

National Rail Passenger Survey

Thank you for agreeing to take part in our survey. Transport Focus is the official, independent consumer watchdog that represents rail, bus, and tram passengers. To help us represent the views of passengers in your area we would appreciate a little of your time to complete this survey. It asks about the rail journey you made when given this questionnaire.

The rail industry and governments pay close attention to the survey's results which provide Transport Focus with the evidence to seek improvements on behalf of passengers.

- Please comment on National Rail services only. Do not comment on Underground or tram services.
- To answer the questions please tick the box next to the answer(s) that apply or write 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.

1 Your journey today

The journey you were making when given this questionnaire

Q1a Please fill in the scheduled departure time of the train you caught after being given this questionnaire.
Please use the 24 hour clock e.g. 17:25

		:		
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Q1b You were given this questionnaire before boarding a train at Crewe. At which station did you get off this train?
Please write in the name of the station

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

Yes

No

Q2 Which train company was operating the train which you boarded at Crewe station?

ScotRail..... <input type="checkbox"/>	Virgin Trains..... <input type="checkbox"/>
Arriva Trains Wales..... <input type="checkbox"/>	Northern Rail..... <input type="checkbox"/>
East Midlands Trains..... <input type="checkbox"/>	London Midland..... <input type="checkbox"/>
CrossCountry..... <input type="checkbox"/>	
Other: Please write in	Don't know..... <input type="checkbox"/>

Continued overleaf

THIS SECTION IS FOR OFFICE USE ONLY

Route:

4152	2591	001				1	6
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TCL

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Q3 What was the main purpose of the trip you were making when given this questionnaire?

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

Q4 What type of ticket did you use for your journey from Crewe?

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

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

2 Your opinion of the station where you were given this questionnaire

Q5 How would you rate Crewe 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"/>
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"/>
Toilet facilities at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of staff at the station.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Overall station environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shelter facilities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of seating.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choice of shops/eating/drinking facilities available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Wi-Fi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 While at Crewe station, did you ask staff for help or information?

Please tick all that apply

- Yes - asked for help..... **Go to Q7**
- Yes - asked for information..... **Go to Q7**
- No - couldn't find anyone to ask..... **Go to Q8**
- No - didn't need help/information..... **Go to Q8**

Q7 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"/>

Q8 Overall how satisfied were you with Crewe 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"/>

3 Your opinion of the train that you caught when you were given this questionnaire

Q9 Based on your experience on that journey, how satisfied were you with:

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
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"/>
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"/>
Level of crowding.....	<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"/>
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"/>

Q10 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 of the inside of the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Upkeep 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"/>
Provision of information during the journey.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness and attitude of staff on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for luggage.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of the seats.....	<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 step or gap between the train and the platform.....	<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"/>
Toilet facilities on the train.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Wi-Fi.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of power sockets.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11 Overall, how satisfied were you with the train you boarded for your journey?

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"/>

Q12 Did you get a seat on the train?

Yes – for all of the journey..... <input type="checkbox"/>	No – but I was happy to stand..... <input type="checkbox"/>
Yes – for part of the journey..... <input type="checkbox"/>	No – but I would have liked a seat..... <input type="checkbox"/>

Q13 Did you experience any delay either on this train or because the train you had planned to catch at Crewe was cancelled?

No delay..... <input type="checkbox"/>	Go to Q16	16-20 minutes delay..... <input type="checkbox"/>	Go to Q14
Up to 5 minutes delay..... <input type="checkbox"/>	Go to Q14	21-30 minutes delay..... <input type="checkbox"/>	Go to Q14
6-10 minutes delay..... <input type="checkbox"/>	Go to Q14	31-60 minutes delay..... <input type="checkbox"/>	Go to Q14
11-15 minutes delay..... <input type="checkbox"/>	Go to Q14	Over 60 minutes delay..... <input type="checkbox"/>	Go to Q14

Q14 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"/>

Q15 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"/>

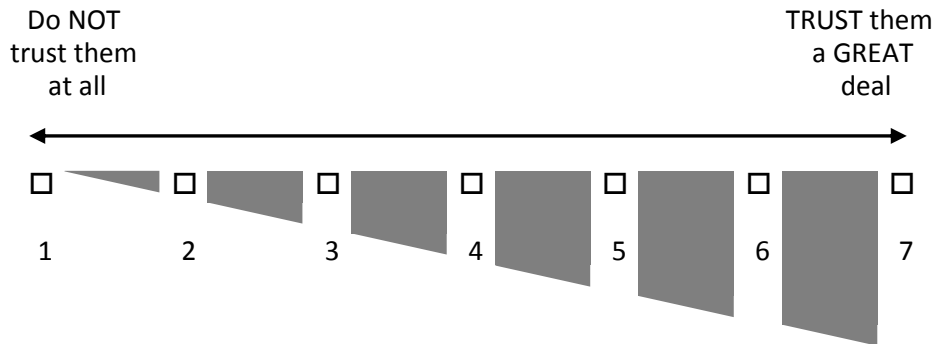
4 Your overall opinion of of your journey today

Q16 Taking into account Crewe 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"/>

Q17 All things considered and on balance, how much do you trust the train company that operated the train you travelled on today?

Please select one number only



Q18 Did other passengers' behaviour give you cause to worry or make you feel uncomfortable during your journey? Please tick all that apply

- Yes – at the station..... **Go to Q19**
- Yes – on the train..... **Go to Q19**
- No..... **Go to Q20**

Q19 Which of the following were the reason(s) for this?

Please tick all that apply

	At the station	On the train
Passengers drinking/under the influence of alcohol.....	<input type="checkbox"/>	<input type="checkbox"/>
Passengers taking/under the influence of drugs.....	<input type="checkbox"/>	<input type="checkbox"/>
Abusive or threatening behaviour.....	<input type="checkbox"/>	<input type="checkbox"/>
Rowdy behaviour.....	<input type="checkbox"/>	<input type="checkbox"/>
Feet on seats.....	<input type="checkbox"/>	<input type="checkbox"/>
Music being played loudly.....	<input type="checkbox"/>	<input type="checkbox"/>
Loud use of mobile phones.....	<input type="checkbox"/>	<input type="checkbox"/>
Smoking.....	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti or vandalism.....	<input type="checkbox"/>	<input type="checkbox"/>
Saw an act of vandalism/violence.....	<input type="checkbox"/>	<input type="checkbox"/>

Other

Please write in:

Please write in:

Q20 Please use the space below for any further comments you would like to make about your trip today or the rail service generally.

Q21 How did you check the times of the trains for your journey today?

- I did not check as I already knew the times..... Go to Q23
 I did not check, I just turned up at the station..... Go to Q23
 I looked at a printed timetable that I already had..... Go to Q23
 I went to the station/a travel agent in advance..... Go to Q23
- I phoned for information..... Go to Q22
 I checked on line on a computer..... Go to Q22
 I checked on line on my phone..... Go to Q22
 I used an App..... Go to Q22

Other: Please write in

Go to Q22

Q22 Which organisation did you use to check the train times?

- National Rail Enquiries (NRE).....
 The operator of the train I boarded when given this questionnaire.....
 Another train operator.....
 A third party ticket seller (e.g. trainline, Red Spotted Hanky).....
 A third party travel information provider (e.g. Traveline, local council).....

Other: Please write in

Q23 When did you buy your ticket for your journey today?

- Today..... Go to Q24
 In last week..... Go to Q24
 In last fortnight..... Go to Q24
 In last month..... Go to Q24
 In last two months..... Go to Q24
- Used a season ticket I already had..... Go to Q25
 Used a free travel pass I already had..... Go to Q25

Q24 How did you buy your ticket for your journey today?

- From the station ticket window.....
 From a ticket machine at the station/elsewhere.....
 From a member of staff on the train.....
 From a member of staff at a station.....
 Over the phone.....
 From the train company's website.....
 From another company's website.....
 Via the train company's App.....
 Via another company's App.....
 Ticket was organised for me.....
 Used Oyster or other smartcard.....

Other: Please write in

Q25 Was the ticket for your journey:

- A paper ticket – from a ticket office/ticket machine/member of staff.....
- A paper ticket – printed at home, work, or somewhere else.....
- An Oyster or other smartcard.....
- A ticket on a mobile phone (e.g. an m-ticket or e-ticket).....
- I did not have a ticket – I used a contactless payment method (e.g. card or phone).....

Other: Please write in

Q26 Was your fare reduced because you have any of the following railcards:

- No – do not have a railcard.....
- Network Railcard.....
- 16-25 Railcard.....
- Senior Railcard.....
- HM Forces Railcard.....
- Two Together Railcard.....
- Family & Friends Railcard.....
- Disabled Persons Railcard.....
- Gold Card (annual season ticket).....

Other: Please write in

Q27 Thinking about where you bought your ticket, how would you rate the following:

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Don't know/no opinion
The information provided there about the 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 there.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of ticket purchase there.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 Is your ticket for your journey today?

- Standard Class.....
- First Class.....
- First Class upgrade (special offer).....

Q29 Did you have a reserved seat for your journey today?

- Yes.....
- Yes – although I had to get someone to move.....
- Yes – but the seat was taken and I had to sit elsewhere.....
- Yes – but the reservation was not shown at the seat.....
- Yes – but I chose to sit elsewhere without checking my reserved seat.....
- No – I did not have a reserved seat.....

So that we can be sure we've got the views of a representative cross-section of passengers and analyse the findings by different passenger types

Q30 Your age?

- | | | | |
|--------------|--------------------------|--------------|--------------------------|
| 16 - 18..... | <input type="checkbox"/> | 55 - 59..... | <input type="checkbox"/> |
| 19 - 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"/> |

Q31 Are you:

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

Q32 To which of these ethnic groups do you consider you belong?

- White.....
- Mixed/multiple ethnic groups.....
- Asian or Asian British.....
- Black, African/Caribbean or Black British.....
- Chinese.....
- Arab.....
- Other ethnic group.....

Q33 Are you affected by any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

Please tick all that apply

- No: None.....
- Yes: Vision (e.g. blindness or partial sight).....
- Yes: Hearing (e.g. deafness or partial hearing).....
- Yes: Mobility (e.g. only able to walk short distances or difficulty climbing stairs).....
- Yes: Dexterity (e.g. difficulty lifting and carrying objects or using a keyboard).....
- Yes: Learning or understanding or concentrating.....
- Yes: Memory.....
- Yes: Mental health.....
- Yes: Stamina or breathing or fatigue.....
- Yes: Socially or behaviourally (eg associated with autism, attention deficit disorder or Asperger's syndrome).....

Other: Please write in

Q34 Were you travelling with:

Please tick all that apply

- Heavy/bulky luggage/other large items.....
- A pushchair.....
- A folding bicycle.....
- A non-folding bicycle.....
- A dog.....
- A helper.....
- A mobility scooter.....
- A wheelchair.....
- None of the above.....

Q35 And finally, which one of these images best captures how you feel about your journey today?



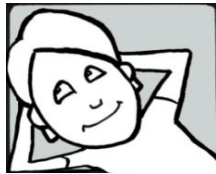














Images © Transport Focus

THANK YOU! You have made your opinion count ...

If you would be happy to participate in future research projects about the transport industry for Transport Focus please complete the contact details below:

The information that you have provided on this questionnaire is subject to the Data Protection Act 1998 and will not be used to identify you personally. The data will only be used for research purposes. Any organisations receiving the data will also be subject to the same restrictions and obligations under the Data Protection Act 1998.

If you have any queries about this survey or how your data will be used please contact Rebecca Joyner at BDRC Continental on 020 7490 9148.

Name:

Email address:

Please return the questionnaire as soon as possible in the envelope provided or use the following Freepost address:



National Rail Passenger Survey
 Perspective Research Services Ltd
 FREEPOST (RTLU-YLTS-TGY)
 12-20 Baron Street
 London N1 9LL



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