

National Rail Passenger Survey Autumn 2013

Passenger Focus carries out regular large scale surveys of rail passengers' journeys. Passenger Focus is the official, independent rail consumer watchdog. The rail industry and government pay close attention to the survey results and use them to prioritise improvements. The Department for Transport and Office of Rail Regulation, among others, use the results to assess the performance of the rail industry. To find out more or see how previous surveys led to change see <http://www.passengerfocus.org.uk>

- Please comment on National Rail services only. Do not comment on Underground services.
- To answer the questions please tick the box next to the answer(s) that apply or write in your answer in the space provided. Unless the question allows you to tick several answers please just tick one box per question.
- When you have completed your questionnaire please return it to us in the envelope provided.
- If you would prefer to complete this questionnaire online (including a larger print version) it can be found at: www.npssurvey.co.uk

SECTION 1: TRAIN DETAILS

Q1a Please fill in the scheduled departure time of the train you caught after being given this questionnaire.

Use the 24 hr clock e.g. 17: 25

:

Q1b You were given this questionnaire before boarding a train at **London Bridge**. At which station did you get off this train? Please write in the name of the station:

Q1c Did this journey involve you travelling on a rail replacement bus or coach service today?

- Yes..... **Go to Q1d**
 No..... **Go to Q2a**

Q1d Did you know about this when you bought your ticket?

- Yes.....
 No.....
 Did not buy my own ticket.....

Q2a Did you continue your journey by train after getting off at this station?
(Please remember not to include underground travel)

- Yes..... **Go to Q2b**
 No..... **Go to Q3**

Q2b Please write in the name of your final destination station:

Route:

§16290024001P

TCL

1 2 3

Q2c Please write in the names of any other stations at which you changed trains before reaching your final destination:

ALL ANSWER

Q3 Which train company was operating the train which you boarded at **London Bridge**.

- Southeastern.....
- Southern.....
- First Capital Connect.....

Other: Please write in

Don't know.....

SECTION 2: YOUR JOURNEY TODAY

Q4 What was the main purpose of the trip you were making when given this questionnaire?

- Daily commuting to/from work
- Less regular commuting to/from work
- Daily commuting for education (to/from college/school/university)
- Less regular commuting for education (to/from college/school/university)
- On company business (or own if self employed)
- On personal business (job interview, dentist etc.)
- Visiting friends or relatives
- Shopping trip
- Travel to/from holiday
- A day out
- Sport
- Other leisure trip

Q5 And were you on your outward or return journey when you were given a questionnaire?

- Outward
- Return
- One way trip only

Q6 Were you: (**tick all that apply**)

- Travelling alone
- Travelling with children aged 0-4
- Travelling with children aged 5-10
- Travelling with children aged 11-15
- Travelling with other adults 16+

Q7 Were you: (**tick all that apply**)

- Travelling with heavy/bulky luggage/other large items.....
- Travelling with a pushchair.....
- Travelling with a folding bicycle.....
- Travelling with a non-folding bicycle.....
- Travelling with a dog.....
- Travelling with a wheelchair.....
- Travelling with a helper.....
- None apply.....

Q8a We recognise and acknowledge that the categories below do not cover the full range of disabilities, but do you consider yourself to be disabled by any of the following:

(tick all that apply)

- No: None..... **Go to Q10**
 Yes: Mobility..... **Go to Q8b**
 Yes: Wheelchair user..... **Go to Q8b**
 Yes: Hearing..... **Go to Q8b**
 Yes: Eyesight..... **Go to Q8b**
 Yes: Speech impairment..... **Go to Q8b**
 Yes: Learning difficulties..... **Go to Q8b**

Other: Please write in

Go to Q8b

Q8b How satisfied are you that **London Bridge** station met your needs as a passenger with a long term illness or disability?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8c How satisfied are you that the trains themselves met your needs as a passenger with a long term illness or disability?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q8d Did you book assistance with your train company to get on/off the train?

- Yes..... **Go to Q9**
 No..... **Go to Q10**

Q9 If so, how satisfied were you with the way these arrangements:

- | | | | | | | |
|-----------------------------------|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| Were dealt with when booking..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Were carried out on the day..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ALL ANSWER

Q10 How did you buy your ticket for your journey today?

- In advance - booked over phone..... **Go to Q11**
 In advance at station..... **Go to Q11**
 In advance via travel agent..... **Go to Q11**
 In advance - via the internet/a website..... **Go to Q11**
 On the day of travel at a station ticket office..... **Go to Q12**
 On the day of travel from a ticket machine..... **Go to Q12**
 On the day of travel on the train..... **Go to Q12**
 Using a season ticket..... **Go to Q12**
 Stored value smartcard e.g. Oyster..... **Go to Q12**
 Other methods of purchase..... **Go to Q12**
 Ticket was organised for me..... **Go to Q12**
 Ticket sent to mobile..... **Go to Q12**
 e-ticket..... **Go to Q12**
 Ticket printed off at home..... **Go to Q12**

Q11 When did you buy your ticket for your journey today?

- Today.....
- In last week.....
- In last fortnight.....
- In last month.....
- In last two months.....

ALL ANSWER

Q12 How would you rate the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
The information provided about tickets available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of tickets available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of ticket purchase.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13a What type of ticket did you use for your journey from **London Bridge**?

(note: type of ticket is often shown at the top left of your ticket)

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak Single/Return.....
- Off-Peak Day/Super Off-Peak Day Single/Return.....
- Advance.....
- Day Travelcard.....
- Oyster Pay As You Go.....
- Weekly or monthly Season Ticket (including Travelcard/Travelcard on Oyster).....
- Annual Season Ticket (including Travelcard/Travelcard on Oyster).....
- Special promotion ticket e.g. rover ticket.....
- Rail Staff Pass/Privilege Ticket/Police Concession.....
- Free travel pass (e.g. Freedom pass).....

Other: Please write in

Q13b Were you aware of any restrictions on the use of your ticket?

- Yes..... Go to Q13c
- No..... Go to Q13d
- Don't know..... Go to Q13d

ONLY ANSWER Q13C IF YOU SAY YES YOU WERE AWARE OF ANY RESTRICTIONS AT Q13B

Q13c What restrictions were you aware of?

Q13d Is your ticket for your journey today?

- First Class.....
- Standard Class.....

Q14 Was your fare reduced because you have any of the following? If so, which one?

- Did not use a railcard.....
- 16-25 Railcard.....
- Senior Railcard.....
- Family & Friends Railcard.....
- Disabled Persons Railcard.....
- Network Railcard.....
- Forces Railcard.....
- GroupSave discount.....

Other: Please write in

NOW WE'D LIKE YOUR OPINION OF LONDON BRIDGE STATION WHERE YOU WERE WHEN GIVEN THIS QUESTIONNAIRE.

Q15 How would you rate **London Bridge** station for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities (if you bought at that station).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times/platforms.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The upkeep/repair of the station buildings/platforms.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities and services at the station (e.g. toilets, shops, cafes etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of staff at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitudes and helpfulness of the staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for car parking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for bicycle parking.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst using that station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall station environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of shelter facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The choice of shops/eating/drinking facilities available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 And how familiar are you with **London Bridge** station?

Very familiar	Fairly familiar	Not very familiar	Not at all familiar	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q17 While at **London Bridge** station, did you ask staff for help or information?
(tick all that apply)

- Yes - asked for help..... **Go to Q18**
 Yes - asked for information..... **Go to Q18**
 Couldn't find anyone to ask..... **Go to Q19a**
 No - didn't need help/information..... **Go to Q19a**

Q18 Overall, how satisfied were you with the way your request was handled?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q19a If you used ticket gates at **London Bridge** station, how easy did you find it to use them?

Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know/Not relevant
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ONLY ANSWER Q19B IF YOU SAY FAIRLY OR VERY DIFFICULT REGARDING USING THE TICKET GATES IN Q19A

Q19b If you found the gates difficult to use, why was that?

Q20 Overall how satisfied are you with **London Bridge** station?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED QUESTIONNAIRE AT LONDON BRIDGE

ALL ANSWER

Q21 Based on your experience **on that journey**, how satisfied were you with:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
The frequency of the trains on that route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality/reliability of the train (i.e. the train arriving/departing on time)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time the journey was scheduled to take.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections with other train services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money of the price of your ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22a How would you rate the **train** you boarded for that journey in terms of:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Cleanliness.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Up keep and repair (condition of seats, walls, tables etc.).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness and attitude of staff on train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The space for luggage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating area.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for bicycles.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The ease of being able to get on and off the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your personal security whilst on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The toilet facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ONLY ANSWER Q22B IF YOU SAY FAIRLY OR VERY POOR REGARDING THE TRAIN TOILET FACILITIES (IN Q22A)

Q22b Please describe the nature of the problem and whether the problem was with a specific toilet (e.g. a disabled persons toilet or all the toilets).

Q23 Specifically thinking about the cleanliness of the train you boarded for that journey, how would you rate it for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
The cleanliness of the inside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the outside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Overall, how satisfied are you with the train you boarded for your journey?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q25 Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think **only of the train you first boarded at London Bridge station directly after receiving the questionnaire.**

- No delay..... **Go to Q30**
 Yes - minor delay..... **Go to Q26**
 Yes - serious delay..... **Go to Q26**

Q26 What sort of delay did you experience? (*tick all that apply*)

- The train was late departing at the beginning of my journey.....
 The train was late arriving at my destination.....
 The train I had planned to catch was cancelled.....
 Could not get on train as it was overcrowded.....
 Took longer than expected to buy train ticket.....
 Train I took to this station was late and I missed my connection.....
 Crowding at station meant it took a long time to reach my platform and I missed my train.....
 Lack of/poor information caused a delay to my journey.....

Other: Please write in

Q27 How long was your delay?

Hours: Minutes:

Q28 How well do you think the train company dealt with this delay?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very well | Fairly well | Neither well nor poorly | Fairly poorly | Very poorly | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q29 How well do you rate the train company for each of the following, in relation to the delay that occurred?

	Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/No opinion
The amount of information provided about the delay.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The accuracy of information given about the delay.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The usefulness of the information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed with which information was provided.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The time taken to resolve the problem.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of alternative transport if the train service could not continue.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WE WOULD NOW LIKE YOU TO GIVE US YOUR OVERALL OPINION OF YOUR JOURNEY TODAY

ALL ANSWER

Q30 Taking into account just **London Bridge** station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?

- | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/No opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q31 Now thinking about mobile voice and data coverage whilst at **London Bridge** station and/or travelling on the train. How satisfied were you with the reliability of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Did not use/ don't know
Mobile phone reception for making calls <u>at the station</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>at the station</u> ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone reception for making calls <u>on the train</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>on the train</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q32 If you made calls/sent texts during your train journey today, which mobile company did you use?

- | | | | |
|-----------------|--------------------------|------------------------|--------------------------|
| 3..... | <input type="checkbox"/> | Tesco Mobile..... | <input type="checkbox"/> |
| EE..... | <input type="checkbox"/> | Virgin Mobile..... | <input type="checkbox"/> |
| O2..... | <input type="checkbox"/> | Vodafone..... | <input type="checkbox"/> |
| Orange..... | <input type="checkbox"/> | Other: Please write in | |
| T-Mobile..... | <input type="checkbox"/> | | |
| Talkmobile..... | <input type="checkbox"/> | | |

Did not make calls/send texts during the journey today.....

Q33 If you used mobile data services during your train journey today, which mobile company did you use?

- | | | | |
|-----------------|--------------------------|------------------------|--------------------------|
| 3..... | <input type="checkbox"/> | Tesco Mobile..... | <input type="checkbox"/> |
| EE..... | <input type="checkbox"/> | Virgin Mobile..... | <input type="checkbox"/> |
| O2..... | <input type="checkbox"/> | Vodafone..... | <input type="checkbox"/> |
| Orange..... | <input type="checkbox"/> | Other: Please write in | |
| T-Mobile..... | <input type="checkbox"/> | | |
| Talkmobile..... | <input type="checkbox"/> | | |

Wi-fi provided by train company.....

Did not use mobile data services during the journey today.....

Q34 Would you consider changing to a different mobile operator if they provided better coverage on your train journeys than your current provider?

- | | | | | |
|--------------------------|--------------------------|-----------------------------|-------------------------------|--------------------------|
| Definitely consider | Probably consider | Probably would not consider | Definitely would not consider | Don't know/no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 How long were you on the train that you got on at **London Bridge** station?

Hours: Minutes:

Q36 How often do you make the train journey that you were on today when handed this questionnaire?

- | | | |
|-----------------------------|--------------------------|-----------|
| 3 or more times a week..... | <input type="checkbox"/> | Go to Q37 |
| Once or twice a week..... | <input type="checkbox"/> | Go to Q37 |
| 1 or 2 times a month..... | <input type="checkbox"/> | Go to Q37 |
| Once every 2-3 months..... | <input type="checkbox"/> | Go to Q42 |
| Once every 6 months..... | <input type="checkbox"/> | Go to Q42 |
| Less often..... | <input type="checkbox"/> | Go to Q42 |
| Never/first time today..... | <input type="checkbox"/> | Go to Q42 |

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q37-Q41 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2
TIMES A MONTH

Q37 How long have you been using this route on a regular basis?

- Under 1 year..... 5-9 years.....
 1-4 years..... 10 years or more.....

Q38 How typical would you say today's experience was? Was it ...

- | | | | | |
|--|--|---|---|---|
| Much
better than
usual
<input type="checkbox"/> | A little
better than
usual
<input type="checkbox"/> | About
the same
as usual
<input type="checkbox"/> | A little
worse
than usual
<input type="checkbox"/> | Much
worse than
usual
<input type="checkbox"/> |
|--|--|---|---|---|

Q39 How would you describe a typical trip over the past month?

- | | |
|--|---|
| I always get a seat..... <input type="checkbox"/> | I usually stand and it is crowded..... <input type="checkbox"/> |
| I usually get a seat..... <input type="checkbox"/> | I usually stand and it
is very crowded..... <input type="checkbox"/> |
| There are seats
available but I prefer to stand..... <input type="checkbox"/> | It varies..... <input type="checkbox"/> |

Q40 How satisfied are you with the times when the ticket office is open on this route?

- | | | | | | |
|---|---|--|--|--|--|
| Very
satisfied
<input type="checkbox"/> | Fairly
satisfied
<input type="checkbox"/> | Neither
satisfied nor
dissatisfied
<input type="checkbox"/> | Fairly
dissatisfied
<input type="checkbox"/> | Very
dissatisfied
<input type="checkbox"/> | No
opinion/
don't know
<input type="checkbox"/> |
|---|---|--|--|--|--|

Q41 How often is your ticket checked?

- Too often..... Not often enough.....
 About right.....

SECTION 4: SECURITY ON THE RAILWAY
PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING
TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN

ALL ANSWER

Q42 During the last six months, have you had cause to worry about your personal security whilst making a train journey?

- Yes..... **Go to Q43**
 No..... **Go to Q44**

Q43 If you have had cause to worry, what was the reason for your concern? (*tick all that apply*)

AT THE STATION

- | | |
|---|---|
| Lack of station staff <input type="checkbox"/> | Anti-social behaviour by other
people at the station..... <input type="checkbox"/> |
| Lack of police officers..... <input type="checkbox"/> | Saw actual vandalism or
violence on the station <input type="checkbox"/> |
| Lack of other passengers <input type="checkbox"/> | Fear of terrorism..... <input type="checkbox"/> |
| Poor on-station lighting <input type="checkbox"/> | |
| Lack of information <input type="checkbox"/> | |

Other: Please write in

ON THE TRAIN

- | | |
|---|---|
| Lack of on-train staff <input type="checkbox"/> | Anti-social behaviour by other
people on the train..... <input type="checkbox"/> |
| Lack of police officers..... <input type="checkbox"/> | Saw actual vandalism or
violence on the train..... <input type="checkbox"/> |
| Lack of other passengers <input type="checkbox"/> | Fear of terrorism..... <input type="checkbox"/> |
| Poor train lighting <input type="checkbox"/> | |
| Lack of information <input type="checkbox"/> | |

Other: Please write in

ALL ANSWER

Q44 During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? *(tick all that apply)*

- No
- Yes - I have travelled by another mode of transport.....
- Yes - I have not made the journey I wanted to.....

The British Transport Police (BTP) is the national police force for the railways providing a policing service to rail operators, their staff and passengers throughout England, Wales and Scotland. When you see police officers and PCSOs (Police Community Support Officers) at stations you use, they will more than likely be working for BTP.

Q45 Prior to this survey, were you aware that BTP existed?

- Yes..... **Go to Q46**
- No..... **Go to Q47**

Q46 Taking everything into account, how good a job do you think BTP are doing at **London Bridge** station?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Excellent | Good | Fair | Poor | Very poor | Don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q47 Which of these potential improvements do you think would be most likely to assist you when **planning** future rail journeys? *(tick all that apply)*

- Better telephone enquiry/booking service.....
- Better Internet enquiry/booking service.....
- Better information facilities at stations.....
- Better ticket buying facilities at station ticket offices.....
- Better ticket buying facilities at station ticket machines.....
- Better route maps of the rail network.....
- Make timetables easier to read.....
- Better promotion of when advanced tickets will be available.....
- None of these.....

Other: Please write in

Q48 Do you know what your compensation rights are in the event of a delay of more than an hour which was within the rail industry's control?

- Yes..... **Go to Q49**
- No..... **Go to Q50**

ONLY ANSWER Q49 IF YOU SAY YES YOU DO KNOW WHAT YOUR COMPENSATION RIGHTS ARE AT Q48

Q49 Please describe in the box below what you believe to be your compensation rights.

Q50 Thinking back over the last six months, have you made a compensation claim following a delayed journey or complained to any of the train companies about their service? *(tick all that apply)*

- No..... **Go to Q53**
- Yes - claimed for compensation on a weekly season ticket..... **Go to Q51**
- Yes - claimed for compensation on a monthly or longer season ticket..... **Go to Q51**
- Yes - claimed for compensation on a single/return ticket..... **Go to Q51**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... **Go to Q51**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... **Go to Q51**

IF YES, PLEASE ANSWER Q51 AND Q52 FOR THE MOST RECENT OCCASION

Q51 How satisfied were you with the way your complaint/claim was handled?

- | | | | | | |
|--|--|--|---|---|---|
| Very satisfied
<input type="checkbox"/> | Fairly satisfied
<input type="checkbox"/> | Neither satisfied nor dissatisfied
<input type="checkbox"/> | Fairly dissatisfied
<input type="checkbox"/> | Very dissatisfied
<input type="checkbox"/> | Don't know/No opinion
<input type="checkbox"/> |
| Go to Q53 | Go to Q53 | Go to Q53 | Go to Q52 | Go to Q52 | Go to Q53 |

Q52 Why were you dissatisfied? (*tick all that apply*)

- Insufficient compensation.....
- Inappropriate form of compensation.....
- Time taken to respond.....
- Poor explanation given.....
- Have not yet received a response.....

Other: Please write in

ALL ANSWER

Q53 Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

SECTION 6: ABOUT YOU
IN ORDER TO ENSURE THAT THE RESPONSES OF ALL GROUPS OF PASSENGERS ARE INCLUDED, PLEASE GIVE US THE FOLLOWING DETAILS ABOUT YOURSELF.

Q54 Your age:

- | | |
|---------------------------------------|---------------------------------------|
| 16 - 25..... <input type="checkbox"/> | 60 - 64..... <input type="checkbox"/> |
| 26 - 34..... <input type="checkbox"/> | 65 - 69..... <input type="checkbox"/> |
| 35 - 44..... <input type="checkbox"/> | 70 - 80..... <input type="checkbox"/> |
| 45 - 54..... <input type="checkbox"/> | 81+..... <input type="checkbox"/> |
| 55 - 59..... <input type="checkbox"/> | |

Q55 Are you:

- Male..... Female.....

Q56 Are you:

- | | |
|---|---|
| Working full time..... <input type="checkbox"/> | Retired..... <input type="checkbox"/> |
| Working part time..... <input type="checkbox"/> | Full time student..... <input type="checkbox"/> |
| Not working..... <input type="checkbox"/> | |

Q57 Which of the following best describes the occupation of the Chief Wage Earner in your household?

- Professional/Senior Managerial.....
- Middle Managerial.....
- Junior Managerial/Clerical/Supervisory.....
- Skilled Manual (With professional qualifications/served an apprenticeship).....
- Unskilled Manual (No qualifications/not served an apprenticeship).....
- Full time student.....
- Retired.....
- Unemployed/Between jobs.....
- Housewife/Househusband.....

Other: Please write in

Q58 Do you regularly use the internet *(tick all that apply)*?

Yes, at home..... No.....
Yes, at work.....

Q59 To which of these ethnic groups do you consider you belong?

White

British.....
Any other white background.....

Mixed

White and Black Caribbean.....
White and Black African.....
White and Asian.....
Any other Mixed background.....

Asian or Asian British

Indian.....
Pakistani.....
Bangladeshi.....
Chinese.....
Any other Asian background.....

Black, Arab or Black/Arab British

Arab.....
Caribbean.....
African.....
Any other Black/African/Caribbean
background.....

Other: Please write in

Please complete the contact details requested below if you would be happy to participate in future research projects about the rail industry:

Name:

Telephone number:

Email address:

Thank you for your help in completing this questionnaire.

Please return it in the envelope provided or use the following Freepost address:



Passenger Survey
Perspective Research Services Ltd
FREEPOST (RSKU-SKUZ-TSYG)
Kingsbourne House
229-231 High Holborn
LONDON WC1V 7DA



This survey is being undertaken for Passenger Focus by BDRCC Continental, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Perspective Research Services, who are part of the same company as BDRCC Continental.

The results from the survey are used by Passenger Focus to take passengers' views into account when representing rail travellers. In addition the data will be provided to the Department for Transport and a range of organisations to help them assess the performance of the train operating companies. To find out more about how the information is used please visit www.passengerfocus.org.uk.

All the answers you provide are entirely confidential and will be combined with those of many other passengers to produce overall figures for each train operating company and to generate regional and national summaries of performance.

If you have any questions about this survey, please feel free to contact Rebecca Joyner at BDRCC 020 7490 9148. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.