



Understanding rail passengers – what is the evening travel experience?

May 2013

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Understanding rail passengers



- The *National Passenger Survey (NPS)* run by *Passenger Focus* provides a detailed picture of passengers' journey experiences but cannot address every topic of interest to the industry (for more details click [here](#))
- This series of occasional reports aims to fill some of these gaps in our knowledge through additional analysis or separate ad hoc survey research

Understanding rail passengers – the evening travel experience



- In this report we look at passengers' experience of evening travel and how this compares with daytime travel using many of the same measures as in *NPS*
- It updates previous research conducted by *Passenger Focus* in 2008 and makes comparisons over time where appropriate
- The findings in this report should be considered by train operators and *Network Rail* when planning the provision of evening services and facilities

The evening travel experience

What did we find?

- In previous surveys there has been a big gap in satisfaction between journeys made before 8pm and journeys made after 8pm – that gap is now closing
- There are still many service aspects which are more satisfactory before 8pm
 - Facilities for end-to-end journeys - car parks and other transport connections
 - Staff presence on board
 - Cleanliness of the outside of trains (albeit we know that this is not of critical importance to passengers)

The evening travel experience

What did we find?

- But there are some where satisfaction is higher after 8pm
 - Space on board for passengers and luggage
 - Station facilities/services (maybe passengers did not expect these to be available in the evening and were pleasantly surprised to find these still open)
- There has also been a noticeable improvement since 2008. This occurs across the board but this is particularly noticeable with personal security. Satisfaction at stations and staff presence at stations were all much poorer after 8pm in 2008 but have improved to be closer to pre-8pm

The evening travel experience

What next?

- Improvements in satisfaction are always welcome. The challenge now is to find out what has brought this about and to identify best practice to drive even more improvement
- One of the most interesting areas is personal security with satisfaction after 8pm increasing significantly since 2008. If we can understand what has caused this and whether any specific initiatives work better than others there is scope for even higher scores in future - this is something we will be taking up with train companies
- Most evening journeys in this research were made between 8pm and 10pm. It could be informative to look at satisfaction levels after 10pm in future

Evening rail passengers

*Market research
findings*

March 2013

Background and method

- The National Passenger Survey (NPS) provides information about passenger satisfaction with around 27,000 rail journeys every Spring and Autumn
- NPS data is collected via paper self-completion questionnaires, distributed to passengers at stations throughout the day, usually between 6am and 10pm although inevitably, few passengers are interviewed in the later evening
- Since train journeys are, of course, also made outside of these times, Passenger Focus wished to survey passengers who travel in the evenings, to understand how their experiences might differ from daytime journeys

- A survey was conducted between 14th and 19th March 2013, among passengers who had travelled by train both before and after 8pm within the previous week
- Respondents were asked to rate various aspects of both journeys, using the core ratings questions from NPS about the departure station, the train itself and other aspects of the journey
- Because all respondents had recent experience of travelling during the day and in the evening, valid comparisons can be made between the results for each type of journey
- The survey was conducted online, with a nationwide sample of rail passengers taken from an online panel (managed by Toluna)
- Note that, although the survey covered a wide geographical area, quotas and other restrictions were not set for the train companies used for each journey, geographical regions, stations departed from/arrived at, nor for any other variables. Further, the survey sample was not weighted to correct for such variables, because the real profile of post-8pm journeys according to such variables is not known conclusively for such a weighting scheme to be practical

- This survey was a repeat of a previous survey, in March 2013, and therefore provides an update
- This report provides the results from 2013, with comparisons to the 2008 survey. It also includes some information from NPS where there are useful comparisons

Comparisons between 2008 and 2013

Although the surveys were administered in the same way in both years, and the questions were identical, there are some differences which could impact on results:

When the survey took place

2008 20th – 21st March
(Easter 25th March)

2013 14th – 19th March
(Easter 31st March)



If timetables were affected during school holidays, e.g. by engineering works, this could cause atypically lower satisfaction ratings for 2008 (for all journeys)

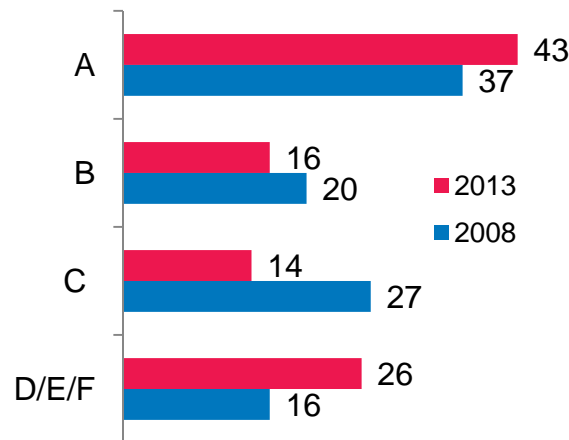
Sample size

2008 n = 158

2013 n = 203

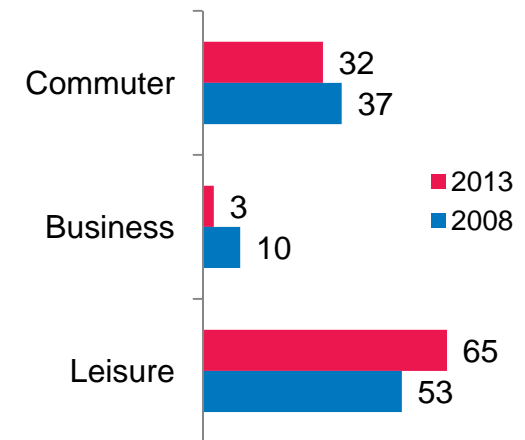
Stations from which evening journeys were made

Size category of departure station, for journeys made after 8pm



A mix of large and small stations in both years, but at the overall level this doesn't look likely to impact on overall satisfaction scores

Purpose of evening journeys



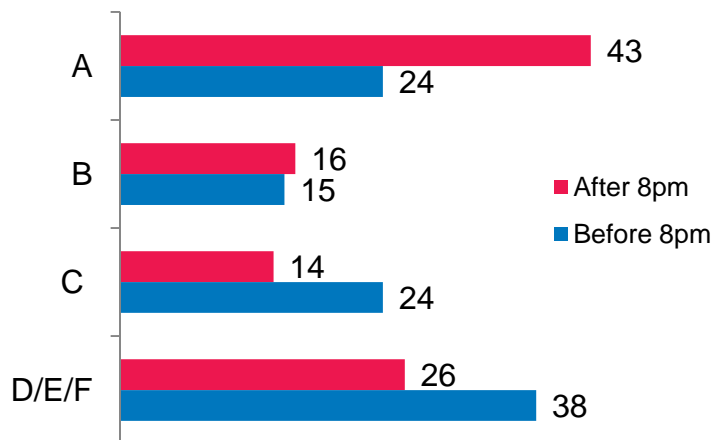
More leisure travellers in 2013 sample. Other research indicates that leisure travellers are usually more satisfied with rail journeys, meaning 2013 may have greater likelihood to see higher scores

- Differences in the sample between 2008 and 2013 mean it is difficult to draw concrete conclusions from comparisons of the absolute scores, over time
- However, since the same individuals have rated journeys before and after 8pm in both surveys, we can directly compare relative differences in their experiences before and after 8pm

Comparisons between the journeys made before and after 8pm

- Some respondents travelled between different stations for their most recent journey before 8pm, than they did for their most recent journey after 8pm
- This means any differences in experience may result from the different journey, rather than from the time it was made

Size category of departure station, for journeys made in 2013



Passengers more likely to use larger stations in the evening (similar pattern seen in 2008); perhaps because:

- More commuters travelling home from city/town centre
- More trains running from larger stations than smaller stations at this time
- Larger stations a little more favourable than smaller stations at this time, for security and facilities

Because station size may affect satisfaction scores, this report also provides some results for:

- *Direct comparisons between journeys made from similar sized* stations, before and after 8pm*
 - *129 respondents made journeys both before and after 8pm, from similar sized stations*
 - *(76 of these made journeys from the same station)*
- *In contrast, comparisons between journeys made from a smaller station before 8pm and a larger station after 8pm***
 - *55 made this type of journey*
- *(A very small number of respondents made a journey from a larger station before 8pm, and a smaller station after 8pm, so no analysis for this group)*

* "similar sized" stations defined as either category A/B, C/D, or E/F

** E.g. category D-F before 8pm, and A-C after 8pm, or B before 8pm and A after 8pm, etc...

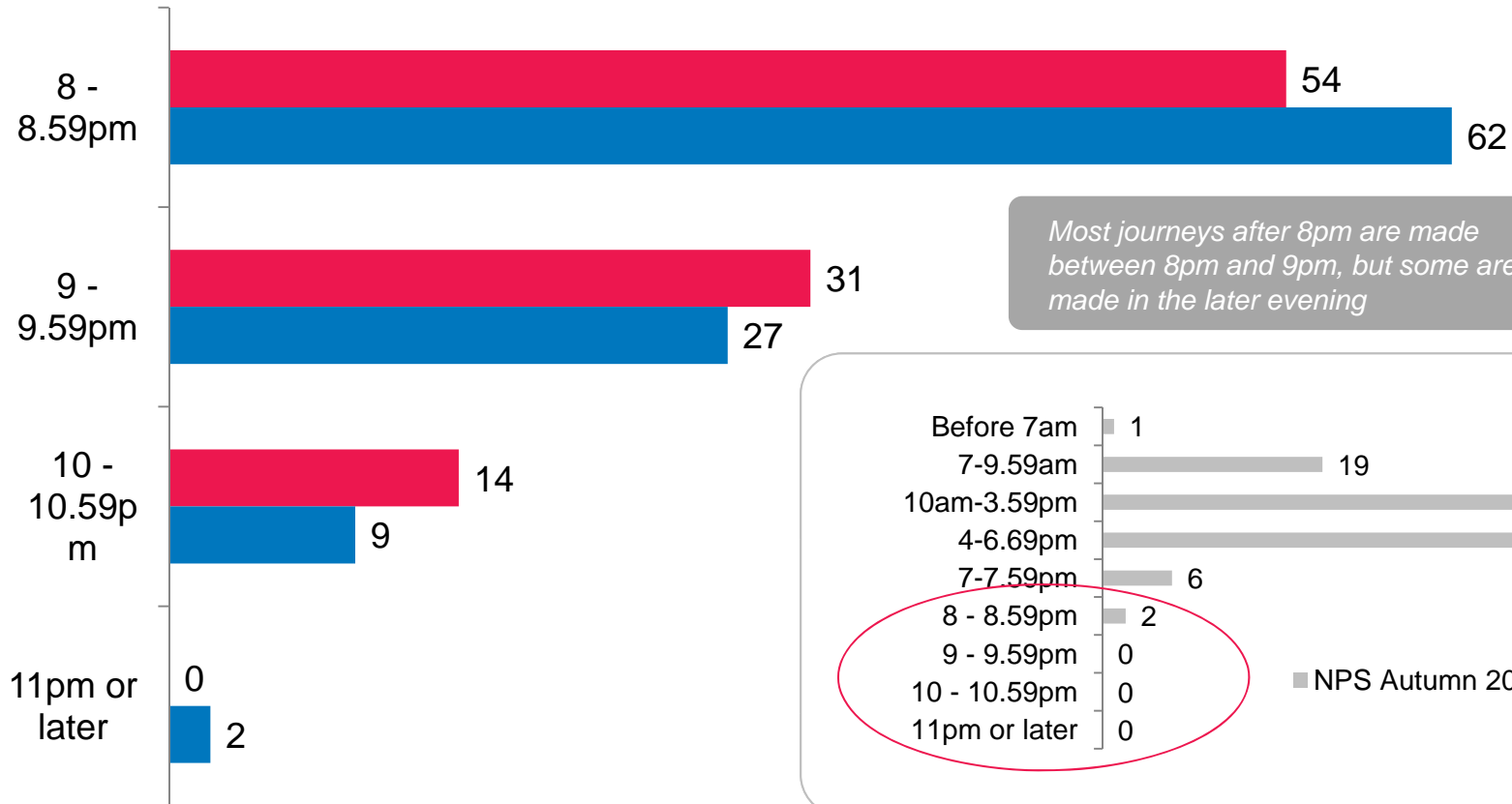
Journey details and
passenger profiles, for
evening travel



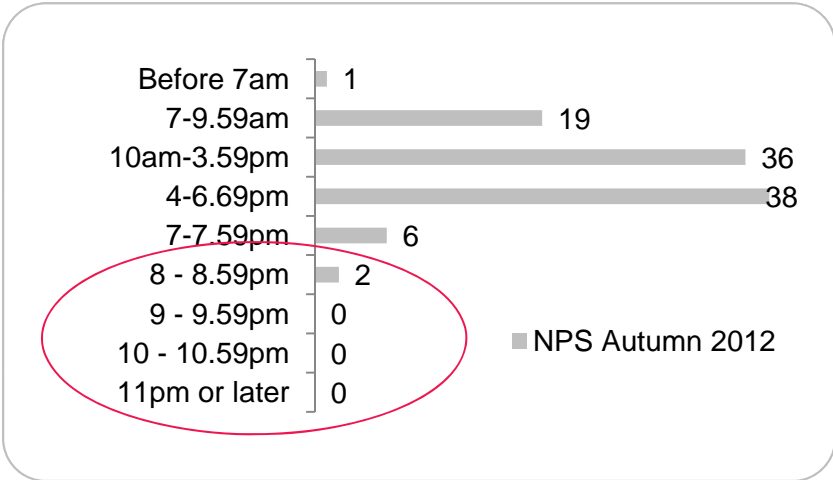
Time post-8pm journeys commence

Time evening journeys commence, %

Evening travellers research, 2013



Most journeys after 8pm are made between 8pm and 9pm, but some are made in the later evening

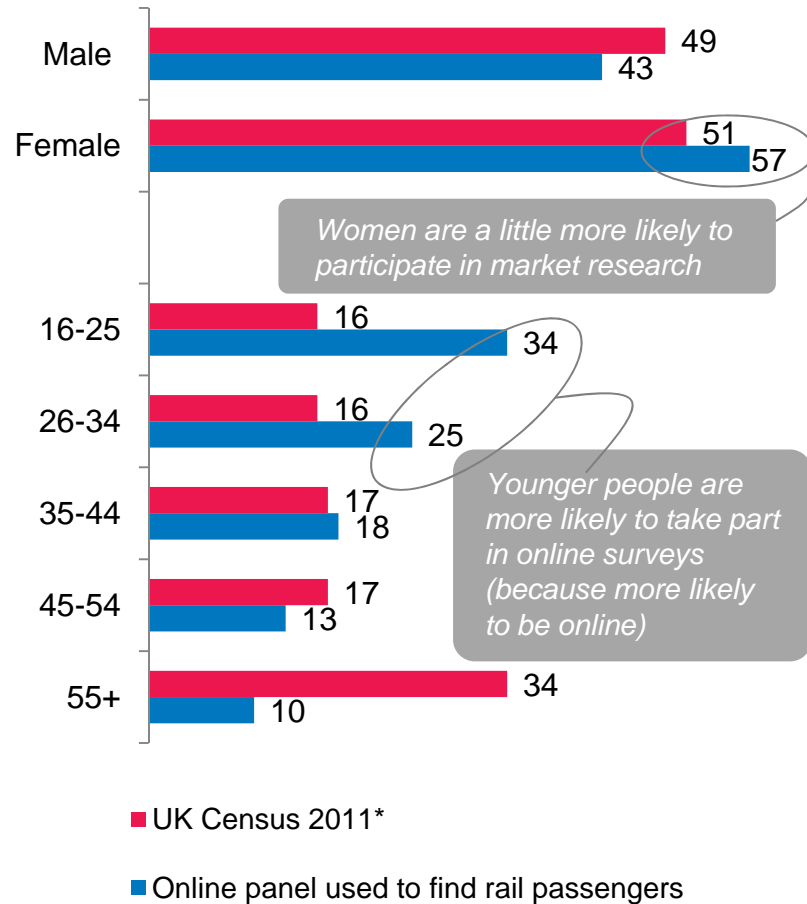


■ Evening travellers 2013 ■ Evening travellers 2008

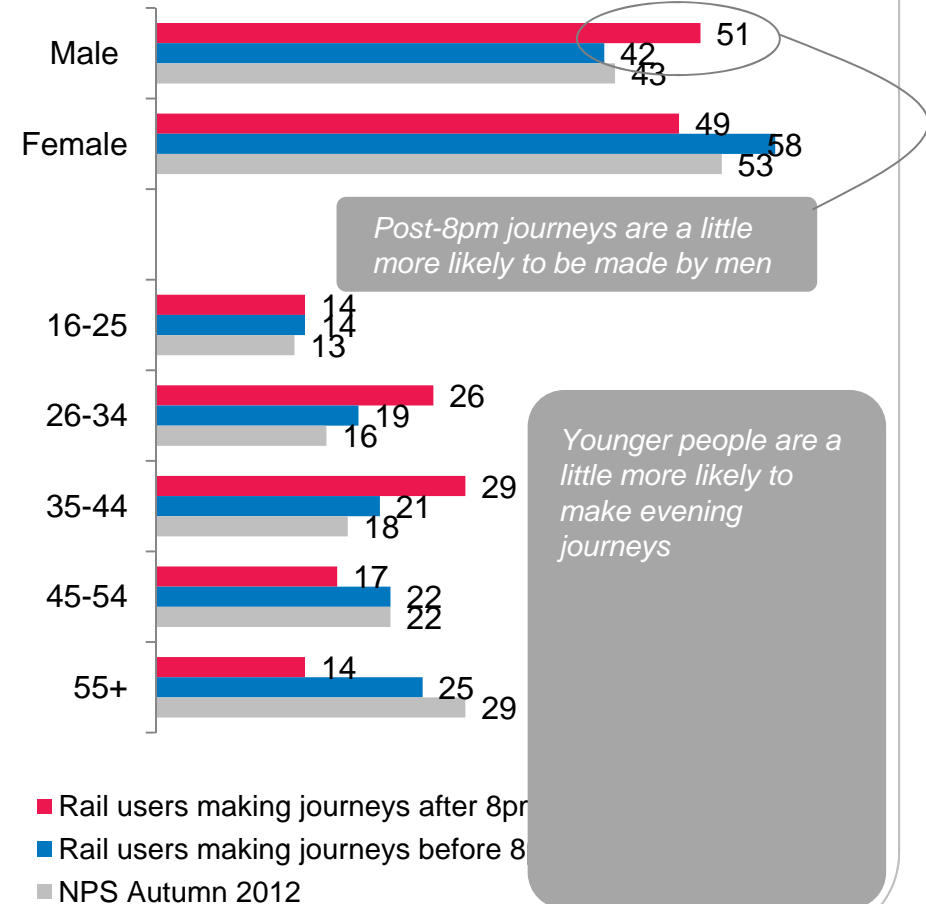
A2 Please type in the scheduled departure time of the train you caught
 Base: Evening travellers research 2013 (203), Evening travellers research 2008 (158)

Age and gender of rail passengers

Universe profiles, %



Research profiles, %



* UK Census: data shown here excludes those under 16, and covers GB only (i.e. not Northern Ireland)

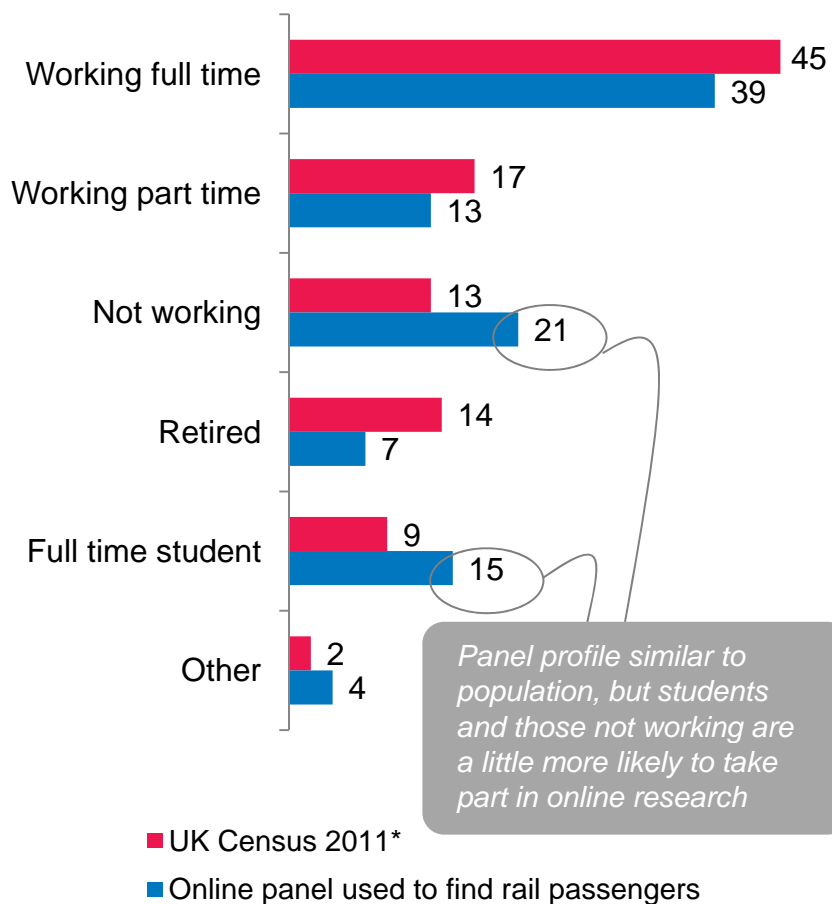
Rail passengers before/after 8pm: data shown here are taken from the recruitment screener serving the 'evening travellers' survey.

Respondents needed to have travelled both before and after 8pm to qualify for the survey, but analysis of those who did not qualify produces this additional information

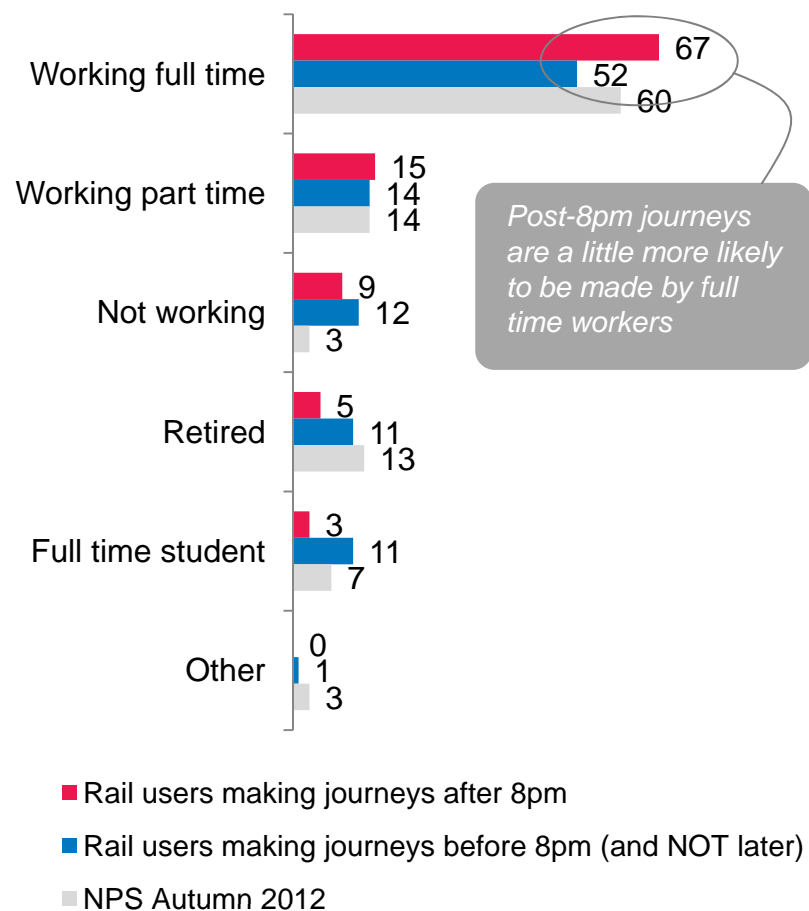
NPS Autumn '12 (28,917)

Working status of rail passengers

Universe profiles, %



Research profiles, %



* UK Census: data shown here covers 16-74 year olds, and covers England and Wales only

Rail passengers before/after 8pm: data shown here are taken from the recruitment screener serving the 'evening travellers' survey.

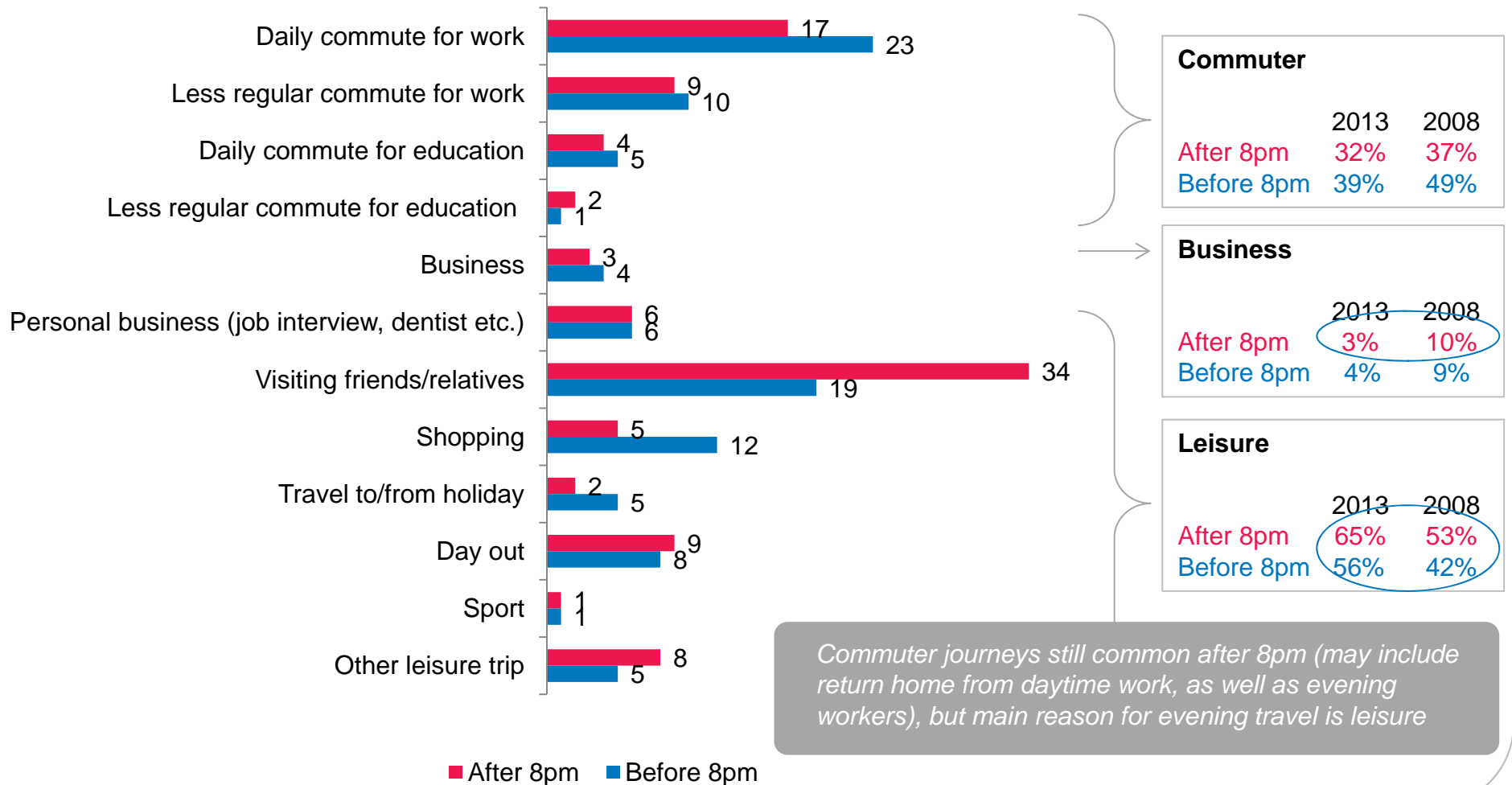
Respondents needed to have travelled both before and after 8pm to qualify for the survey, but analysis of those who did not qualify produces this additional information

NPS Autumn '12 (28,917)

Journey purpose

Journey purpose of rail passengers, %

Evening travellers research, 2013



QA4 What was the main purpose of your most recent train journey beginning after 8pm? / QB4 What was the main purpose of your most recent train journey beginning before 8pm? Base: Evening travellers research 2013 (203), Evening travellers research 2008 (158)

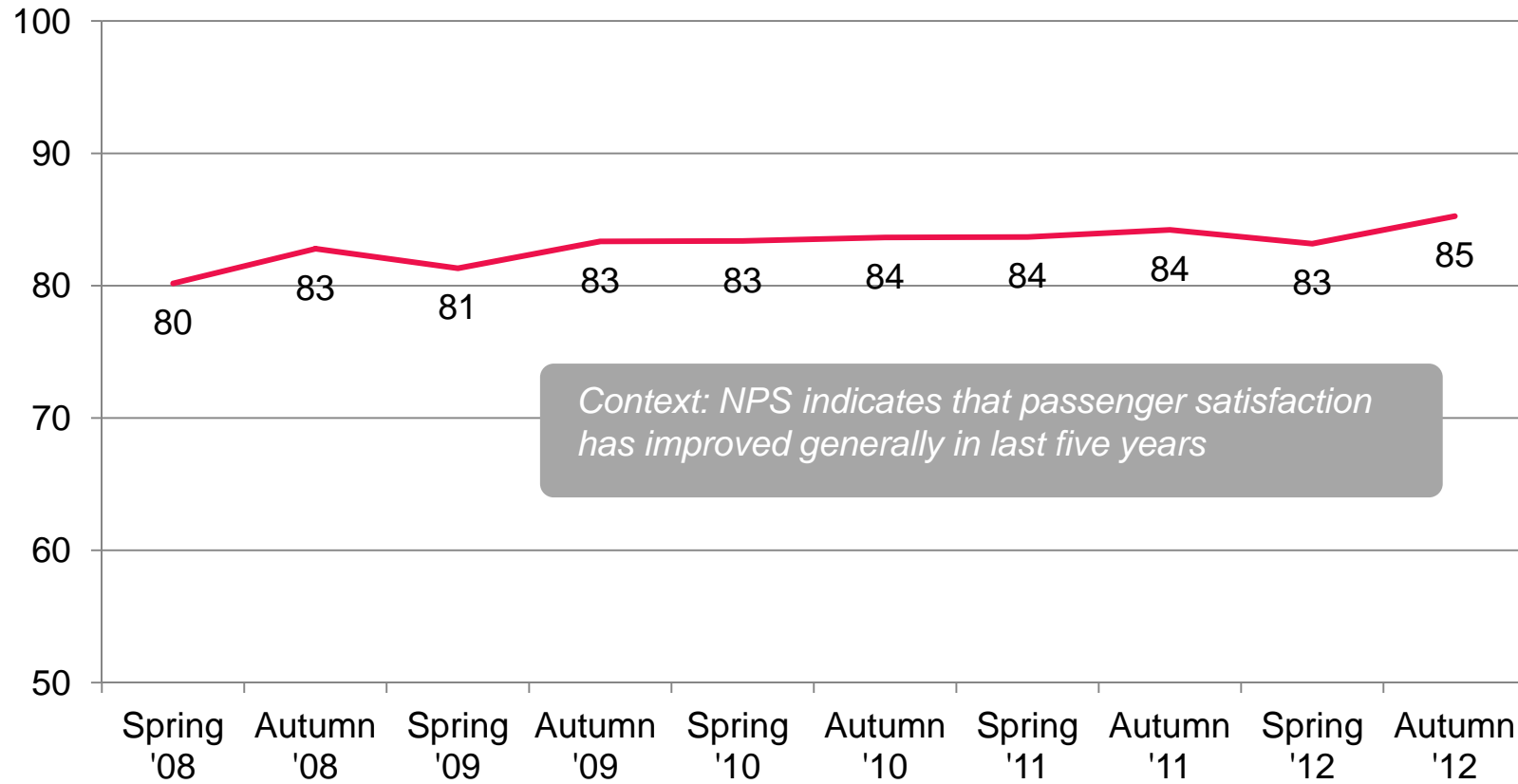
○ Blue circle indicates statistically significant difference between 2008 and 2013 (at 95% confidence)

Overall experience of evening journeys



Overall journey satisfaction (NPS)

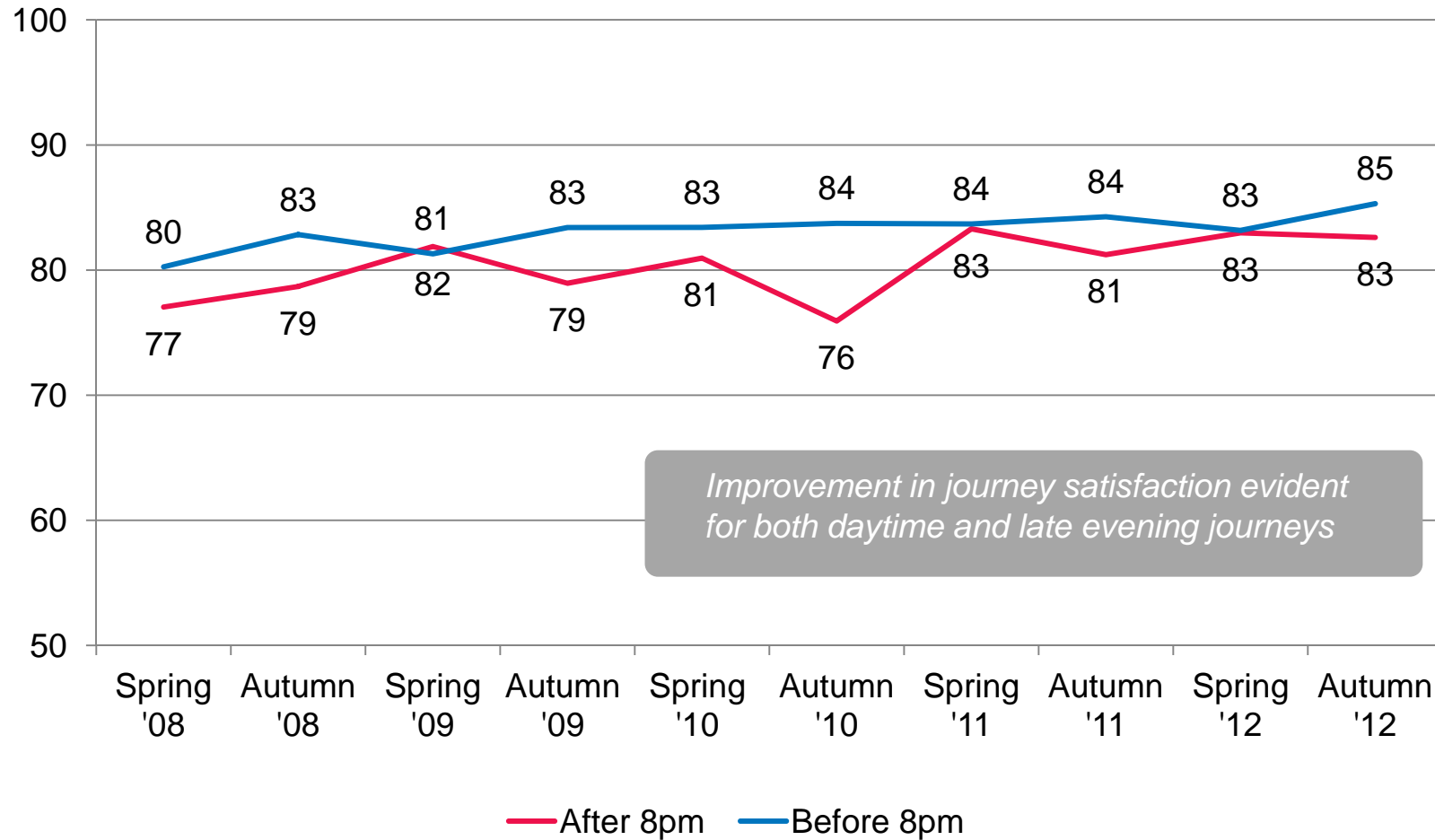
Overall journey satisfaction: % very/fairly satisfied
(NPS)



— Overall journey satisfaction - NPS

Overall journey satisfaction by time of day (NPS)

Overall journey satisfaction: % very/fairly satisfied
(NPS)

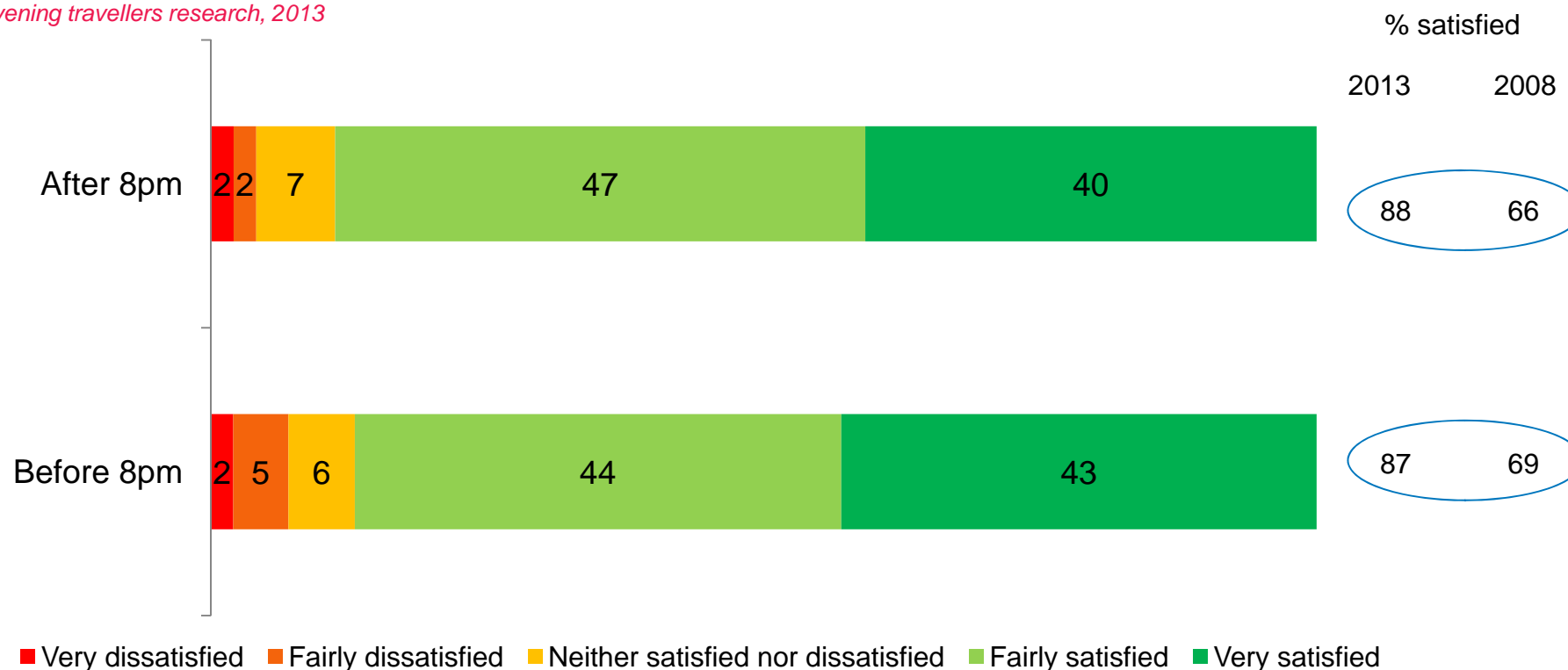


Improvement in journey satisfaction evident for both daytime and late evening journeys

Overall journey satisfaction (online survey)

% very satisfied to very dissatisfied

Evening travellers research, 2013



Improvement looks more dramatic in the online survey, but trend is the same:

- *Improvement in journeys during day and evening*
- *Daytime and evening journeys equally satisfactory*

A13/B13. Taking into account just the station where you boarded the train and the actual train travelled on, how satisfied were you with your most recent journey starting after/before 8pm?

Base: All (203)

 Blue circle indicates statistically significant difference between 2008 and 2013 (at 95% confidence)

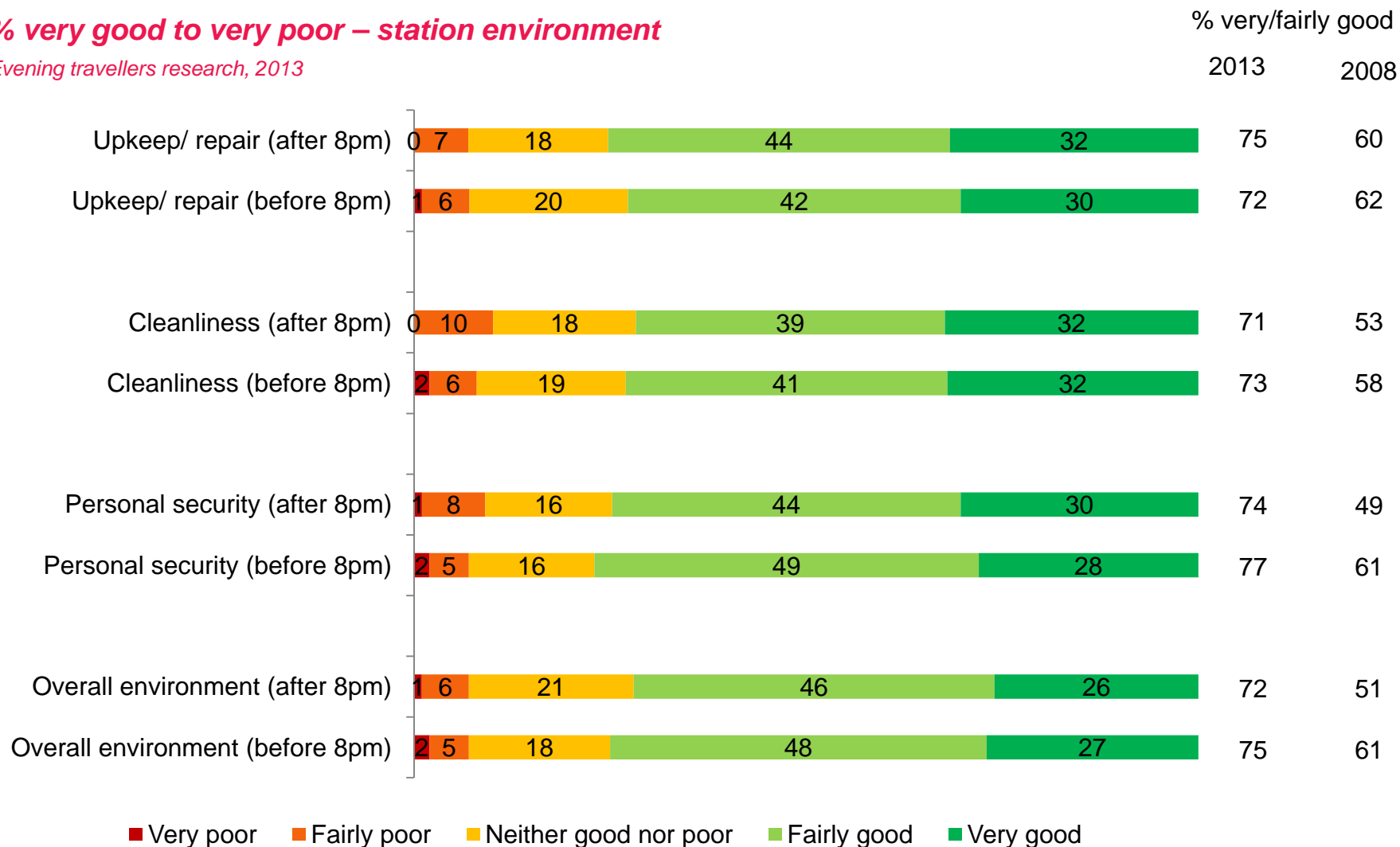
Passenger experience
at stations



Rating of stations: environment

% very good to very poor – station environment

Evening travellers research, 2013

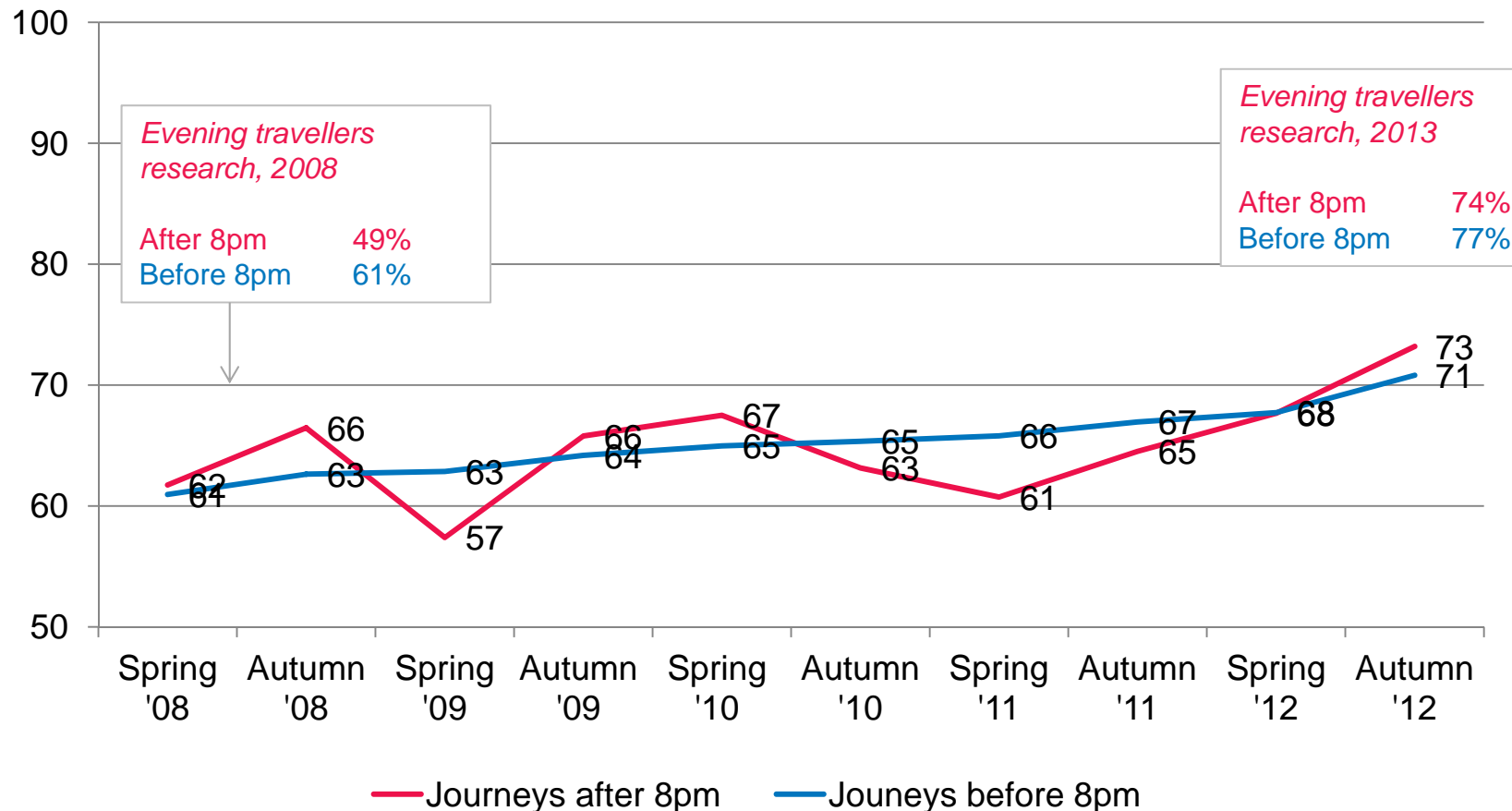


A5/B5. How would rate the station for...?
 Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for late evening 2013 = 201

All changes over time significant, except upkeep/repair before 8pm

Personal security at stations (NPS)

% rating personal security very/fairly good (NPS)



- Evening travellers research indicates that the difference in perceived security at stations before and after 8pm has narrowed since 2008 (previous slide and summarised in boxes above)
- NPS also confirms a gradually improving trend in perceived security at stations, both before and after 8pm

Perception of security at stations after 8pm: gender variances

Factors relating to personal security

Evening travellers research, 2013

Journeys after 8pm

	Males %	Females %
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Personal security perceived to be better by women than men

Personal security at stations (2013 survey)	69	79
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Several things may be contributing to this:

- Women appear to be more aware of other features at the station, so may be more aware of security measures

- | | | |
|---|----|----|
| • More satisfied with (= aware of?) information about train times/platforms | 79 | 87 |
| • More satisfied with (= aware of?) staff | 58 | 66 |

Evening travellers research, 2008

This pattern has changed since 2008 – suggests genuine improvements to security as well

Personal security at stations (2008 survey)	50	47
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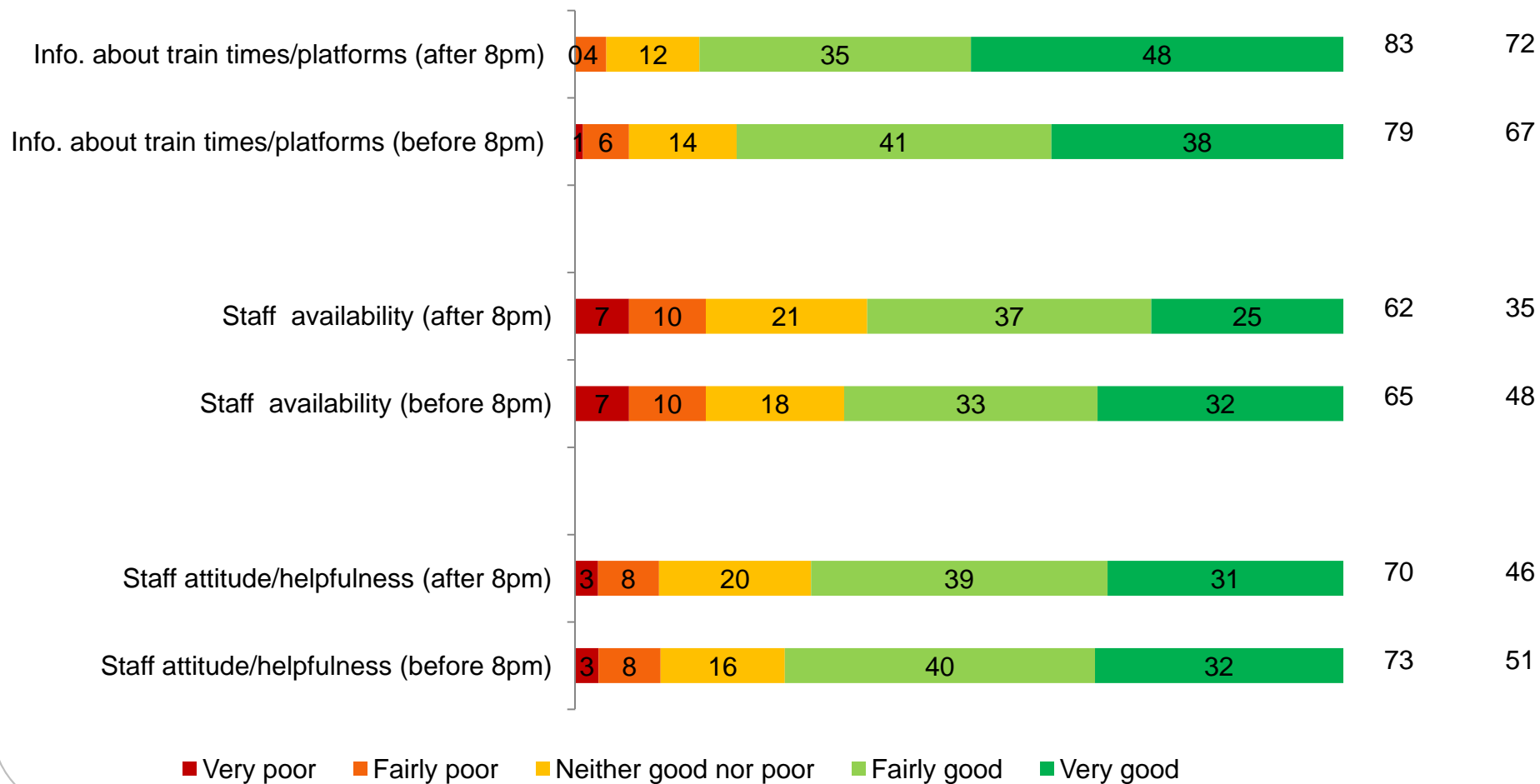
Rating of stations: customer service

% very good to very poor – station customer service

Evening travellers research, 2013

% very/fairly good

2013 2008



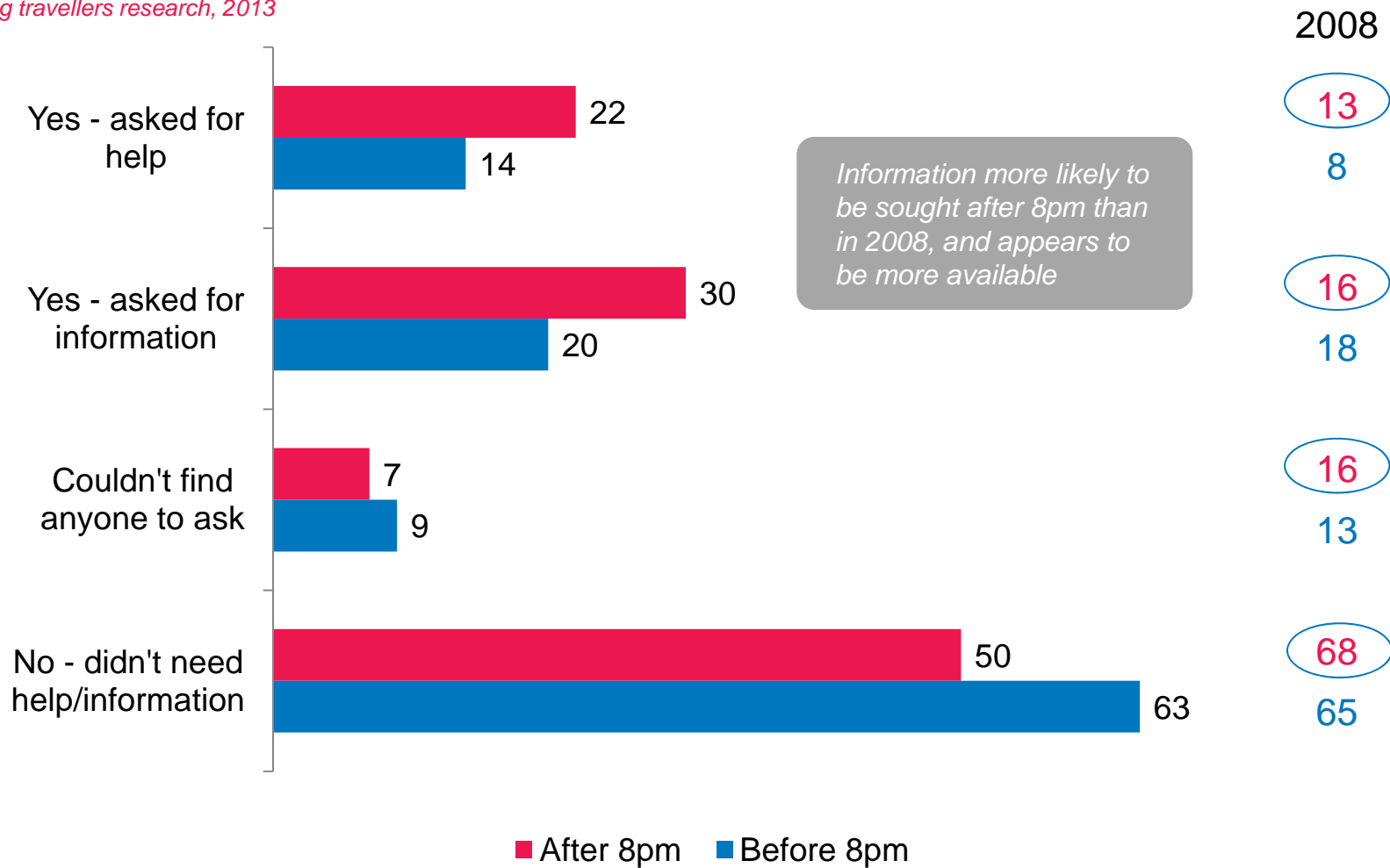
A5/B5. How would rate the station for...?
Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for post-8pm 2013 = 173

All changes over time significant

Asking for help

Whether asked for help at station, %

Evening travellers research, 2013



QA6 / B6. While at the station, did you ask staff for help or information?
Base: Evening travellers research 2013 (203)

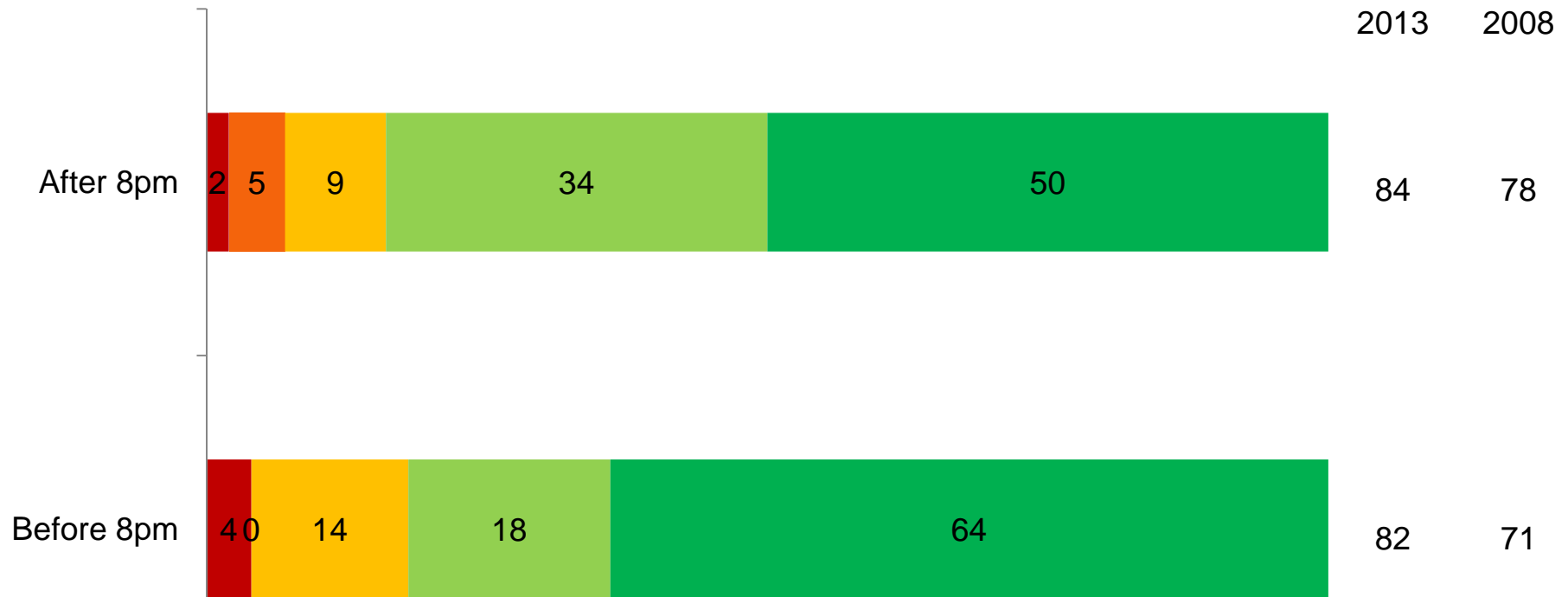
○ Blue circle indicates statistically significant difference between 2008 and 2013 (at 95% confidence)

Rating of help given

% very satisfied to very dissatisfied with how request to station staff was handled

Evening travellers research, 2013

% very/fairly satisfied



A small number of people asked staff for help meaning this data must be treated with caution. However, satisfaction with the help given looks to have improved: less difference than in 2008 between quality of help given before and after 8pm

■ Very dissatisfied ■ Fairly dissatisfied ■ Neither satisfied nor dissatisfied ■ Fairly satisfied ■ Very satisfied

QA7 / B7. Overall, how satisfied were you with the way your request was handled?

Base: All who asked for help: After 8pm (44), Before 8pm (28)*

CAUTION: VERY LOW BASE

Passenger experience at stations: those using similar sized stations for pre- and post-8pm journey

% very good to very poor – station measures

Evening travellers research, 2013: those using similar sized stations for pre- and post-8pm journey

% very/fairly good

2013



Comparing the ratings given to aspects of 'station environment' for passengers who used a similar sized station both before and after 8pm confirms that stations appear to have improved in the later evenings: personal security is still a little better at like-for-like stations during the day, but the perceived difference is not significant

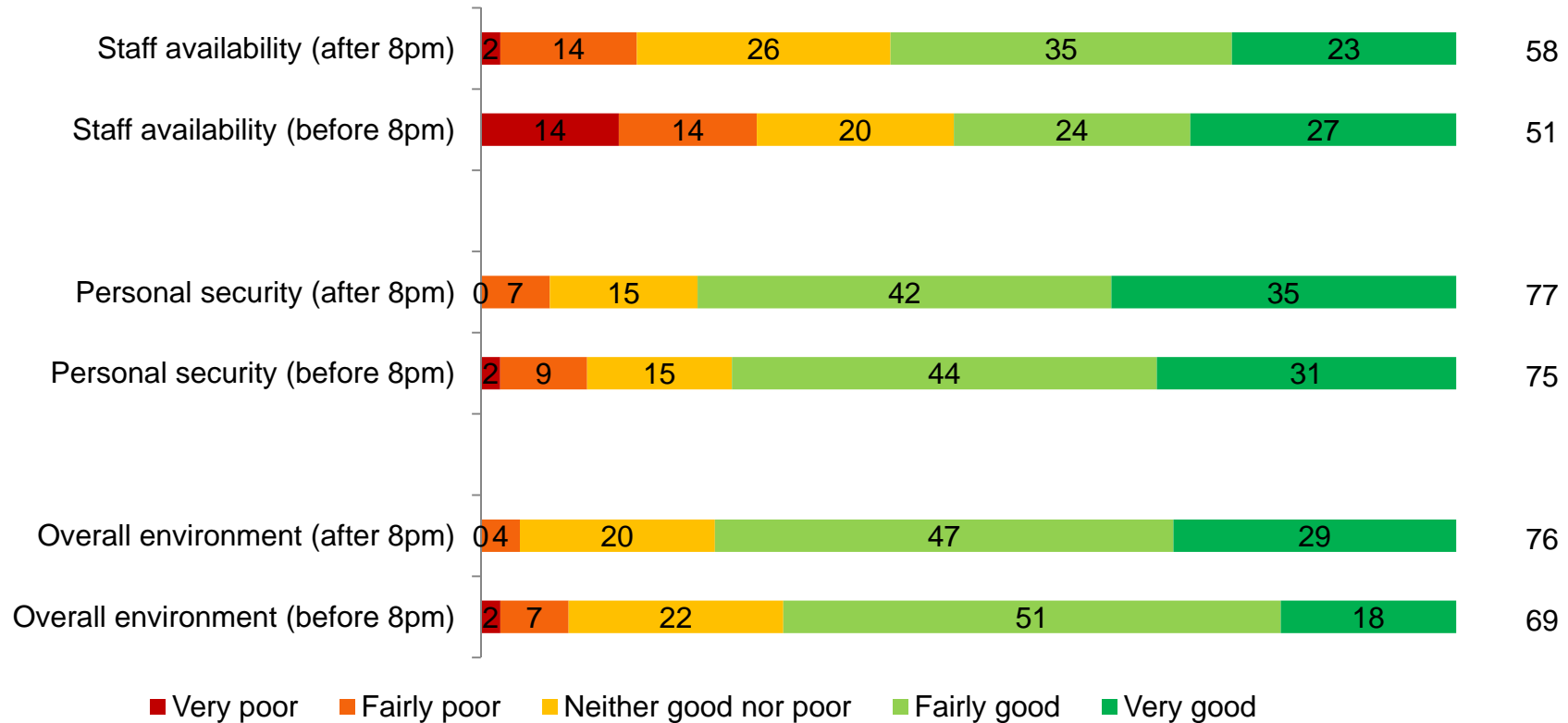
Passenger experience at stations: those using larger station for post-8pm journey, and smaller before 8pm

% very good to very poor – station measures

Evening travellers research, 2013: those using a smaller station before 8pm, and a larger station after 8pm

% very/fairly good

2013



Larger stations are perceived as better in terms of security and environment after 8pm, than smaller stations are during the day time

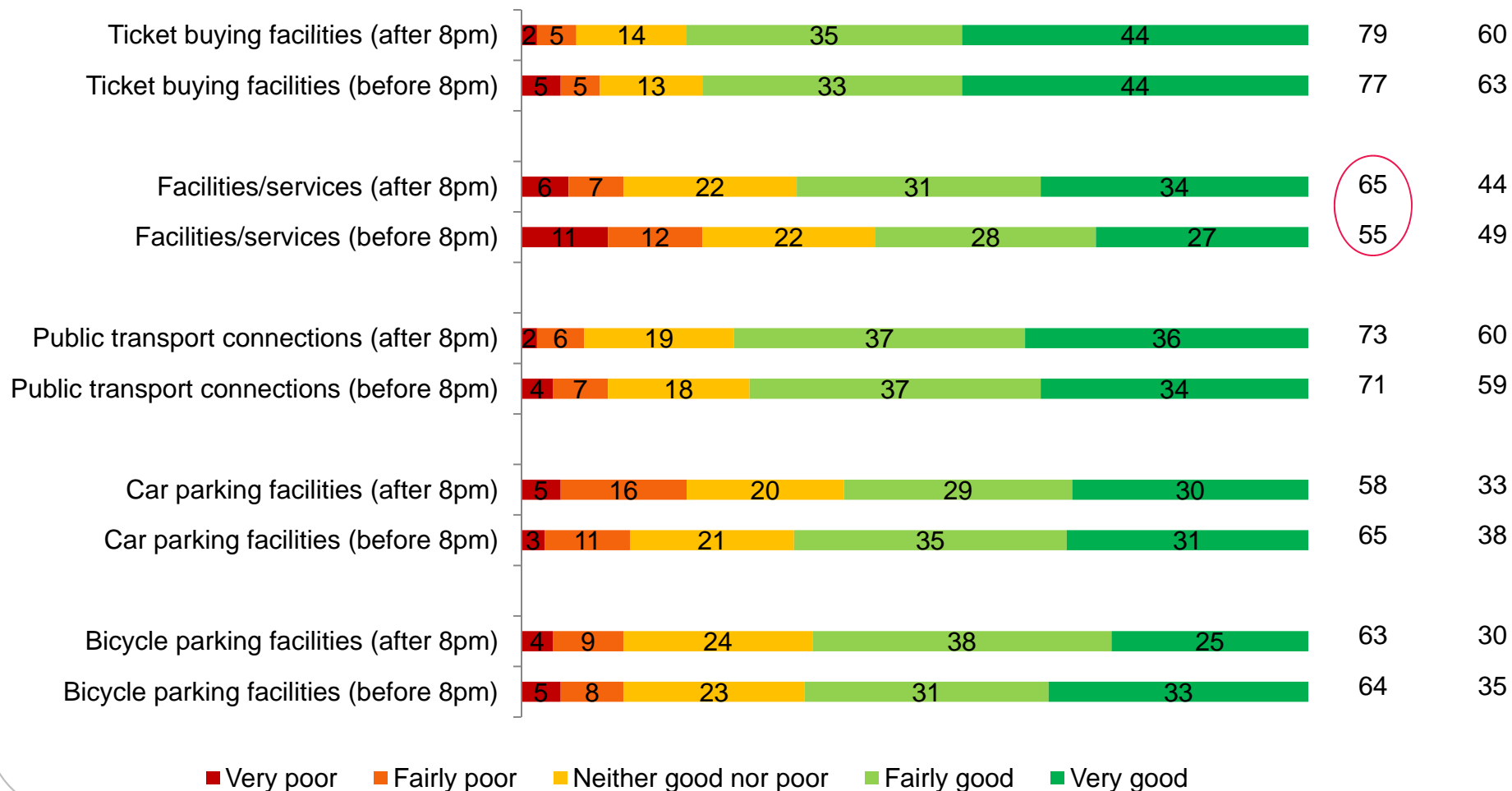
Rating of stations: functional aspects

% very good to very poor – functional aspects of station

Evening travellers research, 2013

% very/fairly good

2013 2008



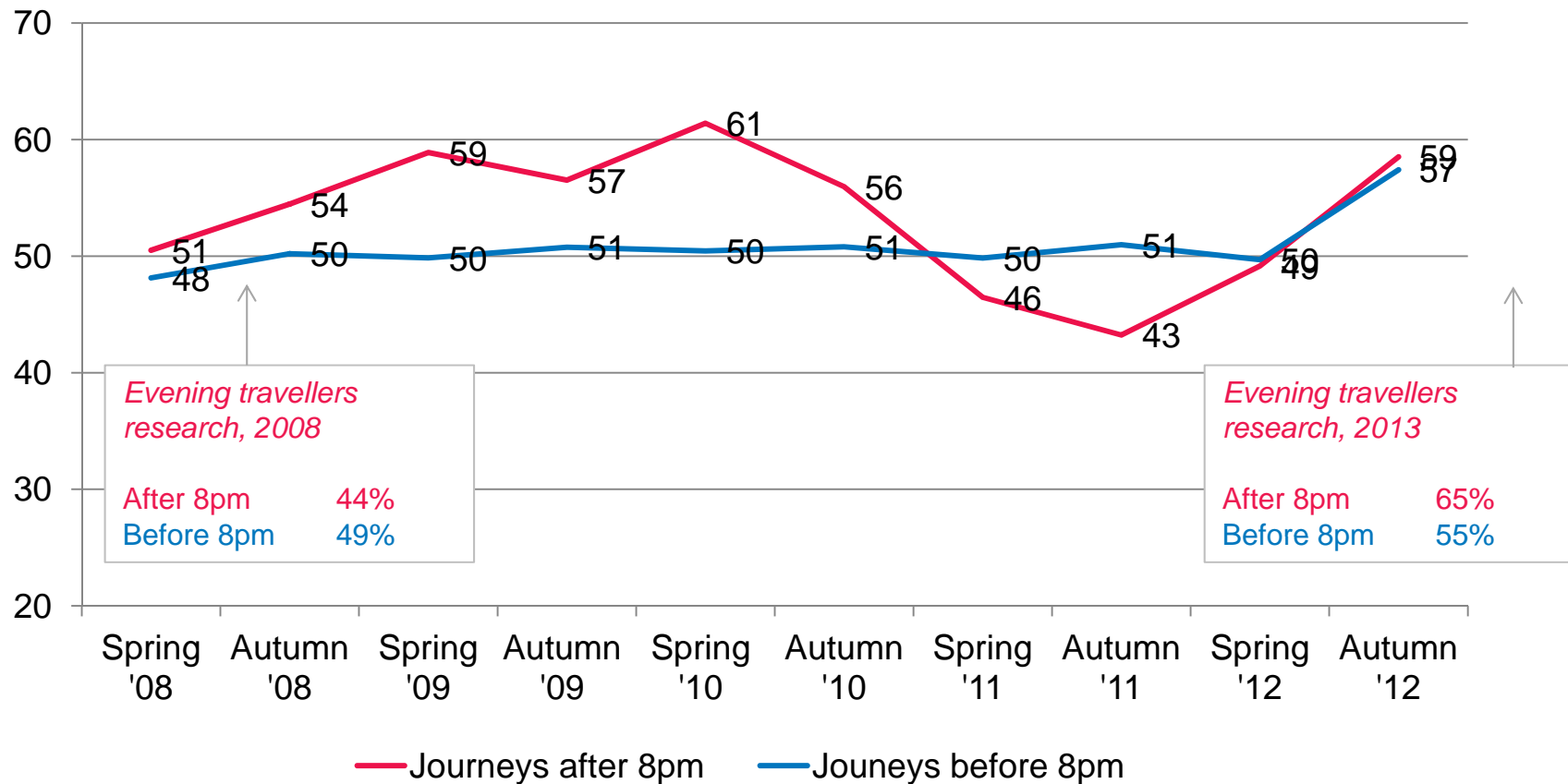
A5/B5. How would rate the station for...?
 Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening 2013 = 135

65 Red circle indicates statistically significant difference between before and after 8pm (at 95% confidence)

All changes over time significant, except facilities/services & connections, before 8pm

Facilities/services at stations (NPS)

% rating facilities/services very/fairly good (NPS)

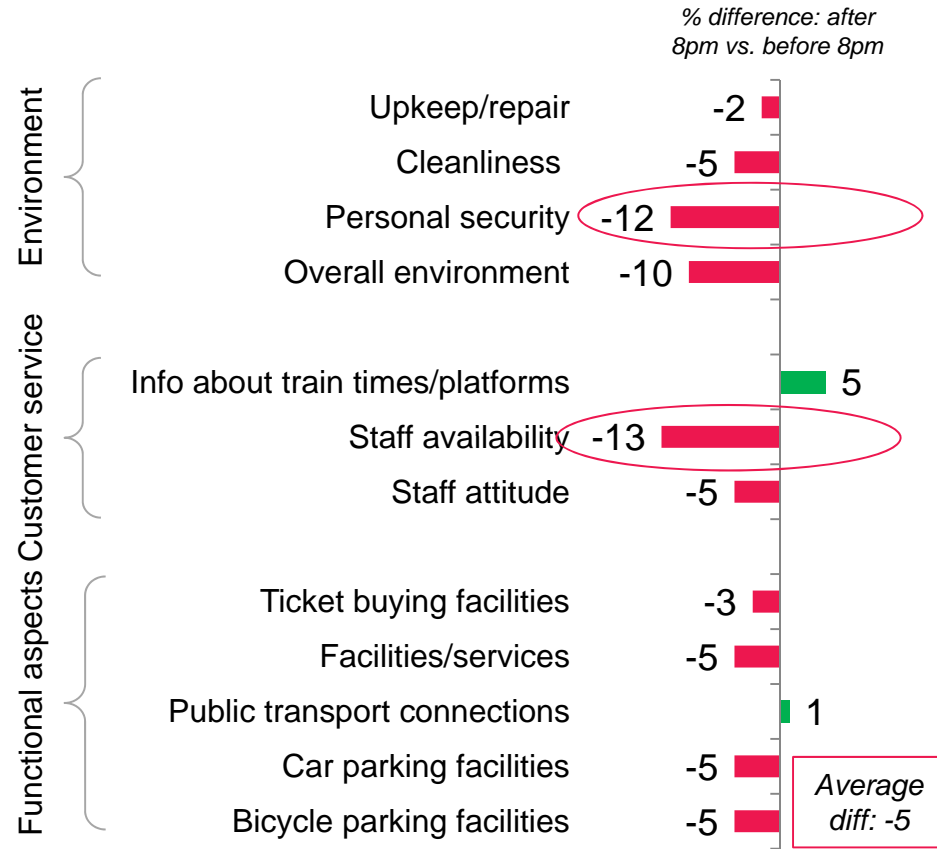


- Evening travellers research indicates that facilities and services are felt to be better at stations after 8pm
- This may relate to the kinds of stations being used at this time, as well as perhaps to lower expectations and less need (e.g. passengers may appreciate a refreshment outlet in the evening, but may have less need for shops)
- NPS shows similar pattern until 2011; changes to the trend from this point on perhaps linked to recent works at larger London terminals

Passenger experience at stations: change since 2008

% very/fairly good – station aspects

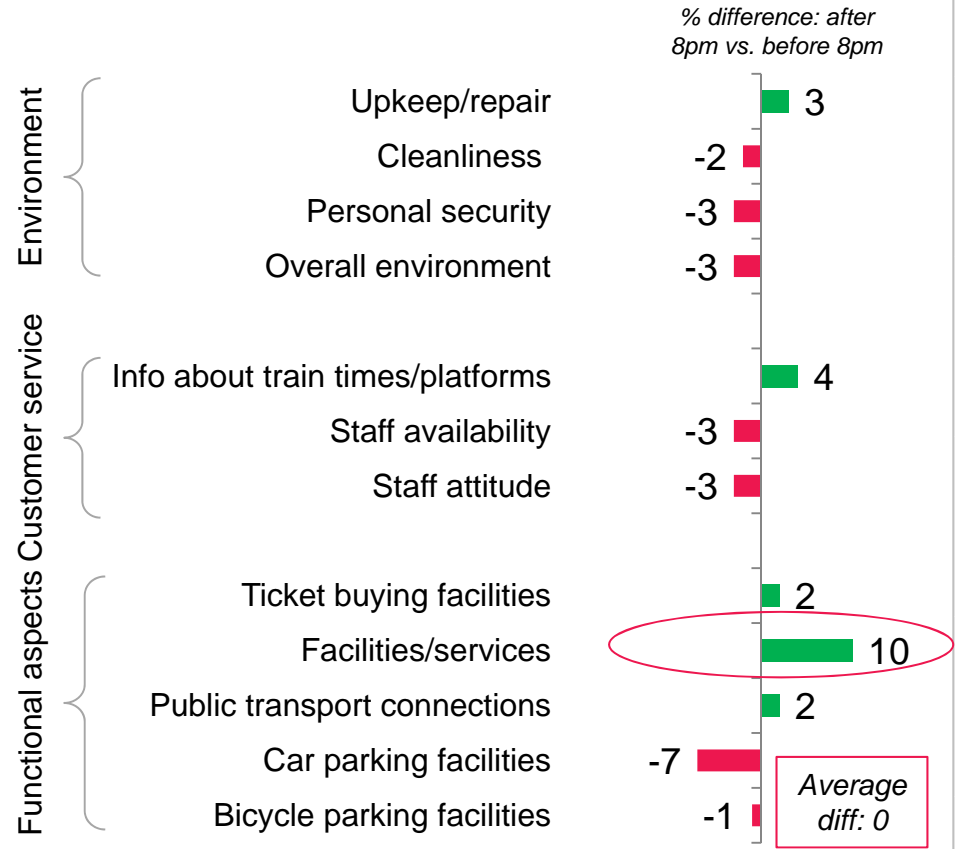
Evening travellers research, 2008



In 2008, many aspects of stations were felt to be a little better before 8pm, than afterwards particularly perceptions of personal security and staff visibility

% very/fairly good – station aspects

Evening travellers research, 2013



In 2013, the gap has closed, particularly on those areas which were more concerning



Passenger experience at stations: summary of change since 2008

Environment

- *Generally, environment at stations still felt to be marginally nicer during the day than in the evening, including in terms of security*
- *However, clear improvement in station environments at all times of day, since 2008*

Customer service

- *Customer service aspects see similar trend: improvements in all aspects of service (which are measured)*
- *Staff visibility after 8pm has improved in particular*

Functional aspects

- *All 'functional' aspects of stations have improved, and only car parking facilities remain markedly less satisfactory after 8pm than during the day (likely related to security of car parks at night)*

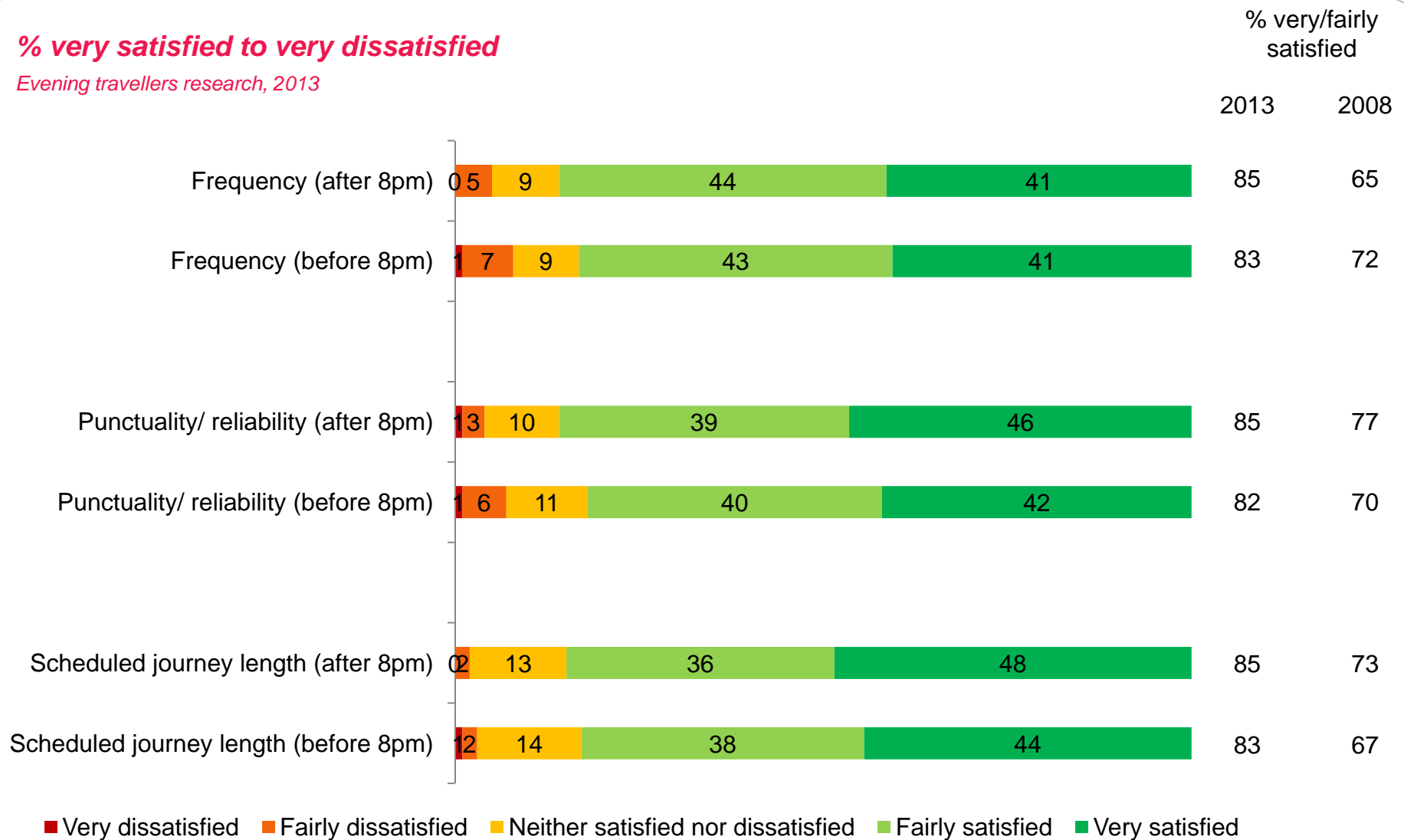
Passenger experience of train journey



Rating of journey: timings

% very satisfied to very dissatisfied

Evening travellers research, 2013



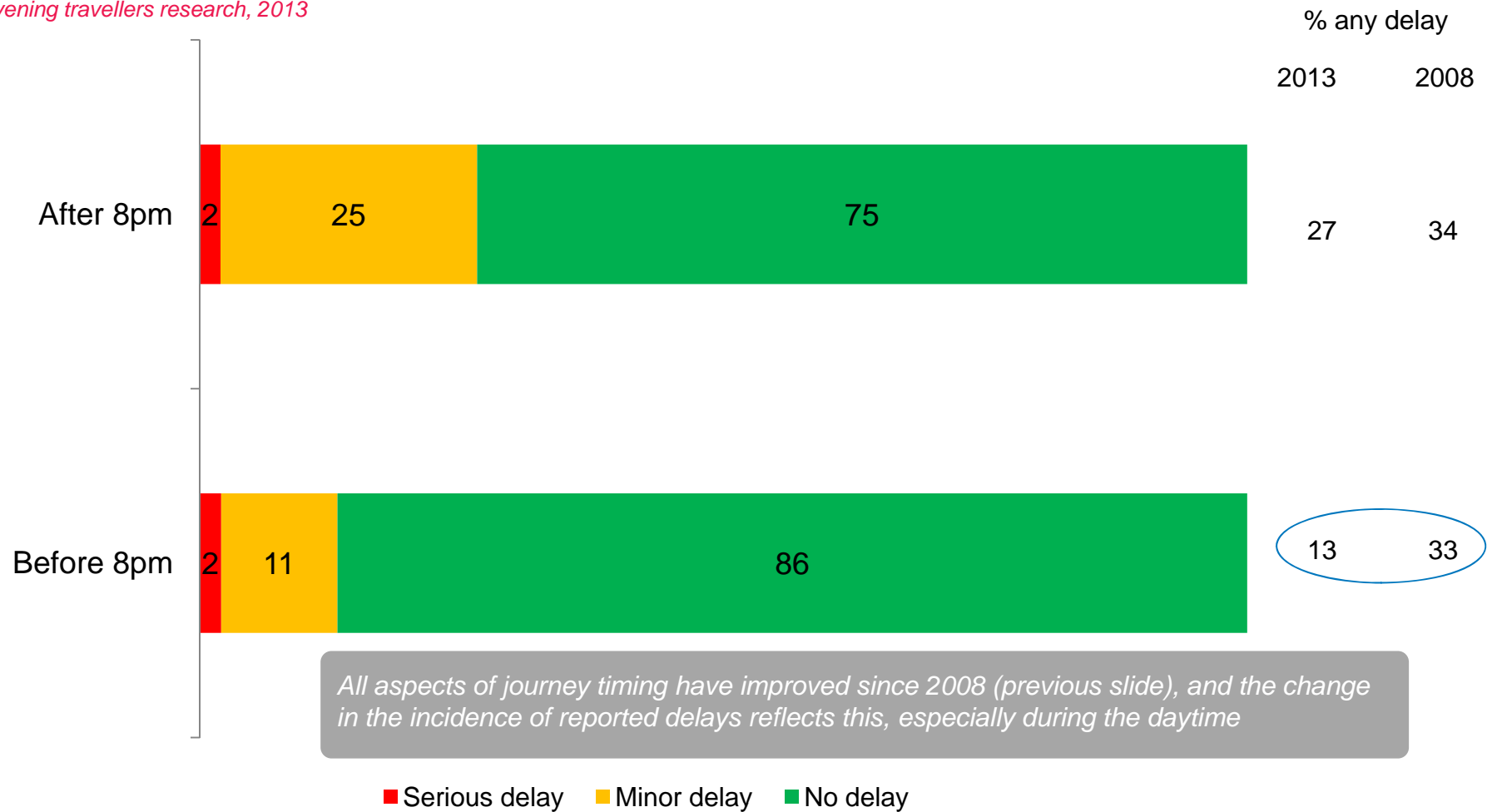
A8/B8. Based on your experience on your most recent journey starting after/before 8pm, how satisfied were you with...? Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening travellers 2013 = 202

All changes over time significant, except punctuality, after 8pm

Experience of delays

Experience of delays, %

Evening travellers research, 2013



A11/B11. Did you experience any delay either on this train or because the train you had planned to catch there was cancelled?

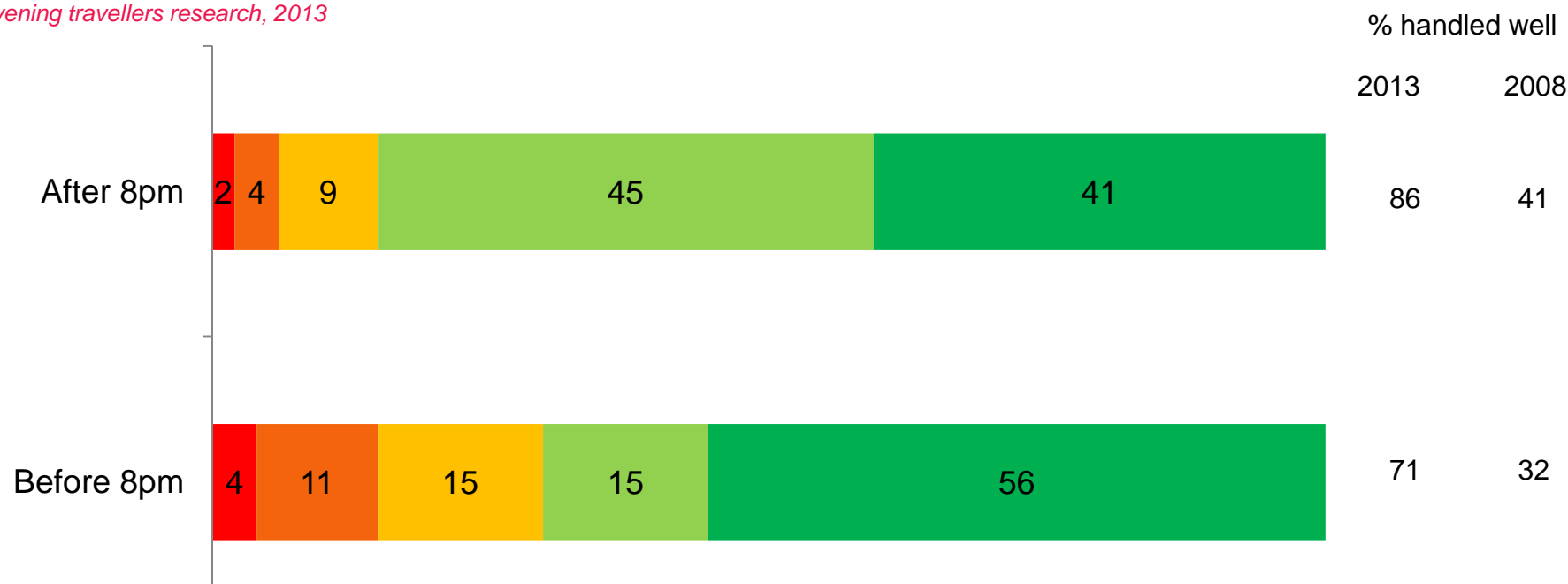
Base: Evening travellers (203)

Blue circle indicates statistically significant difference between 2008 and 2013 (at 95% confidence)

Perceived handling of delays

% delay handled very well to very poorly

Evening travellers research, 2013



A small number of people asked staff for help meaning this data must be treated with caution. However:

- The way delays are dealt with looks to have improved since 2008
- Handling of delays is felt to be better in the evening than in the daytime – this could be partly because there are fewer services (and people) to manage meaning delays are more straightforward to resolve, and partly because journeys are slightly more likely to be made for leisure and are less time-pressured meaning that the impact of delays is felt to be less than during the daytime

■ Very poorly
 ■ Fairly poorly
 ■ Neither well nor poorly
 ■ Fairly well
 ■ Very well

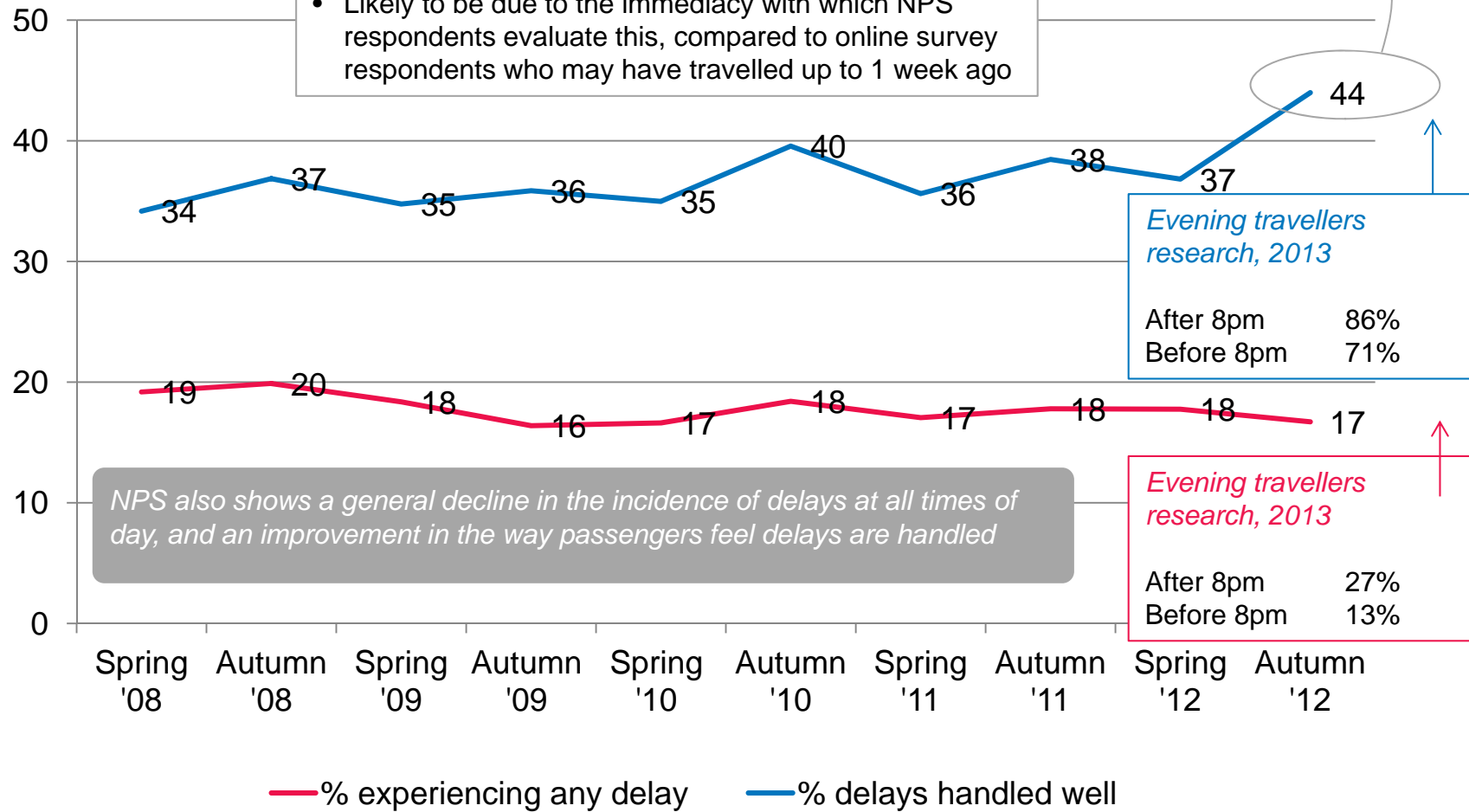
A12/B12. How well do you feel the train company dealt with this delay?

Base: All experiencing a delay, after 8pm (56), before 8pm (27*)

CAUTION: VERY LOW BASE

Incidence and handling of delays (NPS)

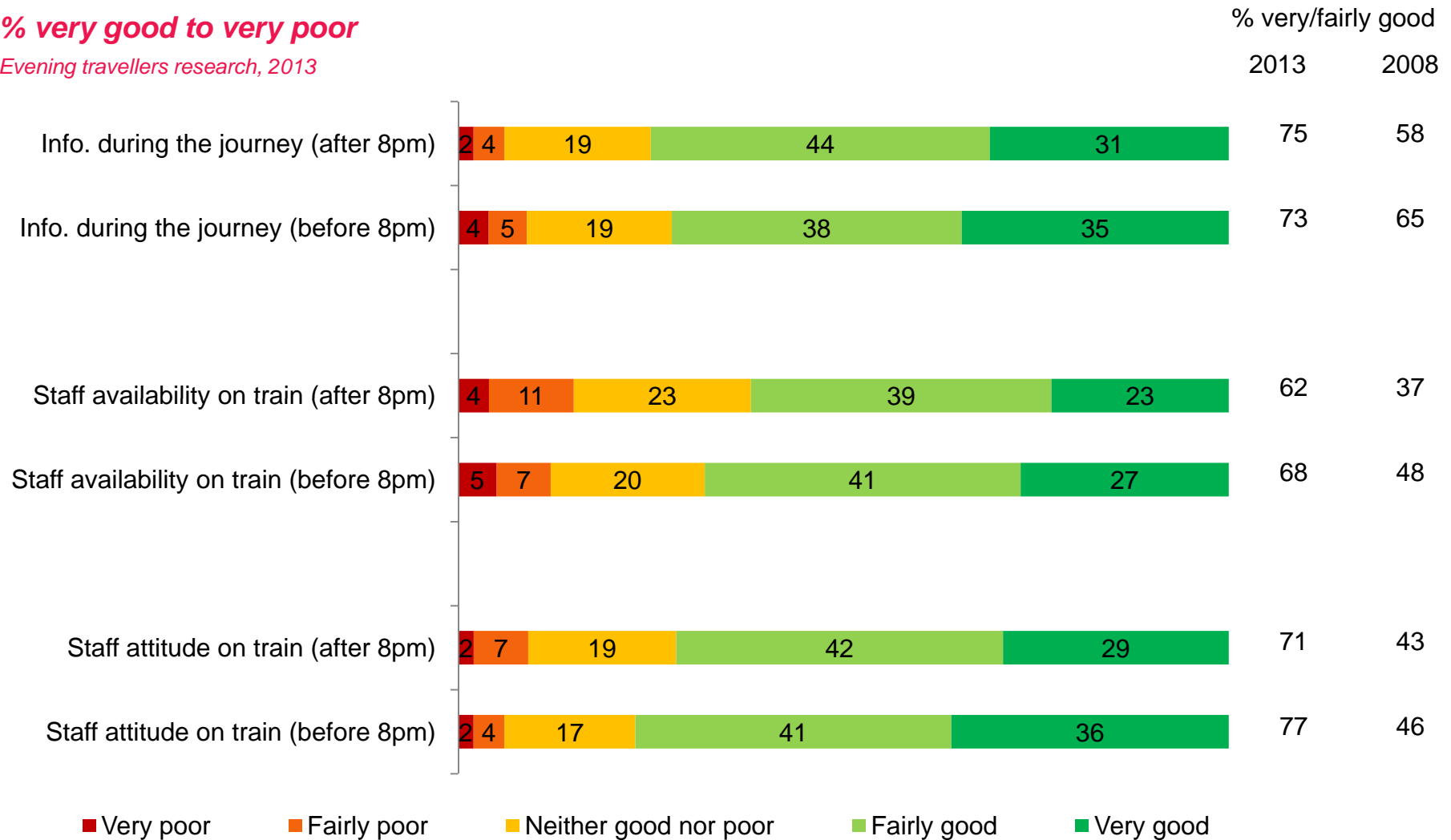
- While there is a clear trend of improvement, the handling of delays is rated much lower in NPS than in this online survey
- Likely to be due to the immediacy with which NPS respondents evaluate this, compared to online survey respondents who may have travelled up to 1 week ago



Rating of journey: customer service

% very good to very poor

Evening travellers research, 2013



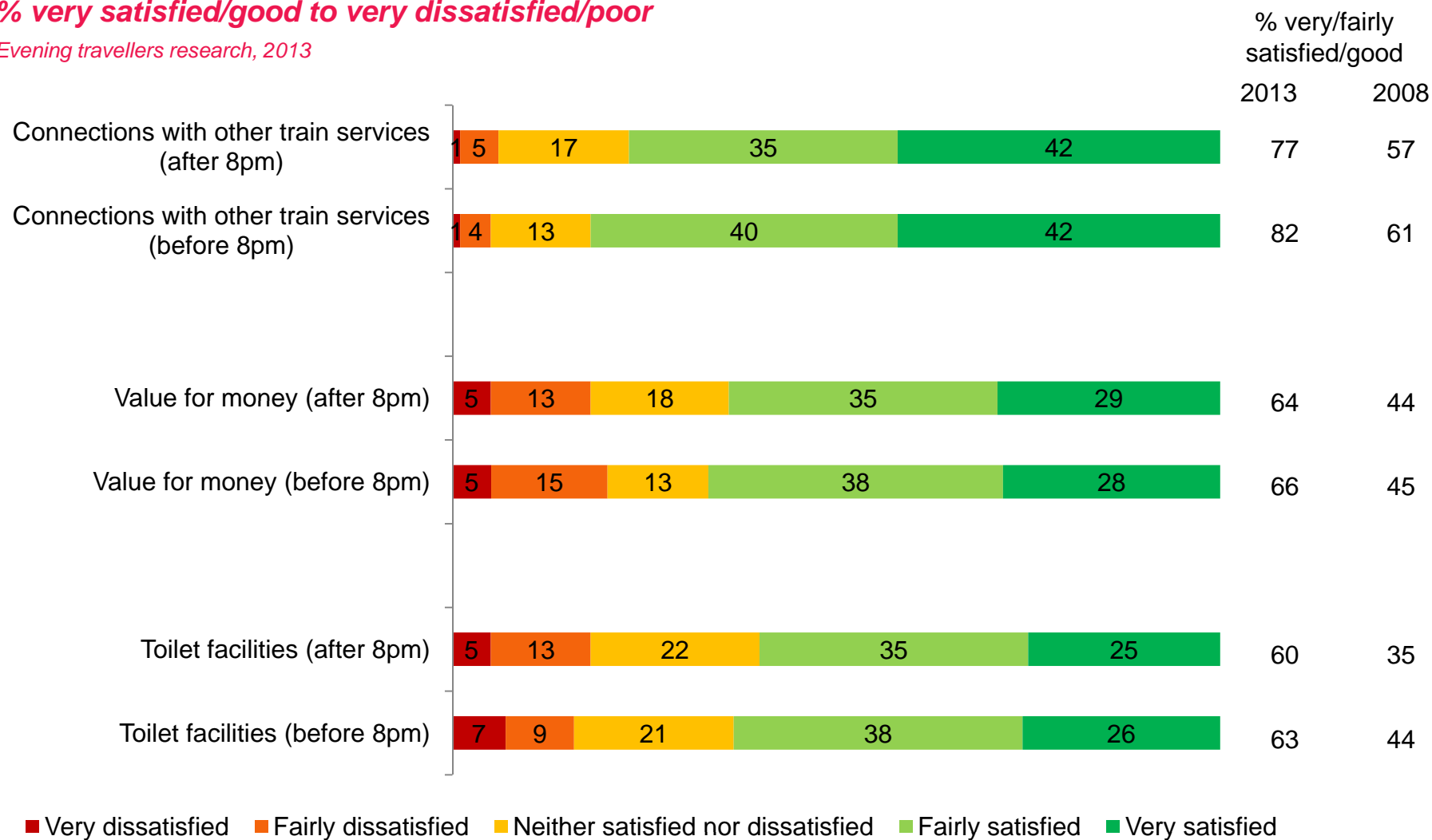
A9/B9. How would rate the train you boarded for that journey in terms of...?
 Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening
 2013 = 170

All changes over time significant, except info
 during journey, before 8pm

Rating of journey: other journey aspects

% very satisfied/good to very dissatisfied/poor

Evening travellers research, 2013



A9/B9. How would rate the train you boarded for that journey in terms of...?

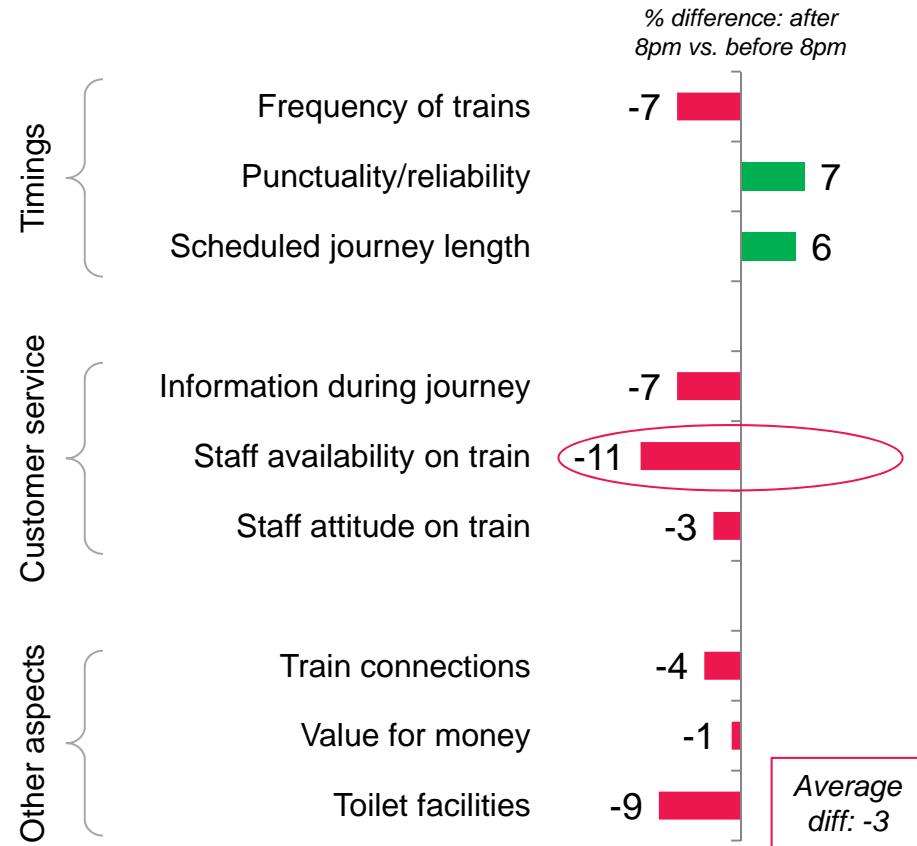
Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening 2013 = 158

All changes over time significant,

Passenger experience during journey: change since 2008

% very/fairly good – journey aspects

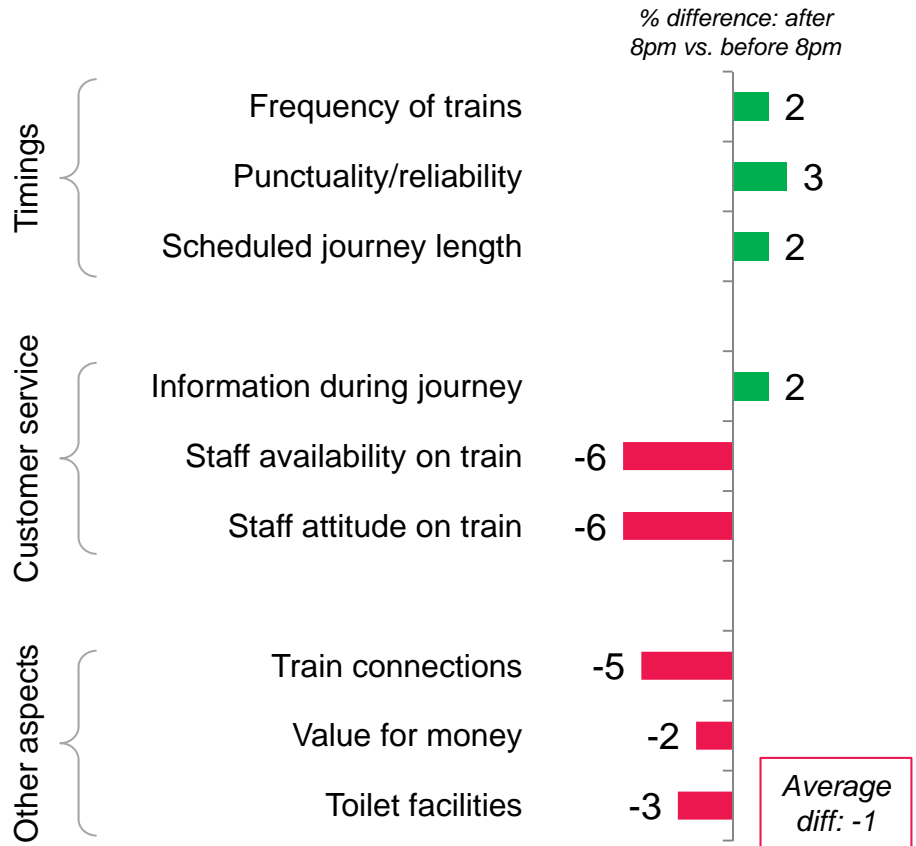
Evening travellers research, 2008



In 2008, although punctuality and journey lengths were perceived similarly both before and after 8pm, frequency was felt to be lower after 8pm, and on-board services (in particular staff) were less well regarded

% very/fairly good – journey aspects

Evening travellers research, 2013



While the visibility of staff is still lower in the evening, this appears to have improved. In 2013, satisfaction with frequency of evening trains is more consistent before and after 8pm, although connections with other services are felt to be poorer in the evening than in the daytime

Passenger experience during journey: summary of change since 2008

Journey time

- *Passenger satisfaction with all aspects of journey times has increased since 2008 – including frequency, which is now equally satisfactory for both daytime and evening journeys*
- *Incidence of delays has improved, as has the perceived handling of delays when they do occur*

Customer service

- *Customer service has also improved at all times of day – although fewer than three quarters of passengers still feel that the visibility of staff on trains is satisfactory, at all times of day*
- *Staff still a little less visible (and helpful) in the evening, but the difference in service between day and evening has improved markedly*

Other journey aspects

- *In line with a long term improvement of the overall experience of all journeys, value for money has also improved*

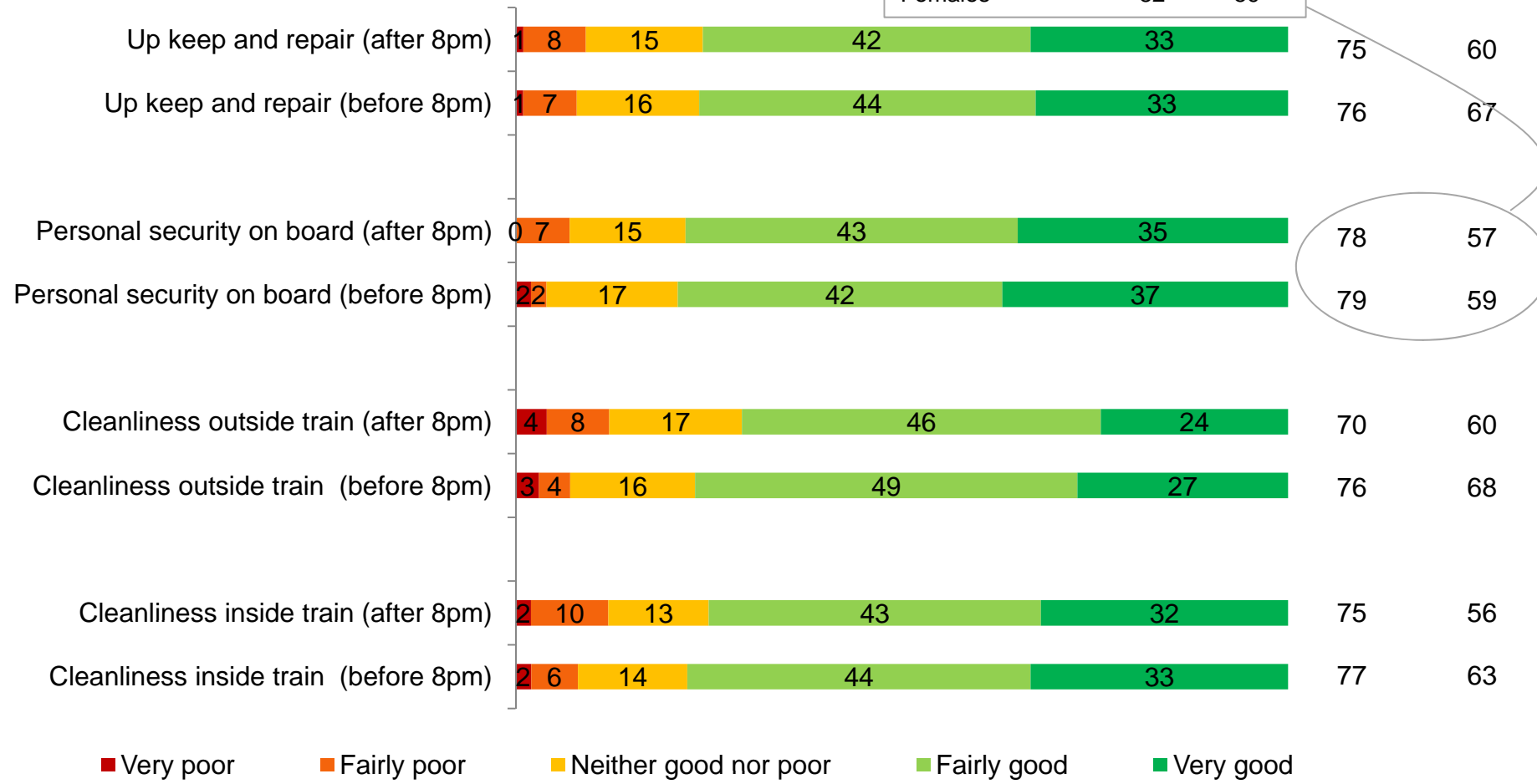
Rating of journey: environment on board

As for security at stations, women more likely than men to perceive themselves safe on board late trains:

	2013	2008
Males	75	55
Females	82	59

% very good to very poor

Evening travellers research, 2013



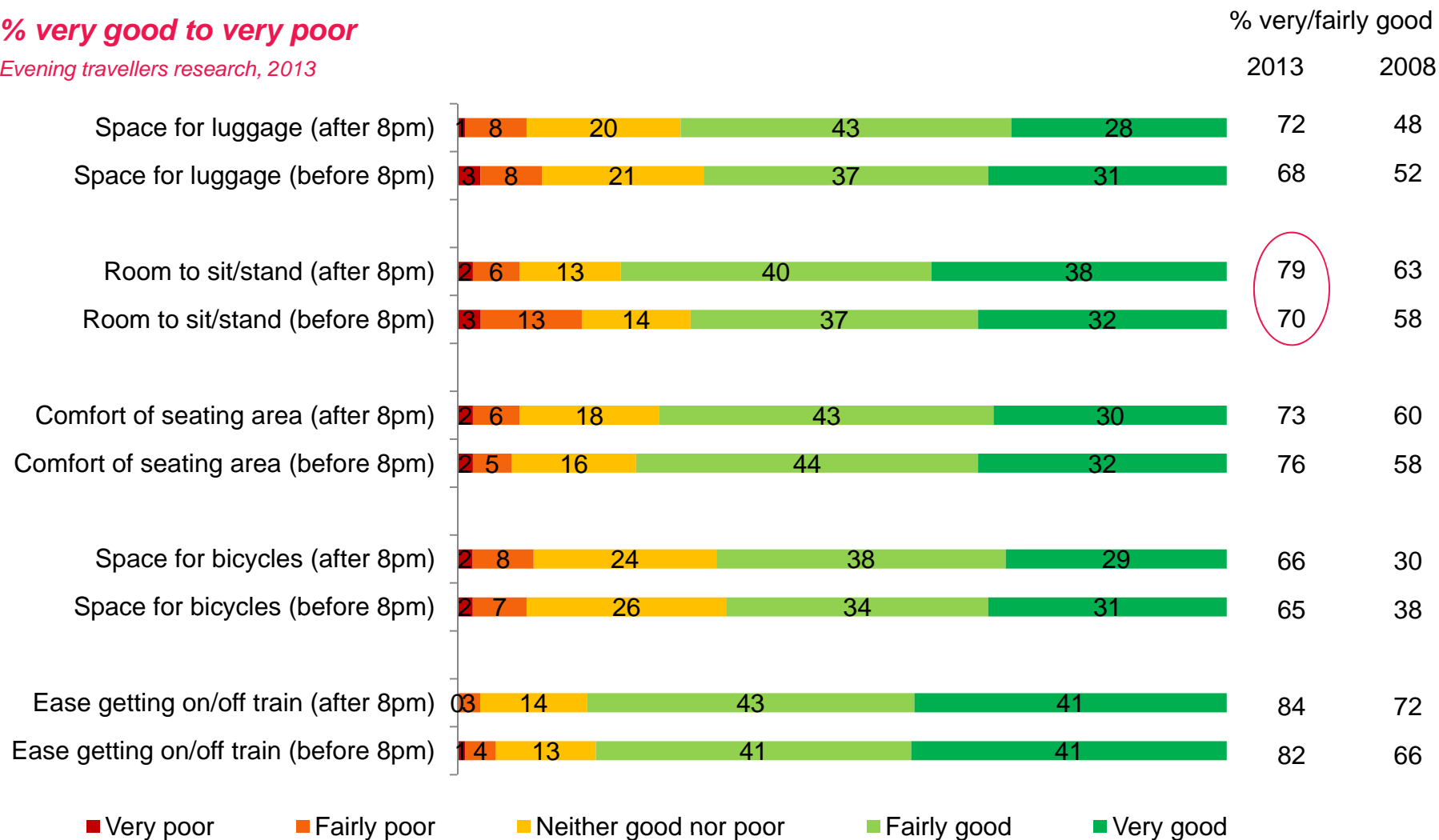
A9/B9. How would rate the train you boarded for that journey in terms of...?
 Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening 2013 = 201

All changes over time significant, except upkeep, before 8pm, and cleanliness outside before & after 8pm

Rating of journey: comfort & space

% very good to very poor

Evening travellers research, 2013



A9/B9. How would rate the train you boarded for that journey in terms of...? Some respondents answer 'don't know', therefore base varies for each measure; minimum base on this slide for evening 2013 = 128

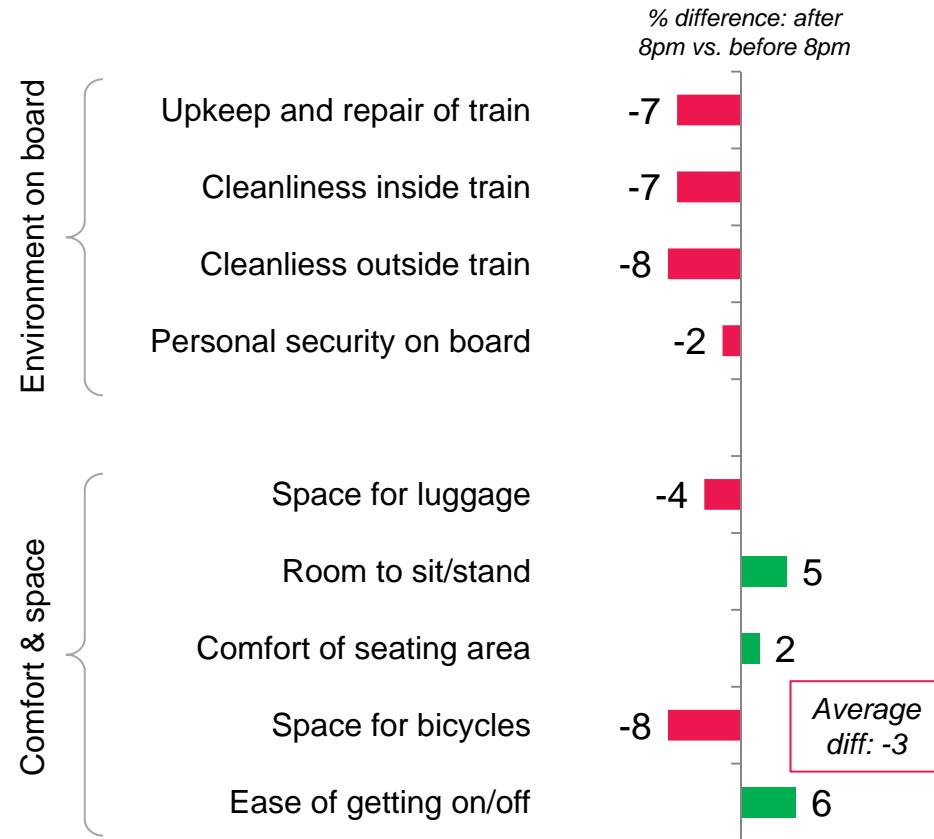
79 Red circle indicates statistically significant difference between before and after 8pm (at 95% confidence)

All changes over time significant, except room to sit after 8pm, and comfort before 8pm

Passenger experience on board: change since 2008

% very/fairly good – journey aspects

Evening travellers research, 2008



In 2008, general environment perceived to be slightly better during the day. Space to sit/stand and comfort of seating are a little better in the evening (when less busy), but space for luggage/bicycles felt to be less well provided

% very/fairly good – journey aspects

Evening travellers research, 2013



The majority of the gaps in experience on board for pre- and post-8pm journeys have closed; perceived capacity now significantly greater in the evenings

Base: Evening travellers 2008 (158)
Evening travellers 2013 (203)

Red circle indicates statistically significant difference between before and after 8pm (at 95% confidence level)

Passenger experience on board: summary of change since 2008

On board
environment

- *Cleanliness and environment on board now more similar in the evening and daytime than in 2008 (although outside of trains still perceived to be less clean in late evening – perhaps inevitable after a day's travel)*

Customer service

- *Satisfaction with space on board now more similar for daytime and evening travel – and better in the evening in many cases*

Summary of findings

- Commuting is still common after 8pm, but a higher proportion of late evening passengers travel for leisure, than during the day
- NPS shows that journey experience has generally improved over the long term, and the rate of improvement has been similar for both daytime and late evening travel
- Consistent with this, all aspects of the journey (that we measure) have improved in the last five years, both before and after 8pm
- On the whole, passengers' satisfaction with rail journeys is similar both before and after 8pm, with some key exceptions:
 - **Service aspects which are more satisfactory after 8pm:**
 - General station facilities – could be a function of the stations used in the late evening, and perhaps lower expectations at this time, but satisfaction with facilities has also improved post-8pm
 - Space on board for passengers and luggage
 - Minor delays are reported more often after 8pm, but they are felt to be handled better
 - **Service aspects which are more satisfactory before 8pm**
 - Facilities for end-to-end journeys – car parks and other transport connections
 - Staff presence on board still a little less satisfactory in the evening
 - Cleanliness of the outside of trains
 - These service aspects are the key areas for attention in order to give a consistent level of service to passengers regardless of the time they choose to travel
- Encouragingly, some important aspects of post-8pm service have gone some way to 'catch up' with pre-8pm service since 2008:
 - Personal security at stations and staff presence at stations and on board were all much poorer in the evening in 2008 but have improved to become more similar to daytime in passengers' view

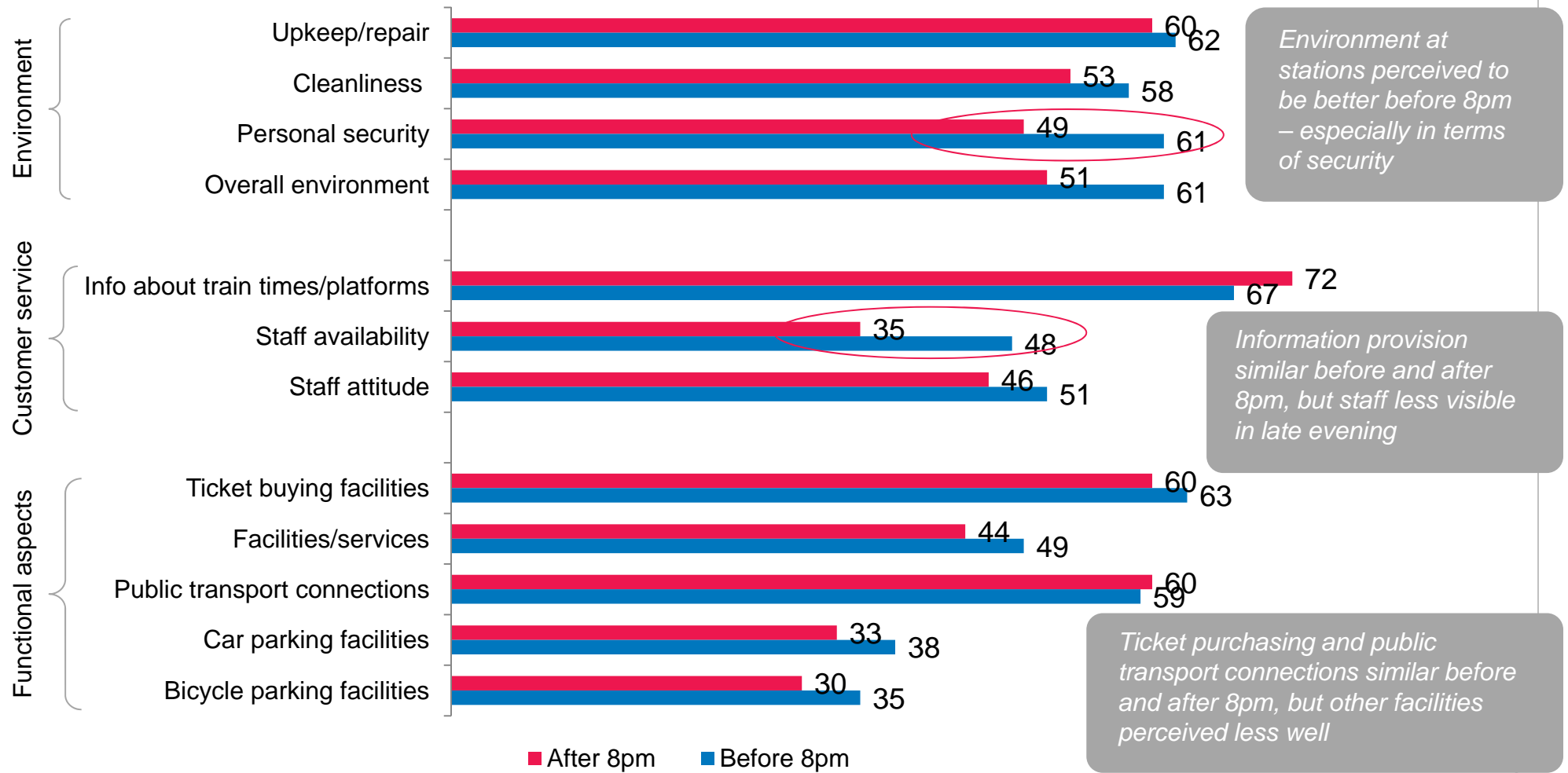
Appendix:
Summary of 2008
results



Passenger experience at stations in 2008

% very/fairly good – station aspects

Evening travellers research, 2008



Base: Evening travellers research 2008 (158)

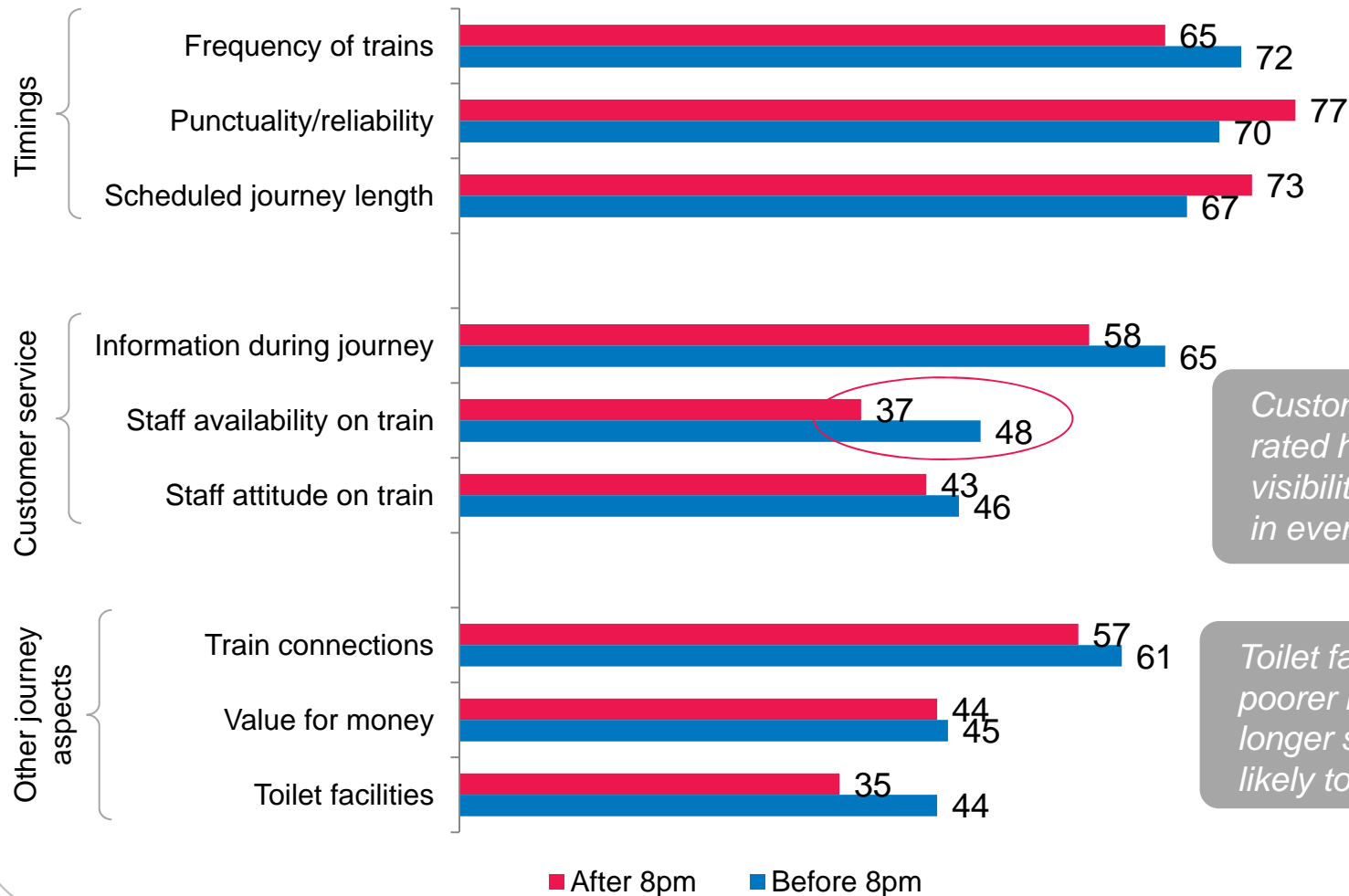


Red circle indicates statistically significant difference between before and after 8pm (at 95% confidence)

Passenger experience of journey in 2008 (1)

% very/fairly good – journey aspects

Evening travellers research, 2008



Frequency inevitably better during daytime, but length and reliability of journeys more satisfactory in evening

Customer service aspects not rated highly in general, but staff visibility rated particularly poorly in evening

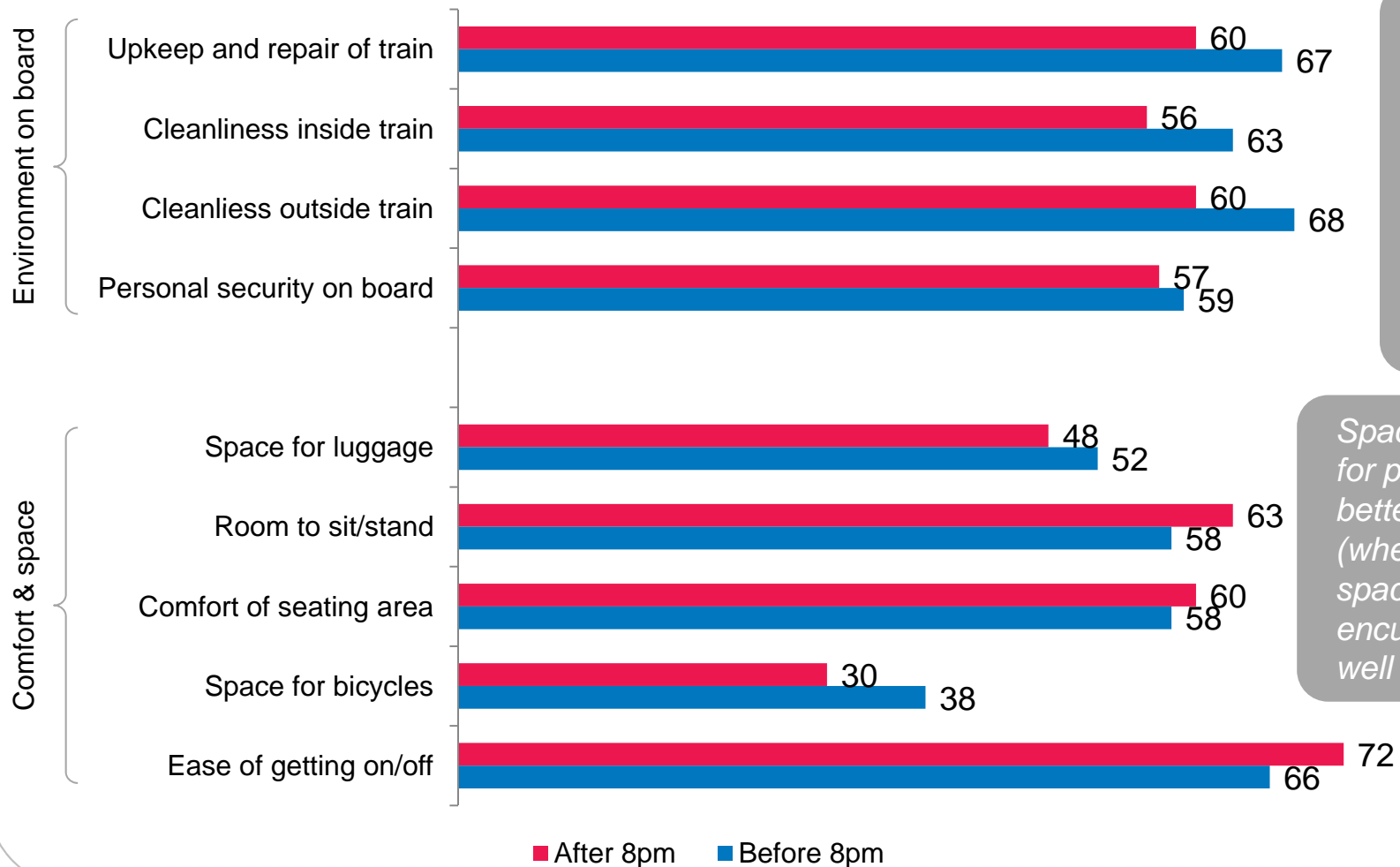
Toilet facilities perceived to be poorer in evening – perhaps longer since cleaning, or more likely to be locked at this time



Passenger experience of journey in 2008 (2)

% very/fairly good – journey aspects

Evening travellers research, 2008



General environment perceived to be slightly (but not significantly) nicer during the day (although scores fairly low in general)

Space and comfort for passengers a little better in the evening (when less busy), but space for other encumbrances less well provided for



Appendix 2

QUESTIONNAIRE

Questionnaire (1/7)

20443 EVENING TRAVELLER QUESTIONNAIRE MARCH 2013

Introduction

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. It should take approximately 10 to 15 minutes.

This questionnaire only relates to national rail. Please exclude Underground.

Confirm instructions

Navigate back and forth by clicking on the 'back' and 'next' buttons on the questionnaire. Do not use the browser's 'back' and 'forward' buttons or your answers may not be saved.

PLEASE CLICK THE 'NEXT' BUTTON BELOW TO BEGIN THE SURVEY

flt1 - Filter after 8pm

Have you made a train journey in the last week that began **after** 8pm?

- Yes
 No ~ CLOSE

flt2 - Filter before 8pm

Have you made a train journey in the last week that began **before** 8pm?

- Yes
 No ~ CLOSE

NEW SCREEN

THIS SECTION OF THE SURVEY IS ALL ABOUT YOUR MOST RECENT TRAIN JOURNEY THAT BEGAN **AFTER** 8PM

NEW SCREEN

A1

Now thinking about your most recent journey beginning **after** 8pm...

At which station did you **get on** the train? _____

A2

Please type in the scheduled departure time of the train you caught.

Please use the 24hr clock e.g. 17:25 ____ : ____

A3

At which station did you **get off** the train? _____

A4

What was the main purpose of your most recent train journey beginning **after** 8pm?

ONE CODE ONLY

- 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

Questionnaire (2/7)

NEW SCREEN

Now we'd like your opinion of the station where you got on the train, for your most recent journey starting **after** 8pm.

NEW SCREEN

A5

How would rate the 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)	?	?	?	?	?	?
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 (e.g. toilets, shops, cafes etc)	?	?	?	?	?	?
The availability of staff at the station	?	?	?	?	?	?
The attitudes and helpfulness of the staff	?	?	?	?	?	?
Connections with other forms of public transport e.g. bus, tube, tram, taxi etc	?	?	?	?	?	?
Facilities for car parking	?	?	?	?	?	?
Facilities for bicycle parking	?	?	?	?	?	?
Your personal security whilst using that station	?	?	?	?	?	?
The overall station environment	?	?	?	?	?	?

A6

While at the station, did you ask staff for help or information?

(select all that apply)

CODES 3 AND 4 CANNOT BE COMBINED WITH OTHER RESPONSES

- Yes - asked for help
- Yes - asked for information
- Couldn't find anyone to ask
- No - didn't need help or information

ASK A7 IF CODED YES ATA6 (CODES 1 OR 2). OTHERWISE GO TO 8.

A7

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

ASK ALL

A8

Based on your experience on your most recent journey starting **after** 8pm, how satisfied were you with:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ No opinion
The frequency of the trains on that route	?	?	?	?	?	?

Questionnaire (3/7)

Punctuality/ reliability of the train (i.e. the train arriving/ departing on time)	?	?	?	?	?	?
The length of time the journey was scheduled to take	?	?	?	?	?	?
Connections with other train services	?	?	?	?	?	?
The value for money of the price of your ticket	?	?	?	?	?	?

A9

How would 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
Up keep and repair (condition of seats, walls, tables etc.)	?	?	?	?	?	?
The provision of information during the journey	?	?	?	?	?	?
The availability of staff on the train	?	?	?	?	?	?
The helpfulness and attitude of the 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	?	?	?	?	?	?
Space for bicycles	?	?	?	?	?	?
The ease of being able to get on and off the train	?	?	?	?	?	?
Your personal security whilst on board the train	?	?	?	?	?	?

A10

Specifically thinking about the cleanliness of the train you boarded your most recent journey starting **after** 8pm, how would 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	?	?	?	?	?	?
The cleanliness of the outside of the train	?	?	?	?	?	?

A11

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 on your most recent journey starting **after** 8pm.

- No delay
- Yes - minor delay
- Yes - serious delay

Questionnaire (4/7)

ASK A12 IF YES AT A1 (CODE 2 OR 3). OTHERWISE GO TO A13

A12

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

- Very well Fairly poorly
 Fairly well Very poorly
 Neither well nor poorly Don't know/ No opinion

ASK ALL. NEW SCREEN

We would now like you to give us your overall opinion of your most recent journey starting after 8pm.

A13

Taking into account just the station where you boarded the train and the actual train travelled on, how satisfied were you with your most recent journey starting after 8pm?

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

NEW SCREEN

About you.

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

Y1

Your age :

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

Y2

Are you :

- Male Female

Y3

Are you :

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

NEW SCREEN

THANK YOU FOR YOUR RESPONSES SO FAR.

THE NEXT SECTION OF THE QUESTIONNAIRE IS ALL ABOUT YOUR MOST RECENT TRAIN JOURNEY THAT BEGAN BEFORE 8PM

NEW SCREEN

B1

Thinking about your most recent journey beginning before 8pm...

At which station did you get on the train? _____

B2

Please type in the scheduled departure time of the train you caught.

Please use the 24hr clock e.g. 1725 ___ ___ : ___ ___

B3

At which station did you get off the train? _____

Questionnaire (5/7)

B4

What was the main purpose of your most recent train journey beginning **before** 8pm?

ONE CODE ONLY

- 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

NEW SCREEN

Now we'd like your opinion of the station where you got on the train, for your most recent journey starting **before** 8pm.

NEW SCREEN

B5

How would rate the 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)	?	?	?	?	?	?
Provision of information about train times/ platforms	?	?	?	?	?	?
The upkeep/ repair of the station buildings/	?	?	?	?	?	?

The facilities and services at the station (e.g. toilets, shops, cafes etc)	?	?	?	?	?	?
The availability of staff at the station	?	?	?	?	?	?
The attitudes and helpfulness of the staff	?	?	?	?	?	?
Connections with other forms of public transport e.g. bus, tube, tram, taxi etc	?	?	?	?	?	?
Facilities for car parking	?	?	?	?	?	?
Facilities for bicycle parking	?	?	?	?	?	?
Your personal security whilst using that station	?	?	?	?	?	?
The overall station environment	?	?	?	?	?	?

B6

While at the station, did you ask staff for help or information?
(select all that apply)

CODES 3 AND 4 CANNOT BE COMBINED WITH OTHER RESPONSES

- Yes - asked for help
- Yes - asked for information
- Couldn't find anyone to ask
- No - didn't need help or information

ASK B7 IF YES AT B6 (CODES 1 OR 2). OTHERWISE GO TO B8.

B7

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

Questionnaire (6/7)

ASK ALL

B8

Based on your experience on your most recent journey starting **before** 8pm, how satisfied were you with:

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

B9

How would 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
Up keep and repair (condition of seats, walls, tables etc.)	?	?	?	?	?	?
The provision of information during the journey	?	?	?	?	?	?
The availability of staff on the train	?	?	?	?	?	?
The helpfulness and attitude of the 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	?	?	?	?	?	?
Space for bicycles	?	?	?	?	?	?
The ease of being able to get on and off the train	?	?	?	?	?	?
Your personal security whilst on board the train	?	?	?	?	?	?

B10

Specifically thinking about the cleanliness of the train you boarded your most recent journey starting **before** 8pm, how would 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	?	?	?	?	?	?
The cleanliness of the	?	?	?	?	?	?

Questionnaire (7/7)

B11

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 on your most recent journey starting **before** 8pm.

- No delay
- Yes - minor delay
- Yes - serious delay

ASK B12 IF YES AT B 11 (CODE 2 OR 3). OTHERWISE GO TO B13.

B12

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

- Very well
- Fairly well
- Neither well nor poorly
- Fairly poorly
- Very poorly
- Don't know/ No opinion

ASK ALL. NEW SCREEN

We would now like you to give us your overall opinion of your most recent journey starting **before** 8pm.

B13

Taking into account just the station where you boarded the train and the actual train travelled on, how satisfied were you with your most recent journey starting **before** 8pm ?

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

Thank you for your help in completing this questionnaire.



Understanding rail passengers – the evening travel experience

May 2013

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