

# RAIL USER PROFILE 2013

Int Initials   
 Date

Time   
 Rail Station

**Throughout the interview please encourage the respondent to consider their usual destination/travel patterns etc. Please interview boarders only who usually make all of their journey within the Network West Midlands area**

**Q1 At which station do you usually leave the train when making a journey from here? (i.e. final station on this leg of the journey - if outside the Network West Midlands area- shaded green on map please close, do not count towards quota) (SHOWCARD A)**

Birmingham New Street.....	<input type="checkbox"/>	1
Birmingham Snow Hill.....	<input type="checkbox"/>	2
Birmingham Moor Street.....	<input type="checkbox"/>	3
Coventry.....	<input type="checkbox"/>	4
Wolverhampton.....	<input type="checkbox"/>	5
Other station -- Please write in	<input style="width: 380px; height: 20px;" type="text"/>	

**Q2 How often do you travel by train within the Network West Midlands area (Shaded green on showcard A)? (If first time user close and do not count towards quota)**

5 + week or more.....	<input type="checkbox"/>	1	Continue
2-4 days per week.....	<input type="checkbox"/>	2	Continue
Once per week.....	<input type="checkbox"/>	3	Continue
Once per month.....	<input type="checkbox"/>	4	Continue
Less often.....	<input type="checkbox"/>	5	Continue
First time today.....	<input type="checkbox"/>	6	Close - do not count towards quota, record on score sheet

**Q3 How often do you travel by train outside the West Midlands?**

5 + week or more.....	<input type="checkbox"/>	1	2-4 days per week.....	<input type="checkbox"/>	2
Once per week.....	<input type="checkbox"/>	3	Once per month.....	<input type="checkbox"/>	4
Less often.....	<input type="checkbox"/>	5	First time today.....	<input type="checkbox"/>	6
Never.....	<input type="checkbox"/>	7			

**Q4 How often do you travel by local train:**

	Every	Once a fortnight	Once a month	Once or twice a year	Less often	Never
On a Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On a Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q5 What is the main purpose of your journeys from this station? (please tick 1 box only)**

Work.....	<input type="checkbox"/>	1	Work related/business travel.....	<input type="checkbox"/>	2
Education.....	<input type="checkbox"/>	3	Shopping.....	<input type="checkbox"/>	4
Leisure/recreation.....	<input type="checkbox"/>	5	Meeting friends/relatives.....	<input type="checkbox"/>	6
Personal business.....	<input type="checkbox"/>	7			
Other (please write in)	<input style="width: 380px; height: 20px;" type="text"/>				

**Q6** Have you travelled from home to get to this station today?  
Yes .....  Continue No.....  Skip to Q8

**Q7** What is your home postcode? (*record home postcode or as much location detail as possible eg street name*)

Now go to Q9

**Q8** Where have you travelled from today? (give as much location detail as possible preferably postcode or street name)

**Q9** How do you usually travel to this station?  
Car driver .....  1 Continue at Q10a Car passenger .....  2 Continue at Q10a  
Cycle .....  3 Skip to Q10b Walk .....  4 Skip to Q11  
Bus .....  5 Skip to Q11 Taxi .....  6 Skip to Q11  
Train .....  7 Skip to Q11 Parry People mover .....  8 Skip to Q11  
Other (please write in)

**ASK CAR USERS ONLY**

**Q10a** Is the car usually parked at the station car park (*if there is one*), are you dropped off, or do you park on the street near to here?  
Usually parked on station car park .....  1 Parked on street .....  2  
Dropped off .....  3  
Other (please write in)

**ASK CYCLISTS ONLY**

**Q10b** Do you leave the bike you travel on at the station or do you take it on the train?  
Leave parked at station .....  1  
Take on train .....  2  
Other (please write in)

**ASK ALL**

**Q11** How long does it usually take you to travel to this station from your usual starting point?  
Less than 2 minutes .....  1 2-4 minutes .....  2  
5-10 minutes .....  3 11-15 minutes .....  4  
16-20 minutes .....  5 21-30 minutes .....  6  
Over 30 minutes .....  7

**Q12 What time do you usually make journeys to this station from your usual starting point?**

Peak (weekdays before 0930 and between 1530-1830).....  1      Off Peak .....  2  
Both.....  3

**Q13 How do you usually travel from this station on your return journey?**

Car driver.....  1      Continue      Car passenger.....  2      Continue  
Walk .....  3      Continue      Bus .....  4      Continue  
Cycle .....  5      Continue      Other train (interchanging) .....  6      Continue  
Parry people mover.....  7      Continue      Taxi.....  8      Continue  
Don't make a return trip by train  9      Skip to Q15  
Other (please write in)

**Q14 What time do you usually make return journeys to this station?**

Peak (weekdays before 0930 and between 1530-1830).....  1      Off Peak .....  2  
Both.....  3

**Q15 What type of ticket do you usually use for your journeys by local rail?**

Single.....  01  
Standard return.....  02  
Cheap day return .....  03  
ntrain season ticket (check for use on trains only).....  04  
nNetwork season ticket (check for use on other modes eg bus/metro).....  05  
Concessionary pass (OAP/Blind/disabled) .....  06  
nNetwork One day .....  07  
nNetwork Daytripper .....  08  
nNetwork Dayranger .....  09  
nNetwork Student .....  10  
nNetwork Off Peak.....  11  
Young Persons Railcard discount.....  12  
Other (please write in)

**Q16 Where do you usually purchase your ticket?**

At station booking office.....  1  
Automatic ticket machine.....  2  
Work scheme/company travel scheme.....  3  
Through school/college.....  4  
Travel centre .....  5  
Newsagents .....  6  
By post.....  7  
On line.....  8  
Direct debit.....  9  
Other (please write in)

**Q17** If you needed information about trains in the West Midlands, e.g. routes, times, fares etc, where would you obtain that information? (can multi code - do not read out)

Phone Traveline/0871 2002233.....	<input type="checkbox"/>	01
Phone national rail enquiries 0845 484950.....	<input type="checkbox"/>	02
Internet - www.networkwestmidlands.com.....	<input type="checkbox"/>	03
Internet - www.centro.org.uk.....	<input type="checkbox"/>	04
Internet - www.londonmidland.co.uk.....	<input type="checkbox"/>	05
Internet - www.nationalrailenquiries.co.uk.....	<input type="checkbox"/>	06
Ask a friend/relative .....	<input type="checkbox"/>	07
Visit travel shop/travel information centre.....	<input type="checkbox"/>	08
Ask station staff/conductor/guard.....	<input type="checkbox"/>	09
Check timetables/electronic displays at station .....	<input type="checkbox"/>	10
Text/SMS.....	<input type="checkbox"/>	11
Twitter .....	<input type="checkbox"/>	12
Other internet site (please write website used)	<input type="text"/>	
Mobile apps (please write in App used)	<input type="text"/>	
Other (please write in)	<input type="text"/>	

**Q18** If your train is running to time for how long do you usually wait at this station?

Less than 1 minute.....	<input type="checkbox"/>	1	Over 3 minutes up to 5 minutes .....	<input type="checkbox"/>	4
1 minute up to 2 minutes.....	<input type="checkbox"/>	2	Over 5 minutes up to 10 minutes .....	<input type="checkbox"/>	5
Over 2 minutes up to 3 minutes .....	<input type="checkbox"/>	3	Over 10 minutes.....	<input type="checkbox"/>	6

**Q19** What is the main reason for you choosing to make this journey by train rather than any other method of transport?

No car/don't drive.....	<input type="checkbox"/>	1
Car not available/being used by another member of household.....	<input type="checkbox"/>	2
No choice/only method available .....	<input type="checkbox"/>	3
Have a rail pass.....	<input type="checkbox"/>	4
Train service frequent .....	<input type="checkbox"/>	5
Train is quicker.....	<input type="checkbox"/>	6
Train is cheaper .....	<input type="checkbox"/>	7
Don't like driving/don't have to worry about driving.....	<input type="checkbox"/>	8
Don't have to worry about /pay costs of parking.....	<input type="checkbox"/>	9
Other (please write in)	<input type="text"/>	

**Q20** How many cars/vans are there in your household?

One .....	<input type="checkbox"/>	1	Three or more .....	<input type="checkbox"/>	3
Two.....	<input type="checkbox"/>	2	None.....	<input type="checkbox"/>	4

**Q21** If you wanted or needed to make your usual rail journey by car is a car available for you to do so?

Yes - always.....	<input type="checkbox"/>	1	No.....	<input type="checkbox"/>	3
Yes - sometimes.....	<input type="checkbox"/>	2			

**Q22 How often do you travel by?**

	5 + days per week	2-4 days per week	Once per week	Once per month	Less often	Never
A: Local bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B: Car as a driver	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C: Car as a passenger	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Metro	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E: Cycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q23 For how long have you travelled by local rail?**

Less than 6 months.....	<input type="checkbox"/> 1	Over 2 years up to 5 years.....	<input type="checkbox"/> 4
6 months up to 1 year.....	<input type="checkbox"/> 2	Over 5 years up to 10 years.....	<input type="checkbox"/> 5
Over 1 year up to 2 years.....	<input type="checkbox"/> 3	Over 10 years.....	<input type="checkbox"/> 6

**Q24 To which of these age groups do you belong? (SHOWCARD B)**

16-18.....	<input type="checkbox"/> 1	45-59.....	<input type="checkbox"/> 5
19-24.....	<input type="checkbox"/> 2	60-64.....	<input type="checkbox"/> 6
25-34.....	<input type="checkbox"/> 3	65+.....	<input type="checkbox"/> 7
35-44.....	<input type="checkbox"/> 4		

**Q25 Which of these best describes your occupation/previous occupation if retired? (SHOWCARD C)**

Professional/managerial.....	<input type="checkbox"/> 1	Continue
Clerical/administrative.....	<input type="checkbox"/> 2	Continue
Skilled manual.....	<input type="checkbox"/> 3	Continue
Semi skilled/unskilled manual.....	<input type="checkbox"/> 4	Continue
Housewife/househusband.....	<input type="checkbox"/> 5	Skip to Q27
Unemployed.....	<input type="checkbox"/> 6	Skip to Q27
Student - living at home.....	<input type="checkbox"/> 7	Continue
Student - Living way from home.....	<input type="checkbox"/> 8	Continue
Other (please write in)		<input style="width: 300px; height: 20px;" type="text"/>

**Q26 Which of these best describes you working status? (SHOWCARD D)**

In paid work full time.....	<input type="checkbox"/> 1	Not in paid work at present.....	<input type="checkbox"/> 3
In paid work part time.....	<input type="checkbox"/> 2	Retired.....	<input type="checkbox"/> 4

**Q27 Which of these best describes the occupation of chief income earner? (SHOWCARD C)**

Professional/managerial.....	<input type="checkbox"/> 1	Housewife/househusband.....	<input type="checkbox"/> 5
Clerical/administrative.....	<input type="checkbox"/> 2	Unemployed.....	<input type="checkbox"/> 6
Skilled manual.....	<input type="checkbox"/> 3	Student - living at home.....	<input type="checkbox"/> 7
Semi skilled/unskilled manual.....	<input type="checkbox"/> 4	Student - Living way from home.....	<input type="checkbox"/> 8
Other (please write in)		<input style="width: 300px; height: 20px;" type="text"/>	

**Q28 Which of the following best describes your ethnic origin? (SHOWCARD E)**

White.....	<input type="checkbox"/> 1	Black or Black British.....	<input type="checkbox"/> 4
Mixed race.....	<input type="checkbox"/> 2	Chinese.....	<input type="checkbox"/> 5
Asian or Asian British.....	<input type="checkbox"/> 3		
Other (please write in)			

**Q29 What is your home postcode? (Only Collect if home postcode not collected at Q7)**

**Q30 Do you own a smart phone?**

Yes.....	<input type="checkbox"/> 1
No - own a mobile phone but not a smart phone.....	<input type="checkbox"/> 2
No - do not own a mobile phone.....	<input type="checkbox"/> 3

**Q31 Do you use any of the following social networking websites?**

Twitter.....	<input type="checkbox"/> 1	None of the above.....	<input type="checkbox"/> 3
Facebook.....	<input type="checkbox"/> 2		

**Q32 Would you be interested in being contacted to help Centro in further market research or would you like to be contacted again with information on rail services changes?**

I would like to be contacted again for Market Research purposes.....	<input type="checkbox"/> 1
I would like to be contacted again with information on services changes.....	<input type="checkbox"/> 2

**Q33 If respondents would like to be contacted again - please collect email address. Reassure respondents that contact details will only be used for purpose specified.**

**COMPLETE FOLLOWING SECTION BY OBSERVATION**

**Q34 Gender (by observation)**

Male.....	<input type="checkbox"/> 1	Female.....	<input type="checkbox"/> 2
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**Q35 Please record all that apply to the respondent:**

Carrying 2 or more shopping bags.....	<input type="checkbox"/> 1	Using walking aids e.g. sticks/crutches.....	<input type="checkbox"/> 5
Travelling with a pushchair/pram.....	<input type="checkbox"/> 2	General frailty.....	<input type="checkbox"/> 6
Respondent is a wheelchair user.....	<input type="checkbox"/> 3	Travelling with bulky baggage eg suitcase..	<input type="checkbox"/> 7
Respondent is travelling with a wheelchair user.....	<input type="checkbox"/> 4	Blind/partially sighted.....	<input type="checkbox"/> 8
		none of these.....	<input type="checkbox"/> 9

**Q36 Please record the number of adults, 5-15's and under 5's travelling with respondent (please write in)**

Adults	
5-15's	
Under 5's	