

National Rail Passenger Survey Spring 2009

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 **Ely**.
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 **Ely**.
One.....

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 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: 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 **Ely** 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**

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"/> |
| The range of tickets available..... | <input type="checkbox"/> |
| Ease of ticket purchase..... | <input type="checkbox"/> |

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

(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.....
Holiday package/tour ticket.....
Rail Staff Pass/Privilege ticket/Police concession.....
Freedom pass.....

Other: Please write in

Q13b 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.....
- 16-25 Railcard.....
- Senior Railcard.....
- Family & Friends Railcard.....
- Disabled Persons Railcard.....
- Network Railcard.....
- Forces Railcard.....
- GroupSave discount.....

Other: Please write in

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

Q15 How would you rate **Ely** 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"/> |
| Provision of information about train times/platforms.... | <input type="checkbox"/> |
| The upkeep/repair of the station buildings/ platforms..... | <input type="checkbox"/> |
| Cleanliness of the station..... | <input type="checkbox"/> |
| The facilities and services at the station (e.g. toilets, shops, cafes etc.)..... | <input type="checkbox"/> |
| The availability of staff at the station..... | <input type="checkbox"/> |
| The attitudes and helpfulness of the staff..... | <input type="checkbox"/> |
| Connections with other forms of public transport (e.g. bus, tube, tram, taxi etc.)..... | <input type="checkbox"/> |
| Facilities for car parking..... | <input type="checkbox"/> |
| Facilities for bicycle parking..... | <input type="checkbox"/> |
| Your personal security whilst using that station..... | <input type="checkbox"/> |
| The overall station environment..... | <input type="checkbox"/> |

Q16 And how familiar are you with **Ely** station?

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

Q17 While at **Ely** 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 Q19**
- No - didn't need help or information..... **Go to Q19**

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"/> |

Now think just about the train you were about to catch when handed this questionnaire at Ely

All answer

Q19 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"/> |

Q20a 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"/> |
| Up keep and repair (condition of seats, walls, tables etc.)..... | <input type="checkbox"/> |
| The provision of information during the journey..... | <input type="checkbox"/> |
| The availability of staff on the train..... | <input type="checkbox"/> |
| The helpfulness and attitude of staff on train..... | <input type="checkbox"/> |
| The space for luggage..... | <input type="checkbox"/> |
| Sufficient room for all the passengers to sit/stand..... | <input type="checkbox"/> |
| The comfort of the seating area..... | <input type="checkbox"/> |
| Space for bicycles..... | <input type="checkbox"/> |
| The ease of being able to get on and off the train..... | <input type="checkbox"/> |
| Your personal security whilst on board the train..... | <input type="checkbox"/> |
| The toilet facilities..... | <input type="checkbox"/> |

Only answer Q20b if you say fairly or very poor regarding the train toilet facilities (in Q20a)

Q20b 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).

Q21 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"/> |
| The cleanliness of the outside of the train..... | <input type="checkbox"/> |

Q22 Was there any catering (food/drinks) available on the train you travelled on?

| | | | | | |
|----------|--------------------------|------------------|-----------------|--------------------------|------------------|
| Yes..... | <input type="checkbox"/> | Go to Q24 | No..... | <input type="checkbox"/> | Go to Q23 |
| | | | Don't know..... | <input type="checkbox"/> | Go to Q23 |

Q23 If catering **had** been available, do you think you would have used it?

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

Q24 What type of catering did you use? **(tick all that apply)**

None used..... **Go to Q26** The buffet..... **Go to Q25**
 The trolley service..... **Go to Q25**
 Restaurant service..... **Go to Q25**

Q25 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

Q26 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 Ely station directly after receiving the questionnaire.**

No delay..... **Go to Q31** Yes - minor delay..... **Go to Q27**
 Yes - serious delay..... **Go to Q27**

Q27 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

Q28 How long was your delay?

| | |
|---|---|
| Hours: | Minutes: |
| <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> | <input style="width: 30px; height: 20px;" type="text"/> <input style="width: 30px; height: 20px;" type="text"/> |

Q29 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"/> |

Q30 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"/> |
| The accuracy of information given about the delay..... | <input type="checkbox"/> |
| The usefulness of the information..... | <input type="checkbox"/> |
| The speed with which information was provided..... | <input type="checkbox"/> |
| The time taken to resolve the problem..... | <input type="checkbox"/> |
| The availability of alternative transport if the train service could not continue..... | <input type="checkbox"/> |

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

All answer

Q31 Taking into account just **Ely** 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"/> |

Q32 How long were you on the train that you got on at **Ely** station?

Hours: Minutes:

Q33 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 Q34**
- Once or twice a week..... **Go to Q34**
- 1 or 2 times a month..... **Go to Q34**
- Once every 2-3 months..... **Go to Q37**
- Once every 6 months..... **Go to Q37**
- Less often..... **Go to Q37**
- Never/first time today..... **Go to Q37**

Section 3: For frequent users of this route

Answer Q34-Q36 only if you make today's train journey at least 1 or 2 times a month

Q34 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.....

Q35 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 but there is space for standing.....
- I usually stand and it is crowded.....
- I usually stand and it is very crowded.....
- It varies.....

Q36 How satisfied are you with the following on this route?

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion/ don't know |
|---|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| The times when the ticket office is open..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How often your ticket is checked by ticket collector..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| How often your ticket is checked by a ticket gate..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q37 Were timetable changes introduced onto your route in mid December?

- Yes..... **Go to Q38**
- No..... **Go to Q39**
- Don't know..... **Go to Q39**

Q38 The result of timetable changes on my route are:

| | Much higher levels of crowding | Slightly higher levels of crowding | No difference to levels of crowding | Slightly lower levels of crowding | Much lower levels of crowding | Don't know/No opinion |
|------------------------|---|--|--|--|--|--|
| Crowding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <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

Q39 Which methods of transport did you use to get to **Ely** 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"/> | Overground (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

Q40 Is there an alternative method of transport you would like to have used to get to **Ely** station if circumstances were different?

- Yes..... **Go to Q41**
No..... **Go to Q43**

Q41 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"/> | Overground (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

Q42 Which, if any, of these additional facilities / services would have enabled you to use this alternative method of transport to get to **Ely** 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

Q43 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"/> | Overground (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

Q44 Did you take a bicycle on the train during this journey?

- Yes..... **Go to Q45**
No..... **Go to Q47**

Q45 Did you need to book to take the bicycle on this train?

- Yes..... **Go to Q46**
No..... **Go to Q47**
Don't know..... **Go to Q47**

Q46 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

Q47 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.....
30 - 59 minutes.....
1 hour - 1 hour 59 minutes.....
2 hours - 2 hours 59 minutes.....
3 hours - 3 hours 59 minutes.....
4 hours or more.....

Q48 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..... **Go to Q50**
Yes - handled adequately..... **Go to Q50**
No - not handled adequately..... **Go to Q49**

Q49 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

Q50 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

Q51 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 Q54**
- Yes - claimed for compensation on a weekly season ticket..... **Go to Q52**
- Yes - claimed for compensation on a monthly or longer season ticket..... **Go to Q52**
- Yes - claimed for compensation on a single/return ticket..... **Go to Q52**
- Yes - complained (e.g. by letter/phone/email) but did not claim for compensation..... **Go to Q52**
- Yes - complained (e.g. by letter/phone/email) and claimed for compensation..... **Go to Q52**

If yes, please answer questions 52 and 53 for the most recent occasion

Q52 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 Q54 | Go to Q54 | Go to Q54 | Go to Q53 | Go to Q53 | Go to Q54 |

Q53 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

Q54 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

The British Transport Police (BTP) is the national police force for the railways. BTP provides a policing service to train operators, their staff and passengers throughout England, Wales and Scotland.

Q55 Prior to this survey, were you aware that the British Transport Police (BTP) existed?

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

All answer

Q56 Thinking about your personal security when using the rail network, what is the top priority BTP should focus their resources on? **(please write in)**

Q57 Are you aware of BTP Neighbourhood Policing Teams, which are made up of BTP officers, Community Support Officers, Special Constables, police volunteers and accredited staff?

- Yes..... **Go to Q58**
- No..... **Go to Q60**

Q58 Is there a BTP Neighbourhood Policing Team at this station?

Yes..... **Go to Q59** No..... **Go to Q60**
I don't know..... **Go to Q60**

Q59 Do you know how to contact BTP Neighbourhood Policing Team at **Ely** station by any of the following methods?

(tick all that apply)

Telephone..... In person.....
Email..... Don't know how to contact them.....

Q60 How satisfied or dissatisfied are you with how BTP does each of the following on your station/line of route?

| | Very satisfied | Fairly Satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion/ don't know |
|---|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Make an effort to get to know passengers.... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Work in partnership with relevant local groups (i.e. passenger groups, schools, etc)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Keep you informed about what they are doing..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Deal with anti-social behaviour..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q61 To what extent do you agree or disagree that BTP on your station/line of route?

| | Very satisfied | Fairly Satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | No opinion/ don't know |
|---|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Provide a visible police presence..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Explain clearly the reasons for conducting operations (e.g. stop and searches; weapons scanners; drugs dogs etc)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Treat passengers with dignity and respect.... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Treat passengers equally and fairly..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Take seriously the issues that affect passengers..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Q62 Overall how satisfied are you with the level of service provided by BTP at **Ely** 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"/> |

Q63 Taking everything into account, how good a job do you think the British Transport Police are doing at **Ely** station?

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

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.

Q64 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"/> | |

Q65 Are you:

Male..... Female.....

- Q66** 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"/> | | |

- Q67** Which of the following best describes the occupation of the Chief Wage Earner in your household?
- | | |
|---|--------------------------|
| Professional/Senior Managerial..... | <input type="checkbox"/> |
| Middle Managerial..... | <input type="checkbox"/> |
| Junior Managerial/Clerical/Supervisory..... | <input type="checkbox"/> |
| Skilled Manual (With professional qualifications/served an apprenticeship)..... | <input type="checkbox"/> |
| Unskilled Manual (No qualifications/not served an apprenticeship)..... | <input type="checkbox"/> |
| Full time student..... | <input type="checkbox"/> |
| Retired..... | <input type="checkbox"/> |
| Unemployed/Between jobs..... | <input type="checkbox"/> |
| Housewife/Househusband..... | <input type="checkbox"/> |

Other: Please write in

- Q68** Do you regularly use the internet (**tick all that apply**)?
- | | | | |
|-------------------|--------------------------|---------|--------------------------|
| Yes, at home..... | <input type="checkbox"/> | No..... | <input type="checkbox"/> |
| Yes, at work..... | <input type="checkbox"/> | | |

- Q69** To which of these ethnic groups do you consider you belong?

White

- | | |
|---------------------------------|--------------------------|
| British..... | <input type="checkbox"/> |
| Any other white background..... | <input type="checkbox"/> |

Mixed

- | | |
|---------------------------------|--------------------------|
| White and Black Caribbean..... | <input type="checkbox"/> |
| White and Black African..... | <input type="checkbox"/> |
| White and Asian..... | <input type="checkbox"/> |
| Any other Mixed background..... | <input type="checkbox"/> |

Asian or Asian British

- | | |
|---------------------------------|--------------------------|
| Indian..... | <input type="checkbox"/> |
| Pakistani..... | <input type="checkbox"/> |
| Bangladeshi..... | <input type="checkbox"/> |
| Any other Asian background..... | <input type="checkbox"/> |

Black or Black British

- | | |
|---------------------------------|--------------------------|
| Caribbean..... | <input type="checkbox"/> |
| African..... | <input type="checkbox"/> |
| Any other Black background..... | <input type="checkbox"/> |

Chinese

- | | |
|--------------|--------------------------|
| Chinese..... | <input type="checkbox"/> |
|--------------|--------------------------|

Other: Please write in

Thank you for your help in completing this questionnaire.

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

Passenger Survey
 Continental Research
 FREEPOST (KE7902)
 LONDON EC1B 1TX

This survey is being undertaken for Passenger Focus by Continental Research, an independent market research agency based in London. You were handed the questionnaire by an interviewer working for Continental Research.

The results from the survey are used by Passenger Focus to take passengers' views into account when representing rail travellers. In addition the data will be provided to the Department for Transport and a range of organisations to help them assess the performance of the train operating companies. To find out more about how the information is used please visit www.passengerfocus.org.uk.

All the answers you provide are entirely confidential and will be combined with those of many other passengers to produce overall figures for each train operating company and to generate regional and national summaries of performance.

If you have any questions about this survey, please feel free to contact David Chilvers at Continental Research on 020 7490 9111. If you have any concerns about the bona fides of the survey itself, you can contact the Market Research Society on 0500 396999 who will verify our status as a legitimate market research organisation.