



National Rail Passenger Survey (NRPS)

Proposed questionnaire changes

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We have annotated the Spring 2015 and Autumn 2014 questionnaires to indicate our proposed changes. Example questionnaire is from East Croydon but changes will be applied nationally. Questions have been colour-coded as follows:

Green – questions to remain in the ‘core’ questionnaire

Yellow – questions to be asked in the proposed supplementary questionnaires

Orange – proposed deletions from NRPS but for which we plan to seeking alternative sources for the information

Red – proposed deletions

Blue – wording/placement changes proposed; please see notes below for details of the proposed change

Questions to be asked in the proposed supplementary questionnaires may be asked of a proportion of the total sample, in alternate waves (or less frequently), etc.

The following detailed changes (indicated in the questionnaire with a blue highlight) are proposed. Question numbers below refer to the Spring questionnaire

- Survey introduction and closing wording to be reviewed
- Q1c – please note this question is used to reject ineligible returns, not for analysis
- Q8a – we propose moving this towards the end of the questionnaire
- Q15 – addition of “Gold Card” as a code
- Q16 – the code “The facilities and services at the station (e.g toilets, shops, cafes, etc.)” is too amorphous to be of value. (A separate code has been added in recent years for “The choice of shops/eating/drinking facilities available”). We propose to change the present code to be more focussed and actionable: “The toilet facilities at the station”
- Q23a – (i) drop the current code “Cleanliness” and replacing it with the two variables currently asked separately at Q24 and which duplicate it: “The cleanliness of the inside of the train” and “The cleanliness of the outside of the train”
- Q23a – (ii) drop the ambiguous code “The ease of being able to get on and off the train” as it is unclear whether this refers to crowding levels on the train or a passenger’s mobility issues
- Q24 – we see no reason for these two codes to stand alone and propose including them in the battery in Q23a (where they will replace the duplicated “Cleanliness” code)
- Q25 – replace the current single “Yes” code with two options that provide more detail: “Yes, and I used the facility” and “Yes, but I did not use the facility”
- Q30 – replace the respondent-defined assessment of “minor” and “major delay” with pre-coded delay durations of: “Up to 5 minutes; 6-10 mins; 11-20 mins; 21-30 mins; 31-60 mins; Over 60 minutes”
- Q32 – replace this question with the pre-coded delay durations proposed for Q30
- Q35 – renumber as part a) and insert a new question as part b) to measure passengers’ emotional experience of the journey (potentially using ‘smiley’ faces or some other non-verbal measure)
- Q67 – condense the answer codes to just the four categories (as shown in bold) plus “Other”
- Recontact details – drop telephone number

National Rail Passenger Survey Spring 2015

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 **East Croydon**. 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.....
No.....

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:

--

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

--

Route:

§17640022001N₇

TCL

1	2	3
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ALL ANSWER

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

- 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 One way trip only
- Return

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

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

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

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

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

- No: None..... Go to Q10
- Yes: Vision (e.g. blindness or partial sight)..... Go to Q8b
- Yes: Hearing (e.g. deafness or partial hearing)..... Go to Q8b
- Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs)..... Go to Q8b
- Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard)..... Go to Q8b
- Yes: Learning or understanding or concentrating..... Go to Q8b
- Yes: Memory..... Go to Q8b
- Yes: Mental health..... Go to Q8b
- Yes: Stamina or breathing or fatigue..... Go to Q8b
- Yes: Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)..... Go to Q8b

Other: Please write in

Go to Q8b

Q8b Does your condition or illness have an adverse effect on your ability to make journeys by rail?
 Yes, a lot..... Yes, a little..... Not at all.....

Q8c How satisfied are you that **East Croydon** 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

Q8d 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

Q8e 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 <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"/>
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
- In advance - via Apps..... Go to Q11
- On the day of travel at a station ticket office..... Go to Q12
- On the day of travel - ticket collected at station..... Go to Q12
- On the day of travel - bought from a ticket machine..... Go to Q12
- On the day of travel on the train..... Go to Q12
- On the day of travel - via the internet/a website..... Go to Q12
- On the day of travel - via Apps..... Go to Q12
- Used a season ticket..... Go to Q12
- Ticket was organised for me..... Go to Q12
- I used Pay as you Go on Oyster or other smartcard or payment card - non-season..... Go to Q12

Other: Please write in Go to Q12

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

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

ALL ANSWER

Q12 Was the ticket for your journey:

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

Other: Please write in

ALL ANSWER

Q13 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"/>

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

(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

Q14b Is your ticket for your journey today?

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

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

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

Other: Please write in

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

Q16 How would you rate **East Croydon** 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"/>

Q17 And how familiar are you with **East Croydon** station?

Very familiar

Fairly familiar

Not very familiar

Not at all familiar

Don't know

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

- Yes - asked for help..... Go to Q19
- Yes - asked for information..... Go to Q19
- Couldn't find anyone to ask..... Go to Q20a
- No - didn't need help/information..... Go to Q20a

Q19 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

ALL ANSWER

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

- Very easy
- Fairly easy
- Neither easy nor difficult
- Fairly difficult
- Very difficult
- Don't know/Not relevant

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

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

Q21 Overall how satisfied are you with **East Croydon** station?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know/No opinion

NOW THINK JUST ABOUT THE TRAIN YOU WERE ABOUT TO CATCH WHEN HANDED THIS QUESTIONNAIRE AT EAST CROYDON STATION

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	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"/>

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 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 Q23B IF YOU SAY 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).

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 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"/>

Q25 Was there any catering (food/drinks) available on the train you travelled on?

Yes..... **Go to Q27** Don't know..... **Go to Q26**
 No..... **Go to Q26**

Q26 If catering had been available, do you think you would have used it?

Yes..... **Go to Q29** Don't know..... **Go to Q29**
 No..... **Go to Q29**

Q27 What type of catering did you use? (tick all that apply)

None used..... **Go to Q29** The trolley service..... **Go to Q28**
 The buffet..... **Go to Q28** Restaurant service..... **Go to Q28**

Q28 Overall, how satisfied were you with the catering service on that train?

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"/>

Q29 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"/>

Q30 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 East Croydon station directly after receiving the questionnaire.

No delay..... **Go to Q35**
 Yes - minor delay..... **Go to Q31**
 Yes - serious delay..... **Go to Q31**

Q31 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

Q32 How long was your delay?

Hours: Minutes:

Q33 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"/> |

Q34 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

Q35 Taking into account just **East Croydon** 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"/> |

Q36 How long were you on the train that you got on at **East Croydon** station?

Hours: Minutes:

Q37 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 Q38 | Once every 6 months..... | <input type="checkbox"/> Go to Q44 |
| Once or twice a week..... | <input type="checkbox"/> Go to Q38 | Less often..... | <input type="checkbox"/> Go to Q44 |
| 1 or 2 times a month..... | <input type="checkbox"/> Go to Q38 | Never/first time today..... | <input type="checkbox"/> Go to Q44 |
| Once every 2-3 months..... | <input type="checkbox"/> Go to Q44 | | |

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE
ANSWER Q38-Q43 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?

- | | | | |
|-------------------|--------------------------|-----------------------|--------------------------|
| Under 1 year..... | <input type="checkbox"/> | 5-9 years..... | <input type="checkbox"/> |
| 1-4 years..... | <input type="checkbox"/> | 10 years or more..... | <input type="checkbox"/> |

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

- I always get a seat..... I usually stand and it is crowded.....
I usually get a seat..... I usually stand and it is very
There are seats available but I prefer crowded.....
to stand..... It varies.....

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

- Very Neither
satisfied satisfied satisfied nor
dissatisfied dissatisfied Very
dissatisfied opinion/
don't know
-

Q41 How often is your ticket checked?

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

Q42 Were timetable changes introduced onto your route in mid December?

- Yes..... Go to Q43
No..... Go to Q44
Don't know..... Go to Q44

Q43 The result of timetable changes on my route are:

- | | | | | | | |
|----------------------------|--|--|---|---|---|---|
| Crowding | Much higher
levels of
crowding
<input type="checkbox"/> | Slightly
higher levels
of crowding
<input type="checkbox"/> | No difference
to levels of
crowding
<input type="checkbox"/> | Slightly
lower levels
of crowding
<input type="checkbox"/> | Much lower
levels of
crowding
<input type="checkbox"/> | Don't know/
No opinion
<input type="checkbox"/> |
| Journey time | A much
longer
journey time
<input type="checkbox"/> | Slightly
longer
journey time
<input type="checkbox"/> | No difference
to journey
time
<input type="checkbox"/> | Slightly
shorter
journey time
<input type="checkbox"/> | A much
shorter
journey time
<input type="checkbox"/> | Don't know/
No opinion
<input type="checkbox"/> |
| Train
frequency | Much less
frequent
trains
<input type="checkbox"/> | Slightly
less frequent
trains
<input type="checkbox"/> | No difference
to
frequency
<input type="checkbox"/> | Slightly
more frequent
trains
<input type="checkbox"/> | Much more
frequent
trains
<input type="checkbox"/> | Don't know/
No opinion
<input type="checkbox"/> |

SECTION 4: ACCESS TO RAIL NETWORK

WE WOULD NOW LIKE TO ASK YOU SOME QUESTIONS ABOUT THE OTHER METHODS OF TRANSPORT YOU USED, AS PART OF THE OVERALL JOURNEY YOU WERE MAKING WHEN HANDED THIS QUESTIONNAIRE

ALL ANSWER

Q44 Which methods of transport did you use to get to East Croydon station where you were handed the questionnaire? (tick all that apply)

- On foot/walked.....
Bicycle (parked at or near station).....
Bicycle (taken onto train).....
Motorbike.....
Bus/Coach.....
Tram/light Rail.....
Underground train.....
Over ground (National Rail) train.....
Taxi.....
Car parked at or near station.....
Car - dropped off.....
Air/sea.....

Other: Please write in

Q45 Is there an alternative method of transport you would like to have used to get to **East Croydon** station if circumstances were different?

Yes..... Go to Q46 No..... Go to Q48

Q46 Which alternative method of transport would you like to have used if it had been available?

- On foot/walking.....
- Bicycle (parked at or near station).....
- Bicycle (taken onto train).....
- Motorbike.....
- Bus/Coach.....
- Tram/light Rail.....
- Underground train.....
- Over ground (National Rail) train.....
- Taxi.....
- Car parked at or near station.....
- Car - dropped off.....
- Air/sea.....

Other: Please write in

Q47 Which, if any, of these additional facilities/services would have enabled you to use this alternative method of transport to get to **East Croydon** station?

(tick all that apply)

- | | |
|---|--|
| Improved lighting on approach to station... <input type="checkbox"/> | Help with luggage..... <input type="checkbox"/> |
| Improved pavements on approach to station..... <input type="checkbox"/> | More frequent bus/coach service..... <input type="checkbox"/> |
| Bus/cycle lane on approach to station..... <input type="checkbox"/> | Discounted fares..... <input type="checkbox"/> |
| More car/motorbike parking space..... <input type="checkbox"/> | Combined fares with train..... <input type="checkbox"/> |
| Secure car/motorbike parking space..... <input type="checkbox"/> | Direct/non stop service..... <input type="checkbox"/> |
| More bicycle parking space..... <input type="checkbox"/> | Help with disabilities..... <input type="checkbox"/> |
| Secure bicycle parking space..... <input type="checkbox"/> | Better connection timings between trains & buses..... <input type="checkbox"/> |
| Cheaper parking..... <input type="checkbox"/> | Transport available earlier/later..... <input type="checkbox"/> |
| Ability to take bicycle onto train..... <input type="checkbox"/> | Preferred transportation not available..... <input type="checkbox"/> |
| More convenient drop off point..... <input type="checkbox"/> | Better location of bus stop..... <input type="checkbox"/> |
| More convenient pick up point..... <input type="checkbox"/> | None of these..... <input type="checkbox"/> |

Other: Please write in

ALL ANSWER

Q48 Which methods of transport did you use to get from the station when you finished your train journey? **(tick all that apply)**

- | | |
|---|---|
| On foot/walking..... <input type="checkbox"/> | Underground train..... <input type="checkbox"/> |
| Bicycle (parked at or near station)..... <input type="checkbox"/> | Over ground (National Rail) train..... <input type="checkbox"/> |
| Bicycle (taken onto train)..... <input type="checkbox"/> | Taxi..... <input type="checkbox"/> |
| Motorbike..... <input type="checkbox"/> | Car parked at or near station..... <input type="checkbox"/> |
| Bus/Coach..... <input type="checkbox"/> | Car - picked up..... <input type="checkbox"/> |
| Tram/light Rail..... <input type="checkbox"/> | Air/sea..... <input type="checkbox"/> |

Other: Please write in

Q49 Did you take a bicycle on the train during this journey?

Yes..... Go to Q50
No..... Go to Q52

Q50 Did you need to book to take the bicycle on this train?

Yes..... Go to Q51
No..... Go to Q52
Don't know..... Go to Q52

Q51 How satisfied were you with these booking arrangements?

Very
satisfied

Fairly
satisfied

Neither satisfied
nor dissatisfied

Fairly
dissatisfied

Very
dissatisfied

Don't know/No
opinion

ALL ANSWER

Q52 Thinking about the whole journey you were making, of which the train journey was a part, how long did the whole journey take from the time you started out until the time you got to your final destination?

- Less than 30 minutes.....
- 30 - 59 minutes.....
- 1 hour - 1 hour 59 minutes.....
- 2 hours - 2 hours 59 minutes.....
- 3 hours - 3 hours 59 minutes.....
- 4 hours or more.....

Q53 If any part of your journey involved changing between trains, did you feel that all aspects of this connection (from planning through to actually changing trains) were handled adequately?

- Did not make a connection..... Go to Q55
- Yes - handled adequately..... Go to Q55
- No - not handled adequately..... Go to Q54

Q54 Which aspects of your connection do you feel were not adequately handled? (*tick all that apply*)

- Not enough information when planning the journey.....
- Not enough information at station where the journey started.....
- Not enough information at station where connection made.....
- Had difficulty finding connecting train.....
- Not enough time between trains.....
- Had too much time between trains.....
- Had difficulty negotiating platform changes.....
- Had difficulty reading signs.....

Other: Please write in

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q55 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.....

Other: Please write in

None of these.....

Q56 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 Q59
- Yes - claimed for compensation on a weekly season ticket..... Go to Q57
- Yes - claimed for compensation on a monthly or longer season ticket..... Go to Q57
- Yes - claimed for compensation on a single/return ticket..... Go to Q57
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... Go to Q57
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... Go to Q57

IF YES, PLEASE ANSWER Q57 AND Q58 FOR THE MOST RECENT OCCASION

Q57 How satisfied were you with the way your complaint/claim was handled?

- | | | | | | |
|--|--|---|---|---|--|
| Very
satisfied
<input type="checkbox"/>
Go to Q59 | Fairly
satisfied
<input type="checkbox"/>
Go to Q59 | Neither
satisfied nor
dissatisfied
<input type="checkbox"/>
Go to Q59 | Fairly
dissatisfied
<input type="checkbox"/>
Go to Q58 | Very
dissatisfied
<input type="checkbox"/>
Go to Q58 | Don't know/
No opinion
<input type="checkbox"/>
Go to Q59 |
|--|--|---|---|---|--|

Q58 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

Q59 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey?

- Yes..... Go to Q60 No..... Go to Q61

Q60 Which of the following were the reason(s) for this? (*tick all that apply*)

- | | |
|--|---|
| Passengers drinking/under the influence of alcohol..... <input type="checkbox"/> | Feet on seats..... <input type="checkbox"/> |
| Passengers taking/under the influence of drugs..... <input type="checkbox"/> | Music being played loudly..... <input type="checkbox"/> |
| Abusive or threatening behaviour..... <input type="checkbox"/> | Smoking..... <input type="checkbox"/> |
| Rowdy behaviour..... <input type="checkbox"/> | Graffiti or vandalism..... <input type="checkbox"/> |
| | Other..... <input type="checkbox"/> |

ALL ANSWER

Q61 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.

Q62 Your age:

- | | |
|---------------------------------------|---------------------------------------|
| 16 - 18..... <input type="checkbox"/> | 55 - 59..... <input type="checkbox"/> |
| 19 - 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"/> |

Q63 Are you:

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

Q64 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"/> | |

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D D M M Y Y

National Rail Passenger Survey Autumn 2014

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.....
No.....

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:

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

Route:

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TCL

1 2 3

Q28 How long was your delay?

(Hours)

(Minutes)

Q29 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

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"/>	<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

Q31 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"/>

Q32 How did you spend your time on the train you got on at London Bridge station?

	Tick all that apply	Tick one spent most time on
Sleeping/snoozing.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading for leisure.....	<input type="checkbox"/>	<input type="checkbox"/>
Working/studying (reading/writing/thinking).....	<input type="checkbox"/>	<input type="checkbox"/>
Talking to other passengers.....	<input type="checkbox"/>	<input type="checkbox"/>
Window gazing/people watching.....	<input type="checkbox"/>	<input type="checkbox"/>
Listening to music/radio/Podcast.....	<input type="checkbox"/>	<input type="checkbox"/>
Watching a film/video.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/phone calls - work.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/phone calls - personal.....	<input type="checkbox"/>	<input type="checkbox"/>
Checking emails.....	<input type="checkbox"/>	<input type="checkbox"/>
Internet browsing.....	<input type="checkbox"/>	<input type="checkbox"/>
Accessing social networking sites.....	<input type="checkbox"/>	<input type="checkbox"/>
Eating/drinking.....	<input type="checkbox"/>	<input type="checkbox"/>
Caring for someone travelling with you (including children).....	<input type="checkbox"/>	<input type="checkbox"/>
Playing games (electronic or otherwise).....	<input type="checkbox"/>	<input type="checkbox"/>
Being bored.....	<input type="checkbox"/>	<input type="checkbox"/>
Being anxious about the journey (e.g. delays or where to get off).....	<input type="checkbox"/>	<input type="checkbox"/>
Planning onward or return journey.....	<input type="checkbox"/>	<input type="checkbox"/>

Other: Please write in

Q33 Thinking about the time you spent on the train from London Bridge, which one of the following statements do you most agree with?

- I made very worthwhile use of my time on this train today.....
- I made some use of my time on this train today.....
- My time spent on this train today is wasted time.....

Q34 Which of the following did you **have at hand** on the train from **London Bridge**, and which did you **use?** (tick all that apply)

	Have at hand	Use
Newspaper.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading book.....	<input type="checkbox"/>	<input type="checkbox"/>
Text book.....	<input type="checkbox"/>	<input type="checkbox"/>
Magazine.....	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork.....	<input type="checkbox"/>	<input type="checkbox"/>
Games/puzzles.....	<input type="checkbox"/>	<input type="checkbox"/>
Food/drink.....	<input type="checkbox"/>	<input type="checkbox"/>
Laptop computer.....	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone (calls and texts).....	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone (multi-function device with mobile internet).....	<input type="checkbox"/>	<input type="checkbox"/>
Portable DVD player.....	<input type="checkbox"/>	<input type="checkbox"/>
MP3 player/music player (e.g. iPod).....	<input type="checkbox"/>	<input type="checkbox"/>
Games console.....	<input type="checkbox"/>	<input type="checkbox"/>
eBook reader/tablet computer (e.g. Kindle, iPad etc).....	<input type="checkbox"/>	<input type="checkbox"/>

Q35 To what extent had you planned in advance how you would spend the time on this train?

- A lot.....
- A little.....
- Very little as I always use my journey time the same way.....
- Not at all.....

Q36 Which **one** of the following statements do you **most** agree with concerning today's journey?
How I could use my time today when travelling was ...

- The main reason for choosing to travel by train.....
- One of the important factors in choosing to travel by train.....
- Not an important factor in choosing to travel by train.....

Q37 To what extent did any electronic devices (music player, games console, laptop, mobile phone, tablet computer etc) you had with you today make the time you spent on this train better?

- A lot.....
- A little.....
- Not at all.....
- Not applicable.....

Q38 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"/>

Q39 How long were you on the train that you got on at **London Bridge** station?

Hours: Minutes:

Q40 How often do you make the train journey that you were on today when handed this questionnaire?

- 3 or more times a week..... Go to Q41
- Once or twice a week..... Go to Q41
- 1 or 2 times a month..... Go to Q41
- Once every 2-3 months..... Go to Q45
- Once every 6 months..... Go to Q45
- Less often..... Go to Q45
- Never/first time today..... Go to Q45

SECTION 3: FOR FREQUENT USERS OF THIS ROUTE

ANSWER Q41-Q44 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH

Q41 How long have you been using this route on a regular basis?

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

Q42 How would you describe a typical trip over the past month?

- I always get a seat.....
- I usually get a seat.....
- There are seats available but I prefer to stand.....
- I usually stand and it is crowded.....
- I usually stand and it is very crowded.....
- It varies.....

Q43 How satisfied are you with the times when the ticket office is open on this route?

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

Q44 How often is your ticket checked?

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

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

Q45 During the last six months, have you had cause to worry about your personal security whilst making a train journey?

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

Q46 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 |
| Lack of police officers..... <input type="checkbox"/> | people at the station..... <input type="checkbox"/> |
| Lack of other passengers..... <input type="checkbox"/> | Saw actual vandalism or |
| Poor on-station lighting..... <input type="checkbox"/> | violence on the station..... <input type="checkbox"/> |
| Lack of information..... <input type="checkbox"/> | Fear of terrorism..... <input type="checkbox"/> |

Other: Please write in

ON THE TRAIN

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

Other: Please write in

ALL ANSWER

Q47 To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know/No opinion
Police and railway security staff are interested in the everyday safety concerns of people who travel by train...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can rely on the police to respond quickly to emergencies on the railway.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel that the police and railway security staff are doing enough to prevent crime on the railway.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I often see police or security staff whilst travelling on the railway.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would feel comfortable approaching the police during my train journey or at a train station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If a problem occurs during my train journey I know how to report it to the police.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what to do to keep myself safe during my train journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had contact with a police officer on the railway they would treat me with respect.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: GENERAL INFORMATION

ALL ANSWER

Q48 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

Q49 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 Q52**
- Yes - claimed for compensation on a weekly season ticket..... **Go to Q50**
- Yes - claimed for compensation on a monthly or longer season ticket..... **Go to Q50**
- Yes - claimed for compensation on a single/return ticket..... **Go to Q50**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... **Go to Q50**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... **Go to Q50**

IF YES, PLEASE ANSWER Q50 AND Q51 FOR THE MOST RECENT OCCASION

Q50 How satisfied were you with the way your complaint/claim 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"/>
Go to Q52	Go to Q52	Go to Q52	Go to Q51	Go to Q51	Go to Q52