OPN1802 MAK Train Satisfaction for DfT

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.

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)

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

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

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)
Dontk	(7)	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. 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.

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

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)

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.

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)

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.

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

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

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

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

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.

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.

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

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

Dontk   (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

Dontk   (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

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

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

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

MAK_19

SHOWCARD **K9**
(How would you rate) the levels of personal safety from crime or threatening behaviour when travelling by train?

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)

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

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

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

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

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

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

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

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)

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 short distance train services (more often)? You can give more than one answer.

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

SET [14] 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
Diff	(13)	Difficulty of obtaining tickets/smartcards
Sothe	(14)	Other (Please specify)

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.

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
Diff	(13)	Difficulty of obtaining tickets/smartcards
Sothe	(14)	Other (As in previous question)

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/on trains
Jofa	(8)	Faster journey times
Rumor	(9)	More routes
Ranehd	(10)	Railway station nearer to home/destination
Park	(11)	Easier/better/cheaper 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)
Ease	(14)	Ease of obtaining tickets/smartcards
Ospec	(15)	Other (Please specify)

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.

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/on trains
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 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.

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/on trains
Jofa      (8)     Faster journey times
Rumor     (9)     More routes
Ranehd    (10)    Railway station nearer to home / destination
Park      (11)    Easier/better/cheaper 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)

Ease      (14)    Ease of obtaining tickets/smartcards
Ospec     (15)    Other(Please specify)
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Spec32M

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

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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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: 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

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)

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 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)

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 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 MADE AT LEAST SOME LONG DISTANCE JOURNEYS BY TRAIN and MAK_40M='Other (please specify)'

Spec40M

Interviewer, please record other reason.

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 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.

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 (As in previous question)

__ASK IF:__ (MAK_35 = Morth) OR (MAK_35 = Aboh) OR (MAK_35 = Leth) OR (MAK_35 = None)

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 [14] 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
Diff	(13)	Difficulty of obtaining tickets/smartcards
Sothe	(14)	Other (Please specify)

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 DISTACE JOUNEYS 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
Diff	(13)	Difficulty of obtaining tickets/smartcards
Sothe	(14)	Other (As in previous question)

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/on trains
Jofa	(8)	Faster journey times
Rumor	(9)	More routes
Ranehd	(10)	Railway station nearer to home/destination
Park	(11)	Easier/better/cheaper parking facilities at station
PubTran	(12)	Better transport links to/from stations
Noenc	(13)	Nothing would encourage me to use trains (more often)
Ease	(14)	Ease of obtaining tickets/smartcards
Sothe	(15)	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.

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?

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

MAK_48

SHOWCARD **K20**

How would you rate the availability of advance purchase tickets for the train you want to travel on?

INTERVIEWER INSTRUCTION If the respondent does not know what an advance purchase ticket is you can say it is a ticket that can only be purchased in advance of travel and is usually cheaper than the walk-up fare.

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)

MAK_49

SHOWCARD **K21**

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 main app used.

ASK IF: *Web IN MAK_49*

ASK IF USE WEBSITE TO BOOK TICKETS

Spec49b

Interviewer, please record main website 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

SHOWCARD **K22**

Are you aware of smart tickets available for rail journeys? These are non-paper tickets.

INTERVIEWER INSTRUCTION If the respondent does not know what a smart ticket is you can say that it is any ticket that isn't in paper format.

Do not include underground services, light rail/train or specialist trains such as steam railways.

Yes (1) Yes and I have used them

YesB (2) Yes but I haven't used them

NoW (3) No and I wouldn't use them

NoB (4) No but I would like to use them

Smart (5) Smart tickets aren't available for rail journeys I make (Spontaneous only)

NoPur (6) Do not purchase rail tickets (Spontaneous only)

ASK IF: Yes (1) IN MAK_50

MAK_50 (B)

SHOWCARD **K23**

What is the main type of smart ticket you use?

INTERVIEWER INSTRUCTION: Do not include underground services, light rail/train or specialist trains such as steam railways.

If the respondent does not know what pay as you go travel is, you can say that passengers travelling in the London area can use contactless debit or credit cards to travel, as opposed to a smartcard or paper ticket. The correct fare for their journey is automatically deducted at the end of the journey.

Smart (1) Smartcard (Oyster)

SmaOth (2) Smartcard (Other)

MobBar (3) Mobile phone barcode

PrintBar (4) Print at home barcode

ConBa (5) Pay as you go travel in the London area, using a contactless bank card

Other (6) Other (please specify)

Spec50b

ASK IF: Other (6) in MAK_50 (B)

ASK IF USE OTHER TYPE OF SMART TICKET

Interviewer, please record other main type of smart ticket used.

MAK_51

SHOWCARD **K24**

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

| Dontk | (6) | Don't know (Spontaneous only) |

MAK_52

SHOWCARD **K24**

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

| Dontk | (6) | Don't know (Spontaneous only) |

MAK_53

SHOWCARD **K24**

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

| Dontk | (6) | Don't know (Spontaneous only) |