

# National Rail Passenger Survey Spring 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](http://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 **East Croydon**. 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:

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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 .....
- Return .....
- One way trip only .....

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

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

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

- Travelling with heavy/bulky luggage/other large items.....
- Travelling with a pushchair.....
- Travelling with a folding bicycle.....
- Travelling with a non-folding bicycle.....
- Travelling with a dog.....
- Travelling with a helper.....
- Travelling with a mobility scooter.....
- 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   |
| <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**  
 On the day of travel at a station ticket office.....  **Go to Q12**  
 On the day of travel from a ticket machine.....  **Go to Q12**  
 On the day of travel on the train.....  **Go to Q12**  
 Using a season ticket.....  **Go to Q12**  
 Stored value smartcard e.g. Oyster.....  **Go to Q12**  
 Other methods of purchase.....  **Go to Q12**  
 Ticket was organised for me.....  **Go to Q12**  
 Ticket sent to mobile.....  **Go to Q12**  
 e-ticket.....  **Go to Q12**  
 Ticket printed off at home.....  **Go to Q12**

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

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

**ALL ANSWER**

**Q12** How would you rate the following:

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

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

**Q13b** Is your ticket for your journey today?

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

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

- |   |   |
|---|---|
| Did not use a railcard..... <input type="checkbox"/>    | Disabled Persons Railcard..... <input type="checkbox"/> |
| 16-25 Railcard..... <input type="checkbox"/>            | Network Railcard..... <input type="checkbox"/>          |
| Senior Railcard..... <input type="checkbox"/>           | Forces Railcard..... <input type="checkbox"/>           |
| Family & Friends Railcard..... <input type="checkbox"/> | GroupSave discount..... <input type="checkbox"/>        |

Other: Please write in

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

**Q15** 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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>
Availability of seating.....	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>

**Q16** And how familiar are you with **East Croydon** station?

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

**Q17** While at **East Croydon** station, did you ask staff for help or information?

*(tick all that apply)*

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

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

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

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

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

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

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

**Q20** Overall how satisfied are you with **East Croydon** station?

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

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

**ALL ANSWER**

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

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

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

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

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

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

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

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

**Q24** Was there any catering (food/drinks) available on the train you travelled on?

Yes.....  **Go to Q26** Don't know.....  **Go to Q25**  
 No.....  **Go to Q25**

**Q25** If catering **had** been available, do you think you would have used it?

Yes.....  **Go to Q28** Don't know.....  **Go to Q28**  
 No.....  **Go to Q28**

**Q26** What type of catering did you use? (**tick all that apply**)

None used.....  **Go to Q28** The trolley service.....  **Go to Q27**  
 The buffet.....  **Go to Q27** Restaurant service.....  **Go to Q27**

**Q27** 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"/>

**Q28** 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"/>

**Q29** 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 Q34**  
 Yes - minor delay.....  **Go to Q30**  
 Yes - serious delay.....  **Go to Q30**

**Q30** 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

**Q31** How long was your delay?

Hours:

Minutes:

**Q32** 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

**Q33** 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 poor	Fairly poor	Very poor	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**

**Q34** 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

**Q35** How long were you on the train that you got on at **East Croydon** station?

Hours:

Minutes:

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

- 3 or more times a week.....  **Go to Q37**      Once every 6 months.....  **Go to Q43**  
Once or twice a week.....  **Go to Q37**      Less often.....  **Go to Q43**  
1 or 2 times a month.....  **Go to Q37**      Never/first time today.....  **Go to Q43**  
Once every 2-3 months.....  **Go to Q43**

**SECTION 3: FOR FREQUENT USERS OF THIS ROUTE**

**ANSWER Q37-Q42 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH**

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

Under 1 year.....   
1-4 years.....

5-9 years.....   
10 years or more.....

**Q38** 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.....

**Q39** 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

**Q40** How often is your ticket checked?

Too often.....   
About right.....

Not often enough.....

**Q41** Were timetable changes introduced onto your route in mid December?

- Yes.....  **Go to Q42**  
 No.....  **Go to Q43**  
 Don't know.....  **Go to Q43**

**Q42** The result of timetable changes on my route are:

<b>Crowding</b>	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"/>
<b>Journey time</b>	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"/>
<b>Train frequency</b>	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**

**Q43** 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

**Q44** 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 Q45** No.....  **Go to Q47**

**Q45** 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



**Q46** 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**

**Q47** 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

**Q48** Did you take a bicycle on the train during this journey?

- Yes.....  **Go to Q49**  
 No.....  **Go to Q51**

**Q49** Did you need to book to take the bicycle on this train?

- Yes.....  **Go to Q50**  
 No.....  **Go to Q51**  
 Don't know.....  **Go to Q51**

**Q50** 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    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**ALL ANSWER**

**Q51** 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.....

**Q52** 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 Q54**  
 Yes - handled adequately.....  **Go to Q54**  
 No - not handled adequately.....  **Go to Q53**

**Q53** 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: SECURITY ON THE RAILWAY**

**PLEASE THINK ABOUT ALL THE OCCASIONS IN THE LAST SIX MONTHS (INCLUDING TODAY), WHEN YOU HAVE TRAVELLED BY TRAIN**

**Q54** 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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>

**SECTION 6: 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.. <input type="checkbox"/>                     | Better ticket buying facilities at station ticket machines..... <input type="checkbox"/>  |
| Better Internet enquiry/booking service..... <input type="checkbox"/>                   | Better route maps of the rail network..... <input type="checkbox"/>                       |
| Better information facilities at stations..... <input type="checkbox"/>                 | Make timetables easier to read..... <input type="checkbox"/>                              |
| Better ticket buying facilities at station ticket offices..... <input type="checkbox"/> | Better promotion of when advanced tickets will be available..... <input type="checkbox"/> |

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

**Q65** 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 (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

**Q66** Do you regularly use the internet? (*tick all that apply*)

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

**Q67** To which of these ethnic groups do you consider you belong?

- |  |  |
|--|--|
| <b>White</b>   | <b>Black, Arab or Black/Arab British</b>                                   |
| British..... <input type="checkbox"/>                    | Arab..... <input type="checkbox"/>   |
| Any other white background..... <input type="checkbox"/> | Caribbean..... <input type="checkbox"/>                                    |
| <b>Mixed</b>   | African..... <input type="checkbox"/>                                      |
| White and Black Caribbean..... <input type="checkbox"/>  | Any other Black/African/Caribbean background..... <input type="checkbox"/> |
| White and Black African..... <input type="checkbox"/>    |  |
| White and Asian..... <input type="checkbox"/>            |  |
| Any other Mixed background..... <input type="checkbox"/> |  |
| <b>Asian or Asian British</b>                            |  |
| Indian..... <input type="checkbox"/>                     |  |
| Pakistani..... <input type="checkbox"/>                  |  |
| Bangladeshi..... <input type="checkbox"/>                |  |
| Chinese..... <input type="checkbox"/>                    |  |
| Any other Asian background..... <input type="checkbox"/> |  |

Other: Please write in

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

Name:

Telephone number:

Email address:

**Thank you for your help in completing this questionnaire.**

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



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



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

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

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

If you have any questions about this survey, please feel free to contact Rebecca Joyner at BDRCC Continental on 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.