

Rail Users' SURVEY

Conducted by Sarah Teather MP
and the Local Lib Dem team

www.brentlibdems.org.uk
www.simon4mayor.org.uk



We want to find out what rail users think of services in London.

We will use the results of the survey to take up your concerns with Network Rail and the Train Companies and press the Government for action. Whatever party you support, please help us by taking just a few moments to complete it and return to the Freepost address overleaf.

**Sarah Teather your local MP and Your
Local Lib Dem and London Assembly Team**

1. Which station do you usually travel from?

2. Which station do you usually travel to?

3. Which company's trains do you travel on?

4. How often do you make this trip?

Most days Once a week Occasionally

5. What time do you usually travel?

6. Do you think that your rail service has enough capacity?

YES NO

7. Do you think that trains run often enough?

YES NO

8. Are you satisfied with the time-keeping of the trains?

YES NO

9. Do you feel that you are adequately informed about delayed trains?

YES NO

10. What do you think about the state of your local station?

Very good Good Poor

11. Are there enough staff to help you?

YES NO

12. Have you experienced unreasonable delays at the ticket office (if there is one)?

YES NO

If yes, how often?

Regularly Quite often Rarely

If yes at what time of the day?

13. How do you travel to the station?

By bus By car By bike On foot

14. Do you have a disability?

YES NO

If yes, have you ever experienced problems using stations or train services?

YES NO

Please tell us about them:

15. Do you feel safe at your local station?

YES NO

If no, please tell us why:

16. Rail fares have risen above inflation this year - do you think that this represents value for money?

YES NO

Please let us know any other comments about your service:

This survey has been paid for by donations from individual members and supporters of the Liberal Democrats.

