

## OPN1502A.MAK

### NATIONAL STATISTICS OPINIONS SURVEY - FEBRUARY 2015 Module

#### MAK Train Satisfaction for DfT

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**ASK ALL RESPONDENTS**

### Intro1

The next set of questions is 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.

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**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)                 |
| Trai   | (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) |

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**ASK IF:** (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)	More than once a week
Oncea	(3)	About once a week
Oncem	(4)	About once a month
Lessm	(5)	Less than once a month
Never	(6)	Never

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**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.

INTERVIEWER INSTRUCTION If the interview is not taking place in the respondent's home, please ask how long it would take to walk to the nearest railway station from their home.

Fivmi	(1)	5 minutes or less
SixTn	(2)	6-10 minutes
EleTw	(3)	11-20 minutes
Twoth	(4)	21-30 minutes
MoreTh	(5)	More than 30 minutes
Donk	(6)	Don't know (Spontaneous only)

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**ASK ALL RESPONDENTS**

## MAK\_4

### SHOWCARD K3

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

INTERVIEWER INSTRUCTION If the interview is not taking place in the respondent's home, please ask how long it would take to get to the nearest railway station from their home by bus.

Fivmi	(1)	5 minutes or less
SixTn	(2)	6-10 minutes
EleTw	(3)	11-20 minutes
Twoth	(4)	21-30 minutes
MoreTh	(5)	More than 30 minutes
NoBus	(6)	No bus services to station (Spontaneous only)
Donk	(7)	Don't know (Spontaneous only)

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**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.

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**ASK IF:** *Trai IN MAK\_1M*

**ASK IF TRAIN USER****MAK\_5****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)	More than once a week
Oncea	(3)	About once a week
Oncem	(4)	About once a month
Lessm	(5)	Less than once a month
Never	(6)	Never

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**ASK IF:** *(MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm)*

**ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR****MAK\_6M****SHOWCARD K5**

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

**INTERVIEWER INSTRUCTION** Code all that apply.

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)

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**ASK IF:** *Otrav IN MAK\_6M*

**ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR and MAK\_6M='Other (please specify)'**

## Spec6M

Interviewer, please record other type of journey.

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**ASK IF:** *(MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm)*

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

## MAK\_7

### 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                             |
| Fluctuate | (6) | Fluctuated over the year (Spontaneous only) |

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**ASK IF:** *NOT ((MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm))*

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

## Intro3

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.

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**ASK ALL RESPONDENTS**

## MAK\_8

### 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 nor poor
Poorf	(4)	Fairly poor
Verpr	(5)	Very poor
Don't know	(6)	Don't know (Spontaneous only)

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**ASK ALL RESPONDENTS**

## MAK\_9

### SHOWCARD K8

\*Thinking about the train services in your area, 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
Don't know	(6)	Don't know/No opinion (Spontaneous only)

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**ASK IF:** (MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm)

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

## Intro4

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

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**ASK IF:** NOT ((MAK\_5 = Eday) AND (MAK\_5 = Twoda) AND (MAK\_5 = Oncea) AND (MAK\_5 = Oncem) AND (MAK\_5 = Lessm))

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

## Intro4b

I'm now going to read out some factors relating 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.

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**ASK ALL RESPONDENTS**

### MAK\_10

#### SHOWCARD K9

\*How would you rate the availability of information about train timetables before starting a 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)

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**ASK ALL RESPONDENTS**

### MAK\_11

#### SHOWCARD K9

\*(How would you rate) the availability of information about train fares before the start of a 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 ALL RESPONDENTS**

### MAK\_12

#### 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)

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**ASK ALL RESPONDENTS****MAK\_13****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 ALL RESPONDENTS****MAK\_14****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 ALL RESPONDENTS****MAK\_15****SHOWCARD K9**

\*Still thinking about short distance train journeys, 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 ALL RESPONDENTS****MAK\_16****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 ALL RESPONDENTS****MAK\_17****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)

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**ASK ALL RESPONDENTS****MAK\_18****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)



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**ASK ALL RESPONDENTS****MAK\_19****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)

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**ASK ALL RESPONDENTS****MAK\_20****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)

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**ASK ALL RESPONDENTS****MAK\_21****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)

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**ASK ALL RESPONDENTS****MAK\_22****SHOWCARD K9**

\*Continuing to think about short distance train journeys, how would you rate the information provided while on board the 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)

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**ASK ALL RESPONDENTS****MAK\_23****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)

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**ASK ALL RESPONDENTS****MAK\_24****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)

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**ASK ALL RESPONDENTS**

## **MAK\_25**

### **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'tk	(6)	Don't know (Spontaneous only)

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**ASK ALL RESPONDENTS**

## **MAK\_26M**

### **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

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**ASK IF:** (MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm)

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

**MAK\_27****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)

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**ASK IF:** ((MAK\_5 = Lessm) OR (MAK\_5 = 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\_28M**

\*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:** Sothe IN MAK\_28M

**ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR and MAK\_28M='Other (please specify)'**

**Spec28M**

Interviewer, please record other reason.

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**ASK IF:** ((MAK\_5 = Lessm) OR (MAK\_5 = 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 AND REPORTED MORE THAN ONE REASON FOR NOT USING SHORT DISTANCE TRAINS IN MAK\_28**

**MAK\_29**

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

- |        |      |  |
|--------|------|--|
| 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)                                       |

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**ASK IF:** ((MAK\_5 = Lessm) OR (MAK\_5 = 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\_30M**

\*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          |
| PubTran | (12) | Better public transport links to/from the station     |
| Noenc   | (13) | Nothing would encourage me to use trains (more often) |
| Ospec   | (14) | Other (Please specify)                                |

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**ASK IF:** Ospec IN MAK\_30M

**ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR and MAK\_30='Other (please specify)'**

**Spec30M**

Interviewer, please record other improvement.

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**ASK IF:** (MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem) OR (MAK\_5 = Lessm)

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

## **MAK\_31M**

\*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)                         |

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**ASK IF:** Othe IN MAK\_31M

**ASK IF USED SHORT DISTANCE TRAIN SERVICES IN THE LAST YEAR and MAK\_31M='Other (please specify)'**

## **Spec31M**

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

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**ASK IF:** (MAK\_5 = Eday) OR (MAK\_5 = Twoda) OR (MAK\_5 = Oncea) OR (MAK\_5 = Oncem)

**ASK IF USED SHORT DISTANCE TRAIN SERVICES AT LEAST ONCE A MONTH IN THE LAST YEAR**

## **MAK\_32M**

\*How could the short 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)	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
PubTran	(12)	Better public transport links to/from the station
Noenc	(13)	Nothing would encourage me to use trains (more often)
Ospec	(14)	Other(Please specify)

---

**ASK IF:** *Ospec IN MAK\_32M*

**ASK IF USED SHORT DISTANCE TRAIN SERVICES LESS THAN ONCE A MONTH OR NOT AT ALL IN THE LAST YEAR and MAK\_32='Other (please specify)'**

## Spec32M

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

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**ASK ALL RESPONDENTS**

## MAK\_33

### SHOWCARD K12

\*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)

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**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.

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**ASK IF:** *NOT (Houseb IN MAK\_1M)*

**ASK ALL RESPONDENTS APART FROM THE HOUSEBOUND**

## MAK\_34

**SHOWCARD K13**

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)	More than once a week
Oncea	(3)	About once a week
Oncem	(4)	About once a month
Lessm	(5)	Less than once a month
Never	(6)	Never

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**ASK IF:** (Trai IN MAK\_1M) AND ((MAK\_34 = Eday) OR (MAK\_34 = Twoda) OR (MAK\_34 = Oncea) OR (MAK\_34 = Oncem) OR (MAK\_34 = Lessm))

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

**MAK\_35****SHOWCARD K14**

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

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

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**ASK IF:** (MAK\_35 = All) OR (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth)

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN**



## MAK\_36M

### SHOWCARD K15

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:** *Otrav* IN *MAK\_36M*

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK\_36M='Other (please specify)'**

## Spec36M

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

---

**ASK ALL RESPONDENTS**

## MAK\_37

### SHOWCARD K16

\*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                     |
| Dontk | (6) | Don't know (Spontaneous only) |
- 

**ASK ALL RESPONDENTS**

**MAK\_38****SHOWCARD K17**

\*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) | 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:** (MAK\_35 = All) OR (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth)

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN**

**MAK\_39****SHOWCARD K18**

\*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:** (MAK\_35 = All) OR (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth)

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN**

## MAK\_40M

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:** *Othe* IN *MAK\_40M*

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK\_40M='Other (please specify)'**

## Spec40M

Interviewer, please record other reason.

---

**ASK IF:** (*MAK\_35* = *All*) OR (*MAK\_35* = *Morth*) OR (*MAK\_35* = *Aboh*) OR (*MAK\_35* = *Leth*)

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN**

## **MAK\_41M**

### **SHOWCARD K19**

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:** Other IN MAK\_41M

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK\_41M='Other (please specify)'**

## **Spec41M**

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

---

**ASK IF:** Count2 > 1

**ASK IF MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN AND REPORTED MORE THAN ONE ACTIVITY TO PASS THE TIME IN MAK\_41M**

**MAK\_42****SHOWCARD K19**

Which of those things did you spend most time doing?

- |        |      |   |
|--------|------|---|
| 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:** (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth) OR (MAK\_35 = None)

**ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN**

**MAK\_43M**

\*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:** Sothe IN MAK\_43M

**ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN and MAK\_43M='Other (please specify)'**

**Spec43M**

Interviewer, please record other reason

---

**ASK IF:** (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth) OR (MAK\_35 = None)  
**AND:** Count3 > 1

**ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN AND REPORTED MORE THAN ONE REASON FOR NOT USING TRAINS FOR LONG DISTANCE JOURNEYS MORE OFTEN IN MAK\_43M**

## **MAK\_44**

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

- |        |      |  |
|--------|------|--|
| 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:** (MAK\_35 = Morth) OR (MAK\_35 = Aboh) OR (MAK\_35 = Leth) OR (MAK\_35 = None)

**ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN**

## MAK\_45M

\*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                     |
| Biars   | (3)  | Better information about rail services                |
| Icont   | (4)  | Improved condition/comfort of the 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 station           |
| PubTran | (12) | Better transport links to/from stations               |
| Noenc   | (13) | Nothing would encourage me to use trains (more often) |
| Sothe   | (14) | Other (Please specify)                                |

---

**ASK IF:** *OSpec* IN *MAK\_45M*

**ASK IF DID NOT MAKE ALL LONG DISTANCE JOURNEYS BY TRAIN and MAK\_45M='Other (please specify)'**

## Spec45M

Interviewer, please record other improvement.

---

**ASK IF:** *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 answer the following based on your own experience or on what you have heard or read.

---

**ASK IF:** *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 answer 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 ALL RESPONDENTS**

### MAK\_46

\* 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 ALL RESPONDENTS**

### MAK\_47

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

YesF	(1)	Fully understand
YesP	(2)	Partly understand
No	(3)	Do not understand

---

**ASK ALL RESPONDENTS**

### MAK\_48

SHOWCARD K20

\*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
Dontk	(6)	Don't know (Spontaneous only)

---

**ASK ALL RESPONDENTS**

### MAK\_49

How do you normally purchase a ticket?

INTERVIEWER INSTRUCTION If respondent gives more than one answer then ask for the main method



---

Offi (1)	At a ticket office
Vend (2)	From a ticket vending machine
Cond (3)	From a conductor
MobA (4)	Online – using a mobile app (please specify which app)
Web (5)	Online – from a website (please specify which website)
Othe (6)	Other (please specify)
DoNt (7)	Do not purchase rail tickets (Spontaneous only)

---

**ASK IF:** *MobA IN MAK\_49*

**ASK IF USE MOBILE APP TO BOOK TICKETS**

### Spec49a

Interviewer, please record which app is used.

---

**ASK IF:** *Web IN MAK\_49*

**ASK IF USE WEBSITE TO BOOK TICKETS**

### Spec49b

Interviewer, please record which website is used.

---

**ASK IF:** *Othe IN MAK\_49*

**ASK IF USE OTHER METHOD OF PURCHASING TICKETS**

### Spec49c

Interviewer, please record other method of purchasing tickets.

---

**ASK ALL RESPONDENTS**

### MAK\_50

If you purchase rail tickets online, how do you normally receive them?

INTERVIEWER INSTRUCTION If respondent gives more than one answer then ask for the main method.

Post (1)	Through the post
Vend (2)	Collect at a ticket vending machine
Prin (3)	Print at home barcode
Othe (4)	Other (please specify)
DoNt (5)	Do not purchase rail tickets online (Spontaneous only)

---

**ASK IF:** *Othe IN MAK\_50*

**ASK IF RECEIVE TICKETS ANOTHER WAY**

## **Spec50**

Interviewer, please record other way of receiving tickets.

---

**ASK ALL RESPONDENTS**

## **MAK\_51**

### **SHOWCARD K20**

\*(Based on what you have heard or read) how would you rate the information about tickets available (using your main method of 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 ALL RESPONDENTS**

## **MAK\_52**

### **SHOWCARD K20**

\*(Based on what you have heard or read) how would you rate the range of tickets available (using your main method of 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 ALL RESPONDENTS**

**MAK\_53**

**SHOWCARD K20**

\*(Based on what you have heard or read) how would you rate the ease of ticket purchase (using your main method of purchase)?

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

**END OF QUESTIONNAIRE**