

**ZA5560**

**Flash Eurobarometer 326**  
**(Survey on Passengers' Satisfaction with Rail Services)**

**Country Questionnaire**  
**Great Britain**

## **Flash Eurobarometer Rail passengers' satisfaction**

### Questionnaire

**S1. Have you travelled by train in the past 12 months, i.e. from March 2010 till March 2011 in the United Kingdom? Please don't include those travels that you made by a sub-urban train, or within the city limit or to / from the airport.**

- Yes [CONTINUE]..... 1
- No [THANK AND TERMINATE]..... 2
- [DK/NA] THANK AND TERMINATE] ..... 9

**Q1. How often do you travel by train in the United Kingdom?**

- Most days ..... 1
- 1-3 times per week ..... 2
- 1-3 times per month..... 3
- Less than once a month ..... 4
- [DK/NA]..... 9

**Q2. What is the most frequent purpose of your rail trip in the United Kingdom?**

ONLY ONE ANSWER IS POSSIBLE

- Travelling to work/school/university ..... 1
- Business trips..... 2
- Leisure ..... 3
- Other..... 4
- [DK/NA]..... 9

**Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations in the United Kingdom?**

[READ OUT - ROTATE - ONE ANSWER PER LINE]

- Very satisfied..... 1
  - Rather satisfied ..... 2
  - Rather dissatisfied ..... 3
  - Very dissatisfied ..... 4
  - [Not applicable]..... 8
  - [DK/NA]..... 9
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- A. Connections with other modes of public transport..... 1 2 3 4 9
  - B. Facilities for car parking..... 1 2 3 4 9
  - C. Quality of the facilities and services (e. g. toilets, shops, cafes, etc.) ..... 1 2 3 4 9
  - D. Provision of information about train schedules/platforms ..... 1 2 3 4 9
  - E. Ease of buying tickets..... 1 2 3 4 9
  - F. Easy and accessible complaint handling mechanism put in place ..... 1 2 3 4 8 9

- G. Cleanliness / good maintenance of station facilities..... 1 2 3 4 9
- H. Your personal security in the station ..... 1 2 3 4 9

**Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains in the United Kingdom?**

[READ OUT - ROTATE - ONE ANSWER PER LINE]

- Very satisfied..... 1
- Rather satisfied ..... 2
- Rather dissatisfied ..... 3
- Very dissatisfied ..... 4
- [Not applicable]..... 8
- [DK/NA]..... 9

- A. Frequency of the trains ..... 1 2 3 4 9
- B. Length of time the journey was scheduled to take (commercial speed/ the travelling speed of the trains) ..... 1 2 3 4 9
- C. Punctuality/reliability (i.e. departing and arriving on time)..... 1 2 3 4 9
- D. Your personal security whilst on board..... 1 2 3 4 9
- E. Cleanliness and good maintenance of rail cars, including the toilet on the train..... 1 2 3 4 9
- F. The provision of information during the journey, in particular in case of delay ..... 1 2 3 4 8 9
- G. Sufficient capacity for passengers in rail cars ..... 1 2 3 4 9
- H. The comfort of the seating area ..... 1 2 3 4 9
- I. Connections with other train services..... 1 2 3 4 8 9
- J. Availability of staff on trains..... 1 2 3 4 9
- K. Assistance and information for disabled or elderly people in station and in rail cars ..... 1 2 3 4 9

**D1. Gender**  
[DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

**D2. How old are you?**

- [ ][ ] years old
- [00] [REFUSAL/NO ANSWER]

**D3. How old were you when you stopped full-time education?**  
[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [ ][ ] ..... years old
- [ 00 ] ..... [STILL IN FULL TIME EDUCATION]
- [ 01 ] ..... [NEVER BEEN IN FULL TIME EDUCATION]
- [ 99 ] ..... [REFUSAL/NO ANSWER]

**D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...**

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES]

<b>- Self-employed</b>	
→ i.e. :	
- farmer, forester, fisherman .....	11
- owner of a shop, craftsman.....	12
- professional (lawyer, medical practitioner, accountant, architect,...) .....	13
- manager of a company.....	14
- other.....	15

<b>- Employee</b>	
→ i.e. :	
- professional (employed doctor, lawyer, accountant, architect) .....	21
- general management, director or top management.....	22
- middle management.....	23
- Civil servant .....	24
- office clerk .....	25
- other employee (salesman, nurse, etc...) .....	26
- other.....	27

<b>- Manual worker</b>	
→ i.e. :	
- supervisor / foreman (team manager, etc...).....	31
- Manual worker.....	32
- unskilled manual worker .....	33
- other.....	34

<b>- Without a professional activity</b>	
→ i.e. :	
- looking after the home .....	41
- student (full time).....	42
- retired .....	43
- seeking a job .....	44
- other.....	45

- [Refusal].....	99
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<b>D6. Would you say you live in a ...?</b>	
- metropolitan zone.....	1
- other town/urban centre .....	2
- rural zone .....	3
- [Refusal].....	9