

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

		:		
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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:

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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:

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

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Route:

I	M
---	---

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TCL

1	2	3
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ALL ANSWER

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

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

Other: Please write in

Don't know.....

SECTION 2: YOUR JOURNEY TODAY

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

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

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

- Outward 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 **London Bridge** station met your needs as a passenger with a long term illness or disability?

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

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

ALL ANSWER

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

- In advance - booked over phone..... **Go to Q11**
- In advance at station..... **Go to Q11**
- In advance via travel agent..... **Go to Q11**
- In advance - via the internet/a website..... **Go to Q11**
- 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 use Pay as you Go on Oyster or other smartcard or payment card - non-season..... **Go to Q12**

Other: Please write in

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

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"/>					
The range of tickets available.....	<input type="checkbox"/>					
Ease of ticket purchase.....	<input type="checkbox"/>					

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

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

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

Other: Please write in

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 LONDON BRIDGE STATION WHERE YOU WERE WHEN GIVEN THIS QUESTIONNAIRE

Q16 How would you rate **London Bridge** station for:

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

Q17 And how familiar are you with **London Bridge** station?

Very familiar

Fairly familiar

Not very familiar

Not at all familiar

Don't know

Q18 While at **London Bridge** 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 **London Bridge** 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 **London Bridge** 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 QUESTIONNAIRE AT LONDON BRIDGE

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"/>					
Up keep and repair (condition of seats, walls, tables etc.).....	<input type="checkbox"/>					
The provision of information during the journey.....	<input type="checkbox"/>					
The availability of staff on the train.....	<input type="checkbox"/>					
The helpfulness and attitude of staff on train.....	<input type="checkbox"/>					
The space for luggage.....	<input type="checkbox"/>					
Sufficient room for all the passengers to sit/stand.....	<input type="checkbox"/>					
The comfort of the seating area.....	<input type="checkbox"/>					
Space for bicycles.....	<input type="checkbox"/>					
The ease of being able to get on and off the train.....	<input type="checkbox"/>					
Your personal security whilst on board the train.....	<input type="checkbox"/>					
The toilet facilities.....	<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"/>					
The cleanliness of the outside of the train.....	<input type="checkbox"/>					

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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

- No delay..... **Go to Q31**
 Yes - minor delay..... **Go to Q27**
 Yes - serious delay..... **Go to Q27**

Q27 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

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"/>					
The accuracy of information given about the delay.....	<input type="checkbox"/>					
The usefulness of the information.....	<input type="checkbox"/>					
The speed with which information was provided.....	<input type="checkbox"/>					
The time taken to resolve the problem.....	<input type="checkbox"/>					
The availability of alternative transport if the train service could not continue.....	<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 every 6 months..... **Go to Q45**
- Once or twice a week..... **Go to Q41** Less often..... **Go to Q45**
- 1 or 2 times a month..... **Go to Q41** Never/first time today..... **Go to Q45**
- Once every 2-3 months..... **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
satisfied | Fairly
satisfied | Neither
satisfied nor
dissatisfied | Fairly
dissatisfied | Very
dissatisfied | No
opinion/
don't know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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	Dis-agree	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

Q51 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

Q52 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.

Q53 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"/> |

Q54 Are you:

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

Q55 Are you:

- Working full time.....
- Working part time.....
- Not working.....
- Retired.....
- Full time student.....

Q56 Which of the following best describes the occupation of the Chief Wage Earner in your household?

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

Other: Please write in

Q57 Do you regularly use the internet (*tick all that apply*)?

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

Q58 To which of these ethnic groups do you consider you belong?

White

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

Mixed

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

Asian or Asian British

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

Black, Arab or Black/Arab British

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

Other: Please write in

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

Name:

Telephone number:

Email address:

Thank you for your help in completing this questionnaire.

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



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



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

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

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

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