

# GIMME 5 ....

**5** minutes of your time to answer **5** questions and you could win **£50** of high street vouchers!

**Passenger Focus** is the new consumer body representing rail passengers in Great Britain. Our mission is to get the best deal for rail passengers. One of the ways we'll do this is by engaging you in our research. We want your views about your train services and why you travel. And by taking part in this short questionnaire, you will be entered into our prize draw to win £50 of high street vouchers!

**1. Passenger Focus will campaign on your behalf on the following issues. Which ONE is the most important to you?**

*please tick one*

- value for money
- getting a seat
- better information about delays or cancellations
- trains arriving on time
- better information about ticket prices and deals
- other (please specify)\_\_\_\_\_

**2. What could rail companies do to give you better value for money? please tick one**

- lower fares
- new modern trains
- more reliable services
- greater range of tickets
- other (please specify)\_\_\_\_\_

**3. What would be the easiest method for you to buy your train tickets? please tick one**

- on the train
- by telephone
- at the station booking office
- online/internet
- other (please specify)\_\_\_\_\_

**4. If you could improve ONE thing about your train what would it be? please tick one**

- seating/standing room
- toilets
- luggage space
- onboard catering
- other (please specify)\_\_\_\_\_

**5. If you had the chance to improve ONE thing about your station what would it be? please tick one**

- car parking
- toilet facilities
- information (e.g. screens/timetables)
- ticket purchasing facilities
- security
- other (please specify)\_\_\_\_\_

If you would like to be entered into our prize draw for £50 of high street shopping vouchers, please complete the following and post back to us by **10 February 2006**. Thank you for giving us **5** minutes of your time.

Name.....Address.....

Tel No.....Email address.....

**All information will be held in strict accordance with the Data Protection Act and will not be shared with any third parties. Passenger Focus may wish to contact you again in the future about its work or to give you information we feel may interest you. If you do not wish to receive further information, please tick this box:**