



LAND-USE AND TRANSPORT INTEGRATION IN SCOTLAND

www.transportscotland.gov.uk/latis

Rail Passenger Interview Surveys

Form Completion Instructions

As the forms are handed out, the enumerator will tell passengers that when they come round to collect the forms, they will be happy to help passengers with any queries they have about filling in the form.

The form has been written to be short and concise. As a result there may be ambiguity or uncertainty for some people to try to complete the form.

If anyone asks why the instructions were not more explicit, the enumerator should explain that the form designer recognises that more instructions could be useful but space constraints mean that we're using the enumerators to help people if they are unsure about what to write.

Before you hand out the form

In the bottom right of the front of the form are some grey boxes. These should be used to record the section of journey where the form is handed out. Note that the Departure Time is the **scheduled** departure time. This means that the boxes can be completed before they are handed out on the train. If they are left blank, customers are likely to start asking you what they should write in these boxes.

Example:

From Huntly	To Keith	Departure Time: 14:28
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Who to give the form to?

The form should be given to everyone over the age of 16.

What about Parties / Groups of passengers travelling together?

In general, ask everyone to fill in the form as they may not all have come from the same home address.

However, if you what appears to be a family travelling together, ask politely if they've all come from the same address and are travelling to the same address. If they are, use the 'Group?' field in the bottom right-hand corner of the form and write in the number of people that this form applies to.

1. Why are you travelling today?

This is the **main** reason for travelling. If someone is going to Edinburgh for a business meeting and does some shopping whilst there, the **main** reason for travelling is Business.

2. Where have you come from?

Other Accommodation is things like Hotel, Hostel, B&B, Camping

3. Where did you start this journey?

This can be tricky for people. Say you leave your home in Inverness and are heading to Edinburgh to see your family, but leave early enough to spend an hour in the shops in either Inverness or Edinburgh. In this instance, the journey is from Home to Other

Accommodation with the addresses of your home and your family's home and the shopping is simply taking advantage of the fact your making the big trip.

Partial postcodes and addresses are fine if people are uncomfortable about putting in the exact location they are going to or coming from.

4. At which station did you board this train?

For the interviews between Inverness and Aviemore or Nairn, then the starting station will be Inverness. If anyone notes that you can only start at Inverness, explain that the form is a generic form used elsewhere on the rail network where trains can have many origins.

5. What was the main method of transport you used to get to the railway station?

This is by distance.

Questions 6, 7, 8 and 9.

The answers to questions 2 to 5 apply for these.

10. How often do you make this journey?

This is based on the journey Origin (Q3) and Destination (Q7) rather than where you get on and off the train. For example, someone may catch the train from Inverness to Edinburgh approximately every month. A couple of times for business meetings, a couple of times to go and see the Rugby, a couple of times to go to the airport for holidays, etc. These are classed as different journeys as the Destinations are different.

11. How many vehicles are owned or are available for use within your household?

If people have a company car, works van, etc., which they can use this counts towards the number of vehicles even if they don't own the vehicle themselves.

12. Which of the following are you planning to do on the journey?

Dealing with complaints / grumbles

If anyone has a complaint or grumble about the survey, explain that the contact details for the person organising the surveys is printed on the bottom of the form. Tell them to keep hold of the form and to contact the survey organiser.