
	Interviewer write in:				
	(a) SHIFT:				
	Interviewer write in:				
	(b) TRAIN:				

Research agency Savanta is undertaking research on behalf of the Department for Transport (DfT) to understand rail passengers' travel patterns in recent weeks and any impact of the rail strikes on rail passengers. The information you provide will help inform the planning of rail services and the development of new policies relating to the railways.

The questionnaire should take approximately 10 minutes to complete. All questions are optional.

When you have completed your questionnaire please hand it back to the interviewer.

If you would like to verify the authenticity of Savanta you can call the Market Research Society, free, on 0800 975 9596 or Savanta on 07879 634601.

The DfT privacy policy relating to the research can be accessed here: <https://savantaresearch.com/PrivacyNotice>

TO ANSWER THE QUESTIONS PLEASE CIRCLE THE NUMBER NEXT TO THE ANSWER(S) THAT APPLY.

E.g. Are you: Male 1 Female 2

TODAY'S JOURNEY - ORIGIN / DESTINATION

- A1. At what station did you board this train?** (Station)
- A2. And at which station did this rail journey start** (Station)
(If this is the return leg of your journey please write the station where your return leg started. If your journey started at the same station as you entered in A1 please write this again.)
- A3. At what station will you be getting off this train?** (Station)
- A4. Will you be changing trains at the station where you are getting off?**
 No - I will be finishing my rail journey there 1 **Go to B1**
 Yes 2 **Please fill in details below**
 Not sure 3
- A4a. The final stop of my rail journey will be** (Station)

TODAY'S JOURNEY - MORE DETAIL

- B1. What is the main purpose of your overall journey today?**
- | | | | |
|---|----|-----------------------------------|----|
| Commuting to/ from work | 01 | Shopping trip | 08 |
| Commuting for education (to/ from college/ school/ university) | 02 | Travelling to/ from holiday | 09 |
| Escorting a dependant for education or other purpose | 03 | Travelling to play sport | 10 |
| On company business (or own if self-employed) | 04 | Travelling to watch sport | 11 |
| Travelling to a health appointment (GP, hospital, dentist etc.) | 05 | Other leisure trip | 12 |
| Other personal business (job interview, banking etc.) | 06 | Other (<i>Please write in</i> :) | 13 |
| Visiting friends or relatives | 07 | Don't know | 14 |
- B2. Where did you buy your ticket for your journey today?**
- | | | | |
|------------------------------------|----|------------------------------|----|
| Via telesales | 01 | From a ticket machine | 07 |
| From the train company's website | 02 | On the train | 08 |
| Via other website | 03 | From mobile staff at station | 09 |
| Via the train company's mobile app | 04 | Ticket was organised for me | 10 |
| Via other mobile app/ application | 05 | Other | 11 |
| At a station ticket office | 06 | Don't know | 12 |
- B3. What ticket format are you using today?**
- | | | | |
|-------------------------------------|---|---------------------------------|---|
| Orange paper ticket/ ticket by post | 1 | Ticket as barcode on smartphone | 4 |
| Ticket printed at home | 2 | Oyster card/ contactless | 5 |
| Ticket on a smartcard | 3 | Other | 6 |
| | | Don't know | 7 |

B4. Which payment method did you use for the ticket you are travelling on today?

Cash	1	The ticket was free	5
Debit card	2	Someone else paid	6
Credit card	3	Other	7
National Rail Travel Vouchers	4	Don't know	8

B5. What type of ticket are you using for this journey?

Anytime/Standard/Peak Single/Return	01	Monthly Season Ticket	07
Off-Peak/Super Off-Peak Single/Return	02	Annual Season Ticket	08
Advance	03	Flexible Season Ticket	09
Day Travelcard	04	Special promotion ticket e.g. rover ticket	10
Pay As You Go (e.g. contactless card, Oyster, pre-paid card)	05	Other	11
Weekly Season Ticket	06	Don't know	12

TRAVEL DURING THE RAIL STRIKES

Please think back to the rail strikes that took place week commencing Monday 20th June

C1. Which of the following best describes your experience of that week?

Please think about journeys you had planned before you were aware of the strike action, or would have made if there was no strike action

I was going to travel by rail but made none of the rail journeys I planned	1	Go to C2
I travelled by rail but did not make every rail journey I was planning to	2	Go to C2
I made all the rail journeys I was planning to but had to change the day of at least one	3	Go to C2
I made all rail journeys on the days I was planning to	4	Go to C3
I wasn't planning on travelling by rail that week and so was not affected	5	Go to D1
Don't know/ can't remember	6	Go to D1

C2. As far as you can remember, which days were you planning to travel and for what purpose?

Please select all that apply

	Mon 20th	Tue 21st	Wed 22nd	Thu 23rd	Fri 24th	Sat 25th	Sun 26th
Commuting to/ from work	1	1	1	1	1	1	1
Commuting for education	2	2	2	2	2	2	2
On company business (or own if self-employed)	3	3	3	3	3	3	3
Healthcare appointment (GP, hospital, dentist etc.)	4	4	4	4	4	4	4
Other personal business (job interview, banking etc.)	5	5	5	5	5	5	5
Leisure	6	6	6	6	6	6	6
I was not planning to travel that day	7	7	7	7	7	7	7
Don't know/ can't remember	8	8	8	8	8	8	8

C3. As far as you can remember, which days did you actually travel and for what purpose?

Please select all that apply

	Mon 20th	Tue 21st	Wed 22nd	Thu 23rd	Fri 24th	Sat 25th	Sun 26th
Commuting to/ from work	1	1	1	1	1	1	1
Commuting for education	2	2	2	2	2	2	2
On company business (or own if self-employed)	3	3	3	3	3	3	3
Healthcare appointment (GP, hospital, dentist etc.)	4	4	4	4	4	4	4
Other personal business (job interview, banking etc.)	5	5	5	5	5	5	5
Leisure	6	6	6	6	6	6	6
I did not travel that day	7	7	7	7	7	7	7
Don't know/ can't remember	8	8	8	8	8	8	8

C4. Thinking of that week, please indicate which of the following, if any, you experienced

Please select all that apply

No rail services at all on a day I wished to travel	01
Severely reduced rail services	02
Partially reduced rail services	03
My station was closed on a day I wished to travel	04
More overcrowded trains than usual	05
Bus or coach replacements	06
Longer rail journey times	07
Longer journey times as a result of using an alternative mode of transport	08
Other (please write in) _____	09
None of the above	10
Don't know/ can't remember	11

C5. If you did not make all of the journeys you were planning to, what was the reason?**Please select all that apply**

No rail services at all on a day I wished to travel	01	
My station was closed on a day I wished to travel	02	
I was worried about overcrowded trains	03	
There were bus or coach replacements running on my route	04	
I didn't know what was or not running on my route	05	
I had better alternatives	06	
Lack of certainty about my journey	07	
Other (please write in) _____	08	
I did make all the rail journeys I was planning to	09	Go to D1
Don't know/ can't remember	10	Go to D1

C6. What did you do instead of travelling by rail on the day(s) you were planning to?**Please select all that apply**

I did not travel - I took annual leave	01	I travelled by car/ motorbike/ van	09
I did not travel - I changed my working days	02	I travelled by bus/ coach	10
I did not travel - I cancelled my plans	03	I travelled by taxi/ minicab	11
I did not travel - I re-arranged my plans	04	I travelled by another form of public transport	12
I did not travel - I worked from home instead	05	I cycled/ walked	13
I did not travel - I studied from home instead	06	Other (please write in) _____	14
I did not travel - I cancelled a medical appointment	07	None of the above	15
I did not travel - I re-scheduled a medical appointment	08	Don't know/ can't remember	16

C7. Which, if any, of the following other travel methods would have been realistic and affordable options to make the journey(s) you had originally been planning?

None - Train was the only realistic option	01	Coach	07
Car/ van as driver or passenger	02	Light rail/ tram	08
Motorcycle/ moped/ scooter	03	Underground/ metro	09
Taxi/ minicab	04	Walking	10
Bicycle	05	Other (Please write in) _____	11
Bus	06	Don't know/ can't remember	12

IMPACT OF THE STRIKES ON YOU

Again, please think back to the rail strikes that took place week commencing Monday 20th June

D1. Please indicate if any of the following were true on any day as a direct results of the strikes that week?

I was unable to get to my place of work	01	I had to change my study days	13
I was unable to work at all	02	I was unable to sit an exam	14
I had to work less than planned	03	I was unable to get to a health appointment and so cancelled it	15
I had to change my working hours	04	I was unable to get to a health appointment and so re-scheduled it	16
I had to change my working days	05	I was unable to access social care	17
I was unable to get to a business meeting(s)	06	I was unable to undertake caring responsibilities	18
I had to cancel/ re-arrange social plans	07	I had to arrange alternative childcare	19
I had to spend less time with friends/ family	08	None of the above	20
I was unable to get to my place of education	09	Don't know/ can't remember	21
I was unable to study at all	10		
I had to study less than planned	11		
I had to change my study hours	12		

D2. Did the strikes have any negative financial impacts on you personally? If so, please estimate to the nearest pound

No		1
<i>please write in how much</i>		
Yes, personal loss of earnings	£ _____	2
Yes, loss of business earnings	£ _____	3
Yes, increased travel costs	£ _____	4
Yes, additional childcare costs	£ _____	5
Yes, other. (Please write in) _____	£ _____	6
Don't know		7

D3. Did the strikes have any positive financial impacts on you personally? If so, please estimate to the nearest pound

No		1
<i>please write in how much</i>		
Yes, saved on travel costs	£ _____	2
Yes, saved on childcare costs	£ _____	3
Yes, other. (Please write in) _____	£ _____	4
Don't know		5

CHILDREN / DEPENDANTS

E1. Are there any children aged under 16 in your household? And are there any children aged 16-18?

Or, do you look after or give any help or support to anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age? Please exclude anything you do as part of your paid employment.

Children aged under 16 1	Children aged 16-18 2	Other dependants 3	None of these 4 Go to F1
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E2. Again, thinking back to week commencing Monday 20th June, which, if any, of the following were true regarding those you have caring responsibilities for as a direct result of the rail strikes? Please select all that apply

	Children <16	Dependants
They were not planning on travelling by rail that week	01	01
They travelled by rail but were not affected	02	02
Travel to a place of education was affected	03	03
They had social plans that were affected	04	04
Travel to a healthcare appointment was affected	05	05
Travel to a social care appointment was affected	06	06
Travel to childcare was affected	07	07
Other plans were affected. (Please write in) _____	08	08
None of these/ Not applicable	09	09
Don't know	10	10

COMMUNICATION AND INFORMATION

F1. Please rate your satisfaction with the following in relation to the rail strikes

	Very Dissatisfied 1	Dissatisfied 2	Neither Nor 3	Satisfied 4	Very Satisfied 5	N/A 6	Don't Know 7
Being made aware of the strikes in advance	1	2	3	4	5	6	7
Advance information to aid decision making, including alternative travel options	1	2	3	4	5	6	7
Access to relevant information to aid decision making whilst at the train station on a strike day	1	2	3	4	5	6	7
Compensation for journeys where tickets had already been paid for	1	2	3	4	5	6	7

LONGER TERM IMPACTS

G1. If further strike action is announced during a week you are planning to travel by rail, what are you most likely to do next time?

Still attempt to travel by train	01
Stay at home and not travel at all	02
Change travel plans to a non-strike day, but still use rail	03
Travel by car/ motorbike instead	04
Travel by bus/ coach instead	05
Travel by taxi instead	06
Travel by another form of public transport instead	07
Travel by bicycle/ walk instead	08
None of the above	09
Don't know	10

G2. Imagine a scenario where the rail strikes continue for an extended period of time. Please indicate how much you agree/ disagree with these statements

	Strongly Disagree 1	Disagree 2	Neither Nor 3	Agree 4	Strongly Agree 5	N/A 6	Don't Know 7
As soon as the strikes are over, I will return to my usual pattern of rail travel	1	2	3	4	5	6	7
I will no longer make journeys by train if the strikes continue long term	1	2	3	4	5	6	7
I will reduce the number of journeys I make by train if the strikes continue long term	1	2	3	4	5	6	7

G3. Which of the following best describes your situation regarding the rail strikes?

Making alternative arrangements is not a problem and would not be, even long term	1
Making alternative arrangements is OK for a few months, but would then not be feasible	2
Making alternative arrangements is OK for a few weeks, but would then not be feasible	3
Making alternative arrangement is OK for a few days, but would then not be feasible	4
Making alternative arrangements is already not feasible	5
Don't know	6

G4. Please describe in your own words any impacts not already covered that the strikes had on your work or home life

TRAVEL BEHAVIOUR

H1. How often, on average, have you travelled on train services in the past 6 months (not including tram/ light rail or underground services)?

5 or more times a week	1	2-3 times a month	4	Less than once every 2-3 months	7
3-4 times a week	2	Once a month	5	Don't know	8
1-2 times a week	3	Once every 2-3 months	6		

H2. For what reasons have you travelled by train in the past 6 months? Please select *all that apply*

Commuting to/ from work	01	Shopping trip	08
Commuting for education (to/ from college/ school/ university)	02	Travelling to/ from holiday	09
Escorting a dependant for education or other purpose	03	Travelling to play sport	10
On company business (or own if self-employed)	04	Travelling to watch sport	11
Travelling to a health appointment (GP, hospital, dentist etc.)	05	Other leisure trip	12
Other personal business (job interview, banking etc.)	06	Other (<i>please write in</i>)	13
Visiting friends or relatives	07	Don't know	14

H3. And for what purpose did you travel by train most often in the past 6 months. Please select *one only*

Commuting to/ from work	01	Shopping trip	08
Commuting for education (to/ from college/ school/ university)	02	Travelling to/ from holiday	09
Escorting a dependant for education or other purpose	03	Travelling to play sport	10
On company business (or own if self-employed)	04	Travelling to watch sport	11
Travelling to a health appointment (GP, hospital, dentist etc.)	05	Other leisure trip	12
Other personal business (job interview, banking etc.)	06	Other (<i>please write in</i>)	13
Visiting friends or relatives	07	Don't know	14

EDUCATION AND EMPLOYMENT

I1. Are you (please indicate all that apply to you):

Employed full-time (30+ hrs/week)	01	Answer I2 Looking after a home or family	08
Employed part-time (15-29 hrs/week)	02	Answer I2 Retired (receiving a state pension only)	09
Employed part-time (<15 hrs/week)	03	Answer I2 Retired (receiving a private pension)	10
Self-employed	04	Answer I2 Retired (not receiving a pension)	11
Not currently working	05	Full-time carer	12
Unemployed and looking for a job	06	Part-time student/ pupil	13
Unemployed and not looking for a job/ long term sick or disabled	07	Full-time student/ pupil	14
		None of these/ prefer not to say	15

Please answer questions I2 onwards if you are currently working full/ part time (including if self-employed)

I2. Which of the following type of organisation do you work for?

Private sector firm or company (including limited companies and PLCs)	01
Nationalised industry or public corporation (including the Post Office and the BBC)	02
Central Government/ Civil Service/ Government Agencies	03
Local Authority	04
Local Education Authority/ School	05
Universities	06
Health Governing organisations (for example Department of Health, NHS England, Clinical Commissioning bodies and other arms-length bodies such as NHS digital, Health Education England and NHS improvement)	07
NHS Trusts or Foundation Trusts	08
Primary care (including GP surgeries)	09
Social or residential care	10
Police	11
Armed Forces	12
Other public sector employer	13
Charity/ Voluntary sector (including charitable companies, churches, trade unions etc)	14
None of these/ prefer not to say	15

I3. And can you please write your full job title in the box below?

Full Job title:

I4. Do you work in any of the following sectors?

Health and social care	01
Education and childcare	02
Key public services (justice system, religious staff, charities, management of the deceased, journalists providing public service broadcasting)	03
Local and national government	04
Food and necessary goods (including food production, distribution, sale and delivery)	05
Public safety or national security (police, MoD, armed forces, fire & rescue, NCA, border security, prison and probation staff)	06
Transport	07
Utilities, communication or financial services (banks, information technology, telecommunications, postal services, waste disposal, power and water sectors)	08
None of the above	09
Don't know	10

I5. Which of the following best describes how frequently you work from home in a typical week?

5 or more days a week	1
4 days a week	2
3 days a week	3
2 days a week	4
Once a week	5
Less than once a week	6
Don't know	7

I6. Which of the following best describes the location(s) where you typically work?

I travel to one workplace/ central location only	1
I travel mainly to one workplace/ central location but I occasionally visit other locations	2
I travel occasionally to a central location but I mainly travel to other locations	3
I travel to various different locations	4
I always work from home	5 Please go to Instruction before I11
Don't know	6

I7. How do you usually get to your work? Please select more than one if appropriate

Car/ van as driver or passenger	01	
Motorcycle/ moped/ scooter	02	
Taxi/ minicab	03	
Bicycle	04	
Bus (including coach/ private bus)	05	
Light rail/ tram	06	
Walking	07	
Train (not including underground or metro services)	08	Please answer I8
Underground/ metro	09	
Other	10	
Don't know	11	

Please answer I8 if you travel to work by train, others please go to question I10

I8. Which days of the week do you typically travel into work by train i.e. exclude days you work/ study from home Please select all that apply

Monday	1	Friday	5
Tuesday	2	Saturday	6
Wednesday	3	Sunday	7
Thursday	4	Don't know	8

I9. What times of day do you most often travel to work by train?

	Outward Trip	Return Trip
7am - 10am (peak time)	1	1
10am - 4pm (off-peak during the day)	2	2
4pm - 7pm (peak time)	3	3
7pm - Midnight (off-peak during the evening)	4	4
Midnight - 7am (off-peak overnight)	5	5
Don't know	6	6

Please answer if you work (including if you are self employed)

I10. How frequently would you say you can do the following relating to when/ how you work?

	All of the time	Most of the time	Some of the time	Rarely	Never	N/A	Don't Know
I have the flexibility to choose when I start and when I finish each day	1	2	3	4	5	6	7
I have the flexibility to work from home if I want to	1	2	3	4	5	6	7
I am able to choose which specific days I work each week	1	2	3	4	5	6	7
I am able to choose which days I work from home each week	1	2	3	4	5	6	7

Please answer questions I11 onwards if you are currently in education - either as a full/ part-time student, others please go to J1

I11. Which of the following best describes how frequently you are able to attend classes/ lectures/ tutorial sessions from home rather than going into college/ school in a typical week?

5 or more days a week	1
4 days a week	2
3 days a week	3
2 days a week	4
Once a week	5
Less than once a week	6
Don't know	7

I12. Which of the following best describes the location(s) where you usually attend classes/ lectures/ tutorial sessions etc?

I travel to one central location only for all classes/ lectures etc	1
I travel mainly to one central location but I occasionally visit other locations for classes/ lectures etc	2
I travel occasionally to a central location but I mainly travel to other locations for classes/ lectures etc	3
I travel to various different locations for classes/ lectures etc	4
It varies	5
I always study at home/ distance learning	6 Please go to J1
Don't know	7

I13. How do you usually get to your place of education? Please select more than one if appropriate

Car/ van as driver or passenger	01
Motorcycle/ moped/ scooter	02
Taxi/ minicab	03
Bicycle	04
Bus (including coach/ private bus)	05
Light rail/ tram	06
Walking	07
Train (not including underground or metro services)	08 Please answer I14
Underground/ metro	09
Other	10
Don't know	11

Please answer I14 if you travel to a place of education by train, others please go to question I16

I14. Which days of the week do you typically travel to your place of education by train i.e. exclude days you work/ study from home. Please select all that apply

Monday	1	Friday	5
Tuesday	2	Saturday	6
Wednesday	3	Sunday	7
Thursday	4	Don't know	8

I15. What times of day do you most often travel to your place of education by train?

	Outward Trip	Return Trip
7am - 10am (peak time)	1	1
10am - 4pm (off-peak during the day)	2	2
4pm - 7pm (peak time)	3	3
7pm - Midnight (off-peak during the evening)	4	4
Midnight - 7am (off-peak overnight)	5	5
Don't know	6	6

Please answer if you are currently in education (whether full or part-time)

I16. How frequently would you say you can do the following relating to when/ how you study?

	All of the time	Most of the time	Some of the time	Rarely	Never	N/A	Don't Know
I have the flexibility to choose when I start and when I finish each day	1	2	3	4	5	6	7
I have the flexibility to study from home if I want to	1	2	3	4	5	6	7
I am able to choose which specific days I study each week	1	2	3	4	5	6	7
I am able to choose which days I study from home each week	1	2	3	4	5	6	7

