

National Rail Passenger Survey Spring 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.

- 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

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 **Glasgow 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.....

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 **Glasgow Central**.

East Coast.....

Northern Rail.....

ScotRail.....

CrossCountry.....

Virgin Trains.....

First TransPennine Express.....

Other: Please write in

Don't Know.....

Route:

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: Eyesight **Go to Q8b**
- Yes: Wheelchair user **Go to Q8b** Yes: Speech impairment **Go to Q8b**
- Yes: Hearing **Go to Q8b** Yes: Learning difficulties **Go to Q8b**

Other: Please write in

Go to Q8b

Q8b How satisfied are you that **Glasgow 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.....	<input type="checkbox"/> Go to Q11	Using a season ticket.....	<input type="checkbox"/> Go to Q12
In advance at station.....	<input type="checkbox"/> Go to Q11	Stored value smartcard	
In advance via travel agent.....	<input type="checkbox"/> Go to Q11	e.g. Oyster.....	<input type="checkbox"/> Go to Q12
In advance - via the internet/a website..	<input type="checkbox"/> Go to Q11	Other methods of purchase.....	<input type="checkbox"/> Go to Q12
On the day of travel at a station		Ticket was organised for me.....	<input type="checkbox"/> Go to Q12
ticket office.....	<input type="checkbox"/> Go to Q12	Ticket sent to mobile.....	<input type="checkbox"/> Go to Q12
On the day of travel from a ticket		e-ticket.....	<input type="checkbox"/> Go to Q12
machine.....	<input type="checkbox"/> Go to Q12	Ticket printed off at home.....	<input type="checkbox"/> Go to Q12
On the day of travel on the train.....	<input type="checkbox"/> Go to Q12		

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 **Glasgow Central**?

(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 Glasgow Central station where you were when given this questionnaire.

Q15 How would you rate **Glasgow 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 **Glasgow 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 **Glasgow Central** station, did you ask staff for help or information?
(tick all that apply)

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

Q24 Was there any catering (food/drinks) available on the train you travelled on?

Yes.....	<input type="checkbox"/>	Go to Q26	No.....	<input type="checkbox"/>	Go to Q25
			Don't know.....	<input type="checkbox"/>	Go to Q25

Q25 If catering **had** been available, do you think you would have used it?

Yes..... **Go to Q28**
 No..... **Go to Q28**
 Don't know..... **Go to Q28**

Q26 What type of catering did you use? **(tick all that apply)**

None used..... **Go to Q28**
 The buffet..... **Go to Q27**
 The trolley service..... **Go to Q27**
 Restaurant service..... **Go to Q27**

Q27 Overall, how satisfied were you with the catering service on that train?

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"/>

All answer

Q28 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 Glasgow Central station directly after receiving the questionnaire.**

No delay..... **Go to Q33**
 Yes - minor delay..... **Go to Q29**
 Yes - serious delay..... **Go to Q29**

Q29 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

Q30 How long was your delay?

Hours:	Minutes:				
<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 30px; height: 30px;"></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>			<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 30px; height: 30px;"></td> <td style="width: 30px; height: 30px;"></td> </tr> </table>		

Q31 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"/>

Q32 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

Q33 Taking into account just **Glasgow 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"/>

Q34 How long were you on the train that you got on at **Glasgow 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..... <input type="checkbox"/>	Go to Q36	Once every 2-3 months..... <input type="checkbox"/>	Go to Q39
Once or twice a week..... <input type="checkbox"/>	Go to Q36	Once every 6 months..... <input type="checkbox"/>	Go to Q39
1 or 2 times a month..... <input type="checkbox"/>	Go to Q36	Less often..... <input type="checkbox"/>	Go to Q39
		Never/first time today..... <input type="checkbox"/>	Go to Q39

Section 3: For frequent users of this route

Answer Q36-Q38 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..... <input type="checkbox"/>	5-9 years..... <input type="checkbox"/>
1-4 years..... <input type="checkbox"/>	10 years or more..... <input type="checkbox"/>

Q37 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"/>

Q38 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"/>

Q39 How often is your ticket checked?

Too often..... <input type="checkbox"/>
About right..... <input type="checkbox"/>
Not often enough..... <input type="checkbox"/>

All answer

Q40 Were timetable changes introduced onto your route in mid December?

Yes..... <input type="checkbox"/>	Go to Q41	No..... <input type="checkbox"/>	Go to Q42
		Don't know..... <input type="checkbox"/>	Go to Q42

Q41 The result of timetable changes on my route are:

Crowding	Much higher levels of crowding <input type="checkbox"/>	Slightly higher levels of crowding <input type="checkbox"/>	No difference to levels of crowding <input type="checkbox"/>	Slightly lower levels of crowding <input type="checkbox"/>	Much lower levels of crowding <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
Journey time	A much longer journey time <input type="checkbox"/>	Slightly longer journey time <input type="checkbox"/>	No difference to journey time <input type="checkbox"/>	Slightly shorter journey time <input type="checkbox"/>	A much shorter journey time <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>
Train frequency	Much less frequent trains <input type="checkbox"/>	Slightly less frequent trains <input type="checkbox"/>	No difference to frequency <input type="checkbox"/>	Slightly more frequent trains <input type="checkbox"/>	Much more frequent trains <input type="checkbox"/>	Don't know/No opinion <input type="checkbox"/>

Section 4: Access to rail network

We would now like to ask you some questions about the other methods of transport you used, as part of the overall journey you were making when handed this questionnaire

All answer

Q42 Which methods of transport did you use to get to **Glasgow Central** station where you were handed the questionnaire? (tick all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| On foot/walked..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Over ground (National Rail) train..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bus/Coach..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Tram/light Rail..... | <input type="checkbox"/> | Air/sea..... | <input type="checkbox"/> |

Other: Please write in

Q43 Is there an alternative method of transport you would like to have used to get to **Glasgow Central** station if circumstances were different?

- Yes..... **Go to Q44**
No..... **Go to Q46**

Q44 Which alternative method of transport would you like to have used if it had been available?

- | | | | |
|--|--------------------------|--|--------------------------|
| On foot/walking..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Over ground (National Rail) train..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bus/Coach..... | <input type="checkbox"/> | Car - dropped off..... | <input type="checkbox"/> |
| Tram/light Rail..... | <input type="checkbox"/> | Air/sea..... | <input type="checkbox"/> |

Other: Please write in

Q45 Which, if any, of these additional facilities/services would have enabled you to use this alternative method of transport to get to **Glasgow Central** station?

(tick all that apply)

- | | |
|---|--|
| Improved lighting on approach to station... <input type="checkbox"/> | Help with luggage..... <input type="checkbox"/> |
| Improved pavements on approach to station..... <input type="checkbox"/> | More frequent bus/coach service..... <input type="checkbox"/> |
| Bus/cycle lane on approach to station..... <input type="checkbox"/> | Discounted fares..... <input type="checkbox"/> |
| More car/motorbike parking space..... <input type="checkbox"/> | Combined fares with train..... <input type="checkbox"/> |
| Secure car/motorbike parking space..... <input type="checkbox"/> | Direct/non stop service..... <input type="checkbox"/> |
| More bicycle parking space..... <input type="checkbox"/> | Help with disabilities..... <input type="checkbox"/> |
| Secure bicycle parking space..... <input type="checkbox"/> | Better connection timings between trains & buses..... <input type="checkbox"/> |
| Cheaper parking..... <input type="checkbox"/> | Transport available earlier/later..... <input type="checkbox"/> |
| Ability to take bicycle onto train..... <input type="checkbox"/> | Preferred transportation not available..... <input type="checkbox"/> |
| More convenient drop off point..... <input type="checkbox"/> | Better location of bus stop..... <input type="checkbox"/> |
| More convenient pick up point..... <input type="checkbox"/> | None of these..... <input type="checkbox"/> |

Other: Please write in

All answer

Q46 Which methods of transport did you use to get from the station when you finished your train journey? (tick all that apply)

- | | | | |
|--|--------------------------|--|--------------------------|
| On foot/walking..... | <input type="checkbox"/> | Underground train..... | <input type="checkbox"/> |
| Bicycle (parked at or near station)..... | <input type="checkbox"/> | Over ground (National Rail) train..... | <input type="checkbox"/> |
| Bicycle (taken onto train)..... | <input type="checkbox"/> | Taxi..... | <input type="checkbox"/> |
| Motorbike..... | <input type="checkbox"/> | Car parked at or near station..... | <input type="checkbox"/> |
| Bus/Coach..... | <input type="checkbox"/> | Car - picked up..... | <input type="checkbox"/> |
| Tram/light Rail..... | <input type="checkbox"/> | Air/sea..... | <input type="checkbox"/> |

Other: Please write in

Q47 Did you take a bicycle on the train during this journey?
Yes..... **Go to Q48** No..... **Go to Q50**

Q48 Did you need to book to take the bicycle on this train?
Yes..... **Go to Q49** No..... **Go to Q50**
Don't know..... **Go to Q50**

Q49 How satisfied were you with these booking arrangements?

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"/>

All answer

Q50 Thinking about the whole journey you were making, of which the train journey was a part, how long did the whole journey take from the time you started out until the time you got to your final destination?

Less than 30 minutes..... <input type="checkbox"/>	2 hours - 2 hours 59 minutes..... <input type="checkbox"/>
30 - 59 minutes..... <input type="checkbox"/>	3 hours - 3 hours 59 minutes..... <input type="checkbox"/>
1 hour - 1 hour 59 minutes..... <input type="checkbox"/>	4 hours or more..... <input type="checkbox"/>

Q51 If any part of your journey involved changing between trains, did you feel that all aspects of this connection (from planning through to actually changing trains) were handled adequately?

Did not make a connection..... <input type="checkbox"/>	Go to Q53	Yes - handled adequately..... <input type="checkbox"/>	Go to Q53
		No - not handled adequately..... <input type="checkbox"/>	Go to Q52

Q52 Which aspects of your connection do you feel were not adequately handled? **(tick all that apply)**

- Not enough information when planning the journey.....
- Not enough information at station where the journey started.....
- Not enough information at station where connection made.....
- Had difficulty finding connecting train.....
- Not enough time between trains.....
- Had too much time between trains.....
- Had difficulty negotiating platform changes.....
- Had difficulty reading signs.....

Other: Please write in

Section 5: General information

All answer

Q53 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

Q54 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..... <input type="checkbox"/> | Go to Q57 |
| Yes - claimed for compensation on a weekly season ticket..... <input type="checkbox"/> | Go to Q55 |
| Yes - claimed for compensation on a monthly or longer season ticket..... <input type="checkbox"/> | Go to Q55 |
| Yes - claimed for compensation on a single/return ticket..... <input type="checkbox"/> | Go to Q55 |
| Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... <input type="checkbox"/> | Go to Q55 |
| Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... <input type="checkbox"/> | Go to Q55 |

If yes, please answer Q55 and Q56 for the most recent occasion

Q55 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"/>
Go to Q57	Go to Q57	Go to Q57	Go to Q56	Go to Q56	Go to Q57

Q56 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

Q57 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: Security on the railway

Q58 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.....

Q59 Would you say the amount of crime and anti-social behaviour at **Glasgow Central** 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"/>

Q60 Please specify how good a job you think the police do in carrying out each of the following at **Glasgow Central** 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.

Q61 Prior to this survey, were you aware that BTP existed?

- Yes.....
 No.....

Q62 If you saw someone committing an act of **anti-social behaviour** at **Glasgow Central** station, how likely would you be to report it to BTP?

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

Q63 If you saw someone committing a **crime** at **Glasgow Central** station, how likely would you be to report it to BTP?

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

Q64 Taking everything into account, how good a job do you think BTP are doing at **Glasgow Central** station?

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

Q65 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)**

1st priority:
2nd priority:

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.

Q66 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"/> | |

Q67 Are you:

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

Q68 Are you:

- | | |
|---|---|
| Working full time..... <input type="checkbox"/> | Retired..... <input type="checkbox"/> |
| Working part time..... <input type="checkbox"/> | Full time student..... <input type="checkbox"/> |
| Not working..... <input type="checkbox"/> | |

Q69 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

Q70 Do you regularly use the internet (**tick all that apply**)?

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

Q71 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
Perspective Research Services Ltd
FREEPOST (RSGB-JJHL-RJGZ)
Kingsbourne House
229-231 High Holborn
LONDON WC1V 7DA

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

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.