



Wrexham • Bidston • Liverpool
Wrecsam • Bidston • Lerpwl

Copy of Borderlands Railway Line

Satisfaction Survey

Please take seven minutes to complete our rail customer satisfaction survey and help us deliver, maintain, and improve our services to accommodate your needs. All your responses will be treated in the strictest confidence and are voluntary. You will automatically enter our prize draw to be one of ten lucky winners each to receive £30 worth of Shopping Vouchers.

1. Where did you obtain the survey? Tick one box only

- Online/website
 On a train (go to Q4)
 At a railway station (go to Q5)

2. With new daily strict cleansing of train units and distancing measures in place on train units, will this help to make you feel more confident to travel by train?

- Yes I feel more confident
 Yes but only slightly
 No I do not feel more confident

3. If new strict cleaning/ deep cleansing and distancing measures does not help you please state what additional measures would help you to feel more confident to travel by train?

4. Please name the railway station where you will leave this train?

5. Please name the railway station where you were given this survey, or the railway station that you boarded the train if you were already travelling.

6. How often do you travel on the Borderlands Railway Line (Wrexham - Bidston Line)? Tick one box only

- Most days
- 1 to 3 times a week
- 1 to 3 times a month
- Less than once a month
- Not at all

7. What is the most frequent purpose of your trip when using the Borderlands Railway Line? Tick one box only

- Commuting to work/school/university
- Business
- Other
- Other (please specify)

8. How satisfied or dissatisfied are you with the overall level of service and facilities from the Borderlands Railway Line?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied
- Don't know

9. Thinking of your time at the railway station you named in Question 4, how satisfied or dissatisfied are you with the following?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	N/A or do not know
Connections with other modes of public Transport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities for car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities for bicycle parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provision of information about train times and Platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of rail station facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to use and accessible complaint handling mechanisms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upkeep and repair of station buildings and platforms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your personal security at the station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What is your Home postcode? (Used only for travel pattern area research)

11. If an earlier train operated before the existing 08:30 arrival Monday to Saturday at Wrexham station was available, would you be interested in using the additional earlier service?

- Yes definitely
- Yes possibly
- No
- N/A do not know

12. Are you satisfied with the following Sunday start times of Train services on the Borderlands Railway Line?

	Yes	No	N/A Do not know		
Wrexham 08.41	<input type="radio"/>				
If no please say why	<input type="text"/>				
Bidston 09.57	<input type="radio"/>				
If no please say why	<input type="text"/>				

13. Are you satisfied with the 17:45 departure from Bidston, would an earlier 17:35 departure still be sufficient to allow commuters time to connect from places of work?

- Yes satisfied with 17.45 departure
- No 17:35 is an improvement allowing sufficient connection time for all commuters

14. "Does Your employment/working role involve either agile or home working?"

- Agile working
- Home working
- Neither

15. Please suggest any community organisation, group or charity that you propose would benefit from working with the Borderlands Line railway partnership:

16. Did you know that the Borderlands Railway Line connects Wales with Merseyside, with access to Welsh countryside, National Cycle Network (NCN) to the All Wales Coastal Path and retail centres such as Liverpool One and Eagles Meadow? Tick one box only

- Yes
- No

17. Please use the space below for any further comments or suggestions you would like to make about the Borderlands Railway Line

18. Would you like to be included in a Prize Draw for £30 of shopping vouchers? If yes, then enter your name and telephone number or email address

Name

Telephone number

Email address



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Equal opportunity monitoring

We would appreciate it if you answer the following questions for equal opportunity monitoring purposes. Please remember that your answers are completely confidential and voluntary. Please feel free to leave blank any question you don't want to answer in this section of the survey.

19. Are you male or female?

- Male
- Female
- Prefer not to say

20. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

21. Do you consider yourself to have a disability?

- Yes
- No
- prefer not to say

22. How would you describe your current main activity?

- Employed
- Self-employed
- Unemployed
- Caring for family members or relatives
- Retired
- Long term sick/disabled
- Student
- Prefer not to say
- Other (please specify)



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Thank you for completing this survey

The Borderlands Line would like to thank you for completing this questionnaire to help deliver services to customer's needs.

Please send your completed questionnaires by dd/mm/yyyy to:

**Community Rail Officer/Swyddog Rheilffordd Cymunedol
Streetsene and Transportation / Gwasanaethau Stryd a Thrafnidiaeth
Flintshire County Council/Cyngor Sir y Flint
Alltami Depot
Alltami CH7 6LG**

or return this completed form to a representative that gave it to you.

***If you would like assistance in filling in this questionnaire, or have any questions about the questionnaire, please e-mail jamie.sant@flintshire.gov.uk or Tel/Ffon: 01352 704537**