

TRAIN / BUS JOURNEY SURVEY: OCTOBER 2018

Please use this form to report details of any journey, good or bad, made by **train** in the East Suffolk area during October 2018 (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:	
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 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?		Did you connect with another train or bus? If so, where to?	

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? Which aspect of our journey 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).	
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When completed, this form should either be handed to an ESTA committee member, or be posted to: Rod Lock, President, ESTA, The Beehive, Hall Road, Oulton Broad, Lowestoft NR32 3AW by Nov 18th
Or email your reply to survey2018@eastsuffolktravel.org.uk