



Understanding rail passengers – festive period travel experiences

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Understanding rail passengers



- The *National Passenger Survey (NPS)* run by *Passenger Focus* provides a detailed picture of passengers' journey experiences but cannot address every topic of interest to the industry (for more details click [here](#)).
- This series of occasional reports aims to fill some of these gaps in our knowledge through additional analysis or separate ad hoc survey research.

Understanding rail passengers

– festive period travel experiences

- In this report we look at passengers' experience of rail travel over the 2012/13 Christmas/New Year holiday period.
- Christmas is a challenge for the rail industry. There are fewer people going to work which makes it a good time to do necessary maintenance and repairs but equally lots of people relying on services to visit friends and family.
- To help get a better understanding of this issue we looked at who was travelling over this period, why, and what they thought of the services provided.

Festive period travel experiences

What did we find?

- Passengers would like services on Boxing Day:
 - there is latent demand for services: 4 per cent said they would ‘definitely’ travel by train with 12 per cent saying they ‘probably’ would
 - demand was higher among younger people and in the London area.
- A good proportion (15-20 per cent) of journeys at weekends were by people going to and from work – suggesting that weekend travel cannot just be postponed or easily rearranged around engineering work.

This figure has led us to look at weekend commuting in more depth over the rest of the year rather than just at Christmas – these results will be published separately.

Festive period travel experiences

What next?

- We will use the franchising process to explore the potential for providing Boxing Day services. If needs be, these can initially be on a trial basis. If they are suitably advertised and promoted we believe they will be successful
- We will ensure these results are fed into the ‘engineering works’ process. There is never a good time to ‘dig up the track’ and while passengers accept the need for such work it is usually only seen as a ‘necessary evil’. A better understanding of when and why passengers travel over the Christmas period will help minimise the inevitable inconvenience and frustration suffered over this period

Festive Period Travel Experience Research

February 2013

Research Objectives

To understand rail travel experiences and attitudes over the Christmas/New Year period:

- Rail journeys actually made between 20th December 2012 and 1st January 2013
 - actual travel including which modes used, and use of other services such as retail facilities at stations for gifts and Christmas shopping
 - planning journeys
 - information requirements
- Including what types of journey passengers wished to make
 - including how this might vary for the different days (e.g. public holidays versus otherwise 'normal' working days)
- Awareness of service provision during the holiday period (including how this might vary for the different days)
- Satisfaction with services and information provided
- Views on how best to schedule engineering works if these are to take place during the holiday period

Research Methodology

- Respondents were recruited from the NPS re-contact panel and the survey was completed online
 - The NPS panel is comprised of those who have completed the NPS questionnaire and agreed to being re-contacted by Passenger Focus, to take part in further research about the rail industry. By definition therefore, all were rail travellers
 - The panel contains some biases (such as a bias towards commuters) as a result of NPS using journeys rather than people as the unit of measurement
- Respondents were contacted via an email containing a survey link, in January 2013
- A random sample of all respondents from the last four waves of NPS (Spring '11 – Autumn '12) were invited to take part
 - All rail users on the database were eligible for the survey, but the majority of questions were asked of those who travelled by rail, or wanted to, between 20th December 2012 and 1st January 2013
 - The take-up rate was 18 per cent, and 3116 people took part
- In order to ensure that the survey reflected real travel behaviour during the festive period, questions were also placed on a face to face Omnibus which is representative of all GB adults. The survey responses were then compared to this and weighted as necessary, in two main stages:
 1. The survey sample was weighted so that the number of people who wanted to travel by train, and who actually did, were in the correct proportions versus those who did not. The age and gender profile of these groups was also weighted to the real profile as established via the Omnibus
 2. The survey sample of people was converted to journeys (because some people made/wanted to make multiple journeys), and the days on which journeys were made in the survey were also weighted to match the days of travel as established in the Omnibus as were journeys that travellers would like to have made but could/did not
- (More detail on these weighting stages is given in Appendix 1)

Key findings

Key findings

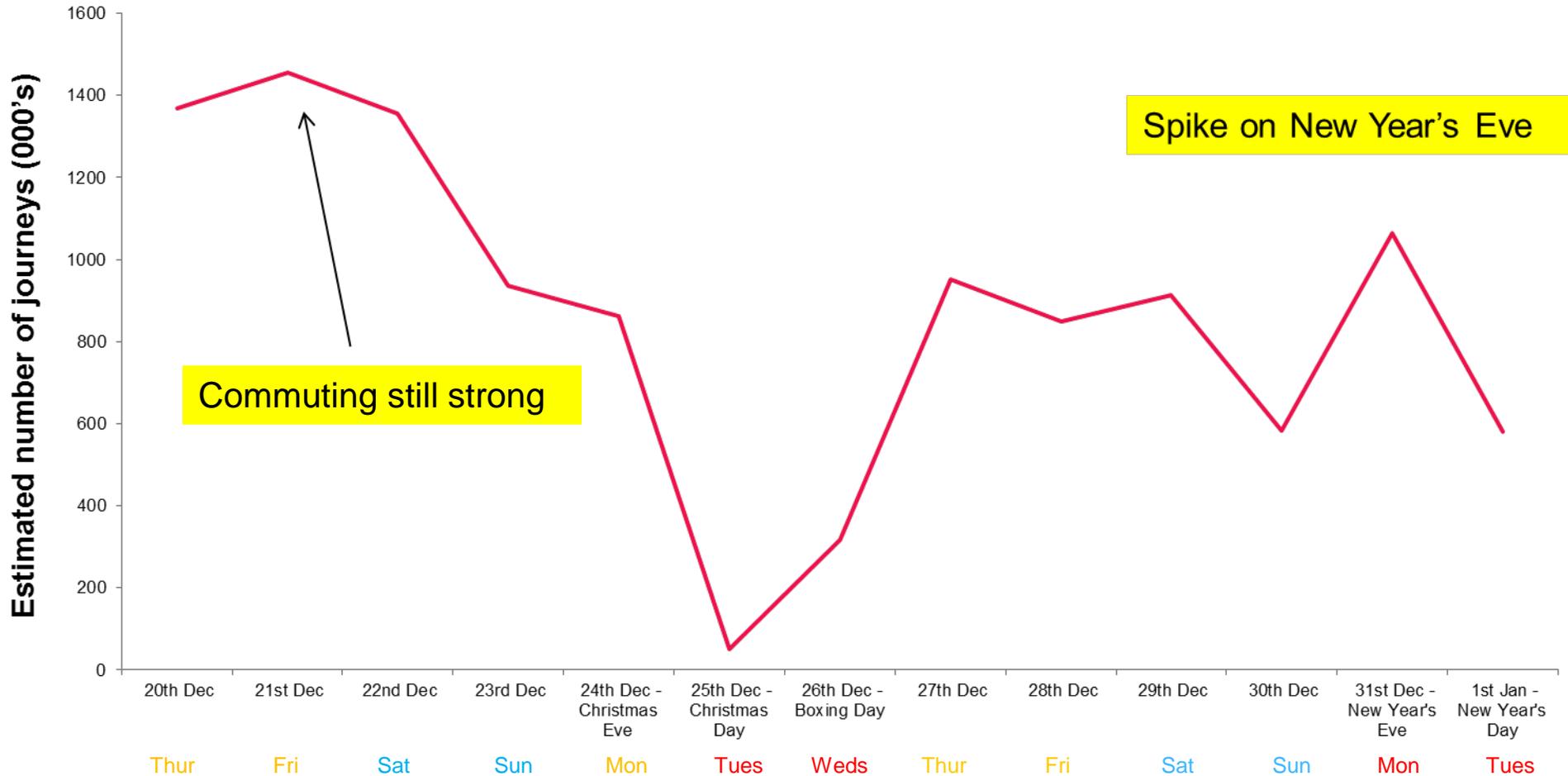
- Trips over the festive period are for a variety of purposes
 - Weekday commuting still quite strong
 - Weekend commuting significant (probably retail, hospitality, other services)
 - 15-20 per cent of journeys in this period – NPS shows 13 per cent
 - Shopping on 22/23/24/29 December; sporting events on 22 Dec/ 1 Jan
- Satisfaction levels are reasonably high, although overall level well below NPS score
- Awareness of service changes comes from wide array of sources – none dominant
- Demand for train services on Boxing Day
 - Only 27 per cent satisfied with current provision
 - 4 per cent say they would definitely use
- Preference for engineering work at Christmas, weekends and in school summer holidays
 - But no overwhelming preferred time

Rail Travel Behaviour

Journeys made between
Thursday 20th December 2012
and Monday 1st January 2013

Pattern of travelling by rail – 20th December – 1st January

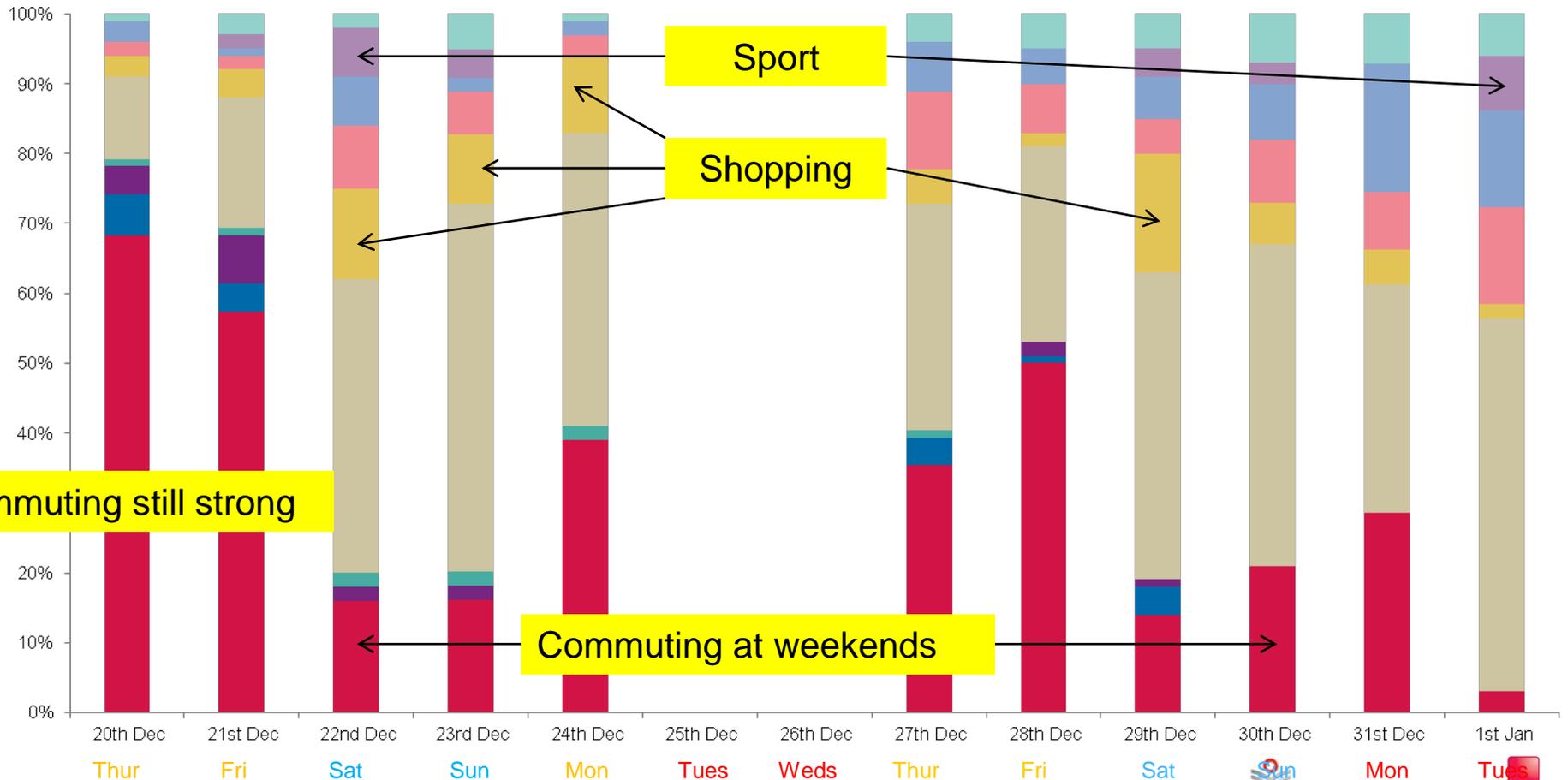
Estimated number of rail journeys (000's)



Rail journey purpose – 20th December – 1st January

- Commuting/going to work
- Commuting for education
- On company business
- On personal business
- Visiting friends or relatives
- Shopping trip
- Travel to/from holiday
- A day out
- Attend a sporting event
- Other leisure trip

Visiting friends and relatives important over the whole of this period



Commuting still strong

Commuting at weekends

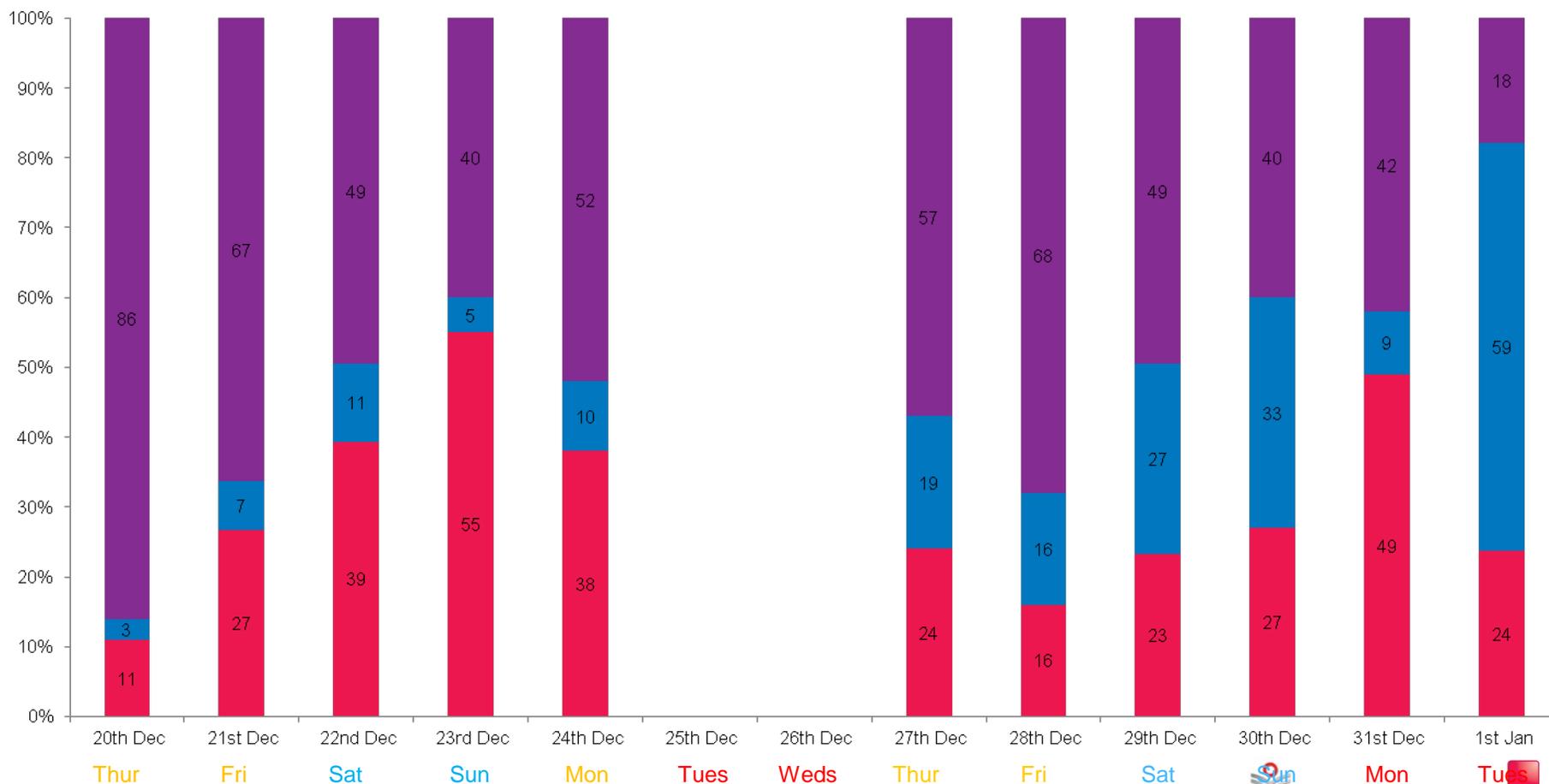
Sport

Shopping

Outward or return journey – 20th December – 1st January

■ Outward only
 ■ Return only
 ■ Outward and return on that day

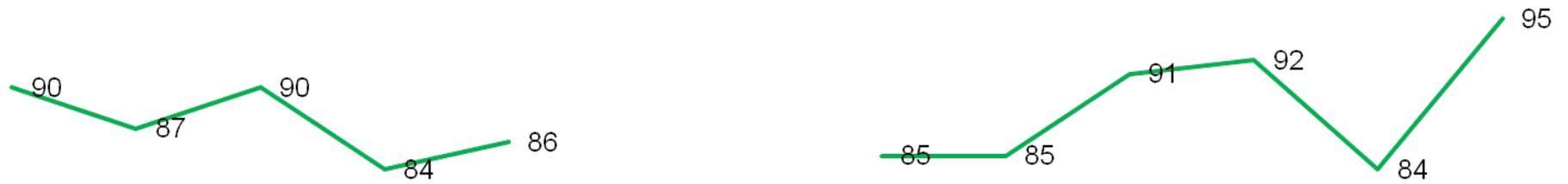
More outward trips on 23rd and 31st December and more return trips on 1st January, as expected



Satisfaction with when timetable for journey was available

% of journeys where satisfied

8 per cent non applicable



High levels of satisfaction across the whole period



Satisfaction with when timetable for journey was available

Satisfaction higher for trips that have probably been planned well in advance –
holiday/visits/commuting

Journey purpose	per cent satisfied	Sample size
On personal business (job interview, dentist etc.)	95	51
Travel to/from holiday	93	186
Visiting friends or relatives	92	773
Commuting for education	92	44
A day out	86	198
Shopping trip	85	269
Commuting/going to work	85	2529
Other leisure trip	81	208
Attend a sporting event	79	79
On company business (or own if self employed)	68	119

Satisfaction with availability of train at a suitable time

% of journeys where satisfied <1 per cent non applicable



Satisfaction slightly lower just before and just after Christmas

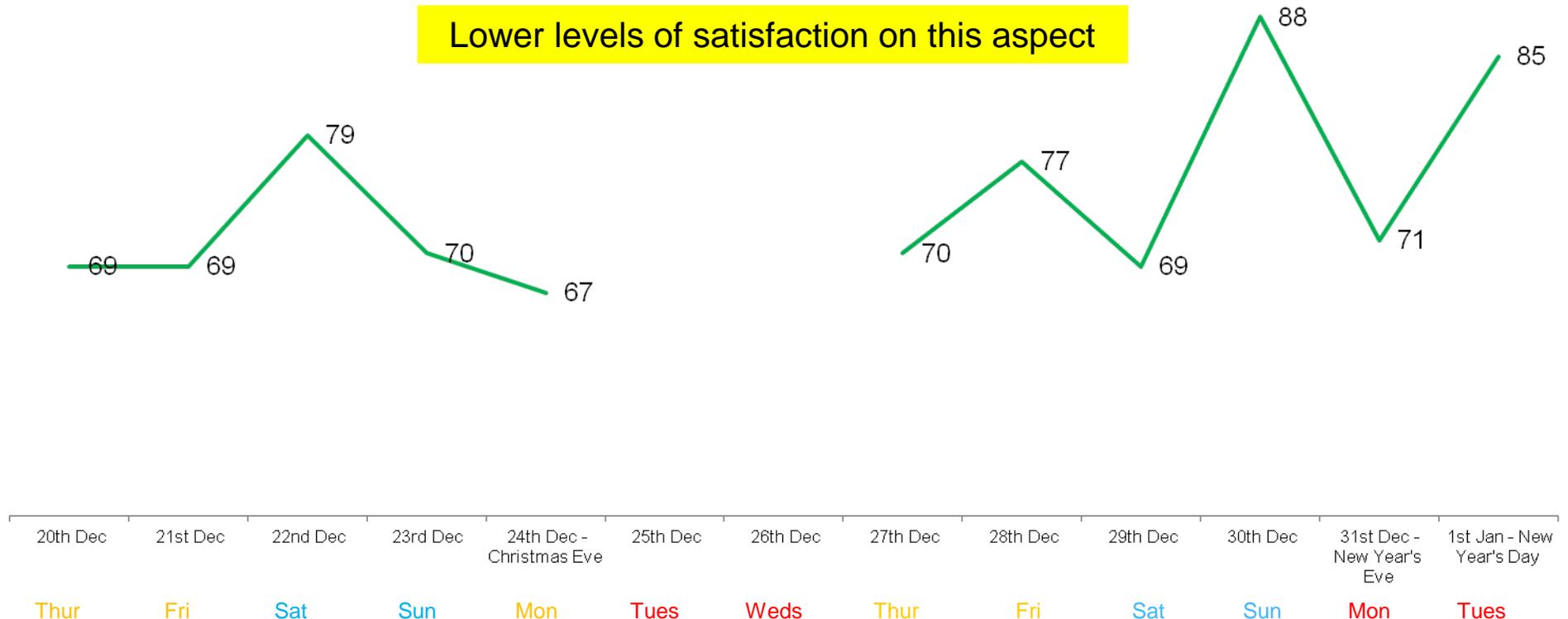


Satisfaction with information available about fares

% of journeys where satisfied

14 per cent non applicable

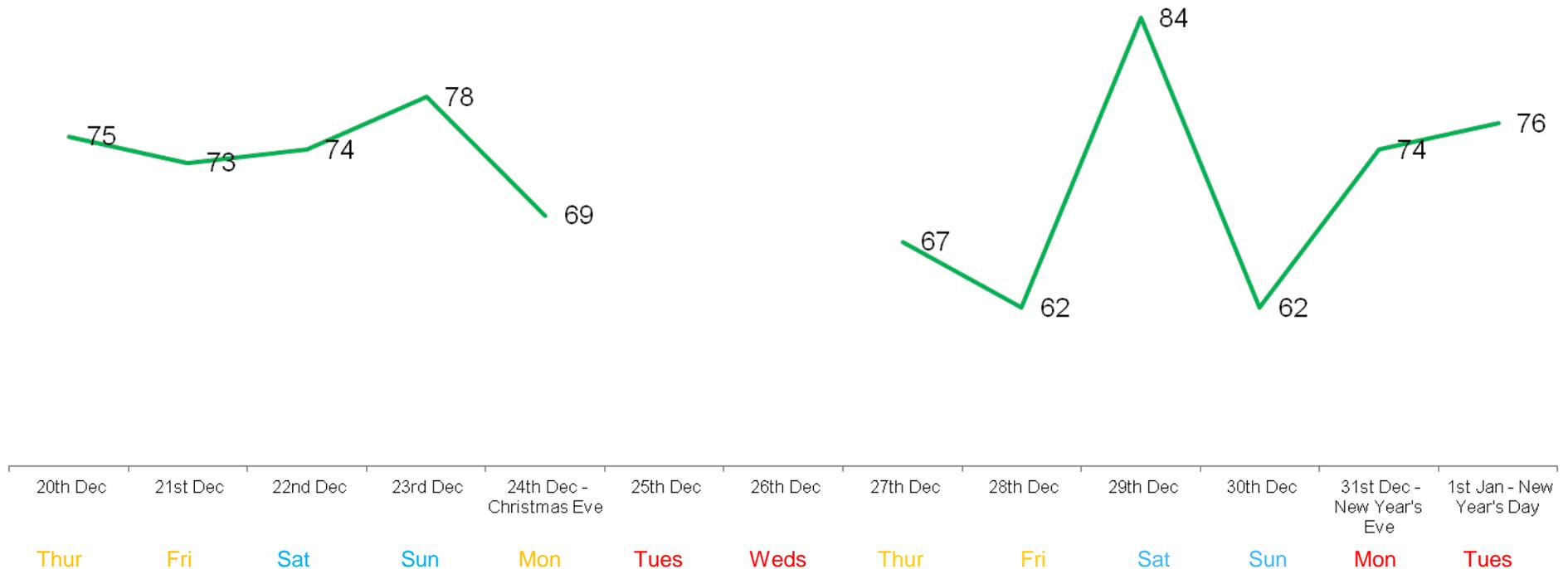
Lower levels of satisfaction on this aspect



Satisfaction with the ease of making a reservation

% of journeys where satisfied 53 per cent non applicable

Making a reservation more of an issue in the run up to and just after Christmas

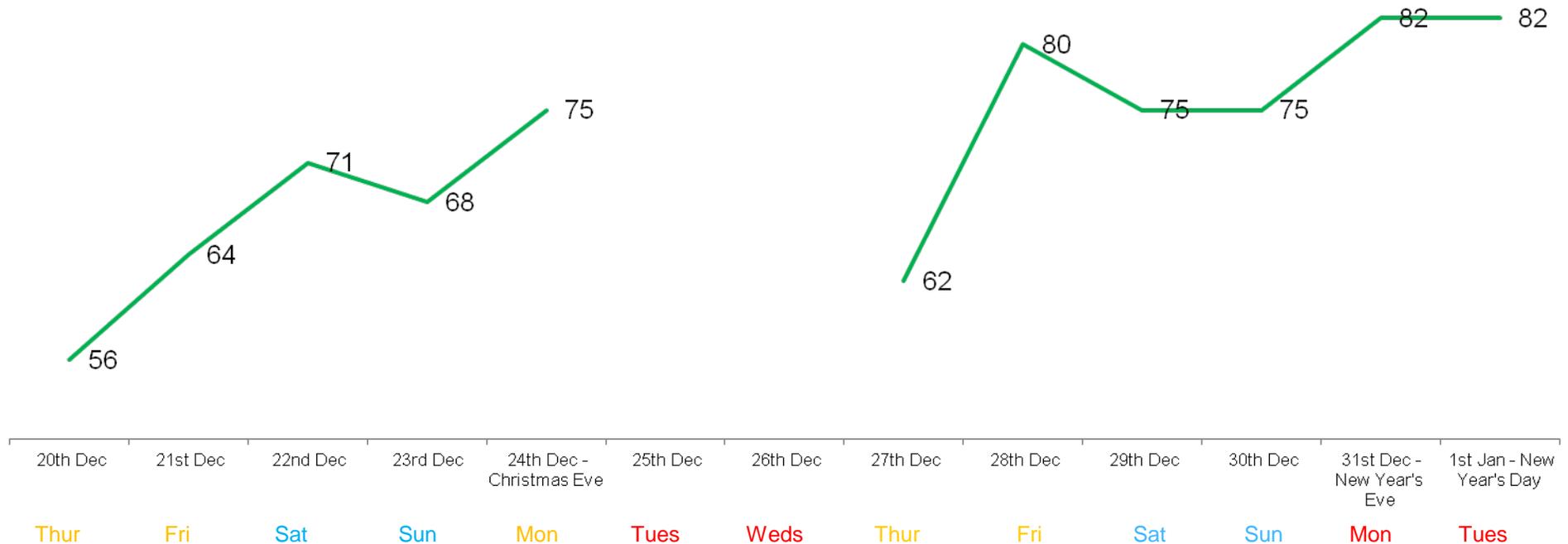


Satisfaction with the level of crowding

% of journeys where satisfied

2 per cent non applicable

Crowding more of an issue in the run up to Christmas
No real difference between commuters and other passengers

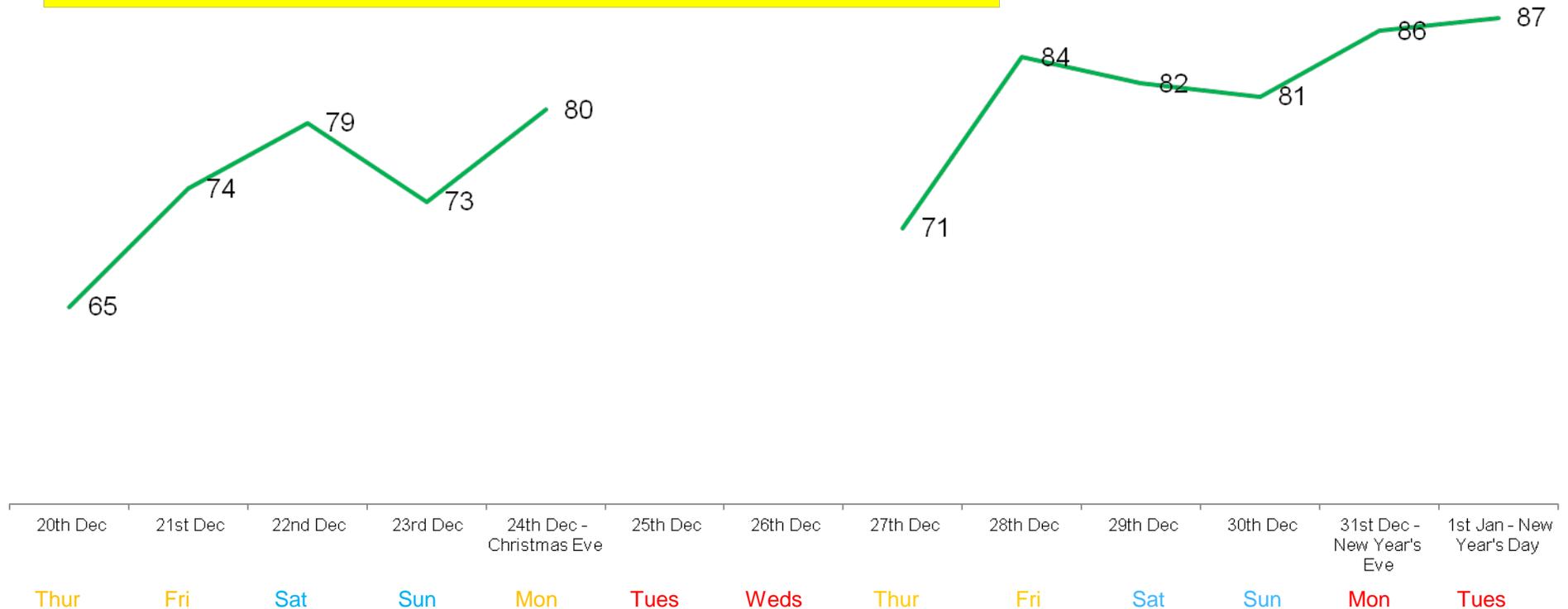


Satisfaction with your ability to get a seat

% of journeys where satisfied

1 per cent non applicable

Getting a seat more of an issue in the run up to Christmas ... but satisfaction at a higher level than for crowding

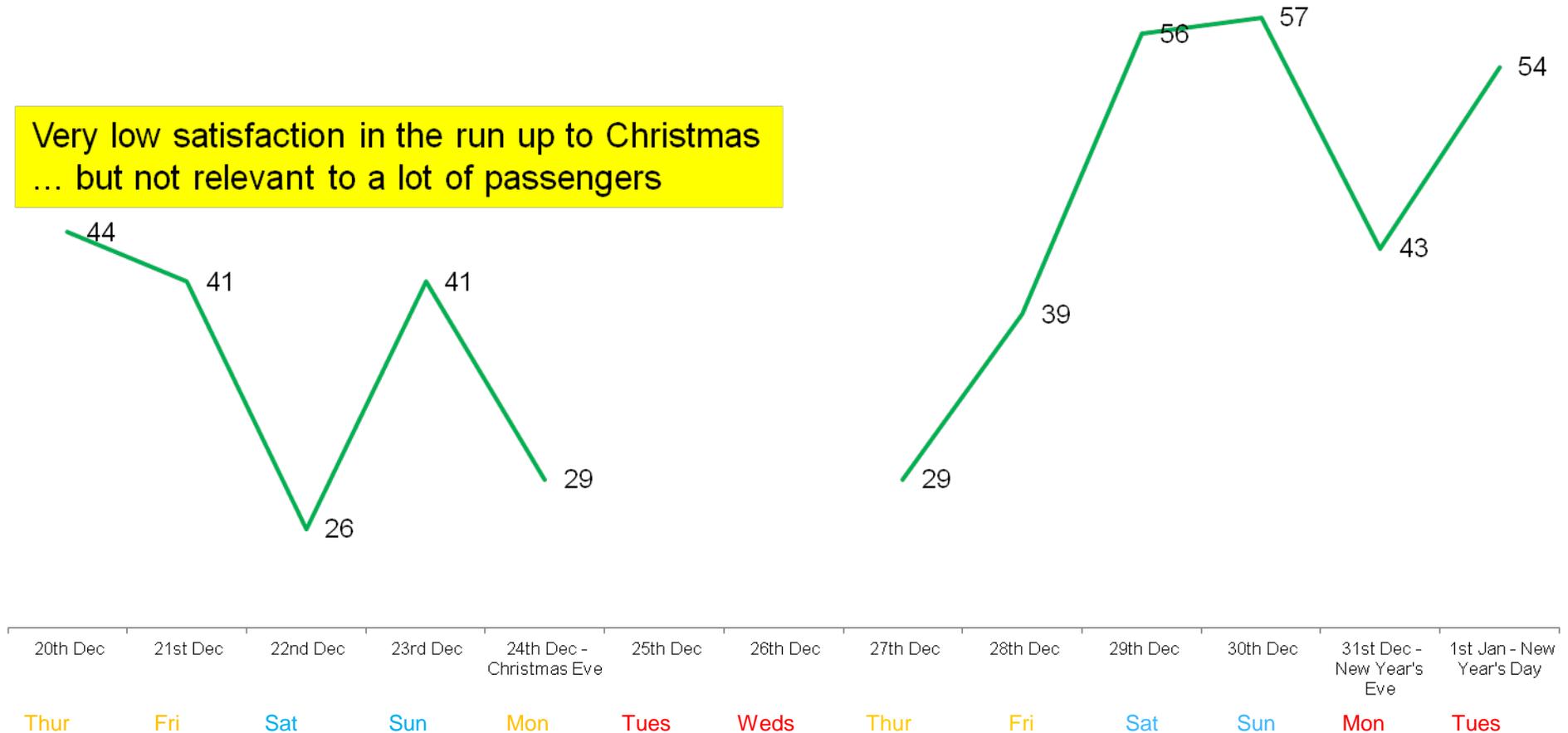


Satisfaction with the availability of refreshments

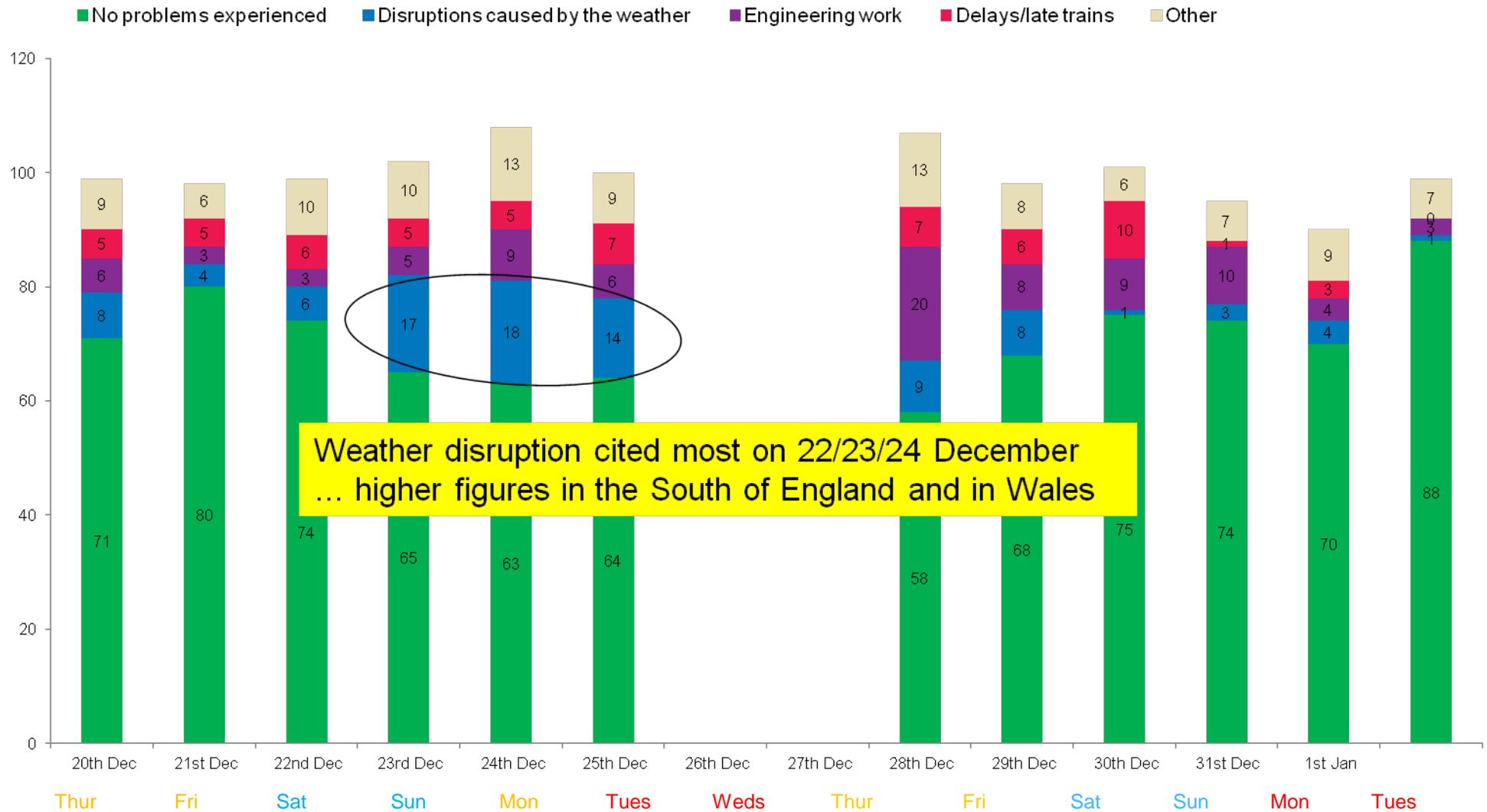
% of journeys where satisfied

47 per cent non applicable

Very low satisfaction in the run up to Christmas ... but not relevant to a lot of passengers



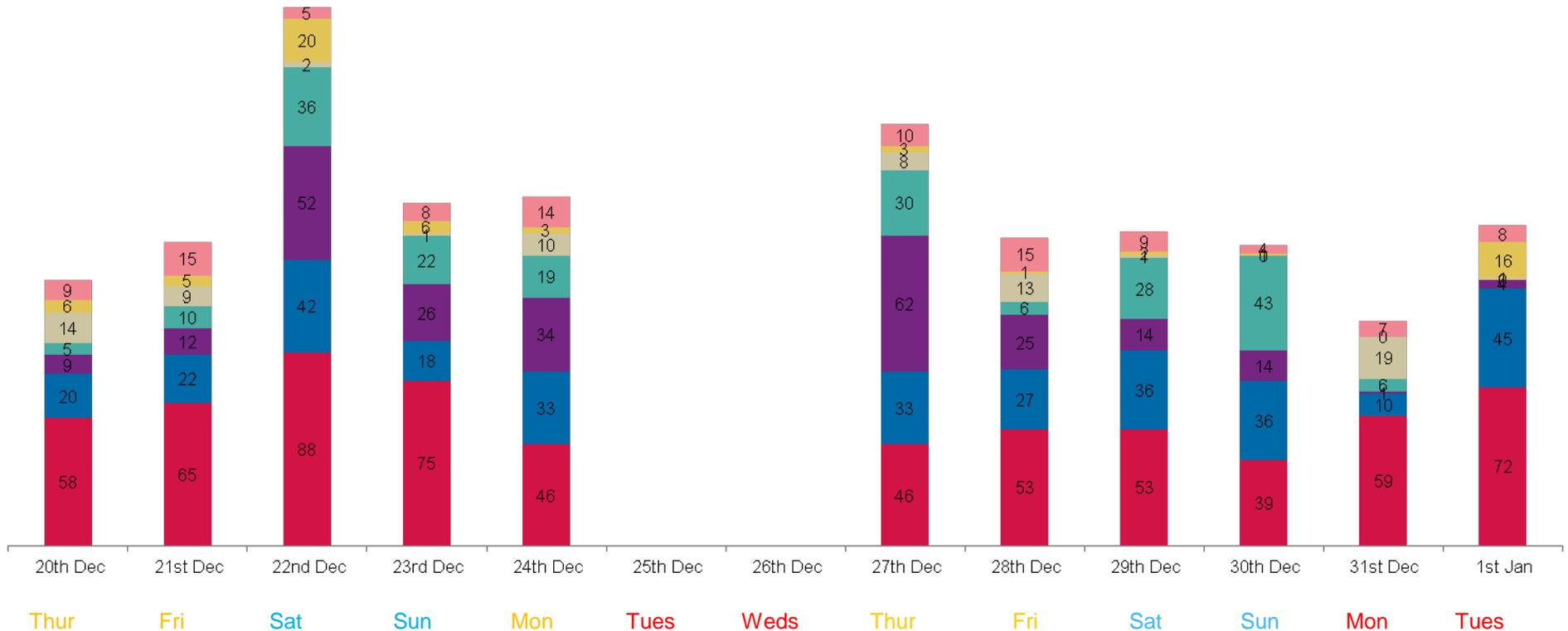
Whether any problems were experienced during the journey



Type of problems experienced during the journey

- There were delays to the service
- Journey time took longer as trains were on a diversion route
- Delays/late trains
- Other - includes lineside fires outside Brighton and London Paddington
- Had to get a train at a different time
- Had to travel to/from a different station to the one I wanted
- Had to use a bus replacement

Multiple problems more extensive in period surrounding Christmas and on New Year's Day

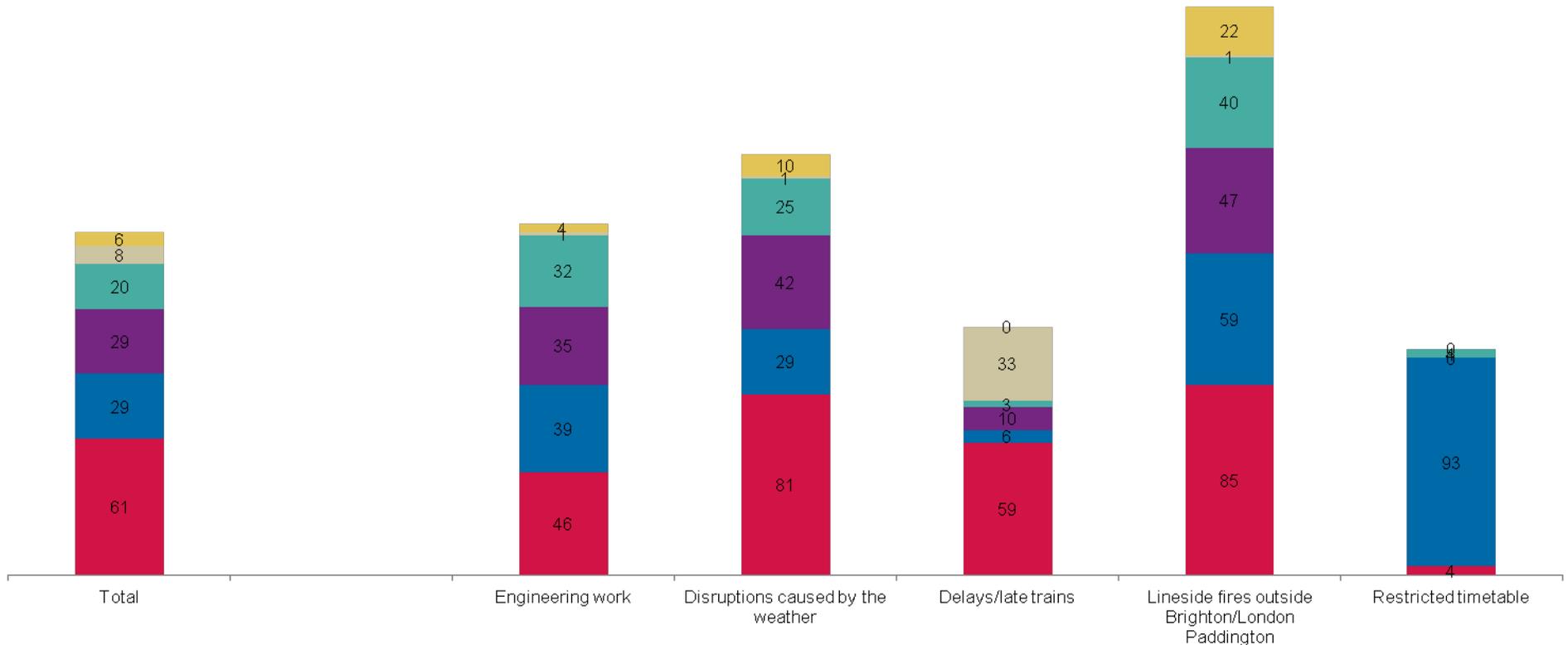


Base: All journeys where problems experienced (945/166/171/75/54/80/129/105/49/29/65/21)

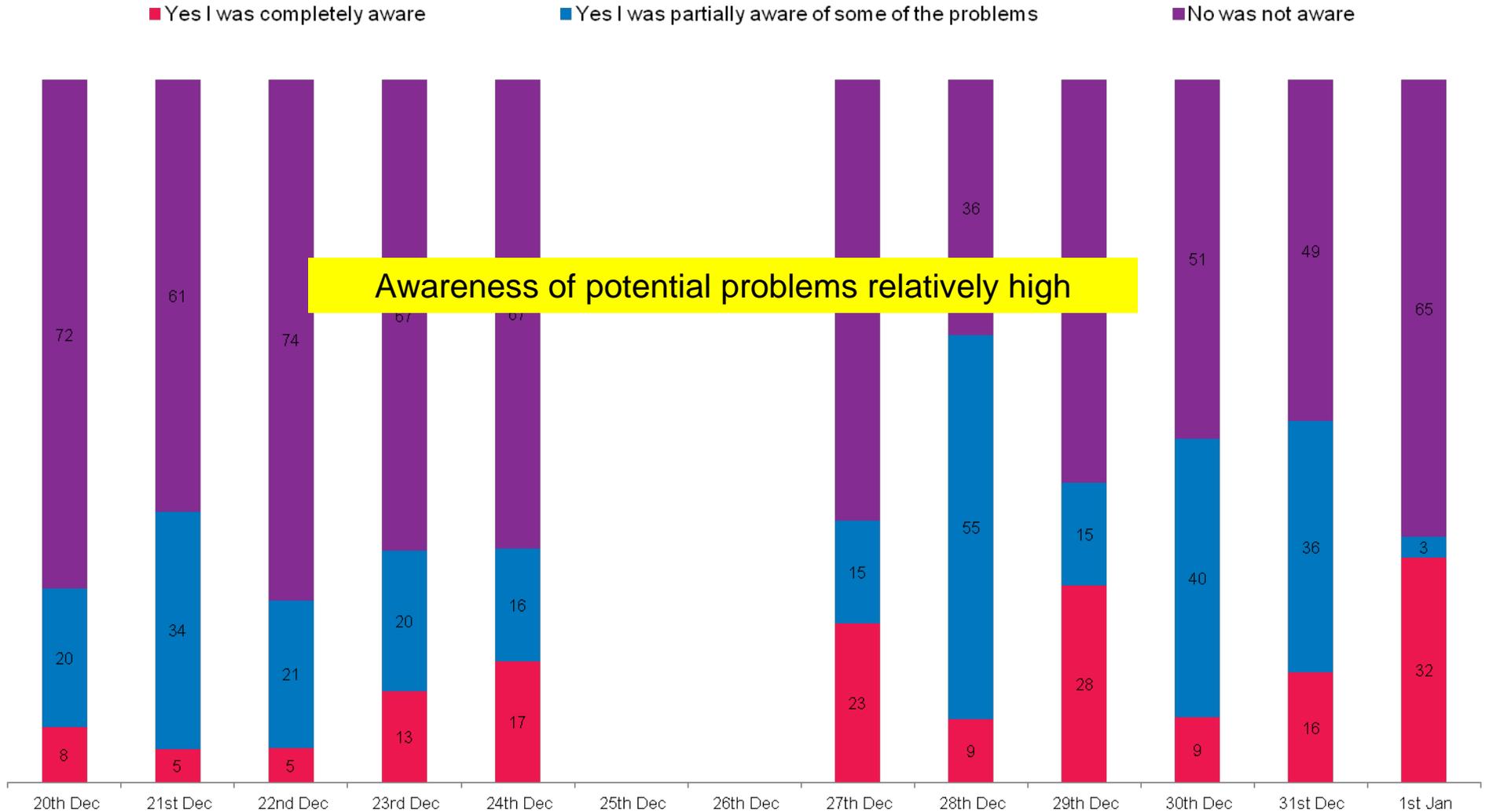
Type of problems experienced during the journey

- There were delays to the service
- Had to get a train at a different time
- Journey time took longer as trains were on a diversion route
- Had to travel to/from a different station to the one I wanted
- Delays/late trains
- Had to use a bus replacement

Some types of delay generated a number of different problems e.g. fires and weather



Awareness of problems prior to making the journey

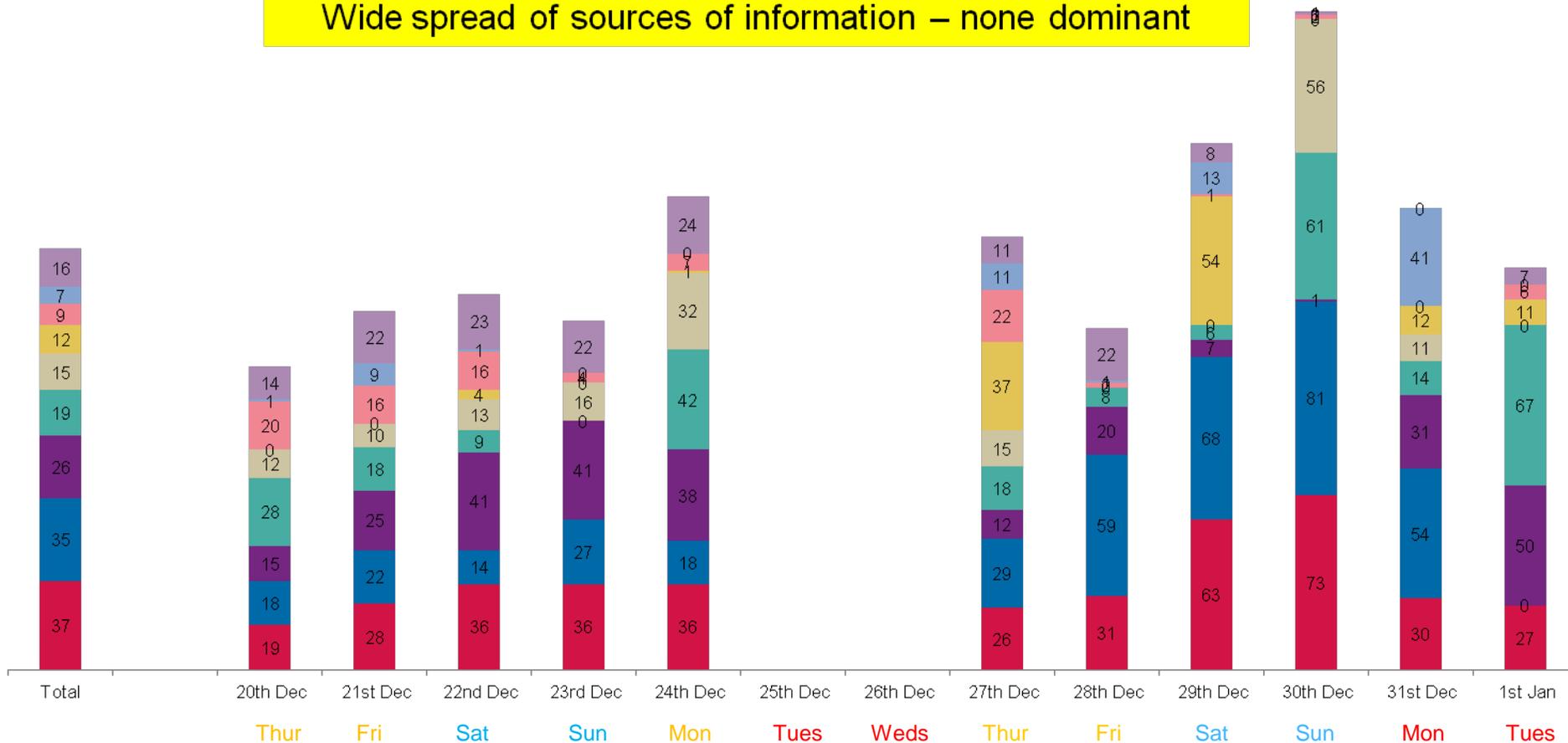


Awareness of potential problems relatively high

How found out about problems that might affect journey

- Train company website
- Posters/notices/staff at stations
- News reports
- Other travel website
- Friend/colleague told me
- Email from train company
- Rail APP/ Mobile alerts
- On arrival at station
- Other

Wide spread of sources of information – none dominant



Base: All journeys where aware of problems (307/34/55/32/28/34/30/29/19/17/19/10)

Use of email to alert customers to problems

12 per cent overall claim to have become aware of problems via an email from the train company

- Higher for journeys starting at London St Pancras and Victoria
- Higher for journeys ending at St Pancras, Other London stations and Gatwick
- Generally higher for journeys in the London region

Satisfaction with accuracy and helpfulness of information

— % of journeys where satisfied



Period up to New Year rates better than pre Christmas

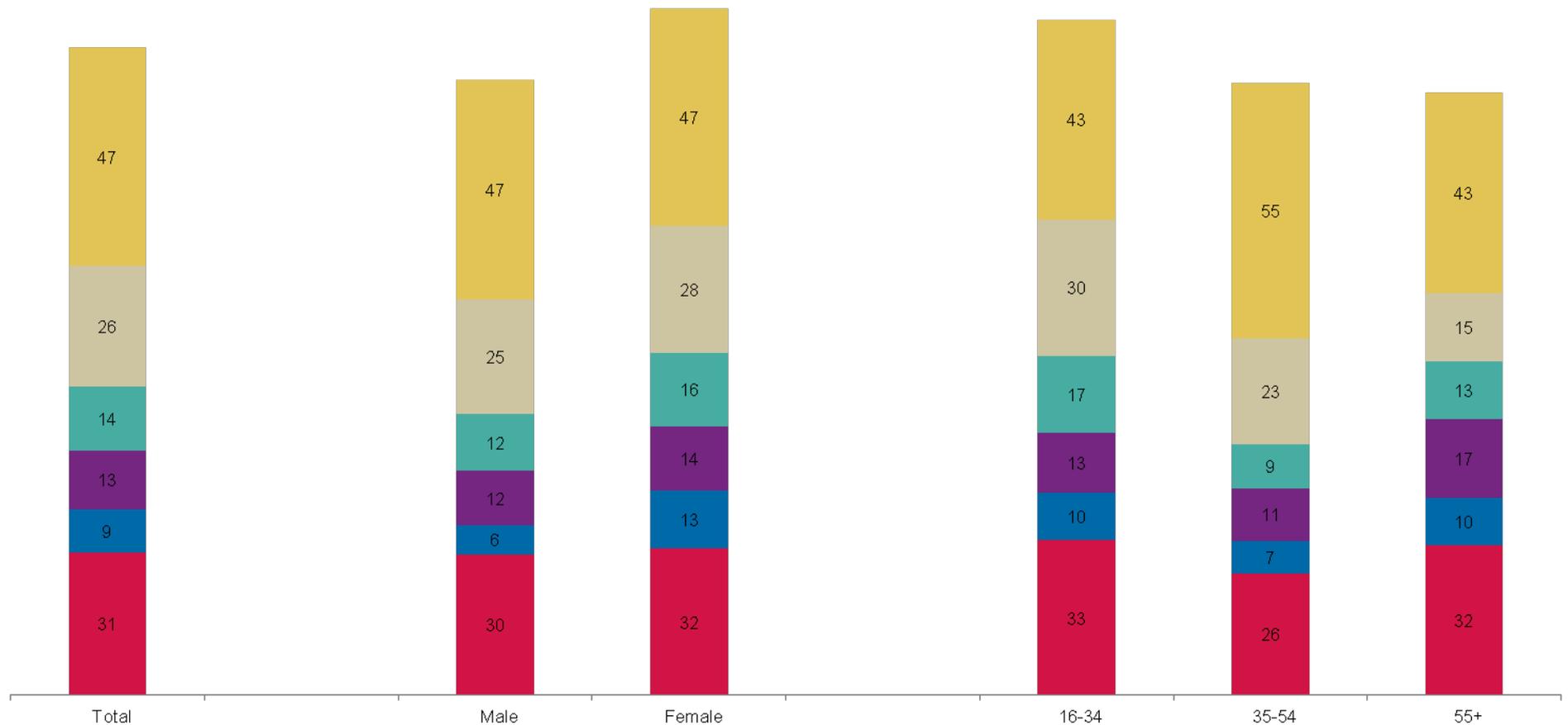
Commuters score much lower than leisure 33% v 73%

Small samples!



Services used on journeys between 20th Dec and 1st Jan

- Refreshments/Cafes/Bars at the station
 - Other shopping at the station
 - Cash machine at the station
- Other shops at the station for gifts or Christmas shopping
 - A taxi from the station
 - None of the above

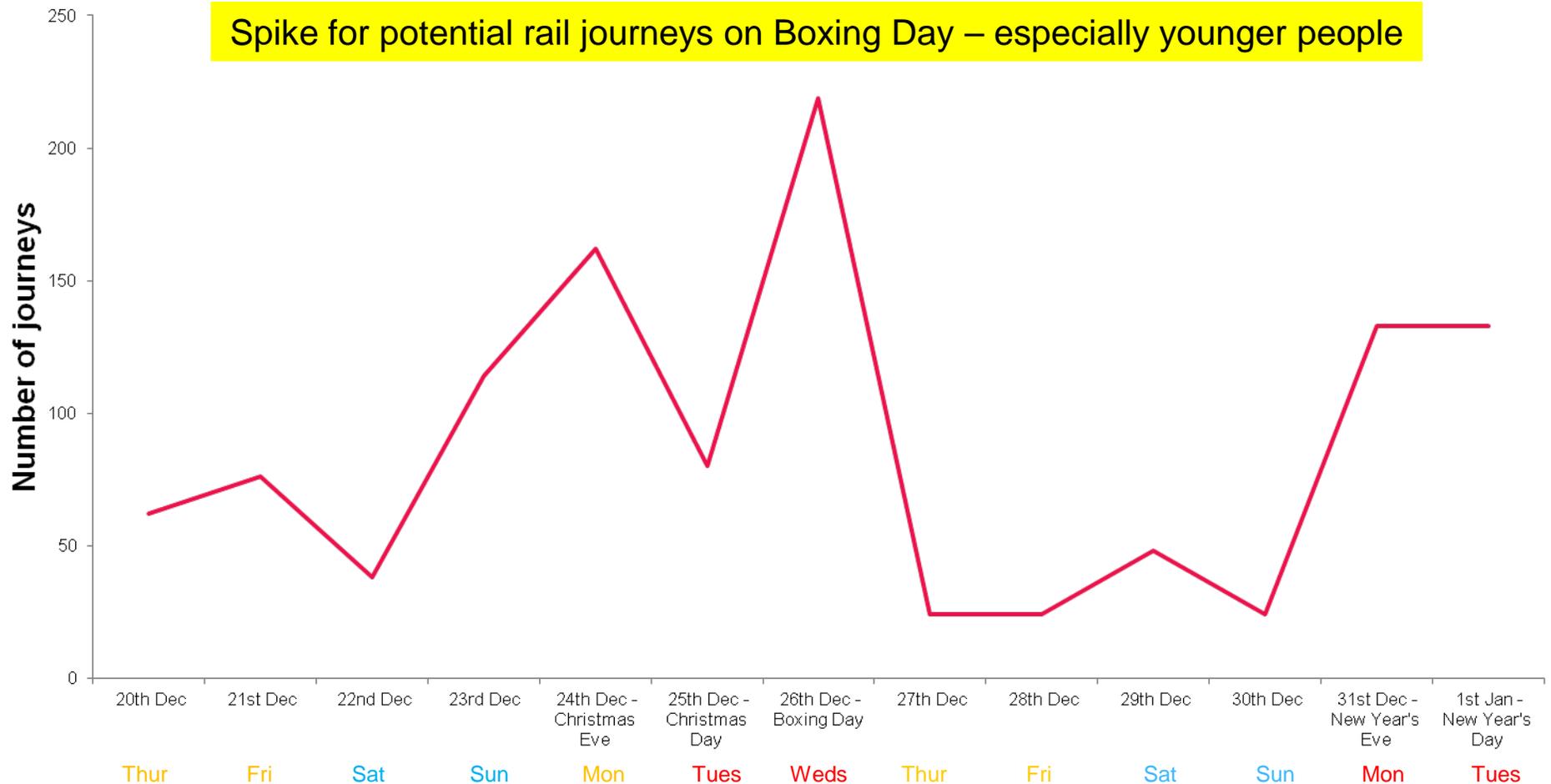


Potential Rail Travel

Journeys unable to be made
between Thursday 20th
December 2012 and Monday
1st January 2013

Journeys unable to be made – 20th December – 1st January

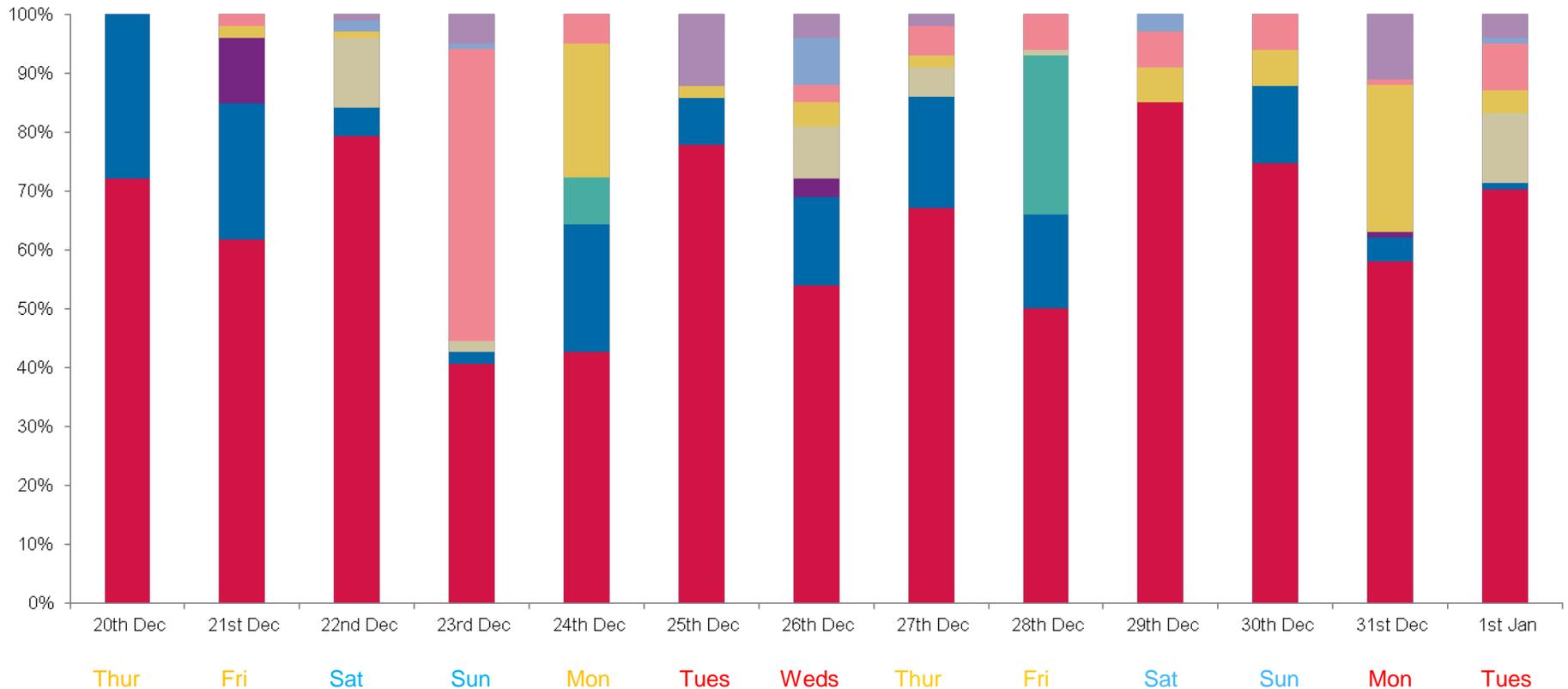
numbers of journeys unable/unwilling to make (000's)



Rail journey purpose – trips unable/unwilling to make

- Visiting friends or relatives
 - On personal business (job interview, dentist etc.)
 - A day out
- Commuting/going to work
 - Shopping trip
 - Attend a sporting event
- On company business (or own if self employed)
 - Travel to/from holiday
 - Other leisure trip

Potential Boxing Day trips are for a wide variety of purposes

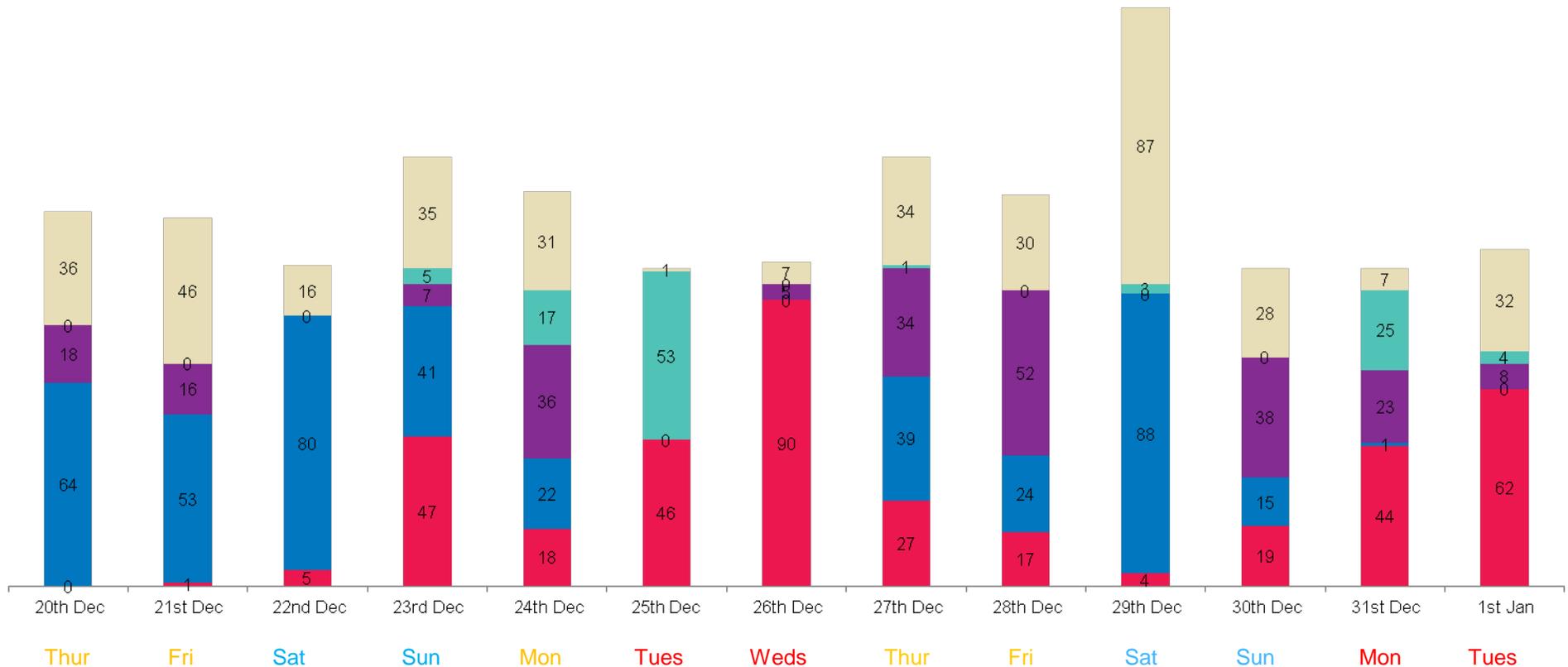


Base: All journeys that could not be made by rail (448 journeys in total 9/21/16/17/27/33/182/38/30/13/15/19/28)

Reasons unable/unwilling to make trip

■ A reduced /no service
 ■ Disruptions caused by the weather
 ■ Engineering work
 ■ Last trains too early
 ■ Any other problems

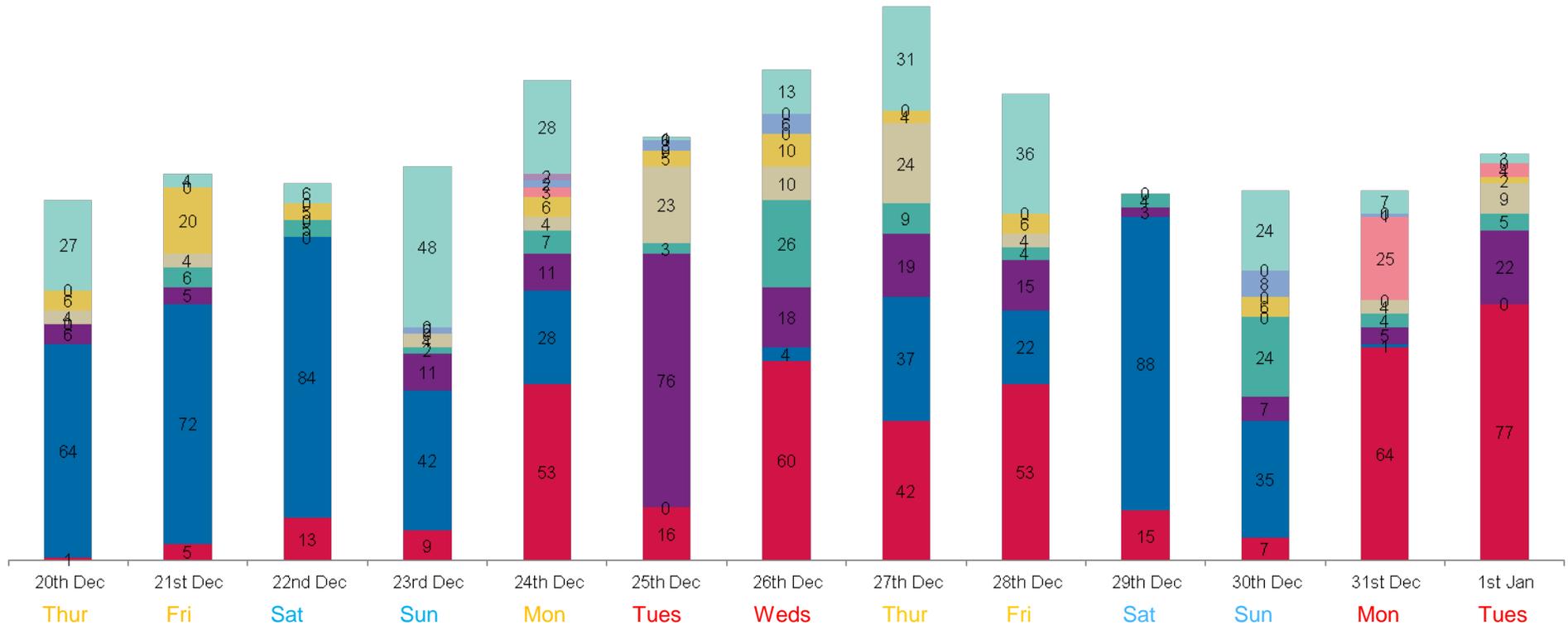
Reduced/no service main constraint on Christmas/Boxing Day/New Year's Day
 Engineering works bigger issue immediately after Boxing Day



How found out about problems with train service

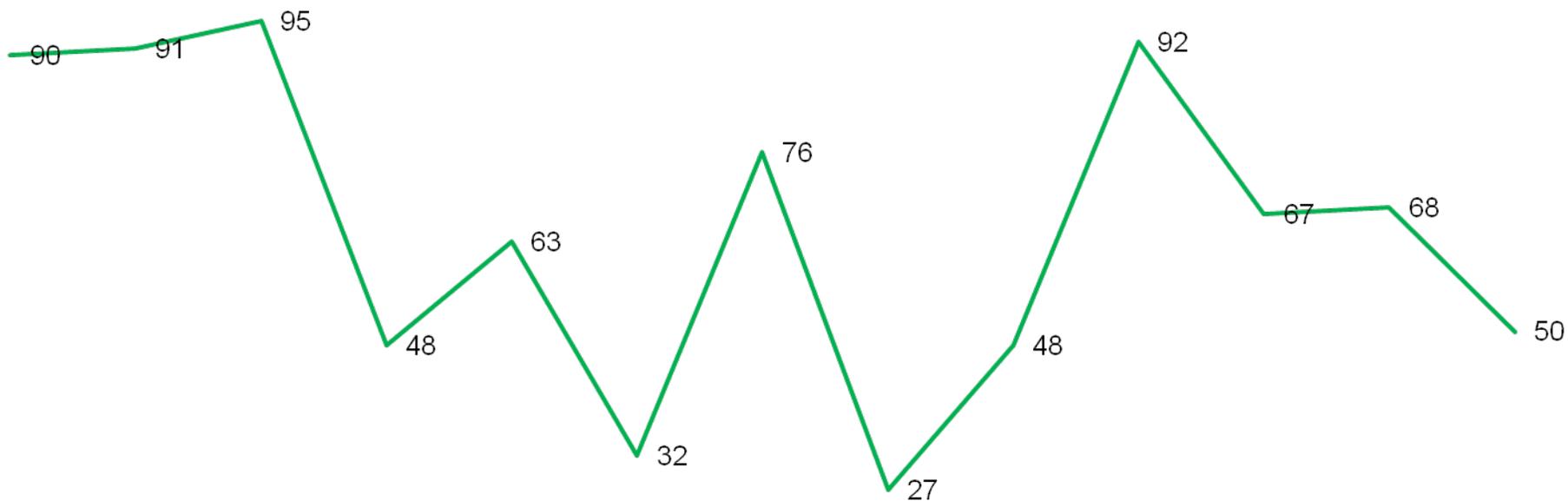
- Train company website
- Posters/notices/staff at stations
- Friend/colleague told me
- Email from train company
- Phoned the train company
- News reports
- Other travel website
- Found out when tried to buy the ticket
- Rail APP/ Mobile alerts
- Other

Again, wide variety of sources used to find out about potential problems



Satisfaction with accuracy and helpfulness of information

% of potential journeys where satisfied



Satisfaction with information lower for those making trips on non commuting days

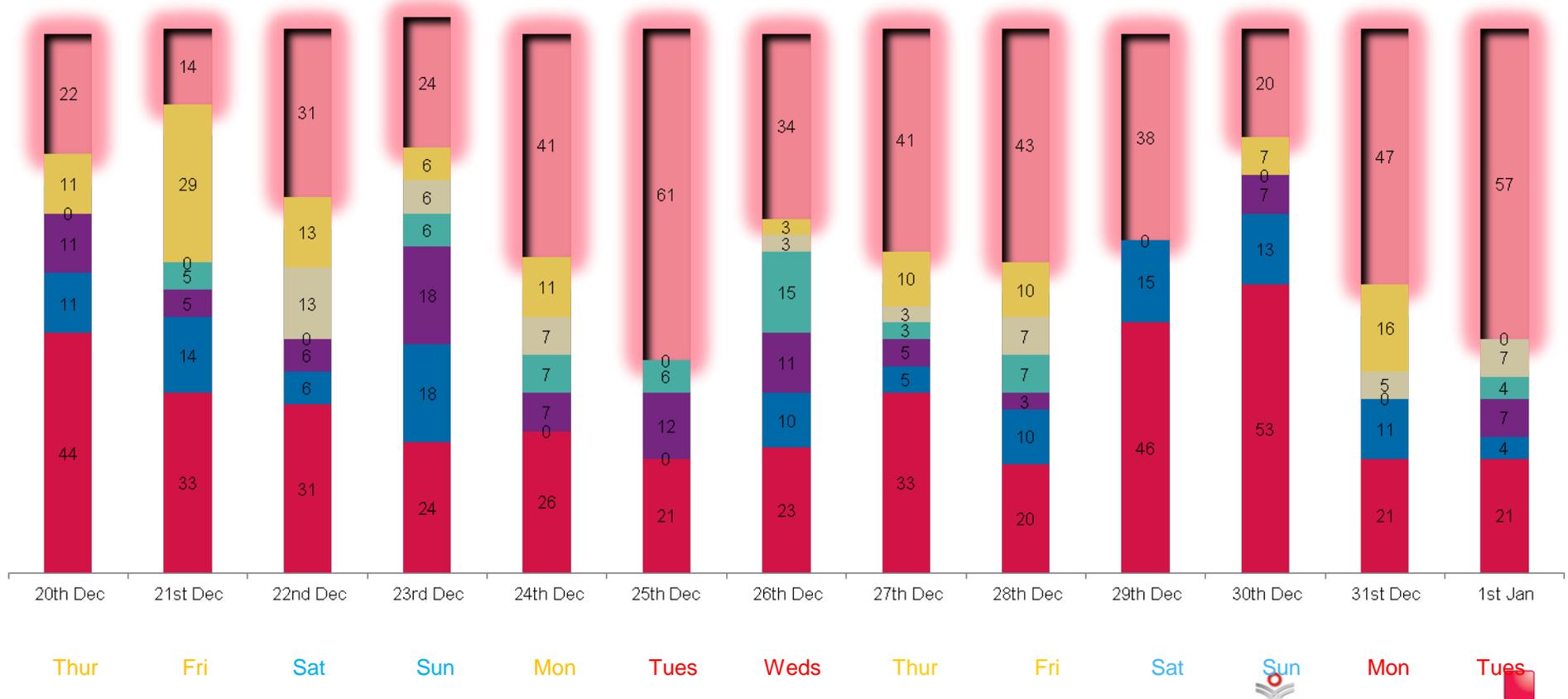
20th Dec 21st Dec 22nd Dec 23rd Dec 24th Dec - Christmas Eve 25th December - Christmas Day 26th Dec - Boxing Day 27th Dec 28th Dec 29th Dec 30th Dec 31st Dec - New Year's Eve 1st Jan - New Year's Day

Thur Fri Sat Sun Mon Tues Weds Thur Fri Sat Sun Mon Tues

Whether trip still made using another form of transport

- Went by own car
- Yes travelled by bus/ coach
- Someone gave me a lift
- Travelled on a different day
- Took a taxi
- Used other form of transport
- No did not make journey at all

Many journeys not made, rather than made using a different mode



Small samples!

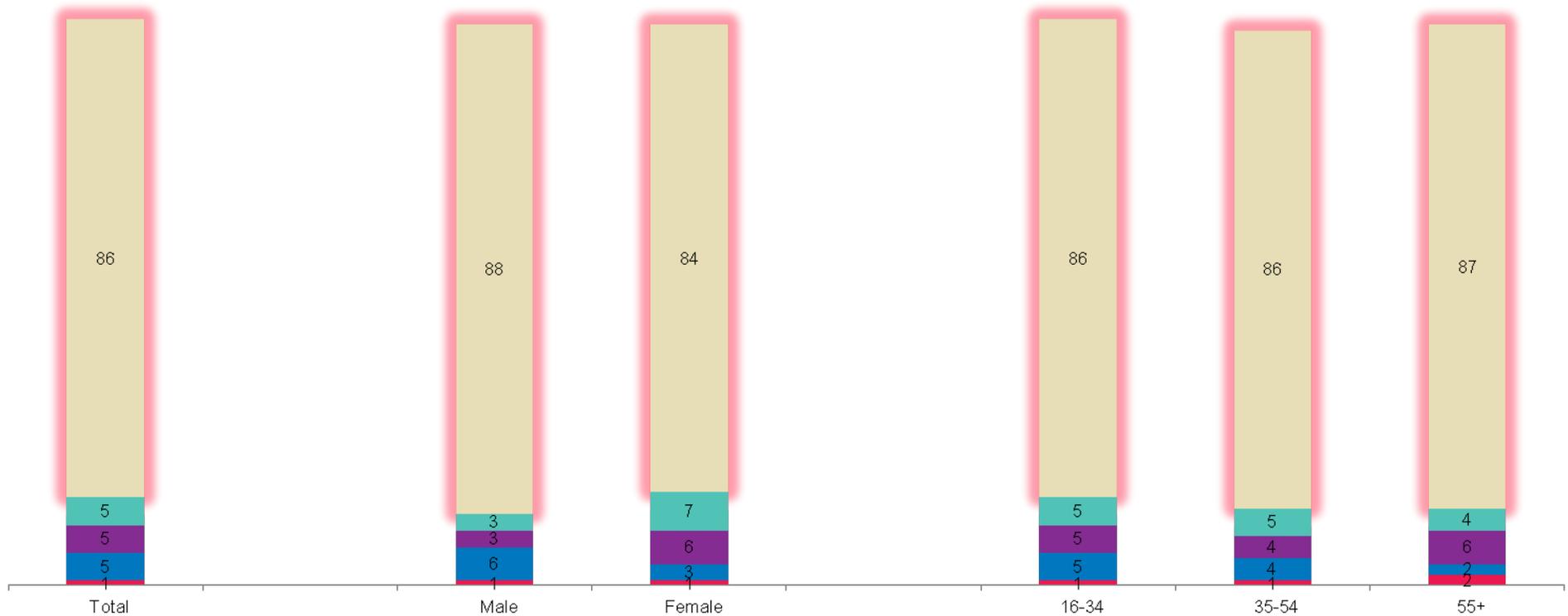
Overall views on rail travel during Christmas and New Year period



Were Christmas/New Year plans affected by lack of trains

- Family/friends had planned to visit us by train but could not make it
- Family/friends had to drive to visit us rather than use the train
- Family/friends had to use other forms of transport
- Other reasons
- None of the above

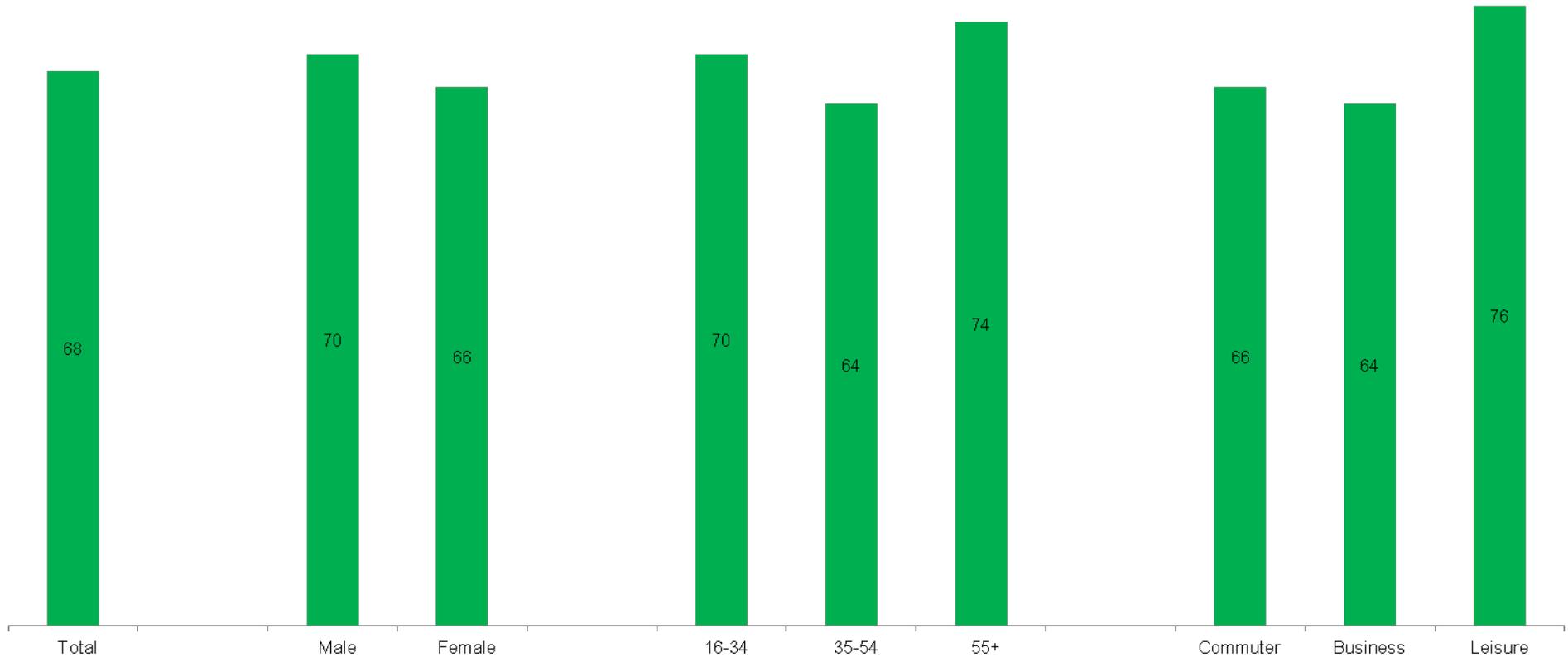
Most travellers and potential travellers not affected by lack of trains
... but 1 in 7 where family/friends did have to change plans



Satisfaction with overall rail service over Christmas/New Year period

% satisfied

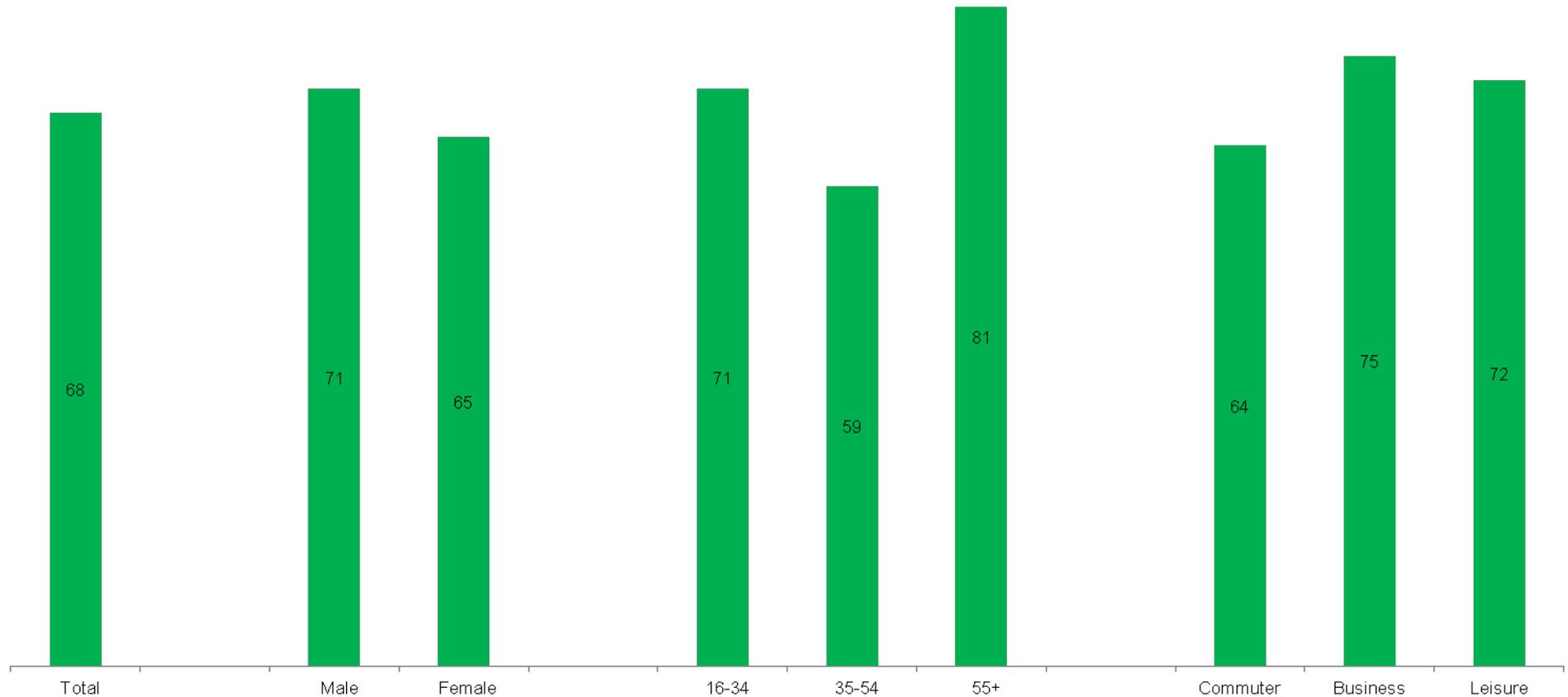
Satisfaction appears to be lower than at other times of the year (83 per cent in latest NPS although different question)



Satisfaction with number of trains available for Christmas shopping

% satisfied

46 per cent non applicable

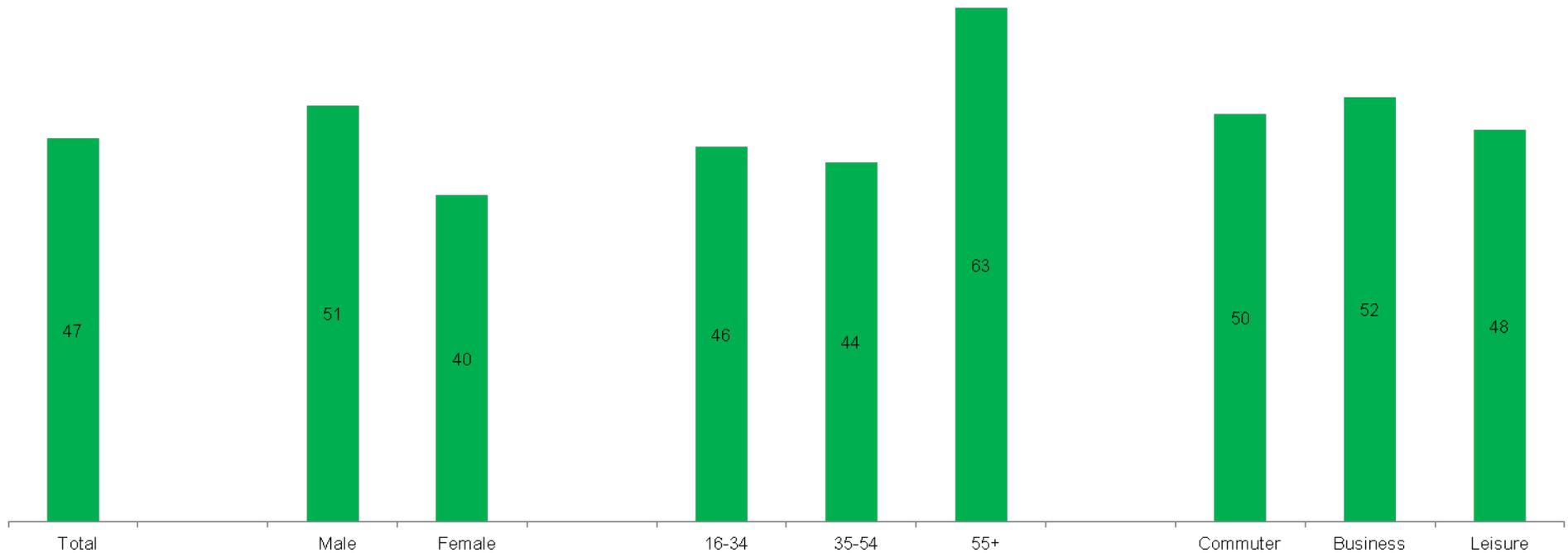


Satisfaction with availability of seats

% satisfied

46 % non applicable

Like several measures, satisfaction higher for older passengers

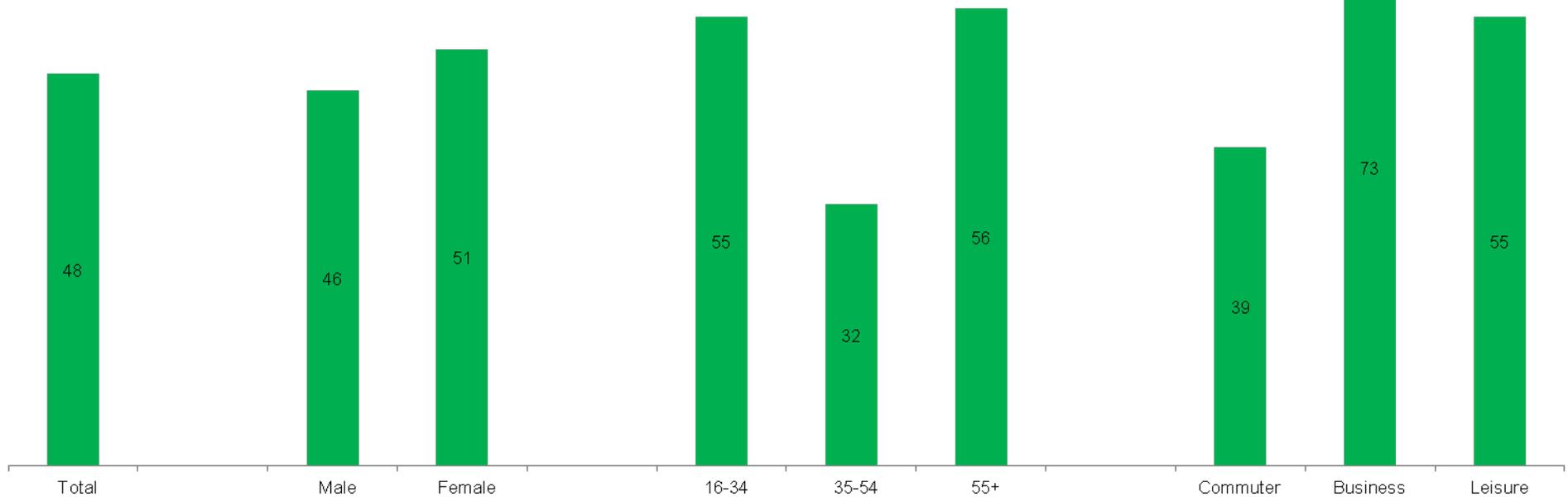


Satisfaction with timing of and availability of seats on trains on last trains enabling you to do late night shopping

% satisfied

57 % non applicable

Lower satisfaction for this measure

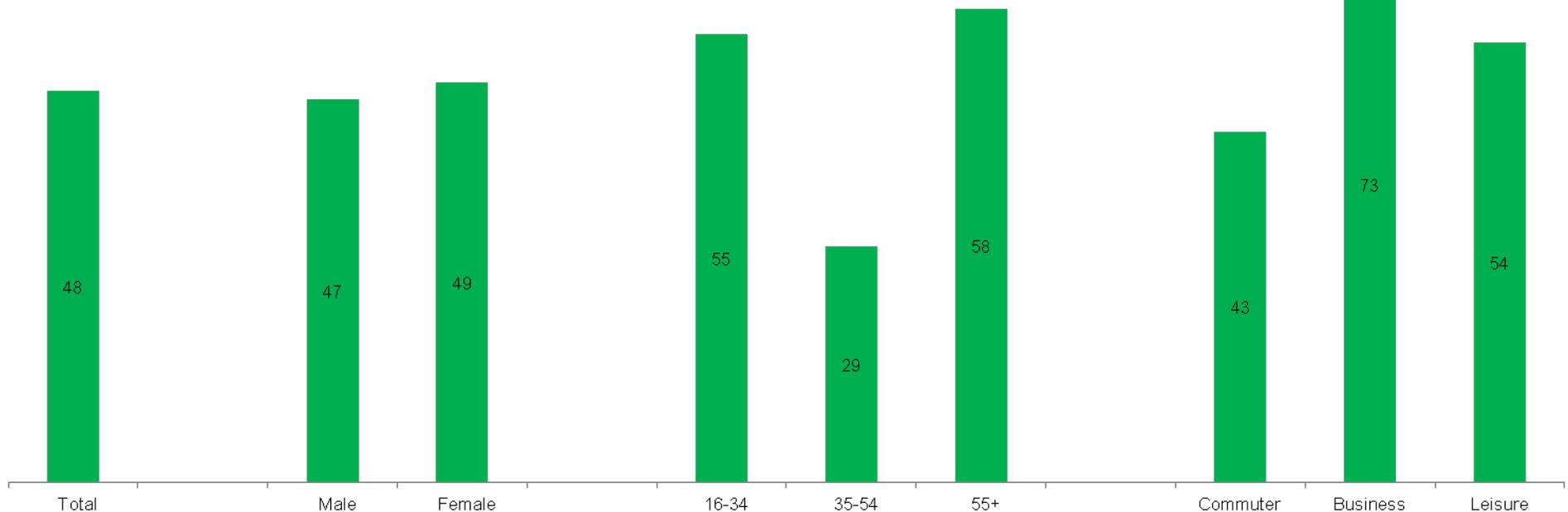


Satisfaction with timing of and availability of seats on trains on last trains enabling you to attend Christmas markets

% satisfied

57 per cent non applicable

This scores substantially lower than other measures
... but is only relevant for under half of rail travellers

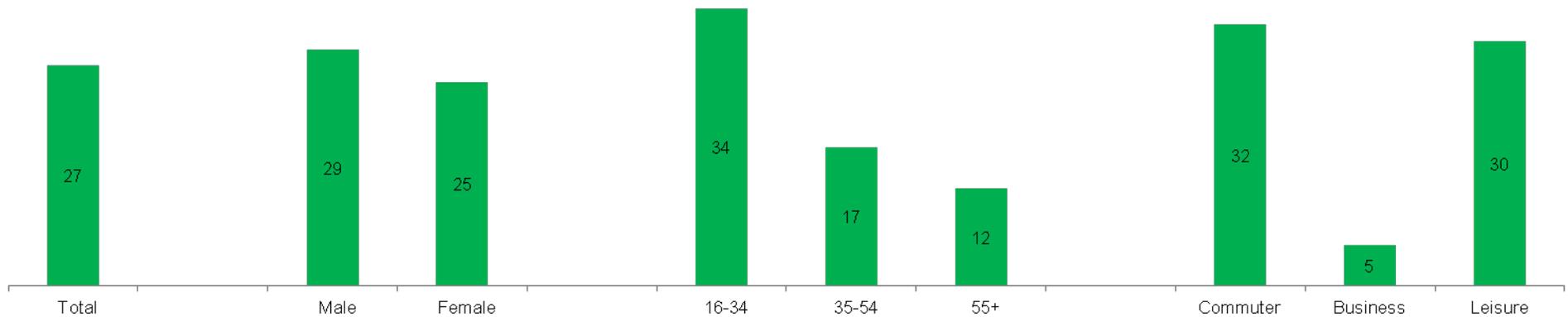


Satisfaction with availability of trains on Boxing Day

% satisfied

58 per cent non applicable

Hardly anyone satisfied with Boxing Day services
... but is only relevant for under half of rail travellers

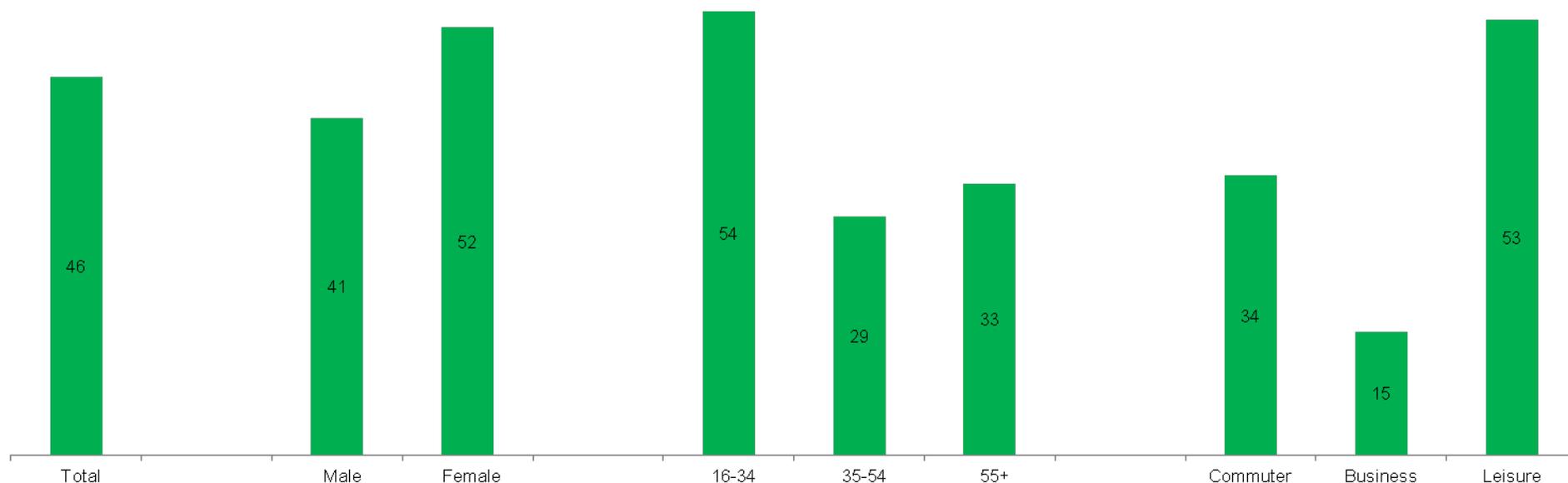


Satisfaction with availability of trains on New Year's Day

% satisfied

58 per cent non applicable

Whereas New Year's Day scores more highly
... but is again only relevant for less than half of rail travellers

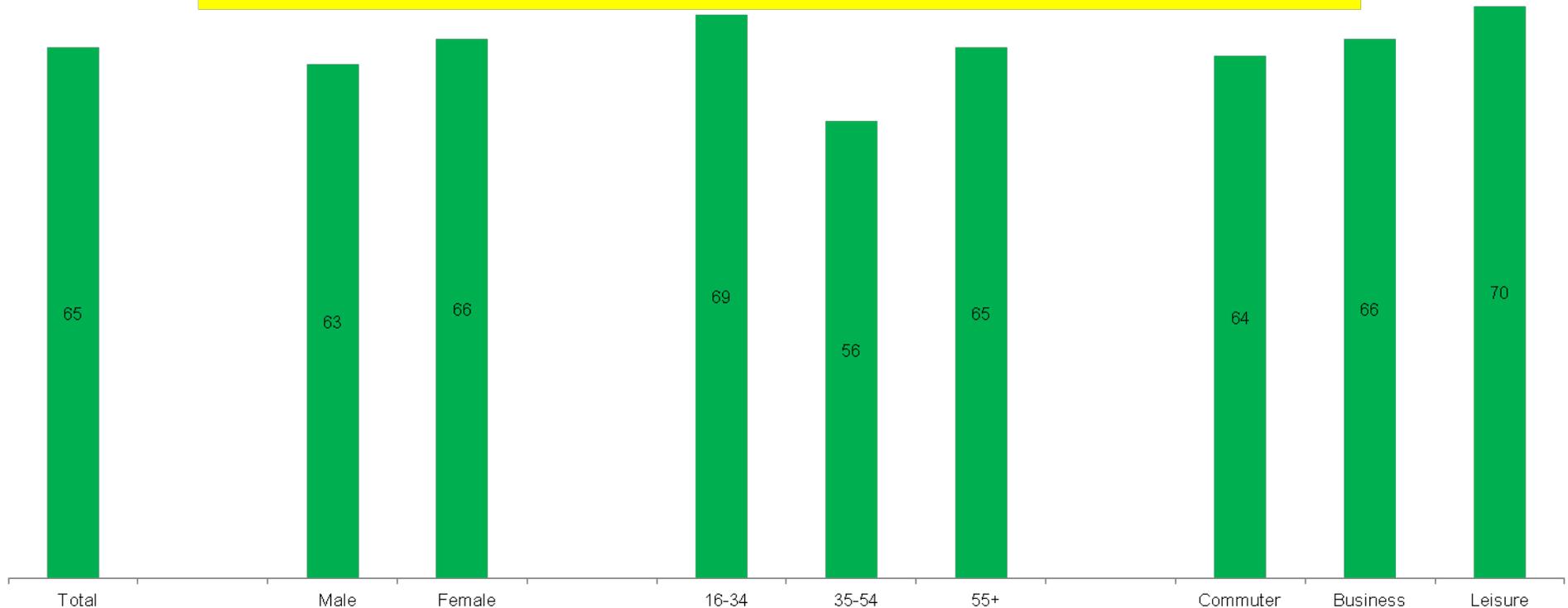


Satisfaction with frequency of trains on weekdays between Christmas and New Year

% satisfied

37 per cent non applicable

And this scores more highly than most other measures
... and relevant for two thirds of rail travellers

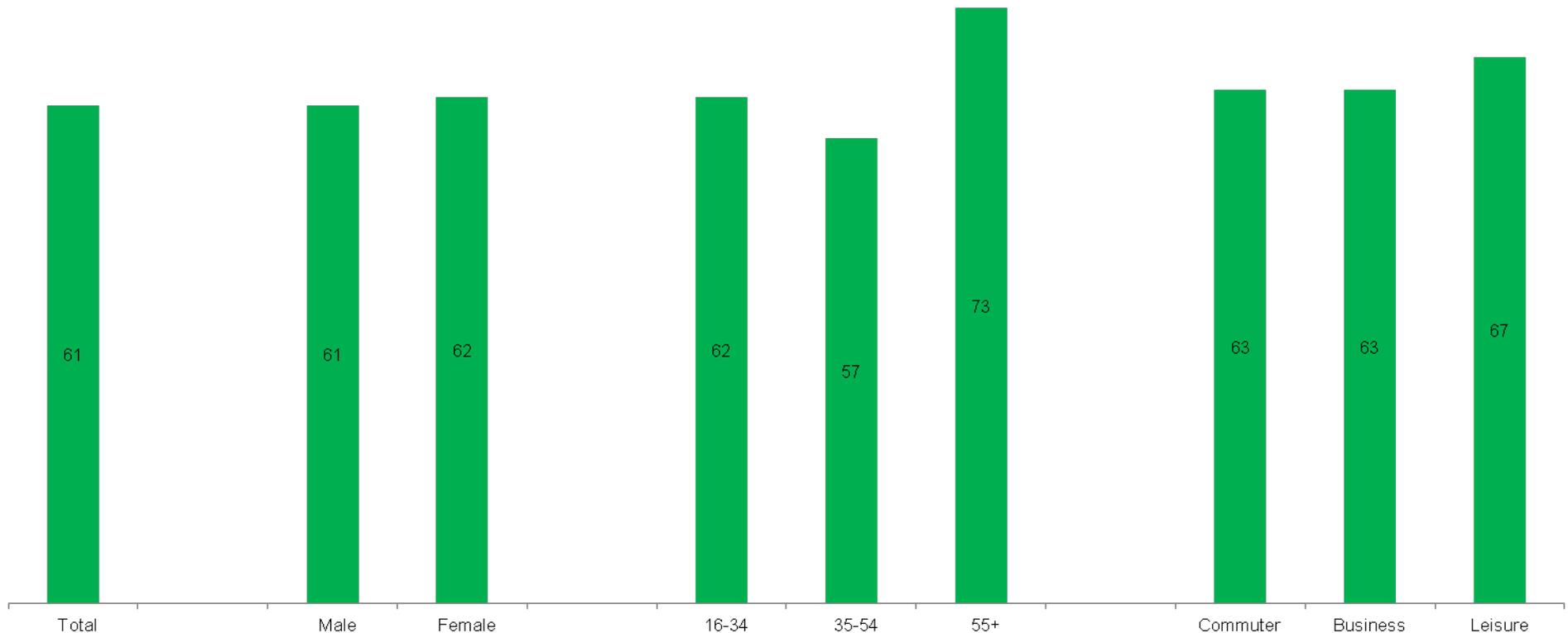


Satisfaction with the ease of getting to the station compared to other times of the year

% satisfied

22 per cent non applicable

Getting to the station in this period scores more highly than most measures
... and relevant for three quarters of rail travellers



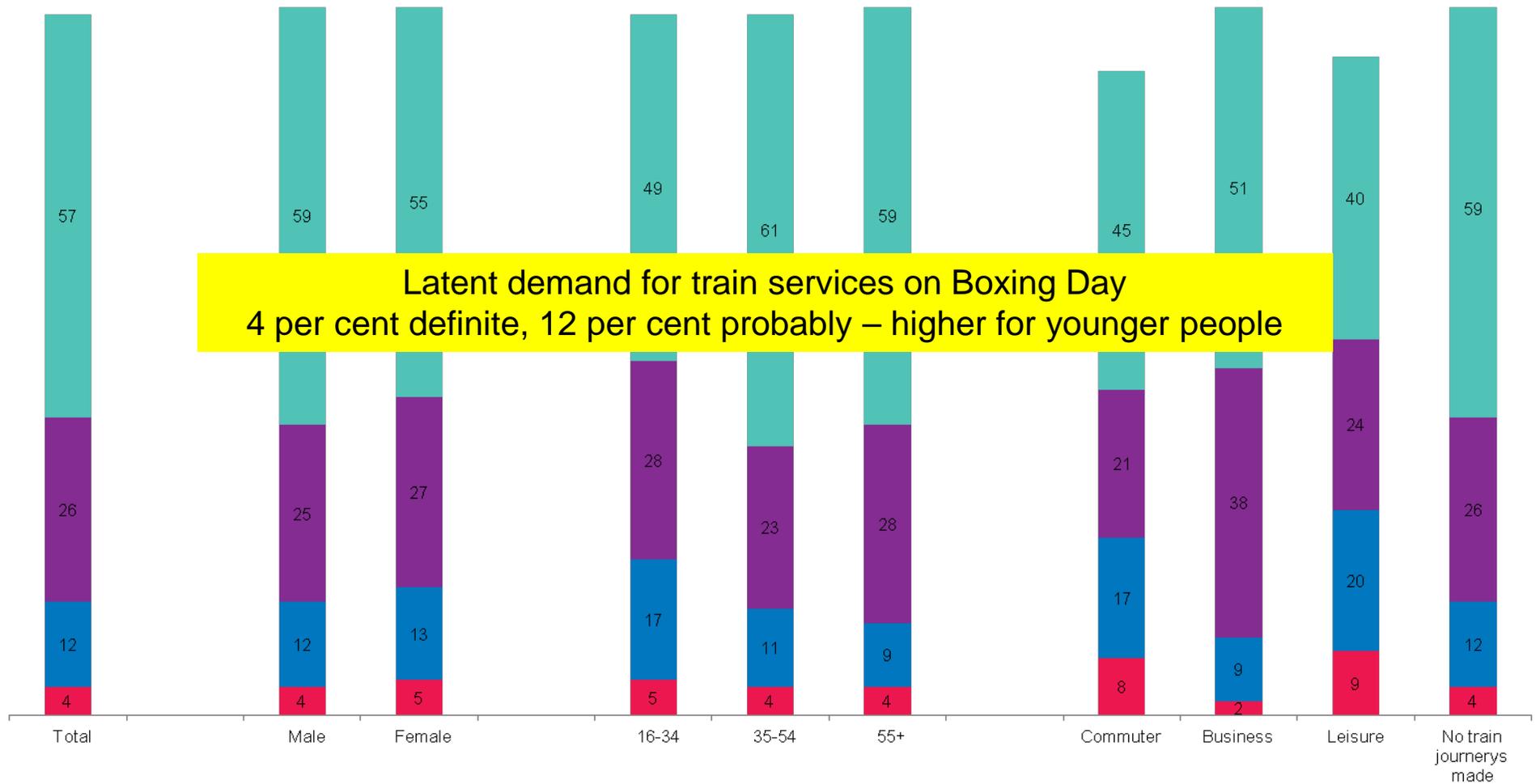
Summary of aspects of Christmas and New year service and ratings of those wishing to travel on Boxing Day

Those wishing to travel on Boxing Day are much less satisfied on all aspects of travel over the Christmas/New Year period

Aspect of train service over Christmas/New Year	All respondents per cent satisfied	Those wishing to travel on Boxing Day per cent satisfied
The number of trains available for Christmas shopping	68	48
The frequency of trains on weekdays between Christmas and New Year	65	28
The ease of getting to the station compared to other times of the year	61	53
The availability of seats on trains for Christmas shopping	48	22
The time of, and availability of seats on, the last trains enabling you to attend Christmas markets	48	47
The availability of trains on New Year's Day	48	44
The time of, and availability of seats on, the last trains enabling you to do late night shopping	47	29
The availability of trains on Boxing Day	27	2

Likelihood of using trains on Boxing Day

■ Definitely would have travelled by train
 ■ Probably would have travelled by train
 ■ Probably would not have travelled by train
 ■ Definitely would not have travelled by train



Likelihood of using trains on Boxing Day

■ Definitely would have travelled by train ■ Probably would have travelled by train ■ Probably would not have travelled by train ■ Definitely would not have travelled by train



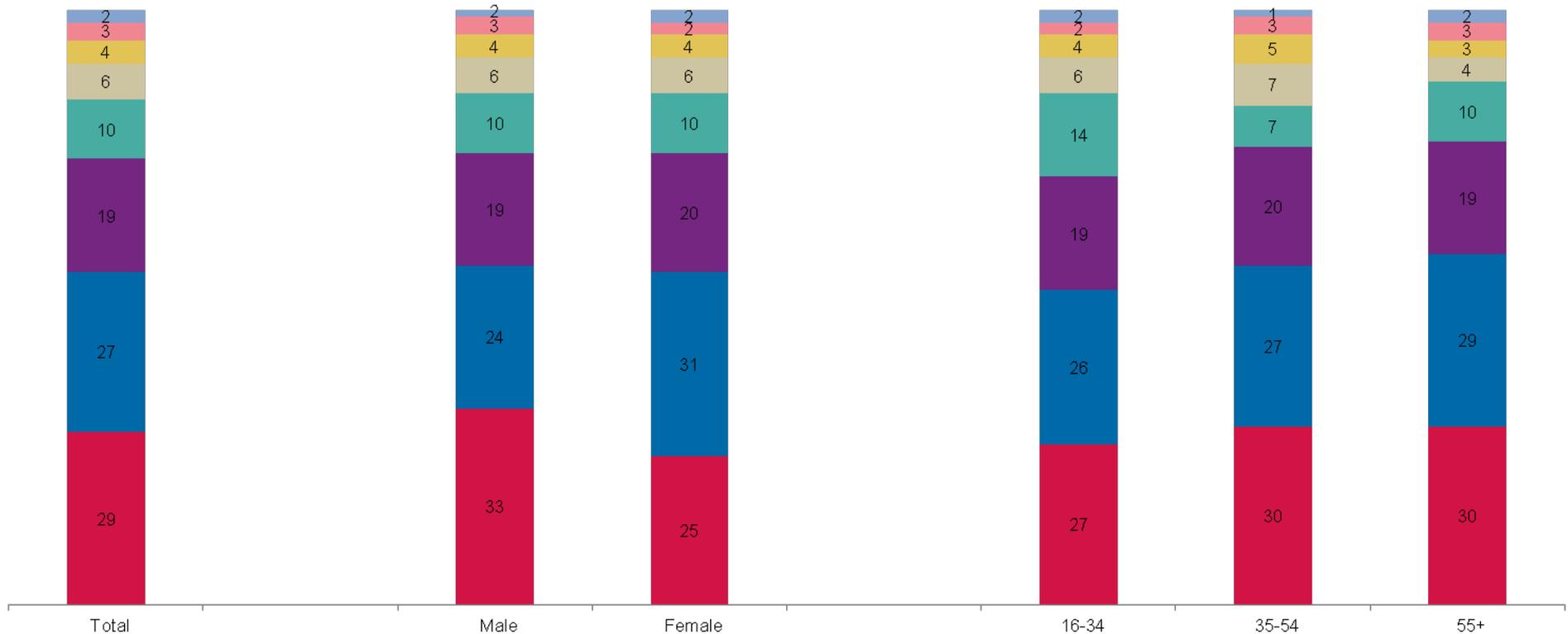
Base: All respondents (3116/557/1220/402/688/171/100)

Reaction to timing of engineering works

Preferred time for engineering works – first choice

- Around the Christmas/New Year holidays
 - During one of the six weeks of the school summer holidays
 - Around the Easter weekend
 - Around the October school half term holiday
- Over three consecutive week-ends (but with normal weekday services)
 - Around the February school half term holiday
 - Around other Bank holiday weekends
 - Around the May school half term holiday

No clear favourite
Christmas, weekends and summer week come out top

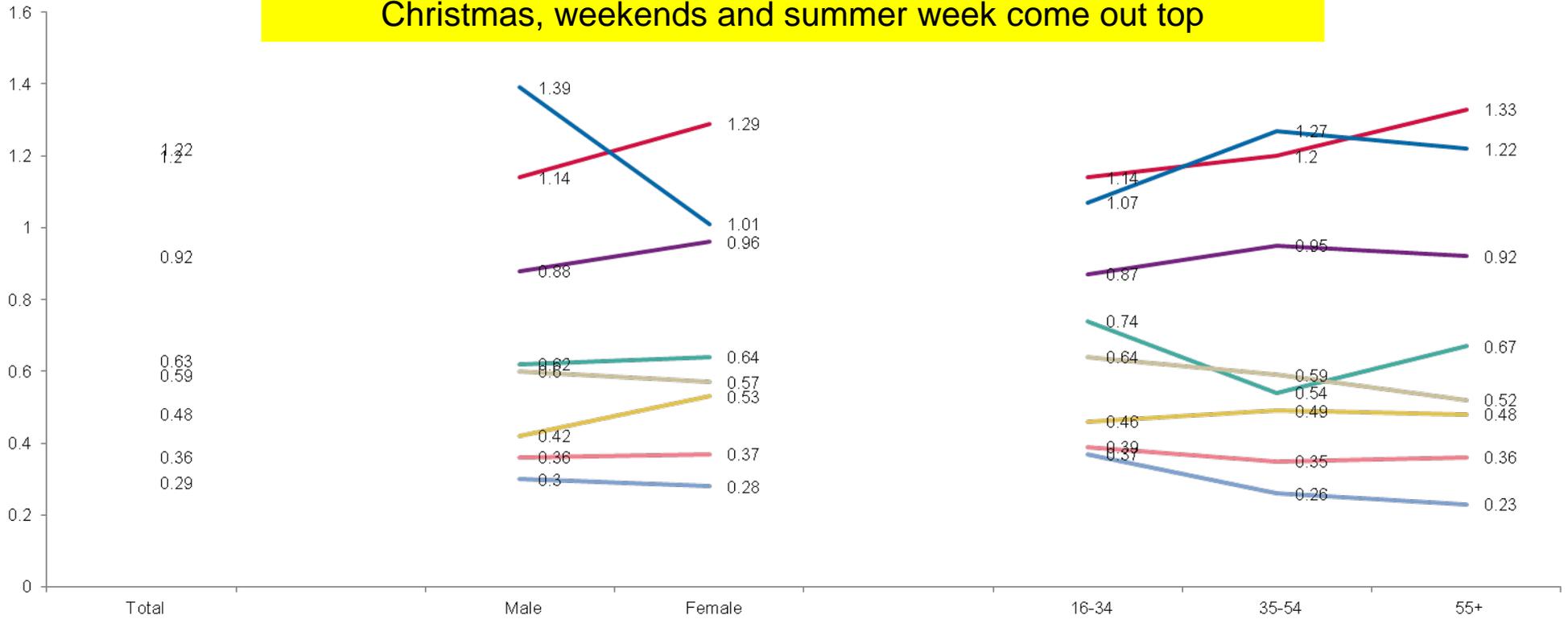


Preferred time for engineering works – mean score

(1st choice = 3; 2nd choice = 2; 3rd choice = 1; others = 0)

- Over three consecutive week-ends
- During one of the six weeks of the school summer holidays
- Around the Easter weekend
- Around the October school half term holiday
- Around the Christmas/New Year holidays
- Around the February school half term holiday
- Around other Bank holiday weekends
- Around the May school half term holiday

No clear favourite
Christmas, weekends and summer week come out top



Festive Period Travel Research Experience

February 2013

Profiles – rail travellers (between 20th December and 1st January)

	Universe	Sample
UNIVERSE SIZE	5147 (000's)	1714
per cent of GB total	11 per cent	55 per cent
AGE PROFILE		
16-34	54 per cent	21 per cent
35-54	32 per cent	46 per cent
55+	14 per cent	33 per cent
GENDER PROFILE		
Male	54 per cent	55 per cent
Female	46 per cent	45 per cent

Profiles – wanting to travel (between 20th December and 1st January)

	universe	sample
Universe size	765 (000's)	310
per cent of GB total	2 per cent	10 per cent
AGE PROFILE		
16-34	79 per cent	26 per cent
35-54	13 per cent	41 per cent
55+	8 per cent	32 per cent
GENDER PROFILE		
Male	45 per cent	59 per cent
Female	55 per cent	41 per cent

Appendix 1

MORE DETAIL ON WEIGHTING

More detail on weighting: Stage 1

Because all invited to take part in the survey were rail passengers, those who did or wanted to travel by train during the festive period were over-represented compared to the normal population...

Natural sample (all respondents)
Online survey among NPS re-contact panel

Universe
Omnibus representative of all GB adults

Travel behaviour	Wanted to travel	Did travel	8.2 per cent	0.9 per cent
		Did not travel	1.7 per cent	0.7 per cent
	Did not want to travel	Did travel	46.5 per cent	10.0 per cent
		Did not travel	43.5 per cent	88.4 per cent
Demographic profile: travelled during festive period	Age	16-34	21 per cent	54 per cent
		35-54	46 per cent	32 per cent
		55+	33 per cent	14 per cent
	Gender	Male	55 per cent	54 per cent
		Female	45 per cent	46 per cent
Demographic profile: wanted to travel during festive period	Age	16-34	26 per cent	79 per cent
		35-54	41 per cent	13 per cent
		55+	32 per cent	8 per cent
	Gender	Male	59 per cent	45 per cent
		Female	41 per cent	55 per cent

...Therefore, the natural survey sample was weighted to better match the universe profile, both in terms of travel behaviour, and demographics

More detail on weighting: (Stage 1b)

The weighted survey sample was grossed up to represent all GB adults

(sample of 3,116 represents 47million people)

Because some respondents made more than one journey during the festive period, the sample unit was then converted to journeys rather than people in order to report some measures

(Of 47 million people, 5 million made or wanted to make a rail journey during the festive period. Between them, these 5 million people made 11.3 million separate journeys)

More detail on weighting: Stage 2

The days on which survey respondents travelled did not exactly match the days on which real journeys were made by the universe sample. Given the variability in service provision from day to day, it was important to correct for this...

...therefore the survey sample was given a further weight for each day on which journeys were made, to bring it in line with the universe of all journeys made during the period

Natural sample (all journeys)

Online survey among NPS re-contact panel, 000's journeys

Universe

Omnibus: journeys by all GB adults, in 000's

Demographic profile: travelled during festive period		Natural sample (all journeys)	Universe
	20th Dec	2906	1383
	21st Dec	2564	1457
	22nd Dec	935	1388
	23rd Dec	602	984
	24th Dec - Christmas Eve	1019	873
	25th Dec - Christmas Day	32	51
	26th Dec - Boxing Day	65	329
	27th Dec	1172	940
	28th Dec	1174	853
	29th Dec	705	943
	30th Dec	471	591
	31st Dec - New Year's Eve	1183	1053
	1st Jan - New Year's Day	519	581

Demographic profile: wanted to travel during festive period		Natural sample (all journeys)	Universe
	20th Dec	29	59
	21st Dec	63	74
	22nd Dec	54	40
	23rd Dec	37	113
	24th Dec - Christmas Eve	98	160
	25th Dec - Christmas Day	97	80
	26th Dec - Boxing Day	366	216
	27th Dec	116	23
	28th Dec	82	23
	29th Dec	29	49
	30th Dec	54	23
	31st Dec - New Year's Eve	83	131
	1st Jan - New Year's Day	125	134

Appendix 2

QUESTIONNAIRE

Questionnaire (1/4)

Email Invite

A while ago when you were travelling by train you kindly completed a questionnaire about the rail journey you were making. The survey was for Passenger Focus who represent the views of rail passengers in Great Britain. At the end of your questionnaire you kindly provided your contact details to help on other rail surveys. It is for this reason we are emailing you as Passenger Focus would very much like to hear about people's travel experiences over the recent Christmas and New Year break.

If you have 10 minutes to spare it would be much appreciated if you could complete this survey. To do so, all you need do is click the link below which will take you straight to the survey.

Main Survey:

Q1: Did you personally travel by train over the recent Christmas and New Year period.

Please include all rail journeys you made between Thursday 20 December 2012 and 1 January 2013 such as rail journeys to work, shopping, going away or visiting friends and relatives. Please tick all the days you made a train journey on over this period but exclude any journeys made by Underground or any trips made on special Santa or heritage railway services.

If you made a return journey out on one day e.g. December 22 and returned on, say, December 29 you would tick both these dates. (For any journey that continued past midnight, please just tick the day on which you started the journey.)

Thursday 20 December
AS CALENDAR IMAGE

SHOW

Friday 21
Saturday 22
Sunday 23
Monday 24 – Christmas Eve
Tuesday 25 – Christmas Day
Wednesday 26 – Boxing Day
Thursday 27
Friday 28
Saturday 29
Sunday 30
Monday 31 December – New Year's Eve
Tuesday 1 January – New Year's Day
None of them – did not travel by train during this period

IF MADE JOURNEYS ON ANY OF THESE DAYS, ASK Q2, OTHERS GO TO Q6

Q2: What was the main purpose of the rail journey you made on these days?
Days across top (ONLY SHOW DATES CODED AT Q1)

Reasons down side

COMMUTING

Commuting/going to work
Commuting for education

BUSINESS

On company business (or own if self employed)

LEISURE

On personal business (job interview, dentist etc.)
Visiting friends or relatives
Shopping trip
Travel to/from holiday
A day out
Attend a sporting event
Other leisure trip

Q3 Days across top (ONLY SHOW DATES CODED AT Q1)

And was this the
outward leg only
return leg only
outward and return on this day

Q4 (ONE PAGE FOR EACH DAY WHEN A TRIP WAS MADE)

If made more than one commuter journey, select one day according to the following rules and ask about the journey on this day

If only commuted on 20/21 December, select one of these days at random

If commuted on 20 and/or 21 December and one other day, select the other day

If commuted on 20 and/or 21 December and several other days, select one of the other days at random

If commuted on several days but not either 20/21 December, select one of the days at random

Thinking about the journey you made on DATE OF TRIP

IF NOT COMMUTING JOURNEY ASK q4.0

Questionnaire (2/4)

Q47.0

Were you (TICK ALL THAT APPLY):

- Travelling alone
- Travelling with children aged
- Travelling with children aged 5-10
- Travelling with children aged 11-15
- Travelling with other adults aged 16+

Q4.1 which station did you start your journey from
Write in

Q4.2 and what time was the train scheduled to depart from this station? Write in
hhdd – four boxes

Q4.3 which station was your destination of your (outward if outward and return at Q3) journey
Write in

Q4.4 Thinking about this journey, how satisfied were you with the following: (use very satisfied/fairly satisfied/neither satisfied nor dissatisfied/fairly dissatisfied/very dissatisfied/not applicable)

- How far in advance the timetable for this journey was available
- The availability of a train at a convenient time for you
- The information available about fares
- The ease of making a reservation
- The level of crowding on the train
- Your ability to get a seat
- The availability of refreshment facilities on the train

Q4.5 Was this journey you made over the Christmas holiday period affected by any the following:

TICK ALL THAT APPLY

- Engineering work
- Disruptions caused by the weather
- Any other problems (specify)
- No Problems experienced

IF 4.5= CODES 1/2/3, ASK Q 4.6-4.10, OTHERS REPEAT LOOP ON NEXT DAY OF TRAVEL

Q4.6 How was the journey affected?

TICK ALL THAT APPLY

- Had to get a train at a different time
- Had to travel on a different day to the one I ideally wanted to
- Journey time took longer as trains were on a diversion route
- There were delays to the service
- Had to use a bus replacement
- Had to travel to/from a different station to the one I wanted
- Other (write in)

Q4.7 Were you aware that there would be these changes/ disruptions to your journey before you set off so you could plan your journey accordingly?

- Yes I was completely aware
- Yes I was partially aware of some of the problems
- No was not aware

If codes 1-2 above ask Q4.8/4.9/4.10:

Q4.8 How did you become aware

TICK ALL THAT APPLY

- Train company website
- Other travel website
- Email from train company
- Phoned the train company
- Rail APP/ Mobile alerts
- Posters/notices/staff at stations
- News reports
- Friend/colleague told me
- Found out when tried to buy the ticket
- Other (write in)

Q4.9 How satisfied were you with the accuracy and helpfulness of the information you were provided about the disruption/changes to your journey before you set off on your journey?

- Very satisfied
- Quite satisfied
- Not very satisfied
- Not at all satisfied

IF NOT SATISFIED

Q4.10 Why were you not satisfied? WRITE IN

Repeat Q4.1 to Q4.10 for other days when made journeys but only one commuting journey if commuting journeys on more than one day

Q5: And on any of your rail journeys you made over the Christmas period did you use any of these services

- Refreshments/Cafes/Bars at the station
- Other shops at the station for gifts or Christmas shopping
- Other shopping at the station
- A taxi from the station
- Cash machine at the station

Questionnaire (3/4)

ALL TO ANSWER

Q6 : And did you personally want to travel by train over the recent Christmas and New Year period, but were unable to, or chose not to, as the rail service was disrupted or not running?

On which of these days did you want to travel by train but were unable to? Please include all types of rail journey you wanted to make between Friday 21 December 2012 and 1 January 2013 such as commuting to work, shopping, going away, visiting friends and relatives

Please tick the days you wished to make this/these journeys below but were unable to

If it was a return journey and both legs would have been disrupted e.g. December 22 and returned on December 29 you would tick both these dates. If only one of these dates was disrupted only tick that date.

Thursday 20 December
AS CALENDAR IMAGE

SHOW

Friday 21
Saturday 22
Sunday 23
Monday 24 – Christmas Eve
Tuesday 25 – Christmas Day
Wednesday 26 – Boxing Day
Thursday 27
Friday 28
Saturday 29
Sunday 30
Monday 31 December – New Year's Eve
Tuesday 1 January – New Year's Day
There were no dates when I was unable to travel by train during this period

IF WANTED TO TRAVEL ON ANY OF THESE DAYS, ASK Q7, OTHERS GO TO Q8

Q7: You mentioned the days you wanted to travel by rail but did not because of disruption were:
SHOW DATES

What was the main purpose of the rail journey you wanted to make on this/these days?

Days across top

COMMUTING

Commuting/going to work

Commuting for education

BUSINESS

On company business (or own if self employed)

LEISURE

On personal business (job interview, dentist etc.)

Visiting friends or relatives

Shopping trip

Travel to/from holiday

A day out

Attend a sporting event

Other leisure trip

Question loop

Next set of questions relate to the journeys the respondent wanted to make at Q6. If multiple commuting journeys select one according to rules after Q4

Q7.1 Which station did you want to start from

Write in

Q7.2 And where would your final destination have been

Write in

Q7.3 What were the problems with the rail service that prevented you from making this journey?

TICK ALL THAT APPLY

Engineering work

Disruptions caused by weather

Last trains too early

A reduced /no service

Any other problems (write in)

Q7.4 How did you become aware there would be disruption

TICK ALL THAT APPLY

Train company website

Other travel website

Email from train company

Phoned the train company

Rail APP/ Mobile alerts

Posters/notices/staff at stations

News reports

Friend/colleague told me

Found out when tried to buy the ticket

Other (write in)

Q7.5 How satisfied were you with the accuracy and helpfulness of the information you were provided about the disruption affecting this journey?

Very satisfied

Quite satisfied

Not very satisfied

Not at all satisfied

Q7.6 Did you make the journey some other way...

Yes travelled by bus/coach

Went by own car

Someone gave me a lift

Took a taxi

Used other form of transport (write in)

Travelled on a different day (write in which day)

No did not make journey at all

Questionnaire (4/4)

Q8: IF TRAVELLED OVER CHRISTMAS OR WANTED TO BUT COULD NOT OR CHOSE NOT TO (i.e. answered Q2 or Q7) ASK Q8 OTHERS GO TO Q12

Q8: Were any of your Christmas or New Year plans inconvenienced because of disruptions to the train service between December 20 and January 1st any of the following ways

TICK ALL THAT APPLY

- Family/friends had planned to visit us by train but could not make it
- Family/friends had to drive to visit us rather than use the train
- Family/friends had to use other forms of transport than the train
- Other reasons (write in)

Q9: Overall how satisfied were you with the rail service provided over this last Christmas and New Year period?

- very satisfied
- fairly satisfied
- neither satisfied nor dissatisfied
- fairly dissatisfied
- very dissatisfied

Q10: Why do you say that?
Write in

Q11: Thinking more generally about train services over the whole Christmas and New Year period, how satisfied are you with each of the following: (use same scale as at Q4.4)

- The number of trains available for Christmas shopping
- The availability of seats on trains for Christmas shopping
- The time of, and availability of seats on, the last trains enabling you to do late night shopping
- The time of, and availability of seats on, the last trains enabling you to attend Christmas markets
- Availability of trains on Boxing Day
- Availability of trains on New Year's Day
- The frequency of trains on weekdays between Christmas and New Year
- The ease of getting to the station compared to other times of the year

ASK ALL EXCEPT THOSE CLAIMING TO HAVE TRAVELLED ON 26 DECEMBER IN Q1:

Q12: If the railways had run more trains on Boxing Day (26 December) this year, how likely is it that you would have travelled by train on Boxing Day (26 December)?

- Definitely would have travelled by train
- Probably would have travelled by train
- Probably would not have travelled by train
- Definitely would not have travelled by train

Finally, we are interested in your views about how engineering works in general might best be handled. A lot of work takes place over week-ends, but sometimes the engineers need a full six days or even longer. For the passenger there is no ideal time for engineering works and they are always going to cause some inconvenience, but they do have to take place at some time. Thinking about the travel needs of yourself and your family,...

Randomise order of responses

Q13

...which of these arrangements would be the least inconvenient for six days of planned engineering works to take place?

(Please make up to three selections by placing a 1 against your first choice (the least inconvenient), a 2 against the next best, and so on.)

Q13

Engineering work should take place ...

- Around the Easter weekend.....
- Around the February school half term holiday
- Around the May school half term holiday
- Around the October school half term holiday
- During one of the six weeks of the school summer holidays.....
- Around the Christmas/New Year holidays
- Around other Bank holiday weekends.....
- Over three consecutive week-ends (but with normal weekday services)

Classification

Gender

Age

Region



Understanding rail passengers – festive period travel experiences

April 2013

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