

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 1

**Q.A First of all, could you confirm whether you have already travelled, or intend to travel on a Southeastern train today?**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Yes I have already travelled on a Southeastern train today	382 35%	200 36%	181 34%	66 26%	78 35%	98 42%	79 42%	32 32%	29 34%	15 31%	4 11%	1 4%	12 35%	4 17%	29 74%	7 30%	- -	26 78%	7 19%	17 54%
Yes I am going to travel on a Southeastern train today	723 67%	361 66%	363 68%	199 78%	150 68%	133 58%	115 61%	71 70%	56 66%	33 69%	30 89%	21 96%	23 65%	20 83%	33 85%	17 70%	23 100%	7 22%	28 81%	15 46%

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**Q.A First of all, could you confirm whether you have already travelled, or intend to travel on a Southeastern train today?**

**Base: All respondents**

	Station																	
	Total	Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Yes I have already travelled on a Southeastern train today	382 35%	41 55%	41 53%	3 8%	4 22%	5 19%	27 87%	14 40%	34 50%	2 6%	1 2%	7 20%	10 31%	3 10%	25 35%	34 56%	5 16%	3 12%
Yes I am going to travel on a Southeastern train today	723 67%	34 45%	36 47%	36 92%	13 78%	22 81%	4 13%	21 60%	34 50%	40 94%	29 98%	29 80%	22 69%	26 90%	47 65%	27 44%	28 84%	26 88%

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Table 1

**Q.A First of all, could you confirm whether you have already travelled, or intend to travel on a Southeastern train today?**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Yes I have already travelled on a Southeastern train today	382 35%	282 35%	48 36%	37 39%	14 40%	316 36%	61 33%	183 43%	93 52%	68 41%	22 26%	198 30%	52 40%	100 34%	230 35%
Yes I am going to travel on a Southeastern train today	723 67%	551 67%	88 66%	62 64%	23 64%	593 67%	126 68%	253 59%	87 49%	104 62%	63 74%	470 72%	79 61%	199 68%	441 67%

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Table 2  
**Q.1 Gender**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Female	550 51%	550 100%	-	133 52%	112 51%	110 48%	87 46%	57 56%	52 61%	31 66%	16 48%	13 60%	18 51%	12 49%	19 48%	10 42%	10 45%	19 56%	21 61%	13 39%
Male	532 49%	-	532 100%	122 48%	109 49%	121 52%	103 54%	44 44%	33 39%	16 34%	18 52%	9 40%	17 49%	12 51%	20 52%	14 58%	13 55%	15 44%	13 39%	19 61%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 2  
**Q.1 Gender**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Female	550 51%	29 38%	40 52%	18 47%	11 64%	13 49%	19 62%	14 41%	39 57%	25 59%	15 49%	20 54%	20 63%	13 45%	33 46%	32 52%	21 62%	8 28%
Male	532 49%	47 62%	37 48%	21 53%	6 36%	14 51%	12 38%	20 59%	30 43%	17 41%	15 51%	16 46%	12 37%	16 55%	38 54%	29 48%	13 38%	21 72%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 2  
**Q.1 Gender**  
**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Female	550	387	82	59	23	448	97	200	76	86	39	350	47	175	335
	51%	47%	61%	61%	63%	50%	52%	47%	42%	52%	46%	54%	36%	60%	51%
Male	532	430	51	38	13	440	88	230	103	80	46	302	83	118	326
	49%	53%	39%	39%	37%	50%	48%	53%	58%	48%	54%	46%	64%	40%	49%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 3  
**Q.2 Age**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
16-24	256 24%	133 24%	122 23%	256 100%	-	-	-	-	-	13 27%	13 39%	3 13%	14 40%	2 9%	15 38%	3 13%	5 20%	7 21%	17 49%	10 32%
25-34	221 20%	112 20%	109 21%	-	221 100%	-	-	-	-	13 27%	3 9%	3 12%	11 31%	4 18%	13 32%	8 35%	5 21%	9 26%	6 17%	5 15%
35-44	231 21%	110 20%	121 23%	-	-	231 100%	-	-	-	7 14%	1 4%	4 16%	3 9%	4 18%	-	6 25%	7 29%	5 14%	1 3%	10 33%
45-54	189 17%	87 16%	103 19%	-	-	-	189 100%	-	-	6 13%	6 16%	5 21%	4 11%	6 26%	6 15%	* 1%	-	4 11%	5 16%	3 11%
55-64	100 9%	57 10%	44 8%	-	-	-	-	100 100%	-	3 5%	5 14%	2 10%	2 4%	4 15%	5 12%	2 8%	4 16%	4 11%	3 8%	1 3%
65+	85 8%	52 9%	33 6%	-	-	-	-	-	85 100%	6 12%	6 19%	6 28%	2 5%	4 15%	1 2%	4 18%	3 13%	6 17%	3 7%	2 7%

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Table 3  
**Q.2 Age**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
16-24	256 24%	5 6%	5 6%	10 25%	11 66%	6 24%	1 2%	16 47%	14 21%	10 23%	12 39%	11 30%	10 31%	3 11%	20 28%	4 6%	9 28%	8 26%
25-34	221 20%	14 19%	12 16%	10 25%	2 9%	4 15%	16 52%	5 14%	7 11%	5 11%	7 24%	11 31%	9 27%	8 29%	8 11%	17 27%	8 23%	- -
35-44	231 21%	28 37%	26 34%	8 21%	2 10%	7 24%	3 11%	8 23%	19 28%	9 22%	4 14%	3 10%	6 20%	5 18%	18 25%	23 37%	6 17%	7 24%
45-54	189 17%	23 31%	28 37%	1 3%	* 2%	5 17%	3 9%	4 11%	15 22%	7 16%	2 7%	5 13%	4 14%	7 25%	13 18%	12 19%	8 24%	6 22%
55-64	100 9%	6 8%	4 6%	6 15%	1 7%	3 10%	5 16%	2 4%	5 8%	3 6%	2 7%	6 16%	1 3%	3 12%	11 15%	5 8%	1 3%	5 17%
65+	85 8%	- -	1 1%	4 11%	1 6%	3 11%	3 10%	- -	7 11%	9 22%	2 8%	- -	2 6%	1 4%	2 3%	1 2%	2 6%	3 10%



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Table 3  
**Q.2 Age**  
**Base: All respondents**

	Total	Frequency of Travel				When Started Using		Season Ticket Holder				Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
16-24	256 24%	212 26%	22 17%	15 15%	6 17%	177 20%	77 42%	78 18%	35 20%	35 21%	8 9%	177 27%	7 5%	53 18%	191 29%
25-34	221 20%	177 22%	26 20%	13 14%	5 15%	165 19%	55 30%	98 23%	41 23%	41 25%	16 19%	123 19%	22 17%	50 17%	149 23%
35-44	231 21%	185 23%	19 14%	24 25%	3 7%	202 23%	26 14%	119 28%	45 25%	44 26%	30 36%	112 17%	43 33%	32 11%	153 23%
45-54	189 17%	142 17%	21 16%	21 22%	5 14%	172 19%	14 8%	101 23%	46 26%	34 20%	20 24%	88 14%	34 26%	44 15%	116 18%
55-64	100 9%	58 7%	21 16%	17 17%	5 13%	95 11%	5 3%	26 6%	7 4%	11 7%	8 9%	74 11%	17 13%	46 16%	41 6%
65+	85 8%	41 5%	24 18%	7 8%	12 34%	77 9%	8 4%	7 2%	4 2%	1 1%	2 3%	77 12%	7 5%	67 23%	11 2%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 4  
**Q.3 How often do you travel by Southeastern?**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- stone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Every day (5-7 days a week)	500 46%	244 44%	256 48%	136 53%	118 53%	114 49%	91 48%	30 30%	11 13%	12 24%	10 29%	8 36%	21 61%	15 62%	19 48%	11 44%	15 66%	11 32%	12 35%	7 21%
Every week (1-4 days a week)	317 29%	143 26%	174 33%	76 30%	59 27%	71 31%	52 27%	28 28%	30 35%	14 29%	7 20%	7 30%	7 20%	5 20%	7 17%	6 24%	3 13%	8 23%	15 45%	12 38%
Every month	133 12%	82 15%	51 10%	22 9%	26 12%	19 8%	21 11%	21 21%	24 28%	11 24%	7 20%	3 13%	2 6%	3 11%	3 8%	7 31%	1 4%	7 21%	1 3%	4 12%
Every couple of months	96 9%	59 11%	38 7%	15 6%	13 6%	24 10%	21 11%	17 16%	7 9%	8 17%	4 13%	4 17%	3 8%	1 3%	8 21%	* 1%	3 12%	4 13%	3 8%	6 20%
At least once a year	36 3%	23 4%	13 2%	6 2%	5 2%	3 1%	5 3%	5 4%	12 15%	3 5%	6 19%	1 4%	2 4%	1 4%	2 6%	- -	1 4%	4 11%	3 8%	3 9%
Less often than that	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 4  
**Q.3 How often do you travel by Southeastern?**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Every day (5-7 days a week)	500 46%	36 47%	49 63%	26 66%	7 39%	15 56%	10 33%	21 60%	39 57%	15 35%	12 41%	16 44%	16 50%	18 65%	33 46%	18 29%	14 42%	17 56%
Every week (1-4 days a week)	317 29%	32 42%	24 31%	11 28%	7 44%	3 11%	9 30%	8 22%	16 24%	16 38%	11 36%	7 21%	8 24%	5 16%	22 31%	28 46%	15 44%	5 17%
Every month	133 12%	6 7%	3 4%	2 4%	1 4%	5 19%	6 20%	1 4%	10 15%	2 5%	7 23%	7 19%	6 18%	3 12%	10 14%	9 15%	2 7%	4 12%
Every couple of months	96 9%	1 1%	2 2%	- -	2 13%	3 11%	5 17%	3 9%	2 4%	9 22%	- -	4 11%	2 6%	2 7%	6 8%	4 7%	2 6%	3 12%
At least once a year	36 3%	2 2%	- -	1 2%	- -	1 4%	- -	2 5%	- -	1 1%	* *	2 4%	1 2%	* *	1 1%	1 2%	- -	1 3%
Less often than that	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 4  
**Q.3 How often do you travel by Southeastern?**  
**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder					Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Every day (5-7 days a week)	500 46%	500 61%	-	-	-	405 46%	92 49%	322 75%	130 73%	114 69%	77 91%	178 27%	40 31%	33 11%	435 66%
Every week (1-4 days a week)	317 29%	317 39%	-	-	-	248 28%	64 35%	93 22%	42 23%	44 26%	8 9%	224 34%	49 38%	81 28%	179 27%
Every month	133 12%	-	133 100%	-	-	124 14%	9 5%	11 3%	4 2%	7 4%	* *	122 19%	20 16%	91 31%	25 4%
Every couple of months	96 9%	-	-	96 100%	-	86 10%	10 6%	2 1%	2 1%	-	-	94 14%	13 10%	63 22%	15 2%
At least once a year	36 3%	-	-	-	36 100%	24 3%	10 6%	2 *	1 *	2 1%	-	34 5%	7 5%	23 8%	6 1%
Less often than that	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 5  
**Q.4 When did you start using Southeastern trains?**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Within the last few months	72 7%	39 7%	33 6%	34 13%	17 8%	10 4%	5 2%	2 2%	5 6%	4 9%	6 17%	2 7%	4 11%	2 7%	4 10%	-	-	6 17%	2 7%	2 5%
Within the last six months	43 4%	17 3%	26 5%	18 7%	15 7%	4 2%	4 2%	* *	2 2%	2 3%	-	1 4%	2 6%	2 6%	2 4%	-	-	* *	2 7%	4 13%
Within the last year	71 7%	42 8%	30 6%	26 10%	23 11%	11 5%	5 3%	3 3%	2 2%	3 6%	-	-	2 4%	-	3 8%	2 8%	2 11%	6 17%	2 4%	2 6%
Within the last couple of years	206 19%	113 20%	94 18%	60 24%	50 23%	51 22%	28 15%	10 10%	6 7%	9 20%	3 9%	3 13%	6 18%	2 7%	6 15%	* 1%	3 13%	4 11%	* *	2 7%
Longer ago than that	682 63%	336 61%	346 65%	117 46%	115 52%	151 66%	144 76%	85 84%	70 83%	29 62%	25 73%	17 76%	21 61%	19 80%	25 64%	22 91%	17 76%	19 56%	28 81%	22 69%
Don't know	9 1%	5 1%	4 1%	2 1%	2 1%	2 1%	3 2%	-	-	-	-	-	-	-	-	-	-	-	-	-

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Table 5  
**Q.4 When did you start using Southeastern trains?**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Within the last few months	72 7%	- -	- -	6 16%	4 21%	4 14%	- -	6 18%	1 1%	1 1%	4 12%	2 6%	1 3%	2 8%	3 4%	3 5%	- -	5 16%
Within the last six months	43 4%	- -	- -	4 9%	- -	2 9%	5 16%	3 10%	1 1%	1 2%	- -	2 4%	2 5%	2 5%	1 1%	1 1%	4 11%	2 8%
Within the last year	71 7%	- -	3 4%	5 13%	3 18%	2 6%	8 27%	- -	6 8%	3 7%	6 19%	1 2%	3 11%	1 2%	5 6%	2 3%	2 6%	2 5%
Within the last couple of years	206 19%	26 34%	27 36%	9 22%	2 12%	7 27%	9 29%	22 63%	5 7%	9 22%	5 17%	- -	15 47%	3 11%	6 9%	14 23%	7 21%	1 2%
Longer ago than that	682 63%	42 55%	46 60%	15 39%	8 49%	12 44%	9 28%	3 9%	56 82%	28 67%	16 52%	31 85%	11 35%	21 74%	57 79%	41 68%	21 62%	20 69%
Don't know	9 1%	8 10%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -	- -	- -	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 5  
**Q.4 When did you start using Southeastern trains?**  
**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder					Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Within the last few months	72 7%	60 7%	2 1%	2 2%	8 23%	- -	72 39%	18 4%	8 5%	8 5%	2 2%	53 8%	6 5%	13 4%	54 8%
Within the last six months	43 4%	38 5%	2 2%	3 3%	- -	- -	43 23%	13 3%	4 2%	6 4%	3 4%	30 5%	5 4%	11 4%	28 4%
Within the last year	71 7%	58 7%	5 4%	6 6%	2 6%	- -	71 38%	36 8%	14 8%	15 9%	7 8%	36 5%	9 7%	16 5%	47 7%
Within the last couple of years	206 19%	165 20%	21 16%	20 21%	1 2%	206 23%	- -	86 20%	50 28%	29 17%	7 8%	120 18%	24 19%	34 12%	140 21%
Longer ago than that	682 63%	489 60%	103 77%	66 69%	24 65%	682 77%	- -	273 63%	100 56%	107 64%	66 78%	408 63%	86 66%	218 75%	385 58%
Don't know	9 1%	7 1%	- -	- -	2 4%	- -	- -	5 1%	3 2%	2 1%	- -	4 1%	- -	1 *	8 1%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 6

### Q.5 Do you have a season ticket for using Southeastern trains?

Base: All respondents

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- stone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Yes	430 40%	200 36%	230 43%	78 31%	98 44%	119 52%	101 53%	26 26%	7 9%	8 17%	7 22%	4 20%	14 39%	5 20%	8 21%	7 30%	11 50%	11 32%	5 16%	6 18%
Yes - a weekly ticket	179 17%	76 14%	103 19%	35 14%	41 19%	45 20%	46 25%	7 7%	4 4%	2 5%	4 11%	3 14%	3 8%	2 7%	2 4%	* 2%	* 1%	8 23%	- -	3 8%
Yes - a monthly ticket	166 15%	86 16%	80 15%	35 14%	41 19%	44 19%	34 18%	11 11%	1 1%	3 7%	3 9%	1 3%	6 18%	- -	5 13%	5 21%	8 36%	3 9%	5 15%	2 8%
Yes - an annual ticket	85 8%	39 7%	46 9%	8 3%	16 7%	30 13%	20 11%	8 8%	2 3%	2 5%	1 2%	1 3%	5 13%	3 13%	2 5%	2 7%	3 14%	- -	* 1%	1 2%
No	652 60%	350 64%	302 57%	177 69%	123 56%	112 48%	88 47%	74 74%	77 91%	40 83%	27 78%	18 80%	21 61%	19 80%	31 79%	17 70%	11 50%	23 68%	29 84%	26 82%



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 6

### Q.5 Do you have a season ticket for using Southeastern trains?

Base: All respondents

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Yes	430 40%	46 61%	71 93%	22 55%	5 31%	8 31%	15 47%	8 23%	33 48%	14 33%	5 18%	9 24%	9 29%	12 43%	30 42%	29 47%	16 49%	10 35%
Yes - a weekly ticket	179 17%	31 41%	37 48%	10 27%	2 12%	5 19%	10 32%	3 9%	5 7%	8 18%	3 11%	5 13%	5 15%	- -	3 4%	21 34%	2 5%	3 10%
Yes - a monthly ticket	166 15%	13 18%	33 42%	6 15%	2 9%	2 6%	5 16%	3 9%	10 15%	5 11%	* 1%	2 7%	2 5%	6 21%	17 23%	5 9%	11 33%	3 11%
Yes - an annual ticket	85 8%	2 2%	2 3%	5 13%	2 10%	2 6%	- -	2 4%	18 26%	2 4%	2 6%	2 4%	3 10%	6 23%	10 14%	3 5%	4 11%	4 13%
No	652 60%	29 39%	6 7%	17 45%	12 69%	19 69%	16 53%	26 77%	35 52%	28 67%	25 82%	27 76%	23 71%	16 57%	42 58%	32 53%	17 51%	19 65%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 6

### Q.5 Do you have a season ticket for using Southeastern trains?

Base: All respondents

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Yes	430	415	11	2	2	359	67	430	179	166	85	-	55	17	360
	40%	51%	8%	2%	6%	40%	36%	100%	100%	100%	100%	-	42%	6%	54%
Yes - a weekly ticket	179	172	4	2	1	150	26	179	179	-	-	-	23	5	153
	17%	21%	3%	2%	2%	17%	14%	42%	100%	-	-	-	18%	2%	23%
Yes - a monthly ticket	166	158	7	-	2	136	29	166	-	166	-	-	22	7	134
	15%	19%	5%	-	4%	15%	16%	39%	-	100%	-	-	17%	3%	20%
Yes - an annual ticket	85	85	*	-	-	73	12	85	-	-	85	-	10	4	73
	8%	10%	*	-	-	8%	6%	20%	-	-	100%	-	8%	2%	11%
No	652	401	122	94	34	529	119	-	-	-	-	652	75	275	301
	60%	49%	92%	98%	94%	60%	64%	-	-	-	-	100%	58%	94%	46%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 7

**Q.6 For which, if any, of the following reasons do you travel by Southeastern?**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- stone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
For commuting to work	654 60%	332 60%	323 61%	187 73%	146 66%	153 66%	116 61%	41 41%	11 13%	23 48%	14 41%	10 45%	23 67%	17 71%	13 34%	16 68%	15 64%	17 51%	23 67%	10 30%
For leisure	292 27%	175 32%	118 22%	53 21%	50 22%	32 14%	44 23%	46 46%	67 79%	16 34%	13 39%	15 66%	9 25%	6 27%	12 30%	10 42%	10 44%	13 40%	11 31%	20 62%
For business purposes	130 12%	47 9%	83 16%	7 3%	22 10%	43 19%	34 18%	17 17%	7 8%	11 23%	7 20%	* *	3 9%	2 10%	2 5%	* 2%	1 3%	3 10%	2 6%	3 10%
For college/ university/ education	21 2%	9 2%	11 2%	16 6%	3 1%	2 1%	- -	- -	- -	- -	2 5%	- -	- -	- -	7 17%	- -	- -	- -	2 5%	3 10%
Don't know	27 2%	7 1%	20 4%	13 5%	7 3%	7 3%	- -	- -	- -	- -	- -	- -	- -	- -	7 17%	- -	- -	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 7

**Q.6 For which, if any, of the following reasons do you travel by Southeastern?**

**Base: All respondents**

	Station																	
	Total	Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
For commuting to work	654 60%	54 71%	66 86%	26 67%	14 86%	14 52%	12 39%	30 87%	41 60%	22 51%	23 75%	25 68%	17 54%	17 61%	37 52%	34 56%	22 65%	19 65%
For leisure	292 27%	3 4%	1 1%	7 17%	6 36%	12 44%	15 49%	2 7%	17 25%	12 28%	9 31%	10 27%	14 43%	5 19%	20 27%	10 17%	6 17%	9 29%
For business purposes	130 12%	12 16%	10 13%	6 16%	1 4%	2 6%	4 12%	3 8%	12 17%	2 6%	1 2%	2 5%	1 4%	6 22%	9 12%	17 27%	6 18%	3 9%
For college/ university/ education	21 2%	- -	- -	- -	- -	- -	- -	- -	- -	3 7%	- -	- -	- -	- -	- -	- -	- -	5 16%
Don't know	27 2%	7 9%	- -	- -	- -	- -	- -	- -	- -	7 16%	- -	- -	- -	7 9%	- -	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 7

**Q.6 For which, if any, of the following reasons do you travel by Southeastern?**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
For commuting to work	654	613	25	12	5	524	122	360	153	134	73	294	2	22	654
	60%	75%	19%	12%	13%	59%	66%	84%	86%	80%	86%	45%	2%	7%	99%
For leisure	292	115	91	63	23	252	39	17	5	7	4	275	4	292	22
	27%	14%	68%	66%	64%	28%	21%	4%	3%	4%	5%	42%	3%	100%	3%
For business purposes	130	90	20	13	7	110	20	55	23	22	10	75	130	4	2
	12%	11%	15%	13%	19%	12%	11%	13%	13%	13%	12%	12%	100%	1%	*
For college/university/ education	21	16	*	3	2	7	14	3	2	-	2	18	-	1	21
	2%	2%	*	3%	4%	1%	7%	1%	1%	-	2%	3%	-	*	3%
Don't know	27	20	-	7	-	27	-	7	-	7	-	20	-	-	-
	2%	2%	-	7%	-	3%	-	2%	-	4%	-	3%	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 8

**Q.7 Overall, how satisfied or dissatisfied are you with your experience of using Southeastern?**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Satisfied	755 70%	405 74%	350 66%	193 76%	141 64%	151 66%	121 64%	75 75%	72 85%	44 93%	25 74%	17 77%	23 66%	18 75%	36 92%	16 68%	14 60%	25 74%	23 67%	25 78%
Very satisfied	(+2) 208 19%	123 22%	86 16%	58 23%	29 13%	30 13%	32 17%	21 21%	38 45%	22 46%	8 23%	6 28%	9 25%	2 7%	12 30%	1 5%	1 5%	16 48%	7 19%	7 22%
Fairly satisfied	(+1) 547 51%	282 51%	264 50%	135 53%	112 51%	122 53%	89 47%	55 54%	34 40%	22 47%	17 51%	11 49%	14 41%	16 68%	24 62%	15 63%	13 56%	9 26%	17 48%	18 56%
Neither satisfied nor dissatisfied	(0) 210 19%	91 16%	120 23%	34 13%	55 25%	56 24%	40 21%	20 20%	7 8%	1 2%	1 2%	3 15%	8 23%	3 11%	1 3%	6 25%	4 16%	9 26%	7 20%	3 8%
Fairly dissatisfied	(-1) 82 8%	35 6%	47 9%	20 8%	19 9%	17 7%	19 10%	4 4%	3 4%	1 3%	4 12%	*	3 9%	2 7%	2 5%	2 6%	4 17%	*	4 12%	4 12%
Very dissatisfied	(-2) 34 3%	20 4%	15 3%	9 3%	6 3%	7 3%	9 5%	1 1%	2 3%	1 2%	4 12%	2 7%	1 2%	2 7%	*	*	2 7%	-	-	1 2%
NET: Dissatisfied	117 11%	55 10%	62 12%	29 11%	25 11%	24 10%	28 15%	5 5%	6 7%	2 5%	8 24%	2 8%	4 11%	3 14%	2 5%	2 7%	5 24%	*	4 12%	5 14%
Mean	0.75	0.82	0.67	0.84	0.63	0.65	0.62	0.89	1.20	1.32	0.61	0.90	0.79	0.61	1.17	0.66	0.34	1.22	0.74	0.84
Standard deviation	0.96	0.97	0.94	0.98	0.91	0.90	1.04	0.81	0.96	0.83	1.30	1.06	0.99	0.99	0.74	0.72	1.05	0.85	0.92	0.98

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 8

**Q.7 Overall, how satisfied or dissatisfied are you with your experience of using Southeastern?**

**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Satisfied	755 70%	32 42%	36 47%	31 79%	13 76%	24 89%	23 73%	27 78%	53 78%	38 91%	12 38%	22 61%	22 67%	20 70%	43 60%	45 74%	23 70%	26 88%
Very satisfied	(+2) 208 19%	4 5%	5 7%	16 42%	1 4%	10 36%	- -	5 13%	14 21%	14 33%	3 10%	3 8%	5 14%	6 22%	8 11%	12 20%	12 35%	2 6%
Fairly satisfied	(+1) 547 51%	28 37%	31 40%	14 36%	12 71%	14 53%	23 73%	22 64%	39 57%	25 58%	8 28%	19 53%	17 53%	14 48%	35 49%	33 54%	12 35%	24 82%
Neither satisfied nor dissatisfied	(0) 210 19%	34 45%	30 40%	5 13%	4 22%	2 6%	8 27%	7 21%	12 18%	1 3%	6 20%	14 39%	4 14%	8 28%	13 17%	10 16%	7 21%	- -
Fairly dissatisfied	(-1) 82 8%	5 7%	6 8%	3 8%	* 1%	2 6%	- -	- -	3 4%	2 4%	6 21%	- -	6 19%	1 2%	15 21%	3 5%	2 5%	3 10%
Very dissatisfied	(-2) 34 3%	4 6%	4 6%	- -	* 2%	- -	- -	1 2%	- -	1 2%	6 21%	- -	- -	- -	1 1%	3 5%	2 5%	1 2%
NET: Dissatisfied	117 11%	10 13%	10 14%	3 8%	* 2%	2 6%	- -	1 2%	3 4%	2 6%	13 42%	- -	6 19%	1 2%	16 22%	6 10%	3 9%	4 12%
Mean	0.75	0.29	0.34	1.13	0.76	1.19	0.73	0.87	0.94	1.15	-0.14	0.68	0.62	0.90	0.47	0.79	0.90	0.79
Standard deviation	0.96	0.89	0.93	0.94	0.64	0.79	0.45	0.71	0.75	0.84	1.34	0.62	0.97	0.77	0.99	0.99	1.09	0.80

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 8

**Q.7 Overall, how satisfied or dissatisfied are you with your experience of using Southeastern?**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Satisfied	755 70%	544 67%	107 80%	78 81%	26 73%	607 68%	144 78%	259 60%	106 59%	100 60%	53 62%	496 76%	90 70%	236 81%	420 64%
Very satisfied (+2)	208 19%	128 16%	42 32%	22 23%	15 43%	158 18%	48 26%	51 12%	28 15%	17 10%	7 8%	157 24%	30 23%	79 27%	103 16%
Fairly satisfied (+1)	547 51%	415 51%	65 49%	56 58%	11 30%	448 50%	96 52%	208 48%	79 44%	84 50%	46 53%	339 52%	60 46%	157 54%	317 48%
Neither satisfied nor dissatisfied (0)	210 19%	173 21%	18 13%	12 12%	8 23%	184 21%	23 12%	112 26%	47 26%	48 29%	17 20%	99 15%	29 22%	36 12%	152 23%
Fairly dissatisfied (-1)	82 8%	70 9%	6 4%	5 6%	1 3%	70 8%	11 6%	41 10%	18 10%	13 8%	10 12%	41 6%	5 4%	16 5%	64 10%
Very dissatisfied (-2)	34 3%	30 4%	3 2%	1 1%	1 2%	27 3%	7 4%	18 4%	8 5%	5 3%	5 6%	16 2%	5 4%	5 2%	26 4%
NET: Dissatisfied	117 11%	100 12%	9 7%	6 7%	2 5%	97 11%	18 10%	59 14%	26 14%	19 11%	15 18%	57 9%	11 8%	20 7%	89 14%
Mean	0.75	0.66	1.03	0.97	1.09	0.72	0.90	0.54	0.56	0.56	0.47	0.89	0.81	0.99	0.62
Standard deviation	0.96	0.96	0.91	0.82	0.97	0.95	0.98	0.97	1.02	0.89	1.01	0.92	0.98	0.87	0.99



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 9

**Q.8 Has your experience of using Southeastern improved, stayed the same, or got worse since you started travelling with the rail company?**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Improved	276 26%	144 26%	132 25%	54 21%	53 24%	40 18%	53 28%	33 32%	42 50%	13 27%	14 42%	6 26%	5 13%	2 10%	9 24%	7 29%	4 18%	11 33%	7 20%	12 36%
Improved a lot (+2)	42 4%	23 4%	19 4%	5 2%	5 2%	5 2%	6 3%	5 5%	16 19%	2 3%	1 4%	* 1%	- -	* 1%	4 10%	2 10%	- -	4 13%	1 3%	7 23%
Improved a little (+1)	234 22%	121 22%	114 21%	50 19%	48 22%	35 15%	47 25%	28 28%	26 31%	11 23%	13 39%	6 25%	5 13%	2 9%	5 14%	4 18%	4 18%	7 20%	6 18%	4 13%
Stayed the same (0)	677 63%	344 63%	333 63%	172 67%	142 64%	166 72%	102 54%	57 57%	37 44%	34 72%	13 38%	13 57%	27 78%	17 73%	23 59%	15 63%	13 58%	20 60%	26 77%	18 55%
Got a little worse (-1)	89 8%	44 8%	45 8%	18 7%	25 11%	15 6%	24 13%	6 6%	1 1%	1 1%	2 5%	1 5%	2 4%	3 10%	7 17%	2 7%	1 6%	2 5%	1 3%	2 7%
Got a lot worse (-2)	38 4%	18 3%	20 4%	11 4%	1 *	7 3%	10 5%	4 4%	4 5%	* *	5 15%	2 11%	2 4%	2 7%	* 1%	* 1%	4 18%	1 3%	- -	1 2%
NET: Got worse	127 12%	62 11%	65 12%	30 12%	26 12%	22 10%	34 18%	11 11%	5 6%	1 2%	7 20%	4 16%	3 9%	4 17%	7 17%	2 8%	5 24%	3 8%	1 3%	3 8%
Don't know	2 *	- -	2 *	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean	0.14	0.16	0.12	0.07	0.15	0.07	0.09	0.22	0.57	0.29	0.12	*	*	-0.13	0.16	0.31	-0.24	0.35	0.20	0.49
Standard deviation	0.76	0.76	0.76	0.72	0.65	0.66	0.85	0.81	0.98	0.56	1.09	0.91	0.60	0.71	0.85	0.79	0.97	0.88	0.53	1.00

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 9

**Q.8 Has your experience of using Southeastern improved, stayed the same, or got worse since you started travelling with the rail company?**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Rams-gate	Roch-ester	Sand-wich	Seven-oaks	Sidcup	Sit-ting-bourne	Snod-land	Swan-ley	Ton-bridge	Tun-bridge Wells	Vict-oria	West Dul-wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Improved	276 26%	20 26%	18 24%	11 28%	5 28%	4 14%	22 69%	4 12%	15 22%	14 33%	5 16%	6 16%	6 18%	7 23%	20 27%	17 28%	8 24%	7 24%
Improved a lot	(+2) 42 4%	2 3%	- -	- -	- -	* *	- -	2 5%	3 4%	5 11%	1 3%	- -	- -	1 2%	2 3%	- -	2 7%	2 6%
Improved a little	(+1) 234 22%	18 23%	18 24%	11 28%	5 28%	4 14%	22 69%	2 7%	12 17%	9 22%	4 13%	6 16%	6 18%	6 21%	18 24%	17 28%	6 17%	5 18%
Stayed the same	(0) 677 63%	50 65%	46 59%	23 58%	11 68%	20 74%	10 31%	30 86%	46 68%	23 54%	17 58%	27 76%	23 72%	19 67%	30 42%	40 67%	22 67%	19 64%
Got a little worse	(-1) 89 8%	6 9%	9 12%	6 14%	* 3%	3 11%	- -	1 2%	7 11%	1 3%	4 14%	3 9%	2 5%	3 10%	18 25%	- -	2 5%	2 7%
Got a lot worse	(-2) 38 4%	- -	4 5%	- -	* 2%	- -	- -	- -	- -	2 6%	4 12%	- -	2 5%	- -	3 5%	3 5%	2 5%	2 5%
NET: Got worse	127 12%	6 9%	13 17%	6 14%	1 4%	3 11%	- -	1 2%	7 11%	4 9%	8 27%	3 9%	3 10%	3 10%	22 30%	3 5%	3 9%	4 12%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	- -	- -	- -	- -	- -	- -	- -	- -
Mean	0.14	0.20	0.02	0.13	0.22	0.03	0.69	0.15	0.15	0.31	-0.20	0.07	0.04	0.15	-0.04	0.18	0.18	0.12
Standard deviation	0.76	0.63	0.75	0.64	0.59	0.52	0.47	0.52	0.66	0.95	0.94	0.49	0.66	0.62	0.91	0.68	0.83	0.84

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 9

**Q.8 Has your experience of using Southeastern improved, stayed the same, or got worse since you started travelling with the rail company?**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type					
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting	
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557	
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661	
NET: Improved	276	193	42	31	10	250	25	104	44	44	16	172	39	104	135	
	26%	24%	32%	32%	29%	28%	14%	24%	25%	26%	19%	26%	30%	36%	20%	
Improved a lot	(+2)	42	22	12	3	40	2	7	3	4	*	35	5	26	12	
		4%	3%	9%	4%	13%	4%	2%	2%	2%	*	5%	4%	9%	2%	
Improved a little	(+1)	234	171	30	27	6	210	23	98	42	40	16	137	34	77	123
		22%	21%	23%	28%	16%	24%	12%	23%	23%	24%	19%	21%	26%	27%	19%
Stayed the same	(0)	677	514	83	57	23	529	141	262	110	100	53	415	76	163	433
		63%	63%	62%	59%	64%	60%	76%	61%	61%	60%	62%	64%	59%	56%	66%
Got a little worse	(-1)	89	76	8	3	3	77	13	42	17	17	9	47	13	17	62
		8%	9%	6%	4%	7%	9%	7%	10%	9%	10%	10%	7%	10%	6%	9%
Got a lot worse	(-2)	38	33	1	4	-	31	7	21	8	6	7	17	2	9	29
		4%	4%	1%	4%	-	4%	4%	5%	4%	4%	9%	3%	1%	3%	4%
NET: Got worse		127	109	9	7	3	108	19	64	24	23	16	64	15	26	91
		12%	13%	6%	8%	7%	12%	10%	15%	14%	14%	19%	10%	11%	9%	14%
Don't know		2	-	-	2	-	2	-	-	-	-	-	2	-	-	2
		*	-	-	2%	-	*	-	-	-	-	-	*	-	-	*
Mean		0.14	0.09	0.33	0.24	0.35	0.17	0.01	0.06	0.08	0.11	-0.08	0.20	0.22	0.33	0.04
Standard deviation		0.76	0.75	0.75	0.76	0.81	0.78	0.62	0.76	0.75	0.76	0.81	0.75	0.73	0.84	0.73

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 10

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

### Summary

**Base: All respondents**

		Aspects				
		Cleanliness of trains	Reliability	Frequency of trains	Comfort	Communicating with passengers
Unweighted base		1082	1082	1082	1082	1082
Weighted base		1082	1082	1082	1082	1082
NET: Good		745 69%	692 64%	744 69%	742 69%	618 57%
Very good	(+2)	162 15%	176 16%	213 20%	196 18%	170 16%
Fairly good	(+1)	583 54%	517 48%	531 49%	546 50%	447 41%
Neither good nor poor	(0)	230 21%	214 20%	223 21%	255 24%	270 25%
Fairly poor	(-1)	89 8%	141 13%	96 9%	71 7%	135 12%
Very poor	(-2)	16 2%	35 3%	18 2%	13 1%	57 5%
NET: Poor		105 10%	175 16%	114 11%	84 8%	192 18%
Don't know		2 *	- -	1 *	2 *	2 *
Mean		0.73	0.61	0.76	0.78	0.50
Standard deviation		0.87	1.01	0.92	0.86	1.07

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 11

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Cleanliness of trains**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Good	745 69%	386 70%	359 67%	177 69%	149 67%	152 66%	124 66%	80 80%	63 74%	40 84%	27 80%	15 67%	24 69%	18 75%	36 93%	11 47%	17 75%	26 79%	13 38%	29 91%
Very good (+2)	162 15%	80 15%	82 15%	59 23%	27 12%	18 8%	22 11%	15 15%	22 25%	11 23%	6 18%	6 27%	4 12%	2 7%	18 45%	3 14%	2 8%	14 41%	7 19%	7 22%
Fairly good (+1)	583 54%	306 56%	277 52%	118 46%	122 55%	134 58%	103 54%	66 65%	41 49%	29 61%	21 62%	9 41%	20 56%	16 68%	18 47%	8 33%	15 68%	13 38%	6 19%	22 69%
Neither good nor poor (0)	230 21%	105 19%	124 23%	57 22%	45 20%	54 24%	42 22%	16 16%	15 18%	6 14%	2 6%	4 18%	10 29%	6 25%	*	8 34%	3 15%	6 17%	16 47%	1 3%
Fairly poor (-1)	89 8%	47 9%	42 8%	17 7%	20 9%	22 9%	21 11%	4 4%	6 7%	1 3%	4 12%	3 13%	1 3%	-	1 2%	3 11%	2 9%	2 5%	2 7%	2 6%
Very poor (-2)	16 2%	10 2%	7 1%	4 1%	7 3%	3 1%	2 1%	* *	1 1%	* *	1 2%	* 1%	-	* *	2 4%	2 8%	-	-	1 3%	-
NET: Poor	105 10%	57 10%	48 9%	21 8%	27 12%	25 11%	22 12%	4 4%	7 8%	1 3%	5 14%	3 14%	1 3%	* *	2 6%	5 19%	2 9%	2 5%	4 11%	2 6%
Don't know	2 *	2 *	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2 4%	-
Mean	0.73	0.73	0.73	0.83	0.64	0.62	0.64	0.91	0.90	1.04	0.83	0.79	0.78	0.81	1.28	0.33	0.74	1.15	0.45	1.07
Standard deviation	0.87	0.88	0.86	0.91	0.92	0.81	0.86	0.69	0.90	0.69	0.94	1.03	0.70	0.57	0.93	1.13	0.75	0.87	1.02	0.70

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 11

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Cleanliness of trains**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Good	745 69%	38 51%	53 69%	32 83%	13 80%	23 87%	23 74%	20 59%	50 74%	27 64%	14 46%	19 52%	20 63%	15 52%	40 56%	55 90%	23 70%	20 69%
Very good (+2)	162 15%	- -	2 3%	15 40%	2 10%	15 55%	2 8%	2 4%	10 14%	3 8%	2 6%	4 10%	1 2%	3 10%	9 13%	6 9%	3 9%	5 16%
Fairly good (+1)	583 54%	38 51%	51 66%	17 43%	12 69%	9 32%	21 66%	19 55%	41 60%	24 56%	12 41%	15 42%	20 61%	12 42%	31 43%	49 81%	20 60%	15 52%
Neither good nor poor (0)	230 21%	34 45%	14 19%	2 4%	3 19%	4 13%	6 18%	12 35%	12 17%	8 19%	7 24%	15 41%	5 16%	10 36%	20 28%	3 6%	6 17%	6 19%
Fairly poor (-1)	89 8%	3 4%	6 8%	5 13%	* 1%	- -	2 8%	- -	6 9%	6 15%	7 22%	2 7%	7 21%	2 8%	11 15%	3 4%	4 11%	3 10%
Very poor (-2)	16 2%	- -	3 4%	- -	- -	* *	- -	2 6%	- -	1 2%	2 7%	- -	- -	1 4%	- -	- -	1 2%	1 2%
NET: Poor	105 10%	3 4%	9 12%	5 13%	* 1%	* *	2 8%	2 6%	6 9%	7 17%	9 29%	2 7%	7 21%	3 12%	11 15%	3 4%	4 13%	4 12%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean	0.73	0.46	0.56	1.09	0.89	1.41	0.74	0.51	0.79	0.53	0.17	0.55	0.44	0.46	0.54	0.95	0.64	0.70
Standard deviation	0.87	0.59	0.84	1.00	0.59	0.75	0.73	0.86	0.80	0.93	1.07	0.78	0.85	0.94	0.91	0.56	0.88	0.95

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 11

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Cleanliness of trains**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Good	745 69%	540 66%	98 73%	79 82%	29 81%	601 68%	143 77%	277 64%	116 65%	104 63%	57 67%	468 72%	99 76%	215 74%	429 65%
Very good (+2)	162 15%	100 12%	29 22%	22 23%	11 30%	124 14%	38 21%	40 9%	19 11%	12 7%	10 11%	122 19%	25 19%	55 19%	79 12%
Fairly good (+1)	583 54%	439 54%	69 52%	57 59%	18 51%	476 54%	105 57%	237 55%	97 54%	92 55%	48 56%	346 53%	74 57%	161 55%	350 53%
Neither good nor poor (0)	230 21%	185 23%	27 20%	12 12%	5 15%	192 22%	31 17%	107 25%	54 30%	40 24%	13 15%	123 19%	17 13%	51 17%	161 24%
Fairly poor (-1)	89 8%	75 9%	8 6%	4 5%	2 4%	79 9%	10 6%	37 8%	8 5%	16 9%	12 15%	52 8%	10 8%	22 8%	58 9%
Very poor (-2)	16 2%	15 2%	1 1%	1 1%	- -	15 2%	1 1%	10 2%	* *	6 4%	3 4%	7 1%	4 3%	3 1%	11 2%
NET: Poor	105 10%	90 11%	9 6%	5 5%	2 4%	94 11%	11 6%	46 11%	9 5%	22 13%	15 18%	59 9%	14 11%	26 9%	69 10%
Don't know	2 *	2 *	- -	- -	- -	2 *	- -	- -	- -	- -	- -	2 *	- -	- -	2 *
Mean	0.73	0.66	0.88	0.99	1.07	0.69	0.91	0.61	0.70	0.53	0.57	0.81	0.81	0.82	0.65
Standard deviation	0.87	0.88	0.83	0.78	0.80	0.88	0.80	0.85	0.72	0.90	0.99	0.87	0.93	0.86	0.86

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 12

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

### Reliability

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ashford Int.	Battle	Bexley-heath	Borough Green & Wrotham	Bromley South	Canterbury West	Dartford	Eltham	Folkstone Central	Gravesend	Hastings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Good	692 64%	370 67%	322 61%	168 66%	139 63%	141 61%	100 53%	72 72%	71 84%	42 89%	18 52%	18 82%	17 48%	19 77%	34 89%	14 60%	15 64%	25 74%	28 83%	24 75%
Very good (+2)	176 16%	95 17%	81 15%	41 16%	41 19%	23 10%	26 14%	21 21%	23 28%	17 35%	2 5%	6 28%	4 11%	6 24%	10 27%	1 5%	- -	13 38%	10 29%	5 16%
Fairly good (+1)	517 48%	275 50%	241 45%	127 50%	98 44%	118 51%	74 39%	51 51%	48 56%	26 54%	16 48%	12 54%	13 37%	13 53%	24 62%	13 54%	15 64%	12 36%	18 54%	19 59%
Neither good nor poor (0)	214 20%	103 19%	112 21%	49 19%	38 17%	54 23%	53 28%	17 17%	4 5%	3 6%	3 9%	2 8%	10 30%	3 12%	1 3%	6 25%	1 3%	5 14%	2 7%	3 8%
Fairly poor (-1)	141 13%	64 12%	77 14%	32 13%	39 18%	26 11%	25 13%	11 11%	7 9%	1 3%	7 21%	2 10%	4 11%	1 3%	3 8%	4 15%	5 22%	3 9%	4 10%	5 15%
Very poor (-2)	35 3%	14 2%	21 4%	6 2%	5 2%	9 4%	11 6%	1 1%	2 3%	1 2%	6 17%	- -	4 12%	2 7%	* 1%	* 1%	2 11%	1 3%	- -	1 2%
NET: Poor	175 16%	77 14%	98 18%	38 15%	45 20%	35 15%	36 19%	12 12%	10 12%	2 5%	13 39%	2 10%	8 22%	3 10%	3 8%	4 15%	7 33%	4 12%	4 10%	5 17%
Mean	0.61	0.68	0.53	0.65	0.59	0.52	0.42	0.80	0.97	1.18	0.01	1.00	0.25	0.84	1.06	0.49	0.21	0.96	1.01	0.72
Standard deviation	1.01	0.97	1.04	0.97	1.06	0.96	1.07	0.93	0.97	0.83	1.27	0.89	1.16	1.08	0.82	0.84	1.15	1.09	0.89	0.98



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 12

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

### Reliability

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Good	692 64%	23 31%	38 49%	29 75%	11 63%	22 82%	27 87%	24 69%	40 59%	36 85%	16 52%	29 80%	19 59%	19 67%	28 38%	41 67%	19 57%	18 60%
Very good (+2)	176 16%	-	5 7%	15 39%	1 6%	9 34%	19 61%	3 10%	6 9%	8 20%	1 3%	9 26%	2 8%	3 10%	6 8%	8 13%	2 6%	4 12%
Fairly good (+1)	517 48%	23 31%	33 42%	14 36%	10 57%	13 48%	8 26%	20 59%	34 50%	28 65%	15 49%	20 54%	16 51%	16 57%	22 31%	33 54%	17 51%	14 48%
Neither good nor poor (0)	214 20%	38 50%	22 29%	6 15%	6 36%	3 12%	2 8%	8 22%	21 31%	2 5%	3 10%	4 11%	4 12%	5 19%	20 28%	13 22%	10 31%	7 24%
Fairly poor (-1)	141 13%	14 19%	13 17%	4 10%	* 1%	2 6%	1 2%	3 9%	7 10%	4 10%	10 32%	3 9%	8 25%	4 14%	17 24%	5 9%	3 10%	5 16%
Very poor (-2)	35 3%	-	4 5%	-	* 1%	-	1 3%	-	-	-	2 6%	-	2 5%	-	7 10%	2 3%	1 2%	-
NET: Poor	175 16%	14 19%	17 22%	4 10%	* 2%	2 6%	2 5%	3 9%	7 10%	4 10%	11 38%	3 9%	9 29%	4 14%	24 34%	7 11%	4 12%	5 16%
Mean	0.61	0.12	0.30	1.03	0.65	1.11	1.40	0.70	0.58	0.96	0.11	0.97	0.32	0.63	0.02	0.67	0.49	0.57
Standard deviation	1.01	0.70	0.99	0.99	0.68	0.84	0.96	0.77	0.79	0.80	1.09	0.86	1.09	0.86	1.13	0.91	0.83	0.91

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 12

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

### Reliability

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Good	692 64%	487 60%	98 74%	80 83%	27 76%	554 62%	135 73%	224 52%	91 51%	81 49%	52 61%	468 72%	87 67%	223 76%	379 57%
Very good (+2)	176 16%	104 13%	31 24%	28 29%	13 35%	120 14%	55 30%	42 10%	26 14%	11 7%	5 5%	134 21%	27 20%	73 25%	80 12%
Fairly good (+1)	517 48%	383 47%	67 50%	52 54%	15 41%	434 49%	80 43%	182 42%	65 36%	70 42%	47 56%	334 51%	61 47%	150 51%	299 45%
Neither good nor poor (0)	214 20%	178 22%	23 17%	9 9%	5 13%	185 21%	25 14%	112 26%	49 28%	48 29%	15 18%	102 16%	27 20%	39 13%	150 23%
Fairly poor (-1)	141 13%	125 15%	10 8%	3 3%	3 8%	118 13%	21 11%	79 18%	36 20%	31 19%	12 14%	62 9%	14 11%	21 7%	109 16%
Very poor (-2)	35 3%	27 3%	2 1%	5 5%	1 3%	31 3%	4 2%	15 4%	3 2%	6 4%	6 7%	19 3%	2 2%	9 3%	24 4%
NET: Poor	175 16%	152 19%	12 9%	7 8%	4 11%	149 17%	25 13%	94 22%	39 22%	37 22%	18 21%	81 12%	16 12%	30 10%	133 20%
Mean	0.61	0.50	0.87	1.00	0.98	0.56	0.87	0.36	0.42	0.29	0.38	0.77	0.73	0.88	0.46
Standard deviation	1.01	1.00	0.91	0.97	1.04	1.00	1.03	1.00	1.02	0.98	1.03	0.98	0.96	0.97	1.02

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 13

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Frequency of trains**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Good	744 69%	404 73%	340 64%	176 69%	152 69%	148 64%	124 66%	75 75%	69 82%	37 78%	23 68%	20 89%	25 71%	21 89%	24 61%	17 72%	17 76%	24 70%	27 78%	26 82%
Very good (+2)	213 20%	101 18%	112 21%	56 22%	42 19%	29 13%	32 17%	26 26%	27 32%	14 30%	3 9%	6 28%	7 20%	9 39%	8 21%	4 16%	1 4%	12 34%	8 25%	5 16%
Fairly good (+1)	531 49%	303 55%	229 43%	119 47%	110 50%	118 51%	92 49%	49 49%	42 49%	23 48%	20 59%	14 62%	18 50%	12 50%	15 39%	14 56%	16 72%	12 36%	19 54%	21 66%
Neither good nor poor (0)	223 21%	97 18%	126 24%	48 19%	50 23%	57 25%	43 23%	14 14%	12 14%	5 11%	4 12%	* 2%	9 25%	3 11%	9 24%	5 21%	1 3%	3 9%	5 14%	2 7%
Fairly poor (-1)	96 9%	41 7%	55 10%	25 10%	19 8%	24 10%	15 8%	10 10%	3 3%	5 11%	5 15%	2 9%	2 4%	- -	5 12%	2 7%	5 21%	5 14%	2 5%	2 7%
Very poor (-2)	18 2%	7 1%	11 2%	6 2%	1 *	2 1%	7 4%	2 2%	1 1%	- -	2 5%	- -	- -	* 1%	2 4%	- -	- -	2 7%	- -	1 3%
NET: Poor	114 11%	48 9%	66 12%	31 12%	19 9%	26 11%	22 12%	12 12%	3 4%	5 11%	7 20%	2 9%	2 4%	* 1%	6 16%	2 7%	5 21%	7 21%	2 5%	3 10%
Don't know	1 *	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 3%	- -
Mean	0.76	0.82	0.71	0.77	0.78	0.65	0.67	0.87	1.09	0.96	0.53	1.08	0.87	1.26	0.62	0.82	0.59	0.76	1.01	0.84
Standard deviation	0.92	0.86	0.98	0.98	0.86	0.86	0.97	0.96	0.83	0.93	1.02	0.82	0.79	0.71	1.08	0.80	0.89	1.28	0.78	0.89

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 13

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Frequency of trains**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Rams-gate	Roch-ester	Sand-wich	Seven-oaks	Sidcup	Sit-ting-bourne	Snod-land	Swan-ley	Ton-bridge	Tun-bridge Wells	Vict-oria	West Dul-wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Good	744 69%	22 28%	44 58%	33 85%	14 81%	23 85%	21 68%	13 38%	53 78%	35 83%	20 67%	26 72%	21 65%	22 77%	54 76%	40 65%	19 58%	23 77%
Very good (+2)	213 20%	-	7 9%	12 32%	3 15%	12 44%	12 38%	4 11%	19 28%	5 13%	2 8%	5 15%	3 10%	9 32%	16 23%	10 17%	4 13%	11 36%
Fairly good (+1)	531 49%	22 28%	38 49%	21 53%	11 66%	11 40%	9 30%	9 27%	34 50%	30 71%	18 59%	21 57%	18 56%	13 46%	38 53%	29 48%	15 44%	12 41%
Neither good nor poor (0)	223 21%	41 54%	27 36%	3 7%	3 18%	2 9%	7 24%	17 49%	11 16%	7 17%	5 16%	6 15%	5 14%	6 20%	12 17%	14 23%	4 13%	7 23%
Fairly poor (-1)	96 9%	13 17%	4 5%	3 8%	* 1%	2 6%	2 5%	5 13%	3 5%	-	5 17%	5 13%	7 20%	1 2%	4 5%	2 4%	8 25%	-
Very poor (-2)	18 2%	-	2 2%	-	-	-	1 3%	-	1 1%	-	-	-	-	-	2 2%	5 8%	2 5%	-
NET: Poor	114 11%	13 17%	5 7%	3 8%	* 1%	2 6%	3 8%	5 13%	4 6%	-	5 17%	5 13%	7 20%	1 2%	5 7%	7 12%	10 30%	-
Don't know	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.76	0.11	0.58	1.09	0.96	1.23	0.95	0.35	0.99	0.96	0.59	0.73	0.55	1.07	0.89	0.62	0.37	1.13
Standard deviation	0.92	0.67	0.80	0.85	0.61	0.87	1.06	0.86	0.87	0.55	0.88	0.87	0.93	0.79	0.89	1.06	1.14	0.77

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 13

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Frequency of trains**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Good	744 69%	532 65%	103 77%	82 85%	28 77%	612 69%	130 70%	266 62%	108 61%	100 60%	57 67%	478 73%	90 69%	234 80%	426 64%
Very good (+2)	213 20%	142 17%	37 28%	22 23%	12 32%	167 19%	46 25%	58 13%	29 16%	20 12%	9 10%	155 24%	29 22%	80 27%	108 16%
Fairly good (+1)	531 49%	390 48%	66 49%	59 62%	16 44%	445 50%	84 45%	208 48%	79 44%	80 48%	49 57%	323 50%	61 47%	154 53%	318 48%
Neither good nor poor (0)	223 21%	186 23%	24 18%	9 9%	4 12%	183 21%	36 19%	105 24%	49 27%	37 22%	19 23%	118 18%	28 21%	36 12%	152 23%
Fairly poor (-1)	96 9%	83 10%	6 5%	3 3%	4 11%	76 9%	18 10%	50 12%	17 10%	24 15%	9 10%	46 7%	12 9%	17 6%	70 11%
Very poor (-2)	18 2%	15 2%	-	3 3%	-	16 2%	2 1%	9 2%	5 3%	5 3%	-	9 1%	*	4 1%	14 2%
NET: Poor	114 11%	98 12%	6 5%	5 6%	4 11%	92 10%	20 11%	59 14%	22 12%	29 17%	9 10%	54 8%	12 10%	20 7%	84 13%
Don't know	1 *	1 *	-	-	-	1 *	-	-	-	-	-	1 *	-	1 *	-
Mean	0.76	0.69	1.01	1.00	0.98	0.76	0.83	0.59	0.62	0.52	0.68	0.88	0.82	1.00	0.66
Standard deviation	0.92	0.94	0.81	0.84	0.96	0.92	0.94	0.93	0.95	0.98	0.80	0.90	0.89	0.87	0.94

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 14

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Comfort**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Good	742 69%	392 71%	350 66%	196 77%	149 67%	140 61%	112 59%	76 75%	69 81%	41 87%	29 85%	15 66%	26 74%	12 49%	33 84%	12 52%	7 32%	30 88%	18 52%	29 90%
Very good (+2)	196 18%	99 18%	97 18%	63 25%	38 17%	27 12%	28 15%	15 15%	24 29%	14 30%	7 19%	5 22%	8 22%	4 17%	19 49%	2 6%	2 8%	18 54%	9 25%	8 25%
Fairly good (+1)	546 50%	294 53%	253 48%	133 52%	111 50%	113 49%	84 44%	61 60%	45 52%	27 57%	23 66%	10 44%	18 52%	8 32%	14 35%	11 45%	5 24%	12 34%	9 27%	21 65%
Neither good nor poor (0)	255 24%	119 22%	136 26%	50 19%	54 24%	70 30%	56 29%	18 18%	8 9%	5 12%	3 10%	4 19%	8 23%	9 37%	6 16%	8 34%	9 37%	4 12%	13 39%	2 5%
Fairly poor (-1)	71 7%	32 6%	38 7%	4 2%	17 8%	18 8%	19 10%	4 4%	8 10%	1 1%	2 5%	3 13%	1 3%	3 14%	- -	3 14%	5 23%	- -	3 9%	1 2%
Very poor (-2)	13 1%	7 1%	7 1%	5 2%	1 *	1 1%	3 1%	3 3%	- -	- -	- -	* 1%	- -	* *	* *	* *	2 8%	- -	- -	1 3%
NET: Poor	84 8%	39 7%	45 8%	9 4%	18 8%	20 9%	21 11%	7 7%	8 10%	1 1%	2 5%	3 14%	1 3%	3 14%	* *	3 14%	7 31%	- -	3 9%	2 5%
Don't know	2 *	- -	2 *	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean	0.78	0.81	0.75	0.96	0.76	0.63	0.61	0.81	1.00	1.16	1.00	0.74	0.94	0.52	1.32	0.44	*	1.42	0.69	1.06
Standard deviation	0.86	0.84	0.88	0.83	0.84	0.82	0.90	0.85	0.88	0.67	0.70	1.00	0.76	0.96	0.75	0.83	1.07	0.71	0.96	0.82

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 14

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Comfort**

**Base: All respondents**

	Total	Station																
		Lewi-sham	London Bridge	Maid-stone West	Orp-ington	Rams-gate	Roch-ester	Sand-wich	Seven-oaks	Sidcup	Sit-ting-bourne	Snod-land	Swan-ley	Ton-bridge	Tun-bridge Wells	Vict-oria	West Dul-wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Good	742 69%	46 60%	33 43%	33 86%	13 79%	24 90%	16 52%	24 69%	43 63%	35 83%	17 57%	29 80%	23 73%	19 66%	54 75%	41 67%	19 56%	21 72%
Very good (+2)	196 18%	3 4%	2 3%	22 56%	* 1%	16 59%	4 14%	2 4%	11 16%	7 15%	2 5%	5 13%	2 5%	3 10%	11 16%	4 7%	4 12%	5 16%
Fairly good (+1)	546 50%	43 57%	31 40%	12 30%	13 78%	9 32%	12 38%	22 65%	32 46%	29 68%	16 52%	24 67%	22 68%	16 56%	42 59%	37 60%	15 44%	17 56%
Neither good nor poor (0)	255 24%	29 39%	30 39%	6 14%	2 13%	1 4%	10 32%	11 31%	20 29%	3 7%	7 23%	7 20%	5 15%	5 19%	15 21%	17 28%	10 29%	6 20%
Fairly poor (-1)	71 7%	1 1%	12 16%	-	1 8%	2 6%	4 13%	-	5 7%	4 10%	3 9%	-	4 13%	3 10%	3 4%	2 3%	3 9%	2 8%
Very poor (-2)	13 1%	-	-	-	-	-	1 3%	-	1 1%	-	3 10%	-	-	2 5%	-	2 3%	2 6%	-
NET: Poor	84 8%	1 1%	12 16%	-	1 8%	2 6%	5 16%	-	5 8%	4 10%	6 19%	-	4 13%	4 15%	3 4%	3 5%	5 16%	2 8%
Don't know	2 *	-	2 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.78	0.63	0.30	1.41	0.73	1.43	0.47	0.74	0.70	0.89	0.33	0.93	0.65	0.55	0.86	0.67	0.46	0.79
Standard deviation	0.86	0.57	0.78	0.74	0.64	0.84	1.00	0.54	0.86	0.79	1.08	0.58	0.77	1.00	0.73	0.76	1.05	0.82

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 14

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Comfort**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Good	742 69%	543 67%	93 70%	78 81%	28 77%	595 67%	146 78%	254 59%	109 61%	107 64%	37 44%	488 75%	87 67%	223 76%	422 64%
Very good (+2)	196 18%	129 16%	32 24%	21 22%	14 39%	138 16%	58 31%	54 12%	29 16%	15 9%	9 11%	142 22%	22 17%	64 22%	105 16%
Fairly good (+1)	546 50%	414 51%	62 46%	57 59%	14 38%	457 51%	88 47%	200 46%	80 45%	92 55%	28 33%	346 53%	65 50%	158 54%	316 48%
Neither good nor poor (0)	255 24%	203 25%	31 24%	13 13%	7 20%	217 24%	31 17%	130 30%	56 31%	40 24%	34 40%	125 19%	32 24%	51 18%	180 27%
Fairly poor (-1)	71 7%	59 7%	6 5%	5 5%	1 3%	64 7%	7 4%	40 9%	11 6%	16 10%	13 15%	31 5%	9 7%	16 5%	48 7%
Very poor (-2)	13 1%	11 1%	1 1%	1 1%	- -	11 1%	2 1%	5 1%	3 2%	2 1%	1 1%	8 1%	1 1%	3 1%	10 1%
NET: Poor	84 8%	70 9%	7 5%	6 6%	1 3%	75 8%	9 5%	45 11%	14 8%	18 11%	13 16%	38 6%	11 8%	18 6%	58 9%
Don't know	2 *	- -	2 1%	- -	- -	2 *	- -	2 *	- -	2 1%	- -	- -	- -	- -	2 *
Mean	0.78	0.72	0.89	0.96	1.14	0.73	1.04	0.60	0.68	0.62	0.38	0.90	0.75	0.91	0.70
Standard deviation	0.86	0.86	0.85	0.80	0.83	0.85	0.86	0.87	0.88	0.83	0.90	0.83	0.87	0.83	0.88



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 15

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Communicating with passengers**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Good	618 57%	331 60%	287 54%	166 65%	122 55%	120 52%	90 48%	57 57%	63 74%	33 70%	28 81%	15 68%	23 66%	11 46%	33 84%	17 72%	13 56%	28 82%	23 67%	28 88%
Very good (+2)	170 16%	85 16%	85 16%	53 21%	33 15%	26 11%	19 10%	14 14%	26 30%	12 26%	7 21%	3 15%	9 24%	4 17%	11 29%	6 26%	1 5%	22 66%	10 29%	7 22%
Fairly good (+1)	447 41%	245 45%	202 38%	113 44%	89 40%	94 41%	71 38%	43 43%	37 44%	21 45%	21 60%	12 53%	15 42%	7 29%	21 55%	11 46%	12 51%	5 16%	13 38%	21 66%
Neither good nor poor (0)	270 25%	126 23%	143 27%	54 21%	65 29%	56 24%	55 29%	27 27%	13 16%	12 25%	3 8%	4 17%	7 19%	8 32%	4 9%	3 13%	5 21%	4 13%	8 24%	2 6%
Fairly poor (-1)	135 12%	66 12%	69 13%	25 10%	21 9%	37 16%	33 17%	14 14%	6 7%	1 3%	4 11%	1 6%	2 6%	1 3%	1 2%	2 8%	5 23%	2 5%	3 10%	1 4%
Very poor (-2)	57 5%	27 5%	30 6%	11 4%	14 6%	17 7%	11 6%	2 2%	2 3%	1 2%	- -	2 9%	3 9%	5 19%	2 5%	2 6%	* *	- -	- -	1 2%
NET: Poor	192 18%	93 17%	99 19%	36 14%	34 16%	54 24%	44 23%	15 15%	9 10%	2 5%	4 11%	3 15%	5 15%	5 22%	3 7%	4 15%	5 23%	2 5%	3 10%	2 6%
Don't know	2 *	- -	2 *	- -	- -	1 *	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean	0.50	0.54	0.46	0.67	0.48	0.32	0.29	0.55	0.91	0.89	0.92	0.60	0.67	0.22	1.02	0.76	0.38	1.44	0.86	1.02
Standard deviation	1.07	1.05	1.08	1.05	1.05	1.10	1.05	0.96	1.01	0.90	0.86	1.13	1.18	1.34	0.95	1.14	0.93	0.90	0.96	0.80

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 15

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Communicating with passengers**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Good	618 57%	10 13%	30 40%	29 75%	12 71%	25 94%	17 53%	18 53%	32 47%	26 62%	17 58%	13 37%	20 62%	10 35%	37 52%	31 51%	19 57%	18 62%
Very good (+2)	170 16%	- -	5 6%	18 45%	4 25%	8 30%	1 3%	* 1%	6 9%	4 10%	3 10%	2 6%	4 13%	4 13%	7 10%	2 4%	4 12%	5 16%
Fairly good (+1)	447 41%	10 13%	26 34%	11 29%	8 45%	17 64%	16 50%	18 52%	26 38%	22 51%	14 47%	11 31%	16 50%	6 22%	30 42%	29 48%	15 45%	14 47%
Neither good nor poor (0)	270 25%	36 48%	23 30%	6 16%	4 26%	* 1%	9 30%	11 31%	23 34%	11 26%	5 16%	16 43%	6 20%	11 39%	19 26%	16 26%	10 29%	6 19%
Fairly poor (-1)	135 12%	30 39%	18 24%	4 9%	* 2%	- -	4 12%	4 12%	10 15%	4 10%	2 7%	5 13%	3 8%	6 21%	6 9%	10 16%	3 8%	3 11%
Very poor (-2)	57 5%	- -	5 7%	- -	* 1%	2 6%	2 5%	2 4%	3 4%	1 2%	6 20%	- -	3 10%	2 6%	9 13%	4 7%	2 6%	2 8%
NET: Poor	192 18%	30 39%	23 30%	4 9%	1 4%	2 6%	5 17%	6 16%	13 19%	5 12%	8 27%	5 13%	6 18%	7 26%	16 22%	14 23%	5 15%	6 19%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 7%	- -	- -	- -	- -	- -	- -
Mean	0.50	-0.26	0.08	1.10	0.91	1.12	0.34	0.33	0.32	0.57	0.21	0.33	0.48	0.16	0.27	0.25	0.48	0.52
Standard deviation	1.07	0.68	1.04	1.00	0.87	0.91	0.92	0.87	0.98	0.90	1.33	0.80	1.13	1.09	1.17	1.01	1.04	1.13

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 15

**Q.9 We would now like you to think about certain aspects of Southeastern's service. How would you rate them for each of the following?**

**Communicating with passengers**

**Base: All respondents**

	Total	Frequency of Travel				When Started Using		Season Ticket Holder				Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Good	618 57%	431 53%	92 69%	69 71%	25 71%	492 55%	124 67%	184 43%	82 46%	74 45%	28 33%	433 66%	70 54%	208 71%	333 50%
Very good (+2)	170 16%	110 13%	30 22%	17 18%	13 36%	124 14%	46 25%	42 10%	24 14%	10 6%	7 8%	129 20%	18 14%	63 22%	92 14%
Fairly good (+1)	447 41%	321 39%	62 47%	51 53%	12 35%	368 41%	78 42%	143 33%	58 32%	64 38%	21 25%	305 47%	52 40%	145 50%	241 36%
Neither good nor poor (0)	270 25%	214 26%	27 20%	21 22%	8 23%	224 25%	41 22%	124 29%	47 26%	47 28%	30 35%	146 22%	34 26%	59 20%	177 27%
Fairly poor (-1)	135 12%	117 14%	12 9%	4 5%	2 7%	120 14%	14 7%	88 21%	37 21%	37 22%	14 17%	47 7%	19 15%	15 5%	106 16%
Very poor (-2)	57 5%	53 6%	2 2%	2 2%	- -	49 6%	8 4%	32 7%	12 7%	6 4%	13 16%	26 4%	6 5%	10 3%	43 7%
NET: Poor	192 18%	170 21%	14 10%	6 7%	2 7%	169 19%	21 11%	120 28%	49 28%	43 26%	28 32%	72 11%	26 20%	24 8%	149 23%
Don't know	2 *	2 *	1 1%	- -	- -	2 *	- -	2 1%	- -	2 1%	- -	- -	- -	1 *	2 *
Mean	0.50	0.39	0.80	0.81	0.99	0.45	0.76	0.17	0.25	0.22	-0.08	0.71	0.43	0.82	0.35
Standard deviation	1.07	1.09	0.94	0.86	0.94	1.07	1.04	1.09	1.14	0.99	1.17	0.99	1.06	0.94	1.11

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 16

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**Summary**

**Base: All respondents**

		Statements						
		It is good value for money	I trust Southeastern	I always get a seat when I travel by Southeastern	I would choose to travel by Southeastern even if there was more than one operator on this line	There should be more competition among train operating companies when bidding to run routes	I am confident that Southeastern will deliver a reliable service for the next 4 years	If I had the choice, I would want Southeastern to run this line for the next 4 years
Unweighted base		1082	1082	1082	1082	1082	1082	1082
Weighted base		1082	1082	1082	1082	1082	1082	1082
NET: Agree		325 30%	547 51%	669 62%	362 33%	668 62%	513 47%	484 45%
Strongly agree	(+2)	59 5%	153 14%	320 30%	112 10%	398 37%	136 13%	179 17%
Somewhat agree	(+1)	266 25%	394 36%	349 32%	250 23%	270 25%	377 35%	305 28%
Neither agree nor disagree	(0)	254 24%	346 32%	192 18%	525 48%	260 24%	372 34%	441 41%
Somewhat disagree	(-1)	298 28%	121 11%	137 13%	122 11%	86 8%	138 13%	93 9%
Strongly disagree	(-2)	202 19%	65 6%	83 8%	71 7%	65 6%	57 5%	62 6%
NET: Disagree		500 46%	185 17%	220 20%	194 18%	152 14%	195 18%	155 14%
Don't know		2 *	3 *	2 *	2 *	2 *	2 *	2 *
Mean		-0.29	0.42	0.63	0.19	0.79	0.37	0.41
Standard deviation		1.18	1.05	1.24	0.99	1.20	1.03	1.04

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 17

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**It is good value for money**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	325 30%	167 30%	158 30%	86 34%	64 29%	55 24%	44 23%	28 27%	48 57%	20 42%	11 33%	6 25%	12 35%	5 22%	11 29%	5 23%	7 29%	18 53%	12 36%	18 55%
Strongly agree (+2)	59 5%	36 7%	23 4%	16 6%	13 6%	6 2%	4 2%	2 2%	18 22%	1 1%	1 3%	2 7%	4 11%	* 1%	2 4%	2 8%	1 5%	10 29%	- -	3 10%
Somewhat agree (+1)	266 25%	131 24%	135 25%	70 27%	51 23%	49 21%	40 21%	26 25%	30 35%	19 40%	10 31%	4 19%	9 24%	5 21%	10 25%	4 15%	5 24%	8 24%	12 36%	15 46%
Neither agree nor disagree (0)	254 24%	141 26%	114 21%	56 22%	53 24%	49 21%	40 21%	35 35%	21 25%	12 26%	3 7%	10 43%	13 36%	9 36%	3 8%	5 20%	6 24%	6 17%	16 46%	6 19%
Somewhat disagree (-1)	298 28%	132 24%	166 31%	78 31%	59 27%	70 30%	57 30%	26 26%	9 10%	10 20%	15 44%	5 20%	8 22%	4 18%	22 55%	8 35%	6 27%	3 8%	6 18%	7 23%
Strongly disagree (-2)	202 19%	108 20%	94 18%	33 13%	44 20%	57 25%	48 26%	12 12%	6 7%	5 10%	5 15%	2 11%	2 6%	6 24%	3 7%	5 22%	4 20%	8 23%	- -	1 3%
NET: Disagree	500 46%	240 44%	260 49%	112 44%	103 47%	127 55%	105 56%	38 38%	15 17%	14 30%	20 59%	7 31%	10 29%	10 42%	24 63%	14 57%	11 47%	10 30%	6 18%	8 25%
Don't know	2 *	2 *	-	2 1%	-	-	-	-	1 1%	1 2%	-	-	-	-	-	-	-	-	-	-
Mean	-0.29	-0.26	-0.32	-0.17	-0.32	-0.54	-0.56	-0.21	0.54	0.03	-0.38	-0.10	0.11	-0.44	-0.37	-0.48	-0.34	0.29	0.18	0.37
Standard deviation	1.18	1.21	1.16	1.16	1.20	1.15	1.14	1.02	1.16	1.05	1.16	1.07	1.08	1.12	1.07	1.23	1.20	1.54	0.73	1.04

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 17

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**It is good value for money**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	325 30%	2 2%	18 24%	11 29%	8 45%	12 44%	21 67%	15 44%	11 16%	20 46%	3 10%	15 41%	2 8%	4 15%	13 18%	24 40%	10 29%	11 37%
Strongly agree (+2)	59 5%	-	-	7 17%	-	1 4%	-	2 4%	4 6%	7 17%	2 5%	2 7%	-	-	2 2%	6 9%	3 9%	* 1%
Somewhat agree (+1)	266 25%	2 2%	18 24%	5 12%	8 45%	11 41%	21 67%	14 40%	7 11%	12 29%	1 5%	12 34%	2 8%	4 15%	12 16%	19 31%	7 20%	10 35%
Neither agree nor disagree (0)	254 24%	15 20%	23 30%	7 17%	4 22%	2 6%	9 30%	5 15%	8 12%	9 22%	7 24%	20 57%	12 38%	7 25%	12 17%	14 23%	6 19%	6 21%
Somewhat disagree (-1)	298 28%	39 52%	21 27%	14 36%	3 20%	7 26%	1 3%	12 35%	26 38%	6 13%	1 5%	1 3%	9 29%	9 30%	31 44%	14 24%	4 11%	6 22%
Strongly disagree (-2)	202 19%	20 26%	15 20%	7 18%	2 13%	6 23%	-	2 6%	23 34%	8 19%	18 61%	-	7 20%	8 29%	15 21%	8 13%	14 41%	6 21%
NET: Disagree	500 46%	59 78%	36 46%	21 54%	5 33%	13 50%	1 3%	14 41%	49 72%	13 32%	20 66%	1 3%	16 49%	17 60%	47 65%	23 37%	17 52%	13 42%
Don't know	2 *	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	-	-	-	-
Mean	-0.29	-1.03	-0.42	-0.26	*	-0.26	0.64	0.01	-0.84	0.13	-1.12	0.45	-0.65	-0.74	-0.66	-0.01	-0.54	-0.25
Standard deviation	1.18	0.74	1.06	1.36	1.11	1.32	0.55	1.10	1.18	1.37	1.24	0.67	0.92	1.06	1.06	1.21	1.44	1.20

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 17

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**It is good value for money**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	325 30%	216 26%	52 39%	38 39%	20 55%	253 28%	70 38%	96 22%	42 23%	42 25%	12 14%	229 35%	41 31%	115 39%	176 27%
Strongly agree (+2)	59 5%	36 4%	13 9%	7 7%	3 9%	46 5%	13 7%	7 2%	4 2%	3 2%	* *	52 8%	5 4%	27 9%	28 4%
Somewhat agree (+1)	266 25%	180 22%	39 29%	31 32%	17 46%	207 23%	57 31%	89 21%	38 21%	39 24%	12 14%	177 27%	36 27%	89 30%	148 22%
Neither agree nor disagree (0)	254 24%	188 23%	39 29%	20 21%	8 21%	204 23%	48 26%	101 24%	57 32%	29 18%	15 18%	153 23%	32 25%	78 27%	151 23%
Somewhat disagree (-1)	298 28%	248 30%	23 18%	22 22%	5 14%	259 29%	38 20%	124 29%	42 23%	53 32%	29 34%	175 27%	36 28%	65 22%	186 28%
Strongly disagree (-2)	202 19%	163 20%	18 14%	17 18%	4 10%	170 19%	30 16%	109 25%	39 22%	42 25%	29 34%	92 14%	21 16%	33 11%	147 22%
NET: Disagree	500 46%	411 50%	41 31%	39 40%	9 24%	429 48%	68 37%	233 54%	80 45%	95 57%	58 68%	267 41%	57 44%	98 33%	333 50%
Don't know	2 *	2 *	1 1%	- -	- -	2 *	- -	- -	- -	- -	- -	2 *	- -	1 *	2 *
Mean	-0.29	-0.39	0.04	-0.11	0.29	-0.34	-0.08	-0.55	-0.41	-0.55	-0.87	-0.12	-0.25	0.04	-0.42
Standard deviation	1.18	1.16	1.19	1.25	1.15	1.18	1.20	1.13	1.11	1.16	1.05	1.19	1.14	1.16	1.18

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 18

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I trust Southeastern**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ashford Int.	Battle	Bexley-heath	Borough Green & Wrotham	Bromley South	Canterbury West	Dartford	Eltham	Folkstone Central	Gravesend	Hastings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	547 51%	291 53%	256 48%	169 66%	106 48%	86 37%	67 36%	58 58%	59 70%	34 72%	22 64%	16 70%	14 41%	12 51%	25 64%	13 54%	11 50%	24 73%	26 76%	25 77%
Strongly agree (+2)	153 14%	88 16%	65 12%	45 18%	38 17%	13 6%	13 7%	17 17%	26 31%	13 28%	3 10%	8 35%	3 9%	* *	7 17%	4 17%	2 10%	16 48%	2 4%	6 20%
Somewhat agree (+1)	394 36%	203 37%	191 36%	125 49%	69 31%	73 32%	54 28%	41 41%	33 39%	21 44%	18 54%	8 35%	11 33%	12 50%	19 48%	9 37%	9 40%	8 24%	25 71%	18 57%
Neither agree nor disagree (0)	346 32%	179 33%	168 32%	49 19%	86 39%	95 41%	68 36%	32 31%	17 20%	11 22%	5 14%	3 13%	11 32%	7 30%	11 28%	9 37%	8 34%	6 18%	7 21%	4 13%
Somewhat disagree (-1)	121 11%	52 9%	69 13%	23 9%	19 8%	33 14%	34 18%	7 7%	6 7%	1 3%	6 17%	2 11%	7 20%	3 12%	2 5%	2 8%	1 5%	2 5%	1 3%	3 8%
Strongly disagree (-2)	65 6%	26 5%	38 7%	13 5%	10 5%	16 7%	18 10%	4 4%	2 3%	1 2%	2 5%	2 7%	2 6%	2 7%	1 3%	* 1%	2 11%	2 5%	- -	1 2%
NET: Disagree	185 17%	78 14%	107 20%	35 14%	29 13%	49 21%	53 28%	11 11%	8 10%	2 5%	7 22%	4 17%	9 27%	5 19%	3 8%	2 9%	4 16%	3 9%	1 3%	3 10%
Don't know	3 *	2 *	2 *	2 1%	-	* *	2 1%	-	-	* *	-	-	-	-	-	-	-	-	-	-
Mean	0.42	0.50	0.33	0.65	0.47	0.15	0.05	0.59	0.88	0.93	0.48	0.81	0.18	0.25	0.71	0.61	0.32	1.07	0.78	0.85
Standard deviation	1.05	1.02	1.08	1.03	1.02	0.97	1.07	1.00	1.03	0.91	1.05	1.25	1.06	0.95	0.91	0.89	1.11	1.14	0.57	0.91



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 18

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I trust Southeastern**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	547 51%	6 8%	22 29%	35 89%	12 74%	17 62%	25 80%	20 58%	24 36%	29 69%	7 24%	15 41%	17 52%	8 29%	26 48%	29 49%	16 49%	15 50%
Strongly agree (+2)	153 14%	- -	1 1%	21 54%	2 10%	7 27%	18 59%	2 4%	4 6%	7 16%	2 8%	4 10%	- -	2 6%	4 5%	8 13%	2 7%	5 17%
Somewhat agree (+1)	394 36%	6 8%	22 28%	14 35%	11 65%	10 36%	7 21%	18 53%	20 30%	22 53%	5 16%	11 30%	17 52%	7 24%	22 31%	22 36%	14 42%	10 33%
Neither agree nor disagree (0)	346 32%	42 55%	32 42%	3 7%	4 23%	6 21%	3 10%	9 27%	34 50%	10 24%	8 26%	21 59%	11 33%	13 46%	31 43%	20 32%	12 35%	7 24%
Somewhat disagree (-1)	121 11%	27 36%	14 18%	2 4%	* 2%	2 6%	2 7%	3 9%	7 10%	2 4%	4 13%	- -	3 10%	3 10%	10 14%	5 9%	4 11%	4 14%
Strongly disagree (-2)	65 6%	1 1%	7 9%	- -	* 1%	3 11%	1 3%	2 6%	3 5%	2 4%	11 37%	- -	- -	4 15%	5 7%	6 11%	2 5%	4 12%
NET: Disagree	185 17%	28 37%	21 27%	2 4%	1 3%	5 17%	3 10%	5 15%	10 15%	3 7%	15 50%	- -	3 10%	7 25%	15 21%	12 19%	5 16%	8 26%
Don't know	3 *	- -	2 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	- -
Mean	0.42	-0.30	-0.06	1.39	0.79	0.60	1.26	0.41	0.22	0.74	-0.54	0.51	0.44	-0.05	0.14	0.31	0.36	0.28
Standard deviation	1.05	0.62	0.94	0.80	0.71	1.28	1.10	0.96	0.89	0.91	1.37	0.69	0.69	1.10	0.96	1.14	0.95	1.27

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 18

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I trust Southeastern**

**Base: All respondents**

	Total	Frequency of Travel				When Started Using		Season Ticket Holder				Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	547 51%	395 48%	75 57%	56 59%	20 55%	433 49%	114 61%	173 40%	82 46%	69 41%	23 27%	374 57%	58 44%	183 63%	311 47%
Strongly agree (+2)	153 14%	99 12%	30 22%	17 18%	6 17%	111 13%	41 22%	33 8%	22 13%	5 3%	5 6%	120 18%	15 11%	68 23%	72 11%
Somewhat agree (+1)	394 36%	296 36%	46 34%	39 41%	14 38%	322 36%	73 39%	140 33%	59 33%	64 38%	18 21%	254 39%	43 33%	115 40%	239 36%
Neither agree nor disagree (0)	346 32%	261 32%	46 34%	30 31%	10 27%	288 32%	51 28%	157 37%	60 34%	57 34%	40 47%	189 29%	48 37%	78 27%	210 32%
Somewhat disagree (-1)	121 11%	100 12%	9 7%	6 6%	6 16%	110 12%	9 5%	65 15%	25 14%	28 17%	12 14%	55 8%	14 11%	21 7%	90 14%
Strongly disagree (-2)	65 6%	57 7%	3 2%	4 4%	1 2%	54 6%	11 6%	33 8%	10 6%	12 7%	10 12%	32 5%	10 8%	10 3%	46 7%
NET: Disagree	185 17%	157 19%	12 9%	10 10%	7 18%	164 18%	20 11%	98 23%	35 20%	41 24%	22 26%	87 13%	24 19%	31 11%	136 21%
Don't know	3 *	3 *	- -	* *	- -	3 *	* *	2 *	2 1%	- -	- -	2 *	- -	* *	3 *
Mean	0.42	0.35	0.67	0.62	0.52	0.37	0.67	0.18	0.33	0.12	-0.04	0.58	0.29	0.72	0.31
Standard deviation	1.05	1.07	0.98	0.98	1.03	1.05	1.06	1.03	1.06	0.98	1.03	1.04	1.06	1.01	1.06

# BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 19

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I always get a seat when I travel by Southeastern**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ashford Int.	Battle	Bexley-heath	Borough Green & Wrotham	Bromley South	Canterbury West	Dartford	Eltham	Folkstone Central	Gravesend	Hastings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	669 62%	335 61%	334 63%	183 72%	143 65%	125 54%	89 47%	63 63%	64 76%	40 85%	24 70%	15 68%	26 73%	6 26%	28 73%	14 59%	8 33%	27 82%	29 83%	20 62%
Strongly agree (+2)	320 30%	171 31%	149 28%	90 35%	59 27%	51 22%	42 22%	31 31%	47 56%	24 51%	6 19%	7 29%	9 25%	3 14%	19 48%	8 32%	1 6%	19 55%	4 12%	5 15%
Somewhat agree (+1)	349 32%	164 30%	185 35%	93 36%	85 38%	74 32%	48 25%	32 32%	17 20%	16 34%	17 51%	9 39%	17 49%	3 13%	10 24%	6 27%	6 27%	9 26%	25 71%	15 47%
Neither agree nor disagree (0)	192 18%	104 19%	88 17%	29 11%	28 13%	64 28%	47 25%	15 15%	9 10%	1 2%	2 5%	- -	4 11%	4 18%	3 9%	4 19%	5 23%	4 11%	5 16%	2 8%
Somewhat disagree (-1)	137 13%	67 12%	70 13%	30 12%	27 12%	20 9%	38 20%	13 13%	8 10%	5 10%	6 16%	4 18%	4 12%	9 36%	6 15%	2 10%	4 19%	2 7%	* 1%	7 21%
Strongly disagree (-2)	83 8%	43 8%	40 8%	12 5%	23 11%	22 9%	14 7%	9 9%	3 4%	2 4%	3 9%	3 13%	2 4%	5 20%	1 3%	3 13%	6 25%	- -	- -	3 9%
NET: Disagree	220 20%	110 20%	110 21%	42 16%	50 23%	42 18%	52 28%	22 22%	12 14%	6 13%	9 26%	7 32%	6 16%	13 56%	7 18%	5 22%	10 44%	2 7%	* 1%	10 30%
Don't know	2 *	2 *	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.63	0.64	0.63	0.86	0.58	0.49	0.34	0.64	1.13	1.20	0.54	0.53	0.78	-0.36	1.00	0.56	-0.31	1.30	0.95	0.38
Standard deviation	1.24	1.25	1.23	1.16	1.29	1.20	1.23	1.29	1.19	1.11	1.24	1.44	1.09	1.33	1.22	1.39	1.30	0.95	0.56	1.24

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 19

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I always get a seat when I travel by Southeastern**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	669 62%	40 52%	12 16%	35 90%	13 76%	26 96%	25 80%	25 74%	33 48%	16 37%	28 93%	34 96%	21 65%	19 66%	50 70%	27 44%	7 20%	21 72%
Strongly agree (+2)	320 30%	13 17%	1 1%	28 72%	10 60%	22 80%	15 47%	9 27%	12 18%	11 25%	14 48%	23 64%	2 5%	8 27%	22 30%	8 13%	3 9%	15 52%
Somewhat agree (+1)	349 32%	27 36%	11 15%	7 17%	3 17%	4 16%	10 33%	16 47%	20 30%	5 11%	14 46%	11 31%	19 60%	11 39%	28 39%	18 30%	4 11%	6 20%
Neither agree nor disagree (0)	192 18%	32 42%	43 56%	1 2%	4 22%	1 4%	5 15%	5 15%	8 12%	13 30%	- -	2 4%	9 27%	2 8%	6 8%	22 36%	4 13%	1 4%
Somewhat disagree (-1)	137 13%	4 5%	16 21%	3 9%	* 2%	- -	1 2%	4 11%	12 17%	11 26%	2 6%	- -	1 3%	4 14%	7 10%	8 14%	11 32%	4 14%
Strongly disagree (-2)	83 8%	- -	6 8%	- -	- -	- -	1 3%	- -	15 23%	3 7%	* 1%	- -	- -	3 12%	8 12%	4 7%	11 34%	3 10%
NET: Disagree	220 20%	4 5%	22 29%	3 9%	* 2%	- -	2 5%	4 11%	27 40%	14 33%	2 7%	- -	1 3%	7 26%	16 22%	12 20%	22 67%	7 24%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	- -
Mean	0.63	0.64	-0.20	1.53	1.34	1.77	1.19	0.90	0.04	0.22	1.34	1.60	0.71	0.55	0.66	0.30	-0.71	0.90
Standard deviation	1.24	0.82	0.82	0.91	0.91	0.51	0.98	0.93	1.46	1.29	0.83	0.58	0.63	1.36	1.33	1.08	1.31	1.45

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 19

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I always get a seat when I travel by Southeastern**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	669 62%	497 61%	88 66%	58 60%	26 73%	518 58%	147 79%	227 53%	97 55%	78 47%	52 62%	441 68%	63 48%	204 70%	400 60%
Strongly agree (+2)	320 30%	231 28%	54 41%	24 25%	11 30%	245 28%	75 40%	96 22%	49 27%	23 14%	24 28%	224 34%	28 21%	108 37%	184 28%
Somewhat agree (+1)	349 32%	266 33%	33 25%	33 35%	16 43%	272 31%	72 39%	132 31%	48 27%	54 33%	29 34%	217 33%	35 27%	96 33%	216 33%
Neither agree nor disagree (0)	192 18%	146 18%	21 15%	18 18%	8 21%	166 19%	21 11%	98 23%	48 27%	40 24%	9 11%	94 14%	31 24%	32 11%	126 19%
Somewhat disagree (-1)	137 13%	102 13%	19 14%	14 14%	2 4%	128 14%	9 5%	64 15%	25 14%	28 17%	11 13%	73 11%	23 18%	37 13%	81 12%
Strongly disagree (-2)	83 8%	69 8%	6 4%	7 8%	1 2%	74 8%	9 5%	41 9%	8 4%	21 12%	12 15%	42 7%	13 10%	20 7%	53 8%
NET: Disagree	220 20%	172 21%	25 19%	21 22%	2 6%	202 23%	18 10%	105 24%	33 18%	49 29%	23 27%	115 18%	36 28%	56 19%	134 20%
Don't know	2 *	2 *	- -	- -	- -	2 *	- -	- -	- -	- -	- -	2 *	- -	- -	2 *
Mean	0.63	0.60	0.83	0.55	0.95	0.55	1.05	0.41	0.59	0.19	0.47	0.78	0.31	0.81	0.60
Standard deviation	1.24	1.25	1.23	1.23	0.92	1.26	1.07	1.25	1.16	1.23	1.40	1.22	1.27	1.25	1.24

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 20

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
I would choose to travel by Southeastern even if there was more than one operator on this line**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	362 33%	192 35%	170 32%	131 51%	76 34%	54 23%	37 19%	27 27%	38 45%	22 47%	11 33%	6 28%	10 29%	3 14%	18 45%	6 26%	3 13%	15 46%	23 67%	18 58%
Strongly agree (+2)	112 10%	59 11%	53 10%	49 19%	19 9%	14 6%	3 1%	6 6%	22 26%	11 23%	2 6%	5 23%	4 12%	1 3%	7 18%	2 10%	- -	10 29%	2 5%	3 9%
Somewhat agree (+1)	250 23%	133 24%	117 22%	82 32%	57 26%	40 17%	34 18%	21 21%	16 19%	11 24%	9 27%	1 4%	6 18%	2 10%	11 27%	4 16%	3 13%	6 17%	21 62%	16 49%
Neither agree nor disagree (0)	525 48%	265 48%	259 49%	101 40%	98 44%	122 53%	110 58%	55 55%	39 45%	22 47%	17 50%	12 55%	19 56%	15 65%	20 51%	12 51%	12 52%	17 50%	11 32%	7 22%
Somewhat disagree (-1)	122 11%	55 10%	67 13%	12 5%	31 14%	36 15%	24 13%	13 13%	6 7%	3 6%	2 6%	4 17%	3 9%	3 12%	* *	2 9%	5 20%	- -	* 1%	3 11%
Strongly disagree (-2)	71 7%	36 7%	35 7%	10 4%	16 7%	19 8%	19 10%	5 5%	2 3%	* *	4 11%	* 1%	2 6%	2 9%	2 4%	3 13%	3 15%	2 5%	- -	3 10%
NET: Disagree	194 18%	91 17%	103 19%	22 9%	47 21%	55 24%	43 23%	18 18%	8 10%	3 6%	6 17%	4 18%	5 15%	5 22%	2 4%	5 23%	8 35%	2 5%	* 1%	7 21%
Don't know	2 *	2 *	-	2 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.19	0.23	0.16	0.58	0.14	-0.03	-0.12	0.10	0.57	0.64	0.10	0.32	0.20	-0.14	0.55	0.01	-0.38	0.65	0.71	0.36
Standard deviation	0.99	0.99	0.99	0.98	1.01	0.95	0.87	0.88	1.04	0.91	1.01	1.06	0.98	0.86	0.93	1.12	0.91	1.05	0.57	1.12

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 20

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
I would choose to travel by Southeastern even if there was more than one operator on this line**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Rams-gate	Roch-ester	Sand-wich	Seven-oaks	Sidcup	Sit-ting-bourne	Snod-land	Swan-ley	Ton-bridge	Tun-bridge Wells	Vict-oria	West Dul-wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	362 33%	8 11%	10 14%	18 46%	6 38%	21 76%	20 65%	15 43%	8 12%	14 34%	6 21%	23 65%	12 38%	7 25%	22 30%	18 30%	10 29%	6 19%
Strongly agree (+2)	112 10%	2 2%	1 1%	16 41%	2 10%	14 53%	3 9%	2 4%	3 5%	6 14%	2 7%	4 12%	- -	2 6%	4 6%	2 4%	2 7%	1 5%
Somewhat agree (+1)	250 23%	6 9%	10 13%	2 6%	5 27%	6 23%	17 56%	13 39%	5 8%	9 20%	4 14%	19 53%	12 38%	6 20%	18 25%	16 26%	7 21%	4 14%
Neither agree nor disagree (0)	525 48%	40 53%	42 55%	19 48%	7 41%	3 12%	6 20%	15 44%	45 65%	24 57%	13 44%	13 35%	14 44%	14 51%	38 53%	28 46%	20 61%	17 59%
Somewhat disagree (-1)	122 11%	28 37%	12 16%	2 6%	3 17%	* *	5 15%	2 4%	8 12%	3 6%	4 13%	- -	4 13%	2 8%	11 15%	8 13%	3 8%	3 10%
Strongly disagree (-2)	71 7%	- -	12 16%	- -	1 4%	3 11%	- -	3 8%	7 10%	1 2%	7 22%	- -	- -	5 16%	2 2%	6 11%	1 2%	4 12%
NET: Disagree	194 18%	28 37%	24 32%	2 6%	4 21%	3 12%	5 15%	4 13%	15 22%	4 9%	11 35%	- -	4 13%	7 24%	12 17%	14 24%	3 10%	7 23%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	- -
Mean	0.19	-0.24	-0.33	0.81	0.23	1.06	0.59	0.27	-0.16	0.37	-0.29	0.77	0.27	-0.09	0.17	*	0.24	-0.12
Standard deviation	0.99	0.69	0.92	1.05	1.02	1.32	0.87	0.94	0.89	0.89	1.18	0.66	0.69	1.09	0.83	1.00	0.79	0.97

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 20

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
I would choose to travel by Southeastern even if there was more than one operator on this line**

**Base: All respondents**

	Total	Frequency of Travel				When Started Using		Season Ticket Holder				Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	362 33%	269 33%	48 36%	33 34%	13 37%	278 31%	82 44%	100 23%	54 30%	30 18%	15 18%	263 40%	30 23%	117 40%	216 33%
Strongly agree (+2)	112 10%	82 10%	17 12%	8 8%	5 15%	81 9%	30 16%	21 5%	15 8%	3 2%	4 5%	91 14%	8 6%	47 16%	53 8%
Somewhat agree (+1)	250 23%	186 23%	31 23%	25 26%	8 22%	197 22%	52 28%	79 18%	40 22%	28 17%	11 13%	171 26%	22 17%	70 24%	163 25%
Neither agree nor disagree (0)	525 48%	391 48%	63 48%	50 52%	20 55%	435 49%	83 45%	224 52%	87 49%	98 59%	39 46%	300 46%	69 53%	139 48%	318 48%
Somewhat disagree (-1)	122 11%	95 12%	17 12%	9 10%	1 3%	111 13%	11 6%	60 14%	26 15%	19 11%	15 18%	62 10%	18 14%	26 9%	75 11%
Strongly disagree (-2)	71 7%	60 7%	6 4%	4 4%	2 6%	62 7%	9 5%	46 11%	12 7%	19 12%	15 18%	25 4%	13 10%	10 3%	51 8%
NET: Disagree	194 18%	155 19%	22 17%	13 13%	3 9%	173 20%	20 11%	106 25%	38 21%	38 23%	30 36%	87 13%	31 24%	36 12%	126 19%
Don't know	2 *	2 *	- -	- -	- -	2 *	- -	- -	- -	- -	- -	2 *	- -	- -	2 *
Mean	0.19	0.17	0.27	0.25	0.37	0.14	0.45	-0.07	0.11	-0.15	-0.31	0.37	-0.05	0.40	0.14
Standard deviation	0.99	1.01	0.98	0.88	0.98	0.99	1.00	0.97	0.97	0.89	1.07	0.97	0.98	0.97	0.99



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 21

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
There should be more competition among train operating companies when bidding to run routes**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	668 62%	336 61%	332 62%	133 52%	147 66%	156 67%	132 70%	52 52%	48 56%	25 52%	21 62%	12 54%	32 91%	15 61%	12 30%	13 54%	16 70%	19 56%	34 100%	15 48%
Strongly agree (+2)	398 37%	190 35%	208 39%	80 31%	88 40%	83 36%	87 46%	30 30%	30 36%	12 25%	11 33%	11 47%	29 82%	9 37%	3 7%	8 34%	7 31%	13 38%	28 81%	8 25%
Somewhat agree (+1)	270 25%	146 27%	124 23%	54 21%	59 27%	73 31%	45 24%	22 22%	18 21%	13 27%	10 29%	2 7%	3 9%	6 24%	9 23%	5 21%	9 39%	6 18%	7 19%	7 23%
Neither agree nor disagree (0)	260 24%	139 25%	121 23%	77 30%	49 22%	46 20%	40 21%	29 29%	18 21%	19 39%	8 25%	8 36%	2 4%	9 38%	20 52%	8 33%	6 25%	8 24%	- -	2 6%
Somewhat disagree (-1)	86 8%	37 7%	50 9%	29 11%	14 6%	18 8%	8 4%	11 11%	6 7%	1 1%	3 10%	1 3%	2 4%	- -	6 15%	2 8%	* 1%	3 9%	- -	6 18%
Strongly disagree (-2)	65 6%	36 7%	29 6%	14 5%	11 5%	10 5%	9 5%	8 8%	13 15%	3 7%	1 3%	2 7%	- -	* 1%	1 2%	1 4%	1 4%	4 11%	- -	9 28%
NET: Disagree	152 14%	73 13%	79 15%	43 17%	25 11%	28 12%	17 9%	19 19%	19 23%	4 8%	4 13%	2 10%	2 4%	* 1%	7 17%	3 12%	1 5%	7 20%	- -	15 46%
Don't know	2 *	2 *	-	2 1%	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.79	0.76	0.81	0.61	0.90	0.87	1.02	0.56	0.54	0.63	0.79	0.85	1.68	0.95	0.18	0.72	0.91	0.63	1.81	*
Standard deviation	1.20	1.19	1.21	1.20	1.15	1.13	1.13	1.25	1.43	1.09	1.11	1.28	0.77	0.94	0.86	1.16	1.00	1.37	0.40	1.61

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 21

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
There should be more competition among train operating companies when bidding to run routes**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	668 62%	65 86%	53 69%	14 36%	12 74%	15 54%	14 46%	20 58%	43 63%	18 43%	22 75%	33 91%	28 87%	18 62%	30 41%	39 65%	16 48%	14 47%
Strongly agree (+2)	398 37%	50 67%	29 38%	9 23%	3 18%	5 17%	- -	8 22%	20 29%	9 22%	16 55%	29 82%	22 68%	11 40%	10 14%	24 40%	4 13%	11 36%
Somewhat agree (+1)	270 25%	14 19%	24 31%	5 13%	9 56%	10 37%	14 46%	13 37%	23 34%	9 21%	6 20%	3 10%	6 19%	6 21%	20 27%	15 25%	12 35%	3 11%
Neither agree nor disagree (0)	260 24%	11 14%	19 24%	9 24%	3 15%	2 7%	10 31%	8 23%	14 20%	16 37%	3 11%	2 6%	1 3%	10 36%	27 38%	15 25%	11 32%	9 32%
Somewhat disagree (-1)	86 8%	- -	5 7%	1 2%	2 11%	4 13%	6 20%	5 14%	5 7%	6 15%	4 13%	1 3%	2 5%	1 2%	10 14%	5 8%	3 9%	4 15%
Strongly disagree (-2)	65 6%	- -	- -	15 38%	- -	7 25%	1 3%	2 4%	6 9%	2 5%	* 1%	- -	- -	- -	4 6%	2 3%	4 11%	2 7%
NET: Disagree	152 14%	- -	5 7%	16 40%	2 11%	10 38%	7 23%	6 19%	11 17%	8 20%	4 14%	1 3%	2 5%	1 2%	14 20%	6 10%	7 20%	6 22%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 5%	- -	1 1%	- -	- -	- -
Mean	0.79	1.52	1.00	-0.19	0.81	0.08	0.20	0.57	0.66	0.40	1.14	1.71	1.59	0.99	0.30	0.91	0.30	0.55
Standard deviation	1.20	0.74	0.95	1.62	0.89	1.51	0.88	1.13	1.24	1.14	1.13	0.71	0.79	0.94	1.06	1.09	1.16	1.31

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 21

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
There should be more competition among train operating companies when bidding to run routes**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	668 62%	513 63%	82 62%	51 53%	23 63%	568 64%	94 51%	265 62%	104 58%	106 64%	55 65%	404 62%	88 67%	176 60%	414 63%
Strongly agree (+2)	398 37%	312 38%	47 35%	29 30%	11 30%	334 38%	59 32%	151 35%	65 36%	55 33%	31 36%	248 38%	51 40%	97 33%	252 38%
Somewhat agree (+1)	270 25%	201 25%	35 27%	21 22%	12 33%	234 26%	36 19%	114 26%	39 22%	51 31%	24 28%	156 24%	36 28%	79 27%	162 25%
Neither agree nor disagree (0)	260 24%	189 23%	34 26%	28 29%	9 25%	205 23%	52 28%	116 27%	54 30%	44 26%	19 22%	144 22%	27 21%	65 22%	156 24%
Somewhat disagree (-1)	86 8%	64 8%	11 8%	11 12%	1 2%	64 7%	22 12%	30 7%	14 8%	11 7%	5 6%	56 9%	8 6%	25 9%	56 8%
Strongly disagree (-2)	65 6%	49 6%	6 5%	6 7%	4 11%	49 6%	16 9%	19 4%	8 4%	6 3%	6 7%	46 7%	7 5%	26 9%	34 5%
NET: Disagree	152 14%	113 14%	17 13%	18 18%	5 13%	114 13%	38 21%	49 11%	22 12%	17 10%	11 13%	102 16%	15 12%	51 18%	89 14%
Don't know	2 *	2 *	- -	- -	- -	2 *	1 *	- -	- -	- -	- -	2 *	1 *	- -	2 *
Mean	0.79	0.81	0.79	0.58	0.70	0.83	0.54	0.81	0.78	0.83	0.81	0.77	0.90	0.67	0.82
Standard deviation	1.20	1.20	1.15	1.22	1.23	1.17	1.29	1.13	1.15	1.07	1.20	1.24	1.16	1.26	1.18

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 22

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?**

**I am confident that Southeastern will deliver a reliable service for the next 4 years**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	513 47%	259 47%	254 48%	167 65%	98 45%	88 38%	61 32%	43 43%	55 65%	29 61%	22 64%	11 49%	14 39%	9 37%	28 72%	11 47%	9 38%	19 56%	28 81%	20 62%
Strongly agree (+2)	136 13%	77 14%	59 11%	56 22%	24 11%	15 6%	12 7%	6 6%	23 27%	11 24%	2 5%	3 12%	6 16%	* *	6 15%	2 9%	- -	8 25%	- -	9 29%
Somewhat agree (+1)	377 35%	182 33%	196 37%	111 43%	75 34%	73 32%	49 26%	37 37%	33 38%	17 37%	20 60%	8 37%	8 23%	9 37%	22 57%	9 38%	9 38%	10 31%	28 81%	11 33%
Neither agree nor disagree (0)	372 34%	192 35%	180 34%	50 19%	78 35%	100 43%	85 45%	39 39%	20 23%	15 32%	6 18%	8 35%	14 39%	11 44%	7 17%	8 33%	7 31%	13 39%	6 19%	8 25%
Somewhat disagree (-1)	138 13%	71 13%	66 12%	25 10%	37 17%	29 12%	27 14%	15 14%	6 7%	2 5%	2 5%	2 8%	4 12%	2 10%	2 5%	3 13%	2 10%	2 5%	- -	2 5%
Strongly disagree (-2)	57 5%	26 5%	31 6%	12 5%	8 3%	13 6%	16 8%	4 4%	4 5%	1 2%	5 14%	2 8%	4 11%	2 8%	3 7%	2 7%	5 20%	- -	- -	3 8%
NET: Disagree	195 18%	97 18%	98 18%	37 15%	44 20%	42 18%	43 23%	18 18%	10 12%	3 7%	6 18%	4 16%	8 22%	4 18%	4 12%	5 20%	7 31%	2 5%	- -	4 13%
Don't know	2 *	2 *	-	2 1%	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.37	0.39	0.35	0.69	0.32	0.21	0.08	0.26	0.75	0.75	0.37	0.37	0.22	0.11	0.68	0.29	-0.13	0.77	0.81	0.71
Standard deviation	1.03	1.03	1.03	1.07	0.99	0.95	1.00	0.92	1.09	0.96	1.13	1.08	1.18	0.92	1.03	1.06	1.15	0.89	0.40	1.19

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 22

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
I am confident that Southeastern will deliver a reliable service for the next 4 years**

**Base: All respondents**

	Total	Station																
		Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	513 47%	13 17%	18 24%	29 76%	10 59%	24 88%	16 51%	21 60%	32 47%	25 58%	11 36%	14 39%	9 27%	15 52%	32 45%	15 25%	19 57%	13 43%
Strongly agree (+2)	136 13%	-	-	18 47%	4 21%	14 53%	7 21%	3 9%	7 10%	9 21%	3 11%	2 7%	-	3 12%	7 10%	3 5%	3 9%	4 14%
Somewhat agree (+1)	377 35%	13 17%	18 24%	11 28%	6 38%	10 36%	9 30%	17 51%	25 37%	16 37%	7 25%	12 32%	9 27%	11 40%	25 34%	12 20%	16 47%	8 28%
Neither agree nor disagree (0)	372 34%	51 68%	32 41%	10 24%	6 38%	2 6%	12 37%	10 28%	22 32%	16 38%	8 26%	15 41%	16 51%	7 24%	13 18%	32 52%	10 30%	9 31%
Somewhat disagree (-1)	138 13%	12 15%	23 30%	-	* 1%	2 6%	2 7%	4 13%	11 16%	1 2%	5 18%	7 20%	6 17%	4 14%	21 29%	10 17%	1 2%	6 19%
Strongly disagree (-2)	57 5%	-	4 5%	-	* 2%	-	2 5%	-	3 4%	1 2%	6 20%	-	-	3 10%	5 7%	4 6%	4 11%	2 7%
NET: Disagree	195 18%	12 15%	27 35%	-	1 3%	2 6%	4 12%	4 13%	14 21%	2 4%	11 38%	7 20%	6 17%	7 24%	26 36%	14 23%	4 13%	8 26%
Don't know	2 *	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	1 1%	-	-	-
Mean	0.37	0.01	-0.16	1.23	0.75	1.35	0.55	0.56	0.32	0.72	-0.10	0.26	0.10	0.31	0.12	0.01	0.42	0.24
Standard deviation	1.03	0.57	0.85	0.83	0.89	0.85	1.07	0.83	1.01	0.90	1.31	0.86	0.69	1.17	1.16	0.91	1.08	1.15

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 22

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
I am confident that Southeastern will deliver a reliable service for the next 4 years**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	513 47%	382 47%	69 52%	42 43%	20 56%	402 45%	109 59%	170 40%	71 40%	64 39%	35 41%	343 53%	50 39%	164 56%	305 46%
Strongly agree (+2)	136 13%	90 11%	24 18%	15 16%	6 17%	93 10%	43 23%	30 7%	17 9%	6 4%	7 8%	106 16%	14 11%	56 19%	68 10%
Somewhat agree (+1)	377 35%	292 36%	45 33%	27 28%	14 39%	308 35%	66 36%	141 33%	54 30%	58 35%	28 33%	236 36%	36 28%	108 37%	237 36%
Neither agree nor disagree (0)	372 34%	268 33%	48 36%	43 44%	13 35%	307 35%	59 32%	157 36%	72 40%	59 35%	26 30%	215 33%	54 42%	92 31%	221 33%
Somewhat disagree (-1)	138 13%	116 14%	12 9%	7 7%	2 6%	129 14%	9 5%	72 17%	26 14%	34 21%	12 14%	66 10%	17 13%	22 8%	96 15%
Strongly disagree (-2)	57 5%	48 6%	3 3%	5 5%	1 3%	50 6%	8 4%	31 7%	10 6%	9 5%	12 14%	26 4%	8 6%	14 5%	37 6%
NET: Disagree	195 18%	164 20%	16 12%	12 12%	3 9%	178 20%	17 9%	103 24%	36 20%	44 26%	24 28%	92 14%	25 19%	36 12%	134 20%
Don't know	2 *	2 *	- -	- -	- -	2 *	1 *	- -	- -	- -	- -	2 *	1 *	- -	2 *
Mean	0.37	0.32	0.56	0.42	0.61	0.30	0.69	0.15	0.24	0.11	0.06	0.51	0.24	0.58	0.31
Standard deviation	1.03	1.04	0.98	1.01	0.94	1.02	1.02	1.02	1.00	0.96	1.17	1.01	1.02	1.04	1.03

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 23

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
If I had the choice, I would want Southeastern to run this line for the next 4 years**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
NET: Agree	484 45%	265 48%	218 41%	160 63%	96 43%	76 33%	53 28%	41 41%	57 67%	28 60%	21 62%	11 48%	15 43%	10 40%	23 60%	16 67%	8 33%	19 56%	27 79%	21 65%
Strongly agree (+2)	179 17%	112 20%	67 13%	66 26%	29 13%	28 12%	14 7%	9 9%	32 38%	16 34%	2 5%	9 39%	5 14%	3 13%	7 17%	8 32%	4 16%	11 32%	2 4%	10 31%
Somewhat agree (+1)	305 28%	153 28%	152 29%	94 37%	67 30%	49 21%	39 21%	32 32%	25 29%	12 26%	19 57%	2 10%	10 29%	7 27%	17 42%	8 35%	4 17%	8 24%	26 75%	11 34%
Neither agree nor disagree (0)	441 41%	216 39%	226 42%	69 27%	93 42%	116 50%	103 55%	44 44%	16 19%	16 33%	7 21%	10 43%	16 46%	12 50%	14 36%	5 22%	10 42%	12 36%	7 21%	7 22%
Somewhat disagree (-1)	93 9%	44 8%	49 9%	15 6%	23 10%	24 11%	16 8%	9 9%	6 7%	2 3%	2 6%	* 1%	2 4%	* 1%	- -	1 4%	2 9%	- -	- -	2 5%
Strongly disagree (-2)	62 6%	23 4%	39 7%	11 4%	9 4%	13 6%	17 9%	6 6%	5 6%	2 4%	4 12%	2 8%	2 6%	2 8%	2 4%	2 7%	4 16%	2 7%	- -	3 8%
NET: Disagree	155 14%	67 12%	88 17%	25 10%	32 15%	38 16%	33 17%	15 15%	12 14%	3 7%	6 17%	2 9%	4 11%	2 9%	2 4%	3 11%	6 25%	2 7%	- -	4 13%
Don't know	2 *	2 *	-	2 1%	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean	0.41	0.53	0.30	0.75	0.38	0.23	0.09	0.30	0.86	0.82	0.37	0.70	0.41	0.36	0.69	0.80	0.09	0.73	0.84	0.76
Standard deviation	1.04	1.04	1.04	1.04	0.98	0.99	0.97	0.96	1.20	1.08	1.09	1.24	1.01	1.03	0.90	1.16	1.26	1.15	0.48	1.20

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 23

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
If I had the choice, I would want Southeastern to run this line for the next 4 years**

**Base: All respondents**

	Total	Station																
		Lewisham	London Bridge	Maidstone West	Orpington	Ramsgate	Rochester	Sandwich	Sevenoaks	Sidcup	Sittingbourne	Snodland	Swanley	Tonbridge	Tunbridge Wells	Victoria	West Dulwich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
NET: Agree	484 45%	13 17%	15 19%	31 80%	9 53%	20 74%	19 61%	23 67%	23 33%	26 62%	8 26%	12 34%	10 30%	8 30%	25 34%	14 23%	17 52%	11 37%
Strongly agree (+2)	179 17%	-	-	22 57%	5 30%	16 59%	7 24%	6 19%	12 18%	9 21%	2 8%	4 11%	-	4 12%	7 9%	3 5%	4 11%	3 10%
Somewhat agree (+1)	305 28%	13 17%	15 19%	9 24%	4 23%	4 15%	12 37%	17 49%	11 16%	17 41%	5 18%	8 23%	10 30%	5 17%	18 25%	11 18%	14 41%	8 28%
Neither agree nor disagree (0)	441 41%	55 73%	38 50%	7 18%	8 46%	7 26%	9 29%	7 20%	33 48%	15 35%	9 30%	15 41%	17 53%	14 50%	36 50%	32 53%	14 41%	11 36%
Somewhat disagree (-1)	93 9%	7 10%	17 22%	1 2%	-	-	2 7%	4 11%	10 15%	* 1%	4 13%	9 26%	4 13%	2 6%	8 12%	11 19%	2 6%	1 3%
Strongly disagree (-2)	62 6%	-	7 9%	-	* 1%	-	1 3%	1 2%	3 4%	1 2%	9 30%	-	-	4 15%	2 3%	3 5%	-	7 23%
NET: Disagree	155 14%	7 10%	24 31%	1 2%	* 1%	-	3 10%	4 13%	13 19%	1 3%	13 43%	9 26%	4 13%	6 21%	11 15%	14 24%	2 6%	8 26%
Don't know	2 *	-	-	-	-	-	-	-	-	-	-	-	2 5%	-	1 1%	-	-	-
Mean	0.41	0.08	-0.21	1.35	0.82	1.32	0.72	0.71	0.28	0.78	-0.39	0.19	0.18	0.06	0.25	*	0.57	-0.02
Standard deviation	1.04	0.52	0.86	0.84	0.91	0.88	1.02	0.97	1.06	0.87	1.33	0.96	0.65	1.17	0.91	0.89	0.78	1.29



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 23

**Q.10 To what extent would you agree or disagree with the following statements about Southeastern?  
If I had the choice, I would want Southeastern to run this line for the next 4 years**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
NET: Agree	484 45%	351 43%	70 52%	42 44%	21 57%	366 41%	115 62%	139 32%	69 38%	51 30%	20 24%	344 53%	48 37%	169 58%	271 41%
Strongly agree (+2)	179 17%	130 16%	29 22%	14 15%	6 17%	130 15%	49 27%	41 9%	22 12%	11 6%	8 10%	138 21%	18 14%	67 23%	97 15%
Somewhat agree (+1)	305 28%	222 27%	41 30%	28 29%	15 40%	237 27%	65 35%	99 23%	47 26%	40 24%	12 14%	206 32%	30 23%	102 35%	174 26%
Neither agree nor disagree (0)	441 41%	333 41%	48 36%	46 48%	14 39%	383 43%	52 28%	210 49%	78 43%	91 55%	41 49%	231 35%	61 47%	94 32%	278 42%
Somewhat disagree (-1)	93 9%	78 10%	12 9%	3 4%	- -	88 10%	5 3%	49 11%	21 12%	15 9%	13 16%	44 7%	14 11%	16 6%	65 10%
Strongly disagree (-2)	62 6%	52 6%	3 3%	5 5%	2 4%	49 6%	13 7%	32 7%	12 6%	10 6%	10 12%	30 5%	6 5%	13 4%	45 7%
NET: Disagree	155 14%	130 16%	15 11%	8 9%	2 4%	137 15%	18 9%	81 19%	32 18%	25 15%	24 28%	74 11%	20 15%	29 10%	110 17%
Don't know	2 *	2 *	- -	- -	- -	2 *	1 *	- -	- -	- -	- -	2 *	1 *	- -	2 *
Mean	0.41	0.37	0.60	0.45	0.65	0.35	0.72	0.16	0.26	0.16	-0.07	0.58	0.31	0.67	0.32
Standard deviation	1.04	1.06	1.01	0.96	0.92	1.03	1.10	1.00	1.03	0.90	1.09	1.04	1.00	1.03	1.06

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 24

**Q.11 What, if anything, would you like to see Southeastern improve over the next 4 years?**

**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eitham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Price of tickets	697 64%	350 64%	346 65%	156 61%	142 64%	174 75%	126 67%	67 66%	33 39%	37 77%	28 84%	12 55%	20 59%	15 64%	30 78%	14 60%	15 64%	18 54%	6 16%	29 92%
Communicating delays	314 29%	164 30%	150 28%	58 23%	65 29%	82 36%	60 31%	32 32%	19 22%	9 18%	9 25%	6 27%	9 27%	4 17%	2 6%	7 29%	14 63%	3 10%	1 4%	9 28%
Seat availability	307 28%	140 25%	167 31%	64 25%	61 28%	68 30%	60 32%	29 29%	24 28%	6 13%	16 48%	8 37%	6 18%	16 65%	2 6%	13 53%	15 65%	5 14%	* 1%	29 89%
Ticketing options	190 18%	94 17%	96 18%	33 13%	49 22%	51 22%	36 19%	15 15%	6 7%	6 14%	4 11%	1 6%	7 20%	* 1%	5 13%	7 28%	2 10%	6 18%	1 3%	6 19%
Station facilities	177 16%	89 16%	88 17%	29 12%	37 17%	38 16%	28 15%	26 26%	19 22%	4 9%	9 26%	5 21%	10 28%	5 22%	4 11%	3 14%	2 9%	7 21%	1 3%	5 14%
Customer service	148 14%	64 12%	84 16%	26 10%	32 15%	29 13%	37 20%	16 16%	8 9%	2 4%	6 18%	* 1%	12 34%	3 14%	2 5%	* 1%	5 23%	2 5%	2 6%	6 18%
Other	147 14%	65 12%	82 15%	45 18%	27 12%	27 12%	20 11%	7 7%	19 22%	3 6%	6 18%	3 14%	8 23%	3 10%	12 30%	2 8%	5 22%	13 38%	4 11%	2 6%
None of the above	95 9%	56 10%	39 7%	35 14%	19 8%	6 3%	11 6%	12 12%	12 14%	5 10%	- -	2 9%	2 5%	- -	3 8%	- -	1 4%	4 11%	24 71%	- -
Don't know	5 *	5 1%	- -	2 1%	2 1%	2 1%	- -	- -	- -	2 3%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 24

**Q.11 What, if anything, would you like to see Southeastern improve over the next 4 years?**

**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Price of tickets	697 64%	66 87%	55 72%	30 76%	8 46%	13 49%	6 19%	7 22%	48 70%	23 54%	26 86%	17 48%	6 20%	22 77%	52 73%	52 86%	19 58%	20 66%
Communicating delays	314 29%	21 27%	31 40%	5 12%	1 5%	3 12%	2 8%	5 13%	23 33%	14 34%	17 58%	10 27%	9 28%	14 49%	30 41%	22 36%	23 70%	11 37%
Seat availability	307 28%	6 8%	25 33%	9 23%	3 15%	2 7%	6 20%	2 5%	27 40%	16 37%	9 29%	2 5%	- -	8 27%	22 31%	21 34%	28 84%	6 21%
Ticketing options	190 18%	18 23%	15 20%	7 19%	3 20%	4 15%	19 61%	2 4%	14 21%	8 18%	12 41%	2 7%	- -	4 14%	12 16%	13 21%	8 24%	2 8%
Station facilities	177 16%	16 21%	13 16%	11 29%	1 7%	2 7%	12 40%	1 2%	9 13%	3 8%	16 52%	9 25%	1 4%	4 16%	6 8%	5 9%	9 26%	3 12%
Customer service	148 14%	14 18%	16 21%	3 8%	1 8%	2 6%	4 14%	1 2%	5 8%	3 8%	8 27%	17 47%	7 21%	5 17%	9 12%	4 6%	7 22%	2 7%
Other	147 14%	1 1%	2 3%	5 12%	3 20%	7 28%	- -	17 49%	2 2%	3 7%	8 25%	1 3%	3 8%	3 10%	12 17%	2 4%	15 43%	4 15%
None of the above	95 9%	1 1%	4 5%	1 2%	* 3%	3 11%	- -	7 19%	1 1%	5 13%	2 7%	9 24%	13 40%	2 5%	1 1%	- -	- -	7 22%
Don't know	5 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 4%	2 5%	- -	1 1%	- -	- -	- -

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 24

**Q.11 What, if anything, would you like to see Southeastern improve over the next 4 years?**

**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Price of tickets	697	531	87	57	22	587	104	305	128	110	67	392	86	169	436
	64%	65%	65%	59%	62%	66%	56%	71%	72%	66%	78%	60%	66%	58%	66%
Communicating delays	314	258	32	17	7	281	33	157	50	66	40	158	39	70	208
	29%	32%	24%	18%	20%	32%	18%	36%	28%	40%	47%	24%	30%	24%	32%
Seat availability	307	236	31	28	12	266	41	140	42	58	40	167	47	91	172
	28%	29%	23%	29%	33%	30%	22%	33%	24%	35%	47%	26%	36%	31%	26%
Ticketing options	190	135	23	27	5	156	34	71	37	25	9	119	23	55	112
	18%	17%	18%	28%	14%	18%	18%	17%	21%	15%	11%	18%	18%	19%	17%
Station facilities	177	128	29	14	6	148	27	65	29	27	9	112	24	60	97
	16%	16%	22%	14%	18%	17%	14%	15%	16%	16%	11%	17%	19%	21%	15%
Customer service	148	119	12	11	5	129	17	73	25	30	18	76	18	39	97
	14%	15%	9%	12%	15%	15%	9%	17%	14%	18%	22%	12%	14%	13%	15%
Other	147	121	11	11	4	112	35	54	16	28	11	92	12	41	90
	14%	15%	8%	11%	11%	13%	19%	13%	9%	17%	13%	14%	9%	14%	14%
None of the above	95	61	12	14	7	72	23	17	9	4	4	78	7	35	55
	9%	7%	9%	15%	20%	8%	12%	4%	5%	3%	4%	12%	6%	12%	8%
Don't know	5	5	-	-	-	5	1	2	-	-	2	4	1	-	5
	*	1%	-	-	-	1%	*	*	-	-	2%	1%	*	-	1%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
Station  
Base: All respondents

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Central	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Ashford International	47 4%	31 6%	16 3%	13 5%	13 6%	7 3%	6 3%	3 3%	6 7%	47 100%	-	-	-	-	-	-	-	-	-	-
Battle	34 3%	16 3%	18 3%	13 5%	3 1%	1 1%	6 3%	5 5%	6 7%	-	34 100%	-	-	-	-	-	-	-	-	-
Bexleyheath	22 2%	13 2%	9 2%	3 1%	3 1%	4 2%	5 2%	2 2%	6 7%	-	-	22 100%	-	-	-	-	-	-	-	-
Borough Green & Wrotham	35 3%	18 3%	17 3%	14 5%	11 5%	3 1%	4 2%	2 2%	2 2%	-	-	-	35 100%	-	-	-	-	-	-	-
Bromley South	24 2%	12 2%	12 2%	2 1%	4 2%	4 2%	6 3%	4 4%	4 4%	-	-	-	-	24 100%	-	-	-	-	-	-
Canterbury West	39 4%	19 3%	20 4%	15 6%	13 6%	-	6 3%	5 5%	1 1%	-	-	-	-	-	39 100%	-	-	-	-	-
Dartford	24 2%	10 2%	14 3%	3 1%	8 4%	6 3%	* *	2 2%	4 5%	-	-	-	-	-	-	24 100%	-	-	-	-
Eltham	23 2%	10 2%	13 2%	5 2%	5 2%	7 3%	-	4 4%	3 4%	-	-	-	-	-	-	-	23 100%	-	-	-
Folkestone Central	34 3%	19 3%	15 3%	7 3%	9 4%	5 2%	4 2%	4 4%	6 7%	-	-	-	-	-	-	-	-	34 100%	-	-
Gravesend	34 3%	21 4%	13 3%	17 7%	6 3%	1 *	5 3%	3 3%	3 3%	-	-	-	-	-	-	-	-	-	34 100%	-
Hastings	32 3%	13 2%	19 4%	10 4%	5 2%	10 5%	3 2%	1 1%	2 3%	-	-	-	-	-	-	-	-	-	-	32 100%
Lewisham	76 7%	29 5%	47 9%	5 2%	14 6%	28 12%	23 12%	6 6%	-	-	-	-	-	-	-	-	-	-	-	-
London Bridge	77 7%	40 7%	37 7%	5 2%	12 6%	26 11%	28 15%	4 4%	1 1%	-	-	-	-	-	-	-	-	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
**Station**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eitham	Folk- stone Cent- ral	Grave- send	Hast- ings
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Maidstone West	39 4%	18 3%	21 4%	10 4%	10 4%	8 3%	1 1%	6 6%	4 5%	-	-	-	-	-	-	-	-	-	-	-
Orpington	17 2%	11 2%	6 1%	11 4%	2 1%	2 1%	* *	1 1%	1 1%	-	-	-	-	-	-	-	-	-	-	-
Ramsgate	27 3%	13 2%	14 3%	6 2%	4 2%	7 3%	5 2%	3 3%	3 3%	-	-	-	-	-	-	-	-	-	-	-
Rochester	31 3%	19 4%	12 2%	1 *	16 7%	3 2%	3 2%	5 5%	3 4%	-	-	-	-	-	-	-	-	-	-	-
Sandwich	34 3%	14 3%	20 4%	16 6%	5 2%	8 3%	4 2%	2 2%	-	-	-	-	-	-	-	-	-	-	-	-
Sevenoaks	68 6%	39 7%	30 6%	14 6%	7 3%	19 8%	15 8%	5 5%	7 9%	-	-	-	-	-	-	-	-	-	-	-
Sidcup	42 4%	25 5%	17 3%	10 4%	5 2%	9 4%	7 4%	3 3%	9 11%	-	-	-	-	-	-	-	-	-	-	-
Sittingbourne	30 3%	15 3%	15 3%	12 5%	7 3%	4 2%	2 1%	2 2%	2 3%	-	-	-	-	-	-	-	-	-	-	-
Snodland	36 3%	20 4%	16 3%	11 4%	11 5%	3 2%	5 2%	6 6%	-	-	-	-	-	-	-	-	-	-	-	-
Swanley	32 3%	20 4%	12 2%	10 4%	9 4%	6 3%	4 2%	1 1%	2 2%	-	-	-	-	-	-	-	-	-	-	-
Tonbridge	28 3%	13 2%	16 3%	3 1%	8 4%	5 2%	7 4%	3 3%	1 1%	-	-	-	-	-	-	-	-	-	-	-
Tunbridge Wells	72 7%	33 6%	38 7%	20 8%	8 4%	18 8%	13 7%	11 11%	2 2%	-	-	-	-	-	-	-	-	-	-	-
Victoria	61 6%	32 6%	29 6%	4 1%	17 8%	23 10%	12 6%	5 5%	1 1%	-	-	-	-	-	-	-	-	-	-	-
West Dulwich	33 3%	21 4%	13 2%	9 4%	8 4%	6 2%	8 4%	1 1%	2 2%	-	-	-	-	-	-	-	-	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
**Station**  
**Base: All respondents**

	Gender		Age							Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ashford Int.	Battle	Bexley-heath	Borough Green & Wrotham	Bromley South	Canterbury West	Dartford	Eltham	Folkestone Central	Grave-send	Hastings
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Wye	30	8	21	8	-	7	6	5	3	-	-	-	-	-	-	-	-	-	-	-
	3%	1%	4%	3%	-	3%	3%	5%	4%	-	-	-	-	-	-	-	-	-	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
**Station**  
**Base: All respondents**

	Station																	
	Total	Lewisham	London Bridge	Maidstone West	Orpington	Rams-gate	Roch-ester	Sand-wich	Seven-oaks	Sidcup	Sit-ting-bourne	Snod-land	Swan-ley	Ton-bridge	Tun-bridge Wells	Vict-oria	West Dul-wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Ashford International	47 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Battle	34 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bexleyheath	22 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Borough Green & Wrotham	35 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bromley South	24 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Canterbury West	39 4%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dartford	24 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Eltham	23 2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Folkestone Central	34 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Gravesend	34 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hastings	32 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lewisham	76 7%	76 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
London Bridge	77 7%	-	77 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
Station  
Base: All respondents

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Victo- ria	West Dul- wich	Wye
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Maidstone West	39 4%	-	-	39 100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Orpington	17 2%	-	-	-	17 100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Ramsgate	27 3%	-	-	-	-	27 100%	-	-	-	-	-	-	-	-	-	-	-	-
Rochester	31 3%	-	-	-	-	-	31 100%	-	-	-	-	-	-	-	-	-	-	-
Sandwich	34 3%	-	-	-	-	-	-	34 100%	-	-	-	-	-	-	-	-	-	-
Sevenoaks	68 6%	-	-	-	-	-	-	-	68 100%	-	-	-	-	-	-	-	-	-
Sidcup	42 4%	-	-	-	-	-	-	-	-	42 100%	-	-	-	-	-	-	-	-
Sittingbourne	30 3%	-	-	-	-	-	-	-	-	-	30 100%	-	-	-	-	-	-	-
Snodland	36 3%	-	-	-	-	-	-	-	-	-	-	36 100%	-	-	-	-	-	-
Swanley	32 3%	-	-	-	-	-	-	-	-	-	-	-	32 100%	-	-	-	-	-
Tonbridge	28 3%	-	-	-	-	-	-	-	-	-	-	-	-	28 100%	-	-	-	-
Tunbridge Wells	72 7%	-	-	-	-	-	-	-	-	-	-	-	-	-	72 100%	-	-	-
Victoria	61 6%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	61 100%	-	-
West Dulwich	33 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	33 100%	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
**Station**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Wye	30 3%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30 100%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
Station  
Base: All respondents

	Total	Frequency of Travel			When Started Using		Season Ticket Holder					Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Ashford International	47 4%	25 3%	11 9%	8 9%	3 7%	39 4%	9 5%	8 2%	2 1%	3 2%	2 3%	40 6%	11 8%	16 5%	23 3%
Battle	34 3%	17 2%	7 5%	4 5%	6 18%	28 3%	6 3%	7 2%	4 2%	3 2%	1 1%	27 4%	7 5%	13 5%	14 2%
Bexleyheath	22 2%	15 2%	3 2%	4 4%	1 3%	20 2%	2 1%	4 1%	3 2%	1 *	1 1%	18 3%	* *	15 5%	10 2%
Borough Green & Wrotham	35 3%	28 3%	2 2%	3 3%	2 4%	28 3%	7 4%	14 3%	3 2%	6 4%	5 5%	21 3%	3 2%	9 3%	23 4%
Bromley South	24 2%	20 2%	3 2%	1 1%	1 3%	21 2%	3 2%	5 1%	2 1%	- -	3 4%	19 3%	2 2%	6 2%	17 3%
Canterbury West	39 4%	25 3%	3 2%	8 8%	2 7%	30 3%	9 5%	8 2%	2 1%	5 3%	2 2%	31 5%	2 2%	12 4%	20 3%
Dartford	24 2%	16 2%	7 6%	* *	- -	22 2%	2 1%	7 2%	* *	5 3%	2 2%	17 3%	* *	10 3%	16 2%
Eltham	23 2%	18 2%	1 1%	3 3%	1 3%	20 2%	2 1%	11 3%	* *	8 5%	3 4%	11 2%	1 1%	10 3%	15 2%
Folkestone Central	34 3%	18 2%	7 5%	4 5%	4 10%	22 3%	11 6%	11 3%	8 4%	3 2%	- -	23 3%	3 3%	13 5%	17 3%
Gravesend	34 3%	28 3%	1 1%	3 3%	3 8%	28 3%	7 4%	5 1%	- -	5 3%	* *	29 4%	2 2%	11 4%	23 3%
Hastings	32 3%	19 2%	4 3%	6 7%	3 8%	24 3%	7 4%	6 1%	3 2%	2 1%	1 1%	26 4%	3 2%	20 7%	10 1%
Lewisham	76 7%	68 8%	6 4%	1 1%	2 4%	68 8%	- -	46 11%	31 18%	13 8%	2 2%	29 5%	12 9%	3 1%	54 8%
London Bridge	77 7%	72 9%	3 2%	2 2%	- -	74 8%	3 2%	71 17%	37 20%	33 20%	2 3%	6 1%	10 8%	1 *	66 10%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
Station  
Base: All respondents

	Total	Frequency of Travel				When Started Using		Season Ticket Holder				Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Maidstone West	39 4%	36 4%	2 1%	- -	1 3%	24 3%	15 8%	22 5%	10 6%	6 4%	5 6%	17 3%	6 5%	7 2%	26 4%
Orpington	17 2%	14 2%	1 *	2 2%	- -	10 1%	7 4%	5 1%	2 1%	2 1%	2 2%	12 2%	1 *	6 2%	14 2%
Ramsgate	27 3%	18 2%	5 4%	3 3%	1 3%	19 2%	8 4%	8 2%	5 3%	2 1%	2 2%	19 3%	2 1%	12 4%	14 2%
Rochester	31 3%	20 2%	6 5%	5 6%	- -	18 2%	13 7%	15 3%	10 6%	5 3%	- -	16 3%	4 3%	15 5%	12 2%
Sandwich	34 3%	28 3%	1 1%	3 3%	2 4%	25 3%	9 5%	8 2%	3 2%	3 2%	2 2%	26 4%	3 2%	2 1%	30 5%
Sevenoaks	68 6%	55 7%	10 8%	2 3%	- -	61 7%	7 4%	33 8%	5 3%	10 6%	18 21%	35 5%	12 9%	17 6%	41 6%
Sidcup	42 4%	31 4%	2 1%	9 10%	1 2%	38 4%	5 3%	14 3%	8 4%	5 3%	2 2%	28 4%	2 2%	12 4%	22 3%
Sittingbourne	30 3%	23 3%	7 5%	- -	* *	21 2%	9 5%	5 1%	3 2%	* *	2 2%	25 4%	1 1%	9 3%	23 3%
Snodland	36 3%	23 3%	7 5%	4 4%	2 4%	31 3%	4 2%	9 2%	5 3%	2 1%	2 2%	27 4%	2 1%	10 3%	25 4%
Swanley	32 3%	24 3%	6 4%	2 2%	1 2%	26 3%	6 3%	9 2%	5 3%	2 1%	3 4%	23 3%	1 1%	14 5%	17 3%
Tonbridge	28 3%	23 3%	3 3%	2 2%	* *	24 3%	4 2%	12 3%	- -	6 4%	6 8%	16 2%	6 5%	5 2%	17 3%
Tunbridge Wells	72 7%	55 7%	10 8%	6 6%	1 2%	63 7%	9 5%	30 7%	3 2%	17 10%	10 12%	42 6%	9 7%	20 7%	37 6%
Victoria	61 6%	46 6%	9 7%	4 5%	1 3%	55 6%	6 3%	29 7%	21 12%	5 3%	3 3%	32 5%	17 13%	10 4%	34 5%
West Dulwich	33 3%	29 4%	2 2%	2 2%	- -	28 3%	6 3%	16 4%	2 1%	11 7%	4 4%	17 3%	6 5%	6 2%	22 3%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 25  
**Station**  
**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder					Passenger Type			
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Wye	30	22	4	3	1	21	9	10	3	3	4	19	3	9	19
	3%	3%	3%	4%	3%	2%	5%	2%	2%	2%	5%	3%	2%	3%	3%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 26  
**Shift Time**  
**Base: All respondents**

	Gender			Age						Station										
	Total	Female	Male	16-24	25-34	35-44	45-54	55-64	65+	Ash- ford Int.	Battle	Bex- ley- heath	Bor- ough Green & Wro- tham	Brom- ley South	Can- ter- bury West	Dart- ford	Eltham	Folk- estone Cent- ral	Grave- send	Hast- ings
Unweighted base	1082	537	545	228	213	229	198	119	95	62	35	32	30	31	35	33	31	33	35	35
Weighted base	1082	550	532	256	221	231	189	100	85	47	34	22	35	24	39	24	23	34	34	32
Morning: 7am-1pm	506 47%	247 45%	258 49%	97 38%	99 45%	116 50%	90 48%	55 55%	49 57%	22 47%	-	22 100%	-	24 100%	-	24 100%	23 100%	-	-	-
Afternoon/ evening: 2pm-8pm	576 53%	303 55%	274 51%	159 62%	122 55%	115 50%	99 52%	45 45%	36 43%	25 53%	34 100%	-	35 100%	-	39 100%	-	-	34 100%	34 100%	32 100%

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 26  
**Shift Time**  
**Base: All respondents**

	Station																	
	Total	Lewi- sham	London Bridge	Maid- stone West	Orp- ington	Rams- gate	Roch- ester	Sand- wich	Seven- oaks	Sidcup	Sit- ting- bourne	Snod- land	Swan- ley	Ton- bridge	Tun- bridge Wells	Vict- oria	West Dul- wich	Wye
Unweighted base	1082	59	60	34	35	31	30	30	67	32	35	30	31	34	62	60	30	30
Weighted base	1082	76	77	39	17	27	31	34	68	42	30	36	32	28	72	61	33	30
Morning: 7am-1pm	506	45	38	39	17	-	-	-	32	36	30	-	-	28	32	31	33	30
	47%	59%	50%	100%	100%	-	-	-	46%	84%	100%	-	-	100%	44%	51%	100%	100%
Afternoon/ evening: 2pm-8pm	576	31	39	-	-	27	31	34	37	7	-	36	32	-	40	30	-	-
	53%	41%	50%	-	-	100%	100%	100%	54%	16%	-	100%	100%	-	56%	49%	-	-

## BBC Radio Kent Southeastern Passengers Survey

Absolutes/col percents

Table 26  
**Shift Time**  
**Base: All respondents**

	Total	Frequency of Travel			When Started Using		Season Ticket Holder				Passenger Type				
		At least once a week	Every month	Every couple of months	At least once a year	Long term	Short term	NET: Yes	Weekly	Monthly	Annual	No	Business	Leisure	Commuting
Unweighted base	1082	768	166	106	42	906	170	374	151	141	82	708	286	448	557
Weighted base	1082	816	133	96	36	888	186	430	179	166	85	652	130	292	661
Morning: 7am-1pm	506	409	57	32	7	429	73	221	86	75	59	285	65	125	328
	47%	50%	43%	34%	21%	48%	39%	51%	48%	45%	70%	44%	50%	43%	50%
Afternoon/ evening: 2pm-8pm	576	408	76	64	29	459	112	209	92	91	26	367	65	167	333
	53%	50%	57%	66%	79%	52%	61%	49%	52%	55%	30%	56%	50%	57%	50%