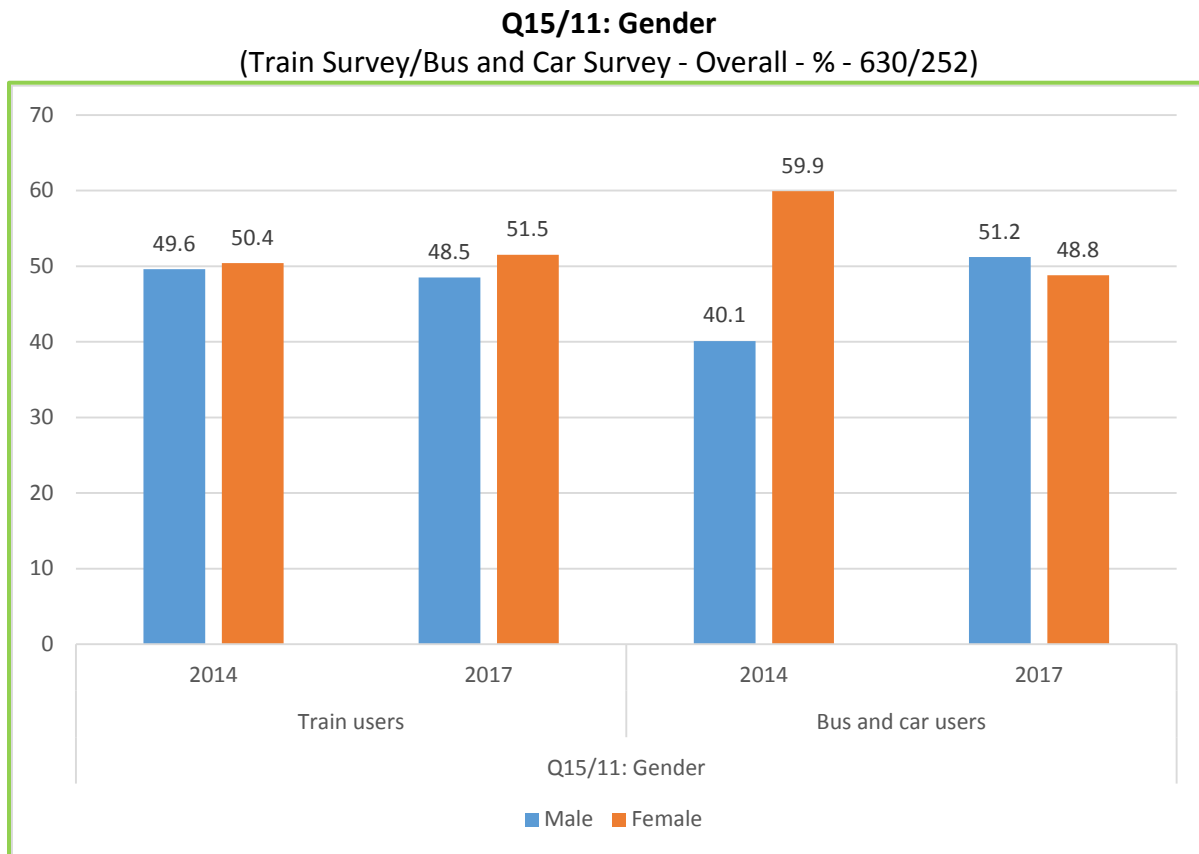
QUESTION 18/14: Do you consider yourself to have a long-term illness or disability which limits your activities and/or affects your choice of travel?

QUESTION 19/15: So we can track where people are coming from please may I have your postcode?

APPENDIX 2A - Pages 17 to 21 / **APPENDIX 2B** - Pages 13 to 17

(NOTE: Questions relating to the train survey are identified by blue text, and questions relating to the bus and car user survey are identified by red text).

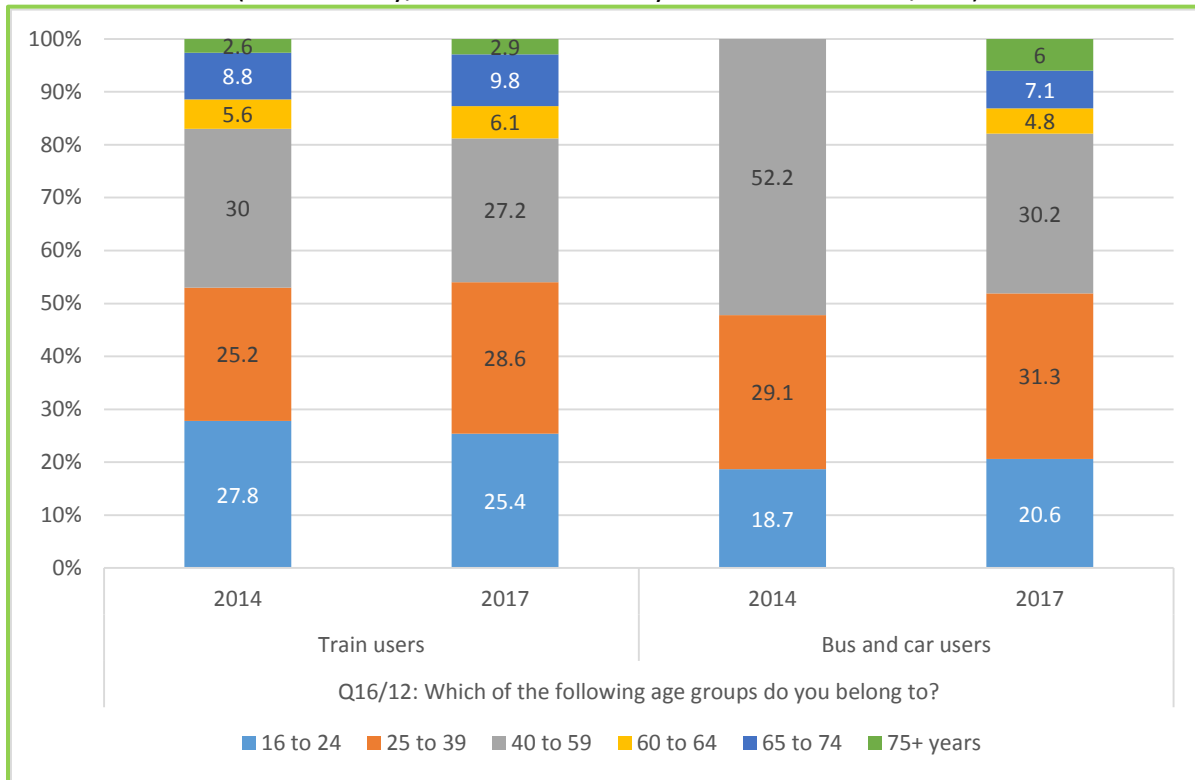
- 9.1 48.5% of respondents to the Train Survey were male and 51.5% were female, while the majority of respondents to the Bus and Car Survey were male (51.2%) and 48.8% were female.



- 9.2 54.0% of respondents to the Train Survey were under the age of 40 (25.4% '16 to 24 years'/28.6% '25 to 39 years'), and 51.9% of respondents to the Bus and Car Survey

were under this age (20.6% '16 to 24 years'/31.3% '25 to 39 years'). A third of respondents to the Train Survey were between the ages of 40 and 64 (33.3%: 27.2% '40 to 59 years'/6.1% '60 to 64 years'), while for the Bus and Car Survey this was 35.0% (30.2% '40 to 59 years'/4.8% '60 to 64 years'). 12.7% of Train Survey respondents were over the age of 65 (9.8% '65 to 74 years'/2.9% '75 years and over') and 13.1% of Bus and Car Survey respondents were over 65 (7.1% '65 to 74 years'/6.0% '75 years and over').

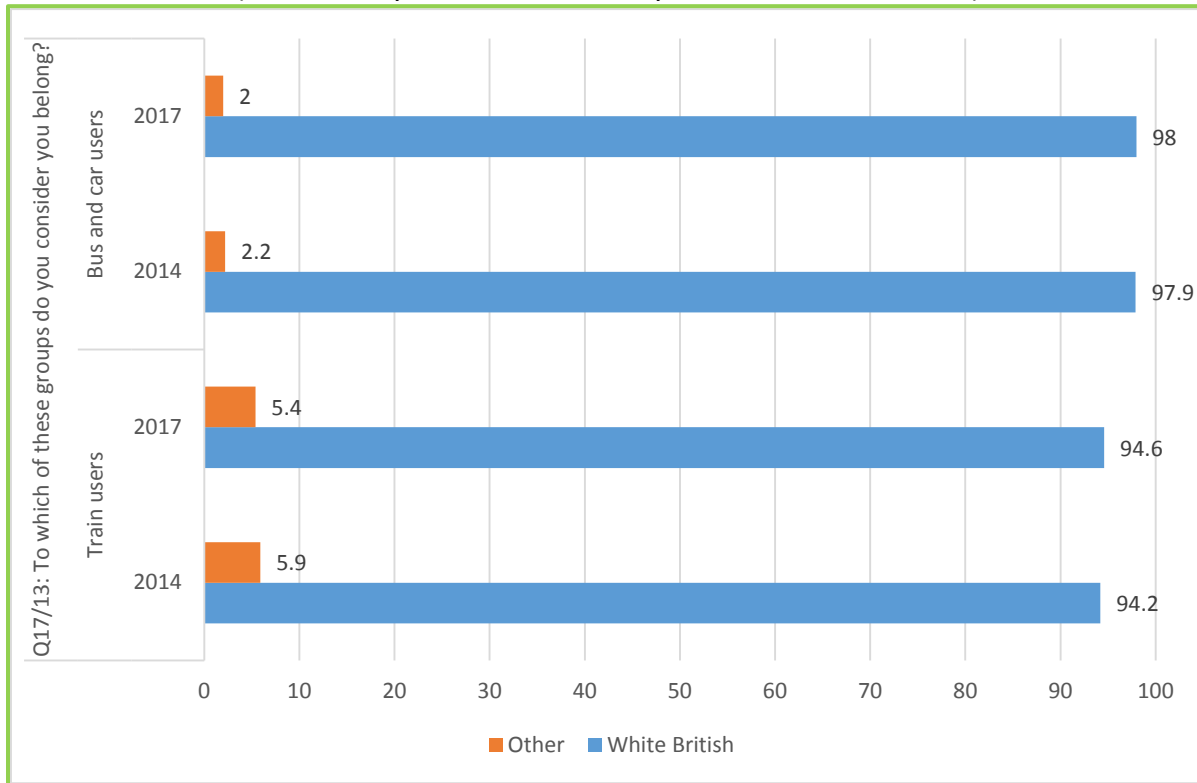
Q16/12: To which of the following age groups do you belong to?
(Train Survey/Bus and Car Survey – Overall - % - 591/252)



9.3 94.6% of respondents to the Train Survey were from 'White British' backgrounds – rising to 100% of respondents aged 65 and over, while 98.0% of respondents to the Bus and Car Survey were 'White British'.

9.4 11.4% of rail users considered themselves to have a long-term illness or disability which limits their daily activities and/or affects their choice of travel – rising to 19.0% of respondents aged 65 to 74 and 23.5% of those aged 75 and over. 13.5% of respondents to the Bus and Car Survey indicated that they had such an illness or disability, with such responses being higher amongst males than females (17.8% cf. 8.9%) while respondents aged 40 to 59 years (18.4%) were the most likely Bus and Car subgroup to give such responses.

Q17/13: To which of these groups do you consider you belong?
 (Train Survey/Bus and Car Survey – Overall - % - 611/252)



Q18/14: Do you consider yourself to have a long-term illness or disability which limits your activities and/or affects your choice of travel?
 (Train Survey/Bus and Car Survey – Overall - % - 606/252)

