

## National Rail Passenger Survey Autumn 2010

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

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

### Section 1: Train details

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

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

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

At which station did you get off this train?

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

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

Yes.....

No.....

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

Yes.....  **Go to Q2b**

No.....  **Go to Q3**

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

\_\_\_\_\_

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

\_\_\_\_\_

### All answer

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

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

Virgin Trains.....

Southern.....

London Midland.....

Other: Please write in

Don't Know.....

Route:

# §15660033001P

## Section 2: Your journey today

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

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

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

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

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

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

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

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

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

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

Other: Please write in

**Go to Q8b**

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

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

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

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

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

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

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

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

**All answer**

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

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

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

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

**All answer**

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

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

**Q13a** What type of ticket did you use for your journey from **Watford Junction**?

(note: type of ticket is often shown at the top left of your ticket)

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

Other: Please write in

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

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

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

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

Other: Please write in

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

**Q15** How would you rate **Watford Junction** station for:

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

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

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

**Q17** While at **Watford Junction** 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> | Couldn't find anyone to ask..... <input type="checkbox"/>       | <b>Go to Q19a</b> |
| Yes - asked for information..... <input type="checkbox"/> | <b>Go to Q18</b> | No - didn't need help/information..... <input type="checkbox"/> | <b>Go to Q19a</b> |

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

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

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

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

**Only answer Q19b if you say fairly or very difficult regarding using the ticket gates in Q19a**

**Q19b** If you found the gates difficult to use, why was that?

**Q20** Overall how satisfied are you with **Watford Junction** station?

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 Watford Junction**

**All answer**

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

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

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

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

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

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

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

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

**All answer**

**Q24** Did you experience any delay either on this train or because the train you had planned to catch there was cancelled? Again, please think only of the **train you first boarded at Watford Junction station directly after receiving the questionnaire.**

- No delay.....  **Go to Q29**  
 Yes - minor delay.....  **Go to Q25**  
 Yes - serious delay.....  **Go to Q25**

**Q25** What sort of delay did you experience? **(tick all that apply)**

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

Other: Please write in

**Q26** How long was your delay?

Hours:   Minutes:

**Q27** How well do you think the train company dealt with this delay?

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

**Q28** How well do you rate the train company for each of the following, in relation to the delay that occurred?

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

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

**All answer**

**Q29** Taking into account just **Watford Junction** station where you boarded the train and the actual train travelled on after being given this questionnaire, how satisfied were you with your journey today?

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

**Q30** How long were you on the train that you got on at **Watford Junction** station?

Hours:   Minutes:

- Q31** 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 Q32</b> Once every 2-3 months..... <input type="checkbox"/> | <b>Go to Q36</b> |
| Once or twice a week..... <input type="checkbox"/>   | <b>Go to Q32</b> Once every 6 months..... <input type="checkbox"/>   | <b>Go to Q36</b> |
| 1 or 2 times a month..... <input type="checkbox"/>   | <b>Go to Q32</b> Less often..... <input type="checkbox"/>            | <b>Go to Q36</b> |
|  | Never/first time today..... <input type="checkbox"/>                 | <b>Go to Q36</b> |

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

**Answer Q32-Q35 only if you make today's train journey at least 1 or 2 times a month**

- Q32** 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"/> |

- Q33** How would you describe a typical trip over the past month?
- |  |  |
|--|--|
| I always get a seat..... <input type="checkbox"/>                            | I usually stand and it is crowded..... <input type="checkbox"/>      |
| I usually get a seat..... <input type="checkbox"/>                           | I usually stand and it is very crowded..... <input type="checkbox"/> |
| There are seats available but I prefer to stand.... <input type="checkbox"/> | It varies..... <input type="checkbox"/>                              |

- Q34** How satisfied are you with the times when the ticket office is open on this route?
- |                          |                          |                                    |                          |                          |                          |
|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Very satisfied           | Fairly satisfied         | Neither satisfied nor dissatisfied | Fairly dissatisfied      | Very dissatisfied        | No opinion/ don't know   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- Q35** How often is your ticket checked?
- |  |
|--|
| Too often..... <input type="checkbox"/>        |
| About right..... <input type="checkbox"/>      |
| Not often enough..... <input type="checkbox"/> |

**Section 4: Travel time use**

**All answer**

- Q36** How did you spend your time on the train you got on at **Watford Junction** station?

	Tick all that apply	Tick one spent most time on
Sleeping/snoozing.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading for leisure.....	<input type="checkbox"/>	<input type="checkbox"/>
Working/studying (reading/writing/thinking).....	<input type="checkbox"/>	<input type="checkbox"/>
Talking to other passengers.....	<input type="checkbox"/>	<input type="checkbox"/>
Window gazing/people watching.....	<input type="checkbox"/>	<input type="checkbox"/>
Listening to music/radio/Podcast.....	<input type="checkbox"/>	<input type="checkbox"/>
Watching a film/video.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/ phone calls - work.....	<input type="checkbox"/>	<input type="checkbox"/>
Text messages/ phone calls - personal.....	<input type="checkbox"/>	<input type="checkbox"/>
Checking emails.....	<input type="checkbox"/>	<input type="checkbox"/>
Internet browsing.....	<input type="checkbox"/>	<input type="checkbox"/>
Accessing social networking sites.....	<input type="checkbox"/>	<input type="checkbox"/>
Eating/drinking.....	<input type="checkbox"/>	<input type="checkbox"/>
Caring for someone travelling with you (including children).....	<input type="checkbox"/>	<input type="checkbox"/>
Playing games (electronic or otherwise).....	<input type="checkbox"/>	<input type="checkbox"/>
Being bored.....	<input type="checkbox"/>	<input type="checkbox"/>
Being anxious about the journey (e.g. delays or where to get off).....	<input type="checkbox"/>	<input type="checkbox"/>
Planning onward or return journey.....	<input type="checkbox"/>	<input type="checkbox"/>

Other: Please write in

- Q37** Thinking about the time you spent on the train from **Watford Junction**, which **one** of the following statements do you **most** agree with?
- |  |                          |
|--|--------------------------|
| I made very worthwhile use of my time on this train today..... | <input type="checkbox"/> |
| I made some use of my time on this train today.....            | <input type="checkbox"/> |
| My time spent on this train today is wasted time.....          | <input type="checkbox"/> |

**Q38** Which of the following did you **have at hand** on the train from **Watford Junction**, and which did you **use**?

	Have at hand	Use		Have at hand	Use
Newspaper.....	<input type="checkbox"/>	<input type="checkbox"/>	Laptop computer.....	<input type="checkbox"/>	<input type="checkbox"/>
Reading book.....	<input type="checkbox"/>	<input type="checkbox"/>	Netbook.....	<input type="checkbox"/>	<input type="checkbox"/>
Text book.....	<input type="checkbox"/>	<input type="checkbox"/>	Mobile phone.....	<input type="checkbox"/>	<input type="checkbox"/>
Magazine.....	<input type="checkbox"/>	<input type="checkbox"/>	Portable DVD player.....	<input type="checkbox"/>	<input type="checkbox"/>
Paperwork.....	<input type="checkbox"/>	<input type="checkbox"/>	MP3 player/Personal stereo....	<input type="checkbox"/>	<input type="checkbox"/>
Games/puzzles.....	<input type="checkbox"/>	<input type="checkbox"/>	Games console.....	<input type="checkbox"/>	<input type="checkbox"/>
Food/drink.....	<input type="checkbox"/>	<input type="checkbox"/>	eBook/iPad.....	<input type="checkbox"/>	<input type="checkbox"/>

**Q39** To what extent had you planned in advance how you would spend the time on this train?

- A lot.....
- A little.....
- Very little as I always use my journey time the same way.....
- Not at all.....

## Section 5: 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

**Q40** During the last six months, have you had cause to worry about your personal security whilst making a train journey?

- Yes.....  **Go to Q41**
- No.....  **Go to Q42**

**Q41** If you have had cause to worry, what was the reason for your concern? **(tick all that apply)**

#### AT THE STATION

- Lack of station staff .....
- Lack of police officers.....
- 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 police officers.....
- 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.....
- Lack of staff/police officers 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**

**Q42** 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.....

**Q43** Would you say the amount of crime and anti-social behaviour at **Watford Junction** station has changed over the past year? Do you think...

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

**Q44** Please specify how good a job you think the police do in carrying out each of the following at **Watford Junction** station.

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

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

**Q45** Prior to this survey, were you aware that BTP existed?

- Yes.....  **Go to Q46**
- No.....  **Go to Q47**

A BTP Neighbourhood Policing Team (NPT) is a group of BTP officers and staff who are dedicated to the policing of a station or number of stations along a line of route. A typical team consists of a Sergeant, a PC and a number of PCSOs. Their aim is to deal with issues at your own station and along your local line.

**Q46** BTP has Neighbourhood Policing Teams (NPTs) in operation at various stations across Britain. Is there a NPT at this station?

- Yes.....
- No.....
- Don't know.....

**All answer**

**Q47** If you saw someone committing an act of **anti-social behaviour** at **Watford Junction** station, how likely would you be to report it to BTP?

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

**Q48** If you saw someone committing a **crime** at **Watford Junction** station, how likely would you be to report it to BTP?

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

**Q49** Taking everything into account, how good a job do you think BTP are doing at **Watford Junction** station?

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

**Q50** Thinking about your personal security when using the rail network, what are the top two priorities BTP should focus their resources on? (**please write in**)

<b>1st priority:</b>
<b>2nd priority:</b>

**Section 6: General information**

**All answer**

**Q51** 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.....
- Better Internet enquiry/booking service.....
- Better information facilities at stations.....
- Better ticket buying facilities at station ticket offices.....
- Better ticket buying facilities at station ticket machines.....
- Better route maps of the rail network.....
- Make timetables easier to read.....
- Better promotion of when advanced tickets will be available.....
- None of these.....

Other: Please write in

**Q52** 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 Q55**
- Yes - claimed for compensation on a weekly season ticket.....  **Go to Q53**
- Yes - claimed for compensation on a monthly or longer season ticket.....  **Go to Q53**
- Yes - claimed for compensation on a single/return ticket.....  **Go to Q53**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation.....  **Go to Q53**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation.....  **Go to Q53**

**If yes, please answer Q53 and Q54 for the most recent occasion**

**Q53** 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 Q55</b>	<b>Go to Q55</b>	<b>Go to Q54</b>	<b>Go to Q54</b>	<b>Go to Q54</b>	<b>Go to Q55</b>

**Q54** Why were you dissatisfied? (**tick all that apply**)

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

Other: Please write in

**All answer**

**Q55** Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

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**Section 7: About you**

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

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**Q56** Your age:

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

---

**Q57** Are you:

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

**Q58** Are you:

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

**Q59** 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

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**Q60** Do you regularly use the internet **(tick all that apply)?**

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

**Q61** 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 (RSGB-JJHL-RJGZ)  
Kingsbourne House  
229-231 High Holborn  
LONDON WC1V 7DA

This survey is being undertaken for Passenger Focus by Continental Research, an independent market 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.

