

**TRAIN / BUS JOURNEY SURVEY: OCTOBER 2017**

Please use this form to report details of any journey, good or bad, made by **train** in the East Suffolk area during October 2017 (bus form overleaf). Please comment as often as the need arises – feel free to photocopy this form, or ask for further copies from Rod Lock, ESTA Secretary. By completing and returning this form, you could win **two ANGLIA PLUS rail tickets**. If possible, please report both legs of a return journey.

# TRAIN

**1. JOURNEY DETAILS**

write here

write here

Date of journey:		How did you get to the station?	
From:		To: Also state final destination	
Scheduled departure time:		Actual departure time:	
Scheduled arrival time:		Actual arrival time:	
How can station facilities, including car parking, be improved?		Was the journey for leisure, business, school/college or shopping?	

**2. YOUR COMMENTS**

write here

write here

How did you find out about times? Website, timetable, Traveline, national timetable book, or other?		Was the train's interior clean and comfortable?	
		Were the train's toilet facilities satisfactory?	
Was the information up-to-date and helpful (e.g. on screens)?		Was your intended journey not possible because train was cancelled?	
Were fares collected and tickets inspected?		Were public address announcements or other information adequate?	
How did you buy your ticket? Any problems?		Was your connection easy? If late, was it held?	
If your journey was disrupted, was it handled well? Was there a replacement bus?		Did you take a bike, pushchair, scooter or heavy luggage on the train? Was this easy?	
If the train was late, do you know why? Did you use the Helpline?		What improvement would you most like to see?	
Did you experience any anti-social behaviour?			

**3. YOUR IDEAS AND COMMENTS**

*What would encourage you to use this service more often? In other words, what would make it easier or more pleasant? Plus, which aspects of your journey, in order of priority, do you consider most important? Please give details (overleaf if necessary):*

Please add your name, address and telephone number if you would like us to be able to contact you about any aspects of your journey(s).	
---	--

When completed, this form should either be handed to an ESTA committee member, or be posted to: Rod Lock, Secretary ESTA, The Beehive, Hall Road, Oulton Broad, Lowestoft NR32 3AW by Dec 18<sup>th</sup>  
Or email your reply to [survey2017@eastsuffolktravel.org.uk](mailto:survey2017@eastsuffolktravel.org.uk)