

Passenger Focus

**National Passenger Survey**

**DETAILED TECHNICAL  
SURVEY OVERVIEW**

**Autumn 2009/Spring 2010  
(Waves 21/22)**

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# NATIONAL PASSENGER SURVEY

## DETAILED TECHNICAL SURVEY OVERVIEW

### Table of Contents

<b>1.</b>	<b>Background.....</b>	<b>1</b>
<b>2.</b>	<b>Sample design .....</b>	<b>2</b>
2.1.	Overview .....	2
2.2.	Detailed sampling plan.....	2
2.3.	Assigning days of week and times of day to selected stations ....	4
2.4.	Sample size.....	7
2.5.	Virtual TOCs.....	9
2.6.	Weighting .....	9
2.7.	Questionnaire distribution .....	11
2.8.	Data verification .....	12
2.9.	Response rates .....	14
<b>3.</b>	<b>Derivation of key factors affecting customer satisfaction.....</b>	<b>16</b>
<b>4.</b>	<b>Glossary of terms .....</b>	<b>20</b>
<b>5.</b>	<b>Deliverables.....</b>	<b>22</b>
<b>6.</b>	<b>KPI's .....</b>	<b>24</b>

APPENDIX A: Results of multivariate analysis

APPENDIX B: Questionnaires

APPENDIX C: Definition of PTE areas

APPENDIX D: Weighting regime: main survey

APPENDIX E: Journey Purpose definition

## **1. Background**

Passenger Focus (and before it OPRAF and the Strategic Rail Authority) set up the National Passenger Survey (NPS) in 1999. The aim of the NPS was to provide customer views on rail company performance on a consistent basis, so that comparisons could be made between the various companies. Over time, data from the NPS has been built into the franchising contracts with train companies, making the results an important commercial dimension of running a Train Operating Company (TOC). Given this, the sample design, fieldwork standards and accuracy of assigning journeys to specific TOCs are of the greatest importance. In addition, large enough sample sizes are required for each TOC to ensure that performance changes can be seen in the marketplace.

The first NPS was run in Autumn 1999 and it has been run twice a year since then. The first seven waves were undertaken by The Oxford Research Agency, until the contract was offered at competitive tender in Autumn 2002. In December 2002, Continental Research was appointed to run the survey from Spring 2003 until Spring 2007. In early 2007, Continental Research was reappointed to run the survey until Spring 2010 (subsequently extended to Spring 2011).

The questionnaire is fairly consistent from one wave to another, with some questions included in just Spring or Autumn waves to limit length. Questionnaire comprehension and completeness is tested regularly via qualitative research, the last such check being in 2007. This check produced a number of helpful suggestions regarding layout and style and confirmed that there were no key aspects of station and train performance that were not covered by NPS.

This document outlines the methodology used in the Autumn 2009 and Spring 2010 surveys, the fourteenth and fifteenth undertaken by Continental Research (waves 21 and 22 overall). The aim of this document is to provide information on all key aspects of methodology, including all area definitions used to generate analyses.

## **2. Sample design**

### **2.1. Overview**

NPS uses a two stage cluster sample design for each Train Operating Company. The first stage sampling unit is a train station and questionnaires are then distributed to passengers using that station on a particular day during a specified time period.

Stations are selected for each TOC using a pps (probability proportionate to size) basis, using the estimated number of passengers as the size measure. A large station may be selected several times. Days of the week and times of day are then assigned to each selected station, using profiles for different types of station. Finally, the sampling points are assigned to weeks at random during the survey period.

### **2.2. Detailed sampling plan**

The key principles of the sample design are as follows.

- The railway network is divided into basic building blocks. These are the current Train Operating Companies, but with virtually all TOCs now divided into subsets (called building blocks). The rationale for this approach is to enable existing, planned and also previous franchises to be measured by combining data from relevant building blocks – and increasingly to allow TOCs to align NPS results to business units monitored for other, mainly operational and financial metrics. This allows TOCs to compare e.g. actual punctuality measured by PPM with perceived punctuality measured by passengers for each of these individual business units. Some building blocks are based on groups of stations but most are based on routes
- For the Autumn 2009 wave (wave 20), new building blocks were constructed as follows, in addition to those used in previous waves:

- Crosscountry – divided into six blocks
  - Birmingham - Manchester
  - Birmingham - North East And Scotland
  - Birmingham - South Coast
  - Birmingham - South West
  - Birmingham - Stansted
  - Nottingham – Cardiff
- East Coast – divided into two building blocks
  - Newcastle & Scotland
  - West Yorkshire
- Northern – divided into five building blocks
  - Lancashire & Cumbria
  - Manchester & Liverpool
  - South & East Yorkshire
  - Tyne Tees & Wear
  - West & North Yorkshire
- Scotrail – divided into four blocks
  - Interurban
  - Rural
  - Strathclyde
  - Interurban
- Virgin – divided into six blocks
  - Birmingham - Scotland
  - London - Liverpool
  - London - Manchester
  - London - North Wales
  - London - Scotland
  - London – Wolverhampton
- In the spring 2010 wave (wave 21), Southeastern was divided into three building blocks
  - High Speed
  - Mainline
  - Metro

- There are now 78 building blocks which are the principal sampling units for the survey. The only TOCs which do not have building blocks are c2c (a fairly simple route structure) and the non-franchised TOCs covered in the survey (Heathrow Express, Heathrow Connect, Grand Central and Wrexham & Shropshire)
- Some of the building blocks are station based, some route based. For the station based blocks, the number of journeys for each station originally calculated for the TOC was assigned to that station in its building block. For route based building blocks, some stations appear in more than one building block. In these situations, passenger volumes were split between building blocks
- Stations were then selected probability proportional to this derived passenger volume figure for each building block. This means that the larger stations will be selected several times and very small stations will have a low probability of selection. When the sampling plan is updated, the small stations selected may therefore vary significantly from the previous plan, whereas the sample of larger stations will tend to be quite consistent
- Hull Trains was included in the Spring 2010 wave on an experimental basis, with a target sample size of 250
- The sampling plan is completely updated every 2-3 years, with small modifications made to the existing plan in intervening periods

### **2.3. Assigning days of week and times of day to selected stations**

A day of week is then assigned at random to each shift, in proportion to the day of week profile provided by the TOCs

- All shifts were allocated a three hour duration
- A time of day was then initially assigned, with probability proportional to passenger volumes. The day of week profiles were determined separately for city centre and other stations and separately for weekdays and weekends. The table below shows the time of day distributions that were initially used for this assignment

**Time of day profile of passenger journeys  
(derived from Wave 9 NPS data)**

city centres	%	%	%
Time band	Weekday	Weekend	Total
06:00 – 10:00	8.02	0.33	8.35
10:01 – 13:00	19.48	15.88	35.36
13:01 – 16:00	22.01	5.91	27.91
16:01 – 19:00	25.32	0.37	25.69
19:01 – 22:00	2.52	0.16	2.68
Total	77.35	22.65	100.00

other stations			
Time band	Weekday	Weekend	Total
06:00 – 10:00	48.73	0.51	49.24
10:01 – 13:00	27.93	10.78	38.70
13:01 – 16:00	5.98	0.79	6.77
16:01 – 19:00	4.99	0.04	5.03
19:01 – 22:00	0.26	0.00	0.26
Total	87.88	12.12	100.00

In the Roberts-Miller Review of NPS undertaken in 2005/6, it was recommended that the time of day profiles were amended to more equalise the number of outward and return journeys. Ever since NPS started in 1999, this pattern of over representation of outward trips had been observed and initially the profile was around two thirds of reported journeys being outward journeys.

In Wave 9 – the second run by Continental – a number of shifts starting at 7 pm were introduced, as previously all shifts had been completed by that time. This made an impact into rebalancing outward and return journeys, reducing the former by around 4% and boosting return journeys.

	W6	W7	W8	W9	W10	W11	W12	W13	W14	W15	W16
OUTWARD	67	66	68	64	63	63	62	64	64	64	64
RETURN	28	28	29	33	34	34	34	32	33	33	33
ONE WAY TRIP ONLY	4	5	2	3	3	3	3	3	3	3	3
DON'T KNOW/ NO ANSWER	1	1	1	1	1	1	1	1	0	0	1

The consultants recommendation was to move more shifts from morning to evening peak to improve this rebalancing and this was recommended in our 2007 retendering document, with a suggestion to add 100 shifts in the evening period; this would have allowed analysis on the old basis (excluding these 100 shifts) and the new basis (incorporating them at the expense of 100 existing, morning shifts). This suggestion was deemed too expensive and a decision was made to move 100 shifts from the morning peak to the evening peak. This change was incorporated into the allocation of shifts to time of day for Wave 17, with approximately 100 shifts moved from the original morning peak time generated by the above procedure to an evening peak time. The result has rebalanced outward and return journeys more, as shown by the table below, with outward journeys in Waves 17 onwards now representing 52-54% rather than the 62-64% in earlier waves.

	w12	w13	w14	w15	w16	w17	w18	w19	w20	w21	w22
OUTWARD	62	64	63	64	64	52	53	54	54	54	54
RETURN	34	32	33	33	33	44	44	42	41	42	42
ONE WAY TRIP ONLY	3	3	3	3	3	3	3	3	4	3	3
DON'T KNOW/NO ANSWER	1	1	1	0	1	1	0	1	1	1	1



## 2.4. Sample size

Each TOC has a target sample size. Initially, this was set at 500 for each TOC. However, the sample size for all London and South East TOCs was raised to 1,000, to allow separate analysis of peak and off-peak journeys. The complex route structure for National Express East Anglia, South Eastern, Southern and South West Trains led to the sample sizes for each of these franchises being increased to 1,500.

All long distance services (GNER/East Coast, First Great Western, Midland Mainline, Virgin West Coast, Virgin CrossCountry and TransPennine Express) were increased to 1,000 sample size in 2001.

First ScotRail sample size was increased to 1,000 due to its complexity, whilst Island Line was reduced to 250 and then 100 due to its simplicity. Distribution of questionnaires at stations was found impractical for Island Line, due to the short time between ferry and train arrival/departure times, so questionnaires are handed out on the trains. A similar approach applies for Heathrow Connect, Grand Central and Wrexham & Shropshire, where the sample sizes are 500 reflecting a fairly simple operating structure for each.

Sample sizes for Arriva Trains Wales, TransPennine Express and Northern Rail were set at 750, 1,000 and 1,000 respectively, reflecting the relative complexity of the routes making up these franchises.

Finally, sample sizes for First Great Western, National Express East Anglia, First Capital Connect and South West Trains were set at the sum of the sample sizes of their constituent parts (2750, 2000, 1500 and 1750 respectively) to enable TOC reports for each part of the new franchise to be produced and compared with earlier waves. For example, this was done for original FGW, FGWL, Wessex, Thameslink and WAGN.

In the Spring 2010 wave, Passenger Focus authorised temporary boosts to the overall sample sizes as follows:

**For individual TOCs:**

- 500 on Northern to total of 1,500 – case is complexity and size of franchise
- 500 on FTPE to total of 1,500 - case is complexity and size of franchise
- 500 on Virgin to total of 1,500- case is complexity and size of franchise
- 500 on CrossCountry to total of 1,500 - has a number of different routes and quite long routes – case is LSE Southern TOCs with sample sizes 1500+
- 250 on London Overground (to take it back to 1,000 sample size) - case is that was the sample size in W20 (TfL decided to not boost the wave 21 autumn 09 survey)
- 250 on Arriva Trains Wales - current sample size is 750. Not huge number of passengers, but fairly complex route network – case is based on complexity
- 250 on South Eastern - we are now covering the high speed route within a constant sample size of 1,500. This means that the traditional part of the franchise has seen the sample size reduce to accommodate inclusion of the new route and it would be good to redress that – case is other TOCs where franchise has grown (e.g. NXEA and FGW)

**For individual building blocks:**

- 50 on FCC - THAMESLINK SOUTH – to meet target that TOC would ideally like
- 50 on SCOTRAIL – RURAL – to get to 100 on building block
- 50 on MERSEYRAIL – WIRRAL – to meet target that TOC would ideally like
- 75 on NORTHERN - TYNE TEES & WEAR – to get to 100 on small building block
- 25 on Island line – to get to 100 on building block
- 50 on Virgin – London-Liverpool – to get to 100 on building block

## **2.5. Virtual TOCs**

As well as providing data for existing TOCs, NPS also provides data for a number of “virtual” TOCs. For the Autumn 2009 Wave, these “virtual” TOCs were:

- the new TfL franchise (the London Bridge to West Croydon line part of Southern plus Silverlink metro)
- the remainder of Southern, excluding Gatwick Express
- the extended Gatwick Express service to Brighton
- A number of original TOCs which are now building blocks including the constituent parts of First Great Western, the constituent parts of Southern, Island Line, WAGN and Thameslink

Data is also produced for the six PTE areas in England and Scotland (Centro, West Yorkshire, South Yorkshire, Greater Manchester, Strathclyde and Nexus). Each PTE area except Nexus has a notional target sample of 500 interviews. The Nexus area is so small that any journey starting in the Nexus area counts towards the PTE analysis and the target sample size is 250. The definition of which stations fall in each PTE area is at Appendix E.

## **2.6. Weighting**

Although the sample is designed to generate the right number of responses from each type of station, differential response rates mean this does not exactly happen in practice. Furthermore, although the sample shifts are allocated to days and times to generate the “right” profile of passengers, weighting is employed to ensure that the estimates provide sound estimates that do relate to the TOC as a whole. Finally, the gradual increase in building blocks, often with differential sampling rates, means that weighting is required to correct deliberate sampling imbalances.

An extreme case of this is for SWT, where 1500 interviews are conducted on the mainline part of the franchise and 100 on the Island Line. This 15:1 ratio for sampling is then weighted to reflect a 200:1 ratio when weighting to the respective numbers of journeys, meaning that Island Line questionnaires are substantially downweighted in the results for the overall TOC. Similar considerations apply for other TOCs where building blocks have been used so that weighted and unweighted sample sizes by building block (and subsequently by station) show increasing divergence.

The questionnaires analysed for each TOC building block are weighted by station size stratum. The data for each TOC is then weighted by:

- weekday/weekend
- journey purpose (Commuter/Business/Leisure)

and grossed up to the estimated number of passenger journeys for that TOC building block. This means that the weighted data for a number of TOCs can be simply aggregated (e.g. to generate data for a virtual TOC or a TOC type).

All the data used in this weighting was updated in Summer 2008. Data from the DeltaRail system was used to estimate journeys starting from each station for each TOC, and was sent out by Passenger Focus for verification, along with the existing weights for journey purpose and day of week. TOCs updated these figures in some cases (for example the introduction of the high speed services for southeastern resulted in new weightings by building block, day of week and journey purpose); Appendix E gives the resultant data used in the weighting regime for the main survey in Spring 2010.

## 2.7. Questionnaire distribution

The key features of the way questionnaires are distributed are:

- Questionnaires are handed out evenly across an interviewing shift, to ensure as wide a spread of passenger types and journeys as possible
- Passengers are given a self completion questionnaire and a reply paid envelope
- The passenger's name and phone number are taken, for back checking purposes
- For the Spring 2003 wave onwards, the time of giving out the questionnaire was noted as well as the customer's sex and observable age
- Passengers were also asked the purpose of their journey, using the same codes as in the questionnaire itself
- On some shifts, only passengers for a selected TOC are given questionnaires. Apart from on these shifts, questionnaires are given to any passengers about to board a train
- Questionnaires are station specific, with the station name and the TOCs calling at the station pre-printed on the questionnaire (except for the questionnaires distributed on train, where the passenger is asked to tick the station where they board the train from a pre printed list)
- From the Spring 2003 wave onwards, all questionnaires have an 11 digit serial number pre-printed. The first four digits are a station code, the next four a shift code and the final three a sequence number
- From the Spring 2004 wave onwards, the station name is personalised throughout the questionnaire and all questionnaires are scanned rather than having data punched

All distribution of questionnaires occurs between 06:00 and 22:00, during a three hour shift. The number of questionnaires distributed depends upon the station, day of week and time of day and ranges from 75 at a busy city centre station on a weekday to 15 at a small rural station.

Prior to Wave 17, all interviewing shifts had been at one of the times 06:00-09:00, 07:00-10:00, 10:00-13:00, 13:00-16:00, 16:00-19:00 and 19:00-22:00. In Wave 17, again taking on board one of the recommendations in the NPS Review, all three hour time periods from 06:00-09:00 to 19:00-22:00 were used. This gives a better spread of journeys across the day and ensures more later evening journeys from 19:00 onwards (as these can now be picked up in shifts commencing 17:00, 18:00 and 19:00 rather than just those commencing at 19:00 as in previous waves).

Most shifts for the non franchised TOCs (Grand Central, Heathrow Connect, Heathrow Express, Hull Trains and Wrexham & Shropshire) are conducted on train, as this is the only practical way of ensuring a sufficiently large sample of customers. Island Line shifts are also conducted on train, as the passenger numbers at each station are very low.

## **2.8. Data verification**

Many checks are undertaken on NPS data, before a questionnaire is allowed to pass through for analysis. Most of these revolve around checking that the journey claimed by the respondent is feasible.

The questionnaire now asks the respondent to record where they disembarked from the train they boarded when given the questionnaire (Q1b). The respondent is also asked to list any subsequent stations where they changed trains and their final destination (Q2b/c). There is a need to check that the first leg journey as recorded is feasible and also that the destination of this leg is served by the TOC the respondent claimed to use. We also code the origin and destination of the train the respondent uses, in addition to where they boarded and left that train.

When questionnaires are received back from respondents, these initial checks are carried out using the electronic railway timetable, from Rail Planner. The checks that are made are:

- Does a train leave the origin station at the time stated by the respondent?
- If so, is it a service of the TOC defined by the respondent?
- If so, does it call at the station written in at Q1b?
- If so, is this station different from the origin station?
- If so, accept the data. If not, set aside for further investigation
- Does the train terminate at a Central London station and if so, is this before 10:00 on a weekday? This question is used to define morning peak journeys in the London and South East sector.

The data entry system does not accept any journey that violates any of these tests. Such questionnaires set aside are investigated by the research executive team. From the Autumn 2004 Wave onwards, a question has been added to the questionnaire, to identify if any part of the first leg of the passenger journey was undertaken by replacement bus service, rather than by train. All such journeys are eliminated from the database, so that all journeys monitored by NPS now include train only journeys, with no part by replacement bus service.

If a stated time is just a minute or two different from a journey which is valid in all other respects (correct TOC, destination called at by train, no other TOC runs a service near this time), then the journey time may be altered and the questionnaire accepted.

Once the questionnaire has been scanned, a set of reports highlighting potential errors and unusual incidences is produced, which act as final checks that journeys are valid. These Reports include identifying any questionnaires where:

- The origin and destination station are not valid for the TOC used
- The origin and destination station are the same
- The origin and destination of the train service itself are not valid for the TOC used

Where building blocks are station based, the journey can be assigned to a TOC building block by reference to the TOC and the station where the passenger boarded.

Where building blocks are route based, the assignment uses rules based upon the station of boarding and alighting and the origin and destination of the train. If all of these stations can only come from one building block, the assignment is made electronically; if the journey could have been assigned to more than one building block, an exception report is prepared as a prelude to manual assignment of the journey to a building block.

## **2.9. Response rates**

In the main Autumn 2009 survey (Wave 21):

- 102,780 questionnaires were printed and sent to fieldworkers
- 91,260 questionnaires were distributed to passengers (the remainder were not distributed due to insufficient numbers of passengers at small stations)
- 26,849 valid questionnaires were used in the analysis (29% response rate of validated questionnaires arriving in time)

Of the questionnaires returned but not used in the main analysis in Wave 21:

- 784 arrived after the cut off date
- 1093 were for TOCs already well over their target sample size
- 1128 had no train time or destination entered on the questionnaire
- 230 had a train time inconsistent with the time of the shift
- 503 had time, date or journeys issues meaning journey could not be validated
- 229 were completely blank
- 155 did not answer the journey purpose question (and so could not be included as this is used as part of the weighting regime)
- 15 were for passengers using London Underground services
- 24 were for passengers using Hull Trains



Adding the 4,161 questionnaires that were returned but not used increases the response rate of the Autumn 2009 surveys to 34%.

In the main Spring 2010 survey (wave 22):

- 129,770 questionnaires were printed and sent to fieldworkers
- 108,570 questionnaires were distributed to passengers (the remainder were not distributed due to insufficient numbers of passengers at small stations)
- 31,617 valid questionnaires were used in the analysis (29% response rate of validated questionnaires arriving in time)

Of the questionnaires returned but not used in the main analysis in Wave 22:

- 292 arrived after the cut off date
- 1297 had no train time or destination entered on the questionnaire
- 830 had a train time inconsistent with the time of the shift
- 82 had time, date or journeys issues meaning journey could not be validated
- 138 came from shifts that were undertaken at the incorrect station
- 367 were completely blank
- 2 did not answer the journey purpose question (and so could not be included as this is used as part of the weighting regime)
- 33 were for passengers using London Underground services

Adding the 3,041 questionnaires that were returned but not used increases the response rate of the Spring 2010 surveys to 32%. These response rates are similar to the overall response rate that has been achieved in previous waves of NPS (Autumn is usually better than Spring), although there are indications of a small but steady decline over time.

### **3. Derivation of key factors affecting customer satisfaction**

Before the first wave of NPS was undertaken in Autumn 1999, TORA undertook some preliminary research. The aim of this research was to identify all the issues that passengers felt important to them as part of their rail journeys, so that all such issues could be monitored in NPS.

This initial research comprised:

- a qualitative element (eight focus groups and seven depth interviews among disabled customers), to generate the list of dimensions passengers viewed as important to them
- a quantitative element (conjoint analysis) to rank these dimensions and identify the most important of them

From this initial research, a list of 25 key factors was derived, and these have been used in all 22 waves of NPS. Two additional measures, relating to personal security at the station and on the train, were added in Autumn 2002, bringing the total number of factors to 27.

One element of the new contract awarded to Continental Research in December 2002 was a requirement to validate the list of dimensions used since Autumn 1999, and see if it was still relevant. There were two aspects to this:

- Are all the factors currently measured important to rail passengers in evaluating their journeys
- Are there any factors missing from the current list

Two approaches were used to answer this:

- Multivariate analysis was undertaken on all data from Waves 1 to 7, to see how much of the variation in overall journey satisfaction was explained by the 25 factors collected in each of those waves. The notion here was that if most of the variation in overall journey satisfaction was explained by these factors, there were unlikely to be any key missing factors. In the event, only around 65% of the total variation in overall journey satisfaction was accounted for, suggesting that other factors might be present
- Further qualitative research was therefore undertaken in May 2003, to try and identify any missing dimensions. Eight focus groups were undertaken, covering leisure, commuter and business travellers and covering both urban, suburban and rural locations. The key conclusion was that for frequent passengers, there were no measures on the following:
  - Presence of staff on the station
  - Presence of staff on the train
  - Cleanliness of the outside of the train
  - Cleanliness of the inside of the train

These factors have been incorporated into the questionnaire – the cleanliness questions from Autumn 2003 and the availability of staff from Spring 2004 (these availability questions were originally only asked of regular travellers on a route but this was changed to all respondents in the Spring 2004 survey).

Overall satisfaction with today's journey is also measured. The full list of 31 factors used is as shown overleaf. Multivariate analysis is now undertaken every wave – nationally, by TOC type and by individual TOC – to determine the relative importance of each factor in influencing overall trip satisfaction. The results from this multivariate analysis are shown at Appendix A.

In addition to these measures, the questionnaire monitors many other aspects of passenger journeys, and is shown at Appendix B. At stations in Wales, a Welsh version is offered to respondents.

**Full List of 30 factors measured in NPS and used in the analysis:****12 STATION FACTORS:****\*Ticket buying facilities****\*Provision of information about train times / platforms**

The upkeep/ repair of the station buildings/ platforms

**\*Cleanliness of the station**

The facilities and services at the station

The attitudes and helpfulness of the staff

Connections with other forms of public transport

**\*Facilities for car parking****\*The overall station environment**

\*Your personal security whilst using that station

How request to station staff was handled

Availability of staff at the station

**18 TRAIN FACTORS:****\*The frequency of the trains on that route****\*Punctuality / reliability (i.e. the train arriving / departing on time)****\*The length of time the journey was scheduled to take (speed)****\*Connections with other train services****\*The value for money for the price of your ticket****\*Up keep and repair of the train**

\*The provision of information during the journey

The helpfulness and attitude of staff on train

**\*The space for luggage**

The toilet facilities

**\*Sufficient room for all the passengers to sit / stand****\*The comfort of the seating area**

\*The ease of being able to get on and off the train

\*Your personal security whilst on board the train

\*Availability of staff on the train

Cleanliness of the train (not used in the multivariate analysis)

\*Cleanliness of the inside of the train

\*Cleanliness of the outside of the train

\*How well train company dealt with delays

All the dimensions are rated by respondents on five point verbal scales, either a satisfaction scale or a good/poor scale. There is a final option for did not use/no opinion. Those marked with an asterisk in the above list are the significant factors identified from the national multivariate analysis in Wave 21/22 combined. Those emboldened were identified as key from the initial conjoint analysis. As can be seen, there is considerable consistency in the key drivers of satisfaction, with punctuality being the most important driver of satisfaction.

From Wave 17 onwards, we have also identified key drivers of dissatisfaction. These are shown in the table below, for Wave 21/22 combined. As can be seen, how a train company dealt with delays is the key driver of dissatisfaction.

	NATIONAL
<b>STATION FACTORS</b>	
TICKET BUYING FACILITIES	0%
PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	0%
THE ATTITUDES AND HELPFULNESS OF THE STAFF	0%
FACILITIES FOR CAR PARKING	0%
THE AVAILABILITY OF STAFF AT THE STATION	0%
THE OVERALL STATION ENVIRONMENT	1%
YOUR PERSONAL SECURITY WHILST USING THAT STATION	0%
HOW REQUEST WAS HANDLED	2%
<b>TRAIN FACTORS</b>	
THE FREQUENCY OF THE TRAINS ON THAT ROUTE	3%
PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING O	19%
THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	7%
CONNECTIONS WITH OTHER TRAIN SERVICES	1%
THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	1%
THE PROVISION OF INFORMATION DURING THE JOURNEY	1%
THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	0%
THE SPACE FOR LUGGAGE	0%
SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	3%
THE COMFORT OF THE SEATING AREA	1%
THE EASE OF BEING ABLE TO GET ON AND OFF THE TRAIN	5%
YOUR PERSONAL SECURITY WHILST ON BOARD THE TRAIN	1%
THE CLEANLINESS OF THE INSIDE OF THE TRAIN	3%
HOW TRAIN COMPANY DEALT WITH DELAYS	52%

#### 4. Glossary of terms

Certain terms are used throughout the NPS and these are defined here, for convenience.

**Central London** stations are any of the following:

Blackfriars	Kings Cross	Paddington
Cannon Street	Liverpool Street	St Pancras
Charing Cross	London Bridge	Victoria
City Thameslink	Marylebone	Waterloo
Euston	Moorgate	Waterloo East
Fenchurch Street		

**Journey purpose** provides a categorisation of passenger journeys. Journeys are defined as Commuter, Business or Leisure, using the codes at Appendix E.

**Peak** journeys for journeys in London and the South East are defined as weekday journeys for which the train terminates (or passes through for First Capital Connect) at a Central London station before 10:00 or departs from a Central London Station between 16:00 and 19:00

**Shift** is a period during which a fieldworker distributes questionnaires to rail passengers

**TOC** is a Train Operating Company

**TOC type** classifies each TOC into one of three types, currently as follows:

---

<b>London &amp; South East</b>	<b>Long Distance</b>	<b>Regional</b>
c2c	CrossCountry	Arriva Trains Wales
Chiltern Railways	East Coast	Merseyrail
First Capital Connect	East Midlands	Northern Rail
First Great Western	First TransPennine Express	ScotRail
London Midland	Virgin	
London Overground		
National Express East Anglia		
Southern		
Southeastern Trains		
South West Trains		

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## 5. Deliverables

A wide range of reports are produced from the NPS data each wave. The key reports are defined below:

Report	Produced for
TOC Reports	Produced for each TOC, virtual TOC and PTE area and sent both electronically and hard copy
TOC tables	Data tables produced for each TOC and sent electronically
TOC demographic Report	A short electronic report which profiles passengers of the TOC
Consultees Report	Electronic and hard copy produced for all TOCs and a range of Consultees
Summary	A report providing trend data for each TOC by wave which is used to generate the Passenger Focus NPS report
BTP	An SPSS file produced for BTP covering the questions on security and the BTP
Best in class	A report which determines the best result for any TOC in each TOC type, which is used to set benchmarks
Multivariate analysis	Key drivers nationally, for each TOC type and each TOC
Field Report	A document detailing the field operation
Overview Report	This report, outlining the key elements of NPS

Other reports include large station reports, personal security at stations, a peak/off peak report and reports for each PTE area and reports for a number of virtual TOCs. The latter are amalgams of routes representing TOCs that used to exist or TOCs that are planned for the future. For the latter, these reports provide a performance history which can be used to benchmark the performance of the new Toc once it starts operations.



All reports are supplied electronically to Passenger Focus on a CD at the end of each wave. The TOC Reports and Consultees Report are also distributed in hard copy format to a distribution list mandated by Passenger Focus.

In addition, access to the raw data itself and to the verbatim comments written in by respondents is available online. Please see the Passenger Focus website or at <http://www.npsreportal.org.uk/> for further details of this online system.

## 6. KPI's

The new contract from Autumn 2007 onwards suggested monitoring Key Performance Indicators. We have included here performance against the target sample sizes for each train company.

	TARGET	Wave 21	TARGET	Wave 22
Arriva Trains Wales	750	793	1000	1018
C2C	1000	1054	1000	1058
Chiltern Railways	1000	1072	1000	1062
Crosscountry	1000	1051	1500	1593
East Coast	1000	1032	1000	1154
East Midlands Trains	1000	1010	1000	1131
First Capital Connect	1500	1554	1550	1636
First Great Western	2750	2901	2750	2945
First Transpennine Express	1000	1057	1500	1548
London Midland	1000	1070	1000	1074
London Overground	750	857	1000	1012
Merseyrail	500	506	550	651
National Express East Anglia	2000	2016	2000	2172
Northern Rail	1000	1094	1575	1633
Scotrail	1000	1033	1050	1092
South West Trains	1750	1819	1775	1888
Southeastern	1500	1514	1750	1999
Southern	2000	2132	2000	2628
Virgin West Coast	1000	1098	1550	1763
Grand Central*	500	540	500	574
Heathrow Connect*	500	536	500	526
Heathrow Express*	500	566	500	542
Hull Trains*			250	366
Wrexham And Shropshire*	500	544	500	552

TOCs marked \* are non franchised operators included in NPS, but not part of many of the published results.

Target sample sizes were met for all TOCs in each of Wave 21 and Wave 22, including the boosts undertaken for Wave 22.

## Appendix A

### Results of multivariate analysis – drivers of satisfaction

The % of variance shows how much of the variation in overall passenger satisfaction is explained by that factor. Data is analysed for the two waves in a year combined, to provide a larger sample size for this analysis at TOC level.

The analysis uses the % satisfied – overall and with each factor – as the input data. Although this has less variance than the full 1-5 scale, it is the % satisfaction that is the key metric and which forms the basis of TOC targets. It therefore makes more sense to base the key driver analysis on this measure rather than the full 1-5 scale.

Just under half of the variation in overall passenger satisfaction is explained by the rating on punctuality/reliability, making this by far the most important driver of overall satisfaction. Just over half of the variation in overall dissatisfaction is explained by dissatisfaction in how the train company handled any delays, making this by far the most important driver of trip dissatisfaction.

Train factors remain far more important drivers of passenger satisfaction than station factors.

Where a figure is shown as 0%, this means the factor is a significant driver of overall satisfaction but the percentage is below 0.5% (but still above zero).

Where no figure is shown, this means the factor is not a significant driver of overall trip satisfaction.

## Drivers of satisfaction – W21/22 combined

	NATIONAL
<b>STATION FACTORS</b>	
TICKET BUYING FACILITIES	1%
PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	2%
THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	
CLEANLINESS OF THE STATION	0%
THE FACILITIES AND SERVICES AT THE STATION	
THE ATTITUDES AND HELPFULNESS OF THE STAFF	
CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT E.G. BU	
FACILITIES FOR CAR PARKING	0%
THE AVAILABILITY OF STAFF AT THE STATION	
THE OVERALL STATION ENVIRONMENT	3%
YOUR PERSONAL SECURITY WHILST USING THAT STATION	0%
HOW REQUEST WAS HANDLED	
<b>TRAIN FACTORS</b>	
THE FREQUENCY OF THE TRAINS ON THAT ROUTE	7%
PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING O	42%
THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	9%
CONNECTIONS WITH OTHER TRAIN SERVICES	0%
THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	4%
UP KEEP AND REPAIR OF THE TRAIN	0%
THE PROVISION OF INFORMATION DURING THE JOURNEY	1%
THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	
THE SPACE FOR LUGGAGE	0%
THE TOILET FACILITES	
SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	5%
THE COMFORT OF THE SEATING AREA	5%
THE EASE OF BEING ABLE TO GET ON AND OFF THE TRAIN	8%
YOUR PERSONAL SECURITY WHILST ON BOARD THE TRAIN	1%
THE AVAILABILITY OF THE STAFF ON THE TRAIN	0%
THE CLEANLINESS OF THE INSIDE OF THE TRAIN	12%
THE CLEANLINESS OF THE OUTSIDE OF THE TRAIN	1%
HOW TRAIN COMPANY DEALT WITH DELAYS	0%
TOTAL VARIANCE	100%

## Drivers of dissatisfaction – W21/22 combined

	NATIONAL
<b>STATION FACTORS</b>	
TICKET BUYING FACILITIES	0%
PROVISION OF INFORMATION ABOUT TRAIN TIMES/ PLATFORMS	0%
THE UPKEEP/ REPAIR OF THE STATION BUILDINGS/ PLATFORMS	
CLEANLINESS OF THE STATION	
THE FACILITIES AND SERVICES AT THE STATION	
THE ATTITUDES AND HELPFULNESS OF THE STAFF	0%
CONNECTIONS WITH OTHER FORMS OF PUBLIC TRANSPORT E.G. BU	
FACILITIES FOR CAR PARKING	0%
THE AVAILABILITY OF STAFF AT THE STATION	0%
THE OVERALL STATION ENVIRONMENT	1%
YOUR PERSONAL SECURITY WHILST USING THAT STATION	0%
HOW REQUEST WAS HANDLED	2%
<b>TRAIN FACTORS</b>	
THE FREQUENCY OF THE TRAINS ON THAT ROUTE	3%
PUNCTUALITY/ RELIABILITY (I.E. THE TRAIN ARRIVING/ DEPARTING O	19%
THE LENGTH OF TIME THE JOURNEY WAS SCHEDULED TO TAKE (SPEED)	7%
CONNECTIONS WITH OTHER TRAIN SERVICES	1%
THE VALUE FOR MONEY FOR THE PRICE OF YOUR TICKET	1%
UP KEEP AND REPAIR OF THE TRAIN	
THE PROVISION OF INFORMATION DURING THE JOURNEY	1%
THE HELPFULNESS AND ATTITUDE OF STAFF ON TRAIN	0%
THE SPACE FOR LUGGAGE	0%
THE TOILET FACILITES	
SUFFICIENT ROOM FOR ALL THE PASSENGERS TO SIT/STAND	3%
THE COMFORT OF THE SEATING AREA	1%
THE EASE OF BEING ABLE TO GET ON AND OFF THE TRAIN	5%
YOUR PERSONAL SECURITY WHILST ON BOARD THE TRAIN	1%
THE AVAILABILITY OF THE STAFF ON THE TRAIN	
THE CLEANLINESS OF THE INSIDE OF THE TRAIN	3%
THE CLEANLINESS OF THE OUTSIDE OF THE TRAIN	
HOW TRAIN COMPANY DEALT WITH DELAYS	52%
TOTAL VARIANCE	100%

## Appendix B

Questionnaires (Autumn 2009 and Spring 2010)

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## National Rail Passenger Survey Autumn 2009

Passenger Focus is undertaking a national survey to research passengers' experiences of rail travel. Passenger Focus is the official, independent consumer organisation representing the interests of rail passengers nationally. The rail companies, government bodies and passenger groups pay close attention to the results of these surveys and as a result services are often improved. To help Passenger Focus represent the views of rail passengers, we would appreciate a little of your time to complete this questionnaire.

- Please fill in the questionnaire when you have completed your train journey.
- This questionnaire only relates to national rail. Please exclude underground.
- 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 Glasgow Central. At which station did you get off this train?

Please write in name of station: \_\_\_\_\_

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

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

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

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

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

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

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

\_\_\_\_\_

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

\_\_\_\_\_

Route:

TCL    

1	2	3
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**All answer**

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

- National Express East Coast.....  Northern Rail.....
- First ScotRail.....  CrossCountry.....
- Virgin Trains.....
- First TransPennine Express.....

Other: Please write in

Don't Know.....

**Section 2: Your journey today**

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

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

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

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

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

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

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

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

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

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

Other: Please write in

**Go to Q8b**



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

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

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

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

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

Yes.....  **Go to Q9**

No.....  **Go to Q10**

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

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

**All answer**

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

In advance - booked over phone.....  **Go to Q11**

In advance at station.....  **Go to Q11**

In advance via travel agent.....  **Go to Q11**

In advance - via the internet/a website.....  **Go to Q11**

On the day of travel at a station ticket office.....  **Go to Q12**

On the day of travel from a ticket machine.....  **Go to Q12**

On the day of travel on the train.....  **Go to Q12**

Using a season ticket.....  **Go to Q12**

Stored value smartcard e.g. Oyster.....  **Go to Q12**

Other methods of purchase.....  **Go to Q12**

Ticket was organised for me.....  **Go to Q12**

**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 **Glasgow Central**?

- 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.....
- Freedom pass.....

Other: Please write in

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

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

**Only answer Q13c if you say yes you were aware of any restrictions at Q13b**

**Q13c** What restrictions were you aware of?

**Q13d** Is your ticket for your journey today?

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

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

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

Other: Please write in

**Now we'd like your opinion of Glasgow Central station where you were when given this questionnaire.**

**Q15** How would you rate **Glasgow Central** 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"/>

**Q16** And how familiar are you with **Glasgow Central** station?

Very familiar <input type="checkbox"/>	Fairly familiar <input type="checkbox"/>	Not very familiar <input type="checkbox"/>	Not at all familiar <input type="checkbox"/>	Don't know <input type="checkbox"/>
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**Q17** While at **Glasgow Central** station, did you ask staff for help or information?  
(tick all that apply)

Yes - asked for help..... <input type="checkbox"/>	<b>Go to Q18</b>
Yes - asked for information..... <input type="checkbox"/>	<b>Go to Q18</b>
Couldn't find anyone to ask..... <input type="checkbox"/>	<b>Go to Q19</b>
No - didn't need help or information..... <input type="checkbox"/>	<b>Go to Q19</b>

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

Very satisfied <input type="checkbox"/>	Fairly satisfied <input type="checkbox"/>	Neither satisfied nor dissatisfied <input type="checkbox"/>	Fairly dissatisfied <input type="checkbox"/>	Very dissatisfied <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
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**Now think just about the train you were about to catch when handed this questionnaire at Glasgow Central**

**All answer**

**Q19** 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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>

**Q20a** 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 Q20b if you say fairly or very poor regarding the train toilet facilities (in Q20a)**

**Q20b** 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).

**Q21** 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	Did not use/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"/>

**All answer**

**Q22** 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 Glasgow Central station directly after receiving the questionnaire.**

- No delay.....  **Go to Q27**
- Yes - minor delay.....  **Go to Q23**
- Yes - serious delay.....  **Go to Q23**

**Q23** 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 the train on the 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

**Q24** How long was your delay?

Hours:	Minutes:
<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>

**Q25** How well do you think the train company dealt with this delay?

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

**Q26** How well do you rate the train company for each of the following, in relation to the delay that occurred?

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

**Q27** Taking into account just **Glasgow Central** 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<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"/> |
|--|--|--|---|---|---|

**Q28** How long were you on the train that you got on at **Glasgow Central** station?

Hours:   Minutes:

**Q29** 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"/> | <b>Go to Q30</b> |
| Once or twice a week.....   | <input type="checkbox"/> | <b>Go to Q30</b> |
| 1 or 2 times a month.....   | <input type="checkbox"/> | <b>Go to Q30</b> |
| Once every 2-3 months.....  | <input type="checkbox"/> | <b>Go to Q34</b> |
| Once every 6 months.....    | <input type="checkbox"/> | <b>Go to Q34</b> |
| Less often.....             | <input type="checkbox"/> | <b>Go to Q34</b> |
| Never/first time today..... | <input type="checkbox"/> | <b>Go to Q34</b> |

**Q30a** If you used ticket gates at **Glasgow Central** station, how easy did you find it to use them?

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

**Only answer Q30b if you say fairly or very difficult regarding using the ticket gates in Q30a**

**Q30b** If you found the gates difficult to use, why was that?

**Section 3: For frequent users of this route**

**Answer Q31-Q33 only if you make today's train journey at least 1 or 2 times a month**

**Q31** 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"/> |

**Q32** 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 but there is space for standing.....
- I usually stand and it is crowded.....
- I usually stand and it is very crowded.....
- It varies.....

**Q33** How satisfied are you with the following on this route?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
The times when the ticket office is open.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often your ticket is checked by a ticket collector.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**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**

**Q34** During the last six months, have you had cause to worry about your personal security whilst making a train journey?

- Yes.....  **Go to Q35**
- No.....  **Go to Q36**

**Q35** If you have had cause to worry, what was the reason for your concern? **(tick all that apply)**

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

Other: Please write in

**ON THE TRAIN**

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

Other: Please write in

**IN THE STATION VICINITY**

- Lack of other people in the neighbourhood.....
- Station in an isolated location .....
- Poor lighting around the station.....
- Insecure station car park.....
- Anti-social behaviour by other people in the neighbourhood.....
- Saw vandalism or violence in the neighbourhood .....
- Fear of terrorism.....

Other: Please write in

**All answer**

**Q36** To what extent do you agree with the following statement: 'I regularly see Police Officers on trains'

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q37** To what extent do you agree with the following statement: 'I regularly see Police Officers at stations'

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q38** During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? **(tick all that apply)**

No .....

Yes - I have travelled by another mode of transport.....

Yes - I have not made the journey I wanted to.....

**Q39** Have you had any contact with the British Transport Police during the last six months? **(tick all that apply)**

Yes - to report an incident or crime which I witnessed (including theft of property).....  **Go to Q40**

Yes - to report an incident or crime which happened to me (including theft of property).....  **Go to Q40**

Yes - other reason .....  **Go to Q42**

No - no contact made with the British Transport Police .....  **Go to Q42**

**If you have witnessed or been the victim of more than one crime, please think of the most recent incident when answering the following questions.**

**Q40** How satisfied are you with the ....

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The ease of contacting someone from the British Transport Police who could assist you.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The actions taken by the British Transport Police.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept informed of progress.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The way you were treated by the police officers and staff who dealt with you.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q41** Taking the whole experience into account, how satisfied are you with the service provided by the British Transport Police in this case?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**All answer**

**Q42** During the last six months, have you witnessed or been involved in any incident on the railway, where you **considered** contacting the police but did not actually do so?

Yes.....  **Go to Q43**

No.....  **Go to Q44**

**Q43** If so, why did you **not** contact the police? (**tick all that apply**)

- Decided it was too trivial to bother contacting the police .....
- Decided nothing could be done about the incident .....
- Worried that contacting the police would delay my journey .....
- Don't like dealing with the police .....
- Did not know how to contact the British Transport Police .....
- Tried to contact British Transport Police but did not succeed in doing so .....
- Did not know that the British Transport Police existed .....

Any Other: Please write in

**Section 5: General information**

**All answer**

**Q44** 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 route maps of the rail network..... <input type="checkbox"/>                       |
| Better Internet enquiry/booking service..... <input type="checkbox"/>                    | Make timetables easier to read..... <input type="checkbox"/>                              |
| Better information facilities at stations..... <input type="checkbox"/>                  | Better promotion of when Advanced tickets will be available..... <input type="checkbox"/> |
| Better ticket buying facilities at station ticket offices..... <input type="checkbox"/>  | None of these..... <input type="checkbox"/>   |
| Better ticket buying facilities at station ticket machines..... <input type="checkbox"/> |   |

Other: Please write in

**Q45a** Do you know what your compensation rights are in the event of a delay of more than an hour which was within the rail industry's control?

- Yes.....  **Go to Q45b**  
 No.....  **Go to Q46**

**Only answer Q45b if you say yes you do know what your compensation rights are at Q45a**

**Q45b** Please describe in the box below what you believe to be your compensation rights.

**All answer**

**Q46** 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 Q49**
- Yes - claimed for compensation on a weekly season ticket.....  **Go to Q47**
- Yes - claimed for compensation on a monthly or longer season ticket.....  **Go to Q47**
- Yes - claimed for compensation on a single/return ticket.....  **Go to Q47**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation.....  **Go to Q47**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation.....  **Go to Q47**

**If yes, please answer questions 47 and 48 for the most recent occasion**

**Q47** How satisfied were you with the way your complaint/claim was handled?

- |                          |                          |  |                          |                          |                          |
|--------------------------|--------------------------|--|--------------------------|--------------------------|--------------------------|
| Very<br>satisfied        | Fairly<br>satisfied      | Neither<br>satisfied nor<br>dissatisfied | Fairly<br>dissatisfied   | Very<br>dissatisfied     | Don't know/No<br>opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Go to Q49</b>         | <b>Go to Q49</b>         | <b>Go to Q49</b>                         | <b>Go to Q48</b>         | <b>Go to Q48</b>         | <b>Go to Q49</b>         |



**Q48** Why were you dissatisfied? (tick all that apply)

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

Other: Please write in

**All answer**

**Q49** Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

**Section 7: About you**

**In order to ensure that the responses of all groups of passengers are included, please give us the following details about yourself.**

**Q50** Your age:

- 16 - 25.....  60 - 64.....
- 26 - 34.....  65 - 69.....
- 35 - 44.....  70 - 80.....
- 45 - 54.....  81+.....
- 55 - 59.....

**Q51** Are you:

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

**Q52** Are you:

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

**Q53** 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

**Q54** Do you regularly use the internet (tick all that apply)?

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

**Q55** 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.....
- Any other Asian background.....
- Black or Black British**
- Caribbean.....
- African.....
- Any other Black background.....
- Chinese**
- Chinese.....

Other: Please write in

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

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

Passenger Survey  
 Continental Research  
 FREEPOST (KE7902)  
 LONDON EC1B 1TX

This survey is being undertaken for Passenger Focus by Continental Research, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Continental Research.

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 David Chilvers at Continental Research on 020 7490 9111. 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.



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## National Rail Passenger Survey Spring 2010

Passenger Focus is undertaking a national survey to research passengers' experiences of rail travel. Passenger Focus is the official, independent consumer organisation representing the interests of rail passengers nationally. The rail companies, government bodies and passenger groups pay close attention to the results of these surveys and as a result services are often improved. To help Passenger Focus represent the views of rail passengers, we would appreciate a little of your time to complete this questionnaire.

- Please fill in the questionnaire when you have completed your train journey.
- This questionnaire only relates to national rail. Please exclude underground.
- 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

		:		
--	--	---	--	--

**Q1b** You were given this questionnaire before boarding a train at **Watford Junction**.

At which station did you get off this train?

Please write in name of 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:

\_\_\_\_\_

**All answer**

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

ScotRail.....  London Overground.....

Virgin Trains.....

Southern.....

London Midland.....

Other: Please write in

Don't Know.....

Route:

# §15660033001P

TCL  1  2  3

I  M

**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 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 pushchair .....
- Travelling with a folding bicycle .....
- Travelling with a non-folding bicycle .....
- Travelling with a dog .....
- Travelling with a wheelchair .....
- Travelling with a helper .....
- None apply .....

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

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

Other: Please write in  **Go to Q8b**

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

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

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

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

**Q8d** Did you book assistance with your train company to get on/off the train?  
 Yes.....  **Go to Q9**  
 No.....  **Go to Q10**

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

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

**All answer**

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

In advance - booked over phone.....	<input type="checkbox"/>	<b>Go to Q11</b>
In advance at station.....	<input type="checkbox"/>	<b>Go to Q11</b>
In advance via travel agent.....	<input type="checkbox"/>	<b>Go to Q11</b>
In advance - via the internet/a website.....	<input type="checkbox"/>	<b>Go to Q11</b>
On the day of travel at a station ticket office.....	<input type="checkbox"/>	<b>Go to Q12</b>
On the day of travel from a ticket machine.....	<input type="checkbox"/>	<b>Go to Q12</b>
On the day of travel on the train.....	<input type="checkbox"/>	<b>Go to Q12</b>
Using a season ticket.....	<input type="checkbox"/>	<b>Go to Q12</b>
Stored value smartcard e.g. Oyster.....	<input type="checkbox"/>	<b>Go to Q12</b>
Other methods of purchase.....	<input type="checkbox"/>	<b>Go to Q12</b>
Ticket was organised for me.....	<input type="checkbox"/>	<b>Go to Q12</b>

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

Today.....	<input type="checkbox"/>	In last month.....	<input type="checkbox"/>
In last week.....	<input type="checkbox"/>	In last two months.....	<input type="checkbox"/>
In last fortnight.....	<input type="checkbox"/>		

**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 **Watford Junction**?  
 (note: type of ticket is often shown at the top left of your ticket)

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

Other: Please write in

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

First Class.....	<input type="checkbox"/>
Standard Class.....	<input type="checkbox"/>

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

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

Other: Please write in

**Now we'd like your opinion of Watford Junction station where you were when given this questionnaire.**

**Q15** How would you rate **Watford Junction** 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"/>

**Q16** And how familiar are you with **Watford Junction** station?

- Very familiar
- Fairly familiar
- Not very familiar
- Not at all familiar
- Don't know

**Q17** While at **Watford Junction** 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?

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

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

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

**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** Taking into account all the different aspects of **Watford Junction** station, how would you rate it overall?

Very good <input type="checkbox"/>	Fairly good <input type="checkbox"/>	Neither good nor poor <input type="checkbox"/>	Fairly poor <input type="checkbox"/>	Very poor <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
---------------------------------------	---	---	---	---------------------------------------	---

**Now think just about the train you were about to catch when handed this questionnaire at Watford Junction**

**All answer**

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

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

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

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

**Only answer Q22b if you say fairly or very poor regarding the train toilet facilities (in Q22a)**

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

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

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/No opinion
The cleanliness of the inside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the outside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

**Q25** If catering **had** been available, do you think you would have used it?  
 Yes.....  **Go to Q28**  
 No.....  **Go to Q28**  
 Don't know.....  **Go to Q28**

**Q26** What type of catering did you use? (tick all that apply)  
 None used.....  **Go to Q28**  
 The buffet.....  **Go to Q27**  
 The trolley service.....  **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"/>

**All answer**

**Q28** 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 Watford Junction station direct after receiving the questionnaire.**  
 No delay.....  **Go to Q33**  
 Yes - minor delay.....  **Go to Q29**  
 Yes - serious delay.....  **Go to Q29**

**Q29** 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

**Q30** How long was your delay? Hours: Minutes:  

--	--	--	--

**Q31** 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"/>

**Q32** 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**

**Q33** Taking into account just **Watford Junction** 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"/>

**Q34** How long were you on the train that you got on at **Watford Junction** station?

Hours:   Minutes:

**Q35** 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"/> | <b>Go to Q36</b> | Once every 2-3 months..... <input type="checkbox"/>  | <b>Go to Q39</b> |
| Once or twice a week..... <input type="checkbox"/>   | <b>Go to Q36</b> | Once every 6 months..... <input type="checkbox"/>    | <b>Go to Q39</b> |
| 1 or 2 times a month..... <input type="checkbox"/>   | <b>Go to Q36</b> | Less often..... <input type="checkbox"/>             | <b>Go to Q39</b> |
|  |                  | Never/first time today..... <input type="checkbox"/> | <b>Go to Q39</b> |

**Section 3: For frequent users of this route**

**Answer Q36-Q38 only if you make today's train journey at least 1 or 2 times a month**

**Q36** 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"/> |

**Q37** How would you describe a typical trip over the past month?

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

**Q38** How satisfied are you with the following on this route?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion/ don't know
The times when the ticket office is open.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How often your ticket is checked by ticket collector.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**All answer**

**Q39** Were timetable changes introduced onto your route in mid December?

- |                                   |                  |  |                  |
|-----------------------------------|------------------|--|------------------|
| Yes..... <input type="checkbox"/> | <b>Go to Q40</b> | No..... <input type="checkbox"/>         | <b>Go to Q41</b> |
|                                   |                  | Don't know..... <input type="checkbox"/> | <b>Go to Q41</b> |

**Q40** The result of timetable changes on my route are:

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

**Q41** Which methods of transport did you use to get to **Watford Junction** station where you were handed the questionnaire? **(tick all that apply)**

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| On foot/walked.....                      | <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 - dropped off.....                 | <input type="checkbox"/> |
| Tram/light Rail.....                     | <input type="checkbox"/> | Air/sea.....                           | <input type="checkbox"/> |

Other: Please write in

**Q42** Is there an alternative method of transport you would like to have used to get to **Watford Junction** station if circumstances were different?

- Yes.....  **Go to Q43**  
 No.....  **Go to Q45**

**Q43** Which alternative method of transport would you like to have used if it had been available?

- |  |                          |  |                          |
|--|--------------------------|--|--------------------------|
| 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 - dropped off.....                 | <input type="checkbox"/> |
| Tram/light Rail.....                     | <input type="checkbox"/> | Air/sea.....                           | <input type="checkbox"/> |

Other: Please write in

**Q44** Which, if any, of these additional facilities/services would have enabled you to use this alternative method of transport to get to **Watford Junction** 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**

**Q45** 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

**Q46** Did you take a bicycle on the train during this journey?  
 Yes.....  **Go to Q47** No.....  **Go to Q49**

**Q47** Did you need to book to take the bicycle on this train?  
 Yes.....  **Go to Q48** No.....  **Go to Q49**  
 Don't know.....  **Go to Q49**

**Q48** 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**

**Q49** 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..... <input type="checkbox"/>	2 hours - 2 hours 59 minutes..... <input type="checkbox"/>
30 - 59 minutes..... <input type="checkbox"/>	3 hours - 3 hours 59 minutes..... <input type="checkbox"/>
1 hour - 1 hour 59 minutes..... <input type="checkbox"/>	4 hours or more..... <input type="checkbox"/>

**Q50** 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..... <input type="checkbox"/>	<b>Go to Q52</b> Yes - handled adequately..... <input type="checkbox"/>	<b>Go to Q52</b>
	No - not handled adequately..... <input type="checkbox"/>	<b>Go to Q51</b>

**Q51** 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**

**Q52** 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 route maps of the rail network..... <input type="checkbox"/>                       |
| Better Internet enquiry/booking service..... <input type="checkbox"/>                    | Make timetables easier to read..... <input type="checkbox"/>                              |
| Better information facilities at stations..... <input type="checkbox"/>                  | Better promotion of when advanced tickets will be available..... <input type="checkbox"/> |
| Better ticket buying facilities at station ticket offices..... <input type="checkbox"/>  | None of these..... <input type="checkbox"/>   |
| Better ticket buying facilities at station ticket machines..... <input type="checkbox"/> |   |

Other: Please write in

**Q53** 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..... <input type="checkbox"/>	<b>Go to Q56</b>
Yes - claimed for compensation on a weekly season ticket..... <input type="checkbox"/>	<b>Go to Q54</b>
Yes - claimed for compensation on a monthly or longer season ticket..... <input type="checkbox"/>	<b>Go to Q54</b>
Yes - claimed for compensation on a single/return ticket..... <input type="checkbox"/>	<b>Go to Q54</b>
Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... <input type="checkbox"/>	<b>Go to Q54</b>
Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... <input type="checkbox"/>	<b>Go to Q54</b>

**If yes, please answer Q54 and Q55 for the most recent occasion**

**Q54** 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"/>
<b>Go to Q56</b>	<b>Go to Q56</b>	<b>Go to Q56</b>	<b>Go to Q55</b>	<b>Go to Q55</b>	<b>Go to Q56</b>

**Q55** Why were you dissatisfied? (tick all that apply)

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

Other: Please write in

**All answer**

**Q56** 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: Security on the railway**

**Q57** During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? (tick all that apply)

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

**Q58** Would you say the amount of crime and anti-social behaviour at **Watford Junction** station has changed over the past year? Do you think...

There's a lot more	There's a little more	There's about the same	There's a little less	There's a lot less	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q59** Please specify how good a job you think the police do in carrying out each of the following at **Watford Junction** station.

	Excellent job	Good job	Fair job	Poor job	Very poor job	Don't know
Provide a visible patrolling presence.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with people being drunk or rowdy.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with young people hanging around....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackle drug dealing and drug use.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackle graffiti and vandalism.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**Q60** Prior to this survey, were you aware that BTP existed?

- Yes.....   
 No.....

**Q61** If you saw someone committing an act of **anti-social behaviour** at **Watford Junction** station, how likely would you be to report it to BTP?

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Extremely likely         | Likely                   | Somewhat likely          | Not at all likely        | Don't know               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q62** If you saw someone committing a **crime** at **Watford Junction** station, how likely would you be to report it to BTP?

- |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Extremely likely         | Likely                   | Somewhat likely          | Not at all likely        | Don't know               |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Q63** Taking everything into account, how good a job do you think BTP are doing at **Watford Junction** station?

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

**Q64** Thinking about your personal security when using the rail network, what are the top two priorities BTP should focus their resources on? **(please write in)**

<p><b>1st priority:</b></p>  <hr style="border-top: 1px dashed black;"/> <p><b>2nd priority:</b></p>  
--

**Section 7: About you**

**In order to ensure that the responses of all groups of passengers are included, please give us the following details about yourself.**

**Q64** Your age:

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

**Q65** Are you:

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

**Q66** 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"/>       |   |

**Q67** 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

**Q68** Do you regularly use the internet (tick all that apply)?

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

**Q69** To which of these ethnic groups do you consider you belong?

- |  |  |
|--|--|
| <b>White</b>   | <b>Black or Black British</b>                              |
| British..... <input type="checkbox"/>                    | Caribbean..... <input type="checkbox"/>                    |
| Any other white background..... <input type="checkbox"/> | African..... <input type="checkbox"/>                      |
| <b>Mixed</b>   | Any other Black background..... <input type="checkbox"/>   |
| White and Black Caribbean..... <input type="checkbox"/>  | <b>Chinese</b>   |
| White and Black African..... <input type="checkbox"/>    | Chinese..... <input type="checkbox"/>                      |
| White and Asian..... <input type="checkbox"/>            |  |
| Any other Mixed background..... <input type="checkbox"/> |  |
| <b>Asian or Asian British</b>                            | Other: Please write in                                     |
| Indian..... <input type="checkbox"/>                     | <div style="border: 1px solid black; height: 40px;"></div> |
| Pakistani..... <input type="checkbox"/>                  |  |
| Bangladeshi..... <input type="checkbox"/>                |  |
| Any other Asian background..... <input type="checkbox"/> |  |

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

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

Passenger Survey  
Continental Research  
FREEPOST (RSGB-JJHL-RJGZ)  
Kingsbourne House  
229-231 High Holborn  
LONDON WC1V 7DA

This survey is being undertaken for Passenger Focus by Continental Research, an independent market agency based in London. You were handed the questionnaire by an interviewer working for Continental Research.

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 David Chilvers at Continental Research on 020 7490 9111. 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.



## Appendix C

### Definition of PTE areas

## Stations in area: Greater Manchester PTE

ALTRINCHAM	HAG FOLD	ROSE HILL MARPLE	
APPLEY BRIDGE	HALE	RYDER BROW	
ARDWICK	HALL I' TH' WOOD	SALFORD CENTRAL	
ASHBURYS	HATTERSLEY	SALFORD CRESCENT	
ASHTON-UNDER-LYNE	HAZEL GROVE	SHAW AND CROMPTON	
ATHERTON	HEALD GREEN	SMITHY BRIDGE	
BELLE VUE	HEATON CHAPEL	STALYBRIDGE	
BLACKROD	HINDLEY	STOCKPORT	
BOLTON	HOLLINWOOD	STRINES	
BRAMHALL	HORWICH PARKWAY	SWINTON (YORKSHIRE)	
BREDBURY	HUMPHREY PARK	TRAFFORD PARK	
BRINNINGTON	HYDE CENTRAL	URMSTON	
BROADBOTTOM	HYDE NORTH	WALKDEN	
BROMLEY CROSS	INCE (MANCHESTER)	WESTHOUGHTON	
BRYN	IRLAM	WIGAN NORTH WESTERN	
BURNAGE	KEARSLEY	WIGAN WALLGATE	
CASTLETON	LEVENSHULME	WOODLEY	
CHASSEN ROAD	LITTLEBOROUGH	WOODSMOOR	
CHEADLE HULME	MANCHESTER AIRPORT		
CLIFTON	MANCHESTER OXFORD ROAD		
DAISY HILL	MANCHESTER PICCADILLY		
DAVENPORT	MANCHESTER VICTORIA		
DEAN LANE	MARPLE		
DEANSGATE	MAULDETH ROAD		
DENTON	MIDDLEWOOD		
DERKER	MILLS HILL		
DINTING	MILNROW		
DISLEY	MOORSIDE		
EAST DIDSBURY	MOSES GATE		
ECCLES	MOSSLEY (GREATER MANCHESTER)		
FAILSWORTH	MOSTON		
FAIRFIELD	NAVIGATION ROAD		
FARNWORTH	NEW HEY		
FLIXTON	NEW MILLS NEWTOWN		
FLOWERY FIELD	NEWTON FOR HYDE		
GATHURST	OLDHAM MUMPS		
GATLEY	OLDHAM WERNETH		
GLAZEBROOK	ORRELL		
GLOSSOP	PATRICROFT		
GODLEY	PEMBERTON		
GORTON	REDDISH NORTH		
GREENFIELD	REDDISH SOUTH		
GUIDE BRIDGE	ROCHDALE		
HADFIELD	ROMILEY		





## Stations in area: Strathclyde PTE

AIRBLES	CLYDEBANK	HAMILTON WEST	NITSHILL
AIRDRIE	COATBRIDGE CENTRAL	HARTWOOD	PAISLEY CANAL
ALEXANDRA PARADE	COATBRIDGE SUNNYSIDE	HAWKHEAD	PAISLEY GILMOUR St
ALEXANDRIA	COATDYKE	HELENSBURGH CENTRAL	PAISLEY ST JAMES
ANDERSTON	CORKERHILL	HIGH STREET GLASGOW	PARTICK
ANNIESLAND	CRAIGENDORAN	HILLFOOT	PATTERTON
ARDROSSAN HARBOUR	CROFTFOOT	HILLINGTON EAST	POLLOKSHAWES EAST
ARDROSSAN SOUTH BEACH	CROOKSTON	HILLINGTON WEST	POLLOKSHAWES WEST
ARDROSSAN TOWN	CROSSHILL	HOLYTOWN	POLLOKSHIELDS EAST
ARGYLE STREET	CROSSMYLOOF	HOW WOOD	POLLOKSHIELDS WEST
ASHFIELD	CROY	HYNDLAND	PORT GLASGOW
AUCHINLECK	CUMBERNAULD	IBM	POSSILPARK & PARKHOUSE
AYR	DALMARNOCK	INVERKIP	PRESTWICK AIRPORT
BAILLIESTON	DALMUIR	IRVINE	PRESTWICK TOWN
BALLOCH	DALREOCH	JOHNSTONE	PRIESTHILL AND DARNLEY
BARASSIE	DALRY	JORDANHILL	QUEENS PARK (GLASGOW)
BARGEDDIE	DRUMCHAPEL	KENNISHEAD	RENTON
BARRHEAD	DRUMFROCHAR	KILMARNOCK	RUTHERGLEN
BARRHILL	DRUMGELLOCH	KILMAURS	SALTCOATS
BEARSDEN	DRUMRY	KILPATRICK	SCOTSTOUNHILL
BELLGROVE	DUKE STREET	KILWINNING	SHAWLANDS
BELLSHILL	DUMBARTON CENTRAL	KINGS PARK	SHETTLESTON
BISHOPBRIGGS	DUMBARTON EAST	KIRKHILL	SHIELDMUIR
BISHOPTON	DUMBRECK	KIRKWOOD	SHOTTS
BLAIRHILL	DUNLOP	LANARK	SINGER
BLANTYRE	EAST KILBRIDE	LANGBANK	SPRINGBURN
BOGSTON	EASTERHOUSE	LANGSIDE	STEPS
BOWLING	EXHIBITION CENTRE GLASGOW	LARGS	STEVENSTON
BRANCHTON	FAIRLIE	LENZIE	STEWARTON
BRIDGETON	FORT MATILDA	LOCHWINNOCH	SUMMERSTON
BURNSIDE	GARROWHILL	MARYHILL	THORNLIEBANK
BUSBY	GARSCADDEN	MAXWELL PARK	THORNTONHALL
CAMBUSLANG	GIFFNOCK	MAYBOLE	TROON
CARDONALD	GILSHOCHILL	MILLIKEN PARK	UDDINGSTON
CARDROSS	GIRVAN	MILNGAVIE	WEMYSS BAY
CARFIN	GLASGOW CENTRAL	MOSSPARK	WEST KILBRIDE
CARLUKE	GLASGOW QUEEN STREET	MOTHERWELL	WESTERTON
CARMYLE	GLENGARNOCK	MOUNT FLORIDA	WHIFFLET
CARNTYNE	GOUROCK	MOUNT VERNON	WHINHILL
CARTSDYKE	GREENFAULDS	MUIREND	WHITECRAIGS
CATHCART	GREENOCK CENTRAL	NEILSTON	WILLIAMWOOD
CHARING CROSS (GLASGOW)	GREENOCK WEST	NEW CUMNOCK	WISHAW
CLARKSTON	HAIRMYRES	NEWTON (LANARKSHIRE)	WOODHALL
CLELAND	HAMILTON CENTRAL	NEWTON-ON-AYR	YOKER

## Stations in area: South Yorkshire PTE

ADWICK			
ALTHORPE			
BARNSELY			
BENTLEY (YORKSHIRE)			
BOLTON-ON-DEARNE			
CHAPELTOWN			
CONISBROUGH			
CROWLE			
DARNALL			
DARTON			
DODWORTH			
DONCASTER			
DORE			
ELSECAR			
HATFIELD AND STAINFORTH			
KIRK SANDALL			
KIVETON BRIDGE			
KIVETON PARK			
MEADOWHALL			
MEXBOROUGH			
PENISTONE			
ROTHERHAM CENTRAL			
SCUNTHORPE			
SHEFFIELD			
SILKSTONE COMMON			
SWINTON (YORKSHIRE)			
THORNE NORTH			
THORNE SOUTH			
THURNSCOE			
WOMBWELL			
WOODHOUSE			

## Stations in area: West Yorkshire PTE

BAILDON	OUTWOOD		
BATLEY	PONTEFRACT BAGHILL		
BEN RHYDDING	PONTEFRACT MONKHILL		
BERRY BROW	PONTEFRACT TANSHELF		
BINGLEY	RAVENSTHORPE		
BRADFORD FORSTER SQUARE	SALTAIRE		
BRADFORD INTERCHANGE	SANDAL AND AGRIGG		
BRAMLEY (YORKSHIRE)	SHEPLEY		
BROCKHOLES	SHIPLEY		
BURLEY PARK	SLAITHWAITE		
BURLEY-IN-WHARFEDALE	SOUTH ELMSALL		
CASTLEFORD	SOWERBY BRIDGE		
COTTINGLEY	STEETON AND SILSDEN		
CROSS GATES	STOCKSMOOR		
CROSSFLATTS	STREETHOUSE		
DEIGHTON	TODMORDEN		
DENBY DALE	WAKEFIELD KIRKGATE		
DEWSBURY	WAKEFIELD WESTGATE		
EAST GARFORTH	WALSDEN		
FEATHERSTONE	WOODLESFORD		
FITZWILLIAM			
FRIZINGHALL			
GARFORTH			
GUISELEY			
HALIFAX			
HEADINGLEY			
HEBDEN BRIDGE			
HONLEY			
HORSFORTH			
HUDDERSFIELD			
ILKLEY			
KEIGHLEY			
KNOTTINGLEY			
LEEDS			
LOCKWOOD			
MARSDEN			
MENSTON			
MICKLEFIELD			
MIRFIELD			
MOORTHORPE			
MORLEY			
MYTHOLMROYD			
NEW PUDSEY			
NORMANTON			

## Stations in area: West Midlands PTE

ACOCKS GREEN	MARSTON GREEN		
ADDERLEY PARK	NORTHFIELD		
ASTON	OLD HILL		
BERKSWELL	OLTON		
BESCOT STADIUM	PERRY BARR		
BIRMINGHAM INTERNATIONAL	ROWLEY REGIS		
BIRMINGHAM MOOR STREET	SANDWELL AND DUDLEY		
BIRMINGHAM NEW STREET	SELLY OAK		
BIRMINGHAM SNOW HILL	SHIRLEY		
BLAKE STREET	SMALL HEATH		
BLOXWICH	SMETHWICK GALTON BRIDGE		
BLOXWICH NORTH	SMETHWICK ROLFE STREET		
BORDESLEY	SOLIHULL		
BOURNVILLE	SPRING ROAD		
BUTLERS LANE	STECHFORD		
CANLEY	STOURBRIDGE JUNCTION		
CANNOCK	STOURBRIDGE TOWN		
CHESTER ROAD	SUTTON COLDFIELD		
COSELEY	TAME BRIDGE PARKWAY		
COVENTRY	THE HAWTHORNS		
CRADLEY HEATH	TILE HILL		
DORRIDGE	TIPTON		
DUDDESTON	TYSELEY		
DUDLEY PORT	UNIVERSITY (BIRMINGHAM)		
EARLSWOOD (WEST MIDLANDS)	WALSALL		
ERDINGTON	WHITLOCKS END		
FIVE WAYS	WIDNEY MANOR		
FOUR OAKS	WITTON		
GRAVELLY HILL	WOLVERHAMPTON		
HALL GREEN	WYLDE GREEN		
HAMPTON-IN-ARDEN	WYTHALL		
HAMSTEAD (BIRMINGHAM)	YARDLEY WOOD		
HEDNESFORD			
JEWELLERY QUARTER			
KINGS NORTON			
LANDYWOOD			
LANGLEY GREEN			
LEA HALL			
LONGBRIDGE			
LYE			

## Appendix D

## Weighting regime: main survey – Wave 22

	Total	Commuter	Business	Leisure	weekday	weekend
Total	1,231,281	46%	16%	38%	87%	13%
Chiltern Railways	18,988	35%	21%	44%	80%	20%
Southern	139,826	49%	16%	35%	89%	11%
Southeastern	152,335	59%	14%	27%	90%	10%
East Coast	17,958	13%	27%	60%	76%	24%
First Great Western	76,236	30%	20%	50%	77%	23%
C2C	29,900	66%	4%	30%	93%	7%
Merseyrail	36,224	37%	8%	55%	80%	20%
Scotrail	82,726	39%	13%	47%	80%	20%
South West Trains	186,943	53%	15%	32%	85%	15%
Virgin West Coast	23,625	10%	24%	66%	84%	16%
Arriva Trains Wales	21,751	28%	8%	64%	81%	19%
First Transpennine Express	18,452	28%	12%	60%	78%	22%
National Express East Anglia	108,048	60%	17%	23%	89%	11%
Northern Rail	82,057	38%	9%	53%	83%	17%
First Capital Connect	100,013	45%	26%	29%	86%	14%
East Midlands Trains	25,114	23%	28%	49%	82%	18%
London Midland	48,900	45%	14%	41%	85%	15%
London Overground	33,385	64%	3%	33%	83%	17%
Crosscountry	28,800	15%	28%	57%	78%	22%

Appendix E

Journey Purpose Definition

Detailed description	Journey Purpose
Daily commuting to/from work/college/school .....	Commuter
Less regular commuting to/from work/college/school.....	
On company business (or own if self employed).....	Business
On personal business (job interview, dentist etc).....	Leisure
Visiting friends or relatives .....	
Shopping trip .....	
Travel to/from holiday .....	
A day out .....	
Sport	
Other leisure .....	