

ZA5560

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

Country Questionnaire
Ireland

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 Ireland? 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 Ireland?

- 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 Ireland?

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 Ireland?

[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. 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 Ireland?

[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]

- Self-employed	
→ 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

- Employee	
→ 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

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

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

- [Refusal].....	99
------------------	----

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