

11 APPENDICES

List of appendices

Appendix Number	Title	Page
1	Timeline of Bristol-Weymouth line	126
2	Historical number of rail services for selected dates	126
3	Timeline of franchising events on the Bristol-Weymouth line	127
4	Passenger Service Requirement for the Bristol-Weymouth line	128
5	Connections at Castle Cary and Westbury	130
6	Case study station and parish fact files	132
7	Householder questionnaire	134
8	Rail passenger interview form	139
9	Householder questionnaire comments	141
10	Rail passenger interview comments	144
11	Interchange information leaflets	146

Appendix 1: Timeline of Bristol-Weymouth line

Year	Date	Event
1845	30 June	Promotion and authorisation to construct
1848		Wilts, Somerset & Weymouth railway opens from Chippenham to Westbury
1850	14 March	Sold to GWR Opened Westbury-Frome
1856	1 September	Opened Frome-Yeovil
1857	20 January	Opened to Weymouth
1858		Double tracked Yeovil-Evershot
1861	1 June	LSWR line from Yeovil Junction to Yeovil Town opened
1874	18-22 June	Conversion to standard gauge
1882	-	Doubling Evershot-Maiden Newton
1884	-	Doubling Maiden Newton- Grimstone
1885	-	Doubling Grimstone- Dorchester
1950	-	Transfer from Western to Southern region
1959	-	Boat train service stopped
1960	-	Through trains to Paddington stopped
1962	-	Transfer from Southern to Western region (with exception of Dorchester West)
1966	-	Closure of rural halts
1966-1968	-	Rail service between Yeovil Pen Mill and Yeovil Junction
1968	26 May	Yeovil-Maiden Newton single tracked
	9 June	Maiden Newton- Dorchester single tracked

[Harrell 1986, Mitchell & Smith 1990]

Appendix 2: Number of daily passenger rail services for selected dates

Rail services between Weymouth and Yeovil Pen Mill		
Year	Number of weekday services	Number of weekend services
1857	6	(Not known)
1869	5	
1906	10	
1961	20	7 on Sundays
1974	7	6 on Sundays; 1 on winter Sundays
1989	9	12 on Saturdays; 7 on summer Sundays
2003	8	8 on Saturdays 3 on winter Sundays, 8 summer Sundays

Note: information for services in one direction only
[Mitchell & Smith 1990]

Appendix 3: Timeline of franchising events on the Bristol-Weymouth line

Year	Date	Event
1993		Railways Act- paved way for privatised companies to run trains, lease trains and maintain infrastructure
1996	13 October	Wales & West transferred to private sector control
2000	12 October	SRA announces that a new Wessex franchise will take over Wales & West services in England and some SWT services including Exeter- Waterloo line
	23 November	Invitations to bid for new franchise announced
2001	October	Winter timetable sees Wessex franchise begin with 'caretaker' operation by Wales & West
	19 December	SRA announces its Franchising Policy. This examines and supports the longer-term benefits of franchise amalgamation and simplification, especially at London termini
2002	13 March	Consultation begins on combining franchises using Paddington (Thames & Great Western)
	13 March	SRA declare that transferral of Exeter- Waterloo services to Wessex franchise ' <i>now conflicts with ideal of simplifying interfaces</i> ' States these services best left with SWT and if so, the ' <i>most appropriate outcome</i> ' would be to combine Wessex franchise with new Paddington-based franchise
	11 July	Responses to March consultation published. The Wessex Rail Partnership opposes merger. Dorset County and Weymouth & Portland Borough Councils support retention of Exeter services with SWT If Wessex franchise is amalgamated, Dorset County and W&PB Councils wish to see merger with Great Western. - West Dorset and South Somerset gave no response
	6 November	SRA announce intention to create a 'Greater Western' franchise amalgamating Great Western, Thames & Wessex franchises no later than 2006. Wessex Trains state ' <i>whilst this was not the decision we had sought, we welcome this announcement in that it brings clarity for our passengers</i> '
2003	15 January	SRA awards SWT extended franchise until 2007. SWT will continue to run Exeter-Waterloo line
2006	Early 2006	Greater Western Franchise begins. This amalgamates Wessex, Thames & Great Western Trains. The B-W line will change ownership for 4 th time in 10 years

Sources: Welsby 1996
SRA 2000
SRA 2001
SRA 2002
SRA 2002b
SRA 2002c
Wessex Trains 2002
South West Trains 2003

Appendix 4: Passenger Service Requirements for Bristol-Weymouth line
: Yeovil-Weymouth section [Wessex Trains 2003, 2003b and 2003c]

Weekdays		
Factor	Stipulation	Current timetable arrangements Notes
Number of services	8 services in each direction	As per PSR
Stations	All services to call at all stations Exception: early Weymouth departure may omit Chetnole and Thornford	As per PSR As per PSR
Connections	1 non-through service allowed in each direction Endeavour to provide good interchange to and from London services	No non-through services Interchange is generally poor
Timings	Early departure from Bristol (0515-0615) Late departure from Bristol (2015-2215) Early departure from Weymouth (0515-0615) Late departure from Weymouth (1930-2130) Interval between services should be no more than 3 hrs	0551 departure 2033 departure 0540 departure 1959 departure Longest interval 2h39mins
Journey Times	Bristol to Weymouth to take no more than 2h30 Weymouth to Bristol to take no more than 2h24	1 train exceeds this: 2h32 (0551 departure) 1 train exceeds this: 2h27 (0538 departure)
Saturdays		
Number of services	7 services Bristol- Weymouth 1 service Yeovil-Weymouth 7 services Weymouth Bristol	6 services Bristol-Weymouth 1 service Westbury-Weymouth and return 1 Service Yeovil-Weymouth 7 services Weymouth-Bristol
Stations	All services to call at all stations	As per PSR
Connections	1 non-through service allowed in each direction Endeavour to provide good interchange to and from London services at Westbury	All through services Interchange is generally poor
Timings	Early departure from Bristol (0615-0715) Late departure from Bristol (2015-2215) Yeovil train to arrive Weymouth between 0800-0845 Early departure from Weymouth (0615-0715) Late departure from Weymouth (1930-2100) Interval between services should be no more than 3 hrs	Earliest departure is 0858 2033 departure 0832 arrival 0653 departure 1959 departure Largest interval is 3h4min (Weymouth arrival)

Journey Times	Bristol to Weymouth to take no more than 2h25 Weymouth to Bristol to take no more than 2h16	None exceeded 1 train exceeds by 2 mins (0653 departure)
Summer Sundays		
Number of services	4 services Bristol-Weymouth 2 services Westbury-Weymouth 6 services Weymouth-Bristol	3 services Bristol-Weymouth 3 Westbury- Weymouth 3 Weymouth- Bristol 3 Weymouth- Westbury
Stations	1 service in each direction may omit Thornford, Yetminster, Chetnole, Upwey	1 train omits these stations northbound
Connections	1 non-through service allowed in each direction Endeavour to provide good interchange to and from London services at Westbury	All services are through services Generally poor interchange
Timings	Early arrival into Weymouth (0900-1100) Late arrival into Weymouth (2230-2330) Early departure from Weymouth (0745-0845) Late departure from Weymouth (2015-2215)	1032 arrival 2306 arrival 0830 departure 2024 departure
Journey Times	Bristol to Weymouth to take no more than 2h38 Weymouth to Bristol to take no more than 2h28	None exceeded None exceeded
Winter Sundays		
Number of services	3 services Bristol- Weymouth in each direction 1 service Westbury-Weymouth in May, in each direction (not calling Thornford, Yetminster, Chetnole, Upwey)	As per PSR As per PSR
Stations	1 service in each direction may omit Thornford, Yetminster, Chetnole, Upwey	All services call at all stations
Connections	1 non-through service allowed in each direction Endeavour to provide good interchange to and from London services at Westbury	All through services Generally poor interchange
Timings	Early departure from Bristol (1200-1400) Late departure from Bristol (2015-2215) Early departure from Weymouth (1300-1500) Late departure from Weymouth (1900-2100)	1330 departure 2030 departure 1430 departure 1930 departure
Journey Times	Bristol to Weymouth to take no more than 2h30 Weymouth to Bristol to take no more than 2h21	None exceeded None exceeded

Appendix 5: Connections at Castle Cary and Westbury

SERVICES OUT OF DORSET (Northbound)

Connections: Bristol-bound services onto London-bound trains					
Mondays to Fridays					
Arrive Castle Cary	Connecting trains to London	Wait time (mins)	Arrive Westbury	Connecting trains to London	Wait time (mins)
0635	0646	11	0709	0806	57
0753	0928	95	0820	0947	87 +
0936	1230	174	1004	1246	166 +
1159	1230	31	1227	1246	19
1357	1431	34	1424	1450	26
1555	1626	31	1623	1645	22
1815	1831	16	1845	1850	5
2055	#	-	2123	#	-
Saturdays					
0751	0928	97	0818+	0946	88
0939	1126	107	1004+	1145	101
1146	1331	105	1213+	1350	97
1252	1331	39	1323	1350	27
1554	1731	97	1621+	1750	89
1826	2031	125	1853+	2050	117
2055	#	-	2123+	#	-
+ quicker connections via Bath Spa					
# possible via Bath Spa					

Connections: Bristol-bound services onto Exeter-bound trains					
Mondays to Fridays					
Arrive Castle Cary	Connecting trains to Exeter	Wait time (mins)	Arrive Westbury	Connecting trains to Exeter	Wait time (mins)
0635	1014	205	0709	0955	166
0753	1014	127	0820	0955	95
0936	1014	38	1004	1056	52
1159	1414	135	1227	1248	21
1357	1414	17	1424	1555	91
1555	1614	19	1623	1759	96
1815	1820	5	1845	1900	15
2055	2114	19	2123	2155	32
Saturdays					
0751	1014	143	0818	0955	97
0939	1014	35	1004	1056	52
1146	1310	143	1213	1251	39
1252	1310	18	1323	1351	28
1554	1814	140	1621	1647	26
1826	1914/2014*	48, 108	1853	1856/1956*	3, 63
2055	2153	58	2123	2135	12
* dependent on engineering works					

SERVICES INTO DORSET (Southbound)

Connections: London-bound services onto Weymouth-bound trains					
Mondays to Fridays					
Arrive Castle Cary	Connecting trains to Weymouth	Wait time (mins)	Arrive Westbury	Connecting trains to Weymouth	Wait time (mins)
~	0724	-	+	0658	-
~	0944	-	+	0918	-
1014	1047	33	0955	1020	25
1114	1321	127	1056, 1248	1255	119, 7
1414	1554	100	1356	1522	86
1614	1747	93	1555, 1611	1720	85, 69
1820	1845	25	1759	1819	20
1917, 2017, 2114	2146	149, 89, 32	1900, 1959, 2055	2119	139, 80, 24
2214	#	-	2155	#	-
Saturdays					
~	0821	-	+	0755	-
1014	1022	8	+	0945	-
1114, 1310	1322	128, 12	0955, 1056, 1251	1257	182, 121, 6
1504	1554	50	1351, 1447	1520	89, 33
-	1750	-	1611, 1647	1720	69, 33
1814	1846	32	1756	1816	20
1914/2014*, 2053	2147	153/93, 54	1856/ 1956*, 2035	2120	144/ 84, 45
2153	#	-	2135	#	-
~ No trains arrive at Castle Cary from London before 1014					
+ No trains arrive at Westbury from London before 0955					
# No connecting trains					
* dependent on engineering works					

Connections: Exeter-bound services onto Weymouth-bound trains					
Mondays to Fridays					
Arrive Castle Cary	Connecting trains to Weymouth	Wait time (mins)	Arrive Westbury	Connecting trains to Weymouth	Wait time (mins)
0646	0724	38	+	0658	-
0747, 0928	0944	117, 16	0705, 0806	0918	133, 72
-	1047	-	0947	1020	33
1230	1321	51	1200, 1248	1255	55, 7
1431	1554	83	1450	1522	32
1626	1747	81	1645	1720	35
1831	1845	14	-	1819	-
2032	2146	74	1851, 2051	2119	148, 28
Saturdays					
0731	0821	50	+	0755	-
0928	1022	54	0751	0945	114
1126	1322	116	0947, 1145, 1157	1257	190, 72, 60
1331, 1526	1554	143, 28	1350	1520	90
1731	1750	19	1545	1720	95
-	1846	-	1750	1816	26
2031	2147	76	1840, 2050	2120	160, 30
+ No trains arrive at Westbury from Exeter to meet the early Weymouth trains					

Source: (2003 winter timetables) Wessex Trains 2003b
First Great Western 2003

Appendix 6: Case study station and parish fact files

Station: Dorchester West			
Settlement served: Dorchester 600m to town centre (Marks & Spencer)			
Settlement Size:		People	Dwellings
	Dorchester Parish	15,700	6,094
Communications	Dorchester lies on A35 trunk route and A37 and A354 primary routes		
Other train services	Dorchester South has hourly services to Poole, Bournemouth and stations to London Waterloo Interchange between services necessitates 5 min. walk		
Bus services	Every 10 mins to Weymouth Hourly to Bridport and Crossways Daily services to Maiden Newton & Yeovil (212) Sherborne (216), Blandford (184), Poole (187) and Wareham (102)		
Services	Accident & Emergency Hospital, District & County Councils, Middle & Upper Schools & sixth form 205 shops and large range of services		

Station: Maiden Newton			
Settlement served: adjacent to Maiden Newton village			
Settlement Size:		People	Dwellings
	Maiden Newton Parish	930	382
	Frome Vauchurch Parish (forms 1 settlement with above)	140	66
	Total	1,070	448
Notes	Populous, fairly nucleated settlement with significant ex-council house stock		
Communications	2km W of A37 Primary Route Village lies on A357 County Distributor Route		
Bus services (weekday)	10 services daily to Dorchester 5 services daily to Yeovil		
Services	Pub, Post Office, Shop, Primary School		

Station: Chetnole			
Settlement served: close to Chetnole village 2km the W of Leigh village 1km E of Stockwood hamlet			
Settlement Size:		People	Dwellings
	Chetnole Parish	360	142
	Leigh	520	199
	Stockwood Parish	20	#
	Total	900	341#
Notes	Leigh and Chetnole parishes consist mainly of two loose-knit villages, whilst Stockwood contains only a handful of cottages.		
Communications	1.5km E of A37 Strategic Route		
Bus services	Passing: 4 (Mon-Sat)		
Services	Chetnole: Pub, Post Office, Shop Leigh: Post Office, Shop Stockwood: none		
# Stockwood dwelling figures aggregated with those of Ryme Intrinseca parish			

Station: Yetminster			
Settlement served: Yetminster village			
Settlement Size:		People	Dwellings
	Yetminster Parish	1,110	437
Notes	Yetminster has been much expanded over the last 30 years with several suburban-style estates. Growth has slowed recently.		
Communications	4km E of A37 Strategic Route		
Bus services	Passing: 4 (Mon-Wed, Fri-Sat) 5 (Thurs) Village: additional 3 (Tue, Thurs-Sat)		
Services	Pub, Post Office, Shop, Primary School, Surgery		

Station: Thornford			
Settlement served: 1km from Beer Hackett 1.5km from Thornford			
Population:		People	Dwellings
	Thornford Parish	840	307
	Beer Hackett Parish	100	36
	Total	940	343
Notes	Thornford, in similarity to Yetminster, has several estates built over the last 30 years. Beer Hackett has received very limited recent development.		
Communications	3km E of A37 Strategic Route		
Bus services	Passing: 3 (Tue, Fri, Sat), 4 (Thurs) Thornford: additional 3 (Mon-Fri) 4 (Sat) Beer Hackett: none		
Services	Beer Hackett: none Thornford: Pub, Post Office, Shop, Primary School		

Station: Yeovil Pen Mill			
Settlement served: Yeovil (Somerset) 1400m to town centre (Marks & Spencer)			
Settlement Size:		People	Dwellings
	Yeovil Town	40,100	15,521
Communications	Lies on A37 Primary Route and 8km SE of A303 Trunk Road		
Bus services	Hourly services from station to Sherborne and town centre		
Services	Accident & Emergency Hospital, Secondary Schools, Sixth Form, wide range of comparison shopping		

Notes:

Stockwood dwelling figures aggregated with those of Ryme Intrinsic parish
Population based on 2001 estimates
Dwellings taken from 1991 census data

References:

Simons 2003
Somerset County Council 2003

Rural Transport Survey 2003

BACKGROUND INFORMATION

1	What is the postcode of this address? Please write in box below If unknown, please write street name or village

2	How many people normally live in your household? Please write in the box provided

3	About your household Fill your own details in as 'Person 1' Tick the applicable boxes								
		Sex		Age					
		Male	Female	0-4	5-17	18-29	30-44	45- State Pension Age	State Pensioner
	Person 1 (form filler)								
	Person 2								
	Person 3								
	Person 4								
	Person 5								
Person 6									

4	What is the job description of the main wage earner in your household? (Please state retired or unemployed if this best fits their status)

5	How many of the following do you have available in this household? Enter the number of each in the appropriate box			
	Car/ People Carrier	Van	Motorbike/ Scooter	Bicycle
	Bus season ticket		Train season ticket	
	Other transport - please state			

6	Who in your household can drive?						
		Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
	Can drive						
	Unable to drive						

TRAVEL BEHAVIOUR

7	How do you and your household usually travel to work, school or college? (<i>car driver, car passenger, bus, train, bike, walk</i>)	
	Form of transport used	Destination
	Person 1	
	Person 2	
	Person 3	
	Person 4	
	Person 5	
Person 6		

8	As a household, where do you do the bulk of your shopping? (<i>e.g. Yeovil/Dorchester</i>)	
	Location	How do you get there? (<i>Car driver, car passenger, train, bus, etc</i>)
	a) day to day shopping	
	b) weekly food shopping	
c) larger purchases (presents, clothing, furniture etc)		

9	When did people in your household last use trains for the following-					
	<i>Please tick</i>	Within the last week	Within the last month	Within the last year	Rarely	Never
	Shopping					
	Leisure					
	Work					
	Hospital/ Doctor					
	Visiting friends					
Education						

10	When did people in your household last use buses for the following-					
	<i>Please tick</i>	Within the last week	Within the last month	Within the last year	Rarely	Never
	Shopping					
	Leisure					
	Work					
	Hospital/ Doctor					
	Visiting friends					
Education						

11	Has anyone in your household been unable to do any of the following because of lack of public transport in the last year?		
	Tick as applicable		
		Has this happened?	
	Get a job	Yes	No
	Socialise	Yes	No
	Hobbies/sport etc	Yes	No

YOUR OPINIONS

12	Thinking about local train services, is the price of train tickets-	
	Please tick the appropriate box	
	Too expensive	
	About right	
	I would be prepared to pay more for a service that is more convenient to me	
	Don't know	

13	What would encourage you to use the train more often?			
	<i>Tick as many as necessary</i>			
		Not important	Important	Very important
	Train travel cheaper than car travel			
	A quicker journey time than by car or bus			
	More comfort by train – less stress/more convenience			
	Difficulty in parking at destination			
	Better connections at the destination station			
	Direct trains to the Crewkerne - Sherborne line (to Exeter and London)			
	Increased train frequency			
	Cheaper day tickets			
	Cheaper season tickets			
	New stations (if so write where)			
	Easier to travel with bikes			
	Easier to use train as a disabled traveller			
	More convenient train times- later/earlier etc.			
	More information- timetables			
	Information at the station on when the train will arrive ('Real-time information')			
	New/ refurbished trains			
	Better security at stations			
	Better security on trains			
	My destination tends to be nowhere near a station		Other- please state	
	Nothing would make me change			

14	How many trains do you reckon run every weekday in <u>one</u> direction between Yeovil and Dorchester West? Write number in box below	
	Do you know the train times from your local station?	
	No	Yes

15	How would/do you: a) get information about local rail services? b) book your tickets?			
	Please tick the applicable box		Information	Tickets
	At Station			
	From Timetable			
	By Telephone	National Rail Enquiries		
		Wessex Trains Telesales		
	From website	wessextrains.co.uk		
		heartofwessex.org.uk		
		Other: please name		
By Other means (please name)				

16	Have you ever used the train to visit Weymouth?		
	In the summer?	Yes	No
	At other times?	Yes	No

17	If you knew more about the timetable would you use the train for the following activities and places? Please tick				
		Bath	Bristol	Yeovil	Weymouth
	Shopping				
	Theatre/ concerts				
	Other leisure trips				

Are there any comments you would like to make about public transport in your area?

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**Thank you for taking the time to fill in this questionnaire.
Please post it back using the prepaid envelope provided to
James Purkiss at Environmental Services, Dorset County Council, Dorchester DT1 1ZZ**

Appendix 8: Rail passenger interview form

Rail Passenger Survey 2003

Service	Date	Time	Interview No.
Weather		Level of patronage	

Can I ask you a few questions about your journey today?	Yes	No	Office use
---	-----	----	------------

Are you travelling in a group? (How many in group?)	Yes	No	
---	-----	----	--

Age				
Sex				

Can I ask your home postcode?				
-------------------------------	--	--	--	--

Where did you start your journey today?				
---	--	--	--	--

How did you arrive at the station today?				
--	--	--	--	--

Which station have you travelled from?				
--	--	--	--	--

Which station are you travelling to on <u>this</u> train?				
---	--	--	--	--

How will you continue your journey from there?				
--	--	--	--	--

What is your final destination today?				
---------------------------------------	--	--	--	--

=====Possible cut-off point (depending on time constraints)=====

If you hadn't used the train today, how would you have travelled?				
---	--	--	--	--

Have you ever travelled by this means?				
--	--	--	--	--

What is the purpose of this trip?				
-----------------------------------	--	--	--	--

When did you last travel on this line before today?	Within the last week			
	Within the last month			
	Within the last year			
	Rarely			
	Never			

Thinking about local train services, is the price of train tickets-	Too expensive			
	About right			
	I would be prepared to pay more for a service that is more convenient to me			
	Don't know			

Have you ever - Looked at the Wessex Trains website - Bought a ticket on the WT website - Looked at the Heart Of Wessex website					

Do you have a copy of the timetable booklet?					
--	--	--	--	--	--

Would you be interested in using a Sunday morning service - Where to? - Why?			
--	--	--	--

When did you last shop in:	Bristol	Bournemouth		
	Bath	London		

Starting with the most important, what changes would you most like to see on this line? For example, trains, staff, stations, timetables, information?			
--	--	--	--

Appendix 9: Householder questionnaire comments

1	Better connections/ interchange	2	Station facilities need improving
	<ul style="list-style-type: none"> - Link to Yeovil Junction - Need to improve interchange/co-ordination - Have to allow lots of time for bus connections/ no connections exist - Need good London connections at Westbury - Need better connections at Bristol 		<ul style="list-style-type: none"> - Maiden Newton station unkempt - Yetminster halt needs smartening - Station is first and only impression of village - Vandalism at Yetminster - Relationship of station to public house- 'symbiotic smartening'
2	Train environment	4	Comparisons
	<ul style="list-style-type: none"> - Securing toddlers on train - Bicycles on train - Legroom - Ensure seats without booking - Poor quality train environment 		<ul style="list-style-type: none"> - Comparisons to abroad - SWT OK - SWT good - SWT crowding - Virgin trains very unreliable
5	Safety issues	6	Reasons for not using trams
	<ul style="list-style-type: none"> - Safety needs improving/ lone females at night - Intimidating teenagers 		<ul style="list-style-type: none"> - Station distant from town/ wrong place - Steps/ medical condition/ age prevent use of train - Once driven to station might as well drive entire journey - Car essential to living in rural area - Car used for work- many locations, late/ early times - Car convenience/ PT inconvenience - Carrying baggage/ baby/ pushchair
7	Non PT issues	8	Train timings
	<ul style="list-style-type: none"> - Queried my dissertation subject/ questions - Sorry I can't help - Well done/ good luck - Biking in lanes is dangerous 		<ul style="list-style-type: none"> - Wessex trains do not run late enough - SWT services do not run late enough - Rail service infrequent/ hourly service needed - Poorly timed rail services - Need for faster services
9	Ticketing issues	10	Access to the station
	<ul style="list-style-type: none"> - Problems with using railcards - Relatively expensive - Ticket collectors need more change - Need cheap day returns in the summer - Can't book journeys all in one go - Expense of group travel 		<ul style="list-style-type: none"> - Lack of parking facilities - Better cycle access

11	Ownership/ control/ subsidy <ul style="list-style-type: none"> - Need to be government owned/ leave EU and spend money on rail - Powers that be won't listen - Subsidy should be cancelled - Subsidy should be increased/ more money spent - Need coherent action needed 	12	Information <ul style="list-style-type: none"> - Knowledge of timetable won't make me use train more - Have very little knowledge/ information - NRES/ telephone enquiry difficulties - Very little information at stations
13	Reliability <ul style="list-style-type: none"> - Train reliability needs improving - Need to replace SWT single track sections <p>Cancellations are a problem</p>	14	Use of rail <ul style="list-style-type: none"> - Buses and trains important (for those who don't drive) - Use when parking difficult and traffic conditions poor - Never used rail - Will need/ use more when older/ retire/ when here longer - Use train to London - Good for leisure trips
15	No Public Transport <ul style="list-style-type: none"> - Generally very poor - None existent PT - No rail service 	16	Other rail issues <ul style="list-style-type: none"> - Staff are good - Uncertainty over request stops - Summer overcrowding - Freight possibilities - Weather as detractor to use

	<ul style="list-style-type: none"> - Excellent/general satisfaction - Grateful for existence/ essential link - Train generally poor - Number of trains adequate - People have chosen not to use train where perceived to be poor
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8	Bus timings		31	Bus issues
	<ul style="list-style-type: none"> - Buses are few/ need more/ more days operated 			<ul style="list-style-type: none"> - More Sherborne buses - Bus journeys poor quality - Buses expensive - Bus reliability
32	Bus opinions			
	<ul style="list-style-type: none"> - Buses not run for passengers - Detailed bus queries - Buses good generally 			

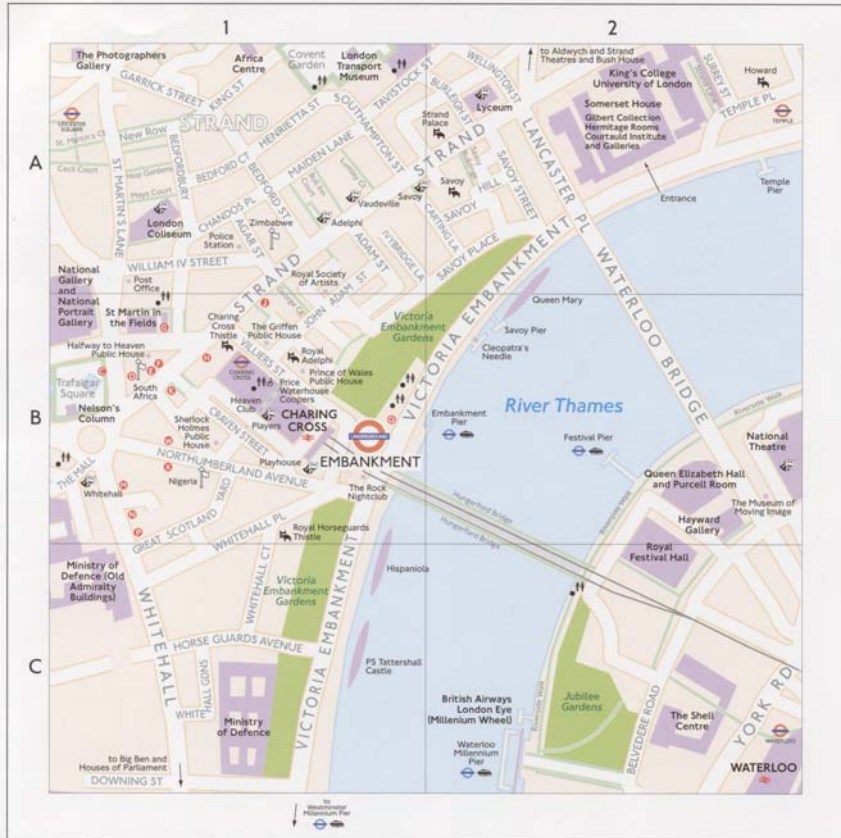
Appendix 10: Rail passenger interview comments

<p>1</p>	<p>Better connections/ interchange</p> <ul style="list-style-type: none"> - Through trains to Cardiff - 4.20 arrival into Frome means missed bus connections - Train connections are poor at Bristol Temple Meads - Better connections needed generally - 31 bus provides a good connecting service - Poor connections to Sherborne by bus - Better train connections at Castle Cary needed 		<p>2</p> <p>Station facilities need improving</p> <ul style="list-style-type: none"> - Untidy stations - Urination in waiting areas - Platforms too low - Need staff at stations - Toilets needed at stations - Better drink facilities at Weymouth station - Carrying bags over bridge is difficult - Indoor waiting areas would be nice - Better signs needed to indicate which platform train will use - Increase car park at Keynsham
<p>3</p>	<p>Train environment needs improving</p> <ul style="list-style-type: none"> - Newer trains are needed - Better provision for bicycles - Better space for buggies - New trains are really good - Old trains are cold - Old trains are dirty - Old trains have poor seating - 1630 from Bath needs more than 2 carriages- overcrowding - Smoking areas - Insecure bicycles on trains - Not enough legroom - Old trains are generally poor - Dirty windows - More carriages at peak times - Old trains are warmest - Althaline trains needed - Would like 1st class area - Better cleanliness on trains - Need clean toilets - Buffet car - Trolley service 		<p>3</p> <p>[Continued from left column]</p> <ul style="list-style-type: none"> - Overcrowding - Overcrowding particularly bad in summer - Retain bicycle spaces - Need spaces for tandems - Baggage racks - Comfier seats needed - 0715 northbound train is full by Trowbridge - Heating doesn't work/ should be warmer - Folding seats to create space for bicycles is a good idea - Radio on train would be nice - Trains are noisy and rattly - Train is full when Bath play rugby - More tables would be nice - New colour scheme is a bit loud - More voice announcements on trains - Area for disabled - New seat fabric appears to wear easily - Rolling stock is not built for long-distance passenger journeys

4	Comparisons		5	Safety issues
	<ul style="list-style-type: none"> - Poor compared with Wessex Trains Portsmouth line - Poor compared with SWT - Better than coach services - Punctuality is better than SWT - Best train of a long journey - Train is as cost effective as car - Train is slower than car 			<ul style="list-style-type: none"> - Policing is inadequate - Yeovil Pen Mill is scary especially at night
8	Train timings		9	Ticketing issues
	<ul style="list-style-type: none"> - Too long to wait at Dorchester after school finishes - Higher frequency needed - More frequency needed in the morning peak - Later train needed from Weymouth to Bristol - Faster trains - More Sunday services - Service to arrive in Yetminster at 6pm - Sunday morning trains - More regular trains - Timetable is good - Train from Bristol needed at 6pm - Need 8.40pm train from Weymouth - Train waits at stations for no reason - 9.30am train from Weymouth to Maiden Newton - More afternoon services - Even interval, 2 hour services - 8am northbound service from Maiden Newton would be good - Hourly service - More convenient times for shift work needed - Last Sunday train should depart at the same time 			<ul style="list-style-type: none"> - Tickets have gone up in price recently - Cheaper tickets - Tickets are expensive for the distance involved - Uncertainty as to why tickets to Trowbridge are cheaper than those to Bristol - Can't get any non-day returns - Travel as family is exorbitant - Prices are high across the national network - Should be cheaper for young people - Value for money - Limitations of Young Persons Railcard
12	Information		13	Reliability

	<ul style="list-style-type: none"> - Real-time information would be useful - Phone system useful –doesn't provide info. on late trains - Problems with NRES - Not much information at station - Need dedicated Wessex Trains information telephone line - More information needed when trains are cancelled - Simpler timetable needed 		<ul style="list-style-type: none"> - Delays have lessened recently - Punctuality is not good - Problems experienced with cancellations - 6.05 Yeovil-Weymouth train is often 25 minutes late - Delays tend to be rare - 16.30 Bristol departure is often cancelled
14	Use of rail	16	Other rail issues
	<ul style="list-style-type: none"> - Using the train is better than parking in Bath - Using the train is better than parking in Weymouth 		<ul style="list-style-type: none"> - Politer/ happier conductors - Long-term commitment needs to be shown to the line - Smelly food on services - Used www.trainline.com to purchase tickets - Used www.wessextrains.co.uk for timetables - More informative staff needed - Lineside litter - Worry over Castle Cary to Weymouth section closing - Had to have coach replacement service recently - Member of rail partnership - Staff are good
17	Opinion	18	New stations
	<ul style="list-style-type: none"> - Service is not bad - Route is very useful/ glad for existence - Very impressed with service - If motorway existed no-one would use it - Nobody extra would use it if there were more services - 'Pretty good overall, but crumbling' 		<ul style="list-style-type: none"> - Reopen Devizes station - Reopen Evershot station - Reopen Yeovil Town station

Continuing your journey from Embankment



Map data: www.bartholomewmaps.com
 Cartography: www.t-kartor.se
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 September 2002

Key ■ Bus passes and Travelcards issued here
 ♣ Public toilet
 ● Lettered bus stop
 🏛️ Embassy

LONDON 24 hour London Travel Information
 020 7222 1234
 Textphone
 020 7918 3015



Bus services from Embankment



Destination finder

Destination	Bus service	Closest stop
Abingdon Street	77A	📍
Aldwych	11, 13, 23, 91	📍
Aldwych St Mary Le Strand	176	📍
Army & Navy	24	📍
Bank	11, 23	📍
Bedford Place Russell Square	91	📍
Bedford Way Russell Square	91	📍
Belgrave Road	24	📍
Bond Street	6, 13, 15, 23	📍
British Library St Pancras	139	📍
Cambridge Circus	91	📍
Cannon Street	176	📍
Chancery Lane	15	📍
Conduit Street	11, 15, 23	📍
Covent Garden Market East Side	6, 13, 15, 23	📍
Elephant & Castle	139	📍
Euston	176	📍
Fetter Lane	12, 53	📍
George Street	91	📍
Golders Green	13, 11, 15, 23	📍
Green Park	13	📍
Green Park Constitution Hill	9	📍
Grosvenor Road	24	📍
Holborn	91	📍
Hyde Park Corner	9	📍
King's Cross	91	📍
Knightsbridge	9	📍

Destination	Bus service	Closest stop
Lambeth Bridge	77A	📍
Leicester Square	176	📍
Ludgate Hill Old Bailey	11, 15, 23	📍
Mansion House	11, 23	📍
Marble Arch	6, 15, 23	📍
Marylebone Road Baker Street	13	📍
Montagu Place	139	📍
New Scotland Yard	13	📍
Old Bond Street	139	📍
Oxford Circus	24	📍
Paddington	11	📍
Parliament Square	6, 9, 13, 15, 23, 176	📍
Piccadilly Circus	24	📍
Pimlico Grosvenor Road	11, 77A	📍
Pimlico School	6, 9, 13, 15, 23	📍
Portman Street	139	📍
Regent St Charles II Street	13	📍
Royal Courts Of Justice	24	📍
Russell Square	6, 13, 15, 23	📍
Selfridges	139	📍
Shoe Lane Reuters	11, 15, 23	📍
St George's Circus	11, 15, 23	📍
St George's Square	176	📍
St John's Wood	24	📍
St Pancras Church	13	📍
St Paul's Cathedral	91	📍
Swiss Cottage	11, 15, 23	📍
Tate Gallery	13	📍
Tavistock Square	77A	📍
Temple Of Mithras	91	📍
The Old Vic	11, 23	📍
Theobald's Road	176	📍
Tottenham Court Road	91	📍
Vauxhall	176	📍
Vauxhall Bridge	77A	📍
Victoria	11	📍
Victoria Coach Station	24	📍
Wandsworth	11	📍
Wardour Street	77A	📍
Waterloo	176	📍
Waterloo Bridge National Theatre	176	📍
Westminster Abbey	11	📍
	24	📍