

# APPENDIX 1

TRAVELWATCH East Midlands ..... Promoting Quality Public Transport



## GETTING THERE

### A SURVEY OF PASSENGER VIEWS ABOUT LEICESTER STATION

TRAVELWATCH East Midlands is an independent regional body aiming to represent the interests and concerns of passengers AND to assist local and regional authorities' work towards an integrated, high quality public transport network.

Passenger Focus is an independent public body set up by the government to protect the interests of Britain's rail passengers. With a strong emphasis on evidence based research and campaigning, our aim is to get the best deal for Britain's rail passengers.

Access to rail and station standards are important. This survey has the support of the East Midlands Regional Assembly and will hopefully strengthen the case for better facilities for passengers on the new East Midlands rail franchise.

Please take a few minutes to answer just a few questions, then fold and return the form to the FREEPOST address on the back page.

### Your rail journey today

Please tell us about using this station today.

**1. What was the main reason for this journey today?** PLEASE TICK ONE

Daily travel to:	Work <input type="radio"/>	Education <input type="radio"/>	Personal business appointment <input type="radio"/>
Less regular travel to:	Work <input type="radio"/>	Education <input type="radio"/>	Visiting family / friends <input type="radio"/>
Business travel	<input type="radio"/>		Leisure / tourism <input type="radio"/>

**2. What train are you planning to get?**

Approximate time: \_\_\_\_\_ am / pm Destination: \_\_\_\_\_

**3. How far did you travel to get to the station?** PLEASE TICK ONE

Up to ½ mile <input type="radio"/>	Over 5 & up to 10 miles <input type="radio"/>
Over ½ & up to 2 miles <input type="radio"/>	Over 10 miles <input type="radio"/>
Over 2 & up to 5 miles <input type="radio"/>	Please give the postcode of your start point _____

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**4. Was this station the nearest to the starting point of your journey?** PLEASE TICK ONE

Yes  No

If not, why did you use this station? (please write in \_\_\_\_\_)

**5. Are you travelling alone or with others?** PLEASE TICK ALL THAT APPLY

Alone <input type="radio"/>	With children aged 5-10 <input type="radio"/>
With other adult(s) <input type="radio"/>	With children aged 11 -15 <input type="radio"/>
With children aged up to 4 <input type="radio"/>	

**6. Are you taking with you:** PLEASE TICK ALL THAT APPLY

Heavy or bulky luggage <input type="radio"/>	A non-folding cycle <input type="radio"/>
A pushchair <input type="radio"/>	A dog <input type="radio"/>
A folding cycle <input type="radio"/>	None apply <input type="radio"/>

**7. Do you have any disability or special need related to the following:** PLEASE TICK ALL THAT APPLY

Yes - mobility <input type="radio"/>	Yes - speech impairment <input type="radio"/>
Yes - wheelchair user <input type="radio"/>	Yes - learning difficulty <input type="radio"/>
Yes - hearing <input type="radio"/>	Yes - other <input type="radio"/>
Yes - blind or partially sighted <input type="radio"/>	No - none apply <input type="radio"/>

*(then please go to question 10)*

**8. Did you make any special advance arrangement with the train company for assistance with your travel?** Yes  No

**9. Please tell us how satisfied you are that THIS station met your needs as a passenger with a disability or special need.** PLEASE TICK ONE ONLY

Very satisfied <input type="radio"/>	Fairly satisfied <input type="radio"/>	Neither satisfied nor dissatisfied <input type="radio"/>	Fairly dissatisfied <input type="radio"/>	Very dissatisfied <input type="radio"/>
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**10. How did you get to this station today:** PLEASE TICK ANY THAT APPLY

On foot / walked <input type="radio"/>	Car driver (parked on station car park) <input type="radio"/>
Cycle – left at station <input type="radio"/>	Car driver (parked near station) <input type="radio"/>
Cycle – taken onto train <input type="radio"/>	Passenger in car (as above) <input type="radio"/>
Coach, bus or tram <input type="radio"/>	By car – “dropped off” at station <input type="radio"/>
Taxi <input type="radio"/>	Other – please give details _____
Motorcycle <input type="radio"/>	

**11. Would you have preferred to use another method of travel to THIS station?** Yes  No

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**12. IF YES to question 11, which of the following would you have liked to use today:** PLEASE TICK ONE

On foot / walked <input type="radio"/>	Motorcycle <input type="radio"/>
Cycle – left at station <input type="radio"/>	Car driver (parked at station) <input type="radio"/>
Cycle – taken onto train <input type="radio"/>	Passenger in car (as above) <input type="radio"/>
Coach, <input type="radio"/>	By car – “dropped off” at station <input type="radio"/>
Bus or tram <input type="radio"/>	Other – please give details _____
Taxi <input type="radio"/>	

**13. IF YES to question 11, which of the following would have enabled you to use that method:** PLEASE TICK ALL THAT APPLY

Better footway approach to station <input type="radio"/>	Better / more convenient bus stop <input type="radio"/>
Better lighting on approach <input type="radio"/>	More car / motorcycle parking <input type="radio"/>
Cycle lane on approach <input type="radio"/>	Secure car / motorcycle parking <input type="radio"/>
More cycle storage <input type="radio"/>	More convenient car “drop-off” <input type="radio"/>
Better / more secure cycle storage <input type="radio"/>	Better step-free access to platforms <input type="radio"/>
Ability to take cycle on train <input type="radio"/>	Help with luggage & / or disability <input type="radio"/>
Bus convenient to time of travel <input type="radio"/>	Other – please give details _____

**14. Cost of parking and cycle storage at this station:**

(a) How long did you park or leave a cycle? All day  Half day or less

(b) How did you pay? Per day  Season ticket

(c) Does cost influence whether you use the station parking / storage? Yes  No

(d) If dearer, would you consider using another method of travel to this station? Yes  No

(e) If yes, how much would it need to increase before you switched? \_\_\_\_\_

(f) Would you use the car park more if there was a cheaper price for part day or off-peak parking? Yes  No

(g) Would you use the car park more at weekends if there was a cheaper weekend rate? Yes  No

### About you

**15. Please give us some information about yourself** PLEASE TICK THE APPROPRIATE ANSWERS

Gender Male  Female

Age Group Under 16  16-25   
25- 60  Over 60

Did you use a railcard on your journey today? Senior Citizen  Young Person   
Disabled  Family   
Other   
[PLEASE WRITE IN] \_\_\_\_\_

Did you use a season ticket on your journey today? Yes  No

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THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

Please add any additional comments here:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(If you want to be put onto our mailing list please add contact details inc' e-mail address.)

You can also visit our website @ [www.travelwatcheastmidlands.org.uk](http://www.travelwatcheastmidlands.org.uk)

Second fold here and tuck into flap

NO STAMP REQUIRED

Passenger Focus (fao. Paul Fullwood)  
FREEPOST WA 1521  
Warrington  
WA4 6GP

First fold here

THANK YOU FOR TAKING THE TIME TO FILL IN THIS QUESTIONNAIRE,  
PLEASE FOLD ALONG THE DOTTED LINES AND POST,  
NO STAMP IS REQUIRED.