

Handout Sheet 3

This CREST-accredited project can be put towards achieving a CREST Bronze Award



Train Station Customer Survey

As part of our station design project, we are finding out which features train customers would like to be included in a new train station.

Station Name:						
Date						
Are you...	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to say		
Your age group is....	<input type="checkbox"/> 0-18	<input type="checkbox"/> 19-24	<input type="checkbox"/> 25-39	<input type="checkbox"/> 40-60	<input type="checkbox"/> 60+	
	<input type="checkbox"/> Prefer not to say					
Do you have a disability?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say			
Do you travel with children ?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say			

For each of the following station features rate them from extremely important to unimportant, based on your needs when using a train station.

	Extremely Important	Very Important	Important	Fairly important	Unimportant	No Opinion
Parking for cars						
Parking for bicycles						
Connection to other public transport links						
Availability of confectionary						
Availability of hot food						
Availability of hot drinks						
Availability of cold drinks						
Station seating						
Dining area						
Wi-Fi Access						
Device charging ports						
Multifaith prayer room						
Shops for groceries						
Shops for stationery and magazines						
Shop for pharmacy products and toiletries						
Cash machine						
Public telephones						

STATIONS OF THE FUTURE (DESIGN & MAKE PROJECT)

	Extremely Important	Very Important	Important	Fairly important	Unimportant	No Opinion
Toilets						
Luggage storage						
Availability of an accessible toilet						
Availability of a gender-neutral toilet						
Information desk						
Ticket office						
Ticket machine						
Waiting room						
Step free access						
Digital information display						
Audio announcements system						
Hearing loop						
Outside recreation space						
Baby changing						
Quiet area						
Platform refreshment stall						

If you have a disability, are there any features that we should include to help meet your travelling needs?

Do you have any further comments or suggestions for features that you would like to see in a new train station?
