

# National Rail Passenger Survey Autumn 2011

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. **Passenger Focus is offering a chance to win a prize for all those who complete this questionnaire. There will be a top prize of £1,000, one of £500 and two of £250.**

- 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

□ □ : □ □

**Q1b** You were given this questionnaire before boarding a train at **Liverpool Central**.

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:

§04980493001

**All answer**

**Q3** Which train company was operating the train which you boarded at **Liverpool Central**.

Merseyrail.....

Other: Please write in

Don't Know.....

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

**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 **Liverpool Central** 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**  
 Ticket sent to mobile.....  **Go to Q12**  
 e-ticket.....  **Go to Q12**  
 Ticket printed off at home.....  **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"/>	<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 **Liverpool Central**?

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

- Anytime Single/Return.....
- Anytime Day Single/Return.....
- Off-Peak/Super Off-Peak Single/Return.....
- Off-Peak Day/Super Off-Peak Day Single/Return.....
- Advance.....
- Day Travelcard.....
- 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.....
- Free travel pass (e.g. 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.....  Disabled Persons Railcard.....
- 16-25 Railcard.....  Network Railcard.....
- Senior Railcard.....  Forces Railcard.....
- Family & Friends Railcard.....  GroupSave discount.....

Other: Please write in

**NOW WE'D LIKE YOUR OPINION OF LIVERPOOL CENTRAL STATION WHERE YOU WERE WHEN GIVEN THIS QUESTIONNAIRE.**

**Q15** How would you rate **Liverpool Central** 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"/>
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"/>
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"/>
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 (e.g. toilets, shops, cafes etc.).....	<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 attitudes and helpfulness of the staff.....	<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"/>
Facilities for car parking.....	<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"/>
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"/>
The overall station environment.....	<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 **Liverpool Central** station?

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

**Q17** While at **Liverpool Central** station, did you ask staff for help or information?  
(tick all that apply)

- Yes - asked for help.....  **Go to Q18**  
 Yes - asked for information.....  **Go to Q18**  
 Couldn't find anyone to ask.....  **Go to Q19a**  
 No - didn't need help/information.....  **Go to Q19a**

**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"/> |

**Q19a** If you used ticket gates at **Liverpool Central** 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 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 **Liverpool Central** 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 LIVERPOOL CENTRAL**

**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	Don't know/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"/>

**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 Liverpool Central 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 **Liverpool Central** 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** Now thinking about mobile voice and data coverage whilst at **Liverpool Central** station and/or travelling on the train. How satisfied were you with the reliability of the following:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Did not use/ don't know
Mobile phone reception for making calls <u>at the station</u> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>at the station</u> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone reception for making calls <u>on the train</u> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mobile data coverage for accessing the internet/emails <u>on the train</u> .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q31** If you made calls/sent texts during your train journey today, which mobile company did you use?

- 3.....  Virgin Mobile.....
- Everything Everywhere.....  Vodafone.....
- O2.....
- Orange.....
- T-Mobile.....
- Talkmobile.....
- Tesco Mobile.....

Other: Please write in

Did not make calls/send texts during the journey today.....

**Q32** If you used mobile data services during your train journey today, which mobile company did you use?

- 3.....  Virgin Mobile.....
- Everything Everywhere.....  Vodafone.....
- O2.....
- Orange.....
- T-Mobile.....
- Talkmobile.....
- Tesco Mobile.....

Other: Please write in

Wi-fi provided by train company.....   
 Did not use mobile data services during the journey today.....

**Q33** Would you consider changing to a different mobile operator if they provided better coverage on your train journeys than your current provider?

- Definitely consider.....
- Probably consider.....
- Probably would not consider.....
- Definitely would not consider.....
- Don't know/no opinion.....

**Q34** How long were you on the train that you got on at **Liverpool Central** station?

Hours:   Minutes:

**Q35** How often do you make the train journey that you were on today when handed this questionnaire?

- 3 or more times a week.....  **Go to Q36**
- Once or twice a week.....  **Go to Q36**
- 1 or 2 times a month.....  **Go to Q36**
- Once every 2-3 months.....  **Go to Q40**
- Once every 6 months.....  **Go to Q40**
- Less often.....  **Go to Q40**
- Never/first time today.....  **Go to Q40**

**SECTION 3: FOR FREQUENT USERS OF THIS ROUTE**

**ANSWER Q36-Q39 ONLY IF YOU MAKE TODAY'S TRAIN JOURNEY AT LEAST 1 OR 2 TIMES A MONTH**

**Q36** How long have you been using this route on a regular basis?

- Under 1 year.....
- 1-4 years.....
- 5-9 years.....
- 10 years or more.....

**Q37** How would you describe a typical trip over the past month?

- I always get a seat.....
- I usually get a seat.....
- There are seats available but I prefer to stand.....
- I usually stand and it is crowded.....
- I usually stand and it is very crowded.....
- It varies.....

**Q38** How satisfied are you with the times when the ticket office is open on this route?

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

**Q39** How often is your ticket checked?

- Too often.....
- About right.....
- Not often enough.....

**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**

**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

**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.....

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.

**Q43** Prior to this survey, were you aware that BTP existed?

- Yes.....  **Go to Q44**
- No.....  **Go to Q45**

**Q44** Taking everything into account, how good a job do you think BTP are doing at **Liverpool Central** 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"/> |

**SECTION 5: GENERAL INFORMATION**

**All answer**

**Q45** 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

**Q46a** 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 Q46b**  
No.....  **Go to Q47**

**ONLY ANSWER Q46B IF YOU SAY YES YOU DO KNOW WHAT YOUR COMPENSATION RIGHTS ARE AT Q46A**

**Q46b** Please describe in the box below what you believe to be your compensation rights.

**Q47** 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 Q50**  
Yes - claimed for compensation on a weekly season ticket.....  **Go to Q48**  
Yes - claimed for compensation on a monthly or longer season ticket.....  **Go to Q48**  
Yes - claimed for compensation on a single/return ticket.....  **Go to Q48**  
Yes - complained (e.g. by letter/phone/email) but did not claim for compensation.....  **Go to Q48**  
Yes - complained (e.g. by letter/phone/email) and claimed for compensation.....  **Go to Q48**

**IF YES, PLEASE ANSWER Q48 AND Q49 FOR THE MOST RECENT OCCASION**

**Q48** 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 Q50</b>         | <b>Go to Q50</b>         | <b>Go to Q50</b>                   | <b>Go to Q49</b>         | <b>Go to Q49</b>         | <b>Go to Q50</b>         |

**Q49** 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**

**Q50** Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

**SECTION 6: ABOUT YOU**

**IN ORDER TO ENSURE THAT THE RESPONSES OF ALL GROUPS OF PASSENGERS ARE INCLUDED, PLEASE GIVE US THE FOLLOWING DETAILS ABOUT YOURSELF.**

**Q51** Your age:

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

**Q52** Are you:

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

**Q53** Are you:

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

**Q54** 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

**Q55** Do you regularly use the internet (*tick all that apply*)?

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

**Q56** 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

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Please complete the contact details requested below if you wish to take part in the prize draw:

Name:

Telephone number:

Email address:

If you would be happy to participate in future research projects about the rail industry, please tick here:   
If you do not tick this box, you will not be contacted by us about any research projects but will still be entered in the prize draw.

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

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



Passenger Survey  
Perspective Research Services Ltd  
FREEPOST (RSKU-SKUZ-TSYG)  
Kingsbourne House  
229-231 High Holborn  
LONDON WC1V 7DA



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This survey is being undertaken for Passenger Focus by BDRC Continental, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Perspective Research Services, who are part of the same company as BDRC Continental.

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 BDRC Continental 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.

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