

OPN1204A.MAK

NATIONAL STATISTICS OPINIONS SURVEY - APRIL 2012 Module

MAK Train Satisfaction for DfT

ASK IF: DMHSIZE >= 1

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 IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_1M

SHOWCARD K1

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

- | | | |
|--------|------|---|
| Cardr | (1) | Car/van - as driver |
| Carpa | (2) | Car/van - as passenger |
| Motor | (3) | Motorcycle/moped/scooter |
| Taxi | (4) | Taxi/minicab |
| Bike | (5) | Bicycle |
| Bus | (6) | Bus (including coach/private bus) |
| Train | (7) | Train (do not include underground) |
| Under | (8) | Underground/metro |
| LRail | (9) | Light rail/tram |
| Walk | (10) | Walk |
| Plane | (11) | Internal flights |
| HGV | (12) | HGV |
| OthVe | (13) | Other vehicle |
| Houseb | (14) | Not been out in last 12 months (Spontaneous only) |

ASK IF: DMHSIZE >= 1
AND: (Cardr IN MAK_1M) OR (Carpa IN MAK_1M)

ASK IF CAR DRIVER OR CAR PASSENGER

MAK_2

SHOWCARD K2

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

- | | | |
|-------|-----|------------------------|
| Eday | (1) | Every day |
| Twoda | (2) | 2-5 days a week |
| Oncea | (3) | About once a week |
| Oncem | (4) | About once a month |
| Lessm | (5) | Less than once a month |
| Never | (6) | Never |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_3

SHOWCARD K3

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?

- | | | |
|--------|-----|-------------------------------|
| Sixmi | (1) | 6 minutes or less |
| SevTh | (2) | 7-13 minutes |
| FotWS | (3) | 14-26 minutes |
| Twsfth | (4) | 27-43 minutes |
| Fofo | (5) | 44 minutes or longer |
| Donk | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_3b

SHOWCARD K3

How long would it take you to get to your nearest railway station by bus?

- | | | |
|--------|-----|---|
| Sixmi | (1) | 6 minutes or less |
| SevTh | (2) | 7-13 minutes |
| FotWS | (3) | 14-26 minutes |
| Twsfth | (4) | 27-43 minutes |
| Fofo | (5) | 44 minutes or longer |
| NoBus | (6) | No bus services to station (Spontaneous only) |
| Donk | (7) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

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. I will ask some further questions about long distance rail journeys later. Please do not include underground services, light rail/tram or specialist trains such as steam railways, but do include London Overground trains.

ASK IF: DMHSIZE >= 1
AND: Trai IN MAK_1M

ASK IF TRAIN USER

MAK_4

SHOWCARD K4

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?

INTERVIEWER INSTRUCTION If the respondent finds it difficult to think in terms of distance you can say 'That is a journey of 50 miles or less'.

If the respondent works on a train (e.g. train driver, conductor, catering staff) ask them to only consider journeys they make in their own time and not as part of their job.

| | | |
|-------|-----|------------------------|
| Eday | (1) | Every day |
| Twoda | (2) | 2-5 days a week |
| Oncea | (3) | About once a week |
| Oncem | (4) | About once a month |
| Lessm | (5) | Less than once a month |
| Never | (6) | Never |

ASK IF: DMHSIZE >= 1
AND: Trai IN MAK_1M
AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR
(MAK_4 = Oncem) OR (MAK_4 = Lessm)

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

MAK_5M

SHOWCARD K5

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

SET [11] OF

- | | | |
|--------|------|--|
| DaiCo | (1) | Daily commuting to/from work |
| LessR | (2) | Less regular (than daily) commuting to/from work |
| Trasc | (3) | Travel to/from school/college/university (include accompanying children) |
| Trabus | (4) | Travel on company business (or on own if self-employed) |
| Frela | (5) | Visiting friends/relatives |
| Traper | (6) | Travel on personal business (e.g. to dentist) |
| Trahol | (7) | Travel to/from holiday |
| Shop | (8) | Shopping trip |
| Daout | (9) | Days out |
| Oleis | (10) | Other leisure trips |
| Otrav | (11) | Other (Please specify) |

ASK IF: DMHSIZE >= 1
AND: Trai IN MAK_1M
AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR
(MAK_4 = Oncem) OR (MAK_4 = Lessm)
AND: Otrav IN MAK_5M

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR and MAK_5M='Other(please specify)'

Spec5M

Interviewer, please record other type of journey.

ASK IF: DMHSIZE >= 1
AND: Trai IN MAK_1M

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

MAK_NEW1

SHOWCARD K6

*Has the number of short distance train journeys you make increased, decreased or stayed the same during the last 12 months?

- | | | |
|----------|-----|---|
| IncAlot | (1) | Increased a lot |
| IncLit | (2) | Increased a little |
| StaySam | (3) | Stayed the same |
| DecrLit | (4) | Decreased a little |
| DecrAlot | (5) | Decreased a lot |
| Fluctate | (6) | Fluctuated over the year (Spontaneous only) |

ASK IF: DMHSIZE >= 1

AND: (NOT ((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR ((MAK_4 = Oncea) OR (MAK_4 = Oncem))) OR (MAK_4 = Lessm)

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

Intro3b

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 IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_6

SHOWCARD K7

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

- | | | |
|--------|-----|-------------------------------|
| Good | (1) | Very good |
| Goodf | (2) | Fairly good |
| Ngpor | (3) | Neither good or poor |
| Poorf | (4) | Fairly poor |
| Verpr | (5) | Very poor |
| Dontkn | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_7

SHOWCARD K8

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

- | | | |
|--------|-----|---|
| Improt | (1) | Improved a lot |
| Implit | (2) | Improved a little |
| Stasa | (3) | Stayed the same |
| Worli | (4) | Got a little worse |
| Lotwr | (5) | Got a lot worse |
| Dontkn | (6) | Don't know/No opinion(Spontaneous only) |

ASK IF: DMHSIZE >= 1
AND: ((((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR (MAK_4 = Oncem)) OR (MAK_4 = Lessm)

ASK IF HAS USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

Intro4

I'm now 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 IF: DMHSIZE >= 1
AND: NOT ((((MAK_4 = Eday) AND (MAK_4 = Twoda)) AND (MAK_4 = Oncea)) AND (MAK_4 = Oncem)) AND (MAK_4 = Lessm)

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

Intro4b

I'm now going to read out some factors related to short distance train journeys. Even if you have not used a short distance train service recently please rate the following based on your own experience or on what you have heard or read.

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_8

SHOWCARD K9

*How would you rate the availability of information about train timetables before starting your journey?

- | | | |
|-------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Dontk | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_9

SHOWCARD K9

*(How would you rate) The availability of information about train fares before the start of your journey?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_10

SHOWCARD K9

*(How would you rate) The frequency of trains?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_11

SHOWCARD K9

*(How would you rate) The reliability and punctuality of trains?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_12

SHOWCARD K9

*(How would you rate) The number of places you can get to by train?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_13

SHOWCARD K9

*(How would you rate) The cost of train fares?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_14

SHOWCARD K9

*(How would you rate) The information provided at railway stations?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N1

SHOWCARD K9

*(How would you rate) The state of repair and cleanliness of trains?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N2

SHOWCARD K9

*(How would you rate) The room available for all passengers to sit or stand comfortably?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_16

SHOWCARD K9

*(How would you rate) The levels of personal safety from crime or threatening behaviour at railway stations?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_17

SHOWCARD K9

*(How would you rate) The levels of personal safety from crime or threatening behaviour when travelling on trains?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_18

SHOWCARD K9

*(How would you rate) The politeness/helpfulness of the train staff?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_NEW2

SHOWCARD K9

*(How would you rate) The information provided while on board train?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_NEW3

SHOWCARD K9

*(How would you rate) The availability of public transport links to/from train stations?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_NEW4

SHOWCARD K9

*(How would you rate) The ease of parking at train stations?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N3

SHOWCARD K9

*(How would you rate) The cost of parking at train stations?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_19M

SHOWCARD K10

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

INTERVIEWER INSTRUCTION Code three only.

SET [3] OF

- | | | |
|-------|-----|--|
| Pofs | (1) | Personal experience of service |
| Ffam | (2) | What you have heard from friends/family/colleagues |
| Newlc | (3) | What you have read in local press/newspapers |
| Newna | (4) | What you have read in national press/newspapers |
| Radio | (5) | What you have heard on radio |
| TV | (6) | What you have seen on TV |
| Enet | (7) | Information you got from the Internet |
| Infot | (8) | Other information |

ASK IF: DMHSIZE >= 1

AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR (MAK_4 = Oncem) OR (MAK_4 = Lessm)

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

MAK_20

SHOWCARD K11

*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?

- | | | |
|--------|-----|--|
| Lobet | (1) | A lot better than expected |
| Betli | (2) | A little better than expected |
| Exsa | (3) | Same as expected |
| Woex | (4) | A little worse than expected |
| Lowx | (5) | A lot worse than expected |
| Nrex | (6) | No recent experience(Spontaneous only) |
| Dontkn | (7) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1
AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)

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

MAK_21M

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

INTERVIEWER INSTRUCTION Please code all that apply. Do not prompt.

SET [13] OF

| | | |
|--------|------|--|
| Ofent | (1) | Trains don't run often enough |
| Ceas | (2) | It's easier by car |
| Quica | (3) | It's quicker by car |
| Farhi | (4) | Train fares are too high |
| Cheap | (5) | I think it is cheaper by car |
| Stacc | (6) | I have difficulty getting to the railway station |
| Tfull | (7) | Trains are too crowded |
| Park | (8) | Parking is difficult |
| Trans | (9) | Public transport links to/from stations are poor |
| Nroute | (10) | Trains don't go where I want |
| Nosta | (11) | There is no railway station nearby |
| Vloca | (12) | I never leave the local vicinity / do not need to use trains |
| Sothe | (13) | Other(Please specify) |

ASK IF: DMHSIZE >= 1
AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)
AND: Sothe IN MAK_21M

**ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR
and MAK_21M='Other (please specify)'**

Spec21M

Interviewer, please record other reason.

ASK IF: DMHSIZE >= 1
AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)
AND: Count1 > 1

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

MAK_22

*And what is the main reason you don't use short distance trains (more often)?

INTERVIEWER INSTRUCTION Code one only.

| | | |
|--------|------|--|
| Ofent | (1) | Trains don't run often enough |
| Ceas | (2) | It's easier by car |
| Quica | (3) | It's quicker by car |
| Farhi | (4) | Train fares are too high |
| Cheap | (5) | I think it is cheaper by car |
| Stacc | (6) | I have difficulty getting to the railway station |
| Tfull | (7) | Trains are too crowded |
| Park | (8) | Parking is difficult |
| Trans | (9) | Public transport links to/from stations are poor |
| Nroute | (10) | Trains don't go where I want |
| Nosta | (11) | There is no railway station nearby |
| Vloca | (12) | I never leave the local vicinity / do not need to use trains |
| Sothe | (13) | Other(Please specify) |

ASK IF: DMHSIZE >= 1

AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)

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

MAK_23M

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

INTERVIEWER INSTRUCTION Please code three only. Do not prompt.

SET [3] OF

| | | |
|--------|------|---|
| Trafr | (1) | More frequent trains |
| Trelp | (2) | More reliable and punctual trains |
| Biars | (3) | Better information about rail services |
| Icont | (4) | Improved condition/comfort of trains |
| Lecro | (5) | Less crowded trains |
| Cheaf | (6) | Cheaper fares |
| Safer | (7) | Better safety at railway stations |
| Jofa | (8) | Faster journey times |
| Rumor | (9) | More routes |
| Ranehd | (10) | Railway station nearer to home / destination |
| Park | (11) | Easier/better parking facilities at stations |
| Noenc | (12) | Nothing would encourage me to use trains (more often) |
| Ospec | (13) | Other(Please specify) |

ASK IF: DMHSIZE >= 1
AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)
AND: Ospec IN MAK_23M

ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR and MAK_23='Other (please specify)'

Spec23M

Interviewer, please record other improvement.

ASK IF: DMHSIZE >= 1
AND: ((MAK_4 = Lessm) OR (MAK_4 = Never)) OR NOT (Trai IN MAK_1M)

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

MAK_24

SHOWCARD K12

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

- | | | |
|-------|-----|------------------------|
| Eday | (1) | Every day |
| Twoda | (2) | 2-5 days a week |
| Oncea | (3) | About once a week |
| Oncem | (4) | About once a month |
| Lessm | (5) | Less than once a month |
| Never | (6) | Never |

ASK IF: DMHSIZE >= 1
AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR (MAK_4 = Oncem) OR (MAK_4 = Lessm)

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR

MAK_25M

*What, if anything, do you like most about the short distance train services that you use?

INTERVIEWER INSTRUCTION Please code three only. Do not prompt.

SET [3] OF

- | | | |
|-------|------|---|
| Freta | (1) | Trains are frequent |
| Putre | (2) | Trains are reliable and punctual |
| Infra | (3) | Good information provided at railway stations |
| Contr | (4) | Trains are in good condition/comfortable |
| Tranc | (5) | Trains are not crowded |
| Valmo | (6) | They provide value for money |
| Sasta | (7) | I feel safe at the railway stations |
| Fasjo | (8) | Fastest way to make journey |
| Rashd | (9) | Railway station is near to home/destination |
| Genco | (10) | General convenience |
| Noth | (11) | Nothing |
| Othe | (12) | Other(Please specify) |

ASK IF: DMHSIZE >= 1

AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR
(MAK_4 = Oncem) OR (MAK_4 = Lessm)

AND: Othe IN MAK_25M

ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR and MAK_25M='Other (please specify)'

Spec25M

Interviewer, please record other thing liked most about short distance train services.

ASK IF: DMHSIZE >= 1

AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR
(MAK_4 = Oncem) OR (MAK_4 = Lessm)

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

MAK_26M

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

INTERVIEWER INSTRUCTION Please code three only. Do not prompt.

SET [3] OF

- | | | |
|--------|------|---|
| Trafr | (1) | Trains are frequent |
| Trelp | (2) | Trains are reliable and punctual |
| Biars | (3) | Good information provided at railway stations |
| Icont | (4) | Trains are in good condition/comfort |
| Lecro | (5) | Trains are not crowded |
| Cheaf | (6) | They provide value for money |
| Safer | (7) | I feel safe at the railway stations |
| Jofa | (8) | Fastest way to make journey |
| Ranehd | (9) | Railway station is near to home/destination |
| Genc | (10) | General convenience |
| Noenc | (11) | Nothing |
| Ospec | (12) | Other (please specify) |

ASK IF: DMHSIZE >= 1

AND: (((MAK_4 = Eday) OR (MAK_4 = Twoda)) OR (MAK_4 = Oncea)) OR
(MAK_4 = Oncem) OR (MAK_4 = Lessm)

AND: Ospec IN MAK_26M

**ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR
and MAK_26='Other (please specify)'**

Spec26M

Interviewer, please record other way short distance train services could be improved.

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_27

SHOWCARD K13

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

- | | | |
|--------|-----|---|
| Improt | (1) | Improve a lot |
| Implit | (2) | Improve a little |
| Stasa | (3) | Stay the same |
| Worli | (4) | Get a little worse |
| Lotwr | (5) | Get a lot worse |
| Dontkn | (6) | Don't know/No opinion(Spontaneous only) |

ASK IF: DMHSIZE >= 1

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 IF: DMHSIZE >= 1

AND: NOT (Houseb IN MAK_1M)

ASK ALL RESPONDENTS APART FROM THE HOUSEBOUND

MAK_28

SHOWCARD K14

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

INTERVIEWER INSTRUCTION A long distance journey is a journey of more than 50 miles

If the respondent works on a train (e.g. train driver, conductor, catering staff) ask them to only consider journeys they make in their own time and not as part of their job

- | | | |
|-------|-----|------------------------|
| Eday | (1) | Every day |
| Twoda | (2) | 2-5 days a week |
| Oncea | (3) | About once a week |
| Oncem | (4) | About once a month |
| Lessm | (5) | Less than once a month |
| Never | (6) | Never |

ASK IF: DMHSIZE >= 1

AND: NOT (Houseb IN MAK_1M)

AND: (Trai IN MAK_1M) AND (((((MAK_28 = Eday) OR (MAK_28 = Twoda)) OR (MAK_28 = Oncea)) OR (MAK_28 = Oncem)) OR (MAK_28 = Lessm))

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

MAK_29

SHOWCARD K15

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

- | | | |
|-------|-----|-------------------------------|
| All | (1) | All |
| Morth | (2) | More than half |
| Aboh | (3) | About a half |
| Leth | (4) | Less than a half |
| None | (5) | None |
| Dokn | (6) | Don't know'(Spontaneous only) |

ASK IF: DMHSIZE >= 1

AND: NOT (Houseb IN MAK_1M)

AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_30M

SHOWCARD K16

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

INTERVIEWER INSTRUCTION Do not include travel by Eurostar.

SET [11] OF

- | | | |
|--------|------|--|
| DaiCo | (1) | Daily commuting to/from work |
| LessR | (2) | Less regular (than daily)commuting to/from work |
| Trasc | (3) | Travel to/from school/college/university (include accompanying children) |
| Trabus | (4) | Travel on company business(or on own if self-employed) |
| Frela | (5) | Visiting friends/relatives |
| Traper | (6) | Travel on personal business (e.g. to dentist) |
| Trahol | (7) | Travel to/from holiday |
| Shop | (8) | Shopping trip |
| Daout | (9) | Days out |
| Oleis | (10) | Other leisure trips |
| Otrav | (11) | Other (Please specify) |

ASK IF: DMHSIZE >= 1
AND: NOT (Houseb IN MAK_1M)
AND: Otrav IN MAK_30M

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK_30M='Other (please specify)'

Spec30M

Interviewer, please record other type of long distance journey made.

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_31

SHOWCARD K17

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

INTERVIEWER INSTRUCTION Do not include travel by Eurostar.

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_32

SHOWCARD K18

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

INTERVIEWER INSTRUCTION Do not include travel by Eurostar.

| | | |
|------------|-----|--|
| Improt | (1) | Improve a lot |
| Implit | (2) | Improve a little |
| Stasa | (3) | Stay the same |
| Worli | (4) | Get a little worse |
| Lotwr | (5) | Get a lot worse |
| Don't know | (6) | Don't know/No opinion (Spontaneous only) |

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR
(MAK_29 = Leth)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_33

SHOWCARD K19

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

INTERVIEWER INSTRUCTION Do not include travel by Eurostar.

| | | |
|-------|-----|-------------------------------|
| Exbet | (1) | A lot better than expected |
| Litbe | (2) | A little better than expected |
| Sasex | (3) | Same as expected |
| Wosex | (4) | A little worse than expected |
| Lowex | (5) | A lot worse than expected |
| Dont | (6) | Don't know(Spontaneous only) |

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR
(MAK_29 = Leth)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_34M

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

INTERVIEWER INSTRUCTION Please code all that apply. Do not prompt.
Do not include travel by Eurostar.

SET [10] OF

| | | |
|--------|------|--|
| Traqui | (1) | It was quicker by train |
| Treas | (2) | It was easier by train |
| Tchep | (3) | It was cheaper by train |
| Retra | (4) | Trains are reliable and punctual |
| Tramc | (5) | Trains are comfortable |
| Otra | (6) | You can do other things while travelling (e.g. read, work) |
| Ranthd | (7) | Railway station near to home/destination |
| Nodrv | (8) | I don't drive/don't have a car/didn't want to drive |
| Sompj | (9) | Someone else planned the journey |
| Othe | (10) | Other(Please specify) |

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR
(MAK_29 = Leth)
AND: Othe IN MAK_34M

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK_34M='Other (please specify)'

Spec34M

Interviewer, please record other reason.

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR
(MAK_29 = Leth)

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_35M

SHOWCARD K20

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 [12] OF

- | | | |
|--------|------|---|
| ReadA | (1) | Read a book/magazine/newspaper |
| Radim | (2) | Used electronic device to watch films/ listen to music/ play games/ browse the internet |
| Work | (3) | Did work for my job (include work related text messages/phone calls/emails |
| Percom | (4) | Text messages/phone calls/emails - personal |
| Study | (5) | Studied |
| View | (6) | Looked at the view |
| Chat | (7) | Talked to other passengers - personal |
| Talk | (8) | Talked to other passengers - work related |
| Slept | (9) | Slept/snoozed |
| Eat | (10) | Eating or drinking |
| Child | (11) | Entertained children |
| Other | (12) | Other (Please specify) |

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = All) OR (MAK_29 = Morth)) OR (MAK_29 = Aboh)) OR
(MAK_29 = Leth)
AND: Other IN MAK_35M

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK_35M='Other (please specify)'

Spec35M

Interviewer, please record other thing done to pass the time.

ASK IF: DMHSIZE >= 1
AND: Count2 > 1

ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN

MAK_NEW5

SHOWCARD K20

Which of those things did you spend most time doing?

INTERVIEWER INSTRUCTION Code one only.

| | | |
|-------------------|------|---|
| ReadA | (1) | Read a book/magazine/newspaper |
| Radim internet | (2) | Used electronic device to watch films/ listen to music/ play games/ browse the internet |
| Work | (3) | Did work for my job (include work related text messages/phone calls/emails |
| Percom | (4) | Text messages/phone calls/emails - personal |
| Study | (5) | Studied |
| View | (6) | Looked at the view |
| Chat | (7) | Talked to other passengers - personal |
| Talk | (8) | Talked to other passengers - work related |
| Slept | (9) | Slept/snoozed |
| Eat | (10) | Eating or drinking |
| Child | (11) | Entertained children |
| Other | (12) | Other (Please specify) |

ASK IF: DMHSIZE >= 1
AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR (MAK_29 = None)

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?

INTERVIEWER INSTRUCTION Please code all that apply. Do not prompt.

SET [13] OF

- | | | |
|--------|------|--|
| Ceas | (1) | It's easier by car/plane |
| Quica | (2) | It's quicker by car/plane |
| Farhi | (3) | Train fares are too high |
| Cheap | (4) | I think it is cheaper by car/plane |
| Tracc | (5) | I have difficulty getting on and off trains |
| Stacc | (6) | I have difficulty getting to the railway station |
| Tfull | (7) | Trains are too crowded |
| Park | (8) | Parking is difficult |
| Trans | (9) | Public transport links to/from stations are poor |
| Nroute | (10) | Trains don't go where I want |
| Nosta | (11) | There is no railway station nearby |
| Conv | (12) | It's not convenient |
| Sothe | (13) | Other (Please specify) |

ASK IF: DMHSIZE >= 1

AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR (MAK_29 = None)

AND: Sothe IN MAK_36M

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN and MAK_36M='Other (please specify)'

Spec36M

Interviewer, please record other reason

ASK IF: DMHSIZE >= 1

AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR (MAK_29 = None)

AND: Count3 > 1

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?

INTERVIEWER INSTRUCTION Code one only.

| | | |
|--------|------|--|
| Ceas | (1) | It's easier by car/plane |
| Quica | (2) | It's quicker by car/plane |
| Farhi | (3) | Train fares are too high |
| Cheap | (4) | I think it is cheaper by car/plane |
| Tracc | (5) | I have difficulty getting on and off trains |
| Stacc | (6) | I have difficulty getting to the railway station |
| Tfull | (7) | Trains are too crowded |
| Park | (8) | Parking is difficult |
| Trans | (9) | Public transport links to/from stations are poor |
| Nroute | (10) | Trains don't go where I want |
| Nosta | (11) | There is no railway station nearby |
| Conv | (12) | It's not convenient |
| Sothe | (13) | Other (Please specify) |

ASK IF: DMHSIZE >= 1

AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR (MAK_29 = None)

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)?

INTERVIEWER INSTRUCTION Please code three only. Do not prompt.

SET [3] OF

| | | |
|--------|------|---|
| Trafr | (1) | More frequent trains |
| Trelp | (2) | More reliable and punctual trains |
| Icont | (3) | Improved condition/comfort of the trains |
| Lecro | (4) | Less crowded trains |
| Cheaf | (5) | Cheaper fares |
| Jofa | (6) | Faster journey times |
| Rumor | (7) | More routes |
| Ranehd | (8) | Railway station nearer to home/destination |
| Park | (9) | Easier/better parking facilities at station |
| BetTra | (10) | Better transport links to/from stations |
| Nosin | (11) | No single improvement/Nothing would encourage me to use trains (more often) |
| Sothe | (12) | Other(Please specify) |

ASK IF: DMHSIZE >= 1

AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR (MAK_29 = None)

AND: Sothe IN MAK_38M

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN and MAK_38M='Other (please specify)'

Spec38M

Interviewer, please record other improvement.

ASK IF: DMHSIZE >= 1

AND: (((MAK_29 = Morth) OR (MAK_29 = Aboh)) OR (MAK_29 = Leth)) OR
(MAK_29 = None)

ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN

MAK_39

SHOWCARD K21

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

| | | |
|-------|-----|------------------------|
| Eday | (1) | Every day |
| Twoda | (2) | 2-5 days a week |
| Oncea | (3) | About once a week |
| Oncem | (4) | About once a month |
| Lessm | (5) | Less than once a month |
| Never | (6) | Never |

ASK IF: DMHSIZE >= 1

AND: Trai IN MAK_1M

ASK IF HAS USED A TRAIN SERVICE IN THE LAST 12 MONTHS

Intro6

I am going to read out some factors relating to train tickets. Please rate the following based on your own experience or on what have heard or read.

ASK IF: DMHSIZE >= 1
AND: NOT (Trai IN MAK_1M)

ASK IF HAS NOT USED A TRAIN SERVICE IN THE LAST 12 MONTHS

Intro6b

I am going to read out some factors relating to train tickets. Please rate the following based on your own experience or on what have heard or read. Even if you have not used a train service recently, we are still interested in your views.

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N4

SHOWCARD K22

*How would you rate The information about tickets available?

- | | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N5

SHOWCARD K22

*(How would you rate) The range of tickets available?

- | | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N6

SHOWCARD K22

*(How would you rate) The ease of ticket purchase?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_N7

SHOWCARD K22

*(How would you rate) The availability of tickets for the train you want to travel on?

| | | |
|------------|-----|-------------------------------|
| Very | (1) | Very good |
| Fair | (2) | Fairly good |
| Mid | (3) | Neither good nor poor |
| poorf | (4) | Fairly poor |
| Verp | (5) | Very poor |
| Don't know | (6) | Don't know (Spontaneous only) |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_NEW6

* Do you think the number of ticket types available is...

Running Prompt

| | | |
|--------|-----|-------------------|
| TooFe | (1) | ..Too few |
| TooMan | (2) | ..Too many |
| About | (3) | ..Or About Right? |

ASK IF: DMHSIZE >= 1

ASK ALL RESPONDENTS

MAK_NEW7

And do you understand the range of different ticket types available to you when travelling by train?

- | | | |
|------|-----|-------------------------|
| YesF | (1) | Yes - fully understand |
| YesP | (2) | Yes - partly understand |
| No | (3) | No |

END OF QUESTIONNAIRE