

Resp No: 1- 6
 Card No: 7-8
 Shift No: 67-74
 C2 TOC: 75-76
 C1 Origin Station:
 9-16



DDMM: 971-974
 D D M M Y Y

National Rail Passenger Survey Autumn 2015

Thank you for agreeing to take part in our survey. Transport Focus is the official, independent consumer watchdog that represents rail, bus, and tram passengers. To help us represent the views of passengers in your area we would appreciate a little of your time to complete this survey. It asks about the rail journey you made when given this questionnaire.
 The rail industry and governments pay close attention to the survey's results. These results provide Transport Focus with the evidence to seek improvements on behalf of passengers.

- 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

: **C4: 385-388**

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

C301: 1981-1983 (TLC) 327-330 (TORA)

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

Yes..... 1
 No..... 2 **C1124: 2245-2246**

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

Yes..... 1 Go to Q2
 No..... 2 Go to Q3 **C6: 493-494**

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

C5: 419-421 423-426

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

C301: 331-333 335-338 339-341 343-346 347-349 351-354

Route: **Train: Origin: 2366-2368 Dest: 2369-2371**

C8: 823-824

\$71041999001+7

ALL ANSWER

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

▲ **C9: 825-826**

- Northern Rail..... 1 5
- Grand Central..... 2 6
- 3 7
- 4 8

Other: Please write in

Don't know..... 9

SECTION 2: YOUR JOURNEY TODAY

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

▲ **C76: 819-820**

- Daily commuting to/from work 5
- Less regular commuting to/from work 6
- Daily commuting for education (to/from college/school/university) 7
- Less regular commuting for education (to/from college/school/university) 8
- On company business (or own if self employed) 9
- On personal business (job interview, dentist etc.) 10
- Visiting friends or relatives 5
- Shopping trip 6
- Travel to/from holiday 7
- A day out 8
- Sport 9
- Other leisure trip 10

**21 - Commuter
Unknown**
**22 - Business
Unknown**
**23 - Leisure
Unknown**

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

▲ **C7: 677-678**

- Outward 1 One way trip only 3
- Return 2

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

▲ **C13:**

- Travelling alone 1 Travelling with children aged 11-15 29-30
- Travelling with children aged 0-4 1 Travelling with other adults 16+ 31-32
- Travelling with children aged 5-10 1

**23-24
27-28
29-30
31-32
25-26
33-34**

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

▲ **C14:**

- Travelling with heavy/bulky luggage/other large items..... 1 Travelling with a dog..... 35-36
- Travelling with a pushchair..... 1 Travelling with a helper..... 37-38
- Travelling with a folding bicycle..... 1 Travelling with a mobility scooter..... 2247-2248
- Travelling with a non-folding bicycle..... 1 Travelling with a wheelchair..... 2249-2250
- None apply..... 1 None apply..... 41-42

**2606-2607
5253-5254
2612-2613**

Q8a Are you affected by any physical or mental health conditions or illnesses lasting or expected 12 months or more? **(tick all that apply)**

▲ **C3001:**

- No: None..... 1 5255
- Yes: Vision (e.g. blindness or partial sight)..... 1 5256
- Yes: Hearing (e.g. deafness or partial hearing)..... 1 5257
- Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)..... 1 5258
- Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)..... 1 5259
- Yes: Learning or understanding or concentrating..... 1 5260
- Yes: Memory..... 1 5261
- Yes: Mental health..... 1 5262
- Yes: Stamina or breathing or fatigue..... 1 5263
- Yes: Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)..... 1 5264

**43-44
5255
5256
5257
5258
5259
5260
5261
5262
5263
5264
5265**

Other: Please write in

1 Go to Q8I

Q8b Does your condition or illness have an adverse effect on your ability to make journeys by rail? **C3002: 5267**
 Yes, a lot..... 1 Yes, a little..... 2 Not at all..... 3

Q8c How satisfied are you that **Halifax** station met your needs as a passenger with a long term illness or disability? **C1001: 868-869**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q8d How satisfied are you that the trains themselves met your needs as a passenger with a long term illness or disability? **C1002: 870-871**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q8e Did you book assistance with your train company to get on/off the train? **C16: 59-60**
 Yes..... 1 **Go to Q9** No..... 2 **Go to Q11**

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
Were dealt with when booking.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Were carried out on the day.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C17: 61-62
C18: 63-64

ALL ANSWER

Q10 How did you buy your ticket for your journey today? **C25: 309-310**

- In advance - booked over phone..... 1 **Go to Q11**
- In advance at station..... 2 **Go to Q11**
- In advance via travel agent..... 3 **Go to Q11**
- In advance - via the internet/a website..... 4 **Go to Q11**
- In advance - via an app..... 15 **Go to Q11**
- On the day of travel at a station ticket office..... 5 **Go to Q11**
- On the day of travel - ticket collected at station..... 16 **Go to Q11**
- On the day of travel - bought from a ticket machine..... 6 **Go to Q11**
- On the day of travel on the train..... 7 **Go to Q11**
- On the day of travel - via the internet/a website..... 17 **Go to Q11**
- On the day of travel - via an app..... 18 **Go to Q11**
- Used a season ticket..... 8 **Go to Q11**
- Ticket was organised for me..... 10 **Go to Q11**
- I use Pay as you Go on Oyster or other smartcard or payment card - non-season..... 19 **Go to Q11**

Other: Please write in 9 **Go to Q11**

Q11 When did you buy your ticket for your journey today? **C1301: 2332**
 Today..... 1 In last fortnight..... 3 In last two months..... 5
 In last week..... 2 In last month..... 4

ALL ANSWER

Q12 Was the ticket for your journey: **C3101: 5284**

- A paper ticket – purchased from ticket office or station/ticket machine..... 1
- A paper ticket – collected from ticket office or station/ticket machine..... 2
- A paper ticket – printed at home, work, or somewhere else..... 3
- An Oyster card (London only)..... 4
- Another smartcard (not Oyster)..... 5
- A ticket on mobile phone (known as m-ticket or e-ticket)..... 6
- A contactless payment card – using bank debit/credit card..... 7

Other: Please write in 8

Q13 How would you rate the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very	Did not use/no
The information provided about tickets available.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The range of tickets available.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Ease of ticket purchase.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C27: 313-314
 C28: 315-316
 C1701: 2526-2527

Q14a What type of ticket did you use for your journey from **Halifax**?

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

Anytime Single/Return.....	<input type="checkbox"/> 19
Anytime Day Single/Return.....	<input type="checkbox"/> 20
Off-Peak/Super Off-Peak Single/Return.....	<input type="checkbox"/> 21
Off-Peak Day/Super Off-Peak Day Single/Return.....	<input type="checkbox"/> 22
Advance.....	<input type="checkbox"/> 8
Day Travelcard.....	<input type="checkbox"/> 23
Oyster Pay As You Go.....	<input type="checkbox"/> 24
Weekly or monthly Season Ticket (including Travelcard/Travelcard on Oyster).....	<input type="checkbox"/> 25
Annual Season Ticket (including Travelcard/Travelcard on Oyster).....	<input type="checkbox"/> 10
Special promotion ticket e.g. Rover ticket.....	<input type="checkbox"/> 12
Rail Staff Pass/Privilege Ticket/Police Concession.....	<input type="checkbox"/> 17

C29: 317-318
 (14 - Don't know)

Other: Please write in 13

Q14b Is your ticket for your journey today?

First Class.....	<input type="checkbox"/> 1	Standard Class.....	<input type="checkbox"/> 2
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C2001: 2614-2615

Q15 Was your fare reduced because you have any of the following? If so, which one?

Did not use a railcard.....	<input type="checkbox"/> 1	Network Railcard.....	<input type="checkbox"/> 11
16-25 Railcard.....	<input type="checkbox"/> 2	Forces Railcard.....	<input type="checkbox"/> 10
Senior Railcard.....	<input type="checkbox"/> 3	Two Together Railcard.....	<input type="checkbox"/> 10
Family & Friends Railcard.....	<input type="checkbox"/> 4	GroupSave discount.....	<input type="checkbox"/> 10
Disabled Persons Railcard.....	<input type="checkbox"/> 5		

C30: 321-322
 (Code 9 recoded to code 8)

Other: Please write in 9

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

Q16 How would you rate **Halifax** station for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very	Did not use/no
Ticket buying facilities (if you bought at that station).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Provision of information about train times/platforms.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The upkeep/repair of the station buildings/platforms.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Cleanliness of the station.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The facilities and services at the station (e.g. toilets, shops, cafes etc.).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The availability of staff at the station.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The attitudes and helpfulness of the staff.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Facilities for car parking.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Facilities for bicycle parking.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Your personal security whilst using that station.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The overall station environment.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The provision of shelter facilities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Availability of seating.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The choice of shops/eating/drinking facilities available.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C31 : 361-362
 C32 : 363-364
 C33 : 365-366
 C34 : 367-368
 C35 : 369-370
 C1003: 872-873
 C36 : 371-372
 C37 : 373-374
 C38 : 375-376
 C1201: 2251-2252
 C702 : 679-680
 C39 : 377-378
 C2701 : 5211-5212
 C2702 : 5213-5214
 C2801 : 5217-5218

Q17 And how familiar are you with **Halifax** station?

▲ **C40: 389-390**

- Very familiar 1 Fairly familiar 2 Not very familiar 3 Not at all familiar 4 Don't know 5

Q18 While at **Halifax** station, did you ask staff for help or information?
(tick all that apply)

▲ **C41: 393-394
395-396
397-398
399-400
401-402**

- Yes - asked for help..... 1 Go to Q1
 Yes - asked for information..... 1 Go to Q2
 Couldn't find anyone to ask..... 1 Go to Q2
 No - didn't need help/information..... 1 Go to Q2

Q19 Overall, how satisfied were you with the way your request was handled?

▲ **C42: 403-404**

- Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5 Don't know/ no opinion 6

ALL ANSWER

▲ **C2104: 2705**

Q20a If you used an automatic ticket gate at **Halifax** station today, how easy did you find it to use?

- Very easy 1 Fairly easy 2 Neither easy nor difficult 3 Fairly difficult 4 Very difficult 5 Don't know/ not relevant 6

ONLY ANSWER Q20B IF YOU SAID FAIRLY OR VERY DIFFICULT REGARDING USING THE TICKET GATES IN Q20A

Q20b If you found the gates difficult to use, why was that?

▲ **C2105: 2706**

Q21 Overall how satisfied are you with **Halifax** station?

▲ **C2301: 5021-5022**

- Very satisfied 1 Fairly satisfied 2 Neither satisfied nor dissatisfied 3 Fairly dissatisfied 4 Very dissatisfied 5 Don't know/ no opinion 6

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED THIS AT HALIFAX

ALL ANSWER

Q22 Based on your experience **on that journey**, how satisfied were you with:

- | | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know/ no opinion |
|---|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|----------------------------|
| The frequency of the trains on that route..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Punctuality/reliability of the train (i.e. the train arriving/departing on time)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| The length of time the journey was scheduled to take..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| Connections with other train services..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| The value for money of the price of your ticket... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |

▲ **C43: 405-406**

▲ **C44: 407-408**

▲ **C45: 409-410**

▲ **C46: 411-412**

▲ **C47: 413-414**

Q23a 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
Cleanliness.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C48 : 415-416
Up keep and repair (condition of seats, walls, tables etc.).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C49 : 417-418
The provision of information during the journey.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C50 : 427-428
The availability of staff on the train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C1004 : 874-875
The helpfulness and attitude of staff on train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C51 : 467-468
The space for luggage.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C52 : 469-470
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C54 : 473-474
The comfort of the seating area.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C55 : 475-476
Space for bicycles.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C1202 : 2253-2254
The ease of being able to get on and off the train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C56 : 477-478
Your personal security whilst on board the train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C703 : 681-682
The toilet facilities.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C53 : 471-472

ONLY ANSWER Q23B IF YOU SAID FAIRLY OR VERY POOR REGARDING THE TRAIN TOILET FACILITIES IN Q23A

Q23b 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).

C2016: 2704

Q24 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
The cleanliness of the inside of the train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C902: 851-852
The cleanliness of the outside of the train.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	C903: 853-854

Q25 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"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C2703 : 5215-5216

Q26 Did you experience any delay either on this train or because the train you had planned to catch there cancelled? Again, please think **only of the train you first boarded at Halifax station directly after receiving the questionnaire.**

C61: 585-586

No delay..... 1 Go to Q31

Yes - minor delay..... 2 Go to Q27

Yes - serious delay..... 3 Go to Q27

Q27 What sort of delay did you experience? (*tick all that apply*)

C62 : 591-592

Train was late departing at the beginning of my journey..... 593-594

Train was late arriving at my destination..... 595-596

Train I had planned to catch was cancelled..... 2504-2505

Could not get on train as it was overcrowded..... 2506-2507

Took longer than expected to buy train ticket..... 2508-2509

Train I took to this station was late and I missed my connection..... 2510-2511

Crowding at station meant it took a long time to reach my platform and I missed my train..... 2512-2513

Lack of/poor information caused a delay to my journey..... 599-600

Other: Please write in 1

Q28 How long was your delay?

Hours:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Minutes:

C63: 601-602

C63: 603-604

C63: 605-608

Q29 How well do you think the train company dealt with this delay?

C64: 609-610

Very well	Fairly well	Neither well nor poorly	Fairly poorly	Very poorly	Don't know/ no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q30 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"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The accuracy of information given about the delay.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The usefulness of the information.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The speed with which information was provided.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The time taken to resolve the problem.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
The availability of alternative transport if the train service could not continue.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C1901: 2590-2591

C1902: 2592-2593

C1903: 2594-2595

C1904: 2596-2597

C1905: 2598-2599

C1906: 2600-2601

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

ALL ANSWER

Q31 Taking into account just **Halifax** 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?

C71: 795-796

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q32 Now thinking about mobile voice and data coverage whilst at **Halifax** station and/or travelling on the train. How satisfied were you with the reliability of 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"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Mobile data coverage for accessing the internet/emails <u>at the station</u>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Mobile phone reception for making calls <u>on the train</u>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Mobile data coverage for accessing the internet/emails <u>on the train</u>	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

C2501: 5151-5152

C2502: 5153-5154

C2503: 5155-5156

C2504: 5157-5158

Q33 If you made calls/sent texts during your train journey today, which mobile company did you use?

C2505 :

3.....	5159-5160	<input type="checkbox"/> 1
EE.....	5161-5162	<input type="checkbox"/> 1
O2.....	5163-5164	<input type="checkbox"/> 1
Orange.....	5165-5166	<input type="checkbox"/> 1
T-Mobile.....	5167-5168	<input type="checkbox"/> 1
Talkmobile.....	5169-5170	<input type="checkbox"/> 1
Tesco Mobile.....	5171-5172	<input type="checkbox"/> 1
Virgin Mobile.....	5173-5174	<input type="checkbox"/> 1
Vodafone.....	5175-5176	<input type="checkbox"/> 1
	5177-5178	<input type="checkbox"/> 1
	5179-5180	<input type="checkbox"/> 1

Other: Please write in

Did not make calls/send texts during the journey today..... 1

Q34 If you used mobile data services during your train journey today, which mobile company did you use? **C2506 :**

3..... **5183-5184**

EE..... **5185-5186**

O2..... **5187-5188**

Orange..... **5189-5190**

T-Mobile..... **5191-5192**

Talkmobile..... **5193-5194**

Tesco Mobile..... **5195-5196**

Virgin Mobile..... **5197-5198**

Vodafone..... **5199-5200**

Other: Please write in **5201-5202**

5203-5204

5205-5206

5207-5208

Wi-fi provided by train company..... **1**

Did not use mobile data services during the journey today..... **1**

Q35 Would you consider changing to a different mobile operator if they provided better coverage on your train journeys than your current provider? **C2507: 5209-5210**

Definitely consider **1**

Probably consider **2**

Probably would not consider **3**

Definitely would not consider **4**

Don't know/no opinion **5**

Q36 How long were you on the train that you got on at **Halifax** station? **C1702: 2528-2529**

Hours: **C1702: 2530-2531**

Minutes: **C1702: 2532-2535**

Q37 How often do you make the train journey that you were on today when handed this question? **C19: 65-66**

3 or more times a week..... **1 Go to Q38**

Once or twice a week..... **2 Go to Q38**

1 or 2 times a month..... **3 Go to Q38**

Once every 2-3 months..... **4 Go to Q42**

Once every 6 months..... **5 Go to Q42**

Less often..... **6 Go to Q42**

Never/first time today..... **7 Go to Q42**

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q38-Q41 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH

Q38 How long have you been using this route on a regular basis? **C20: 77-78**

Under 1 year..... **1**

1-4 years..... **2**

5-9 years..... **3**

10 years or more..... **4**

Q39 How would you describe a typical trip over the past month? **C22: 303-304**

I always get a seat..... **1**

I usually get a seat..... **2**

There are seats available but I prefer to stand..... **7**

I usually stand and it is crowded..... **4**

I usually stand and it is very crowded..... **5**

It varies..... **6**

Q40 How satisfied are you with the times when the ticket of/s **C905 : 856-857**

Very satisfied **1**

Fairly satisfied **2**

Neither satisfied nor dissatisfied **3**

Fairly dissatisfied **4**

Very dissatisfied **5**

Don't know/no opinion **6**

Q41 How often is your ticket checked?

▲ **C2302 : 5023-5024**

- Too often..... 1
- About right..... 2
- Not often enough..... 3

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?

▲ **C705: 685-686**

- Yes..... 1 Go to Q4
- No..... 2 Go to Q4

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

▲ **C706 : 687-688**

AT THE STATION

- Lack of station staff 1
- Lack of police officers..... 1
- Lack of other passengers 1
- Poor on-station lighting 1
- Lack of information 1
- Anti-social behaviour by other people at the station..... 1
- Saw actual vandalism or violence on the station 1
- Fear of terrorism..... 1

5123-5124
709-710
711-712
713-714
715-716
717-718
2338-2339
2344-2345

Other: Please write in

1

ON THE TRAIN

- Lack of on-train staff 1
- Lack of police officers..... 1
- Lack of other passengers 1
- Poor train lighting 1
- Lack of information 1
- Anti-social behaviour by other people on the train..... 1
- Saw actual vandalism or violence on the train..... 1
- Fear of terrorism..... 1

▲ **C706 : 719-720**

5125-5126
721-722
723-724
689-690
691-692
693-694
2340-2341
2346-2347

Other: Please write in

1

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q44 Which of these potential improvements do you think would be likely to assist you when planning future rail journeys? (*tick all that apply*)

▲ **C609 : 569-570**

- Better telephone enquiry/booking service..... 1
- Better Internet enquiry/booking service..... 1
- Better information facilities at stations..... 1
- Better ticket buying facilities at station ticket offices..... 1
- Better ticket buying facilities at station ticket machines..... 1
- Better route maps of the rail network..... 1
- Make timetables easier to read..... 1
- Better promotion of when advanced tickets will be available..... 1
- None of these..... 1

571-572
573-574
2602-2603
2604-2605
575-576
577-578
2620-2621
581-582
583-584
5133-5134

Other: Please write in

1

Q45 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)* ▲ **C714 : 775-776**

No.....	777-778
Yes - claimed for compensation on a weekly season ticket.....	779-780
Yes - claimed for compensation on a monthly or longer season ticket.....	781-782
Yes - claimed for compensation on a single/return ticket.....	783-784
Yes - complained (e.g. by letter/phone/email) but did not claim for compensation.....	785-786
Yes - complained (e.g. by letter/phone/email) and claimed for compensation.....	787-788

1 Go to Q4

IF YES, PLEASE ANSWER Q46 AND Q47 FOR THE MOST RECENT OCCASION

Q46 How satisfied were you with the way your complaint/claim was handled? ▲ **C73: 811-812**

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Go to Q48	Go to Q48	Go to Q48	Go to Q47	Go to Q47	Go to Q48

Q47 Why were you dissatisfied? *(tick all that apply)* ▲ **C505 : 453-454**

Insufficient compensation.....	455-456
Inappropriate form of compensation.....	457-458
Time taken to respond.....	459-460
Poor explanation given.....	461-462
Have not yet received a response.....	465-466
Other: Please write in	<input type="checkbox"/> 1

ALL ANSWER

Q48 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey? ▲ **C2804: 5223-5224**

Yes..... **1** Go to Q4

No..... **2** Go to Q5

Q49 Which of the following were the reason(s) for this? *(tick all that apply)* ▲ **C2805 : 5225-5226**

Passengers drinking/under the influence of alcohol.....	5227-5228
Passengers taking/under the influence of drugs.....	5229-5230
Abusive or threatening behaviour.....	5231-5232
Rowdy behaviour.....	5233-5234
Feet on seats.....	5235-5236
Music being played loudly.....	5237-5238
Smoking.....	5239-5240
Graffiti or vandalism.....	5241-5242
Other.....	5243-5244

1

1

ALL ANSWER

Q50 Please use the space below for any further comments you would like to make about your trip today or the rail service generally. ▲ **C999: 5999-6000**

1

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

Q51 Your age:

▲ **C10: 17-18**

▲ **C10: 17-18
8 - Not stated**

- | | | | |
|--------------|-----------------------------|--------------|----------------------------|
| 16 - 18..... | <input type="checkbox"/> 10 | 55 - 59..... | <input type="checkbox"/> |
| 19 - 25..... | <input type="checkbox"/> 11 | 60 - 64..... | <input type="checkbox"/> 6 |
| 26 - 34..... | <input type="checkbox"/> 2 | 65 - 69..... | <input type="checkbox"/> 9 |
| 35 - 44..... | <input type="checkbox"/> 3 | 70 - 80..... | <input type="checkbox"/> 0 |
| 45 - 54..... | <input type="checkbox"/> 4 | 81+..... | <input type="checkbox"/> - |

Q52 Are you:

▲ **C11: 19-20**

- | | |
|-------------|----------------------------|
| Male..... | <input type="checkbox"/> 1 |
| Female..... | <input type="checkbox"/> 2 |

Q53 Are you:

▲ **C12: 21-22**

- | | |
|------------------------|----------------------------|
| Working full time..... | <input type="checkbox"/> 1 |
| Working part time..... | <input type="checkbox"/> 2 |
| Not working..... | <input type="checkbox"/> 3 |
| Retired..... | <input type="checkbox"/> 4 |
| Full time student..... | <input type="checkbox"/> 5 |

Q54 Which of the following best describes the occupation of the Chief Wage Earner in your household?

▲ **C77: 822**

- | | |
|---|----------------------------|
| Professional/Senior Managerial..... | <input type="checkbox"/> 1 |
| Middle Managerial..... | <input type="checkbox"/> 2 |
| Junior Managerial/Clerical/Supervisory..... | <input type="checkbox"/> 3 |
| Skilled Manual (With professional qualifications/served an apprenticeship)..... | <input type="checkbox"/> 4 |
| Unskilled Manual (No qualifications/not served an apprenticeship)..... | <input type="checkbox"/> 5 |
| Full time student..... | <input type="checkbox"/> 6 |
| Retired..... | <input type="checkbox"/> 7 |
| Unemployed/Between jobs..... | <input type="checkbox"/> |
| Housewife/Househusband..... | <input type="checkbox"/> |

▲ **C77: 821-822**

Other: Please write in

▲ **C77: 821-822
10 - Not stated**

Q55 Do you regularly use the internet? (*tick all that apply*)

▲ **C1123 : 2237-2238
2239-2240
2241-2242
2243-2244**

- | | |
|-------------------|--------------------------|
| Yes, at home..... | <input type="checkbox"/> |
| Yes, at work..... | <input type="checkbox"/> |
| No..... | <input type="checkbox"/> |

Q56 To which of these ethnic groups do you consider you belong?

▲ **C1005: 876-877**

- | | | | |
|---------------------------------|-----------------------------|---|-----------------------------|
| White | | Black, Arab or Black/Arab British | |
| British..... | <input type="checkbox"/> 1 | Arab..... | <input type="checkbox"/> 16 |
| Any other White background..... | <input type="checkbox"/> 2 | Caribbean..... | <input type="checkbox"/> 11 |
| Mixed | | African..... | <input type="checkbox"/> 12 |
| White and Black Caribbean..... | <input type="checkbox"/> 3 | Any other Black/African/Caribbean background..... | <input type="checkbox"/> 13 |
| White and Black African..... | <input type="checkbox"/> 4 | | |
| White and Asian..... | <input type="checkbox"/> 5 | | |
| Any other Mixed background..... | <input type="checkbox"/> 6 | | |
| Asian or Asian British | | | |
| Indian..... | <input type="checkbox"/> 7 | | |
| Pakistani..... | <input type="checkbox"/> 8 | | |
| Bangladeshi..... | <input type="checkbox"/> 9 | | |
| Chinese..... | <input type="checkbox"/> 14 | | |
| Any other Asian background..... | <input type="checkbox"/> 10 | | |
| | | Other: Please write in | <input type="checkbox"/> 15 |

