

Report

Passengers' Priorities for Improvements in Rail Services

Report for Passenger Focus

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Aims of Research

Passenger Focus commissioned MVA Consultancy to undertake a national survey of rail passengers, to identify passengers' priorities for improvements and update the understanding gained from previous research, particularly a survey undertaken in 2005 for the SRA. The specific objectives were to identify:

- passengers' expectations of their rail services; and
- the relative importance they attach to improving different aspects of the rail service currently experienced.

Methodology

The survey was carried out during March and April 2007 at 126 stations covering all Government Office Regions in England, and Scotland and Wales. Self-completion questionnaires were distributed to a cross-section of rail passengers using each station, to explore their satisfaction with 30 station and train 'service factors' or 'attributes', how the standards of service they experienced compared with their expectations, and their priorities for improvements to each attribute.

In total, just under 4,000 questionnaires were returned, and these were split fairly evenly across regions, with a larger sample in Wales. The responses were weighted by journey purpose and region, to reflect the views of rail passengers at a national level.

Passenger Satisfaction and Expectations

Satisfaction with the current rail service varies by attribute, but generally there is more satisfaction than dissatisfaction. There was greatest dissatisfaction with the value for money of the price of the ticket, how the train company dealt with delays, facilities for car parking, and toilet facilities on the train.

Comparing their experience with their **expectations**, passengers felt they received a better standard of service than they 'should reasonably expect' for about half of the attributes, and a worse service than they should expect for the other half. The attributes that are performing best, and exceeding current expectations, are the attitude and helpfulness of staff, how requests for information are handled, personal security and the ease of being able to get on and off the train. Those that are falling furthest short of passengers' expectations include the value for money for the price of the ticket, the toilet facilities on the train, how the train company deals with delays, and having sufficient room to sit or stand comfortably.

The responses vary by journey purpose, with commuters feeling that the majority of attributes are falling short of expectations, leisure travellers feeling that most attributes are exceeding expectations, and business travellers having a more mixed response.

Priorities for Improvement

The priorities for improvement are shown in the following table, along with the ranking that was obtained for each attribute in the 2005 study (though the comparisons are subject to some differences

in methodology). The red highlighting shows where the priority has increased, and blue indicates that the priority has decreased.

Table 1 Priorities for Improvement

Rank	Rail Service Attribute	Previous Rank (2005 Survey)
1	Price of train tickets offer excellent value for money	2
2	Sufficient train services at times I use the train	3
3	At least 19 out of 20 trains arrive on time	1
4	Passengers are always able to get a seat on the train	6
5	Company keeps passengers informed if train delays	17
6	Maximum queue time no more than 2 mins to purchase tickets	8
7	Information on train times/platforms accurate and available	4
8	Trains are consistently well maintained/in excellent condition	9
9	Seating area on the train is very comfortable	21
10	Passengers experience a high level of security on the train	14
11	Personal security at stations is improved through CCTV/staff	16
12	Good easy connections with other forms of transport	5
13	Your journey time is reduced by five minutes	N/A
14	The inside of the train is cleaned to a high standard	20
15	Connections with other train services are always good	18
16	The train travels at a fast speed throughout the journey	12
17	Station staff are available whenever required	7
18	Facilities at stations are plentiful and of good quality	15
19	Always a quick response to information requests at stations	24
20	All trains have staff to assist	28
21	All station staff are helpful and with a positive attitude	13
22	Useful information is provided throughout the journey	22
23	All train staff helpful and have a positive attitude	23
24	There is sufficient space for passengers' luggage	26
25	There are good quality toilet facilities on every train	25
26	Station environment always pleasant and comfortable	19
27	Stations are cleaned to a high standard	11
28	All station building maintained to a high standard	10
29	High quality car parking available	27
30	The outside of the train is cleaned to a high standard	30

The top three priorities for improvement were the top three priorities in the 2005 survey, but in a different order. The factor considered to have highest priority for improvement is the value for money of the price of ticket. This was ranked below improvement in punctuality in the 2005 survey, which is now placed third in the overall ranking. Passengers attach increased priority to improvements in capacity-related factors, particularly reductions in crowding or improved seating availability and 'sufficient train services at times I use the train'. Other improvements that have increased in importance include personal security (on trains and at stations) and keeping passengers informed of delays. By contrast, the results indicate reduced priorities for improving aspects of stations (station

Summary

environment, facilities, and staff helpfulness) and published rail service information (as distinct from information on delays and disruption to services).

The priorities indicated by passengers who travel for different purposes are broadly similar, with (for example) improvements in punctuality and seating availability being consistently ranked third and fourth. However, commuters attach higher priority to improvements in journey time than do leisure travellers and business travellers, while the latter types of passenger rate comfort improvements relatively higher. Business and leisure travellers also attach higher priority to improving station facilities, and the availability of staff at stations, and leisure travellers rate improved luggage facilities relatively more.

There are also differences in the views of passengers in different regions, concerning certain rail service attributes. There were marked differences in the priority for improvements in 'connections with other train services' (this was ranked 5th in the North West and 20th in the South East). and journey time savings (ranked 9th in Eastern and 24th in West Midlands). For certain other attributes, however, the responses by region are very similar. In particular, improvement in the value for money of the price of the ticket was the top priority in every region.

Service Improvement Strategy

It is suggested that, in considering targets and investment plans, information on the gaps between passengers' expectations and experiences for different service factors should be considered alongside the findings on improvement priorities. These are to some extent related, so that three of the 'top four' priorities for improvement concern aspects of the current rail service that fall particularly short of the standards that passengers (on average) expect. These are: ticket price, sufficient trains and improved seating availability. While punctuality improvements remain the third highest priority, the gap between customers' current experience of punctuality and their expectations is smaller, and passengers appear less dissatisfied than they were in 2005, probably reflecting real improvements in this aspect of industry performance.

1 Introduction

1.1 Background

- 1.1.1 Passenger Focus commissioned MVA Consultancy to undertake a national survey of rail passengers, to identify passengers' priorities for improvements. A previous study had been undertaken by the Strategic Rail Authority (SRA) in 2005. This explored the questions of which 'service factors' or 'attributes' passenger felt were the most important for their overall satisfaction with the rail service, and how their satisfaction with different factors compared with what they expected.
- 1.1.2 The findings from the latest survey, presented in this report, are intended to update the understanding gained from previous research, enabling passengers' priorities to be taken into account in the discussion of targets for rail service performance, and investment planning.

1.2 Study Objectives

- 1.2.1 The specific objectives were to identify:
- passengers' expectations of their rail services; and
 - the relative importance they attach to improving different aspects of the current rail service.
- 1.2.2 To facilitate comparison, the 'attributes' investigated in this survey are similar to those identified for the 2005 research and also the ongoing National Passenger survey, though caution is needed in comparing findings due to detailed differences in survey methodology.

1.3 Structure of Report

- 1.3.1 This report provides details on:
- The methodology used to obtain the study objectives through a large scale passenger survey (Chapter 2);
 - The profile of passengers (Chapter 3);
 - Passenger perceptions and expectations (Chapter 4);
 - The importance of improvements (Chapters 5); and
 - Conclusions (Chapter 6).
- 1.3.2 Appendices to this report include the details of the weighting used (Appendix A), checks on the importance of improvements (Appendix B), an appendix summarising the main results for each region (Appendices C – M), and the questionnaires (Appendix N).

2 Methodology

2.1 Introduction

- 2.1.1 In order to meet the objectives of the study, and to allow findings to be considered at both national and regional level, a large scale passenger survey was undertaken across all Government Office Regions in England, and Scotland and Wales.
- 2.1.2 Self-completion questionnaires were distributed to a cross-section of rail passengers using 126 stations, to explore their satisfaction with 30 station and train 'service factors' or 'attributes', how the standards of service they experienced compared with their expectations, and their priorities for improvements to each attribute. To ensure that questionnaires were distributed to a representative cross-section of passengers, survey shifts were spread across different times of the day and across days of the week within each region.
- 2.1.3 In total, just under 4,000 questionnaires were completed and returned, with an achieved response rate of 33%, which broadly matches previous experience with this type of survey. The sample obtained was split fairly evenly across regions, with a larger sample in Wales, boosted by an additional on-train survey (since many of the more rural stations had too few passengers for a station survey alone to be cost-effective). The enlarged sample for Wales was also intended to support a separate, more detailed analysis related to the Route Utilisation Strategy.
- 2.1.4 Responses were weighted by journey purpose and region, to reflect the views of rail passengers at a national level.
- 2.1.5 The remainder of this chapter provides details of the survey methodology, including sampling, fieldwork and questionnaire design.

2.2 Sampling Methodology

- 2.2.1 The desired sample size was around 300 questionnaires in each region, with the exception of Wales where 600 questionnaires were required.
- 2.2.2 To achieve this response, six shifts at large and medium stations and four shifts at small stations within each region were planned. This was based on the assumption of a 40% response rate, and handing out 60 questionnaires in each three hour shift at the large and medium stations, and 30 questionnaires at the small stations. A slightly lower response rate than expected was however achieved from these shifts, and additional booster shifts were therefore undertaken. The ultimate overall response rate was 33%.
- 2.2.3 Within each region, the stations were segmented into small, medium and large using station usage data¹. Small stations were defined as having a footfall of less than 100,000 a year, medium stations as having between 100,000 and 500,000 a year, and large stations as having more than 500,000 a year. For the first wave of surveys, within each region, the

¹ 2005-06 Station Usage Data, Office of Rail Regulation – estimate of the total number of people entering, interchanging and exiting stations based on ticket sales data in the financial year 2005-06

stations were randomly selected with the probability of being selected being proportional to the number of passengers known to use the station within each size category. The stations were then reviewed for coverage on different lines and geographical spread, and manual adjustments were made where appropriate. The surveys in Wales were further supplemented with a small on-train survey to reduce the risks of under-achieving the target sample given the large number of very small stations in Wales.

2.2.4 For the second wave of surveys (the booster shifts), just large stations were selected, from within the regions where the response rate was lowest in the first phase of surveys.

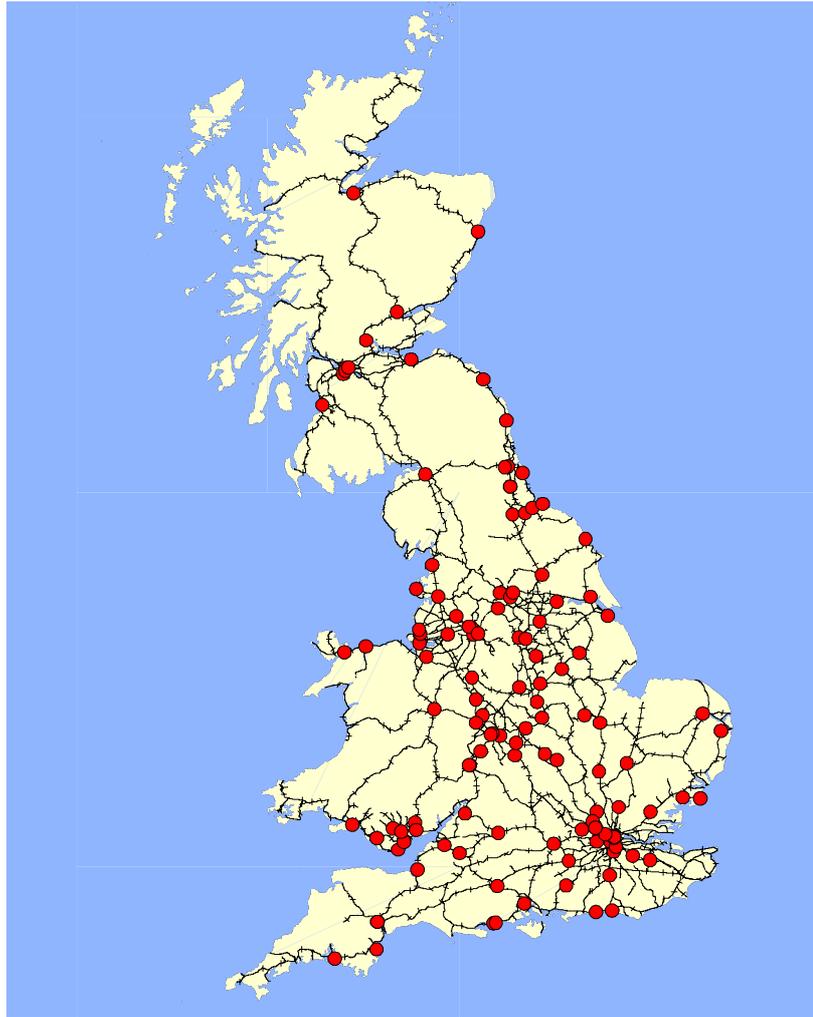
2.2.5 The stations selected are shown in Table 2.1 and Figure 2.1.

Table 2.1 Stations Selected (Stations from Second Wave shown in Italics)

	Station 1	Station 2	Station 3
East Midlands			
Large Stations	Derby <i>Leicester</i>	Nottingham <i>Northampton</i>	Lincoln Central <i>Loughborough</i>
Medium Stations	Stamford	Long Buckby	Hinckley
Small Stations	Newark Castle	Shirebrook (Derbs)	
Eastern			
Large Stations	Cambridge <i>Chelmsford</i>	St.Albans City <i>Watford Junction</i>	Norwich <i>Peterborough</i>
Medium Stations	Sandy	Wivenhoe	St.Margaret's Herts
Small Stations	Beccles	Kirby Cross	
London			
Large Stations	London Bridge <i>Victoria</i> <i>Ealing Broadway</i>	Euston <i>Marylebone</i> <i>Fenchurch Street</i>	Liverpool Street <i>East Croydon</i>
Medium Stations	Penge West	Brondesbury Park	Isleworth
Small Stations	Headstone Lane	Clapham High St	
North East			
Large Stations	Newcastle <i>Middlesbrough</i>	Darlington <i>Berwick-on-Tweed</i>	Sunderland
Medium Stations	Durham	Alnmouth	MetroCentre
Small Stations	Redcar Central	Eaglescliffe	
North West and Merseyside			
Large Stations	Stockport <i>Manchester Picc.</i> <i>Blackpool North</i>	Preston <i>Chester</i> <i>Carlisle</i>	Liverpool Lime St <i>Bolton</i> <i>Lancaster</i>
Medium Stations	Romiley	Bromborough	Bootle Oriol Road
Small Stations	Ashburys	Padgate	
Scotland			
Large Stations	Glasgow Central <i>Inverness</i>	Aberdeen <i>Stirling</i>	Edinburgh Wav.
Medium Stations	Giffnock	Perth	Crosshill
Small Stations	Alexandra Parade	Prestwick Int'l Airport	
South East			
Large Stations	Farnborough (Main) <i>Reading</i>	Southampton <i>Brighton</i>	Gatwick airport

Medium Stations	Worthing	Gerrards Cross	Liphook
Small Stations	East Malling	Shoreham (Kent)	
South West			
Large Stations	Exeter St. David's <i>Bath Spa</i>	Bristol Temple Mds <i>Swindon</i>	Salisbury <i>Bournemouth</i>
Medium Stations	Torre	Plymouth	Pokesdown
Small Stations	Highbridge & B'ham	Stonehouse	
West Midlands			
Large Stations	Wolverhampton <i>Worcester Shrub Hil</i> <i>Stoke on Trent</i>	Birmingham New S <i>Shrewsbury</i> <i>Stafford</i>	Coventry <i>Leamington Spa</i>
Medium Stations	Marston Green	Bromsgrove	Worcester Fore. St
Small Stations	Duddeston	Landywood	
Yorkshire and the Humber			
Large Stations	Leeds <i>Bradford Int'change</i> <i>Scarborough</i>	York <i>Doncaster</i>	Sheffield <i>Huddersfield</i>
Medium Stations	Grimsby Town	Hull	Morley
Small Stations	Goole	Woodhouse	
Wales			
Large Stations	Newport (Gwent) Cardiff Central	Bangor (Gwynedd) <i>Bridgend</i>	Swansea
Medium Stations	Barry Docks Cathays	Caerphilly Pontypridd	Llandudno Junction Cwmbran

Figure 2.1 Location of Stations Surveyed



2.2.6 In order to distribute questionnaires to an appropriate spread of different types of rail passengers (commuters, business and leisure travellers), the three-hour shifts at stations were spread across weekday and weekend periods as follows:

- Weekday morning 07:00 – 10:00;
- Weekday midday 10:00 – 17:00;
- Weekday evening 17:00 – 20:00;
- Saturday 12:00 – 15:00; and
- Sunday 12:00 – 15:00.

2.2.7 These time periods were assigned to each category of station (small, medium and large) so that they were evenly spread, and then two time periods were randomly allocated to each station.

2.2.8 To avoid excessive clustering of responses, a maximum of 60 questionnaires were handed out per shift in the first phase of surveys, and a maximum of 90 questionnaires in the second phase.

2.3 Questionnaire Design

- 2.3.1 The questions included in the questionnaire were based on those that were explored in the 2005 survey, asking about experience, expectations and preferences for improvements, and including 'profiling' questions about the journey the respondents were making, and socio-economic characteristics of the respondents.
- 2.3.2 The questionnaire was developed and tested through a series of qualitative and pilot surveys. These began with mini-depth interviews on train, to explore passengers' response to several alternative formats for the three types of questions. Further pilot surveys were undertaken to compare passengers' responses to different versions of the draft self-completion questionnaires.
- 2.3.3 In the initial pilot, for the 'expectations' question, two alternative question formats were tested. In each case, the attributes of the rail service were phrased in the form of statements such as "I should be able to buy my ticket easily". The respondent was then asked to tick one box to indicate either 'not relevant, do not agree, agree, strongly agree, or very strongly agree', or in the other version, one of five boxes with the left hand box labelled 'not at all essential', and the right hand box labelled 'absolutely essential'. Although there was no strong preference for either of these options, having labels above each box was advantageous to some respondents. It was suggested that 'desirability' might be preferable to the 'essential' scale.
- 2.3.4 For the 'experience' section, passengers were asked about their levels of satisfaction and also, in an alternative version, how strongly they agreed with statements about the station and train service such as "ticket buying facilities were adequate". The satisfaction question was generally preferred, partly because there were some concerns that the 'agreement-with-statement' questions should have statements indicating higher than merely 'adequate' levels of service, as rail service providers should be aspiring to produce the highest standards of service.
- 2.3.5 After reviewing the results of this pilot, it was concluded that the questionnaire should begin by asking respondents about their experience, using a satisfaction scale, and then ask 'how do the standards of service you have experienced on this route, especially on the journey you are making now, compare with the standards that you, as a passenger, should reasonably expect to achieve?' The preferred five-point rating scale allowed for responses ranging from "a lot worse than I should expect to receive" to "a lot better than I should expect to receive". This format worked well in the second self-completion pilot.
- 2.3.6 To investigate passenger preferences for service improvements, it was decided there would be advantages in using two different types of questionnaire, one asking respondents to rank possible improvements in order of importance, and the other being a set of Stated Preference questions, focussing on just five possible improvements. By obtaining valuations of (selected) service improvements using the two different techniques - importance ranking and stated preference - it would be possible to undertake consistency checks (Section 5.3 reports the results of comparisons and validations with other sources of evidence, particularly the Passenger Demand Forecasting Handbook² (PDFH)).

² Passenger Demand Forecasting Handbook Version 4.1, Association for Train Operating Companies (ATOC)

2 Methodology

- 2.3.7 The pilots were used to help improve the wording and presentation so that both the ranking and stated preference questions could be easily understood and were not too onerous to complete.
- 2.3.8 The ranking questionnaire was handed out to two-thirds of respondents, with the stated preference questionnaires handed out to every third respondent, so that a sample size of 100 for each region would be achieved. Two stated preference questionnaires were designed, one for passengers undertaking short distance trips (less than an hour), and one for passengers undertaking long distance trips (more than an hour). These questionnaires only differed in the journey time savings presented to them.
- 2.3.9 Two questions were also included in the questionnaire concerning the environmental impact of travelling by rail.
- 2.3.10 The questionnaires used are shown in Appendix N.

2.4 Weighting

- 2.4.1 In total, 3,965 questionnaires were returned. The survey was designed so that there would be a similar response per region, with the exception of Wales, where there would be a larger sample size. To obtain an estimation of responses for the whole rail travelling public, the responses by region and journey purpose were weighted. The journey purpose weights by region were obtained from the National Passenger Survey, and the region weights were obtained from National Rail Trends 2004-05. **All results presenting in this report have been weighted.** Full details of the weighting methodology are given in Appendix A.

3 Profile of Passengers

3.1 Introduction

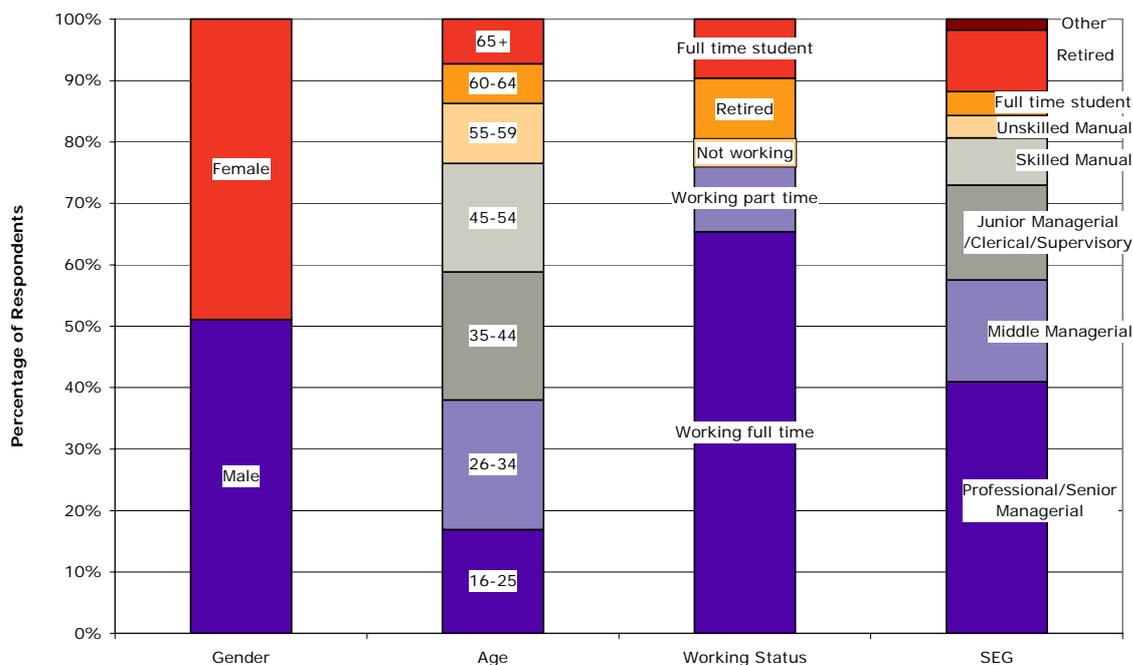
3.1.1 To have more of an understanding of the responses to the questionnaire, it is useful to understand who the respondents are: their demographics, and types of journey made. As the data have been weighted, the profile of passengers can be considered broadly representative of rail passengers across the country as a whole (though there will inevitably be some bias, as some types of people are more likely to complete the questionnaire than others, and questionnaires were not distributed at all stations and at all times of the week).

3.1.2 This chapter outlines the demographic profile of passengers and their rail journeys.

3.2 Demographics

3.2.1 Figure 3.1 provides a basic demographic profile.

Figure 3.1 Demographic Profile of Passengers

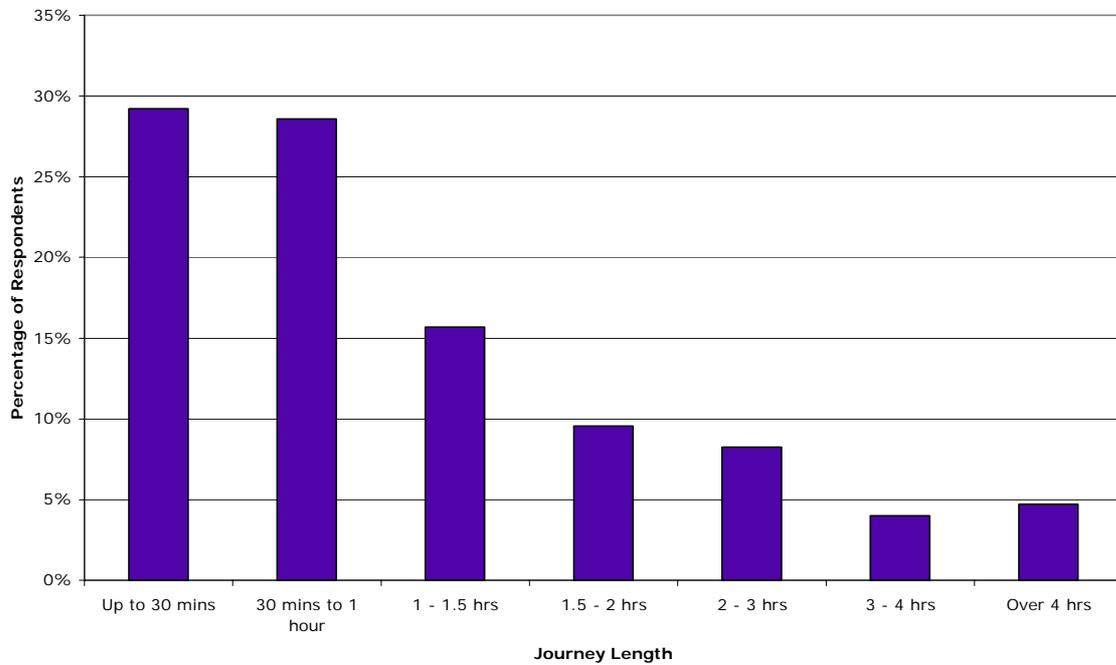


3.2.2 There is an even split between males and females. 38% of passengers were aged under 35, 48% aged 35 to 60, and 14% aged over 60. Around two-thirds of passengers work full time, and over half classify the chief wage earner in their household as professional or senior or middle managerial, which can be approximated to socio-economic group A or B.

3.3 Journey Type

3.3.1 Respondents were asked several questions concerning their journey. Figure 3.2 shows the proportions of passengers who make journeys of different length.

Figure 3.2 Length of Rail Journey



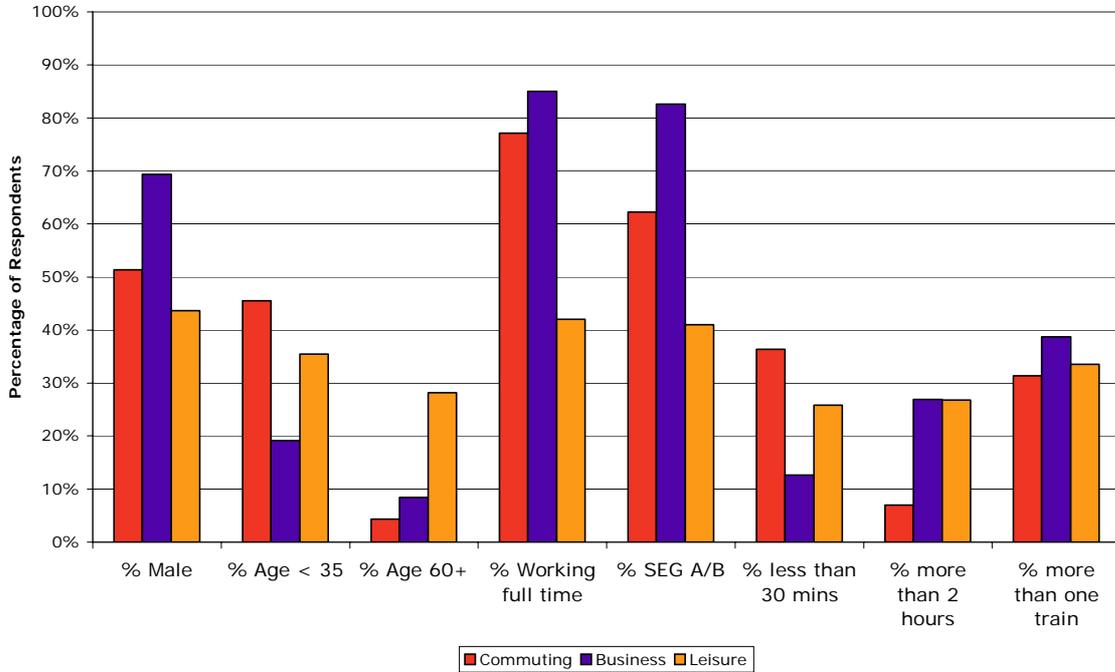
3.3.2 Over half of the journeys are under an hour in length, and these are split equally between journeys less than half-an-hour and journeys over half-an-hour. About one in five (17%) passengers' rail journeys are more than two hours in length.

3.3.3 The responses to other questions showed that a third of passengers travelled on more than one train on their journey, and that 49% of passengers were travelling for commuting purposes, 14% for business purposes, and 36% for leisure purposes.

3.4 Profile by Journey Purpose

3.4.1 Figure 3.3 shows the main demographic and journey details split by journey purpose.

Figure 3.3 Profile of Passengers by Journey Purpose



3.4.2 Passengers who use rail for different journey purposes have very different profiles. Commuters are evenly split between male and female, are relatively young with 46% aged under 35, and generally make shorter journeys than other types of passenger. Business travellers are predominantly male, mostly aged between 35 and 60, and over 80% are in SEG A or B. Their journeys also tend to be fairly long. Over a quarter of leisure travellers are aged over 60, and this partly contributes to a lower proportion, 42%, working full time. Leisure travellers tend to be in a lower socio-economic group.

4 Passenger Expectations

4.1 Introduction

- 4.1.1 In order to assess where the focus should be on improving the rail experience, it is important to understand passengers' current levels of satisfaction (or dissatisfaction) with the various elements, and whether the rail industry is currently providing the standards of service that passengers reasonably expect to be delivered.
- 4.1.2 Respondents were asked to rate their satisfaction with 12 different attributes of the station, and 18 different attributes of the train service. They were then asked whether the service they had received for each of these 30 attributes was better or worse than 'the standards that you as a passenger should reasonably expect to receive'.
- 4.1.3 This chapter provides details of respondents' satisfaction with the rail service, and how the service compares to their expectations. The results are presented at a national level. Appendices C to M provide the results by region.

4.2 Passenger Satisfaction

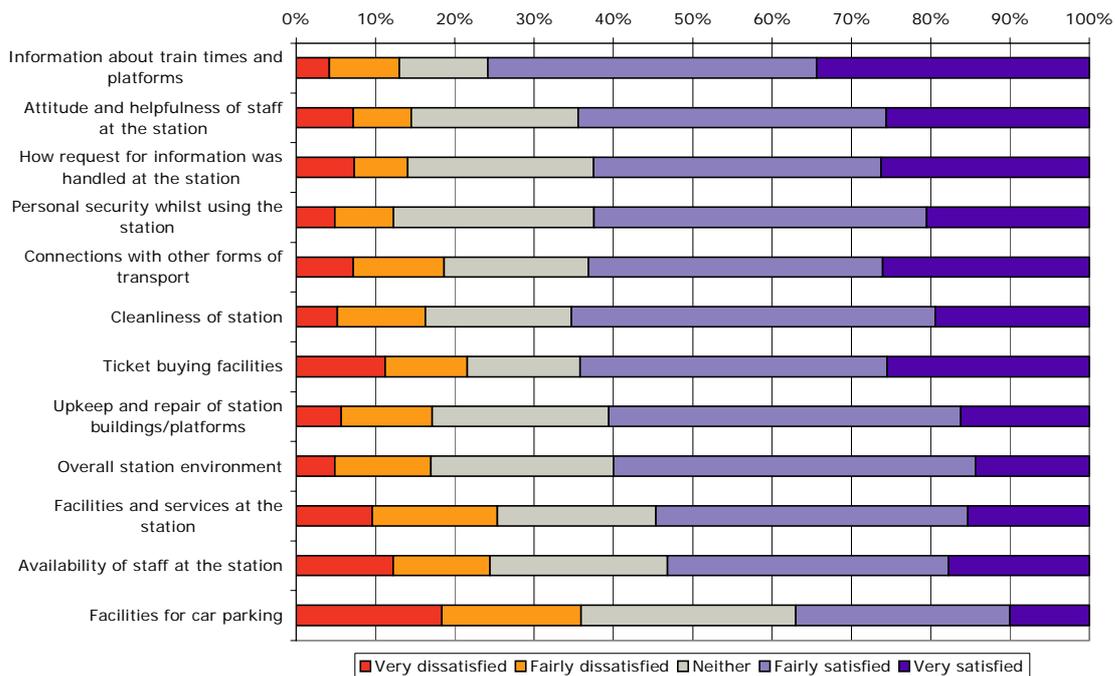
- 4.2.1 Passengers were asked about their level of satisfaction with different attributes of the station where they were handed the questionnaire, and also about the train that they travelled on. To compare satisfaction scores between regions, a scoring system has been used for each individual to find the average satisfaction within each region. The scoring used is as follows:
- | | |
|--------------------------------------|----|
| ■ Very dissatisfied | -2 |
| ■ Fairly dissatisfied | -1 |
| ■ Neither satisfied nor dissatisfied | 0 |
| ■ Fairly satisfied | 1 |
| ■ Very satisfied | 2 |
- 4.2.2 When an average score is calculated for all passengers in the sample, a positive score indicates more satisfaction than dissatisfaction, and a negative score more dissatisfaction than satisfaction.
- 4.2.3 For the station attributes, the average satisfaction score for all regions combined is shown in Table 4.1, together with the proportion of respondents who were fairly or very satisfied, and the proportion who were fairly or very dissatisfied. Corresponding proportions of satisfied and dissatisfied respondents from the Spring 2007 National Passenger Survey (NPS) are also given (*in brackets*) for comparison. Figure 4.1 shows the breakdown of responses into the five categories. Passengers who answered 'don't know / not relevant' have been excluded from the analysis.

Table 4.1 Average Satisfaction Score for Station Attributes (NPS values given in brackets)

Station Attributes	Average	%	
	Satisfaction Score	% Satisfied	Dissatisfied
Information about train times and platforms	0.93	76% (76%)	13% (17%)
Attitude and helpfulness of staff at the station	0.68	64% (68%)	15% (11%)
How request for information was handled at station	0.67	63% (82%)	14% (10%)
Personal security whilst using the station	0.66	62% (57%)	12% (11%)
Connections with other forms of transport	0.63	63% (73%)	19% (12%)
Cleanliness of station	0.63	65% (67%)	16% (14%)
Ticket buying facilities	0.57	64% (67%)	22% (17%)
Upkeep and repair of station buildings/platforms	0.54	61% (60%)	17% (17%)
Overall station environment	0.52	60% (60%)	17% (14%)
Facilities and services at the station	0.35	55% (50%)	25% (31%)
Availability of staff at the station	0.34	53% (56%)	24% (20%)
Facilities for car parking ³	-0.07	37% (46%)	36% (38%)

³ Based on passengers who use car parks only

Figure 4.1 Satisfaction Responses to Station Attributes



4.2.4 The highest level of satisfaction is for information about train times and platforms, with 76% of passengers being at least fairly satisfied. Passengers are least satisfied about facilities for car parking, with just 37% of respondents being fairly or very satisfied. However, the results for this attribute exclude passengers who have not used a station car park, so the finding reflects the views of (the minority of) car park users, rather than rail passengers as a whole.

4.2.5 The NPS survey is based on a much larger sample size⁴, and the data is weighted by day of week, journey purpose and station size. The satisfaction scores obtained in our survey correspond well to the NPS results for almost all the station attributes. The attribute with the largest difference is how requests for information were handled at the station: 63% of passengers were satisfied in this survey compared to 82% in the NPS.

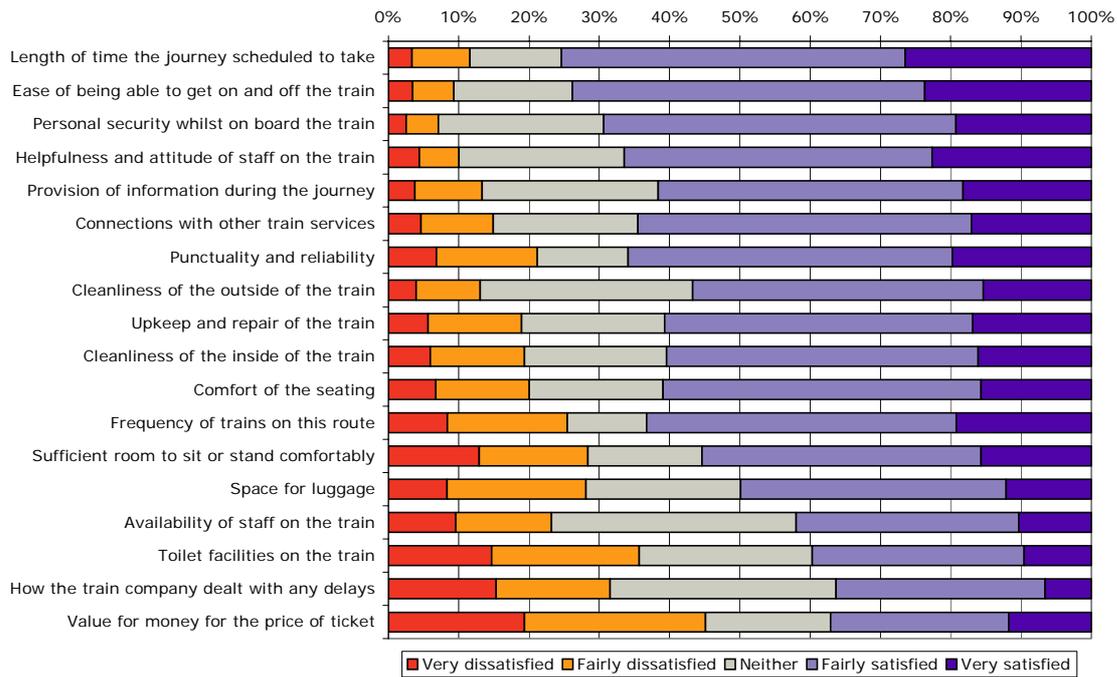
4.2.6 Table 4.2 and Figure 4.2 present the results for the 18 train service attributes.

⁴ The sample size of the NPS survey is approximately 50,000 passengers per year, or 25,000 passengers per wave

Table 4.2 Average Satisfaction Score for Train Attributes (NPS values given in brackets)

Station Attributes	Average Satisfaction	%	
	Score	% Satisfied	Dissatisfied
Length of time the journey scheduled to take	0.87	75% (81%)	12% (8%)
Ease of being able to get on and off the train	0.85	74% (75%)	9% (8%)
Personal security whilst on board the train	0.79	69% (69%)	7% (6%)
Helpfulness and attitude of staff on the train	0.75	66% (62%)	10% (10%)
Provision of information during the journey	0.63	62% (64%)	13% (13%)
Connections with other train services	0.62	64% (68%)	15% (10%)
Punctuality and reliability	0.58	66% (77%)	21% (15%)
Cleanliness of the outside of the train	0.55	57% (64%)	13% (12%)
Upkeep and repair of the train	0.53	61% (71%)	19% (13%)
Cleanliness of the inside of the train	0.51	60% (71%)	19% (13%)
Comfort of the seating	0.50	61% (67%)	20% (15%)
Frequency of trains on this route	0.49	63% (75%)	25% (15%)
Sufficient room to sit or stand comfortably	0.30	55% (59%)	28% (26%)
Space for luggage	0.26	50% (47%)	28% (29%)
Availability of staff on the train	0.19	42% (38%)	23% (33%)
Toilet facilities on the train	-0.01	40% (36%)	36% (41%)
How the train company dealt with any delays	-0.04	36% (32%)	32% (32%)
Value for money for the price of ticket	-0.16	37% (40%)	45% (39%)

Figure 4.2 Satisfaction Responses to Train Attributes



4.2.7 The highest levels of satisfaction recorded were for the length of time the journey was scheduled to take and the ease of being able to get on and off the train. Around three-quarters of passengers were satisfied with both of these. High levels of satisfaction were also reported for personal security and the helpfulness of staff.

4.2.8 There were three attributes with a negative mean value: toilet facilities on the train, how the train company dealt with delays, and the value for money for the price of the ticket.

4.2.9 Again, the results compare quite closely with those obtained in the NPS survey.

4.2.10 When compared by region, the variation in satisfaction levels differs depending on the attribute. The greatest inter-regional variations in satisfaction applied to (in descending order):

- Connections with other forms of public transport;
- Facilities for car parking;
- Ticket buying facilities;
- Availability of staff on the train;
- Punctuality and reliability; and
- Value for money for the price of the ticket.

4.2.11 More details are provided in Appendices C to M.

4.3 Passenger Expectations

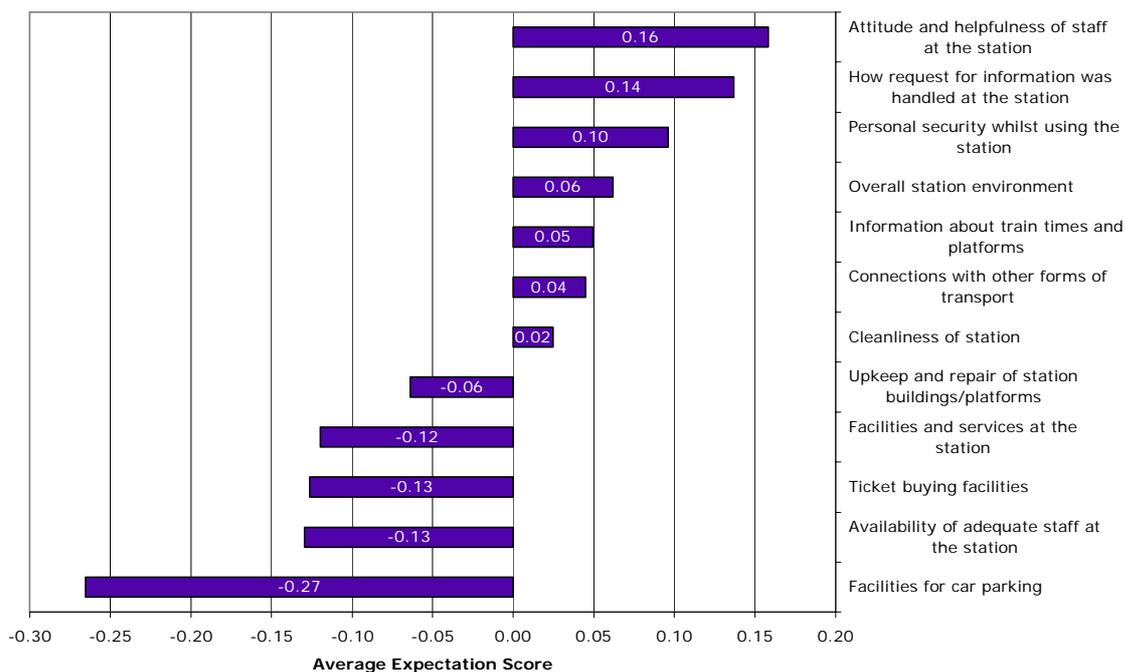
4.3.1 To gauge whether passengers felt they were receiving the rail service that they should reasonably expect, respondents were asked to rank each of the station and train attributes using a five point scale. Again, to compare scores between regions, a scoring system has been used:

- A lot worse than I should expect to receive -2
- Worse than I should expect to receive -1
- Neither better nor worse than I should expect to receive 0
- Better than I should expect to receive 1
- A lot better than I should expect to receive 2

4.3.2 A positive score (for a region, or for all passengers) indicates that passengers feel they are receiving a better service than they should reasonably expect, while a negative score indicates that passengers are receiving a worse service than they should reasonably expect.

4.3.3 Figure 4.3 identifies the expectation scores for station attributes, averaged across all passengers.

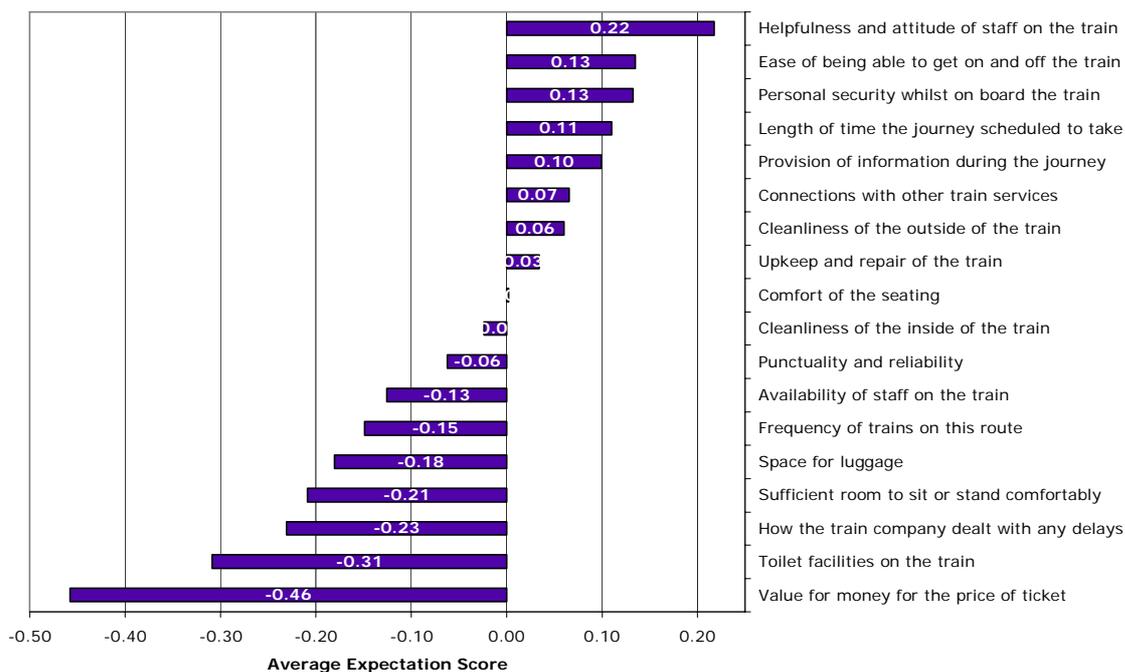
Figure 4.3 Average Expectation Score for Station Attributes



4.3.4 Passengers feel they are achieving a better service than they should expect for attitude and helpfulness of staff, how requests for information are handled, and personal security whilst at the station. However facilities for car parking, availability of staff, ticket buying facilities and facilities and services at the station are falling short of expectation.

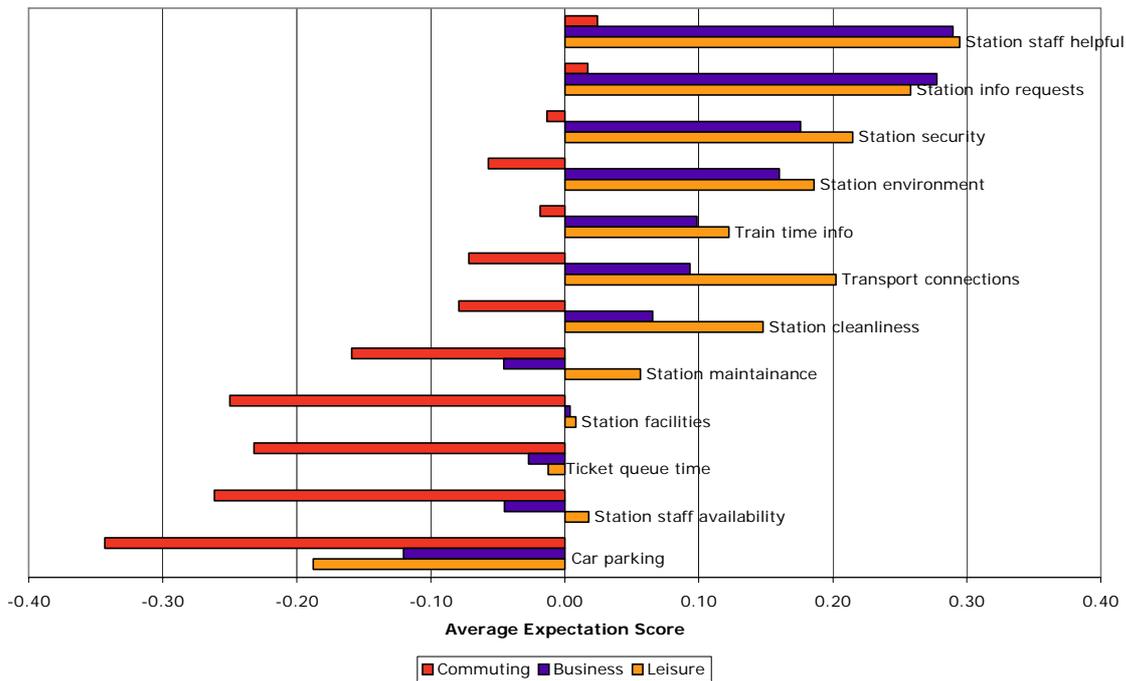
4.3.5 Figure 4.4 shows the expectation score for train attributes.

Figure 4.4 Average Expectation Score for Train Attributes



- 4.3.6 Again, helpfulness and attitude of staff was rated most positively, with ease of being able to get on and off the train, personal security, and length of time the journey is scheduled to take being felt to exceed the standards passengers expect to receive. There were many attributes where passengers feel that they are receiving a worse service than they should expect to receive, with the value for money of the price of the ticket having the lowest of all scores. Toilet facilities, how the train company dealt with delays, and sufficient room to sit or stand comfortably also received low scores.
- 4.3.7 Different types of passenger might be expected to have different experiences of the train service, as they travel at different times and in different circumstances, and they may also have different needs and expectations. Average expectation scores have therefore been calculated by journey purpose, and Figure 4.5 compares scores for the 12 station attributes recorded by commuters, business and leisure users.

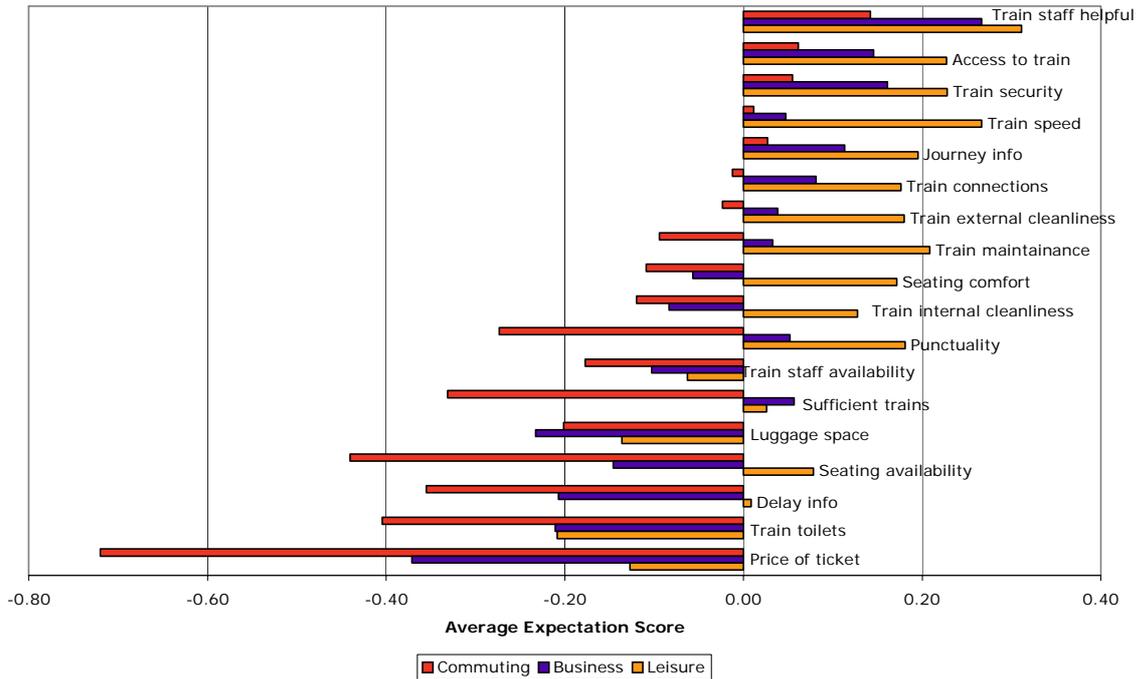
Figure 4.5 Average Expectation Score for Station Attributes by Journey Purpose



4.3.8 It is evident that the responses by journey purpose differ greatly, with commuters feeling services are falling short of expectations for almost all attributes, leisure travellers feeling that services exceed their expectations for almost all attributes, and business travellers expressing more mixed views. Similar views were however expressed for some attributes, including the attitude and helpfulness of staff, requests for information and facilities for car parking.

4.3.9 Figure 4.6 shows a similar analysis for the train attributes.

Figure 4.6 Average Expectation Score for Train Attributes by Journey Purpose



4.3.10 Again commuters are generally negative, leisure travellers are generally positive, and business travellers express more mixed opinions. Leisure travellers give a lower score to toilets and luggage space than value for money, while commuters and business travellers give value for money the lowest average score. This could be because leisure travellers have more flexibility in the time they can choose to travel, providing them with more opportunities to purchase cheaper tickets.

4.3.11 However, the results by region vary considerably, with passengers in some regions, particularly the South West, Eastern and East Midlands, feeling that standards of service for most attributes fall short of expectations. The greatest inter-regional variations in expectation scores apply to the following attributes (in descending order):

- Requests for information at stations;
- Connections with other forms of transport;
- Facilities for car parking;
- Punctuality and reliability;
- Train staff availability; and
- Value for money for the price of the ticket.

4.3.12 More details are provided in Appendices C to M.

5 Importance of Improvements

5.1 Introduction

- 5.1.1 In order to quantify which station and train attributes passengers feel it is most important to improve, two types of questionnaires were distributed.
- 5.1.2 Two-thirds of respondents completed an 'importance ranking' questionnaire section, in which the 30 attributes were presented to respondents in groups of six or seven, and the respondents were asked to rank these in order of importance. One attribute, punctuality, was repeated in every group, so that priority scores for all attributes could be calculated in the analysis. And since one of the attributes was a journey time saving of five minutes, it was possible to calculate the implied value to passengers of each type of improvement in terms of a journey time saving, in minutes.
- 5.1.3 The remaining passengers in the survey sample completed a set of six Stated Preference questions, asking respondents to state which of three 'travel options' they would most and least prefer, when planning a similar journey in future. The travel options consisted of different levels of improvement in the following attributes:
- Journey time;
 - Punctuality of trains;
 - Response at stations for requests of information;
 - Level of crowding; and
 - Feeling of personal security at stations.
- 5.1.4 The options were specified in such a way as to allow the analysis of responses to quantify the value passengers attached to the last four types of improvement, in terms of journey time savings. This information could then be used to validate the ranking responses. Copies of the questionnaires can be found in Appendix N.

5.2 Order of Importance

- 5.2.1 The responses to the ranking questions have been analysed to produce a list of the 30 attributes in order of importance (1 is the most important, 30 is the least important) for improvement. Table 5.1 shows this list, along with the ranking that was obtained for each attribute in the 2005 study (red shows where the priority has increased, and blue where the priority has decreased). It should be noted that the 2005 questionnaire was designed and analysed differently to the 2007 questionnaire.

Table 5.1 Importance of Improvement

Rank	Attribute	Previous Rank
1	Price of train tickets offer excellent value for money	2
2	Sufficient train services at times I use the train	3
3	At least 19 out of 20 trains arrive on time	1
4	Passengers are always able to get a seat on the train	6
5	Company keeps passengers informed if train delays	17
6	Maximum queue time no more than 2 mins to purchase tickets	8
7	Information on train times/platforms accurate and available	4
8	Trains are consistently well maintained/in excellent condition	9
9	Seating area on the train is very comfortable	21
10	Passengers experience a high level of security on the train	14
11	Personal security at stations is improved through CCTV/staff	16
12	Good easy connections with other forms of transport	5
13	Your journey time is reduced by five minutes	N/A
14	The inside of the train is cleaned to a high standard	20
15	Connections with other train services are always good	18
16	The train travels at a fast speed throughout the journey	12
17	Station staff are available whenever required	7
18	Facilities at stations are plentiful and of good quality	15
19	Always a quick response to information requests at stations	24
20	All trains have staff to assist	28
21	All station staff are helpful and with a positive attitude	13
22	Useful information is provided throughout the journey	22
23	All train staff helpful and have a positive attitude	23
24	There is sufficient space for passengers' luggage	26
25	There are good quality toilet facilities on every train	25
26	Station environment always pleasant and comfortable	19
27	Stations are cleaned to a high standard	11
28	All station building maintained to a high standard	10
29	High quality car parking available	27
30	The outside of the train is cleaned to a high standard	30

5.2.2 In the 2005 survey, price (the 'value for money of the price of the ticket') was second to punctuality, but in the 2007 survey punctuality has dropped to third place, possibly due to real improvements in punctuality, and price is now the area viewed as most in need of improvement. Two capacity related factors have increased in priority: crowding or the importance of getting a seat, and sufficient train services.

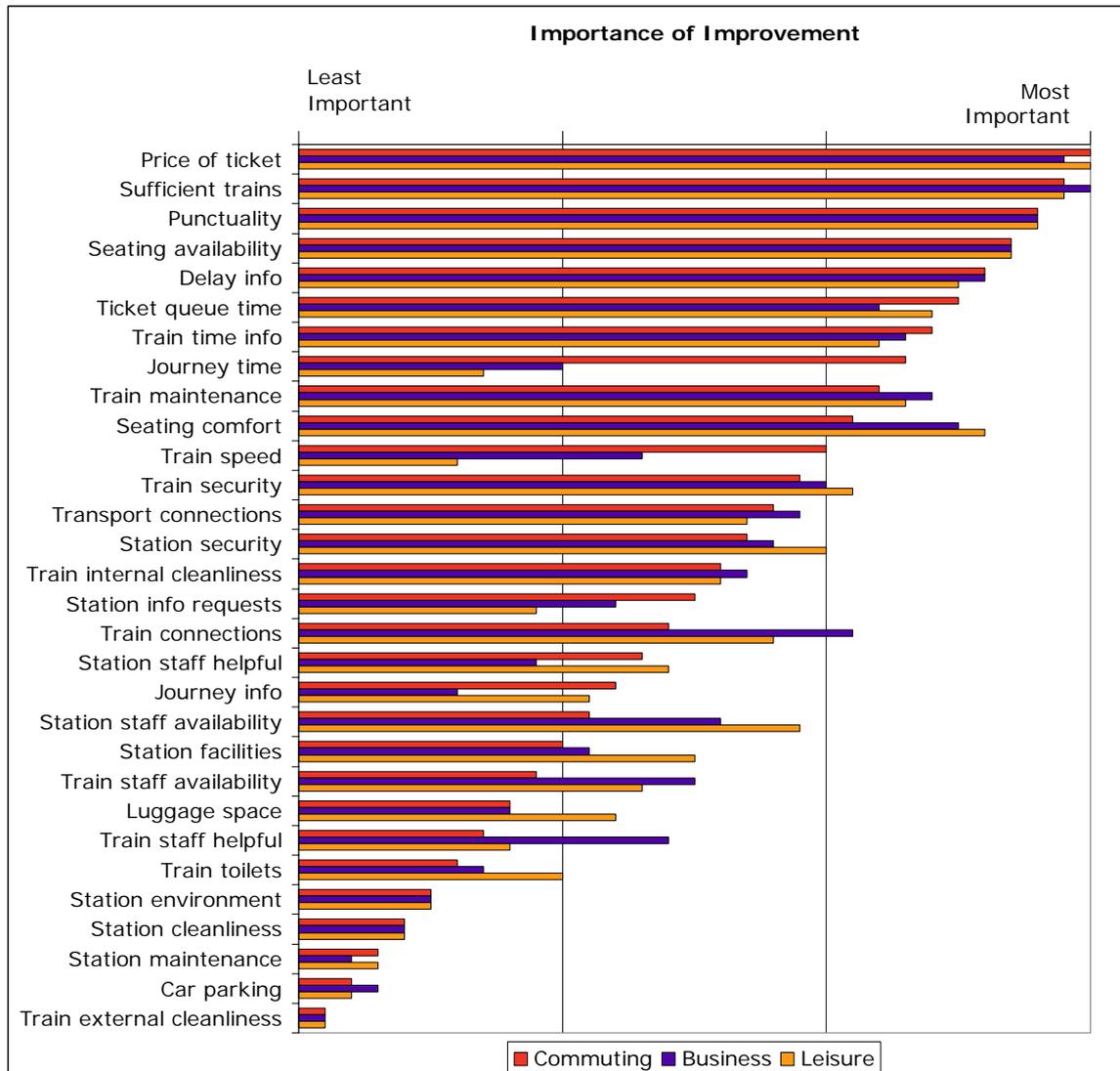
5.2.3 Other attributes which have increased in priority since 2005 are improvements in security on both the train and at stations, and keeping passengers informed if there are delays. Station attributes have generally decreased in importance.

5.2.4 Table 5.2 and Figure 5.1 shows the improvement priorities by journey purpose.

Table 5.2 Importance of Improvement by Journey Purpose

Attribute	Commuting	Business	Leisure
Price of ticket	1	2	1
Sufficient trains	2	1	2
Punctuality	3	3	3
Seating availability	4	4	4
Delay info	5	5	6
Ticket queue time	6	9	7
Train time info	7	8	9
Journey time	8	21	24
Train maintenance	9	7	8
Seating comfort	10	6	5
Train speed	11	18	25
Train security	12	11	10
Transport connections	13	12	14
Station security	14	13	11
Train internal cleanliness	15	14	15
Station info requests	16	19	22
Train connections	17	10	13
Station staff helpful	18	22	17
Journey info	19	25	20
Station staff availability	20	15	12
Station facilities	21	20	16
Train staff availability	22	16	18
Luggage space	23	23	19
Train staff helpful	24	17	23
Train toilets	25	24	21
Station environment	26	26	26
Station cleanliness	27	27	27
Station maintenance	28	29	28
Car parking	29	28	29
Train external cleanliness	30	30	30

Figure 5.1 Improvement Priorities by Journey Purpose



5.2.5 The most striking aspect of the above figure is the consistency between the responses rather than the differences. Commuters and leisure travellers rank improved fares as the most important, followed by more (ie sufficient) trains, while business travellers put these attributes the other way around. The importance of punctuality and seating availability are equally important for all three customer types, ranked third and fourth.

5.2.6 The biggest difference between different customer priorities are that journey time savings are much more important to commuters than business and leisure travellers, whereas seating comfort is more important to business and leisure travellers than to commuters.

5.2.7 Leisure and business travellers rank train connections and station staff and train staff availability more highly than commuters. All passengers give an equally low priority to several of the station condition factors (environment, maintenance and cleanliness).

5.2.8 For some attributes, the responses by region are very similar. For example, an improvement in the price of ticket was the top priority in every region. Conversely, the priority for

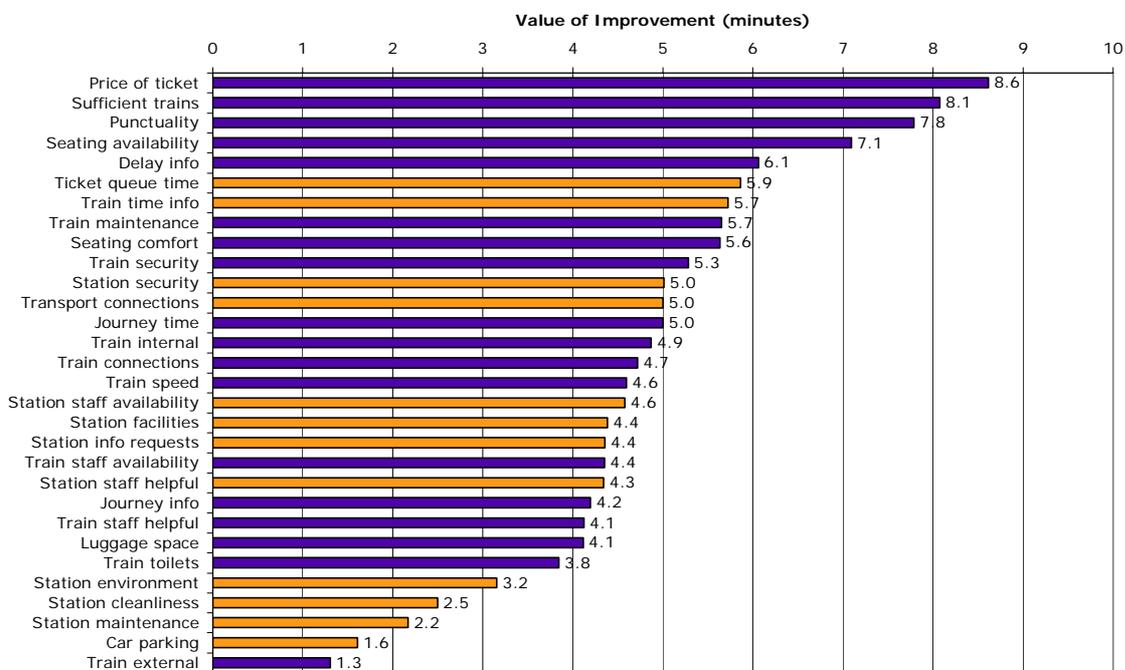
5 Importance of Improvements

improvements for connections with other train services (ranked 5th in the North West and 20th in the South East) and journey time savings (ranked 9th in Eastern and 24th in West Midlands) varied considerably by region.

5.3 Valuations of Improvements

5.3.1 As respondents were asked to rank a journey time saving of five minutes, it is possible to assign a relative value, in terms of minutes saved on the journey, that passengers attach to the specified improvement in each of the different attributes. It should be noted that this value is indicative only, and that since the attributes are related to each other, the values of a 'package' of improvements cannot be inferred from the combined values of each. Figure 5.2 shows the value of the specified improvements for each of the attributes, in terms of minutes saved. The blue bars represent train attributes, and the orange bars represent station attributes.

Figure 5.2 Value of Improvement



5.3.2 The Figure indicates that (for example) an improvement in punctuality resulting in 95% of trains arriving within 5 minutes would be valued by passengers as equivalent (in terms of the benefit gained) to a journey time reduction of 7.8 minutes (averaged across all passengers). Similarly, an improvement in information requests at stations so that there is 'always a quick and accurate response' is valued at 4.4 minutes.

5.3.3 To understand whether these values are realistic, checks have been carried out with values from the Passenger Demand Forecasting Handbook (v4.1) (PDFH). These show that the valuation of punctuation improvement and ticket queuing time obtained from the survey are consistent with valuations obtained from published statistics on reliability and values of time. Full details of these checks are shown in Appendix B.

5.3.4 The results of the stated preference exercise have also been used to check the ranking results. Table 5.3 compares the valuations obtained.

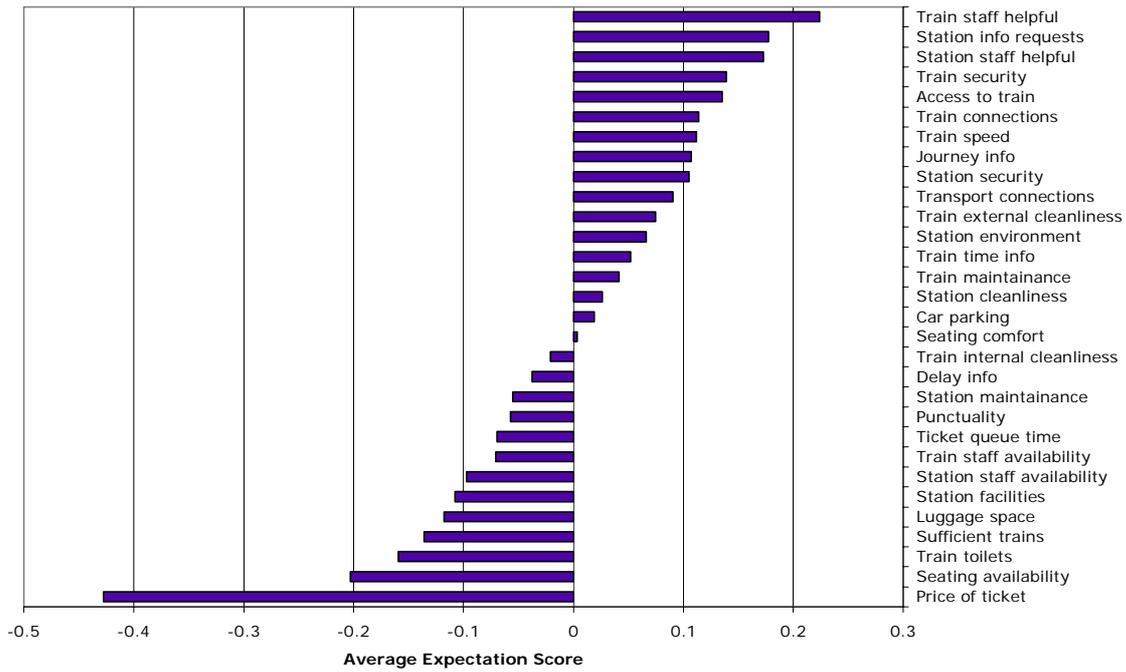
Table 5.3 Comparison of Stated Preference and Importance Ranking Valuations

Attribute	Importance Ranking Valuation (minutes)	Stated Preference Valuation (minutes)
Punctuality	7.8	5.2
Information Requests	5.9	4.9
Crowding	7.1	12.1
Security	5.0	6.3

5.3.5 The stated preference results are in line with the importance ranking values for each of the attributes except crowding. It is possible that the higher stated preference value for the improvement in crowding reflects the exceptionally wide gap between the 'currently experienced' and 'improved' level ('seats are always available'), since the value of improvements are likely to be based on both the importance of improving the service attribute, and the perceived size of the improvement.

5.3.6 To investigate this further, Figure 5.3 reviews the evidence presented in the previous chapter concerning how far short of expectation, or in excess of expectation, passengers consider the current standards of service to be. Figure 5.3 presents the average expectation score for all 30 attributes. This is based on responses of all passengers, including those who answered 'don't know / not relevant' (who have been given the same average score of 0.25). The Figure therefore indicates the views of the 'average passenger' nationally (it does not, for example, exclude responses of car park non-users from the valuation of improvements in station car parking facilities).

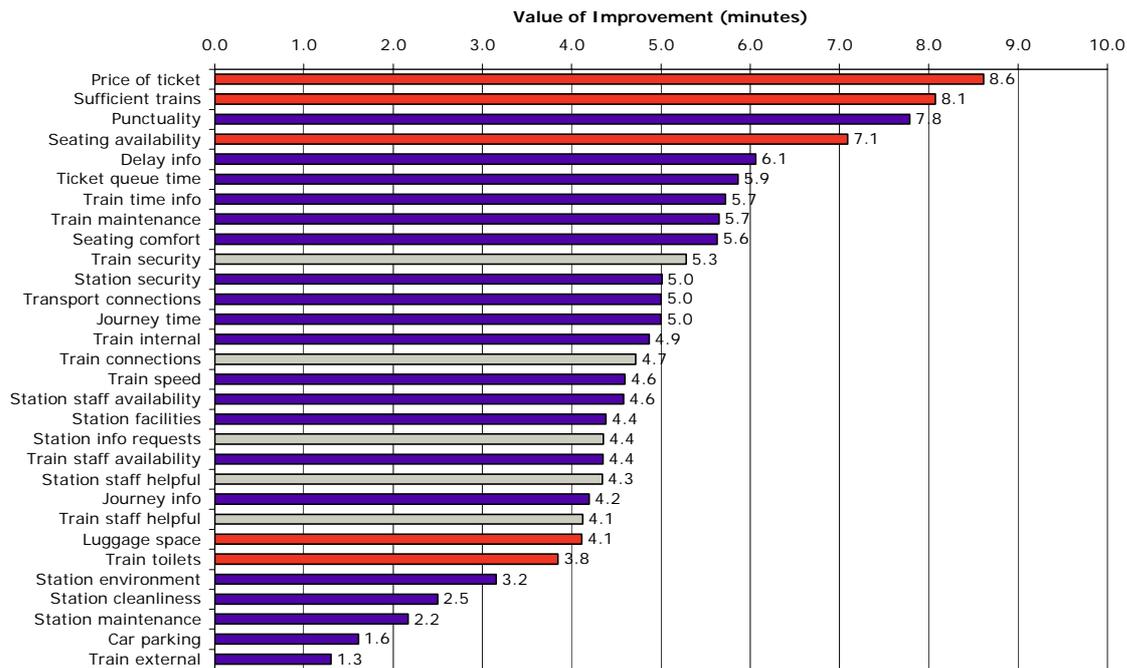
Figure 5.3 Difference between Experience and Expectations



5.3.7 The Figure confirms that current levels of seat availability, or availability of space on trains, are second only to fares in how far short they fall from the expected standards.

5.3.8 When considering the value of improvements, it is worth noting the factors for which the current service performance either falls short of, or exceeds, expectations. Figure 5.4 shows the value of improvement with the red bars indicating where the service falls short of expectations, and the grey bars where the service exceeds expectations.

Figure 5.4 Value of Improvement Taking Account of 'Expectations Gap'



5.3.9 This reinforces the suggestion that, in considering targets and investment plans, information on the gaps between passengers' expectations and experiences for different service factors should be considered alongside the findings on improvement priorities.

5.3.10 From Figure 5.4, it appears that part of the reason why improvements in the 'value for money of the price of ticket', having 'sufficient trains' and 'seating availability' are valued so highly is that the current service is falling so far short of expectations. Nevertheless, the figure shows that:

- although the current standards of luggage space provision and toilets, in particular, fall far short of expectations, passengers do not attach a correspondingly high value to improving the current standards; their priorities are with other types of improvement; and
- Conversely, passengers may consider certain types of improvement to be important even though the current level of service already exceeds expectations. In particular, the value of (further) improvement in on-train security is quite high, even though the current level of satisfaction exceeds passenger expectations.

5.3.11 It is important therefore to consider evidence on the gaps between passengers' expectations and experiences, together with that on passenger's improvement priorities, when considering future targets and investment plans for rail services.

6 Environmental Impact of Rail

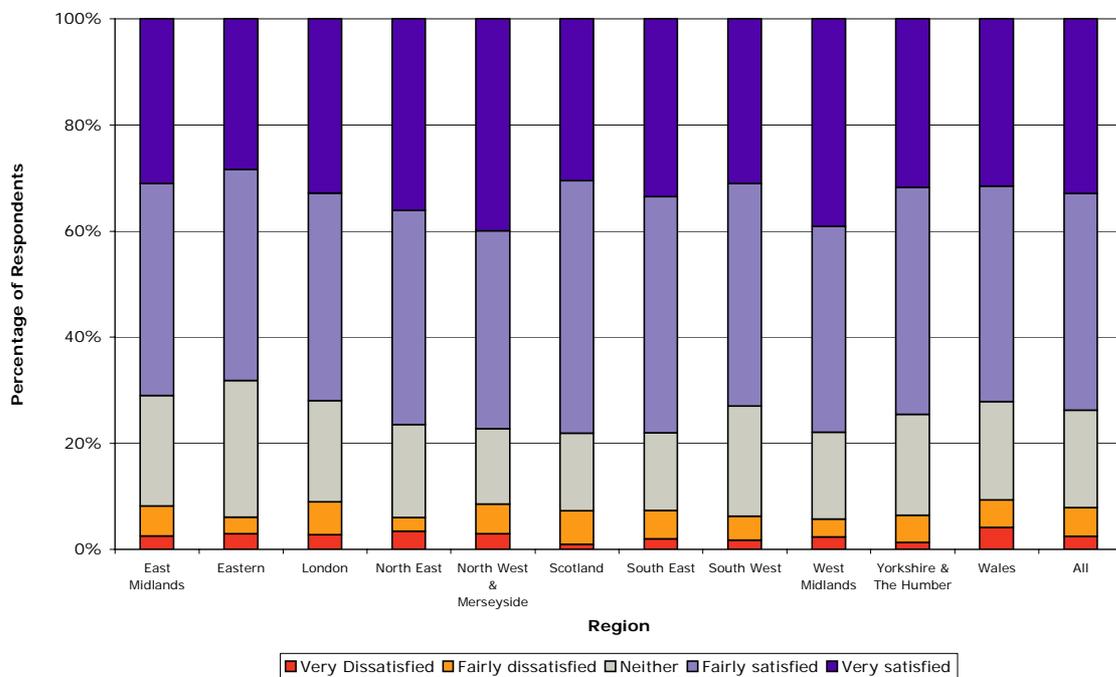
6.1 Introduction

6.1.1 There is increased concern about the environmental impact of travel, and to quantify this, respondents were asked two questions about this issue. The results, by region, from these questions are presented in this chapter.

6.2 Environmental Impact of Rail

6.2.1 Respondents were asked how satisfied they were with the environmental impact of choosing to travel by rail. The responses by region are shown in Figure 6.1.

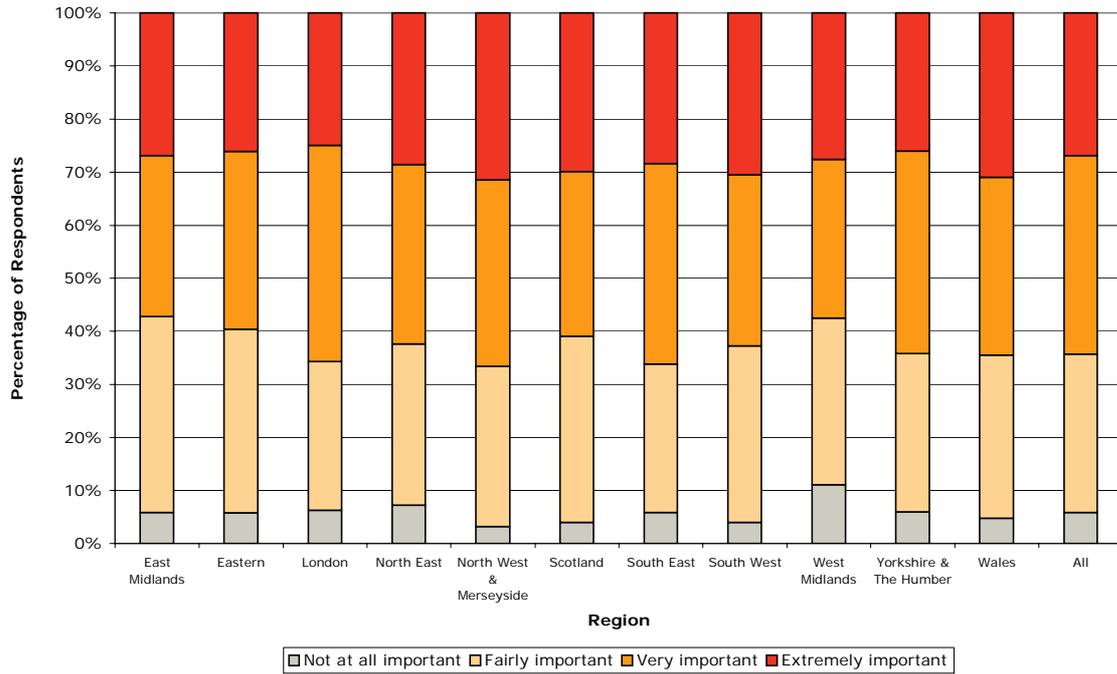
Figure 6.1 Satisfaction with Environmental Impact of Choosing to Travel by Rail



6.2.2 There is a very similar pattern across the regions. Generally there is a very high level of satisfaction, with over two-thirds of passengers saying they are fairly or very satisfied in each region, and less than 10% saying they are fairly or very dissatisfied.

6.2.3 Respondents were also asked how important it is for rail operators to find ways of reducing the pollution currently caused by rail. The responses by region are shown in Figure 6.2.

Figure 6.2 Importance for Rail Operators to find ways of Reducing Pollution caused by Rail



6.2.4 Again, there was a similar pattern of responses across the regions. Overall, 27% said it was extremely important, 37% said it was very important, 30% fairly important, and just 6% saying that it was not at all important.

7 Conclusions

7.1 Introduction

- 7.1.1 This report has summarised the findings of a rail passenger survey undertaken in Spring 2007 in order to identify passengers' expectations of services, and the relative importance that passengers place on different elements of their rail journey. This chapter summarises the conclusions reached from the survey responses.

7.2 Main Findings of Research

Satisfaction with Current Rail Services

- 7.2.1 For most of the 30 rail service attributes considered, more passengers are satisfied than dissatisfied. The attributes with high average dissatisfaction scores were facilities for car parking (for those who used the car park), toilet facilities on the train, how the train company dealt with delays, and value for money for the price of the ticket.

Experience compared with Expectations

- 7.2.2 In terms of how closely the standard of service experienced meets the standards expected, passengers' expectations concerning about half of the attributes are being exceeded, while for the others, standards fall short of expectations. The attributes with the most positive expectation scores (experience exceeding expectations) are the attitude and helpfulness of staff, both on train and on the station. Those that are falling furthest short of expectations are the value for money for the price of the ticket and toilet facilities on the train.

Priorities for Improvement

- 7.2.3 Considering their priorities for possible improvements to each of the 30 attributes, improvements in the 'value for money of the price of the ticket' were valued most highly. This was followed by improvements in having sufficient train services, then punctuality, and then seat availability. The two capacity-related improvements – having sufficient train services and improved seat availability have a higher priority than they did in 2005, and improvements in punctuality now have a slightly lower priority, as do improvements in station attributes (station environment, facilities, and staff helpfulness). Priorities for improved information on delays and disruption to services have increased, while priorities for published rail service information (on train services and times) have reduced.

Environmental Issues

- 7.2.4 Satisfaction with the environmental impact of choosing to travel by rail was high, with over two-thirds of passengers being fairly or very satisfied, although the vast majority of passengers thought that it was important for rail operators to find ways of reducing the pollution caused by rail.

Passenger Types Compared

- 7.2.5 Different types of passengers have different demographic and journey profiles, and therefore have different expectations of the rail service and different priorities for improvements. There are marked differences between commuters, leisure and business travellers.

Commuters:

- Are generally younger (half are under 35) and make shorter journeys;
- Feel that the service is falling short of expectations for almost all attributes; and
- Give a much higher priority to improvements in journey time savings than other types of passenger.

Business Travellers:

- Are generally in a higher socio-economic group and make longer journeys;
- There is a mixture of expectation responses with a similar number of attributes exceeding expectations as falling short of expectations; and
- Attach more importance to improvements in 'having sufficient train services' than price of ticket.

Leisure Travellers:

- Fewer work full-time and they tend to be in a lower socio-economic group;
- Feel that the service is exceeding expectations for almost all attributes; and
- Attach high priority to improvements in seating comfort, and higher priority than other passengers to luggage provision.

Regional Comparisons

- 7.2.6 For certain rail service attributes, the opinions and priorities of passengers in different regions are very different. The most marked differences are for improvements in 'connections with other train services' (this was ranked 5th in the North West and 20th in the South East) and journey time savings (ranked 9th in Eastern and 24th in West Midlands) (see Appendices C to M). Priorities for improving certain other attributes are much more consistent, however. Improvement in the value for money of the price of the ticket was the top priority in every region.

Using this Evidence to Guide Service Improvement Strategy

- 7.2.7 In considering targets and investment plans, information on the gaps between passengers' expectations and experiences for different service factors should be considered alongside the findings on improvement priorities. These are to some extent related. At national level, three of the 'top four' priorities for improvement concern aspects of the current rail service that fall particularly short of the standards that passengers (on average) expect: ticket price, sufficient trains and improved seating availability. Punctuality improvements are the third highest priority, but the gap between customers' current experience of punctuality and their expectations is smaller. And considering trends, passengers appear less dissatisfied with punctuality than they were in 2005, while concerns for improvement in seat availability and increased train frequency/capacity have grown. This evidence is consistent with the pattern

7 Conclusions

of recent changes in actual rail service performance nationally, with real improvements in punctuality occurring alongside increasing load factors and proportions of passengers standing. The findings therefore offer a clear direction to DfT and rail industry stakeholders in the next round of service development reviews.

Appendices

Passengers' Priorities for Improvements in Rail Services

Report for Passenger Focus

June 2007



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Appendix A – Weighting

- 1.1 The sampling methodology was designed so that there were a similar number of questionnaires distributed within each region, apart from Wales where more questionnaires were distributed. The questionnaires were also distributed at different times of day and on different days of the week, in order to obtain responses from different types of passenger. Table A1 shows the number of questionnaires received by journey purpose and by region.

Table A1 Responses by Journey Purpose and Region

	Commuting	Business	Leisure	Journey Purpose Missing	Total
East Midlands	186	47	145	1	379
Eastern	173	39	127	1	340
London	143	42	105	1	291
North East	101	27	156	5	289
North West & Merseyside	82	47	173	1	303
Scotland	115	43	167	1	326
South East	157	32	124	2	315
South West	145	81	155	0	381
West Midlands	102	52	143	1	298
Yorkshire & The Humber	137	43	191	1	372
Wales	275	67	322	7	671
Total	1616	520	1808	21	3965

- 1.2 So that the results of the survey can be representative of the rail travelling population in Britain as a whole, the responses were weighted by journey purpose and by region.
- 1.3 The journey purpose weights within each region were obtained from the National Passenger Survey (NPS). The regional weights were obtained from National Rail Trends data¹. The weights used are shown in Table A2.

¹ National Rail Trends 2004-05, Office of Rail Regulation

Table A2 **Weights used in Analysis**

Region	Weights		
	Commuting	Business	Leisure
East Midlands	0.15	0.32	0.21
Eastern	1.11	1.16	0.91
London	6.55	7.05	5.53
North East	0.13	0.20	0.11
North West & Merseyside	1.21	0.87	0.59
Scotland	1.13	0.77	0.81
South East	2.13	2.10	2.05
South West	0.38	0.14	0.27
West Midlands	0.54	0.46	0.35
Yorkshire & The Humber	0.44	0.56	0.39
Wales	0.14	0.10	0.11

Appendix B – Checks on Improvement Values

1 Calculation of Improvement Values

- 1.1 There were two types of questionnaire: one included questions on ranking, and the other included stated preference questions.
- 1.2 In the ranking questionnaire, 30 attributes were presented to respondents in groups of six or seven, and the respondents were asked to rank these in order of importance. One attribute, punctuality, was repeated in every group, so that priority scores for all attributes could be calculated in the analysis. Since one of the attributes was a journey time saving of five minutes, it was possible to calculate the implied value to passengers of each type of improvement in terms of a journey time saving, in minutes, through looking at the relative importance of improvement of each attribute.
- 1.3 The stated preference questionnaire asked passengers to state which of three travel options they would most and least prefer when planning a similar journey in the future. The travel options consisted of different levels of improvement in five attributes (journey time, punctuality of trains, response at stations for requests of information, level of crowding, and feeling of personal security at stations). Again, since one of the attributes was journey time, it was possible to obtain a value to passengers, in journey time saving, of each of the four other attributes considered.
- 1.4 To check whether the valuations obtained from the survey responses are realistic, checks have been carried out on the valuations of punctuality using other data sources, as described below.

2 Punctuality

- 2.1 The ranking exercise obtained a value of 7.8 minutes for the value that passengers would associate with moving to '95% of trains arriving within 5 minutes of their advertised time' (Section 5.3 of main report). Currently, around 88% of short distance trains actually arrive within 5 minutes and around 71% of long distance trains arrive within 5 minutes of their advertised time (estimated from National Rail Trends¹ – the latter figure has been converted from 83% long distance trains arriving within 10 minutes).
- 2.2 The stated improvement would therefore amount to 7% of all short distance trains being converted from 'unpunctual' to 'arriving within 5 minutes of the advertised time', and 24% of long distance trains being converted to the same standard.

¹ National Rail Trends 2006-07 Quarter Three, Office of Rail Regulation

- 2.3 A relationship between minutes lateness to percentage of trains running to time² gives an average improvement of 1.1 minutes per journey for short distance trains and an improvement of 3.7 minutes per journey for long distance trains.
- 2.4 The Passenger Demand Forecasting Handbook³ (PDFH) specifies a weighting of 3 to identify the value of savings in journey time delays. On this basis, the value of these improvements should be 3.3 minutes (1.1 minutes x 3) for short distance journeys, and 11.1 minutes (3.7 minutes x 3) for long distance journeys.
- 2.5 These values are summarised in Table B1.

Table B1 Valuation of Punctuality Improvement using PDFH Weightings

	Short Distance	Long Distance
Target (trains on time)	95%	95%
Actual (trains on time)	88%	71%
Improvement	+7% run to time	+24% run to time
Average Improvement	1.1 mins per journey	3.7 mins per journey
PDFH Valuation of Improvement	3.3 mins	11.1 mins

- 2.6 Since around 60% of rail journeys nationally are short distance, the average passenger's valuation of this punctuality improvement would be about 6.4 minutes (3.3 minutes x 0.40 + 11.1 minutes x 0.60). The 7.8 minutes obtained in the improvements ranking exercise therefore appears to be a reasonable value, particularly since previous research has indicated that passengers tend to underestimate the actual levels of punctuality.

² Based on information provided by Train Operating Companies and the Public Performance Measure provided in National Rail Trends 2006-07 Quarter Three, Office of Rail Regulation

³ A set of techniques and data for modelling passenger demand, including demand elasticities based on formal research, produced by the Association of Train Operating Companies (ATOC)

Appendix C – East Midlands

1 Key Points

- Sample size of 379 passengers;
- 38% of rail journeys are for commuting, 21% for business, 41% for leisure purposes;
- Satisfaction with connections with other forms of transport and facilities and services at the station are lower than the national average, and satisfaction with facilities for car parking is higher than national average;
- Connections with other forms of public transport fall short of expectations compared to the national expectation score; and
- There is a greater priority for improvement compared to the national ranking for a quick response to information requests at stations and station staff having a positive and helpful attitude, but a lower priority for personal security at stations, and journey time improvements.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	46%
% Female	54%
% Age < 35	37%
% Age 35 - 60	50%
% Age 60+	14%
% Working Full Time	61%
% SEG A/B	59%
% Commuting	38%
% Business	21%
% Leisure	41%
% Less than 1 hour	57%
% 1 - 2 hours	27%
% More than 2 hours	16%
% Changing Trains	25%

3 Satisfaction

East Midlands Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dissatisfied	GB Rank
Station					
1	Attitude and helpfulness of staff	0.87	68%	11%	2
2	Info about train times & platforms	0.84	71%	15%	1
3	How request for info was handled	0.78	67%	14%	3
4	Ticket buying facilities	0.77	67%	16%	7
5	Personal security	0.62	60%	11%	4
6	Cleanliness of station	0.56	63%	17%	6
7	Availability of staff at the station	0.42	53%	24%	11
8	Overall station environment	0.39	55%	21%	9
9	Upkeep and repair of station	0.36	52%	22%	8
10	Facilities for car parking	0.19	48%	33%	12
11	Facilities and services at the station	0.08	47%	34%	10
12	Connections with other transport	0.07	42%	32%	5
Train					
1	Personal security	0.88	73%	6%	3
2	Ease of getting on and off the train	0.87	73%	8%	2
3	Length of time scheduled to take	0.84	74%	12%	1
4	Helpfulness and attitude of staff	0.84	70%	8%	4
5	Comfort of the seating	0.61	63%	14%	11
6	Punctuality and reliability	0.56	64%	22%	7
7	Provision of info during the journey	0.53	59%	17%	5
8	Connections with train services	0.53	58%	17%	6
9	Cleanliness of inside of the train	0.50	59%	17%	10
10	Upkeep and repair of the train	0.47	57%	21%	9
11	Cleanliness of outside of the train	0.46	51%	14%	8
12	Availability of staff on the train	0.41	49%	14%	15
13	Frequency of trains on this route	0.32	57%	31%	12
14	Sufficient room to sit or stand	0.30	52%	28%	13
15	Space for luggage	0.29	50%	25%	14
16	How train comp. dealt with delays	0.11	38%	26%	17
17	Value for money	0.00	38%	39%	18
18	Toilet facilities on the train	0.00	34%	32%	16

4 Expectations

Figure C1 Average Expectation Score for Station Attributes

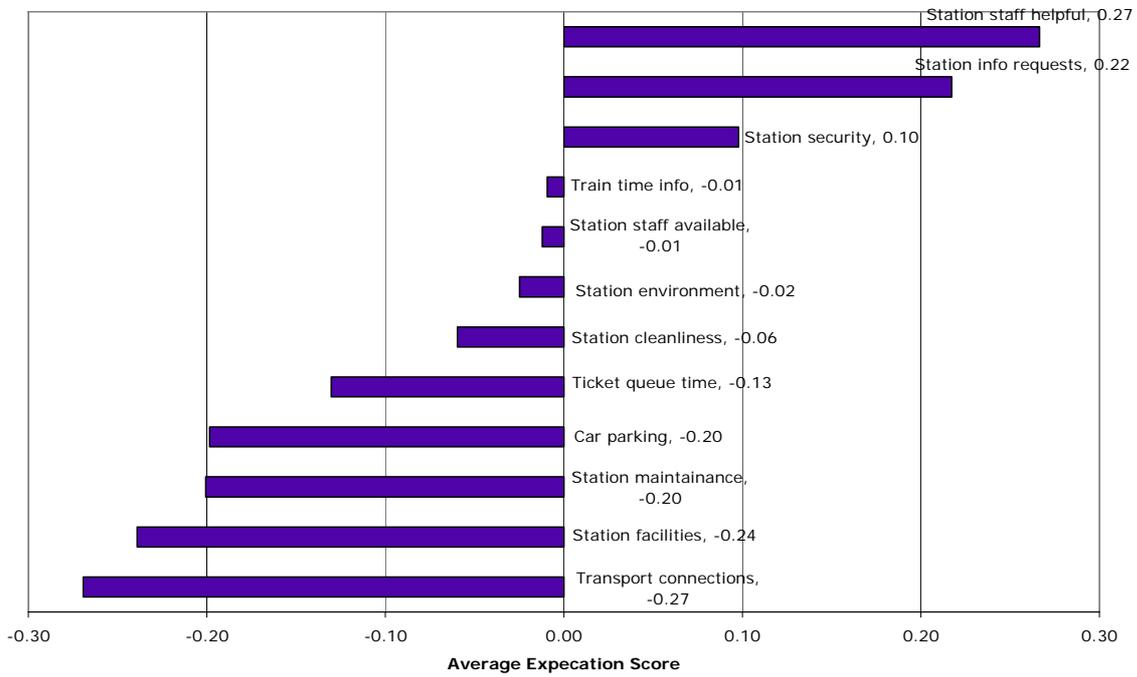
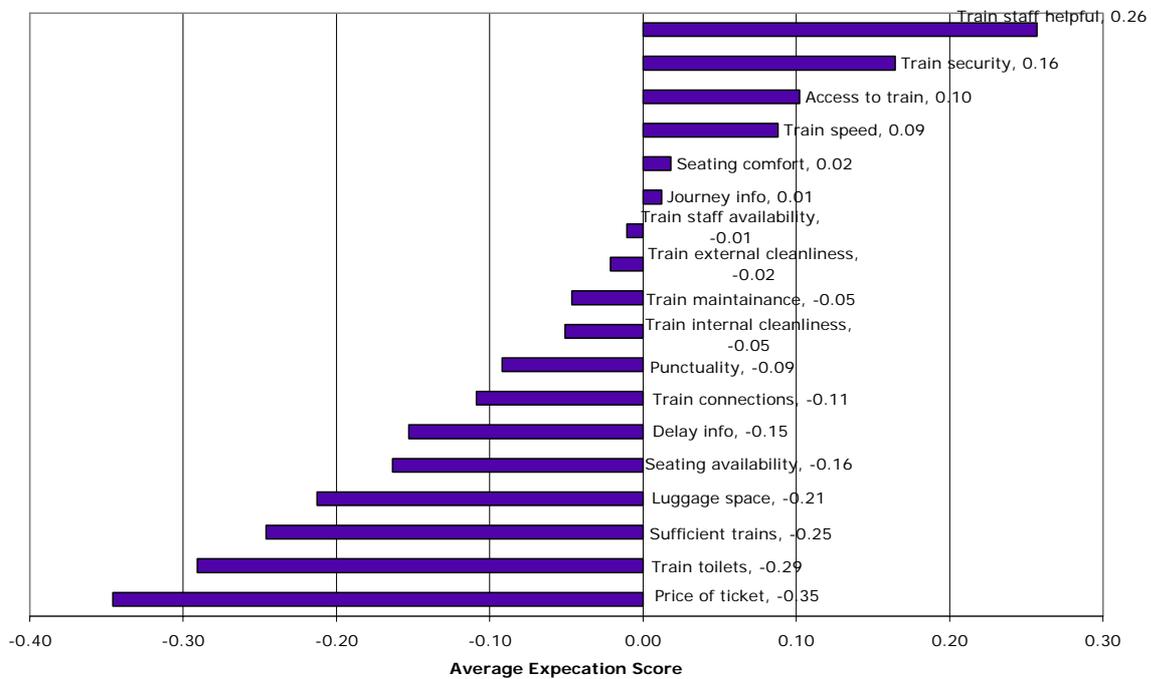


Figure C2 Average Expectation Score for Train Attributes



5 Importance of Improvements

East Midlands Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Information on train times/platforms accurate and available	7
6	Company keeps passengers informed if train delays	5
7	Seating area on the train is very comfortable	9
8	Trains are consistently well maintained/in excellent condition	8
9	Max queue time no more than 2 mins to purchase tickets	6
10	Passengers experience a high level of security on the train	10
11	Always a quick response to information requests at stations	19
12	The inside of the train is cleaned to a high standard	14
13	Connections with other train services are always good	15
14	Good easy connections with other forms of transport	12
15	All station staff are helpful and with a positive attitude	21
16	Facilities at stations are plentiful and of good quality	18
17	Personal security at stations is improved through CCTV/staff	11
18	The train travels at a fast speed throughout the journey	16
19	Station staff are available whenever required	17
20	All trains have staff to assist	20
21	Useful information is provided throughout the journey	22
22	Your journey time is reduced by five minutes	13
23	All train staff helpful and have a positive attitude	23
24	There are good quality toilet facilities on every train	25
25	There is sufficient space for passengers' luggage	24
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	High quality car parking available	29
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix D – Eastern

1 Key Points

- Sample size of 340 passengers;
- 54% of rail journeys are for commuting, 13% for business, 33% for leisure purposes;
- Satisfaction with connections with other forms of transport, upkeep and repair of the train, and cleanliness of the inside of the train are lower than national average;
- Passengers feel that all attributes are falling short of expectations compared to the national average apart from ticket queue time;
- The priorities for improvements is very similar to the national average, with station security having slightly less priority than the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	47%
% Female	53%
% Age < 35	33%
% Age 35 - 60	56%
% Age 60+	11%
% Working Full Time	68%
% SEG A/B	61%
% Commuting	54%
% Business	13%
% Leisure	33%
% Less than 1 hour	54%
% 1 - 2 hours	26%
% More than 2 hours	19%
% Changing Trains	32%

3 Satisfaction

Eastern Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Info about train times & platforms	0.96	78%	8%	1
2	Ticket buying facilities	0.78	69%	13%	7
3	Attitude and helpfulness of staff	0.73	65%	12%	2
4	Personal security	0.70	65%	10%	4
5	How request for info was handled	0.65	64%	15%	3
6	Cleanliness of station	0.52	62%	20%	6
7	Overall station environment	0.51	59%	16%	9
8	Upkeep and repair of station	0.41	56%	20%	8
9	Facilities and services at the station	0.34	55%	25%	10
10	Availability of staff at the station	0.34	51%	21%	11
11	Connections with other transport	0.31	51%	23%	5
12	Facilities for car parking	-0.08	36%	35%	12
Train					
1	Length of time scheduled to take	0.73	70%	15%	1
4	Ease of getting on and off the train	0.67	68%	13%	2
2	Personal security	0.72	64%	7%	3
3	Helpfulness and attitude of staff	0.71	63%	12%	4
5	Provision of info during the journey	0.44	54%	18%	5
6	Connections with train services	0.44	55%	20%	6
7	Punctuality and reliability	0.42	60%	25%	7
9	Cleanliness of outside of the train	0.31	47%	19%	8
11	Upkeep and repair of the train	0.27	50%	27%	9
13	Cleanliness of inside of the train	0.25	50%	27%	10
8	Comfort of the seating	0.34	54%	23%	11
10	Frequency of trains on this route	0.31	56%	30%	12
14	Sufficient room to sit or stand	0.05	47%	36%	13
12	Space for luggage	0.26	46%	26%	14
15	Availability of staff on the train	0.05	36%	28%	15
16	Toilet facilities on the train	-0.08	33%	34%	16
17	How train comp. dealt with delays	-0.18	29%	37%	17
18	Value for money	-0.33	29%	50%	18

4 Expectations

Figure D1 Average Expectation Score for Station Attributes

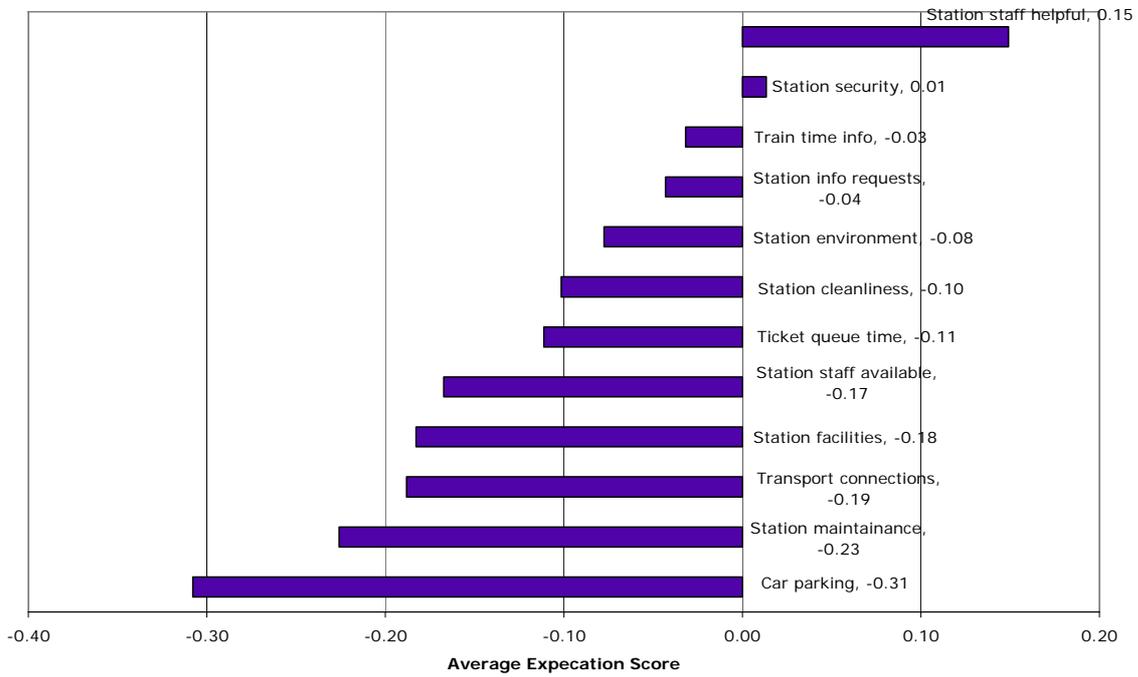
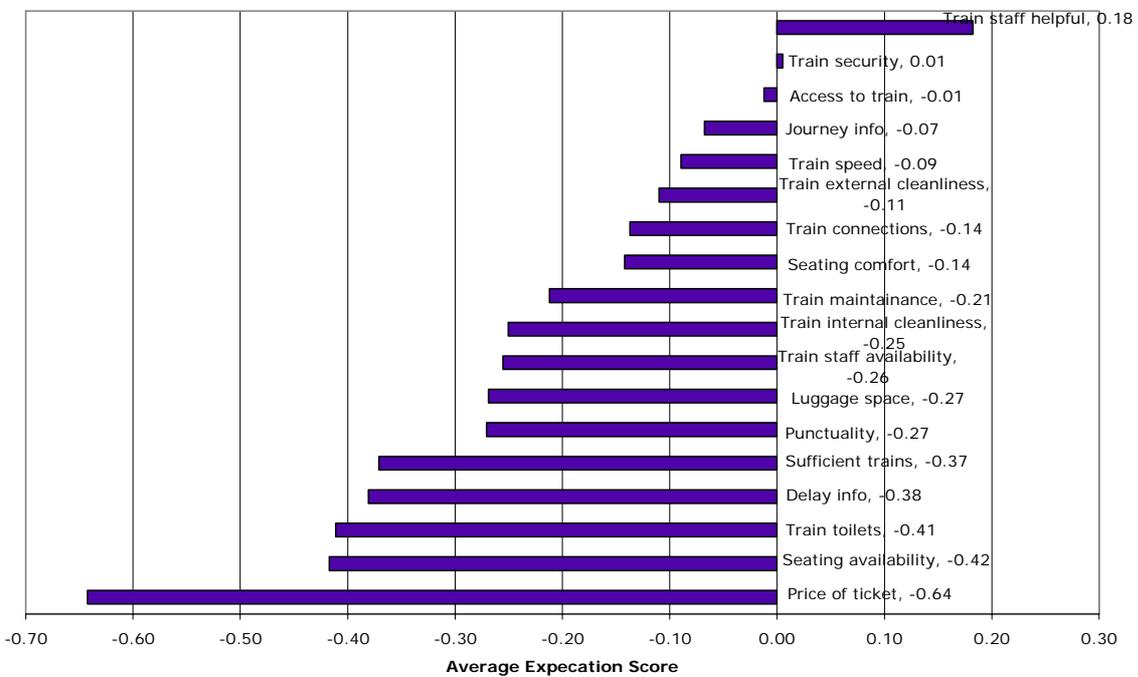


Figure D2 Average Expectation Score for Train Attributes



5 Importance of Improvements

Eastern Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Company keeps passengers informed if train delays	5
6	Seating area on the train is very comfortable	9
7	Trains are consistently well maintained/in excellent condition	8
8	Information on train times/platforms accurate and available	7
9	Your journey time is reduced by five minutes	13
10	Maximum queue time no more than 2 mins to purchase tickets	6
11	Connections with other train services are always good	15
12	Passengers experience a high level of security on the train	10
13	The inside of the train is cleaned to a high standard	14
14	Good easy connections with other forms of transport	12
15	The train travels at a fast speed throughout the journey	16
16	Personal security at stations is improved through CCTV/staff	11
17	Station staff are available whenever required	17
18	Facilities at stations are plentiful and of good quality	18
19	Always a quick response to information requests at stations	19
20	All trains have staff to assist	20
21	Useful information is provided throughout the journey	22
22	All station staff are helpful and with a positive attitude	21
23	All train staff helpful and have a positive attitude	23
24	There is sufficient space for passengers' luggage	24
25	There are good quality toilet facilities on every train	25
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	High quality car parking available	29
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix E – London

1 Key Points

- Sample size of 291 passengers;
- 52% of rail journeys are for commuting, 16% for business, 32% for leisure purposes;
- Almost two-thirds of journeys are less than an hour'
- Satisfaction with ticket buying facilities, facilities for car parking, and availability of staff on the train are lower than national average;
- The expectation scores are similar to the national average scores; and
- The priorities for improvements are very similar to the national average, with connections with other train services having less priority than the national average, and attitude of station staff having more priority..

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	55%
% Female	45%
% Age < 35	38%
% Age 35 - 60	49%
% Age 60+	13%
% Working Full Time	69%
% SEG A/B	58%
% Commuting	52%
% Business	16%
% Leisure	32%
% Less than 1 hour	62%
% 1 - 2 hours	26%
% More than 2 hours	11%
% Changing Trains	35%

3 Satisfaction

London Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Connections with other transport	0.85	72%	14%	5
2	Info about train times & platforms	0.85	73%	15%	1
3	Cleanliness of station	0.63	66%	17%	6
4	Personal security	0.57	58%	14%	4
5	Upkeep and repair of station	0.56	63%	17%	8
6	Attitude and helpfulness of staff	0.56	60%	17%	2
7	How request for info was handled	0.54	56%	15%	3
8	Overall station environment	0.50	60%	19%	9
9	Facilities and services at the station	0.34	56%	27%	10
10	Ticket buying facilities	0.24	53%	30%	7
11	Availability of staff at the station	0.19	49%	30%	11
12	Facilities for car parking	-0.37	27%	42%	12
Train					
1	Length of time scheduled to take	0.89	76%	11%	1
2	Ease of getting on and off the train	0.82	72%	10%	2
3	Personal security	0.71	66%	8%	3
4	Connections with train services	0.67	68%	14%	6
5	Cleanliness of outside of the train	0.59	58%	13%	8
6	Helpfulness and attitude of staff	0.59	61%	14%	4
7	Provision of info during the journey	0.59	61%	15%	5
8	Punctuality and reliability	0.54	64%	22%	7
9	Comfort of the seating	0.51	62%	20%	11
10	Cleanliness of inside of the train	0.49	60%	21%	10
11	Frequency of trains on this route	0.48	63%	26%	12
12	Upkeep and repair of the train	0.48	59%	21%	9
13	Sufficient room to sit or stand	0.31	56%	28%	13
14	Space for luggage	0.25	49%	29%	14
15	Availability of staff on the train	-0.07	33%	32%	15
16	Toilet facilities on the train	-0.08	39%	40%	16
17	How train comp. dealt with delays	-0.15	33%	33%	17
18	Value for money	-0.21	36%	47%	18

4 Expectations

Figure E1 Average Expectation Score for Station Attributes

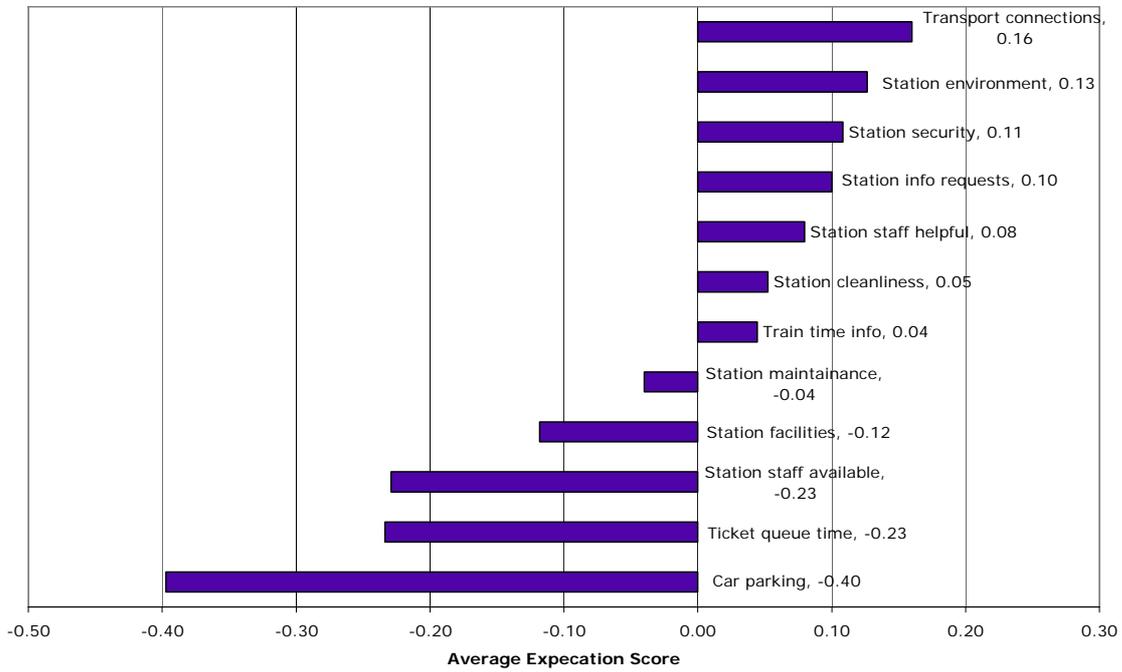
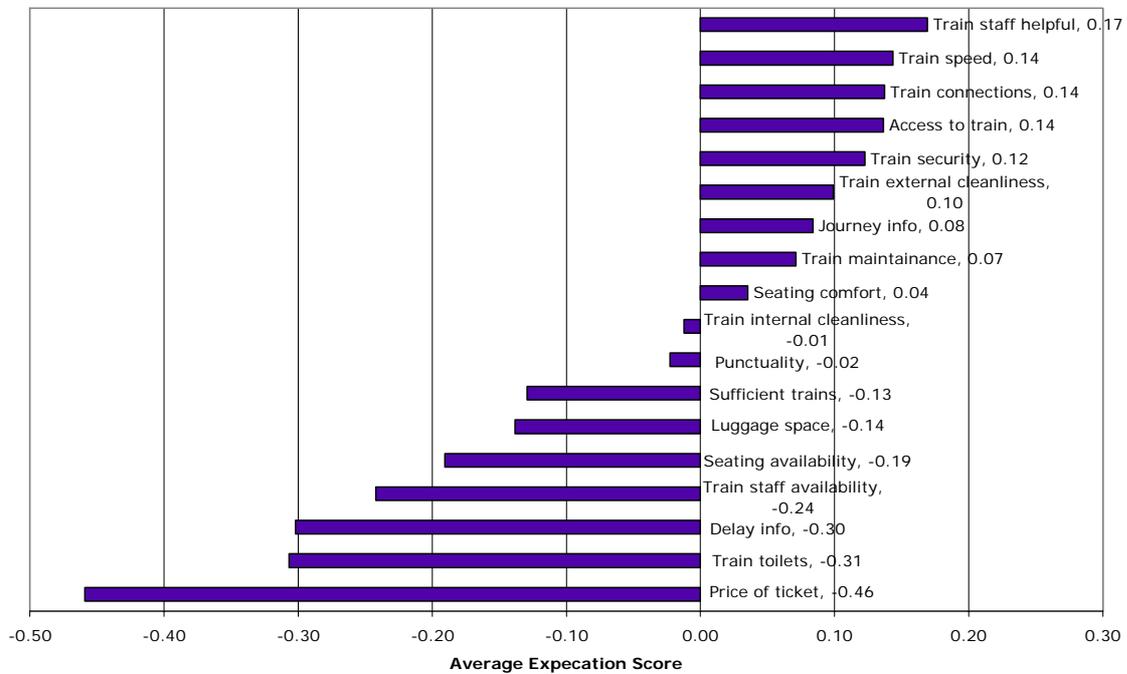


Figure E2 Average Expectation Score for Train Attributes



5 Importance of Improvements

London Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Company keeps passengers informed if train delays	5
6	Maximum queue time no more than 2 mins to purchase tickets	6
7	Information on train times/platforms accurate and available	7
8	Trains are consistently well maintained/in excellent condition	8
9	Passengers experience a high level of security on the train	10
10	Seating area on the train is very comfortable	9
11	Good easy connections with other forms of transport	12
12	Personal security at stations is improved through CCTV/staff	11
13	Your journey time is reduced by five minutes	13
14	The train travels at a fast speed throughout the journey	16
15	The inside of the train is cleaned to a high standard	14
16	Station staff are available whenever required	17
17	All station staff are helpful and with a positive attitude	21
18	Always a quick response to information requests at stations	19
19	Connections with other train services are always good	15
20	Useful information is provided throughout the journey	22
21	Facilities at stations are plentiful and of good quality	18
22	All trains have staff to assist	20
23	There is sufficient space for passengers' luggage	24
24	All train staff helpful and have a positive attitude	23
25	There are good quality toilet facilities on every train	25
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	All station building maintained to a high standard	28
29	The outside of the train is cleaned to a high standard	30
30	High quality car parking available	29

Appendix F – North East

1 Key Points

- Sample size of 289 passengers;
- 38% of rail journeys are for commuting, 14% for business, 47% for leisure purposes – almost half of rail journeys are for leisure purpose;
- Satisfaction with attitude and helpfulness of station staff, availability of staff, how request for information were handled, and ticket buying facilities are higher than the national average;
- Most attributes exceed expectations compared to the national average; and
- There is reduced priority for improvements in ticket queue time, journey time, and connections with other forms of transport compared to the national average, but greater priority for improvements in connections with other train services, facilities at the station and space for passengers' luggage.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	47%
% Female	53%
% Age < 35	44%
% Age 35 - 60	39%
% Age 60+	17%
% Working Full Time	58%
% SEG A/B	49%
% Commuting	38%
% Business	15%
% Leisure	47%
% Less than 1 hour	54%
% 1 - 2 hours	17%
% More than 2 hours	29%
% Changing Trains	18%

3 Satisfaction

North East Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Ticket buying facilities	1.19	84%	7%	7
2	Info about train times & platforms	1.13	83%	10%	1
3	How request for info was handled	1.12	83%	9%	3
4	Attitude and helpfulness of staff	1.01	75%	9%	2
5	Personal security	0.87	71%	9%	4
6	Cleanliness of station	0.85	72%	13%	6
7	Upkeep and repair of station	0.76	68%	14%	8
8	Availability of staff at the station	0.66	66%	18%	11
9	Overall station environment	0.65	65%	13%	9
10	Connections with other transport	0.47	58%	21%	5
11	Facilities and services at the station	0.39	56%	24%	10
12	Facilities for car parking	-0.10	37%	44%	12
Train					
1	Length of time scheduled to take	1.08	86%	8%	1
2	Helpfulness and attitude of staff	0.97	77%	5%	4
3	Personal security	0.96	78%	4%	3
4	Ease of getting on and off the train	0.93	80%	7%	2
5	Connections with train services	0.72	71%	10%	6
6	Provision of info during the journey	0.71	64%	8%	5
7	Availability of staff on the train	0.61	61%	10%	15
8	Comfort of the seating	0.60	68%	18%	11
9	Frequency of trains on this route	0.59	69%	22%	12
10	Punctuality and reliability	0.57	68%	22%	7
11	Sufficient room to sit or stand	0.53	66%	19%	13
12	Cleanliness of outside of the train	0.51	57%	15%	8
13	Cleanliness of inside of the train	0.50	59%	19%	10
14	Upkeep and repair of the train	0.48	59%	19%	9
15	How train comp. dealt with delays	0.13	43%	27%	17
16	Space for luggage	0.09	41%	32%	14
17	Value for money	0.02	40%	39%	18
18	Toilet facilities on the train	0.00	37%	31%	16

4 Expectations

Figure F1 Average Expectation Score for Station Attributes

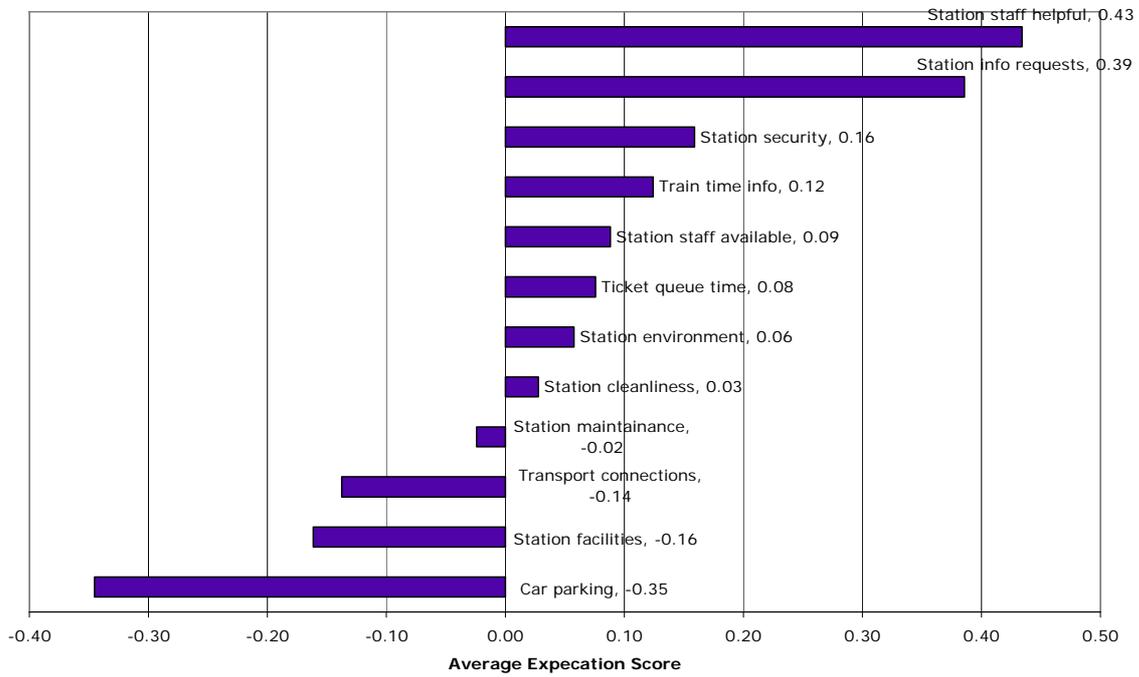
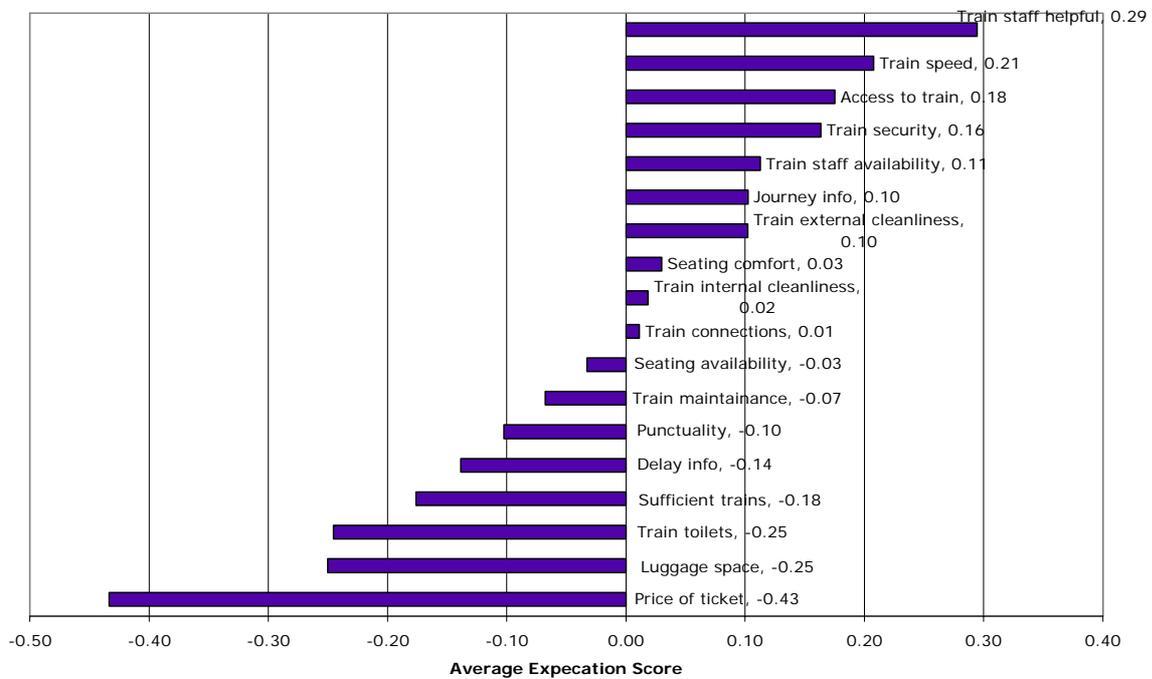


Figure F2 Average Expectation Score for Train Attributes



5 Importance of Improvements

North East Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	At least 19 out of 20 trains arrive on time	3
3	Passengers are always able to get a seat on the train	4
4	Sufficient train services at times I use the train	2
5	Seating area on the train is very comfortable	9
6	Company keeps passengers informed if train delays	5
7	Trains are consistently well maintained/in excellent condition	8
8	Information on train times/platforms accurate and available	7
9	Connections with other train services are always good	15
10	Facilities at stations are plentiful and of good quality	18
11	The inside of the train is cleaned to a high standard	14
12	Maximum queue time no more than 2 mins to purchase tickets	6
13	Station staff are available whenever required	17
14	Passengers experience a high level of security on the train	10
15	Personal security at stations is improved through CCTV/staff	11
16	There is sufficient space for passengers' luggage	24
17	All trains have staff to assist	20
18	The train travels at a fast speed throughout the journey	16
19	Your journey time is reduced by five minutes	13
20	Useful information is provided throughout the journey	22
21	There are good quality toilet facilities on every train	25
22	Good easy connections with other forms of transport	12
23	Always a quick response to information requests at stations	19
24	All train staff helpful and have a positive attitude	23
25	All station staff are helpful and with a positive attitude	21
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	High quality car parking available	29
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix G – North West

1 Key Points

- Sample size of 303 passengers;
- 41% of rail journeys are for commuting, 17% for business, 42% for leisure purposes;
- A third of journeys are more than two hours long;
- Satisfaction with ticket buying facilities, availability of staff, personal security at the station, how requests for information were handled, punctuality and reliability, frequency of trains and value for money are higher than the national average;
- Ticket queue time, station staff availability, and value for money exceed expectations compared to the national average; and
- There is reduced priority for improvements in journey time, but greater priority for improvements in connections with other train services, toilet facilities on the train and space for passengers' luggage.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	50%
% Female	50%
% Age < 35	38%
% Age 35 - 60	45%
% Age 60+	17%
% Working Full Time	54%
% SEG A/B	46%
% Commuting	41%
% Business	17%
% Leisure	42%
% Less than 1 hour	43%
% 1 - 2 hours	24%
% More than 2 hours	33%
% Changing Trains	39%

3 Satisfaction

North West Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Info about train times & platforms	1.14	83%	11%	1
2	Ticket buying facilities	1.06	78%	12%	7
3	How request for info was handled	0.95	73%	10%	3
4	Personal security	0.92	72%	6%	4
5	Attitude and helpfulness of staff	0.91	69%	10%	2
6	Cleanliness of station	0.73	66%	14%	6
7	Availability of staff at the station	0.73	65%	15%	11
8	Overall station environment	0.67	66%	14%	9
9	Upkeep and repair of station	0.63	62%	16%	8
10	Facilities and services at the station	0.59	62%	17%	10
11	Connections with other transport	0.52	61%	24%	5
12	Facilities for car parking	0.05	35%	30%	12
Train					
1	Length of time scheduled to take	1.06	81%	8%	1
2	Ease of getting on and off the train	0.98	79%	9%	2
3	Helpfulness and attitude of staff	0.95	71%	6%	4
4	Personal security	0.93	74%	7%	3
5	Punctuality and reliability	0.83	75%	16%	7
6	Provision of info during the journey	0.79	67%	10%	5
7	Frequency of trains on this route	0.78	70%	19%	12
8	Upkeep and repair of the train	0.68	64%	14%	9
9	Comfort of the seating	0.68	67%	16%	11
10	Connections with train services	0.62	65%	19%	6
11	Cleanliness of inside of the train	0.55	61%	21%	10
12	Availability of staff on the train	0.50	51%	15%	15
13	Cleanliness of outside of the train	0.45	52%	17%	8
14	Sufficient room to sit or stand	0.43	58%	26%	13
15	Value for money	0.31	52%	31%	18
16	Space for luggage	0.24	51%	29%	14
17	How train comp. dealt with delays	0.18	45%	28%	17
18	Toilet facilities on the train	0.00	41%	35%	16

4 Expectations

Figure G1 Average Expectation Score for Station Attributes

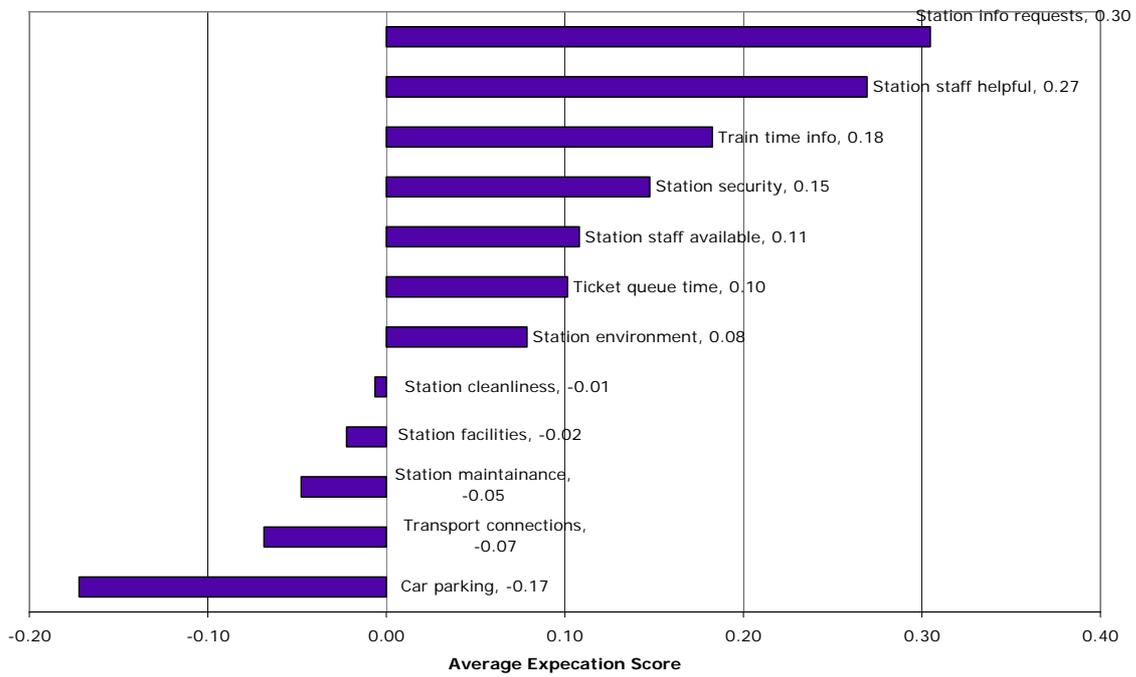
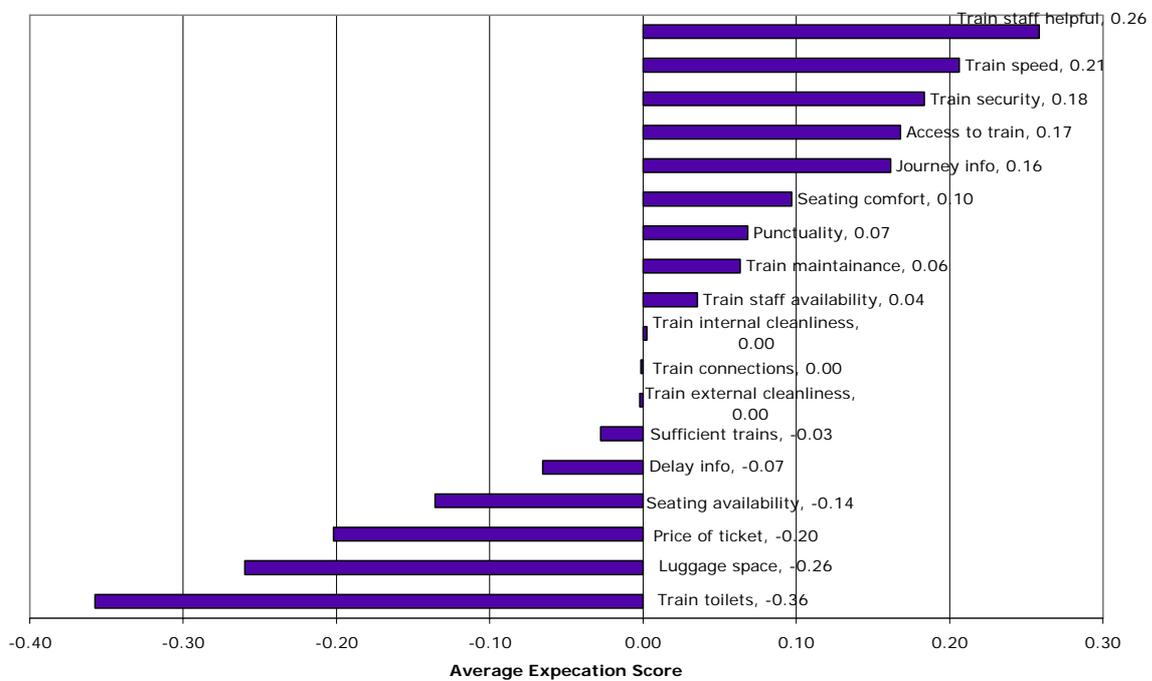


Figure G2 Average Expectation Score for Train Attributes



5 Importance of Improvements

North West Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Passengers are always able to get a seat on the train	4
3	Sufficient train services at times I use the train	2
4	At least 19 out of 20 trains arrive on time	3
5	Connections with other train services are always good	15
6	Seating area on the train is very comfortable	9
7	Maximum queue time no more than 2 mins to purchase tickets	6
8	Trains are consistently well maintained/in excellent condition	8
9	Company keeps passengers informed if train delays	5
10	Information on train times/platforms accurate and available	7
11	Passengers experience a high level of security on the train	10
12	Personal security at stations is improved through CCTV/staff	11
13	The inside of the train is cleaned to a high standard	14
14	Good easy connections with other forms of transport	12
15	Facilities at stations are plentiful and of good quality	18
16	All trains have staff to assist	20
17	There are good quality toilet facilities on every train	25
18	Station staff are available whenever required	17
19	There is sufficient space for passengers' luggage	24
20	Always a quick response to information requests at stations	19
21	Your journey time is reduced by five minutes	13
22	All station staff are helpful and with a positive attitude	21
23	All train staff helpful and have a positive attitude	23
24	Useful information is provided throughout the journey	22
25	The train travels at a fast speed throughout the journey	16
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	All station building maintained to a high standard	28
29	High quality car parking available	29
30	The outside of the train is cleaned to a high standard	30

Appendix H – Scotland

1 Key Points

- Sample size of 326 passengers;
- 44% of rail journeys are for commuting, 11% for business, 45% for leisure purposes;
- Satisfaction with ticket buying facilities, availability of train staff and value for money are higher than national average;
- Train staff availability exceeds expectations compared to the national average,; and
- There is reduced priority for improvements in journey time and requests for information at stations, but greater priority for space for passengers' luggage compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	44%
% Female	56%
% Age < 35	42%
% Age 35 - 60	45%
% Age 60+	13%
% Working Full Time	63%
% SEG A/B	57%
% Commuting	44%
% Business	11%
% Leisure	45%
% Less than 1 hour	55%
% 1 - 2 hours	13%
% More than 2 hours	32%
% Changing Trains	24%

3 Satisfaction

Scotland Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Info about train times & platforms	1.01	79%	9%	1
2	How request for info was handled	0.88	70%	7%	3
3	Ticket buying facilities	0.87	75%	13%	7
4	Attitude and helpfulness of staff	0.79	67%	10%	2
5	Personal security	0.77	69%	10%	4
6	Cleanliness of station	0.76	70%	13%	6
7	Connections with other transport	0.59	60%	17%	5
8	Overall station environment	0.58	59%	14%	9
9	Upkeep and repair of station	0.57	62%	16%	8
10	Availability of staff at the station	0.51	56%	19%	11
11	Facilities and services at the station	0.38	51%	22%	10
12	Facilities for car parking	0.08	41%	34%	12
Train					
1	Length of time scheduled to take	0.93	80%	8%	1
2	Personal security	0.90	75%	4%	3
3	Ease of getting on and off the train	0.90	78%	6%	2
4	Helpfulness and attitude of staff	0.87	72%	5%	4
5	Provision of info during the journey	0.83	69%	7%	5
6	Connections with train services	0.78	70%	11%	6
7	Punctuality and reliability	0.78	73%	13%	7
8	Comfort of the seating	0.63	64%	14%	11
9	Cleanliness of outside of the train	0.59	60%	11%	8
10	Upkeep and repair of the train	0.58	64%	17%	9
11	Frequency of trains on this route	0.53	66%	21%	12
12	Cleanliness of inside of the train	0.52	60%	18%	10
13	Availability of staff on the train	0.52	52%	9%	15
14	Sufficient room to sit or stand	0.46	58%	22%	13
15	Space for luggage	0.25	49%	28%	14
16	Value for money	0.18	48%	34%	18
17	How train comp. dealt with delays	0.12	43%	29%	17
18	Toilet facilities on the train	0.01	39%	33%	16

4 Expectations

Figure H1 Average Expectation Score for Station Attributes

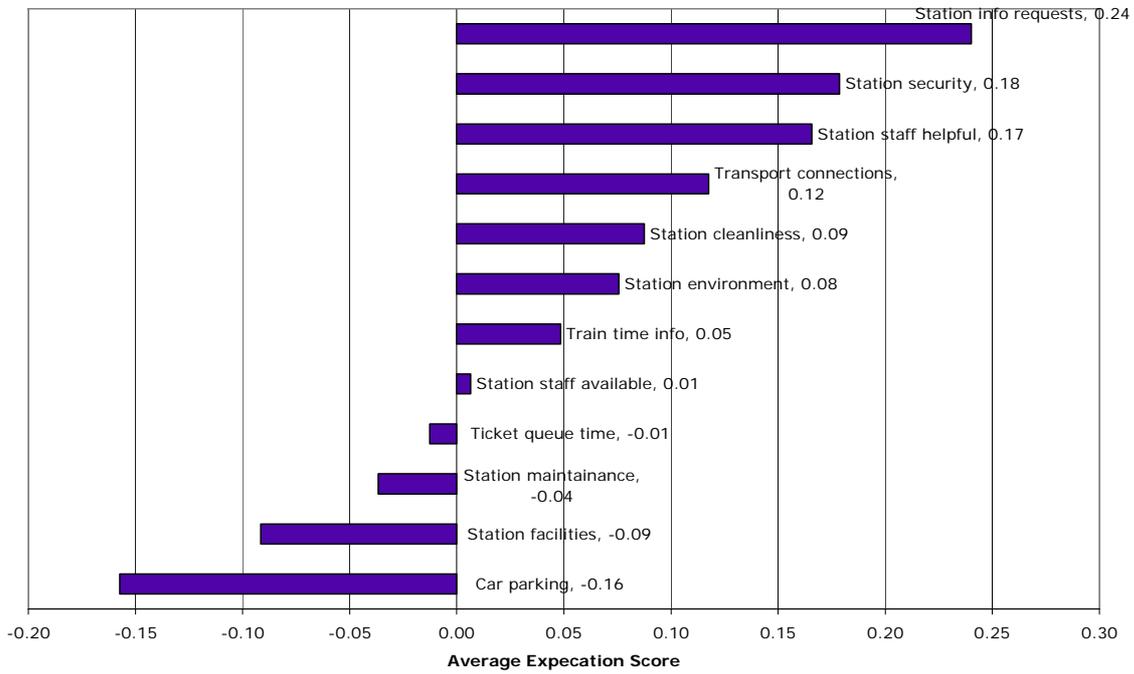
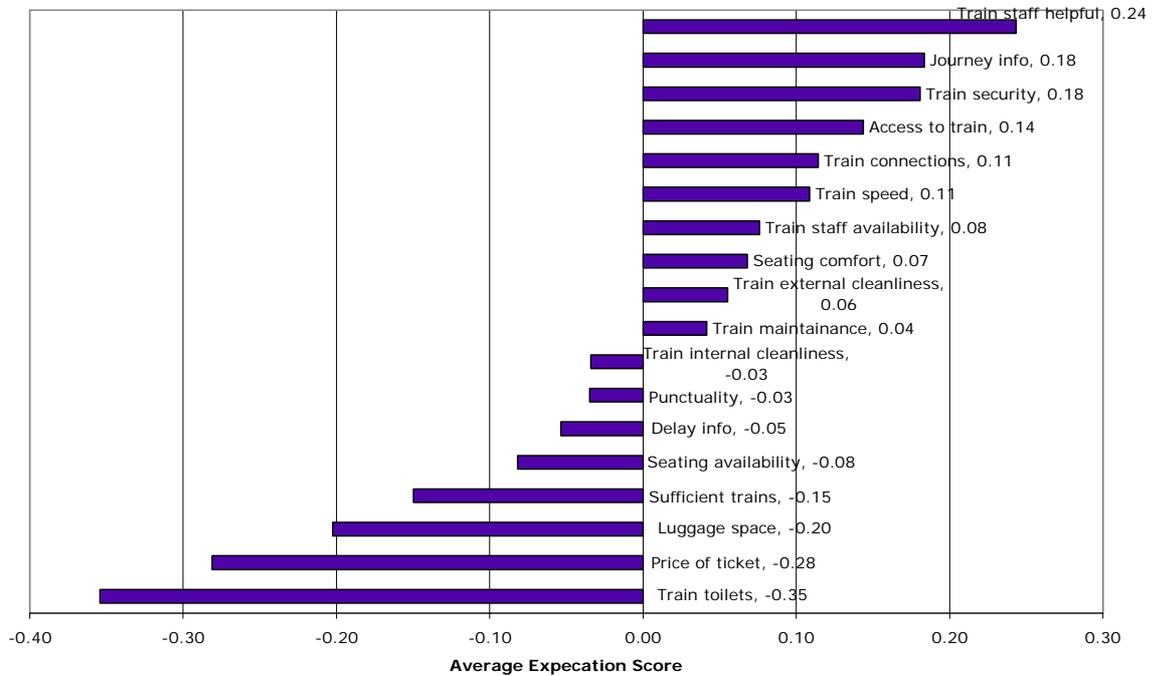


Figure H2 Average Expectation Score for Train Attributes



5 Importance of Improvements

Scotland Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Max queue time no more than 2 mins to purchase tickets	6
6	Company keeps passengers informed if train delays	5
7	Seating area on the train is very comfortable	9
8	Information on train times/platforms accurate and available	7
9	Trains are consistently well maintained/in excellent condition	8
10	Passengers experience a high level of security on the train	10
11	The inside of the train is cleaned to a high standard	14
12	Good easy connections with other forms of transport	12
13	Your journey time is reduced by five minutes	13
14	Personal security at stations is improved through CCTV/staff	11
15	Facilities at stations are plentiful and of good quality	18
16	Connections with other train services are always good	15
17	There is sufficient space for passengers' luggage	24
18	Station staff are available whenever required	17
19	All trains have staff to assist	20
20	There are good quality toilet facilities on every train	25
21	All train staff helpful and have a positive attitude	23
22	The train travels at a fast speed throughout the journey	16
23	All station staff are helpful and with a positive attitude	21
24	Always a quick response to information requests at stations	19
25	Useful information is provided throughout the journey	22
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	High quality car parking available	29
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix I – South East

1 Key Points

- Sample size of 315 passengers;
- 51% of rail journeys are for commuting, 10% for business, 39% for leisure purposes;
- Satisfaction with connections with other forms of transport is lower than national average whereas satisfaction with facilities for car parking is higher than the national average;
- The expectation scores are similar to the national average; and
- There is reduced priority for connections with other forms of transport, but greater priority for availability and attitude of train staff compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	49%
% Female	51%
% Age < 35	36%
% Age 35 - 60	48%
% Age 60+	15%
% Working Full Time	63%
% SEG A/B	62%
% Commuting	51%
% Business	10%
% Leisure	39%
% Less than 1 hour	58%
% 1 - 2 hours	30%
% More than 2 hours	12%
% Changing Trains	33%

3 Satisfaction

South East Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Info about train times & platforms	0.94	77%	13%	1
2	Attitude and helpfulness of staff	0.74	69%	15%	2
3	Ticket buying facilities	0.69	70%	20%	7
4	Personal security	0.67	64%	13%	4
5	How request for info was handled	0.67	67%	17%	3
6	Cleanliness of station	0.63	64%	15%	6
7	Overall station environment	0.54	60%	15%	9
8	Upkeep and repair of station	0.48	56%	17%	8
9	Availability of staff at the station	0.42	57%	21%	11
10	Facilities and services at the station	0.31	52%	25%	10
11	Connections with other transport	0.25	48%	28%	5
12	Facilities for car parking	0.20	50%	30%	12
Train					
1	Ease of getting on and off the train	0.93	77%	7%	2
2	Personal security	0.86	74%	7%	3
3	Helpfulness and attitude of staff	0.81	69%	6%	4
4	Upkeep and repair of the train	0.77	71%	11%	9
5	Length of time scheduled to take	0.74	70%	16%	1
6	Cleanliness of inside of the train	0.70	67%	12%	10
7	Provision of info during the journey	0.67	62%	12%	5
8	Cleanliness of outside of the train	0.66	62%	8%	8
9	Punctuality and reliability	0.64	71%	19%	7
10	Connections with train services	0.51	59%	16%	6
11	Frequency of trains on this route	0.43	64%	26%	12
12	Comfort of the seating	0.37	56%	24%	11
13	Availability of staff on the train	0.32	47%	20%	15
14	Sufficient room to sit or stand	0.23	54%	31%	13
15	Space for luggage	0.22	50%	28%	14
16	Toilet facilities on the train	0.15	45%	30%	16
17	How train comp. dealt with delays	0.12	42%	28%	17
18	Value for money	-0.39	30%	52%	18

4 Expectations

Figure I1 Average Expectation Score for Station Attributes

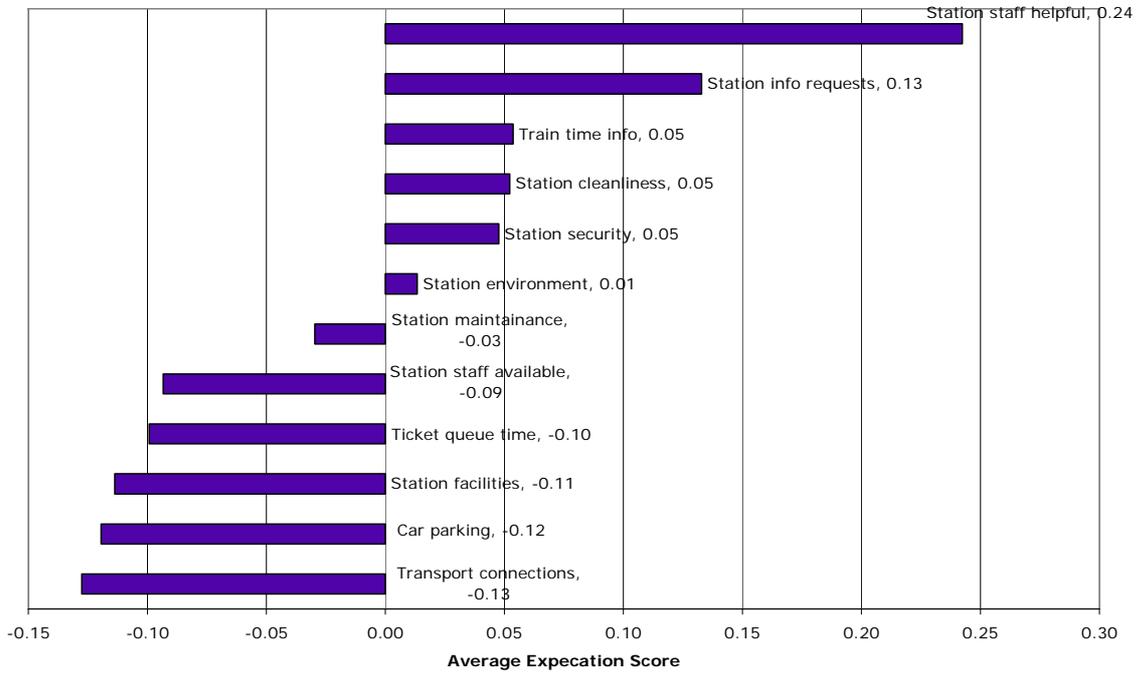
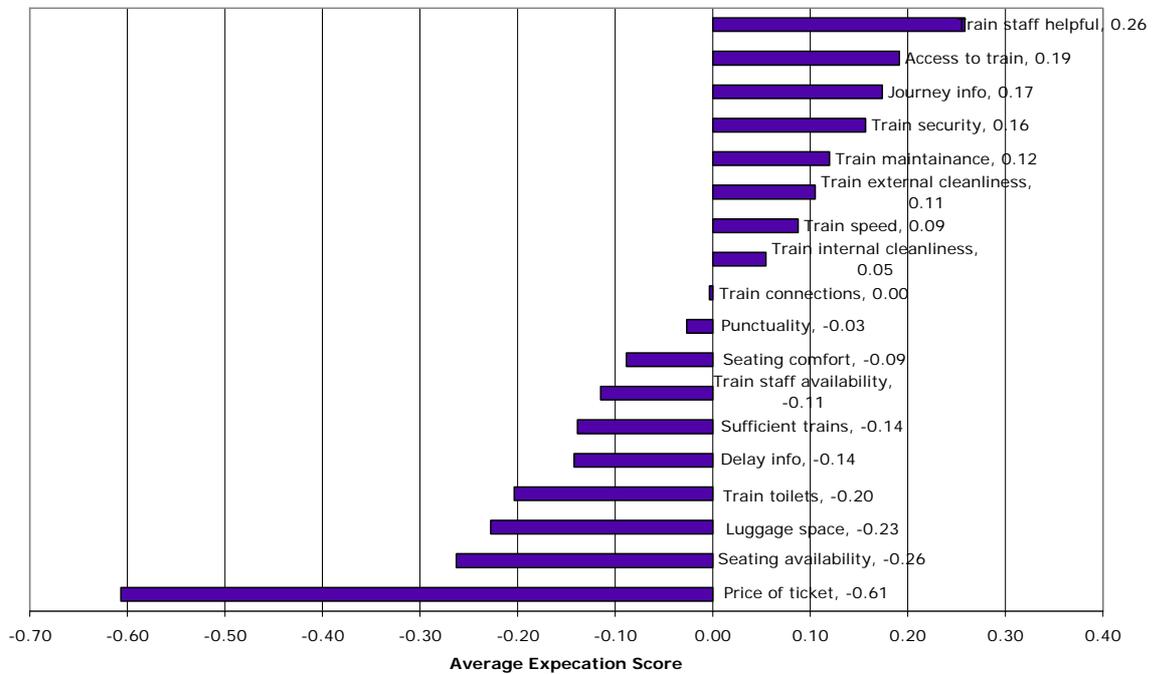


Figure I2 Average Expectation Score for Train Attributes



5 Importance of Improvements

South East Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Seating area on the train is very comfortable	9
6	Maximum queue time no more than 2 mins to purchase tickets	6
7	Company keeps passengers informed if train delays	5
8	Information on train times/platforms accurate and available	7
9	Trains are consistently well maintained/in excellent condition	8
10	Passengers experience a high level of security on the train	10
11	Your journey time is reduced by five minutes	13
12	Personal security at stations is improved through CCTV/staff	11
13	All trains have staff to assist	20
14	The inside of the train is cleaned to a high standard	14
15	Station staff are available whenever required	17
16	The train travels at a fast speed throughout the journey	16
17	All train staff helpful and have a positive attitude	23
18	Good easy connections with other forms of transport	12
19	Always a quick response to information requests at stations	19
20	Connections with other train services are always good	15
21	All station staff are helpful and with a positive attitude	21
22	Facilities at stations are plentiful and of good quality	18
23	Useful information is provided throughout the journey	22
24	There is sufficient space for passengers' luggage	24
25	There are good quality toilet facilities on every train	25
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	High quality car parking available	29
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix J – South West

1 Key Points

- Sample size of 381 passengers;
- 51% of rail journeys are for commuting, 10% for business, 39% for leisure purposes;
- Satisfaction with connections with other forms of public transport, punctuality and reliability, and upkeep and repair of the train are lower than national average;
- Transport connections and punctuality fall short of expectations compared to the national average; and
- There is reduced priority for personal security at stations and improvements in journey speed, but greater priority for train service connections, attitude of station staff and availability of luggage space compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	48%
% Female	52%
% Age < 35	38%
% Age 35 - 60	47%
% Age 60+	15%
% Working Full Time	61%
% SEG A/B	58%
% Commuting	51%
% Business	10%
% Leisure	39%
% Less than 1 hour	46%
% 1 - 2 hours	26%
% More than 2 hours	29%
% Changing Trains	28%

3 Satisfaction

South West Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Attitude and helpfulness of staff	0.93	73%	11%	2
2	Info about train times & platforms	0.92	75%	16%	1
3	How request for info was handled	0.83	68%	13%	3
4	Ticket buying facilities	0.82	70%	17%	7
5	Personal security	0.78	68%	10%	4
6	Availability of staff at the station	0.55	61%	18%	11
7	Cleanliness of station	0.55	64%	19%	6
8	Overall station environment	0.52	60%	17%	9
9	Upkeep and repair of station	0.49	58%	21%	8
10	Facilities and services at the station	0.38	57%	26%	10
11	Connections with other transport	0.28	46%	25%	5
12	Facilities for car parking	0.04	38%	31%	12
Train					
1	Personal security	0.88	74%	5%	3
2	Helpfulness and attitude of staff	0.85	74%	7%	4
3	Length of time scheduled to take	0.76	71%	14%	1
4	Ease of getting on and off the train	0.76	72%	12%	2
5	Provision of info during the journey	0.57	60%	14%	5
6	Connections with train services	0.50	57%	19%	6
7	Frequency of trains on this route	0.48	63%	25%	12
8	Cleanliness of inside of the train	0.42	56%	24%	10
9	Comfort of the seating	0.40	58%	24%	11
10	Availability of staff on the train	0.39	49%	15%	15
11	Cleanliness of outside of the train	0.31	47%	20%	8
12	Upkeep and repair of the train	0.26	50%	27%	9
13	Sufficient room to sit or stand	0.24	53%	30%	13
14	Space for luggage	0.23	51%	29%	14
15	Punctuality and reliability	0.13	51%	37%	7
16	Toilet facilities on the train	-0.07	40%	40%	16
17	How train comp. dealt with delays	-0.18	35%	42%	17
18	Value for money	-0.32	35%	52%	18

4 Expectations

Figure J1 Average Expectation Score for Station Attributes

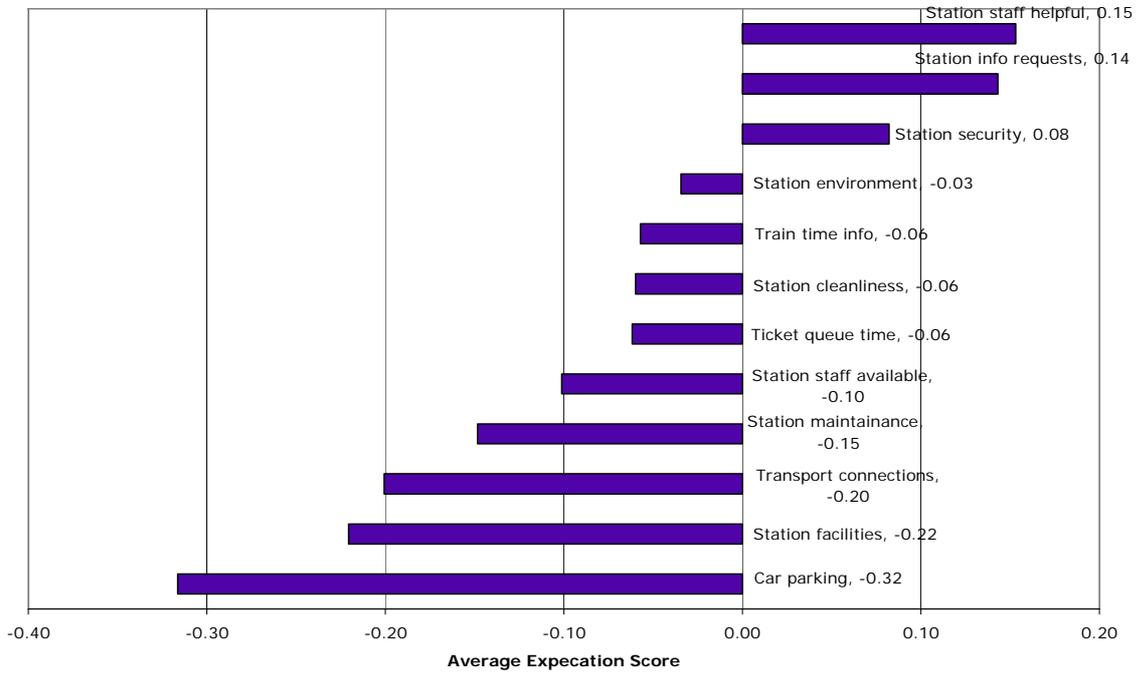
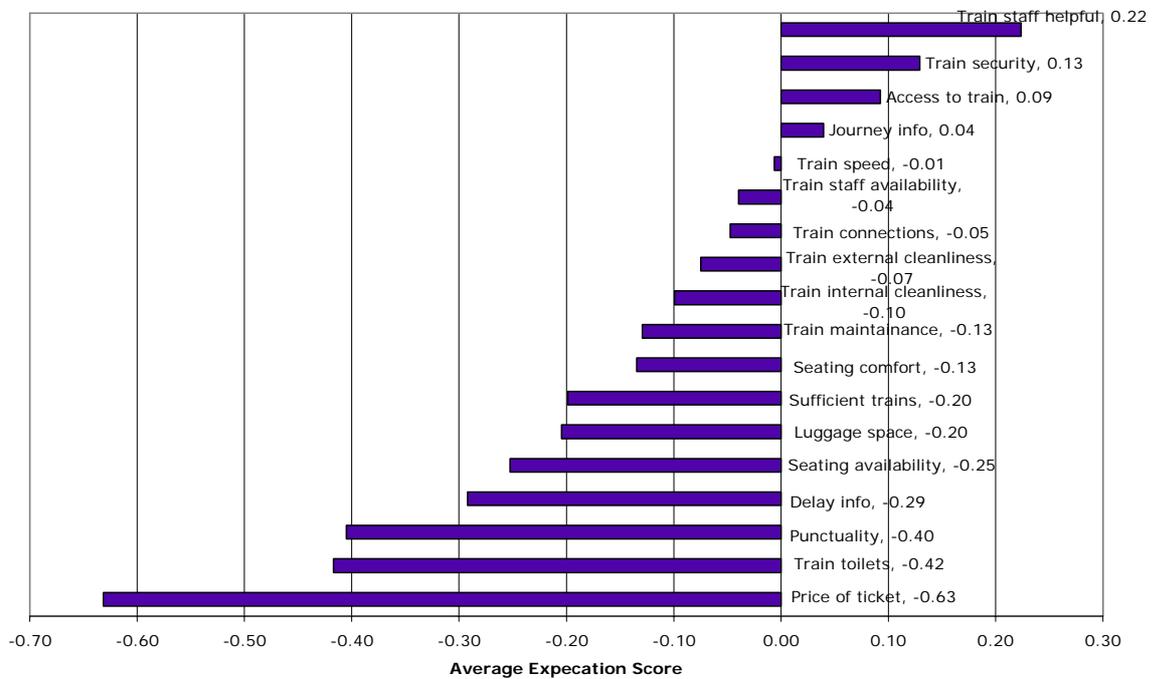


Figure J2 Average Expectation Score for Train Attributes



5 Importance of Improvements

South West Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	At least 19 out of 20 trains arrive on time	3
3	Passengers are always able to get a seat on the train	4
4	Sufficient train services at times I use the train	2
5	Company keeps passengers informed if train delays	5
6	Maximum queue time no more than 2 mins to purchase tickets	6
7	Seating area on the train is very comfortable	9
8	Trains are consistently well maintained/in excellent condition	8
9	Connections with other train services are always good	15
10	Information on train times/platforms accurate and available	7
11	Good easy connections with other forms of transport	12
12	Passengers experience a high level of security on the train	10
13	The inside of the train is cleaned to a high standard	14
14	All station staff are helpful and with a positive attitude	21
15	Facilities at stations are plentiful and of good quality	18
16	Station staff are available whenever required	17
17	There is sufficient space for passengers' luggage	24
18	Personal security at stations is improved through CCTV/staff	11
19	All trains have staff to assist	20
20	All train staff helpful and have a positive attitude	23
21	There are good quality toilet facilities on every train	25
22	Your journey time is reduced by five minutes	13
23	The train travels at a fast speed throughout the journey	16
24	Always a quick response to information requests at stations	19
25	Useful information is provided throughout the journey	22
26	Station environment always pleasant and comfortable	26
27	High quality car parking available	29
28	Stations are cleaned to a high standard	27
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix K – West Midlands

1 Key Points

- Sample size of 298 passengers;
- 43% of rail journeys are for commuting, 19% for business, 39% for leisure purposes;
- Satisfaction with connections with other forms of transport, information about train times and platforms, how requests for information were handled, ticket buying facilities, availability of staff, comfort of seating, value for money, and punctuality and reliability are lower than national average
- Car parking falls short of expectations compared to the national average, and ticket queue time, availability of train staff and delay information exceed expectations compared to the national average; and
- There is reduced priority for train maintenance, internal train cleanliness and improvements in journey speed, but greater priority for train service connections, availability of staff and quality of train toilets compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	46%
% Female	54%
% Age < 35	43%
% Age 35 - 60	43%
% Age 60+	14%
% Working Full Time	63%
% SEG A/B	52%
% Commuting	43%
% Business	19%
% Leisure	39%
% Less than 1 hour	57%
% 1 - 2 hours	25%
% More than 2 hours	17%
% Changing Trains	34%

3 Satisfaction

West Midlands Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dissatisfied	GB Rank
Station					
1	Ticket buying facilities	1.20	84%	8%	7
2	Info about train times & platforms	1.19	86%	7%	1
3	How request for info was handled	0.96	69%	7%	3
4	Attitude and helpfulness of staff	0.90	72%	10%	2
5	Personal security	0.72	65%	12%	4
6	Upkeep and repair of station	0.70	65%	14%	8
7	Availability of staff at the station	0.70	66%	13%	11
8	Cleanliness of station	0.68	64%	16%	6
9	Connections with other transport	0.58	62%	17%	5
10	Overall station environment	0.44	55%	20%	9
11	Facilities and services at the station	0.42	55%	22%	10
12	Facilities for car parking	-0.26	32%	47%	12
Train					
1	Length of time scheduled to take	0.99	79%	8%	1
2	Helpfulness and attitude of staff	0.98	76%	6%	4
3	Ease of getting on and off the train	0.93	79%	9%	2
4	Personal security	0.87	73%	6%	3
5	Provision of info during the journey	0.81	70%	9%	5
6	Comfort of the seating	0.75	73%	11%	11
7	Upkeep and repair of the train	0.71	65%	13%	9
8	Connections with train services	0.65	66%	15%	6
9	Cleanliness of outside of the train	0.63	61%	7%	8
10	Cleanliness of inside of the train	0.59	63%	15%	10
11	Availability of staff on the train	0.53	54%	12%	15
12	Punctuality and reliability	0.53	64%	23%	7
13	Frequency of trains on this route	0.45	60%	24%	12
14	Space for luggage	0.44	58%	22%	14
15	Sufficient room to sit or stand	0.38	62%	26%	13
16	How train comp. dealt with delays	0.18	42%	25%	17
17	Value for money	0.14	48%	33%	18
18	Toilet facilities on the train	0.11	43%	30%	16

4 Expectations

Figure K1 Average Expectation Score for Station Attributes

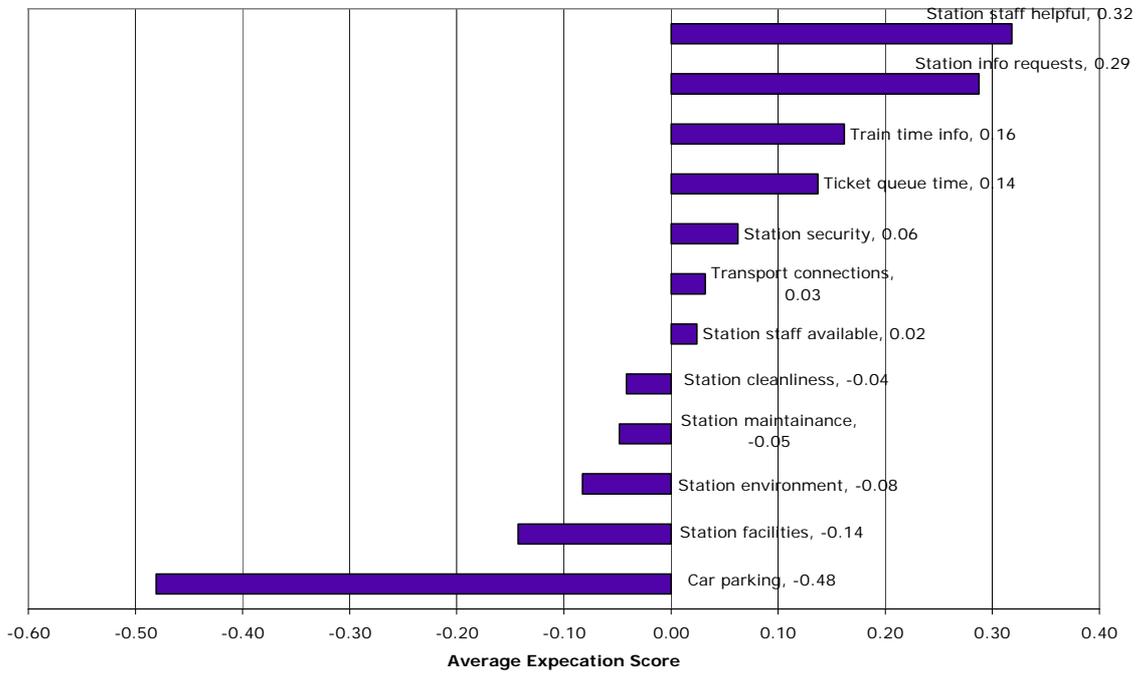
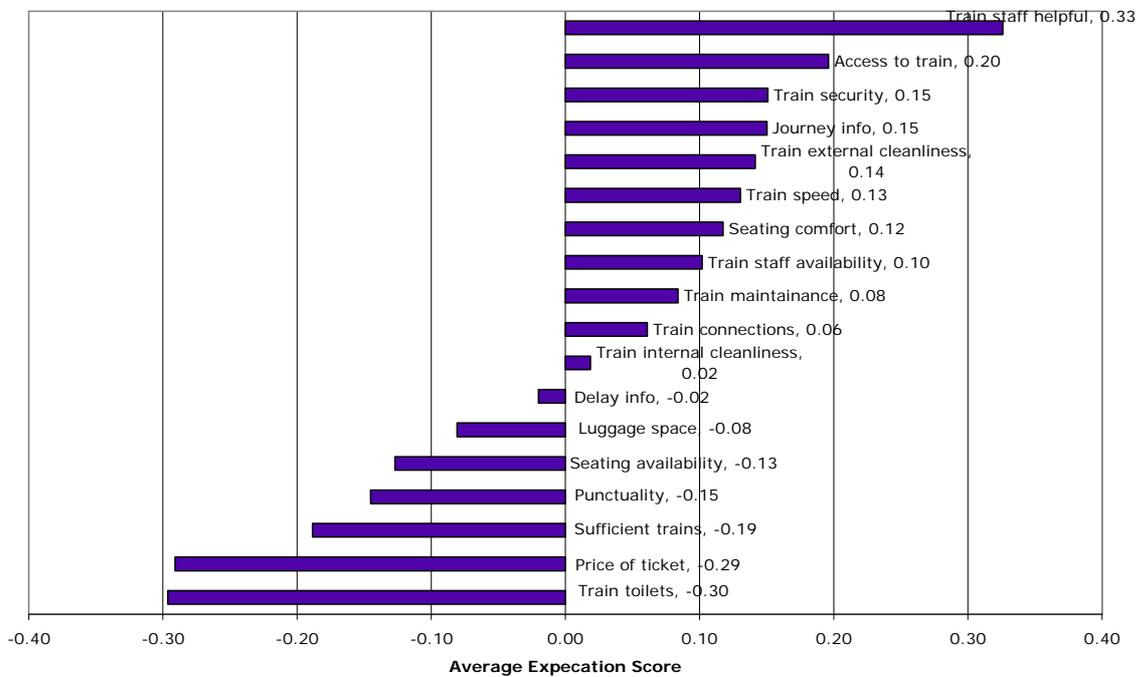


Figure K2 Average Expectation Score for Train Attributes



5 Importance of Improvements

West Midlands Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Sufficient train services at times I use the train	2
3	At least 19 out of 20 trains arrive on time	3
4	Passengers are always able to get a seat on the train	4
5	Company keeps passengers informed if train delays	5
6	Information on train times/platforms accurate and available	7
7	Seating area on the train is very comfortable	9
8	Max queue time no more than 2 mins to purchase tickets	6
9	Connections with other train services are always good	15
10	Personal security at stations is improved through CCTV/staff	11
11	Good easy connections with other forms of transport	12
12	Station staff are available whenever required	17
13	All trains have staff to assist	20
14	Passengers experience a high level of security on the train	10
15	Trains are consistently well maintained/in excellent condition	8
16	There are good quality toilet facilities on every train	25
17	Facilities at stations are plentiful and of good quality	18
18	All train staff helpful and have a positive attitude	23
19	All station staff are helpful and with a positive attitude	21
20	Always a quick response to information requests at stations	19
21	The inside of the train is cleaned to a high standard	14
22	Useful information is provided throughout the journey	22
23	There is sufficient space for passengers' luggage	24
24	Your journey time is reduced by five minutes	13
25	The train travels at a fast speed throughout the journey	16
26	High quality car parking available	29
27	Station environment always pleasant and comfortable	26
28	Stations are cleaned to a high standard	27
29	All station building maintained to a high standard	28
30	The outside of the train is cleaned to a high standard	30

Appendix L – Yorkshire & The Humber

1 Key Points

- Sample size of 372 passengers;
- 38% of rail journeys are for commuting, 15% for business, 47% for leisure purposes;
- Satisfaction with ticket buying facilities, facilities for car parking, train staff availability and value for money are higher than the national average;
- The expectation scores are similar to the national average; and
- There is reduced priority for improvements in ticket queue time, train speed, train security and connections with other forms of public transport, but greater priority for train service connections, internal train cleanliness, station facilities, on-train toilet facilities and staff on trains compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	46%
% Female	54%
% Age < 35	40%
% Age 35 - 60	42%
% Age 60+	18%
% Working Full Time	62%
% SEG A/B	50%
% Commuting	38%
% Business	15%
% Leisure	47%
% Less than 1 hour	52%
% 1 - 2 hours	19%
% More than 2 hours	28%
% Changing Trains	31%

3 Satisfaction

Yorkshire Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dissatisfied	GB Rank
Station					
1	Info about train times & platforms	1.07	79%	10%	1
2	Ticket buying facilities	0.88	76%	13%	7
3	How request for info was handled	0.83	67%	10%	3
4	Personal security	0.75	68%	11%	4
5	Upkeep and repair of station	0.71	64%	12%	8
6	Cleanliness of station	0.70	64%	13%	6
7	Overall station environment	0.67	65%	12%	9
8	Attitude and helpfulness of staff	0.65	63%	13%	2
9	Connections with other transport	0.58	59%	19%	5
10	Facilities and services at the station	0.43	55%	25%	10
11	Availability of staff at the station	0.41	52%	20%	11
12	Facilities for car parking	0.19	42%	29%	12
Train					
1	Length of time scheduled to take	1.05	80%	7%	1
2	Helpfulness and attitude of staff	0.88	72%	7%	4
3	Personal security	0.86	72%	6%	3
4	Ease of getting on and off the train	0.83	74%	10%	2
5	Connections with train services	0.69	66%	13%	6
6	Provision of info during the journey	0.67	63%	13%	5
7	Punctuality and reliability	0.67	68%	19%	7
8	Frequency of trains on this route	0.64	65%	19%	12
9	Availability of staff on the train	0.57	56%	12%	15
10	Cleanliness of inside of the train	0.52	61%	21%	10
11	Comfort of the seating	0.49	59%	21%	11
12	Cleanliness of outside of the train	0.47	53%	17%	8
13	Upkeep and repair of the train	0.46	55%	21%	9
14	Space for luggage	0.30	51%	26%	14
15	Sufficient room to sit or stand	0.28	56%	30%	13
16	Value for money	0.12	44%	35%	18
17	How train comp. dealt with delays	0.08	39%	31%	17
18	Toilet facilities on the train	0.06	40%	30%	16

4 Expectations

Figure L1 Average Expectation Score for Station Attributes

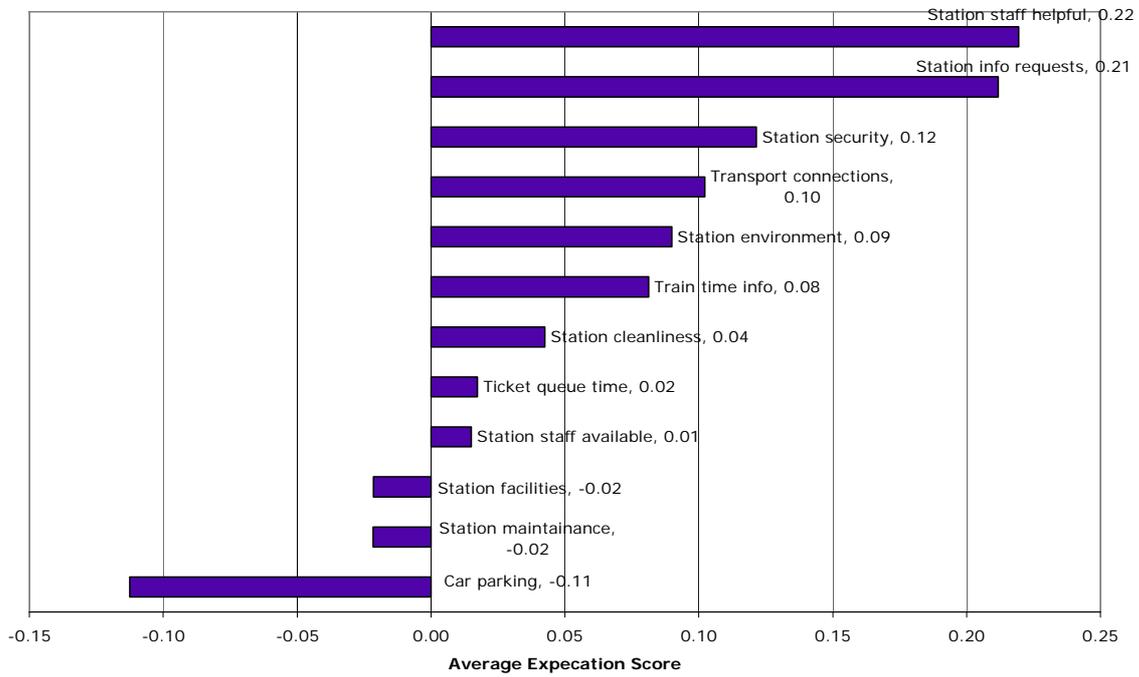
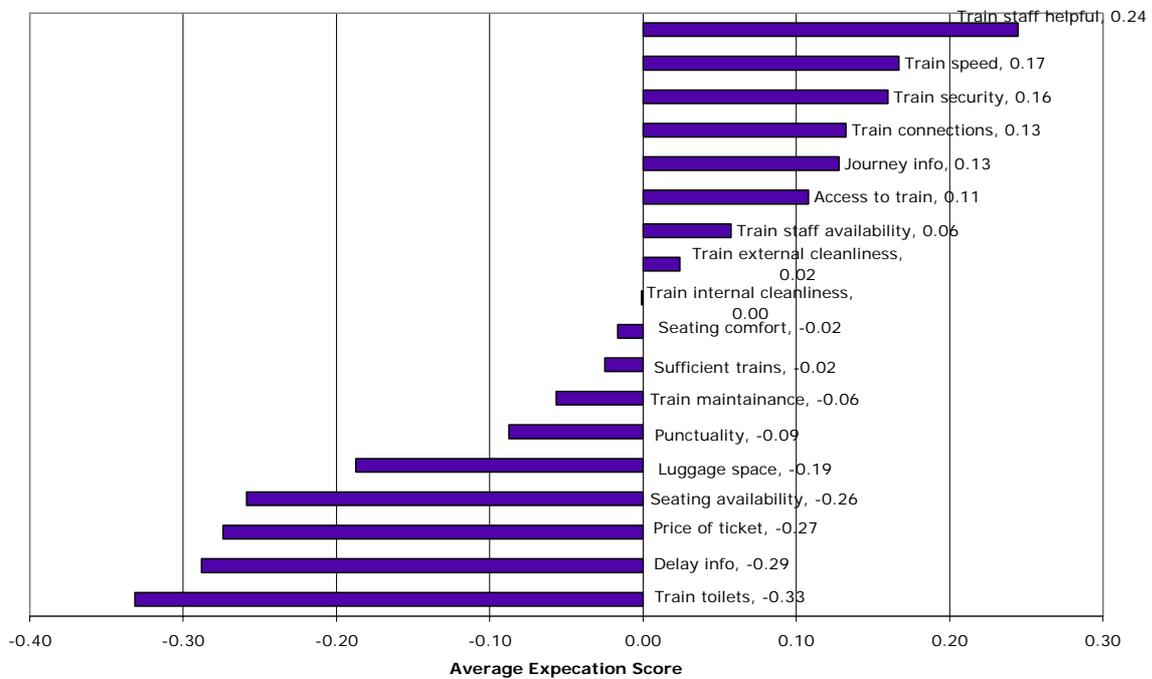


Figure L2 Average Expectation Score for Train Attributes



5 Importance of Improvements

Yorkshire Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	Passengers are always able to get a seat on the train	4
3	At least 19 out of 20 trains arrive on time	3
4	Sufficient train services at times I use the train	2
5	Seating area on the train is very comfortable	9
6	Company keeps passengers informed if train delays	5
7	Information on train times/platforms accurate and available	7
8	Connections with other train services are always good	15
9	The inside of the train is cleaned to a high standard	14
10	Trains are consistently well maintained/in excellent condition	8
11	Max queue time no more than 2 mins to purchase tickets	6
12	Facilities at stations are plentiful and of good quality	18
13	All trains have staff to assist	20
14	Station staff are available whenever required	17
15	Personal security at stations is improved through CCTV/staff	11
16	Passengers experience a high level of security on the train	10
17	There is sufficient space for passengers' luggage	24
18	Good easy connections with other forms of transport	12
19	There are good quality toilet facilities on every train	25
20	Your journey time is reduced by five minutes	13
21	All station staff are helpful and with a positive attitude	21
22	Always a quick response to information requests at stations	19
23	All train staff helpful and have a positive attitude	23
24	The train travels at a fast speed throughout the journey	16
25	Useful information is provided throughout the journey	22
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	All station building maintained to a high standard	28
29	High quality car parking available	29
30	The outside of the train is cleaned to a high standard	30

Appendix M - Wales

1 Key Points

- Sample size of 671 passengers;
- 47% of rail journeys are for commuting, 8% for business, 45% for leisure purposes;
- Satisfaction with connections with other forms of public transport and station cleanliness are lower than the national average whereas satisfaction with ticket buying facilities, car parking, and train staff availability are higher than the national average;
- Car parking and availability of train staff exceed expectations compared to the national average; and
- There is reduced priority for train speed and connections with other forms of public transport, but greater priority for train service connections compared to the national average.

2 Profile of Passengers

Characteristic	Percentage of Respondents
% Male	47%
% Female	53%
% Age < 35	47%
% Age 35 - 60	42%
% Age 60+	11%
% Working Full Time	59%
% SEG A/B	50%
% Commuting	47%
% Business	8%
% Leisure	45%
% Less than 1 hour	53%
% 1 - 2 hours	15%
% More than 2 hours	32%
% Changing Trains	31%

3 Satisfaction

Wales Rank	Attribute	Average Satisfaction Score	% Satisfied	% Dis-satisfied	GB Rank
Station					
1	Info about train times & platforms	0.89	74%	13%	1
2	Ticket buying facilities	0.84	71%	15%	7
3	How request for info was handled	0.81	66%	12%	3
4	Attitude and helpfulness of staff	0.71	63%	15%	2
5	Personal security	0.64	61%	14%	4
6	Overall station environment	0.40	55%	20%	9
7	Cleanliness of station	0.33	54%	26%	6
8	Connections with other transport	0.33	50%	26%	5
9	Upkeep and repair of station	0.32	52%	25%	8
10	Facilities for car parking	0.29	49%	26%	12
11	Availability of staff at the station	0.27	52%	28%	11
12	Facilities and services at the station	0.13	47%	33%	10
Train					
1	Helpfulness and attitude of staff	0.90	73%	8%	4
2	Length of time scheduled to take	0.90	76%	10%	1
3	Personal security	0.89	73%	7%	3
4	Ease of getting on and off the train	0.79	73%	11%	2
5	Comfort of the seating	0.66	69%	15%	11
6	Frequency of trains on this route	0.66	70%	19%	12
7	Connections with train services	0.64	65%	13%	6
8	Availability of staff on the train	0.56	57%	14%	15
9	Provision of info during the journey	0.50	54%	15%	5
10	Punctuality and reliability	0.49	64%	24%	7
11	Cleanliness of inside of the train	0.48	60%	19%	10
12	Space for luggage	0.46	56%	21%	14
13	Sufficient room to sit or stand	0.46	60%	24%	13
14	Upkeep and repair of the train	0.42	57%	21%	9
15	Cleanliness of outside of the train	0.38	52%	19%	8
16	Value for money	0.04	43%	39%	18
17	How train comp. dealt with delays	-0.06	37%	37%	17
18	Toilet facilities on the train	-0.08	37%	37%	16

4 Expectations

Figure M1 Average Expectation Score for Station Attributes

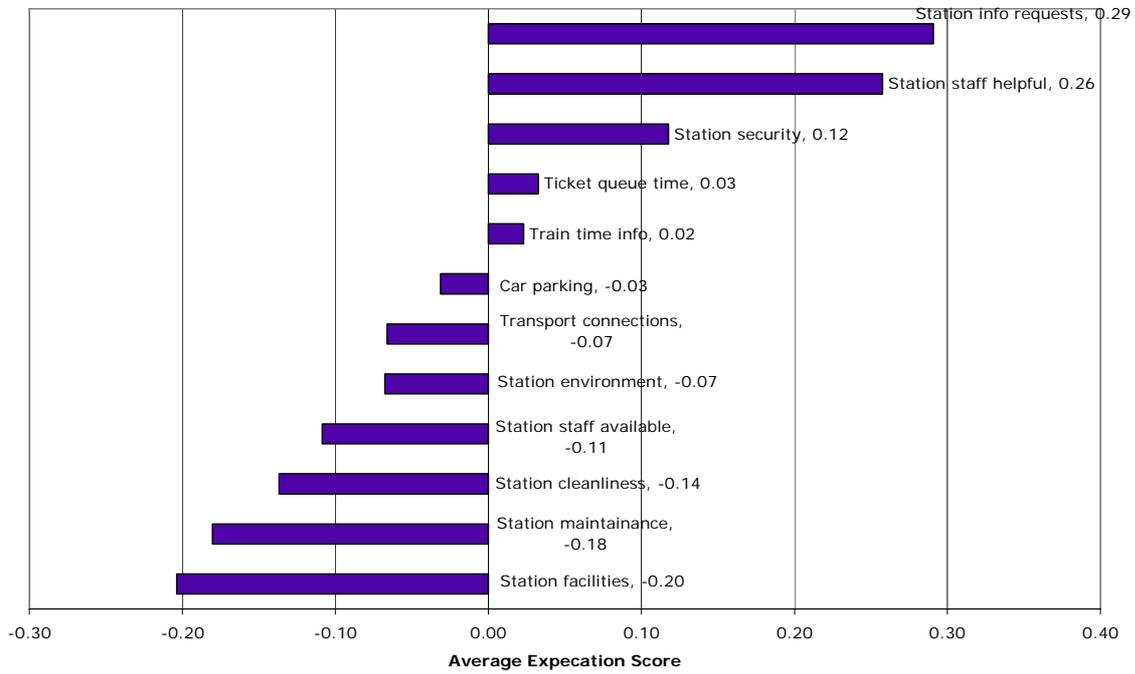
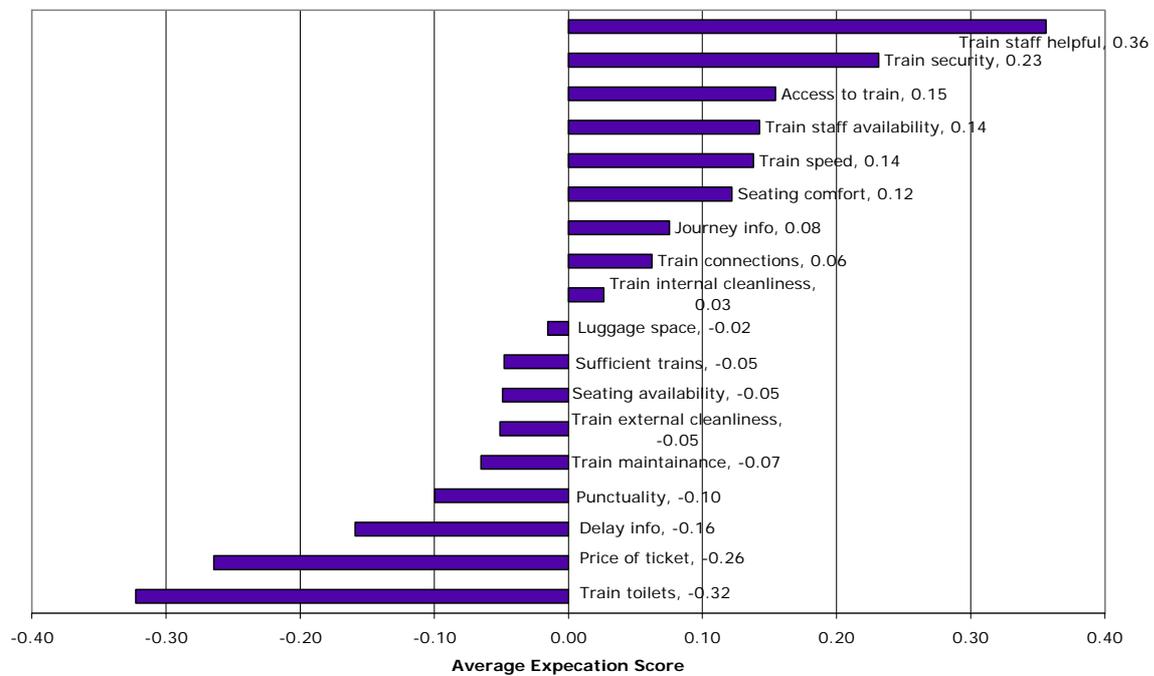


Figure M2 Average Expectation Score for Train Attributes



5 Importance of Improvements

Wales Rank	Attribute	GB Rank of Attribute
1	Price of train tickets offer excellent value for money	1
2	At least 19 out of 20 trains arrive on time	3
3	Sufficient train services at times I use the train	2
4	Passengers are always able to get a seat on the train	4
5	Trains are consistently well maintained/in excellent condition	8
6	Company keeps passengers informed if train delays	5
7	Seating area on the train is very comfortable	9
8	Maximum queue time no more than 2 mins to purchase tickets	6
9	Information on train times/platforms accurate and available	7
10	Connections with other train services are always good	15
11	Passengers experience a high level of security on the train	10
12	The inside of the train is cleaned to a high standard	14
13	Station staff are available whenever required	17
14	Personal security at stations is improved through CCTV/staff	11
15	Facilities at stations are plentiful and of good quality	18
16	All trains have staff to assist	20
17	Good easy connections with other forms of transport	12
18	Your journey time is reduced by five minutes	13
19	All station staff are helpful and with a positive attitude	21
20	Always a quick response to information requests at stations	19
21	All train staff helpful and have a positive attitude	23
22	There are good quality toilet facilities on every train	25
23	Useful information is provided throughout the journey	22
24	There is sufficient space for passengers' luggage	24
25	The train travels at a fast speed throughout the journey	16
26	Station environment always pleasant and comfortable	26
27	Stations are cleaned to a high standard	27
28	All station building maintained to a high standard	28
29	High quality car parking available	29
30	The outside of the train is cleaned to a high standard	30

Appendix N – Questionnaires

Questionnaire 1 – Ranking

Questionnaire 2 – Stated Preference: Short Distance

Questionnaire 3 – Stated Preference: Long Distance

March/April 2007

Dear Passenger,

Thank you for agreeing to take part in this important research being conducted today on behalf of Passenger Focus. Passenger Focus is an independent national rail consumer watchdog, which uses its knowledge to influence decisions on behalf of rail passengers, working with the rail industry, other passenger groups and Government to secure journey improvements.

We want to understand the type of service that passengers expect on their rail journeys, how your journey experience matches your expectations, and your priorities for improving different aspects of current services. Please complete this brief questionnaire and return it to us within one week, in the FREEPOST envelope provided, no stamp required.

All the information you provide will be treated in complete confidence. MVA Consultancy is an independent research company, and we subscribe to the Market Research Society Code of Conduct. No information that could identify you will be passed beyond MVA Consultancy and I assure you we are not trying to promote products or sell you anything. If you have any queries about this survey, please contact our helpline number on 0800 195 9647.

Thank you once again for your help.

Section 1: Train Details

Q1. At which station were you handed this questionnaire?

Please write in name of station: _____

Q2. What date were you given this questionnaire?

Please write in date: ____ / ____ /2007

Q3. What was the scheduled departure time of the train you caught after being given this questionnaire?

Please use the 24 hr clock (eg 17:25): :

Q4. At which station did you get off this train?

Please write in name of station: _____

Q5. How long was your rail journey today (including any connecting train journeys)?

- | | | | |
|----------------------|---------------------------------------|--------------|---------------------------------------|
| Up to 30 minutes | <input type="checkbox"/> ₁ | 2 to 3 hours | <input type="checkbox"/> ₅ |
| 30 minutes to 1 hour | <input type="checkbox"/> ₂ | 3 to 4 hours | <input type="checkbox"/> ₆ |
| 1 hour to 1.5 hours | <input type="checkbox"/> ₃ | Over 4 hours | <input type="checkbox"/> ₇ |
| 1.5 to 2 hours | <input type="checkbox"/> ₄ | | |

Q6. Which train company was operating this train which you boarded? (tick one)

- | | | | |
|-----------------------|--|----------------------------|--|
| Arriva Trains Wales | <input type="checkbox"/> ₁ | Midland Mainline | <input type="checkbox"/> ₁₄ |
| c2c | <input type="checkbox"/> ₂ | Northern Rail | <input type="checkbox"/> ₁₅ |
| Central Trains | <input type="checkbox"/> ₃ | One | <input type="checkbox"/> ₁₆ |
| Chiltern Railways | <input type="checkbox"/> ₄ | Silverlink | <input type="checkbox"/> ₁₇ |
| First Capital Connect | <input type="checkbox"/> ₅ | Southeastern | <input type="checkbox"/> ₁₈ |
| First Great Western | <input type="checkbox"/> ₆ | South West Trains | <input type="checkbox"/> ₁₉ |
| First ScotRail | <input type="checkbox"/> ₇ | Southern | <input type="checkbox"/> ₂₀ |
| GNER | <input type="checkbox"/> ₈ | TransPennine Express | <input type="checkbox"/> ₂₁ |
| Heathrow Connect | <input type="checkbox"/> ₉ | Virgin Cross Country | <input type="checkbox"/> ₂₂ |
| Heathrow Express | <input type="checkbox"/> ₁₀ | Virgin West Coast | <input type="checkbox"/> ₂₃ |
| Hull Trains | <input type="checkbox"/> ₁₁ | Don't Know / None of these | <input type="checkbox"/> ₂₄ |
| Island Line | <input type="checkbox"/> ₁₂ | Other (Please write in) | <input type="checkbox"/> ₂₅ |
| Merseyrail | <input type="checkbox"/> ₁₃ | | |
-

Q7. Did this journey involve travelling on more than one train (not including the return journey)?

Please tick one: Yes ₁ No ₂

Q8. What was the main purpose of your trip you were making when given this questionnaire? (tick one)

Daily commuting to/from work	<input type="checkbox"/> ₁
Less regular commuting to/from work	<input type="checkbox"/> ₂
Daily commuting for education (to/from college/school/university)	<input type="checkbox"/> ₃
Less regular commuting for education (to/from college/school/university)	<input type="checkbox"/> ₄
On company business (or own if self employed)	<input type="checkbox"/> ₅
On personal business (job interview, dentist etc)	<input type="checkbox"/> ₆
Visiting friends or relatives	<input type="checkbox"/> ₇
Shopping trip	<input type="checkbox"/> ₈
Travel to/from holiday	<input type="checkbox"/> ₉
A day out	<input type="checkbox"/> ₁₀
Sport	<input type="checkbox"/> ₁₁
Other leisure trip	<input type="checkbox"/> ₁₂

Section 2: Your Experience

Now some questions about the standards of service you have experienced on this rail journey.

Q9. Thinking first about your experience of the station where you were handed this questionnaire, how satisfied are you with the following aspects of the station?

Please tick one box for each, to indicate how satisfied you were. If you have no opinion, or did not use this aspect of the service, please tick the box on the right hand side.

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<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 attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10. And thinking about the standards of service you have experienced using trains on the route, and especially the train you are using now, how satisfied are you with these aspects of the train service?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Your Expectations

Q11. How do the standards of service you have experienced on this route, especially on the journey you are making now, compare with the standards that you, as a passenger, should reasonably expect to receive?

For these aspects of the services at stations, is the standard of service:

Please tick one box in each row

	<i><u>A lot worse than I should expect to receive</u></i>	<i><u>Worse than I should expect to receive</u></i>	<i><u>Neither better nor worse than I should expect to receive</u></i>	<i><u>Better than I should expect to receive</u></i>	<i><u>A lot better than I should expect to receive</u></i>	<i><u>Don't know / Not relevant</u></i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of adequate staff at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. And for these aspects of the services on trains, is the standard of service:

(Tick one box in each row)

	<i>A lot worse than I should expect to receive</i>	<i>Worse than I should expect to receive</i>	<i>Neither better nor worse than I should expect to receive</i>	<i>Better than I should expect to receive</i>	<i>A lot better than I should expect to receive</i>	<i>Don't know / Not relevant</i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Your Preferences for Possible Service Improvements

In this section we've listed a number of possible improvements for stations and trains. For each group of options, please rank the improvements in your order of preference. Please write **1** against the aspect that you would most like to see improved, **2** against your next most preferred option, and so on.

For example, looking at these four options, you might show your order of preference like this, where a reduction in journey time was most important to you, followed by the availability of seating, followed by the comfort of the seating area, with the cleanliness of the outside of the train being the least important:

EXAMPLE	<i>Order of Preference</i>
The outside of the train is cleaned to a high standard	4
Your journey time is reduced by 5 minutes	1
The seating area on the train is very comfortable	3
Passengers are always able to get a seat on the train	2

Q13. Please indicate your order of preference for the following six possible improvements to stations and train journeys (most preferred = 1, least preferred = 6).

	<i>Order of Preference</i>
All station buildings and platforms are maintained to a high standard	
The station environment is always pleasant and comfortable	
There are sufficient train services at the times when I use the train	
If there are train delays, the train company keeps the passengers informed	
All train staff are helpful and have a positive attitude	
At least 19 out of 20 trains arrive on time (ie within 5 minutes)	

Q14. And please indicate your order of preference for these seven possible improvements (most preferred = 1, least preferred = 7).

	<i>Order of Preference</i>
Information on train times and platforms at stations is accurate and readily available	
Stations are cleaned to a high standard	
There is always a quick and accurate response to information requests at stations	
Passengers are always able to get a seat on the train	
Connections with other train services are always good	
There are good quality toilet facilities on every train	
At least 19 out of 20 trains arrive on time (ie within 5 minutes)	

Q15. Now please indicate your order of preference for these seven possible improvements (most preferred = 1, least preferred = 7).

	<i>Order of Preference</i>
There are good, easy connections with other forms of public transport at stations	
All station staff are helpful and with a positive attitude	
High quality car parking available	
Trains are consistently well maintained and in excellent condition	
The inside of the train is cleaned to a high standard	
There is sufficient space for all passengers' luggage	
At least 19 out of 20 trains arrive on time (ie within 5 minutes)	

Q16. Again, please put these seven possible improvements in order of preference (most preferred = 1, least preferred = 7).

	<i>Order of Preference</i>
Station staff are available whenever required for assistance	
Facilities and services at stations are plentiful and of good quality	
Your journey time is reduced by five minutes	
The train travels at a fast speed throughout the journey	
Personal security at stations is improved through CCTV and staff availability at stations	
All trains have staff available to assist	
At least 19 out of 20 trains arrive on time (ie within 5 minutes)	

Q17. Lastly, please rank these seven possible improvements from one to seven, to indicate your priorities.

	<i>Order of Preference</i>
A maximum queue time of no more than 2 minutes to purchase tickets	
The seating area on the train is very comfortable	
The price of train tickets offer excellent value for money	
Passengers experience a high level of personal security on the train	
Useful information is provided regularly throughout the journey	
The outside of the train is cleaned to a high standard	
At least 19 out of 20 trains arrive on time (ie within 5 minutes)	

Q18. Just two final questions:

(a) How satisfied are you with the environmental impact of choosing to travel by rail?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) How important is it, if at all, for rail operators to find ways of reducing the pollution currently caused by rail?

	<i>Not at all important</i>	<i>Fairly important</i>	<i>Very important</i>	<i>Extremely important</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: About yourself

All your answers will be kept confidential, and this personal information will help us compare the opinions of different types of passenger.

Q19. Are you...? (please tick one)

Male	<input type="checkbox"/> ₁	Female	<input type="checkbox"/> ₂
------	---------------------------------------	--------	---------------------------------------

Q20. And are you...? (tick one)

16 – 25	<input type="checkbox"/> ₁	55 – 59	<input type="checkbox"/> ₅
26 – 34	<input type="checkbox"/> ₂	60 – 64	<input type="checkbox"/> ₆
35 – 44	<input type="checkbox"/> ₃	65 – 69	<input type="checkbox"/> ₇
45 – 54	<input type="checkbox"/> ₄	70 +	<input type="checkbox"/> ₈

Q21. Are you...? (tick one)

Working full time	<input type="checkbox"/> ₁	Retired	<input type="checkbox"/> ₄
Working part time	<input type="checkbox"/> ₂	Full time student	<input type="checkbox"/> ₅
Not working	<input type="checkbox"/> ₃		

Q22. And which of these best describes the occupation of the Chief Wage Earner in your household? (tick one)

Professional/Senior Managerial	<input type="checkbox"/> ₁	Full time student	<input type="checkbox"/> ₆
Middle Managerial	<input type="checkbox"/> ₂	Retired	<input type="checkbox"/> ₇
Junior Managerial/Clerical/Supervisory	<input type="checkbox"/> ₃	Unemployed/ between jobs	<input type="checkbox"/> ₈
Skilled Manual (with professional qualifications/ served an apprenticeship)	<input type="checkbox"/> ₄	Housewife/ Househusband	<input type="checkbox"/> ₉
Unskilled Manual (no qualifications/ not served an apprenticeship)	<input type="checkbox"/> ₅		

Q23. To which of these ethnic groups do you consider you belong? (tick one)

White – British	<input type="checkbox"/> ₁	Asian/Asian British – Bangladeshi	<input type="checkbox"/> ₉
White – Irish	<input type="checkbox"/> ₂	Asian/Asian British – Pakistani	<input type="checkbox"/> ₁₀
White – Other	<input type="checkbox"/> ₃	Asian/Asian British – Other	<input type="checkbox"/> ₁₁
Mixed – White & Black Caribbean	<input type="checkbox"/> ₄	Black/Black British – Caribbean	<input type="checkbox"/> ₁₂
Mixed – White & Black African	<input type="checkbox"/> ₅	Black/Black British – African	<input type="checkbox"/> ₁₃
Mixed – White & Asian	<input type="checkbox"/> ₆	Black/Black British – Other	<input type="checkbox"/> ₁₄
Mixed – Other	<input type="checkbox"/> ₇	Chinese	<input type="checkbox"/> ₁₅
Asian/Asian British - Indian	<input type="checkbox"/> ₈	Other (Please write in)	<input type="checkbox"/> ₁₆

Q24. When you were given this questionnaire, were you...? (tick all that apply)

Travelling alone	<input type="checkbox"/> ₁
Travelling with other adults	<input type="checkbox"/> ₂
Travelling with children aged 0-4	<input type="checkbox"/> ₃
Travelling with children aged 5-10	<input type="checkbox"/> ₄
Travelling with children aged 11-15	<input type="checkbox"/> ₅

Q25. When you were given this questionnaire, were you...? (tick all that apply)

Travelling with heavy/bulky luggage	<input type="checkbox"/> ₁
Travelling with a pushchair	<input type="checkbox"/> ₂
Travelling with a folding bicycle	<input type="checkbox"/> ₃
Travelling with a non-folding bicycle	<input type="checkbox"/> ₄
Travelling with a dog	<input type="checkbox"/> ₅
None applies	<input type="checkbox"/> ₆

Q26. Do you have a disability or long term illness that makes it difficult for you to travel? (please tick all that apply)

Yes: Mobility	<input type="checkbox"/> ₁
Yes: Wheelchair user	<input type="checkbox"/> ₂
Yes: Hearing	<input type="checkbox"/> ₃
Yes: Eyesight	<input type="checkbox"/> ₄
Yes: Speech impairment	<input type="checkbox"/> ₅
Yes: Learning difficulties	<input type="checkbox"/> ₆
No: None	<input type="checkbox"/> ₇

Thank you for your help in completing this questionnaire

Please return the questionnaire in the envelope provided or use the following freepost address (no stamp required):

**MVA Consultancy
FREEPOST
MVA House
Victoria Way
Woking
GU21 6BR**

Please use this space for any further comments on improving current rail services

If you would like advice about what to do if you have a comment or complaint about your rail service then please call Passenger Focus 08453 022 022

March/April 2007

Dear Passenger,

Thank you for agreeing to take part in this important research being conducted today on behalf of Passenger Focus. Passenger Focus is an independent national rail consumer watchdog, which uses its knowledge to influence decisions on behalf of rail passengers, working with the rail industry, other passenger groups and Government to secure journey improvements.

We want to understand the type of service that passengers expect on their rail journeys, how your journey experience matches your expectations, and your priorities for improving different aspects of current services. Please complete this brief questionnaire and return it to us within one week, in the FREEPOST envelope provided, no stamp required.

All the information you provide will be treated in complete confidence. MVA Consultancy is an independent research company, and we subscribe to the Market Research Society Code of Conduct. No information that could identify you will be passed beyond MVA Consultancy and I assure you we are not trying to promote products or sell you anything. If you have any queries about this survey, please contact our helpline number on 0800 195 9647.

Thank you once again for your help.

Section 1: Train Details

Q1. At which station were you handed this questionnaire?

Please write in name of station: _____

Q2. What date were you given this questionnaire?

Please write in date: ____ / ____ /2007

Q3. What was the scheduled departure time of the train you caught after being given this questionnaire?

Please use the 24 hr clock (eg 17:25): :

Q4. At which station did you get off this train?

Please write in name of station: _____

Q5. How long was your rail journey today (including any connecting train journeys)?

- | | | | |
|----------------------|---------------------------------------|--------------|---------------------------------------|
| Up to 30 minutes | <input type="checkbox"/> ₁ | 2 to 3 hours | <input type="checkbox"/> ₅ |
| 30 minutes to 1 hour | <input type="checkbox"/> ₂ | 3 to 4 hours | <input type="checkbox"/> ₆ |
| 1 hour to 1.5 hours | <input type="checkbox"/> ₃ | Over 4 hours | <input type="checkbox"/> ₇ |
| 1.5 to 2 hours | <input type="checkbox"/> ₄ | | |

Q6. Which train company was operating this train which you boarded? (tick one)

- | | | | |
|-----------------------|--|----------------------------|--|
| Arriva Trains Wales | <input type="checkbox"/> ₁ | Midland Mainline | <input type="checkbox"/> ₁₄ |
| c2c | <input type="checkbox"/> ₂ | Northern Rail | <input type="checkbox"/> ₁₅ |
| Central Trains | <input type="checkbox"/> ₃ | One | <input type="checkbox"/> ₁₆ |
| Chiltern Railways | <input type="checkbox"/> ₄ | Silverlink | <input type="checkbox"/> ₁₇ |
| First Capital Connect | <input type="checkbox"/> ₅ | Southeastern | <input type="checkbox"/> ₁₈ |
| First Great Western | <input type="checkbox"/> ₆ | South West Trains | <input type="checkbox"/> ₁₉ |
| First ScotRail | <input type="checkbox"/> ₇ | Southern | <input type="checkbox"/> ₂₀ |
| GNER | <input type="checkbox"/> ₈ | TransPennine Express | <input type="checkbox"/> ₂₁ |
| Heathrow Connect | <input type="checkbox"/> ₉ | Virgin Cross Country | <input type="checkbox"/> ₂₂ |
| Heathrow Express | <input type="checkbox"/> ₁₀ | Virgin West Coast | <input type="checkbox"/> ₂₃ |
| Hull Trains | <input type="checkbox"/> ₁₁ | Don't Know / None of these | <input type="checkbox"/> ₂₄ |
| Island Line | <input type="checkbox"/> ₁₂ | Other (Please write in) | <input type="checkbox"/> ₂₅ |
| Merseyrail | <input type="checkbox"/> ₁₃ | | |
-

Q7. Did this journey involve travelling on more than one train (not including the return journey)?

Please tick one: Yes ₁ No ₂

Q8. What was the main purpose of your trip you were making when given this questionnaire? (tick one)

Daily commuting to/from work	<input type="checkbox"/> ₁
Less regular commuting to/from work	<input type="checkbox"/> ₂
Daily commuting for education (to/from college/school/university)	<input type="checkbox"/> ₃
Less regular commuting for education (to/from college/school/university)	<input type="checkbox"/> ₄
On company business (or own if self employed)	<input type="checkbox"/> ₅
On personal business (job interview, dentist etc)	<input type="checkbox"/> ₆
Visiting friends or relatives	<input type="checkbox"/> ₇
Shopping trip	<input type="checkbox"/> ₈
Travel to/from holiday	<input type="checkbox"/> ₉
A day out	<input type="checkbox"/> ₁₀
Sport	<input type="checkbox"/> ₁₁
Other leisure trip	<input type="checkbox"/> ₁₂

Section 2: Your Experience

Now some questions about the standards of service you have experienced on this rail journey.

Q9. Thinking first about your experience of the station where you were handed this questionnaire, how satisfied are you with the following aspects of the station?

Please tick one box for each, to indicate how satisfied you were. If you have no opinion, or did not use this aspect of the service, please tick the box on the right hand side.

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<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 attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10. And thinking about the standards of service you have experienced using trains on the route, and especially the train you are using now, how satisfied are you with these aspects of the train service?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Your Expectations

Q11. How do the standards of service you have experienced on this route, especially on the journey you are making now, compare with the standards that you, as a passenger, should reasonably expect to receive?

For these aspects of the services at stations, is the standard of service:

Please tick one box in each row

	<i><u>A lot worse than I should expect to receive</u></i>	<i><u>Worse than I should expect to receive</u></i>	<i><u>Neither better nor worse than I should expect to receive</u></i>	<i><u>Better than I should expect to receive</u></i>	<i><u>A lot better than I should expect to receive</u></i>	<i><u>Don't know / Not relevant</u></i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of adequate staff at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. And for these aspects of the services on trains, is the standard of service:

(Tick one box in each row)

	<i><u>A lot worse than I should expect to receive</u></i>	<i><u>Worse than I should expect to receive</u></i>	<i><u>Neither better nor worse than I should expect to receive</u></i>	<i><u>Better than I should expect to receive</u></i>	<i><u>A lot better than I should expect to receive</u></i>	<i><u>Don't know / Not relevant</u></i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Your Preferences for Possible Service Improvements

Please imagine that you were about to make the same journey again, starting and finishing at the same stations. Imagine there are different options you could choose between (A, B or C), offering different standards in some aspects of the rail service provided.

These are:

- *Journey time – either “as now”, “10 minutes slower” or “5 minutes faster”*
- *The punctuality of trains on this route – either “as now” or “improved” by which we mean at least 19 out of 20 trains arriving “on time” (ie within 5 minutes)*
- *The response at the station for requests of information – either “as now” or “improved” by which we mean all requests are answered accurately and quickly*
- *Level of crowding on this service – either “as now” or “improved” by which we mean seats are always available*
- *Feeling of personal security at the station – either “as now” or “improved” to include CCTV and/or staff at stations at all times*

Please assume that in all other respects the three options offered are always the same.

Q13 Please look at this first choice of three options (A, B and C) and consider which would appeal to you most, and which appeals least. Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A

Journey Time:

As now

Train Punctuality:

As now

Level of Crowding:

Improved

Option B

Journey Time:

5 minutes faster

Train Punctuality:

As now

Level of Crowding:

As now

Option C

Journey Time:

10 minutes slower

Train Punctuality:

Improved

Level of Crowding:

Improved

Please now look in turn at some more 'journey choices' that follow, indicating each time which of the three options you would most and least prefer, if you were planning a similar journey to this one.

Q14 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p><u>Option A</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Security at Stations:</i> Improved</p>

<p><u>Option B</u></p> <p><i>Journey Time:</i> 5 minutes faster</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>

<p><u>Option C</u></p> <p><i>Journey Time:</i> 5 minutes faster</p> <p><i>Requests for Information:</i> As now</p> <p><i>Security at Stations:</i> Improved</p>

Q15 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p><u>Option A</u></p> <p><i>Journey Time:</i> 5 minutes faster</p> <p><i>Train Punctuality:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p>

<p><u>Option B</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> As now</p> <p><i>Level of Crowding:</i> Improved</p>

<p><u>Option C</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p>

Q16 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A

Journey Time:
10 minutes slower

Train Punctuality:
Improved

Level of Crowding:
As now

Security at Stations:
As now

Option B

Journey Time:
As now

Train Punctuality:
As now

Level of Crowding:
As now

Security at Stations:
Improved

Option C

Journey Time:
As now

Train Punctuality:
As now

Level of Crowding:
Improved

Security at Stations:
As now

Q17 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A

Journey Time:
10 minutes slower

Train Punctuality:
As now

Requests for Information:
Improved

Level of Crowding:
Improved

Option B

Journey Time:
5 minutes faster

Train Punctuality:
Improved

Requests for Information:
Improved

Level of Crowding:
As now

Option C

Journey Time:
5 minutes faster

Train Punctuality:
Improved

Requests for Information:
As now

Level of Crowding:
As now

Q18 And finally, which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p><u>Option A</u></p> <p><i>Journey Time:</i> 5 minutes faster</p> <p><i>Train Punctuality:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p> <p><i>Security at Stations:</i> Improved</p>

<p><u>Option B</u></p> <p><i>Journey Time:</i> 5 minutes faster</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> As now</p> <p><i>Level of Crowding:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>

<p><u>Option C</u></p> <p><i>Journey Time:</i> 10 minutes slower</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>
--

Q19. Just two final questions:

(a) How satisfied are you with the environmental impact of choosing to travel by rail?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) How important is it, if at all, for rail operators to find ways of reducing the pollution currently caused by rail?

	<i>Not at all important</i>	<i>Fairly important</i>	<i>Very important</i>	<i>Extremely important</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: About yourself

All your answers will be kept confidential, and this personal information will help us compare the opinions of different types of passenger.

Q20. Are you...? (please tick one)

Male	<input type="checkbox"/> ₁	Female	<input type="checkbox"/> ₂
------	---------------------------------------	--------	---------------------------------------

Q21. And are you...? (tick one)

16 – 25	<input type="checkbox"/> ₁	55 – 59	<input type="checkbox"/> ₅
26 – 34	<input type="checkbox"/> ₂	60 – 64	<input type="checkbox"/> ₆
35 – 44	<input type="checkbox"/> ₃	65 – 69	<input type="checkbox"/> ₇
45 – 54	<input type="checkbox"/> ₄	70 +	<input type="checkbox"/> ₈

Q22. Are you...? (tick one)

Working full time	<input type="checkbox"/> ₁	Retired	<input type="checkbox"/> ₄
Working part time	<input type="checkbox"/> ₂	Full time student	<input type="checkbox"/> ₅
Not working	<input type="checkbox"/> ₃		

Q23. And which of these best describes the occupation of the Chief Wage Earner in your household? (tick one)

Professional/Senior Managerial	<input type="checkbox"/> ₁	Full time student	<input type="checkbox"/> ₆
Middle Managerial	<input type="checkbox"/> ₂	Retired	<input type="checkbox"/> ₇
Junior Managerial/Clerical/Supervisory	<input type="checkbox"/> ₃	Unemployed/ between jobs	<input type="checkbox"/> ₈
Skilled Manual (with professional qualifications/ served an apprenticeship)	<input type="checkbox"/> ₄	Housewife/ Househusband	<input type="checkbox"/> ₉
Unskilled Manual (no qualifications/ not served an apprenticeship)	<input type="checkbox"/> ₅		

Q24. To which of these ethnic groups do you consider you belong? (tick one)

White – British	<input type="checkbox"/> ₁	Asian/Asian British – Bangladeshi	<input type="checkbox"/> ₉
White – Irish	<input type="checkbox"/> ₂	Asian/Asian British – Pakistani	<input type="checkbox"/> ₁₀
White – Other	<input type="checkbox"/> ₃	Asian/Asian British – Other	<input type="checkbox"/> ₁₁
Mixed – White & Black Caribbean	<input type="checkbox"/> ₄	Black/Black British – Caribbean	<input type="checkbox"/> ₁₂
Mixed – White & Black African	<input type="checkbox"/> ₅	Black/Black British – African	<input type="checkbox"/> ₁₃
Mixed – White & Asian	<input type="checkbox"/> ₆	Black/Black British – Other	<input type="checkbox"/> ₁₄
Mixed – Other	<input type="checkbox"/> ₇	Chinese	<input type="checkbox"/> ₁₅
Asian/Asian British - Indian	<input type="checkbox"/> ₈	Other (Please write in)	<input type="checkbox"/> ₁₆

Q25. When you were given this questionnaire, were you...? (tick all that apply)

Travelling alone	<input type="checkbox"/> ₁
Travelling with other adults	<input type="checkbox"/> ₂
Travelling with children aged 0-4	<input type="checkbox"/> ₃
Travelling with children aged 5-10	<input type="checkbox"/> ₄
Travelling with children aged 11-15	<input type="checkbox"/> ₅

Q26. When you were given this questionnaire, were you...? (tick all that apply)

Travelling with heavy/bulky luggage	<input type="checkbox"/> ₁
Travelling with a pushchair	<input type="checkbox"/> ₂
Travelling with a folding bicycle	<input type="checkbox"/> ₃
Travelling with a non-folding bicycle	<input type="checkbox"/> ₄
Travelling with a dog	<input type="checkbox"/> ₅
None applies	<input type="checkbox"/> ₆

Q27. Do you have a disability or long term illness that makes it difficult for you to travel? (please tick all that apply)

Yes: Mobility	<input type="checkbox"/> ₁
Yes: Wheelchair user	<input type="checkbox"/> ₂
Yes: Hearing	<input type="checkbox"/> ₃
Yes: Eyesight	<input type="checkbox"/> ₄
Yes: Speech impairment	<input type="checkbox"/> ₅
Yes: Learning difficulties	<input type="checkbox"/> ₆
No: None	<input type="checkbox"/> ₇

Thank you for your help in completing this questionnaire

Please return the questionnaire in the envelope provided or use the following freepost address (no stamp required):

**MVA Consultancy
FREEPOST
MVA House
Victoria Way
Woking
GU21 6BR**

Please use this space for any further comments on improving current rail services

If you would like advice about what to do if you have a comment or complaint about your rail service then please call Passenger Focus 08453 022 022

March/April 2007

Dear Passenger,

Thank you for agreeing to take part in this important research being conducted today on behalf of Passenger Focus. Passenger Focus is an independent national rail consumer watchdog, which uses its knowledge to influence decisions on behalf of rail passengers, working with the rail industry, other passenger groups and Government to secure journey improvements.

We want to understand the type of service that passengers expect on their rail journeys, how your journey experience matches your expectations, and your priorities for improving different aspects of current services. Please complete this brief questionnaire and return it to us within one week, in the FREEPOST envelope provided, no stamp required.

All the information you provide will be treated in complete confidence. MVA Consultancy is an independent research company, and we subscribe to the Market Research Society Code of Conduct. No information that could identify you will be passed beyond MVA Consultancy and I assure you we are not trying to promote products or sell you anything. If you have any queries about this survey, please contact our helpline number on 0800 195 9647.

Thank you once again for your help.

Section 1: Train Details

Q1. At which station were you handed this questionnaire?

Please write in name of station: _____

Q2. What date were you given this questionnaire?

Please write in date: ____ / ____ /2007

Q3. What was the scheduled departure time of the train you caught after being given this questionnaire?

Please use the 24 hr clock (eg 17:25): :

Q4. At which station did you get off this train?

Please write in name of station: _____

Q5. How long was your rail journey today (including any connecting train journeys)?

- | | | | |
|----------------------|---------------------------------------|--------------|---------------------------------------|
| Up to 30 minutes | <input type="checkbox"/> ₁ | 2 to 3 hours | <input type="checkbox"/> ₅ |
| 30 minutes to 1 hour | <input type="checkbox"/> ₂ | 3 to 4 hours | <input type="checkbox"/> ₆ |
| 1 hour to 1.5 hours | <input type="checkbox"/> ₃ | Over 4 hours | <input type="checkbox"/> ₇ |
| 1.5 to 2 hours | <input type="checkbox"/> ₄ | | |

Q6. Which train company was operating this train which you boarded? (tick one)

- | | | | |
|-----------------------|--|----------------------------|--|
| Arriva Trains Wales | <input type="checkbox"/> ₁ | Midland Mainline | <input type="checkbox"/> ₁₄ |
| c2c | <input type="checkbox"/> ₂ | Northern Rail | <input type="checkbox"/> ₁₅ |
| Central Trains | <input type="checkbox"/> ₃ | One | <input type="checkbox"/> ₁₆ |
| Chiltern Railways | <input type="checkbox"/> ₄ | Silverlink | <input type="checkbox"/> ₁₇ |
| First Capital Connect | <input type="checkbox"/> ₅ | Southeastern | <input type="checkbox"/> ₁₈ |
| First Great Western | <input type="checkbox"/> ₆ | South West Trains | <input type="checkbox"/> ₁₉ |
| First ScotRail | <input type="checkbox"/> ₇ | Southern | <input type="checkbox"/> ₂₀ |
| GNER | <input type="checkbox"/> ₈ | TransPennine Express | <input type="checkbox"/> ₂₁ |
| Heathrow Connect | <input type="checkbox"/> ₉ | Virgin Cross Country | <input type="checkbox"/> ₂₂ |
| Heathrow Express | <input type="checkbox"/> ₁₀ | Virgin West Coast | <input type="checkbox"/> ₂₃ |
| Hull Trains | <input type="checkbox"/> ₁₁ | Don't Know / None of these | <input type="checkbox"/> ₂₄ |
| Island Line | <input type="checkbox"/> ₁₂ | Other (Please write in) | <input type="checkbox"/> ₂₅ |
| Merseyrail | <input type="checkbox"/> ₁₃ | | |
-

Q7. Did this journey involve travelling on more than one train (not including the return journey)?

Please tick one: Yes ₁ No ₂

Q8. What was the main purpose of your trip you were making when given this questionnaire? (tick one)

Daily commuting to/from work	<input type="checkbox"/> ₁
Less regular commuting to/from work	<input type="checkbox"/> ₂
Daily commuting for education (to/from college/school/university)	<input type="checkbox"/> ₃
Less regular commuting for education (to/from college/school/university)	<input type="checkbox"/> ₄
On company business (or own if self employed)	<input type="checkbox"/> ₅
On personal business (job interview, dentist etc)	<input type="checkbox"/> ₆
Visiting friends or relatives	<input type="checkbox"/> ₇
Shopping trip	<input type="checkbox"/> ₈
Travel to/from holiday	<input type="checkbox"/> ₉
A day out	<input type="checkbox"/> ₁₀
Sport	<input type="checkbox"/> ₁₁
Other leisure trip	<input type="checkbox"/> ₁₂

Section 2: Your Experience

Now some questions about the standards of service you have experienced on this rail journey.

Q9. Thinking first about your experience of the station where you were handed this questionnaire, how satisfied are you with the following aspects of the station?

Please tick one box for each, to indicate how satisfied you were. If you have no opinion, or did not use this aspect of the service, please tick the box on the right hand side.

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<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 attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10. And thinking about the standards of service you have experienced using trains on the route, and especially the train you are using now, how satisfied are you with these aspects of the train service?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Your Expectations

Q11. How do the standards of service you have experienced on this route, especially on the journey you are making now, compare with the standards that you, as a passenger, should reasonably expect to receive?

For these aspects of the services at stations, is the standard of service:

Please tick one box in each row

	<i><u>A lot worse than I should expect to receive</u></i>	<i><u>Worse than I should expect to receive</u></i>	<i><u>Neither better nor worse than I should expect to receive</u></i>	<i><u>Better than I should expect to receive</u></i>	<i><u>A lot better than I should expect to receive</u></i>	<i><u>Don't know / Not relevant</u></i>
Ticket buying facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information about train times and platforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair of the station buildings and 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of adequate staff at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude and helpfulness of staff at the station	<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	<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"/>
The overall station environment	<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"/>
How any request for information was handled at the station	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. And for these aspects of the services on trains, is the standard of service:

(Tick one box in each row)

	<i><u>A lot worse than I should expect to receive</u></i>	<i><u>Worse than I should expect to receive</u></i>	<i><u>Neither better nor worse than I should expect to receive</u></i>	<i><u>Better than I should expect to receive</u></i>	<i><u>A lot better than I should expect to receive</u></i>	<i><u>Don't know / Not relevant</u></i>
The frequency of trains on this route	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Punctuality and reliability	<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 for the price of your ticket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upkeep and repair 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"/>
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"/>
The toilet facilities on the train	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sufficient room for passengers to sit or stand comfortably	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The comfort of the seating	<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 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 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"/>
How the train company dealt with any delays to the journey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4: Your Preferences for Possible Service Improvements

Please imagine that you were about to make the same journey again, starting and finishing at the same stations. Imagine there are different options you could choose between (A, B or C), offering different standards in some aspects of the rail service provided.

These are:

- *Journey time – either “as now”, “5 minutes slower” or “15 minutes faster”*
- *The punctuality of trains on this route – either “as now” or “improved” by which we mean at least 19 out of 20 trains arriving “on time” (ie within 5 minutes)*
- *The response at the station for requests of information – either “as now” or “improved” by which we mean all requests are answered accurately and quickly*
- *Level of crowding on this service – either “as now” or “improved” by which we mean seats are always available*
- *Feeling of personal security at the station – either “as now” or “improved” to include CCTV and/or staff at stations at all times*

Please assume that in all other respects the three options offered are always the same.

Q13 Please look at this first choice of three options (A, B and C) and consider which would appeal to you most, and which appeals least. Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A

Journey Time:

As now

Train Punctuality:

As now

Level of Crowding:

Improved

Option B

Journey Time:

15 minutes faster

Train Punctuality:

As now

Level of Crowding:

As now

Option C

Journey Time:

5 minutes slower

Train Punctuality:

Improved

Level of Crowding:

Improved

Please now look in turn at some more 'journey choices' that follow, indicating each time which of the three options you would most and least prefer, if you were planning a similar journey to this one.

Q14 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p style="text-align: center;"><u>Option A</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Security at Stations:</i> Improved</p>

<p style="text-align: center;"><u>Option B</u></p> <p><i>Journey Time:</i> 15 minutes faster</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>
--

<p style="text-align: center;"><u>Option C</u></p> <p><i>Journey Time:</i> 15 minutes faster</p> <p><i>Requests for Information:</i> As now</p> <p><i>Security at Stations:</i> Improved</p>
--

Q15 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p style="text-align: center;"><u>Option A</u></p> <p><i>Journey Time:</i> 15 minutes faster</p> <p><i>Train Punctuality:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p>
--

<p style="text-align: center;"><u>Option B</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> As now</p> <p><i>Level of Crowding:</i> Improved</p>

<p style="text-align: center;"><u>Option C</u></p> <p><i>Journey Time:</i> As now</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p>

Q16 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A
Journey Time:
5 minutes slower
Train Punctuality:
Improved
Level of Crowding:
As now
Security at Stations:
As now

Option B
Journey Time:
As now
Train Punctuality:
As now
Level of Crowding:
As now
Security at Stations:
Improved

Option C
Journey Time:
As now
Train Punctuality:
As now
Level of Crowding:
Improved
Security at Stations:
As now

Q17 Which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

Option A
Journey Time:
5 minutes slower
Train Punctuality:
As now
Requests for Information:
Improved
Level of Crowding:
Improved

Option B
Journey Time:
15 minutes faster
Train Punctuality:
Improved
Requests for Information:
Improved
Level of Crowding:
As now

Option C
Journey Time:
15 minutes faster
Train Punctuality:
Improved
Requests for Information:
As now
Level of Crowding:
As now

Q18 And finally, which of these would:

(a) you most prefer? _____

(b) you least prefer? _____

<p><u>Option A</u></p> <p><i>Journey Time:</i> 15 minutes faster</p> <p><i>Train Punctuality:</i> As now</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> As now</p> <p><i>Security at Stations:</i> Improved</p>
--

<p><u>Option B</u></p> <p><i>Journey Time:</i> 15 minutes faster</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> As now</p> <p><i>Level of Crowding:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>
--

<p><u>Option C</u></p> <p><i>Journey Time:</i> 5 minutes slower</p> <p><i>Train Punctuality:</i> Improved</p> <p><i>Requests for Information:</i> Improved</p> <p><i>Level of Crowding:</i> Improved</p> <p><i>Security at Stations:</i> As now</p>

Q19. Just two final questions:

(a) How satisfied are you with the environmental impact of choosing to travel by rail?

	<i>Very dissatisfied</i>	<i>Fairly dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Fairly satisfied</i>	<i>Very satisfied</i>	<i>Don't know / Not relevant</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) How important is it, if at all, for rail operators to find ways of reducing the pollution currently caused by rail?

	<i>Not at all important</i>	<i>Fairly important</i>	<i>Very important</i>	<i>Extremely important</i>
<i>Please tick one:</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: About yourself

All your answers will be kept confidential, and this personal information will help us compare the opinions of different types of passenger.

Q20. Are you...? (please tick one)

Male	<input type="checkbox"/> ₁	Female	<input type="checkbox"/> ₂
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Q21. And are you...? (tick one)

16 – 25	<input type="checkbox"/> ₁	55 – 59	<input type="checkbox"/> ₅
26 – 34	<input type="checkbox"/> ₂	60 – 64	<input type="checkbox"/> ₆
35 – 44	<input type="checkbox"/> ₃	65 – 69	<input type="checkbox"/> ₇
45 – 54	<input type="checkbox"/> ₄	70 +	<input type="checkbox"/> ₈

Q22. Are you...? (tick one)

Working full time	<input type="checkbox"/> ₁	Retired	<input type="checkbox"/> ₄
Working part time	<input type="checkbox"/> ₂	Full time student	<input type="checkbox"/> ₅
Not working	<input type="checkbox"/> ₃		

Q23. And which of these best describes the occupation of the Chief Wage Earner in your household? (tick one)

Professional/Senior Managerial	<input type="checkbox"/> ₁	Full time student	<input type="checkbox"/> ₆
Middle Managerial	<input type="checkbox"/> ₂	Retired	<input type="checkbox"/> ₇
Junior Managerial/Clerical/Supervisory	<input type="checkbox"/> ₃	Unemployed/ between jobs	<input type="checkbox"/> ₈
Skilled Manual (with professional qualifications/ served an apprenticeship)	<input type="checkbox"/> ₄	Housewife/ Househusband	<input type="checkbox"/> ₉
Unskilled Manual (no qualifications/ not served an apprenticeship)	<input type="checkbox"/> ₅		

Q24. To which of these ethnic groups do you consider you belong? (tick one)

White – British	<input type="checkbox"/> ₁	Asian/Asian British – Bangladeshi	<input type="checkbox"/> ₉
White – Irish	<input type="checkbox"/> ₂	Asian/Asian British – Pakistani	<input type="checkbox"/> ₁₀
White – Other	<input type="checkbox"/> ₃	Asian/Asian British – Other	<input type="checkbox"/> ₁₁
Mixed – White & Black Caribbean	<input type="checkbox"/> ₄	Black/Black British – Caribbean	<input type="checkbox"/> ₁₂
Mixed – White & Black African	<input type="checkbox"/> ₅	Black/Black British – African	<input type="checkbox"/> ₁₃
Mixed – White & Asian	<input type="checkbox"/> ₆	Black/Black British – Other	<input type="checkbox"/> ₁₄
Mixed – Other	<input type="checkbox"/> ₇	Chinese	<input type="checkbox"/> ₁₅
Asian/Asian British - Indian	<input type="checkbox"/> ₈	Other (Please write in)	<input type="checkbox"/> ₁₆

Q25. When you were given this questionnaire, were you...? (tick all that apply)

Travelling alone	<input type="checkbox"/> ₁
Travelling with other adults	<input type="checkbox"/> ₂
Travelling with children aged 0-4	<input type="checkbox"/> ₃
Travelling with children aged 5-10	<input type="checkbox"/> ₄
Travelling with children aged 11-15	<input type="checkbox"/> ₅

Q26. When you were given this questionnaire, were you...? (tick all that apply)

Travelling with heavy/bulky luggage	<input type="checkbox"/> ₁
Travelling with a pushchair	<input type="checkbox"/> ₂
Travelling with a folding bicycle	<input type="checkbox"/> ₃
Travelling with a non-folding bicycle	<input type="checkbox"/> ₄
Travelling with a dog	<input type="checkbox"/> ₅
None applies	<input type="checkbox"/> ₆

Q27. Do you have a disability or long term illness that makes it difficult for you to travel? (please tick all that apply)

Yes: Mobility	<input type="checkbox"/> ₁
Yes: Wheelchair user	<input type="checkbox"/> ₂
Yes: Hearing	<input type="checkbox"/> ₃
Yes: Eyesight	<input type="checkbox"/> ₄
Yes: Speech impairment	<input type="checkbox"/> ₅
Yes: Learning difficulties	<input type="checkbox"/> ₆
No: None	<input type="checkbox"/> ₇

Thank you for your help in completing this questionnaire

Please return the questionnaire in the envelope provided or use the following freepost address (no stamp required):

**MVA Consultancy
FREEPOST
MVA House
Victoria Way
Woking
GU21 6BR**

Please use this space for any further comments on improving current rail services

If you would like advice about what to do if you have a comment or complaint about your rail service then please call Passenger Focus 08453 022 022

MVA Consultancy provides advice on transport and other policy areas, to central, regional and local government, agencies, developers, operators and financiers.

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