

EAST SUFFOLK TRAVELLERS' ASSOCIATION

[www.eastsuffolktravel.org.uk](http://www.eastsuffolktravel.org.uk)

**TRAIN / BUS JOURNEY SURVEY: NOVEMBER 2008**

Please use this form to report details of any journey, good or bad, made by **train** in the East Suffolk area during November 2008 (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**.

# 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 or school/college?	

**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 comfortable? Were the train's toilet facilities satisfactory?	
Was the information up-to-date and helpful (e.g. on screens)?		Would you have used train catering facilities if available?	
Were fares collected and tickets inspected?		Were public address announcements adequate?	
Was the conductor helpful?		If you reserved seats, were they available?	
Was your connection easy? If late, was it held?		Did you take a bike or heavy luggage on the train? Was this easy?	
If the train was late, do you know why? Did you use the Helpline?			

**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).	
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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.