

ANNEX B - QUESTIONNAIRE

ASK ALL RESPONDENTS

Intro1

The next set of questions are about your views of train services. We are interested in your views even if you do not use trains.

The questions are being asked on behalf of the Department for Transport.

ASK ALL RESPONDENTS

MAK_1M

SHOWCARD

Which methods of travel have you used in the last 12 months, that is since 'DATE'? Only include travel within Great Britain.

INTERVIEWER INSTRUCTION Include travel for both personal and business purposes. In rare circumstances the respondent may be housebound because of disability or illness etc. If they have not been out in the last 12 months please use code 14.

SET [13] OF

- (1) Car/van - as driver
 - (2) Car/van - as passenger
 - (3) Motorcycle/moped/scooter
 - (4) Taxi/minicab
 - (5) Bicycle
 - (6) Bus (including coach/private bus)
 - (7) Train (only mainline - do not include underground or special services)
 - (8) Underground/metro
 - (9) Light rail/tram
 - (10) Walk
 - (11) Internal flights
 - (12) HGV
 - (13) Other vehicle
- (14) Not been out in last 12 months (Spontaneous only)
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ASK IF CAR DRIVER OR CAR PASSENGER

MAK_2

SHOWCARD

How often, nowadays, do you travel by car or van either as a driver or as a passenger?

- (1) Every day
- (2) 2-5 days a week
- (3) About once a week
- (4) About once a month
- (5) Less than once a month
- (6) Never

ASK ALL RESPONDENTS

MAK_3

SHOWCARD

Thinking about your nearest railway station, even if you do not use it, how long would it take the average person to walk from here to the nearest railway station. Please do not include underground stations or specialist tourist stations, such as steam railways?

- (1) 6 minutes or less
 - (2) 7-13 minutes
 - (3) 14-26 minutes
 - (4) 27-43 minutes
 - (5) 44 minutes or longer

 - (6) Don't know (Spontaneous only)
-

ASK ALL RESPONDENTS

Intro2

I would now like to ask you some questions about short distance train services. That is rail journeys of 50 miles or less. Do not include underground services, light rail/tram or specialist trains such as steam railways.

ASK IF TRAIN USER

MAK_4

SHOWCARD

You said earlier that you had used the train in the last 12 months. How often do you travel by train for a short distance journey?

If the respondent finds it difficult to think in terms of distance you can say 'That is a journey of less than an hour'.

If the respondent is a train driver ask them to only consider journeys they make in their own time and not as part of their job.

- (1) Every day
- (2) 2-5 days a week
- (3) About once a week
- (4) About once a month
- (5) Less than once a month
- (6) Never

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN LAST YEAR

MAK_5M

SHOWCARD

What types of journey have you made of 50 miles or less by train in the last 12 months?

SET [9] OF

- (1) Travelling to/from work
 - (2) Travel to/from school (include accompanying children)
 - (3) Travel on company business(or on own if self-employed)
 - (4) Visiting friends/relatives
 - (5) Travel on personal business (e.g. to dentist)
 - (6) Travel to/from holiday
 - (7) Days out (e.g. visits)
 - (8) Other leisure trips
 - (9) Other (Please specify)
-

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

Intro3a

I would now like to ask you about your views of short distance train services journeys.

ASK IF HAS NOT USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

Intro3b

First, I would like to ask you about your views of short distance train services. Even if you have not used a short distance train service recently please give me your impression from what you know or have heard.

ASK ALL RESPONDENTS

MAK_6

*Overall, how would you currently rate the quality of train services for short journeys?

- (1) Very good
- (2) Fairly good
- (3) Neither good or poor
- (4) Fairly poor
- (5) Very poor

- (6) Don't know (Spontaneous only)

ASK ALWAYS:

MAK_7

SHOWCARD

*Overall, do you think short distance train services have improved, stayed about the same, or got worse over the last two years?

- (1) Improved a lot
- (2) Improved a little
- (3) Stayed the same
- (4) Got a little worse
- (5) Got a lot worse

- (6) Don't know/No opinion(Spontaneous only)

ASK ALL RESPONDENTS

Intro4

I'm going to read out some factors related to short distance train journeys. Please rate the following based on your own experience or on what you have heard or read.

ASK ALWAYS:

MAK_8 to MAK_18

SHOWCARD

*How would you rate....

....the availability of information about train timetables before starting your journey?

....the availability of information about train fares before the start of your journey?

....the frequency of trains?

....the reliability and punctuality of trains?

....the number of places you can get to by train?

....the cost of train fares?

....the information provided at railway stations?

....the on-board comfort of trains?

....the levels of personal safety from crime or threatening behaviour at railway stations?

....the levels of personal safety from crime or threatening behaviour when travelling on trains?

....the politeness/helpfulness of the train staff?

- (1) Very good
- (2) Fairly good
- (3) Neither good nor poor
- (4) Fairly poor
- (5) Very poor

- (6) Don't know (Spontaneous only)

ASK ALL RESPONDENTS

MAK_19M

SHOWCARD

Looking at this card what would you say your opinions are mainly based on. You can choose up to three main sources?

Code three only.

SET [3] OF

- (1) Personal experience of service
 - (2) What you have heard from friends/family/colleagues
 - (3) What you have read in local press/newspapers
 - (4) What you have read in national press/newspapers
 - (5) What you have heard on radio
 - (6) What you have seen on TV news
 - (7) What you have seen on other programmes
 - (8) Internet
 - (9) Other information
-

ASK IF USED SHORT DISTANCE TRAINS IN THE LAST YEAR

MAK_20

Would you say your recent experiences of short distance train services have been better than you expected, worse than you expected or about the same as you expected?

- (1) A lot better than expected
- (2) A little better than expected
- (3) Same as expected
- (4) A little worse than expected
- (5) A lot worse than expected

- (6) No recent experience (Spontaneous only)
- (7) Don't know (Spontaneous only)

ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN LAST YEAR

MAK_21M

Why don't you use the short distance train services(more often)? You can give more than one answer?

SET [17] OF

- (1) Trains don't run often enough
- (2) It's easier by car
- (3) It's quicker by car
- (4) Train fares are too high
- (5) I think it is cheaper by car
- (6) I don't know what train services are available
- (7) Trains aren't reliable enough
- (8) I have difficulty getting on and off trains
- (9) I have difficulty getting to the railway station
- (10) I don't feel safe on the trains
- (11) I don't feel safe at railway stations
- (12) Trains are not in good condition/very comfortable
- (13) Trains are too crowded
- (14) Trains don't go where I want
- (15) There is no railway station nearby
- (16) I never leave the local vicinity
- (17) Other(Please specify)

ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN LAST YEAR

MAK_22

And what is the main reason you don't use short distance trains(more often)?
Code one only.

- (1) Trains don't run often enough
- (2) It's easier by car
- (3) It's quicker by car
- (4) Train fares are too high
- (5) I think it is cheaper by car
- (6) I don't know what train services are available
- (7) Trains aren't reliable enough
- (8) I have difficulty getting on and off trains
- (9) I have difficulty getting to the railway station
- (10) I don't feel safe on the trains
- (11) I don't feel safe at railway stations
- (12) Trains are not in good condition/very comfortable
- (13) Trains are too crowded
- (14) Trains don't go where I want
- (15) There is no railway station nearby
- (16) I never leave the local vicinity
- (17) Other(Please specify)

ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN LAST YEAR

MAK_23M

What three improvements would be most important in encouraging you to use trains for short distance trips (more often)?

SET [3] OF

- (1) More frequent trains
- (2) More reliable and punctual trains
- (3) Better information about rail services
- (4) Improved condition/comfort of trains
- (5) Less crowded trains
- (6) Cheaper fares
- (7) Better personal safety on trains
- (8) Better safety at railway stations
- (9) Faster journey times
- (10) More routes
- (11) Railway station nearer to home
- (12) Railway station nearer to destination
- (13) Friendlier/more helpful staff
- (14) Easier for older/disabled people to get on and off
- (15) Other(Please specify)
- (16) Nothing would encourage me to use trains (more often)

ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN LAST YEAR

MAK_24

If such improvements were made, how often do you think you would use a train for a short distance?

- (1) Every day
- (2) 2-5 days a week
- (3) About once a week
- (4) About once a month
- (5) Less than once a month
- (6) Never

ASK IF USE SHORT DISTANCE TRAIN SERVICES AT LEAST ONCE A MONTH IN LAST YEAR

MAK_25M

What, if anything, do you like most about the short distance train services that you use?
Code up to three.

SET [3] OF

- (1) Trains are frequent
- (2) Trains are reliable and punctual
- (3) Good information provided at railway stations
- (4) Trains are in good condition/comfortable
- (5) Trains are not crowded
- (6) They provide value for money
- (7) I feel safe on the trains
- (8) I feel safe at the railway stations
- (9) Fastest way to make journey
- (10) Number of routes
- (11) Railway station is near to home
- (12) Railway station nearer to my destination
- (13) General convenience
- (14) Staff are polite and helpful
- (15) Other(Please specify)
- (16) Nothing

ASK IF USE SHORT DISTANCE TRAIN SERVICES AT LEAST ONCE A MONTH IN LAST YEAR

MAK_26M

How could the short train distance train services you use be improved. Please give up to three answers?
Code up to three.

SET [3] OF

- (1) More frequent trains
- (2) More reliable and punctual trains
- (3) Better information provided at railway stations
- (4) Improved condition/comfort of the trains
- (5) Less crowded trains
- (6) Cheaper fares
- (7) Better personal safety on trains
- (8) Better personal safety at railway stations
- (9) Faster journey times
- (10) More routes
- (11) Railway station nearer to home
- (12) Railway station nearer to destination
- (13) Politer/more helpful staff
- (14) Make it easier for older/disabled people to get on and off
- (15) Other - please specify
- (16) Nothing

ASK ALL RESPONDENTS

MAK_27

Over the next two years, do you think short distance train services will improve, stay about the same, or get worse?

- (1) Improve a lot
- (2) Improve a little
- (3) Stay the same
- (4) a little worse
- (5) Get a lot worse

- (6) Don't know/No opinion(Spontaneous only)

ASK ALL RESPONDENTS

Intro5

I would now like to ask a few questions about train services for long distance journeys. That is, journeys of more than 50 miles. Even if you have not used a long distance train service recently please give me your impressions from what you know or have heard.

ASK ALL RESPONDENTS APART FROM THE HOUSEBOUND

MAK_28

SHOWCARD

In the last 12 months how often have you made long distance journeys of any type, not just by train?

INTERVIEWER INSTRUCTION If the respondent finds it difficult to think in terms of distance you can say 'That is a journey that takes an hour or more'

If the respondent is a train driver ask them to only consider journeys they make in their own time and not as part of their job

- (1) Every day
- (2) 2-5 days a week
- (3) About once a week
- (4) About once a month
- (5) Less than once a month
- (6) Never

ASK IF TRAVELLED BY TRAIN IN THE LAST YEAR AND MADE LONG DISTANCE JOURNEYS IN THE LAST YEAR

MAK_29

What proportion of your long distance journeys do you make by train?

- (1) All
- (2) More than half
- (3) About a half
- (4) Less than a half
- (5) None

- (6) Don't know'(Spontaneous only)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_30M

What types of long distance journey have you made by train in the last 12 months?

SET [9] OF

- (1) Travelling to/from work
- (2) Travel to/from school (include accompanying children)
- (3) Travel on company business(or on own if self-employed)
- (4) Visiting friends/relatives
- (5) Travel on personal business (e.g. to dentist)
- (6) Travel to/from holiday
- (7) Days out (e.g. visits)
- (8) Other leisure trips
- (9) Other (Please specify)

ASK ALL RESPONDENTS

MAK_31

Overall, how would you rate the quality of long distance train services?

- (1) Very good
- (2) Fairly good
- (3) Neither good nor poor
- (4) Fairly poor
- (5) Very poor

- (6) Don't know (Spontaneous only)

ASK ALL RESPONDENTS

MAK_32

Overall, do you think long distance train services have improved, stayed about the same, or got worse over the last two years?

- (1) Improved a lot
- (2) Improved a little
- (3) Stayed the same
- (4) Got a little worse
- (5) Got a lot worse

- (6) Don't know/No opinion(Spontaneous only)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_33

Would you say your recent experiences of long distance train services have been better than you expected, worse than you expected or about the same as you expected?

- (1) A lot better than expected
- (2) A little better than expected
- (3) Same as expected
- (4) A little worse than expected
- (5) A lot worse than expected
- (6) Don't know(Spontaneous only)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_34M

Thinking about the last time you used long distance rail service. Why did you choose the train for this journey rather than any other means of transport?

SET [14] OF

- (1) It was quicker by train
- (2) It was easier by train
- (3) It was cheaper by train
- (4) Trains are reliable and punctual
- (5) Trains are safe
- (6) Trains are comfortable
- (7) You can do other things while travelling (e.g. read, work)
- (8) Railway station near to home
- (9) Railway station near to destination
- (10) I would have difficulty getting to an airport
- (11) I don't drive/don't have a car
- (12) I didn't want to drive
- (13) I don't like flying/travelling by coach
- (14) I didn't have a choice - someone else decided
- (15) Other(Please specify)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_35M

SHOWCARD

And the last time you used a long distance rail service what did you do to pass the time while on the train. You can choose more than one answer.

SET [14] OF

- (1) Read a book/magazine/newspaper for leisure
- (2) Listened to radio/music
- (3) Watched a film/video
- (4) Played games(electronic or otherwise)
- (5) Work for my job
- (6) Studying
- (7) Looked at the view
- (8) Chatted to friends/family with whom I was travelling
- (9) Talked to other passengers
- (10) Slept/snoozes
- (11) Text messages/phone calls - personal
- (12) Text messages/phone calls - work related
- (13) Entertained children
- (14) Logged onto the Internet
- (15) Other (Please specify)

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN

MAK_36M

Why don't you use the train (for more of) your long distance journeys?

SET [16] OF

- (1) Trains don't run often enough
- (2) It's easier by car/plane
- (3) It's quicker by car/plane
- (4) Train fares are too high
- (5) I think it is cheaper by car/plane
- (6) I don't know what train services are available
- (7) Trains aren't reliable enough
- (8) I have difficulty getting on and off trains
- (9) I have difficulty getting to the railway station
- (10) I don't feel safe on trains
- (11) I don't feel safe at railway stations
- (12) Trains are not in good condition/very comfortable
- (13) Trains are too crowded
- (14) Trains don't go where I want
- (15) There is no railway station nearby
- (16) Other

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN

MAK_37

And what is the main reason why you don't use trains for your long distance journeys more often (more often)?

Code one only.

- (1) Trains don't run often enough
- (2) It's easier by car/plane
- (3) It's quicker by car/plane
- (4) Train fares are too high
- (5) I think it is cheaper by car/plane
- (6) I don't know what train services are available
- (7) Trains aren't reliable enough
- (8) I have difficulty getting on and off trains
- (9) I have difficulty getting to the railway station
- (10) I don't feel safe on trains
- (11) I don't feel safe at railway stations
- (12) Trains are not in good condition/very comfortable
- (13) Trains are too crowded
- (14) Trains don't go where I want
- (15) There is no railway station nearby
- (16) Other

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN

MAK_38M

What three improvements would be most important in encouraging you to use the trains for long distance trips (more often)?

SET [3] OF

- (1) More frequent trains
- (2) More reliable and punctual trains
- (3) Better information provided at railway stations
- (4) Improved condition/comfort of the trains
- (5) Less crowded trains
- (6) Cheaper fares
- (7) Better personal safety on trains
- (8) Better safety at railway stations
- (9) Faster journey times
- (10) More routes
- (11) Railway station nearer to home
- (12) Railway station nearer to destination
- (13) Politer/More helpful staff
- (14) Easier for older/disabled people to get on and off
- (15) Other - please specify
- (16) No single improvement could be made to encourage me to use the trains (more often)
- (17) Nothing would encourage me to use trains (more often)

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN

MAK_39

SHOWCARD

If such improvements were made how often do you think you would use a train for long distance journeys?

- (1) Every day
- (2) 2-5 days a week
- (3) About once a week
- (4) About once a month
- (5) Less than once a month
- (6) Never