

## National Rail Passenger Survey Autumn 2009

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

- Please fill in the questionnaire when you have completed your train journey.
- This questionnaire only relates to national rail. Please exclude underground.
- To answer the questions please tick the box next to the answer(s) that apply or write in your answer in the space provided. Unless the question allows you to tick several answers please just tick one box per question.
- When you have completed your questionnaire please return it to us in the envelope provided.
- If you would prefer to complete this questionnaire online (including a larger print version) it can be found at: [www.npssurvey.co.uk](http://www.npssurvey.co.uk)

### Section 1: Train details

**Q1a** Please fill in the scheduled departure time of the train you caught after being given this questionnaire.

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

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**Q1b** You were given this questionnaire before boarding a train at **On Train - Hc.**  
At which station did you get off this train?

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

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

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

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

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

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

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

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

\_\_\_\_\_

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

\_\_\_\_\_

Route:

TCL  1  2  3

I  M

**All answer**

**Q3** Which train company was operating the train which you boarded at **On Train - Hc.**

Heathrow Connect.....

Other: Please write in

Don't Know.....

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**Section 2: Your journey today**

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

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

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

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

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

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

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

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

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

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

Other: Please write in

**Go to Q8b**

**Q8b** How satisfied are you that **On Train - Hc** station met your needs as a passenger with a long term illness or disability?

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

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

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

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

Yes.....  **Go to Q9**  
 No.....  **Go to Q10**

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

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

**All answer**

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

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

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

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

**All answer**

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

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

**Q13a** What type of ticket did you use for your journey from **On Train - Hc**?

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak Single/Return.....
- Off-Peak Day/Super Off-Peak Day Single/Return.....
- Advance.....
- Day Travelcard.....
- Oyster Pay As You Go.....
- Weekly or monthly Season Ticket (including travelcard/Travelcard on Oyster).....
- Annual Season Ticket (including Travelcard/Travelcard on Oyster).....
- Special promotion ticket e.g. rover ticket.....
- Rail Staff Pass/Privilege ticket/Police concession.....
- Freedom pass.....

Other: Please write in

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

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

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

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

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

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

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

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

Other: Please write in

**Now we'd like your opinion of On Train - Hc station where you were when given this questionnaire.**

**Q15** How would you rate **On Train - Hc** station for:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Did not use/no opinion
Ticket buying facilities (if you bought at that station)	<input type="checkbox"/>					
Provision of information about train times/platforms.	<input type="checkbox"/>					
The upkeep/repair of the station buildings/ platforms.....	<input type="checkbox"/>					
Cleanliness of the station.....	<input type="checkbox"/>					
The facilities and services at the station (e.g. toilets, shops, cafes etc.).....	<input type="checkbox"/>					
The availability of staff at the station.....	<input type="checkbox"/>					
The attitudes and helpfulness of the staff.....	<input type="checkbox"/>					
Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.).....	<input type="checkbox"/>					
Facilities for car parking.....	<input type="checkbox"/>					
Facilities for bicycle parking.....	<input type="checkbox"/>					
Your personal security whilst using that station.....	<input type="checkbox"/>					
The overall station environment.....	<input type="checkbox"/>					

**Q16** And how familiar are you with **On Train - Hc** station?

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

**Q17** While at **On Train - Hc** station, did you ask staff for help or information?  
**(tick all that apply)**

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

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

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

**Now think just about the train you were about to catch when handed this questionnaire at On Train - Hc**

**All answer**

**Q19** Based on your experience **on that journey**, how satisfied were you with:

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

**Q20a** How would you rate the **train** you boarded for that journey in terms of:

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

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

**Q20b** Please describe the nature of the problem and whether the problem was with a specific toilet (e.g. a disabled persons toilet or all the toilets).

**Q21** Specifically thinking about the cleanliness of the train you boarded for that journey, how would you rate it for:

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

**All answer**

**Q22** Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think only of **the train you first boarded at On Train - Hc station directly after receiving the questionnaire.**

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

**Q23** What sort of delay did you experience? **(tick all that apply)**

- The train was late departing at the beginning of my journey.....
- The train was late arriving at my destination.....
- The train I had planned to catch was cancelled.....
- Could not get on the train on the train as it was overcrowded.....
- Took longer than expected to buy train ticket.....
- Train I took to this station was late and I missed my connection.....
- Crowding at station meant it took a long time to reach my platform and I missed my train...
- Lack of/poor information caused a delay to my journey.....

Other: Please write in

**Q24** How long was your delay?

Hours: 

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Minutes: 

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

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

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

- |  | Very well                | Fairly well              | Neither well nor poorly  | Fairly poorly            | Very poorly              | Don't know/No opinion    |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The amount of information provided about the delay.....                                | <input type="checkbox"/> |
| The accuracy of information given about the delay.....                                 | <input type="checkbox"/> |
| The usefulness of the information.....   | <input type="checkbox"/> |
| The speed with which information was provided.....                                     | <input type="checkbox"/> |
| The time taken to resolve the problem.....   | <input type="checkbox"/> |
| The availability of alternative transport if the train service could not continue..... | <input type="checkbox"/> |

**We would now like you to give us your overall opinion of your journey today**

**All answer**

**Q27** Taking into account just **On Train - Hc** station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?

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

**Q28** How long were you on the train that you got on at **On Train - Hc** station?

Hours:   Minutes:

**Q29** How often do you make the train journey that you were on today when handed this questionnaire?

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

**Q30a** If you used ticket gates at **On Train - Hc** station, how easy did you find it to use them?

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

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

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

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

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

**Q31** How long have you been using this route on a regular basis?

- |                   |                          |                       |                          |
|-------------------|--------------------------|-----------------------|--------------------------|
| Under 1 year..... | <input type="checkbox"/> | 5-9 years.....        | <input type="checkbox"/> |
| 1-4 years.....    | <input type="checkbox"/> | 10 years or more..... | <input type="checkbox"/> |

**Q32** How would you describe a typical trip over the past month?

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

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

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

#### Section 4: Security on the railway

**Please think about all the occasions in the last six months (including today), when you have travelled by train**

**All answer**

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

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

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

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

Other: Please write in

**ON THE TRAIN**

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

Other: Please write in

**IN THE STATION VICINITY**

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

Other: Please write in

**All answer**

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

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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**Q37** To what extent do you agree with the following statement: 'I regularly see Police Officers at stations'

Strongly agree <input type="checkbox"/>	Agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>
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**Q38** During the past six months, have concerns about your personal security ever prevented you from travelling by train, either forcing you to use another method of transport or not to make the journey at all? **(tick all that apply)**

No .....

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Any Other: Please write in

**Section 5: General information**

**All answer**

**Q44** Which of these potential improvements do you think would be most likely to assist you when **planning** future rail journeys? (tick all that apply)

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

Other: Please write in

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

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

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

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

[Empty box for describing compensation rights]

**All answer**

**Q46** Thinking back over the last six months, have you made a compensation claim following a delayed journey or complained to any of the train companies about their service? (tick all that apply)

- No.....  **Go to Q49**
- Yes - claimed for compensation on a weekly season ticket.....  **Go to Q47**
- Yes - claimed for compensation on a monthly or longer season ticket.....  **Go to Q47**
- Yes - claimed for compensation on a single/return ticket.....  **Go to Q47**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation.....  **Go to Q47**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation.....  **Go to Q47**

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

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

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

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

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

Other: Please write in

**All answer**

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

**Section 7: About you**

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

**Q50** Your age:

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

**Q51** Are you:

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

**Q52** Are you:

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

**Q53** Which of the following best describes the occupation of the Chief Wage Earner in your household?

- Professional/Senior Managerial.....
- Middle Managerial.....
- Junior Managerial/Clerical/Supervisory.....
- Skilled Manual (With professional qualifications/served an apprenticeship).....
- Unskilled Manual (No qualifications/not served an apprenticeship).....
- Full time student.....
- Retired.....
- Unemployed/Between jobs.....
- Housewife/Househusband.....

Other: Please write in

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

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

**Q55** To which of these ethnic groups do you consider you belong?

**White**

- British.....
- Any other white background.....

**Mixed**

- White and Black Caribbean.....
- White and Black African.....
- White and Asian.....
- Any other Mixed background.....

**Asian or Asian British**

- Indian.....
- Pakistani.....
- Bangladeshi.....
- Any other Asian background.....

**Black or Black British**

- Caribbean.....
- African.....
- Any other Black background.....

**Chinese**

- Chinese.....

Other: Please write in

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

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

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

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

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

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

If you have any questions about this survey, please feel free to contact David Chilvers at Continental Research on 020 7490 9111. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.