

FOCUS GROUP: RAIL COMMUTERS held in Duke of Wellington September 2009

Composition: Rail commuters;

- 1. What do you like about living in Twyford?**
 - 2x "community" (nice community and community spirit)
 - 1x "friendly"
 - 1x "right size"
 - 1x "quiet but with good services and connections"
 - 1x "good schools, connections(road/rail/air), access to countryside"
- 2. What do you dislike about living in Twyford?**
 - 3x "traffic"
 - 1x "yobs"
 - 1x "Nationwide closure"
 - 1x "nothing"
- 3. How do you get to and from the station – walk, cycle, passenger in car, drive a car, bus?**
 - 5x "walk"
 - 1x "walk/cycle"
 - 1x "walk/drive"
- 4. Would you use a bus rather than car to and from the station if there was one at a convenient time to connect with your train?**
 - 5x "no"
 - 1x "yes - cheaper than car park"
 - 1x "yes"
- 5. Are you happy with the current rail service? If not, how could it be improved?**
 - 3x "yes" 5x "more 'fast' trains" (2x generally; 2x off-peak; 1x peak)
 - 1x "ok" 2x "overcrowding"
 - 2x "too expensive"
- 6. Are the train times convenient for you getting to work?**
 - 6x "yes"
 - 1x "not too bad - more choice would be better"
- 7. What effect do you think Crossrail is likely to have on rail services to and from Twyford?**
 - 3x "detrimental" (less fast trains/more pressure on roads and parking)
 - 2x "not sure"
 - 1x "none"
- 8. Is there sufficient secure parking at the station for cars?**
 - 5x "no"
 - 1x "yes"
 - 1x "don't know"
- 9. Is there sufficient secure parking at the station for bikes?**
 - 3x "yes"
 - 3x "don't know"
 - 1x "yes"
- 10. Are any further improvements required at the station, apart from those already underway?**
 - 3x "general appearance" (painting/tidy platforms/more seating/improve shop)
 - 1x "forecourt/frontage" (appearance and ease of use/taxi congestion etc)
 - 1x "increase parking/reduce price"
 - 1x "path to car park"
- 11. Is information on rail services easy to obtain?**
 - 7x "yes"
 - 1x "bring back pocket timetable"