

ZA6933

**Flash Eurobarometer 463
(Europeans' Satisfaction with Passenger Rail Services)**

**Country Questionnaire
United Kingdom**

ASK ALL

D21: CODE 1 IS EXCLUSIVE

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

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2001-2007)

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 (DO NOT READ OUT)	7,

FL382 D21

Q1	How often do you use rail for...?
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(READ OUT - ONE ANSWER ONLY)

		Daily / Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	DK/NA (DO NOT READ OUT)

(2008)	1	Suburban trips (except metro)	1	2	3	4	5	6	7	8
(2009)	2	National or regional trips (this excludes suburban trains)	1	2	3	4	5	6	7	8
(2010)	3	International trips	1	2	3	4	5	6	7	8

NEW

CONTINUE QUESTIONNAIRE ONLY IF 'USE RAIL FOR SUBURBAN, NATIONAL/REGIONAL OR INTERNATIONAL TRIPS' - CODE 1 TO 6 IN Q1.1 OR CODE 1 TO 6 IN Q1.2 OR CODE 1 TO 6 IN Q1.3 - OTHERS STOP INTERVIEW

Q2 What is the most frequent purpose of your trips by train?

(READ OUT - ONE ANSWER ONLY)

	(2011)
Travelling to work/ school/ university	1
Business trips	2
To go on holidays	3
For other leisure activities	4
Other	5
DK/NA (DO NOT READ OUT)	6

FL382 Q2a

Q3	How do you usually get from your home to the railway station? If you go to several railway stations, please think of the one you most often go to.
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(READ OUT - ONE ANSWER ONLY)

	(2012)
Walking	1
Bike or similar	2
Car/Motorbike/Taxi	3
Public transport	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK ALL

Q4: ROTATE STATEMENTS 1 TO 8

Q4 Are you satisfied or not with the following services related to rail travel?

(READ OUT - ONE ANSWER ONLY)

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

(2013)

1	Provision of information about train timetables and platforms	1	2	3	4	5	6
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(2014)	2	Ease of buying tickets	1	2	3	4	5	6
	3	Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)	1	2	3	4	5	6
(2015)								
(2016)	4	Provision of information on connecting services with other modes of transport	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
(2017)								
(2018)	6	Easy and accessible complaint- handling mechanisms	1	2	3	4	5	6
	7	Cleanliness and good maintenance of stations	1	2	3	4	5	6
(2019)								
(2020)	8	Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)	1	2	3	4	5	6

FL382 Q4 Q5 MODIFIED

Q5: KEEP SAME ROTATION ORDER AS Q4

Q5	How important is the quality of the following services to you?
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(READ OUT - ONE ANSWER ONLY)

		Very important	Rather important	Rather unimportant	Not important at all	Not applicable (DO NOT READ OUT)	DK/NA (DO NOT READ OUT)

(2021)	1	Provision of information about train timetables and platforms	1	2	3	4	5	6
(2022)	2	Ease of buying tickets	1	2	3	4	5	6
(2023)	3	Availability of through-tickets (i.e. one ticket for several segments of one whole journey by rail)	1	2	3	4	5	6

(2024)	4	Provision of information on connecting services with other modes of transport	1	2	3	4	5	6
(2025)	5	Availability of tickets for a journey using several modes (i.e. tram, metro, bus, local trains)	1	2	3	4	5	6
(2026)	6	Easy and accessible complaint- handling mechanisms	1	2	3	4	5	6
(2027)	7	Cleanliness and good maintenance of stations	1	2	3	4	5	6
(2028)	8	Parking facilities for cars and bikes at stations (including parking facilities for persons with disabilities)	1	2	3	4	5	6

NEW

Q6: ROTATE STATEMENTS 1 TO 7

Q6 Are you satisfied or not with the following features of railway travel?

(READ OUT - ONE ANSWER ONLY)

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

(2029)	1	Frequency of the trains	1	2	3	4	5	6
(2030)	2	Punctuality and reliability	1	2	3	4	5	6
(2031)	3	Provision of information during the journey, in particular in case of delay	1	2	3	4	5	6

(2032)	4	Availability of wifi on trains	1	2	3	4	5	6
(2033)	5	Availability of assistance on trains	1	2	3	4	5	6
(2034)	6	Cleanliness and good maintenance of rail carriages, including the train toilets	1	2	3	4	5	6
(2035)	7	Availability of seats on trains	1	2	3	4	5	6

FL382 Q5a MODIFIED

Q7: ROTATE STATEMENTS 1 TO 5

Q7 Are you satisfied or not with the following aspects of the accessibility of railway travel?
 Accessibility in this context means accessibility for persons with disabilities or persons with reduced mobility

(READ OUT - ONE ANSWER ONLY)

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

(2036)	1	Accessibility of stations or platforms	1	2	3	4	5	6
	2	Accessibility of the booking process, including pre-journey information about accessibility of the service and infrastructure and assistance	1	2	3	4	5	6
(2037)								
	3	Assistance by railway or station staff for persons with disabilities or persons with reduced mobility	1	2	3	4	5	6
(2038)								
(2039)	4	Accessibility of train carriages	1	2	3	4	5	6
	5	Accessibility of travel information provided at the station and on-board trains, including in the event of delay	1	2	3	4	5	6
(2040)								

FL382 Q7 MODIFIED

ASK Q8 TO THE RESPONDENTS WHO NEVER TAKE THE TRAIN - (CODE 7 OR 8 IN Q1.1) AND (CODE 7 OR 8 IN Q1.2) AND (CODE 7 OR 8 IN Q1.3)

Q8: ROTATE ITEMS 1 TO 6

Q8: CODE 8 IS EXCLUSIVE

Q8 Which of the following reasons, if any, prevent you from travelling by train?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(2041-2049)
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,

FL382 Q6