

West Coast Passenger Priorities

Thank you for your agreeing to take part in this short survey which is being carried out by BDRC Continental on behalf of Passenger Focus. Passenger Focus is the official independent consumer organisation representing the interests of rail users nationally. We would like to hear your views on the service provided on this route. The survey should take no more than 10 minutes to complete. Any answer you give will be treated in confidence in accordance with the Code of Conduct of the Market Research Society (MRS).

The interviewer will collect this questionnaire from you when you have completed it or please use the free post paid envelope provided to send it back to us. If you have any queries the interviewer will be pleased to help.

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.

YOUR JOURNEY TODAY

Q1 Please fill in the scheduled departure time of the train from the station where you boarded.

Use the 24 hr clock e.g. 17 : 25

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

Q2 Please write in the name of the station where you boarded **this** train :

--

Q3a Please write in the name of the station you are travelling to on **this** train :

--

Q3b If you will need to change trains please write the name of your final destination station :

--

Q4 What is the main purpose of your rail journey today?

- | | | | |
|---|--------------------------|--|--------------------------|
| Daily commuting to/from work..... | <input type="checkbox"/> | Shopping trip..... | <input type="checkbox"/> |
| Less regular commuting to/from work..... | <input type="checkbox"/> | Visiting friends or relatives..... | <input type="checkbox"/> |
| Daily commuting for education (to/from college/school/university)..... | <input type="checkbox"/> | Sport/entertainment..... | <input type="checkbox"/> |
| Less regular commuting for education (to/from college/school/university)..... | <input type="checkbox"/> | A day out..... | <input type="checkbox"/> |
| On company business (or own or self employed)..... | <input type="checkbox"/> | Travel to/from holiday..... | <input type="checkbox"/> |
| | | On personal business (job interview, dentist etc)..... | <input type="checkbox"/> |
| | | Other..... | <input type="checkbox"/> |

Q5 How many times have you made this journey in the last two weeks? (**Please note that if you make a return journey that would count as two journeys**)

- | | | | |
|-------------------------------|--------------------------|------------|--------------------------|
| This is my first journey..... | <input type="checkbox"/> | 11-20..... | <input type="checkbox"/> |
| 2-5..... | <input type="checkbox"/> | 21+..... | <input type="checkbox"/> |
| 6-10..... | <input type="checkbox"/> | | |



1 0 0 4 0 0 1 6

TRAINS TIMES AND FREQUENCY

Q6 How satisfied are you with the frequency of trains between the station at which you boarded **this** train and the station at which you will get off this train?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ no opinion
On Weekdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Saturdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On Sundays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 At what time should the **first** train run in the morning from the station at which you boarded this train?

	Monday to		
	Friday	Saturday	Sunday
Between 04:00 and 04:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 05:00 and 05:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 06:00 and 06:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 07:00 and 07:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 08:00 and 08:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
From 09:00 onwards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q8 How frequently are you likely to use the **first** train at the times you specified at Q7 for these days?

	Monday to		
	Friday	Saturday	Sunday
Often.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sometimes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rarely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 At what time should the **last** train run in the afternoon/ evening from the station at which you boarded this train?

	Monday to			
	Thursday	Friday	Saturday	Sunday
Between 13:00 and 14:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 15:00 and 16:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 17:00 and 17:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 18:00 and 18:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 19:00 and 19:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 20:00 and 20:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 21:00 and 21:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Between 22:00 and 22:59.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
After 23:00 onwards.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10 How frequently are you likely to use the **last** train at the times you specified at Q9 for these days?

	Monday to			
	Thursday	Friday	Saturday	Sunday
Often.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sometimes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rarely.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Never.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FACILITIES AND SERVICES AT STATIONS AND ON TRAINS

Q11 If you could choose three new or improved facilities/services at the station where you boarded, what would those be? *(Please tick three from the list below)*

Step free access from the station entrance to the train.....	<input type="checkbox"/>	Accurate announcements about actual train times..	<input type="checkbox"/>
Waiting room.....	<input type="checkbox"/>	An interactive help point.....	<input type="checkbox"/>
Waiting shelter on the platform.....	<input type="checkbox"/>	Security cameras.....	<input type="checkbox"/>
Presence of station toilets.....	<input type="checkbox"/>	Refreshment room/kiosk.....	<input type="checkbox"/>
Clean station toilets.....	<input type="checkbox"/>	Well maintained station buildings and platforms.....	<input type="checkbox"/>
Convenient connecting buses.....	<input type="checkbox"/>	Accurate visual information about delays.....	<input type="checkbox"/>
Visible staff at the station.....	<input type="checkbox"/>	Accurate announcements about delays.....	<input type="checkbox"/>
Information board showing printed timetable.....	<input type="checkbox"/>	Other new or improved facility: please write in	
Accurate visual information about actual train times	<input type="checkbox"/>		

Q12 Do you ever drive to the station where you boarded today and use the car park?

Yes..... **Go to Q13** No..... **Go to Q14**

Q13 Which of the following best describes parking in the station car park where you boarded this train?

- I can always get a space.....
- I can get a space most of the time.....
- I can hardly ever get a space.....
- I can never get a space.....
- Not applicable/ /not relevant as I do not use car park.....

Q14 What would encourage you to use the car park more often? (*Tick all that apply*)

- Cheaper parking.....
- More secure car park(i.e. better lighting, CCTV).....
- Having more car parking space.....
- Making it easier to pay.....
- Improving cleaning and maintenance of the car park.....

Other: *please write in*

Nothing would encourage me to use it.....

All to answer

Q15 Please now think about seating on this train. Usually how easy is it to get a seat between the station at which you boarded this train and the station at which you will get off this train, on these days of the week?

	Very easy	Fairly easy	Neither easy nor difficult	Fairly difficult	Very difficult	Don't know/no opinion
Mondays - Thursdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fridays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturdays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sundays.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16 How important is it that, in future, trains on **this** route continue to have the following facilities available to passengers?

	Very important	Fairly important	Neither important nor unimportant	Fairly unimportant	Very unimportant	Don't know/no opinion
A wi-fi internet connection.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
At seat power sockets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR EXPERIENCE ON YOUR JOURNEY TODAY

Q17 Thinking about the level of service you experienced on your journey on this route today, please rate the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
Frequency of trains for this route.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality / reliability of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of time the journey was scheduled to take (speed)....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money for price of ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information during times of disruption.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to get a seat on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of facilities and services at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Ease of buying a ticket.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep/ repair and cleanliness of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities and services on board the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for car parking at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL EXPERIENCE OF SERVICE ON THIS JOURNEY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR PREFERENCE

Q18 Here are some things that could be improved on this route. There are a number of pairs shown below and for each please tick the improvement that you would **most** like to see.
(please tick one comment for each pair shown)

	Prefer the one on the left	No Preference	Prefer the one on the right	
Facilities for car parking at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities and services on board the train
Frequency of trains on the route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Length of time the journey was scheduled to take (speed)
Provision of information during the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities for car parking at the station
Ease of buying a ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of trains on the route
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ease of buying a ticket
Personal security at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security while on board the train
Value for money for price of ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Being able to get a seat on the train
Upkeep/repair and cleanliness of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Frequency of trains on the route
Provision of information during times of disruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information during the journey
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Upkeep/repair and cleanliness of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quality of facilities and services at the station
Punctuality / reliability of the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Facilities and services on board the train
Personal security while on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quality of facilities and services at the station
Facilities for car parking at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Punctuality / reliability of the train
Being able to get a seat on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information during times of disruption
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Personal security at the station
Facilities and services on board the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upkeep/repair and cleanliness of the train
Quality of facilities and services at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Value for money for price of ticket
Ease of buying a ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information during times of disruption
Length of time the journey was scheduled to take (speed)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Provision of information during the journey

TICKETS FOR RAIL JOURNEYS

Q19 What type of ticket did you use for your journey today?
(note: type of ticket is often shown at the top left of your ticket)

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak (Single/Return).....
- Off-Peak Day/Super Off-Peak Day (Single/Return).....
- Advance.....
- Day Travelcard.....
- Weekly or monthly Season Ticket (including Travelcard).....
- Special promotion ticket.....
- Holiday package/ tour ticket.....
- Rail Staff Pass/Privilege Ticket/Police Concession.....
- Freedom pass.....

Other: Please write in

Q20 And is this ticket...?

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

Q21 Why did you choose the ticket you are using today? (*Tick all that apply*)

- Cheapest.....
- Someone else chose it.....
- Needed flexibility around which trains to catch...
- Quickest route.....
- Only one offered/available.....
- Seat reservations possible.....
- Special promotion/deal.....
- Comfort.....
- Advised by staff.....

Other: Please write in

- Don't know/ no opinion.....

Q22 Did you look around for the best-priced ticket for this journey before you bought it?

- Looked around extensively.....
- Didn't look around.....
- Looked around a bit.....
- Don't know/Someone else purchased it.....

Q23 How confident do you feel that you had the best value ticket available, given your travel needs on this occasion?

- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| Very
confident | Fairly
confident | Neither | Not very
confident | Not at all
confident | Don't know/
no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

WHEN YOU BOUGHT YOUR TICKET

Q24 When was your ticket for today's journey purchased?

- Today.....
- 3-4 weeks ago.....
- In the last week.....
- 1-3 months ago.....
- 1-2 weeks ago.....
- More than 3 months ago.....
- Don't know/no opinion.....

PLEASE ANSWER Q25 AND Q26 IF YOU BOUGHT THE TICKET TODAY. OTHERWISE SKIP TO Q27.

Q25 Would your ticket have been cheaper if you had bought it before today?

- Yes.....
- No.....
- Don't know/ no opinion.....

Q26 If you had known it was cheaper to book in advance, how likely would you have been to do so?

- | | | | | | |
|--------------------------|--------------------------|--------------------------------|--------------------------|--------------------------|---------------------------|
| Very
likely | Fairly
likely | Neither likely
nor unlikely | Fairly
unlikely | Very
unlikely | Don't know/
no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

All to answer

Q27 Do you generally prefer to buy train tickets on the day of your journey or do you prefer to buy them in advance?

- In advance..... **Go to Q28**
 On the day..... **Go to Q29**
 No preference..... **Go to Q29**

Q28 What are the main reasons why you prefer to buy tickets in advance? (*Tick all that apply*)

- Cheaper..... Don't have to think about it on the day of travel.....
 Ability to reserve a seat..... Don't have to queue on the day of travel.....
 Need to make plans in advance..... Other

All to answer

Q29 Thinking about tickets for long distance train journeys in particular, how far in advance do you think you **should** be able to buy long distance train tickets?

- Up to a week..... 3-4 months.....
 1-2 weeks..... 4-5 months.....
 3-4 weeks..... 5-6 months.....
 1-2 months..... 6-12 months.....
 2-3 months..... Don't know/ No opinion.....

HOW YOU BOUGHT YOUR TICKET

Q30 How was your ticket purchased?

- Over the phone..... On the train from member of train staff.....
 At the station – from ticket window/office..... Other method of purchase.....
 At the station – from ticket machine..... The ticket was bought for me.....
 From a travel agent.....
 Via the internet/a website..... Don't know/ No opinion.....

Q31 If you bought the ticket you are using today from the ticket office, how satisfied were you with the time you had to queue?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|---------------------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not buy ticket from ticket office | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q32 If you bought the ticket you are using today from the ticket machine, how satisfied were you with the ease of buying that ticket?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not use ticket machine | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q33 If you bought the ticket you are using today via the internet/a website, how satisfied are you with how easy it was to use that method?

- | | | | | | | |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Did not use the internet | Don't know/ no opinion |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

All to answer

Q34 We would like you to think about the following places where you can buy tickets. For each, please indicate the extent to which you would trust it to provide you with the best value for money ticket for the journey you would be making.

- | | | | | | | |
|------------------------------------|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| | Would trust entirely | Would tend to trust | Neither trust nor distrust | Would tend to distrust | Would distrust entirely | Don't know/no opinion |
| Ticket office at station..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Ticket machine at station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Internet..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Over the phone..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| From train staff on the train..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Travel agent..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q35 How interested are you in the following ways of receiving your ticket?

	Very interested	Fairly interested	Neither interested nor uninterested	Not very interested	Not at all interested	Don't know/ no opinion
By post.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printing out from a computer at home/ work.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sent to your mobile (you would show the message as proof of purchase).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sent to your mobile (you would scan a barcode at the ticket gate).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q36 Did you use a railcard to buy your ticket? If so which one?

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

Other railcard: Please write in

FLEXIBILITY AND RESTRICTIONS

All to answer

Q37 Thinking about your own schedule and arrangements, how much flexibility did you have with regard to the time you made this journey? (*Please tick one option for each column*)

	Outbound	Return
I had to travel at a specific time.....	<input type="checkbox"/>	<input type="checkbox"/>
I could travel whatever time I liked.....	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>

Q38 And how much flexibility did your ticket allow you? (*Please tick one option for each column*)

	Outbound	Return
Could travel on any train.....	<input type="checkbox"/>	<input type="checkbox"/>
Could travel on any off-peak train.....	<input type="checkbox"/>	<input type="checkbox"/>
Could only travel on a specific train.....	<input type="checkbox"/>	<input type="checkbox"/>
Don't know/ No opinion.....	<input type="checkbox"/>	<input type="checkbox"/>

Q39 Were you aware of any restrictions on your ticket today? (*Tick all that apply*)

Yes, there was a time restriction on my ticket....	<input type="checkbox"/>	No, I was not aware.....	<input type="checkbox"/>
Yes, there was a route restriction on my ticket...	<input type="checkbox"/>	Restrictions do not apply.....	<input type="checkbox"/>
Yes, there was a restriction on which train company I could travel with.....	<input type="checkbox"/>		

Q40 Did you find the information provided on the ticket restriction(s) easy to understand?

Yes.....	<input type="checkbox"/>	Not applicable.....	<input type="checkbox"/>
No.....	<input type="checkbox"/>	None was provided.....	<input type="checkbox"/>

Q41 How satisfied are you with the flexibility of the ticket, given the price you paid?

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"/>

YOUR OPINIONS ABOUT RAIL TICKETS AND FARES

Q42 Finally, please indicate below the extent to which you either agree or disagree with the following statements regarding rail tickets and fares.

	Agree strongly	Agree slightly	Neither agree nor disagree	Disagree slightly	Disagree strongly	Don't know/ no opinion
I understand the range of tickets and fares available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility is important and I do not want to be tied to a specific train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would travel more on trains if the fares were cheaper.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't mind booking early in order to get cheaper fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There should be a standard price for a journey regardless of when you buy the ticket..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About You

In order to ensure that the responses of all groups of passengers are included please could you provide the following details about yourself.

Q43 Are you?

- Working full time (30+ hours).....
- Working part time (9-29 hours).....
- Not working - seeking work.....
- Not working and not seeking work.....
- Retired.....
- Full time student.....
- Other.....

Q44 Which age group do you fall into?

- | | |
|--|-------------------------------------|
| Under 16..... <input type="checkbox"/> | 45-54..... <input type="checkbox"/> |
| 16-24..... <input type="checkbox"/> | 55-59..... <input type="checkbox"/> |
| 25-34..... <input type="checkbox"/> | 60-64..... <input type="checkbox"/> |
| 35-44..... <input type="checkbox"/> | 65+..... <input type="checkbox"/> |

Q45 Are you.....

- | | |
|------------------------------------|--------------------------------------|
| Male..... <input type="checkbox"/> | Female..... <input type="checkbox"/> |
|------------------------------------|--------------------------------------|

Q46 Which of the following best describes your ethnic background?

- | | |
|--|--|
| White..... <input type="checkbox"/> | Chinese..... <input type="checkbox"/> |
| Mixed..... <input type="checkbox"/> | Asian or Asian British..... <input type="checkbox"/> |
| Black or Black British..... <input type="checkbox"/> | Other ethnic group..... <input type="checkbox"/> |

Q47 Do you have a disability or long term illness related to the following? (*tick all that apply*)

- | | |
|---|---|
| Mobility..... <input type="checkbox"/> | Speech impairment..... <input type="checkbox"/> |
| Wheelchair user..... <input type="checkbox"/> | Learning difficulties..... <input type="checkbox"/> |
| Hearing..... <input type="checkbox"/> | No/none of these..... <input type="checkbox"/> |
| Eyesight..... <input type="checkbox"/> | |

Q48 Would you be happy to participate in future research projects about the rail industry?

- | | |
|-----------------------------------|----------------------------------|
| Yes..... <input type="checkbox"/> | No..... <input type="checkbox"/> |
|-----------------------------------|----------------------------------|

IF YES, PLEASE PROVIDE CONTACT DETAILS HERE

Name:

Telephone number:

Email address:

Thank you for your help in completing this research.

Please hand it back to the interviewer or use the post paid envelope to return the questionnaire to us.

This survey was conducted under the terms of the MRS Code of Conduct by BDRC Continental on behalf of Passenger Focus. All answers you provide are entirely confidential and will be combined with those of all other passengers who take part in the research. If you would like to confirm Continental Research's credentials, please call the MRS freephone on 0500 396999.

The information collected will be used to represent the best interests of passengers along this route.