

**ZA5912**

**Flash Eurobarometer 382  
(Rail and Urban Transport Passenger Satisfaction)**

**Country Questionnaire  
United Kingdom**

**FL 382 - Rail - UK**

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

ASK ALL

D21: 'No' code 1 and 7 'DK' - single codes

D21 Do you or someone in your household have any accessibility issues when using different methods of transport?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

No	1,
Yes, as a result of a disability	2,
Yes, as a result of a temporary impairment	3,
Yes, as a result of the natural ageing process	4,
Yes, as you travel with young children using strollers and buggies	5,
Yes, other (DO NOT READ OUT)	6,
DK/NA	7,

NEW

ASK Q1.1 AND Q1.2 TO ALL COUNTRIES EXCEPT MT AND CY. ASK Q1.3 TO ALL

Q1 How often do you travel by ... in the UK?

(READ OUT – ONE ANSWER ONLY)

	Daily \ Almost daily	Sev eral time s per wee k	Onc e a wee k	Sev eral time s per mont h	Sev eral time s per year	Onc e a year or less	Ne ver	DK/ NA
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1	International, national or regional trains (this excludes suburban trains)	1	2	3	4	5	6	7	8
2	Suburban trains	1	2	3	4	5	6	7	8
3	Urban public transport (Bus, metro, tram, etc.)	1	2	3	4	5	6	7	8

EB77.2 QC1 modified

ASK Q2a IF "TRAVELS BY INTERNATIONAL, NATIONAL OR REGIONAL TRAIN", code 1 to 6 in Q1.1 OR "TRAVELS BY SUBURBAN TRAINS", code 1 to 6 in Q1.2

Q2a What is the most frequent purpose of your trips by train in the UK?

(READ OUT - ONE ANSWER ONLY)

Travelling to work/ school/ university	1
Business trips	2
To go on holidays	3
For other leisure activities	4
Other	5
DK/NA	6

FL326 Q2 Modified

ASK Q2b IF "TRAVELS BY URBAN PUBLIC TRANSPORT", code 1 to 6 in Q1.3

Q2b What is the most frequent purpose of your trips by urban public transport (bus, metro, tram, etc.) in the UK?

(READ OUT - ONE ANSWER ONLY)

Travelling to work/school/university	1
For leisure activities	2
Other	3
DK/NA	4

NEW

ASK Q3a IN ALL COUNTRIES EXCEPT MT and CY

Q3a How long does or would it take you to get to the nearest railway station or stop from your home?

(READ OUT - ONE ANSWER ONLY)

Less than 10 minutes	1
From 10 to 30 minutes	2
From more than 30 minutes to an hour	3
More than an hour	4
DK/NA	5

NEW

ASK ALL

Q3b How long does or would it take you to get to the nearest bus, metro or tram station or stop from your home?

(READ OUT - ONE ANSWER ONLY)

Less than 10 minutes	1
From 10 to 30 minutes	2
From more than 30 minutes to an hour	3
More than an hour	4
DK/NA	5

NEW

ASK Q4a IN ALL COUNTRIES EXCEPT MT and CY

Q4a: ROTATE STATEMENTS 1 TO 4

Q4a Are you satisfied or not with the following features of railway stations in the UK?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA

1	Provision of information about train timetables	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Easy and accessible complaint- handling mechanisms	1	2	3	4	5	6
4	Cleanliness and good maintenance of stations	1	2	3	4	5	6

FL326 Q3 MODIFIED

ASK ALL

Q4b: ROTATE STATEMENTS 1 TO 4

Q4b Are you satisfied or not with the following features of urban public transport (bus, metro, tram, etc.) in the UK?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA

1	Provision of information about timetables	1	2	3	4	5	6
2	Ease of buying tickets	1	2	3	4	5	6
3	Amenities for passengers at stops and stations (e.g. shelter, seats, etc.)	1	2	3	4	5	6

4	Cleanliness and good maintenance of stops and stations	1	2	3	4	5	6
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NEW

ASK Q5a TO ALL EXCEPT MT and CY

Q5a: ROTATE STATEMENTS 1 TO 7

Q5a Are you satisfied or not with the following features of railway travel in the UK?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA

1	Frequency of the trains	1	2	3	4	5	6
2	Punctuality and reliability	1	2	3	4	5	6
3	The provision of information during the journey, in particular in case of delay	1	2	3	4	5	6
4	Availability of staff on trains	1	2	3	4	5	6
5	Availability of through-tickets (i.e. one ticket for several segments of one whole journey)	1	2	3	4	5	6
6	Cleanliness and good maintenance of rail carriages, including the train toilets	1	2	3	4	5	6
7	Bicycle access to the trains	1	2	3	4	5	6

FL326 Q4 MODIFIED

ASK ALL

Q5b: ROTATE STATEMENTS 1 TO 8

Q5b Are you satisfied or not with the following features of travel by urban public transport (bus, metro, tram etc.) in the UK?

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ OUT)	DK/NA
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1	Frequency of service	1	2	3	4	5	6
2	Punctuality and reliability	1	2	3	4	5	6
3	The provision of information in particular on connecting services	1	2	3	4	5	6
4	Price of the tickets	1	2	3	4	5	6
5	Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	1	2	3	4	5	6
6	Cleanliness and good maintenance of vehicles/carriages	1	2	3	4	5	6
7	The routes taken by the different urban lines	1	2	3	4	5	6
8	Passenger security	1	2	3	4	5	6

NEW

ASK Q6 TO THE RESPONDENTS WHO TAKE THE TRAIN ONCE A YEAR OR LESS OR NEVER, (code 6 or 7 or 8 in Q1.1) and (code 6 or 7 or 8 in Q1.2)

Q6: ROTATE ITEMS 1 TO 6

Q6: 'None' code 8 and 'DK' code 9 - single codes

Q6 Which of the following reasons, if any, prevent you from travelling by train in the UK?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Inaccessibility of stations or platforms	1,
Inaccessibility of railway carriages	2,
Lack of assistance by train or station staff	3,
Lack of pre-journey information about stations and accessible services	4,
Lack of accessible information (such as Braille, large print or accessible websites) in general about rail travel	5,
Difficulties in travelling to the station	6,
Other (DO NOT READ OUT)	7,
None (DO NOT READ OUT)	8,
DK/NA	9,

NEW

ASK Q7 TO ALL EXCEPT MT and CY

Q7: ROTATE STATEMENTS 1 TO 6

Q7 Are you satisfied or not with the following aspects of the accessibility of railway stations in the UK? By accessibility, we mean accessibility for persons with reduced mobility or who have an impairment

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Rather satisfied	Rather dissatisfied	Very dissatisfied	Not applicable (DO NOT READ)	DK/NA
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1	Accessibility of stations or platforms	1	2	3	4	5	6
2	Accessibility of the booking process	1	2	3	4	5	6
3	Assistance by railway or station staff for persons with reduced mobility or with an impairment	1	2	3	4	5	6
4	Pre-journey information about accessibility and assistance	1	2	3	4	5	6
5	Accessibility of train carriages	1	2	3	4	5	6
6	Accessibility of ticket offices or ticket vending machines	1	2	3	4	5	6

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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D5a 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?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT - ONE ANSWER ONLY)

Farmer, forester, fisherman	1
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Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4



D18 | Have you got a mobile phone?

(DO NOT READ OUT)

Yes	1
No	2

D20 | Have you got a landline phone?

(DO NOT READ OUT)

Yes	1
No	2

D22 | Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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